

Porterville College

Student Satisfaction Survey

Spring 2009

Report on Survey Results

Introduction

This report provides the results of a Porterville College's biannual Student Satisfaction Survey. The survey is conducted every two years beginning in spring 2005. The purpose of the survey is to gather information from students regarding how satisfied they are with various instructional and support services offered by the college. These opinions will be discussed in a variety of campus committees and used to improve college policies and procedures.

Methods

The Student Satisfaction Survey was first conducted in spring 2005 as a means to gather information on how the college is performing its duties in a variety of areas. The staff of the Office of Institutional Research drafted a survey instrument in consultation with the Vice President of Learning, and the College Learning Council, and with input from staff members serving on various accreditation committees. A two-page, 50-question survey was drafted in March 2005 and pilot tested in one class. Minor modifications were made based on the results of the pilot test and the survey was conducted during the week of April 4-8, 2005. A total of 654 surveys were returned from these classes.

The survey was conducted again in the spring of 2007 in essentially the same form (see exceptions below). The 2007 survey was conducted using a selection of classes meeting at 10:00 AM, 2:00 PM, and 7:00 PM on Tuesdays. The surveys were passed out in those classes on Tuesday, March 27th. A total of 367 surveys were returned in 2007.

In 2009, we used essentially the same method, conducting the survey in classes that met on Tuesday, February 24th at 11:10 AM, 2:25 PM, and 6:50 PM. A total of 431 surveys were returned in 2009. No changes to the survey questions were made this year. Due to the differences in sampling design noted above, this document will compare the 2007 and 2009 survey results only, excluding the 2005 data.

The 2009 survey instrument itself is included in this document as Appendix A, beginning on page 19. Note that the survey was printed on 8 ½ by 14 inch paper, so the version in the appendix shows a slightly different format.

The survey consisted of four parts. Part I: Campus Services and Resources contained the bulk of the questions. Here, 34 questions were asked about how students felt about a variety of offices and services provided by Porterville College. The response options ranged from Excellent to Poor, with a "Don't Know" option available for students who had not used a

particular service. For offices only served by a sub-section of the student body, such as CalWorks, the Disability Resource Center, etc, the number of “Don’t Know” responses were substantial. Most other questions were answered by a substantial majority of students.

Part II: Skills and Preparation, contained nine questions regarding how well the college was doing in preparing the student in each of nine core areas related to the Porterville College mission: reading skills, writing skills, speaking skills, math skills, use of technology, respect for diversity, preparing for transfer, preparing for employment, and civic responsibility. Response options ranged from Excellent to Very Poorly, with “Don’t Know” available for students who might be unable to assess their level of preparation in a particular area.

Part III: Overall Impressions included just four questions. The first two involved access to the college: whether students are able to get the classes they need when they need them and whether Porterville College offers the programs, degrees and certificates students need. Response options were in an Agree/Disagree format. The next two questions were fairly general. One asked whether students were familiar with the Porterville College Mission Statement and the other asked whether the student would recommend Porterville College to others.

Part IV: Demographics included only three questions (space limitations prevented our including more demographics). Students were asked for their gender and ethnicity and whether their parents had graduated from a 4-year college.

Changes for the 2007 and 2009 surveys

A few minor changes were made in preparation for the 2007 survey. In part I, a question about the IDEAS program was deleted as that program no longer exists at the college. In part II, we added the question about civic responsibility. This question was not included in the 2005 survey. The College Mission statement was changed in recent years, so the question 46 was changed from asking whether students were familiar with the Mission Statement and Institutional Goals to simply asking about the Mission Statement.

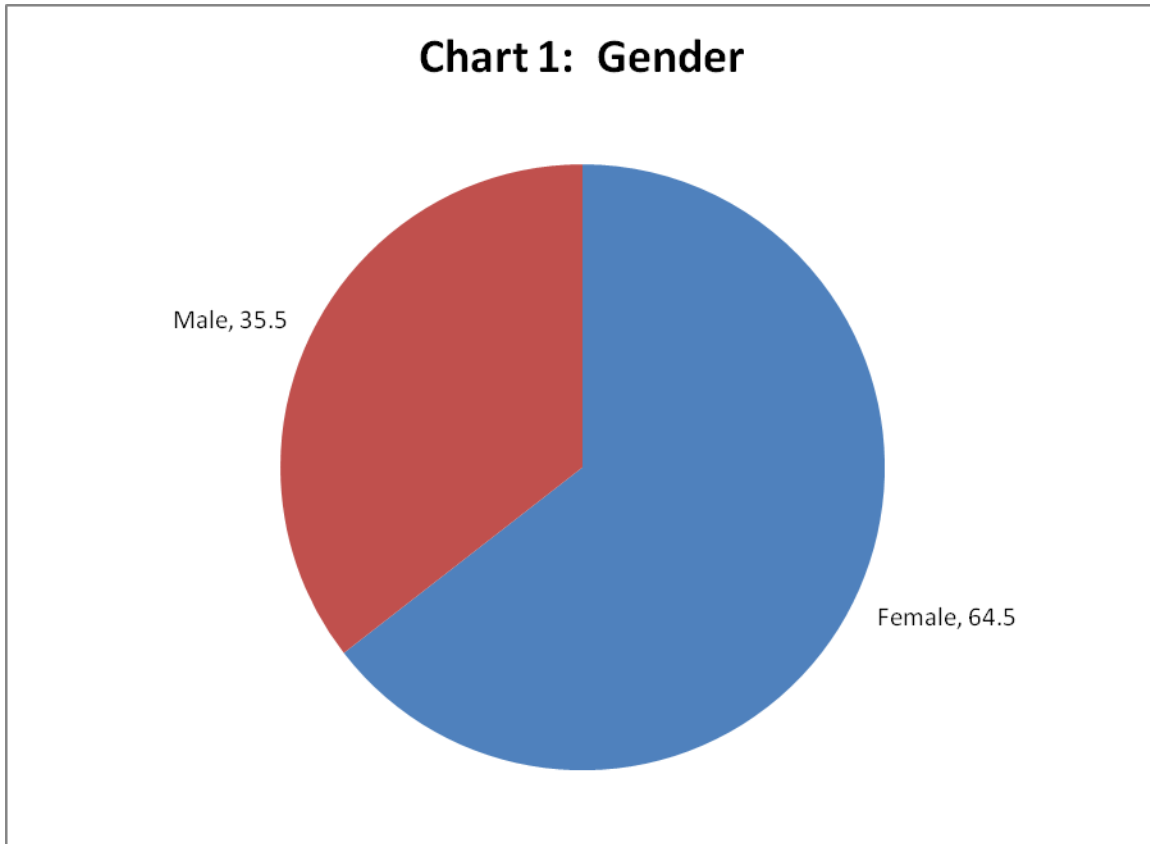
Results

Appendix B, beginning on page 23 provides the survey results in their simplest format: this is a simple crosstabulation showing the number and percent of each answer to each question for both the 2007 and 2009 survey years. In this section, we will show the data in a more descriptive way that provides for easier analysis and interpretation. First, we will present the demographic data and information from the last two questions which did not fit into a pattern. Then, we will include data on mean scores for all of the scaled questions, the bulk of the survey. Lastly, we will show where demographic or other differences exist on a variety of questions.

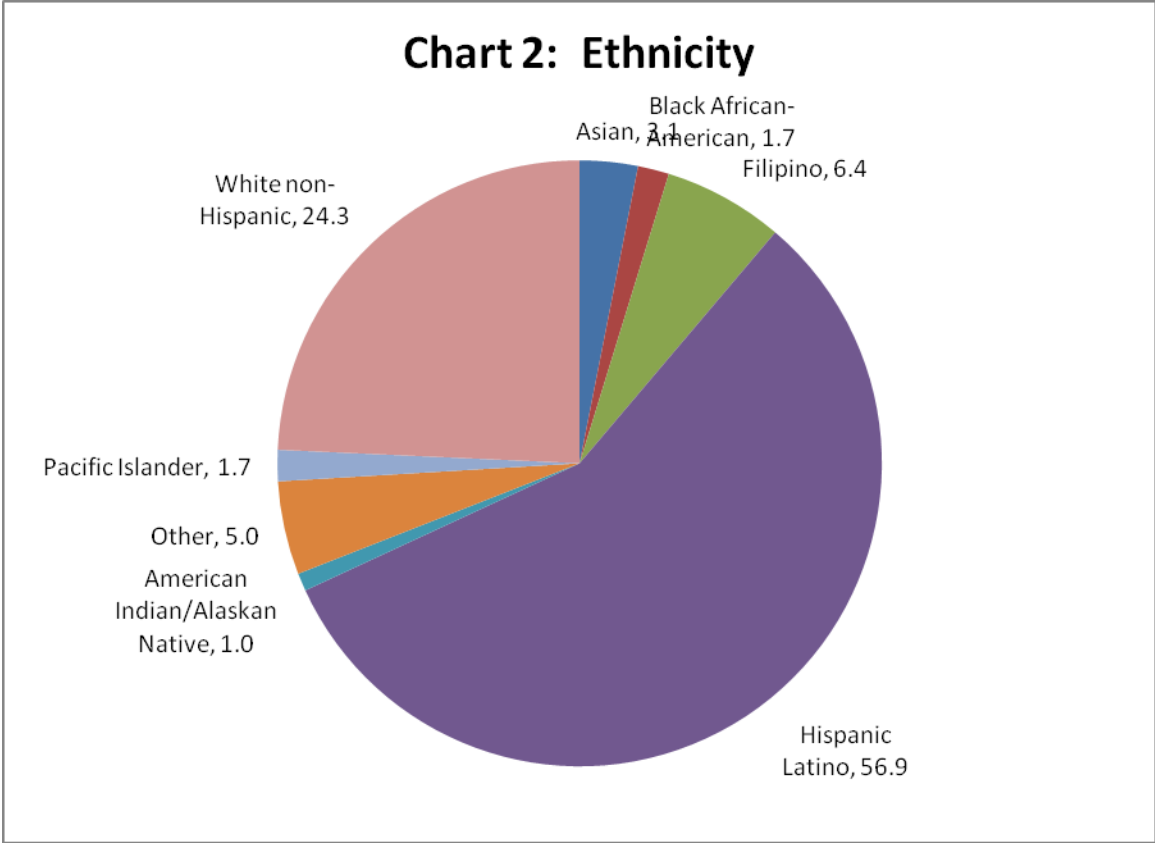
Demographics

Demographic questions are included in the survey for two reasons. First, doing so allows us to compare the demographic characteristics of our survey sample with the student body at large. Secondly, we compare students of different demographic groups on various questions to see if satisfaction levels differ by group.

Chart 1 shows the percentage of students surveyed by gender. Note that 64.5% of the survey respondents were female, compared to about 63.8% of the Porterville College student body in spring 2009 showing that the gender distribution of the survey sample was roughly equal to that of the student population. Chart 2 shows the percentages by ethnicity. Fifty-seven percent of the survey respondents were Hispanic, compared to 24% who were White, non-Hispanic. These compare with 56% and 32% in the spring 2009 student population. Other ethnicities have smaller representation at Porterville College and in the surveyed students. Later in this document, when we compare student responses by ethnicity, only Hispanic and Caucasian students will be compared.



Notes: N (number of responses)=428.

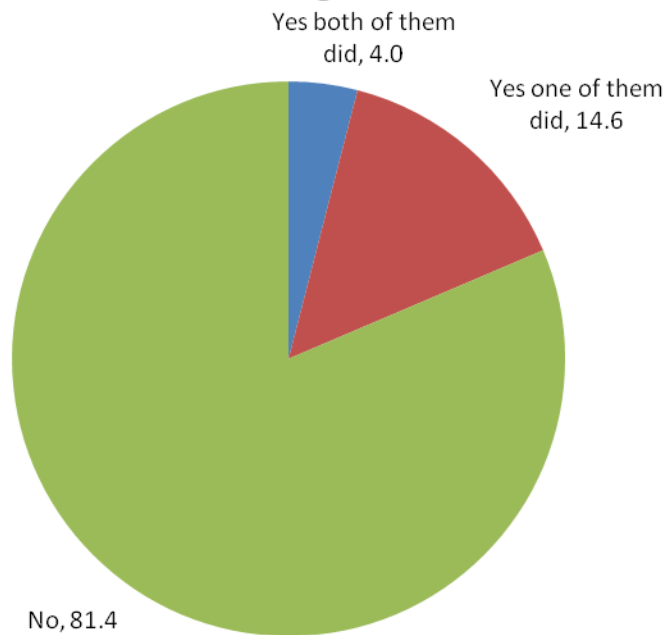


Notes: N=420.

Chart 3 shows the percentage of student by parents’ education. We simply asked whether respondents’ parents had graduated from a 4-year college. Overall, only 4% of Porterville College students had college graduates for both parents, while an additional 15% had one college graduate parent. For the remaining 81% of our students, neither parent was a graduate of a 4-year college. It is important to note that this differs substantially by ethnicity. Among Hispanic students, 10.5% had at least one parent with a 4-year college degree, compared with 29.7% of white students. This difference is statistically significant.¹

¹ In the simplest terms, when a difference is said to be statistically significant, this means it is unlikely to be due to chance. In other words, the difference is ‘real’.

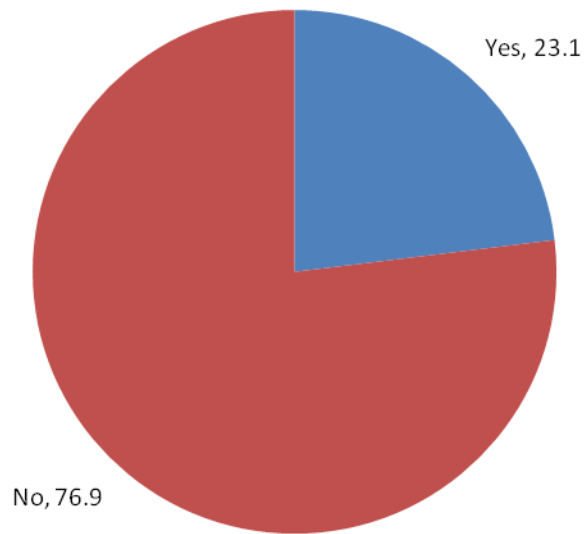
Chart 3: Parents Graduated From 4-year College



Notes: N=425.

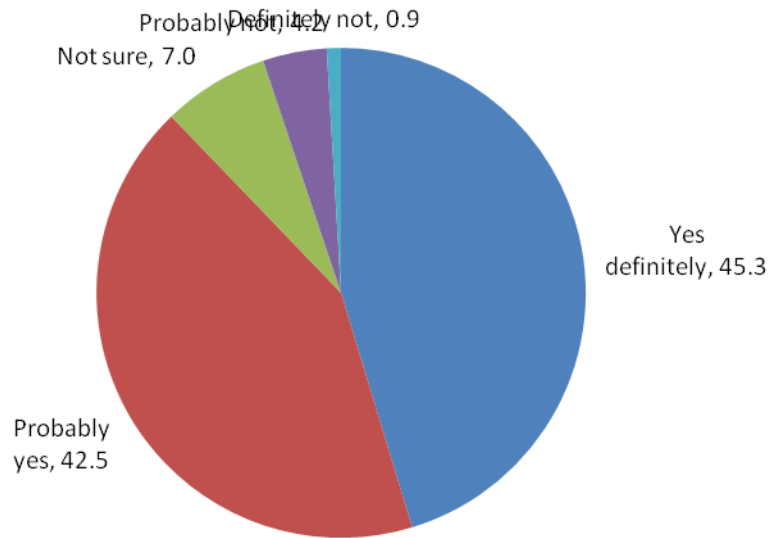
Next, we turn to the remaining two general questions. Question 46 asked whether students were familiar with the Porterville College Mission Statement. The results in chart 4 show that 23.1% of students say they are familiar with these, while 76.9% say they are not. This is down slightly from fall 2007 when 24.7% of students reported being familiar with the Mission Statement, a difference which is not statistically significant. Chart 5 shows the results of question 47, which asked whether students would recommend Porterville College to others. Eighty-eight percent of responding students said they would either definitely or probably recommend Porterville College, compared with only 5.1 percent who said they would definitely or probably not recommend PC. This is very similar to fall 2007.

Chart 4: Familiar With Porterville College Mission Statement



Notes: N=425.

Chart 5: Recommend Porterville College to Others



Notes: N=426.

Responses to Scaled Questions

Next, we turn to the questions that were part of likert scales, the first set of which came in Part I: Campus Services and Resources. Here, respondents rated various campus offices and services on a scale from excellent to poor, with “don’t know” as an option if they had not used a particular service. Responses were coded from 5 to 1, with excellent representing 5 and poor representing 1. Tables 1 and 2 show the mean (average) responses to the 35 questions in Part I along with the number of students responding to each question. These tables present the same data; the only difference is in order. Table 1 shows the data in the order they appeared in the survey. Table 2 presents the same data, in descending order by average response. Note that the higher the mean response, the better the office or service is perceived by students. Also note that some offices and resources are used only by a subset of students (EOP&S, DRC, etc) and thus have a lower response rate.

The quality of instruction/teaching is the highest ranked area again with a mean score of 4.26 out of five. Only one other item had a mean score greater than 4.00 (the computer labs at 4.07). Also once again, campus and parking lot lighting (2.71) and campus security (2.88) are ranked the lowest by students. These two items are the only ones ranked with a mean score under 3.00. However, it should be noted that the campus security score, while still among the lowest rated, is higher than in 2007. A more complete discussion of the differences between the 2007 and 2009 surveys will be provided later in this document.

Table 1: Number Responding and Mean Response to Questions in Part 1 (in question order)

Question	Number responding	Mean
1. Quality of Instruction/Teaching	424	4.34
2. Textbooks used in your classes	417	3.80
3. Admissions and Records	419	3.69
4. Assessment/placement testing	377	3.49
5. Orientation	363	3.66
6. Registration process	423	3.79
7. Catalogues, brochures, course schedules	412	3.70
8. Classroom facilities	424	3.56
9. Computer labs (AC 121, Library, Learning Center)	381	4.07
10. Extra-curricular activities	298	3.22
11. Financial Aid	363	3.58
12. Wellness Center (school nurse)	220	3.65
13. Library Books	317	3.74
14. Library Online Resources	319	3.81
15. Library Staff Service	372	3.91
16. Bookstore	417	3.39
17. Food services (cafeteria)	375	3.37
18. Science lab facilities	254	3.70
19. Studio and practice facilities (art, music, sports)	244	3.28
20. Porterville College Web page	411	3.97
21. Transfer Center	188	3.53
22. Learning Center	263	3.86
23. Child Care Center	154	3.73
24. Fitness Center	274	3.46
25. Academic Advising	340	3.41
26. Career Advising	311	3.36
27. Personal Advising/Counseling	341	3.47
28. Disability Resource Center	160	3.77
29. EOP&S	221	3.88
30. CalWorks Program	159	3.60
31. Campus and parking lot lighting	399	2.71
32. Campus security	391	2.88
33. Campus events and Cultural Activities	287	3.22
34. Quality of Education Overall at Porterville College	413	3.94

Table 2: Number Responding and Mean Response to Questions in Part 1 (in descending order by mean response)

Question	Number responding	Mean
1. Quality of Instruction/Teaching	424	4.34
9. Computer labs (AC 121, Library, Learning Center)	381	4.07
20. Porterville College Web page	411	3.97
34. Quality of Education Overall at Porterville College	413	3.94
15. Library Staff Service	372	3.91
29. EOP&S	221	3.88
22. Learning Center	263	3.86
14. Library Online Resources	319	3.81
2. Textbooks used in your classes	417	3.80
6. Registration process	423	3.79
28. Disability Resource Center	160	3.77
13. Library Books	317	3.74
23. Child Care Center	154	3.73
18. Science lab facilities	254	3.70
7. Catalogues, brochures, course schedules	412	3.70
3. Admissions and Records	419	3.69
5. Orientation	363	3.66
12. Wellness Center (school nurse)	220	3.65
30. CalWorks Program	159	3.60
11. Financial Aid	363	3.58
8. Classroom facilities	424	3.56
21. Transfer Center	188	3.53
4. Assessment/placement testing	377	3.49
27. Personal Advising/Counseling	341	3.47
24. Fitness Center	274	3.46
25. Academic Advising	340	3.41
16. Bookstore	417	3.39
17. Food services (cafeteria)	375	3.37
26. Career Advising	311	3.36
19. Studio and practice facilities (art, music, sports)	244	3.28
33. Campus events and Cultural Activities	287	3.22
10. Extra-curricular activities	298	3.22
32. Campus security	391	2.88
31. Campus and parking lot lighting	399	2.71

Part II of the survey was similar in nature; questions were asked about how well the college prepared students in a series of nine areas key to the college's mission. Responses ranged from excellent to very poorly, with "don't know" as an option for students who do not yet have sufficient basis to answer. Responses to these questions were coded essentially the same way as those in Part I, with 5 representing excellent and 1 representing very poorly. Mean responses to these questions are presented in tables 3 and 4. As with the 2007 survey, students felt they were being prepared best in learning respect for diversity and their lowest rating went to preparation for employment.

Table 3: Number Responding and Mean Response to Questions in Part 2 (in question order)

Question	Number responding	Mean
35. Reading skills	376	3.88
36. Writing skills	388	3.96
37. Speaking skills	357	3.92
38. Math skills	337	3.85
39. Use of technology	322	3.82
40. Respect for diversity	358	4.10
41. Preparing you for transfer	281	3.68
42. Preparing you for employment	283	3.63
43. Civic responsibility and being a good citizen	328	3.90

Table 4: Number Responding and Mean Response to Questions in Part 2 (in descending order by mean response)

Question	Number responding	Mean
40. Respect for diversity	358	4.10
36. Writing skills	388	3.96
37. Speaking skills	357	3.92
43. Civic responsibility and being a good citizen	328	3.90
35. Reading skills	376	3.88
38. Math skills	337	3.85
39. Use of technology	322	3.82
41. Preparing you for transfer	281	3.68
42. Preparing you for employment	283	3.63

Next, Part III included two questions related to access. Students were asked to respond to two questions using a scale ranging from Strongly Agree to Strongly Disagree. The mean responses to these two questions are presented in table 5. In this case, 5 represents strongly agree and 1 represents strongly disagree.

**Table 5: Number Responding and Mean Response to Questions in Part 3
Descriptive Statistics**

Question	Number responding	Mean
44. I am usually able to get the classes I need when I need them.	422	3.66
45. Porterville College offers the programs, degrees or certificates I need	415	3.71

Demographic and Other Differences

Lastly, it is often helpful to review where demographic differences exist in satisfaction levels for various programs and services. Here we are able to test three for differences in three areas: gender, ethnicity, and parental education. Note that for ethnicity, only two groups will be compared: whites and Hispanics. The other ethnic groups were too small for comparison purposes. In addition to these three groups, we will also test one other dichotomous variable: whether the student was familiar with the college mission statement and goals. For our purposes, this question, in a yes/no format will serve as an indicator of the student's level of connectedness to the college.

We tested each of the above variables for differences on all of the scaled questions; that is, questions 1-45, using a statistical procedure known as a T-Test. However, since displaying the results for all of these tests would be a waste of space, we list below only those where the differences were statistically significant—in other words, those where the difference is not likely to be due to chance.

Table 6 shows the questions with statistically significant differences by gender. Male students rated library staff service, food services, the child care center, and EOP&S higher than female students while females rated the college higher than male students on how well they are being prepared in both reading skills and math skills.

Table 6: Scaled Questions with Gender Differences

Question	Number respondi		Mean
	Gender	ng	
15. Library Staff Service	Female	240	3.85
	Male	129	4.02
17. Food services (cafeteria)	Female	240	3.29
	Male	133	3.52
23. Child Care Center	Female	108	3.61
	Male	45	4.00
29. EOP&S	Female	156	3.80
	Male	63	4.08
37. Speaking skills	Female	223	3.95
	Male	134	3.87
38. Math skills	Female	218	3.89
	Male	119	3.78

Ethnicity differences were found for five of the scaled questions and these are displayed in Table 7. For each of these differences, Hispanic students rated the college's services better than white, non-Hispanic students. The five items rated higher by Hispanics include the registration process,

financial aid, library books, practice facilities, and whether the college offers the degrees and certificates they need. Table 8 shows the differences by parental education. In this case, we asked only whether the student’s parents had graduated from a 4-year college. Students with neither parents having graduated from college rated the college more highly in nine areas than students with at least one parent with a college diploma. A likely interpretation of these results is that students whose parents are college graduates enter with a broader knowledge base and higher expectations in certain areas than students whose parents did not graduate from college.

Table 7: Scaled Questions with Ethnicity Differences

Question	Ethnicity	Number respondi ng	Mean
6. Registration process	Hispanic Latino	234	3.86
	White non-Hispanic	102	3.70
11. Financial Aid	Hispanic Latino	215	3.73
	White non-Hispanic	76	3.18
13. Library Books	Hispanic Latino	186	3.89
	White non-Hispanic	61	3.43
19. Studio and practice facilities (art, music, sports)	Hispanic Latino	139	3.39
	White non-Hispanic	50	2.94
45. Porterville College offers the programs, degrees or certificates I need	Hispanic Latino	233	3.75
	White non-Hispanic	100	3.53

Table 8: Scaled Questions with Differences by Parental Education

Question	Either Parent Graduate from 4-Year College	Number responding	Mean
13. Library Books	One or both	59	3.37
	Neither	252	3.84
15. Library Staff Service	One or both	68	3.75
	Neither	298	3.94
18. Science lab facilities	One or both	53	3.47
	Neither	196	3.76
29. EOP&S	One or both	29	3.34
	Neither	188	3.96
34. Quality of Education Overall at Porterville College	One or both	73	3.67
	Neither	335	3.99
36. Writing skills	One or both	71	3.86
	Neither	314	3.98
39. Use of technology	One or both	62	3.69
	Neither	257	3.85
41. Preparing you for transfer	One or both	56	3.36
	Neither	222	3.75
45. Porterville College offers the programs, degrees or certificates I need	One or both	76	3.47
	Neither	336	3.76

In addition to the demographic issues discussed above, we also tested for differences on one other question: whether the student was familiar with the college’s Mission Statement. This question can be used as a measure of how connected the student is to the college and its programs and services. For seven of these questions, students who are familiar with the college’s Mission Statement and Institutional Goals rated our programs and services more highly than students who were not familiar. These results are illustrated in Table 9. It would appear that students more connected with the college tend to rate its programs and services higher than other students.

Table 9: Scaled Questions with Differences by Familiarity with College Mission Statement

Question	Familiar with Porterville College Mission Statement	Number responding	Mean
7. Catalogues, brochures, course schedules	Yes	96	3.94
	No	310	3.63
8. Classroom facilities	Yes	97	3.87
	No	321	3.47
30. CalWorks Program	Yes	51	4.00
	No	107	3.39
31. Campus and parking lot lighting	Yes	92	2.83
	No	303	2.68
33. Campus events and Cultural Activities	Yes	78	3.72
	No	208	3.01
35. Reading skills	Yes	89	4.09
	No	284	3.81
44. I am usually able to get the classes I need when I need them.	Yes	98	3.98
	No	200	3.59

Differences between the 2007 and 2009 survey results

Lastly, we turn to differences in the scaled questions between the 2007 and 2009 surveys. These are presented in table 10 below. Note that in this case, because of the importance of presenting findings from both surveys, we are including the results from all questions. Those with statistically significant differences between the 2007 and 2009 surveys are shown in bold. The ‘difference’ column represents the change in overall student satisfaction from spring 2007 to spring 2009. Those programs and services with positive numbers in that column were rated higher in 2009 than in 2007; conversely, if the ‘difference’ column shows a negative number, the overall satisfaction rating went down from 2007 to 2009. If the difference column appears not to exactly match the difference between the 2007 and 2009 mean (usually by only .01), this is due to rounding.

The first thing to note here is that it is important not to make too much of small differences. For those programs and services that do not show statistically significant results (in other words, those not in bold) it may be assumed that the differences in means is due to nothing more than random chance.

Six questions showed a statistically significant difference from 2007 to 2009. Two showed improvement, these were the computer labs and campus security. Four others showed significant declines from 2007 to 2009. These were the bookstore, the cafeteria, practice facilities, and the ability of students to get the classes they need.

Probably the most important items on the survey are questions 35-43, which ask how the college is preparing students in each of nine key areas: reading, writing, speaking, mathematics, use of technology, respect for diversity, preparation for transfer, preparation for employment, and civic responsibility. Question #43 which asks how the college is preparing the student in civic responsibility is new in 2007 so comparison data are not available. These are the closest measures the college has to college-wide student learning outcomes measurement. None of these items showed a statistically significant difference between the 2005 and 2007 surveys. However, of the eight items that are repeated from the 2005 survey, five were rated slightly higher in 2007, though again, none of these differences were enough to be statistically significant.

Table 10: Mean Responses to Scaled Questions by Survey Year (statistically significant differences in bold)

Question	Survey year	Number responding	Mean	Difference
1. Quality of Instruction/Teaching	2007	364	4.26	0.07
	2009	424	4.34	
2. Textbooks used in your classes	2007	362	3.82	-0.02
	2009	417	3.80	
3. Admissions and Records	2007	351	3.63	0.06
	2009	419	3.69	
4. Assessment/placement testing	2007	320	3.48	0.01
	2009	377	3.49	
5. Orientation	2007	309	3.53	0.13
	2009	363	3.66	
6. Registration process	2007	360	3.75	0.04
	2009	423	3.79	
7. Catalogues, brochures, course schedules	2007	348	3.78	-0.09
	2009	412	3.70	
8. Classroom facilities	2007	361	3.45	0.11
	2009	424	3.56	
9. Computer labs (AC 121, Library, Learning Center)	2007	324	3.77	0.30
	2009	381	4.07	
10. Extra-curricular activities	2007	238	3.20	0.02
	2009	298	3.22	
11. Financial Aid	2007	321	3.73	-0.15
	2009	363	3.58	
12. Wellness Center (school nurse)	2007	163	3.77	-0.11
	2009	220	3.65	
13. Library Books	2007	268	3.62	0.12
	2009	317	3.74	
14. Library Online Resources	2007	278	3.87	-0.05
	2009	319	3.81	
15. Library Staff Service	2007	308	3.76	0.15
	2009	372	3.91	

Question	Survey year	Number responding	Mean	Difference
16. Bookstore	2007	359	3.76	-0.38
	2009	417	3.39	
17. Food services (cafeteria)	2007	324	3.58	-0.21
	2009	375	3.37	
18. Science lab facilities	2007	153	3.56	0.14
	2009	254	3.70	
19. Studio and practice facilities (art, music, sports)	2007	150	3.48	-0.20
	2009	244	3.28	
20. Porterville College Web page	2007	351	3.95	0.02
	2009	411	3.97	
21. Transfer Center	2007	139	3.44	0.09
	2009	188	3.53	
22. Learning Center	2007	221	3.86	0.00
	2009	263	3.86	
23. Child Care Center	2007	128	3.54	0.19
	2009	154	3.73	
24. Fitness Center	2007	210	3.63	-0.17
	2009	274	3.46	
25. Academic Advising	2007	292	3.39	0.02
	2009	340	3.41	
26. Career Advising	2007	255	3.39	-0.04
	2009	311	3.36	
27. Personal Advising/Counseling	2007	273	3.50	-0.03
	2009	341	3.47	
28. Disability Resource Center	2007	133	3.71	0.06
	2009	160	3.77	
29. EOP&S	2007	228	3.86	0.01
	2009	221	3.88	
30. CalWorks Program	2007	146	3.79	-0.19
	2009	159	3.60	
31. Campus and parking lot lighting	2007	339	2.71	0.00
	2009	399	2.71	
32. Campus security	2007	341	2.73	0.15
	2009	391	2.88	
33. Campus events and Cultural Activities	2007	221	3.15	0.06
	2009	288	3.21	
34. Quality of Education Overall at Porterville College	2007	359	3.87	0.07
	2009	413	3.94	
35. Reading skills	2007	326	3.84	0.04
	2009	376	3.88	
36. Writing skills	2007	334	3.95	0.01
	2009	388	3.96	
37. Speaking skills	2007	314	3.92	0.00
	2009	357	3.92	
38. Math skills	2007	309	3.95	-0.10

Question	Survey year	Number responding	Mean	Difference
39. Use of technology	2009	337	3.85	0.07
	2007	293	3.75	
40. Respect for diversity	2009	322	3.82	0.03
	2007	307	4.08	
41. Preparing you for transfer	2009	358	4.10	-0.02
	2007	241	3.69	
42. Preparing you for employment	2009	281	3.68	-0.06
	2007	262	3.69	
43. Civic responsibility and being a good citizen	2009	283	3.63	-0.02
	2007	304	3.91	
44. I am usually able to get the classes I need when I need them.	2007	357	3.81	-0.15
	2009	422	3.66	
45. Porterville College offers the programs, degrees or certificates I need	2009	415	3.71	-0.06
	2007	355	3.77	

Implications for the Future

The results of this survey are to be discussed in a variety of campus committees, most specifically the College Learning Council and its related subcommittees. These groups may provide college-wide feedback regarding possible changes to be made based on the survey results. For example, after the 2007 survey in which campus security was rated very lowly, measures were taken to improve security. While security remains one of the lower rated items on the 2009 survey, it did show a statistically significant improvement.

Additionally, the survey results will be considered by the managers and staff of various programs and services offered by the college to gauge how well they are serving their students. The demographic and other differences may also be considered as a basis for establishing whether the college and its various programs are serving some students better than others and whether efforts need to be made targeting certain groups in recruitment or service.

The results of this survey may be most useful in comparing how the college and its programs are doing over time. Currently, plans include conducting this survey, or one very similar, every two years on an ongoing basis. Results will be compared over time and college programs can see whether they are improving and what students think of changes made. As the survey is to be conducted again in the future, the following are some possible changes that may be considered:

Each time the survey is to be conducted, staff should be contacted throughout the college regarding what changes should be made. While it is important to maintain some continuity in order to compare results over time, some questions may be added or deleted as the college and its students change. It is useful however to keep the survey as short as possible. The version used in 2005 and 2007 was one legal sized page front and back and took students about 15-20 minutes of class time to complete, often less.

Demographics were kept to a minimum for the current surveys and probably will be in the future as well in order to save space, but it might be helpful to add an age question. We may revamp the ethnicity question in the future as well to avoid multiple responses.

The preferred survey sampling method at this time is to choose classes that meet at particular times on a particular day, such as (e.g., 10 AM, 2 PM, and 7 PM). The Office of Institutional Research will consider in the future what the best method would be for approximating a random sample.

Appendix A: Survey Instrument

Porterville College

Student Satisfaction Survey

Spring 2009

In order to better serve our students, Porterville College would like to hear from you about a variety of campus services. Please take a few minutes to fill out this brief survey. All information you give us will be completely anonymous. Please do not include your name. Also, please note that we are asking your opinion about your experience at Porterville College in general, NOT this particular class.

Part I: Campus Services and Resources

Please give us your overall assessment of the quality of the following Porterville College offices and services. If you haven't used a particular campus service, please choose "don't know".

	Excellent	Good	Neutral	Fair	Poor	Don't Know
1. Quality of Instruction/Teaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Textbooks used in your classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Admissions and Records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Assessment/placement testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Orientation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Registration process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Catalogues, brochures, course schedules	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Classroom facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Computer labs (AC 121, Library, Learning Center)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Extra-curricular activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Financial Aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Wellness Center (school nurse)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Library Books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Library Online Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Library Staff Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Bookstore	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. Food services (cafeteria)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Science lab facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Studio and practice facilities (art, music, sports)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Porterville College Web page	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Transfer Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Learning Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Child Care Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Fitness Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. Academic Advising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Career Advising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Personal Advising/Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Disability Resource Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. EOP&S	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. CalWorks Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. Campus and parking lot lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. Campus security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. Campus Events and Cultural Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. Quality of Education Overall at Porterville College	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part II: Skills & Preparation

Please rate how well Porterville College is doing in helping you develop each of the following skills.

	Excellent	Very Well	Fairly Well	Poorly	Very Poorly	Don't Know	Does Not Apply
35. Reading skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. Writing skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. Speaking skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. Math skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. Use of technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. Respect for diversity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. Preparing you for transfer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. Preparing you for employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. Civic responsibility and being a good citizen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part III: Overall Impressions

Please tell us how much you agree or disagree with the following statements.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does not Apply
44. I am usually able to get the classes I need when I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. Porterville College offers the programs, degrees or certificates I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

46. Are you familiar with the Porterville College Mission Statement?

- Yes
- No

47. Would you recommend Porterville College to others?

- Yes, definitely
- Probably yes
- Not sure
- Probably not
- Definitely not

Part IV: Demographic

The following questions are for statistical purposes only

48. What is your gender?

- Female
- Male

50. What is your ethnicity? (select only one)

- Asian
- Black, African-American
- Filipino
- Hispanic, Latino
- American Indian, Alaskan Native
- Other
- Pacific Islander
- White, non-Hispanic

49. Did either of your parents graduate from a 4-year college?

- Yes, both of them did
- Yes, one of them did
- No

_____ DO NOT WRITE BELOW THIS LINE _____

ID VARIABLE

- 1 2 3 4 5 6 7 8 9
- 1 2 3 4 5 6 7 8 9
- 1 2 3 4 5 6 7 8 9
- 1 2 3 4 5 6 7 8 9

Appendix B: Raw Survey Results by Survey Year

1. Quality of Instruction/Teaching * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
1. Quality of Instruction/Teaching	Poor	Count	1	3	4
		% within Survey year	.3%	.7%	.5%
	Fair	Count	17	7	24
		% within Survey year	4.7%	1.7%	3.0%
	Neutral	Count	16	25	41
		% within Survey year	4.4%	5.9%	5.2%
	Good	Count	181	198	379
		% within Survey year	49.7%	46.7%	48.1%
	Excellent	Count	149	191	340
		% within Survey year	40.9%	45.0%	43.1%
	Total	Count	364	424	788
		% within Survey year	100.0%	100.0%	100.0%

2. Textbooks used in your classes * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
2. Textbooks used in your classes	Poor	Count	9	8	17
		% within Survey year	2.5%	1.9%	2.2%
	Fair	Count	25	34	59
		% within Survey year	6.9%	8.2%	7.6%
	Neutral	Count	68	81	149
		% within Survey year	18.8%	19.4%	19.1%
	Good	Count	181	205	386
		% within Survey year	50.0%	49.2%	49.6%
	Excellent	Count	79	89	168
		% within Survey year	21.8%	21.3%	21.6%
	Total	Count	362	417	779
		% within Survey year	100.0%	100.0%	100.0%

3. Admissions and Records * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
3. Admissions and Records	Poor	Count	18	18	36
		% within Survey year	5.1%	4.3%	4.7%
	Fair	Count	32	46	78
		% within Survey year	9.1%	11.0%	10.1%
	Neutral	Count	75	83	158
		% within Survey year	21.4%	19.8%	20.5%
	Good	Count	162	171	333
		% within Survey year	46.2%	40.8%	43.2%
	Excellent	Count	64	101	165
		% within Survey year	18.2%	24.1%	21.4%
	Total	Count	351	419	770

3. Admissions and Records * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
3. Admissions and Records	Poor	Count	18	18	36
		% within Survey year	5.1%	4.3%	4.7%
	Fair	Count	32	46	78
		% within Survey year	9.1%	11.0%	10.1%
	Neutral	Count	75	83	158
		% within Survey year	21.4%	19.8%	20.5%
	Good	Count	162	171	333
		% within Survey year	46.2%	40.8%	43.2%
	Excellent	Count	64	101	165
		% within Survey year	18.2%	24.1%	21.4%
	Total	Count	351	419	770
		% within Survey year	100.0%	100.0%	100.0%

4. Assessment/placement testing * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
4. Assessment/placement testing	Poor	Count	17	20	37
		% within Survey year	5.3%	5.3%	5.3%
	Fair	Count	31	42	73
		% within Survey year	9.7%	11.1%	10.5%
	Neutral	Count	95	104	199
		% within Survey year	29.7%	27.6%	28.6%
	Good	Count	134	154	288
		% within Survey year	41.9%	40.8%	41.3%
	Excellent	Count	43	57	100
		% within Survey year	13.4%	15.1%	14.3%
	Total	Count	320	377	697
		% within Survey year	100.0%	100.0%	100.0%

5. Orientation * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
5. Orientation	Poor	Count	11	9	20
		% within Survey year	3.6%	2.5%	3.0%
	Fair	Count	44	37	81
		% within Survey year	14.2%	10.2%	12.1%
	Neutral	Count	76	93	169
		% within Survey year	24.6%	25.6%	25.1%
	Good	Count	126	154	280
		% within Survey year	40.8%	42.4%	41.7%
	Excellent	Count	52	70	122
		% within Survey year	16.8%	19.3%	18.2%
Total	Count		309	363	672
	% within Survey year		100.0%	100.0%	100.0%

6. Registration process * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
6. Registration process	Poor	Count	12	20	32
		% within Survey year	3.3%	4.7%	4.1%
	Fair	Count	36	34	70
		% within Survey year	10.0%	8.0%	8.9%
	Neutral	Count	66	79	145
		% within Survey year	18.3%	18.7%	18.5%
	Good	Count	161	171	332
		% within Survey year	44.7%	40.4%	42.4%
	Excellent	Count	85	119	204
		% within Survey year	23.6%	28.1%	26.1%
Total	Count		360	423	783
	% within Survey year		100.0%	100.0%	100.0%

7. Catalogues, brochures, course schedules * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
7. Catalogues, brochures, course schedules	Poor	Count	11	15	26
		% within Survey year	3.2%	3.6%	3.4%
	Fair	Count	32	47	79
		% within Survey year	9.2%	11.4%	10.4%
	Neutral	Count	60	82	142
		% within Survey year	17.2%	19.9%	18.7%
	Good	Count	163	171	334
		% within Survey year	46.8%	41.5%	43.9%
	Excellent	Count	82	97	179
		% within Survey year	23.6%	23.5%	23.6%
	Total	Count	348	412	760
		% within Survey year	100.0%	100.0%	100.0%

8. Classroom facilities * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
8. Classroom facilities	Poor	Count	31	21	52
		% within Survey year	8.6%	5.0%	6.6%
	Fair	Count	40	63	103
		% within Survey year	11.1%	14.9%	13.1%
	Neutral	Count	75	80	155
		% within Survey year	20.8%	18.9%	19.7%
	Good	Count	165	176	341
		% within Survey year	45.7%	41.5%	43.4%
	Excellent	Count	50	84	134
		% within Survey year	13.9%	19.8%	17.1%
	Total	Count	361	424	785
		% within Survey year	100.0%	100.0%	100.0%

9. Computer labs (AC 121, Library, Learning Center) * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
9. Computer labs (AC 121, Library, Learning Center)	Poor	Count	21	8	29
		% within Survey year	6.5%	2.1%	4.1%
	Fair	Count	31	33	64
		% within Survey year	9.6%	8.7%	9.1%
	Neutral	Count	50	51	101
		% within Survey year	15.4%	13.4%	14.3%
	Good	Count	121	121	242
		% within Survey year	37.3%	31.8%	34.3%
	Excellent	Count	101	168	269
		% within Survey year	31.2%	44.1%	38.2%
	Total	Count	324	381	705
		% within Survey year	100.0%	100.0%	100.0%

10. Extra-curricular activities * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
10. Extra-curricular activities	Poor	Count	37	36	73
		% within Survey year	15.5%	12.1%	13.6%
	Fair	Count	23	38	61
		% within Survey year	9.7%	12.8%	11.4%
	Neutral	Count	63	88	151
		% within Survey year	26.5%	29.5%	28.2%
	Good	Count	86	97	183
		% within Survey year	36.1%	32.6%	34.1%
	Excellent	Count	29	39	68
		% within Survey year	12.2%	13.1%	12.7%
	Total	Count	238	298	536
		% within Survey year	100.0%	100.0%	100.0%

11. Financial Aid * Survey year Crosstabulation

			Survey year		Total	
			2007	2009		
11. Financial Aid	Poor	Count	27	37	64	
		% within Survey year	8.4%	10.2%	9.4%	
	Fair	Count	37	40	77	
		% within Survey year	11.5%	11.0%	11.3%	
	Neutral	Count	39	69	108	
		% within Survey year	12.1%	19.0%	15.8%	
	Good	Count	111	110	221	
		% within Survey year	34.6%	30.3%	32.3%	
	Excellent	Count	107	107	214	
		% within Survey year	33.3%	29.5%	31.3%	
	Total		Count	321	363	684
			% within Survey year	100.0%	100.0%	100.0%

12. Wellness Center (school nurse) * Survey year Crosstabulation

			Survey year		Total	
			2007	2009		
12. Wellness Center (school nurse)	Poor	Count	10	9	19	
		% within Survey year	6.1%	4.1%	5.0%	
	Fair	Count	9	14	23	
		% within Survey year	5.5%	6.4%	6.0%	
	Neutral	Count	37	67	104	
		% within Survey year	22.7%	30.5%	27.2%	
	Good	Count	60	84	144	
		% within Survey year	36.8%	38.2%	37.6%	
	Excellent	Count	47	46	93	
		% within Survey year	28.8%	20.9%	24.3%	
	Total		Count	163	220	383
			% within Survey year	100.0%	100.0%	100.0%

13. Library Books * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
13. Library Books	Poor	Count	12	13	25
		% within Survey year	4.5%	4.1%	4.3%
	Fair	Count	30	22	52
		% within Survey year	11.2%	6.9%	8.9%
	Neutral	Count	56	70	126
		% within Survey year	20.9%	22.1%	21.5%
	Good	Count	119	140	259
		% within Survey year	44.4%	44.2%	44.3%
	Excellent	Count	51	72	123
		% within Survey year	19.0%	22.7%	21.0%
	Total	Count	268	317	585
		% within Survey year	100.0%	100.0%	100.0%

14. Library Online Resources * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
14. Library Online Resources	Poor	Count	5	7	12
		% within Survey year	1.8%	2.2%	2.0%
	Fair	Count	24	25	49
		% within Survey year	8.6%	7.8%	8.2%
	Neutral	Count	52	73	125
		% within Survey year	18.7%	22.9%	20.9%
	Good	Count	119	130	249
		% within Survey year	42.8%	40.8%	41.7%
	Excellent	Count	78	84	162
		% within Survey year	28.1%	26.3%	27.1%
	Total	Count	278	319	597
		% within Survey year	100.0%	100.0%	100.0%

15. Library Staff Service * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
15. Library Staff Service	Poor	Count	19	16	35
		% within Survey year	6.2%	4.3%	5.1%
	Fair	Count	32	34	66
		% within Survey year	10.4%	9.1%	9.7%
	Neutral	Count	46	48	94
		% within Survey year	14.9%	12.9%	13.8%
	Good	Count	118	145	263
		% within Survey year	38.3%	39.0%	38.7%
	Excellent	Count	93	129	222
		% within Survey year	30.2%	34.7%	32.6%
	Total	Count	308	372	680
		% within Survey year	100.0%	100.0%	100.0%

16. Bookstore * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
16. Bookstore	Poor	Count	17	46	63
		% within Survey year	4.7%	11.0%	8.1%
	Fair	Count	25	67	92
		% within Survey year	7.0%	16.1%	11.9%
	Neutral	Count	68	72	140
		% within Survey year	18.9%	17.3%	18.0%
	Good	Count	165	144	309
		% within Survey year	46.0%	34.5%	39.8%
	Excellent	Count	84	88	172
		% within Survey year	23.4%	21.1%	22.2%
	Total	Count	359	417	776
		% within Survey year	100.0%	100.0%	100.0%

17. Food services (cafeteria) * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
17. Food services (cafeteria)	Poor	Count	22	40	62
		% within Survey year	6.8%	10.7%	8.9%
	Fair	Count	39	59	98
		% within Survey year	12.0%	15.7%	14.0%
	Neutral	Count	65	73	138
		% within Survey year	20.1%	19.5%	19.7%
	Good	Count	126	128	254
		% within Survey year	38.9%	34.1%	36.3%
	Excellent	Count	72	75	147
		% within Survey year	22.2%	20.0%	21.0%
	Total	Count	324	375	699
		% within Survey year	100.0%	100.0%	100.0%

18. Science lab facilities * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
18. Science lab facilities	Poor	Count	7	9	16
		% within Survey year	4.6%	3.5%	3.9%
	Fair	Count	13	25	38
		% within Survey year	8.5%	9.8%	9.3%
	Neutral	Count	44	60	104
		% within Survey year	28.8%	23.6%	25.6%
	Good	Count	65	99	164
		% within Survey year	42.5%	39.0%	40.3%
	Excellent	Count	24	61	85
		% within Survey year	15.7%	24.0%	20.9%
	Total	Count	153	254	407
		% within Survey year	100.0%	100.0%	100.0%

19. Studio and practice facilities (art, music, sports) * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
19. Studio and practice facilities (art, music, sports)	Poor	Count	7	27	34
		% within Survey year	4.7%	11.1%	8.6%
	Fair	Count	15	31	46
		% within Survey year	10.0%	12.7%	11.7%
	Neutral	Count	51	68	119
		% within Survey year	34.0%	27.9%	30.2%
	Good	Count	53	83	136
		% within Survey year	35.3%	34.0%	34.5%
	Excellent	Count	24	35	59
		% within Survey year	16.0%	14.3%	15.0%
	Total	Count	150	244	394
		% within Survey year	100.0%	100.0%	100.0%

20. Porterville College Web page * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
20. Porterville College Web page	Poor	Count	5	8	13
		% within Survey year	1.4%	1.9%	1.7%
	Fair	Count	29	26	55
		% within Survey year	8.3%	6.3%	7.2%
	Neutral	Count	55	68	123
		% within Survey year	15.7%	16.5%	16.1%
	Good	Count	152	179	331
		% within Survey year	43.3%	43.6%	43.4%
	Excellent	Count	110	130	240
		% within Survey year	31.3%	31.6%	31.5%
	Total	Count	351	411	762
		% within Survey year	100.0%	100.0%	100.0%

21. Transfer Center * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
21. Transfer Center	Poor	Count	9	8	17
		% within Survey year	6.5%	4.3%	5.2%
	Fair	Count	19	17	36
		% within Survey year	13.7%	9.0%	11.0%
	Neutral	Count	34	62	96
		% within Survey year	24.5%	33.0%	29.4%
	Good	Count	56	70	126
		% within Survey year	40.3%	37.2%	38.5%
	Excellent	Count	21	31	52
		% within Survey year	15.1%	16.5%	15.9%
	Total	Count	139	188	327
		% within Survey year	100.0%	100.0%	100.0%

22. Learning Center * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
22. Learning Center	Poor	Count	8	5	13
		% within Survey year	3.6%	1.9%	2.7%
	Fair	Count	16	18	34
		% within Survey year	7.2%	6.8%	7.0%
	Neutral	Count	41	56	97
		% within Survey year	18.6%	21.3%	20.0%
	Good	Count	90	114	204
		% within Survey year	40.7%	43.3%	42.1%
	Excellent	Count	66	70	136
		% within Survey year	29.9%	26.6%	28.1%
	Total	Count	221	263	484
		% within Survey year	100.0%	100.0%	100.0%

23. Child Care Center * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
23. Child Care Center	Poor	Count	10	5	15
		% within Survey year	7.8%	3.2%	5.3%
	Fair	Count	10	12	22
		% within Survey year	7.8%	7.8%	7.8%
	Neutral	Count	37	42	79
		% within Survey year	28.9%	27.3%	28.0%
	Good	Count	43	56	99
		% within Survey year	33.6%	36.4%	35.1%
	Excellent	Count	28	39	67
		% within Survey year	21.9%	25.3%	23.8%
	Total	Count	128	154	282
		% within Survey year	100.0%	100.0%	100.0%

24. Fitness Center * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
24. Fitness Center	Poor	Count	13	21	34
		% within Survey year	6.2%	7.7%	7.0%
	Fair	Count	27	38	65
		% within Survey year	12.9%	13.9%	13.4%
	Neutral	Count	36	66	102
		% within Survey year	17.1%	24.1%	21.1%
	Good	Count	82	91	173
		% within Survey year	39.0%	33.2%	35.7%
	Excellent	Count	52	58	110
		% within Survey year	24.8%	21.2%	22.7%
	Total	Count	210	274	484
		% within Survey year	100.0%	100.0%	100.0%

25. Academic Advising * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
25. Academic Advising	Poor	Count	32	38	70
		% within Survey year	11.0%	11.2%	11.1%
	Fair	Count	38	41	79
		% within Survey year	13.0%	12.1%	12.5%
	Neutral	Count	56	72	128
		% within Survey year	19.2%	21.2%	20.3%
	Good	Count	116	123	239
		% within Survey year	39.7%	36.2%	37.8%
	Excellent	Count	50	66	116
		% within Survey year	17.1%	19.4%	18.4%
	Total	Count	292	340	632
		% within Survey year	100.0%	100.0%	100.0%

26. Career Advising * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
26. Career Advising	Poor	Count	29	29	58
		% within Survey year	11.4%	9.3%	10.2%
	Fair	Count	32	45	77
		% within Survey year	12.5%	14.5%	13.6%
	Neutral	Count	51	80	131
		% within Survey year	20.0%	25.7%	23.1%
	Good	Count	96	100	196
		% within Survey year	37.6%	32.2%	34.6%
	Excellent	Count	47	57	104
		% within Survey year	18.4%	18.3%	18.4%
	Total	Count	255	311	566
		% within Survey year	100.0%	100.0%	100.0%

27. Personal Advising/Counseling * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
27. Personal Advising/Counseling	Poor	Count	30	32	62
		% within Survey year	11.0%	9.4%	10.1%
	Fair	Count	32	45	77
		% within Survey year	11.7%	13.2%	12.5%
	Neutral	Count	44	73	117
		% within Survey year	16.1%	21.4%	19.1%
	Good	Count	105	113	218
		% within Survey year	38.5%	33.1%	35.5%
	Excellent	Count	62	78	140
		% within Survey year	22.7%	22.9%	22.8%
	Total	Count	273	341	614
		% within Survey year	100.0%	100.0%	100.0%

28. Disability Resource Center * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
28. Disability Resource Center	Poor	Count	6	6	12
		% within Survey year	4.5%	3.8%	4.1%
	Fair	Count	12	12	24
		% within Survey year	9.0%	7.5%	8.2%
	Neutral	Count	31	40	71
		% within Survey year	23.3%	25.0%	24.2%
	Good	Count	50	57	107
		% within Survey year	37.6%	35.6%	36.5%
	Excellent	Count	34	45	79
		% within Survey year	25.6%	28.1%	27.0%
	Total	Count	133	160	293
		% within Survey year	100.0%	100.0%	100.0%

29. EOP&S * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
29. EOP&S	Poor	Count	14	9	23
		% within Survey year	6.1%	4.1%	5.1%
	Fair	Count	16	20	36
		% within Survey year	7.0%	9.0%	8.0%
	Neutral	Count	37	37	74
		% within Survey year	16.2%	16.7%	16.5%
	Good	Count	81	78	159
		% within Survey year	35.5%	35.3%	35.4%
	Excellent	Count	80	77	157
		% within Survey year	35.1%	34.8%	35.0%
Total	Count		228	221	449
	% within Survey year		100.0%	100.0%	100.0%

30. CalWorks Program * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
30. CalWorks Program	Poor	Count	11	11	22
		% within Survey year	7.5%	6.9%	7.2%
	Fair	Count	9	13	22
		% within Survey year	6.2%	8.2%	7.2%
	Neutral	Count	28	45	73
		% within Survey year	19.2%	28.3%	23.9%
	Good	Count	50	50	100
		% within Survey year	34.2%	31.4%	32.8%
	Excellent	Count	48	40	88
		% within Survey year	32.9%	25.2%	28.9%
Total	Count		146	159	305
	% within Survey year		100.0%	100.0%	100.0%

31. Campus and parking lot lighting * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
31. Campus and parking lot lighting	Poor	Count	101	107	208
		% within Survey year	29.8%	26.8%	28.2%
	Fair	Count	55	78	133
		% within Survey year	16.2%	19.5%	18.0%
	Neutral	Count	56	74	130
		% within Survey year	16.5%	18.5%	17.6%
	Good	Count	94	102	196
		% within Survey year	27.7%	25.6%	26.6%
	Excellent	Count	33	38	71
		% within Survey year	9.7%	9.5%	9.6%
	Total	Count	339	399	738
		% within Survey year	100.0%	100.0%	100.0%

32. Campus security * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
32. Campus security	Poor	Count	97	84	181
		% within Survey year	28.4%	21.5%	24.7%
	Fair	Count	58	72	130
		% within Survey year	17.0%	18.4%	17.8%
	Neutral	Count	65	92	157
		% within Survey year	19.1%	23.5%	21.4%
	Good	Count	82	93	175
		% within Survey year	24.0%	23.8%	23.9%
	Excellent	Count	39	50	89
		% within Survey year	11.4%	12.8%	12.2%
	Total	Count	341	391	732
		% within Survey year	100.0%	100.0%	100.0%

33. Campus events and Cultural Activities * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
33. Campus events and Cultural Activities	Poor	Count	33	40	73
		% within Survey year	14.9%	13.9%	14.4%
	Fair	Count	33	33	66
		% within Survey year	14.9%	11.5%	13.0%
	Neutral	Count	50	78	128
		% within Survey year	22.6%	27.2%	25.2%
	Good	Count	77	95	172
		% within Survey year	34.8%	33.1%	33.9%
	Excellent	Count	28	41	69
		% within Survey year	12.7%	14.3%	13.6%
	Total	Count	221	287	508
		% within Survey year	100.0%	100.0%	100.0%

34. Quality of Education Overall at Porterville College * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
34. Quality of Education Overall at Porterville College	Poor	Count	6	1	7
		% within Survey year	1.7%	.2%	.9%
	Fair	Count	34	36	70
		% within Survey year	9.5%	8.7%	9.1%
	Neutral	Count	46	59	105
		% within Survey year	12.8%	14.3%	13.6%
	Good	Count	188	208	396
		% within Survey year	52.4%	50.4%	51.3%
	Excellent	Count	85	109	194
		% within Survey year	23.7%	26.4%	25.1%
	Total	Count	359	413	772
		% within Survey year	100.0%	100.0%	100.0%

35. Reading skills * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
35. Reading skills	Very Poorly	Count	4	1	5
		% within Survey year	1.2%	.3%	.7%
	Poorly	Count	7	5	12
		% within Survey year	2.1%	1.3%	1.7%
	Fairly Well	Count	107	128	235
		% within Survey year	32.8%	34.0%	33.5%
	Very Well	Count	126	146	272
		% within Survey year	38.7%	38.8%	38.7%
	Excellent	Count	82	96	178
		% within Survey year	25.2%	25.5%	25.4%
	Total	Count	326	376	702
		% within Survey year	100.0%	100.0%	100.0%

36. Writing skills * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
36. Writing skills	Very Poorly	Count	4	1	5
		% within Survey year	1.2%	.3%	.7%
	Poorly	Count	7	9	16
		% within Survey year	2.1%	2.3%	2.2%
	Fairly Well	Count	96	106	202
		% within Survey year	28.7%	27.3%	28.0%
	Very Well	Count	123	161	284
		% within Survey year	36.8%	41.5%	39.3%
	Excellent	Count	104	111	215
		% within Survey year	31.1%	28.6%	29.8%
	Total	Count	334	388	722
		% within Survey year	100.0%	100.0%	100.0%

37. Speaking skills * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
37. Speaking skills	Very Poorly	Count	3	4	7
		% within Survey year	1.0%	1.1%	1.0%
	Poorly	Count	8	8	16
		% within Survey year	2.5%	2.2%	2.4%
	Fairly Well	Count	96	101	197
		% within Survey year	30.6%	28.3%	29.4%
	Very Well	Count	112	145	257
		% within Survey year	35.7%	40.6%	38.3%
	Excellent	Count	95	99	194
		% within Survey year	30.3%	27.7%	28.9%
	Total	Count	314	357	671
		% within Survey year	100.0%	100.0%	100.0%

38. Math skills * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
38. Math skills	Very Poorly	Count	4	3	7
		% within Survey year	1.3%	.9%	1.1%
	Poorly	Count	11	15	26
		% within Survey year	3.6%	4.5%	4.0%
	Fairly Well	Count	91	97	188
		% within Survey year	29.4%	28.8%	29.1%
	Very Well	Count	94	137	231
		% within Survey year	30.4%	40.7%	35.8%
	Excellent	Count	109	85	194
		% within Survey year	35.3%	25.2%	30.0%
	Total	Count	309	337	646
		% within Survey year	100.0%	100.0%	100.0%

39. Use of technology * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
39. Use of technology	Very Poorly	Count	8	2	10
		% within Survey year	2.7%	.6%	1.6%
	Poorly	Count	12	13	25
		% within Survey year	4.1%	4.0%	4.1%
	Fairly Well	Count	96	107	203
		% within Survey year	32.8%	33.2%	33.0%
	Very Well	Count	106	118	224
		% within Survey year	36.2%	36.6%	36.4%
	Excellent	Count	71	82	153
		% within Survey year	24.2%	25.5%	24.9%
	Total	Count	293	322	615
		% within Survey year	100.0%	100.0%	100.0%

40. Respect for diversity * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
40. Respect for diversity	Very Poorly	Count	2	3	5
		% within Survey year	.7%	.8%	.8%
	Poorly	Count	6	9	15
		% within Survey year	2.0%	2.5%	2.3%
	Fairly Well	Count	73	76	149
		% within Survey year	23.8%	21.2%	22.4%
	Very Well	Count	111	130	241
		% within Survey year	36.2%	36.3%	36.2%
	Excellent	Count	115	140	255
		% within Survey year	37.5%	39.1%	38.3%
	Total	Count	307	358	665
		% within Survey year	100.0%	100.0%	100.0%

41. Preparing you for transfer * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
41. Preparing you for transfer	Very Poorly	Count	9	9	18
		% within Survey year	3.7%	3.2%	3.4%
	Poorly	Count	21	29	50
		% within Survey year	8.7%	10.3%	9.6%
	Fairly Well	Count	68	81	149
		% within Survey year	28.2%	28.8%	28.5%
	Very Well	Count	80	87	167
		% within Survey year	33.2%	31.0%	32.0%
	Excellent	Count	63	75	138
		% within Survey year	26.1%	26.7%	26.4%
	Total	Count	241	281	522
		% within Survey year	100.0%	100.0%	100.0%

42. Preparing you for employment * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
42. Preparing you for employment	Very Poorly	Count	10	11	21
		% within Survey year	3.8%	3.9%	3.9%
	Poorly	Count	27	27	54
		% within Survey year	10.3%	9.5%	9.9%
	Fairly Well	Count	72	91	163
		% within Survey year	27.5%	32.2%	29.9%
	Very Well	Count	79	82	161
		% within Survey year	30.2%	29.0%	29.5%
	Excellent	Count	74	72	146
		% within Survey year	28.2%	25.4%	26.8%
	Total	Count	262	283	545
		% within Survey year	100.0%	100.0%	100.0%

43. Civic responsibility and being a good citizen * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
43. Civic responsibility and being a good citizen	Very Poorly	Count	7	4	11
		% within Survey year	2.3%	1.2%	1.7%
	Poorly	Count	11	16	27
		% within Survey year	3.6%	4.9%	4.3%
	Fairly Well	Count	86	96	182
		% within Survey year	28.3%	29.3%	28.8%
	Very Well	Count	97	105	202
		% within Survey year	31.9%	32.0%	32.0%
	Excellent	Count	103	107	210
		% within Survey year	33.9%	32.6%	33.2%
	Total	Count	304	328	632
		% within Survey year	100.0%	100.0%	100.0%

44. I am usually able to get the classes I need when I need them. * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
44. I am usually able to get the classes I need when I need them.	Strongly Disagree	Count	15	28	43
		% within Survey year	4.2%	6.6%	5.5%
	Disagree	Count	36	49	85
		% within Survey year	10.1%	11.6%	10.9%
	Neutral	Count	57	76	133
		% within Survey year	16.0%	18.0%	17.1%
	Agree	Count	142	155	297
		% within Survey year	39.8%	36.7%	38.1%
	Strongly Agree	Count	107	114	221
		% within Survey year	30.0%	27.0%	28.4%
	Total	Count	357	422	779
		% within Survey year	100.0%	100.0%	100.0%

45. Porterville College offers the programs, degrees or certificates I need * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
45. Porterville College offers the programs, degrees or certificates I need	Strongly Disagree	Count	17	22	39
		% within Survey year	4.8%	5.3%	5.1%
	Disagree	Count	38	40	78
		% within Survey year	10.7%	9.6%	10.1%
	Neutral	Count	66	79	145
		% within Survey year	18.6%	19.0%	18.8%
	Agree	Count	121	169	290
		% within Survey year	34.1%	40.7%	37.7%
	Strongly Agree	Count	113	105	218
		% within Survey year	31.8%	25.3%	28.3%
Total	Count	355	415	770	
	% within Survey year	100.0%	100.0%	100.0%	

46. Are you familiar with the Porterville College Mission Statement? * Survey year

Crosstabulation

			Survey year		Total
			2007	2009	
46. Are you familiar with the Porterville College Mission Statement?	Yes	Count	89	98	187
		% within Survey year	24.7%	23.1%	23.8%
	No	Count	271	327	598
		% within Survey year	75.3%	76.9%	76.2%
Total	Count	360	425	785	
	% within Survey year	100.0%	100.0%	100.0%	

47. Would you recommend Porterville College to others? * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
47. Would you recommend Porterville College to others?	Yes definitely	Count	144	193	337
		% within Survey year	40.1%	45.3%	42.9%

	Probably yes	Count	163	181	344
		% within Survey year	45.4%	42.5%	43.8%
	Not sure	Count	36	30	66
		% within Survey year	10.0%	7.0%	8.4%
	Probably not	Count	14	18	32
		% within Survey year	3.9%	4.2%	4.1%
	Definitely not	Count	2	4	6
		% within Survey year	.6%	.9%	.8%
Total		Count	359	426	785
		% within Survey year	100.0%	100.0%	100.0%

48. What is your gender? * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
48. What is your gender?	Female	Count	255	276	531
		% within Survey year	70.8%	64.5%	67.4%
	Male	Count	105	152	257
		% within Survey year	29.2%	35.5%	32.6%
Total	Count		360	428	788
	% within Survey year		100.0%	100.0%	100.0%

49. Did either of your parents graduate from a 4-year college? * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
49. Did either of your parents graduate from a 4-year college?	Yes both of them did	Count	26	17	43
		% within Survey year	7.2%	4.0%	5.5%
	Yes one of them did	Count	43	62	105
		% within Survey year	11.9%	14.6%	13.4%
	No	Count	291	346	637
		% within Survey year	80.8%	81.4%	81.1%
Total	Count		360	425	785
	% within Survey year		100.0%	100.0%	100.0%

50. What is your ethnicity? * Survey year Crosstabulation

			Survey year		Total
			2007	2009	
50. What is your ethnicity?	Asian	Count	11	13	24
		% within Survey year	3.1%	3.1%	3.1%
	Black African-American	Count	4	7	11
		% within Survey year	1.1%	1.7%	1.4%
	Filipino	Count	9	27	36
		% within Survey year	2.5%	6.4%	4.6%
	Hispanic Latino	Count	206	239	445
		% within Survey year	57.7%	56.9%	57.3%
	American Indian/Alaskan Native	Count	10	4	14
		% within Survey year	2.8%	1.0%	1.8%
Other	Count	13	21	34	
	% within Survey year	3.6%	5.0%	4.4%	
Pacific Islander	Count	7	7	14	
	% within Survey year	2.0%	1.7%	1.8%	
White non-Hispanic	Count	97	102	199	
	% within Survey year	27.2%	24.3%	25.6%	
Total	Count	357	420	777	
	% within Survey year	100.0%	100.0%	100.0%	