

SPRING 2015 CENTER SURVEY

Respondents attending Credit Courses

Q1 - How convenient is it for you to come here to take classes?	China-town	Down-town	Evans	John Adams	Mis-sion	South-east	Total
Very convenient - I usually take public transportation here.	58%	75%	20%	35%	57%	35%	45%
Very convenient - I usually drive here, and there is parking.	4%	3%	53%	15%	10%	30%	18%
Somewhat convenient - I take public transportation, but it takes a while to get here.	24%	16%	13%	18%	13%	16%	16%
Somewhat convenient - I drive, but there is not enough parking/no parking.	9%	1%	5%	28%	17%	13%	16%
Not convenient - It is out of my way to come here.	3%	4%	8%	4%	3%	6%	4%
No Response	3%	0%	1%	1%	0%	0%	1%
Center Total	234	97	297	531	664	141	1,964

Q2 - Do you usually come to class from home or from work?	China-town	Down-town	Evans	John Adams	Mis-sion	South-east	Total
I usually come from home.	60%	78%	64%	68%	54%	63%	62%
Usually from work.	17%	11%	17%	15%	25%	21%	19%
About the same from home and from work.	18%	4%	15%	11%	15%	11%	13%
Other	2%	4%	3%	4%	5%	5%	4%
No Response	4%	2%	1%	1%	1%	0%	1%
Center Total	234	97	297	531	664	141	1,964

Q3 - At what times do you take classes?	China-town	Down-town	Evans	John Adams	Mis-sion	South-east	Total
Mornings Only (8 AM - Noon)	32%	44%	28%	27%	20%	38%	27%
Evenings Only (after 5 PM)	33%	13%	33%	28%	41%	32%	33%
Mornings - Afternoon (8 AM - 5 PM)	7%	13%	6%	19%	5%	9%	10%
Afternoon Only (Noon - 5 PM)	8%	15%	3%	5%	13%	9%	8%
Weekends Only	4%	5%	9%	0%	3%	0%	3%
Evenings and Weekends	2%	0%	5%	0%	4%	0%	2%
Other Course time patterns	11%	8%	15%	19%	16%	13%	15%
No Response	3%	0%	0%	0%	0%	0%	1%
Center Total	234	97	297	531	664	141	1,964

Derived Q3 - Time on Campus	China-town	Down-town	Evans	John Adams	Mis-sion	South-east	Total
Some Morning or Afternoon	58%	81%	52%	71%	52%	68%	61%
Evening and/or Weekends only	39%	19%	47%	29%	47%	32%	39%
No Response	3%	0%	0%	0%	0%	0%	1%
Center Total	234	97	297	531	664	141	1,964

Q4 - When you have questions about what classes to take, who helps you the most?	China-town	Down-town	Evans	John Adams	Mis-sion	South-east	Total
The Admissions & Enrollment Office	25%	14%	10%	8%	12%	9%	12%
Academic counseling	24%	15%	14%	26%	28%	47%	26%
My friends or family	13%	19%	18%	17%	13%	11%	15%
My teachers	21%	39%	37%	29%	27%	16%	28%
Other	9%	10%	18%	17%	17%	16%	15%
No Response	9%	2%	3%	4%	4%	3%	4%
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Q5 - Are you aware of the different academic programs and transfer pathways at this Center?	China-town	Down-town	Evans	John Adams	Mis-sion	South-east	Total
Yes, I am aware of several programs and pathways.	34%	37%	32%	23%	32%	23%	29%
I am aware of a few programs and pathways.	36%	28%	37%	26%	35%	33%	32%
No, I am not aware of the various programs and pathways.	24%	35%	28%	21%	31%	42%	28%
No Response	6%	0%	3%	29%	3%	2%	10%
Center Total	234	97	297	531	664	141	1,964

Q6 - Overall, how helpful was the Admissions & Enrollment Office at this Center?	China-town	Down-town	Evans	John Adams	Mis-sion	South-east	Total
Very helpful.	48%	43%	35%	33%	33%	32%	36%
Somewhat helpful.	27%	30%	27%	27%	25%	21%	26%
Not helpful.	3%	4%	6%	4%	5%	4%	5%
I did not use this service.	17%	22%	30%	34%	35%	43%	32%
No Response	4%	1%	2%	2%	1%	1%	2%
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Q7 - If the admissions and enrollment office was not helpful, what was the primary reason?	China-town	Down-town	Evans	John Adams	Mis-sion	South-east	Total
The office hours were not convenient.	16%	15%	13%	7%	12%	13%	12%
I was unable to get bilingual services.	8%	13%	7%	2%	4%	4%	5%
I was unable to get the help I needed to apply or register for class.	6%	10%	8%	5%	6%	6%	6%
I did not feel welcomed.	6%	5%	5%	3%	8%	4%	6%
I did not experience any problems.	47%	44%	58%	46%	66%	65%	56%
No Response	18%	11%	9%	36%	5%	9%	16%
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Q8 - If you have not taken a placement test, what was the primary reason?	China-town	Down-town	Evans	John Adams	Mission	South-east	Total
I do not need to take a placement test.	21%	15%	37%	36%	31%	26%	31%
The placement test schedule does not fit my schedule.	7%	7%	6%	5%	5%	3%	5%
I do not know when the tests are scheduled.	3%	7%	4%	3%	9%	3%	5%
I am not sure if I need a placement test.	4%	8%	11%	5%	7%	7%	7%
I have already taken a placement test.	60%	59%	39%	49%	47%	61%	49%
No Response	6%	3%	3%	2%	2%	1%	3%
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Q9 - If you met with an academic counselor to plan for your classes at this Center, how helpful was the counselor?	China-town	Down-town	Evans	John Adams	Mission	South-east	Total
Very helpful	40%	34%	26%	22%	32%	30%	29%
Somewhat helpful	25%	24%	12%	10%	14%	11%	14%
Not helpful	1%	5%	4%	1%	4%	4%	3%
I did not see an academic counselor.	27%	34%	54%	36%	48%	51%	43%
No Response	7%	3%	4%	32%	2%	5%	11%
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Q10 - If you did not see an academic counselor at this Center, what was the primary reason?	China-town	Down-town	Evans	John Adams	Mission	South-east	Total
I do not need academic counseling.	18%	21%	37%	39%	25%	23%	30%
The hours did not fit my schedule.	13%	18%	16%	8%	10%	13%	11%
I was unable to get bilingual services.	6%	2%	4%	2%	3%	1%	3%
I did not know academic counseling was available.	9%	22%	15%	9%	13%	11%	12%
I have already seen an academic counselor.	44%	35%	26%	39%	46%	50%	41%
No Response	10%	3%	1%	3%	3%	2%	3%
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Q11 - If you have met with a financial aid counselor at this Center, how helpful was the counselor?	China-town	Down-town	Evans	John Adams	Mission	South-east	Total
Very helpful.	26%	30%	21%	16%	15%	13%	18%
Somewhat helpful.	14%	14%	11%	10%	8%	9%	10%
Not helpful.	2%	4%	5%	1%	3%	4%	3%
I did not see a financial aid counselor.	50%	51%	58%	67%	70%	67%	64%
No Response	7%	1%	5%	6%	4%	6%	5%
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Q12 - If you did not see a financial aid counselor at this Center, what was the primary reason?	China-town	Down-town	Evans	John Adams	Mission	South-east	Total
I do not need financial aid counseling.	38%	32%	40%	49%	41%	33%	42%
The hours did not fit my schedule.	9%	10%	10%	10%	8%	11%	9%
I was unable to get bilingual services.	4%	6%	5%	2%	3%	2%	3%
I did not know financial aid counseling was available.	18%	22%	16%	13%	22%	16%	18%
I have already seen a financial aid counselor.	25%	27%	26%	23%	24%	38%	25%
No Response	7%	3%	2%	3%	2%	1%	3%
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Q13 - Do you know how to access veterans services at CCSF?	China-town	Down-town	Evans	John Adams	Mission	South-east	Total
Yes	8%	19%	14%	15%	17%	14%	15%
No	35%	35%	23%	63%	69%	16%	51%
I do not need these services.	49%	42%	59%	20%	12%	67%	31%
No Response	8%	4%	4%	2%	3%	3%	3%
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Q14 - Do you know how to access Disabled Students Programs & Services (DSPS) at this Center?	China-town	Down-town	Evans	John Adams	Mission	South-east	Total
Yes	8%	16%	12%	20%	26%	21%	19%
No	26%	34%	26%	59%	63%	21%	47%
I do not need these services.	54%	46%	57%	18%	10%	55%	30%
No Response	12%	3%	4%	2%	2%	4%	4%
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Q15 - Online tutoring is available for some of the credit courses. Are you interested in receiving online tutoring?	China-town	Down-town	Evans	John Adams	Mission	South-east	Total
I am enrolled in credit courses and already know about tutoring.	21%	24%	19%	16%	18%	16%	18%
I am enrolled in credit courses and would like information about tutoring.	51%	47%	34%	41%	43%	41%	42%
I am enrolled in credit courses but am not interested in tutoring.	28%	29%	48%	43%	39%	43%	40%
I am not enrolled in any credit courses.	0%	0%	0%	0%	0%	0%	0%
No Response	0%	0%	0%	0%	0%	0%	0%
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Derived Q15 - Noncredit Status	China-town	Down-town	Evans	John Adams	Mission	South-east	Total
Noncredit	0%	0%	0%	0%	0%	0%	0%
Credit	100%	100%	100%	100%	100%	100%	100%
No Response	0%	0%	0%	0%	0%	0%	0%
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Q16 - If you have been to the library at this Center, how helpful was it?	China-town	Down-town	Evans	John Adams	Mission	South-east	Total
Very helpful.	35%	51%	19%	47%	44%	47%	40%
Somewhat helpful.	30%	23%	9%	22%	14%	16%	18%
Not helpful.	2%	3%	6%	2%	5%	4%	4%
I have not been to the library.	29%	21%	64%	29%	36%	34%	37%
No Response	5%	3%	3%	1%	1%	0%	2%
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Q17 - If you have not been to the library at this Center, what was the primary reason?	China-town	Down-town	Evans	John Adams	Mis-sion	South-east	Total
I do not need library services.	14%	15%	27%	26%	27%	25%	24%
The hours did not fit my schedule.	24%	18%	10%	8%	11%	13%	12%
I was unable to get bilingual services.	4%	2%	3%	1%	2%	2%	2%
I have already been to the library.	47%	59%	10%	56%	50%	52%	46%
There is no library here.	2%	1%	47%	3%	4%	5%	10%
No Response	9%	5%	3%	6%	6%	4%	6%
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Q18 - If you have been to the bookstore at this center, how helpful was it?	China-town	Down-town	Evans	John Adams	Mis-sion	South-east	Total
Very helpful.	33%	36%	11%	25%	34%	13%	26%
Somewhat helpful.	29%	27%	9%	27%	21%	7%	21%
Not helpful.	5%	7%	3%	9%	5%	1%	5%
I have not been to the bookstore.	26%	24%	32%	34%	34%	35%	32%
This center does not have a bookstore.	1%	2%	44%	4%	4%	42%	12%
No Response	5%	4%	1%	2%	2%	3%	2%
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Q19 - If you have not been to the bookstore, what was the primary reason?	China-town	Down-town	Evans	John Adams	Mis-sion	South-east	Total
The hours do not fit my schedule.	26%	18%	8%	15%	14%	4%	14%
The bookstore did not have the books or materials I needed for class.	16%	11%	9%	11%	14%	6%	12%
I buy my books and materials elsewhere.	35%	44%	20%	42%	45%	18%	37%
I am not aware that there is a bookstore.	4%	8%	16%	13%	10%	23%	12%
This center does not have a bookstore.	0%	2%	42%	4%	4%	43%	12%
No Response	18%	16%	4%	15%	13%	6%	12%
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Q20 - For noncredit students only: Would you pay a Student Health Fee of about \$17 in order to use CCSF Student Health Services at the Ocean Campus?	China-town	Down-town	Evans	John Adams	Mission	South-east	Total
Yes	13%	15%	13%	10%	16%	11%	13%
No	18%	32%	19%	9%	18%	6%	16%
Unsure	18%	21%	9%	7%	5%	9%	9%
This question does not apply to me since I am a credit student.	27%	15%	35%	37%	50%	42%	39%
No Response	24%	16%	24%	37%	12%	32%	23%
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Q21&22 - What is the primary language spoken in your household?	China-town	Down-town	Evans	John Adams	Mission	South-east	Total
Cantonese	54%	19%	20%	14%	6%	6%	17%
English	10%	23%	48%	49%	49%	63%	44%
Spanish	4%	8%	11%	7%	29%	11%	15%
No Response	12%	10%	9%	10%	6%	10%	9%
Other	6%	12%	4%	5%	5%	2%	5%
Mandarin	9%	9%	4%	2%	2%	3%	3%
Vietnamese	3%	7%	1%	5%	2%	3%	3%
Russian	2%	7%	1%	2%	1%	1%	2%
Tagalog	0%	0%	1%	4%	1%	2%	2%
Korean	1%	3%	1%	1%	0%	0%	1%
Arabic	0%	1%	0%	1%	0%	0%	0%
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