



College of the Redwoods  
**Student Satisfaction  
Survey Report**

Spring 2010

This Report Provided By  
The Office of Institutional Research

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## Introduction

The Student Satisfaction Survey was intended to assess the satisfaction of College of the Redwoods (CR) students in regard to campus services, climate and effectiveness. The survey utilized the expertise of Noel-Levitz, a recognized leader in higher education consulting, who helped to determine the satisfaction of students as well as highlight the issues they find most important.

## Noel-Levitz Overview

"A recognized leader in higher education consulting, Noel-Levitz is committed to helping institutions meet their goals for enrollment and student success.

[With a] 37-year history, more than 2,600 campuses have invited Noel-Levitz to collaborate with them. [Their] clients include: public and private institutions throughout North America, two-year and four-year institutions, graduate and professional schools, systems." (About Us, On *Noel-Levitz's* website, retrieved from [www.Noel-Levitz.com](http://www.Noel-Levitz.com))

The Noel-Levitz survey instrument contained twelve scales to measure:

- Academic Advising and Counseling Effectiveness
- Academic Services
- Admissions and Financial Aid Effectiveness
- Campus Climate
- Campus Support Services
- Concern for the Individual
- Instructional Effectiveness
- Registration Effectiveness
- Responsiveness to Diverse Populations
- Safety and Security
- Service Excellence
- Student Centeredness

## Survey Administration

The Student Satisfaction Survey was administered to all College of the Redwoods (CR) students through an email invitation. The first email was sent to 7438 students on February 15<sup>th</sup>, 2010. This email included an explanation of the survey's purpose and included a link to a website location where the survey could be completed along with a personalized passcode that would allow the student to gain access to the online survey.

Emails were sent to each students MyCR email account. For students who supplied CR with a personal email address at the time of registration, a second email was emailed to this address. As MyCR email accounts were a relatively new concept being implemented on campus, this secondary email ensured that

those students who were not yet aware of the new campus email system (MyCR) would receive the invitation to participate.

A reminder email was sent to all students who had not already participated (7271 students) on February 26<sup>th</sup>, 2010 encouraging students to respond. A third email was sent on March 5<sup>th</sup>, 2010 reminding students that they only had a short time to respond before the survey would be closed. This final email was sent to the 7,126 students who had not yet responded. In total, the Student Satisfaction Survey was open for four weeks from February 15<sup>th</sup> through February 14<sup>th</sup>.

The 2010 Student Satisfaction Survey resulted in 831 responses. Of the 7438 students who were invited to participate, the results of this survey represent eleven percent (11%) of the CR employee population. Noel-Levitz explained that the web survey typically receives 10-20% response rate, thus CR fell right in line with those expectations.

## Findings

### Strengths and Challenges

Noel-Levitz presented their findings to the Department of Institutional Research (IR) at CR in Spring 2010. The findings were reported in table form and IR used these tables to determine the following highlights.

The Student Satisfaction Survey uncovered thirteen areas of strength for the College of the Redwoods. Strengths range from the excellent quality of instruction to the welcoming environment on campus.

*Table 1: Strengths*

<b>College of the Redwoods Strengths</b>
18. The quality of instruction I receive in most of my classes is excellent.
80. I attend CR in order to complete a 2-year degree, transfer to a 4-year institution, or achieve a certificate.
58. Nearly all of the faculty are knowledgeable in their fields.
70. I am able to experience intellectual growth here.
73. I am able to effectively manage my study time and complete assignments on time.
41. Admissions staff are knowledgeable.
14. Library resources and services are adequate.
31. The campus is safe and secure for all students.
71. The effort required of my courses is what I expected.
28. It is an enjoyable experience to be a student on this campus.
61. Faculty are usually available after class and during office hours.

36. Students are made to feel welcome on this campus.
43. Class change (drop/add) policies are reasonable.

The Student Satisfaction Survey uncovered fourteen challenges for the College of the Redwoods. Challenges range from scheduling classes at times that are convenient for students to receiving early notification if students are doing poorly in a class.

*Table 2: Challenges*

<b>College of the Redwoods Challenges</b>
8. Classes are scheduled at times that are convenient for me.
40. My academic advisor is knowledgeable about the transfer requirements of other schools.
69. There is a good variety of courses provided on this campus.
7. Adequate financial aid is available for most students.
32. My academic advisor is knowledgeable about my program requirements.
52. This school does whatever it can to help me reach my educational goals.
20. Financial aid counselors are helpful.
34. Computer labs are adequate and accessible.
42. The equipment in the lab facilities is kept up to date.
13. Financial aid awards are announced to students in time to be helpful in college planning.
77. Courses are offered at the locations that best fit my needs.
79. Classrooms and classroom equipment are kept up-to-date and in good repair.
12. My academic advisor helps me set goals to work toward.
65. Students are notified early in the term if they are doing poorly in a class.

### Comparisons

While the focus of this analysis was not to determine how College of the Redwoods compared to other community colleges, it is important to know how relatively satisfied CR students are with the various scales measured by this survey. By comparing the College of the Redwoods results with the national comparison group, several areas of higher satisfaction were uncovered. The top twenty areas showing higher satisfaction than national community colleges ranged from satisfaction with the quality of instruction received to a safe and secure campus to reasonable class change (add/drop) policies.

*Table 3: Higher Satisfaction versus National Community Colleges*

<b>Higher Satisfaction vs. National Community Colleges</b>
18. The quality of instruction I receive in most of my classes is excellent.
58. Nearly all of the faculty are knowledgeable in their fields.

70. I am able to experience intellectual growth here.
40. My academic advisor is knowledgeable about the transfer requirements of other schools.
66. Program requirements are clear and reasonable.
7. Adequate financial aid is available for most students.
29. Faculty are fair and unbiased in their treatment of individual students.
41. Admissions staff are knowledgeable.
6. My academic advisor is approachable.
31. The campus is safe and secure for all students.
20. Financial aid counselors are helpful.
5. The personnel involved in registration are helpful.
28. It is an enjoyable experience to be a student on this campus.
3. The quality of instruction in the vocational/technical programs is excellent.
48. Counseling staff care about students as individuals.
61. Faculty are usually available after class and during office hours.
63. I seldom get the "run-around" when seeking information on this campus.
12. My academic advisor helps me set goals to work toward.
36. Students are made to feel welcome on this campus.
43. Class change (drop/add) policies are reasonable.

The comparison of the College of the Redwoods results with the national comparison group also uncovered some areas of lower satisfaction. The top five areas showing lower dissatisfaction than national community colleges included classes scheduled at convenient times to up to date equipment in the lab facilities.

*Table 4: Lower Satisfaction versus National Community Colleges*

<b>Lower Satisfaction vs. National Community Colleges</b>
8. Classes are scheduled at times that are convenient for me.
69. There is a good variety of courses provided on this campus.
32. My academic advisor is knowledgeable about my program requirements.
34. Computer labs are adequate and accessible.
42. The equipment in the lab facilities is kept up to date.

## Gaps

The Noel-Levitz survey instrument measured twelve scales to determine the satisfaction of CR students. Students were asked to indicate the level of importance for items and then share their level of satisfaction with that item. These measures uncovered the gaps between the level of importance and the level of satisfaction. The importance level of each item was based on a 1 to 7

scale with one indicating an item of no importance and seven indicating an item considered very important. The satisfaction level of each item was based on a 1 to 7 scale with one indicating an item for which the student was not satisfied at all and seven indicating an item for which the student was very satisfied.

*Academic Advising and Counseling Effectiveness*

The largest gap between the level of importance and the level of satisfaction regarding academic advising and counseling occurred on the statement, “My academic advisor is knowledgeable about my program requirements.” Students indicated a ranking of 6.46 on the importance scale and a ranking of 5.22 on the satisfaction scale resulting in a 1.24 gap (see Table 5).

The smallest gap between the level of importance and the level of satisfaction regarding academic advising and counseling occurred on the statement, “My academic advisor is approachable.” Students indicated a ranking of 6.42 on the importance scale and a ranking of 5.57 on the satisfaction scale resulting in a 0.85 gap (see Table 5).

*Table 5: Academic Advising and Counseling Effectiveness*

<b>Academic Advising and Counseling Effectiveness</b>	<b>Importance</b>	<b>Satisfaction</b>	<b>Gap</b>
32. My academic advisor is knowledgeable about my program requirements.	6.46	5.22	1.24
12. My academic advisor helps me set goals to work toward.	6.29	5.16	1.13
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.51	5.38	1.13
52. This school does whatever it can to help me reach my educational goals.	6.41	5.31	1.10
25. My academic advisor is concerned about my success as an individual.	6.23	5.17	1.06
48. Counseling staff care about students as individuals.	6.33	5.41	0.92
6. My academic advisor is approachable.	6.42	5.57	0.85

*Academic Services*

The largest gap between the level of importance and the level of satisfaction regarding academic services occurred on the statement, “The equipment in the lab facilities is kept up to date.” Students indicated a ranking of 6.38 on the importance scale and a ranking of 5.13 on the satisfaction scale resulting in a 1.25 gap (see Table 6 on the following page).

The smallest gap between the level of importance and the level of satisfaction regarding academic services occurred on the statement, “Library staff are helpful and approachable.” Students indicated a ranking of 6.22 on the importance scale and a ranking of 6.04 on the satisfaction scale resulting in a 0.18 gap (see Table 6 on the following page).



*Table 6: Academic Services*

<b>Academic Services</b>	<b>Importance</b>	<b>Satisfaction</b>	<b>Gap</b>
42. The equipment in the lab facilities is kept up to date.	6.38	5.13	1.25
34. Computer labs are adequate and accessible.	6.38	5.28	1.10
55. Academic support services adequately meet the needs of students.	6.27	5.38	0.89
21. There are a sufficient number of study areas on campus.	6.17	5.41	0.76
14. Library resources and services are adequate.	6.43	5.68	0.75
50. Tutoring services are readily available.	6.19	5.52	0.67
26. Library staff are helpful and approachable.	6.22	6.04	0.18

*Admissions and Financial Aid Effectiveness*

The largest gap between the level of importance and the level of satisfaction regarding admissions and financial aid effectiveness occurred on the statement, “Financial aid awards are announced to students in time to be helpful in college planning.” Students indicated a ranking of 6.34 on the importance scale and a ranking of 5.01 on the satisfaction scale resulting in a 1.33 gap (see Table 7).

The smallest gap between the level of importance and the level of satisfaction regarding admissions and financial aid effectiveness occurred on the statement, “Admissions counselors accurately portray the campus in their recruiting practices.” Students indicated a ranking of 5.98 on the importance scale and a ranking of 5.26 on the satisfaction scale resulting in a 0.72 gap (see Table 7).

*Table 7: Admissions and Financial Aid Effectiveness*

<b>Admissions and Financial Aid Effectiveness</b>	<b>Importance</b>	<b>Satisfaction</b>	<b>Gap</b>
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.34	5.01	1.33
7. Adequate financial aid is available for most students.	6.50	5.31	1.19
20. Financial aid counselors are helpful.	6.39	5.27	1.12
49. Admissions counselors respond to prospective students' unique needs and requests.	6.19	5.36	0.83
41. Admissions staff are knowledgeable.	6.44	5.65	0.79
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.98	5.26	0.72

*Campus Climate*

The largest gap between the level of importance and the level of satisfaction regarding campus climate occurred on the statement, “Channels for expressing student complaints are readily available.” Students indicated a ranking of 6.10 on the importance scale and a ranking of 4.57 on the satisfaction scale resulting in a 1.53 gap (see Table 8 on the following page).

The smallest gap between the level of importance and the level of satisfaction regarding campus climate occurred on the statement, “Most students feel a sense of belonging here.” Students indicated a ranking of 5.57 on the

importance scale and a ranking of 5.27 on the satisfaction scale resulting in a 0.30 gap (see Table 8).

*Table 8: Campus Climate*

<b>Campus Climate</b>	<b>Importance</b>	<b>Satisfaction</b>	<b>Gap</b>
67. Channels for expressing student complaints are readily available.	6.10	4.57	1.53
52. This school does whatever it can to help me reach my educational goals.	6.41	5.31	1.10
16. The college shows concern for students as individuals.	6.22	5.14	1.08
63. I seldom get the "run-around" when seeking information on this campus.	6.31	5.24	1.07
57. Administrators are approachable to students.	6.16	5.26	0.90
44. I generally know what's happening on campus.	5.43	4.68	0.75
22. People on this campus respect and are supportive of each other.	6.13	5.41	0.72
31. The campus is safe and secure for all students.	6.40	5.73	0.67
2. Faculty care about me as an individual.	6.16	5.51	0.65
59. New student orientation services help students adjust to college.	6.01	5.39	0.62
27. The campus staff are caring and helpful.	6.20	5.65	0.55
28. It is an enjoyable experience to be a student on this campus.	6.33	5.78	0.55
45. This institution has a good reputation within the community.	6.18	5.66	0.52
36. Students are made to feel welcome on this campus.	6.29	5.79	0.50
1. Most students feel a sense of belonging here.	5.57	5.27	0.30

### *Campus Support Services*

The largest gap between the level of importance and the level of satisfaction regarding campus support services occurred on the statement, "The career services office provides students with the help they need to get a job." Students indicated a ranking of 6.05 on the importance scale and a ranking of 4.88 on the satisfaction scale resulting in a 1.17 gap (see Table 9).

The smallest gap between the level of importance and the level of satisfaction regarding campus support services occurred on the statement, "Child care facilities are available on campus." Students indicated a ranking of 5.17 on the importance scale and a ranking of 4.78 on the satisfaction scale resulting in a 0.39 gap (see Table 9).

*Table 9: Campus Support Services*

<b>Campus Support Services</b>	<b>Importance</b>	<b>Satisfaction</b>	<b>Gap</b>
30. The career services office provides students with the help they need to get a job.	6.05	4.88	1.17
47. There are adequate services to help me decide upon a career.	6.23	5.09	1.14
38. The student center is a comfortable place for students to spend their leisure time.	5.82	5.02	0.80
17. Personnel in the Veterans' Services program are helpful.	5.55	4.80	0.75
19. This campus provides effective support services for displaced homemakers.	5.73	4.99	0.74
59. New student orientation services help students adjust to college.	6.01	5.39	0.62
10. Child care facilities are available on campus.	5.17	4.78	0.39

### *Concern for the Individual*

The largest gap between the level of importance and the level of satisfaction regarding concern for the individual occurred on the statement, "The college shows concern for students as individuals." Students indicated a ranking of 6.22 on the importance scale and a ranking of 5.14 on the satisfaction scale resulting in a 1.08 gap (see Table 10).

The smallest gap between the level of importance and the level of satisfaction regarding concern for the individual occurred on the statement, "Faculty care about me as an individual." Students indicated a ranking of 6.16 on the importance scale and a ranking of 5.51 on the satisfaction scale resulting in a 0.65 gap (see Table 10).

*Table 10: Concern for the Individual*

<b>Concern for the Individual</b>	<b>Importance</b>	<b>Satisfaction</b>	<b>Gap</b>
16. The college shows concern for students as individuals.	6.22	5.14	1.08
25. My academic advisor is concerned about my success as an individual.	6.23	5.17	1.06
48. Counseling staff care about students as individuals.	6.33	5.41	0.92
29. Faculty are fair and unbiased in their treatment of individual students.	6.48	5.58	0.90
2. Faculty care about me as an individual.	6.16	5.51	0.65

### *Instructional Effectiveness*

The largest gap between the level of importance and the level of satisfaction regarding instructional effectiveness occurred on the statement, "Students are notified early in the term if they are doing poorly in a class." Students indicated a ranking of 6.27 on the importance scale and a ranking of 4.83 on the satisfaction scale resulting in a 1.44 gap (see Table 11 on the following page).

The smallest gap between the level of importance and the level of satisfaction regarding instructional effectiveness occurred on the statement, "Faculty are usually available after class and during office hours." Students indicated a ranking of 6.31 on the importance scale and a ranking of 5.77 on the satisfaction scale resulting in a 0.54 gap (see Table 11 on the following page).

*Table 11: Instructional Effectiveness*

<b>Instructional Effectiveness</b>	<b>Importance</b>	<b>Satisfaction</b>	<b>Gap</b>
65. Students are notified early in the term if they are doing poorly in a class.	6.27	4.83	1.44
69. There is a good variety of courses provided on this campus.	6.50	5.35	1.15
46. Faculty provide timely feedback about student progress in a course.	6.39	5.39	1.00
29. Faculty are fair and unbiased in their treatment of individual students.	6.48	5.58	0.90
66. Program requirements are clear and reasonable.	6.51	5.62	0.89
18. The quality of instruction I receive in most of my classes is excellent.	6.70	5.83	0.87
23. Faculty are understanding of students' unique life circumstances.	6.27	5.41	0.86
54. Faculty are interested in my academic problems.	6.16	5.31	0.85
58. Nearly all of the faculty are knowledgeable in their fields.	6.64	5.93	0.71
70. I am able to experience intellectual growth here.	6.59	5.89	0.70
37. Faculty take into consideration student differences as they teach a course.	6.15	5.47	0.68
2. Faculty care about me as an individual.	6.16	5.51	0.65
64. Nearly all classes deal with practical experiences and applications.	6.16	5.54	0.62
61. Faculty are usually available after class and during office hours.	6.31	5.77	0.54

*Registration Effectiveness*

The largest gap between the level of importance and the level of satisfaction regarding registration effectiveness occurred on the statement, “Classes are scheduled at times that are convenient for me.” Students indicated a ranking of 6.53 on the importance scale and a ranking of 5.20 on the satisfaction scale resulting in a 1.33 gap (see Table 12).

The smallest gap between the level of importance and the level of satisfaction regarding registration effectiveness occurred on the statement, “Bookstore staff are helpful.” Students indicated a ranking of 6.18 on the importance scale and a ranking of 5.79 on the satisfaction scale resulting in a 0.39 gap (see Table 12).

*Table 12: Registration Effectiveness*

<b>Registration Effectiveness</b>	<b>Importance</b>	<b>Satisfaction</b>	<b>Gap</b>
8. Classes are scheduled at times that are convenient for me.	6.53	5.20	1.33
15. I am able to register for classes I need with few conflicts.	6.58	5.50	1.08
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.35	5.50	0.85
5. The personnel involved in registration are helpful.	6.37	5.63	0.74
56. The business office is open during hours which are convenient for most students.	6.20	5.49	0.71
43. Class change (drop/add) policies are reasonable.	6.29	5.70	0.59
51. There are convenient ways of paying my school bill.	6.23	5.72	0.51
60. Billing policies are reasonable.	6.16	5.67	0.49
62. Bookstore staff are helpful.	6.18	5.79	0.39

### *Responsiveness to Diverse Populations*

The section focused on responsiveness to diverse populations did not measure the level of importance but did measure the level of satisfaction. Students indicated the lowest level of satisfaction with the institution's commitment to commuters. Students indicated the highest level of satisfaction with the institution's commitment to students with disabilities (see Table 13).

*Table 13: Responsiveness to Diverse Populations*

<b>Responsiveness to Diverse Populations</b>	<b>Importance</b>	<b>Satisfaction</b>	<b>Gap</b>
85. Institution's commitment to commuters?		5.18	
82. Institution's commitment to evening students?		5.46	
84. Institution's commitment to under-represented populations?		5.48	
81. Institution's commitment to part-time students?		5.71	
83. Institution's commitment to older, returning learners?		5.84	
86. Institution's commitment to students with disabilities?		5.90	

### *Safety and Security*

The largest gap between the level of importance and the level of satisfaction regarding safety and security occurred on the statement, "Security staff respond quickly in emergencies." Students indicated a ranking of 6.18 on the importance scale and a ranking of 5.00 on the satisfaction scale resulting in a 1.18 gap (see Table 14).

The smallest gap between the level of importance and the level of satisfaction regarding safety and security occurred on the statement, "Security staff are helpful." Students indicated a ranking of 5.51 on the importance scale and a ranking of 4.87 on the satisfaction scale resulting in a 0.64 gap (see Table 14).

*Table 14: Safety and Security*

<b>Safety and Security</b>	<b>Importance</b>	<b>Satisfaction</b>	<b>Gap</b>
11. Security staff respond quickly in emergencies.	6.18	5.00	1.18
39. The amount of student parking space on campus is adequate.	6.22	5.44	0.78
24. Parking lots are well-lighted and secure.	6.14	5.46	0.68
31. The campus is safe and secure for all students.	6.40	5.73	0.67
4. Security staff are helpful.	5.51	4.87	0.64

### *Service Excellence*

The largest gap between the level of importance and the level of satisfaction regarding service excellence occurred on the statement, "Channels for expressing student complaints are readily available." Students indicated a ranking of 6.10 on the importance scale and a ranking of 4.57 on the satisfaction scale resulting in a 1.53 gap (see Table 15 on the following page).

The smallest gap between the level of importance and the level of satisfaction regarding service excellence occurred on the statement, "Library staff are helpful and approachable." Students indicated a ranking of 6.22 on the

importance scale and a ranking of 6.04 on the satisfaction scale resulting in a 0.18 gap (see Table 15).

*Table 15: Service Excellence*

<b>Service Excellence</b>	<b>Importance</b>	<b>Satisfaction</b>	<b>Gap</b>
67. Channels for expressing student complaints are readily available.	6.10	4.57	1.53
63. I seldom get the "run-around" when seeking information on this campus.	6.31	5.24	1.07
57. Administrators are approachable to students.	6.16	5.26	0.90
44. I generally know what's happening on campus.	5.43	4.68	0.75
5. The personnel involved in registration are helpful.	6.37	5.63	0.74
22. People on this campus respect and are supportive of each other.	6.13	5.41	0.72
27. The campus staff are caring and helpful.	6.20	5.65	0.55
62. Bookstore staff are helpful.	6.18	5.79	0.39
26. Library staff are helpful and approachable.	6.22	6.04	0.18

### *Student Centeredness*

The largest gap between the level of importance and the level of satisfaction regarding student centeredness occurred on the statement, "The college shows concern for students as individuals." Students indicated a ranking of 6.22 on the importance scale and a ranking of 5.14 on the satisfaction scale resulting in a 1.08 gap (see Table 16).

The smallest gap between the level of importance and the level of satisfaction regarding student centeredness occurred on the statement, "Most students feel a sense of belonging here." Students indicated a ranking of 5.57 on the importance scale and a ranking of 5.27 on the satisfaction scale resulting in a 0.30 gap (see Table 16).




*Table 16: Student Centeredness*

<b>Student Centeredness</b>	<b>Importance</b>	<b>Satisfaction</b>	<b>Gap</b>
16. The college shows concern for students as individuals.	6.22	5.14	1.08
57. Administrators are approachable to students.	6.16	5.26	0.90
27. The campus staff are caring and helpful.	6.20	5.65	0.55
28. It is an enjoyable experience to be a student on this campus.	6.33	5.78	0.55
36. Students are made to feel welcome on this campus.	6.29	5.79	0.50
1. Most students feel a sense of belonging here.	5.57	5.27	0.30

### Summary




Near the end of the survey, students were asked to indicate whether their college experience, thus far, met their expectations. Slightly over half of the respondents (53%) indicated their college experience had been better than expected (see Table 17 on the following page). Thirty-six percent (36%) of respondents indicated that their college experience had been about what they expected. Only a small percentage (7%) indicated that their college experience had been worse than expected.

*Table 17: College Experience Met Expectations*

College Experience Met Expectations		
Better Than Expected	53%	
About the Same as Expected	36%	
Worse Than Expected	7%	




Students were also asked to indicate their overall satisfaction with their college experience thus far. Eighty-one percent of respondents (81%) indicated they were satisfied with their experience at College of the Redwoods (see Table 18). Seven percent of respondents (7%) indicated feeling neutral about their college experience while nine percent (9%) indicated dissatisfaction with their experience at College of the Redwoods.

*Table 18: Overall Satisfaction With College Experience*

Overall Satisfaction		
Satisfied	81%	
Neutral	7%	
Dissatisfied	9%	

Finally, students were asked to indicate whether if they had to do it over, would they enroll at College of the Redwoods. The majority of respondents (85%) indicated they would enroll at College of the Redwoods if they had to do it over again (see Table 19). Seven percent of respondents (7%) were uncertain whether they would enroll at College of the Redwoods if they had to do it over again. A small percentage (5%) indicated they would not enroll at College of the Redwoods if the had to do it over again.

*Table 19: If You Had To Do It Over, Would You Enroll At CR Again?*

Enroll at CR Again?		
Yes	85%	
Don't Know	7%	
No	5%	

Noel-Levitz Tables

Strategic Planning Overview



Strategic Planning Overview



Strengths and Challenges
<b>Strengths</b>
18. The quality of instruction I receive in most of my classes is excellent.
80. I attend CR in order to complete a 2-year degree, transfer to a 4-year institution, or achieve a certificate.
58. Nearly all of the faculty are knowledgeable in their fields.
70. I am able to experience intellectual growth here.
73. I am able to effectively manage my study time and complete assignments on time.
41. Admissions staff are knowledgeable.
14. Library resources and services are adequate.
31. The campus is safe and secure for all students.
71. The effort required of my courses is what I expected.
28. It is an enjoyable experience to be a student on this campus.
61. Faculty are usually available after class and during office hours.
36. Students are made to feel welcome on this campus.
43. Class change (drop/add) policies are reasonable.
<b>Challenges</b>
8. Classes are scheduled at times that are convenient for me.
40. My academic advisor is knowledgeable about the transfer requirements of other schools.
69. There is a good variety of courses provided on this campus.
7. Adequate financial aid is available for most students.
32. My academic advisor is knowledgeable about my program requirements.
52. This school does whatever it can to help me reach my educational goals.
20. Financial aid counselors are helpful.
34. Computer labs are adequate and accessible.
42. The equipment in the lab facilities is kept up to date.
13. Financial aid awards are announced to students in time to be helpful in college planning.
77. Courses are offered at the locations that best fit my needs.
79. Classrooms and classroom equipment are kept up-to-date and in good repair.
12. My academic advisor helps me set goals to work toward.
65. Students are notified early in the term if they are doing poorly in a class.

Strategic Planning Overview



Benchmarks
<b>Higher Satisfaction vs. National Community Colleges</b>
18. The quality of instruction I receive in most of my classes is excellent.
58. Nearly all of the faculty are knowledgeable in their fields.
70. I am able to experience intellectual growth here.
40. My academic advisor is knowledgeable about the transfer requirements of other schools.
66. Program requirements are clear and reasonable.
7. Adequate financial aid is available for most students.
29. Faculty are fair and unbiased in their treatment of individual students.
41. Admissions staff are knowledgeable.
6. My academic advisor is approachable.
31. The campus is safe and secure for all students.
20. Financial aid counselors are helpful.
5. The personnel involved in registration are helpful.
28. It is an enjoyable experience to be a student on this campus.
3. The quality of instruction in the vocational/technical programs is excellent.
48. Counseling staff care about students as individuals.
61. Faculty are usually available after class and during office hours.
63. I seldom get the "run-around" when seeking information on this campus.
12. My academic advisor helps me set goals to work toward.
36. Students are made to feel welcome on this campus.
43. Class change (drop/add) policies are reasonable.
<b>Lower Satisfaction vs. National Community Colleges</b>
8. Classes are scheduled at times that are convenient for me.
69. There is a good variety of courses provided on this campus.
32. My academic advisor is knowledgeable about my program requirements.
34. Computer labs are adequate and accessible.
42. The equipment in the lab facilities is kept up to date.

Strategic Planning Overview



Benchmarks
<b>Higher Importance vs. National Community Colleges</b>
18. The quality of instruction I receive in most of my classes is excellent.
58. Nearly all of the faculty are knowledgeable in their fields.
70. I am able to experience intellectual growth here.
15. I am able to register for classes I need with few conflicts.
40. My academic advisor is knowledgeable about the transfer requirements of other schools.
66. Program requirements are clear and reasonable.
69. There is a good variety of courses provided on this campus.
7. Adequate financial aid is available for most students.
29. Faculty are fair and unbiased in their treatment of individual students.
32. My academic advisor is knowledgeable about my program requirements.
41. Admissions staff are knowledgeable.
14. Library resources and services are adequate.
6. My academic advisor is approachable.
52. This school does whatever it can to help me reach my educational goals.
20. Financial aid counselors are helpful.
46. Faculty provide timely feedback about student progress in a course.
34. Computer labs are adequate and accessible.
42. The equipment in the lab facilities is kept up to date.
5. The personnel involved in registration are helpful.
35. Policies and procedures regarding registration and course selection are clear and well-publicized.
13. Financial aid awards are announced to students in time to be helpful in college planning.
28. It is an enjoyable experience to be a student on this campus.
3. The quality of instruction in the vocational/technical programs is excellent.
48. Counseling staff care about students as individuals.
63. I seldom get the "run-around" when seeking information on this campus.
12. My academic advisor helps me set goals to work toward.
43. Class change (drop/add) policies are reasonable.

## Item Report: Institutional Summary

Institutional Summary



Item	Redwoods Community College District			National Community Colleges			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
1. Most students feel a sense of belonging here.	5.57	5.27 / 1.41	0.30	5.47	5.30 / 1.37	0.17	-0.03
2. Faculty care about me as an individual.	6.16	5.51 / 1.42	0.65	5.96	5.37 / 1.40	0.59	0.14 **
3. The quality of instruction in the vocational/technical programs is excellent.	6.33	5.54 / 1.35	0.79	6.04	5.40 / 1.33	0.64	0.14 **
4. Security staff are helpful.	5.51	4.87 / 1.64	0.64	5.57	4.92 / 1.57	0.65	-0.05
5. The personnel involved in registration are helpful.	6.37	5.63 / 1.58	0.74	6.17	5.35 / 1.54	0.82	0.28 ***
6. My academic advisor is approachable.	6.42	5.57 / 1.62	0.85	6.20	5.39 / 1.59	0.81	0.18 **
7. Adequate financial aid is available for most students.	6.50	5.31 / 1.78	1.19	6.19	5.12 / 1.69	1.07	0.19 **
8. Classes are scheduled at times that are convenient for me.	6.53	5.20 / 1.59	1.33	6.43	5.44 / 1.52	0.99	-0.24 ***
9. Internships or practical experiences are provided in my degree/certificate program.	6.00	4.65 / 1.86	1.35	5.90	5.03 / 1.54	0.87	-0.38 ***
10. Child care facilities are available on campus.	5.17	4.78 / 1.93	0.39	4.60	4.46 / 1.64	0.14	0.32 **
11. Security staff respond quickly in emergencies.	6.18	5.00 / 1.60	1.18	5.93	4.91 / 1.46	1.02	0.09
12. My academic advisor helps me set goals to work toward.	6.29	5.16 / 1.82	1.13	5.99	5.01 / 1.69	0.98	0.15 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.34	5.01 / 1.73	1.33	6.03	4.90 / 1.67	1.13	0.11
14. Library resources and services are adequate.	6.43	5.68 / 1.45	0.75	6.14	5.59 / 1.37	0.55	0.09
15. I am able to register for classes I need with few conflicts.	6.58	5.50 / 1.62	1.08	6.35	5.43 / 1.51	0.92	0.07
16. The college shows concern for students as individuals.	6.22	5.14 / 1.64	1.08	6.11	5.13 / 1.52	0.98	0.01
17. Personnel in the Veterans' Services program are helpful.	5.55	4.80 / 1.69	0.75	4.73	4.60 / 1.36	0.13	0.20
18. The quality of instruction I receive in most of my classes is excellent.	6.70	5.83 / 1.28	0.87	6.41	5.59 / 1.33	0.82	0.24 ***
19. This campus provides effective support services for displaced homemakers.	5.73	4.99 / 1.58	0.74	5.14	4.77 / 1.37	0.37	0.22 *
20. Financial aid counselors are helpful.	6.39	5.27 / 1.74	1.12	6.05	5.04 / 1.66	1.01	0.23 ***
21. There are a sufficient number of study areas on campus.	6.17	5.41 / 1.60	0.76	5.98	5.38 / 1.51	0.60	0.03
22. People on this campus respect and are supportive of each other.	6.13	5.41 / 1.43	0.72	5.94	5.27 / 1.39	0.67	0.14 **
23. Faculty are understanding of students' unique life circumstances.	6.27	5.41 / 1.56	0.86	6.12	5.22 / 1.51	0.90	0.19 ***
24. Parking lots are well-lighted and secure.	6.14	5.46 / 1.53	0.68	6.13	5.10 / 1.64	1.03	0.36 ***

Institutional Summary



Item	Redwoods Community College District			National Community Colleges			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
25. My academic advisor is concerned about my success as an individual.	6.23	5.17 / 1.71	1.06	6.10	5.06 / 1.68	1.04	0.11
26. Library staff are helpful and approachable.	6.22	6.04 / 1.20	0.18	5.95	5.51 / 1.39	0.44	0.53 ***
27. The campus staff are caring and helpful.	6.20	5.65 / 1.32	0.55	6.05	5.43 / 1.33	0.62	0.22 ***
28. It is an enjoyable experience to be a student on this campus.	6.33	5.78 / 1.42	0.55	6.13	5.51 / 1.41	0.62	0.27 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.48	5.58 / 1.52	0.90	6.23	5.36 / 1.48	0.87	0.22 ***
30. The career services office provides students with the help they need to get a job.	6.05	4.88 / 1.69	1.17	5.86	5.00 / 1.44	0.86	-0.12
31. The campus is safe and secure for all students.	6.40	5.73 / 1.34	0.67	6.28	5.53 / 1.35	0.75	0.20 ***
32. My academic advisor is knowledgeable about my program requirements.	6.46	5.22 / 1.76	1.24	6.27	5.35 / 1.62	0.92	-0.13 *
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.98	5.26 / 1.55	0.72	5.77	5.12 / 1.42	0.65	0.14 *
34. Computer labs are adequate and accessible.	6.38	5.28 / 1.68	1.10	6.18	5.57 / 1.44	0.61	-0.29 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.35	5.50 / 1.50	0.85	6.15	5.44 / 1.42	0.71	0.06
36. Students are made to feel welcome on this campus.	6.29	5.79 / 1.36	0.50	6.14	5.56 / 1.35	0.58	0.23 ***
37. Faculty take into consideration student differences as they teach a course.	6.15	5.47 / 1.40	0.68	6.06	5.22 / 1.46	0.84	0.25 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.82	5.02 / 1.68	0.80	5.70	5.22 / 1.47	0.48	-0.20 **
39. The amount of student parking space on campus is adequate.	6.22	5.44 / 1.64	0.78	6.17	4.56 / 1.95	1.61	0.88 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.51	5.38 / 1.73	1.13	6.14	5.12 / 1.62	1.02	0.26 ***
41. Admissions staff are knowledgeable.	6.44	5.65 / 1.43	0.79	6.15	5.37 / 1.43	0.78	0.28 ***
42. The equipment in the lab facilities is kept up to date.	6.38	5.13 / 1.69	1.25	6.13	5.43 / 1.42	0.70	-0.30 ***
43. Class change (drop/add) policies are reasonable.	6.29	5.70 / 1.45	0.59	6.10	5.44 / 1.45	0.66	0.26 ***
44. I generally know what's happening on campus.	5.43	4.68 / 1.63	0.75	5.54	4.94 / 1.53	0.60	-0.26 ***

Institutional Summary



Item	Redwoods Community College District			National Community Colleges			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
45. This institution has a good reputation within the community.	6.18	5.66 / 1.48	0.52	6.04	5.63 / 1.35	0.41	0.03
46. Faculty provide timely feedback about student progress in a course.	6.39	5.39 / 1.52	1.00	6.17	5.30 / 1.46	0.87	0.09
47. There are adequate services to help me decide upon a career.	6.23	5.09 / 1.63	1.14	6.04	5.21 / 1.47	0.83	-0.12 *
48. Counseling staff care about students as individuals.	6.33	5.41 / 1.61	0.92	6.03	5.18 / 1.52	0.85	0.23 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.19	5.36 / 1.47	0.83	5.97	5.17 / 1.46	0.80	0.19 **
50. Tutoring services are readily available.	6.19	5.52 / 1.50	0.67	5.99	5.41 / 1.44	0.58	0.11
51. There are convenient ways of paying my school bill.	6.23	5.72 / 1.50	0.51	6.15	5.46 / 1.47	0.69	0.26 ***
52. This school does whatever it can to help me reach my educational goals.	6.41	5.31 / 1.55	1.10	6.20	5.24 / 1.48	0.96	0.07
53. The assessment and course placement procedures are reasonable.	6.20	5.49 / 1.53	0.71	6.01	5.30 / 1.42	0.71	0.19 ***
54. Faculty are interested in my academic problems.	6.16	5.31 / 1.52	0.85	6.02	5.18 / 1.46	0.84	0.13 *
55. Academic support services adequately meet the needs of students.	6.27	5.38 / 1.51	0.89	5.99	5.26 / 1.37	0.73	0.12 *
56. The business office is open during hours which are convenient for most students.	6.20	5.49 / 1.51	0.71	6.03	5.37 / 1.44	0.66	0.12 *
57. Administrators are approachable to students.	6.16	5.26 / 1.65	0.90	6.00	5.25 / 1.47	0.75	0.01
58. Nearly all of the faculty are knowledgeable in their fields.	6.64	5.93 / 1.32	0.71	6.30	5.66 / 1.32	0.64	0.27 ***
59. New student orientation services help students adjust to college.	6.01	5.39 / 1.60	0.62	5.81	5.24 / 1.47	0.57	0.15 *
60. Billing policies are reasonable.	6.16	5.67 / 1.40	0.49	6.06	5.34 / 1.45	0.72	0.33 ***
61. Faculty are usually available after class and during office hours.	6.31	5.77 / 1.29	0.54	6.20	5.60 / 1.37	0.60	0.17 ***
62. Bookstore staff are helpful.	6.18	5.79 / 1.46	0.39	6.02	5.53 / 1.48	0.49	0.26 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.31	5.24 / 1.77	1.07	6.04	5.10 / 1.62	0.94	0.14 *
64. Nearly all classes deal with practical experiences and applications.	6.16	5.54 / 1.40	0.62	6.06	5.42 / 1.35	0.64	0.12 *
65. Students are notified early in the term if they are doing poorly in a class.	6.27	4.83 / 1.80	1.44	6.16	4.91 / 1.70	1.25	-0.08

Institutional Summary



Item	Redwoods Community College District			National Community Colleges			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
66. Program requirements are clear and reasonable.	6.51	5.62 / 1.41	0.89	6.24	5.51 / 1.37	0.73	0.11 *
67. Channels for expressing student complaints are readily available.	6.10	4.57 / 1.86	1.53	5.92	4.91 / 1.60	1.01	-0.34 ***
68. On the whole, the campus is well-maintained.	6.25	5.93 / 1.33	0.32	6.17	5.75 / 1.31	0.42	0.18 ***
69. There is a good variety of courses provided on this campus.	6.50	5.35 / 1.63	1.15	6.30	5.59 / 1.42	0.71	-0.24 ***
70. I am able to experience intellectual growth here.	6.59	5.89 / 1.31	0.70	6.30	5.70 / 1.32	0.60	0.19 ***
71. The effort required of my course is what I expected.	6.35	5.80 / 1.32	0.55				
72. I know where to find services for students with disabilities.	6.11	5.86 / 1.62	0.25				
73. I am able to effectively manage my study time and complete assignments on time.	6.57	5.71 / 1.35	0.86				
74. The electronic resources offered at CR (WebAdvisor, MyCR, etc.) adequately meet my needs.	6.42	5.48 / 1.59	0.94				
75. I receive adequate assistance from CR personnel for resolving technology problems (WebAdvisor, MyCR, etc.).	6.37	5.41 / 1.69	0.96				
76. I have adequate opportunities to sell my textbooks outside the bookstore.	5.89	4.69 / 1.94	1.20				
77. Courses are offered at the locations that best fit my needs.	6.34	5.13 / 1.75	1.21				
78. I have participated in CR activities outside the classroom (e.g., sporting events, campus clubs/events).	4.95	4.82 / 1.84	0.13				
79. Classrooms and classroom equipment are kept up-to-date and in good repair.	6.34	5.12 / 1.65	1.22				
80. I attend CR in order to complete a 2-year degree, transfer to a 4-year institution, or achieve a certificate.	6.65	6.31 / 1.16	0.34				



Redwoods Community College District - 3/2010  
 Student Satisfaction Inventory

Institutional Summary



Item	Redwoods Community College District			National Community Colleges			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
81. Institution's commitment to part-time students?		5.71 / 1.37			5.59 / 1.37		0.12 *
82. Institution's commitment to evening students?		5.46 / 1.53			5.48 / 1.43		-0.02
83. Institution's commitment to older, returning learners?		5.84 / 1.35			5.54 / 1.39		0.30 ***
84. Institution's commitment to under-represented populations?		5.48 / 1.57			5.36 / 1.38		0.12 *
85. Institution's commitment to commuters?		5.18 / 1.66			5.38 / 1.45		-0.20 ***
86. Institution's commitment to students with disabilities?		5.90 / 1.43			5.49 / 1.41		0.41 ***
87. Cost as factor in decision to enroll.	6.06			6.26			
88. Financial aid as factor in decision to enroll.	5.92			5.87			
89. Academic reputation as factor in decision to enroll.	5.43			5.82			
90. Size of institution as factor in decision to enroll.	4.63			5.18			
91. Opportunity to play sports as factor in decision to enroll.	2.56			3.60			
92. Recommendations from family/friends as factor in decision to enroll.	4.44			4.91			
93. Geographic setting as factor in decision to enroll.	5.49			5.46			
94. Campus appearance as factor in decision to enroll.	4.74			5.24			
95. Personalized attention prior to enrollment as factor in decision to enroll.	4.94			5.39			

National Group Means are based on 184145 records

## Scale Report: Institutional Summary

Institutional Summary



Scale	Redwoods Community College District			National Community Colleges			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
<b>Student Centeredness</b>	6.13	5.49 / 1.18	0.64	5.98	5.37 / 1.13	0.61	0.12 **
1. Most students feel a sense of belonging here.	5.57	5.27 / 1.41	0.30	5.47	5.30 / 1.37	0.17	-0.03
16. The college shows concern for students as individuals.	6.22	5.14 / 1.64	1.08	6.11	5.13 / 1.52	0.98	0.01
27. The campus staff are caring and helpful.	6.20	5.65 / 1.32	0.55	6.05	5.43 / 1.33	0.62	0.22 ***
28. It is an enjoyable experience to be a student on this campus.	6.33	5.78 / 1.42	0.55	6.13	5.51 / 1.41	0.62	0.27 ***
36. Students are made to feel welcome on this campus.	6.29	5.79 / 1.36	0.50	6.14	5.56 / 1.35	0.58	0.23 ***
57. Administrators are approachable to students.	6.16	5.26 / 1.65	0.90	6.00	5.25 / 1.47	0.75	0.01
<b>Instructional Effectiveness</b>	6.38	5.54 / 1.06	0.84	6.18	5.40 / 1.07	0.78	0.14 ***
2. Faculty care about me as an individual.	6.16	5.51 / 1.42	0.65	5.96	5.37 / 1.40	0.59	0.14 **
18. The quality of instruction I receive in most of my classes is excellent.	6.70	5.83 / 1.28	0.87	6.41	5.59 / 1.33	0.82	0.24 ***
23. Faculty are understanding of students' unique life circumstances.	6.27	5.41 / 1.56	0.86	6.12	5.22 / 1.51	0.90	0.19 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.48	5.58 / 1.52	0.90	6.23	5.36 / 1.48	0.87	0.22 ***
37. Faculty take into consideration student differences as they teach a course.	6.15	5.47 / 1.40	0.68	6.06	5.22 / 1.46	0.84	0.25 ***
46. Faculty provide timely feedback about student progress in a course.	6.39	5.39 / 1.52	1.00	6.17	5.30 / 1.46	0.87	0.09
54. Faculty are interested in my academic problems.	6.16	5.31 / 1.52	0.85	6.02	5.18 / 1.46	0.84	0.13 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.64	5.93 / 1.32	0.71	6.30	5.66 / 1.32	0.64	0.27 ***
61. Faculty are usually available after class and during office hours.	6.31	5.77 / 1.29	0.54	6.20	5.60 / 1.37	0.60	0.17 ***
64. Nearly all classes deal with practical experiences and applications.	6.16	5.54 / 1.40	0.62	6.06	5.42 / 1.35	0.64	0.12 *
65. Students are notified early in the term if they are doing poorly in a class.	6.27	4.83 / 1.80	1.44	6.16	4.91 / 1.70	1.25	-0.08
66. Program requirements are clear and reasonable.	6.51	5.62 / 1.41	0.89	6.24	5.51 / 1.37	0.73	0.11 *
69. There is a good variety of courses provided on this campus.	6.50	5.35 / 1.63	1.15	6.30	5.59 / 1.42	0.71	-0.24 ***
70. I am able to experience intellectual growth here.	6.59	5.89 / 1.31	0.70	6.30	5.70 / 1.32	0.60	0.19 ***

Institutional Summary



Scale	Redwoods Community College District			National Community Colleges			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
<b>Responsiveness to Diverse Populations</b>		5.59 / 1.31			5.47 / 1.24		0.12 **
81. Institution's commitment to part-time students?		5.71 / 1.37			5.59 / 1.37		0.12 *
82. Institution's commitment to evening students?		5.46 / 1.53			5.48 / 1.43		-0.02
83. Institution's commitment to older, returning learners?		5.84 / 1.35			5.54 / 1.39		0.30 ***
84. Institution's commitment to under-represented populations?		5.48 / 1.57			5.36 / 1.38		0.12 *
85. Institution's commitment to commuters?		5.18 / 1.66			5.38 / 1.45		-0.20 ***
86. Institution's commitment to students with disabilities?		5.90 / 1.43			5.49 / 1.41		0.41 ***
<b>Campus Support Services</b>	5.85	5.04 / 1.37	0.81	5.48	4.97 / 1.16	0.51	0.07
10. Child care facilities are available on campus.	5.17	4.78 / 1.93	0.39	4.60	4.46 / 1.64	0.14	0.32 **
17. Personnel in the Veterans' Services program are helpful.	5.55	4.80 / 1.69	0.75	4.73	4.60 / 1.36	0.13	0.20
19. This campus provides effective support services for displaced homemakers.	5.73	4.99 / 1.58	0.74	5.14	4.77 / 1.37	0.37	0.22 *
30. The career services office provides students with the help they need to get a job.	6.05	4.88 / 1.69	1.17	5.86	5.00 / 1.44	0.86	-0.12
38. The student center is a comfortable place for students to spend their leisure time.	5.82	5.02 / 1.68	0.80	5.70	5.22 / 1.47	0.48	-0.20 **
47. There are adequate services to help me decide upon a career.	6.23	5.09 / 1.63	1.14	6.04	5.21 / 1.47	0.83	-0.12 *
59. New student orientation services help students adjust to college.	6.01	5.39 / 1.60	0.62	5.81	5.24 / 1.47	0.57	0.15 *
<b>Safety and Security</b>	6.11	5.37 / 1.16	0.74	6.02	5.01 / 1.20	1.01	0.36 ***
4. Security staff are helpful.	5.51	4.87 / 1.64	0.64	5.57	4.92 / 1.57	0.65	-0.05
11. Security staff respond quickly in emergencies.	6.18	5.00 / 1.60	1.18	5.93	4.91 / 1.46	1.02	0.09
24. Parking lots are well-lighted and secure.	6.14	5.46 / 1.53	0.68	6.13	5.10 / 1.64	1.03	0.36 ***
31. The campus is safe and secure for all students.	6.40	5.73 / 1.34	0.67	6.28	5.53 / 1.35	0.75	0.20 ***
39. The amount of student parking space on campus is adequate.	6.22	5.44 / 1.64	0.78	6.17	4.56 / 1.95	1.61	0.88 ***

Institutional Summary



Scale	Redwoods Community College District			National Community Colleges			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
<b>Academic Advising/Counseling</b>	6.38	5.32 / 1.40	1.06	6.14	5.20 / 1.30	0.94	0.12 **
6. My academic advisor is approachable.	6.42	5.57 / 1.62	0.85	6.20	5.39 / 1.59	0.81	0.18 **
12. My academic advisor helps me set goals to work toward.	6.29	5.16 / 1.82	1.13	5.99	5.01 / 1.69	0.98	0.15 *
25. My academic advisor is concerned about my success as an individual.	6.23	5.17 / 1.71	1.06	6.10	5.06 / 1.68	1.04	0.11
32. My academic advisor is knowledgeable about my program requirements.	6.46	5.22 / 1.76	1.24	6.27	5.35 / 1.62	0.92	-0.13 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.51	5.38 / 1.73	1.13	6.14	5.12 / 1.62	1.02	0.26 ***
48. Counseling staff care about students as individuals.	6.33	5.41 / 1.61	0.92	6.03	5.18 / 1.52	0.85	0.23 ***
52. This school does whatever it can to help me reach my educational goals.	6.41	5.31 / 1.55	1.10	6.20	5.24 / 1.48	0.96	0.07
<b>Admissions and Financial Aid</b>	6.33	5.32 / 1.31	1.01	6.03	5.13 / 1.22	0.90	0.19 ***
7. Adequate financial aid is available for most students.	6.50	5.31 / 1.78	1.19	6.19	5.12 / 1.69	1.07	0.19 **
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.34	5.01 / 1.73	1.33	6.03	4.90 / 1.67	1.13	0.11
20. Financial aid counselors are helpful.	6.39	5.27 / 1.74	1.12	6.05	5.04 / 1.66	1.01	0.23 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.98	5.26 / 1.55	0.72	5.77	5.12 / 1.42	0.65	0.14 *
41. Admissions staff are knowledgeable.	6.44	5.65 / 1.43	0.79	6.15	5.37 / 1.43	0.78	0.28 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.19	5.36 / 1.47	0.83	5.97	5.17 / 1.46	0.80	0.19 **
<b>Academic Services</b>	6.29	5.50 / 1.10	0.79	6.05	5.45 / 1.05	0.60	0.05
14. Library resources and services are adequate.	6.43	5.68 / 1.45	0.75	6.14	5.59 / 1.37	0.55	0.09
21. There are a sufficient number of study areas on campus.	6.17	5.41 / 1.60	0.76	5.98	5.38 / 1.51	0.60	0.03
26. Library staff are helpful and approachable.	6.22	6.04 / 1.20	0.18	5.95	5.51 / 1.39	0.44	0.53 ***
34. Computer labs are adequate and accessible.	6.38	5.28 / 1.68	1.10	6.18	5.57 / 1.44	0.61	-0.29 ***
42. The equipment in the lab facilities is kept up to date.	6.38	5.13 / 1.69	1.25	6.13	5.43 / 1.42	0.70	-0.30 ***
50. Tutoring services are readily available.	6.19	5.52 / 1.50	0.67	5.99	5.41 / 1.44	0.58	0.11
55. Academic support services adequately meet the needs of students.	6.27	5.38 / 1.51	0.89	5.99	5.26 / 1.37	0.73	0.12 *

Institutional Summary



Scale	Redwoods Community College District			National Community Colleges			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
<b>Registration Effectiveness</b>	6.33	5.57 / 1.03	0.76	6.16	5.42 / 1.04	0.74	0.15 ***
5. The personnel involved in registration are helpful.	6.37	5.63 / 1.58	0.74	6.17	5.35 / 1.54	0.82	0.28 ***
8. Classes are scheduled at times that are convenient for me.	6.53	5.20 / 1.59	1.33	6.43	5.44 / 1.52	0.99	-0.24 ***
15. I am able to register for classes I need with few conflicts.	6.58	5.50 / 1.62	1.08	6.35	5.43 / 1.51	0.92	0.07
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.35	5.50 / 1.50	0.85	6.15	5.44 / 1.42	0.71	0.06
43. Class change (drop/add) policies are reasonable.	6.29	5.70 / 1.45	0.59	6.10	5.44 / 1.45	0.66	0.26 ***
51. There are convenient ways of paying my school bill.	6.23	5.72 / 1.50	0.51	6.15	5.46 / 1.47	0.69	0.26 ***
56. The business office is open during hours which are convenient for most students.	6.20	5.49 / 1.51	0.71	6.03	5.37 / 1.44	0.66	0.12 *
60. Billing policies are reasonable.	6.16	5.67 / 1.40	0.49	6.06	5.34 / 1.45	0.72	0.33 ***
62. Bookstore staff are helpful.	6.18	5.79 / 1.46	0.39	6.02	5.53 / 1.48	0.49	0.26 ***
<b>Service Excellence</b>	6.12	5.39 / 1.09	0.73	5.96	5.26 / 1.07	0.70	0.13 ***
5. The personnel involved in registration are helpful.	6.37	5.63 / 1.58	0.74	6.17	5.35 / 1.54	0.82	0.28 ***
22. People on this campus respect and are supportive of each other.	6.13	5.41 / 1.43	0.72	5.94	5.27 / 1.39	0.67	0.14 **
26. Library staff are helpful and approachable.	6.22	6.04 / 1.20	0.18	5.95	5.51 / 1.39	0.44	0.53 ***
27. The campus staff are caring and helpful.	6.20	5.65 / 1.32	0.55	6.05	5.43 / 1.33	0.62	0.22 ***
44. I generally know what's happening on campus.	5.43	4.68 / 1.63	0.75	5.54	4.94 / 1.53	0.60	-0.26 ***
57. Administrators are approachable to students.	6.16	5.26 / 1.65	0.90	6.00	5.25 / 1.47	0.75	0.01
62. Bookstore staff are helpful.	6.18	5.79 / 1.46	0.39	6.02	5.53 / 1.48	0.49	0.26 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.31	5.24 / 1.77	1.07	6.04	5.10 / 1.62	0.94	0.14 *
67. Channels for expressing student complaints are readily available.	6.10	4.57 / 1.86	1.53	5.92	4.91 / 1.60	1.01	-0.34 ***

Institutional Summary



Scale	Redwoods Community College District			National Community Colleges			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
<b>Concern for the Individual</b>	6.28	5.37 / 1.26	0.91	6.09	5.22 / 1.20	0.87	0.15 ***
2. Faculty care about me as an individual.	6.16	5.51 / 1.42	0.65	5.96	5.37 / 1.40	0.59	0.14 **
16. The college shows concern for students as individuals.	6.22	5.14 / 1.64	1.08	6.11	5.13 / 1.52	0.98	0.01
25. My academic advisor is concerned about my success as an individual.	6.23	5.17 / 1.71	1.06	6.10	5.06 / 1.68	1.04	0.11
29. Faculty are fair and unbiased in their treatment of individual students.							0.22 ***
48. Counseling staff care about students as individuals.	6.48	5.58 / 1.52	0.90	6.23	5.36 / 1.48	0.87	
48. Counseling staff care about students as individuals.	6.33	5.41 / 1.61	0.92	6.03	5.18 / 1.52	0.85	0.23 ***
<b>Campus Climate</b>	6.13	5.38 / 1.12	0.75	5.98	5.30 / 1.06	0.68	0.08 *
1. Most students feel a sense of belonging here.	5.57	5.27 / 1.41	0.30	5.47	5.30 / 1.37	0.17	-0.03
2. Faculty care about me as an individual.	6.16	5.51 / 1.42	0.65	5.96	5.37 / 1.40	0.59	0.14 **
16. The college shows concern for students as individuals.	6.22	5.14 / 1.64	1.08	6.11	5.13 / 1.52	0.98	0.01
22. People on this campus respect and are supportive of each other.							0.14 **
27. The campus staff are caring and helpful.	6.13	5.41 / 1.43	0.72	5.94	5.27 / 1.39	0.67	
27. The campus staff are caring and helpful.	6.20	5.65 / 1.32	0.55	6.05	5.43 / 1.33	0.62	0.22 ***
28. It is an enjoyable experience to be a student on this campus.							0.27 ***
31. The campus is safe and secure for all students.	6.33	5.78 / 1.42	0.55	6.13	5.51 / 1.41	0.62	
31. The campus is safe and secure for all students.	6.40	5.73 / 1.34	0.67	6.28	5.53 / 1.35	0.75	0.20 ***
36. Students are made to feel welcome on this campus.	6.29	5.79 / 1.36	0.50	6.14	5.56 / 1.35	0.58	0.23 ***
44. I generally know what's happening on campus.	5.43	4.68 / 1.63	0.75	5.54	4.94 / 1.53	0.60	-0.26 ***
45. This institution has a good reputation within the community.	6.18	5.66 / 1.48	0.52	6.04	5.63 / 1.35	0.41	0.03
52. This school does whatever it can to help me reach my educational goals.	6.41	5.31 / 1.55	1.10	6.20	5.24 / 1.48	0.96	0.07
57. Administrators are approachable to students.	6.16	5.26 / 1.65	0.90	6.00	5.25 / 1.47	0.75	0.01
59. New student orientation services help students adjust to college.							0.15 *
63. I seldom get the "run-around" when seeking information on this campus.	6.01	5.39 / 1.60	0.62	5.81	5.24 / 1.47	0.57	
63. I seldom get the "run-around" when seeking information on this campus.	6.31	5.24 / 1.77	1.07	6.04	5.10 / 1.62	0.94	0.14 *
67. Channels for expressing student complaints are readily available.	6.10	4.57 / 1.86	1.53	5.92	4.91 / 1.60	1.01	-0.34 ***

National Group Means are based on 184145 records

## Summary Report



**Institutional Summary**



Summary	Redwoods Community College District	National Community Colleges	Mean Difference
<b>So far, how has your college experience met your expectations?</b>	4.8	4.79	0.01
1=Much worse than expected	1%	1%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	5%	6%	
4=About what I expected	36%	38%	
5=Better than I expected	27%	25%	
6=Quite a bit better than I expected	14%	12%	
7=Much better than expected	12%	14%	
<b>Rate your overall satisfaction with your experience here thus far.</b>	5.57	5.46	0.11 *
1=Not satisfied at all	0%	1%	
2=Not very satisfied	3%	2%	
3=Somewhat dissatisfied	6%	5%	
4=Neutral	7%	12%	
5=Somewhat satisfied	17%	17%	
6=Satisfied	39%	41%	
7=Very satisfied	25%	19%	
<b>All in all, if you had to do it over, would you enroll here again?</b>	6.02	5.72	0.30 ***
1=Definitely not	1%	2%	
2=Probably not	2%	3%	
3=Maybe not	2%	3%	
4=I don't know	7%	9%	
5=Maybe yes	6%	10%	
6=Probably yes	28%	32%	
7=Definitely yes	51%	38%	

## Demographics

Redwoods Community College District - 3/2010  
Student Satisfaction Inventory

Demographics



Gender		
	N	%
Female	541	66.79%
Male	269	33.21%
Total	810	100.00%
No Answer	21	

Age		
	N	%
18 and under	55	6.78%
19 to 24	283	34.90%
25 to 34	220	27.13%
35 to 44	111	13.69%
45 and over	142	17.51%
Total	811	100.00%
No Answer	20	

Ethnicity/Race		
	N	%
African-American	9	1.11%
Alaskan Native	60	7.43%
Islander	35	4.33%
Caucasian/White	533	65.97%
Hispanic	55	6.81%
Other race	24	2.97%
respond	92	11.39%
Total	808	100.00%
No Answer	23	

Educational Goal		
	N	%
Associate degree	233	29.20%
Vocational/technical program	62	7.77%
Transfer to another institution	353	44.24%
Certification (initial / renewal)	43	5.39%
Self-improvement/pleasure	37	4.64%
Job-related training	16	2.01%
Other educational goal	54	6.77%
Total	798	100.00%
No Answer	33	

Employment		
	N	%
Full-time off campus	154	19.20%
Part-time off campus	217	27.06%
Full-time on campus	11	1.37%
Part-time on campus	51	6.36%
Not employed	369	46.01%
Total	802	100.00%
No Answer	29	

Current Residence		
	N	%
Residence hall	16	2.01%
Own house	182	22.86%
Rent room or apt off campus	339	42.59%
Parent's home	169	21.23%
Other residence	90	11.31%
Total	796	100.00%
No Answer	35	

Redwoods Community College District - 3/2010  
 Student Satisfaction Inventory

Demographics



Current Enrollment		
	N	%
Day	639	80.68%
Evening	142	17.93%
Weekend	11	1.39%
Total	792	100.00%
No Answer	39	

Current Class Load		
	N	%
Full-time	488	61.00%
Part-time	312	39.00%
Total	800	100.00%
No Answer	31	

Class Level		
	N	%
1 year or less	227	28.45%
2 years	298	37.34%
3 years	124	15.54%
4 or more years	149	18.67%
Total	798	100.00%
No Answer	33	

Residence Classification		
	N	%
In-state	767	97.09%
Out-of-state	17	2.15%
International (not U.S. citizen)	6	0.76%
Total	790	100.00%
No Answer	41	

Disabilities		
	N	%
Yes - Disability	149	18.70%
No - Disability	648	81.30%
Total	797	100.00%
No Answer	34	

Institution Was My		
	N	%
1st choice	622	77.65%
2nd choice	123	15.36%
3rd choice or lower	56	6.99%
Total	801	100.00%
No Answer	30	

Redwoods Community College District - 3/2010  
 Student Satisfaction Inventory

Demographics



Current GPA		
	N	%
No credits earned	61	7.72%
1.99 or below	21	2.66%
2.0 - 2.49	60	7.59%
2.5 - 2.99	134	16.96%
3.0 - 3.49	230	29.11%
3.5 or above	284	35.95%
Total	790	100.00%
No Answer	41	

Primary Campus Location		
	N	%
Del Norte	104	12.82%
Eureka	552	68.06%
Downtown/Arcata/McKinleyville	58	7.15%
Mendocino	45	5.55%
Klamath-Trinity	18	2.22%
Online	34	4.19%
Total	811	100.00%
No Answer	20	

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