Credit Student Opinion Survey

	2010-2011	2004-2005
TOTAL RESPONDENTS TO ONLINE SURVEY	4493	3095

QUESTIONS ABOUT OVERALL EXPERIENCE (Page 1)

1	How successful have you been so far achieving at CCSF what you wanted to do at CCSF?	Number	Percent	Number	Percent
	1-Completely	1656	37.8	1213	39.5
	2-Somewhat	2248	51.4	1593	51.9
	3-Not	397	9.1	222	7.2
	4-Not at all	75	1.7	43	1.4

2	Would you recommend CCSF to a friend?	Number	Percent	Number	Percent
	Yes	3686	85.9	2666	87.9
	Unsure	439	10.2	275	9.1
	No	167	3.9	93	3.1

3	Do you plan to attend CCSF in the future?	Number	Percent	Number	Percent
	Yes	3660	87.2	2499	84.1
	Unsure	394	9.4	353	11.9
	No	145	3.5	120	4.0

4	Have any of the following affected your studies while at CCSF? (check all that apply)	Number	Percent	Number	Percent
	Work schedule conflict	1844	41.0	1673	54.1
	Financial difficulties	1386	30.9	1020	33.0
	Physical problems/illness	594	13.2	289	9.3
	Other changes/problems (e.g., moved)	519	11.6	571	18.5
	Other, Please Explain	743	16.5	317	10.2

5	I feel a sense of belonging at the campuses I attend.	Number	Percent	Number	Percent
	Yes	2858	76.3	1927	64.0
	No	886	23.7	1083	36.0

6	Students at CCSF show respect for one another.	Number	Percent	Number	Percent
	Yes	3502	87.8	2576	86.3
	No	489	12.3	410	13.7

7	Instructors at CCSF are supportive of me.	Number	Percent	Number	Percent
	Yes	3822	92.2	2729	90.7
	No	322	7.8	280	9.3

8	Librarians at CCSF are supportive of me.	Number	Percent
	Yes	2558	92.1
	No	219	7.9

9	Counselors at CCSF are supportive of me.	Number	Percent
	Yes	2431	83.3
	No	486	16.7

10	Other Employees at CCSF are supportive of me.	Number	Percent
	Yes	2407	85.4
	No	411	14.6

QUESTIONS ABOUT INSTRUCTION (Page 2)

	2010-2011		2004-2005	
Quality of instruction in your CCSF classes	**Number**	**Percent**	**Number**	**Percent**
Poor	117	2.9	50	1.7
Fair	484	11.9	358	12.2
Good	1846	45.2	1465	49.9
Excellent	1636	40.1	1064	36.2

Content of courses	**Number**	**Percent**	**Number**	**Percent**
Poor	74	1.8	33	1.1
Fair	498	12.2	369	12.6
Good	1981	48.7	1601	54.7
Excellent	1514	37.2	924	31.6

Availability of courses	**Number**	**Percent**	**Number**	**Percent**
Poor	829	20.5	488	16.8
Fair	1174	29.0	1008	34.6
Good	1354	33.5	1028	35.3
Excellent	690	17.1	390	13.4

Convenience of class scheduling (times available)	**Number**	**Percent**	**Number**	**Percent**
Poor	585	14.4	381	13.0
Fair	1279	31.5	1060	36.3
Good	1484	36.5	1062	36.4
Excellent	716	17.6	418	14.3

Size of classes	**Number**	**Percent**	**Number**	**Percent**
Poor	292	7.3	266	9.1
Fair	1008	25.1	887	30.5
Good	1846	46.0	1379	47.3
Excellent	867	21.6	381	13.1

Academic advising by course instructors	**Number**	**Percent**
Poor	251	7.5
Fair	707	21.0
Good	1463	43.4
Excellent	950	28.2

Accuracy and clarity of information about CCSF courses and educational programs	**Number**	**Percent**	**Number**	**Percent**
Poor	233	6.0	150	5.3
Fair	835	21.7	638	22.4
Good	1780	46.2	1430	50.2
Excellent	1007	26.1	629	22.1

In every class, I receive a syllabus that specifies what we will learn in the class	**Number**	**Percent**	**Number**	**Percent**
Poor	42	1.1	20	0.7
Fair	230	5.7	148	5.1
Good	973	24.2	765	26.4
Excellent	2771	69.0	1964	67.8

Classroom and Classroom Equipment	Number	Percent	Number	Percent
Poor	412	10.3	415	14.3
Fair	1056	26.3	1022	35.3
Good	1753	43.7	1179	40.7
Excellent	792	19.7	279	9.6

Library Services and Collections (in person and online)	Number	Percent	Number	Percent
Poor	82	2.7	49	2.2
Fair	444	14.6	327	14.5
Good	1466	48.3	1153	51.0
Excellent	1045	34.4	730	32.3

Media Center	Number	Percent	Number	Percent
Poor	60	2.7	30	1.9
Fair	318	14.5	214	13.4
Good	1038	47.3	832	52.1
Excellent	777	35.4	521	32.6

Language Lab/Language Center	Number	Percent	Number	Percent
Poor	59	2.9	29	2.1
Fair	282	14.0	199	14.1
Good	931	46.2	685	48.4
Excellent	742	36.8	501	35.4

Tutoring / Learning Assistance Center	Number	Percent	Number	Percent
Poor	135	6.1	46	3.3
Fair	377	17.0	207	14.8
Good	957	43.1	663	47.4
Excellent	752	33.9	484	34.6

Computer Labs	Number	Percent	Number	Percent
Poor	91	3.4	56	3.3
Fair	424	15.6	324	19.1
Good	1192	44.0	827	48.7
Excellent	1004	37.0	493	29.0

QUESTIONS ABOUT SERVICES (Page 3)

	2010-2011		2004-2005	
CCSF Application Process	**Number**	**Percent**	**Number**	**Percent**
Poor	122	3.5	106	4.6
Fair	510	14.7	415	17.9
Good	1628	46.9	1217	52.4
Excellent	1215	35.0	586	25.2

Placement Testing	**Number**	**Percent**	**Number**	**Percent**
Poor	168	6.7	92	5.8
Fair	526	20.9	389	24.4
Good	1188	47.2	826	51.8
Excellent	633	25.2	289	18.1

Online Course Time Schedule	**Number**	**Percent**	**Number**	**Percent**
Poor	119	4.5	90	3.7
Fair	474	17.8	420	17.3
Good	1150	43.2	1244	51.3
Excellent	918	34.5	672	27.7

Online College Catalog	**Number**	**Percent**	**Number**	**Percent**
Poor	135	4.2	35	1.5
Fair	532	16.7	253	10.8
Good	1379	43.2	1250	53.6
Excellent	1144	35.9	796	34.1

Online Registration & Online Add/Drop	**Number**	**Percent**	**Number**	**Percent**
Poor	190	5.6	123	4.9
Fair	452	13.2	309	12.3
Good	1322	38.6	947	37.7
Excellent	1461	42.7	1131	45.1

In Person Registration & In Person Add/Drop (Smith Hal	**Number**	**Percent**	**Number**	**Percent**
Poor	180	9.1	175	11.2
Fair	417	21.2	419	26.8
Good	810	41.1	648	41.4
Excellent	562	28.5	322	20.6

Admissions and Records (Conlan Hall)	**Number**	**Percent**
Poor	197	7.7
Fair	540	21.0
Good	1155	44.9
Excellent	678	26.4

Tuition & Fees Services	**Number**	**Percent**	**Number**	**Percent**
Poor	183	6.6	221	10.4
Fair	592	21.3	549	25.7
Good	1241	44.7	911	42.7
Excellent	758	27.3	452	21.2

Financial Aid Services (Cloud Hall)	**Number**	**Percent**	**Number**	**Percent**
Poor	259	13.5	157	14.6
Fair	377	19.6	273	25.4
Good	738	38.4	398	37.0
Excellent	546	28.4	247	23.0

Scholarship Office	Number	Percent	Number	Percent
Poor	126	12.2	86	13.8
Fair	233	22.5	174	28.0
Good	408	39.4	247	39.7
Excellent	269	26.0	115	18.5

Book Loan Program	Number	Percent	Number	Percent
Poor	120	11.6	112	18.9
Fair	214	20.6	134	22.6
Good	391	37.7	221	37.2
Excellent	313	30.2	127	21.4

New Student In Person Orientation	Number	Percent
Poor	132	9.4
Fair	302	21.4
Good	589	41.7
Excellent	389	27.6

New Student Online Orientation	Number	Percent
Poor	113	7.4
Fair	310	20.4
Good	685	45.1
Excellent	410	27.0

New Student Counseling (Conlan Hall)	Number	Percent	Number	Percent
Poor	259	16.2	232	18.3
Fair	373	23.3	364	28.7
Good	561	35.1	495	39.0
Excellent	407	25.4	179	14.1

Continuing Student Counseling (MUB, B606, SH106, C20	Number	Percent	Number	Percent
Poor	206	13.8	206	16.3
Fair	283	18.9	339	26.8
Good	567	37.9	493	38.9
Excellent	441	29.5	229	18.1

Transfer Counseling / Transfer Center (Science Hall)	Number	Percent	Number	Percent
Poor	163	14.0	141	13.7
Fair	260	22.3	260	25.2
Good	441	37.9	408	39.5
Excellent	300	25.8	224	21.7

Career Development & Placement Center (CDPC)	Number	Percent	Number	Percent
Poor	115	12.3	90	13.4
Fair	173	18.4	180	26.8
Good	391	41.6	284	42.3
Excellent	260	27.7	118	17.6

Extended Opportunity Programs and Services (EOPS)	Number	Percent
Poor	102	12.4
Fair	144	17.6
Good	328	40.0
Excellent	246	30.0

International Student Counseling (MUB, C212)	Number	Percent
Poor	67	10.4
Fair	123	19.1
Good	284	44.0
Excellent	171	26.5

Multicultural Retention Services (AASP, APASS, LSN, TU	Number	Percent
Poor	47	6.8
Fair	111	16.1
Good	304	44.1
Excellent	227	33.0

Student Advocacy Office	Number	Percent
Poor	75	11.7
Fair	111	17.3
Good	278	43.3
Excellent	178	27.7

Outreach / Student Ambassadors	Number	Percent
Poor	72	11.5
Fair	102	16.3
Good	267	42.7
Excellent	185	29.6

Bookstore	Number	Percent	Number	Percent
Poor	190	6.2	195	8.3
Fair	692	22.6	642	27.4
Good	1473	48.1	1185	50.5
Excellent	708	23.1	323	13.8

Campus Security	Number	Percent	Number	Percent
Poor	230	10.4	137	9.8
Fair	526	23.8	384	27.4
Good	986	44.7	684	48.9
Excellent	466	21.1	195	13.9

CCSF Email Account	Number	Percent
Poor	302	9.7
Fair	558	17.9
Good	1346	43.1
Excellent	919	29.4

CCSF Website	Number	Percent
Poor	205	6.1
Fair	640	19.0
Good	1573	46.8
Excellent	945	28.1

Childcare Center	Number	Percent	Number	Percent
Poor	31	5.6	19	7.1
Fair	91	16.4	60	22.3
Good	250	45.1	134	49.8
Excellent	182	32.9	56	20.8

Food Services / Cafeteria	Number	Percent	Number	Percent
Poor	237	11.1	215	15.4
Fair	578	27.2	411	29.3
Good	841	39.5	547	39.0
Excellent	472	22.2	228	16.3

Job placement assistance	Number	Percent	Number	Percent
Poor	178	21.2	87	19.2
Fair	190	22.6	138	30.4
Good	301	35.8	169	37.2
Excellent	172	20.5	60	13.2

Parking	Number	Percent	Number	Percent
Poor	405	20.8	561	34.2
Fair	583	30.0	513	31.3
Good	611	31.4	436	26.6
Excellent	346	17.8	130	7.9

Student Activities	Number	Percent	Number	Percent
Poor	139	12.7	118	18.1
Fair	247	22.5	195	29.9
Good	435	39.6	259	39.7
Excellent	277	25.2	81	12.4

Student Health Center	Number	Percent	Number	Percent
Poor	99	7.3	54	7.1
Fair	237	17.4	178	23.3
Good	550	40.4	326	42.7
Excellent	477	35.0	206	27.0

Student ID Cards	Number	Percent
Poor	140	5.0
Fair	370	13.2
Good	1243	44.2
Excellent	1058	37.6

Student Web4	Number	Percent
Poor	142	5.3
Fair	400	14.8
Good	1163	43.2
Excellent	990	36.7

Student Hiring Process	Number	Percent
Poor	197	20.5
Fair	222	23.2
Good	315	32.9
Excellent	225	23.5

Veteran Services	Number	Percent
Poor	45	8.2
Fair	99	18.1
Good	227	41.4
Excellent	177	32.3

QUESTIONS ABOUT COURSE RESOURCES (Page 2a)

2010-2011

Rate your ability to use software applications (e.g. Word-processing) to be successful in your courses:

	Number	Percent
Poor	66	1.9
Fair	349	9.8
Good	1459	40.9
Excellent	1690	47.4

Please indicate the highest amount you paid for a single required textbook this semester at City College:

	Number	Percent
zero	415	10.3
1-50	487	12.1
51-100	959	23.8
101-150	1079	26.8
151-200	789	19.6
MoreThan200	293	7.3

For the class in which you paid the most for your textbook, how often does your teacher assign reading or exercises from the textbook?

	Number	Percent
Daily	913	23.6
Weekly	2216	57.4
Monthly	254	6.6
OnceASemester	182	4.7
Never	297	7.7

If cost were not a factor, which of these media would you MOST prefer to use when you study?

	Number	Percent
Traditional	2364	59.4
Ebook	700	17.6
LooseLeaf	310	7.8
Rent	307	7.7
Library	210	5.3
Share	86	2.2

Have you ever had to drop a class because you couldn't get access to the textbook?

	Number	Percent
No	3533	88.2
Yes	475	11.9

QUESTIONS ABOUT DEMOGRAPHICS (Page 4)

	2010-2011		2004-2005	
Age Group	**Number**	**Percent**	**Number**	**Percent**
16 - 19	396	10.6	173	6.6
20 - 24	792	21.1	528	20.2
25 - 29	568	15.2	512	19.6
30 - 34	417	11.1	412	15.8
35 - 39	308	8.2	290	11.1
40 - 49	566	15.1	411	15.7
50 Plus	699	18.7	288	11.0

Gender	**Number**	**Percent**	**Number**	**Percent**
Female	2200	58.7	1579	60.6
Male	1510	40.3	1028	39.4
NotListed	39	1.0		

Transgender	99	3.0

Sexual Orientation	**Number**	**Percent**
Bisexual	161	4.6
DeclineToState	310	8.9
Gay/Lesbian	313	8.9
Heterosexual	2719	77.6

Ethnic / National Group	**Number**	**Percent**	**Number**	**Percent**
African-American Non-Hispanic	174	4.7	100	4.3
American Indian/Alaskan Nativ	25	0.7	17	0.7
Asian - Cambodian	13	0.4	2	0.1
Asian - Chinese	832	22.6	414	17.8
Asian - Indian	21	0.6	13	0.6
Asian - Japanese	59	1.6	49	2.1
Asian - Korean	26	0.7	21	0.9
Asian - Laotian	5	0.1	5	0.2
Asian - Other	100	2.7	60	2.6
Asian - Vietnamese	73	2.0	27	1.2
Filipino	207	5.6	163	7.0
Latino - Central American	185	5.0	87	3.7
Latino - Other Hispanic	73	2.0	56	2.4
Latino - South American	92	2.5	44	1.9
Mexican, Mexican-American, Chicano	173	4.7	95	4.1
Pacific Islander - Guamanian	3	0.1	4	0.2
Pacific Islander - Hawaiian	3	0.1	4	0.2
Pacific Islander - Other	8	0.2	4	0.2
Pacific Islander - Samoan	11	0.3	5	0.2
Other Non-White	31	0.8	39	1.7
Other [write-in]	198	5.4	n/a	n/a
Decline to State	176	4.8	212	9.6
White Non Hispanic	1199	32.5	897	38.5

Primary Campus	Number	Percent	Number	Percent
Ocean	2923	80.5	2144	82.3
Airport	5	0.1	4	0.2
Castro-Everett	79	2.2	122	4.7
Chinatown/North Beach	18	0.5	3	0.1
Civic Center/Alemany	15	0.4	32	1.2
Downtown	187	5.2	108	4.1
Evans	56	1.5	30	1.2
Fort Mason	47	1.3	45	1.7
John Adams	123	3.4	67	2.6
Mission	162	4.5	40	1.5
Southeast	17	0.5	9	0.4

How do you get to Campus	Number	Percent
Car (I drive)	1243	33.9
Bus/Muni/Streetcar	1038	28.3
BART	694	18.9
Walking	293	8.0
Car (Passenger)	172	4.7
Bicycle	117	3.2
Motorcycle/Moped	66	1.8
Other	31	0.9
Paratransit	10	0.3

Educational Goal	Number	Percent	Number	Percent
Basic Skills Development	165	4.9	91	3.9
Educational Development	476	14.1	372	15.8
GED or HS Diploma	39	1.2	9	0.4
Obtain Four-Year Degree	1624	48.2	1098	46.8
Obtain Two-Year Degree	466	13.8	270	11.5
Other Career-related	598	17.8	508	21.6

Number of Semesters Attended CCSF	Number	Percent
1	1249	40.2
2	768	24.7
3	470	15.1
4	245	7.9
5	150	4.8
More than 5	223	7.2