

# Center Survey – Spring 2015

The Center Survey was conducted during the 2015 spring semester to gather information about students' needs and experiences at the various student services offered among Centers at City College of San Francisco. Analysis of survey results focused on differences between credit and noncredit respondents among Chinatown, Downtown, Evans, John Adams, Mission, and Southeast Centers.<sup>1</sup> The largest<sup>2</sup> differences (listed below) pertain to guidance on course selection, usage of the Admissions and Enrollment office, academic counseling, knowledge of the availability of financial aid counseling, and access to the library and bookstore.

- At all Centers, noncredit and credit students indicated that teachers help the most when they have questions about what classes to take, 45% and 28% respectively. Large differences exist among Centers for proportions of students selecting the various other choices pertaining to who helps the most with course selection. (4.)
- Overall usage of Admissions and Enrollment (A&E) at the Centers was 83% for noncredit and 62% for credit survey respondents. Southeast Center contained the lowest proportions of noncredit and credit respondents using the A&E office, 25% and 52% respectively. Chinatown/North Beach Center contained the largest proportion of noncredit and credit respondents using the A&E office, 92% and 76% respectively. (6.)
- The overall proportions of noncredit and credit respondents who indicated they did not see a counselor were 40% and 42% respectively. Chinatown/North Beach Center contained the smallest proportions indicating they did not see a counselor for credit and noncredit, 27% and 19% respectively. Noticeable differences were apparent in credit responses, but differences were most pronounced in noncredit responses. (9.)
- A large proportion of noncredit respondents, 44%, at Mission Center indicated not knowing financial aid counseling was available. Noncredit responses at other Centers ranged between 13% and 27%. (12.)
- Chinatown/North Beach Center respondents were more likely to indicate library hours did not fit their schedule: 24% of credit respondents compared to 12% credit overall and 33% of noncredit respondents compared to 22% noncredit overall. (17.)
- Chinatown/North Beach Center respondents were more likely to indicate bookstore hours did not fit their schedule: 36% of credit respondents compared to 14% credit overall and 32% of noncredit respondents compared to 23% noncredit overall. (19.)

*Interactive results of Spring 2015 Center Survey are available at:*

<https://public.tableau.com/profile/research360#!/vizhome/CENTERSURVEYSRING2015/Instructions>

*Responses from credit students at Ocean Campus are available at: [www.ccsf.edu/ccsse](http://www.ccsf.edu/ccsse)*

*For more information please contact [research@ccsf.edu](mailto:research@ccsf.edu)*

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<sup>1</sup> Civic Center was not surveyed in spring 2015 due to temporary relocation at the time of the survey. Airport Center was not included in the summary due to its uniquely small program size.

<sup>2</sup> Large indicates the maximum value is twice as high as the minimum value, there is at least a 5% difference between the maximum and minimum value between Centers, and values mostly fall near the maximum or minimum value.

The following results highlight differences between Centers, as well as describing overarching findings across Centers. The six largest differences are repeated from the initial page and follow the definition of “large” available on that page. *CCSSE*<sup>3</sup> usage of services results were included where applicable.

### Facilities Management (questions 1. And 2.)

- Public transit is the preferred mode of transportation to a majority of Centers for over half of noncredit and credit respondents, except at Evans Center where over 50% of respondents indicated they drove and the parking at the Center is convenient. (1.)
- High proportions of noncredit and credit respondents at John Adams and Mission Centers indicated they drove to the Center and there was not enough parking, between 12% and 28%. (1.)
- High proportions of noncredit respondents usually come to class from home, between 67% and 88%. Over half of credit respondents also indicated they usually come to class from home, between 54% and 78%. (2.)
- The following contained greater than 30% of respondents indicating they came to class from work or about the same from home and from work: Credit respondents at Chinatown/North Beach, Evans, John Adams, Mission, and Southeast Centers, and noncredit respondents at Evans and Mission Centers. (2.)

### Guidance (questions 4. and 5.)

- **LARGE DIFFERENCE:** At all Centers, noncredit and credit students indicated that teachers help the most when they have questions about what classes to take, 45% and 28% respectively. Large differences exist among Centers for proportions of students selecting the various other choices pertaining to who helps the most with course selection. (4.)
- Awareness of various programs and pathways were slightly higher among credit respondents compared to noncredit respondents at each Center. (5.)
- John Adams and Southeast Centers contained the highest proportions of respondents who did not respond or were not aware of the various programs and transfer pathways available at the Center, 54% and 56% respectively compared to an average of 33% for all Centers. (5.)

### Day/Eve (question 3.)

Question 3 was not analyzed separately since actual time of day data for all students can be obtained through the course scheduling system. Self-reported data on time of day was collected to ascertain sample representativeness and for cross tabulation purposes.

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<sup>3</sup> Community College Survey of Student Engagement (*CCSSE*) survey was conducted 2014 spring semester to credit students who were generally attending Ocean Campus.

### Admission and Enrollment (questions 6. and 7.)

- **LARGE DIFFERENCE:** Overall usage of Admissions and Enrollment (A&E) at the Centers was 83% for noncredit and 62% for credit survey respondents. Southeast Center contained the lowest proportions of noncredit and credit respondents using the A&E office, 25% and 52% respectively. Chinatown/North Beach Center contained the largest proportions of noncredit and credit respondents using the A&E office, 92% and 76% respectively. (6.)
- Use of the Admissions and Enrollment was generally higher among noncredit students. (6.)
- Overall 25% of respondents indicated some difficulty with A&E. Inconvenience of office hours was reported by a noticeable proportion of noncredit and credit respondents, between 15% and 16%, at Chinatown/North Beach and Downtown Centers. Inability to get bilingual services was reported by a noticeable proportion of noncredit and credit respondents, 13%, at Downtown Center.<sup>4</sup> Not feeling welcome was reported by a noticeable proportion of noncredit respondents, 10%, at Mission Center. (7.)

### Placement & Online Tutoring (questions 8. and 15.)

- The following Centers contained over 15% of respondents indicating issues with not knowing when the placement tests are scheduled or awareness to whether they needed to take a placement test: Credit respondents at Mission, Evans, and Downtown Centers and noncredit respondents at Mission, Evans, and John Adams Centers. (8.)
- Among credit respondents over 30% of students at every Center would like more information about online tutoring. (15.)
- Credit respondents who already knew about online tutoring ranged between 16% - 24% at the Centers. (15.)

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<sup>4</sup> Almost two-third of the respondents who indicated inability to get bilingual services at Downtown Center indicated the primary language spoken at home was either Cantonese or Spanish in question 21. & 22. of the Center survey.

### Academic Counseling (questions 9. and 10.)

- **LARGE DIFFERENCE:** The overall proportions of noncredit and credit respondents who indicated they did not see a counselor were 40% and 42% respectively. *In comparison, 45% of CCSSE<sup>3</sup> respondents indicate of use of academic advising/planning as 'Rarely/Never' or 'Don't know/NA'.* Chinatown/North Beach Center contained the smallest proportions indicating they did not see a counselor for credit and noncredit, 27% and 19% respectively. Noticeable differences were apparent in credit responses, but differences were most pronounced in noncredit responses. (9. and CCSSE 13.1a)
- The following contained over 40% of respondents indicating 'I have already seen an academic counselor: Credit respondents at Chinatown/North Beach, Mission, and Southeast Centers, and noncredit respondents at Chinatown/North Beach Center. (10.)
- The following contain noticeable proportions of respondents indicating 'I do not need academic counseling': Credit respondents at Evans and John Adams Centers, over 33%, and noncredit respondents at Evans and Southeast Centers, over 50%. (10.)

### Financial Aid Counseling (questions 11. and 12.)

- **LARGE DIFFERENCE:** A large proportion of noncredit respondents, 44%, at Mission Center indicated not knowing financial aid counseling was available. Noncredit responses at other Centers ranged between 13% and 27%. (12.)
- Respondents indicating did not see a financial aid counselor ranged between 50% and 71% among credit respondents and 74% to 90% among noncredit respondents. *In comparison, 58% of CCSSE<sup>3</sup> respondents indicate of use of financial aid advising as 'Rarely/Never' or 'Don't know/NA'.* (11. and CCSSE 13.1g)
- The following contain noticeable proportions of respondents indicating 'I do not need financial aid counseling': Credit respondents at Evans, John Adams, and Mission Centers, over 40%, and noncredit respondents at Chinatown/North Beach, Evans, John Adams, and Southeast Centers, over 60%. (12.)
- Respondents' awareness of the availability of financial aid counseling was higher among credit respondents than noncredit respondents. (12.)

### Veterans and DSPS access (questions 13. and 14.)

- Less than 10% of noncredit respondents knew how to access veteran's services at CCSF. Among credit respondents knowledge of access to veteran's services ranged between 8% and 19%. (13.)
- The following contained over 20% of respondents indicating knowledge of access to Disabled Students Programs & Services (DSPS) at the Center: Credit respondents at John Adams, Mission, and Southeast Centers and noncredit respondents at John Adams Center. (14.)

### Library (question 16. and 17.)<sup>5</sup>

- **LARGE DIFFERENCE:** Chinatown/North Beach Center respondents were more likely to indicate library hours did not fit their schedule: 24% of credit respondents compared to 12% credit overall and 33% of noncredit respondents compared to 22% noncredit overall. (17.)
- More noncredit respondents have not been to the library than credit respondents. Respondents indicating they have not been to the library ranged between 38% and 53% for noncredit and 21% to 36% for credit. (16.)
- 'I have been to library' appears relatively stable between the Centers with Evans Center and noncredit Southeast Center excluded. (17.)

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<sup>5</sup> Evans Center results were removed because there was no library at the Center during spring 2015. Noncredit Southeast Center results contained 83% not been to the library and was also removed as an outlier.

### **Bookstore (questions 18. and 19.)**

- **LARGE DIFFERENCE:** Chinatown/North Beach Center contained large differences in the proportions of both credit and noncredit respondents indicating 'the hours do not fit my schedule.' Credit students ranged between 8% to 26% and noncredit respondents ranged between 6% and 32% with Chinatown/North Beach at the top of both ranges. (19.)
- Evans noncredit and Downtown credit contained noticeable differences in the proportions of respondents who have not been to the bookstore, 44% and 24% respectively. Percentage of noncredit and credit respondents who have not been to the bookstore were similar among the remaining results at the Centers (30% ± 5%). (18.)
- The following contained over 10% of respondents indicating they were not aware of a bookstore at the Center: Credit and noncredit respondents at Evans, John Adams and Mission Centers. (18.)
- Awareness of the bookstore appears different in the Southeast Center among credit and noncredit students. Sixty two percent of Southeast Center noncredit respondents indicated 'I buy books and materials elsewhere'. (18. and 19.)

### **Opinions on Student Health Fee (question 20.)**

- High proportions of noncredit respondents across all Centers responded 'No' to the addition of a student health fee of \$17, ranging between 43% and 69%. (20.)
- The highest noncredit proportion indicating 'Yes' to the health fees was Mission Center, 27%. Lowest noncredit proportion was Southeast Center, 9%. (20.)

### **Primary Language (questions 21. and 22.)**

- The following contain over 45% of respondents indicating English as the primary language spoken in households: Credit respondents at Evans, John Adams, Mission, and Southeast Centers. (21. and 22.)
- The following contain noticeable proportions of respondents indicating Cantonese as the primary language spoken in households: Credit and noncredit respondents at Chinatown/North Beach Center, 54% and 71% respectively. Noncredit respondents at Evans and Southeast Centers, over 30%. (21. and 22.)
- Spanish is indicated as the primary language by 69% of noncredit respondents at Mission Center. (21. and 22.)