

SPRING 2015 CENTER SURVEY

Respondents in Credit and/or 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.	71%	69%	20%	44%	60%	49%	56%
Very convenient - I usually drive here, and there is parking.	3%	1%	56%	11%	8%	22%	12%
Somewhat convenient - I take public transportation, but it takes a while to get here.	16%	20%	12%	16%	13%	13%	15%
Somewhat convenient - I drive, but there is not enough parking/no parking.	3%	2%	5%	23%	14%	9%	10%
Not convenient - It is out of my way to come here.	1%	2%	5%	3%	3%	4%	3%
No Response	6%	6%	2%	2%	3%	3%	4%
Center Total	1,706	635	598	1,183	1,707	260	6,089

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.	76%	82%	65%	72%	60%	70%	70%
Usually from work.	9%	5%	18%	11%	21%	16%	14%
About the same from home and from work.	8%	6%	13%	8%	13%	8%	10%
Other	1%	2%	2%	7%	3%	3%	3%
No Response	6%	5%	2%	2%	3%	4%	4%
Center Total	1,706	635	598	1,183	1,707	260	6,089

Q3 - At what times do you take classes?	China-town	Down-town	Evans	John Adams	Mission	South-east	Total
Mornings Only (8 AM - Noon)	42%	54%	23%	46%	34%	45%	40%
Evenings Only (after 5 PM)	16%	3%	33%	18%	33%	29%	22%
Mornings - Afternoon (8 AM - 5 PM)	10%	13%	4%	14%	6%	7%	9%
Afternoon Only (Noon - 5 PM)	9%	11%	3%	8%	11%	7%	9%
Weekends Only	10%	6%	14%	0%	2%	0%	6%
Evenings and Weekends	1%	0%	5%	0%	2%	0%	1%
Other Course time patterns	7%	6%	16%	11%	9%	7%	9%
No Response	5%	6%	2%	2%	3%	5%	4%
Center Total	1,706	635	598	1,183	1,707	260	6,089

Derived Q3 - Time on Campus	China-town	Down-town	Evans	John Adams	Mission	South-east	Total
Some Morning or Afternoon	67%	85%	46%	79%	60%	66%	67%
Evening and/or Weekends only	27%	9%	52%	19%	37%	29%	29%
No Response	5%	6%	2%	2%	3%	5%	4%
Center Total	1,706	635	598	1,183	1,707	260	6,089

Q4 - When you have questions about what classes to take, who helps you the most?	China-town	Down-town	Evans	John Adams	Mission	South-east	Total
The Admissions & Enrollment Office	31%	18%	16%	10%	19%	7%	20%
Academic counseling	14%	10%	9%	18%	19%	27%	16%
My friends or family	5%	15%	18%	14%	12%	10%	11%
My teachers	39%	41%	37%	39%	34%	38%	38%
Other	3%	7%	15%	13%	10%	12%	9%
No Response	8%	9%	5%	5%	6%	6%	7%
Center Total	1,706	635	598	1,183	1,707	260	6,089

Q5 - Are you aware of the different academic programs and transfer pathways at this Center?	China-town	Down-town	Evans	John Adams	Mission	South-east	Total
Yes, I am aware of several programs and pathways.	32%	24%	31%	22%	26%	19%	27%
I am aware of a few programs and pathways.	33%	31%	30%	24%	29%	25%	29%
No, I am not aware of the various programs and pathways.	27%	38%	33%	24%	39%	50%	32%
No Response	9%	7%	6%	30%	6%	7%	11%
Center Total	1,706	635	598	1,183	1,707	260	6,089

Q6 - Overall, how helpful was the Admissions & Enrollment Office at this Center?	China-town	Down-town	Evans	John Adams	Mission	South-east	Total
Very helpful.	62%	43%	43%	42%	47%	26%	48%
Somewhat helpful.	24%	33%	28%	23%	25%	14%	25%
Not helpful.	1%	3%	4%	3%	5%	3%	3%
I did not use this service.	6%	16%	21%	28%	18%	51%	18%
No Response	6%	6%	3%	4%	4%	6%	5%
Center Total	1,706	635	598	1,183	1,707	260	6,089

Q7 - If the admissions and enrollment office was not helpful, what was the primary reason?	China-town	Down-town	Evans	John Adams	Mission	South-east	Total
The office hours were not convenient.	15%	15%	11%	6%	8%	10%	11%
I was unable to get bilingual services.	5%	12%	8%	4%	4%	3%	6%
I was unable to get the help I needed to apply or register for class.	3%	7%	7%	4%	6%	4%	5%
I did not feel welcomed.	3%	3%	5%	3%	8%	2%	5%
I did not experience any problems.	51%	45%	61%	45%	63%	50%	54%
No Response	22%	17%	8%	38%	11%	31%	21%
Center Total	1,706	635	598	1,183	1,707	260	6,089

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.	28%	17%	41%	36%	25%	44%	30%
The placement test schedule does not fit my schedule.	7%	5%	5%	5%	5%	3%	6%
I do not know when the tests are scheduled.	2%	6%	5%	4%	11%	2%	6%
I am not sure if I need a placement test.	4%	9%	14%	7%	10%	6%	8%
I have already taken a placement test.	51%	55%	31%	42%	42%	40%	45%
No Response	8%	9%	3%	5%	7%	5%	7%
Center Total	1,706	635	598	1,183	1,707	260	6,089

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	46%	28%	23%	24%	27%	21%	31%
Somewhat helpful	23%	17%	13%	10%	12%	7%	15%
Not helpful	2%	2%	2%	1%	3%	2%	2%
I did not see an academic counselor.	19%	43%	58%	34%	51%	61%	39%
No Response	10%	10%	4%	31%	7%	9%	13%
Center Total	1,706	635	598	1,183	1,707	260	6,089

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.	22%	25%	44%	38%	20%	42%	28%
The hours did not fit my schedule.	7%	11%	13%	7%	9%	8%	9%
I was unable to get bilingual services.	3%	6%	3%	3%	2%	2%	3%
I did not know academic counseling was available.	10%	21%	16%	12%	28%	10%	17%
I have already seen an academic counselor.	45%	25%	21%	33%	33%	32%	34%
No Response	14%	12%	3%	6%	8%	7%	9%
Center Total	1,706	635	598	1,183	1,707	260	6,089

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.	10%	16%	16%	14%	11%	9%	12%
Somewhat helpful.	7%	6%	9%	7%	5%	7%	6%
Not helpful.	2%	2%	3%	2%	3%	3%	2%
I did not see a financial aid counselor.	68%	66%	65%	68%	72%	72%	69%
No Response	13%	11%	6%	9%	9%	9%	10%
Center Total	1,706	635	598	1,183	1,707	260	6,089

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.	56%	42%	51%	56%	36%	49%	48%
The hours did not fit my schedule.	6%	6%	8%	8%	6%	7%	7%
I was unable to get bilingual services.	3%	6%	4%	2%	2%	1%	3%
I did not know financial aid counseling was available.	19%	25%	15%	15%	34%	14%	22%
I have already seen a financial aid counselor.	6%	10%	18%	15%	14%	24%	12%
No Response	9%	10%	4%	5%	8%	6%	8%
Center Total	1,706	635	598	1,183	1,707	260	6,089

Q13 - Do you know how to access veterans services at CCSF?	China-town	Down-town	Evans	John Adams	Mission	South-east	Total
Yes	3%	6%	11%	10%	9%	10%	8%
No	24%	32%	22%	62%	62%	13%	42%
I do not need these services.	63%	53%	63%	22%	21%	68%	42%
No Response	10%	9%	4%	6%	7%	8%	8%
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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%	9%	11%	23%	15%	13%	13%
No	16%	29%	25%	52%	61%	18%	38%
I do not need these services.	65%	53%	60%	19%	17%	62%	41%
No Response	11%	9%	4%	5%	7%	7%	8%
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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	Mis-sion	South-east	Total
I am enrolled in credit courses and already know about tutoring.	3%	4%	9%	7%	7%	8%	6%
I am enrolled in credit courses and would like information about tutoring.	7%	7%	17%	19%	17%	22%	14%
I am enrolled in credit courses but am not interested in tutoring.	4%	4%	24%	19%	15%	23%	13%
I am not enrolled in any credit courses.	78%	77%	47%	50%	53%	39%	61%
No Response	9%	8%	3%	5%	8%	7%	7%
Center Total	1,706	635	598	1,183	1,707	260	6,089

Derived Q15 - Noncredit Status	China-town	Down-town	Evans	John Adams	Mis-sion	South-east	Total
Noncredit	78%	77%	47%	50%	53%	39%	61%
Credit	14%	15%	50%	45%	39%	54%	32%
No Response	9%	8%	3%	5%	8%	7%	7%
Center Total	1,706	635	598	1,183	1,707	260	6,089

Q16 - If you have been to the library at this Center, how helpful was it?	China-town	Down-town	Evans	John Adams	Mis-sion	South-east	Total
Very helpful.	36%	39%	14%	36%	40%	30%	35%
Somewhat helpful.	19%	20%	8%	18%	12%	10%	16%
Not helpful.	1%	1%	4%	2%	3%	2%	2%
I have not been to the library.	37%	33%	70%	40%	38%	52%	41%
No Response	7%	6%	4%	3%	7%	6%	6%
Center Total	1,706	635	598	1,183	1,707	260	6,089

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.	11%	18%	30%	30%	21%	43%	21%
The hours did not fit my schedule.	31%	19%	10%	12%	13%	12%	18%
I was unable to get bilingual services.	3%	5%	2%	2%	3%	2%	3%
I have already been to the library.	41%	44%	9%	45%	44%	33%	40%
There is no library here.	2%	1%	46%	3%	3%	4%	7%
No Response	13%	13%	3%	8%	16%	7%	12%
Center Total	1,706	635	598	1,183	1,707	260	6,089

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.	31%	32%	8%	21%	34%	9%	27%
Somewhat helpful.	26%	28%	8%	22%	19%	5%	21%
Not helpful.	5%	6%	4%	6%	3%	2%	5%
I have not been to the bookstore.	31%	26%	38%	42%	32%	50%	35%
This center does not have a bookstore.	1%	1%	39%	4%	2%	28%	7%
No Response	7%	7%	3%	4%	8%	7%	6%
Center Total	1,706	635	598	1,183	1,707	260	6,089

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.	30%	20%	9%	16%	17%	4%	19%
The bookstore did not have the books or materials I needed for class.	14%	10%	11%	12%	11%	5%	12%
I buy my books and materials elsewhere.	20%	31%	14%	33%	31%	34%	27%
I am not aware that there is a bookstore.	5%	5%	19%	16%	11%	18%	11%
This center does not have a bookstore.	1%	1%	43%	4%	3%	30%	7%
No Response	30%	32%	4%	20%	27%	9%	24%
Center Total	1,706	635	598	1,183	1,707	260	6,089

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%	21%	15%	14%	21%	10%	16%
No	37%	42%	34%	29%	29%	30%	33%
Unsure	29%	22%	15%	17%	15%	10%	20%
This question does not apply to me since I am a credit student.	6%	4%	21%	17%	21%	27%	15%
No Response	14%	11%	15%	23%	14%	24%	16%
Center Total	1,706	635	598	1,183	1,707	260	6,089

Q21&22 - What is the primary language spoken in your household?	China-town	Down-town	Evans	John Adams	Mis-sion	South-east	Total
Cantonese	66%	25%	26%	16%	4%	16%	29%
English	3%	17%	41%	42%	25%	47%	24%
Spanish	2%	15%	12%	8%	50%	9%	19%
No Response	10%	11%	7%	10%	11%	11%	10%
Other	6%	13%	4%	7%	5%	2%	6%
Mandarin	11%	9%	4%	4%	2%	6%	6%
Vietnamese	1%	3%	2%	4%	1%	6%	2%
Russian	1%	3%	1%	5%	1%	1%	2%
Tagalog	0%	1%	2%	2%	0%	1%	1%
Korean	0%	1%	1%	1%	0%	0%	1%
Arabic	0%	1%	0%	1%	0%	0%	0%
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