

# Porterville College

## Student Satisfaction Survey

Spring 2007

### 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 27<sup>th</sup>. A total of 367 surveys were returned in 2007.

The 2007 survey instrument itself is included in this document as Appendix A, beginning on page 18. 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 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, 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 survey***

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.<sup>1</sup>

## **Results**

Appendix B, beginning on page 22 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 survey years, 2005 and 2007. 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.

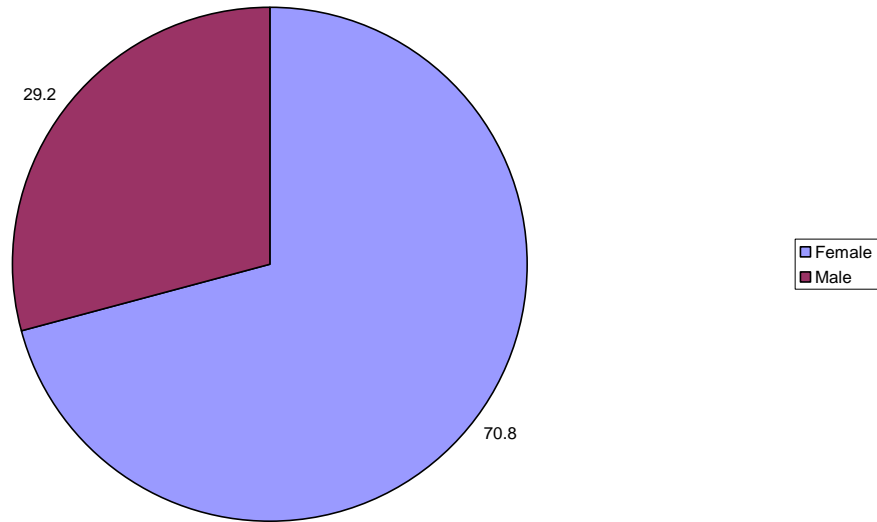
### ***Demographics***

Chart 1 shows the percentage of students surveyed by gender. Note that 70.8% of the survey respondents were female, compared to about 66.7% of the Porterville College student body. Chart 2 shows the percentages by ethnicity. Fifty-eight percent of the survey respondents were Hispanic, compared to 27% who were White, non-Hispanic. Other ethnicities have smaller representation at Porterville College and in the surveyed students.

---

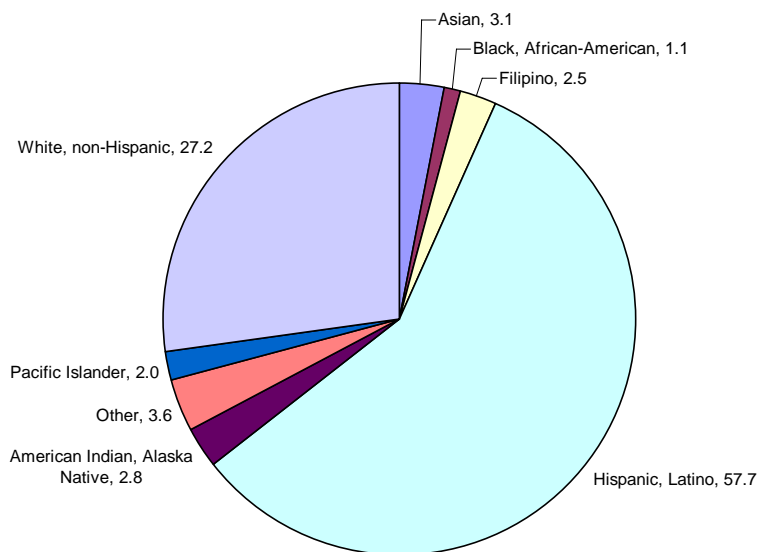
<sup>1</sup> The college Mission Statement is again undergoing revision, however as of the time the survey was being conducted in spring 2007, the revised Mission Statement had not yet been adopted.

Chart 1: Gender



Notes: N (number of responses)=360.

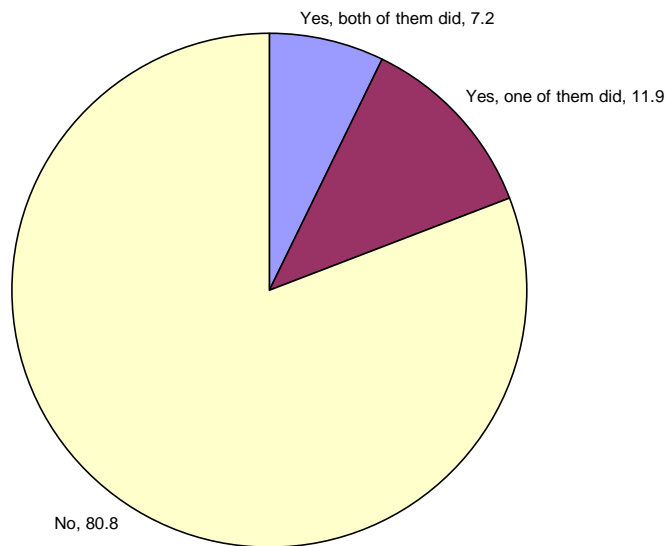
Chart 2: Ethnicity



Notes: N=357.

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 7% of Porterville College students had college graduates for both parents, while an additional 12% 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, 9.8% had at least one parent with a 4-year college degree, compared with 27.8% of white students. This difference is statistically significant.<sup>2</sup> However, the difference is slightly smaller than in fall 2005 when 8.3% of Hispanic students and 36% of white students had at least one parent with a college degree.

**Chart 3: Parents graduated from 4-year college**



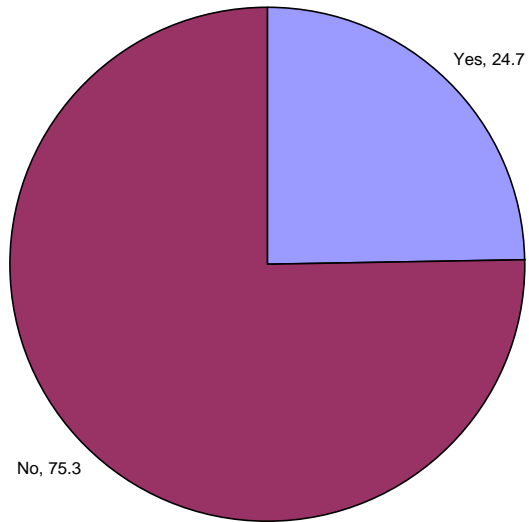
Notes: N=360.

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 24.7% of students say they are familiar with these, while 75.3% say they are not. This is down from fall 2005 when 31% of students reported being familiar with the Mission Statement and Institutional Goals, a difference which is statistically significant. Chart 5 shows the results of question 47, which asked whether students would recommend Porterville College to others. Eighty-six percent of responding students said they would either definitely or probably recommend Porterville College, compared with only 4.5 percent who said they would definitely or probably not recommend PC. This is very similar to fall 2005.

---

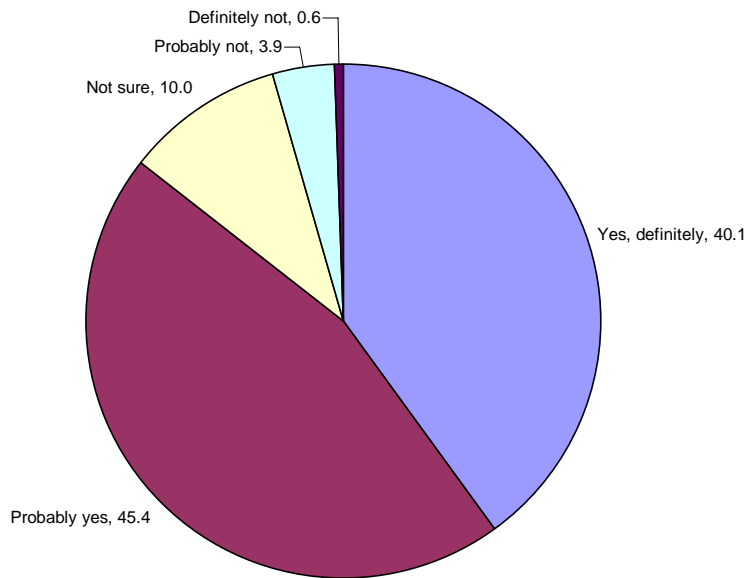
<sup>2</sup> In the simplest terms, when a difference is said to be statistically significant, this means it is unlikely to be due to chance. In other words, the difference is 'real'.

**Chart 4: Familiar with Porterville College Mission Statement**



Notes: N=360.

**Chart 5: Recommend Porterville College to Others**



Notes: N=359.

## *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 for the second time with a mean score of 4.26 out of five. In the 2007 survey, instruction was the only item with a mean score greater than 4.00. Also once again, campus and parking lot lighting (2.71) and campus security (2.73) are ranked the lowest by students. These two items are the only ones ranked with a mean score under 3.00. A more complete discussion of the differences between the 2005 and 2007 surveys will be provided later in this document.

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

<b>Question</b>	<b>Number responding</b>	<b>Mean</b>
1. Quality of Instruction/Teaching	364	4.26
2. Textbooks used in your classes	362	3.82
3. Admissions and Records	351	3.63
4. Assessment/placement testing	320	3.48
5. Orientation	309	3.53
6. Registration process	360	3.75
7. Catalogues, brochures, course schedules	348	3.78
8. Classroom facilities	361	3.45
9. Computer labs (AC 121, Library, Learning Center)	324	3.77
10. Extra-curricular activities	238	3.20
11. Financial Aid	321	3.73
12. Wellness Center (school nurse)	163	3.77
13. Library Books	268	3.62
14. Library Online Resources	278	3.87
15. Library Staff Service	308	3.76
16. Bookstore	359	3.76
17. Food services (cafeteria)	324	3.58
18. Science lab facilities	153	3.56
19. Studio and practice facilities (art, music, sports)	150	3.48
20. Porterville College Web page	351	3.95
21. Transfer Center	139	3.44
22. Learning Center	221	3.86
23. Child Care Center	128	3.54
24. Fitness Center	210	3.63
25. Academic Advising	292	3.39
26. Career Advising	255	3.39
27. Personal Advising/Counseling	273	3.50
28. Disability Resource Center	133	3.71

Question	Number responding	Mean
29. EOP&S	228	3.86
30. CalWorks Program	146	3.79
31. Campus and parking lot lighting	339	2.71
32. Campus security	341	2.73
33. Campus events and Cultural Activities	221	3.15
34. Quality of Education Overall at Porterville College	359	3.87

**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	364	4.26
20. Porterville College Web page	351	3.95
34. Quality of Education Overall at Porterville College	359	3.87
14. Library Online Resources	278	3.87
29. EOP&S	228	3.86
22. Learning Center	221	3.86
2. Textbooks used in your classes	362	3.82
30. CalWorks Program	146	3.79
7. Catalogues, brochures, course schedules	348	3.78
9. Computer labs (AC 121, Library, Learning Center)	324	3.77
12. Wellness Center (school nurse)	163	3.77
16. Bookstore	359	3.76
15. Library Staff Service	308	3.76
6. Registration process	360	3.75
11. Financial Aid	321	3.73
28. Disability Resource Center	133	3.71
24. Fitness Center	210	3.63
3. Admissions and Records	351	3.63
13. Library Books	268	3.62
17. Food services (cafeteria)	324	3.58
18. Science lab facilities	153	3.56
23. Child Care Center	128	3.54
5. Orientation	309	3.53
27. Personal Advising/Counseling	273	3.50
4. Assessment/placement testing	320	3.48
19. Studio and practice facilities (art, music, sports)	150	3.48
8. Classroom facilities	361	3.45
21. Transfer Center	139	3.44
26. Career Advising	255	3.39
25. Academic Advising	292	3.39
10. Extra-curricular activities	238	3.20
33. Campus events and Cultural Activities	221	3.15
32. Campus security	341	2.73
31. Campus and parking lot lighting	339	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.

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

Question	Number responding	Mean
35. Reading skills	326	3.84
36. Writing skills	334	3.95
37. Speaking skills	314	3.92
38. Math skills	309	3.95
39. Use of technology	293	3.75
40. Respect for diversity	307	4.08
41. Preparing you for transfer	241	3.69
42. Preparing you for employment	262	3.69
43. Civic responsibility and being a good citizen	304	3.91

**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	307	4.08
38. Math skills	309	3.95
36. Writing skills	334	3.95
37. Speaking skills	314	3.92
43. Civic responsibility and being a good citizen	304	3.91
35. Reading skills	326	3.84
39. Use of technology	293	3.75
41. Preparing you for transfer	241	3.69
42. Preparing you for employment	262	3.69

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.	357	3.81
45. Porterville College offers the programs, degrees or certificates I need	355	3.77

## 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	Number respondi		Mean
	Gender	ng	
10. Extra-curricular activities	Female	162	3.31
	Male	70	2.96
25. Academic Advising	Female	207	3.49
	Male	79	3.15
27. Personal Advising/Counseling	Female	192	3.62
	Male	76	3.21
32. Campus security	Female	239	2.84
	Male	95	2.47

Ethnicity differences were found for 10 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 18 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.

One will likely quickly notice a substantial overlap between tables 7 and 8. For 6 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 27.8 percent of white students having at least one parent with a college degree, compared with only 9.8 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 6 questions as dependent variables, with both ethnicity and parental education as independent variables. This method allows us to test these differences simultaneously. For one question (Orientation), neither ethnicity nor parental education remained statistically significant in the ANOVA model. For two others (Financial Aid and CalWorks) ethnicity remained statistically significant, while parental education did not. For the remaining three questions (the Porterville College Web Page, Career Advising, and Personal Advising/Counseling) both ethnicity and parental education were statistically significant.

Put most simply, for 2 of the 6 questions in consideration, there are real differences in student satisfaction by ethnicity, but not by parental education, with Hispanic students rating these services more highly than white students *independent of* parental education. For the three questions where both ethnicity and parental education are statistically significant, Hispanic students rate the services higher than white students, independent of parental education and students whose parents did not graduate from college rate the services higher than students with at least one college-graduated parent, regardless of their ethnicity.

**Table 7: Scaled Questions with Ethnicity Differences**

Question	Ethnicity	Number	Mean
		respondi ng	
5. Orientation	Hispanic	182	3.69
	White, non-Hispanic	72	3.38
11. Financial Aid	Hispanic	188	3.96
	White, non-Hispanic	75	3.36
13. Library Books	Hispanic	161	3.76
	White, non-Hispanic	58	3.41
19. Studio and practice facilities (art, music, sports)	Hispanic	83	3.65
	White, non-Hispanic	35	3.20
20. Porterville College Web page	Hispanic	197	4.11
	White, non-Hispanic	92	3.74
22. Learning Center	Hispanic	132	4.02
	White, non-Hispanic	48	3.65

26. Career Advising	Hispanic	151	3.62
	White, non-Hispanic	61	3.23
27. Personal Advising/Counseling	Hispanic	165	3.73
	White, non-Hispanic	63	3.35
30. CalWorks Program	Hispanic	87	4.03
	White, non-Hispanic	34	3.56
42. Preparing you for employment	Hispanic	153	3.84
	White, non-Hispanic	58	3.24

**Table 8: Scaled Questions with Differences by Parental Education**

<b>Question</b>	<b>Either Parent Graduate from 4-Year College</b>	<b>Number responding</b>	<b>Mean</b>
3. Admissions and Records	One or both	68	3.29
	Neither	277	3.72
4. Assessment/placement testing	One or both	60	3.23
	Neither	254	3.54
5. Orientation	One or both	60	3.27
	Neither	242	3.60
6. Registration process	One or both	68	3.49
	Neither	285	3.82
7. Catalogues, brochures, course schedules	One or both	65	3.55
	Neither	276	3.85
11. Financial Aid	One or both	57	3.40
	Neither	257	3.83
20. Porterville College Web page	One or both	66	3.71
	Neither	278	4.03
21. Transfer Center	One or both	27	2.74
	Neither	109	3.61
25. Academic Advising	One or both	58	2.95
	Neither	228	3.51
26. Career Advising	One or both	46	2.78
	Neither	203	3.54
27. Personal Advising/Counseling	One or both	49	3.06
	Neither	219	3.60
29. EOP&S	One or both	32	3.50
	Neither	190	3.94
30. CalWorks Program	One or both	25	3.28
	Neither	116	3.94

<b>Question</b>	<b>Either Parent Graduate from 4-Year College</b>	<b>Number responding</b>	<b>Mean</b>
31. Campus and parking lot lighting	One or both	64	2.41
	Neither	268	2.81
32. Campus security	One or both	64	2.44
	Neither	270	2.81
33. Campus events and Cultural Activities	One or both	47	2.83
	Neither	169	3.25
34. Quality of Education Overall at Porterville College	One or both	68	3.57
	Neither	284	3.95
45. Porterville College offers the programs, degrees or certificates I need	One or both	69	3.52
	Neither	284	3.83

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 19 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**

<b>Question</b>	<b>Familiar with Porterville College Mission Statement</b>	<b>Number responding</b>	<b>Mean</b>
1. Quality of Instruction/Teaching	Yes	88	4.40
	No	269	4.23
2. Textbooks used in your classes	Yes	88	4.02
	No	267	3.76
4. Assessment/placement testing	Yes	78	3.68
	No	236	3.42
10. Extra-curricular activities	Yes	56	3.50
	No	177	3.12
13. Library Books	Yes	66	3.88
	No	196	3.57
15. Library Staff Service	Yes	73	4.03
	No	228	3.71
16. Bookstore	Yes	88	4.05
	No	264	3.69
17. Food services (cafeteria)	Yes	82	3.88
	No	235	3.48
18. Science lab facilities	Yes	42	3.83
	No	109	3.47
20. Porterville College Web page	Yes	87	4.17
	No	257	3.90
28. Disability Resource Center	Yes	40	4.10
	No	90	3.54
34. Quality of Education Overall at Porterville College	Yes	88	4.06
	No	264	3.82
35. Reading skills	Yes	80	4.08
	No	244	3.77
36. Writing skills	Yes	83	4.19
	No	249	3.87
37. Speaking skills	Yes	80	4.23
	No	232	3.81
39. Use of technology	Yes	80	4.06
	No	211	3.63
40. Respect for diversity	Yes	79	4.24
	No	226	4.02
41. Preparing you for transfer	Yes	66	3.92
	No	173	3.61
42. Preparing you for employment	Yes	60	4.03
	No	200	3.59

### Differences between the 2005 and 2007 survey results

Lastly, we turn to differences in the scaled questions between the 2005 and 2007 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 2005 and 2007 surveys are shown in bold. The 'difference' column represents the change in overall student satisfaction from spring 2005 to spring 2007. Those programs and services with positive numbers in that column were rated higher in 2007 than in 2005; conversely, if the 'difference' column shows a negative number, the overall satisfaction rating went down from 2005 to 2007. If the difference column appears not to exactly match the difference between the 2005 and 2007 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.

What we see in those with statistically significant differences is a clear pattern downward in satisfaction with services of the college. Thirteen items showed worse mean satisfaction ratings in 2007 than in 2005. Some of these differences are rather small, but each of the thirteen items in bold is statistically significantly rated worse by students than in the previous survey. No programs or services showed a statistically significant improvement over the previous survey.

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	2005	648	4.22	0.05
	2007	364	4.26	
2. Textbooks used in your classes	2005	648	3.89	-0.07
	2007	362	3.82	
3. Admissions and Records	2005	636	3.65	-0.02
	2007	351	3.63	
4. Assessment/placement testing	2005	602	3.60	-0.12
	2007	320	3.48	
<b>5. Orientation</b>	<b>2005</b>	<b>583</b>	<b>3.73</b>	<b>-0.19</b>
	<b>2007</b>	<b>309</b>	<b>3.53</b>	
6. Registration process	2005	648	3.81	-0.06
	2007	360	3.75	
7. Catalogues, brochures, course schedules	2005	631	3.89	-0.11
	2007	348	3.78	
<b>8. Classroom facilities</b>	<b>2005</b>	<b>640</b>	<b>3.71</b>	<b>-0.26</b>
	<b>2007</b>	<b>361</b>	<b>3.45</b>	
<b>9. Computer labs (AC 121, Library, Learning Center)</b>	<b>2005</b>	<b>598</b>	<b>4.07</b>	<b>-0.29</b>
	<b>2007</b>	<b>324</b>	<b>3.77</b>	
10. Extra-curricular activities	2005	420	3.34	-0.15
	2007	238	3.20	
11. Financial Aid	2005	542	3.88	-0.15
	2007	321	3.73	
12. Wellness Center (school nurse)	2005	270	3.59	0.17
	2007	163	3.77	
<b>13. Library Books</b>	<b>2005</b>	<b>530</b>	<b>3.86</b>	<b>-0.24</b>
	<b>2007</b>	<b>268</b>	<b>3.62</b>	
<b>14. Library Online Resources</b>	<b>2005</b>	<b>523</b>	<b>4.07</b>	<b>-0.20</b>
	<b>2007</b>	<b>278</b>	<b>3.87</b>	
<b>15. Library Staff Service</b>	<b>2005</b>	<b>592</b>	<b>3.93</b>	<b>-0.17</b>
	<b>2007</b>	<b>308</b>	<b>3.76</b>	
16. Bookstore	2005	637	3.70	0.06
	2007	359	3.76	
17. Food services (cafeteria)	2005	588	3.68	-0.10
	2007	324	3.58	
18. Science lab facilities	2005	297	3.72	-0.16
	2007	153	3.56	
19. Studio and practice facilities (art, music, sports)	2005	292	3.65	-0.17
	2007	150	3.48	
20. Porterville College Web page	2005	628	4.03	-0.08
	2007	351	3.95	
21. Transfer Center	2005	248	3.63	-0.19
	2007	139	3.44	
<b>22. Learning Center</b>	<b>2005</b>	<b>466</b>	<b>4.03</b>	<b>-0.17</b>
	<b>2007</b>	<b>221</b>	<b>3.86</b>	
<b>23. Child Care Center</b>	<b>2005</b>	<b>227</b>	<b>3.92</b>	<b>-0.38</b>
	<b>2007</b>	<b>128</b>	<b>3.54</b>	
24. Fitness Center	2005	422	3.72	-0.09
	2007	210	3.63	
<b>25. Academic Advising</b>	<b>2005</b>	<b>519</b>	<b>3.63</b>	<b>-0.24</b>
	<b>2007</b>	<b>292</b>	<b>3.39</b>	
26. Career Advising	2005	468	3.53	-0.13
	2007	255	3.39	

27. Personal Advising/Counseling	2005	498	3.59	-0.09
	2007	273	3.50	
<b>28. Disability Resource Center</b>	<b>2005</b>	<b>220</b>	<b>3.95</b>	<b>-0.24</b>
	<b>2007</b>	<b>133</b>	<b>3.71</b>	
29. EOP&S	2005	361	3.72	0.15
	2007	228	3.86	
30. CalWorks Program	2005	254	3.80	-0.01
	2007	146	3.79	
<b>31. Campus and parking lot lighting</b>	<b>2005</b>	<b>611</b>	<b>3.05</b>	<b>-0.34</b>
	<b>2007</b>	<b>339</b>	<b>2.71</b>	
<b>32. Campus security</b>	<b>2005</b>	<b>621</b>	<b>3.07</b>	<b>-0.34</b>
	<b>2007</b>	<b>341</b>	<b>2.73</b>	
<b>33. Campus events and Cultural Activities</b>	<b>2005</b>	<b>415</b>	<b>3.43</b>	<b>-0.28</b>
	<b>2007</b>	<b>221</b>	<b>3.15</b>	
34. Quality of Education Overall at Porterville College	2005	634	3.96	-0.09
	2007	359	3.87	
35. Reading skills	2005	624	3.88	-0.04
	2007	326	3.84	
36. Writing skills	2005	641	4.05	-0.10
	2007	334	3.95	
37. Speaking skills	2005	577	3.90	0.02
	2007	314	3.92	
38. Math skills	2005	563	3.87	0.08
	2007	309	3.95	
39. Use of technology	2005	508	3.76	-0.01
	2007	293	3.75	
40. Respect for diversity	2005	541	3.97	0.11
	2007	307	4.08	
41. Preparing you for transfer	2005	426	3.63	0.06
	2007	241	3.69	
42. Preparing you for employment	2005	466	3.54	0.15
	2007	262	3.69	
43. Civic responsibility and being a good citizen	2005	0	.	NA
	2007	304	3.91	
44. I am usually able to get the classes I need when I need them.	2005	638	3.70	0.11
	2007	357	3.81	
45. Porterville College offers the programs, degrees or certificates I need	2005	616	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. 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 2007

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)	0	0	0	0	0	0
18. Science lab facilities	0	0	0	0	0	0
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. Campus and parking lot lighting	0	0	0	0	0	0
32. Campus security	0	0	0	0	0	0
33. Campus Events and Cultural Activities	0	0	0	0	0	0
34. 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
35. Reading skills	<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"/>
37. Speaking skills	<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"/>
39. Use of technology	<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"/>
41. Preparing you for transfer	<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"/>
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"/>

## 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: 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

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Appendix B: Raw Survey Results, Crosstabulated by Survey Year

### 1. Quality of Instruction/Teaching \* Survey year Crosstabulation

			Survey year		Total
			2005	2007	
1. Quality of Instruction/Teaching	Poor	Count	3	1	4
		% within Survey year	.5%	.3%	.4%
	Fair	Count	19	17	36
		% within Survey year	2.9%	4.7%	3.6%
	Neutral	Count	50	16	66
		% within Survey year	7.7%	4.4%	6.5%
	Good	Count	339	181	520
		% within Survey year	52.3%	49.7%	51.4%
	Excellent	Count	237	149	386
		% within Survey year	36.6%	40.9%	38.1%
	Total	Count	648	364	1012
		% within Survey year	100.0%	100.0%	100.0%

### 2. Textbooks used in your classes \* Survey year Crosstabulation

			Survey year		Total
			2005	2007	
2. Textbooks used in your classes	Poor	Count	13	9	22
		% within Survey year	2.0%	2.5%	2.2%
	Fair	Count	31	25	56
		% within Survey year	4.8%	6.9%	5.5%
	Neutral	Count	124	68	192
		% within Survey year	19.1%	18.8%	19.0%
	Good	Count	329	181	510
		% within Survey year	50.8%	50.0%	50.5%
	Excellent	Count	151	79	230
		% within Survey year	23.3%	21.8%	22.8%
	Total	Count	648	362	1010
		% within Survey year	100.0%	100.0%	100.0%

**3. Admissions and Records \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
3. Admissions and Records	Poor	Count	35	18	53
		% within Survey year	5.5%	5.1%	5.4%
	Fair	Count	54	32	86
		% within Survey year	8.5%	9.1%	8.7%
	Neutral	Count	148	75	223
		% within Survey year	23.3%	21.4%	22.6%
	Good	Count	262	162	424
		% within Survey year	41.2%	46.2%	43.0%
	Excellent	Count	137	64	201
		% within Survey year	21.5%	18.2%	20.4%
	Total	Count	636	351	987
		% within Survey year	100.0%	100.0%	100.0%

**4. Assessment/placement testing \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
4. Assessment/placement testing	Poor	Count	30	17	47
		% within Survey year	5.0%	5.3%	5.1%
	Fair	Count	55	31	86
		% within Survey year	9.1%	9.7%	9.3%
	Neutral	Count	146	95	241
		% within Survey year	24.3%	29.7%	26.1%
	Good	Count	263	134	397
		% within Survey year	43.7%	41.9%	43.1%
	Excellent	Count	108	43	151
		% within Survey year	17.9%	13.4%	16.4%
	Total	Count	602	320	922
		% within Survey year	100.0%	100.0%	100.0%

**5. Orientation \* Survey year Crosstabulation**

			Survey year		Total
			2005	2007	
5. Orientation	Poor	Count	17	11	28
		% within Survey year	2.9%	3.6%	3.1%
	Fair	Count	57	44	101
		% within Survey year	9.8%	14.2%	11.3%
	Neutral	Count	112	76	188
		% within Survey year	19.2%	24.6%	21.1%
	Good	Count	280	126	406
		% within Survey year	48.0%	40.8%	45.5%
	Excellent	Count	117	52	169
		% within Survey year	20.1%	16.8%	18.9%
Total		Count	583	309	892
		% within Survey year	100.0%	100.0%	100.0%

**6. Registration process \* Survey year Crosstabulation**

			Survey year		Total
			2005	2007	
6. Registration process	Poor	Count	20	12	32
		% within Survey year	3.1%	3.3%	3.2%
	Fair	Count	67	36	103
		% within Survey year	10.3%	10.0%	10.2%
	Neutral	Count	96	66	162
		% within Survey year	14.8%	18.3%	16.1%
	Good	Count	297	161	458
		% within Survey year	45.8%	44.7%	45.4%
	Excellent	Count	168	85	253
		% within Survey year	25.9%	23.6%	25.1%
Total		Count	648	360	1008
		% within Survey year	100.0%	100.0%	100.0%

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

			Survey year		Total
			2005	2007	
7. Catalogues, brochures, course schedules	Poor	Count	6	11	17
		% within Survey year	1.0%	3.2%	1.7%
	Fair	Count	48	32	80
		% within Survey year	7.6%	9.2%	8.2%
	Neutral	Count	112	60	172
		% within Survey year	17.7%	17.2%	17.6%
	Good	Count	307	163	470
		% within Survey year	48.7%	46.8%	48.0%
	Excellent	Count	158	82	240
		% within Survey year	25.0%	23.6%	24.5%
	Total	Count	631	348	979
		% within Survey year	100.0%	100.0%	100.0%

**8. Classroom facilities \* Survey year Crosstabulation**

			Survey year		Total
			2005	2007	
8. Classroom facilities	Poor	Count	22	31	53
		% within Survey year	3.4%	8.6%	5.3%
	Fair	Count	52	40	92
		% within Survey year	8.1%	11.1%	9.2%
	Neutral	Count	135	75	210
		% within Survey year	21.1%	20.8%	21.0%
	Good	Count	312	165	477
		% within Survey year	48.8%	45.7%	47.7%
	Excellent	Count	119	50	169
		% within Survey year	18.6%	13.9%	16.9%
	Total	Count	640	361	1001
		% within Survey year	100.0%	100.0%	100.0%

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

		Survey year		Total	
		2005	2007		
9. Computer labs (AC 121, Library, Learning Center)	Poor	Count	21	21	42
		% within Survey year	3.5%	6.5%	4.6%
	Fair	Count	21	31	52
		% within Survey year	3.5%	9.6%	5.6%
	Neutral	Count	73	50	123
		% within Survey year	12.2%	15.4%	13.3%
	Good	Count	266	121	387
		% within Survey year	44.5%	37.3%	42.0%
	Excellent	Count	217	101	318
		% within Survey year	36.3%	31.2%	34.5%
Total		Count	598	324	922
		% within Survey year	100.0%	100.0%	100.0%

**10. Extra-curricular activities \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
10. Extra- curricular activities	Poor	Count	39	37	76
		% within Survey year	9.3%	15.5%	11.6%
	Fair	Count	47	23	70
		% within Survey year	11.2%	9.7%	10.6%
	Neutral	Count	114	63	177
		% within Survey year	27.1%	26.5%	26.9%
	Good	Count	171	86	257
		% within Survey year	40.7%	36.1%	39.1%
	Excellent	Count	49	29	78
		% within Survey year	11.7%	12.2%	11.9%
Total		Count	420	238	658
		% within Survey year	100.0%	100.0%	100.0%

**11. Financial Aid \* Survey year Crosstabulation**

			Survey year		Total
			2005	2007	
11. Financial Aid	Poor	Count	32	27	59
		% within Survey year	5.9%	8.4%	6.8%
	Fair	Count	43	37	80
		% within Survey year	7.9%	11.5%	9.3%
	Neutral	Count	79	39	118
		% within Survey year	14.6%	12.1%	13.7%
	Good	Count	193	111	304
		% within Survey year	35.6%	34.6%	35.2%
	Excellent	Count	195	107	302
		% within Survey year	36.0%	33.3%	35.0%
	Total	Count	542	321	863
		% within Survey year	100.0%	100.0%	100.0%

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

			Survey year		Total
			2005	2007	
12. Wellness Center (school nurse)	Poor	Count	18	10	28
		% within Survey year	6.7%	6.1%	6.5%
	Fair	Count	25	9	34
		% within Survey year	9.3%	5.5%	7.9%
	Neutral	Count	64	37	101
		% within Survey year	23.7%	22.7%	23.3%
	Good	Count	105	60	165
		% within Survey year	38.9%	36.8%	38.1%
	Excellent	Count	58	47	105
		% within Survey year	21.5%	28.8%	24.2%
	Total	Count	270	163	433
		% within Survey year	100.0%	100.0%	100.0%

**13. Library Books \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
13. Library Books	Poor	Count	12	12	24
		% within Survey year	2.3%	4.5%	3.0%
	Fair	Count	43	30	73
		% within Survey year	8.1%	11.2%	9.1%
	Neutral	Count	85	56	141
		% within Survey year	16.0%	20.9%	17.7%
	Good	Count	256	119	375
		% within Survey year	48.3%	44.4%	47.0%
	Excellent	Count	134	51	185
		% within Survey year	25.3%	19.0%	23.2%
Total		Count	530	268	798
		% within Survey year	100.0%	100.0%	100.0%

**14. Library Online Resources \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
14. Library Online Resources	Poor	Count	8	5	13
		% within Survey year	1.5%	1.8%	1.6%
	Fair	Count	21	24	45
		% within Survey year	4.0%	8.6%	5.6%
	Neutral	Count	78	52	130
		% within Survey year	14.9%	18.7%	16.2%
	Good	Count	237	119	356
		% within Survey year	45.3%	42.8%	44.4%
	Excellent	Count	179	78	257
		% within Survey year	34.2%	28.1%	32.1%
Total		Count	523	278	801
		% within Survey year	100.0%	100.0%	100.0%

**15. Library Staff Service \* Survey year Crosstabulation**

			Survey year		Total
			2005	2007	
15. Library Staff Service	Poor	Count	19	19	38
		% within Survey year	3.2%	6.2%	4.2%
	Fair	Count	48	32	80
		% within Survey year	8.1%	10.4%	8.9%
	Neutral	Count	79	46	125
		% within Survey year	13.3%	14.9%	13.9%
	Good	Count	253	118	371
		% within Survey year	42.7%	38.3%	41.2%
	Excellent	Count	193	93	286
		% within Survey year	32.6%	30.2%	31.8%
	Total	Count	592	308	900
		% within Survey year	100.0%	100.0%	100.0%

**16. Bookstore \* Survey year Crosstabulation**

			Survey year		Total
			2005	2007	
16. Bookstore	Poor	Count	31	17	48
		% within Survey year	4.9%	4.7%	4.8%
	Fair	Count	64	25	89
		% within Survey year	10.0%	7.0%	8.9%
	Neutral	Count	114	68	182
		% within Survey year	17.9%	18.9%	18.3%
	Good	Count	282	165	447
		% within Survey year	44.3%	46.0%	44.9%
	Excellent	Count	146	84	230
		% within Survey year	22.9%	23.4%	23.1%
	Total	Count	637	359	996
		% within Survey year	100.0%	100.0%	100.0%

**17. Food services (cafeteria) \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
17. Food services (cafeteria)	Poor	Count	32	22	54
		% within Survey year	5.4%	6.8%	5.9%
	Fair	Count	56	39	95
		% within Survey year	9.5%	12.0%	10.4%
	Neutral	Count	126	65	191
		% within Survey year	21.4%	20.1%	20.9%
	Good	Count	230	126	356
		% within Survey year	39.1%	38.9%	39.0%
	Excellent	Count	144	72	216
		% within Survey year	24.5%	22.2%	23.7%
Total		Count	588	324	912
		% within Survey year	100.0%	100.0%	100.0%

**18. Science lab facilities \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
18. Science lab facilities	Poor	Count	8	7	15
		% within Survey year	2.7%	4.6%	3.3%
	Fair	Count	20	13	33
		% within Survey year	6.7%	8.5%	7.3%
	Neutral	Count	77	44	121
		% within Survey year	25.9%	28.8%	26.9%
	Good	Count	135	65	200
		% within Survey year	45.5%	42.5%	44.4%
	Excellent	Count	57	24	81
		% within Survey year	19.2%	15.7%	18.0%
Total		Count	297	153	450
		% within Survey year	100.0%	100.0%	100.0%

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

		Survey year		Total	
		2005	2007		
19. Studio and practice facilities (art, music, sports)	Poor	Count	14	7	21
		% within Survey year	4.8%	4.7%	4.8%
	Fair	Count	26	15	41
		% within Survey year	8.9%	10.0%	9.3%
	Neutral	Count	67	51	118
		% within Survey year	22.9%	34.0%	26.7%
	Good	Count	126	53	179
		% within Survey year	43.2%	35.3%	40.5%
	Excellent	Count	59	24	83
		% within Survey year	20.2%	16.0%	18.8%
	Total	Count	292	150	442
		% within Survey year	100.0%	100.0%	100.0%

**20. Porterville College Web page \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
20. Porterville College Web page	Poor	Count	10	5	15
		% within Survey year	1.6%	1.4%	1.5%
	Fair	Count	37	29	66
		% within Survey year	5.9%	8.3%	6.7%
	Neutral	Count	73	55	128
		% within Survey year	11.6%	15.7%	13.1%
	Good	Count	311	152	463
		% within Survey year	49.5%	43.3%	47.3%
	Excellent	Count	197	110	307
		% within Survey year	31.4%	31.3%	31.4%
	Total	Count	628	351	979
		% within Survey year	100.0%	100.0%	100.0%

**21. Transfer Center \* Survey year Crosstabulation**

			Survey year		Total
			2005	2007	
21. Transfer Center	Poor	Count	9	9	18
		% within Survey year	3.6%	6.5%	4.7%
	Fair	Count	24	19	43
		% within Survey year	9.7%	13.7%	11.1%
	Neutral	Count	68	34	102
		% within Survey year	27.4%	24.5%	26.4%
	Good	Count	97	56	153
		% within Survey year	39.1%	40.3%	39.5%
	Excellent	Count	50	21	71
		% within Survey year	20.2%	15.1%	18.3%
Total		Count	248	139	387
		% within Survey year	100.0%	100.0%	100.0%

**22. Learning Center \* Survey year Crosstabulation**

			Survey year		Total
			2005	2007	
22. Learning Center	Poor	Count	7	8	15
		% within Survey year	1.5%	3.6%	2.2%
	Fair	Count	15	16	31
		% within Survey year	3.2%	7.2%	4.5%
	Neutral	Count	79	41	120
		% within Survey year	17.0%	18.6%	17.5%
	Good	Count	220	90	310
		% within Survey year	47.2%	40.7%	45.1%
	Excellent	Count	145	66	211
		% within Survey year	31.1%	29.9%	30.7%
Total		Count	466	221	687
		% within Survey year	100.0%	100.0%	100.0%

**23. Child Care Center \* Survey year Crosstabulation**

			Survey year		Total
			2005	2007	
23. Child Care Center	Poor	Count	7	10	17
		% within Survey year	3.1%	7.8%	4.8%
	Fair	Count	11	10	21
		% within Survey year	4.8%	7.8%	5.9%
	Neutral	Count	48	37	85
		% within Survey year	21.1%	28.9%	23.9%
	Good	Count	88	43	131
		% within Survey year	38.8%	33.6%	36.9%
	Excellent	Count	73	28	101
		% within Survey year	32.2%	21.9%	28.5%
Total		Count	227	128	355
		% within Survey year	100.0%	100.0%	100.0%

**24. Fitness Center \* Survey year Crosstabulation**

			Survey year		Total
			2005	2007	
24. Fitness Center	Poor	Count	23	13	36
		% within Survey year	5.5%	6.2%	5.7%
	Fair	Count	33	27	60
		% within Survey year	7.8%	12.9%	9.5%
	Neutral	Count	82	36	118
		% within Survey year	19.4%	17.1%	18.7%
	Good	Count	184	82	266
		% within Survey year	43.6%	39.0%	42.1%
	Excellent	Count	100	52	152
		% within Survey year	23.7%	24.8%	24.1%
Total		Count	422	210	632
		% within Survey year	100.0%	100.0%	100.0%

**25. Academic Advising \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
25. Academic Advising	Poor	Count	33	32	65
		% within Survey year	6.4%	11.0%	8.0%
	Fair	Count	41	38	79
		% within Survey year	7.9%	13.0%	9.7%
	Neutral	Count	114	56	170
		% within Survey year	22.0%	19.2%	21.0%
	Good	Count	229	116	345
		% within Survey year	44.1%	39.7%	42.5%
	Excellent	Count	102	50	152
		% within Survey year	19.7%	17.1%	18.7%
Total		Count	519	292	811
		% within Survey year	100.0%	100.0%	100.0%

**26. Career Advising \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
26. Career Advising	Poor	Count	41	29	70
		% within Survey year	8.8%	11.4%	9.7%
	Fair	Count	43	32	75
		% within Survey year	9.2%	12.5%	10.4%
	Neutral	Count	100	51	151
		% within Survey year	21.4%	20.0%	20.9%
	Good	Count	197	96	293
		% within Survey year	42.1%	37.6%	40.5%
	Excellent	Count	87	47	134
		% within Survey year	18.6%	18.4%	18.5%
Total		Count	468	255	723
		% within Survey year	100.0%	100.0%	100.0%

**27. Personal Advising/Counseling \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
27. Personal Advising/Counseling	Poor	Count	44	30	74
		% within Survey year	8.8%	11.0%	9.6%
	Fair	Count	45	32	77
		% within Survey year	9.0%	11.7%	10.0%
	Neutral	Count	95	44	139
		% within Survey year	19.1%	16.1%	18.0%
	Good	Count	200	105	305
		% within Survey year	40.2%	38.5%	39.6%
	Excellent	Count	114	62	176
		% within Survey year	22.9%	22.7%	22.8%
	Total	Count	498	273	771
		% within Survey year	100.0%	100.0%	100.0%

**28. Disability Resource Center \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
28. Disability Resource Center	Poor	Count	2	6	8
		% within Survey year	.9%	4.5%	2.3%
	Fair	Count	14	12	26
		% within Survey year	6.4%	9.0%	7.4%
	Neutral	Count	44	31	75
		% within Survey year	20.0%	23.3%	21.2%
	Good	Count	93	50	143
		% within Survey year	42.3%	37.6%	40.5%
	Excellent	Count	67	34	101
		% within Survey year	30.5%	25.6%	28.6%
	Total	Count	220	133	353
		% within Survey year	100.0%	100.0%	100.0%

**29. EOP&S \* Survey year Crosstabulation**

			Survey year		Total
			2005	2007	
29. EOP&S	Poor	Count	32	14	46
		% within Survey year	8.9%	6.1%	7.8%
	Fair	Count	30	16	46
		% within Survey year	8.3%	7.0%	7.8%
	Neutral	Count	62	37	99
		% within Survey year	17.2%	16.2%	16.8%
	Good	Count	121	81	202
		% within Survey year	33.5%	35.5%	34.3%
	Excellent	Count	116	80	196
		% within Survey year	32.1%	35.1%	33.3%
Total		Count	361	228	589
		% within Survey year	100.0%	100.0%	100.0%

**30. CalWorks Program \* Survey year Crosstabulation**

			Survey year		Total
			2005	2007	
30. CalWorks Program	Poor	Count	12	11	23
		% within Survey year	4.7%	7.5%	5.8%
	Fair	Count	18	9	27
		% within Survey year	7.1%	6.2%	6.8%
	Neutral	Count	51	28	79
		% within Survey year	20.1%	19.2%	19.8%
	Good	Count	101	50	151
		% within Survey year	39.8%	34.2%	37.8%
	Excellent	Count	72	48	120
		% within Survey year	28.3%	32.9%	30.0%
Total		Count	254	146	400
		% within Survey year	100.0%	100.0%	100.0%

**31. Campus and parking lot lighting \* Survey year Crosstabulation**

			Survey year		Total
			2005	2007	
31. Campus and parking lot lighting	Poor	Count	98	101	199
		% within Survey year	16.0%	29.8%	20.9%
	Fair	Count	108	55	163
		% within Survey year	17.7%	16.2%	17.2%
	Neutral	Count	130	56	186
		% within Survey year	21.3%	16.5%	19.6%
	Good	Count	213	94	307
		% within Survey year	34.9%	27.7%	32.3%
	Excellent	Count	62	33	95
		% within Survey year	10.1%	9.7%	10.0%
Total		Count	611	339	950
		% within Survey year	100.0%	100.0%	100.0%

**32. Campus security \* Survey year Crosstabulation**

			Survey year		Total
			2005	2007	
32. Campus security	Poor	Count	100	97	197
		% within Survey year	16.1%	28.4%	20.5%
	Fair	Count	104	58	162
		% within Survey year	16.7%	17.0%	16.8%
	Neutral	Count	133	65	198
		% within Survey year	21.4%	19.1%	20.6%
	Good	Count	219	82	301
		% within Survey year	35.3%	24.0%	31.3%
	Excellent	Count	65	39	104
		% within Survey year	10.5%	11.4%	10.8%
Total		Count	621	341	962
		% within Survey year	100.0%	100.0%	100.0%

**33. Campus events and Cultural Activities \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
33. Campus events and Cultural Activities	Poor	Count	31	33	64
		% within Survey year	7.5%	14.9%	10.1%
	Fair	Count	46	33	79
		% within Survey year	11.1%	14.9%	12.4%
	Neutral	Count	110	50	160
		% within Survey year	26.5%	22.6%	25.2%
	Good	Count	168	77	245
		% within Survey year	40.5%	34.8%	38.5%
	Excellent	Count	60	28	88
		% within Survey year	14.5%	12.7%	13.8%
	Total	Count	415	221	636
		% within Survey year	100.0%	100.0%	100.0%

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

		Survey year		Total	
		2005	2007		
34. Quality of Education Overall at Porterville College	Poor	Count	12	6	18
		% within Survey year	1.9%	1.7%	1.8%
	Fair	Count	28	34	62
		% within Survey year	4.4%	9.5%	6.2%
	Neutral	Count	85	46	131
		% within Survey year	13.4%	12.8%	13.2%
	Good	Count	355	188	543
		% within Survey year	56.0%	52.4%	54.7%
	Excellent	Count	154	85	239
		% within Survey year	24.3%	23.7%	24.1%
	Total	Count	634	359	993
		% within Survey year	100.0%	100.0%	100.0%

**35. Reading skills \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
35. Reading skills	Very Poorly	Count	9	4	13
		% within Survey year	1.4%	1.2%	1.4%
	Poorly	Count	12	7	19
		% within Survey year	1.9%	2.1%	2.0%
	Fairly Well	Count	171	107	278
		% within Survey year	27.4%	32.8%	29.3%
	Very Well	Count	283	126	409
		% within Survey year	45.4%	38.7%	43.1%
	Excellent	Count	149	82	231
		% within Survey year	23.9%	25.2%	24.3%
Total		Count	624	326	950
		% within Survey year	100.0%	100.0%	100.0%

**36. Writing skills \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
36. Writing skills	Very Poorly	Count	6	4	10
		% within Survey year	.9%	1.2%	1.0%
	Poorly	Count	13	7	20
		% within Survey year	2.0%	2.1%	2.1%
	Fairly Well	Count	124	96	220
		% within Survey year	19.3%	28.7%	22.6%
	Very Well	Count	299	123	422
		% within Survey year	46.6%	36.8%	43.3%
	Excellent	Count	199	104	303
		% within Survey year	31.0%	31.1%	31.1%
Total		Count	641	334	975
		% within Survey year	100.0%	100.0%	100.0%

**37. Speaking skills \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
37. Speaking skills	Very Poorly	Count	7	3	10
		% within Survey year	1.2%	1.0%	1.1%
	Poorly	Count	21	8	29
		% within Survey year	3.6%	2.5%	3.3%
	Fairly Well	Count	146	96	242
		% within Survey year	25.3%	30.6%	27.2%
	Very Well	Count	251	112	363
		% within Survey year	43.5%	35.7%	40.7%
	Excellent	Count	152	95	247
		% within Survey year	26.3%	30.3%	27.7%
Total		Count	577	314	891
		% within Survey year	100.0%	100.0%	100.0%

**38. Math skills \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
38. Math skills	Very Poorly	Count	16	4	20
		% within Survey year	2.8%	1.3%	2.3%
	Poorly	Count	24	11	35
		% within Survey year	4.3%	3.6%	4.0%
	Fairly Well	Count	140	91	231
		% within Survey year	24.9%	29.4%	26.5%
	Very Well	Count	223	94	317
		% within Survey year	39.6%	30.4%	36.4%
	Excellent	Count	160	109	269
		% within Survey year	28.4%	35.3%	30.8%
Total		Count	563	309	872
		% within Survey year	100.0%	100.0%	100.0%

**39. Use of technology \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
39. Use of technology	Very Poorly	Count	9	8	17
		% within Survey year	1.8%	2.7%	2.1%
	Poorly	Count	29	12	41
		% within Survey year	5.7%	4.1%	5.1%
	Fairly Well	Count	153	96	249
		% within Survey year	30.1%	32.8%	31.1%
	Very Well	Count	202	106	308
		% within Survey year	39.8%	36.2%	38.5%
	Excellent	Count	115	71	186
		% within Survey year	22.6%	24.2%	23.2%
Total		Count	508	293	801
		% within Survey year	100.0%	100.0%	100.0%

**40. Respect for diversity \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
40. Respect for diversity	Very Poorly	Count	10	2	12
		% within Survey year	1.8%	.7%	1.4%
	Poorly	Count	15	6	21
		% within Survey year	2.8%	2.0%	2.5%
	Fairly Well	Count	116	73	189
		% within Survey year	21.4%	23.8%	22.3%
	Very Well	Count	242	111	353
		% within Survey year	44.7%	36.2%	41.6%
	Excellent	Count	158	115	273
		% within Survey year	29.2%	37.5%	32.2%
Total		Count	541	307	848
		% within Survey year	100.0%	100.0%	100.0%

**41. Preparing you for transfer \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
41. Preparing you for transfer	Very Poorly	Count	19	9	28
		% within Survey year	4.5%	3.7%	4.2%
	Poorly	Count	28	21	49
		% within Survey year	6.6%	8.7%	7.3%
	Fairly Well	Count	132	68	200
		% within Survey year	31.0%	28.2%	30.0%
	Very Well	Count	160	80	240
		% within Survey year	37.6%	33.2%	36.0%
	Excellent	Count	87	63	150
		% within Survey year	20.4%	26.1%	22.5%
Total		Count	426	241	667
		% within Survey year	100.0%	100.0%	100.0%

**42. Preparing you for employment \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
42. Preparing you for employment	Very Poorly	Count	25	10	35
		% within Survey year	5.4%	3.8%	4.8%
	Poorly	Count	40	27	67
		% within Survey year	8.6%	10.3%	9.2%
	Fairly Well	Count	154	72	226
		% within Survey year	33.0%	27.5%	31.0%
	Very Well	Count	154	79	233
		% within Survey year	33.0%	30.2%	32.0%
	Excellent	Count	93	74	167
		% within Survey year	20.0%	28.2%	22.9%
Total		Count	466	262	728
		% within Survey year	100.0%	100.0%	100.0%

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

			Survey year	
			2007	Total
43. Civic responsibility and being a good citizen	Very Poorly	Count	7	7
		% within Survey year	2.3%	2.3%
	Poorly	Count	11	11
		% within Survey year	3.6%	3.6%
	Fairly Well	Count	86	86
		% within Survey year	28.3%	28.3%
	Very Well	Count	97	97
		% within Survey year	31.9%	31.9%
Excellent	Count	103	103	
	% within Survey year	33.9%	33.9%	
Total	Count	304	304	
	% within Survey year	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
			2005	2007	
44. I am usually able to get the classes I need when I need them.	Strongly Disagree	Count	33	15	48
		% within Survey year	5.2%	4.2%	4.8%
	Disagree	Count	50	36	86
		% within Survey year	7.8%	10.1%	8.6%
	Neutral	Count	129	57	186
		% within Survey year	20.2%	16.0%	18.7%
	Agree	Count	289	142	431
		% within Survey year	45.3%	39.8%	43.3%
	Strongly Agree	Count	137	107	244
		% within Survey year	21.5%	30.0%	24.5%
	Total	Count	638	357	995
		% 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
			2005	2007	
45. Porterville College offers the programs, degrees or certificates I need	Strongly Agree	Count	42	17	59
		% within Survey year	6.8%	4.8%	6.1%
	Agree	Count	39	38	77
		% within Survey year	6.3%	10.7%	7.9%
	Neutral	Count	127	66	193
		% within Survey year	20.6%	18.6%	19.9%
	Disagree	Count	253	121	374
		% within Survey year	41.1%	34.1%	38.5%
	Strongly Disagree	Count	155	113	268
		% within Survey year	25.2%	31.8%	27.6%
Total	Count	616	355	971	
	% 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
			2005	2007	
46. Are you familiar with the Porterville College Mission Statement?	Yes	Count	199	89	288
		% within Survey year	31.0%	24.7%	28.8%
	No	Count	442	271	713
		% within Survey year	69.0%	75.3%	71.2%
	Total	Count	641	360	1001
		% within Survey year	100.0%	100.0%	100.0%

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

		Survey year		Total	
		2005	2007		
47. Would you recommend Porterville College to others?	Yes, definitely	Count	281	144	425
		% within Survey year	43.8%	40.1%	42.5%
	Probably yes	Count	270	163	433
		% within Survey year	42.1%	45.4%	43.3%
	Not sure	Count	68	36	104
		% within Survey year	10.6%	10.0%	10.4%
	Probably not	Count	13	14	27
		% within Survey year	2.0%	3.9%	2.7%
Definitely not	Count	10	2	12	
	% within Survey year	1.6%	.6%	1.2%	
Total	Count	642	359	1001	
	% within Survey year	100.0%	100.0%	100.0%	

**48. What is your gender? \* Survey year Crosstabulation**

		Survey year		Total	
		2005	2007		
48. What is your gender?	Female	Count	445	255	700
		% within Survey year	69.4%	70.8%	69.9%
	Male	Count	196	105	301
		% within Survey year	30.6%	29.2%	30.1%
Total	Count	641	360	1001	
	% 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	
		2005	2007		
49. Did either of your parents graduate from a 4-year college?	Yes, both of them did	Count	39	26	65
		% within Survey year	6.1%	7.2%	6.5%
	Yes, one of them did	Count	82	43	125
		% within Survey year	12.8%	11.9%	12.5%
	No	Count	519	291	810
		% within Survey year	81.1%	80.8%	81.0%
Total	Count	640	360	1000	
	% within Survey year	100.0%	100.0%	100.0%	

**50. What is your ethnicity? \* Survey year Crosstabulation**

			Survey year		Total
			2005	2007	
50. What is your ethnicity?	Asian	Count	17	11	28
		% within Survey year	2.7%	3.1%	2.8%
	Black, African-American	Count	12	4	16
		% within Survey year	1.9%	1.1%	1.6%
	Filipino	Count	25	9	34
		% within Survey year	3.9%	2.5%	3.4%
	Hispanic, Latino	Count	372	206	578
		% within Survey year	58.4%	57.7%	58.1%
	American Indian, Alaska Native	Count	14	10	24
		% within Survey year	2.2%	2.8%	2.4%
	Other	Count	35	13	48
		% within Survey year	5.5%	3.6%	4.8%
	Pacific Islander	Count	1	7	8
		% within Survey year	.2%	2.0%	.8%
	White, non-Hispanic	Count	161	97	258
		% within Survey year	25.3%	27.2%	26.0%
Total		Count	637	357	994
		% within Survey year	100.0%	100.0%	100.0%