

# GRADUATE SURVEY

## CENTRAL OREGON COMMUNITY COLLEGE

### 2007-08 to 2011-12

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.

	2007-08	2008-09	2009-10	2010-11	2011-12
<i>Total Number of Respondents:</i>	197	195	251	312	356
<i>Total Number of Graduates (unduplicated):</i>	454	485	610	715	802
<b><i>Rate of Survey Completion:</i></b>	<b>43%</b>	<b>40%</b>	<b>41%</b>	<b>44%</b>	<b>44%</b>

#### Most popular response

1.	What was your <u>primary</u> reason/goal for attending COCC?	2007-08 N=197	2008-09 N=195	2009-10 N=250	2010-11 N=311	2011-12 N=354
	Complete a certificate program	16.8%	25.1%	22.8%	14.8%	20.3%
	Obtain an associate degree	39.6%	47.2%	47.2%	62.4%	54.8%
	Take courses necessary for transferring to a 4-year college or university	27.4%	26.2%	26.8%	19.3%	21.8%
	Obtain or update job-related skills	1.0%	1.5%	2.4%	3.5%	2.5%
	Take a few courses for self improvement/personal enjoyment	1.0%	0.0%	0.8%	0.0%	0.6%
	<b>TOTAL</b>	<b>86%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

2.	To what extent did you achieve your goal or obtain what you wanted from COCC?	2007-08 N=196	2008-09 N=194	2009-10 N=251	2010-11 N=311	2011-12 N=353
	Very much so	89.8%	93.3%	91.6%	91.0%	88.7%
	Somewhat	7.7%	6.7%	8.0%	8.7%	10.8%
	Not at all	2.5%	0.0%	0.4%	30.0%	0.6%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

\* Question changed in 2008-09, previous responses summarized from a similar question

**Most popular response**

3. Why did you choose to attend COCC rather than another college or university?	2007-08	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=341
Specific degree or training program available at COCC		26.8%	21.9%	20.5%	24.0%
Partnership with OSU-Cascades			0.8%	5.8%	10.9%
Lower cost at COCC		38.1%	38.6%	34.0%	38.1%
Higher quality of instruction at COCC		6.2%	9.2%	8.0%	9.7%
Location of COCC close to home		73.2%	74.5%	76.0%	76.0%
Enrollment restrictions at other colleges and universities		2.1%	0.8%	0.3%	1.2%
Other		16.9%	3.2%	4.5%	6.5%

**Educational Plan**

4. What is your educational plan for the coming year?	2007-08 N=165	2008-09 N=193	2009-10 N=191	2010-11 N=246	2011-12 N=346
To attend school/training full-time	43.1%	44.5%	43.9%	39.5%	45.1%
To attend school/training part-time		14.7%	15.9%	17.6%	12.4%
To not attend school, but with plans to attend in the future		21.5%	18.7%	21.6%	20.5%
To not attend school, educational goal attained		19.4%	21.5%	21.2%	22.0%
<b>TOTAL</b>			<b>100%</b>	<b>100%</b>	<b>100%</b>

\*Question changed in 2008-09, previous responses did not delineate between full-time/part-time

**If planning to attend school, please provide the following information:**

4a. Name of the School	2007-08	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=210
Percentage Providing Information		51.8%	61.4%	56.4%	58.9%
<i>Among Students Providing Information:</i>					
OSU-Cascades		26.7%	27.9%	15.7%	35.2%
COCC		23.8%	26.0%	15.2%	24.3%
University of Oregon		15.8%	4.5%	2.2%	5.2%
Oregon State University		9.9%	12.3%	3.9%	10.0%
Linfield College			7.1%	2.6%	3.3%
Portland State University			5.2%	2.9%	1.4%
Other*		23.8%	17.0%	57.6%	20.5%
<b>TOTAL</b>			<b>100%</b>	<b>100%</b>	<b>100%</b>

\* Schools with five or less responses are counted under other

**Most popular response**

**Employment**

5. What is your current employment status?	2007-08 N=196	2008-09 N=184	2009-10 N=241	2010-11 N=298	2011-12 N=335
Employed full-time	44.2%	32.1%	29.5%	21.5%	26.3%
Employed part-time		34.8%	30.7%	34.6%	30.1%
Full-time military service		0.5%	0.0%	0.7%	0.3%
Temporarily laid off (expect to be called back within 6 months)		0.0%	1.7%	1.0%	0.9%
Unemployed, but actively seeking employment		24.5%	29.5%	34.2%	29.3%
Not in labor force, not seeking employment		8.2%	8.7%	8.1%	13.1%
<b>TOTAL</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

\* Question changed in 2008-09, previous responses summarized from a similar question (any type of employment combined)

If employed, please answer the following TWO questions:

5a. Were you employed in your present job when you began taking classes at COCC?	2007-08	2008-09 N=150	2009-10 N=197	2010-11 N=214	2011-12 N=198
Yes		50.7%	52.3%	43.5%	45.5%
No		49.3%	47.7%	56.5%	54.6%

5b. Does your job related to your COCC field of study?	2007-08	2008-09 N=147	2009-10 N=180	2010-11 N=208	2011-12 N=199
Yes, directly or closely related		37.4%	51.7%	45.7%	50.8%
No, only remotely or not related at all		62.6%	48.3%	54.3%	49.3%

**College Services/Programs**

6. What is your level of satisfaction with each of the following COCC services and/or programs?

**Academic**

6a. Testing/grading system	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=347
Percentage Rating the Service	94.4%	95.9%	98.0%	99.0%	96.3%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	34.9%	30.5%	41.9%	37.9%	35.6%
Satisfied	52.2%	56.7%	47.6%	51.5%	51.3%
Neutral	11.3%	10.2%	8.5%	8.1%	11.7%
Dissatisfied	1.6%	1.6%	1.2%	2.3%	1.2%
Very Dissatisfied	0.0%	1.1%	0.8%	0.3%	0.3%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

College Services/Programs

6. What is your level of satisfaction with each of the following COCC services and/or programs?

Academic

6b.	Variety of courses offered at COCC	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=344
	Percentage Rating the Service	95.9%	96.4%	98.4%	98.4%	95.5%
	<i>Among Students Rating the Level of Service:</i>					
	Very Satisfied	32.8%	37.2%	41.7%	32.9%	32.9%
	Satisfied	45.5%	44.7%	39.3%	46.9%	48.5%
	Neutral	17.5%	11.7%	13.8%	11.7%	13.5%
	Dissatisfied	2.6%	5.3%	4.5%	7.5%	4.1%
	Very Dissatisfied	1.6%	1.1%	0.8%	0.7%	0.9%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6c.	Class size	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=346
	Percentage Rating the Service	95.4%	96.4%	97.2%	98.1%	96.3%
	<i>Among Students Rating the Level of Service:</i>					
	Very Satisfied	55.3%	48.4%	43.9%	36.3%	36.7%
	Satisfied	39.4%	40.4%	35.7%	43.1%	44.6%
	Neutral	4.3%	8.5%	14.3%	15.4%	11.7%
	Dissatisfied	0.5%	1.6%	5.7%	4.9%	5.0%
	Very Dissatisfied	0.5%	1.1%	0.4%	0.3%	2.0%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6d.	Availability of the courses you want at times you can take them	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=346
	Percentage Rating the Service	95.9%	94.4%	98.0%	99.0%	96.3%
	<i>Among Students Rating the Level of Service:</i>					
	Very Satisfied	27.5%	21.2%	22.0%	16.2%	17.2%
	Satisfied	42.3%	32.1%	32.1%	35.3%	35.0%
	Neutral	18.0%	28.3%	26.0%	23.6%	22.2%
	Dissatisfied	9.5%	14.7%	16.3%	21.7%	20.4%
	Very Dissatisfied	2.6%	3.8%	3.7%	3.2%	5.3%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

College Services/Programs

6. What is your level of satisfaction with each of the following COCC services and/or programs?

Academic

6e.	Value of the information provided by your academic advisor	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=348
	Percentage Rating the Service	93.9%	93.3%	97.2%	95.2%	95.5%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	48.1%	43.4%	48.4%	47.5%	47.1%
	<b>Satisfied</b>	33.5%	26.9%	31.1%	30.3%	31.5%
	<b>Neutral</b>	12.4%	22.0%	14.3%	12.8%	12.4%
	<b>Dissatisfied</b>	3.2%	5.5%	3.7%	6.7%	5.3%
	<b>Very Dissatisfied</b>	2.7%	2.2%	2.5%	2.7%	3.8%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6f.	Preparation you received for your chosen occupation	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=340
	Percentage Rating the Service	89.8%	89.7%	93.2%	93.9%	91.0%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	48.0%	41.1%	41.5%	41.6%	34.3%
	<b>Satisfied</b>	40.1%	38.9%	37.6%	39.2%	44.4%
	<b>Neutral</b>	9.6%	18.3%	19.2%	13.3%	16.4%
	<b>Dissatisfied</b>	1.1%	0.6%	1.3%	4.4%	3.7%
	<b>Very Dissatisfied</b>	1.1%	1.1%	0.4%	1.4%	1.2%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6g.	Course-related work opportunities (cooperative work experience, practicum, clinical)	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=346
	Percentage Rating the Service	82.2%	79.5%	84.5%	87.2%	88.5%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	40.1%	32.3%	32.5%	30.9%	24.1%
	<b>Satisfied</b>	38.3%	24.5%	34.9%	33.1%	38.7%
	<b>Neutral</b>	17.3%	31.0%	27.8%	26.1%	27.9%
	<b>Dissatisfied</b>	3.7%	8.4%	4.2%	7.0%	7.3%
	<b>Very Dissatisfied</b>	0.6%	3.9%	0.5%	2.9%	1.9%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**College Services/Programs**

6. What is your level of satisfaction with each of the following COCC services and/or programs?

**Academic**

6h.

Preparation you received to transfer to another college	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=342
Percentage Rating the Service	74.6%	69.2%	78.5%	75.3%	80.6%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	41.5%	40.0%	38.6%	26.0%	33.1%
Satisfied	35.4%	34.8%	37.6%	37.4%	33.8%
Neutral	21.1%	19.3%	19.3%	27.2%	26.5%
Dissatisfied	2.0%	3.0%	2.5%	7.2%	4.5%
Very Dissatisfied	0.0%	3.0%	2.0%	2.1%	2.1%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Student and Academic Support Services**

6i.

General admissions/entry procedures	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=347
Percentage Rating the Service	95.4%	93.8%	98.8%	97.8%	95.5%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	48.9%	41.0%	41.9%	33.8%	33.2%
Satisfied	39.9%	42.1%	45.6%	47.5%	47.1%
Neutral	8.5%	13.1%	10.5%	14.4%	15.9%
Dissatisfied	1.6%	3.3%	1.6%	3.9%	2.9%
Very Dissatisfied	1.1%	0.5%	0.4%	0.3%	0.9%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6j.

Accuracy of college information you received in Enrollment Services	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=347
Percentage Rating the Service	94.4%	94.4%	96.8%	97.1%	95.5%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	41.4%	39.7%	42.8%	35.6%	34.1%
Satisfied	44.6%	42.9%	41.6%	47.2%	49.7%
Neutral	11.3%	12.0%	11.5%	13.9%	12.7%
Dissatisfied	2.2%	4.3%	3.7%	3.0%	2.9%
Very Dissatisfied	0.5%	1.1%	0.4%	0.3%	0.6%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

College Services/Programs

6. What is your level of satisfaction with each of the following COCC services and/or programs?

Student and Academic Support Services

6k.	Registration procedures	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=345
	Percentage Rating the Service	95.4%	94.9%	97.6%	97.8%	95.5%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	44.7%	38.9%	43.7%	32.5%	28.5%
	<b>Satisfied</b>	46.3%	45.9%	39.6%	46.6%	48.2%
	<b>Neutral</b>	6.9%	9.2%	9.8%	15.1%	17.1%
	<b>Dissatisfied</b>	2.1%	4.9%	6.5%	4.6%	4.1%
	<b>Very Dissatisfied</b>	0.0%	1.1%	0.4%	1.3%	2.1%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6l.	Financial aid advising/services	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=341
	Percentage Rating the Service	84.8%	87.7%	87.6%	90.7%	91.0%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	43.1%	38.6%	43.2%	34.6%	30.6%
	<b>Satisfied</b>	35.9%	32.7%	32.3%	40.3%	42.3%
	<b>Neutral</b>	15.0%	20.5%	17.7%	17.0%	17.3%
	<b>Dissatisfied</b>	3.6%	7.0%	5.9%	7.4%	6.8%
	<b>Very Dissatisfied</b>	2.4%	1.2%	0.9%	0.7%	3.1%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6m.	COCC Tutoring & Testing Services	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=348
	Percentage Rating the Service	69.5%	75.9%	83.3%	87.8%	87.9%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	39.4%	37.8%	36.4%	37.2%	39.3%
	<b>Satisfied</b>	37.2%	40.5%	35.4%	43.8%	39.3%
	<b>Neutral</b>	16.8%	18.2%	26.3%	17.9%	17.9%
	<b>Dissatisfied</b>	4.4%	1.4%	1.9%	0.7%	1.9%
	<b>Very Dissatisfied</b>	2.2%	2.0%	0.0%	0.4%	1.6%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

College Services/Programs

6. What is your level of satisfaction with each of the following COCC services and/or programs?

Student and Academic Support Services

6n.	Library services	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=345
	Percentage Rating the Service	91.9%	91.3%	94.4%	93.6%	90.4%
	<i>Among Students Rating the Level of Service:</i>					
	Very Satisfied	48.1%	51.1%	57.0%	45.5%	49.1%
	Satisfied	44.2%	32.6%	30.8%	42.5%	39.4%
	Neutral	6.1%	15.2%	12.2%	12.0%	10.9%
	Dissatisfied	1.7%	0.6%	0.0%	0.0%	0.3%
	Very Dissatisfied	0.0%	0.6%	0.0%	0.0%	0.3%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6o.	Computer labs and services	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=347
	Percentage Rating the Service	91.4%	90.3%	94.0%	94.6%	92.7%
	<i>Among Students Rating the Level of Service:</i>					
	Very Satisfied	42.2%	53.4%	55.5%	46.4%	48.5%
	Satisfied	45.6%	38.6%	33.5%	43.7%	43.0%
	Neutral	9.4%	6.3%	9.3%	9.5%	7.3%
	Dissatisfied	1.7%	1.1%	1.3%	0.3%	0.9%
	Very Dissatisfied	1.1%	0.6%	0.4%	0.0%	0.3%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6p.	Club sports and intramural programs	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=343
	Percentage Rating the Service	58.4%	55.9%	64.5%	65.7%	63.5%
	<i>Among Students Rating the Level of Service:</i>					
	Very Satisfied	33.9%	23.9%	27.8%	22.9%	22.6%
	Satisfied	39.1%	27.5%	25.3%	29.3%	35.4%
	Neutral	23.5%	42.2%	45.1%	42.9%	38.9%
	Dissatisfied	0.9%	3.7%	1.2%	3.9%	2.2%
	Very Dissatisfied	2.6%	2.8%	0.6%	1.0%	0.9%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>



*Most popular response*

**College Services/Programs**

6. What is your level of satisfaction with each of the following COCC services and/or programs?

**Student and Academic Support Services**

6q.	Personal security/safety at this college	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=345
	Percentage Rating the Service	80.2%	90.3%	91.2%	92.0%	93.5%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	38.6%	41.5%	45.4%	40.8%	38.4%
	<b>Satisfied</b>	40.5%	39.2%	36.2%	40.4%	40.5%
	<b>Neutral</b>	17.1%	14.2%	15.7%	16.0%	19.2%
	<b>Dissatisfied</b>	1.9%	2.8%	2.6%	2.4%	0.9%
	<b>Very Dissatisfied</b>	1.9%	2.3%	0.0%	0.3%	0.9%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6r.	Personal counseling services (personal concerns/problems)	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=346
	Percentage Rating the Service	60.4%	64.6%	65.3%	67.0%	70.8%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	34.5%	38.1%	34.1%	32.5%	30.2%
	<b>Satisfied</b>	41.2%	35.7%	31.7%	30.1%	34.1%
	<b>Neutral</b>	21.0%	23.8%	32.9%	35.4%	32.1%
	<b>Dissatisfied</b>	2.5%	0.0%	0.6%	1.9%	3.2%
	<b>Very Dissatisfied</b>	0.8%	2.4%	0.6%	0.0%	0.4%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6s.	Career Counseling	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=348
	Percentage Rating the Service	68.5%	70.3%	73.3%	73.4%	81.5%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	33.3%	33.6%	35.3%	27.5%	25.9%
	<b>Satisfied</b>	36.3%	27.0%	28.3%	34.5%	32.8%
	<b>Neutral</b>	24.4%	31.4%	31.0%	31.9%	33.1%
	<b>Dissatisfied</b>	3.7%	5.8%	5.4%	4.8%	5.2%
	<b>Very Dissatisfied</b>	2.2%	2.2%	0.0%	1.3%	3.1%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

*Most popular response*

**College Services/Programs**

6. What is your level of satisfaction with each of the following COCC services and/or programs?

***Student and Academic Support Services***

6t. Student government	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=344
Percentage Rating the Service	66.0%	67.2%	72.1%	75.0%	72.5%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	22.3%	19.1%	22.7%	15.0%	19.4%
Satisfied	37.7%	30.5%	24.3%	26.5%	32.2%
Neutral	32.3%	36.6%	46.4%	38.5%	38.8%
Dissatisfied	6.2%	10.7%	5.0%	10.3%	5.0%
Very Dissatisfied	1.5%	3.1%	1.7%	9.8%	4.7%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6u. Student organizations and clubs	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=345
Percentage Rating the Service			67.7%	70.2%	69.9%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied			26.5%	21.9%	22.1%
Satisfied			27.1%	32.4%	37.0%
Neutral			45.3%	42.9%	38.6%
Dissatisfied			0.6%	1.4%	0.8%
Very Dissatisfied			0.6%	1.4%	1.6%
<b>TOTAL</b>			<b>100%</b>	<b>100%</b>	<b>100%</b>

6v. Cultural programs and activities	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=344
Percentage Rating the Service	66.0%	66.7%	65.7%	70.8%	69.7%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	24.6%	24.6%	27.9%	20.8%	24.6%
Satisfied	42.3%	33.8%	30.3%	33.9%	37.5%
Neutral	30.0%	36.9%	40.0%	43.0%	34.7%
Dissatisfied	2.3%	1.5%	1.2%	1.8%	1.2%
Very Dissatisfied	0.8%	3.1%	0.6%	0.5%	2.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

*Most popular response*

**College Services/Programs**

6. What is your level of satisfaction with each of the following COCC services and/or programs?

**Facilities & Service**

6w.	Classrooms	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=349
	Percentage Rating the Service	95.4%	96.4%	98.8%	97.8%	96.3%
	<i>Among Students Rating the Level of Service:</i>					
	Very Satisfied	34.6%	29.8%	32.3%	23.9%	26.0%
	Satisfied	43.6%	43.6%	42.7%	51.8%	49.3%
	Neutral	17.0%	19.7%	19.8%	18.0%	16.0%
	Dissatisfied	4.8%	5.9%	4.8%	5.6%	7.6%
	Very Dissatisfied	0.0%	1.1%	0.4%	0.7%	1.2%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6x.	Laboratory facilities (science, art, etc.)	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=346
	Percentage Rating the Service	88.8%	90.8%	94.0%	91.7%	91.0%
	<i>Among Students Rating the Level of Service:</i>					
	Very Satisfied	33.1%	35.6%	36.9%	24.1%	27.5%
	Satisfied	49.7%	44.1%	41.1%	53.5%	47.5%
	Neutral	12.0%	15.3%	16.1%	16.4%	19.1%
	Dissatisfied	4.6%	2.8%	4.7%	5.9%	4.6%
	Very Dissatisfied	0.6%	2.3%	1.3%	0.0%	1.2%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6y.	Library facilities	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=347
	Percentage Rating the Service	93.4%	92.3%	96.8%	95.5%	94.1%
	<i>Among Students Rating the Level of Service:</i>					
	Very Satisfied	46.7%	51.7%	53.5%	46.3%	47.5%
	Satisfied	45.1%	38.9%	36.6%	45.3%	41.5%
	Neutral	6.5%	7.8%	9.5%	7.7%	10.2%
	Dissatisfied	1.1%	1.1%	0.4%	0.7%	0.6%
	Very Dissatisfied	0.5%	0.6%	0.0%	0.0%	0.3%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

*Most popular response*

**College Services/Programs**

6. What is your level of satisfaction with each of the following COCC services and/or programs?

**Facilities & Service**

6z.	Sports facilities	2007-08	2008-09	2009-10	2010-11	2011-12
		N=197	N=195	N=251	N=312	N=345
	Percentage Rating the Service	73.1%	75.9%	79.7%	80.4%	79.2%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	34.7%	31.8%	39.5%	31.1%	28.4%
	<b>Satisfied</b>	43.8%	41.9%	37.0%	40.6%	41.8%
	<b>Neutral</b>	19.4%	22.3%	20.5%	25.1%	26.2%
	<b>Dissatisfied</b>	1.4%	2.7%	1.0%	3.2%	2.8%
	<b>Very Dissatisfied</b>	0.7%	1.4%	2.0%	0.0%	0.7%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6aa.	Study areas	2007-08	2008-09	2009-10	2010-11	2011-12
		N=197	N=195	N=251	N=312	N=347
	Percentage Rating the Service	87.3%	93.8%	94.0%	93.3%	93.8%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	39.0%	42.1%	44.1%	36.1%	36.8%
	<b>Satisfied</b>	43.6%	41.0%	40.7%	48.1%	45.8%
	<b>Neutral</b>	14.5%	11.5%	11.9%	10.7%	14.4%
	<b>Dissatisfied</b>	2.9%	3.3%	3.4%	4.5%	2.7%
	<b>Very Dissatisfied</b>	0.0%	2.2%	0.0%	0.7%	0.3%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6bb.	College bookstore	2007-08	2008-09	2009-10	2010-11	2011-12
		N=197	N=195	N=251	N=312	N=342
	Percentage Rating the Service	95.4%	94.9%	97.2%	96.8%	94.9%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	31.4%	37.3%	38.9%	31.1%	30.8%
	<b>Satisfied</b>	39.9%	38.4%	36.9%	47.4%	45.6%
	<b>Neutral</b>	17.6%	11.4%	15.6%	12.6%	13.9%
	<b>Dissatisfied</b>	7.4%	9.2%	4.9%	6.3%	6.2%
	<b>Very Dissatisfied</b>	3.7%	3.8%	3.7%	2.6%	3.6%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

*Most popular response*

**College Services/Programs**

6. What is your level of satisfaction with each of the following COCC services and/or programs?

**Facilities & Service**

6cc. Parking	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=347
Percentage Rating the Service	96.4%	96.4%	97.2%	98.4%	96.9%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	15.8%	9.6%	10.2%	7.2%	9.0%
Satisfied	26.8%	16.5%	17.2%	18.2%	20.3%
Neutral	20.5%	17.0%	14.3%	17.3%	15.4%
Dissatisfied	24.2%	33.5%	32.4%	29.3%	28.4%
Very Dissatisfied	12.6%	23.4%	25.8%	28.0%	27.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6dd. General condition and appearance of the buildings and grounds	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=344
Percentage Rating the Service	94.9%	94.9%	98.0%	97.8%	94.1%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	32.1%	27.6%	35.4%	24.3%	29.0%
Satisfied	46.0%	47.6%	39.4%	52.8%	50.8%
Neutral	19.8%	20.5%	19.9%	17.0%	17.6%
Dissatisfied	1.6%	3.8%	4.9%	5.2%	2.1%
Very Dissatisfied	0.5%	0.5%	0.4%	0.7%	0.6%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Respondent Demographics**

7. Age	2007-08 N=196	2008-09 N=181	2009-10 N=243	2010-11 N=301	2011-12 N=341
Under 20	11.7%	13.8%	8.2%	5.6%	5.3%
21 to 25	30.6%	37.6%	32.9%	26.6%	23.2%
26 to 29	19.9%	13.8%	13.6%	17.9%	13.2%
30 to 39	19.4%	18.8%	21.8%	24.6%	25.2%
40 or over	18.4%	16.0%	23.5%	25.2%	33.1%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Most popular response**

**Respondent Demographics**

8.	Ethnic/Racial Group	2007-08	2008-09	2009-10	2010-11	2011-12
		N=194	N=177	N=241	N=289	N=326
	American Indian or Alaska Native	3.1%	5.1%	1.7%	1.7%	5.5%
	Asian	3.1%	0.0%	1.7%	1.4%	1.2%
	Black or African American	0.0%	1.1%	0.4%	0.0%	0.9%
	Hispanic/Latino	4.1%	5.1%	4.1%	4.8%	7.4%
	Native Hawaiian or Other Pacific Islander		1.1%	0.4%	1.0%	0.6%
	Caucasian or White	85.1%	88.7%	91.7%	91.0%	84.4%
	<b>TOTAL</b>	<b>95%</b>	<b>95%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Note: The format for collecting Race/Ethnicity information changed in 2008-09

9.	Gender	2007-08	2008-09	2009-10	2010-11	2011-12
		N=190	N=180	N=243	N=280	N=322
	Male	29.5%	25.6%	28.4%	30.4%	32.3%
	Female	70.5%	74.4%	71.6%	69.6%	67.7%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Questions Related to Student Services**

10a.	Information on up-to-date financial aid policies and resources was made available to me.	2007-08	2008-09	2009-10	2010-11	2011-12
					N=312	N=333
	Percentage Rating the Service				85.9%	87.6%
	<i>Among Students Rating the Level of Service:</i>					
	Strongly Agree				36.2%	40.7%
	Agree				54.5%	50.6%
	Disagree				7.8%	7.1%
	Strongly Disagree				1.5%	1.6%
	<b>TOTAL</b>				<b>100%</b>	<b>100%</b>

10b.	The Financial Aid Staff were professional in their interactions with me.	2007-08	2008-09	2009-10	2010-11	2011-12
					N=312	N=333
	Percentage Rating the Service				79.5%	83.1%
	<i>Among Students Rating the Level of Service:</i>					
	Strongly Agree				43.5%	46.3%
	Agree				50.8%	48.3%
	Disagree				4.4%	4.7%
	Strongly Disagree				1.2%	0.6%
	<b>TOTAL</b>				<b>100%</b>	<b>100%</b>

**Most popular response**

**Questions Related to Student Services**

10c.	I could easily find information on admissions and registration policies, processes, dates and deadlines.	2007-08	2008-09	2009-10	2010-11 N=312	2011-12 N=333
	Percentage Rating the Service				94.9%	91.3%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Strongly Agree</b>				39.9%	37.5%
	<b>Agree</b>				51.4%	55.1%
	<b>Disagree</b>				7.4%	6.5%
	<b>Strongly Disagree</b>				1.4%	0.9%
	<b>TOTAL</b>				<b>100%</b>	<b>100%</b>

10d.	The Admissions and Records staff provided accurate information in a professional way.	2007-08	2008-09	2009-10	2010-11 N=312	2011-12 N=329
	Percentage Rating the Service				93.3%	89.9%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Strongly Agree</b>				42.6%	43.8%
	<b>Agree</b>				51.2%	51.6%
	<b>Disagree</b>				5.5%	4.1%
	<b>Strongly Disagree</b>				0.7%	0.6%
	<b>TOTAL</b>				<b>100%</b>	<b>100%</b>

10e.	My academic advisor guided me in developing an academic plan to help me reach my goals.	2007-08	2008-09	2009-10	2010-11 N=312	2011-12 N=331
	Percentage Rating the Service				92.9%	89.9%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Strongly Agree</b>				46.9%	45.0%
	<b>Agree</b>				41.0%	40.0%
	<b>Disagree</b>				8.3%	9.1%
	<b>Strongly Disagree</b>				3.8%	5.9%
	<b>TOTAL</b>				<b>100%</b>	<b>100%</b>

**Most popular response**

**Questions Related to Student Services**

**10f.**

The service provided to me by coccstudentjobs.com is easy to access and use.	2007-08	2008-09	2009-10	2010-11 N=312	2011-12 N=326
Percentage Rating the Service				54.8%	60.7%
<i>Among Students Rating the Level of Service:</i>					
<b>Strongly Agree</b>				25.7%	34.7%
<b>Agree</b>				56.7%	52.8%
<b>Disagree</b>				14.0%	8.3%
<b>Strongly Disagree</b>				3.5%	4.2%
<b>TOTAL</b>				<b>100%</b>	<b>100%</b>

**10g.**

I am aware of and understand COCC's Student Rights and Responsibility policy.	2007-08	2008-09	2009-10	2010-11 N=312	2011-12 N=334
Percentage Rating the Service				91.7%	89.9%
<i>Among Students Rating the Level of Service:</i>					
<b>Strongly Agree</b>				39.5%	44.7%
<b>Agree</b>				55.9%	51.6%
<b>Disagree</b>				3.1%	3.1%
<b>Strongly Disagree</b>				1.4%	0.6%
<b>TOTAL</b>				<b>100%</b>	<b>100%</b>

**10h.**

COCC provided activities and events that promoted a healthy and active lifestyle.	2007-08	2008-09	2009-10	2010-11 N=312	2011-12 N=328
Percentage Rating the Service				87.8%	84.6%
<i>Among Students Rating the Level of Service:</i>					
<b>Strongly Agree</b>				38.3%	44.2%
<b>Agree</b>				55.1%	52.5%
<b>Disagree</b>				5.8%	2.7%
<b>Strongly Disagree</b>				0.7%	0.7%
<b>TOTAL</b>				<b>100%</b>	<b>100%</b>



**Most popular response**

11.	During my time at COCC, I participated in the following number of college sponsored activities/events:	2007-08	2008-09	2009-10	2010-11	2011-12
					N=302	N=337
	None				34.8%	32.6%
	1-2				38.1%	32.0%
	3-5				16.2%	21.1%
	6-8				4.6%	5.9%
	9 or more				6.3%	8.3%
	<b>TOTAL</b>				<b>100%</b>	<b>100%</b>

**Questions Related to Fostering Diversity**

12.	COCC provides a campus environment that fosters respect for differences.	2007-08	2008-09	2009-10	2010-11	2011-12
				N=240	N=300	N=300
	Very much			41.3%	39.3%	42.4%
	Quite a bit			42.9%	41.3%	37.8%
	Some			14.5%	18.4%	18.3%
	Very little			1.3%	1.0%	1.5%
	<b>TOTAL</b>			<b>100%</b>	<b>100%</b>	<b>100%</b>

13.	COCC provided me with a meaningful opportunities to interact with those who are a different background than myself.	2007-08	2008-09	2009-10	2010-11	2011-12
				N=238	N=296	N=330
	Very much			34.9%	29.7%	35.2%
	Quite a bit			33.2%	37.2%	36.1%
	Some			27.3%	28.0%	24.8%
	Very little			4.6%	5.1%	3.9%
	<b>TOTAL</b>			<b>100%</b>	<b>100%</b>	<b>100%</b>

14.	My experience at COCC gave me the skills I need to competently live and work in a multicultural environment.	2007-08	2008-09	2009-10	2010-11	2011-12
				N=240	N=299	N=330
	Very much			35.8%	32.8%	32.7%
	Quite a bit			33.3%	36.1%	38.2%
	Some			26.3%	26.8%	22.7%
	Very little			4.6%	4.3%	6.4%
	<b>TOTAL</b>			<b>100%</b>	<b>100%</b>	<b>100%</b>