

Research & Planning Briefs

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Welcome to Research & Planning Briefs from the Office of Research, Planning and Grants. The following brief summarizes the response of students who petitioned for graduation in 2001/2002 regarding their level of satisfaction with their CCSF experience. For questions about this survey, contact Pamela Mery (x3227, pmery@ccsf.edu).

To review a copy of the full report, visit:

http://www.ccsf.edu/Offices/Research_Planning/pdf/grad0102.pdf

Focus on the Satisfaction of Students Who Petitioned for Graduation in 2001/2002

This latest report is the second in a series focused on students' satisfaction with CCSF. The first, preliminary report summarized the responses of students who petitioned for graduation in Fall 2000. This second report follows petitioners from Fall 2000 through Spring 2002. Generally speaking, respondents are representative of degree recipients.

Responses were aggregated into two academic years—2000/2001 and 2001/2002—in order to assess whether there have been changes in students' assessment of the college and its services over that time. Few changes were uncovered. As was previously true, students overwhelmingly indicated that faculty and staff were supportive of them and that students were respectful of each other. Most students felt a sense of belonging at their campus(es) and they generally rated 40 different College services and aspects of instruction as "Good."

Trends (i.e. significant changes) surfaced in a few limited areas. The most striking changes were in the petitioners themselves. More students in the 2000/2001 academic year were unemployed (37%), had problems in personal or family changes (26%), lacked a sense of belonging on their campus (17%), and said that CCSF training did not help them find employment (32%).

While students generally felt good about most College services, the Library was among the highest rated services with two resident components, the Language Lab and the Learning Assistance Center, showing significant gains in their ratings. Students also showed increased satisfaction with the application process.

Please forward these e-mails to others in your department/office who have a strong interest in instructional reform and/or data-driven program design. You can also add individuals to our distribution list by sending a name and e-mail address to Kelley Karandjeff, kkarandj@ccsf.edu.