City College of San Francisco
Student Opinion Survey

Please take a few minutes to respond to the following questions as honestly and completely as possible.
Your feedback and insights about CCSF are valuable to the College.

SECTION I - Overall Experience

1. How successful have you been so far achieving at CCSF what you wanted to do at CCSF?
- ◯ Completely successful
- ◯ Somewhat successful
- ◯ Not very successful
- ◯ Not at all successful

Please specify your course enrollment at CCSF:
- ◯ Credit Courses ONLY
- ◯ Noncredit Courses ONLY
- ◯ BOTH Credit & Noncredit Courses

2. Would you recommend CCSF to a friend?
◯ **Yes** ◯ **No** ◯ **Unsure**

3. Do you plan to attend CCSF in the future?
◯ **Yes** ◯ **No** ◯ **Unsure**

When did you last attend a class at CCSF? Fall 2010

4. Have any of the following affected your studies while at CCSF? (check all that apply)
- ☐ Work schedule conflict
- ☐ Financial difficulties
- ☐ Physical problems/illness
- ☐ Other changes/problems (e.g., moved)
- ☐ Other, Explain:

	YES	NO	Not Applicable
5. I feel a sense of belonging at the campuses I attend.	◯	◯	◯
6. Students at CCSF show respect for one another.	◯	◯	◯
7. Instructors at CCSF are supportive of me.	◯	◯	◯
8. Librarians at CCSF are supportive of me.	◯	◯	◯
9. Counselors at CCSF are supportive of me.	◯	◯	◯
10. Other Employees at CCSF are supportive of me.	◯	◯	◯

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SECTION II - Instruction

Please indicate your level of satisfaction with each service/item.	Excellent	Good	Fair	Poor	No Opinion
Quality of instruction in your CCSF classes	○	○	○	○	○
Content of courses	○	○	○	○	○
Availability of courses	○	○	○	○	○
Convenience of class scheduling (times available)	○	○	○	○	○
Size of classes	○	○	○	○	○
Academic advising by course instructors	○	○	○	○	○
Accuracy and clarity of information about CCSF courses and educational programs	○	○	○	○	○

In every class, I receive a syllabus that specifies what we will learn in the class ○ Always ○ Usually ○ Sometimes ○ Rarely or Never

Please indicate your level of satisfaction with each service/item.	Excellent	Good	Fair	Poor	Not Applicable
Classroom and Classroom Equipment	○	○	○	○	○
Library Services and Collections (in person and online)	○	○	○	○	○
Media Center	○	○	○	○	○
Language Lab/Language Center	○	○	○	○	○
Tutoring / Learning Assistance Center	○	○	○	○	○
Computer Labs	○	○	○	○	○

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SECTION IIa - Course Resources

Rate your ability to use software applications (e.g. Word-processing) to be successful in your courses:
- Excellent
- Good
- Fair
- Poor
- Not Applicable

Please indicate the highest amount you paid for a single required textbook this semester at City College:
- $0 - I didn't buy a book (or I was reimbursed by a scholarship, grant, program, etc.)
- $1 - $50
- $51 - $100
- $101 - $150
- $151 - $200
- More than $200

For the class in which you pay the most for your textbook, how often does your teacher assign reading or exercises from the textbook?
- Daily
- Weekly
- Monthly
- Once a semester
- Never

If cost were not a factor, which of these media would you MOST prefer to use when you study?
- Traditional textbook
- E-book
- Loose-leaf punched
- Rent
- Library Reserve
- Share with someone

Have you ever had to drop a class because you couldn't get access to the textbook?
- Yes
- No

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SECTION III - Services

Please indicate your level of satisfaction with each service.	Excellent	Good	Fair	Poor	Not Applicable
CCSF Application Process	○	○	○	○	◉
Placement Testing	○	○	○	○	◉
Online Course Time Schedule	○	○	○	○	◉
Online College Catalog	○	○	○	○	◉
Online Registration & Online Add/Drop	○	○	○	○	◉
In Person Registration & In Person Add/Drop (Smith Hall)	○	○	○	○	◉
Admissions and Records (Conlan Hall)	○	○	○	○	◉
Tuition & Fees Services	○	○	○	○	◉
Financial Aid Services (Cloud Hall)	○	○	○	○	◉
Scholarship Office	○	○	○	○	◉
Book Loan Program	○	○	○	○	◉

Please indicate your level of satisfaction with each service.	Excellent	Good	Fair	Poor	Not Applicable
New Student In Person Orientation	○	○	○	○	◉
New Student Online Orientation	○	○	○	○	◉
New Student Counseling (Conlan Hall)	○	○	○	○	◉
Continuing Student Counseling (MUB, B606, SH106, C207, A201)	○	○	○	○	◉
Transfer Counseling / Transfer Center (Science Hall)	○	○	○	○	◉
Career Development & Placement Center (CDPC)	○	○	○	○	◉
Extended Opportunity Programs and Services (EOPS)	○	○	○	○	◉
International Student Counseling (MUB, C212)	○	○	○	○	◉
Multicultural Retention Services (AASP, APASS, LSN, TULAY)	○	○	○	○	◉
Student Advocacy Office	○	○	○	○	◉
Outreach / Student Ambassadors	○	○	○	○	◉

Please indicate your level of satisfaction with each service.	Excellent	Good	Fair	Poor	Not Applicable
Bookstore	○	○	○	○	◉
Campus Security	○	○	○	○	◉
CCSF Email Account	○	○	○	○	◉
CCSF Website	○	○	○	○	◉
Childcare Center	○	○	○	○	◉
Food Services / Cafeteria	○	○	○	○	◉
Job placement assistance	○	○	○	○	◉
Parking	○	○	○	○	◉
Student Activities	○	○	○	○	◉
Student Health Center	○	○	○	○	◉
Student ID Cards	○	○	○	○	◉
Student Web4	○	○	○	○	◉
Student Hiring Process	○	○	○	○	◉
Veteran Services	○	○	○	○	◉

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SECTION IV - Demographics

For the survey responses to be most useful to the College, we also need some basic demographic information. Please respond to the following.

Age Group ---------- Select one ----------

Gender ---------- Select one ----------

Ethnicity ---------- Select one ----------
If Other, Please specify

Do You Identify as Transgender (Optional) ○ YES ○ NO

Sexual Orientation ---------- Select one ----------

Primary Campus ---------- Select one ----------

How do you get to Campus ---------- Select one ----------

Educational Goal ---------- Select one ----------

Number of Semesters Attended at CCSF

Number of Courses Completed

GPA (Approximate)

Submit

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THANK YOU VERY MUCH FOR YOUR TIME.

(Optional)

Thank you for taking time to fill out the previous sections of this survey - your opinions and concerns are helpful to us.
If you would like you may write additional comments below (up to 50 words):

Submit Comments

Please contact the Research Office if you have technical problems with this survey