

SPRING 2015 CENTER SURVEY RESULTS

Respondents attending Noncredit 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.	75%	71%	19%	53%	62%	74%	64%
Very convenient - I usually drive here, and there is parking.	2%	1%	61%	9%	7%	11%	9%
Somewhat convenient - I take public transportation, but it takes a while to get here.	16%	22%	11%	15%	14%	11%	15%
Somewhat convenient - I drive, but there is not enough parking/no parking.	2%	2%	4%	19%	12%	5%	7%
Not convenient - It is out of my way to come here.	1%	2%	3%	2%	2%	0%	2%
No Response	4%	2%	2%	2%	3%	0%	3%
Center Total	1,326	489	281	588	909	102	3,695

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.	81%	88%	67%	77%	67%	85%	77%
Usually from work.	8%	4%	18%	8%	19%	9%	11%
About the same from home and from work.	7%	6%	12%	6%	10%	5%	8%
Other	1%	1%	1%	9%	2%	0%	3%
No Response	3%	1%	2%	0%	1%	1%	2%
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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)	45%	60%	19%	64%	45%	60%	48%
Evenings Only (after 5 PM)	14%	1%	32%	10%	28%	28%	17%
Mornings - Afternoon (8 AM - 5 PM)	11%	14%	2%	10%	7%	6%	10%
Afternoon Only (Noon - 5 PM)	9%	11%	3%	11%	11%	5%	9%
Weekends Only	12%	6%	21%	1%	1%	0%	7%
Evenings and Weekends	1%	0%	4%	0%	1%	0%	1%
Other Course time patterns	6%	6%	17%	4%	5%	1%	6%
No Response	2%	1%	2%	1%	2%	0%	2%
Center Total	1,326	489	281	588	909	102	3,695

Derived Q3 - Time on Campus	China-town	Down-town	Evans	John Adams	Mis-sion	South-east	Total
Some Morning or Afternoon	71%	91%	40%	89%	68%	72%	73%
Evening and/or Weekends only	27%	7%	58%	10%	30%	28%	25%
No Response	2%	1%	2%	1%	2%	0%	2%
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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	33%	19%	22%	13%	26%	6%	24%
Academic counseling	12%	10%	4%	12%	13%	4%	11%
My friends or family	4%	15%	20%	12%	12%	11%	10%
My teachers	45%	43%	38%	49%	41%	72%	45%
Other	2%	7%	12%	11%	6%	8%	6%
No Response	5%	5%	4%	4%	3%	0%	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.	33%	23%	31%	21%	23%	16%	27%
I am aware of a few programs and pathways.	34%	33%	22%	23%	27%	16%	29%
No, I am not aware of the various programs and pathways.	28%	40%	39%	27%	47%	68%	36%
No Response	6%	3%	7%	29%	3%	1%	8%
Center Total	1,326	489	281	588	909	102	3,695

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.	67%	44%	53%	51%	58%	21%	57%
Somewhat helpful.	24%	36%	31%	21%	28%	4%	26%
Not helpful.	1%	3%	2%	3%	5%	4%	3%
I did not use this service.	4%	16%	12%	23%	8%	70%	12%
No Response	3%	1%	2%	2%	1%	2%	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.	15%	16%	10%	6%	5%	6%	11%
I was unable to get bilingual services.	5%	13%	9%	6%	4%	2%	6%
I was unable to get the help I needed to apply or register for class.	3%	7%	7%	4%	6%	3%	5%
I did not feel welcomed.	2%	3%	4%	2%	10%	1%	4%
I did not experience any problems.	54%	48%	64%	46%	65%	32%	55%
No Response	20%	13%	5%	37%	10%	56%	19%
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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	Mis-sion	South-east	Total
I do not need to take a placement test.	30%	18%	47%	38%	23%	75%	30%
The placement test schedule does not fit my schedule.	7%	5%	4%	5%	6%	3%	6%
I do not know when the tests are scheduled.	2%	6%	6%	6%	13%	2%	6%
I am not sure if I need a placement test.	3%	9%	17%	10%	14%	5%	9%
I have already taken a placement test.	52%	57%	23%	36%	41%	15%	44%
No Response	5%	5%	2%	5%	3%	0%	4%
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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	Mis-sion	South-east	Total
Very helpful	49%	28%	21%	28%	25%	12%	34%
Somewhat helpful	23%	16%	13%	10%	11%	4%	16%
Not helpful	2%	2%	1%	1%	3%	0%	2%
I did not see an academic counselor.	19%	49%	64%	33%	57%	83%	40%
No Response	6%	5%	1%	28%	4%	1%	9%
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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	Mis-sion	South-east	Total
I do not need academic counseling.	23%	28%	53%	40%	18%	74%	29%
The hours did not fit my schedule.	6%	10%	11%	7%	9%	3%	8%
I was unable to get bilingual services.	2%	7%	1%	4%	2%	2%	3%
I did not know academic counseling was available.	10%	22%	17%	15%	42%	11%	21%
I have already seen an academic counselor.	47%	25%	15%	30%	26%	10%	33%
No Response	11%	8%	3%	5%	4%	1%	7%
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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.	8%	13%	12%	12%	10%	4%	10%
Somewhat helpful.	5%	4%	8%	4%	4%	2%	5%
Not helpful.	1%	1%	2%	2%	2%	2%	2%
I did not see a financial aid counselor.	76%	74%	75%	73%	80%	90%	77%
No Response	9%	7%	3%	9%	5%	2%	7%
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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.	63%	47%	64%	64%	36%	76%	55%
The hours did not fit my schedule.	6%	6%	7%	6%	5%	2%	6%
I was unable to get bilingual services.	3%	7%	2%	3%	2%	0%	3%
I did not know financial aid counseling was available.	20%	27%	14%	16%	44%	13%	26%
I have already seen a financial aid counselor.	3%	8%	10%	8%	7%	7%	6%
No Response	6%	6%	4%	3%	5%	2%	5%
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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	2%	4%	7%	7%	5%	4%	4%
No	24%	34%	22%	65%	64%	13%	41%
I do not need these services.	69%	59%	69%	24%	29%	80%	51%
No Response	6%	3%	1%	4%	3%	3%	4%
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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%	8%	9%	26%	8%	2%	11%
No	15%	30%	22%	50%	65%	14%	36%
I do not need these services.	71%	58%	66%	20%	23%	82%	50%
No Response	6%	4%	2%	4%	3%	2%	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.	0%	0%	0%	0%	0%	0%	0%
I am enrolled in credit courses and would like information about tutoring.	0%	0%	0%	0%	0%	0%	0%
I am enrolled in credit courses but am not interested in tutoring.	0%	0%	0%	0%	0%	0%	0%
I am not enrolled in any credit courses.	100%	100%	100%	100%	100%	100%	100%
No Response	0%	0%	0%	0%	0%	0%	0%
Center Total	1,326	489	281	588	909	102	3,695

Derived Q15 - Noncredit Status	China-town	Down-town	Evans	John Adams	Mission	South-east	Total
Noncredit	100%	100%	100%	100%	100%	100%	100%
Credit	0%	0%	0%	0%	0%	0%	0%
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.	37%	39%	11%	28%	40%	10%	34%
Somewhat helpful.	19%	21%	7%	16%	12%	4%	16%
Not helpful.	1%	1%	1%	2%	2%	0%	1%
I have not been to the library.	41%	38%	79%	53%	43%	83%	47%
No Response	2%	1%	1%	1%	2%	3%	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	Mission	South-east	Total
I do not need library services.	11%	18%	33%	36%	18%	75%	21%
The hours did not fit my schedule.	33%	21%	9%	15%	15%	10%	22%
I was unable to get bilingual services.	2%	6%	2%	4%	4%	1%	3%
I have already been to the library.	42%	45%	9%	36%	45%	10%	39%
There is no library here.	2%	1%	45%	3%	3%	4%	5%
No Response	10%	9%	2%	6%	15%	1%	9%
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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	Mission	South-east	Total
Very helpful.	32%	32%	6%	19%	38%	4%	29%
Somewhat helpful.	26%	30%	6%	18%	20%	2%	22%
Not helpful.	5%	6%	5%	4%	3%	3%	4%
I have not been to the bookstore.	33%	29%	44%	52%	34%	77%	38%
This center does not have a bookstore.	1%	1%	35%	4%	2%	12%	4%
No Response	3%	2%	4%	3%	3%	2%	3%
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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	Mission	South-east	Total
The hours do not fit my schedule.	32%	22%	11%	17%	21%	6%	23%
The bookstore did not have the books or materials I needed for class.	14%	10%	13%	12%	10%	4%	12%
I buy my books and materials elsewhere.	19%	31%	7%	27%	25%	62%	23%
I am not aware that there is a bookstore.	5%	5%	22%	19%	13%	14%	11%
This center does not have a bookstore.	1%	1%	44%	4%	2%	15%	6%
No Response	29%	30%	3%	20%	29%	0%	25%
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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	Mis-sion	South-east	Total
Yes	13%	23%	17%	17%	27%	9%	19%
No	43%	47%	51%	47%	41%	69%	45%
Unsure	33%	24%	22%	26%	23%	13%	27%
This question does not apply to me since I am a credit student.	3%	2%	7%	2%	3%	8%	3%
No Response	7%	4%	4%	8%	6%	2%	6%
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Q21&22 - What is the primary language spoken in your household?	China-town	Down-town	Evans	John Adams	Mis-sion	South-east	Total
Cantonese	72%	28%	32%	17%	4%	33%	37%
English	2%	17%	35%	39%	12%	30%	16%
Spanish	1%	18%	13%	9%	69%	8%	22%
No Response	6%	6%	2%	6%	6%	1%	6%
Other	6%	14%	5%	9%	5%	2%	7%
Mandarin	11%	9%	4%	5%	2%	12%	7%
Vietnamese	1%	3%	3%	3%	1%	12%	2%
Russian	0%	2%	1%	8%	1%	2%	2%
Tagalog	0%	1%	4%	1%	0%	0%	1%
Korean	0%	1%	1%	2%	0%	0%	0%
Arabic	1%	1%	0%	0%	1%	0%	1%
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