Student Satisfaction Survey
For CAPP Report

Calhoun Community College

Survey Administered in:
Various Calhoun Classrooms

Surveys Coordinated by
Office of Planning and Research

May 2006
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**Student Satisfaction Survey**  
**Spring 2006**

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ACKNOWLEDGEMENTS

The Office of Planning and Research at Calhoun Community College wishes to thank the Vice President for Instruction and Student Services, Division Chairs, and selected faculty for their cooperation in this endeavor. Faculty and students who allocated class time to the project should be recognized.

A special thanks is offered to Beth Butler and Charlie Bowden who put aside other tasks to design and analyze the scantron form of the survey instrument.
ABSTRACT

Student Satisfaction Survey
Spring 2006

The Student Satisfaction Survey was administered during the month of April to a total of 318 Calhoun students.

Primary Objective: The Student Satisfaction Survey was given for the purpose of obtaining data needed to complete the CAPP Report for the Alabama Department of Postsecondary Education.

Secondary Objectives: Secondary objectives for the CAPP Student Satisfaction Survey include gathering data to support positive change in critical service areas of the college, such as Admissions and the Business Office.

Methods: The Survey Instrument administered for the Student Satisfaction Survey was developed by the Alabama Department of Postsecondary Education to support the College Accountability and Performance Profile (CAPP) Report. Calhoun initially planned to use data derived from the Noel-Levitz Student Satisfaction Survey to support CAPP, but determined the questions on the survey instrument provided by ADPE more closely matched the CAPP items. Since CAAP tests and Noel-Levitz surveys had recently been administered during class time of spring 2006 semester, the Dean for Planning & Research and the Administrative Assistant to the Vice President for Instruction & Student Services identified classes that meet two criteria—the class should not have been previously interrupted for institutional testing and surveys, and the class should have high enrollment to maximize return. A total of 17 classes were selected to participate. However, low attendance in the selected classes required additional surveys to be administered in classes of volunteer instructors. Seven additional volunteer classes were surveyed.

Timeline: The surveys were administered at various times during the month of April. It was left to the discretion of the faculty members to administer and return the surveys to the Office for Planning and Research.

Study Limitations: The survey was administered under a tight CAPP reporting deadline, which caused the selection of classes to be less deliberate than it might have been. Consequently, the sample may not be representative of the entire student body. About 370 students should have been surveyed to meet published standards of educational research.

Suggestions for Future Surveying: The Student Satisfaction Surveys should be administered annually during the Spring semester. A greater number of classes should be selected to be surveyed next year, because of student low attendance.
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<th>Q2 -- The admissions office staff members are helpful</th>
<th>Q3 -- The admissions office staff members provide accurate information</th>
<th>Q4 -- The application for admission was easy to complete</th>
<th>Q5 -- The admissions process was efficient</th>
<th>Q6 -- The admissions office is open at convenient times</th>
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Question 1: The Admissions Office Staff Members are Courteous

- % STRONGLY AGREE: 40.95%
- % AGREE: 56.51%
- % DISAGREE: 1.27%
- % STRONGLY DISAGREE: 1.27%

56.51%
Question 2: The Admissions Office Staff Members are Helpful

- 55.87% STRONGLY AGREE
- 39.68% AGREE
- 3.49% DISAGREE
- 0.95% STRONGLY DISAGREE
Question 3: The Admissions Office Staff Members Provide Accurate Information

- 57.83% STRONGLY AGREE
- 37.06% AGREE
- 4.47% DISAGREE
- 0.64% STRONGLY DISAGREE
Question 4: The Application for Admission was Easy to Complete

- 54.19% Strongly Agree
- 0.97% Agree
- 0.65% Disagree
- 44.19% Strongly Disagree
Question 5: The Admissions Process was Efficient

- 56.23%  % STRONGLY AGREE
- 37.70%  % AGREE
- 0.96%  % DISAGREE
- 5.11%  % STRONGLY DISAGREE
Questions 6: The Admissions Office is Open at Convenient Times

- 57.05% STRONGLY AGREE
- 36.86% AGREE
- 5.13% DISAGREE
- 0.96% STRONGLY DISAGREE
Question 7: Overall, I am Satisfied with the Admissions Process

- % STRONGLY AGREE: 37.58%
- % AGREE: 57.96%
- % DISAGREE: 3.50%
- % STRONGLY DISAGREE: 0.96%

This item used for reporting on CAPP
| ORIENTATION | STUDENT RESPONSES | Q8 -- The orientation included topics that were important | Q9 -- The orientation included topics that were relevant | Q10 -- The orientation helped provided me with useful guidance about my college goals | Q11 -- The orientation helped me become familiar with the campus | Q12 -- The orientation provided information about important resources for student assistance | Q13 -- The orientation helped with study skills | Q14 -- The orientation helped with time management | Q15 -- The orientation was scheduled at convenient times | Q16 -- Overall, the orientation was a valuable experience for me |
|-------------|------------------|------------------------------------------------|------------------------------------------------|------------------------------------------------|------------------------------------------------|------------------------------------------------|------------------------------------------------|------------------------------------------------|------------------------------------------------|------------------------------------------------|------------------------------------------------|
| STRONGLY AGREE | 78 | 72 | 77 | 65 | 78 | 59 | 53 | 65 | 62 |
| AGREE | 115 | 123 | 111 | 112 | 119 | 113 | 108 | 120 | 109 |
| DISAGREE | 16 | 12 | 19 | 30 | 15 | 32 | 43 | 21 | 25 |
| STRONGLY DISAGREE | 10 | 10 | 13 | 10 | 8 | 11 | 12 | 10 | 20 |
| NOT APPLICABLE | 96 | 97 | 95 | 98 | 95 | 100 | 99 | 99 | 98 |
| LEFT BLANK | 2 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 3 |
| TOTAL APPLICABLE RESPONSES | 219 | 217 | 220 | 217 | 220 | 215 | 216 | 216 | 216 |
Q8: The Orientation Included Topics that were Important

- 35.62% STRONGLY AGREE
- 52.51% AGREE
- 7.31% DISAGREE
- 4.57% STRONGLY DISAGREE
Question 9: The Orientation Included Topics that were Relevant

- 56.68% STRONGLY AGREE
- 33.18% AGREE
- 4.61% DISAGREE
- 5.53% STRONGLY DISAGREE
Question 10: The Orientation Provided Me with Useful Guidance About My College Goals
Question 11: The Orientation Helped Me Become Familiar with the Campus

- 51.61% STRONGLY AGREE
- 29.95% AGREE
- 13.82% DISAGREE
- 4.61% STRONGLY DISAGREE
QUESTION 12: The Orientation Provided Information About Important Resources for Student Assistance

- 35.45% % STRONGLY AGREE
- 54.09% % AGREE
- 6.82% % DISAGREE
- 3.64% % STRONGLY DISAGREE
Question 13: The Orientation Helped with Study Skills

- % STRONGLY AGREE: 52.56%
- % AGREE: 27.44%
- % DISAGREE: 14.88%
- % STRONGLY DISAGREE: 5.12%
Question 14: The Orientation Helped with Time Management

- 24.54% STRONGLY AGREE
- 50.00% AGREE
- 19.91% DISAGREE
- 5.56% STRONGLY DISAGREE
Question 15: The Orientation Was Scheduled at Convenient Times

- 30.09% STRONGLY AGREE
- 55.56% AGREE
- 9.72% DISAGREE
- 4.63% STRONGLY DISAGREE
Question 16: Overall, the Orientation was a Valuable Experience for Me

- 50.46% STRONGLY AGREE
- 28.70% AGREE
- 11.57% DISAGREE
- 9.26% STRONGLY DISAGREE

This item used for reporting on CAPP
## REGISTRATION

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<th>Q17 - The registration staff members are courteous</th>
<th>Q18 - The registration staff members are helpful</th>
<th>Q19 - The registration staff members provide accurate information</th>
<th>Q20 - The registration process is easy</th>
<th>Q21 - The registration process is efficient</th>
<th>Q22 - The schedule of classes is easy to use</th>
<th>Q23 - The schedule of classes provides accurate information</th>
<th>Q24 - I am able to get the classes I need with little difficulty</th>
<th>Q25 - The registration process is available at convenient times</th>
<th>Q26 - Overall, I am satisfied with the registration process</th>
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Question 17: The Registration Staff Members are Courteous

- 61.39% Strongly Agree
- 35.64% Agree
- 2.31% Disagree
- 0.66% Strongly Disagree
Question 18: The Registration Staff Members are Helpful

- % STRONGLY AGREE: 36.75%
- % AGREE: 58.94%
- % DISAGREE: 3.64%
- % STRONGLY DISAGREE: 0.66%

58.94%
Question 19: The Registration Staff Members Provide Accurate Information

- % STRONGLY AGREE: 59.20%
- % AGREE: 34.78%
- % DISAGREE: 5.02%
- % STRONGLY DISAGREE: 1.00%
Question 20: The Registration Process is Easy

- % STRONGLY AGREE: 35.53%
- % AGREE: 58.55%
- % DISAGREE: 5.26%
- % STRONGLY DISAGREE: 0.66%
Question 21: The Registration Process is Efficient

- 62.00% % STRONGLY AGREE
- 34.67% % AGREE
- 2.33% % DISAGREE
- 1.00% % STRONGLY DISAGREE
Question 22: The Schedule of Classes is Easy to Use

- 56.11% STRONGLY AGREE
- 36.96% AGREE
- 6.27% DISAGREE
- 0.66% STRONGLY DISAGREE
Question 23: The Schedule of Classes Provides Accurate Information

- 59.08% STRONGLY AGREE
- 36.30% AGREE
- 4.29% DISAGREE
- 0.33% STRONGLY DISAGREE
Question 24: I am Able to Get the Classes I Need with Little Difficulty

- 29.70% STRONGLY AGREE
- 54.13% AGREE
- 13.20% DISAGREE
- 2.97% STRONGLY DISAGREE
Question 25: The Registration Process is Available at Convenient Times

- 33.77% STRONGLY AGREE
- 61.26% AGREE
- 4.64% DISAGREE
- 0.33% STRONGLY DISAGREE
Question 26: Overall, I am Satisfied with the Registration Process

- 63.04% STRONGLY AGREE
- 32.67% AGREE
- 0.33% DISAGREE
- 3.96% STRONGLY DISAGREE

This item used for reporting on CAPP
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<th>STUDENT RESPONSES</th>
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<th>Q28 -- My academic advisor is helpful</th>
<th>Q29 -- My academic advisor provides accurate information</th>
<th>Q30 -- My academic advisor offers useful career advice</th>
<th>Q31 -- My academic advisor is available at convenient times</th>
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Question 27: My Academic Advisor is Courteous

- 50.37% STRONGLY AGREE
- 46.27% AGREE
- 1.87% DISAGREE
- 1.49% STRONGLY DISAGREE
Question 28: My Academic Advisor is Helpful

- % STRONGLY AGREE: 46.64%
- % AGREE: 48.88%
- % DISAGREE: 2.24%
- % STRONGLY DISAGREE: 2.24%
Question 29: My Academic Advisor Provides Accurate Information

48.87% 44.74% 4.51% 1.88%

- % STRONGLY AGREE
- % AGREE
- % DISAGREE
- % STRONGLY DISAGREE
Question 30: My Academic Advisor Offers Useful Career Advice

- 47.15% STRONGLY AGREE
- 44.11% AGREE
- 6.84% DISAGREE
- 1.90% STRONGLY DISAGREE
Question 31: My Academic Advisor is Available at Convenient Times

- **44.87%** strongly agree
- **49.81%** agree
- **3.42%** disagree
- **1.90%** strongly disagree
Question 32: Overall, I am Satisfied with the Advising Process

This item used for reporting on CAPP
<table>
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<th>Q35 -- The college labs helped to improve my study skills</th>
<th>Q36 -- Tutors are available for a variety of courses</th>
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Question 33: The Staff in College Labs are Courteous

- 57.20% STRONGLY AGREE
- 33.71% AGREE
- 7.95% DISAGREE
- 1.14% STRONGLY DISAGREE
Question 34: The Staff in College Labs are Helpful

- 35.11% STRONGLY AGREE
- 57.25% AGREE
- 6.11% DISAGREE
- 1.53% STRONGLY DISAGREE
Question 35: The College Labs Helped to Improve my Study Skills

- 31.62% STRONGLY AGREE
- 49.01% AGREE
- 16.21% DISAGREE
- 3.16% STRONGLY DISAGREE
Question 36: Tutors are Available for a Variety of Courses

- 61.76% STRONGLY AGREE
- 26.89% AGREE
- 7.98% DISAGREE
- 3.36% STRONGLY DISAGREE
Question 37: The College Labs are Open at Convenient Times

- 28.20% % STRONGLY AGREE
- 53.76% % AGREE
- 13.91% % DISAGREE
- 4.14% % STRONGLY DISAGREE
Question 38: Overall, I am Satisfied with the College Labs and Academic Support

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<th>Q42 -- The application for financial aid is easy to complete</th>
<th>Q43 -- The financial aid application process is efficient</th>
<th>Q44 -- The financial aid office is open at convenient times</th>
<th>Q45 -- Overall, I am satisfied with the financial aid application process</th>
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Question 39: The Financial Aid Office Staff Members are Courteous

- % STRONGLY AGREE: 41.20%
- % AGREE: 48.93%
- % DISAGREE: 6.87%
- % STRONGLY DISAGREE: 3.00%
Question 40: The Financial Aid Office Staff Members are Helpful

- % STRONGLY AGREE: 8.15%
- % AGREE: 1.29%
- % DISAGREE: 38.20%
- % STRONGLY DISAGREE: 52.36%
Question 41: The Financial Aid Office Staff Members Provide Accurate Information

- 52.36% STRONGLY AGREE
- 38.20% AGREE
- 8.15% DISAGREE
- 1.29% STRONGLY DISAGREE
Question 42: The Application for Financial Aid is Easy to Complete

- 34.48% STRONGLY AGREE
- 52.16% AGREE
- 10.34% DISAGREE
- 3.02% STRONGLY DISAGREE
Question 43: The Financial Aid Application Process is Efficient

- % STRONGLY AGREE: 35.04%
- % AGREE: 56.41%
- % DISAGREE: 6.41%
- % STRONGLY DISAGREE: 2.14%

- Total: 100.1%
Question 44: The Financial Aid Office is Open at Convenient Times

- 58.19% STRONGLY AGREE
- 37.50% AGREE
- 3.45% DISAGREE
- 0.86% STRONGLY DISAGREE
Question 45: Overall, I am satisfied with the Financial Aid Application Process

- 37.23% STRONGLY AGREE
- 54.11% AGREE
- 6.49% DISAGREE
- 2.16% STRONGLY DISAGREE

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<td>Q48 - The book store staff provide accurate information</td>
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<td>Q54 - Overall, I am satisfied with the book store</td>
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Question 46: The Book Store Staff Members are Courteous

- % STRONGLY AGREE: 49.83%
- % AGREE: 46.34%
- % DISAGREE: 2.09%
- % STRONGLY DISAGREE: 1.74%

Legend:
- % STRONGLY AGREE
- % AGREE
- % DISAGREE
- % STRONGLY DISAGREE
Question 47: The Book Store Staff Members are Helpful

- 49.48% STRONGLY AGREE
- 47.39% AGREE
- 2.44% DISAGREE
- 0.70% STRONGLY DISAGREE
Question 48: The Book Store Staff Members Provide Accurate Information

- 50.35% STRONGLY AGREE
- 44.41% AGREE
- 3.85% DISAGREE
- 1.40% STRONGLY DISAGREE
Question 49: The Book Store Stocks Enough Copies of Textbooks Required for Courses

- 31.01% STRONGLY AGREE
- 50.17% AGREE
- 15.68% DISAGREE
- 3.14% STRONGLY DISAGREE
Question 50: The Book Store has an Adequate Variety of School Supplies

- % STRONGLY AGREE: 57.45%
- % AGREE: 38.65%
- % DISAGREE: 1.42%
- % STRONGLY DISAGREE: 2.48%
Question 51: The Book Store has an Adequate Variety of Other Products

- 38.03% strongly agree
- 58.10% agree
- 2.46% disagree
- 1.41% strongly disagree
Question 52: The Book Store's Prices are Reasonable

- 45.99% STRONGLY AGREE
- 22.30% AGREE
- 21.95% DISAGREE
- 9.76% STRONGLY DISAGREE
Question 53: The Book Store is Open at Convenient Times

- 61.11% STRONGLY AGREE
- 33.33% AGREE
- 4.17% DISAGREE
- 1.39% STRONGLY DISAGREE
Question 54: Overall, I am Satisfied with the Book Store

59.38%
35.76%
3.47%
1.39%

% STRONGLY AGREE
% AGREE
% DISAGREE
% STRONGLY DISAGREE

Used this item for reporting on CAPP
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<th>Q56 - The business office staff members are helpful</th>
<th>Q57 - The business office staff members provide accurate information</th>
<th>Q58 - Bills for tuition and fees are clear and accurate</th>
<th>Q59 - Reminders for tuition/fee balances are sent in a timely manner</th>
<th>Q60 - The process for paying bills is convenient</th>
<th>Q61 - The business office is open at convenient times</th>
<th>Q62 - Overall, I am satisfied with the services of the business office</th>
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Question 55: The Business Office Staff Members are Courteous

- 58.72% % STRONGLY AGREE
- 36.60% % AGREE
- 3.83% % DISAGREE
- 0.85% % STRONGLY DISAGREE
Question 56: The Business Office Staff Members are Helpful

- 57.26% STRONGLY AGREE
- 37.61% AGREE
- 4.27% DISAGREE
- 0.85% STRONGLY DISAGREE
Question 57: The Business Office Staff Members Provide Accurate Information

- % STRONGLY AGREE: 61.54%
- % AGREE: 35.47%
- % DISAGREE: 2.14%
- % STRONGLY DISAGREE: 0.85%
Question 58: Bills for Tuition and Fees are Clear and Accurate

- 36.25% STRONGLY AGREE
- 60.00% AGREE
- 3.33% DISAGREE
- 0.42% STRONGLY DISAGREE
Question 59: Reminders for Tuition/Fee Balances are Sent in a Timely Manner

- 36.65% STRONGLY AGREE
- 57.92% AGREE
- 4.07% DISAGREE
- 1.36% STRONGLY DISAGREE
Question 60: The Process for Paying Bills is Convenient

- % STRONGLY AGREE: 1.74%
- % AGREE: 59.57%
- % DISAGREE: 37.83%
- % STRONGLY DISAGREE: 0.87%
Question 61: The Business Office is Open at Convenient Times

- 61.76% STRONGLY AGREE
- 35.29% AGREE
- 2.52% DISAGREE
- 0.42% STRONGLY DISAGREE
Question 62: Overall, I am Satisfied with the Services of the Business Office

Item used in reporting on CAPP
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<td>Q64 -- The college offers a variety of recreational activities</td>
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<tr>
<td>Q65 -- The college offers a variety of cultural activities</td>
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<td>Q66 - The college offers a variety of student organizations</td>
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<td>Q67 -- I feel connected to this college</td>
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<tr>
<td>Q68 -- Out-of-class college activities are offered at convenient times</td>
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<td>Q69 - Overall, I am satisfied with out-of-class college activities</td>
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Question 63: The College Offers a Variety of Sports

- % STRONGLY AGREE: 15.51%
- % AGREE: 37.55%
- % DISAGREE: 33.47%
- % STRONGLY DISAGREE: 13.47%
Question 64: The College Offers a Variety of Recreational Activities

- 49.60% strongly agree
- 25.79% agree
- 16.67% disagree
- 7.94% strongly disagree
Question 65: The College Offers a Variety of Cultural Activities

- % STRONGLY AGREE: 56.33%
- % AGREE: 18.78%
- % DISAGREE: 17.14%
- % STRONGLY DISAGREE: 7.76%
Question 66: The College Offers a Variety of Student Organizations

- % STRONGLY AGREE: 60.85%
- % AGREE: 22.87%
- % DISAGREE: 12.02%
- % STRONGLY DISAGREE: 4.26%
Question 67: I Feel Connected to this College

- 45.76% % STRONGLY AGREE
- 19.56% % AGREE
- 23.62% % DISAGREE
- 11.07% % STRONGLY DISAGREE
Question 68: Out-of-Class College Activities are Offered at Convenient Times

- % STRONGLY AGREE: 22.27%
- % AGREE: 53.28%
- % DISAGREE: 17.47%
- % STRONGLY DISAGREE: 6.99%
Question 69: Overall, I am Satisfied with Out-of-Class College Activities

- 19.09% STRONGLY AGREE
- 5.81% AGREE
- 22.41% DISAGREE
- 52.70% STRONGLY DISAGREE

Item used for reporting on CAPP
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<th>Q71 -- The other resource materials in the library are in good condition</th>
<th>Q72 -- The library has the books I need</th>
<th>Q73 -- The library has the other resource materials I need</th>
<th>Q74 -- Overall, I am satisfied with the library's collections</th>
<th>Q75 -- The library is open at convenient times</th>
<th>Q76 -- The library staff members are helpful</th>
<th>Q77 -- The library staff members provide accurate information</th>
<th>Q78 -- The library staff members are courteous</th>
<th>Q79 -- The copying machines in the library are in good working order</th>
<th>Q80 -- The library has quiet places to study</th>
<th>Q81 -- Overall, I am satisfied with the library's services</th>
<th>Q82 -- The library's cataloging system is easy to use</th>
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Question 70: The Books in the Library are in Good Condition

- 64.58% STRONGLY AGREE
- 33.75% AGREE
- 1.25% DISAGREE
- 0.42% STRONGLY DISAGREE
Question 71: The Other Resource Materials in the Library are in Good Condition

- 64.17% STRONGLY AGREE
- 33.46% AGREE
- 1.97% DISAGREE
- 0.39% STRONGLY DISAGREE
Question 72: The Library has the Books I Need

63.41% 30.08% 5.28% 1.22%

% STRONGLY AGREE % AGREE % DISAGREE % STRONGLY DISAGREE

Item used for reporting on CAPP
Question 73: The Library has the Other Resource Materials I Need

- 63.67% STRONGLY AGREE
- 32.03% AGREE
- 3.52% DISAGREE
- 0.78% STRONGLY DISAGREE
Question 74: Overall, I am Satisfied with the Library’s Collections

- 63.10% STRONGLY AGREE
- 32.54% AGREE
- 3.17% DISAGREE
- 1.19% STRONGLY DISAGREE
Question 75: The Library is Open at Convenient Times

- % STRONGLY AGREE: 34.21%
- % AGREE: 59.40%
- % DISAGREE: 4.51%
- % STRONGLY DISAGREE: 1.88%

- Overall: 59.40%
Question 76: The Library Staff Members are Helpful

- 61.89% STRONGLY AGREE
- 35.85% AGREE
- 2.26% DISAGREE
- 0.00% STRONGLY DISAGREE
Question 77: The Library Staff Members Provide Accurate Information

- 59.77% Strongly Agree
- 38.31% Agree
- 0.77% Disagree
- 1.15% Strongly Disagree
Question 78: The Library Staff Members are Courteous

- 59.25% STRONGLY AGREE
- 38.87% AGREE
- 1.89% DISAGREE
- 0.00% STRONGLY DISAGREE
Question 79: The Library Staff Members are Friendly

- 38.49% STRONGLY AGREE
- 60.00% AGREE
- 1.13% DISAGREE
- 0.38% STRONGLY DISAGREE
Question 80: The Copying Machines in the Library are in Good Working Order

- 64.35% Strongly Agree
- 33.04% Agree
- 2.61% Disagree
- 0.00% Strongly Disagree
Question 81: The Library has Quiet Places to Study

- % STRONGLY AGREE: 61.60%
- % AGREE: 36.50%
- % DISAGREE: 1.14%
- % STRONGLY DISAGREE: 0.76%
Question 82: Overall, I am Satisfied with the Library’s Services

- 63.30% STRONGLY AGREE
- 35.58% AGREE
- 0.75% DISAGREE
- 0.37% STRONGLY DISAGREE

Item used for Reporting on CAPP
Question 83: The Library's Cataloging System is Easy to Use

- 62.17% STRONGLY AGREE
- 34.78% AGREE
- 2.17% DISAGREE
- 0.87% STRONGLY DISAGREE
Question 84: Overall, the Library's Electronic Information Access (Internet, Virtual Libraries) Meets Student Needs

- % STRONGLY AGREE: 58.11%
- % AGREE: 37.74%
- % DISAGREE: 3.40%
- % STRONGLY DISAGREE: 0.75%

*Item used for reporting on CAPP*
## INSTRUCTION

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<th>Q86 -- Classrooms are well-lighted</th>
<th>Q87 -- Visuals used in teaching are easy to see</th>
<th>Q88 -- Classroom seating is comfortable</th>
<th>Q89 -- Classroom seating is convenient for taking notes</th>
<th>Q90 -- Overall, I am satisfied with the quality of the classrooms</th>
<th>Q91 -- Laboratories are adequate in size to accommodate most classes</th>
<th>Q92 -- Laboratories are well-furnished with up-to-date materials</th>
<th>Q93 -- The equipment in laboratories is in good working order</th>
<th>Q94 -- Overall, I am satisfied with the quality of the laboratories</th>
<th>Q95 -- Computer technology is used in many classrooms and laboratories</th>
<th>Q96 -- The courses I take have the necessary equipment for learning</th>
<th>Q97 -- The equipment needed in courses I take is in good working order</th>
<th>Q98 -- Overall, I am satisfied with the quality of the equipment for learning</th>
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Question 85: Classrooms are Adequate in Size to Accommodate Most Classes

- 30.61% STRONGLY AGREE
- 63.61% AGREE
- 5.10% DISAGREE
- 0.68% STRONGLY DISAGREE
Question 86: Classrooms are Well-Lighted

- 64.97% STRONGLY AGREE
- 31.29% AGREE
- 3.40% DISAGREE
- 0.34% STRONGLY DISAGREE
Question 87: Visuals Used in Teaching are Easy to See

- % STRONGLY AGREE: 30.48%
- % AGREE: 63.70%
- % DISAGREE: 5.14%
- % STRONGLY DISAGREE: 0.68%

- 63.70%
Question 88: Classroom Seating is Comfortable
Question 89: Classroom Seating is Convenient for Taking Notes

- 56.08% Agree
- 21.62% Strongly Agree
- 14.19% Disagree
- 8.11% Strongly Disagree
Question 90: Overall, I am Satisfied with the Quality of the Classrooms

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<tr>
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<th>% DISAGREE</th>
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<td>23.89%</td>
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*Item used for reporting on CAPP*
Question 91: Laboratories are Adequate in Size to Accommodate Most Classes

- 67.62% STRONGLY AGREE
- 27.05% AGREE
- 4.10% DISAGREE
- 1.23% STRONGLY DISAGREE
Question 92: Laboratories are Well-Furnished with Up-to-Date Materials

- % STRONGLY AGREE: 6.44%
- % AGREE: 24.03%
- % DISAGREE: 1.29%
- % STRONGLY DISAGREE: 68.24%
Question 93: The Equipment in Laboratories is in Good Working Order

- % STRONGLY AGREE: 70.47%
- % AGREE: 24.41%
- % DISAGREE: 3.94%
- % STRONGLY DISAGREE: 1.18%
Question 94: Overall, I am Satisfied with the Quality of the Laboratories

- 72.16% Agree
- 22.75% Strongly Agree
- 3.92% Disagree
- 1.18% Strongly Disagree

Item used for reporting on CAPP
Question 95: Computer Technology is Used in Many Classrooms and Laboratories

- **25.74%** STRONGLY AGREE
- **63.24%** AGREE
- **9.19%** DISAGREE
- **1.84%** STRONGLY DISAGREE
Question 96: The Courses I Take have the Necessary Equipment for Learning

- % STRONGLY AGREE: 3.48%
- % AGREE: 26.13%
- % DISAGREE:
- % STRONGLY DISAGREE: 1.39%

Overall, 68.99% agree that the courses they take have the necessary equipment for learning.
Question 97: The Equipment Needed in Courses I take is in Good Working Order

- 68.07% STRONGLY AGREE
- 27.37% AGREE
- 3.86% DISAGREE
- 0.70% STRONGLY DISAGREE
Question 98: Overall, I am Satisfied with the Quality of Equipment for Learning

- 27.61% STRONGLY AGREE
- 67.54% AGREE
- 4.48% DISAGREE
- 0.37% STRONGLY DISAGREE

*Item used for reporting on CAPP*
## SAFETY AND SECURITY

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<tr>
<th>STUDENT RESPONSES</th>
<th>Q99 -- College security officers are helpful</th>
<th>Q100 -- College security officers patrol the campus regularly</th>
<th>Q101 -- College security officers respond quickly to emergencies</th>
<th>Q102 -- The building areas are well lighted</th>
<th>Q103 -- The parking lots are well lighted</th>
<th>Q104 -- Emergency call boxes are available at convenient locations</th>
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</table>
Question 99: College Security Officers are Helpful

- 61.96% STRONGLY AGREE
- 28.99% AGREE
- 5.80% DISAGREE
- 3.26% STRONGLY DISAGREE
Question 100: College Security Officers Patrol the Campus Regularly

- STRONGLY AGREE: 11.42%
- AGREE: 57.44%
- DISAGREE: 11.42%
- STRONGLY DISAGREE: 1.73%
Question 101: College Security Officers Respond Quickly to Emergencies

- 30.74% STRONGLY AGREE
- 58.44% AGREE
- 8.23% DISAGREE
- 2.60% STRONGLY DISAGREE
Question 102: The Building Areas are Well Lighted

- 62.42% STRONGLY AGREE
- 29.87% AGREE
- 6.38% DISAGREE
- 1.34% STRONGLY DISAGREE
Question 103: The Parking Lots are Well Lighted

- 59.73% Strongly Agree
- 26.96% Agree
- 10.24% Disagree
- 3.07% Strongly Disagree
Question 104: Emergency Call Boxes are Available at Convenient Locations

- 24.47% STRONGLY AGREE
- 51.05% AGREE
- 16.88% DISAGREE
- 7.59% STRONGLY DISAGREE
Question 105: Overall, I Feel Safe While I am at College

Item used for reporting on CAPP
<table>
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<tr>
<th>STUDENT RESPONSES</th>
<th>Q106 -- The buildings contribute to an appropriate college environment</th>
<th>Q107 -- The grounds contribute to an appropriate college environment</th>
<th>Q108 -- Overall, the college is an attractive place to go to school</th>
<th>Q109 -- College buildings are well maintained</th>
<th>Q110 -- College grounds are well maintained</th>
<th>Q111 -- College buildings are clean</th>
<th>Q112 -- College grounds are clean</th>
<th>Q113 -- Overall I am satisfied with the maintenance at the college</th>
<th>Q114 -- Overall, I am satisfied with the appearance of the college</th>
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Question 106: The Buildings Contribute to an Appropriate College Environment

- Strongly Agree: 26.95%
- Agree: 67.53%
- Disagree: 4.87%
- Strongly Disagree: 0.65%
Question 107: The Grounds Contribute to an Appropriate College Environment

- 65.80% STRONGLY AGREE
- 27.04% AGREE
- 6.19% DISAGREE
- 0.98% STRONGLY DISAGREE
Question 108: Overall, the College is an Attractive Place to go to School

- % STRONGLY AGREE: 11.40%
- % AGREE: 25.73%
- % DISAGREE: 60.59%
- % STRONGLY DISAGREE: 2.28%
Question 109: College Buildings are Well Maintained

- % STRONGLY AGREE: 24.76%
- % AGREE: 61.89%
- % DISAGREE: 10.42%
- % STRONGLY DISAGREE: 2.93%

- 61.89%
Question 110: College Grounds are Well Maintained

- 66.45% STRONGLY AGREE
- 26.38% AGREE
- 5.54% DISAGREE
- 1.63% STRONGLY DISAGREE
Question 111: College Buildings are Clean

- 7.79% Strongly Agree
- 23.70% Agree
- 66.23% Neither
- 2.27% Disagree
- 0.00% Strongly Disagree
Question 112: College Grounds are Clean

67.64% % AGREE
25.89% % STRONGLY AGREE
5.18% % AGREE
1.29% % STRONGLY DISAGREE
0% % DISAGREE
0% % STRONGLY DISAGREE
Question 113: Overall, I am Satisfied with the Maintenance at the College

- 25.00% STRONGLY AGREE
- 67.53% AGREE
- 6.49% DISAGREE
- 0.97% STRONGLY DISAGREE

Item used for reporting on CAPP
Question 114: Overall, I am Satisfied with the Appearance of the College

- 66.99% STRONGLY AGREE
- 25.57% AGREE
- 0.97% DISAGREE
- 6.47% STRONGLY DISAGREE

Item used for reporting on CAPP
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<td>Q86 -- Classrooms are well-lighted</td>
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<p>| % STRONGLY AGREE | 30.61% | 31.29% | 30.48% | 20.75% | 21.62% | 23.89% |
| % AGREE          | 63.61% | 64.97% | 63.70% | 48.30% | 56.08% | 62.80% |
| % DISAGREE       | 5.10%  | 3.40%  | 5.14%  | 22.45% | 14.19% | 11.26% |
| % STRONGLY DISAGREE | 0.68%  | 0.34%  | 0.68%  | 8.50%  | 8.11%  | 2.05%  |</p>
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<td>Laboratories are well-furnished with up-to-date materials</td>
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<td>Computer technology is used in many classrooms and laboratories</td>
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% STRONGL 28.99% 29.41% 30.74% 29.87% 26.96% 24.47% 30.39% % STRONG
% AGREE 61.96% 57.44% 58.44% 62.42% 59.73% 51.05% 63.40% % AGREE
% DISAGRE 5.80% 11.42% 8.23% 6.38% 10.24% 16.88% 4.90% % DISAGRE
% STRONGL 3.26% 1.73% 2.60% 1.34% 3.07% 7.59% 1.31% % STRONG
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<td>Q110 – College grounds are well maintained</td>
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<td>Q111 – College buildings are clean</td>
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<td>Q112 – College grounds are clean</td>
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<td>Q113 – Overall I am satisfied with the maintenance at the college</td>
<td>26.95%</td>
<td>27.04%</td>
<td>25.73%</td>
<td>24.76%</td>
<td>26.38%</td>
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<td>67.53%</td>
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<td>4.87%</td>
<td>6.19%</td>
<td>11.40%</td>
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<td>0.65%</td>
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<td>2.27%</td>
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<tr>
<td>Q114 – Overall, I am satisfied with the appearance of the college</td>
<td>25.57%</td>
<td>66.99%</td>
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| 309 | 4 | 4 | 3 | 20 | 79