

City College of San Francisco

Student Opinion Survey Report

2004-2005



Office of Research, Planning and Grants

April 2005

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Introduction

After analyzing the responses of 3,095 credit students, the overwhelming finding of the Student Opinion Survey in Fall 2004 is that students appreciate CCSF.

The findings are broken out into three separate areas:

- General Relationship to the College
- Barriers to Success
- Satisfaction with Services

After the findings sections, methodology and response rates are discussed. The Appendix includes detailed tables for both quantitative and qualitative findings—the latter based on a content analysis of the written comments.

Survey responses were reviewed with respect to both the age and ethnicity of the respondents.¹ In evaluating the data, in general, differences among age and ethnic groups were significant.² This report presents findings for *individual* age groups and ethnicities, but does not offer results that have synthesized *all* age groups or *all* ethnicities in order to present general conclusions. These overall results will be evaluated at a future time when comparisons to prior and subsequent data can be included. Gender was also evaluated but there were no statistically significant differences between genders.³ For more information on the significance testing methods, please refer to the Methodology section.

General Relationship to the College

STUDENTS WOULD RECOMMEND CCSF AND PLAN TO ATTEND IN THE FUTURE

Students were largely enthusiastic about their experience at CCSF. Between 77% and 94% said they “would recommend CCSF to a friend.” Students aged 16-19 expressed the lowest percentage of positive responses, while students aged 50+ were the most positive in their feedback. Responses across ethnicities were quite positive; even at the low end, 86% of Asian American students said they would recommend CCSF to a friend, and at the high end, 93% of Latino respondents agreed. Students responded similarly regarding plans to attend CCSF in the future.

STUDENTS SHOW RESPECT FOR ONE ANOTHER AND FACULTY ARE SUPPORTIVE

Survey respondents offered affirmative feedback regarding the relationships between students. Between 84% and 93% of respondents felt that students “show respect for one another.” Again, younger students were least positive in their responses, in this case ages 20-24, followed closely by ages 16-19, and as before 50+ year olds were most positive in their views. Responses analyzed by ethnicity ranged from 85% (Asian American) to 92% (African American).

A similar percentage of students agreed that faculty are supportive of them, including 86% of 20-24 year olds and 95% of 30-34 year olds. Positive responses to this question

¹ Responses were weighted to reduce or remove the affects of age when ethnicity was being evaluated and vice versa. See the Methodology section for more details.

² Statistical significance was evaluated using Pearson Chi-square. While a customary 0.05 cutoff was used, nearly all the figures were 0.00.

³ With one exception—childcare.

ranged by ethnicity from 89% of Asian American students to 96% African American students.

In general, students seem to be satisfied with many of their experiences at City College, although a range of reactions are expressed in the data. Younger students appear to have more reservations, while most older students are more enthused. Across ethnicities, African American students appear to be the most satisfied.

Students expressed slightly higher levels of satisfaction with the support they receive from “faculty” versus support from “staff” or “administrators.” However, it is unclear whether students accurately differentiate between these categories. For example, students might consider librarians and counselors to be “staff” since their interaction does not take place in a classroom.

STUDENTS RATE THEIR SENSE OF BELONGING AT CCSF

As seen before, older students responded more positively than younger ones to their “sense of belonging” at CCSF; 71-73% of the 30+ age group agreed that they felt a “sense of belonging at the campus [they] attend,” while only 67% of 25-29 year olds and 61-62% of 16-25 year olds agreed with the same statement.

White students indicated a relatively low sense of belonging at only 59%. Filipino students expressed the highest level of belonging at 80%.⁴

STUDENTS DESCRIBE CCSF IN THEIR OWN WORDS

Students also expressed their appreciation of CCSF in the open-ended comments: out of 185 written comments, 41% of students had something positive to say. By far the most positive comments were with regard to the college as a whole; of the 75 positive comments, 44% of students wrote about their general appreciation for CCSF. Other positive comments usually were with regard to instructors (33%) or courses (11%).⁵

Looking at it in a slightly different way, of the 39 students who chose to write about their general experience at CCSF, 85% were positive in their feedback. Four students wrote to say that they were generally unhappy with CCSF; two responses were neutral.

A large number of students also chose to comment on course content and availability (48 comments, of which 17% were positive) and references to instructors and instruction (46 comments, of which 54% were positive).

Other topics about which students wrote garnered fewer responses (at most 19 comments) and were generally negative. These comments centered around services, facilities and tuition costs. Services mentioned most often were A&R, counseling, financial aid and the bookstore.

For more detail regarding the written responses, as well as Key Suggestions submitted through these responses, please see the Appendix.

⁴ While the comparison to prior and subsequent data is not ready for publication yet, it is useful to note that in the 2000 surveys, students who dropped all their courses expressed a sense of belonging at about 61%; students petitioning for graduation rated sense of belonging at 82%.

⁵ The other 12% of positive responses were written by 1 to 3 students and were spread out between tuition cost, buildings & grounds, parking, campus police and the survey.

Barriers to Success

The survey asked about aspects of students' lives which might affect their ability to succeed academically, such as work-related conflicts, financial difficulties, physical problems, illness, and other personal or family problems. Employment was rated highest as having "affected [students'] studies while at CCSF." The 35-39 age group expressed this most strongly (66%). Financial difficulties were less often cited but were highest for 25-29 year olds (46%). Personal or family difficulties ranged from 26% (20-24 year olds) to a low of 12% (50+ year olds).

Work conflict appears to affect all ethnic groups, although percentages did range from 51% (white students) to 58% (African American students). Financial difficulties were most often mentioned by Filipino and African American students (37%). Personal or family difficulties were also most often cited by Filipino students (22%).

Students were asked to describe what other barriers they faced which were not listed on the survey. While 123 students responded, some offered very detailed indications of personal or financial barriers specific only to them. After these were excluded, responses from 82 respondents were analyzed. A few students responded in more than one area. 35% of students indicated that course availability (including course location, summer offerings, evening offerings) was a problem they faced at CCSF. There were an additional four similarly ranked groups with 11 to 9 respondents each:

- student services, including A&R, counseling and financial aid
- commute and/or parking
- course difficulty or college requirements
- instructor related

A variety of other issues were also referenced. These details are available in the Appendix.

Satisfaction with Services

ALL STUDENT GROUPS RANK THE SAME 12 SERVICES HIGHEST

Just as students expressed satisfaction with CCSF as whole, students also showed satisfaction with individual CCSF services. Services were evaluated on a scale of 4 (excellent) to 1 (poor), and then ranked based on each service's mean rating. The 12 top-rated services generally had ratings between 2.9 and 3.8.

These 12 services were:

- Listing of learning objectives on the syllabus
- Instructional quality
- Course content
- Online registration
- Application process
- Catalog
- Time schedule
- Language Lab
- Learning Assistance Center
- Library
- Media Center
- Computer Labs

Differences were observed again between younger students, who were generally less satisfied, and older students, who were generally more satisfied. African American and Latino students reported slightly higher levels of satisfaction than students of other ethnicities.

A variety of factors might account for the differences among age and ethnic groups in terms of their relative satisfaction with these top services. For example, it is possible that some student groups have higher levels of appreciation, higher expectations, and/or greater needs than others.

One variation in responses regarding the top services is worthy of special note: students in the 50+ age group indicated relatively lower levels of satisfaction with the application process, which they ranked 18th. While some top services were rated 13th or 14th by individual age or ethnic groups, no other service within the top 12 was rated so poorly by any group. Nonetheless, the rating remained slightly above “good” at 3.1.

STUDENTS ARE NOT UNANIMOUS REGARDING LOWER-RATED SERVICES

No services were rated at as “Poor”, or 1. Even the unanimously lowest-rated service, parking⁶, hovered around a rating of 2, or “Fair”. In general, responses did not evidence the same level of unanimity at the lower end of the rankings as was evidenced at the top.

As above, there are a number of interpretations of this data. Students may have responded to variability of service, relative higher expectations for certain services, or dissatisfaction over issues of scarcity, such as the amount of available parking or the number of courses and course times that are offered. (See also Barriers to Success section.)

⁶ Please note that this survey was conducted before the recent expansion of the parking lots on Phelan Street.

Survey Methodology

In Fall 2004, CCSF surveyed current credit students. The 2004 survey was broadly disseminated to current students who also had prior enrollments; thus the 2004 survey can be generally considered a “continuing student” survey.⁷ In Fall 2004 roughly 77% of CCSF credit students were “continuing” or “returning” students (82% in Spring 2004). Note that this includes students near graduation, transfer or some other form of completion as well as students who are relatively new. A table of general demographics comparing respondents to all credit students can be found in the Appendix.

The online link to the Student Opinion Survey was delivered by email to 14,510 students who provided CCSF with an email address during the application for admission (approximately 70% of credit students).⁸ The bulk of emails were sent on October 1, 2004, with some follow-up emails, ultimately resulting in 3,095 usable responses—an estimated 21.3% response rate.⁹

In evaluating the data, differences among all age and ethnic groups were almost always significant. Statistical significance was evaluated using Pearson Chi-square. While a customary 0.05 cutoff was used, nearly all the figures were 0.00. Note that this does not indicate that pairwise comparisons between any two groups are necessarily significant; to date differences between any two particular groups have not been isolated and tested.

Responses were weighted to reduce or remove the effects of age when ethnicity was being evaluated and vice versa. In other words, when ethnicity was being evaluated, weights were applied to respondents so that there would be an equal number of respondents in each of the age categories (16-19, 20-24, et cetera). If a given ethnic group, for example, had 50 respondents in the 16-19 age category and 100 respondents in the 20-24 age category, all the respondents in the 16-19 category would be weighted by two, creating, in effect, 100 respondents in both age categories. In this way, when ethnicity is evaluated, age has little or no effect.

The shared governance-approved survey instrument has been in use (with minor modifications) since Spring 2000 when students who “left before census” were surveyed. In Fall 2000, CCSF began surveying students petitioning for graduation. A 2005 survey will begin a focus on noncredit students, and future survey efforts may also focus on students during their first credit term.

Prior studies can be viewed at:

http://www.ccsf.edu/Offices/Research_Planning/reports_satisfaction.htm

⁷ Concurrent high school students were excluded.

⁸ The survey was sent via email to 16,872 students; however, we estimate approximately 14% of those addresses were no longer active based on a review of error messages received by the sending email inbox.

⁹ BA holders and older students had higher response rates. Follow-up emails were sent to younger and newer students in order to increase their response rates. The follow-up reduced but did not eliminate the response disparity. Additional, latent disparities may result from the use of email. Students who do not have an email address may tend to have a lower socioeconomic status (SES). However, some students may have an email address but choose to withhold it from the college; therefore, we cannot assume that all students who did not receive the email solicitation for the survey necessarily lack email access and/or are in lower SES brackets. Further, there is no reason to assume that students with an email address and/or higher SES view topics like instruction differently. To date, we have no way to determine whether the neediest students view CCSF differently from the wider student body.

APPENDIX

Overall Satisfaction by Age

PERCENTAGES BY AGE GROUP	16 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 49	50 Plus	Gap btwn Highest and Lowest Percentages
1. How successful have you been so far								
SUBTOTAL of Completely and Somewhat successful	86.3	85.7	92.4	90.8	92.4	95.3	96.6	10.9
Completely successful	24.0	26.0	36.4	36.7	47.8	49.8	53.6	29.6
Somewhat successful	62.4	59.7	55.9	54.1	44.6	45.5	43.0	19.4
Not very successful	10.5	12.3	5.9	7.6	7.6	4.2	3.4	8.9
Not at all successful	3.1	2.0	1.7	1.6	0.0	0.6	0.0	3.1
2. Would you recommend CCSF to a friend?								
Yes	77.2	83.4	88.9	90.4	91.3	94.5	94.1	17.4
Unsure	18.3	13.5	7.8	6.6	7.6	4.4	4.3	14.0
No	4.6	3.1	3.3	3.1	1.1	1.1	1.7	3.5
3. Do you plan to attend CCSF in the future?								
Yes	72.2	81.4	86.7	85.4	90.6	94.0	94.4	22.2
Unsure	15.2	13.0	9.2	11.5	7.7	5.2	4.9	10.3
No	12.6	5.6	4.2	3.1	1.7	0.9	0.7	11.9
5. I feel a sense of belonging at the campus I attend.	61.3	61.9	67.4	71.3	71.5	73.1	71.8	11.8
6. Students at CCSF show respect for one another.	85.4	84.4	87.9	88.1	88.5	88.2	93.3	8.8
7. Faculty at CCSF are supportive of me.	88.2	86.0	88.9	95.4	94.3	94.2	94.1	9.3
8. Staff at CCSF are supportive of me.	82.5	77.4	80.2	85.3	85.2	87.8	92.8	15.4
9. Administrators at CCSF are supportive of me.	81.0	75.4	77.3	79.4	81.5	84.3	91.1	15.6

RANK BY AGE GROUP (1 = highest percentage, i.e. most positive; 7 = lowest percentage, i.e. least positive)	16 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 49	50 Plus
1. How successful have you been so far - Completely	7	6	5	4	3	2	1
2. Would you recommend CCSF to a friend? - Yes	7	6	5	4	3	1	2
3. Do you plan to attend CCSF in the future? - Yes	7	6	4	5	3	2	1
5. I feel a sense of belonging at the campus I attend. - Yes	7	6	5	4	3	1	2
6. Students at CCSF show respect for one another. - Yes	6	7	5	4	2	3	1
7. Faculty at CCSF are supportive of me. - Yes	6	7	5	1	2	3	4
8. Staff at CCSF are supportive of me. - Yes	5	7	6	3	4	2	1
9. Administrators at CCSF are supportive of me. - Yes	4	7	6	5	3	2	1
AVERAGE RANK	6.13	6.50	5.13	3.75	2.88	2.00	1.63

Overall Satisfaction by Ethnicity

PERCENTAGES BY ETHNICITY	African American	Asian / Pacific Isl.	Filipino	Latino	White	Gap btwn Highest and Lowest Percentages
1. How successful have you been so far						
SUBTOTAL of Completely and Somewhat successful	91.0	91.7	89.4	91.0	94.2	4.8
Completely successful	37.3	31.7	35.2	44.2	48.2	16.6
Somewhat successful	53.8	60.0	54.2	46.8	46.0	14.1
Not very successful	5.6	6.6	10.3	9.0	5.1	5.1
Not at all successful	3.3	1.7	0.3	0.0	0.7	3.3
2. Would you recommend CCSF to a friend?						
Yes	90.9	85.8	87.7	92.8	90.5	7.0
Unsure	9.2	10.8	7.8	6.4	6.7	4.4
No	0.0	3.4	4.5	0.8	2.8	4.5
3. Do you plan to attend CCSF in the future?						
Yes	89.7	80.8	90.1	90.1	82.2	9.3
Unsure	5.2	15.3	6.2	6.9	11.7	10.1
No	5.1	3.9	3.8	3.0	6.2	3.2
5. I feel a sense of belonging at the campus I attend.	73.1	69.6	80.3	71.5	58.6	21.7
6. Students at CCSF show respect for one another.	91.9	84.6	88.4	90.9	87.2	7.3
7. Faculty at CCSF are supportive of me.	96.3	88.9	90.6	91.5	94.2	7.4
8. Staff at CCSF are supportive of me.	90.9	80.5	85.6	80.2	86.8	10.7
9. Administrators at CCSF are supportive of me.	88.0	78.7	85.1	79.6	83.2	9.3

RANK BY ETHNICITY (1 = highest percentage, i.e. most positive; 5 = lowest percentage, i.e. least positive)	African American	Asian / Pacific Isl.	Filipino	Latino	White
1. How successful have you been so far - Completely	3	5	4	2	1
2. Would you recommend CCSF to a friend? - Yes	2	5	4	1	3
3. Do you plan to attend CCSF in the future? - Yes	3	5	1	1	4
5. I feel a sense of belonging at the campus I attend. - Yes	2	4	1	3	5
6. Students at CCSF show respect for one another. - Yes	1	5	3	2	4
7. Faculty at CCSF are supportive of me. - Yes	1	5	4	3	2
8. Staff at CCSF are supportive of me. - Yes	1	4	3	5	2
9. Administrators at CCSF are supportive of me. - Yes	1	5	2	4	3
AVERAGE RANK	1.75	4.75	2.75	2.63	3.00

Satisfaction with Services by Age

	16 - 19		20 - 24		25 - 29		30 - 34		35 - 39		40 - 49		50 Plus		Ave. Rank	
	Rank	Mean	Rank	Mean	Rank	Mean	Rank	Mean	Rank	Mean	Rank	Mean	Rank	Mean		
Services Rated Top 12	MEAN AND RANK BY AGE GROUP															
	Syllabus Learning Objectives	1	3.665	1	3.629	1	3.675	1	3.735	1	3.563	1	3.561	1	3.596	1
	Online Registration	3	3.350	2	3.273	2	3.275	3	3.281	5	3.211	8	3.229	11	3.160	2
	Instructional Quality	14	2.969	9	3.045	3	3.185	2	3.323	2	3.303	2	3.382	2	3.456	3
	Catalog	6	3.304	7	3.133	4	3.159	5	3.215	6	3.207	4	3.294	4	3.330	4
	Media Center	2	3.386	5	3.199	6	3.129	6	3.203	4	3.212	6	3.241	7	3.253	5
	Course Content	12	3.049	10	3.036	5	3.154	4	3.242	3	3.279	3	3.335	3	3.409	6
	Language Lab	7	3.258	3	3.226	8	3.098	9	3.129	11	3.063	5	3.255	6	3.298	7
	Library Services & Collections	5	3.312	4	3.214	9	3.091	7	3.161	8	3.184	7	3.235	13	3.118	8
	Learning Assistance Center	4	3.334	6	3.170	7	3.103	8	3.146	7	3.203	10	3.132	9	3.207	9
	Computer Labs	8	3.207	8	3.076	11	3.061	10	3.014	10	3.063	14	3.041	10	3.206	10
	Time Schedule	10	3.128	12	2.916	13	2.920	12	2.991	12	3.017	12	3.087	8	3.244	11
Application Process	13	2.987	11	2.937	12	2.952	13	2.991	9	3.065	9	3.171	18	3.058	12	
Clarity of Information re CCSF	20	2.712	15	2.774	14	2.833	11	3.003	14	2.933	13	3.082	12	3.126	13	
Placement Testing	18	2.768	16	2.755	17	2.766	15	2.862	13	2.969	11	3.093	17	3.066	14	
Student Health Center	9	3.145	14	2.847	10	3.066	14	2.906	28	2.526	31	2.675	20	3.042	15	
Childcare Center	11	3.095	13	2.860	15	2.790	36	2.408	26	2.568	15	3.040	19	3.051	16	
Faculty Availability	22	2.673	19	2.691	20	2.709	16	2.775	15	2.847	16	2.989	21	3.028	17	
New Student Orientation	23	2.662	20	2.673	16	2.780	19	2.730	16	2.794	17	2.910	29	2.853	18	
Transfer Center - Counseling	16	2.888	21	2.638	28	2.644	22	2.705	25	2.597	27	2.742	16	3.083	19	
Financial Aid Services	24	2.645	26	2.554	24	2.679	24	2.697	31	2.510	24	2.763	5	3.328	20	
In Person Registration	21	2.677	18	2.695	22	2.693	26	2.677	17	2.716	18	2.904	32	2.795	21	
Tuition Services	19	2.743	24	2.566	21	2.693	17	2.750	24	2.623	21	2.815	23	2.963	22	
Bookstore	17	2.774	17	2.731	25	2.670	25	2.679	19	2.671	23	2.790	33	2.785	23	
CDPC	25	2.639	23	2.568	26	2.666	23	2.699	27	2.567	22	2.801	15	3.105	24	
Campus Security	27	2.582	30	2.462	23	2.689	21	2.707	18	2.703	25	2.756	26	2.916	25	
Faculty - Academic Advisement	33	2.414	31	2.448	30	2.613	20	2.709	21	2.654	20	2.838	27	2.910	26	
Counseling - Continuing	26	2.600	28	2.536	27	2.651	29	2.607	22	2.637	30	2.701	31	2.816	27	
Class Size	29	2.518	27	2.546	29	2.617	28	2.613	20	2.661	29	2.710	30	2.836	28	
Textbook Loan Program	15	2.948	25	2.562	19	2.730	32	2.474	35	2.280	36	2.565	24	2.930	29	
Scholarship Office Services	32	2.479	22	2.609	18	2.755	37	2.397	37	2.260	26	2.754	22	2.982	30	
Counseling - New	36	2.325	34	2.380	33	2.500	31	2.515	23	2.629	19	2.852	28	2.865	31	
Food Services	28	2.544	29	2.496	32	2.516	27	2.666	33	2.456	28	2.732	36	2.594	32	
Student Activities	31	2.504	32	2.421	31	2.571	30	2.560	36	2.272	37	2.458	14	3.115	33	
Class Times	34	2.336	36	2.348	35	2.439	33	2.458	29	2.524	33	2.624	25	2.918	34	
Class Room Facilities	30	2.513	33	2.401	34	2.495	35	2.429	32	2.482	35	2.619	35	2.623	35	
Job placement assistance	35	2.325	35	2.363	36	2.393	18	2.738	34	2.281	32	2.632	37	2.556	36	
Course Availability	37	2.298	37	2.228	37	2.365	34	2.446	30	2.515	34	2.622	34	2.758	37	
Parking	38	2.051	38	1.848	38	2.088	38	2.157	38	1.858	38	2.174	38	2.271	38	
TOTAL / AVERAGE	2.811		2.733		2.795		2.811		2.761		2.911		3.017			

Means based on four point scale where four is highest (most favorable rating), one is lowest; Ave. Rank determined by averaging the weighted means

Shaded areas indicate outliers to top 12

Satisfaction with Services by Ethnicity

	MEAN AND RANK BY ETHNICITY	African American		Asian / PI		Filipino		Latino		White		Ave. Rank
		Rank	Mean	Rank	Mean	Rank	Mean	Rank	Mean	Rank	Mean	
Services Rated Top 12	Syllabus Learning Objectives	1	3.765	1	3.488	1	3.660	1	3.694	1	3.636	1
	Online Registration	3	3.430	2	3.218	3	3.249	6	3.281	7	3.227	2
	Instructional Quality	9	3.357	4	3.068	4	3.224	5	3.317	2	3.291	3
	Media Center	2	3.450	6	3.049	7	3.100	2	3.366	3	3.260	4
	Catalog	6	3.375	3	3.120	5	3.194	8	3.264	5	3.259	5
	Course Content	8	3.362	5	3.066	2	3.252	9	3.259	6	3.231	6
	Language Lab	10	3.276	7	3.034	9	3.090	3	3.355	4	3.259	7
	Learning Assistance Center	7	3.366	9	2.983	6	3.187	7	3.268	8	3.204	8
	Library Services & Collections	4	3.418	8	3.030	8	3.093	4	3.319	10	3.132	9
	Computer Labs	5	3.391	10	2.924	12	3.010	10	3.226	13	3.024	10
	Application Process	11	3.241	11	2.912	10	3.028	11	3.162	14	3.000	11
	Time Schedule	14	3.081	12	2.901	11	3.027	12	3.131	11	3.129	12
	Clarity of Information re CCSF	16	3.042	13	2.847	14	2.935	15	2.968	16	2.960	13
Student Health Center	12	3.217	22	2.621	23	2.653	13	3.077	9	3.153	14	
Placement Testing	15	3.050	15	2.725	13	2.985	16	2.938	17	2.867	15	
Childcare Center	34	2.682	14	2.731	19	2.690	14	3.074	12	3.090	16	
Faculty Availability	21	2.883	18	2.694	20	2.685	19	2.893	15	2.999	17	
New Student Orientation	13	3.101	21	2.662	15	2.762	22	2.805	25	2.673	18	
In Person Registration	18	2.915	20	2.682	21	2.664	18	2.901	23	2.714	19	
Transfer Center - Counseling	20	2.900	17	2.715	24	2.653	21	2.873	21	2.724	20	
Bookstore	17	2.974	23	2.616	25	2.607	23	2.794	20	2.774	21	
CDPC	19	2.911	28	2.545	16	2.759	17	2.914	29	2.621	22	
Tuition Services	23	2.850	19	2.684	28	2.568	27	2.773	18	2.832	23	
Financial Aid Services	28	2.811	16	2.719	30	2.545	20	2.881	24	2.711	24	
Campus Security	27	2.814	29	2.537	18	2.697	24	2.786	19	2.801	25	
Counseling - Continuing	25	2.827	26	2.580	17	2.699	28	2.768	31	2.548	26	
Class Size	30	2.795	25	2.585	26	2.606	29	2.718	22	2.717	27	
Faculty - Academic Advisement	35	2.667	24	2.601	22	2.660	26	2.777	28	2.625	28	
Textbook Loan Program	26	2.820	27	2.546	31	2.534	25	2.778	34	2.477	29	
Scholarship Office Services	33	2.686	30	2.528	27	2.604	33	2.640	27	2.629	30	
Food Services	24	2.836	35	2.413	36	2.368	30	2.691	26	2.646	31	
Counseling - New	29	2.806	31	2.510	29	2.546	32	2.647	36	2.443	32	
Class Times	36	2.645	33	2.490	33	2.442	34	2.577	30	2.606	33	
Class Room Facilities	32	2.761	34	2.489	32	2.491	36	2.551	37	2.402	34	
Job placement assistance	22	2.864	36	2.368	34	2.390	37	2.537	33	2.486	35	
Student Activities	31	2.795	37	2.320	37	2.356	31	2.650	32	2.523	36	
Course Availability	37	2.564	32	2.497	35	2.380	35	2.566	35	2.471	37	
Parking	38	2.081	38	2.094	38	2.081	38	2.232	38	2.068	38	
OVERALL AVERAGE		2.995		2.726		2.776		2.933		2.848		

Means based on four point scale where four is highest (most favorable rating), one is lowest; Ave. Rank determined by averaging the weighted means

Shaded areas indicate outliers to top 12

Barriers by Age

PERCENTAGES BY AGE GROUP	16 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 49	50 Plus	Gap btwn Highest and Lowest Percentages
4. Have any of the following affected your studies while at CCSF? (check all that apply)								
Work schedule conflict	32.1	58.5	60.5	62.9	65.9	56.6	41.4	33.8
Financial difficulties	31.6	45.7	46.4	35.8	35.0	23.8	15.6	30.8
Physical problems/illness*	8.4	7.3	8.2	7.8	9.3	11.3	10.8	not signif*
Other personal or family	19.8	26.3	21.8	24.5	17.6	16.6	12.1	14.2
Other*	11.1	9.5	7.5	11.1	12.2	9.9	12.9	not signif*

Barriers by Ethnicity

PERCENTAGES BY ETHNICITY	African American	Asian / Pacific Isl.	Filipino	Latino	White	Gap btwn Highest and Lowest Percentages
4. Have any of the following affected your studies while at CCSF? (check all that apply)						
Work schedule conflict*	57.6	54.3	54.4	53.3	50.5	not signif*
Financial difficulties	36.5	30.8	37.0	34.4	26.5	10.5
Physical problems/illness	10.4	7.0	6.3	3.7	12.0	8.3
Other personal or family	18.4	18.8	22.2	18.6	15.6	6.6
Other	5.9	10.6	13.9	7.0	11.2	8.1

* Differences between ethnicities for Work schedule conflict are not statistically significant using Pearson Chi-Square.

Summary of Additional Barriers to Success

Course availability	29	35.4%
Student services incl. FA, A&R, Counseling	11	13.4%
Commute / Parking	10	12.2%
Instructor	10	12.2%
Course difficulty / College requirements	9	11.0%
Class size	3	3.7%
Other	17	20.7%
Total Respondents *	82	108.5%

* Some students responded in more than one area.

To view students' written comments about barriers to success, please visit:

http://www.ccsf.edu/Offices/Research_Planning/reports_satisfaction.htm

Summary of Student Opinion Survey Comments

At the conclusion of the Student Opinion Survey, students were asked to list any additional comments or suggestions they might have; 185 students included written responses. Below is a summary of their remarks. Because many students remarked on several aspects of their experiences at CCSF, a single student's comments may be represented multiple times below.

Courses/Curriculum: course types, content, availability (48 comments)

One of the most common responses regarding courses were requests to increase availability to assist working students. Many students asked for more courses in the evenings and on weekends so they could continue to work full-time while attending CCSF. Several students, commented on the overall quality of their courses. Many, however, complained of being unable to register for the courses they needed and requested increased availability across the board. Students also expressed displeasure at having to move from one CCSF campus to another to get all the courses they needed to complete their educational goals.

Instructors: quality of instruction, instructor availability (46 comments)

Students had a number of positive and negative comments regarding CCSF instructors. On the positive side, students described instructors as knowledgeable, high-quality, caring, and dedicated. On the negative side, students complained of general poor quality of instruction, sarcastic attitudes, a lack of attention paid to the class, and a need for "new blood" among the faculty. Some students noted as well that there are significant differences in quality of instruction from one faculty member to another.

General CCSF (39 comments)

An overwhelming number of the general comments about CCSF were positive. Students comment that they "love" CCSF, it is a "great place" and a "valuable institution" that offers very high-quality education. It is important to note as well that many students who expressed dissatisfaction with a particular aspect of the college nonetheless concluded that their overall experience at CCSF was a positive one.

Parking (19 comments)

A few students praised the parking at CCSF. A number of students, though, were critical of the parking situation, citing difficulty in parking in general, problems obtaining parking permits, and a lack of security in the parking lots.

Support Services: A&R, Registration (18 comments)

Students were critical of the registration process, describing it as an ordeal that often resulted in being unable to register for needed classes ("the biggest run-around ever," "horrifying"). A number of students criticized Webstars, noting that it was not available 24/7, was too limited in terms of what it could do, was difficult to navigate, and should not charge the students a fee.

Support Services – Counseling (17 comments)

Students were quite critical of CCSF's counseling services for new students, continuing students, and international students. The primary complaint was that counselors were not knowledgeable enough and that they misinformed students. Students also mentioned that they would often receive different information depending on which

counselor they consulted. In addition, counselors were described by some as unhelpful and discouraging. There were no positive comments about counseling.

Cost/Tuition/Expenses (13 comments)

A number of students praised CCSF for being a low-cost, high-quality educational option. Many students also expressed an appreciation of the difficulties of recent state budget cuts. However, other students were dissatisfied with the cost of tuition, parking permits, books, and health care services.

General Building and Grounds (9 comments)

Several students praised the library, while others complained that the grounds at CCSF are not clean or well-maintained, and that the classrooms need more space and better heating.

Classrooms and Lab Facilities (9 comments)

Students felt that the classrooms were lacking in a number of ways. Several mentioned that the class sizes were often too large for the classrooms. The bungalows were also criticized as not conducive to learning. The equipment in practice rooms and auto body shops was depicted as outdated, and desks were described as being extremely uncomfortable. Classrooms were also criticized for being dirty. There were no positive comments about the classrooms or lab facilities.

Support Services – Financial Aid (9 comments)

Several students complained about the staffing in the financial aid office, commenting that they cannot reach a live person on the phone and that the information disseminated is inaccurate. One student requested that there be financial aid hours in the evenings for working students. There were no positive comments about financial aid.

Bookstore (6 comments)

Students were critical of the bookstore, citing expensive books, the inability to check on text availability over the phone, long lines, and poor staff performance. There were no positive comments in relation to the bookstore.

International: students, fees (5 comments)

One student criticized the transcript evaluation he/she received, and another expressed a desire for assistance in connecting with other people on campus. Another international student complained of the high fees for non-resident students.

Survey (5 comments)

Several students commented on the survey, requesting that the URL be more noticeable on the form, the color be changed to something less bright, and fewer yes/no questions. One student also criticized the survey for preventing him/her from registering a biracial ethnicity. One student expressed gratitude for being given the survey.

Campus Police and Campus Security (3 comments)

Several students commented on the poor lighting on campus at night and expressed a desire for increased campus security presence. Students also requested that campus police assist in controlling rush hour traffic and patrolling the parking lots.

Other (27 comments)

Comments under this category were unique and ranged from complaints about smoking to requests for additional childcare options to the need to print more course catalogs.

Key Suggestions

- Increase the number of evening/weekend classes for working students.
- Make sure that counselors and financial aid officers are giving out accurate information at all times.
- Consider having campus police control traffic during peak hours and/or patrol parking lots.
- Offer a volunteer or work/study day where students can help clean up the campus, which many complain is very dirty.
- Start computer classes at 6pm or later to accommodate working students. Offer computer classes at downtown campus.
- During the online registration process, allow students to search for classes by day of the week and time of day (i.e.: evenings only, or Tuesdays/Thursdays only).
- Keep Webstars open 24 hours/day.
- Provide an in-campus wireless access network.
- Prevent students from smoking right next to the doors to a building.

To view students' written comments about City College of San Francisco, please visit:

http://www.ccsf.edu/Offices/Research_Planning/reports_satisfaction.htm

Representativeness of Survey Respondents

	Student Opinion Survey Respondents		CCSF Credit Students	Difference
	Number	Percent	Spring 2004	
GENDER				
Female	1,579	60.57%	56.69%	3.9
Male	1,028	39.43%	43.31%	-3.9
<i>Missing = 488</i>				
AGE GROUP				
16 - 19	173	6.62%	6.44%	0.2
20 - 24	528	20.20%	27.71%	-7.5
25 - 29	512	19.59%	19.55%	0.0
30 - 34	412	15.76%	13.88%	1.9
35 - 39	290	11.09%	9.60%	1.5
40 - 49	411	15.72%	12.53%	3.2
50 Plus	288	11.02%	10.30%	0.7
<i>Missing = 481</i>				
ETHNIC GROUP				
African American	118	5.11%	8.94%	-3.8
Asian / Pacific Islander	684	29.60%	35.47%	-5.9
Filipino	176	7.62%	8.41%	-0.8
Latino	316	13.67%	16.89%	-3.2
White	1,017	44.01%	30.29%	13.7
<i>Missing = 784</i>				
PRIOR COLLEGE DEGREE	901	25.37%	25.92%	-0.5
<i>Frequency Missing = 534</i>				
CAMPUS				
Alemany	32	1.23%	n/a	
Castro-Valencia	122	4.68%	4.17	0.5
Chinatown-North Beach	3	0.12%	1.6	-1.5
Downtown	108	4.14%	3.94	0.2
Evans	30	1.15%	1.61	-0.5
Fort Mason	45	1.73%	1.46	0.3
John Adams	67	2.57%	3.95	-1.4
Mission	40	1.53%	1.47	0.1
Ocean	2,144	82.27%	81.34	0.9
Southeast	9	0.35%	0.36	0.0
<i>Missing = 489</i>				
<i>note - campus designations for CCSF Credit Students are approximate</i>				
EDUCATIONAL GOAL				
Basic Skills Development	91	3.88%	4.39%	-0.5
Educational Development	372	15.84%	13.08%	2.8
GED or HS Diploma	9	0.38%	2.37%	-2.0
Obtain Four-Year Degree	1,098	46.76%	43.95%	2.8
Obtain Two-Year Degree	270	11.50%	12.00%	-0.5
Other Career-related	508	21.64%	24.21%	-2.6
<i>Missing = 747</i>				

Survey Instrument

The survey may be viewed in its original form at <http://research.ccsf.edu/Sample/Stu1.asp>

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 perspective 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

2. Would you recommend CCSF to a friend?

- Yes
- No
- Unsure

3. Do you plan to attend CCSF in the future?

- Yes
- No
- Unsure

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 personal or family changes/problems (marriage, pregnancy, change of residence, etc.)
- Other, Explain:

5. I feel a sense of belonging at the campus I attend.

- Yes
- No

6. Students at CCSF show respect for one another.

- Yes
- No

7. Faculty at CCSF are supportive of me.

- Yes
- No

8. Staff at CCSF are supportive of me.

- Yes
- No

9. Administrators at CCSF are supportive of me.

- Yes
- No
- Not Applicable

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Please evaluate CCSF Instruction

City College of San Francisco - Student Opinion Survey

SECTION II - Instruction

1. Please rate the following:	Excellent	Good	Fair	Poor	No Opinion
Quality of instruction in your CCSF classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content of courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenience of class scheduling (times available)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Class size	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of faculty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity and accuracy of information about CCSF courses, educational programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In every class, I receive a syllabus that specifies learning objectives	<input type="radio"/> Always	<input type="radio"/> Usually	<input type="radio"/> Sometimes	<input type="radio"/> Rarely or Never	

2. Please indicate your level of satisfaction with each service/item:	Excellent	Good	Fair	Poor	Not Applicable
Classroom and Classroom Equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Services and Collections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Media Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language Lab/Language Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Learning Assistance Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer Labs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Please evaluate CCSF Student Services

SECTION III - Student Services (please indicate your level of satisfaction with these services)

MATRICULATION AND ADVISING SERVICES	Excellent	Good	Fair	Poor	Not Applicable
Application Process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Placement Testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Academic Advisement by Faculty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
New Student Orientation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
New Student Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Continuing Student Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Transfer Counseling / Transfer Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Career Development & Placement Center (CDPC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
REGISTRATION AND FINANCIAL SERVICES	Excellent	Good	Fair	Poor	Not Applicable
Catalog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Course Time Schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Online Registration & Online Add/Drop (Webstar)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
In Person Registration & In Person Add/Drop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Tuition & Fees Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Financial Aid Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Scholarship Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Textbook Loan Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

GENERAL SERVICES	Excellent	Good	Fair	Poor	Not Applicable
Bookstore	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Campus Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Childcare Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Food Services / Cafeteria	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Job placement assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Student Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Student Health Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

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Please respond to one last question

SECTION IV - Demographics

In order for the information you have provided to be most useful to the College, we need some basic demographic information. Please provide a student ID (which will be kept confidential) or complete the following demographic information.

Student ID: OR provide the following information

Age Group

Gender

Ethnicity

Primary Campus

Educational Goal

Number of Semesters Attended at CCSF

Number of Courses completed

GPA (approximate)

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):

If you had any problems with the survey, please contact pmary@ccsf.edu

Thank you for completing CCSF's student opinion survey.