

# GRADUATE SURVEY CENTRAL OREGON COMMUNITY COLLEGE 2002-03 to 2006-07

The Graduate Survey is administered every spring to all students completing a certificate or degree during the given academic year (fall term through the following summer term). The survey is disseminated at the June graduation ceremony and mailed to graduates not participating in the ceremony.

## Background Information

<i>Total Number of Respondents:</i>	218	229	216	190	169
<i>Total Number of Graduates</i>	446	427	488	482	447
<i>Rate of Survey Completion:</i>	49%	54%	44%	39%	38%

For what purpose did you enter COCC?	2002-03 N=218	2003-04 N=228	2004-05 N=215	2005-06 N=189	2006-07 N=169
No definite purpose in mind	1.4%	2.6%	1.9%	0.5%	1.8%
To take a few courses for self improvement	1.4%	0.9%	0.9%	0.0%	0.6%
To take a few job-related/required courses	1.4%	2.2%	2.3%	2.1%	3.6%
To take courses necessary to transfer to a 4-year college or university	22.9%	23.2%	26.0%	23.8%	28.4%
To complete a professional/technical prog.	22.0%	19.7%	13.5%	17.5%	14.8%
To obtain or maintain certification	11.0%	14.0%	10.2%	11.1%	7.1%
To obtain an Associate degree	47.7%	49.6%	43.7%	40.7%	40.8%
Other	4.6%	4.8%	1.5%	4.2%	3.0%
Multi-Answer*	12.0%	17.0%	0.0%	0.0%	0.0%
<b>TOTAL</b>	<b>112%</b>	<b>117%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

\*Multiple Answers factored into overall percentage above.

How well has your experience helped you to achieve that purpose?	2002-03 N=217	2003-04 N=228	2004-05 N=216	2005-06 N=189	2006-07 N=168
Excellent	46.5%	43.9%	48.1%	49.2%	51.8%
Good	42.4%	47.8%	38.9%	42.3%	33.9%
Average	8.8%	7.0%	11.1%	6.8%	12.5%
Poor	1.8%	0.4%	0.9%	1.6%	1.2%
Very Poor	0.9%	0.4%	0.5%	0.0%	0.6%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## MY EDUCATION AT COCC...

has included developmental coursework helpful to my college success.	2002-03 N=0	2003-04 N=0	2004-05 N=0	2005-06 N=187	2006-07 N=168
Strongly Agree				35.3%	36.9%
Agree				36.4%	33.3%
Neutral				3.7%	3.6%
Disagree				2.1%	3.0%
Strongly Disagree				2.1%	0.6%
Does Not Apply				20.3%	22.6%
<b>TOTAL</b>				<b>100%</b>	<b>100%</b>

## MY EDUCATION AT COCC...

has included sufficient online courses	2002-03 N=0	2003-04 N=0	2004-05 N=0	2005-06 N=188	2006-07 N=167
Strongly Agree				14.4%	14.4%
Agree				17.6%	32.3%
Neutral				9.0%	15.6%
Disagree				12.8%	8.4%
Strongly Disagree				4.8%	1.2%
Does Not Apply				41.5%	28.1%
<b>TOTAL</b>				<b>100%</b>	<b>100%</b>

has included a work experience with businesses and/or other community partners in Central Oregon	2002-03 N=0	2003-04 N=0	2004-05 N=0	2005-06 N=187	2006-07 N=166
Strongly Agree				29.4%	21.1%
Agree				24.1%	29.5%
Neutral				9.1%	11.4%
Disagree				2.1%	3.0%
Strongly Disagree				3.7%	2.4%
Does Not Apply				31.6%	32.5%
<b>TOTAL</b>				<b>100%</b>	<b>100%</b>

has included staff and faculty members taking an active role in helping me reach my academic goals	2002-03 N=0	2003-04 N=0	2004-05 N=0	2005-06 N=188	2006-07 N=167
Strongly Agree				50.5%	49.7%
Agree				34.6%	33.5%
Neutral				8.5%	12.0%
Disagree				1.1%	0.6%
Strongly Disagree				2.1%	1.8%
Does Not Apply				3.2%	2.4%
<b>TOTAL</b>				<b>100%</b>	<b>100%</b>

has included participation in extra-curricular activities on and off campus	2002-03 N=0	2003-04 N=0	2004-05 N=0	2005-06 N=187	2006-07 N=167
Strongly Agree				20.3%	18.0%
Agree				26.7%	24.0%
Neutral				13.9%	14.4%
Disagree				6.4%	6.0%
Strongly Disagree				4.8%	4.8%
Does Not Apply				27.8%	32.9%
<b>TOTAL</b>				<b>100%</b>	<b>100%</b>

### MY EDUCATION AT COCC...

will help me find employment with a higher earning potential than had I not attended COCC	2002-03 N=0	2003-04 N=0	2004-05 N=0	2005-06 N=187	2006-07 N=166
Strongly Agree				43.9%	42.8%
Agree				29.4%	31.3%
Neutral				15.5%	10.8%
Disagree				3.2%	3.0%
Strongly Disagree				1.6%	4.2%
Does Not Apply				6.4%	7.8%
<b>TOTAL</b>				<b>100%</b>	<b>100%</b>

has left me confident that I am aware of and able to access all of the services available to me as a COCC student	2002-03 N=0	2003-04 N=0	2004-05 N=0	2005-06 N=188	2006-07 N=165
Strongly Agree				43.6%	41.2%
Agree				39.9%	40.6%
Neutral				10.1%	12.7%
Disagree				3.7%	1.8%
Strongly Disagree				1.1%	1.2%
Does Not Apply				1.6%	2.4%
<b>TOTAL</b>				<b>100%</b>	<b>100%</b>

Background Information

Has your education at COCC included coursework through OSU-Cascades?	2002-03 N=0	2003-04 N=0	2004-05 N=0	2005-06 N=185	2006-07 N=167
Yes				8.1%	9.6%
No				91.9%	90.4%
<b>TOTAL</b>				<b>100%</b>	<b>100%</b>

What was true at the time you first entered COCC?	2002-03 N=217	2003-04 N=228	2004-05 N=216	2005-06 N=186	2006-07 N=163
Entered directly from high school	19.4%	25.0%	28.2%	29.0%	36.2%
After working for a period of time	17.5%				
Excluding a summer job, entered after working less than 5 years	11.1%	11.0%	8.3%	7.5%	9.8%
Entered after working 5 to 10 years	13.4%	17.1%	18.1%	9.1%	14.7%
Entered after working more than 10 years	34.6%	35.1%	28.7%	30.6%	22.7%
Transferred from another 2-year college	9.7%	6.6%	6.0%	8.6%	3.7%
Transferred from a 4-year college or univ.	3.2%	3.1%	5.1%	8.1%	4.9%
Entered after completing military service	1.4%	2.2%	2.3%	0.5%	0.6%
Other	11.5%	8.3%	7.9%	6.5%	7.4%
Multi-Answer*	22.0%	8.0%	5.0%	0.0%	0.0%
<b>TOTAL</b>	<b>122%</b>	<b>108%</b>	<b>105%</b>	<b>100%</b>	<b>100%</b>

\*Multiple Answers factored into overall percentage above.

Was COCC your first college choice?	2002-03 N=214	2003-04 N=226	2004-05 N=212	2005-06 N=182	2006-07 N=165
Yes	72.4%	80.5%	76.4%	68.7%	75.2%
No	27.6%	19.5%	23.6%	31.3%	24.8%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

If you could start college over, would you choose to attend COCC?	2002-03 N=214	2003-04 N=227	2004-05 N=216	2005-06 N=184	2006-07 N=164
Definitely Yes	35.0%	40.5%	46.8%	39.7%	38.4%
Probably Yes	40.2%	39.2%	33.3%	37.0%	42.1%
Uncertain	8.4%	14.1%	12.0%	15.2%	9.8%
Probably No	9.3%	5.3%	6.5%	5.4%	8.5%
Definitely No	7.0%	0.9%	1.4%	2.7%	1.2%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

What is your overall impression of the quality of education at COCC?	2002-03 N=0	2003-04 N=0	2004-05 N=0	2005-06 N=0	2006-07 N=0
Excellent					
Good					
Average					
Poor					
Very Poor					
<b>TOTAL</b>					

Background Information

Hours/Week you were employed during most of your college experience.	2002-03 N=216	2003-04 N=227	2004-05 N=213	2005-06 N=186	2006-07 N=166
0 or only occasionally	21.3%	23.3%	16.9%	19.4%	18.1%
1 to 10	11.1%	9.7%	8.0%	9.7%	7.2%
11 to 20	18.5%	22.5%	21.6%	21.0%	22.3%
21 to 30	21.3%	22.0%	22.1%	22.6%	27.1%
31 to 40	18.1%	15.9%	23.5%	19.9%	17.5%
Over 40	10.2%	8.8%	8.0%	7.5%	7.8%
Multi-Answer*	1.0%	2.0%	0.0%	0.0%	0.0%
<b>TOTAL</b>	<b>101%</b>	<b>102%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

\*Multiple Answers factored into overall percentage above.

What certificate or degree are you earning?	2002-03 N=214	2003-04 N=222	2004-05 N=210	2005-06 N=182	2006-07 N=163
Certificate	21.0%	22.5%	18.1%	14.3%	20.3%
AA	32.7%	34.2%	41.0%	41.2%	43.0%
AAS	41.1%	41.4%	37.1%	36.8%	36.1%
AS	6.5%	5.0%	5.7%	6.0%	3.8%
AGS	0.5%	0.0%	1.0%	1.6%	0.0%
Multi-Answer*	2.0%	3.0%	3.0%	0.0%	3.0%
<b>TOTAL</b>	<b>102%</b>	<b>103%</b>	<b>103%</b>	<b>100%</b>	<b>103%</b>

\*Multiple Answers factored into overall percentage above.

Enter degree/certificate emphasis, if listed above	2002-03 N=0	2003-04 N=0	2004-05 N=0	2005-06 N=0	2006-07 N=39
AAOT					28.2%
Medical Assisting					10.3%
Dental Assisting					10.3%
Nursing					10.3%
GIS					5.1%
Addiction Studies					2.6%
Early Childhood Education					2.6%
Business					2.6%
Criminal Justice					5.1%
CIS					2.6%
OTHER					20.5%
Multi-Answer*					
<b>TOTAL</b>					<b>100%</b>

\*Multiple Answers factored into overall percentage above.

Number of terms it took for you to complete this certificate/degree?	2002-03 N=214	2003-04 N=227	2004-05 N=208	2005-06 N=181	2006-07 N=166
1 to 3 terms	14.9%	3.1%	6.7%	9.4%	6.6%
4 to 6 terms	20.1%	30.4%	19.2%	26.0%	22.9%
7 to 9 terms	36.4%	34.8%	34.1%	34.8%	33.1%
10 to 12 terms	15.0%	19.4%	25.0%	14.9%	20.5%
13 or more terms	14.5%	12.8%	14.9%	14.9%	16.9%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Background Information

Which type of classes do you attend most frequently?	2002-03 N=216	2003-04 N=228	2004-05 N=210	2005-06 N=185	2006-07 N=165
Day (morning and afternoon)	84.3%	87.3%	78.1%	81.6%	92.1%
Evening	13.9%	17.1%	16.7%	11.9%	12.8%
Other	5.5%	3.5%	5.2%	6.5%	1.2%
Multi-answer*	4.0%	8.0%	0.0%	0.0%	6.0%
<b>TOTAL</b>	<b>104%</b>	<b>108%</b>	<b>100%</b>	<b>100%</b>	<b>106%</b>

\*Multiple Answers factored into overall percentage above.

Did you received any Federal, State or College Sponsored Financial Aid?	2002-03 N=131	2003-04 N=168	2004-05 N=209	2005-06 N=185	2006-07 N=164
Federal Grant (PELL, SEOG)	53.4%	63.1%	47.4%	46.5%	48.8%
Federal Loans	69.5%	61.9%	42.1%	15.7%	53.0%
Federal College Work Study	13.0%	7.7%	10.5%	1.1%	12.8%
State Need Grant	18.3%	20.2%	8.1%	0.5%	9.8%
COCC Foundation, Honors or Talent Grant	27.5%	22.6%	16.7%	3.2%	31.1%
Private Scholarships	14.5%	24.4%	13.4%	3.8%	15.2%
Did not receive financial aid			30.1%	29.2%	25.6%

Note: Students are asked to mark all that apply

Age	2002-03 N=216	2003-04 N=228	2004-05 N=212	2005-06 N=185	2006-07 N=165
18 or under	0.9%	0.0%	0.0%	0.0%	0.6%
19	0.5%	1.8%	1.9%	4.3%	4.8%
20	6.9%	5.3%	10.8%	11.4%	13.3%
21	10.2%	9.6%	19.3%	19.5%	15.8%
22	8.3%	9.6%			
23 to 25	15.7%	12.7%	11.3%	15.1%	19.4%
26 to 29	12.0%	13.6%	16.5%	8.6%	12.1%
30 to 39	22.2%	19.7%	19.8%	18.4%	16.4%
40 to 61	23.1%	27.2%	19.8%	22.2%	17.0%
62 or over	0.0%	0.4%	0.5%	0.5%	0.6%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Ethnic/Racial Group	2002-03 N=214	2003-04 N=227	2004-05 N=206	2005-06 N=184	2006-07 N=165
African American	0.9%	0.0%	0.5%	0.5%	0.0%
Native American	2.8%	4.0%	1.9%	3.3%	1.8%
Caucasian or White	84.1%	82.8%	85.4%	83.2%	89.7%
Mexican-American / Mexican origin	1.9%	2.6%	3.9%	1.6%	2.4%
Asian American / Pacific Islander	1.4%	1.3%	1.9%	1.6%	1.2%
Puerto Rican, Cuban, other Latino/ Hispanic	0.5%	0.0%	0.5%	1.1%	2.4%
Other	2.3%	3.5%	1.0%	2.7%	0.0%
I prefer not to respond	6.1%	6.2%	6.3%	6.0%	2.4%
Multi-answer*	0.0%	0.0%	1.0%		
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>101%</b>	<b>100%</b>	<b>100%</b>

\*Multiple Answers factored into overall percentage above.

Background Information

Gender	2002-03 N=214	2003-04 N=224	2004-05 N=196	2005-06 N=185	2006-07 N=163
Male	25.7%	29.0%	27.0%	31.9%	25.2%
Female	74.3%	71.0%	73.0%	68.1%	74.8%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Marital Status	2002-03 N=212	2003-04 N=228	2004-05 N=209	2005-06 N=185	2006-07 N=163
Unmarried	58.0%	54.4%	60.3%	64.9%	68.1%
Married	38.2%	41.2%	35.9%	33.0%	28.8%
Separated	1.4%	2.6%	1.9%	0.0%	1.2%
Prefer not to respond	2.4%	1.8%	1.9%	2.2%	1.8%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Dependent Children	2002-03 N=214	2003-04 N=228	2004-05 N=209	2005-06 N=182	2006-07 N=163
None	64.5%	57.9%	65.6%	68.1%	71.8%
One	14.5%	15.4%	12.0%	12.6%	16.0%
Two	15.0%	16.2%	14.8%	11.5%	8.0%
Three	3.7%	5.3%	6.2%	4.9%	2.5%
Four or more	2.3%	5.3%	1.4%	2.7%	1.8%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Following graduation, do you plan on being...	2002-03 N=214	2003-04 N=227	2004-05 N=206	2005-06 N=185	2006-07 N=165
Enrolled at another college					
Enrolled at a 4-yr College or University	29.9%	33.0%	34.0%	35.1%	33.3%
Enrolled at COCC	10.3%	10.6%	10.2%	10.8%	16.4%
Enrolled at another 2-year college			1.0%	1.6%	2.4%
I have a job in my field	5.1%				
I have a full-time permanent job in field	24.3%	18.5%	22.8%	17.8%	18.8%
I have a part-time seasonal job in field	9.3%	9.7%	12.1%	7.6%	9.1%
I hope to have a job in my field	22.0%	27.3%	15.5%	10.3%	16.4%
I have a job, not in my field	5.1%	6.6%	9.7%	11.4%	13.3%
Other	6.5%	5.7%	4.9%	5.9%	6.7%
Multiple Answer *	13.0%	11.0%	10.0%	1.0%	16.0%
<b>TOTAL</b>	<b>113%</b>	<b>111%</b>	<b>110%</b>	<b>101%</b>	<b>116%</b>

\*Multiple Answers factored into overall percentage above.

## College Services/Programs

**What is your level of satisfaction with the following aspects of this college?**

<b>Testing/grading system</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	95.4%	95.6%	92.6%	92.1%	92.3%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	31.3%	26.9%	27.5%	28.6%	24.4%
<b>Satisfied</b>	52.4%	59.4%	58.0%	57.1%	60.3%
<b>Neutral</b>	9.6%	11.9%	9.0%	12.6%	12.8%
<b>Dissatisfied</b>	3.8%	1.4%	3.0%	1.1%	2.6%
<b>Very Dissatisfied</b>	2.9%	0.5%	2.5%	0.6%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Course content in your major area of study</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	95.4%	95.2%	92.6%	91.1%	93.5%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	35.6%	40.8%	33.0%	38.2%	38.2%
<b>Satisfied</b>	46.2%	45.4%	45.0%	45.1%	45.1%
<b>Neutral</b>	12.0%	10.1%	12.5%	11.6%	11.6%
<b>Dissatisfied</b>	5.3%	2.3%	7.5%	4.6%	4.6%
<b>Very Dissatisfied</b>	1.0%	1.4%	2.0%	0.6%	0.6%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Quality of instruction in your major area of study</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	95.4%	95.6%	89.8%	90.5%	92.9%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	41.3%	45.7%	47.9%	50.0%	47.1%
<b>Satisfied</b>	44.2%	43.4%	35.1%	40.7%	41.4%
<b>Neutral</b>	10.1%	6.8%	9.8%	6.4%	9.6%
<b>Dissatisfied</b>	2.9%	3.7%	3.6%	2.3%	1.9%
<b>Very Dissatisfied</b>	1.4%	0.5%	3.6%	0.6%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Out-of-class availability of your instructors</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	94.0%	93.4%	89.8%	90.5%	92.3%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	41.5%	33.2%	43.3%	42.4%	46.2%
<b>Satisfied</b>	39.0%	52.3%	39.7%	43.0%	42.9%
<b>Neutral</b>	17.1%	13.1%	12.9%	11.0%	9.0%
<b>Dissatisfied</b>	1.5%	0.9%	2.1%	2.9%	1.9%
<b>Very Dissatisfied</b>	1.0%	0.5%	2.1%	0.6%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>



**What is your level of satisfaction with the following aspects of this college? (continued)**

<b>Attitude of teaching staff toward students</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	94.5%	94.8%	92.1%	91.6%	94.1%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	52.9%	52.1%	48.2%	50.0%	50.3%
<b>Satisfied</b>	34.0%	37.8%	37.2%	37.9%	39.6%
<b>Neutral</b>	8.7%	7.8%	10.6%	9.8%	9.4%
<b>Dissatisfied</b>	3.9%	1.8%	2.0%	1.7%	0.6%
<b>Very Dissatisfied</b>	0.5%	0.5%	2.0%	0.6%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Variety of courses offered at COCC</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	95.4%	95.6%	90.7%	91.6%	94.1%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	28.4%	25.6%	25.5%	31.0%	31.4%
<b>Satisfied</b>	33.7%	47.5%	43.4%	49.4%	49.7%
<b>Neutral</b>	20.7%	19.6%	18.4%	11.5%	14.5%
<b>Dissatisfied</b>	13.5%	6.4%	9.2%	6.9%	3.8%
<b>Very Dissatisfied</b>	3.8%	0.9%	3.6%	1.1%	0.6%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Class size</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	95.4%	94.3%	90.7%	91.6%	93.5%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	40.9%	34.3%	40.8%	47.1%	48.1%
<b>Satisfied</b>	39.4%	48.6%	41.8%	40.8%	44.9%
<b>Neutral</b>	12.0%	14.8%	11.2%	9.2%	5.7%
<b>Dissatisfied</b>	6.3%	1.4%	4.6%	2.3%	1.3%
<b>Very Dissatisfied</b>	1.4%	0.9%	1.5%	0.6%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Availability of your advisor</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	92.2%	92.6%	88.9%	89.5%	91.7%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	39.3%	37.3%	43.2%	46.5%	47.7%
<b>Satisfied</b>	37.8%	41.5%	31.3%	28.8%	33.5%
<b>Neutral</b>	11.4%	13.7%	17.2%	13.5%	12.9%
<b>Dissatisfied</b>	7.5%	6.1%	4.7%	8.2%	4.5%
<b>Very Dissatisfied</b>	4.0%	1.4%	3.6%	2.9%	1.3%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**What is your level of satisfaction with the following aspects of this college? (continued)**

Value of the information provided by your advisor	2002-03 N=218	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169
Percentage Rating the Service	93.6%	92.6%	88.4%	90.5%	90.5%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	37.7%	33.5%	43.5%	44.2%	48.4%
<b>Satisfied</b>	33.8%	40.1%	30.9%	31.4%	34.6%
<b>Neutral</b>	14.2%	17.5%	14.1%	15.1%	9.8%
<b>Dissatisfied</b>	10.3%	4.7%	6.3%	5.8%	4.6%
<b>Very Dissatisfied</b>	3.9%	4.2%	5.2%	3.5%	2.6%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Tutoring Services	2002-03 N=218	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169
Percentage Rating the Service	61.9%	78.2%	69.9%	69.5%	64.5%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	35.6%	34.1%	33.1%	41.7%	37.6%
<b>Satisfied</b>	39.3%	36.9%	38.4%	34.8%	39.4%
<b>Neutral</b>	22.2%	25.7%	23.2%	21.2%	21.1%
<b>Dissatisfied</b>	3.0%	2.8%	2.6%	2.3%	1.8%
<b>Very Dissatisfied</b>	0.0%	0.6%	2.6%	0.0%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Challenge offered by your program of study	2002-03 N=218	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169
Percentage Rating the Service	92.2%	94.3%	88.0%	86.8%	90.5%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	37.8%	34.7%	34.2%	41.2%	39.9%
<b>Satisfied</b>	42.3%	52.3%	45.8%	45.5%	46.4%
<b>Neutral</b>	15.4%	10.6%	13.2%	10.9%	9.2%
<b>Dissatisfied</b>	4.0%	2.3%	4.7%	2.4%	3.3%
<b>Very Dissatisfied</b>	0.5%	0.0%	2.1%	0.0%	1.3%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Preparation you are receiving for your chosen occupation	2002-03 N=218	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169
Percentage Rating the Service	90.8%	91.3%	85.6%	83.2%	89.3%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	37.4%	34.9%	33.0%	37.3%	39.1%
<b>Satisfied</b>	36.9%	45.0%	42.7%	41.1%	41.1%
<b>Neutral</b>	17.2%	15.3%	17.8%	18.4%	15.9%
<b>Dissatisfied</b>	5.6%	3.3%	4.9%	3.2%	3.3%
<b>Very Dissatisfied</b>	3.0%	1.4%	1.6%	0.0%	0.7%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**What is your level of satisfaction with the following aspects of this college? (continued)**

<b>Course-related work opportunities</b> (cooperative work experience, practicum, clinical)	<b>2002-03</b> N=218	<b>2003-04</b> N=229	<b>2004-05</b> N=216	<b>2005-06</b> N=190	<b>2006-07</b> N=169
Percentage Rating the Service	78.0%	84.7%	74.1%	76.3%	77.5%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	41.2%	30.9%	32.5%	32.4%	32.8%
<b>Satisfied</b>	30.0%	40.7%	38.1%	39.3%	39.7%
<b>Neutral</b>	20.6%	22.2%	18.8%	20.7%	22.9%
<b>Dissatisfied</b>	6.5%	3.6%	6.3%	7.6%	3.8%
<b>Very Dissatisfied</b>	1.8%	2.6%	4.4%	0.0%	0.8%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Preparation you received to transfer to another college</b>	<b>2002-03</b> N=218	<b>2003-04</b> N=229	<b>2004-05</b> N=216	<b>2005-06</b> N=190	<b>2006-07</b> N=169
Percentage Rating the Service	59.2%	73.8%	71.3%	73.7%	71.0%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	29.5%	29.6%	32.5%	35.7%	35.0%
<b>Satisfied</b>	38.0%	39.6%	44.2%	43.6%	40.0%
<b>Neutral</b>	22.5%	23.1%	17.5%	14.3%	20.8%
<b>Dissatisfied</b>	6.2%	4.7%	3.9%	3.6%	1.7%
<b>Very Dissatisfied</b>	3.9%	3.0%	1.9%	2.9%	2.5%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>General admissions/entry procedures</b>	<b>2002-03</b> N=218	<b>2003-04</b> N=229	<b>2004-05</b> N=216	<b>2005-06</b> N=190	<b>2006-07</b> N=169
Percentage Rating the Service	92.2%	89.5%	86.6%	90.5%	93.5%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	27.4%	26.8%	23.5%	40.7%	34.2%
<b>Satisfied</b>	42.8%	52.2%	55.6%	42.4%	51.9%
<b>Neutral</b>	17.9%	14.6%	13.9%	9.9%	11.4%
<b>Dissatisfied</b>	8.5%	6.3%	4.3%	4.7%	2.5%
<b>Very Dissatisfied</b>	3.5%	0.0%	2.7%	2.3%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Accuracy of college information you received before enrolling</b>	<b>2002-03</b> N=218	<b>2003-04</b> N=229	<b>2004-05</b> N=216	<b>2005-06</b> N=190	<b>2006-07</b> N=169
Percentage Rating the Service	90.4%	88.6%	85.6%	91.6%	94.1%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	22.8%	23.6%	22.7%	37.4%	30.2%
<b>Satisfied</b>	40.6%	52.2%	57.3%	46.6%	54.1%
<b>Neutral</b>	25.4%	18.7%	14.6%	10.9%	12.6%
<b>Dissatisfied</b>	9.1%	3.9%	2.7%	4.0%	1.9%
<b>Very Dissatisfied</b>	2.0%	1.5%	2.7%	1.1%	1.3%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**What is your level of satisfaction with the following aspects of this college? (continued)**

<b>Class schedule</b>	<b>2002-03</b> N=218	<b>2003-04</b> N=229	<b>2004-05</b> N=216	<b>2005-06</b> N=190	<b>2006-07</b> N=169
Percentage Rating the Service	92.2%	90.8%	86.6%	92.1%	94.1%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	23.9%	23.1%	20.9%	34.3%	29.6%
<b>Satisfied</b>	40.8%	56.3%	52.9%	46.3%	53.5%
<b>Neutral</b>	23.4%	14.9%	17.6%	13.1%	13.8%
<b>Dissatisfied</b>	9.0%	5.3%	6.4%	4.6%	2.5%
<b>Very Dissatisfied</b>	3.0%	0.5%	2.1%	1.7%	0.6%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>College catalog</b>	<b>2002-03</b> N=218	<b>2003-04</b> N=229	<b>2004-05</b> N=216	<b>2005-06</b> N=190	<b>2006-07</b> N=169
Percentage Rating the Service	92.2%	90.8%	84.7%	89.5%	94.1%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	28.4%	26.4%	26.2%	35.9%	30.2%
<b>Satisfied</b>	46.3%	54.8%	52.5%	50.6%	58.5%
<b>Neutral</b>	18.9%	15.9%	16.4%	12.9%	10.7%
<b>Dissatisfied</b>	5.0%	2.4%	1.6%	0.0%	0.6%
<b>Very Dissatisfied</b>	2.0%	0.5%	3.3%	0.6%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Registration procedures</b>	<b>2002-03</b> N=218	<b>2003-04</b> N=229	<b>2004-05</b> N=216	<b>2005-06</b> N=190	<b>2006-07</b> N=169
Percentage Rating the Service	90.8%	90.4%	85.2%	91.6%	93.5%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	21.2%	23.7%	23.9%	40.2%	33.5%
<b>Satisfied</b>	35.4%	47.3%	52.2%	46.0%	57.0%
<b>Neutral</b>	19.2%	15.5%	12.0%	7.5%	8.9%
<b>Dissatisfied</b>	13.6%	10.1%	8.2%	3.4%	0.6%
<b>Very Dissatisfied</b>	10.6%	3.4%	3.8%	2.9%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Availability of the courses you want at times you can take them</b>	<b>2002-03</b> N=218	<b>2003-04</b> N=229	<b>2004-05</b> N=216	<b>2005-06</b> N=190	<b>2006-07</b> N=169
Percentage Rating the Service	92.2%	90.4%	86.1%	91.1%	94.1%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	14.9%	15.0%	14.5%	22.5%	22.0%
<b>Satisfied</b>	24.4%	40.6%	38.7%	39.9%	45.3%
<b>Neutral</b>	29.9%	22.2%	24.7%	23.1%	17.6%
<b>Dissatisfied</b>	18.9%	16.4%	15.6%	11.0%	11.3%
<b>Very Dissatisfied</b>	11.9%	5.8%	6.5%	3.5%	3.8%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**What is your level of satisfaction with the following aspects of this college? (continued)**

<b>Billing and fee payment procedures</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	88.5%	88.6%	84.3%	90.0%	91.7%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	26.9%	23.2%	26.4%	34.5%	28.4%
<b>Satisfied</b>	44.0%	50.7%	52.7%	49.1%	54.8%
<b>Neutral</b>	22.3%	17.7%	16.5%	12.9%	12.9%
<b>Dissatisfied</b>	3.6%	5.9%	1.1%	3.5%	3.2%
<b>Very Dissatisfied</b>	3.1%	2.5%	3.3%	0.0%	0.6%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Financial Aid Services</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	67.9%	75.1%	69.9%	73.2%	69.9%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	29.7%	23.3%	29.8%	38.8%	44.2%
<b>Satisfied</b>	33.1%	42.4%	43.0%	44.6%	34.9%
<b>Neutral</b>	17.6%	22.1%	17.2%	10.8%	14.0%
<b>Dissatisfied</b>	10.8%	5.2%	5.3%	2.9%	6.2%
<b>Very Dissatisfied</b>	8.8%	7.0%	4.6%	2.9%	0.8%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Scholarship Services</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	57.3%	66.8%	60.6%	65.3%	74.6%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	28.0%	23.5%	24.4%	35.5%	41.3%
<b>Satisfied</b>	28.8%	34.6%	43.5%	37.9%	35.7%
<b>Neutral</b>	22.4%	28.8%	21.4%	17.7%	14.3%
<b>Dissatisfied</b>	12.0%	7.2%	4.6%	7.3%	6.3%
<b>Very Dissatisfied</b>	8.8%	5.9%	6.1%	1.6%	2.4%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Personal counseling services (for personal concerns and problems)</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	43.6%	54.6%	50.5%	55.3%	59.8%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	23.2%	20.0%	26.6%	32.4%	31.7%
<b>Satisfied</b>	22.1%	41.6%	39.4%	34.3%	44.6%
<b>Neutral</b>	42.1%	35.2%	30.3%	29.5%	20.8%
<b>Dissatisfied</b>	6.3%	1.6%	0.9%	2.9%	3.0%
<b>Very Dissatisfied</b>	6.3%	1.6%	2.8%	1.0%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**What is your level of satisfaction with the following aspects of this college? (continued)**

<b>Career planning services/courses/workshops</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	52.8%	62.0%	54.2%	62.1%	64.5%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	20.9%	19.0%	26.5%	22.0%	22.9%
<b>Satisfied</b>	19.1%	38.0%	36.8%	45.8%	46.8%
<b>Neutral</b>	40.0%	35.2%	26.5%	26.3%	26.6%
<b>Dissatisfied</b>	11.3%	7.0%	8.5%	5.9%	2.8%
<b>Very Dissatisfied</b>	8.7%	0.7%	1.7%	0.0%	0.9%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Services to physically disabled students</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	29.4%	46.7%	40.3%	42.1%	37.3%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	21.9%	23.4%	31.0%	23.8%	19.0%
<b>Satisfied</b>	25.0%	34.6%	40.2%	46.3%	54.0%
<b>Neutral</b>	43.8%	39.3%	20.7%	22.5%	27.0%
<b>Dissatisfied</b>	3.1%	2.8%	3.4%	1.3%	0.0%
<b>Very Dissatisfied</b>	6.3%	0.0%	4.6%	6.3%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Services to learning-disabled students</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	29.4%	47.2%	37.0%	39.5%	36.1%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	20.3%	19.4%	33.8%	26.7%	14.8%
<b>Satisfied</b>	18.8%	44.4%	40.0%	44.0%	52.5%
<b>Neutral</b>	56.3%	35.2%	22.5%	24.0%	32.8%
<b>Dissatisfied</b>	1.6%	0.9%	1.3%	2.7%	0.0%
<b>Very Dissatisfied</b>	3.1%	0.0%	2.5%	2.7%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Personal security/safety at this college</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	78.9%	80.8%	73.6%	78.9%	80.5%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	29.1%	24.9%	28.9%	29.3%	28.7%
<b>Satisfied</b>	34.9%	47.6%	42.8%	49.3%	50.7%
<b>Neutral</b>	33.1%	24.9%	23.3%	16.7%	19.1%
<b>Dissatisfied</b>	1.2%	2.2%	3.8%	2.7%	0.0%
<b>Very Dissatisfied</b>	1.7%	0.5%	1.3%	2.0%	1.5%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**What is your level of satisfaction with the following aspects of this college? (continued)**

<b>Classroom facilities</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	89.4%	89.5%	83.3%	91.6%	95.3%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	22.6%	18.5%	26.7%	28.7%	23.0%
<b>Satisfied</b>	45.6%	48.8%	47.8%	49.4%	53.4%
<b>Neutral</b>	17.9%	23.4%	19.4%	14.9%	18.6%
<b>Dissatisfied</b>	11.3%	8.3%	3.9%	4.6%	2.5%
<b>Very Dissatisfied</b>	2.6%	1.0%	2.2%	2.3%	2.5%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Technical program facilities/equipment</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	68.8%	69.0%	60.6%	81.6%	81.7%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	20.0%	22.8%	24.4%	29.7%	26.8%
<b>Satisfied</b>	40.7%	47.5%	49.6%	47.1%	58.0%
<b>Neutral</b>	24.7%	22.8%	18.3%	14.8%	13.0%
<b>Dissatisfied</b>	9.3%	5.7%	4.6%	5.8%	2.2%
<b>Very Dissatisfied</b>	5.3%	1.3%	3.1%	2.6%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Other laboratory facilities (science, math, art)</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	75.7%	80.8%	77.8%	81.6%	81.1%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	27.3%	22.7%	29.8%	30.3%	29.9%
<b>Satisfied</b>	43.6%	49.7%	50.6%	51.0%	57.7%
<b>Neutral</b>	21.2%	18.9%	14.9%	14.2%	11.7%
<b>Dissatisfied</b>	6.7%	7.0%	3.0%	3.2%	0.0%
<b>Very Dissatisfied</b>	1.2%	1.6%	1.8%	1.3%	0.7%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Library facilities</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	87.2%	90.0%	82.9%	91.6%	94.1%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	48.9%	49.0%	48.6%	51.1%	45.3%
<b>Satisfied</b>	39.5%	41.3%	46.4%	39.1%	45.9%
<b>Neutral</b>	10.0%	7.8%	3.9%	8.0%	8.8%
<b>Dissatisfied</b>	1.1%	1.9%	0.0%	0.6%	0.0%
<b>Very Dissatisfied</b>	0.5%	0.0%	1.1%	1.1%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**What is your level of satisfaction with the following aspects of this college? (continued)**

<b>Library services</b>	<b>2002-03</b> N=218	<b>2003-04</b> N=229	<b>2004-05</b> N=216	<b>2005-06</b> N=190	<b>2006-07</b> N=169
Percentage Rating the Service	87.2%	90.0%	81.9%	90.0%	92.9%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	48.4%	47.1%	44.6%	50.9%	45.9%
<b>Satisfied</b>	38.9%	43.2%	48.6%	40.4%	43.9%
<b>Neutral</b>	11.1%	7.3%	4.5%	7.6%	9.6%
<b>Dissatisfied</b>	1.1%	2.4%	1.1%	0.0%	0.6%
<b>Very Dissatisfied</b>	0.5%	0.0%	1.1%	1.2%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Computer lab facilities</b>	<b>2002-03</b> N=218	<b>2003-04</b> N=229	<b>2004-05</b> N=216	<b>2005-06</b> N=190	<b>2006-07</b> N=169
Percentage Rating the Service	87.6%	90.0%	88.4%	108.4%	91.7%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	42.4%	41.3%	48.5%	50.6%	47.7%
<b>Satisfied</b>	46.6%	47.6%	44.4%	43.5%	44.5%
<b>Neutral</b>	6.8%	10.2%	5.3%	4.2%	5.8%
<b>Dissatisfied</b>	3.1%	0.5%	0.6%	0.6%	1.3%
<b>Very Dissatisfied</b>	1.0%	0.5%	1.2%	1.2%	0.6%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Computer lab services</b>	<b>2002-03</b> N=218	<b>2003-04</b> N=229	<b>2004-05</b> N=216	<b>2005-06</b> N=190	<b>2006-07</b> N=169
Percentage Rating the Service	88.1%	88.2%	78.7%	88.4%	90.5%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	39.1%	39.1%	46.5%	50.0%	47.7%
<b>Satisfied</b>	46.4%	46.5%	45.3%	43.5%	43.1%
<b>Neutral</b>	10.9%	12.4%	5.9%	4.8%	7.8%
<b>Dissatisfied</b>	2.6%	2.0%	1.2%	0.6%	0.7%
<b>Very Dissatisfied</b>	1.0%	0.0%	1.2%	1.2%	0.7%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Sports facilities</b>	<b>2002-03</b> N=218	<b>2003-04</b> N=229	<b>2004-05</b> N=216	<b>2005-06</b> N=190	<b>2006-07</b> N=169
Percentage Rating the Service	65.1%	71.2%	63.9%	62.1%	67.5%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	31.7%	27.6%	32.6%	31.4%	32.5%
<b>Satisfied</b>	40.1%	46.6%	46.4%	50.0%	49.1%
<b>Neutral</b>	22.5%	22.1%	18.1%	15.3%	14.9%
<b>Dissatisfied</b>	4.2%	2.5%	1.4%	2.5%	2.6%
<b>Very Dissatisfied</b>	1.4%	1.2%	1.4%	0.8%	0.9%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>



**What is your level of satisfaction with the following aspects of this college? (continued)**

<b>Club sports and intramural programs and services</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	45.4%	55.0%	49.5%	50.5%	53.8%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	25.3%	27.0%	33.6%	33.3%	26.4%
<b>Satisfied</b>	34.3%	40.5%	38.3%	37.5%	45.1%
<b>Neutral</b>	32.3%	28.6%	23.4%	24.0%	24.2%
<b>Dissatisfied</b>	5.1%	4.0%	1.9%	4.2%	3.3%
<b>Very Dissatisfied</b>	3.0%	0.0%	2.8%	1.0%	1.1%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Study areas</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	81.7%	86.5%	77.3%	82.6%	87.6%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	36.5%	34.8%	35.3%	32.5%	34.5%
<b>Satisfied</b>	41.6%	42.9%	47.3%	47.8%	50.7%
<b>Neutral</b>	16.3%	17.7%	12.6%	15.3%	11.5%
<b>Dissatisfied</b>	4.5%	4.0%	3.6%	4.5%	2.7%
<b>Very Dissatisfied</b>	1.1%	0.5%	1.2%	0.0%	0.7%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>College bookstore</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	90.4%	90.4%	83.8%	89.5%	94.7%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	24.9%	23.2%	27.1%	27.1%	27.5%
<b>Satisfied</b>	44.2%	42.5%	45.3%	45.3%	46.3%
<b>Neutral</b>	17.3%	17.9%	12.2%	16.5%	19.4%
<b>Dissatisfied</b>	7.1%	11.6%	8.3%	3.5%	2.5%
<b>Very Dissatisfied</b>	6.6%	4.8%	7.2%	7.6%	4.4%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Parking facilities and services</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	90.4%	89.5%	84.7%	90.5%	93.5%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	11.7%	12.7%	17.5%	15.1%	16.5%
<b>Satisfied</b>	20.8%	28.8%	30.6%	30.2%	34.8%
<b>Neutral</b>	16.2%	16.6%	11.5%	18.0%	21.5%
<b>Dissatisfied</b>	27.4%	22.9%	25.7%	21.5%	15.8%
<b>Very Dissatisfied</b>	23.9%	19.0%	14.8%	15.1%	11.4%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**What is your level of satisfaction with the following aspects of this college? (continued)**

<b>General condition and appearance of the buildings and grounds</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	89.9%	90.8%	84.3%	91.1%	93.5%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	29.6%	22.6%	31.3%	29.5%	32.9%
<b>Satisfied</b>	38.8%	52.4%	45.1%	46.8%	48.1%
<b>Neutral</b>	22.4%	20.2%	17.0%	17.3%	15.2%
<b>Dissatisfied</b>	7.1%	4.3%	5.5%	4.6%	1.9%
<b>Very Dissatisfied</b>	2.0%	0.5%	1.1%	1.7%	1.9%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Concern for you as an individual</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	84.9%	88.2%	82.4%	87.9%	91.1%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	21.6%	24.8%	27.0%	28.7%	30.5%
<b>Satisfied</b>	38.9%	42.6%	42.1%	46.7%	47.4%
<b>Neutral</b>	30.3%	29.7%	25.8%	17.4%	20.1%
<b>Dissatisfied</b>	5.9%	1.5%	2.2%	3.6%	1.3%
<b>Very Dissatisfied</b>	3.2%	1.5%	2.8%	3.6%	0.6%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Assistance provided by the college non-teaching staff</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	82.1%	83.0%	78.7%	78.4%	86.4%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	24.6%	25.3%	30.0%	27.5%	32.2%
<b>Satisfied</b>	36.9%	45.3%	39.4%	47.0%	40.4%
<b>Neutral</b>	30.7%	24.7%	22.4%	24.2%	25.3%
<b>Dissatisfied</b>	3.4%	4.7%	4.1%	1.3%	2.1%
<b>Very Dissatisfied</b>	4.5%	0.0%	4.1%	0.0%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Opportunities for personal involvement in college activities</b>	<b>2002-03 N=218</b>	<b>2003-04 N=229</b>	<b>2004-05 N=216</b>	<b>2005-06 N=190</b>	<b>2006-07 N=169</b>
Percentage Rating the Service	73.4%	76.0%	74.1%	70.5%	75.7%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	20.6%	23.0%	28.1%	29.1%	25.0%
<b>Satisfied</b>	38.8%	43.7%	41.9%	47.8%	45.3%
<b>Neutral</b>	35.0%	29.3%	25.6%	20.9%	25.0%
<b>Dissatisfied</b>	3.8%	3.4%	1.3%	1.5%	4.7%
<b>Very Dissatisfied</b>	1.9%	0.6%	3.1%	0.7%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**What is your level of satisfaction with the following aspects of this college? (continued)**

<b>Student government</b>	<b>2002-03</b> N=218	<b>2003-04</b> N=229	<b>2004-05</b> N=216	<b>2005-06</b> N=190	<b>2006-07</b> N=169
Percentage Rating the Service	56.9%	66.4%	56.9%	53.7%	64.5%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	17.7%	18.4%	22.0%	20.6%	20.2%
<b>Satisfied</b>	25.8%	34.9%	34.1%	32.4%	39.4%
<b>Neutral</b>	48.4%	40.8%	36.6%	36.3%	36.7%
<b>Dissatisfied</b>	4.8%	4.6%	3.3%	6.9%	2.8%
<b>Very Dissatisfied</b>	3.2%	1.3%	4.1%	3.9%	0.9%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>College-sponsored social activities</b>	<b>2002-03</b> N=218	<b>2003-04</b> N=229	<b>2004-05</b> N=216	<b>2005-06</b> N=190	<b>2006-07</b> N=169
Percentage Rating the Service	58.7%	69.0%	61.6%	60.0%	64.5%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	20.3%	15.8%	26.3%	25.4%	21.1%
<b>Satisfied</b>	30.5%	38.6%	32.3%	37.7%	39.4%
<b>Neutral</b>	39.1%	40.5%	34.6%	32.5%	36.7%
<b>Dissatisfied</b>	7.8%	3.8%	1.5%	0.9%	2.8%
<b>Very Dissatisfied</b>	2.3%	1.3%	5.3%	3.5%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>Cultural programs and activities</b>	<b>2002-03</b> N=218	<b>2003-04</b> N=229	<b>2004-05</b> N=216	<b>2005-06</b> N=190	<b>2006-07</b> N=169
Percentage Rating the Service	55.5%	71.2%	61.1%	60.5%	63.9%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	23.1%	17.8%	27.3%	30.4%	22.2%
<b>Satisfied</b>	29.8%	40.5%	34.1%	34.8%	46.3%
<b>Neutral</b>	40.5%	33.7%	34.1%	33.0%	30.6%
<b>Dissatisfied</b>	4.1%	6.1%	0.8%	1.7%	0.9%
<b>Very Dissatisfied</b>	2.5%	1.8%	3.8%	0.0%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>This college in general</b>	<b>2002-03</b> N=218	<b>2003-04</b> N=229	<b>2004-05</b> N=216	<b>2005-06</b> N=190	<b>2006-07</b> N=169
Percentage Rating the Service	85.8%	89.1%	85.2%	90.5%	95.3%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	37.4%	35.8%	40.2%	44.2%	38.5%
<b>Satisfied</b>	40.1%	50.0%	42.4%	47.1%	52.2%
<b>Neutral</b>	14.4%	12.7%	10.9%	7.0%	8.7%
<b>Dissatisfied</b>	4.8%	1.5%	5.4%	0.0%	0.6%
<b>Very Dissatisfied</b>	3.2%	0.0%	1.1%	1.7%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>