

Student Campus Climate & Satisfaction Survey

Summary Data

Conducted June 2017 (n = 919)



Overview:

This survey was distributed to all CSM students enrolled in Spring 2017. Participation was voluntary. 919 total valid responses were submitted out of 8842 students, for an overall response rate of 10.4%.

- For reporting purposes only, the responses to the section “My CSM Experience” are grouped into the following categories:
 - Overall
 - Academic Advising
 - Campus Climate
 - Student Support Services
 - Concern for the Individual
 - Facilities
 - Instructional Effectiveness
 - Library
 - Registration Effectiveness
 - Responsiveness to Diversity
 - Safety and Security
 - Student Centeredness
- Demographics of the survey respondents are provided at the end of this report.
- “Agree” includes the percentages of respondents who “Agree” + “Strongly Agree.” “Disagree” includes the percentages of respondents who “Disagree” + “Strongly Disagree.”

My CSM Experience: Overall

1. Would you recommend CSM to a family member or friend?	Count	Pct
Yes	891	98.3%
No	15	1.7%
Number of Students	906	100%

2. Overall, how would you rate your educational experience at CSM?	Count	Pct
Excellent	477	52.6%
Good	388	42.8%
Fair	38	4.2%
Poor	3	.3%
Number of Students	906	100%

3. If I were starting over, I would attend CSM.	Count	Pct
Yes	844	93.8%
No	56	6.2%
Number of Students	900	100%

4. How would you describe CSM's reputation in the community?	Count	Pct
Excellent	524	57.8%
Good	344	37.9%
Fair	34	3.7%
Poor	5	0.6%
Number of Students	907	100%

My CSM Experience: Academic Advising

Question	Agree	Disagree
1. I know which courses I need to graduate or transfer.	90.7%	9.3%
2. My academic advisor is approachable.	89.7%	10.3%
3. My academic advisor is knowledgeable about program requirements.	90.8%	9.2%
4. My academic advisor is knowledgeable about transfer requirements or requirements at other institutions.	90.7%	9.3%

My CSM Experience: Campus Climate

Question	Agree	Disagree
1. I feel that CSM encourages the free and open discussion of controversial topics.	94.1%	5.9%
2. I think that sexual harassment is a problem at CSM.*	27.9%	72.1%
3. I have confidence that CSM handles complaints of sexual harassment fairly.	90.6%	9.4%
4. I perceive racial or ethnic tensions in the classroom.*	27.3%	72.7%
5. I like the CSM campus and feel comfortable here.	96.8%	3.2%
6. The CSM environment can generally be characterized as one of mutual respect between students and faculty.	96.2%	3.8%
7. There is a clear sense of appropriate and inappropriate behavior on this campus.	89.1%	10.9%

*Note that this question-item is negatively worded.

Campus Climate (continued)

Question	Agree	Disagree
8. Most students are happy to be enrolled at CSM.	93.2%	6.8%
9. I am proud to be a student at CSM.	93.6%	6.4%
10. Students understand how to behave in the classroom and on campus.	91.6%	8.4%
11. CSM values students' opinions.	93.6%	6.4%
12. There are ample places on campus for me to meet and study with other students.	93.7%	6.3%

My CSM Experience: Student Support Services

Question	Agree	Disagree
1. Personnel in student support services are informed and helpful.	92.3%	7.7%
2. Assessment and course placement processes are reasonable.	91.8%	8.2%
3. Information about financial aid and scholarships is readily available.	87.3%	12.7%
4. I can easily obtain useful information from CSM's website.	92.4%	7.6%
5. I find the college website easy to navigate.	89.0%	11.0%
6. I obtain useful information from the college catalog and schedule of classes.	95.0%	5.0%

My CSM Experience: Concern for the Individual

Question	Agree	Disagree
1. I feel the CSM is genuinely concerned with my welfare.	88.4%	11.6%
2. I feel valued as an individual on campus.	89.7%	10.3%

My CSM Experience: Facilities

Question	Agree	Disagree
1. Classrooms are clean, neat, and conducive to learning.	95.8%	4.2%
2. Lab equipment is sufficiently up to date.	93.5%	6.5%
3. Computer equipment is sufficiently up to date.	93.6%	6.4%
4. The overall physical campus (buildings, grounds, classrooms) are conducive to learning.	95.4%	4.6%

My CSM Experience: Instructional Effectiveness

Question	Agree	Disagree
1. I am able to get the classes I want most of the time.	85.5%	14.5%
2. Faculty encourage students to examine different points of view.	90.9%	9.1%
3. Overall, the quality of teaching is excellent.	90.4%	9.6%
4. Overall, class assignments have challenged me to do my best work.	91.3%	8.7%
5. Most faculty prepare carefully for their courses.	90.4%	9.6%

Instructional Effectiveness (continued)

Question	Agree	Disagree
6. Overall, I have learned a great deal from my courses.	94.3%	5.7%
7. Faculty effectively handle rudeness or inappropriate student behavior in educational settings.	91.5%	8.5%
8. If I have questions about course assignments or readings, I feel comfortable approaching my instructor to ask questions.	93.1%	6.9%
9. Overall, the grading practices (exams, quizzes, papers, etc.) used to evaluate students are fair.	90.8%	9.2%
10. Students are notified early if they are doing poorly in class.	72.1%	27.9%
11. The college and my instructors give clear information of what is considered cheating or dishonesty in class.	96.6%	3.4%
12. I am aware of the consequences for unethical behavior (cheating, academic dishonesty, plagiarism, etc.).	94.5%	5.5%
13. If I have a problem with my classes, I know where I can get help on campus.	87.6%	12.4%
14. Program requirements are clear and reasonable.	93.3%	6.7%

My CSM Experience: Library

Question	Agree	Disagree
1. Resources in the CSM Library reflect the needs of the students.	92.5%	7.5%
2. The library has an adequate collection (books, periodicals, and online resources).	95.6%	4.4%
3. The library maintains sufficient operating hours.	91.4%	8.6%

My CSM Experience: Registration Effectiveness

Question	Agree	Disagree
1. Personnel in admissions and registration are informed and helpful.	91.0%	9.0%
2. The registration process is easy.	94.3%	5.7%
3. Adding or dropping classes is relatively easy.	94.5%	5.5%

My CSM Experience: Responsiveness to Diversity

Question	Agree	Disagree
1. CSM is supportive of all students-regardless of ethnicity, gender, religious beliefs, lifestyle, background, or sexual orientation	97.9%	2.1%
2. CSM supports a community of diverse cultures.	95.8%	4.2%
3. CSM's campus culture is supportive of my background and values.	95.6%	4.4%
4. Other students at CSM are respectful of my background and values.	95.7%	4.3%
5. Men and women are treated equally at CSM.	94.1%	5.9%

Responsiveness to Diversity (continued)

Question	Agree	Disagree
6. Generally, CSM's programs and services accommodate working students..	90.7%	9.3%
7. Generally, faculty understand the needs of people raising families.	91.6%	8.4%
8. Generally, faculty understand the needs of people who have to work.	89.4%	10.6%

My CSM Experience: Safety and Security

Question	Agree	Disagree
1. I feel safe on campus.	96.8%	3.2%

My CSM Experience: Student Centeredness

Question	Agree	Disagree
1. Most instructors are genuinely interested in teaching and students.	94.8%	5.2%
2. CSM provides an environment that encourages personal growth.	93.5%	6.5%
3. If I were to have complaint about a faculty or staff member, I know where to get help.	71.2%	28.8%
4. Overall, CSM does a good job of keeping me informed about the things I need to know as a student.	93.9%	6.1%

CSM as a Respectful Place	Agree	Disagree
1. CSM respects....Students of my race/ethnicity	98.1%	1.9%
2. CSM respects....Students of my socio-economic status	97.3%	2.7%
3. CSM respects....Students of my gender	98.9%	1.1%
4. CSM respects....Students with my religious beliefs	97.6%	2.4%
5. CSM respects....Students with my sexual orientation	98.6%	1.4%
6. CSM respects....Students with my political beliefs	95.2%	4.8%
7. CSM respects....Students with my immigration background	98.2%	1.8%
8. CSM respects....Students with physical, psychological, or learning disabilities like mine	97.2%	2.8%
9. CSM respects....Students in my age group	97.7%	2.3%
10. CSM respects....Students with family responsibilities	97.2%	2.8%
11. CSM respects....Students with job responsibilities	94.8%	5.2%
12. CSM respects....Students who are LGBT (Lesbian, Gay, Bisexual, and Transgender/Transsexual).	97.9%	2.1%

Demographics

1. During the Spring 2017 term, how many units were you enrolled in?	Count	Pct
12+ units	400	44.1%
6-11 units	283	31.2%
Fewer than 6 units	225	24.8%
Number of Students	908	100%

2. Which types of classes do you most frequently attend at CSM?	Count	Pct
Day classes	441	48.4%
A mix of day and evening classes	166	18.2%
A mix of online and on-campus classes	130	14.3%
Evening classes	113	12.4%
Online classes	60	6.6%
Weekend classes	1	0.1%
Number of Students	911	100%

3. My Age	Count	Pct
19 or younger	260	28.6%
20-25 years	326	35.8%
26-30 years	89	9.8%
31-39 years	106	11.6%
40-49 years	58	6.4%
50 or older	71	7.8%
Number of Students	910	100%

4. My Gender	Count	Pct
Female	519	57.2%
Male	388	42.8%
Number of Students	907	100%

5. My Ethnicity	Count	Pct
African American or Black	22	2.4%
Asian	269	29.6%
Filipino	55	6.1%
Hispanic/Latino	175	19.3%
Native American	3	0.3%
Pacific Islander	30	3.3%
White	242	26.7%
Multi-Racial	63	6.9%
Other	49	5.4%
Number of Students	908	100%

6. My Work	Count	Pct
10-20 hours per week	199	21.9%
21-40 hours per week	239	26.3%
Fewer than 10 hours per week	96	10.5%
More than 40 hours per week	95	10.4%
Retired	13	1.4%
Unemployed	187	20.5%
Unemployed AND looking for work	81	8.9%
Number of Students	910	100%

7. My Educational Goal	Count	Pct
Earn an AA or AS degree	353	38.4%
Still deciding/Not sure	256	27.9%
Earn a certificate	324	35.3%
Fill a gap in my program at another college or university	265	28.8%
Personal enrichment	273	29.7%
Transfer to a 4-year college or university	209	22.7%
Improve my employability	114	12.4%
Acquire a new job skill	128	13.9%
Other	295	32.1%
Number of Students	919	

Note: Students could select multiple goals.