

# GRADUATE SURVEY

## CENTRAL OREGON COMMUNITY COLLEGE

### 2008-09 to 2012-13

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.

	2008-09	2009-10	2010-11	2011-12	2012-13
<i>Total Number of Respondents:</i>	195	251	312	356	424
<i>Total Number of Graduates (unduplicated):</i>	485	610	715	802	936
<b><i>Rate of Survey Completion:</i></b>	<b>40%</b>	<b>41%</b>	<b>44%</b>	<b>44%</b>	<b>45%</b>

#### Most popular response

1.	What was your <u>primary</u> reason/goal for attending COCC?	2008-09 N=195	2009-10 N=250	2010-11 N=311	2011-12 N=354	2012-13 N=305
	Complete a certificate program	25.1%	22.8%	14.8%	20.3%	12.8%
	Obtain an associate degree	47.2%	47.2%	62.4%	54.8%	64.6%
	Take courses necessary for transferring to a 4-year college or university	26.2%	26.8%	19.3%	21.8%	19.7%
	Obtain or update job-related skills	1.5%	2.4%	3.5%	2.5%	3.0%
	Take a few courses for self improvement/personal enjoyment	0.0%	0.8%	0.0%	0.6%	0.0%
	<b>TOTAL</b>	<b>100%</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?	2008-09 N=194	2009-10 N=251	2010-11 N=311	2011-12 N=353	2012-13 N=303
	Very much so	93.3%	91.6%	91.0%	88.7%	89.8%
	Somewhat	6.7%	8.0%	8.7%	10.8%	9.2%
	Not at all	0.0%	0.4%	30.0%	0.6%	1.0%
	<b>TOTAL</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Most popular response**

3. Why did you choose to attend COCC rather than another college or university?	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=341	2012-13 N=288
Specific degree or training program available at COCC	26.8%	21.9%	20.5%	24.0%	26.0%
Partnership with OSU-Cascades		0.8%	5.8%	10.9%	9.0%
Lower cost at COCC	38.1%	38.6%	34.0%	38.1%	40.6%
Higher quality of instruction at COCC	6.2%	9.2%	8.0%	9.7%	8.3%
Location of COCC close to home	73.2%	74.5%	76.0%	76.0%	72.6%
Enrollment restrictions at other colleges and universities	2.1%	0.8%	0.3%	1.2%	2.1%
Other	16.9%	3.2%	4.5%	6.5%	10.7%

**Educational Plan**

4. What is your educational plan for the coming year?	2008-09 N=193	2009-10 N=191	2010-11 N=246	2011-12 N=346	2012-13 N=300
To attend school/training full-time	44.5%	43.9%	39.5%	45.1%	34.7%
To attend school/training part-time	14.7%	15.9%	17.6%	12.4%	12.3%
To not attend school, but with plans to attend in the future	21.5%	18.7%	21.6%	20.5%	18.7%
To not attend school, educational goal attained	19.4%	21.5%	21.2%	22.0%	34.3%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

4a. Name of the School	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=210	2012-13 N=239
Percentage Providing Information	51.8%	61.4%	56.4%	58.9%	56.4%
<i>Among Students Providing Information:</i>					
OSU-Cascades	26.7%	27.9%	15.7%	35.2%	46.5%
COCC	23.8%	26.0%	15.2%	24.3%	22.6%
University of Oregon	15.8%	4.5%	2.2%	5.2%	2.6%
Oregon State University	9.9%	12.3%	3.9%	10.0%	4.3%
Linfield College		7.1%	2.6%	3.3%	4.3%
Portland State University		5.2%	2.9%	1.4%	3.5%
Southern Oregon University					3.0%
Other*	23.8%	17.0%	57.6%	20.5%	13.0%
<b>TOTAL</b>		<b>100%</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?	2008-09 N=184	2009-10 N=241	2010-11 N=298	2011-12 N=335	2012-13 N=399
	Employed full-time	32.1%	29.5%	21.5%	26.3%	28.1%
	Employed part-time	34.8%	30.7%	34.6%	30.1%	38.3%
	Full-time military service	0.5%	0.0%	0.7%	0.3%	0.3%
	Temporarily laid off (expect to be called back within 6 months)	0.0%	1.7%	1.0%	0.9%	0.3%
	Unemployed, but actively seeking employment	24.5%	29.5%	34.2%	29.3%	25.1%
	Not in labor force, not seeking employment	8.2%	8.7%	8.1%	13.1%	8.0%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

If employed, please answer the following TWO questions:

5a.	Were you employed in your present job when you began taking classes at COCC?	2008-09 N=150	2009-10 N=197	2010-11 N=214	2011-12 N=198	2012-13 N=341
	Yes	50.7%	52.3%	43.5%	45.5%	45.2%
	No	49.3%	47.7%	56.5%	54.6%	54.8%

5b.	Does your job related to your COCC field of study?	2008-09 N=147	2009-10 N=180	2010-11 N=208	2011-12 N=199	2012-13 N=333
	Yes, directly or closely related	37.4%	51.7%	45.7%	50.8%	44.4%
	No, only remotely or not related at all	62.6%	48.3%	54.3%	49.3%	55.6%

**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	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=347	2012-13 N=415
	Percentage Rating the Service	95.9%	98.0%	99.0%	96.3%	98.6%
	<i>Among Students Rating the Level of Service:</i>					
	Very Satisfied	30.5%	41.9%	37.9%	35.6%	30.6%
	Satisfied	56.7%	47.6%	51.5%	51.3%	51.8%
	Neutral	10.2%	8.5%	8.1%	11.7%	13.3%
	Dissatisfied	1.6%	1.2%	2.3%	1.2%	2.2%
	Very Dissatisfied	1.1%	0.8%	0.3%	0.3%	2.2%
	<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?**

**Academic**

<b>6b. Variety of courses offered at COCC</b>	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>
	N=195	N=251	N=312	N=344	N=412
Percentage Rating the Service	96.4%	98.4%	98.4%	95.5%	97.2%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	37.2%	41.7%	32.9%	32.9%	31.1%
<b>Satisfied</b>	44.7%	39.3%	46.9%	48.5%	48.3%
<b>Neutral</b>	11.7%	13.8%	11.7%	13.5%	15.0%
<b>Dissatisfied</b>	5.3%	4.5%	7.5%	4.1%	4.4%
<b>Very Dissatisfied</b>	1.1%	0.8%	0.7%	0.9%	1.2%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>6c. Class size</b>	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>
	N=195	N=251	N=312	N=346	N=409
Percentage Rating the Service	96.4%	97.2%	98.1%	96.3%	96.5%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	48.4%	43.9%	36.3%	36.7%	39.6%
<b>Satisfied</b>	40.4%	35.7%	43.1%	44.6%	46.0%
<b>Neutral</b>	8.5%	14.3%	15.4%	11.7%	10.5%
<b>Dissatisfied</b>	1.6%	5.7%	4.9%	5.0%	2.4%
<b>Very Dissatisfied</b>	1.1%	0.4%	0.3%	2.0%	1.5%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>6d. Availability of the courses you want at times you can take them</b>	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b>
	N=195	N=251	N=312	N=346	N=412
Percentage Rating the Service	94.4%	98.0%	99.0%	96.3%	97.2%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	21.2%	22.0%	16.2%	17.2%	14.6%
<b>Satisfied</b>	32.1%	32.1%	35.3%	35.0%	34.2%
<b>Neutral</b>	28.3%	26.0%	23.6%	22.2%	25.7%
<b>Dissatisfied</b>	14.7%	16.3%	21.7%	20.4%	21.1%
<b>Very Dissatisfied</b>	3.8%	3.7%	3.2%	5.3%	4.4%
<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	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=348	2012-13 N=405
	Percentage Rating the Service	93.3%	97.2%	95.2%	95.5%	95.5%
	<i>Among Students Rating the Level of Service:</i>					
	Very Satisfied	43.4%	48.4%	47.5%	47.1%	45.2%
	Satisfied	26.9%	31.1%	30.3%	31.5%	29.1%
	Neutral	22.0%	14.3%	12.8%	12.4%	17.5%
	Dissatisfied	5.5%	3.7%	6.7%	5.3%	5.7%
	Very Dissatisfied	2.2%	2.5%	2.7%	3.8%	2.5%
	<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	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=340	2012-13 N=396
	Percentage Rating the Service	89.7%	93.2%	93.9%	91.0%	93.4%
	<i>Among Students Rating the Level of Service:</i>					
	Very Satisfied	41.1%	41.5%	41.6%	34.3%	35.6%
	Satisfied	38.9%	37.6%	39.2%	44.4%	42.9%
	Neutral	18.3%	19.2%	13.3%	16.4%	17.4%
	Dissatisfied	0.6%	1.3%	4.4%	3.7%	2.3%
	Very Dissatisfied	1.1%	0.4%	1.4%	1.2%	1.8%
	<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)	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=346	2012-13 N=369
	Percentage Rating the Service	79.5%	84.5%	87.2%	88.5%	87.0%
	<i>Among Students Rating the Level of Service:</i>					
	Very Satisfied	32.3%	32.5%	30.9%	24.1%	27.4%
	Satisfied	24.5%	34.9%	33.1%	38.7%	32.0%
	Neutral	31.0%	27.8%	26.1%	27.9%	32.2%
	Dissatisfied	8.4%	4.2%	7.0%	7.3%	6.8%
	Very Dissatisfied	3.9%	0.5%	2.9%	1.9%	1.6%
	<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?

#### Academic

6h. Preparation you received to transfer to another college	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=342	2012-13 N=341
Percentage Rating the Service	69.2%	78.5%	75.3%	80.6%	80.4%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	40.0%	38.6%	26.0%	33.1%	30.2%
<b>Satisfied</b>	34.8%	37.6%	37.4%	33.8%	38.4%
<b>Neutral</b>	19.3%	19.3%	27.2%	26.5%	24.6%
<b>Dissatisfied</b>	3.0%	2.5%	7.2%	4.5%	4.7%
<b>Very Dissatisfied</b>	3.0%	2.0%	2.1%	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	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=347	2012-13
Percentage Rating the Service	93.8%	98.8%	97.8%	95.5%	
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	41.0%	41.9%	33.8%	33.2%	
<b>Satisfied</b>	42.1%	45.6%	47.5%	47.1%	
<b>Neutral</b>	13.1%	10.5%	14.4%	15.9%	
<b>Dissatisfied</b>	3.3%	1.6%	3.9%	2.9%	
<b>Very Dissatisfied</b>	0.5%	0.4%	0.3%	0.9%	
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	

*Question no longer asked as of 2012-13*

6j. Accuracy of college information you received in Enrollment Services	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=347	2012-13
Percentage Rating the Service	94.4%	96.8%	97.1%	95.5%	
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	39.7%	42.8%	35.6%	34.1%	
<b>Satisfied</b>	42.9%	41.6%	47.2%	49.7%	
<b>Neutral</b>	12.0%	11.5%	13.9%	12.7%	
<b>Dissatisfied</b>	4.3%	3.7%	3.0%	2.9%	
<b>Very Dissatisfied</b>	1.1%	0.4%	0.3%	0.6%	
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	

*Question no longer asked as of 2012-13*

*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

6k. Registration procedures	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=345	2012-13
Percentage Rating the Service	94.9%	97.6%	97.8%	95.5%	
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	38.9%	43.7%	32.5%	28.5%	
Satisfied	45.9%	39.6%	46.6%	48.2%	
Neutral	9.2%	9.8%	15.1%	17.1%	
Dissatisfied	4.9%	6.5%	4.6%	4.1%	
Very Dissatisfied	1.1%	0.4%	1.3%	2.1%	
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	

*Question no longer asked as of 2012-13*

6l. Financial aid advising/services	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=341	2012-13 N=381
Percentage Rating the Service	87.7%	87.6%	90.7%	91.0%	89.9%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	38.6%	43.2%	34.6%	30.6%	32.5%
Satisfied	32.7%	32.3%	40.3%	42.3%	38.6%
Neutral	20.5%	17.7%	17.0%	17.3%	20.7%
Dissatisfied	7.0%	5.9%	7.4%	6.8%	5.2%
Very Dissatisfied	1.2%	0.9%	0.7%	3.1%	2.9%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6m. COCC Tutoring & Testing Services	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=348	2012-13 N=363
Percentage Rating the Service	75.9%	83.3%	87.8%	87.9%	85.6%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	37.8%	36.4%	37.2%	39.3%	34.7%
Satisfied	40.5%	35.4%	43.8%	39.3%	39.7%
Neutral	18.2%	26.3%	17.9%	17.9%	20.9%
Dissatisfied	1.4%	1.9%	0.7%	1.9%	2.8%
Very Dissatisfied	2.0%	0.0%	0.4%	1.6%	1.9%
<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**

6n.	Library services	2008-09	2009-10	2010-11	2011-12	2012-13
		N=195	N=251	N=312	N=345	N=385
	Percentage Rating the Service	91.3%	94.4%	93.6%	90.4%	90.8%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	51.1%	57.0%	45.5%	49.1%	39.2%
	<b>Satisfied</b>	32.6%	30.8%	42.5%	39.4%	44.9%
	<b>Neutral</b>	15.2%	12.2%	12.0%	10.9%	14.8%
	<b>Dissatisfied</b>	0.6%	0.0%	0.0%	0.3%	0.5%
	<b>Very Dissatisfied</b>	0.6%	0.0%	0.0%	0.3%	0.5%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6o.	Computer labs and services	2008-09	2009-10	2010-11	2011-12	2012-13
		N=195	N=251	N=312	N=347	N=383
	Percentage Rating the Service	90.3%	94.0%	94.6%	92.7%	90.3%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	53.4%	55.5%	46.4%	48.5%	40.5%
	<b>Satisfied</b>	38.6%	33.5%	43.7%	43.0%	44.6%
	<b>Neutral</b>	6.3%	9.3%	9.5%	7.3%	13.1%
	<b>Dissatisfied</b>	1.1%	1.3%	0.3%	0.9%	1.0%
	<b>Very Dissatisfied</b>	0.6%	0.4%	0.0%	0.3%	0.8%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6p.	Club sports and intramural programs	2008-09	2009-10	2010-11	2011-12	2012-13
		N=195	N=251	N=312	N=343	N=263
	Percentage Rating the Service	55.9%	64.5%	65.7%	63.5%	62.0%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	23.9%	27.8%	22.9%	22.6%	20.2%
	<b>Satisfied</b>	27.5%	25.3%	29.3%	35.4%	30.0%
	<b>Neutral</b>	42.2%	45.1%	42.9%	38.9%	46.4%
	<b>Dissatisfied</b>	3.7%	1.2%	3.9%	2.2%	2.7%
	<b>Very Dissatisfied</b>	2.8%	0.6%	1.0%	0.9%	0.8%
	<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	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=345	2012-13 N=379
Percentage Rating the Service	90.3%	91.2%	92.0%	93.5%	89.4%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	41.5%	45.4%	40.8%	38.4%	35.4%
<b>Satisfied</b>	39.2%	36.2%	40.4%	40.5%	41.2%
<b>Neutral</b>	14.2%	15.7%	16.0%	19.2%	19.8%
<b>Dissatisfied</b>	2.8%	2.6%	2.4%	0.9%	1.8%
<b>Very Dissatisfied</b>	2.3%	0.0%	0.3%	0.9%	1.8%
<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)	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=346	2012-13 N=282
Percentage Rating the Service	64.6%	65.3%	67.0%	70.8%	66.5%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	38.1%	34.1%	32.5%	30.2%	30.5%
<b>Satisfied</b>	35.7%	31.7%	30.1%	34.1%	29.1%
<b>Neutral</b>	23.8%	32.9%	35.4%	32.1%	36.9%
<b>Dissatisfied</b>	0.0%	0.6%	1.9%	3.2%	1.4%
<b>Very Dissatisfied</b>	2.4%	0.6%	0.0%	0.4%	2.1%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6s. Career Counseling	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=348	2012-13 N=311
Percentage Rating the Service	70.3%	73.3%	73.4%	81.5%	73.3%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	33.6%	35.3%	27.5%	25.9%	23.5%
<b>Satisfied</b>	27.0%	28.3%	34.5%	32.8%	35.7%
<b>Neutral</b>	31.4%	31.0%	31.9%	33.1%	31.8%
<b>Dissatisfied</b>	5.8%	5.4%	4.8%	5.2%	6.8%
<b>Very Dissatisfied</b>	2.2%	0.0%	1.3%	3.1%	2.3%
<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?**

### *Student and Academic Support Services*

6t. Student government	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=344	2012-13 N=288
Percentage Rating the Service	67.2%	72.1%	75.0%	72.5%	67.9%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	19.1%	22.7%	15.0%	19.4%	16.3%
Satisfied	30.5%	24.3%	26.5%	32.2%	26.4%
Neutral	36.6%	46.4%	38.5%	38.8%	45.1%
Dissatisfied	10.7%	5.0%	10.3%	5.0%	6.3%
Very Dissatisfied	3.1%	1.7%	9.8%	4.7%	5.9%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6u. Student organizations and clubs	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=345	2012-13 N=281
Percentage Rating the Service		67.7%	70.2%	69.9%	66.3%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied		26.5%	21.9%	22.1%	20.3%
Satisfied		27.1%	32.4%	37.0%	31.7%
Neutral		45.3%	42.9%	38.6%	43.1%
Dissatisfied		0.6%	1.4%	0.8%	3.6%
Very Dissatisfied		0.6%	1.4%	1.6%	1.4%
<b>TOTAL</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6v. Cultural programs and activities	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=344	2012-13 N=286
Percentage Rating the Service	66.7%	65.7%	70.8%	69.7%	67.5%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	24.6%	27.9%	20.8%	24.6%	19.9%
Satisfied	33.8%	30.3%	33.9%	37.5%	32.9%
Neutral	36.9%	40.0%	43.0%	34.7%	42.3%
Dissatisfied	1.5%	1.2%	1.8%	1.2%	3.5%
Very Dissatisfied	3.1%	0.6%	0.5%	2.0%	1.4%
<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	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=349	2012-13 N=410
	Percentage Rating the Service	96.4%	98.8%	97.8%	96.3%	96.7%
	<i>Among Students Rating the Level of Service:</i>					
	Very Satisfied	29.8%	32.3%	23.9%	26.0%	28.8%
	Satisfied	43.6%	42.7%	51.8%	49.3%	50.2%
	Neutral	19.7%	19.8%	18.0%	16.0%	14.9%
	Dissatisfied	5.9%	4.8%	5.6%	7.6%	5.1%
	Very Dissatisfied	1.1%	0.4%	0.7%	1.2%	1.0%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6x.	Laboratory facilities (science, art, etc.)	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=346	2012-13 N=382
	Percentage Rating the Service	90.8%	94.0%	91.7%	91.0%	90.1%
	<i>Among Students Rating the Level of Service:</i>					
	Very Satisfied	35.6%	36.9%	24.1%	27.5%	39.0%
	Satisfied	44.1%	41.1%	53.5%	47.5%	45.5%
	Neutral	15.3%	16.1%	16.4%	19.1%	12.6%
	Dissatisfied	2.8%	4.7%	5.9%	4.6%	2.4%
	Very Dissatisfied	2.3%	1.3%	0.0%	1.2%	0.5%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6y.	Library facilities	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=347	2012-13 N=396
	Percentage Rating the Service	92.3%	96.8%	95.5%	94.1%	93.4%
	<i>Among Students Rating the Level of Service:</i>					
	Very Satisfied	51.7%	53.5%	46.3%	47.5%	44.9%
	Satisfied	38.9%	36.6%	45.3%	41.5%	45.7%
	Neutral	7.8%	9.5%	7.7%	10.2%	9.1%
	Dissatisfied	1.1%	0.4%	0.7%	0.6%	0.0%
	Very Dissatisfied	0.6%	0.0%	0.0%	0.3%	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.	<b>Sports facilities</b>	<b>2008-09</b> N=195	<b>2009-10</b> N=251	<b>2010-11</b> N=312	<b>2011-12</b> N=345	<b>2012-13</b> N=320
	Percentage Rating the Service	75.9%	79.7%	80.4%	79.2%	75.5%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	31.8%	39.5%	31.1%	28.4%	29.7%
	<b>Satisfied</b>	41.9%	37.0%	40.6%	41.8%	44.4%
	<b>Neutral</b>	22.3%	20.5%	25.1%	26.2%	23.4%
	<b>Dissatisfied</b>	2.7%	1.0%	3.2%	2.8%	2.2%
	<b>Very Dissatisfied</b>	1.4%	2.0%	0.0%	0.7%	0.3%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6aa.	<b>Study areas</b>	<b>2008-09</b> N=195	<b>2009-10</b> N=251	<b>2010-11</b> N=312	<b>2011-12</b> N=347	<b>2012-13</b> N=390
	Percentage Rating the Service	93.8%	94.0%	93.3%	93.8%	92.0%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	42.1%	44.1%	36.1%	36.8%	40.5%
	<b>Satisfied</b>	41.0%	40.7%	48.1%	45.8%	41.5%
	<b>Neutral</b>	11.5%	11.9%	10.7%	14.4%	15.9%
	<b>Dissatisfied</b>	3.3%	3.4%	4.5%	2.7%	1.5%
	<b>Very Dissatisfied</b>	2.2%	0.0%	0.7%	0.3%	0.5%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6bb.	<b>College bookstore</b>	<b>2008-09</b> N=195	<b>2009-10</b> N=251	<b>2010-11</b> N=312	<b>2011-12</b> N=342	<b>2012-13</b> N=410
	Percentage Rating the Service	94.9%	97.2%	96.8%	94.9%	96.7%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	37.3%	38.9%	31.1%	30.8%	30.7%
	<b>Satisfied</b>	38.4%	36.9%	47.4%	45.6%	40.7%
	<b>Neutral</b>	11.4%	15.6%	12.6%	13.9%	16.6%
	<b>Dissatisfied</b>	9.2%	4.9%	6.3%	6.2%	9.3%
	<b>Very Dissatisfied</b>	3.8%	3.7%	2.6%	3.6%	2.7%
	<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	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=347	2012-13 N=406
	Percentage Rating the Service	96.4%	97.2%	98.4%	96.9%	95.8%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	9.6%	10.2%	7.2%	9.0%	8.4%
	<b>Satisfied</b>	16.5%	17.2%	18.2%	20.3%	18.7%
	<b>Neutral</b>	17.0%	14.3%	17.3%	15.4%	19.5%
	<b>Dissatisfied</b>	33.5%	32.4%	29.3%	28.4%	29.3%
	<b>Very Dissatisfied</b>	23.4%	25.8%	28.0%	27.0%	24.1%
	<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	2008-09 N=195	2009-10 N=251	2010-11 N=312	2011-12 N=344	2012-13 N=406
	Percentage Rating the Service	94.9%	98.0%	97.8%	94.1%	95.8%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	27.6%	35.4%	24.3%	29.0%	33.7%
	<b>Satisfied</b>	47.6%	39.4%	52.8%	50.8%	46.1%
	<b>Neutral</b>	20.5%	19.9%	17.0%	17.6%	16.0%
	<b>Dissatisfied</b>	3.8%	4.9%	5.2%	2.1%	3.2%
	<b>Very Dissatisfied</b>	0.5%	0.4%	0.7%	0.6%	1.0%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

**Respondent Demographics**

7.	Age	2008-09 N=181	2009-10 N=243	2010-11 N=301	2011-12 N=341	2012-13
	<b>Under 20</b>	13.8%	8.2%	5.6%	5.3%	
	<b>21 to 25</b>	37.6%	32.9%	26.6%	23.2%	
	<b>26 to 29</b>	13.8%	13.6%	17.9%	13.2%	
	<b>30 to 39</b>	18.8%	21.8%	24.6%	25.2%	
	<b>40 or over</b>	16.0%	23.5%	25.2%	33.1%	
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	

**Most popular response**

**Respondent Demographics**

8.	Ethnic/Racial Group	2008-09 N=177	2009-10 N=241	2010-11 N=289	2011-12 N=326	2012-13
	American Indian or Alaska Native	5.1%	1.7%	1.7%	5.5%	
	Asian	0.0%	1.7%	1.4%	1.2%	
	Black or African American	1.1%	0.4%	0.0%	0.9%	
	Hispanic/Latino	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	88.7%	91.7%	91.0%	84.4%	
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	

9.	Gender	2008-09 N=180	2009-10 N=243	2010-11 N=280	2011-12 N=322	2012-13
	Male	25.6%	28.4%	30.4%	32.3%	
	Female	74.4%	71.6%	69.6%	67.7%	
	<b>TOTAL</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.	2008-09	2009-10	2010-11 N=312	2011-12 N=333	2012-13 N=369
	Percentage Rating the Service			85.9%	87.6%	87.0%
	<i>Among Students Rating the Level of Service:</i>					
	Strongly Agree			36.2%	40.7%	37.9%
	Agree			54.5%	50.6%	52.6%
	Disagree			7.8%	7.1%	7.0%
	Strongly Disagree			1.5%	1.6%	2.4%
	<b>TOTAL</b>			<b>100%</b>	<b>100%</b>	<b>100%</b>

10b.	The Financial Aid Staff were professional in their interactions with me.	2008-09	2009-10	2010-11 N=312	2011-12 N=333	2012-13 N=358
	Percentage Rating the Service			79.5%	83.1%	84.4%
	<i>Among Students Rating the Level of Service:</i>					
	Strongly Agree			43.5%	46.3%	45.3%
	Agree			50.8%	48.3%	49.2%
	Disagree			4.4%	4.7%	3.4%
	Strongly Disagree			1.2%	0.6%	2.2%
	<b>TOTAL</b>			<b>100%</b>	<b>100%</b>	<b>100%</b>

**Most popular response**

**Questions Related to Student Services**

10c.	<b>I could easily find information on admissions and registration policies, processes, dates and deadlines.</b>	2008-09	2009-10	2010-11 N=312	2011-12 N=333	2012-13 N=397
	Percentage Rating the Service			94.9%	91.3%	93.6%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Strongly Agree</b>			39.9%	37.5%	38.5%
	<b>Agree</b>			51.4%	55.1%	53.7%
	<b>Disagree</b>			7.4%	6.5%	6.3%
	<b>Strongly Disagree</b>			1.4%	0.9%	1.5%
	<b>TOTAL</b>			<b>100%</b>	<b>100%</b>	<b>100%</b>

10d.	<b>The Admissions and Records staff provided accurate information in a professional way.</b>	2008-09	2009-10	2010-11 N=312	2011-12 N=329	2012-13 N=400
	Percentage Rating the Service			93.3%	89.9%	94.3%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Strongly Agree</b>			42.6%	43.8%	42.5%
	<b>Agree</b>			51.2%	51.6%	52.5%
	<b>Disagree</b>			5.5%	4.1%	3.5%
	<b>Strongly Disagree</b>			0.7%	0.6%	1.5%
	<b>TOTAL</b>			<b>100%</b>	<b>100%</b>	<b>100%</b>

10e.	<b>My academic advisor guided me in developing an academic plan to help me reach my goals.</b>	2008-09	2009-10	2010-11 N=312	2011-12 N=331	2012-13 N=389
	Percentage Rating the Service			92.9%	89.9%	91.7%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Strongly Agree</b>			46.9%	45.0%	50.1%
	<b>Agree</b>			41.0%	40.0%	35.5%
	<b>Disagree</b>			8.3%	9.1%	11.1%
	<b>Strongly Disagree</b>			3.8%	5.9%	3.3%
	<b>TOTAL</b>			<b>100%</b>	<b>100%</b>	<b>100%</b>

**Most popular response**

**Questions Related to Student Services**

<b>10f.</b>	<b>The service provided to me by coccstudentjobs.com is easy to access and use.</b>	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b> N=312	<b>2011-12</b> N=326	<b>2012-13</b> N=242
	Percentage Rating the Service			54.8%	60.7%	57.1%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Strongly Agree</b>			25.7%	34.7%	29.8%
	<b>Agree</b>			56.7%	52.8%	51.2%
	<b>Disagree</b>			14.0%	8.3%	13.6%
	<b>Strongly Disagree</b>			3.5%	4.2%	5.4%
	<b>TOTAL</b>			<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>10g.</b>	<b>I am aware of and understand COCC's Student Rights and Responsibility policy.</b>	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b> N=312	<b>2011-12</b> N=334	<b>2012-13</b> N=394
	Percentage Rating the Service			91.7%	89.9%	92.9%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Strongly Agree</b>			39.5%	44.7%	44.4%
	<b>Agree</b>			55.9%	51.6%	51.8%
	<b>Disagree</b>			3.1%	3.1%	2.8%
	<b>Strongly Disagree</b>			1.4%	0.6%	1.0%
	<b>TOTAL</b>			<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>10h.</b>	<b>COCC provided activities and events that promoted a healthy and active lifestyle.</b>	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b> N=312	<b>2011-12</b> N=328	<b>2012-13</b> N=355
	Percentage Rating the Service			87.8%	84.6%	83.7%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Strongly Agree</b>			38.3%	44.2%	42.3%
	<b>Agree</b>			55.1%	52.5%	54.4%
	<b>Disagree</b>			5.8%	2.7%	2.5%
	<b>Strongly Disagree</b>			0.7%	0.7%	0.8%
	<b>TOTAL</b>			<b>100%</b>	<b>100%</b>	<b>100%</b>

<b>10i.</b>	<b>I access my COCC Bobcat Web account on a regular bases</b>	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b> N=388
	Percentage Rating the Service					91.5%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Strongly Agree</b>					64.7%
	<b>Agree</b>					32.0%
	<b>Disagree</b>					2.6%
	<b>Strongly Disagree</b>					0.8%
	<b>TOTAL</b>					<b>100%</b>



*Most popular response*

**Questions Related to Student Services**

<b>10j.</b>	<b>I used GradTracks to plan my classes and track my progress before registering each term</b>	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b> N=383
	Percentage Rating the Service					90.3%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Strongly Agree</b>					62.7%
	<b>Agree</b>					32.4%
	<b>Disagree</b>					3.7%
	<b>Strongly Disagree</b>					1.3%
	<b>TOTAL</b>					<b>100%</b>

<b>10k.</b>	<b>I frequently receive/read emails from COCC</b>	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b> N=390
	Percentage Rating the Service					92.0%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Strongly Agree</b>					61.3%
	<b>Agree</b>					33.6%
	<b>Disagree</b>					3.8%
	<b>Strongly Disagree</b>					1.3%
	<b>TOTAL</b>					<b>100%</b>

<b>10l.</b>	<b>I regularly read the COCC Student e-newsletter</b>	<b>2008-09</b>	<b>2009-10</b>	<b>2010-11</b>	<b>2011-12</b>	<b>2012-13</b> N=379
	Percentage Rating the Service					89.4%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Strongly Agree</b>					28.0%
	<b>Agree</b>					35.1%
	<b>Disagree</b>					24.3%
	<b>Strongly Disagree</b>					12.7%
	<b>TOTAL</b>					<b>100%</b>

*Most popular response*

**Questions Related to Student Services**

11. During my time at COCC, I participated in the following number of college sponsored activities/events:	2008-09	2009-10	2010-11 N=302	2011-12 N=337	2012-13 N=390
None			34.8%	32.6%	33.8%
1-2			38.1%	32.0%	33.3%
3-5			16.2%	21.1%	22.3%
6-8			4.6%	5.9%	4.6%
9 or more			6.3%	8.3%	5.9%
<b>TOTAL</b>			<b>100%</b>	<b>100%</b>	<b>100%</b>

**Questions Related to Fostering Diversity**

12. COCC provides a campus environment that fosters respect for differences.	2008-09	2009-10 N=240	2010-11 N=300	2011-12 N=300	2012-13 N=400
Very much		41.3%	39.3%	42.4%	41.0%
Quite a bit		42.9%	41.3%	37.8%	44.3%
Some		14.5%	18.4%	18.3%	13.5%
Very little		1.3%	1.0%	1.5%	1.3%
<b>TOTAL</b>		<b>100%</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.	2008-09	2009-10 N=238	2010-11 N=296	2011-12 N=330	2012-13 N=396
Very much		34.9%	29.7%	35.2%	30.3%
Quite a bit		33.2%	37.2%	36.1%	39.9%
Some		27.3%	28.0%	24.8%	26.5%
Very little		4.6%	5.1%	3.9%	3.3%
<b>TOTAL</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

14. My experience at COCC game me the skills I need to competently live and work in a multicultural environment.	2008-09	2009-10 N=240	2010-11 N=299	2011-12 N=330	2012-13 N=398
Very much		35.8%	32.8%	32.7%	32.2%
Quite a bit		33.3%	36.1%	38.2%	35.2%
Some		26.3%	26.8%	22.7%	25.9%
Very little		4.6%	4.3%	6.4%	6.8%
<b>TOTAL</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>