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Clovis Community College

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2016 Graduate Survey Results

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Analysis by Michelle R. Johnson

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## KEY TO REQUESTED QUESTIONS

### ORGANIZED BY INSTITUTIONAL LEARNING OUTCOMES

#### ***Communication Skills***

- 1.1 Interpret various types of written, visual, and verbal information. (1, 2, 5)
- 1.2 Organize ideas and communicate precisely and clearly to express complex thoughts both orally and in writing. (1, 2, 3, 4)

#### ***Critical Thinking and Information Literacy***

- 2.1 Analyze quantitative information and apply scientific methodologies. (6, 7)
- 2.2 Employ critical and creative modes of inquiry to solve problems, explore alternatives, and make decisions. (8, 9, 10)
- 2.3 Synthesize researched information obtained from accurate, credible, and relevant sources to support, advance, or rebut an opinion. (4, 11, 12)

#### ***Global and Community Literacy***

- 3.1 Analyze the fine arts, humanities, and social sciences from cultural, historic, and aesthetic perspectives. (14)
- 3.2 Apply historical and contemporary issues and events to civic and social responsibility. (16, 18)
- 3.3 Demonstrate sensitive and respectful treatment of a variety of ethnic, religious, and socioeconomic backgrounds. (17, 19, 20, 21)

#### ***Personal Development***

- 4.1 Assess current knowledge, skills, and abilities to further develop them and apply them to new situations. (9, 10, 22, 23, 24, 25)
- 4.2 Incorporate physical and emotional principles to make healthy lifestyle choices. (15, 26, 27, 28)
- 4.3 Make ethical personal and professional choices. (29)

**Data Interpretation and Definitions** (example items from table below are in parenthesis):

$n$  is the sample size for any given question (87).

$M$  is the average (mean) score of all respondents to the given question (3.24) with 1 meaning everyone would have answered “No Change” and 4 meaning everyone would have answered “Much Improved”.

$SD$  is the standard deviation to a given question. The standard deviation indicates the amount of variation there is from the mean in general between respondents. The lower the standard deviation, the more people generally agree to some point on the scale (0.90).

Frequency is the number of people (within the sample size) who shared a given response (Improved = 30).

Valid Percent (%) is the frequency of a given response divided by the total sample size. Valid percent takes only reported data into account and does not consider missing data as part of the total (Improved =  $30/87 = 34.5\%$ ).

Cumulative Percent (%) is a running total of the Valid Percent (48.3 (MI) + 34.5 (I) = 82.8%).

Please note that not all questions and calculations will add to 88 (total number of surveys submitted) because of missing data. Missing data can be due to a variety of reasons; however, the missing data points for the survey were sporadic and do not indicate a need for further analysis.

Example:

<b>1. Compared to when you began CCC how would you describe your ability to: Understand and use written information</b>			
<b><math>n = 87, M = 3.24, SD = 0.90</math></b>	<b>Frequency</b>	<b>Valid %</b>	<b>Cumulative %</b>
<b>Much Improved</b>	<b>42</b>	<b>48.3</b>	<b>48.3</b>
<b>Improved</b>	<b>30</b>	<b>34.5</b>	<b>82.8</b>
<b>Somewhat Improved</b>	<b>9</b>	<b>10.3</b>	<b>93.1</b>
<b>No Change</b>	<b>6</b>	<b>6.9</b>	<b>100.0</b>
<b>Total</b>	<b>87</b>	<b>100.0</b>	
<b>Missing</b>	<b>1</b>		

## Summary and Key Findings

Fifty-two students completed at least one section of the graduate survey as a part of their application for graduation.

Many students chose not to include demographic information. Of those who did, 70.9% were female, 74.1% were between 20 and 34 years of age, and 29.6% identified as White/non-Hispanic. Their primary reason to attend Clovis Community College was to graduate and transfer. Most (90.3%) indicated they achieved that goal.

This is the second analysis. In all cases, student satisfaction and use of services was up substantially from 2014. There were less respondents this year due to the survey unexpectedly going offline.

- ❖ Compared to when they began college, students felt they improved in each of the Institutional Learning Outcomes as measured by the mean responses that ranged from 2.35 (creating artistic works) to 3.27 (accepting mistakes as part of the learning process) out of 4.00.
- ❖ Students very satisfied with their course work as indicated by mean responses with Social Science courses (3.39) reporting the highest level of satisfaction followed by Science and Math courses (3.35), Humanities (3.29) and General Education/Core courses (3.28).
- ❖ Students also indicated great satisfaction with the Library (3.58) and Library Assistance (3.53).
- ❖ In terms of frequency of use, the Bookstore claimed the most frequent usage (4.15) (out of 5.00) followed by Academic Advising (3.97), Lab Facilities (3.94) and Library (3.91).

Next year, adjust the scale so that the questions about “How often do you use “X” Services” is also a 4-point scale instead of 5. It would align responses to a scale that is equivalent thereby allowing for an easier comparison.

Fifty-two students completed at least one section of the graduate survey. Of those who gave demographic information, respondents were predominantly female (70.9%), between 20 and 34 (74.1%), and White/ non-Hispanic (29.6%). Their primary reason for attending Reedley College was to graduate and transfer (70.0%) and 89.6% indicated they achieved that goal. Most indicated they received an Associate's degree (90.3%).

Students were asked to rate their improvement since entering Clovis Community College on the following items:

<b>1. Compared to when you began CCC how would you describe your ability to: Understand and use written information</b>			
<i>n</i> = 52, <i>M</i> = 3.23, <i>SD</i> = 0.90	Frequency	Valid %	Cumulative %
Much Improved	25	48.1	48.1
Improved	17	32.7	80.8
Somewhat Improved	7	13.5	94.2
No Change	3	5.8	100.0
<b>Total</b>	<b>52</b>	<b>100.0</b>	

<b>2. Compared to when you began CCC how would you describe your ability to: Understand and use verbal information</b>			
<i>n</i> = 52, <i>M</i> = 3.13, <i>SD</i> = 0.86	Frequency	Valid %	Cumulative %
Much Improved	21	40.4	40.4
Improved	19	36.5	76.9
Somewhat Improved	10	19.2	96.2
No Change	2	3.8	100.0
<b>Total</b>	<b>52</b>	<b>100.0</b>	

<b>3. Compared to when you began CCC how would you describe your ability to: Clearly state your thoughts or opinions in writing</b>			
<i>n</i> = 51, <i>M</i> = 3.18, <i>SD</i> = 0.93	Frequency	Valid %	Cumulative %
Much Improved	23	45.1	45.1
Improved	18	35.3	80.4
Somewhat Improved	6	11.8	92.2
No Change	4	7.8	100.0
<b>Total</b>	<b>51</b>	<b>100.0</b>	
<b>Missing</b>	<b>1</b>		

4. Compared to when you began CCC how would you describe your ability to: Support your opinions with a logical argument

<i>n</i> = 51, <i>M</i> = 3.12, <i>SD</i> = 0.89	Frequency	Valid %	Cumulative %
Much Improved	20	39.2	39.2
Improved	20	39.2	78.4
Somewhat Improved	8	15.7	94.1
No Change	3	5.9	100.0
Total	51	100.0	
Missing System	1		

5. Compared to when you began CCC how would you describe your ability to: Speak clearly and effectively in public

<i>n</i> = 52, <i>M</i> = 2.92, <i>SD</i> = 0.99	Frequency	Valid %	Cumulative %
Much Improved	18	34.6	34.6
Improved	17	32.7	67.3
Somewhat Improved	12	23.1	90.4
No Change	5	9.6	100.0
Total	52	100.0	

6. Compared to when you began CCC how would you describe your ability to: Understand data presented in charts, graphs, and/or tables

<i>n</i> = 50, <i>M</i> = 2.92, <i>SD</i> = 0.94	Frequency	Valid %	Cumulative %
Much Improved	16	32.0	32.0
Improved	18	36.0	68.0
Somewhat Improved	12	24.0	92.0
No Change	4	8.0	100.0
Total	50	100.0	
Missing	2		

7. Compared to when you began CCC how would you describe your ability to: Recognize patterns/trends in data from charts, graphs, and/or tables

<i>n</i> = 51, <i>M</i> = 2.98, <i>SD</i> = 0.93	Frequency	Valid %	Cumulative %
Much Improved	17	33.3	33.3
Improved	20	39.2	72.5
Somewhat Improved	10	19.6	92.2
No Change	4	7.8	100.0
Total	51	100.0	
Missing	1		

**8. Compared to when you began CCC how would you describe your ability to: Develop questions that can lead to further study or discovery**

<i>n</i> = 52, <i>M</i> = 2.96, <i>SD</i> = 0.88	Frequency	Valid %	Cumulative %
Much Improved	16	30.8	30.8
Improved	21	40.4	71.2
Somewhat Improved	12	23.1	94.2
No Change	3	5.8	100.0
<b>Total</b>	<b>52</b>	<b>100.0</b>	

**9. Compared to when you began CCC how would you describe your ability to: Find new, creative, or alternative solutions to problems**

<i>n</i> = 52, <i>M</i> = 3.02, <i>SD</i> = 0.94	Frequency	Valid %	Cumulative %
Much Improved	18	34.6	34.6
Improved	22	42.3	76.9
Somewhat Improved	7	13.5	90.4
No Change	5	9.6	100.0
<b>Total</b>	<b>52</b>	<b>100.0</b>	

**10. Compared to when you began CCC how would you describe your ability to: Seek out and obtain information when you have questions**

<i>n</i> = 52, <i>M</i> = 3.21, <i>SD</i> = 0.91	Frequency	Valid %	Cumulative %
Much Improved	23	44.2	44.2
Improved	22	42.3	86.5
Somewhat Improved	2	3.8	90.4
No Change	5	9.6	100.0
<b>Total</b>	<b>52</b>	<b>100.0</b>	

**11. Compared to when you began CCC how would you describe your ability to: Evaluate the quality and reliability of information you receive**

<i>n</i> = 52, <i>M</i> = 3.10, <i>SD</i> = 0.89	Frequency	Valid %	Cumulative %
Much Improved	20	38.5	38.5
Improved	20	38.5	76.9
Somewhat Improved	9	17.3	94.2
No Change	3	5.8	100.0
<b>Total</b>	<b>52</b>	<b>100.0</b>	

**12. Compared to when you began CCC how would you describe your ability to: Locate reliable and accurate resource information**

<i>n</i> = 52, <i>M</i> = 3.23, <i>SD</i> = 0.88	Frequency	Valid %	Cumulative %
Much Improved	24	46.2	46.2
Improved	19	36.5	82.7
Somewhat Improved	6	11.5	94.2
No Change	3	5.8	100.0
<b>Total</b>	<b>52</b>	<b>100.0</b>	

**13. Compared to when you began CCC how would you describe your ability to: Create artistic works (painting, sculpture, graphic art, etc.)**

<i>n</i> = 51, <i>M</i> = 2.35, <i>SD</i> = 1.09	Frequency	Valid %	Cumulative %
Much Improved	11	21.6	21.6
Improved	9	17.6	39.2
Somewhat Improved	18	35.3	74.5
No Change	13	25.5	100.0
<b>Total</b>	<b>51</b>	<b>100.0</b>	
<b>Missing</b>	<b>1</b>		

**14. Compared to when you began CCC how would you describe your ability to: Identify, appreciate, and/or evaluate artistic works**

<i>n</i> = 52, <i>M</i> = 2.81, <i>SD</i> = 1.05	Frequency	Valid %	Cumulative %
Much Improved	17	32.7	32.7
Improved	15	28.8	61.5
Somewhat Improved	13	25.0	86.5
No Change	7	13.5	100.0
<b>Total</b>	<b>52</b>	<b>100.0</b>	

**15. Compared to when you began CCC how would you describe your ability to: Develop a meaningful philosophy of life**

<i>n</i> = 52, <i>M</i> = 2.88, <i>SD</i> = 1.06	Frequency	Valid %	Cumulative %
Much Improved	18	34.6	34.6
Improved	18	34.6	69.2
Somewhat Improved	8	15.4	84.6
No Change	8	15.4	100.0
<b>Total</b>	<b>52</b>	<b>100.0</b>	

16. Compared to when you began CCC how would you describe your ability to: Understand and discuss problems facing your community

<i>n</i> = 51, <i>M</i> = 2.88, <i>SD</i> = 1.03	Frequency	Valid %	Cumulative %
Much Improved	18	35.3	35.3
Improved	15	29.4	64.7
Somewhat Improved	12	23.5	88.2
No Change	6	11.8	100.0
Total	51	100.0	
Missing	1		

17. Compared to when you began CCC how would you describe your ability to: Understand and discuss national and global issues

<i>n</i> = 52, <i>M</i> = 2.79, <i>SD</i> = 1.05	Frequency	Valid %	Cumulative %
Much Improved	16	30.8	30.8
Improved	17	32.7	63.5
Somewhat Improved	11	21.2	84.6
No Change	8	15.4	100.0
Total	52	100.0	

18. Compared to when you began CCC how would you describe your ability to: Actively participate in improving the environment

<i>n</i> = 52, <i>M</i> = 2.71, <i>SD</i> = 1.07	Frequency	Valid %	Cumulative %
Much Improved	14	26.9	26.9
Improved	19	36.5	63.5
Somewhat Improved	9	17.3	80.8
No Change	10	19.2	100.0
Total	52	100.0	

19. Compared to when you began CCC how would you describe your ability to: Understand and tolerate opinions different from your own

<i>n</i> = 52, <i>M</i> = 3.13, <i>SD</i> = 0.95	Frequency	Valid %	Cumulative %
Much Improved	22	42.3	42.3
Improved	20	38.5	80.8
Somewhat Improved	5	9.6	90.4
No Change	5	9.6	100.0
Total	52	100.0	

20. Compared to when you began CCC how would you describe your ability to: See the world from someone else's perspective

<i>n</i> = 51, <i>M</i> = 3.04, <i>SD</i> = 0.98	Frequency	Valid %	Cumulative %
Much Improved	19	37.3	37.3
Improved	21	41.2	78.4
Somewhat Improved	5	9.8	88.2
No Change	6	11.8	100.0
Total	51	100.0	
Missing	1		

21. Compared to when you began CCC how would you describe your ability to: Work cooperatively with diverse people

<i>n</i> = 52, <i>M</i> = 3.08, <i>SD</i> = 1.03	Frequency	Valid %	Cumulative %
Much Improved	23	44.2	44.2
Improved	16	30.8	75.0
Somewhat Improved	7	13.5	88.5
No Change	6	11.5	100.0
Total	52	100.0	

22. Compared to when you began CCC how would you describe your ability to: Thoughtfully consider challenges to your views/opinions

<i>n</i> = 51, <i>M</i> = 3.12, <i>SD</i> = 0.91	Frequency	Valid %	Cumulative %
Much Improved	19	37.3	37.3
Improved	24	47.1	84.3
Somewhat Improved	3	5.9	90.2
No Change	5	9.8	100.0
Total	51	100.0	
Missing	1		

23. Compared to when you began CCC how would you describe your ability to: Assess your current skill level

<i>n</i> = 52, <i>M</i> = 3.13, <i>SD</i> = 0.89	Frequency	Valid %	Cumulative %
Much Improved	20	38.5	38.5
Improved	23	44.2	82.7
Somewhat Improved	5	9.6	92.3
No Change	4	7.7	100.0
Total	52	100.0	

**24. Compared to when you began CCC how would you describe your ability to: Obtain information/training to improve your current skill level**

<i>n</i> = 49, <i>M</i> = 3.22, <i>SD</i> = 0.82	Frequency	Valid %	Cumulative %
Much Improved	21	42.9	42.9
Improved	20	40.8	83.7
Somewhat Improved	6	12.2	95.9
No Change	2	4.1	100.0
Total	49	100.0	
Missing	3		

**25. Compared to when you began CCC how would you describe your ability to: Apply skills and knowledge obtained from different sources to new situations**

<i>n</i> = 51, <i>M</i> = 3.25, <i>SD</i> = 0.93	Frequency	Valid %	Cumulative %
Much Improved	21	42.9	42.9
Improved	20	40.8	83.7
Somewhat Improved	6	12.2	95.9
No Change	2	4.1	100.0
Total	49	100.0	
Missing	3		

**26. Compared to when you began CCC how would you describe your ability to: Accept mistakes as part of the learning process**

<i>n</i> = 51, <i>M</i> = 3.27, <i>SD</i> = 1.02	Frequency	Valid %	Cumulative %
Much Improved	29	56.9	56.9
Improved	13	25.5	82.4
Somewhat Improved	3	5.9	88.2
No Change	6	11.8	100.0
Total	51	100.0	
Missing	1		

**27. Compared to when you began CCC how would you describe your ability to: Manage your time effectively**

<i>n</i> = 51, <i>M</i> = 3.08, <i>SD</i> = 0.96	Frequency	Valid %	Cumulative %
Much Improved	20	39.2	39.2
Improved	20	39.2	78.4
Somewhat Improved	6	11.8	90.2
No Change	5	9.8	100.0
Total	51	100.0	
Missing	1		

**28. Compared to when you began CCC how would you describe your ability to: Make healthy lifestyle choices**

<i>n</i> = 51, <i>M</i> = 3.04, <i>SD</i> = 1.02	Frequency	Valid %	Cumulative %
Much Improved	21	41.2	41.2
Improved	17	33.3	74.5
Somewhat Improved	7	13.7	88.2
No Change	6	11.8	100.0
Total	51	100.0	
Missing	1		

**29. Compared to when you began CCC how would you describe your ability to: Identify your own personal values and remain true to those values in your personal and professional choices**

<i>n</i> = 50, <i>M</i> = 3.14, <i>SD</i> = 1.03	Frequency	Valid %	Cumulative %
Much Improved	24	48.0	48.0
Improved	15	30.0	78.0
Somewhat Improved	5	10.0	88.0
No Change	6	12.0	100.0
Total	50	100.0	
Missing	2		

When asked to elaborate as to what, specifically, had changed since coming to CCC students responded with the following:

Please share a specific example of how you have changed in any of the above areas:

Although I can be quite opinionated and feel strongly about my beliefs, I am making strides in learning to tolerate others' beliefs.

As an older person returning to college, I already worked well with others working as a customer service manager in a service based industry. However getting involved with the Associated Student Government at Willow International has renewed my faith in the younger generation.

At 47 years old, the most marked difference is that I now have a paper to prove that I have the knowledge to do my job.

From being at this school, I have learned how hard you must work in order to achieve what you want to do. Nothing comes easy in life.

Going through the philosophy under Professor Cole's instruction has taught me a lot about what amounts to a good argument and how to avoid making bad ones.

I am able to effectively debate an issue without arguing.

I always ask questions now than ever before.

I have learned from my peers to manage my time more wisely by their positive influences. Thanks to clubs on campus, group activities in classes, and the tutorial center my studying skills have improved. Now I manage my time wisely, therefore I improve on schoolwork.

I have more patience and understanding for other people's views. Everyone is entitled to his or her own ideology, on both ends of the spectrum...

I used to be really shy and kept to myself when I first started here at the college and through the TRiO Program and while working here at the college, I really opened up. The experience and the comfort of being at this college has really helped me find myself and open up my personal circle.

Staying consistent and following through

Taking PE and health classes made me more aware of my physical health and eating habits.

**TO BE MORE PATIENT WITH MYSELF...LEARNING STYLE**

When I do not do well on a quiz, it is because my preparation was not good enough.

Students were asked about their level of satisfaction with the following courses and items:

<b>30. General Education/Core Courses</b>			
<i>n</i> = 43, <i>M</i> = 3.28, <i>SD</i> = 0.67	Frequency	Valid %	Cumulative %
Very Satisfied	16	37.2	37.2
Satisfied	24	55.8	93.0
Dissatisfied	2	4.7	97.7
Very Dissatisfied	1	2.3	100.0
Total	43	100.0	
Missing	9		

<b>31. Science and Math Courses</b>			
<i>n</i> = 40, <i>M</i> = 3.35, <i>SD</i> = 0.66	Frequency	Valid %	Cumulative %
Very Satisfied	17	42.5	42.5
Satisfied	21	52.5	95.0
Dissatisfied	1	2.5	97.5
Very Dissatisfied	1	2.5	100.0
Total	40	100.0	
Missing	12		

<b>32. Humanities Courses</b>			
<i>n</i> = 38, <i>M</i> = 3.29, <i>SD</i> = 0.65	Frequency	Valid %	Cumulative %
Very Satisfied	14	36.8	36.8
Satisfied	22	57.9	94.7
Dissatisfied	1	2.6	97.4
Very Dissatisfied	1	2.6	100.0
Total	38	100.0	
Missing	14		

**33. Social Science Courses**

<i>n</i> = 38, <i>M</i> = 3.39, <i>SD</i> = 0.64	Frequency	Valid %	Cumulative %
Very Satisfied	17	44.7	44.7
Satisfied	20	52.6	97.4
Dissatisfied	1	2.6	100.0
Very Dissatisfied	38	100.0	
<b>Total</b>	<b>14</b>		

**34. Cleanliness of the Facility**

<i>n</i> = 41, <i>M</i> = 3.21, <i>SD</i> = 0.80	Frequency	Valid %	Cumulative %
Very Satisfied	17	39.5	39.5
Satisfied	20	46.5	86.0
Dissatisfied	4	9.3	95.3
Very Dissatisfied	2	4.7	100.0
<b>Total</b>	<b>43</b>	<b>100.0</b>	

**35. Maintenance of the Grounds**

<i>n</i> = 43, <i>M</i> = 3.40, <i>SD</i> = 0.62	Frequency	Valid %	Cumulative %
Very Satisfied	19	44.2	44.2
Satisfied	23	53.5	97.7
Very Dissatisfied	1	2.3	100.0
<b>Total</b>	<b>43</b>	<b>100.0</b>	
<b>Missing</b>	<b>9</b>		

**36. Parking**

<i>n</i> = 39, <i>M</i> = 2.95, <i>SD</i> = 0.97	Frequency	Valid %	Cumulative %
Very Satisfied	12	30.8	30.8
Satisfied	18	46.2	76.9
Dissatisfied	4	10.3	87.2
Very Dissatisfied	5	12.8	100.0
<b>Total</b>	<b>39</b>	<b>100.0</b>	
<b>Missing</b>	<b>13</b>		

<b>37. Campus Safety</b>			
<i>n</i> = 38, <i>M</i> = 3.39, <i>SD</i> = 0.72	Frequency	Valid %	Cumulative %
Very Satisfied	19	50.0	50.0
Satisfied	16	42.1	92.1
Dissatisfied	2	5.3	97.4
Very Dissatisfied	1	2.6	100.0
Total	38	100.0	
Missing	14		

Comments:
Astronomy was my favorite class I took here. Ms. Lavonte was the best teacher I had.
DR HILE AND MR.RAY IS THE BEST
I love this campus! It is very clean and everyone is so friendly and nice!
More pay stations and/or more accessible pay stations
Smoking on campus is still a huge problem. Nobody pays any attention to the designated smoking area signs and light up wherever and whenever they please. It is a huge concern for me because as a non-smoker it is very hard for me to breathe with all the smoke around. Security doesn't pay any attention to the situation and I'm not sure anyone will. It's very frustrating.
The math, science and engineering teachers are the best! They have really helped me achieve my personal goals within my major. Their dedication and attention made me love my major and became interested in the teaching field.
It would help if counselors sent a messages out as a reminder of upcoming application periods for transferring students to CSU/UC. I waited until the last day to submit my application to CSU Fresno, and somehow it did not go through. Right now, I don't have a college to go to.
Long wait times. Questions are not answered unless student personally comes in; online counseling is ineffective as only "general answers" can be given. The service model 'first come/first serve' is terrible and a waste of students' time.
The older lady at Clovis Community College bookstore is very opinionated that she is always right.
The cafe here at Willow is horrible. First there are no places to sit and eat food except in front of the cafe which are usually taken and then under the umbrellas where people smoke and I don't want to eat while inhaling cigarette smoke. Second, there are no places to sit inside and eat, because the cafe staff will kick you out if you bring outside food in. S you HAVE to eat outside or in our car. Third, the cafe is expensive and doesn't offer a lot of food options. They use the same foods for different kinds of dishes and when I am paying so much for a certain item I don't want a cheap product. Also they are uncooperative, like I get a glass of hot water when I have my own tea bag and don't want to use their teas, I can't even pay for one. In general they are just uncooperative and we need other options for food.
The counseling that I received was misleading and inaccurate, I spent two semesters doing coursework that was either unnecessary or repetitive.

Students were asked how often they used specific services and then for their level of satisfaction with these services. For ease, items are grouped together while maintaining their original question number.

50. Lab Facilities and Equipment			
<i>n</i> = 34, <i>M</i> = 3.94, <i>SD</i> = 0.98	Frequency	Valid %	Cumulative %
Very Often	11	32.4	32.4
Often	13	38.2	70.6
Not Often	8	23.5	94.1
Rarely	1	2.9	97.1
Never	1	2.9	100.0
Total	34	100.0	
Missing	18		

38. Lab Facilities and Equipment			
<i>n</i> = 38, <i>M</i> = 3.42, <i>SD</i> = 0.72	Frequency	Valid %	Cumulative %
Very Satisfied	20	52.6	52.6
Satisfied	15	39.5	92.1
Dissatisfied	2	5.3	97.4
Very Dissatisfied	1	2.6	100.0
Total	38	100.0	
Missing	14		

51. Library Facilities			
<i>n</i> = 34, <i>M</i> = 3.91, <i>SD</i> = 1.06	Frequency	Valid %	Cumulative %
Very Often	12	35.3	35.3
Often	11	32.4	67.6
Not Often	8	23.5	91.2
Rarely	2	5.9	97.1
Never	1	2.9	100.0
Total	34	100.0	
Missing	18		

39. Library Facilities			
<i>n</i> = 38, <i>M</i> = 3.58, <i>SD</i> = 0.64	Frequency	Valid %	Cumulative %
Very Satisfied	24	63.2	63.2
Satisfied	13	34.2	97.4
Very Dissatisfied	1	2.6	100.0
Total	38	100.0	
Missing	14		

## 52. Library Assistance

<i>n</i> = 34, <i>M</i> = 3.29, <i>SD</i> = 1.14	Frequency	Valid %	Cumulative %
Very Often	5	14.7	14.7
Often	10	29.4	44.1
Not Often	12	35.3	79.4
Rarely	4	11.8	91.2
Never	3	8.8	100.0
<b>Total</b>	<b>34</b>	<b>100.0</b>	
<b>Missing</b>	<b>18</b>		

## 40. Library Assistance

<i>n</i> = 36, <i>M</i> = 3.53, <i>SD</i> = 0.70	Frequency	Valid %	Cumulative %
Very Satisfied	22	61.1	61.1
Satisfied	12	33.3	94.4
Dissatisfied	1	2.8	97.2
Very Dissatisfied	1	2.8	100.0
<b>Total</b>	<b>36</b>	<b>100.0</b>	
<b>Missing</b>	<b>16</b>		

## 53. Computer Assistance

<i>n</i> = 34, <i>M</i> = 3.15, <i>SD</i> = 1.33	Frequency	Valid %	Cumulative %
Very Often	6	17.6	17.6
Often	8	23.5	41.2
Not Often	11	32.4	73.5
Rarely	3	8.8	82.4
Never	6	17.6	100.0
<b>Total</b>	<b>34</b>	<b>100.0</b>	
<b>Missing</b>	<b>18</b>		

## 41. Computer Assistance

<i>n</i> = 35, <i>M</i> = 3.37, <i>SD</i> = 0.77	Frequency	Valid %	Cumulative %
Very Satisfied	18	51.4	51.4
Satisfied	13	37.1	88.6
Dissatisfied	3	8.6	97.1
Very Dissatisfied	1	2.9	100.0
<b>Total</b>	<b>35</b>	<b>100.0</b>	
<b>Missing</b>	<b>17</b>		

## 54. Tutoring/Academic Assistance

<i>n</i> = 34, <i>M</i> = 3.44, <i>SD</i> = 1.26	Frequency	Valid %	Cumulative %
Very Often	7	20.6	20.6
Often	12	35.3	55.9
Not Often	8	23.5	79.4
Rarely	3	8.8	88.2
Never	4	11.8	100.0
<b>Total</b>	<b>34</b>	<b>100.0</b>	
<b>Missing</b>	<b>18</b>		

## 42. Tutoring/Academic Assistance

<i>n</i> = 39, <i>M</i> = 3.26, <i>SD</i> = 0.88	Frequency	Valid %	Cumulative %
Very Satisfied	18	46.2	46.2
Satisfied	16	41.0	87.2
Dissatisfied	2	5.1	92.3
Very Dissatisfied	3	7.7	100.0
<b>Total</b>	<b>39</b>	<b>100.0</b>	
<b>Missing</b>	<b>13</b>		

## 55. Academic Counseling/Advising

<i>n</i> = 34, <i>M</i> = 3.97, <i>SD</i> = 0.97	Frequency	Valid %	Cumulative %
Very Often	11	32.4	32.4
Often	14	41.2	73.5
Not Often	7	20.6	94.1
Rarely	1	2.9	97.1
Never	1	2.9	100.0
<b>Total</b>	<b>34</b>	<b>100.0</b>	
<b>Missing</b>	<b>18</b>		

## 43. Academic Counseling/Advising

<i>n</i> = 41, <i>M</i> = 3.17, <i>SD</i> = 1.07	Frequency	Valid %	Cumulative %
Very Satisfied	23	56.1	56.1
Satisfied	6	14.6	70.7
Dissatisfied	8	19.5	90.2
Very Dissatisfied	4	9.8	100.0
<b>Total</b>	<b>41</b>	<b>100.0</b>	
<b>Missing</b>	<b>11</b>		

## 56. Career Counseling/Advising

<i>n</i> = 34, <i>M</i> = 3.47, <i>SD</i> = 1.33	Frequency	Valid %	Cumulative %
Very Often	8	23.5	23.5
Often	12	35.3	58.8
Not Often	7	20.6	79.4
Rarely	2	5.9	85.3
Never	5	14.7	100.0
<b>Total</b>	<b>34</b>	<b>100.0</b>	
<b>Missing</b>	<b>18</b>		

## 44. Career Counseling/Advising

<i>n</i> = 40, <i>M</i> = 3.20, <i>SD</i> = 1.04	Frequency	Valid %	Cumulative %
Very Satisfied	22	55.0	55.0
Satisfied	8	20.0	75.0
Dissatisfied	6	15.0	90.0
Very Dissatisfied	4	10.0	100.0
<b>Total</b>	<b>40</b>	<b>100.0</b>	
<b>Missing</b>	<b>12</b>		

## 57. Financial Aid Services

<i>n</i> = 34, <i>M</i> = 3.41, <i>SD</i> = 1.44	Frequency	Valid %	Cumulative %
Very Often	11	32.4	32.4
Often	6	17.6	50.0
Not Often	8	23.5	73.5
Rarely	4	11.8	85.3
Never	5	14.7	100.0
<b>Total</b>	<b>34</b>	<b>100.0</b>	
<b>Missing</b>	<b>18</b>		

## 45. Financial Aid Services

<i>n</i> = 33, <i>M</i> = 3.39, <i>SD</i> = 0.83	Frequency	Valid %	Cumulative %
Very Satisfied	19	57.6	57.6
Satisfied	9	27.3	84.8
Dissatisfied	4	12.1	97.0
Very Dissatisfied	1	3.0	100.0
<b>Total</b>	<b>33</b>	<b>100.0</b>	
<b>Missing</b>	<b>19</b>		

58. Student Health Services			
<i>n</i> = 34, <i>M</i> = 2.68, <i>SD</i> = 1.34	Frequency	Valid %	Cumulative %
Very Often	4	11.8	11.8
Often	5	14.7	26.5
Not Often	10	29.4	55.9
Rarely	6	17.6	73.5
Never	9	26.5	100.0
<b>Total</b>	<b>34</b>	<b>100.0</b>	
<b>Missing</b>	<b>18</b>		

46. Student Health Services			
<i>n</i> = 30, <i>M</i> = 3.47, <i>SD</i> = 0.78	Frequency	Valid %	Cumulative %
Very Satisfied	18	60.0	60.0
Satisfied	9	30.0	90.0
Dissatisfied	2	6.7	96.7
Very Dissatisfied	1	3.3	100.0
<b>Total</b>	<b>30</b>	<b>100.0</b>	
<b>Missing</b>	<b>22</b>		

59. Psychological Counseling Services			
<i>n</i> = 34, <i>M</i> = 2.18, <i>SD</i> = 1.31	Frequency	Valid %	Cumulative %
Very Often	2	5.9	5.9
Often	3	8.8	14.7
Not Often	11	32.4	47.1
Rarely	1	2.9	50.0
Never	17	50.0	100.0
<b>Total</b>	<b>34</b>	<b>100.0</b>	
<b>Missing</b>	<b>18</b>		

47. Psychological Counseling Services			
<i>n</i> = 37, <i>M</i> = 3.26, <i>SD</i> = 0.81	Frequency	Valid %	Cumulative %
Very Satisfied	12	44.4	44.4
Satisfied	11	40.7	85.2
Dissatisfied	3	11.1	96.3
Very Dissatisfied	1	3.7	100.0
<b>Total</b>	<b>27</b>	<b>100.0</b>	
<b>Missing</b>	<b>25</b>		

60. Cafeteria/Food Services			
<i>n</i> = 34, <i>M</i> = 3.18, <i>SD</i> = 1.45	Frequency	Valid %	Cumulative %
Very Often	9	26.5	26.5
Often	5	14.7	41.2
Not Often	9	26.5	67.6
Rarely	5	14.7	82.4
Never	6	17.6	100.0
Total	34	100.0	
Missing	18		

48. Cafeteria/Food Services			
<i>n</i> = 31, <i>M</i> = 3.16, <i>SD</i> = 0.97	Frequency	Valid %	Cumulative %
Very Satisfied	14	45.2	45.2
Satisfied	11	35.5	80.6
Dissatisfied	3	9.7	90.3
Very Dissatisfied	3	9.7	100.0
Total	31	100.0	
Missing	21		

61. Bookstore			
<i>n</i> = 38, <i>M</i> = 3.32, <i>SD</i> = 0.84	Frequency	Valid %	Cumulative %
Very Often	17	50.0	50.0
Often	8	23.5	73.5
Not Often	6	17.6	91.2
Rarely	3	8.8	100.0
Total	34	100.0	
Missing	18		

49. Bookstore			
<i>n</i> = 34, <i>M</i> = 4.15, <i>SD</i> = 1.02	Frequency	Valid %	Cumulative %
Very Satisfied	19	50.0	50.0
Satisfied	14	36.8	86.8
Dissatisfied	3	7.9	94.7
Very Dissatisfied	2	5.3	100.0
Total	38	100.0	
Missing	14		

**What have you appreciated MOST about the education services you received?**

**At Clovis Community College, I have had the best teachers who really love what they do, treat you with respect and give you the time of day to ensure you are getting the most of what they are teaching. also appreciative of the CALWORKS program\*\***

**Faculty**

**Friendly staff**

**I appreciate all the professors on campus. First, they are friendly. The professors take time out of their busy schedules to accommodate to our needs. Following that, the way they carry the classrooms atmosphere I have been very pleased with all of CCC staff.**

**I appreciated the amount of time and effort that my professors and other faculty have given me here at the college. They all have made an impact on my life to better myself and to push myself to the very best that I can be.**

**I felt lost in which way to go in terms of choosing the right courses, the counselors are excellent in assistance the students.**

**I have had some great instructors at Willow.**

**I have had the ability to complete my studies at one school.**

**I like the teachers. The teaching staff was knowledgeable and friendly.**

**Most of the staff seem to genuinely like their jobs and seem happy at work. My instructors have been passionate about what they teach and it makes a difference. I have felt I can approach my teachers about class questions and they have been responsive. It is nice to have such a positive environment in which to learn. I took a few classes at Fresno City College that were not offered at Clovis and the campus and teachers did not have that same quality and I missed it.**

**My professors have been very helpful and their guidance is supportive as well as their teaching it has been an pleasant experience in my life.**

**Teachers and staff.**

**That you can do anything you put your mind too.**

**The always kind helpfulness**

**The education and experience of all of my instructors. I really enjoyed their veteran perspectives on issues and topics.**

**The passion received by passionate teachers.**

**The quality of the staff in how they want the students to be successful...and are genuine about it. I did not feel they were fake at all.**

**The study rooms are awesome we should have more of them**

**The teachers, the counselors and the help that most of the staff is willing to give.**

**The time they offer. They really care about what they do.**

**I have appreciated every aspect of having the ability to go to college for free.**

**I have been appreciative of every opportunity that community college has provided me.**

**I have nothing but positive words for the education and services department.**

<b>What have you appreciated LEAST about the education services you received?</b>
<b>Bookstore could be open for more hours. It would be more convenient. Also, more tutors for other subjects like anatomy/physiology. More inside seating other than the library and computer lab would be great like possibly a student lounge that is constructed like the library but others are able to talk and eat.</b>
<b>Class Cap Science course shortages</b>
<b>I didn't find Admissions to be as helpful because they seemed to have an attitude as if I was bothering them.</b>
<b>I dislike how the counselors can be rude sometimes and kind of a push off to your needs. They are supposed to be there to help but at most times act like they don't care.</b>
<b>I was not happy with the mathematics tutors. I did not get the help I really needed.</b>
<b>Miscommunication</b>
<b>My experience has been mostly positive. If I have to pick a negative, I would have to say the cafe. At Clovis Community College, there is no real common eating area where students can heat up a meal brought from home. The cafe is very small and usually crowded and the only other place to really eat is outside and when the weather is hot is very unpleasant.</b>
<b>Need more Math tutorials</b>
<b>Terrible food court flooded with junk foods</b>
<b>The admission's woman can be fast and rude at times. I understand they have a lot to deal with but when there's new people that don't know how college works they can be rude and unwilling to help. Student Services usually will help out though. Again, the cafe and bookstore needs be re-evaluated and working on why they are here, for students and it shouldn't only have to be about profiting themselves. Also work on seating, if you want student activity, student participation and the campus lively than think on a student level and what we need. More inside seating where we can drink and eat, more shaded seating.</b>
<b>The confusing lay out of some internet services.</b>
<b>The counseling services are helpful when you actually are able to speak with a counselor. Otherwise, I feel the department is overwhelmed and all too often it leaves students feeling like they're in limbo. This could be mitigated with more online tools that can provide SPECIFIC information based on a particular student's academic profile.</b>
<b>The counseling was subpar. Causing wasted time and expense.</b>
<b>The instructors who do not post grades on blackboard</b>
<b>Tutoring services are not that helpful, need more tutors per student ratio.</b>
<b>While I understand that the counselors have many students to advise and help, in my 6 years' experience with the counseling center, very rarely have I come across a counselor who was actually trying to help me and answer my questions and not rush me out of their office as soon as possible. There is one woman in particular who comes to my mind who each time I have seen her is yelling her head off at everybody who walks by her. She is rude and unhelpful and I would be embarrassed to have her representing my counseling center. When I do have a scheduled appointment with a counselor, they are eager to rush me out of their office. When I have specific questions, their usual answer is to tell me "not to worry about it yet," or "we don't handle that issue here," and give me the run around to other parts of the building. They once sent me to the financial aid office for something that had nothing to do with financial aid and everything to do with schedules. I frequently ask peers of mine what their experiences are like with the counseling center, and I have found that their experiences are very similar to mine. It disappoints me to realize that the place I look to for answers about my future seem to be not as important as my counselor's eagerness for their lunch break.</b>

**Items showing improvement since starting college sorted from highest mean ranking to lowest:**

<b>Item #</b>	<b>Compared to when you began CCC how would you describe your ability to (on a 4 point scale):</b>	<b>N</b>	<b>Mean</b>	<b>SD</b>
26	Accept mistakes as part of the learning process	51	3.27	1.02
25	Apply skills and knowledge obtained from different sources to new situations	51	3.25	0.93
1	Understand and use written information	52	3.23	0.90
12	Locate reliable and accurate resource information	52	3.23	0.88
24	Obtain information/training to improve your current skill level	49	3.22	0.82
10	Seek out and obtain information when you have questions	52	3.21	0.91
3	Clearly state your thoughts or opinions in writing	51	3.18	0.93
29	Identify your own personal values and remain true to those values in your personal and professional choices	50	3.14	1.03
23	Assess your current skill level	52	3.13	0.89
2	Understand and use verbal information	52	3.13	0.86
19	Understand and tolerate opinions different from your own	52	3.13	0.95
4	Support your opinions with a logical argument	51	3.12	0.89
22	Thoughtfully consider challenges to your views/opinions	51	3.12	0.91
11	Evaluate the quality and reliability of information you receive	52	3.10	0.89
27	Manage your time effectively	51	3.08	0.96
21	Work cooperatively with diverse people	52	3.08	1.03
20	See the world from someone else's perspective	51	3.04	0.98
28	Make healthy lifestyle choices	51	3.04	1.02
9	Find new, creative, or alternative solutions to problems	52	3.02	0.94
7	Recognize patterns/trends in data from charts, graphs, and/or tables	51	2.98	0.93
8	Develop questions that can lead to further study or discovery	52	2.96	0.88
5	Speak clearly and effectively in public	52	2.92	0.99
6	Understand data presented in charts, graphs, and/or tables	50	2.92	0.94
15	Develop a meaningful philosophy of life	52	2.88	1.06
16	Understand and discuss problems facing the community	51	2.88	1.03
14	Identify, appreciate, and/or evaluate artistic works	52	2.81	1.05
17	Understand and discuss national and global issues	52	2.79	1.05
18	Actively participate in improving the environment	52	2.71	1.07
13	Create artistic works (painting, sculpture, graphic art, etc.)	51	2.35	1.09

Items showing satisfaction sorted from highest mean ranking to lowest:

Item #	Please indicate your satisfaction with the following college services (on a 4 point scale):	N	Mean	SD
39	Library Facilities	38	3.58	0.64
40	Library Assistance	36	3.53	0.70
46	Student Health Services	30	3.47	0.78
38	Lab Facilities and Equipment	38	3.42	0.72
35	Maintenance of the Grounds	43	3.40	0.62
33	Social Science Courses	38	3.39	0.64
37	Campus Safety	38	3.39	0.72
45	Financial Aid Services	33	3.39	0.83
41	Computing Assistance	35	3.37	0.77
31	Science and Math Courses	40	3.35	0.66
49	Bookstore	38	3.32	0.84
32	Humanities Courses	38	3.29	0.65
30	General Education/Core Courses Satisfaction	43	3.28	0.67
47	Psychological Counseling Services	27	3.26	0.81
42	Tutoring/Academic Assistance	39	3.26	0.88
34	Cleanliness of the Facilities	43	3.21	0.80
44	Career Counseling/Advising	40	3.20	1.04
43	Academic Counseling/Advising	41	3.17	1.07
48	Cafeteria/Food Services	31	3.16	0.97
36	Parking	39	2.95	0.97

Items showing frequent use from most used to least used:

Item #	Please indicate how often you've used the following college services (on a 5 point scale):	N	Mean	SD
61	Bookstore	34	4.15	1.02
55	Academic Counseling/Advising	34	3.97	0.97
50	Lab Facilities and Equipment how often do you use the following services	34	3.94	0.98
51	Library Facilities	34	3.91	1.06
56	Career Counseling/Advising	34	3.47	1.33
54	Tutoring/Academic Assistance	34	3.44	1.26
57	Financial Aid Services	34	3.41	1.44
52	Library Assistance	34	3.29	1.14
60	Cafeteria/Food Services	34	3.18	1.45
53	Computing Assistance	34	3.15	1.33
58	Student Health Services	34	2.68	1.34
59	Psychological Counseling Services	34	2.18	1.31
61	Bookstore	34	4.15	1.02
55	Academic Counseling/Advising	34	3.97	0.97
50	Lab Facilities and Equipment how often do you use the following services	34	3.94	0.98
51	Library Facilities	34	3.91	1.06
56	Career Counseling/Advising	34	3.47	1.33
54	Tutoring/Academic Assistance	34	3.44	1.26
57	Financial Aid Services	34	3.41	1.44
52	Library Assistance	34	3.29	1.14