

GRADUATE SURVEY CENTRAL OREGON COMMUNITY COLLEGE 2003-04 to 2007-08

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>	229	216	190	169	197
<i>Total Number of Graduates</i>	427	488	482	447	423
<i>Rate of Survey Completion:</i>	54%	44%	39%	38%	47%

For what purpose did you enter COCC?	2003-04 N=228	2004-05 N=215	2005-06 N=189	2006-07 N=169	2007-08 N=197
No definite purpose in mind	2.6%	1.9%	0.5%	1.8%	2.0%
To take a few courses for self improvement	0.9%	0.9%	0.0%	0.6%	1.0%
To take a few job-related/required courses	2.2%	2.3%	2.1%	3.6%	1.0%
To take courses necessary to transfer to a 4-year college or university	23.2%	26.0%	23.8%	28.4%	27.4%
To complete a professional/technical prog.	19.7%	13.5%	17.5%	14.8%	16.8%
To obtain or maintain certification	14.0%	10.2%	11.1%	7.1%	8.6%
To obtain an Associate degree	49.6%	43.7%	40.7%	40.8%	39.6%
Other	4.8%	1.5%	4.2%	3.0%	3.6%
Multi-Answer*	17.0%	0.0%	0.0%	0.0%	0.0%
TOTAL	117%	100%	100%	100%	100%

*Multiple Answers factored into overall percentage above.

How well has your experience helped you to achieve that purpose?	2003-04 N=228	2004-05 N=216	2005-06 N=189	2006-07 N=168	2007-08 N=196
Excellent	43.9%	48.1%	49.2%	51.8%	54.6%
Good	47.8%	38.9%	42.3%	33.9%	35.2%
Average	7.0%	11.1%	6.8%	12.5%	7.7%
Poor	0.4%	0.9%	1.6%	1.2%	2.0%
Very Poor	0.4%	0.5%	0.0%	0.6%	0.5%
TOTAL	100%	100%	100%	100%	100%

How much has YOUR EXPERIENCE AT COCC contributed to your knowledge, skills, and personal development in the following areas?

Communicating effectively by writing, speaking, reading and listening	2003-04 N=0	2004-05 N=0	2005-06 N=0	2006-07 N=0	2007-08 N=197
Very Much					43.7%
Quite a bit					40.1%
Some					13.7%
Very Little					2.5%
TOTAL					100%

Developing personal code of values and ethics	2003-04 N=0	2004-05 N=0	2005-06 N=0	2006-07 N=0	2007-08 N=195
Very Much					24.1%
Quite a bit					32.3%
Some					32.3%
Very Little					11.3%
TOTAL					100%

Collecting data through observation and experimentation and formulating and testing a hypothesis	2003-04 N=0	2004-05 N=0	2005-06 N=0	2006-07 N=0	2007-08 N=192
Very Much					31.3%
Quite a bit					40.1%
Some					22.9%
Very Little					5.7%
TOTAL					100%

How much has YOUR EXPERIENCE AT COCC contributed to your knowledge, skills, and personal development in the following areas?

Using computer skills to aid in gathering, processing and communicating information	2003-04 N=0	2004-05 N=0	2005-06 N=0	2006-07 N=0	2007-08 N=197
Very Much					33.5%
Quite a bit					37.1%
Some					22.8%
Very Little					6.6%
TOTAL					100%

Analyzing, interpreting and synthesizing information and ideas	2003-04 N=0	2004-05 N=0	2005-06 N=0	2006-07 N=0	2007-08 N=193
Very Much					35.2%
Quite a bit					42.0%
Some					20.2%
Very Little					2.6%
TOTAL					100%

Identifying responsible health and safety practices	2003-04 N=0	2004-05 N=0	2005-06 N=0	2006-07 N=0	2007-08 N=194
Very Much					38.1%
Quite a bit					31.4%
Some					21.1%
Very Little					9.3%
TOTAL					100%

Using mathematics to analyze and solve problems	2003-04 N=0	2004-05 N=0	2005-06 N=0	2006-07 N=0	2007-08 N=193
Very Much					29.0%
Quite a bit					35.2%
Some					28.0%
Very Little					7.8%
TOTAL					100%

Has your education at COCC included coursework through OSU-Cascades?	2003-04 N=0	2004-05 N=0	2005-06 N=185	2006-07 N=167	2007-08 N=195
Yes			8.1%	9.6%	9.7%
No			91.9%	90.4%	90.3%
TOTAL			100%	100%	100%

What was true at the time you first entered COCC?	2003-04 N=228	2004-05 N=216	2005-06 N=186	2006-07 N=163	2007-08 N=195
Entered directly from high school	25.0%	28.2%	29.0%	36.2%	25.6%
After working for a period of time					
Excluding a summer job, entered after working less than 5 years	11.0%	8.3%	7.5%	9.8%	10.8%
Entered after working 5 to 10 years	17.1%	18.1%	9.1%	14.7%	16.4%
Entered after working more than 10 years	35.1%	28.7%	30.6%	22.7%	27.2%
Transferred from another 2-year college	6.6%	6.0%	8.6%	3.7%	7.7%
Transferred from a 4-year college or univ.	3.1%	5.1%	8.1%	4.9%	4.6%
Entered after completing military service	2.2%	2.3%	0.5%	0.6%	2.1%
Other	8.3%	7.9%	6.5%	7.4%	5.6%
Multi-Answer*	8.0%	5.0%	0.0%	0.0%	0.0%
TOTAL	108%	105%	100%	100%	100%

*Multiple Answers factored into overall percentage above.

Was COCC your first college choice?	2003-04 N=226	2004-05 N=212	2005-06 N=182	2006-07 N=165	2007-08 N=194
Yes	80.5%	76.4%	68.7%	75.2%	74.2%
No	19.5%	23.6%	31.3%	24.8%	25.8%
TOTAL	100%	100%	100%	100%	100%

If you could start college over, would you choose to attend COCC?	2003-04 N=227	2004-05 N=216	2005-06 N=184	2006-07 N=164	2007-08 N=193
Definitely Yes	40.5%	46.8%	39.7%	38.4%	49.2%
Probably Yes	39.2%	33.3%	37.0%	42.1%	34.2%
Uncertain	14.1%	12.0%	15.2%	9.8%	9.8%
Probably No	5.3%	6.5%	5.4%	8.5%	5.7%
Definitely No	0.9%	1.4%	2.7%	1.2%	1.0%
TOTAL	100%	100%	100%	100%	100%

Hours/Week you were employed during most of your college experience.	2003-04 N=227	2004-05 N=213	2005-06 N=186	2006-07 N=166	2007-08 N=195
0 or only occasionally	23.3%	16.9%	19.4%	18.1%	15.4%
1 to 10	9.7%	8.0%	9.7%	7.2%	8.7%
11 to 20	22.5%	21.6%	21.0%	22.3%	17.9%
21 to 30	22.0%	22.1%	22.6%	27.1%	24.1%
31 to 40	15.9%	23.5%	19.9%	17.5%	20.0%
Over 40	8.8%	8.0%	7.5%	7.8%	13.8%
Multi-Answer*	2.0%	0.0%	0.0%	0.0%	0.0%
TOTAL	102%	100%	100%	100%	100%

*Multiple Answers factored into overall percentage above.

What certificate or degree are you earning?	2003-04 N=222	2004-05 N=210	2005-06 N=182	2006-07 N=163	2007-08 N=194
Certificate	22.5%	18.1%	14.3%	20.3%	24.2%
AA	34.2%	41.0%	41.2%	43.0%	34.5%
AAS	41.4%	37.1%	36.8%	36.1%	39.2%
AS	5.0%	5.7%	6.0%	3.8%	4.6%
AGS	0.0%	1.0%	1.6%	0.0%	2.1%
Multi-Answer*	3.0%	3.0%	0.0%	3.0%	4.6%
TOTAL	103%	103%	100%	103%	105%

*Multiple Answers factored into overall percentage above.

Enter degree/certificate emphasis, if listed above	2003-04 N=0	2004-05 N=0	2005-06 N=0	2006-07 N=39	2007-08 N=47
AAOT				28.2%	4.3%
Addiction Studies				2.6%	4.3%
Auto Management				0.0%	4.3%
Business				2.6%	0.0%
CIS				2.6%	0.0%
Criminal Justice				5.1%	4.3%
Culinary				0.0%	2.1%
Dental Assisting				10.3%	12.8%
Early Childhood Education				2.6%	0.0%
GIS				5.1%	0.0%
Liberal Arts				0.0%	6.4%
Massage Therapy				0.0%	2.1%
Medical Assisting				10.3%	8.5%
Nursing				10.3%	14.9%
OTHER				20.5%	36.2%
Multi-Answer*				0.0%	0.0%
TOTAL				100%	100%

*Multiple Answers factored into overall percentage above.

Number of terms it took for you to complete this certificate/degree?	2003-04 N=227	2004-05 N=208	2005-06 N=181	2006-07 N=166	2007-08 N=192
1 to 3 terms	3.1%	6.7%	9.4%	6.6%	9.4%
4 to 6 terms	30.4%	19.2%	26.0%	22.9%	22.9%
7 to 9 terms	34.8%	34.1%	34.8%	33.1%	25.0%
10 to 12 terms	19.4%	25.0%	14.9%	20.5%	25.0%
13 or more terms	12.8%	14.9%	14.9%	16.9%	17.7%
TOTAL	100%	100%	100%	100%	100%

Which type of classes do you attend most frequently?	2003-04 N=228	2004-05 N=210	2005-06 N=185	2006-07 N=165	2007-08 N=194
Day (morning and afternoon)	87.3%	78.1%	81.6%	92.1%	86.1%
Evening	17.1%	16.7%	11.9%	12.8%	9.8%
Other	3.5%	5.2%	6.5%	1.2%	4.1%
Multi-answer*	8.0%	0.0%	0.0%	6.0%	0.0%
TOTAL	108%	100%	100%	106%	100%

*Multiple Answers factored into overall percentage above.

Did you received any Federal, State or College Sponsored Financial Aid?	2003-04 N=168	2004-05 N=209	2005-06 N=185	2006-07 N=164	2007-08 N=194
Federal Grant (PELL, SEOG)	63.1%	47.4%	46.5%	48.8%	48.5%
Federal Loans	61.9%	42.1%	15.7%	53.0%	49.0%
Federal College Work Study	7.7%	10.5%	1.1%	12.8%	8.2%
State Need Grant	20.2%	8.1%	0.5%	9.8%	21.9%
COCC Foundation, Honors or Talent Grant	22.6%	16.7%	3.2%	31.1%	28.1%
Private Scholarships	24.4%	13.4%	3.8%	15.2%	17.3%
Did not receive financial aid		30.1%	29.2%	25.6%	26.5%

Note: Students are asked to mark all that apply

Age	2003-04 N=228	2004-05 N=212	2005-06 N=185	2006-07 N=165	2007-08 N=196
18 or under	0.0%	0.0%	0.0%	0.6%	1.0%
19	1.8%	1.9%	4.3%	4.8%	1.5%
20	5.3%	10.8%	11.4%	13.3%	9.2%
21	9.6%	19.3%	19.5%	15.8%	19.9%
22	9.6%				
23 to 25	12.7%	11.3%	15.1%	19.4%	10.7%
26 to 29	13.6%	16.5%	8.6%	12.1%	19.9%
30 to 39	19.7%	19.8%	18.4%	16.4%	19.4%
40 to 61	27.2%	19.8%	22.2%	17.0%	17.9%
62 or over	0.4%	0.5%	0.5%	0.6%	0.5%
TOTAL	100%	100%	100%	100%	100%

Ethnic/Racial Group	2003-04 N=227	2004-05 N=206	2005-06 N=184	2006-07 N=165	2007-08 N=194
African American	0.0%	0.5%	0.5%	0.0%	0.0%
Native American	4.0%	1.9%	3.3%	1.8%	3.1%
Caucasian or White	82.8%	85.4%	83.2%	89.7%	85.1%
Mexican-American / Mexican origin	2.6%	3.9%	1.6%	2.4%	3.1%
Asian American / Pacific Islander	1.3%	1.9%	1.6%	1.2%	3.1%
Puerto Rican, Cuban, other Latino/ Hispanic	0.0%	0.5%	1.1%	2.4%	1.0%
Other	3.5%	1.0%	2.7%	0.0%	0.0%
I prefer not to respond	6.2%	6.3%	6.0%	2.4%	4.6%
Multi-answer*	0.0%	1.0%	0.0%	0.0%	0.0%
TOTAL	100%	101%	100%	100%	100%

*Multiple Answers factored into overall percentage above.

Gender	2003-04 N=224	2004-05 N=196	2005-06 N=185	2006-07 N=163	2007-08 N=190
Male	29.0%	27.0%	31.9%	25.2%	29.5%
Female	71.0%	73.0%	68.1%	74.8%	70.5%
TOTAL	100%	100%	100%	100%	100%

Marital Status	2003-04 N=228	2004-05 N=209	2005-06 N=185	2006-07 N=163	2007-08 N=194
Unmarried	54.4%	60.3%	64.9%	68.1%	66.5%
Married	41.2%	35.9%	33.0%	28.8%	32.5%
Separated	2.6%	1.9%	0.0%	1.2%	0.5%
Prefer not to respond	1.8%	1.9%	2.2%	1.8%	0.5%
TOTAL	100%	100%	100%	100%	100%

Dependent Children	2003-04 N=228	2004-05 N=209	2005-06 N=182	2006-07 N=163	2007-08 N=194
None	57.9%	65.6%	68.1%	71.8%	61.9%
One	15.4%	12.0%	12.6%	16.0%	12.9%
Two	16.2%	14.8%	11.5%	8.0%	16.0%
Three	5.3%	6.2%	4.9%	2.5%	8.8%
Four or more	5.3%	1.4%	2.7%	1.8%	0.5%
TOTAL	100%	100%	100%	100%	100%

Following graduation, do you plan on being...	2003-04 N=227	2004-05 N=206	2005-06 N=185	2006-07 N=165	2007-08 N=193
Enrolled at another college					
Enrolled at a 4-yr College or University	33.0%	34.0%	35.1%	33.3%	29.2%
Enrolled at COCC	10.6%	10.2%	10.8%	16.4%	11.3%
Enrolled at another 2-year college		1.0%	1.6%	2.4%	2.6%
I have a job in my field					
I have a full-time permanent job in field	18.5%	22.8%	17.8%	18.8%	26.7%
I have a part-time seasonal job in field	9.7%	12.1%	7.6%	9.1%	6.7%
I hope to have a job in my field	27.3%	15.5%	10.3%	16.4%	15.4%
I have a job, not in my field	6.6%	9.7%	11.4%	13.3%	10.8%
Other	5.7%	4.9%	5.9%	6.7%	7.8%
Multiple Answer *	11.0%	10.0%	1.0%	16.0%	10.3%
TOTAL	111%	110%	101%	116%	111%

*Multiple Answers factored into overall percentage above.

College Services/Programs

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

Testing/grading system	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	95.6%	92.6%	92.1%	92.3%	94.4%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	26.9%	27.5%	28.6%	24.4%	34.9%
Satisfied	59.4%	58.0%	57.1%	60.3%	52.2%
Neutral	11.9%	9.0%	12.6%	12.8%	11.3%
Dissatisfied	1.4%	3.0%	1.1%	2.6%	1.6%
Very Dissatisfied	0.5%	2.5%	0.6%	0.0%	0.0%
TOTAL	100%	100%	100%	100%	100%

Course content in your major area of study	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	95.2%	92.6%	91.1%	93.5%	94.9%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	40.8%	33.0%	38.2%	38.2%	51.9%
Satisfied	45.4%	45.0%	45.1%	45.1%	35.8%
Neutral	10.1%	12.5%	11.6%	11.6%	9.6%
Dissatisfied	2.3%	7.5%	4.6%	4.6%	2.1%
Very Dissatisfied	1.4%	2.0%	0.6%	0.6%	0.5%
TOTAL	100%	100%	100%	100%	100%

Quality of instruction in your major area of study	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	95.6%	89.8%	90.5%	92.9%	94.9%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	45.7%	47.9%	50.0%	47.1%	61.5%
Satisfied	43.4%	35.1%	40.7%	41.4%	27.3%
Neutral	6.8%	9.8%	6.4%	9.6%	9.6%
Dissatisfied	3.7%	3.6%	2.3%	1.9%	1.1%
Very Dissatisfied	0.5%	3.6%	0.6%	0.0%	0.5%
TOTAL	100%	100%	100%	100%	100%

Out-of-class availability of your instructors	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	93.4%	89.8%	90.5%	92.3%	95.9%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	33.2%	43.3%	42.4%	46.2%	53.4%
Satisfied	52.3%	39.7%	43.0%	42.9%	37.0%
Neutral	13.1%	12.9%	11.0%	9.0%	6.3%
Dissatisfied	0.9%	2.1%	2.9%	1.9%	2.1%
Very Dissatisfied	0.5%	2.1%	0.6%	0.0%	1.1%
TOTAL	100%	100%	100%	100%	100%

Attitude of teaching staff toward students	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	94.8%	92.1%	91.6%	94.1%	95.4%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	52.1%	48.2%	50.0%	50.3%	56.9%
Satisfied	37.8%	37.2%	37.9%	39.6%	31.9%
Neutral	7.8%	10.6%	9.8%	9.4%	9.0%
Dissatisfied	1.8%	2.0%	1.7%	0.6%	1.1%
Very Dissatisfied	0.5%	2.0%	0.6%	0.0%	1.1%
TOTAL	100%	100%	100%	100%	100%

Variety of courses offered at COCC	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	95.6%	90.7%	91.6%	94.1%	95.9%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	25.6%	25.5%	31.0%	31.4%	32.8%
Satisfied	47.5%	43.4%	49.4%	49.7%	45.5%
Neutral	19.6%	18.4%	11.5%	14.5%	17.5%
Dissatisfied	6.4%	9.2%	6.9%	3.8%	2.6%
Very Dissatisfied	0.9%	3.6%	1.1%	0.6%	1.6%
TOTAL	100%	100%	100%	100%	100%

Class size	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	94.3%	90.7%	91.6%	93.5%	95.4%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	34.3%	40.8%	47.1%	48.1%	55.3%
Satisfied	48.6%	41.8%	40.8%	44.9%	39.4%
Neutral	14.8%	11.2%	9.2%	5.7%	4.3%
Dissatisfied	1.4%	4.6%	2.3%	1.3%	0.5%
Very Dissatisfied	0.9%	1.5%	0.6%	0.0%	0.5%
TOTAL	100%	100%	100%	100%	100%

Availability of your advisor	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	92.6%	88.9%	89.5%	91.7%	94.4%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	37.3%	43.2%	46.5%	47.7%	48.9%
Satisfied	41.5%	31.3%	28.8%	33.5%	36.0%
Neutral	13.7%	17.2%	13.5%	12.9%	10.2%
Dissatisfied	6.1%	4.7%	8.2%	4.5%	4.3%
Very Dissatisfied	1.4%	3.6%	2.9%	1.3%	0.5%
TOTAL	100%	100%	100%	100%	100%

Value of the information provided by your advisor	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	92.6%	88.4%	90.5%	90.5%	93.9%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	33.5%	43.5%	44.2%	48.4%	48.1%
Satisfied	40.1%	30.9%	31.4%	34.6%	33.5%
Neutral	17.5%	14.1%	15.1%	9.8%	12.4%
Dissatisfied	4.7%	6.3%	5.8%	4.6%	3.2%
Very Dissatisfied	4.2%	5.2%	3.5%	2.6%	2.7%
TOTAL	100%	100%	100%	100%	100%

Tutoring Services	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	78.2%	69.9%	69.5%	64.5%	69.5%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	34.1%	33.1%	41.7%	37.6%	39.4%
Satisfied	36.9%	38.4%	34.8%	39.4%	37.2%
Neutral	25.7%	23.2%	21.2%	21.1%	16.8%
Dissatisfied	2.8%	2.6%	2.3%	1.8%	4.4%
Very Dissatisfied	0.6%	2.6%	0.0%	0.0%	2.2%
TOTAL	100%	100%	100%	100%	100%

Challenge offered by your program of study	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	94.3%	88.0%	86.8%	90.5%	93.9%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	34.7%	34.2%	41.2%	39.9%	43.8%
Satisfied	52.3%	45.8%	45.5%	46.4%	43.2%
Neutral	10.6%	13.2%	10.9%	9.2%	9.2%
Dissatisfied	2.3%	4.7%	2.4%	3.3%	2.7%
Very Dissatisfied	0.0%	2.1%	0.0%	1.3%	1.1%
TOTAL	100%	100%	100%	100%	100%

Preparation you are receiving for your chosen occupation	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	91.3%	85.6%	83.2%	89.3%	89.8%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	34.9%	33.0%	37.3%	39.1%	48.0%
Satisfied	45.0%	42.7%	41.1%	41.1%	40.1%
Neutral	15.3%	17.8%	18.4%	15.9%	9.6%
Dissatisfied	3.3%	4.9%	3.2%	3.3%	1.1%
Very Dissatisfied	1.4%	1.6%	0.0%	0.7%	1.1%
TOTAL	100%	100%	100%	100%	100%

Course-related work opportunities (cooperative work experience, practicum, clinical)	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	84.7%	74.1%	76.3%	77.5%	82.2%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	30.9%	32.5%	32.4%	32.8%	40.1%
Satisfied	40.7%	38.1%	39.3%	39.7%	38.3%
Neutral	22.2%	18.8%	20.7%	22.9%	17.3%
Dissatisfied	3.6%	6.3%	7.6%	3.8%	3.7%
Very Dissatisfied	2.6%	4.4%	0.0%	0.8%	0.6%
TOTAL	100%	100%	100%	100%	100%

Preparation you received to transfer to another college	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	73.8%	71.3%	73.7%	71.0%	74.6%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	29.6%	32.5%	35.7%	35.0%	41.5%
Satisfied	39.6%	44.2%	43.6%	40.0%	35.4%
Neutral	23.1%	17.5%	14.3%	20.8%	21.1%
Dissatisfied	4.7%	3.9%	3.6%	1.7%	2.0%
Very Dissatisfied	3.0%	1.9%	2.9%	2.5%	0.0%
TOTAL	100%	100%	100%	100%	100%

General admissions/entry procedures	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	89.5%	86.6%	90.5%	93.5%	95.4%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	26.8%	23.5%	40.7%	34.2%	48.9%
Satisfied	52.2%	55.6%	42.4%	51.9%	39.9%
Neutral	14.6%	13.9%	9.9%	11.4%	8.5%
Dissatisfied	6.3%	4.3%	4.7%	2.5%	1.6%
Very Dissatisfied	0.0%	2.7%	2.3%	0.0%	1.1%
TOTAL	100%	100%	100%	100%	100%

Accuracy of college information you received before enrolling	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	88.6%	85.6%	91.6%	94.1%	94.4%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	23.6%	22.7%	37.4%	30.2%	41.4%
Satisfied	52.2%	57.3%	46.6%	54.1%	44.6%
Neutral	18.7%	14.6%	10.9%	12.6%	11.3%
Dissatisfied	3.9%	2.7%	4.0%	1.9%	2.2%
Very Dissatisfied	1.5%	2.7%	1.1%	1.3%	0.5%
TOTAL	100%	100%	100%	100%	100%

Class schedule	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	90.8%	86.6%	92.1%	94.1%	95.9%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	23.1%	20.9%	34.3%	29.6%	39.7%
Satisfied	56.3%	52.9%	46.3%	53.5%	45.0%
Neutral	14.9%	17.6%	13.1%	13.8%	10.6%
Dissatisfied	5.3%	6.4%	4.6%	2.5%	4.2%
Very Dissatisfied	0.5%	2.1%	1.7%	0.6%	0.5%
TOTAL	100%	100%	100%	100%	100%

College catalog	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	90.8%	84.7%	89.5%	94.1%	95.4%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	26.4%	26.2%	35.9%	30.2%	39.9%
Satisfied	54.8%	52.5%	50.6%	58.5%	47.3%
Neutral	15.9%	16.4%	12.9%	10.7%	11.2%
Dissatisfied	2.4%	1.6%	0.0%	0.6%	1.6%
Very Dissatisfied	0.5%	3.3%	0.6%	0.0%	0.0%
TOTAL	100%	100%	100%	100%	100%

Registration procedures	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	90.4%	85.2%	91.6%	93.5%	95.4%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	23.7%	23.9%	40.2%	33.5%	44.7%
Satisfied	47.3%	52.2%	46.0%	57.0%	46.3%
Neutral	15.5%	12.0%	7.5%	8.9%	6.9%
Dissatisfied	10.1%	8.2%	3.4%	0.6%	2.1%
Very Dissatisfied	3.4%	3.8%	2.9%	0.0%	0.0%
TOTAL	100%	100%	100%	100%	100%

Availability of the courses you want at times you can take them	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	90.4%	86.1%	91.1%	94.1%	95.9%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	15.0%	14.5%	22.5%	22.0%	27.5%
Satisfied	40.6%	38.7%	39.9%	45.3%	42.3%
Neutral	22.2%	24.7%	23.1%	17.6%	18.0%
Dissatisfied	16.4%	15.6%	11.0%	11.3%	9.5%
Very Dissatisfied	5.8%	6.5%	3.5%	3.8%	2.6%
TOTAL	100%	100%	100%	100%	100%

Billing and fee payment procedures	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	88.6%	84.3%	90.0%	91.7%	95.9%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	23.2%	26.4%	34.5%	28.4%	42.9%
Satisfied	50.7%	52.7%	49.1%	54.8%	46.6%
Neutral	17.7%	16.5%	12.9%	12.9%	10.1%
Dissatisfied	5.9%	1.1%	3.5%	3.2%	0.0%
Very Dissatisfied	2.5%	3.3%	0.0%	0.6%	0.5%
TOTAL	100%	100%	100%	100%	100%

Financial Aid Services	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	75.1%	69.9%	73.2%	69.9%	84.8%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	23.3%	29.8%	38.8%	44.2%	43.1%
Satisfied	42.4%	43.0%	44.6%	34.9%	35.9%
Neutral	22.1%	17.2%	10.8%	14.0%	15.0%
Dissatisfied	5.2%	5.3%	2.9%	6.2%	3.6%
Very Dissatisfied	7.0%	4.6%	2.9%	0.8%	2.4%
TOTAL	100%	100%	100%	100%	100%

Scholarship Services	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	66.8%	60.6%	65.3%	74.6%	80.7%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	23.5%	24.4%	35.5%	41.3%	38.4%
Satisfied	34.6%	43.5%	37.9%	35.7%	39.6%
Neutral	28.8%	21.4%	17.7%	14.3%	17.0%
Dissatisfied	7.2%	4.6%	7.3%	6.3%	3.1%
Very Dissatisfied	5.9%	6.1%	1.6%	2.4%	1.9%
TOTAL	100%	100%	100%	100%	100%

Personal counseling services (for personal concerns and problems)	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	54.6%	50.5%	55.3%	59.8%	60.4%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	20.0%	26.6%	32.4%	31.7%	34.5%
Satisfied	41.6%	39.4%	34.3%	44.6%	41.2%
Neutral	35.2%	30.3%	29.5%	20.8%	21.0%
Dissatisfied	1.6%	0.9%	2.9%	3.0%	2.5%
Very Dissatisfied	1.6%	2.8%	1.0%	0.0%	0.8%
TOTAL	100%	100%	100%	100%	100%

Career planning services/courses/workshops	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	62.0%	54.2%	62.1%	64.5%	68.5%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	19.0%	26.5%	22.0%	22.9%	33.3%
Satisfied	38.0%	36.8%	45.8%	46.8%	36.3%
Neutral	35.2%	26.5%	26.3%	26.6%	24.4%
Dissatisfied	7.0%	8.5%	5.9%	2.8%	3.7%
Very Dissatisfied	0.7%	1.7%	0.0%	0.9%	2.2%
TOTAL	100%	100%	100%	100%	100%

Services to physically disabled students	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	46.7%	40.3%	42.1%	37.3%	44.2%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	23.4%	31.0%	23.8%	19.0%	31.0%
Satisfied	34.6%	40.2%	46.3%	54.0%	32.2%
Neutral	39.3%	20.7%	22.5%	27.0%	28.7%
Dissatisfied	2.8%	3.4%	1.3%	0.0%	4.6%
Very Dissatisfied	0.0%	4.6%	6.3%	0.0%	3.4%
TOTAL	100%	100%	100%	100%	100%

Services to learning-disabled students	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	47.2%	37.0%	39.5%	36.1%	42.6%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	19.4%	33.8%	26.7%	14.8%	32.1%
Satisfied	44.4%	40.0%	44.0%	52.5%	33.3%
Neutral	35.2%	22.5%	24.0%	32.8%	28.6%
Dissatisfied	0.9%	1.3%	2.7%	0.0%	3.6%
Very Dissatisfied	0.0%	2.5%	2.7%	0.0%	2.4%
TOTAL	100%	100%	100%	100%	100%

Personal security/safety at this college	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	80.8%	73.6%	78.9%	80.5%	80.2%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	24.9%	28.9%	29.3%	28.7%	38.6%
Satisfied	47.6%	42.8%	49.3%	50.7%	40.5%
Neutral	24.9%	23.3%	16.7%	19.1%	17.1%
Dissatisfied	2.2%	3.8%	2.7%	0.0%	1.9%
Very Dissatisfied	0.5%	1.3%	2.0%	1.5%	1.9%
TOTAL	100%	100%	100%	100%	100%

Classroom facilities	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	89.5%	83.3%	91.6%	95.3%	95.4%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	18.5%	26.7%	28.7%	23.0%	34.6%
Satisfied	48.8%	47.8%	49.4%	53.4%	43.6%
Neutral	23.4%	19.4%	14.9%	18.6%	17.0%
Dissatisfied	8.3%	3.9%	4.6%	2.5%	4.8%
Very Dissatisfied	1.0%	2.2%	2.3%	2.5%	0.0%
TOTAL	100%	100%	100%	100%	100%

Technical program facilities/equipment	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	69.0%	60.6%	81.6%	81.7%	83.2%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	22.8%	24.4%	29.7%	26.8%	33.5%
Satisfied	47.5%	49.6%	47.1%	58.0%	45.1%
Neutral	22.8%	18.3%	14.8%	13.0%	15.9%
Dissatisfied	5.7%	4.6%	5.8%	2.2%	4.9%
Very Dissatisfied	1.3%	3.1%	2.6%	0.0%	0.6%
TOTAL	100%	100%	100%	100%	100%

Other laboratory facilities (science, math, art)	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	80.8%	77.8%	81.6%	81.1%	88.8%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	22.7%	29.8%	30.3%	29.9%	33.1%
Satisfied	49.7%	50.6%	51.0%	57.7%	49.7%
Neutral	18.9%	14.9%	14.2%	11.7%	12.0%
Dissatisfied	7.0%	3.0%	3.2%	0.0%	4.6%
Very Dissatisfied	1.6%	1.8%	1.3%	0.7%	0.6%
TOTAL	100%	100%	100%	100%	100%

Library facilities	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	90.0%	82.9%	91.6%	94.1%	93.4%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	49.0%	48.6%	51.1%	45.3%	46.7%
Satisfied	41.3%	46.4%	39.1%	45.9%	45.1%
Neutral	7.8%	3.9%	8.0%	8.8%	6.5%
Dissatisfied	1.9%	0.0%	0.6%	0.0%	1.1%
Very Dissatisfied	0.0%	1.1%	1.1%	0.0%	0.5%
TOTAL	100%	100%	100%	100%	100%

Library services	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	90.0%	81.9%	90.0%	92.9%	91.9%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	47.1%	44.6%	50.9%	45.9%	48.1%
Satisfied	43.2%	48.6%	40.4%	43.9%	44.2%
Neutral	7.3%	4.5%	7.6%	9.6%	6.1%
Dissatisfied	2.4%	1.1%	0.0%	0.6%	1.7%
Very Dissatisfied	0.0%	1.1%	1.2%	0.0%	0.0%
TOTAL	100%	100%	100%	100%	100%

Computer lab facilities	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	90.0%	88.4%	108.4%	91.7%	93.4%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	41.3%	48.5%	50.6%	47.7%	41.8%
Satisfied	47.6%	44.4%	43.5%	44.5%	46.7%
Neutral	10.2%	5.3%	4.2%	5.8%	10.3%
Dissatisfied	0.5%	0.6%	0.6%	1.3%	0.5%
Very Dissatisfied	0.5%	1.2%	1.2%	0.6%	0.5%
TOTAL	100%	100%	100%	100%	100%

Computer lab services	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	88.2%	78.7%	88.4%	90.5%	91.4%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	39.1%	46.5%	50.0%	47.7%	42.2%
Satisfied	46.5%	45.3%	43.5%	43.1%	45.6%
Neutral	12.4%	5.9%	4.8%	7.8%	9.4%
Dissatisfied	2.0%	1.2%	0.6%	0.7%	1.7%
Very Dissatisfied	0.0%	1.2%	1.2%	0.7%	1.1%
TOTAL	100%	100%	100%	100%	100%

Sports facilities	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	71.2%	63.9%	62.1%	67.5%	73.1%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	27.6%	32.6%	31.4%	32.5%	34.7%
Satisfied	46.6%	46.4%	50.0%	49.1%	43.8%
Neutral	22.1%	18.1%	15.3%	14.9%	19.4%
Dissatisfied	2.5%	1.4%	2.5%	2.6%	1.4%
Very Dissatisfied	1.2%	1.4%	0.8%	0.9%	0.7%
TOTAL	100%	100%	100%	100%	100%

Club sports and intramural programs and services	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	55.0%	49.5%	50.5%	53.8%	58.4%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	27.0%	33.6%	33.3%	26.4%	33.9%
Satisfied	40.5%	38.3%	37.5%	45.1%	39.1%
Neutral	28.6%	23.4%	24.0%	24.2%	23.5%
Dissatisfied	4.0%	1.9%	4.2%	3.3%	0.9%
Very Dissatisfied	0.0%	2.8%	1.0%	1.1%	2.6%
TOTAL	100%	100%	100%	100%	100%

Study areas	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	86.5%	77.3%	82.6%	87.6%	87.3%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	34.8%	35.3%	32.5%	34.5%	39.0%
Satisfied	42.9%	47.3%	47.8%	50.7%	43.6%
Neutral	17.7%	12.6%	15.3%	11.5%	14.5%
Dissatisfied	4.0%	3.6%	4.5%	2.7%	2.9%
Very Dissatisfied	0.5%	1.2%	0.0%	0.7%	0.0%
TOTAL	100%	100%	100%	100%	100%

College bookstore	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	90.4%	83.8%	89.5%	94.7%	95.4%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	23.2%	27.1%	27.1%	27.5%	31.4%
Satisfied	42.5%	45.3%	45.3%	46.3%	39.9%
Neutral	17.9%	12.2%	16.5%	19.4%	17.6%
Dissatisfied	11.6%	8.3%	3.5%	2.5%	7.4%
Very Dissatisfied	4.8%	7.2%	7.6%	4.4%	3.7%
TOTAL	100%	100%	100%	100%	100%

Parking facilities and services	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	89.5%	84.7%	90.5%	93.5%	96.4%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	12.7%	17.5%	15.1%	16.5%	15.8%
Satisfied	28.8%	30.6%	30.2%	34.8%	26.8%
Neutral	16.6%	11.5%	18.0%	21.5%	20.5%
Dissatisfied	22.9%	25.7%	21.5%	15.8%	24.2%
Very Dissatisfied	19.0%	14.8%	15.1%	11.4%	12.6%
TOTAL	100%	100%	100%	100%	100%

General condition and appearance of the buildings and grounds	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	90.8%	84.3%	91.1%	93.5%	94.9%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	22.6%	31.3%	29.5%	32.9%	32.1%
Satisfied	52.4%	45.1%	46.8%	48.1%	46.0%
Neutral	20.2%	17.0%	17.3%	15.2%	19.8%
Dissatisfied	4.3%	5.5%	4.6%	1.9%	1.6%
Very Dissatisfied	0.5%	1.1%	1.7%	1.9%	0.5%
TOTAL	100%	100%	100%	100%	100%

Concern for you as an individual	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	88.2%	82.4%	87.9%	91.1%	89.3%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	24.8%	27.0%	28.7%	30.5%	30.7%
Satisfied	42.6%	42.1%	46.7%	47.4%	46.0%
Neutral	29.7%	25.8%	17.4%	20.1%	19.9%
Dissatisfied	1.5%	2.2%	3.6%	1.3%	2.8%
Very Dissatisfied	1.5%	2.8%	3.6%	0.6%	0.6%
TOTAL	100%	100%	100%	100%	100%

Assistance provided by the college non-teaching staff	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	83.0%	78.7%	78.4%	86.4%	85.3%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	25.3%	30.0%	27.5%	32.2%	33.3%
Satisfied	45.3%	39.4%	47.0%	40.4%	41.7%
Neutral	24.7%	22.4%	24.2%	25.3%	23.8%
Dissatisfied	4.7%	4.1%	1.3%	2.1%	0.6%
Very Dissatisfied	0.0%	4.1%	0.0%	0.0%	0.6%
TOTAL	100%	100%	100%	100%	100%

Opportunities for personal involvement in college activities	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	76.0%	74.1%	70.5%	75.7%	79.7%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	23.0%	28.1%	29.1%	25.0%	29.3%
Satisfied	43.7%	41.9%	47.8%	45.3%	43.9%
Neutral	29.3%	25.6%	20.9%	25.0%	24.8%
Dissatisfied	3.4%	1.3%	1.5%	4.7%	1.3%
Very Dissatisfied	0.6%	3.1%	0.7%	0.0%	0.6%
TOTAL	100%	100%	100%	100%	100%

Student government	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	66.4%	56.9%	53.7%	64.5%	66.0%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	18.4%	22.0%	20.6%	20.2%	22.3%
Satisfied	34.9%	34.1%	32.4%	39.4%	37.7%
Neutral	40.8%	36.6%	36.3%	36.7%	32.3%
Dissatisfied	4.6%	3.3%	6.9%	2.8%	6.2%
Very Dissatisfied	1.3%	4.1%	3.9%	0.9%	1.5%
TOTAL	100%	100%	100%	100%	100%

College-sponsored social activities	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	69.0%	61.6%	60.0%	64.5%	67.0%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	15.8%	26.3%	25.4%	21.1%	25.8%
Satisfied	38.6%	32.3%	37.7%	39.4%	39.4%
Neutral	40.5%	34.6%	32.5%	36.7%	31.1%
Dissatisfied	3.8%	1.5%	0.9%	2.8%	3.0%
Very Dissatisfied	1.3%	5.3%	3.5%	0.0%	0.8%
TOTAL	100%	100%	100%	100%	100%

Cultural programs and activities	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	71.2%	61.1%	60.5%	63.9%	66.0%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	17.8%	27.3%	30.4%	22.2%	24.6%
Satisfied	40.5%	34.1%	34.8%	46.3%	42.3%
Neutral	33.7%	34.1%	33.0%	30.6%	30.0%
Dissatisfied	6.1%	0.8%	1.7%	0.9%	2.3%
Very Dissatisfied	1.8%	3.8%	0.0%	0.0%	0.8%
TOTAL	100%	100%	100%	100%	100%

This college in general	2003-04 N=229	2004-05 N=216	2005-06 N=190	2006-07 N=169	2007-08 N=197
Percentage Rating the Service	89.1%	85.2%	90.5%	95.3%	93.4%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	35.8%	40.2%	44.2%	38.5%	50.5%
Satisfied	50.0%	42.4%	47.1%	52.2%	42.9%
Neutral	12.7%	10.9%	7.0%	8.7%	5.4%
Dissatisfied	1.5%	5.4%	0.0%	0.6%	0.5%
Very Dissatisfied	0.0%	1.1%	1.7%	0.0%	0.5%
TOTAL	100%	100%	100%	100%	100%