Survey Results

Legend

Question text

Demographics

Your Age:

17 or younger 0.5%  n=987
18-21 23.5%
22-29 17.1%
30-39 12.3%
40-59 25.8%
60 or older 20.8%

Your Sex:

Female 67.9%  n=959
Male 32.1%

What is your predominant ethnic background? Please check only ONE.

African-American/ Black 2.3%  n=977
American Indian/ Alaskan Native 0.1%
Asian 8.8%
Hispanic 8.8%
Middle Eastern 1.2%
Native Hawaiian/ Pacific Islander 1.1%
White 74%
Other 3.7%

What is your student status at Saddleback College (SC) this semester?

New (first time at college) 6.3%  n=950
Continuing (no break in attendance) 70.8%
Returning (coming back to SC after a semester(s) off) 17.1%
New Transfer (first time at SC, but you have attended college) 5.8%
Are you an international student with F1 Visa?

Yes | 0.1%  
No  | 99.9%

Is English your primary language?

Yes | 89.2%  
No  | 10.8%

If you answered No, what is your primary language?

Arabic | 4.5%  
Farsi  | 9.8%  
Japanese | 3.6%  
Korean | 1.8%  
Mandarin/ Chinese | 6.3%  
Spanish | 25%  
Vietnamese | 5.4%  
Other | 43.8%

During the time the college is in session, approximately how many hours a week are you working for pay?

0 hours | 40.9%  
1-9 hours | 7.4%  
10-19 hours | 10.6%  
20-29 hours | 14%  
30-39 hours | 8%  
40 hours or more | 19%

What is your overall GPA at Saddleback College?  
(A=4, B=3, C=2, D=1, F=1)

1st semester at Saddleback, no GPA | 5.5%  
Less than 1.99 | 1.2%  
Between 2.00-2.49 | 5%  
Between 2.50-2.99 | 9.6%  
Between 3.00-3.49 | 19.8%  
3.50 or higher | 41.5%  
Unsure | 17.5%

How many units are you enrolled in this semester?

0 units | 14.5%  
1-6.9 units | 43.5%  
7-11.9 units | 16.9%  
12-14.9 units | 18.3%  
15 units or more | 6.8%
How many courses and/or labs are you currently enrolled in?

- One [33.3%] (n=897)
- Two [21.6%]
- Three [16.7%]
- Four [17.3%]
- Five or more [11%]

Including the units you are taking now, what is the total number of units you have completed at Saddleback?

- 0 units [6.7%] (n=960)
- 1-15 units [29.5%]
- 16-30 units [22.2%]
- 31-45 units [14.7%]
- 46-60 units [10.1%]
- 61-75 units [8.6%]
- More than 75 units [8.2%]

On average, about how many hours per week do you usually spend preparing for all of your courses (e.g. reading, studying, completing assignments)?

- Less than 5 hours [33.7%] (n=955)
- 5-9 hours [26.3%]
- 10-14 hours [18.6%]
- 15-19 hours [7.4%]
- 20-24 hours [5.8%]
- 25-29 hours [2.5%]
- 30-35 hours [3.4%]
- More than 35 hours [2.3%]

Not including time attending classes and labs, about how many hours per week do you usually spend on the Saddleback campus?

- Less than 2 hours [64.8%] (n=948)
- 2-4 hours [19.1%]
- 5-8 hours [8.4%]
- More than 8 hours [7.7%]

If you are planning to transfer, which type of institution(s) have you selected to apply to? Please check all that apply.

- California State University [36%] (n=978)
- University of California [23.2%]
- Other California (private) [10.6%]
- On-Line University/College [5.6%]
- Out of State [8%]
Are you currently participating in or utilizing any of the following programs or services? Please check all that apply.

- Athletics/Cheerleading: 2.2% (n=978)
- DSPS/Special Services: 3.3%
- EOPS/CARE: 2.4%
- ESL: 1%
- Financial Aid: 19.1%
- Scholarships: 5.6%
- Honors program: 3.5%
- LAP/Free Tutoring: 8.5%
- Library: 21.9%
- Open Computer labs: 14.7%
- Student Government: 1.1%
- Study Abroad: 1.2%
- Student Clubs (e.g. Speech, Model UN, Honor Society): 7.1%

When do you prefer to attend classes? Please check all that apply.

- Early Morning (6:00-8:59 am): 22.3% (n=978)
- Late Morning (9:00-11:59 am): 49.9%
- Early Afternoon (12:00-2:59 pm): 39.2%
- Late Afternoon (3:00-5:59 pm): 21.7%
- Evening (6:00-10:00 pm): 36.4%
- Distance Education (on-line): 27.4%

What is your PRIMARY mode of transportation to the campus? Please check one.

- Drive yourself in a car: 90.4% (n=963)
- Motorcycle: 0.9%
- Carpool: 1.5%
- Walk/Bicycle: 0.9%
- Bus: 3.3%
- Dropped off at school by someone: 2.9%

### Student Services Satisfaction

#### Admissions and Records

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Percentage</th>
<th>N</th>
<th>Mean</th>
<th>Standard Deviation</th>
<th>Asymptotic Significance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>38.8%</td>
<td>847</td>
<td>1</td>
<td>1.7</td>
<td>117</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>3.1%</td>
<td></td>
<td>4</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

#### CalWORKS

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Percentage</th>
<th>N</th>
<th>Mean</th>
<th>Standard Deviation</th>
<th>Asymptotic Significance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>28.3%</td>
<td>60</td>
<td>2</td>
<td>1.9</td>
<td>887</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>8.3%</td>
<td></td>
<td>4</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>
Campus Parking
Very Satisfied
13.6% 47% 27.2% 12.3%
Very Dissatisfied
n=758
av.=2.4
md=2
dev.=0.9
ab.=158

Campus Police
Very Satisfied
25.8% 56.7% 10.2% 7.3%
Very Dissatisfied
n=372
av.=2
md=2
dev.=0.8
ab.=374

Career Guidance Center
Very Satisfied
35% 61% 10.3% 3.7%
Very Dissatisfied
n=300
av.=1.8
md=2
dev.=0.8
ab.=650

Counseling
Very Satisfied
36.1% 43.1% 12.9% 7.9%
Very Dissatisfied
n=496
av.=1.9
md=2
dev.=0.9
ab.=457

Early Bird
Very Satisfied
50.7% 39.4% 6.3% 3.5%
Very Dissatisfied
n=142
av.=1.6
md=1
dev.=0.8
ab.=804

EOPS/CARE
Very Satisfied
36.4% 43.6% 10.9% 9.1%
Very Dissatisfied
n=55
av.=1.9
md=2
dev.=0.9
ab.=893

Financial Assistance
Very Satisfied
36.5% 40% 12.5% 11%
Very Dissatisfied
n=265
av.=2
md=2
dev.=1
ab.=693

Free Tutoring (LAP)
Very Satisfied
45.5% 49% 4.5% 1%
Very Dissatisfied
n=200
av.=1.6
md=2
dev.=0.8
ab.=746

International Students (F-1 Visa)
Very Satisfied
29.2% 45.8% 12.5% 12.5%
Very Dissatisfied
n=24
av.=2.1
md=2
dev.=1
ab.=519

Library
Very Satisfied
27.4% 53% 12.9% 6.7%
Very Dissatisfied
n=551
av.=2
md=2
dev.=0.8
ab.=490

Matriculation (Orientation & Group Advisement)
Very Satisfied
27.6% 60.4% 8.7% 3.4%
Very Dissatisfied
n=439
av.=1.9
md=2
dev.=0.7
ab.=503

MySite
Very Satisfied
49.6% 44.6% 4.6% 1.2%
Very Dissatisfied
n=917
av.=1.6
md=2
dev.=0.6
ab.=38
Application for graduation/certificate

- Very Dissatisfied
- Very Satisfied

n=199
av.=1.8
md=2
dev.=0.8
ab.=743

Transcript requests

- Very Dissatisfied
- Very Satisfied

n=324
av.=1.9
md=2
dev.=0.8
ab.=617

Campus Parking

On-line parking permit process

- Very Dissatisfied
- Very Satisfied

n=606
av.=1.6
md=1
dev.=0.7
ab.=342

Availability of parking on campus

- Very Dissatisfied
- Very Satisfied

n=770
av.=2.6
md=3
dev.=1
ab.=181

In-person parking assistance

- Very Dissatisfied
- Very Satisfied

n=194
av.=2.4
md=2
dev.=1.1
ab.=741

Campus Police

Police services

- Very Dissatisfied
- Very Satisfied

n=242
av.=2
md=2
dev.=0.8
ab.=703

Escort services

- Very Dissatisfied
- Very Satisfied

n=51
av.=2.1
md=2
dev.=1
ab.=888

Career Guidance Center

Research for colleges

- Very Dissatisfied
- Very Satisfied

n=206
av.=1.9
md=2
dev.=0.9
ab.=734

Research for careers

- Very Dissatisfied
- Very Satisfied

n=212
av.=1.9
md=2
dev.=0.9
ab.=725

Scholarship information

- Very Dissatisfied
- Very Satisfied

n=155
av.=2.2
md=2
dev.=1
ab.=778

Career Placement

Job placement

- Very Dissatisfied
- Very Satisfied

n=68
av.=2.4
md=2
dev.=1.1
ab.=875
Job referrals/internships

Very Satisfied: 26% 35.6% 17.8% 20.5%
Very Dissatisfied: n=73
av.=2.3
md=2
dev.=1.1
ab.=866

Job planning/preparation

Very Satisfied: 32.6% 35.9% 14.1% 17.4%
Very Dissatisfied: n=92
av.=2.2
md=2
dev.=1.1
ab.=837

Counseling Services

Availability of counseling appointments

Very Satisfied: 14.5% 42.4% 27.7% 15.5%
Very Dissatisfied: n=484
av.=2.4
md=2
dev.=0.9
ab.=457

Academic counseling service

Very Satisfied: 30.4% 43.5% 16.5% 9.6%
Very Dissatisfied: n=467
av.=2.1
md=2
dev.=0.9
ab.=473

Career counseling service

Very Satisfied: 27.3% 44.1% 16.7% 11.8%
Very Dissatisfied: n=245
av.=2.1
md=2
dev.=0.9
ab.=696

Personal counseling service

Very Satisfied: 32.9% 42.5% 10.8% 13.8%
Very Dissatisfied: n=167
av.=2.1
md=2
dev.=1
ab.=767

Financial Assistance

Financial Aid information

Very Satisfied: 30.1% 44% 13.5% 12.4%
Very Dissatisfied: n=259
av.=2.1
md=2
dev.=1
ab.=681

Financial Aid website

Very Satisfied: 29.3% 48% 11% 11.8%
Very Dissatisfied: n=246
av.=2.1
md=2
dev.=0.9
ab.=690

Services at the Financial Assistance Office

Very Satisfied: 33.6% 36.6% 14.7% 15.1%
Very Dissatisfied: n=220
av.=2.1
md=2
dev.=1
ab.=702

Free Tutoring/Learning Assistance Program (LAP)

Information on the tutoring center (LAP)

Very Satisfied: 40.2% 46.9% 9.3% 3.6%
Very Dissatisfied: n=194
av.=1.8
md=2
dev.=0.8
ab.=745

LAP's tutoring service

Very Satisfied: 45.5% 43.8% 8% 2.8%
Very Dissatisfied: n=176
av.=1.7
md=2
dev.=0.7
ab.=758

06/02/2011 Class Climate evaluation Page 8
Location of the LAP

<table>
<thead>
<tr>
<th>Very Satisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>30.3% 34.3% 20.4% 14.9%</td>
<td></td>
</tr>
</tbody>
</table>

Library

Availability of online databases and resources

<table>
<thead>
<tr>
<th>Very Satisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>41.5% 44.0% 11.3% 2.4%</td>
<td></td>
</tr>
</tbody>
</table>

Cleanliness of the library facilities

<table>
<thead>
<tr>
<th>Very Satisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>36.6% 60.6% 8.9% 4%</td>
<td></td>
</tr>
</tbody>
</table>

Library staff assistance

<table>
<thead>
<tr>
<th>Very Satisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>40.4% 47.6% 9.3% 2.6%</td>
<td></td>
</tr>
</tbody>
</table>

Matriculation

Scheduling a Matriculation testing appointment

<table>
<thead>
<tr>
<th>Very Satisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>37.9% 51.9% 7.3% 3%</td>
<td></td>
</tr>
</tbody>
</table>

Matriculation orientation session

<table>
<thead>
<tr>
<th>Very Satisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>34.8% 53.7% 8.4% 3.1%</td>
<td></td>
</tr>
</tbody>
</table>

Matriculation group advisement session

<table>
<thead>
<tr>
<th>Very Satisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>33.4% 60.6% 10.7% 5.3%</td>
<td></td>
</tr>
</tbody>
</table>

MySite

Ease of navigation

<table>
<thead>
<tr>
<th>Very Satisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>45.3% 45.4% 7.2% 2.2%</td>
<td></td>
</tr>
</tbody>
</table>

Access to a variety of information

<table>
<thead>
<tr>
<th>Very Satisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>45.3% 45.7% 7.1% 1.9%</td>
<td></td>
</tr>
</tbody>
</table>

Overall appearance

<table>
<thead>
<tr>
<th>Very Satisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>41.3% 49.6% 7% 2.1%</td>
<td></td>
</tr>
</tbody>
</table>

Open Computer Labs

Location of computer labs

<table>
<thead>
<tr>
<th>Very Satisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>43.7% 47.6% 7.1% 1.7%</td>
<td></td>
</tr>
</tbody>
</table>
Assistance of computer lab staff

Saddleback College's Website

Ease of navigation of the college website

Access to a variety of information

Overall appearance of the college website

Scholarships

Saddleback's on-line scholarship application process

Scholarship information and notification

Scholarship award ceremony

Special Services (DSPS)

Special Services information and eligibility

Special Services counseling

Special Services intake and assessment

Disability related accomodations
Student Government/Clubs

Information on student government and campus clubs

Recreation room facility and hours

ASB card price

ASB card discounts

Student Health Center

Medical appointments at the Student Health Center

Personal counseling at the Student Health Center

Health Information

Student Payment Office

Hours of operation

Methods of payment for college fees

Methods of refunds for college fees

Transfer Center

Transfer resources (e.g. tours, workshops, materials)
<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Very Dissatisfied</th>
<th>n</th>
<th>av.</th>
<th>md</th>
<th>dev.</th>
<th>ab.</th>
</tr>
</thead>
<tbody>
<tr>
<td>College representative appointments</td>
<td>34.7% 42.5% 12% 10.8%</td>
<td></td>
<td>167</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>767</td>
</tr>
<tr>
<td>College fairs</td>
<td>36.7% 47.8% 8.9% 6.7%</td>
<td></td>
<td>180</td>
<td>1.9</td>
<td>2</td>
<td>0.8</td>
<td>753</td>
</tr>
<tr>
<td>Veteran’s Benefits</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information on Veteran’s educational benefits service</td>
<td>40% 40% 11.1% 8.9%</td>
<td></td>
<td>45</td>
<td>1.9</td>
<td>2</td>
<td>0.9</td>
<td>891</td>
</tr>
<tr>
<td>VA Benefit processing</td>
<td>43.6% 38.5% 7.7% 10.3%</td>
<td></td>
<td>39</td>
<td>1.8</td>
<td>2</td>
<td>1</td>
<td>896</td>
</tr>
</tbody>
</table>
Histogram for scaled questions

Admissions and Records

- Very Satisfied: 39%, Very Dissatisfied: 54%
- n = 847
- av. = 1.7, dev. = 0.7

CalWORKS

- Very Satisfied: 28%, Very Dissatisfied: 72%
- n = 60
- av. = 1.9, dev. = 0.8

Campus Parking

- Very Satisfied: 14%, Very Dissatisfied: 86%
- n = 758
- av. = 2.4, dev. = 0.9

Campus Police

- Very Satisfied: 26%, Very Dissatisfied: 57%
- n = 372
- av. = 2, dev. = 0.8

Career Guidance Center

- Very Satisfied: 36%, Very Dissatisfied: 51%
- n = 300
- av. = 1.8, dev. = 0.8

Counseling

- Very Satisfied: 36%, Very Dissatisfied: 43%
- n = 496
- av. = 1.9, dev. = 0.9

Early Bird

- Very Satisfied: 61%, Very Dissatisfied: 39%
- n = 142
- av. = 1.6, dev. = 0.8

EOPS/CARE

- Very Satisfied: 36%, Very Dissatisfied: 44%
- n = 55
- av. = 1.9, dev. = 0.9

Financial Assistance

- Very Satisfied: 36%, Very Dissatisfied: 40%
- n = 255
- av. = 2, dev. = 1

Free Tutoring (LAP)

- Very Satisfied: 46%, Very Dissatisfied: 49%
- n = 200
- av. = 1.6, dev. = 0.6

International Students (F-1 Visa)

- Very Satisfied: 29%, Very Dissatisfied: 46%
- n = 24
- av. = 2.1, dev. = 1

Library

- Very Satisfied: 27%, Very Dissatisfied: 59%
- n = 551
- av. = 2, dev. = 0.8

Matriculation (Orientation & Group Advisement)

- Very Satisfied: 25%, Very Dissatisfied: 60%
- n = 439
- av. = 1.9, dev. = 0.7

MySite

- Very Satisfied: 50%, Very Dissatisfied: 45%
- n = 917
- av. = 1.6, dev. = 0.6

Open Computer labs

- Very Satisfied: 47%, Very Dissatisfied: 47%
- n = 413
- av. = 1.6, dev. = 0.7
<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Re-entry/Women's Resources</td>
<td>46%</td>
<td>54%</td>
</tr>
<tr>
<td>Saddleback College's Website</td>
<td>39%</td>
<td>61%</td>
</tr>
<tr>
<td>Scholarships</td>
<td>32%</td>
<td>68%</td>
</tr>
<tr>
<td>Special Services (DSPS)</td>
<td>56%</td>
<td>44%</td>
</tr>
<tr>
<td>Student Government/Clubs/Activities</td>
<td>24%</td>
<td>76%</td>
</tr>
<tr>
<td>Student Health Center</td>
<td>42%</td>
<td>58%</td>
</tr>
<tr>
<td>Student Payment Office</td>
<td>29%</td>
<td>71%</td>
</tr>
<tr>
<td>Transfer Center</td>
<td>35%</td>
<td>46%</td>
</tr>
<tr>
<td>Veteran's Benefits</td>
<td>35%</td>
<td>48%</td>
</tr>
<tr>
<td>Application for admission</td>
<td>48%</td>
<td>52%</td>
</tr>
<tr>
<td>Registration process</td>
<td>47%</td>
<td>42%</td>
</tr>
<tr>
<td>Application for graduation/certificate</td>
<td>38%</td>
<td>47%</td>
</tr>
<tr>
<td>Transcript requests</td>
<td>37%</td>
<td>46%</td>
</tr>
<tr>
<td>On-line parking permit process</td>
<td>55%</td>
<td>36%</td>
</tr>
<tr>
<td>Availability of parking on campus</td>
<td>12%</td>
<td>88%</td>
</tr>
</tbody>
</table>
In-person parking assistance

- Very Satisfied: 26%
- Very Dissatisfied: 34%
- Average: 2.4
- Deviation: 1.1
- N: 194

Police services

- Very Satisfied: 30%
- Very Dissatisfied: 21%
- Average: 2
- Deviation: 0.8
- N: 242

Escort services

- Very Satisfied: 33%
- Very Dissatisfied: 20%
- Average: 2.1
- Deviation: 1
- N: 51

Research for colleges

- Very Satisfied: 36%
- Very Dissatisfied: 14%
- Average: 1.9
- Deviation: 0.9
- N: 206

Research for careers

- Very Satisfied: 37%
- Very Dissatisfied: 13%
- Average: 1.9
- Deviation: 0.9
- N: 212

Scholarship information

- Very Satisfied: 27%
- Very Dissatisfied: 13%
- Average: 2.2
- Deviation: 1
- N: 155

Job placement

- Very Satisfied: 28%
- Very Dissatisfied: 22%
- Average: 2.4
- Deviation: 1.1
- N: 68

Job referrals/internships

- Very Satisfied: 26%
- Very Dissatisfied: 21%
- Average: 2.3
- Deviation: 1.1
- N: 73

Job planning/preparation

- Very Satisfied: 33%
- Very Dissatisfied: 17%
- Average: 2.2
- Deviation: 1.1
- N: 92

Availability of counseling appointments

- Very Satisfied: 14%
- Very Dissatisfied: 28%
- Average: 2.4
- Deviation: 0.9
- N: 484

Academic counseling service

- Very Satisfied: 30%
- Very Dissatisfied: 16%
- Average: 2.1
- Deviation: 0.9
- N: 467

Career counseling service

- Very Satisfied: 27%
- Very Dissatisfied: 17%
- Average: 2.1
- Deviation: 0.9
- N: 245

Personal counseling service

- Very Satisfied: 33%
- Very Dissatisfied: 11%
- Average: 2.1
- Deviation: 1
- N: 167

Financial Aid information

- Very Satisfied: 30%
- Very Dissatisfied: 14%
- Average: 2.1
- Deviation: 1
- N: 259

Financial Aid website

- Very Satisfied: 29%
- Very Dissatisfied: 11%
- Average: 2.1
- Deviation: 0.9
- N: 246
### Ease of navigation of the college website

- **Very Satisfied**: 37%
- **Very Dissatisfied**: 51%
- **Average**: 1.8
- **Deviation**: 0.7
- **N**: 886

### Access to a variety of information

- **Very Satisfied**: 40%
- **Very Dissatisfied**: 49%
- **Average**: 1.7
- **Deviation**: 0.7
- **N**: 873

### Overall appearance of the college website

- **Very Satisfied**: 40%
- **Very Dissatisfied**: 52%
- **Average**: 1.7
- **Deviation**: 0.7
- **N**: 888

### Saddleback's on-line scholarship application process

- **Very Satisfied**: 32%
- **Very Dissatisfied**: 35%
- **Average**: 2.2
- **Deviation**: 1.1
- **N**: 133

### Scholarship information and notification

- **Very Satisfied**: 23%
- **Very Dissatisfied**: 35%
- **Average**: 2.4
- **Deviation**: 1.1
- **N**: 142

### Scholarship award ceremony

- **Very Satisfied**: 38%
- **Very Dissatisfied**: 34%
- **Average**: 2.1
- **Deviation**: 1.1
- **N**: 80

### Special Services information and eligibility

- **Very Satisfied**: 42%
- **Very Dissatisfied**: 32%
- **Average**: 2
- **Deviation**: 1
- **N**: 76

### Special Services counseling

- **Very Satisfied**: 47%
- **Very Dissatisfied**: 31%
- **Average**: 1.9
- **Deviation**: 1
- **N**: 64

### Special Services intake and assessment

- **Very Satisfied**: 48%
- **Very Dissatisfied**: 32%
- **Average**: 1.8
- **Deviation**: 1
- **N**: 65

### Disability related accommodaitions

- **Very Satisfied**: 47%
- **Very Dissatisfied**: 39%
- **Average**: 1.9
- **Deviation**: 1
- **N**: 60

### Information on student government and campus clubs

- **Very Satisfied**: 17%
- **Very Dissatisfied**: 46%
- **Average**: 2.3
- **Deviation**: 0.9
- **N**: 149

### Recreation room facility and hours

- **Very Satisfied**: 23%
- **Very Dissatisfied**: 50%
- **Average**: 2.2
- **Deviation**: 1
- **N**: 94

### ASB card price

- **Very Satisfied**: 26%
- **Very Dissatisfied**: 49%
- **Average**: 2.1
- **Deviation**: 0.9
- **N**: 207

### ASB card discounts

- **Very Satisfied**: 23%
- **Very Dissatisfied**: 41%
- **Average**: 2.3
- **Deviation**: 1
- **N**: 160

### Medical appointments at the Student Health Center

- **Very Satisfied**: 49%
- **Very Dissatisfied**: 38%
- **Average**: 1.7
- **Deviation**: 0.8
- **N**: 192
<table>
<thead>
<tr>
<th>Subunit</th>
<th>Very Satisfied</th>
<th>Very Dissatisfied</th>
<th>n</th>
<th>av</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions and Records</td>
<td></td>
<td></td>
<td>847</td>
<td>1.7</td>
</tr>
<tr>
<td>CalWORKS</td>
<td></td>
<td></td>
<td>60</td>
<td>1.9</td>
</tr>
<tr>
<td>Campus Parking</td>
<td></td>
<td></td>
<td>758</td>
<td>2.4</td>
</tr>
<tr>
<td>Campus Police</td>
<td></td>
<td></td>
<td>372</td>
<td>2</td>
</tr>
<tr>
<td>Career Guidance Center</td>
<td></td>
<td></td>
<td>300</td>
<td>1.8</td>
</tr>
<tr>
<td>Counseling</td>
<td></td>
<td></td>
<td>496</td>
<td>1.9</td>
</tr>
<tr>
<td>Early Bird</td>
<td></td>
<td></td>
<td>142</td>
<td>1.6</td>
</tr>
<tr>
<td>EOPS/CARE</td>
<td></td>
<td></td>
<td>75</td>
<td>1.9</td>
</tr>
<tr>
<td>Financial Assistance</td>
<td></td>
<td></td>
<td>200</td>
<td>2</td>
</tr>
<tr>
<td>Free Tutoring (LAP)</td>
<td></td>
<td></td>
<td>255</td>
<td>2</td>
</tr>
<tr>
<td>International Students (F-1 Visa)</td>
<td></td>
<td></td>
<td>24</td>
<td>2.1</td>
</tr>
<tr>
<td>Library</td>
<td></td>
<td></td>
<td>551</td>
<td>2</td>
</tr>
<tr>
<td>Matriculation (Orientation &amp; Group Advisement)</td>
<td></td>
<td></td>
<td>439</td>
<td>1.9</td>
</tr>
<tr>
<td>MySite</td>
<td></td>
<td></td>
<td>917</td>
<td>1.6</td>
</tr>
<tr>
<td>Open Computer labs</td>
<td></td>
<td></td>
<td>413</td>
<td>1.6</td>
</tr>
<tr>
<td>Re-entry/Women's Resources</td>
<td></td>
<td></td>
<td>52</td>
<td>1.6</td>
</tr>
<tr>
<td>Saddleback College's Website (excluding MySITE)</td>
<td></td>
<td></td>
<td>843</td>
<td>1.7</td>
</tr>
<tr>
<td>Scholarships</td>
<td></td>
<td></td>
<td>130</td>
<td>2.2</td>
</tr>
<tr>
<td>Special Services (DSPS)</td>
<td></td>
<td></td>
<td>68</td>
<td>1.5</td>
</tr>
<tr>
<td>Student Government/Clubs/Activities</td>
<td></td>
<td></td>
<td>104</td>
<td>2</td>
</tr>
<tr>
<td>Student Health Center</td>
<td></td>
<td></td>
<td>234</td>
<td>1.8</td>
</tr>
<tr>
<td>Student Payment Office</td>
<td></td>
<td></td>
<td>294</td>
<td>1.8</td>
</tr>
<tr>
<td>Transfer Center</td>
<td></td>
<td></td>
<td>238</td>
<td>1.9</td>
</tr>
<tr>
<td>Veteran's Benefits</td>
<td></td>
<td></td>
<td>40</td>
<td>1.9</td>
</tr>
<tr>
<td>Service</td>
<td>Satisfied</td>
<td>Unsatisfied</td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-----------</td>
<td>-------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Application for admission</td>
<td>Very</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Registration process</td>
<td>Satisfied</td>
<td>Dissatisfied</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Application for graduation/certificate</td>
<td>Very</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transcript requests</td>
<td>Satisfied</td>
<td>Dissatisfied</td>
<td></td>
<td></td>
</tr>
<tr>
<td>On-line parking permit process</td>
<td>Very</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of parking on campus</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>In-person parking assistance</td>
<td>Very</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Police services</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Escort services</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Research for colleges</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Research for careers</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scholarship information</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Job placement</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Job referrals/internships</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Job planning/preparation</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of counseling appointments</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Academic counseling service</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Career counseling service</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal counseling service</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Aid information</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Aid website</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Services at the Financial Assistance Office</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information on the tutoring center (LAP)</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LAP's tutoring service</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location of the LAP</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of online databases and resources</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanliness of the library facilities</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library staff assistance</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scheduling a Matriculation testing appointment</td>
<td>Satisfied</td>
<td>Very</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service</td>
<td>Satisfied Rating</td>
<td>Dissatisfied Rating</td>
<td>N</td>
<td>Average</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>------------------</td>
<td>---------------------</td>
<td>----</td>
<td>---------</td>
</tr>
<tr>
<td>Matriculation orientation session</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>382</td>
<td>1.8</td>
</tr>
<tr>
<td>Matriculation group advisement session</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>356</td>
<td>1.9</td>
</tr>
<tr>
<td>Ease of navigation</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>919</td>
<td>1.7</td>
</tr>
<tr>
<td>Access to a variety of information</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>905</td>
<td>1.7</td>
</tr>
<tr>
<td>Overall appearance</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>911</td>
<td>1.7</td>
</tr>
<tr>
<td>Location of computer labs</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>410</td>
<td>1.7</td>
</tr>
<tr>
<td>Assistance of computer lab staff</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>340</td>
<td>1.8</td>
</tr>
<tr>
<td>Ease of navigation of the college website</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>886</td>
<td>1.8</td>
</tr>
<tr>
<td>Access to a variety of information</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>873</td>
<td>1.7</td>
</tr>
<tr>
<td>Overall appearance of the college website</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>888</td>
<td>1.7</td>
</tr>
<tr>
<td>Saddleback's on-line scholarship application process</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>133</td>
<td>2.2</td>
</tr>
<tr>
<td>Scholarship information and notification</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>142</td>
<td>2.4</td>
</tr>
<tr>
<td>Scholarship award ceremony</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>80</td>
<td>2.1</td>
</tr>
<tr>
<td>Special Services information and eligibility</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>76</td>
<td>2</td>
</tr>
<tr>
<td>Special Services counseling</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>64</td>
<td>1.9</td>
</tr>
<tr>
<td>Special Services intake and assessment</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>65</td>
<td>1.8</td>
</tr>
<tr>
<td>Disability related accommodations</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>60</td>
<td>1.9</td>
</tr>
<tr>
<td>Information on student government and campus clubs</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>149</td>
<td>2.3</td>
</tr>
<tr>
<td>Recreation room facility and hours</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>94</td>
<td>2.2</td>
</tr>
<tr>
<td>ASB card price</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>207</td>
<td>2.1</td>
</tr>
<tr>
<td>ASB card discounts</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>160</td>
<td>2.3</td>
</tr>
<tr>
<td>Medical appointments at the Student Health Center</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>192</td>
<td>1.7</td>
</tr>
<tr>
<td>Personal counseling at the Student Health Center</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>98</td>
<td>1.8</td>
</tr>
<tr>
<td>Health Information</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>163</td>
<td>1.7</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>309</td>
<td>1.8</td>
</tr>
<tr>
<td>Methods of payment for college fees</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>487</td>
<td>1.6</td>
</tr>
<tr>
<td>Methods of refunds for college fees</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>373</td>
<td>1.9</td>
</tr>
<tr>
<td>Transfer resources (e.g. tours, workshops, materials)</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>209</td>
<td>1.9</td>
</tr>
<tr>
<td>College representative appointments</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>167</td>
<td>2</td>
</tr>
<tr>
<td>Service</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
<td>n</td>
<td>av.</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>----------------</td>
<td>-------------------</td>
<td>----</td>
<td>-----</td>
</tr>
<tr>
<td>College fairs</td>
<td></td>
<td></td>
<td>180</td>
<td>1.9</td>
</tr>
<tr>
<td>Information on Veteran's educational benefits service</td>
<td></td>
<td></td>
<td>45</td>
<td>1.9</td>
</tr>
<tr>
<td>VA Benefit processing</td>
<td></td>
<td></td>
<td>39</td>
<td>1.8</td>
</tr>
</tbody>
</table>
Survey Results

Legend

Question text

Demographics

Your Age:

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>17 or younger</td>
<td>1.6%</td>
</tr>
<tr>
<td>18-21</td>
<td>24.2%</td>
</tr>
<tr>
<td>22-29</td>
<td>15.9%</td>
</tr>
<tr>
<td>30-39</td>
<td>8.7%</td>
</tr>
<tr>
<td>40-59</td>
<td>27.9%</td>
</tr>
<tr>
<td>60 or older</td>
<td>21.6%</td>
</tr>
</tbody>
</table>

Your Sex:

<table>
<thead>
<tr>
<th>Sex</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>69.4%</td>
</tr>
<tr>
<td>Male</td>
<td>30.6%</td>
</tr>
</tbody>
</table>

What is your predominant ethnic background? Please check only ONE.

<table>
<thead>
<tr>
<th>Ethnic Background</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>African-American/ Black</td>
<td>1%</td>
</tr>
<tr>
<td>American Indian/ Alaskan Native</td>
<td>0.2%</td>
</tr>
<tr>
<td>Asian</td>
<td>8.3%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>9.1%</td>
</tr>
<tr>
<td>Middle Eastern</td>
<td>2.2%</td>
</tr>
<tr>
<td>Native Hawaiian/ Pacific Islander</td>
<td>0.7%</td>
</tr>
<tr>
<td>White</td>
<td>74.7%</td>
</tr>
<tr>
<td>Other</td>
<td>3.8%</td>
</tr>
</tbody>
</table>

What is your student status at Saddleback College (SC) this semester?

<table>
<thead>
<tr>
<th>Student Status</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>New (first time at college)</td>
<td>5.4%</td>
</tr>
<tr>
<td>Continuing (no break in attendance)</td>
<td>71.2%</td>
</tr>
<tr>
<td>Returning (coming back to SC after a semester(s) off)</td>
<td>18.8%</td>
</tr>
<tr>
<td>New Transfer (first time at SC, but you have attended college)</td>
<td>4.7%</td>
</tr>
</tbody>
</table>
### Are you an international student with F1 Visa?

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>0.5%</td>
</tr>
<tr>
<td>No</td>
<td>99.5%</td>
</tr>
</tbody>
</table>

**n=867**

### Is English your primary language?

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>89.7%</td>
</tr>
<tr>
<td>No</td>
<td>10.3%</td>
</tr>
</tbody>
</table>

**n=923**

### If you answered No, what is your primary language?

<table>
<thead>
<tr>
<th>Language</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arabic</td>
<td>1.1%</td>
</tr>
<tr>
<td>Farsi</td>
<td>14%</td>
</tr>
<tr>
<td>Japanese</td>
<td>5.4%</td>
</tr>
<tr>
<td>Korean</td>
<td>2.2%</td>
</tr>
<tr>
<td>Mandarin/Chinese</td>
<td>8.6%</td>
</tr>
<tr>
<td>Spanish</td>
<td>21.5%</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>4.3%</td>
</tr>
<tr>
<td>Other</td>
<td>43%</td>
</tr>
</tbody>
</table>

**n=93**

### During the time the college is in session, approximately how many hours a week are you working for pay?

<table>
<thead>
<tr>
<th>Hours</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 hours</td>
<td>41.2%</td>
</tr>
<tr>
<td>1-9 hours</td>
<td>7.1%</td>
</tr>
<tr>
<td>10-19 hours</td>
<td>12.2%</td>
</tr>
<tr>
<td>20-29 hours</td>
<td>14.7%</td>
</tr>
<tr>
<td>30-39 hours</td>
<td>8.4%</td>
</tr>
<tr>
<td>40 hours or more</td>
<td>16.4%</td>
</tr>
</tbody>
</table>

**n=910**

### What is your overall GPA at Saddleback College? (A=4, B=3, C=2, D=1, F=1)

<table>
<thead>
<tr>
<th>GPA Range</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st semester at Saddleback, no GPA</td>
<td>4.7%</td>
</tr>
<tr>
<td>Less than 1.99</td>
<td>1%</td>
</tr>
<tr>
<td>Between 2.00-2.49</td>
<td>6%</td>
</tr>
<tr>
<td>Between 2.50-2.99</td>
<td>9.9%</td>
</tr>
<tr>
<td>Between 3.00-3.49</td>
<td>19%</td>
</tr>
<tr>
<td>3.50 or higher</td>
<td>42.7%</td>
</tr>
<tr>
<td>Unsure</td>
<td>16.7%</td>
</tr>
</tbody>
</table>

**n=899**

### How many units are you enrolled in this semester?

<table>
<thead>
<tr>
<th>Units</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 units</td>
<td>15.4%</td>
</tr>
<tr>
<td>1-6.9 units</td>
<td>42.2%</td>
</tr>
<tr>
<td>7-11.9 units</td>
<td>13.7%</td>
</tr>
<tr>
<td>12-14.9 units</td>
<td>18%</td>
</tr>
<tr>
<td>15 units or more</td>
<td>10.8%</td>
</tr>
</tbody>
</table>
How many courses and/or labs are you currently enrolled in?

<table>
<thead>
<tr>
<th>Number of Courses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>One</td>
<td>31.9%</td>
</tr>
<tr>
<td>Two</td>
<td>22.2%</td>
</tr>
<tr>
<td>Three</td>
<td>16%</td>
</tr>
<tr>
<td>Four</td>
<td>15.4%</td>
</tr>
<tr>
<td>Five or more</td>
<td>14.5%</td>
</tr>
</tbody>
</table>

Including the units you are taking now, what is the total number of units you have completed at Saddleback?

<table>
<thead>
<tr>
<th>Number of Units</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 units</td>
<td>8.2%</td>
</tr>
<tr>
<td>1-15 units</td>
<td>25.2%</td>
</tr>
<tr>
<td>16-30 units</td>
<td>22%</td>
</tr>
<tr>
<td>31-45 units</td>
<td>14.2%</td>
</tr>
<tr>
<td>46-60 units</td>
<td>11.3%</td>
</tr>
<tr>
<td>61-75 units</td>
<td>8.3%</td>
</tr>
<tr>
<td>More than 75 units</td>
<td>10.9%</td>
</tr>
</tbody>
</table>

On average, about how many hours per week do you usually spend preparing for all of your courses (e.g. reading, studying, completing assignments)?

<table>
<thead>
<tr>
<th>Hours per Week</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 5</td>
<td>32.9%</td>
</tr>
<tr>
<td>5-9 hours</td>
<td>27.2%</td>
</tr>
<tr>
<td>10-14 hours</td>
<td>15.4%</td>
</tr>
<tr>
<td>15-19 hours</td>
<td>8.9%</td>
</tr>
<tr>
<td>20-24 hours</td>
<td>7.1%</td>
</tr>
<tr>
<td>25-29 hours</td>
<td>3.7%</td>
</tr>
<tr>
<td>30-35 hours</td>
<td>2.4%</td>
</tr>
<tr>
<td>More than 35</td>
<td>2.3%</td>
</tr>
</tbody>
</table>

Not including time attending classes and labs, about how many hours per week do you usually spend on the Saddleback campus?

<table>
<thead>
<tr>
<th>Hours per Week</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 2</td>
<td>63%</td>
</tr>
<tr>
<td>2-4 hours</td>
<td>16.8%</td>
</tr>
<tr>
<td>5-8 hours</td>
<td>11.8%</td>
</tr>
<tr>
<td>More than 8</td>
<td>8.4%</td>
</tr>
</tbody>
</table>

If you are planning to transfer, which type of institution(s) have you selected to apply to? Please check all that apply.

<table>
<thead>
<tr>
<th>Type of Institution</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>California State University</td>
<td>37.4%</td>
</tr>
<tr>
<td>University of California</td>
<td>20.8%</td>
</tr>
<tr>
<td>Other California (private)</td>
<td>13.7%</td>
</tr>
<tr>
<td>On-Line University/College</td>
<td>4.7%</td>
</tr>
<tr>
<td>Out of State</td>
<td>8.4%</td>
</tr>
</tbody>
</table>
Are you currently participating in or utilizing any of the following programs or services? Please check all that apply.

- Athletics/Cheerleading: 2.9% [n=922]
- DSPS/Special Services: 4.8%
- EOPS/CARE: 2.2%
- ESL: 1.3%
- Financial Aid: 16.2%
- Scholarships: 4.6%
- Honors program: 3.4%
- LAP/Free Tutoring: 9.1%
- Library: 21.8%
- Open Computer labs: 15%
- Student Government: 1.1%
- Study Abroad: 0.9%
- Student Clubs (e.g. Speech, Model UN, Honor Society): 6.5%

When do you prefer to attend classes? Please check all that apply.

- Early Morning (6:00-8:59 am): 22.1% [n=922]
- Late Morning (9:00-11:59 am): 52%
- Early Afternoon (12:00-2:59 pm): 40.7%
- Late Afternoon (3:00-5:59 pm): 22.6%
- Evening (6:00-10:00 pm): 34.8%
- Distance Education (on-line): 24.6%

What is your PRIMARY mode of transportation to the campus? Please check one.

- Drive yourself in a car: 91.6% [n=900]
- Motorcycle: 0.8%
- Carpool: 1.4%
- Walk/Bicycle: 0.9%
- Bus: 2%
- Dropped off at school by someone: 3.3%

**Contract Services**

**Coffee Carts**

Very Satisfied: 47.1%, 37.2%, 12.8%, 2.9%  
Very Dissatisfied: n=376  
av.=1.7  
md=2  
dev.=1  
ab.=518

**Cafeteria**

Very Satisfied: 21%, 35.4%, 29.4%, 14.2%  
Very Dissatisfied: n=381  
av.=2.4  
md=2  
dev.=1  
ab.=514
Food vending machines

Very Satisfied 23.8% 38.9% 24.9% 12.3%
Very Dissatisfied

n=357
av.=2.3
md=2
dev.=1
ab.=531

Beverage vending machines

Very Satisfied 30.5% 36.7% 20.4% 12.3%
Very Dissatisfied

n=406
av.=2.1
md=2
dev.=1
ab.=482

College Bookstore

Very Satisfied 33.8% 40.7% 17.2% 8.2%
Very Dissatisfied

n=680
av.=2
md=2
dev.=0.9
ab.=216

Athletics and Fine Arts

Do you know that Saddleback College has men's and women's intercollegiate sports?

Yes 76.2% n=887
No 23.8%

Which of the following have you been to on campus? Please check all that apply.

Plays, concerts, shows at the McKinney Theatre 33.2% n=922
Art gallery shows 21.7%
Athletic events 10.2%
Fitness Center 15.4%

Campus Beautification

Do you favor a smoke-free campus?

Yes 75.4% n=908
No 13.8%
Undecided 10.8%

Campus Activities

Associated Student Government (ASG) sponsored events

Very Satisfied 25.6% 39.7% 23.1% 11.5%
Very Dissatisfied

n=78
av.=2.2
md=2
dev.=1
ab.=814

Campus based clubs/organizations

Very Satisfied 27% 43.5% 20% 9.6%
Very Dissatisfied

n=115
av.=2.1
md=2
dev.=0.9
ab.=774

Career Days

Very Satisfied 30.8% 43% 19.6% 6.5%
Very Dissatisfied

n=107
av.=2
md=2
dev.=0.9
ab.=784
Club fairs

Very Dissatisfied
Very Satisfied
n=104
av.=2
md=2
dev.=0.8
ab.=781

New Student Welcome Day

Very Dissatisfied
Very Satisfied
n=89
av.=1.8
md=2
dev.=0.8
ab.=797

High School Senior Day

Very Dissatisfied
Very Satisfied
n=89
av.=1.8
md=2
dev.=0.8
ab.=793

Transfer related events (e.g. Transfer Day, College rep. visits, workshops)

Very Dissatisfied
Very Satisfied
n=199
av.=1.8
md=2
dev.=0.8
ab.=692

Marketing

Where have you seen or heard Saddleback College advertised off campus? Please check all that apply.

Newspapers (public/subscription) 22.2% n=922
Movie theatres 3.9%
Public bus ads 6.7%
Channel 39 10.6%
KSBR 88.5 FM 12.5%
On the web 18.4%
High School newspaper ads 9.4%
Other college/university newspaper 2.4%
Letter/postcard mailed to your home 30.4%
Saddleback College class schedule mailed to your home 60.5%
Television ads/sponsorship 6.9%

Where have you seen or heard Saddleback College’s application and registration information? Please check all that apply.

Saddleback College class schedule that was mailed to your residence 62.8% n=922
Letter/postcard that was mailed to your residence 25.8%
Newspaper advertisement 2.1%
Channel 39 4.3%
KSBR 88.5 FM 4.3%
Friends or family 18.4%
OCRock.com 0.5%
Advertisements on public buses 1.5%
Marquees at college entrance 14.5%
Saddleback College website (NOT MySite) 46.5%
Advertisements in movie theatres 1.6%
Presentation by Saddleback College staff at high school or community college event 6.2%
Television advertisements/sponsorship 1.3%
How would you like to be informed about programs, activities and services at Saddleback College? Please check all that apply.

- Email: 71.1% (n=922)
- Phone call: 2.6%
- Letter/postcards mailed to your residence: 33.5%
- Saddleback College website: 42.3%
- MySite: 43.8%
- Schedule of classes: 28.2%
- KSBR 88.5 FM: 4.2%
- Channel 39 (cable announcement): 3.6%
- In class presentations: 11%
- Lariat (College newspaper): 8.1%
- Banners on campus: 17.2%

Why have you chosen to take classes at Saddleback College? Please check all that apply.

- Location (I live or work close to campus): 80.7% (n=922)
- Campus culture (I like the atmosphere at Saddleback College): 20.6%
- Availability of classes: 65%
- Availability of parking on campus: 11.4%
- My friends are taking classes here: 14.1%
- Low cost of tuition and fees: 68.1%
- To participate in athletics: 2.7%
- To participate in fine arts: 11.9%
- Because of the faculty who teach here: 33.1%
- Because of the student services offered: 7%
- Because of the academic reputation: 22%
- Because of the vocational reputation: 6.7%
- Because of the transfer reputation: 20.4%

If you take classes at ANOTHER community college, why? Please check all that apply.

- Location (I live or work close to campus): 12.8% (n=922)
- Campus culture: 1.4%
- Availability of classes: 24.7%
- Availability of parking: 4.8%
- My friends are taking classes there: 2.1%
- To participate in athletics: 0.1%
- To participate in fine arts: 2%
- Because of the faculty who teach there: 5.7%
- Because of the student services offered: 1.8%
- The college's academic reputation: 3.6%
- Because of the vocational reputation: 2%
- Because of the transfer reputation: 2.7%
Instructional

How satisfied are you with the assistance provided in the divisional office (i.e. enrolling in a course, finding faculty mailboxes/hours, general program information, etc.)

The quality of instruction in most classes is excellent.

Most classes are scheduled at times that are convenient.

Faculty are knowledgeable in their fields.

There is good variety of courses offered at Saddleback College.

I am able to experience intellectual growth at the college.

When needed, I am able to communicate with my instructors outside of class.

My instructors provide me with timely feedback on my class performance.

My instructors are helpful and supportive.

The laboratory equipment and supplies are excellent.

Developing an understanding and enjoyment of literature (e.g. novels, stories, essays, poetry)

Developing an appreciation of the arts and music
Developing an appreciation of different philosophies, cultures, and ways of life

Solving problems using math

Developing an understanding of scientific concepts

Developing an ability to speak and understand another language

Learning more about other parts of the world and other people (e.g. Asia, Africa, Europe, South America, Australia)

Understanding myself, my abilities and interests

Putting ideas together to see relationships, similarities, and differences

Developing an interest in political and economic events

Developing and clarifying career objectives

Acquiring the skills to enter the workforce or advance in my career

Acquiring the ability to use computers

Understanding mathematical concepts such as probabilities, proportions, etc.
Developing the ability to learn on my own, pursue ideas, and find information I need

None
Very Much
n=801
av.=2.5
md=2
dev.=1.3

Seeing the importance of history to understand the present as well as the past

None
Very Much
n=793
av.=3.1
md=3
dev.=1.5

Developing good health habits and physical fitness

None
Very Much
n=803
av.=3.1
md=3
dev.=1.6

Developing good self-management habits for success in college/life

None
Very Much
n=789
av.=2.8
md=3
dev.=1.4

Improving reading, writing and oral communications

None
Very Much
n=793
av.=2.8
md=3
dev.=1.4

Identifying and clarifying a college major

None
Very Much
n=785
av.=3
md=3
dev.=1.6

Identifying and clarifying future educational plans

None
Very Much
n=789
av.=2.7
md=2
dev.=1.5
Histogram for scaled questions

Coffee Carts

Cafeteria

Food vending machines

Beverage vending machines

College Bookstore

Associated Student Government (ASG) sponsored events

Campus based clubs/organizations

Career Days

Club fairs

New Student Welcome Day

High School Senior Day

Transfer related events (e.g. Transfer Day, College rep. visits, workshops)

How satisfied are you with the assistance provided in the divisional office (i.e. enrolling in a course, finding

The quality of instruction in most classes is excellent.

Most classes are scheduled at times that are convenient.
Faculty are knowledgeable in their fields.

- Strongly Agree: 56%
- Strongly Disagree: 34%

There is good variety of courses offered at Saddleback College.

- Strongly Agree: 54%
- Strongly Disagree: 10%

I am able to experience intellectual growth at the college.

- Strongly Agree: 47%
- Strongly Disagree: 9%

When needed, I am able to communicate with my instructors outside of class.

- Strongly Agree: 53%
- Strongly Disagree: 10%

My instructors provide me with timely feedback on my class performance.

- Strongly Agree: 41%
- Strongly Disagree: 16%

My instructors are helpful and supportive.

- Strongly Agree: 47%
- Strongly Disagree: 9%

The laboratory equipment and supplies are excellent.

- Strongly Agree: 39%
- Strongly Disagree: 15%

Developing an understanding and enjoyment of literature (e.g. novels, stories, essays, poetry)

- Very Much: 20%
- None: 25%

Developing an appreciation of the arts and music

- Very Much: 25%
- None: 20%

Developing an appreciation of different philosophies, cultures, and ways of life

- Very Much: 20%
- None: 23%

Solving problems using math

- Very Much: 17%
- None: 16%

Developing an understanding of scientific concepts

- Very Much: 19%
- None: 21%

Developing an ability to speak and understand another language

- Very Much: 12%
- None: 13%

Learning more about other parts of the world and other people (e.g. Asia, Africa, Europe, South America).

- Very Much: 16%
- None: 12%

Understanding myself, my abilities and interests

- Very Much: 22%
- None: 8%
### Putting ideas together to see relationships, similarities, and differences

- **Very Much**: 24%
- **None**: 22%
- **dev. = 1.4**
- **n = 795**
- **av. = 2.6**

### Developing an interest in political and economic events

- **Very Much**: 30%
- **None**: 22%
- **dev. = 1.5**
- **n = 788**
- **av. = 3.4**

### Developing and clarifying career objectives

- **Very Much**: 22%
- **None**: 16%
- **dev. = 1.5**
- **n = 787**
- **av. = 2.9**

### Acquiring the skills to enter the workforce or advance in my career

- **Very Much**: 30%
- **None**: 21%
- **dev. = 1.5**
- **n = 787**
- **av. = 2.8**

### Acquiring the ability to use computers

- **Very Much**: 33%
- **None**: 24%
- **dev. = 1.5**
- **n = 794**
- **av. = 3.2**

### Understanding mathematical concepts such as probabilities, proportions, etc.

- **Very Much**: 43%
- **None**: 14%
- **dev. = 1.5**
- **n = 794**
- **av. = 3.6**

### Developing the ability to learn on my own, pursue ideas, and find information I need

- **Very Much**: 30%
- **None**: 21%
- **dev. = 1.3**
- **n = 801**
- **av. = 2.5**

### Seeing the importance of history to understand the present as well as the past

- **Very Much**: 28%
- **None**: 15%
- **dev. = 1.5**
- **n = 793**
- **av. = 3.1**

### Developing good health habits and physical fitness

- **Very Much**: 33%
- **None**: 18%
- **dev. = 1.6**
- **n = 803**
- **av. = 3.1**

### Improving reading, writing and oral communications

- **Very Much**: 23%
- **None**: 22%
- **dev. = 1.4**
- **n = 789**
- **av. = 2.8**

### Identifying and clarifying a college major

- **Very Much**: 21%
- **None**: 14%
- **dev. = 1.6**
- **n = 785**
- **av. = 3**

### Identifying and clarifying future educational plans

- **Very Much**: 23%
- **None**: 19%
- **dev. = 1.5**
- **n = 789**
- **av. = 2.7**
<table>
<thead>
<tr>
<th>Service/Event</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coffee Carts</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
</tr>
<tr>
<td>Cafeteria</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
</tr>
<tr>
<td>Food vending machines</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
</tr>
<tr>
<td>Beverage vending machines</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
</tr>
<tr>
<td>College Bookstore</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
</tr>
<tr>
<td>Associated Student Government (ASG) sponsored events</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
</tr>
<tr>
<td>Campus based clubs/organizations</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
</tr>
<tr>
<td>Career Days</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
</tr>
<tr>
<td>Club fairs</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
</tr>
<tr>
<td>New Student Welcome Day</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
</tr>
<tr>
<td>High School Senior Day</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
</tr>
<tr>
<td>Transfer related events (e.g. Transfer Day, College rep. visits, workshops)</td>
<td>Very Satisfied</td>
<td>Very Dissatisfied</td>
</tr>
<tr>
<td>How satisfied are you with the assistance provided in the divisional office (i.e. enrolling in a course, finding faculty mailboxes/hours, general program information, etc.)</td>
<td>Extremely Satisfied</td>
<td>Extremely Dissatisfied</td>
</tr>
<tr>
<td>The quality of instruction in most classes is excellent.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>Most classes are scheduled at times that are convenient.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>Faculty are knowledgeable in their fields.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>There is good variety of courses offered at Saddleback College.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>I am able to experience intellectual growth at the college.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>When needed, I am able to communicate with my instructors outside of class.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>My instructors provide me with timely feedback on my class performance.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>My instructors are helpful and supportive.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>The laboratory equipment and supplies are excellent.</td>
<td>Strongly Agree</td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>Developing an understanding and enjoyment of literature (e.g. novels, stories, essays, poetry)</td>
<td>Very Much</td>
<td>None</td>
</tr>
<tr>
<td>Developing an appreciation of the arts and music</td>
<td>Very Much</td>
<td>None</td>
</tr>
<tr>
<td>Activity</td>
<td>Importance</td>
<td>Understanding</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>------------</td>
<td>---------------</td>
</tr>
<tr>
<td>Developing an appreciation of different philosophies, cultures, and ways of life</td>
<td>Very Much</td>
<td>None</td>
</tr>
<tr>
<td>Solving problems using math</td>
<td>Very Much</td>
<td>None</td>
</tr>
<tr>
<td>Developing an understanding of scientific concepts</td>
<td>Very Much</td>
<td>None</td>
</tr>
<tr>
<td>Developing an ability to speak and understand another language</td>
<td>Very Much</td>
<td>None</td>
</tr>
<tr>
<td>Learning more about other parts of the world and other people (e.g. Asia, Africa, Europe, South America, Australia)</td>
<td>Very Much</td>
<td>None</td>
</tr>
<tr>
<td>Understanding myself, my abilities and interests</td>
<td>Very Much</td>
<td>None</td>
</tr>
<tr>
<td>Putting ideas together to see relationships, similarities, and differences</td>
<td>Very Much</td>
<td>None</td>
</tr>
<tr>
<td>Developing an interest in political and economic events</td>
<td>Very Much</td>
<td>None</td>
</tr>
<tr>
<td>Developing and clarifying career objectives</td>
<td>Very Much</td>
<td>None</td>
</tr>
<tr>
<td>Acquiring the skills to enter the workforce or advance in my career</td>
<td>Very Much</td>
<td>None</td>
</tr>
<tr>
<td>Acquiring the ability to use computers</td>
<td>Very Much</td>
<td>None</td>
</tr>
<tr>
<td>Understanding mathematical concepts such as probabilities, proportions, etc.</td>
<td>Very Much</td>
<td>None</td>
</tr>
<tr>
<td>Developing the ability to learn on my own, pursue ideas, and find information I need</td>
<td>Very Much</td>
<td>None</td>
</tr>
<tr>
<td>Seeing the importance of history to understand the present as well as the past</td>
<td>Very Much</td>
<td>None</td>
</tr>
<tr>
<td>Developing good health habits and physical fitness</td>
<td>Very Much</td>
<td>None</td>
</tr>
<tr>
<td>Developing good self-management habits for success in college/life</td>
<td>Very Much</td>
<td>None</td>
</tr>
<tr>
<td>Improving reading, writing and oral communications</td>
<td>Very Much</td>
<td>None</td>
</tr>
<tr>
<td>Identifying and clarifying a college major</td>
<td>Very Much</td>
<td>None</td>
</tr>
<tr>
<td>Identifying and clarifying future educational plans</td>
<td>Very Much</td>
<td>None</td>
</tr>
</tbody>
</table>