

Porterville College

Student Satisfaction Survey

Spring 2005

Report on Survey Results

Introduction

This report provides the results of a survey conducted by Porterville College in Spring 2005. The purpose of the survey was to gather information from students regarding how satisfied they are with various instructional and support services offered by the college. These opinions will be used to improve college policies and reported by various offices in the upcoming Accreditation Self-Study. The survey will be repeated every two years and the results compared.

Methods

In early spring 2005 as plans were made for Porterville College's accreditation self-study, a student survey was suggested 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 in English Writing classes during the week of April 4-8, 2005. A total of 654 surveys were returned from these classes. The survey results were input and analyzed by the Office of Institutional Research, which compiled this report for presentation to the College Learning Council, the various accreditation committees and the campus as a whole.

The survey instrument itself is included in this document as Appendix A, beginning on page 16. 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, 35 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 eight questions regarding how well the college was doing in preparing the student in each of eight 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, and preparing for employment. 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 Institutional Goals 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.

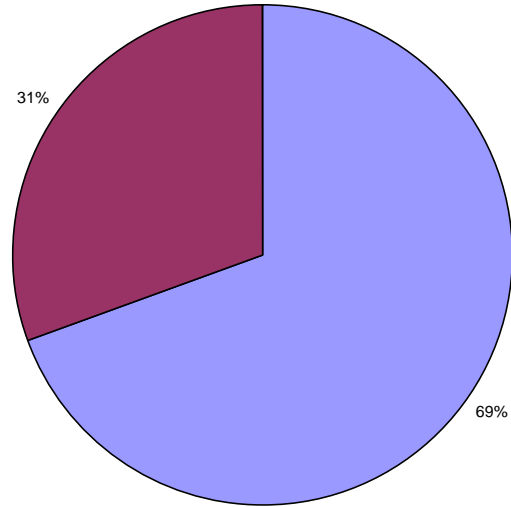
Results

Appendix B, beginning on page 20 provides the survey result in their simplest format: simple frequency distributions. In that section, you can see the number and percentage of students who responded with each answer to each question. In this section, we will show the data in a more descriptive way that provides for easy 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

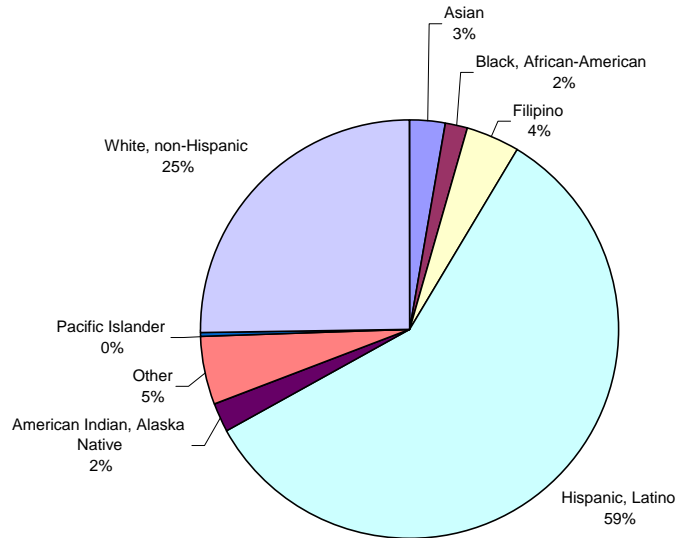
Chart 1 shows the percentage of students surveyed by gender. Note that 69% of the survey respondents were female, compared to about 66% of the Porterville College student body. Chart 2 shows the percentages by ethnicity. Fifty-nine percent of the survey respondents were Hispanic, compared to 25% who were White, non-Hispanic. Note that this is a higher percentage of Hispanics and lower percentage of whites than the student population overall, which were 49% and 39% of the census date student population for the spring 2005 term. It may be that sampling English writing classes results in a higher percentage of Hispanic students selected for the survey.

Chart 1: Gender



Notes: N (number of responses)=641.

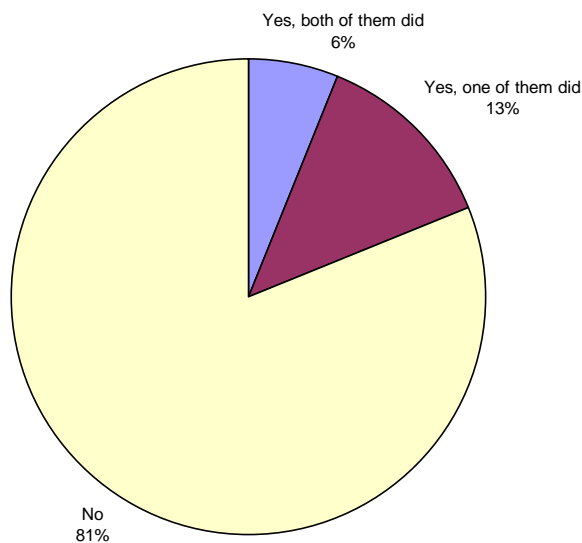
Chart 2: Ethnicity



Notes: N=637.

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 6% of Porterville College students had college graduates for both parents, while an additional 13% 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, 8.3% had at least one parent with a 4-year college degree, compared with 36% of white students. This difference is statistically significant.¹

Chart 3: Parents Graduate from 4-Year College

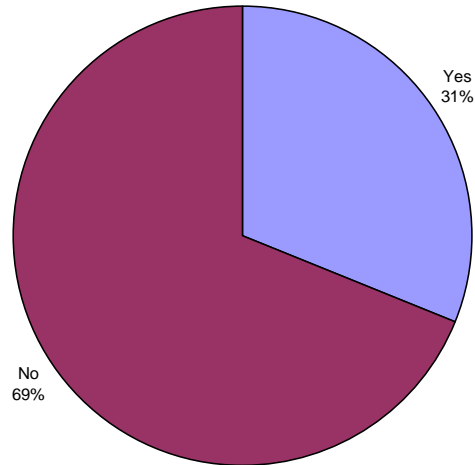


Notes: N=640.

Next, we turn to the remaining two general questions. Question 46 asked whether students were familiar with the Porterville College Mission Statement and Institutional Goals. The results in chart 4 show that 31% of students say they are familiar with these, while 69% say they are not. Chart 5 shows the results of question 47, which asked whether students would recommend Porterville College to others. Eighty-five percent of responding students said they would either definitely or probably recommend Porterville College, compared with only 4 percent who said they would definitely or probably not recommend PC. The remaining 11 percent responded that they were 'not sure'.

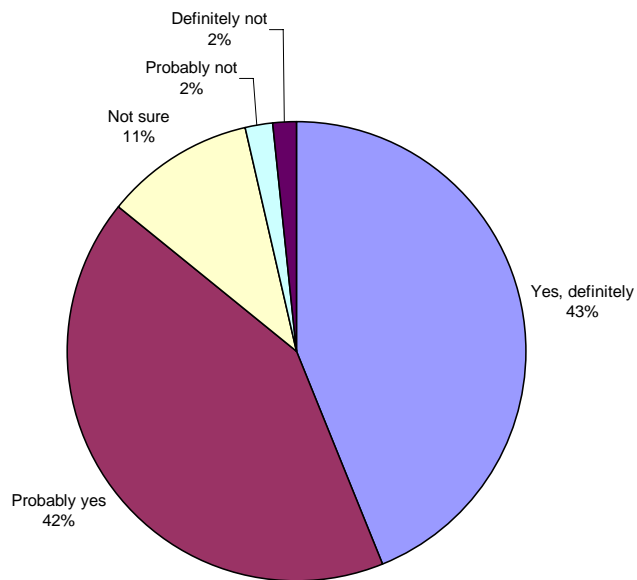
¹ In the simplest terms, when a difference is said to be statistically significant, this means it is unlikely to be due to chance. In other words, the difference is 'real'.

Chart 4: Familiar with Porterville College Mission Statement and Institutional Goals



Notes: N=641.

Chart 5: Recommend Porterville College To Others



Notes: N=642.

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.

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

Question	Number responding	Mean
1. Quality of Instruction/Teaching	648	4.22
2. Textbooks used in your classes	648	3.89
3. Admissions and Records	636	3.65
4. Assessment/placement testing	602	3.60
5. Orientation	583	3.73
6. Registration process	648	3.81
7. Catalogues, brochures, course schedules	631	3.89
8. Classroom facilities	640	3.71
9. Computer labs (AC 121, Library, Learning Center)	598	4.07
10. Extra-curricular activities	420	3.34
11. Financial Aid	542	3.88
12. Wellness Center (school nurse)	270	3.59
13. Library Books	530	3.86
14. Library Online Resources	523	4.07
15. Library Staff Service	592	3.93
16. Bookstore	637	3.70
17. Food services (cafeteria)	588	3.68
18. Science lab facilities	297	3.72
19. Studio and practice facilities (art, music, sports)	292	3.65
20. Porterville College Web page	628	4.03
21. Transfer Center	248	3.62
22. Learning Center	466	4.03
23. Child Care Center	227	3.92
24. Fitness Center	422	3.72
25. Academic Advising	519	3.63
26. Career Advising	468	3.53
27. Personal Advising/Counseling	498	3.59
28. Disability Resource Center	220	3.95
29. EOP&S	361	3.72

Question	Number responding	Mean
30. CalWorks Program	254	3.80
31. IDEAS Program	197	3.84
32. Campus and parking lot lighting	611	3.05
33. Campus security	621	3.07
34. Campus Events and Cultural Activities	415	3.43
35. Quality of Education Overall at Porterville College	634	3.96

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	648	4.22
14. Library Online Resources	523	4.07
9. Computer labs (AC 121, Library, Learning Center)	598	4.07
22. Learning Center	466	4.03
20. Porterville College Web page	628	4.03
35. Quality of Education Overall at Porterville College	634	3.96
28. Disability Resource Center	220	3.95
15. Library Staff Service	592	3.93
23. Child Care Center	227	3.92
7. Catalogues, brochures, course schedules	631	3.89
2. Textbooks used in your classes	648	3.89
11. Financial Aid	542	3.88
13. Library Books	530	3.86
31. IDEAS Program	197	3.84
6. Registration process	648	3.81
30. CalWorks Program	254	3.80
5. Orientation	583	3.73
24. Fitness Center	422	3.72
29. EOP&S	361	3.72
18. Science lab facilities	297	3.72
8. Classroom facilities	640	3.71
16. Bookstore	637	3.70
17. Food services (cafeteria)	588	3.68
19. Studio and practice facilities (art, music, sports)	292	3.65
3. Admissions and Records	636	3.65
25. Academic Advising	519	3.63
21. Transfer Center	248	3.62
4. Assessment/placement testing	602	3.60
12. Wellness Center (school nurse)	270	3.59
27. Personal Advising/Counseling	498	3.59
26. Career Advising	468	3.53
34. Campus Events and Cultural Activities	415	3.43
10. Extra-curricular activities	420	3.34
33. Campus security	621	3.07
32. Campus and parking lot lighting	611	3.05

Part II of the survey was similar in nature; questions were asked about how well the college prepared students in a series of eight 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.

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

Question	Number responding	Mean
36. Reading skills	624	3.88
37. Writing skills	641	4.05
38. Speaking skills	577	3.90
39. Math skills	563	3.87
40. Use of technology	508	3.76
41. Respect for diversity	541	3.97
42. Preparing you for transfer	426	3.63
43. Preparing you for employment	466	3.54

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

Question	Number responding	Mean
37. Writing skills	641	4.05
41. Respect for diversity	541	3.97
38. Speaking skills	577	3.90
36. Reading skills	624	3.88
39. Math skills	563	3.87
40. Use of technology	508	3.76
42. Preparing you for transfer	426	3.63
43. Preparing you for employment	466	3.54

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

Question	Number responding	Mean
44. I am usually able to get the classes I need when I need them.	638	3.70
45. Porterville College offers the programs, degrees or certificates I need	616	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. These include the students’ rating of their experiences with financial aid and campus security, their perception of how well the college is preparing them in reading skills, and whether the Porterville College offers the programs, degrees or certificates they need. In each case, we show the mean for both males and females. For each of these questions, female students responded more positively than male students.

Table 6: Scaled Questions with Gender Differences

Question	Gender	Number responding	Mean
11. Financial Aid	Female	369	3.95
	Male	161	3.73
33. Campus security	Female	422	3.16
	Male	187	2.88
36. Reading skills	Female	431	3.94
	Male	189	3.75
45. Porterville College offers the programs, degrees or certificates I need	Female	424	3.81
	Male	188	3.49

Ethnicity differences were found for 16 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. 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 28 areas than students with at least one parent with a college diploma.

One will likely quickly notice a substantial overlap between tables 7 and 8. For 14 questions, there are differences by both ethnicity and parental education with Hispanics rating college services higher than whites and students whose parents did not have a college degree rating services higher than those whose parents did graduate from college. As was mentioned in the demographic section, there is also a substantial ethnic difference in parental education with 36 percent of white students having at least one parent with a college degree, compared with only 8 percent of Hispanic students.

These results call for deeper analysis to determine whether it is truly ethnicity or parental education that is the decisive factor for these differences. To determine this, we ran a one-way analysis of variance (ANOVA) using each of these 14 questions as dependent variables, with both ethnicity and parental education as independent variables. This method allows us to test these differences simultaneously. For 12 of the 14 questions (numbers 4, 5, 6, 8, 10, 24, 25, 32, 33, 42, 44, and 45), when the variables were considered simultaneously, parental education remains statistically significant, while ethnicity does not. For two questions (numbers 11 and 43) both remain statistically significant.

Put most simply, for 12 of the 14 questions in consideration, it is parental education that is the deciding factor. Students whose parents did not graduate from college rated services higher than students whose parents are college graduates. 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.

However, for the remaining two questions, which are the students' assessment of financial aid and how well the college prepares them for employment, both parental education and ethnicity are statistically significant. In other words, while students whose parents did not graduate from college rate these areas higher, Hispanic students also rate them higher than white students, *independent* of parental education. Additionally, as noted above, two other college services, the child care center and EOP&S, were rated higher by Hispanic students, while no significant difference was found by parental education.

Table 7: Scaled Questions with Ethnicity Differences

Question	Ethnicity	Number responding	Mean
4. Assessment/placement testing	Hispanic, Latino	343	3.76
	White, non-Hispanic	146	3.43
5. Orientation	Hispanic, Latino	340	3.81
	White, non-Hispanic	139	3.60
6. Registration process	Hispanic, Latino	368	3.89
	White, non-Hispanic	161	3.69
8. Classroom facilities	Hispanic, Latino	361	3.81
	White, non-Hispanic	158	3.61
10. Extra-curricular activities	Hispanic, Latino	240	3.48
	White, non-Hispanic	95	3.13
11. Financial Aid	Hispanic, Latino	329	4.05
	White, non-Hispanic	115	3.68
23. Child Care Center	Hispanic, Latino	136	4.07
	White, non-Hispanic	47	3.74
24. Fitness Center	Hispanic, Latino	243	3.87
	White, non-Hispanic	98	3.50
25. Academic Advising	Hispanic, Latino	293	3.73
	White, non-Hispanic	124	3.44
29. EOP&S	Hispanic, Latino	239	3.84
	White, non-Hispanic	58	3.24
32. Campus and parking lot lighting	Hispanic, Latino	349	3.23
	White, non-Hispanic	152	2.81
33. Campus security	Hispanic, Latino	358	3.20
	White, non-Hispanic	154	2.92
42. Preparing you for transfer	Hispanic, Latino	234	3.74
	White, non-Hispanic	111	3.45
43. Preparing you for employment	Hispanic, Latino	268	3.65
	White, non-Hispanic	112	3.29
44. I am usually able to get the classes I need when I need them.	Hispanic, Latino	369	3.78
	White, non-Hispanic	160	3.58
45. Porterville College offers the programs, degrees or certificates I need	Hispanic, Latino	358	3.83
	White, non-Hispanic	155	3.54

Table 8: Scaled Questions with Differences by Parental Education

Question	Either Parent Graduate from 4-Year College	Number responding	Mean
3. Admissions and Records	Neither	505	3.74
	One or Both	118	3.31
4. Assessment/placement testing	Neither	485	3.72
	One or Both	104	3.15
5. Orientation	Neither	469	3.80
	One or Both	101	3.45
6. Registration process	Neither	513	3.91
	One or Both	121	3.45
7. Catalogues, brochures, course schedules	Neither	502	3.96
	One or Both	115	3.63
8. Classroom facilities	Neither	505	3.77
	One or Both	121	3.44
9. Computer labs (AC 121, Library, Learning Center)	Neither	479	4.11
	One or Both	106	3.87
10. Extra-curricular activities	Neither	338	3.45
	One or Both	74	2.91
11. Financial Aid	Neither	448	3.96
	One or Both	81	3.44
12. Wellness Center (school nurse)	Neither	215	3.73
	One or Both	50	3.04
13. Library Books	Neither	421	3.93
	One or Both	95	3.58
19. Studio and practice facilities (art, music, sports)	Neither	224	3.75
	One or Both	62	3.37
20. Porterville College Web page	Neither	497	4.09
	One or Both	117	3.80
21. Transfer Center	Neither	198	3.72
	One or Both	46	3.26
24. Fitness Center	Neither	338	3.80
	One or Both	75	3.45
25. Academic Advising	Neither	414	3.74
	One or Both	92	3.14
26. Career Advising	Neither	380	3.64
	One or Both	77	3.01
27. Personal Advising/Counseling	Neither	403	3.70
	One or Both	84	3.13
32. Campus and parking lot lighting	Neither	485	3.13
	One or Both	113	2.72
33. Campus security	Neither	496	3.13
	One or Both	112	2.81
34. Campus Events and Cultural Activities	Neither	331	3.53
	One or Both	76	3.09

Question	Either Parent Graduate from 4-Year College	Number responding	Mean
35. Quality of Education Overall at Porterville College	Neither	501	4.04
	One or Both	119	3.67
36. Reading skills	Neither	505	3.93
	One or Both	114	3.70
41. Respect for diversity	Neither	440	4.03
	One or Both	97	3.72
42. Preparing you for transfer	Neither	334	3.72
	One or Both	89	3.30
43. Preparing you for employment	Neither	379	3.63
	One or Both	84	3.11
44. I am usually able to get the classes I need when I need them.	Neither	513	3.76
	One or Both	120	3.45
45. Porterville College offers the programs, degrees or certificates I need	Neither	498	3.78
	One or Both	113	3.41

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 and Institutional Goals. This question can be used as a measure of how connected the student is to the college and its programs and services. For 24 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.

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

Question	Familiar with Porterville College Mission Statement and Institutional Goals	Number responding	Mean
1. Quality of Instruction/Teaching	Yes	196	4.37
	No	440	4.15
2. Textbooks used in your classes	Yes	198	4.10
	No	437	3.80
3. Admissions and Records	Yes	195	3.86
	No	429	3.57
4. Assessment/placement testing	Yes	187	3.86
	No	403	3.50
5. Orientation	Yes	187	3.91
	No	383	3.66
12. Wellness Center (school nurse)	Yes	105	3.78
	No	158	3.49

Question	Familiar with Porterville College Mission Statement and Institutional Goals	Number responding	Mean
13. Library Books	Yes	174	3.99
	No	343	3.81
15. Library Staff Service	Yes	181	4.09
	No	399	3.87
22. Learning Center	Yes	162	4.15
	No	294	3.98
24. Fitness Center	Yes	139	3.94
	No	274	3.63
25. Academic Advising	Yes	164	3.80
	No	343	3.55
26. Career Advising	Yes	152	3.77
	No	306	3.42
27. Personal Advising/Counseling	Yes	162	3.75
	No	326	3.52
28. Disability Resource Center	Yes	93	4.13
	No	123	3.83
33. Campus security	Yes	192	3.23
	No	416	3.00
35. Quality of Education Overall at Porterville College	Yes	194	4.15
	No	429	3.88
36. Reading skills	Yes	195	4.10
	No	425	3.78
37. Writing skills	Yes	197	4.22
	No	440	3.97
38. Speaking skills	Yes	184	4.04
	No	389	3.84
40. Use of technology	Yes	168	3.95
	No	336	3.67
41. Respect for diversity	Yes	174	4.11
	No	363	3.91
42. Preparing you for transfer	Yes	153	3.90
	No	270	3.47
43. Preparing you for employment	Yes	160	3.81
	No	302	3.39
45. Porterville College offers the programs, degrees or certificates I need	Yes	192	3.91
	No	420	3.62

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 the various accreditation sub-committees.

These groups may provide college-wide feedback regarding possible changes to be made based on the survey results. 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 survey is not intended solely or even primarily for accreditation however and its results 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 spring 2005 was one legal sized page front and back and took students about 10-15 minutes of class time to complete.

Demographics were kept to a minimum for the spring 2005 survey and probably will be in the future as well in order to save space, but it might be helpful to add an age question.

The sampling method used this time (surveying all English writing classes) oversampled Hispanic students. Fifty-nine percent of the survey respondents were Hispanic, compared with 49% of the college student population. Another sampling method should be considered, one that better approximates a random sample. One method that has been used in the past was to sample classes meeting at a few particular times of the day (e.g., 10 AM, 2 PM, and 7 PM). However, this method has the disadvantage of allowing greater duplication of students. The Office of Institutional Research will consider in the future what the best method would be for approximating a random sample.

A few students completing the survey skipped the second page, perhaps not noticing that the survey was two-sided. In the future a 'see other side' or 'next page' note at the bottom of the first page may be helpful.

Appendix A: Survey Instrument

Porterville College

Student Satisfaction Survey

Spring 2005

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)	0	0	0	0	0	0
20. Porterville College Web page	0	0	0	0	0	0
21. Transfer Center	0	0	0	0	0	0
22. Learning Center	0	0	0	0	0	0
23. Child Care Center	0	0	0	0	0	0
24. Fitness Center	0	0	0	0	0	0
25. Academic Advising	0	0	0	0	0	0
26. Career Advising	0	0	0	0	0	0
27. Personal Advising/Counseling	0	0	0	0	0	0
28. Disability Resource Center	0	0	0	0	0	0
29. EOP&S	0	0	0	0	0	0
30. CalWorks Program	0	0	0	0	0	0
31. IDEAS Program	0	0	0	0	0	0
32. Campus and parking lot lighting	0	0	0	0	0	0
33. Campus security	0	0	0	0	0	0
34. Campus Events and Cultural Activities	0	0	0	0	0	0
35. Quality of Education Overall at Porterville College	0	0	0	0	0	0

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
36. Reading skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. Writing skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. Speaking skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. Math skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. Use of technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. Respect for diversity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. Preparing you for transfer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. Preparing you for employment	<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 and Institutional Goals?

Yes No

47. Would you recommend Porterville College to others?

Yes, definitely Probably yes Not sure Probably not Definitely not

Part IV: Demographics

The following questions are for statistical purposes only

48. What is your gender?

- Female
- Male

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

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

50. What is your ethnicity?

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

_____ 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, Frequencies

1. Quality of Instruction/Teaching

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	.5	.5	.5
	Fair	19	2.9	2.9	3.4
	Neutral	50	7.6	7.7	11.1
	Good	339	51.8	52.3	63.4
	Excellent	237	36.2	36.6	100.0
	Total	648	99.1	100.0	
Missing	No Answer	2	.3		
	Don't Know	4	.6		
	Total	6	.9		
Total		654	100.0		

2. Textbooks used in your classes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	13	2.0	2.0	2.0
	Fair	31	4.7	4.8	6.8
	Neutral	124	19.0	19.1	25.9
	Good	329	50.3	50.8	76.7
	Excellent	151	23.1	23.3	100.0
	Total	648	99.1	100.0	
Missing	Don't Know	6	.9		
Total		654	100.0		

3. Admissions and Records

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	35	5.4	5.5	5.5
	Fair	54	8.3	8.5	14.0
	Neutral	148	22.6	23.3	37.3
	Good	262	40.1	41.2	78.5
	Excellent	137	20.9	21.5	100.0
	Total	636	97.2	100.0	
Missing	No Answer	3	.5		
	Don't Know	15	2.3		
	Total	18	2.8		
Total		654	100.0		

4. Assessment/placement testing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	30	4.6	5.0	5.0
	Fair	55	8.4	9.1	14.1
	Neutral	146	22.3	24.3	38.4
	Good	263	40.2	43.7	82.1
	Excellent	108	16.5	17.9	100.0
	Total	602	92.0	100.0	
Missing	No Answer	5	.8		
	Don't Know	47	7.2		
	Total	52	8.0		
Total		654	100.0		

5. Orientation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	17	2.6	2.9	2.9
	Fair	57	8.7	9.8	12.7
	Neutral	112	17.1	19.2	31.9
	Good	280	42.8	48.0	79.9
	Excellent	117	17.9	20.1	100.0
	Total	583	89.1	100.0	
Missing	No Answer	1	.2		
	Don't Know	70	10.7		
	Total	71	10.9		
Total		654	100.0		

6. Registration process

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	20	3.1	3.1	3.1
	Fair	67	10.2	10.3	13.4
	Neutral	96	14.7	14.8	28.2
	Good	297	45.4	45.8	74.1
	Excellent	168	25.7	25.9	100.0
	Total	648	99.1	100.0	
Missing	No Answer	1	.2		
	Don't Know	5	.8		
	Total	6	.9		
Total		654	100.0		

7. Catalogues, brochures, course schedules

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	6	.9	1.0	1.0
	Fair	48	7.3	7.6	8.6
	Neutral	112	17.1	17.7	26.3
	Good	307	46.9	48.7	75.0
	Excellent	158	24.2	25.0	100.0
	Total	631	96.5	100.0	
Missing	No Answer	2	.3		
	Don't Know	21	3.2		
	Total	23	3.5		
Total		654	100.0		

8. Classroom facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	22	3.4	3.4	3.4
	Fair	52	8.0	8.1	11.6
	Neutral	135	20.6	21.1	32.7
	Good	312	47.7	48.8	81.4
	Excellent	119	18.2	18.6	100.0
	Total	640	97.9	100.0	
Missing	No Answer	7	1.1		
	Don't Know	7	1.1		
	Total	14	2.1		
Total		654	100.0		

9. Computer labs (AC 121, Library, Learning Center)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	21	3.2	3.5	3.5
	Fair	21	3.2	3.5	7.0
	Neutral	73	11.2	12.2	19.2
	Good	266	40.7	44.5	63.7
	Excellent	217	33.2	36.3	100.0
	Total	598	91.4	100.0	
Missing	No Answer	2	.3		
	Don't Know	54	8.3		
	Total	56	8.6		
Total		654	100.0		

10. Extra-curricular activities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	39	6.0	9.3	9.3
	Fair	47	7.2	11.2	20.5
	Neutral	114	17.4	27.1	47.6
	Good	171	26.1	40.7	88.3
	Excellent	49	7.5	11.7	100.0
	Total	420	64.2	100.0	
Missing	No Answer	3	.5		
	Don't Know	231	35.3		
	Total	234	35.8		
Total		654	100.0		

11. Financial Aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	32	4.9	5.9	5.9
	Fair	43	6.6	7.9	13.8
	Neutral	79	12.1	14.6	28.4
	Good	193	29.5	35.6	64.0
	Excellent	195	29.8	36.0	100.0
	Total	542	82.9	100.0	
Missing	No Answer	5	.8		
	Don't Know	107	16.4		
	Total	112	17.1		
Total		654	100.0		

12. Wellness Center (school nurse)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	18	2.8	6.7	6.7
	Fair	25	3.8	9.3	15.9
	Neutral	64	9.8	23.7	39.6
	Good	105	16.1	38.9	78.5
	Excellent	58	8.9	21.5	100.0
	Total	270	41.3	100.0	
Missing	No Answer	3	.5		
	Don't Know	381	58.3		
	Total	384	58.7		
Total	654	100.0			

13. Library Books

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	12	1.8	2.3	2.3
	Fair	43	6.6	8.1	10.4
	Neutral	85	13.0	16.0	26.4
	Good	256	39.1	48.3	74.7
	Excellent	134	20.5	25.3	100.0
	Total	530	81.0	100.0	
Missing	No Answer	5	.8		
	Don't Know	119	18.2		
	Total	124	19.0		
Total	654	100.0			

14. Library Online Resources

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	8	1.2	1.5	1.5
	Fair	21	3.2	4.0	5.5
	Neutral	78	11.9	14.9	20.5
	Good	237	36.2	45.3	65.8
	Excellent	179	27.4	34.2	100.0
	Total	523	80.0	100.0	
Missing	No Answer	4	.6		
	Don't Know	127	19.4		
	Total	131	20.0		
Total	654	100.0			

15. Library Staff Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	19	2.9	3.2	3.2
	Fair	48	7.3	8.1	11.3
	Neutral	79	12.1	13.3	24.7
	Good	253	38.7	42.7	67.4
	Excellent	193	29.5	32.6	100.0
	Total	592	90.5	100.0	
Missing	No Answer	6	.9		
	Don't Know	56	8.6		
	Total	62	9.5		
Total		654	100.0		

16. Bookstore

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	31	4.7	4.9	4.9
	Fair	64	9.8	10.0	14.9
	Neutral	114	17.4	17.9	32.8
	Good	282	43.1	44.3	77.1
	Excellent	146	22.3	22.9	100.0
	Total	637	97.4	100.0	
Missing	No Answer	5	.8		
	Don't Know	12	1.8		
	Total	17	2.6		
Total		654	100.0		

17. Food services (cafeteria)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	32	4.9	5.4	5.4
	Fair	56	8.6	9.5	15.0
	Neutral	126	19.3	21.4	36.4
	Good	230	35.2	39.1	75.5
	Excellent	144	22.0	24.5	100.0
	Total	588	89.9	100.0	
Missing	No Answer	1	.2		
	Don't Know	65	9.9		
	Total	66	10.1		
Total		654	100.0		

18. Science lab facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	8	1.2	2.7	2.7
	Fair	20	3.1	6.7	9.4
	Neutral	77	11.8	25.9	35.4
	Good	135	20.6	45.5	80.8
	Excellent	57	8.7	19.2	100.0
	Total	297	45.4	100.0	
Missing	No Answer	6	.9		
	Don't Know	351	53.7		
	Total	357	54.6		
Total		654	100.0		

19. Studio and practice facilities (art, music, sports)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	14	2.1	4.8	4.8
	Fair	26	4.0	8.9	13.7
	Neutral	67	10.2	22.9	36.6
	Good	126	19.3	43.2	79.8
	Excellent	59	9.0	20.2	100.0
	Total	292	44.6	100.0	
Missing	No Answer	5	.8		
	Don't Know	357	54.6		
	Total	362	55.4		
Total		654	100.0		

20. Porterville College Web page

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	10	1.5	1.6	1.6
	Fair	37	5.7	5.9	7.5
	Neutral	73	11.2	11.6	19.1
	Good	311	47.6	49.5	68.6
	Excellent	197	30.1	31.4	100.0
	Total	628	96.0	100.0	
Missing	Don't Know	26	4.0		
Total		654	100.0		

21. Transfer Center

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	9	1.4	3.6	3.6
	Fair	24	3.7	9.7	13.3
	Neutral	68	10.4	27.4	40.7
	Good	97	14.8	39.1	79.8
	Excellent	50	7.6	20.2	100.0
	Total	248	37.9	100.0	
Missing	No Answer	5	.8		
	Don't Know	401	61.3		
	Total	406	62.1		
Total		654	100.0		

22. Learning Center

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	7	1.1	1.5	1.5
	Fair	15	2.3	3.2	4.7
	Neutral	79	12.1	17.0	21.7
	Good	220	33.6	47.2	68.9
	Excellent	145	22.2	31.1	100.0
	Total	466	71.3	100.0	
Missing	No Answer	3	.5		
	Don't Know	185	28.3		
	Total	188	28.7		
Total		654	100.0		

23. Child Care Center

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	7	1.1	3.1	3.1
	Fair	11	1.7	4.8	7.9
	Neutral	48	7.3	21.1	29.1
	Good	88	13.5	38.8	67.8
	Excellent	73	11.2	32.2	100.0
	Total	227	34.7	100.0	
Missing	No Answer	3	.5		
	Don't Know	424	64.8		
	Total	427	65.3		
Total		654	100.0		

24. Fitness Center

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	23	3.5	5.5	5.5
	Fair	33	5.0	7.8	13.3
	Neutral	82	12.5	19.4	32.7
	Good	184	28.1	43.6	76.3
	Excellent	100	15.3	23.7	100.0
	Total	422	64.5	100.0	
Missing	No Answer	7	1.1		
	Don't Know	225	34.4		
	Total	232	35.5		
Total		654	100.0		

25. Academic Advising

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	33	5.0	6.4	6.4
	Fair	41	6.3	7.9	14.3
	Neutral	114	17.4	22.0	36.2
	Good	229	35.0	44.1	80.3
	Excellent	102	15.6	19.7	100.0
	Total	519	79.4	100.0	
Missing	No Answer	4	.6		
	Don't Know	131	20.0		
	Total	135	20.6		
Total		654	100.0		

26. Career Advising

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	41	6.3	8.8	8.8
	Fair	43	6.6	9.2	17.9
	Neutral	100	15.3	21.4	39.3
	Good	197	30.1	42.1	81.4
	Excellent	87	13.3	18.6	100.0
	Total	468	71.6	100.0	
Missing	No Answer	6	.9		
	Don't Know	180	27.5		
	Total	186	28.4		
Total		654	100.0		

27. Personal Advising/Counseling

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	44	6.7	8.8	8.8
	Fair	45	6.9	9.0	17.9
	Neutral	95	14.5	19.1	36.9
	Good	200	30.6	40.2	77.1
	Excellent	114	17.4	22.9	100.0
	Total	498	76.1	100.0	
Missing	No Answer	6	.9		
	Don't Know	150	22.9		
	Total	156	23.9		
Total		654	100.0		

28. Disability Resource Center

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	2	.3	.9	.9
	Fair	14	2.1	6.4	7.3
	Neutral	44	6.7	20.0	27.3
	Good	93	14.2	42.3	69.5
	Excellent	67	10.2	30.5	100.0
	Total	220	33.6	100.0	
Missing	No Answer	8	1.2		
	Don't Know	426	65.1		
	Total	434	66.4		
Total		654	100.0		

29. EOP&S

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	32	4.9	8.9	8.9
	Fair	30	4.6	8.3	17.2
	Neutral	62	9.5	17.2	34.3
	Good	121	18.5	33.5	67.9
	Excellent	116	17.7	32.1	100.0
	Total	361	55.2	100.0	
Missing	No Answer	7	1.1		
	Don't Know	286	43.7		
	Total	293	44.8		
Total		654	100.0		

30. CalWorks Program

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	12	1.8	4.7	4.7
	Fair	18	2.8	7.1	11.8
	Neutral	51	7.8	20.1	31.9
	Good	101	15.4	39.8	71.7
	Excellent	72	11.0	28.3	100.0
	Total	254	38.8	100.0	
Missing	No Answer	4	.6		
	Don't Know	396	60.6		
	Total	400	61.2		
Total		654	100.0		

31. IDEAS Program

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	8	1.2	4.1	4.1
	Fair	12	1.8	6.1	10.2
	Neutral	37	5.7	18.8	28.9
	Good	86	13.1	43.7	72.6
	Excellent	54	8.3	27.4	100.0
	Total	197	30.1	100.0	
Missing	No Answer	9	1.4		
	Don't Know	448	68.5		
	Total	457	69.9		
Total		654	100.0		

32. Campus and parking lot lighting

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	98	15.0	16.0	16.0
	Fair	108	16.5	17.7	33.7
	Neutral	130	19.9	21.3	55.0
	Good	213	32.6	34.9	89.9
	Excellent	62	9.5	10.1	100.0
	Total	611	93.4	100.0	
Missing	No Answer	4	.6		
	Don't Know	39	6.0		
	Total	43	6.6		
Total		654	100.0		

33. Campus security

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	100	15.3	16.1	16.1
	Fair	104	15.9	16.7	32.9
	Neutral	133	20.3	21.4	54.3
	Good	219	33.5	35.3	89.5
	Excellent	65	9.9	10.5	100.0
	Total	621	95.0	100.0	
Missing	No Answer	6	.9		
	Don't Know	27	4.1		
	Total	33	5.0		
Total		654	100.0		

34. Campus Events and Cultural Activities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	31	4.7	7.5	7.5
	Fair	46	7.0	11.1	18.6
	Neutral	110	16.8	26.5	45.1
	Good	168	25.7	40.5	85.5
	Excellent	60	9.2	14.5	100.0
	Total	415	63.5	100.0	
Missing	No Answer	7	1.1		
	Don't Know	232	35.5		
	Total	239	36.5		
Total		654	100.0		

35. Quality of Education Overall at Porterville College

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	12	1.8	1.9	1.9
	Fair	28	4.3	4.4	6.3
	Neutral	85	13.0	13.4	19.7
	Good	355	54.3	56.0	75.7
	Excellent	154	23.5	24.3	100.0
	Total	634	96.9	100.0	
Missing	No Answer	5	.8		
	Don't Know	15	2.3		
	Total	20	3.1		
Total		654	100.0		

36. Reading skills

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poorly	9	1.4	1.4	1.4
	Poorly	12	1.8	1.9	3.4
	Fairly Well	171	26.1	27.4	30.8
	Very Well	283	43.3	45.4	76.1
	Excellent	149	22.8	23.9	100.0
	Total	624	95.4	100.0	
Missing	No Answer	9	1.4		
	Don't Know	21	3.2		
	Total	30	4.6		
Total		654	100.0		

37. Writing skills

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poorly	6	.9	.9	.9
	Poorly	13	2.0	2.0	3.0
	Fairly Well	124	19.0	19.3	22.3
	Very Well	299	45.7	46.6	69.0
	Excellent	199	30.4	31.0	100.0
	Total	641	98.0	100.0	
Missing	No Answer	9	1.4		
	Don't Know	4	.6		
	Total	13	2.0		
Total		654	100.0		

38. Speaking skills

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poorly	7	1.1	1.2	1.2
	Poorly	21	3.2	3.6	4.9
	Fairly Well	146	22.3	25.3	30.2
	Very Well	251	38.4	43.5	73.7
	Excellent	152	23.2	26.3	100.0
	Total	577	88.2	100.0	
Missing	No Answer	11	1.7		
	Don't Know	66	10.1		
	Total	77	11.8		
Total		654	100.0		

39. Math skills

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poorly	16	2.4	2.8	2.8
	Poorly	24	3.7	4.3	7.1
	Fairly Well	140	21.4	24.9	32.0
	Very Well	223	34.1	39.6	71.6
	Excellent	160	24.5	28.4	100.0
	Total	563	86.1	100.0	
Missing	No Answer	12	1.8		
	Don't Know	79	12.1		
	Total	91	13.9		
Total		654	100.0		

40. Use of technology

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poorly	9	1.4	1.8	1.8
	Poorly	29	4.4	5.7	7.5
	Fairly Well	153	23.4	30.1	37.6
	Very Well	202	30.9	39.8	77.4
	Excellent	115	17.6	22.6	100.0
	Total	508	77.7	100.0	
Missing	No Answer	15	2.3		
	Don't Know	131	20.0		
	Total	146	22.3		
Total		654	100.0		

41. Respect for diversity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poorly	10	1.5	1.8	1.8
	Poorly	15	2.3	2.8	4.6
	Fairly Well	116	17.7	21.4	26.1
	Very Well	242	37.0	44.7	70.8
	Excellent	158	24.2	29.2	100.0
	Total	541	82.7	100.0	
Missing	No Answer	14	2.1		
	Don't Know	99	15.1		
	Total	113	17.3		
Total		654	100.0		

42. Preparing you for transfer

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poorly	19	2.9	4.5	4.5
	Poorly	28	4.3	6.6	11.0
	Fairly Well	132	20.2	31.0	42.0
	Very Well	160	24.5	37.6	79.6
	Excellent	87	13.3	20.4	100.0
	Total	426	65.1	100.0	
Missing	No Answer	12	1.8		
	Don't Know	216	33.0		
	Total	228	34.9		
Total		654	100.0		

43. Preparing you for employment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Poorly	25	3.8	5.4	5.4
	Poorly	40	6.1	8.6	13.9
	Fairly Well	154	23.5	33.0	47.0
	Very Well	154	23.5	33.0	80.0
	Excellent	93	14.2	20.0	100.0
	Total	466	71.3	100.0	
Missing	No Answer	11	1.7		
	Don't Know	177	27.1		
	Total	188	28.7		
Total		654	100.0		

44. I am usually able to get the classes I need when I need them.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	33	5.0	5.2	5.2
	Disagree	50	7.6	7.8	13.0
	Neutral	129	19.7	20.2	33.2
	Agree	289	44.2	45.3	78.5
	Strongly Agree	137	20.9	21.5	100.0
	Total	638	97.6	100.0	
Missing	No Answer	9	1.4		
	Does not Apply	7	1.1		
	Total	16	2.4		
Total		654	100.0		

45. Porterville College offers the programs, degrees or certificates I need

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	42	6.4	6.8	6.8
	Disagree	39	6.0	6.3	13.1
	Neutral	127	19.4	20.6	33.8
	Agree	253	38.7	41.1	74.8
	Strongly Agree	155	23.7	25.2	100.0
	Total	616	94.2	100.0	
Missing	No Answer	10	1.5		
	Does not Apply	28	4.3		
	Total	38	5.8		
Total		654	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	199	30.4	31.0	31.0
	No	442	67.6	69.0	100.0
	Total	641	98.0	100.0	
Missing	No Answer	13	2.0		
Total		654	100.0		

47. Would you recommend Porterville College to others?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, definitely	281	43.0	43.8	43.8
	Probably yes	270	41.3	42.1	85.8
	Not sure	68	10.4	10.6	96.4
	Probably not	13	2.0	2.0	98.4
	Definitely not	10	1.5	1.6	100.0
	Total	642	98.2	100.0	
Missing	No Answer	12	1.8		
Total		654	100.0		

48. What is your gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	445	68.0	69.4	69.4
	Male	196	30.0	30.6	100.0
	Total	641	98.0	100.0	
Missing	No Answer	13	2.0		
Total		654	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, both of them did	39	6.0	6.1	6.1
	Yes, one of them did	82	12.5	12.8	18.9
	No	519	79.4	81.1	100.0
	Total	640	97.9	100.0	
Missing	No Answer	14	2.1		
Total		654	100.0		

50. What is your ethnicity?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Asian	17	2.6	2.7	2.7
	Black, African-American	12	1.8	1.9	4.6
	Filipino	25	3.8	3.9	8.5
	Hispanic, Latino	372	56.9	58.4	66.9
	American Indian, Alaska Native	14	2.1	2.2	69.1
	Other	35	5.4	5.5	74.6
	Pacific Islander	1	.2	.2	74.7
	White, non-Hispanic	161	24.6	25.3	100.0
	Total	637	97.4	100.0	
Missing	No Answer	17	2.6		
Total		654	100.0		