

# GRADUATE SURVEY CENTRAL OREGON COMMUNITY COLLEGE 2006-07 to 2010-11

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.

### **Major survey revisions implemented in 2008-09.**

*For historical questions and measures, contact the Institutional Research office  
[IR@cocc.edu](mailto:IR@cocc.edu)*

	2006-07	2007-08	2008-09	2009-10	2010-11
<i>Total Number of Respondents:</i>	169	197	195	251	312
<i>Total Number of Graduates (unduplicated):</i>	476	454	485	610	715
<b>Rate of Survey Completion:</b>	<b>36%</b>	<b>43%</b>	<b>40%</b>	<b>41%</b>	<b>44%</b>

### Most popular response

1. What was your <b>primary</b> reason/goal for attending COCC?	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=250	2010-11 N=311
Complete a certificate program	14.8%	16.8%	25.1%	22.8%	14.8%
Obtain an associate degree	40.8%	39.6%	47.2%	47.2%	62.4%
Take courses necessary for transferring to a 4-year college or university	28.4%	27.4%	26.2%	26.8%	19.3%
Obtain or update job-related skills	3.6%	1.0%	1.5%	2.4%	3.5%
Take a few courses for self improvement/personal enjoyment	0.6%	1.0%	0.0%	0.8%	0.0%
TOTAL	88%	86%	100%	100%	100%

2. To what extent did you achieve your goal or obtain what you wanted from COCC?	2006-07 N=168	2007-08 N=196	2008-09 N=194	2009-10 N=251	2010-11 N=311
Very much so	85.7%	89.8%	93.3%	91.6%	91.0%
Somewhat	12.5%	7.7%	6.7%	8.0%	8.7%
Not at all	1.8%	2.5%	0.0%	0.4%	30.0%
TOTAL	100%	100%	100%	100%	100%

\* 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?	2006-07	2007-08	2008-09 N=195	2009-10 N=251	2010-11 N=312
Specific degree or training program available at COCC			26.8%	21.9%	20.5%
Partnership with OSU-Cascades				0.8%	5.8%
Lower cost at COCC			38.1%	38.6%	34.0%
Higher quality of instruction at COCC			6.2%	9.2%	8.0%
Location of COCC close to home			73.2%	74.5%	76.0%
Enrollment restrictions at other colleges and universities			2.1%	0.8%	0.3%
Other			16.9%	3.2%	4.5%

**Educational Plan**

4. What is your educational plan for the coming year?	2006-07 N=165	2007-08 N=193	2008-09 N=191	2009-10 N=246	2010-11 N=306
To attend school/training full-time	52.1%	43.1%	44.5%	43.9%	39.5%
To attend school/training part-time			14.7%	15.9%	17.6%
To not attend school, but with plans to attend in the future			21.5%	18.7%	21.6%
To not attend school, educational goal attained			19.4%	21.5%	21.2%
<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	2006-07	2007-08	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Providing Information			51.8%	61.4%	56.4%
<i>Among Students Providing Information:</i>					
<b>OSU-Cascades</b>			26.7%	27.9%	15.7%
<b>COCC</b>			23.8%	26.0%	15.2%
<b>University of Oregon</b>			15.8%	4.5%	2.2%
<b>Oregon State University</b>			9.9%	12.3%	3.9%
<b>Linfield College</b>				7.1%	2.6%
<b>Portland State University</b>				5.2%	2.9%
<b>Other*</b>			23.8%	17.0%	57.6%
<b>TOTAL</b>			<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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

**Most popular response**

**Employment**

5. What is your current employment status?	2006-07	2007-08	2008-09	2009-10	2010-11
	N=168	N=196	N=184	N=241	N=298
Employed full-time	41.2%	44.2%	32.1%	29.5%	21.5%
Employed part-time			34.8%	30.7%	34.6%
Full-time military service			0.5%	0.0%	0.7%
Temporarily laid off (expect to be called back within 6 months)			0.0%	1.7%	1.0%
Unemployed, but actively seeking employment			24.5%	29.5%	34.2%
Not in labor force, not seeking employment			8.2%	8.7%	8.1%
<b>TOTAL</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?	2006-07	2007-08	2008-09	2009-10	2010-11
			N=150	N=197	N=214
Yes			50.7%	52.3%	43.5%
No			49.3%	47.7%	56.5%

5b. Does your job related to your COCC field of study?	2006-07	2007-08	2008-09	2009-10	2010-11
			N=147	N=180	N=208
Yes, directly or closely related			37.4%	51.7%	45.7%
No, only remotely or not related at all			62.6%	48.3%	54.3%

**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	2006-07	2007-08	2008-09	2009-10	2010-11
	N=169	N=197	N=195	N=251	N=312
Percentage Rating the Service	92.3%	94.4%	95.9%	98.0%	99.0%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	24.4%	34.9%	30.5%	41.9%	37.9%
Satisfied	60.3%	52.2%	56.7%	47.6%	51.5%
Neutral	12.8%	11.3%	10.2%	8.5%	8.1%
Dissatisfied	2.6%	1.6%	1.6%	1.2%	2.3%
Very Dissatisfied	0.0%	0.0%	1.1%	0.8%	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

#### Most popular response

6b. Variety of courses offered at COCC	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	94.1%	95.9%	96.4%	98.4%	98.4%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	31.4%	32.8%	37.2%	41.7%	32.9%
<b>Satisfied</b>	49.7%	45.5%	44.7%	39.3%	46.9%
<b>Neutral</b>	14.5%	17.5%	11.7%	13.8%	11.7%
<b>Dissatisfied</b>	3.8%	2.6%	5.3%	4.5%	7.5%
<b>Very Dissatisfied</b>	0.6%	1.6%	1.1%	0.8%	0.7%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6c. Class size	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	93.5%	95.4%	96.4%	97.2%	98.1%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	48.1%	55.3%	48.4%	43.9%	36.3%
<b>Satisfied</b>	44.9%	39.4%	40.4%	35.7%	43.1%
<b>Neutral</b>	5.7%	4.3%	8.5%	14.3%	15.4%
<b>Dissatisfied</b>	1.3%	0.5%	1.6%	5.7%	4.9%
<b>Very Dissatisfied</b>	0.0%	0.5%	1.1%	0.4%	0.3%
<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	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	94.1%	95.9%	94.4%	98.0%	99.0%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	22.0%	27.5%	21.2%	22.0%	16.2%
<b>Satisfied</b>	45.3%	42.3%	32.1%	32.1%	35.3%
<b>Neutral</b>	17.6%	18.0%	28.3%	26.0%	23.6%
<b>Dissatisfied</b>	11.3%	9.5%	14.7%	16.3%	21.7%
<b>Very Dissatisfied</b>	3.8%	2.6%	3.8%	3.7%	3.2%
<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

#### Most popular response

6e. Value of the information provided by your academic advisor	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	90.5%	93.9%	93.3%	97.2%	95.2%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	48.4%	48.1%	43.4%	48.4%	47.5%
Satisfied	34.6%	33.5%	26.9%	31.1%	30.3%
Neutral	9.8%	12.4%	22.0%	14.3%	12.8%
Dissatisfied	4.6%	3.2%	5.5%	3.7%	6.7%
Very Dissatisfied	2.6%	2.7%	2.2%	2.5%	2.7%
<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	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	89.3%	89.8%	89.7%	93.2%	93.9%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	39.1%	48.0%	41.1%	41.5%	41.6%
Satisfied	41.1%	40.1%	38.9%	37.6%	39.2%
Neutral	15.9%	9.6%	18.3%	19.2%	13.3%
Dissatisfied	3.3%	1.1%	0.6%	1.3%	4.4%
Very Dissatisfied	0.7%	1.1%	1.1%	0.4%	1.4%
<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)	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	77.5%	82.2%	79.5%	84.5%	87.2%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	32.8%	40.1%	32.3%	32.5%	30.9%
Satisfied	39.7%	38.3%	24.5%	34.9%	33.1%
Neutral	22.9%	17.3%	31.0%	27.8%	26.1%
Dissatisfied	3.8%	3.7%	8.4%	4.2%	7.0%
Very Dissatisfied	0.8%	0.6%	3.9%	0.5%	2.9%
<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

#### Most popular response

6h.	Preparation you received to transfer to another college	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
	Percentage Rating the Service	71.0%	74.6%	69.2%	78.5%	75.3%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	35.0%	41.5%	40.0%	38.6%	26.0%
	<b>Satisfied</b>	40.0%	35.4%	34.8%	37.6%	37.4%
	<b>Neutral</b>	20.8%	21.1%	19.3%	19.3%	27.2%
	<b>Dissatisfied</b>	1.7%	2.0%	3.0%	2.5%	7.2%
	<b>Very Dissatisfied</b>	2.5%	0.0%	3.0%	2.0%	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	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
	Percentage Rating the Service	93.5%	95.4%	93.8%	98.8%	97.8%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	34.2%	48.9%	41.0%	41.9%	33.8%
	<b>Satisfied</b>	51.9%	39.9%	42.1%	45.6%	47.5%
	<b>Neutral</b>	11.4%	8.5%	13.1%	10.5%	14.4%
	<b>Dissatisfied</b>	2.5%	1.6%	3.3%	1.6%	3.9%
	<b>Very Dissatisfied</b>	0.0%	1.1%	0.5%	0.4%	0.3%
	<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	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
	Percentage Rating the Service	94.1%	94.4%	94.4%	96.8%	97.1%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	30.2%	41.4%	39.7%	42.8%	35.6%
	<b>Satisfied</b>	54.1%	44.6%	42.9%	41.6%	47.2%
	<b>Neutral</b>	12.6%	11.3%	12.0%	11.5%	13.9%
	<b>Dissatisfied</b>	1.9%	2.2%	4.3%	3.7%	3.0%
	<b>Very Dissatisfied</b>	1.3%	0.5%	1.1%	0.4%	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?

### Student and Academic Support Services

#### Most popular response

6k. Registration procedures	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	93.5%	95.4%	94.9%	97.6%	97.8%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	33.5%	44.7%	38.9%	43.7%	32.5%
<b>Satisfied</b>	57.0%	46.3%	45.9%	39.6%	46.6%
<b>Neutral</b>	8.9%	6.9%	9.2%	9.8%	15.1%
<b>Dissatisfied</b>	0.6%	2.1%	4.9%	6.5%	4.6%
<b>Very Dissatisfied</b>	0.0%	0.0%	1.1%	0.4%	1.3%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6l. Financial aid advising/services	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	76.3%	84.8%	87.7%	87.6%	90.7%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	44.2%	43.1%	38.6%	43.2%	34.6%
<b>Satisfied</b>	34.9%	35.9%	32.7%	32.3%	40.3%
<b>Neutral</b>	14.0%	15.0%	20.5%	17.7%	17.0%
<b>Dissatisfied</b>	6.2%	3.6%	7.0%	5.9%	7.4%
<b>Very Dissatisfied</b>	0.8%	2.4%	1.2%	0.9%	0.7%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6m. COCC Tutoring & Testing Services	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	64.5%	69.5%	75.9%	83.3%	87.8%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	37.6%	39.4%	37.8%	36.4%	37.2%
<b>Satisfied</b>	39.4%	37.2%	40.5%	35.4%	43.8%
<b>Neutral</b>	21.1%	16.8%	18.2%	26.3%	17.9%
<b>Dissatisfied</b>	1.8%	4.4%	1.4%	1.9%	0.7%
<b>Very Dissatisfied</b>	0.0%	2.2%	2.0%	0.0%	0.4%
<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?

### Student and Academic Support Services

*Most popular response*

6n. Library services	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	92.9%	91.9%	91.3%	94.4%	93.6%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	45.9%	48.1%	51.1%	57.0%	45.5%
Satisfied	43.9%	44.2%	32.6%	30.8%	42.5%
Neutral	9.6%	6.1%	15.2%	12.2%	12.0%
Dissatisfied	0.6%	1.7%	0.6%	0.0%	0.0%
Very Dissatisfied	0.0%	0.0%	0.6%	0.0%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6o. Computer labs and services	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	90.5%	91.4%	90.3%	94.0%	94.6%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	47.7%	42.2%	53.4%	55.5%	46.4%
Satisfied	43.1%	45.6%	38.6%	33.5%	43.7%
Neutral	7.8%	9.4%	6.3%	9.3%	9.5%
Dissatisfied	0.7%	1.7%	1.1%	1.3%	0.3%
Very Dissatisfied	0.7%	1.1%	0.6%	0.4%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6p. Club sports and intramural programs	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	53.8%	58.4%	55.9%	64.5%	65.7%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	26.4%	33.9%	23.9%	27.8%	22.9%
Satisfied	45.1%	39.1%	27.5%	25.3%	29.3%
Neutral	24.2%	23.5%	42.2%	45.1%	42.9%
Dissatisfied	3.3%	0.9%	3.7%	1.2%	3.9%
Very Dissatisfied	1.1%	2.6%	2.8%	0.6%	1.0%
<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

*Most popular response*

6q. Personal security/safety at this college	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	80.5%	80.2%	90.3%	91.2%	92.0%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	28.7%	38.6%	41.5%	45.4%	40.8%
<b>Satisfied</b>	50.7%	40.5%	39.2%	36.2%	40.4%
<b>Neutral</b>	19.1%	17.1%	14.2%	15.7%	16.0%
<b>Dissatisfied</b>	0.0%	1.9%	2.8%	2.6%	2.4%
<b>Very Dissatisfied</b>	1.5%	1.9%	2.3%	0.0%	0.3%
<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)	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	59.8%	60.4%	64.6%	65.3%	67.0%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	31.7%	34.5%	38.1%	34.1%	32.5%
<b>Satisfied</b>	44.6%	41.2%	35.7%	31.7%	30.1%
<b>Neutral</b>	20.8%	21.0%	23.8%	32.9%	35.4%
<b>Dissatisfied</b>	3.0%	2.5%	0.0%	0.6%	1.9%
<b>Very Dissatisfied</b>	0.0%	0.8%	2.4%	0.6%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6s. Career Counseling	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	64.5%	68.5%	70.3%	73.3%	73.4%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	22.9%	33.3%	33.6%	35.3%	27.5%
<b>Satisfied</b>	46.8%	36.3%	27.0%	28.3%	34.5%
<b>Neutral</b>	26.6%	24.4%	31.4%	31.0%	31.9%
<b>Dissatisfied</b>	2.8%	3.7%	5.8%	5.4%	4.8%
<b>Very Dissatisfied</b>	0.9%	2.2%	2.2%	0.0%	1.3%
<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?

#### Student and Academic Support Services

##### Most popular response

6t. Student government	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	64.5%	66.0%	67.2%	72.1%	75.0%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	20.2%	22.3%	19.1%	22.7%	15.0%
Satisfied	39.4%	37.7%	30.5%	24.3%	26.5%
Neutral	36.7%	32.3%	36.6%	46.4%	38.5%
Dissatisfied	2.8%	6.2%	10.7%	5.0%	10.3%
Very Dissatisfied	0.9%	1.5%	3.1%	1.7%	9.8%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6u. Student organizations and clubs	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service				67.7%	70.2%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied				26.5%	21.9%
Satisfied				27.1%	32.4%
Neutral				45.3%	42.9%
Dissatisfied				0.6%	1.4%
Very Dissatisfied				0.6%	1.4%
<b>TOTAL</b>				<b>100.0%</b>	<b>100.0%</b>

6v. Cultural programs and activities	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	63.9%	66.0%	66.7%	65.7%	70.8%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	22.2%	24.6%	24.6%	27.9%	20.8%
Satisfied	46.3%	42.3%	33.8%	30.3%	33.9%
Neutral	30.6%	30.0%	36.9%	40.0%	43.0%
Dissatisfied	0.9%	2.3%	1.5%	1.2%	1.8%
Very Dissatisfied	0.0%	0.8%	3.1%	0.6%	0.5%
<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?

#### Facilities & Service

#### Most popular response

6w.	Classrooms	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
	Percentage Rating the Service	95.3%	95.4%	96.4%	98.8%	97.8%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	23.0%	34.6%	29.8%	32.3%	23.9%
	<b>Satisfied</b>	53.4%	43.6%	43.6%	42.7%	51.8%
	<b>Neutral</b>	18.6%	17.0%	19.7%	19.8%	18.0%
	<b>Dissatisfied</b>	2.5%	4.8%	5.9%	4.8%	5.6%
	<b>Very Dissatisfied</b>	2.5%	0.0%	1.1%	0.4%	0.7%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6x.	Laboratory facilities (science, art, etc.)	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
	Percentage Rating the Service	81.1%	88.8%	90.8%	94.0%	91.7%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	29.9%	33.1%	35.6%	36.9%	24.1%
	<b>Satisfied</b>	57.7%	49.7%	44.1%	41.1%	53.5%
	<b>Neutral</b>	11.7%	12.0%	15.3%	16.1%	16.4%
	<b>Dissatisfied</b>	0.0%	4.6%	2.8%	4.7%	5.9%
	<b>Very Dissatisfied</b>	0.7%	0.6%	2.3%	1.3%	0.0%
	<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6y.	Library facilities	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
	Percentage Rating the Service	94.1%	93.4%	92.3%	96.8%	95.5%
	<i>Among Students Rating the Level of Service:</i>					
	<b>Very Satisfied</b>	45.3%	46.7%	51.7%	53.5%	46.3%
	<b>Satisfied</b>	45.9%	45.1%	38.9%	36.6%	45.3%
	<b>Neutral</b>	8.8%	6.5%	7.8%	9.5%	7.7%
	<b>Dissatisfied</b>	0.0%	1.1%	1.1%	0.4%	0.7%
	<b>Very Dissatisfied</b>	0.0%	0.5%	0.6%	0.0%	0.0%
	<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?

### Facilities & Service

*Most popular response*

6z. Sports facilities	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	67.5%	73.1%	75.9%	79.7%	80.4%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	32.5%	34.7%	31.8%	39.5%	31.1%
Satisfied	49.1%	43.8%	41.9%	37.0%	40.6%
Neutral	14.9%	19.4%	22.3%	20.5%	25.1%
Dissatisfied	2.6%	1.4%	2.7%	1.0%	3.2%
Very Dissatisfied	0.9%	0.7%	1.4%	2.0%	0.0%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6aa. Study areas	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	87.6%	87.3%	93.8%	94.0%	93.3%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	34.5%	39.0%	42.1%	44.1%	36.1%
Satisfied	50.7%	43.6%	41.0%	40.7%	48.1%
Neutral	11.5%	14.5%	11.5%	11.9%	10.7%
Dissatisfied	2.7%	2.9%	3.3%	3.4%	4.5%
Very Dissatisfied	0.7%	0.0%	2.2%	0.0%	0.7%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

6bb. College bookstore	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	94.7%	95.4%	94.9%	97.2%	96.8%
<i>Among Students Rating the Level of Service:</i>					
Very Satisfied	27.5%	31.4%	37.3%	38.9%	31.1%
Satisfied	46.3%	39.9%	38.4%	36.9%	47.4%
Neutral	19.4%	17.6%	11.4%	15.6%	12.6%
Dissatisfied	2.5%	7.4%	9.2%	4.9%	6.3%
Very Dissatisfied	4.4%	3.7%	3.8%	3.7%	2.6%
<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?

### Facilities & Service

#### Most popular response

6cc. Parking	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	93.5%	96.4%	96.4%	97.2%	98.4%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	16.5%	15.8%	9.6%	10.2%	7.2%
<b>Satisfied</b>	34.8%	26.8%	16.5%	17.2%	18.2%
<b>Neutral</b>	21.5%	20.5%	17.0%	14.3%	17.3%
<b>Dissatisfied</b>	15.8%	24.2%	33.5%	32.4%	29.3%
<b>Very Dissatisfied</b>	11.4%	12.6%	23.4%	25.8%	28.0%
<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	2006-07 N=169	2007-08 N=197	2008-09 N=195	2009-10 N=251	2010-11 N=312
Percentage Rating the Service	93.5%	94.9%	94.9%	98.0%	97.8%
<i>Among Students Rating the Level of Service:</i>					
<b>Very Satisfied</b>	32.9%	32.1%	27.6%	35.4%	24.3%
<b>Satisfied</b>	48.1%	46.0%	47.6%	39.4%	52.8%
<b>Neutral</b>	15.2%	19.8%	20.5%	19.9%	17.0%
<b>Dissatisfied</b>	1.9%	1.6%	3.8%	4.9%	5.2%
<b>Very Dissatisfied</b>	1.9%	0.5%	0.5%	0.4%	0.7%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### Respondent Demographics

7. Age	2006-07 N=165	2007-08 N=196	2008-09 N=181	2009-10 N=243	2010-11 N=301
<b>Under 20</b>	18.7%	11.7%	13.8%	8.2%	5.6%
<b>21 to 25</b>	35.2%	30.6%	37.6%	32.9%	26.6%
<b>26 to 29</b>	12.1%	19.9%	13.8%	13.6%	17.9%
<b>30 to 39</b>	16.4%	19.4%	18.8%	21.8%	24.6%
<b>40 or over</b>	17.6%	18.4%	16.0%	23.5%	25.2%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## Respondent Demographics

### Most popular response

8.	Ethnic/Racial Group	2006-07 N=165	2007-08 N=194	2008-09 N=177	2009-10 N=241	2010-11 N=289
	American Indian or Alaska Native	1.8%	3.1%	5.1%	1.7%	1.7%
	Asian	1.2%	3.1%	0.0%	1.7%	1.4%
	Black or African American	0.0%	0.0%	1.1%	0.4%	0.0%
	Hispanic/Latino	4.8%	4.1%	5.1%	4.1%	4.8%
	Native Hawaiian or Other Pacific Islander			1.1%	0.4%	1.0%
	Caucasian or White	89.7%	85.1%	88.7%	91.7%	91.0%
	<b>TOTAL</b>	<b>98%</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	2006-07 N=163	2007-08 N=190	2008-09 N=180	2009-10 N=243	2010-11 N=280
	Male	25.2%	29.5%	25.6%	28.4%	30.4%
	Female	74.8%	70.5%	74.4%	71.6%	69.6%
	<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.	2006-07	2007-08	2008-09	2009-10	2010-11 N=312
	Percentage Rating the Service					85.9%
	<i>Among Students Rating the Level of Service:</i>					
	Strongly Agree					36.2%
	Agree					54.5%
	Disagree					7.8%
	Strongly Disagree					1.5%
	<b>TOTAL</b>					<b>100.0%</b>

10b.	The Financial Aid Staff were professional in their interactions with me.	2006-07	2007-08	2008-09	2009-10	2010-11 N=312
	Percentage Rating the Service					79.5%
	<i>Among Students Rating the Level of Service:</i>					
	Strongly Agree					43.5%
	Agree					50.8%
	Disagree					4.4%
	Strongly Disagree					1.2%
	<b>TOTAL</b>					<b>100.0%</b>

**Questions Related to Student Services**

*Most popular response*

**10c.**

I could easily find information on admissions and registration policies, processes, dates and deadlines.	2006-07	2007-08	2008-09	2009-10	2010-11 N=312
Percentage Rating the Service					94.9%
<i>Among Students Rating the Level of Service:</i>					
<b>Strongly Agree</b>					39.9%
<b>Agree</b>					51.4%
<b>Disagree</b>					7.4%
<b>Strongly Disagree</b>					1.4%
<b>TOTAL</b>					<b>100.0%</b>

**10d.**

The Admissions and Records staff provided accurate information in a professional way.	2006-07	2007-08	2008-09	2009-10	2010-11 N=312
Percentage Rating the Service					93.3%
<i>Among Students Rating the Level of Service:</i>					
<b>Strongly Agree</b>					42.6%
<b>Agree</b>					51.2%
<b>Disagree</b>					5.5%
<b>Strongly Disagree</b>					0.7%
<b>TOTAL</b>					<b>100.0%</b>

**10e.**

My academic advisor guided me in developign an academic plan to help me reach my goals.	2006-07	2007-08	2008-09	2009-10	2010-11 N=312
Percentage Rating the Service					92.9%
<i>Among Students Rating the Level of Service:</i>					
<b>Strongly Agree</b>					46.9%
<b>Agree</b>					41.0%
<b>Disagree</b>					8.3%
<b>Strongly Disagree</b>					3.8%
<b>TOTAL</b>					<b>100.0%</b>

**10f.**

The service provided to me by coccstudentjobs.com is easy to access and use.	2006-07	2007-08	2008-09	2009-10	2010-11 N=312
Percentage Rating the Service					54.8%
<i>Among Students Rating the Level of Service:</i>					
<b>Strongly Agree</b>					25.7%
<b>Agree</b>					56.7%
<b>Disagree</b>					14.0%
<b>Strongly Disagree</b>					3.5%
<b>TOTAL</b>					<b>100.0%</b>

## Questions Related to Student Services

### Most popular response

10g.	I am aware of and understand COCC's Student Rights and Responsibility policy.	2006-07	2007-08	2008-09	2009-10	2010-11 N=312
	Percentage Rating the Service					91.7%
	<i>Among Students Rating the Level of Service:</i>					
	Strongly Agree					39.5%
	Agree					55.9%
	Disagree					3.1%
	Strongly Disagree					1.4%
	TOTAL					100.0%

10h.	COCC provided activities and events that promoted a healthy and active lifestyle.	2006-07	2007-08	2008-09	2009-10	2010-11 N=312
	Percentage Rating the Service					87.8%
	<i>Among Students Rating the Level of Service:</i>					
	Strongly Agree					38.3%
	Agree					55.1%
	Disagree					5.8%
	Strongly Disagree					0.7%
	TOTAL					100.0%

11.	During my time at COCC, I participated in the following number of college sponsored activities/events:	2006-07	2007-08	2008-09	2009-10	2010-11 N=302
	None					34.8%
	1-2					38.1%
	3-5					16.2%
	6-8					4.6%
	9 or more					6.3%
	TOTAL					100.0%

## Questions Related to Fostering Diversity

12.	COCC provides a campus environment that fosters respect for differences.	2006-07	2007-08	2008-09	2009-10 N=240	2010-11 N=300
	Very much				41.3%	39.3%
	Quite a bit				42.9%	41.3%
	Some				14.5%	18.4%
	Very little				1.3%	1.0%
	TOTAL				100.0%	100.0%

## Questions Related to Fostering Diversity

### Most popular response

13.	COCC provided me with a meaningful opportunities to interact with those who are a different background than myself.	2006-07	2007-08	2008-09	2009-10 N=238	2010-11 N=296
	Very much				34.9%	29.7%
	Quite a bit				33.2%	37.2%
	Some				27.3%	28.0%
	Very little				4.6%	5.1%
	TOTAL				100.0%	100.0%

14.	My experience at COCC game me the skills I need to competently live and work in a multicultural environment.	2006-07	2007-08	2008-09	2009-10 N=240	2010-11 N=299
	Very much				35.8%	32.8%
	Quite a bit				33.3%	36.1%
	Some				26.3%	26.8%
	Very little				4.6%	4.3%
	TOTAL				100.0%	100.0%