

**Student Campus Climate & Satisfaction Survey**  
**Summary Data**  
**Conducted June 2010 (n= 1,118)**

Note: Counts are listed in (parentheses). "Total Agree" includes the numbers of respondents who "Agree" + "Strongly Agree." "Total Disagree" includes the numbers of respondents who "Disagree" + "Strongly Disagree."

<b>Personal Interactions at CSM</b>	<b>Friendly</b>	<b>Neutral</b>	<b>Unfriendly</b>	<b># of Students</b>
1. Interaction With Students	77.8% (840)	18.9% (204)	3.3% (36)	1080
2. Interaction With Staff	70.9% (766)	23.0% (248)	6.1% (66)	1080
3. Interaction With Faculty	83.6% (900)	13.0% (140)	3.4% (37)	1077

<b>Survey Category</b>	<b>Question</b>	<b>Total Agree</b>	<b>Total Disagree</b>	<b>Does Not Apply</b>	<b>Count</b>
<b>Academic Advising</b>	37. I know which courses I need to graduate or transfer.	86.9% (817)	13.1% (123)	148	1088
<b>Academic Services</b>	42. There are ample places on campus for me to meet and study with other students.	83.7% (801)	16.3% (156)	130	1087
	43. If I have a problem with my classes, I know where I can get help on campus.	78.4% (791)	21.6% (218)	86	1095
<b>Campus Climate</b>	3. I feel that the CSM encourages the free and open discussion of controversial topics.	90.9% (870)	9.1% (87)	134	1091
	9. I think that sexual harassment is a problem at CSM.	15.9% (144)	84.1% (762)	188	1094
	10. I have confidence that CSM handles complaints of sexual harassment fairly.	88.4% (570)	11.6% (75)	446	1091
	11. I perceive racial or ethnic tensions in the classroom.	17.4% (168)	82.6% (798)	123	1089
	15. I can easily obtain useful information from CSM's website.	89.8% (971)	10.2% (110)	15	1096
	18. I like the CSM campus and feel comfortable here.	92.9% (1000)	7.1% (76)	16	1092
	20. The CSM environment can generally be characterized as one of mutual respect between students and faculty.	94.3% (998)	5.7% (60)	31	1089

Survey Category	Question	Total Agree	Total Disagree	Does Not Apply	Count
	24. I find the college website easy to navigate.	86.7% (934)	13.3% (143)	16	1093
	29. There is a clear sense of appropriate and inappropriate behavior on this campus.	82.0% (809)	18.0% (177)	103	1089
	30. Most students are happy to be enrolled at CSM.	89.4% (904)	10.6% (107)	79	1090
	31. I am proud to be a student at CSM.	91.8% (961)	8.2% (86)	42	1089
	32. Students understand how to behave in the classroom and on campus.	80.1% (845)	19.9% (210)	30	1085
	33. CSM values students' opinions.	91.8% (932)	8.2% (83)	73	1088
<b>Campus Support Services</b>	38. Personnel in student support services are informed and helpful.	88.8% (796)	11.2% (100)	188	1084
<b>Concern for the Individual</b>	13. I feel that CSM is genuinely concerned with my welfare.	81.6% (814)	18.4% (183)	94	1091
	28. I feel valued as an individual on campus.	84.6% (863)	15.4% (157)	68	1088
<b>Facilities</b>	41. Classrooms are clean, neat, and conducive to learning.	91.8% (980)	8.2% (88)	19	1087
<b>Instructional Effectiveness</b>	12. I am able to get the classes I want most of the time.	75.9% (807)	24.1% (256)	24	1087
	14. I obtain useful information from the college catalog and schedule of classes.	95.0% (1022)	5.0% (54)	17	1093
	16. Faculty encourage students to examine different points of view.	89.8% (906)	10.2% (103)	83	1092
	17. Overall, the quality of teaching is excellent.	88.2% (953)	11.8% (127)	12	1092
	21. Overall, class assignments have challenged me to do my best work.	88.9% (957)	11.1% (120)	17	1094
	22. Most faculty prepare carefully for their courses.	88.2% (943)	11.8% (126)	22	1091
	23. Overall, I have learned a great deal from my courses.	93.6% (1011)	6.4% (69)	14	1094

Survey Category	Question	Total Agree	Total Disagree	Does Not Apply	Count
	34. Faculty effectively handle rudeness or inappropriate student behavior in educational settings.	85.0% (765)	15.0% (135)	188	1088
	35. If I have questions about course assignments or readings, I feel comfortable approaching my instructor to ask questions.	92.3% (995)	7.7% (83)	16	1094
	39. Overall, the grading practices (exams, quizzes, papers, etc.) used to evaluate students are fair.	89.9% (965)	10.1% (108)	21	1094
	40. Students are notified early if they are doing poorly in class.	70.7% (599)	29.3% (248)	246	1093
	44. The college and my instructors give clear information of what is considered cheating or dishonesty in class.	94.2% (985)	5.8% (61)	47	1093
	46. I am aware of the consequences for unethical behavior (cheating, academic dishonesty, plagiarism, etc.).	95.0% (998)	5.0% (52)	41	1091
<b>Registration Effectiveness</b>	36. Personnel in admissions and registration are informed and helpful.	88.4% (886)	11.6% (116)	86	1088
<b>Responsive-ness to Diversity</b>	1. CSM is supportive of all students-regardless of ethnicity, gender, religious beliefs, lifestyle, background, or sexual orientation	97.9% (1025)	2.1% (22)	51	1098
	4. CSM supports a community of diverse cultures.	97.4% (1018)	2.6% (27)	52	1097
	5. CSM's campus culture is supportive of my background and values.	94.3% (917)	5.7% (55)	117	1089
	6. Other students at CSM are respectful of my background and values.	90.5% (909)	9.5% (95)	82	1086
	7. At times, because of my background, I feel isolated within the CSM community.	26.1% (239)	73.9% (675)	179	1093
	8. Men and women are treated equally at CSM.	92.6% (970)	7.4% (78)	40	1088

Survey Category	Question	Total Agree	Total Disagree	Does Not Apply	Count
	25. Generally, CSM's programs and services accommodate working students.	88.0% (855)	12.0% (117)	118	1090
	26. Generally, faculty understand the needs of people raising families.	89.2% (639)	10.8% (77)	374	1090
	27. Generally, faculty understand the needs of people who have to work.	88.4% (843)	11.6% (111)	138	1092
<b>Safety and Security</b>	19. I feel safe on campus.	94.3% (1011)	5.7% (61)	20	1092
<b>Student Centered-ness</b>	2. Most instructors are genuinely interested in teaching and students	92.7% (1005)	7.3% (79)	13	1097
	45. CSM provides an environment that encourages personal growth.	92.3% (971)	7.7% (81)	39	1091
	47. If I were to have complaint about a faculty or staff member, I know where to get help.	60.2% (617)	39.8% (408)	71	1096
<b>Impressions of CSM</b>	1. CSM is....FRIENDLY	97.0% (1048)	3.0% (32)	11	1091
	2. CSM is....WELCOMING	96.1% (1030)	3.9% (42)	13	1085
	3. CSM is....RESPECTFUL	95.5% (1023)	4.5% (48)	15	1086
	4. CSM is....SAFE	94.6% (1015)	5.4% (58)	15	1088
	5. CSM is....TOLERANT OF DIVERSITY	97.9% (1026)	2.1% (22)	36	1084
	6. CSM is....CARING	90.9% (946)	9.1% (95)	42	1083
	7. CSM is....IMPROVING	93.3% (982)	6.7% (70)	34	1086
	8. CSM is....TOLERANT OF DIFFERING PERSPECTIVES & IDEAS	94.2% (980)	5.8% (60)	48	1088
	9. CSM is....COOPERATIVE	94.5% (994)	5.5% (58)	31	1083
	10. CSM is....UP-TO-DATE	88.4% (942)	11.6% (124)	20	1086
	11. CSM is....CUTTING EDGE	74.8% (761)	25.2% (256)	63	1080
	12. CSM is....CHANGING WITH THE TIMES	91.2% (956)	8.8% (92)	38	1086
	13. CSM is....CONCERNED ABOUT ME AS AN INDIVIDUAL	79.1% (815)	20.9% (215)	54	1084

Survey Category	Question	Total Agree	Total Disagree	Does Not Apply	Count
<b>CSM as a Respectful Place</b>	14. CSM is....INTELLECTUALLY CHALLENGING	89.4% (952)	10.6% (113)	21	1086
	15. CSM is....ACADEMICALLY RIGOROUS	84.0% (869)	16.0% (166)	48	1083
	1. CSM respects....STUDENTS OF MY RACE/ETHNICITY	96.8% (985)	3.2% (33)	67	1085
	2. CSM respects....STUDENTS OF MY SOCIO-ECONOMIC STATUS	96.6% (988)	3.4% (35)	61	1084
	3. CSM respects....STUDENTS OF MY GENDER	98.6% (1012)	1.4% (14)	56	1082
	4. CSM respects....STUDENTS WITH MY RELIGIOUS BELIEFS	95.9% (852)	4.1% (36)	193	1081
	5. CSM respects....STUDENTS WITH MY SEXUAL ORIENTATION	97.7% (881)	2.3% (21)	179	1081
	6. CSM respects....STUDENTS WITH MY POLITICAL BELIEFS	95.6% (883)	4.4% (41)	159	1083
	7. CSM respects....STUDENTS WITH MY IMMIGRATION BACKGROUND	96.5% (720)	3.5% (26)	339	1085
	8. CSM respects....STUDENTS WITH PHYSICAL, PSYCHOLOGICAL, OR LEARNING DISABILITIES LIKE MINE	96.7% (615)	3.3% (21)	447	1083
	9. CSM respects....STUDENTS IN MY AGE GROUP	96.1% (1009)	3.9% (41)	34	1084
	10. CSM respects....STUDENTS WITH FAMILY RESPONSIBILITIES	93.5% (808)	6.5% (56)	223	1087
	11. CSM respects....STUDENTS WITH JOB RESPONSIBILITIES	92.9% (884)	7.1% (68)	130	1082

## Overall Satisfaction with CSM

<b>1. Would you recommend CSM to a family member or friend?</b>	<b>Count</b>	<b>%</b>
Yes	1057	96.4
No	40	3.6
Number of Students	1097	

<b>2. Overall, how would you rate your educational experience at CSM?</b>	<b>Count</b>	<b>%</b>
Excellent	485	44.3
Good	519	47.4
Fair	77	7.0
Poor	13	1.2
Number of Students	1094	

<b>3. If I were starting over, I would attend CSM.</b>	<b>Count</b>	<b>%</b>
Yes	992	90.8
No	100	9.2
# of Students	1092	

<b>4. How would you describe CSM's reputation in the community?</b>	<b>Count</b>	<b>%</b>
Excellent	432	39.5
Good	566	51.7
Fair	90	8.2
Poor	6	0.5
Number of Students	1094	

## CSM Library

<b>1. On average, how often do you visit the CSM Library?</b>	<b>Count</b>	<b>%</b>
I have never used the library's resources	300	27.2
Once or twice per semester	353	32.0
Several times per semester	288	26.1
Weekly	98	8.9
Almost daily	64	5.8
Number of Students	1103	

<b>2. On average, how often do you access CSM's online library resources?</b>	<b>Count</b>	<b>%</b>
I have never used the library's online resources	530	48.3
Once or twice per semester	299	27.3
Several times per semester	197	18.0
Weekly	44	4.0
Almost daily	27	2.5
Number of Students	1097	

<b>3. If you rarely or never used any CSM Library resources, please indicate why. (Check ALL that apply)</b>	<b>Count</b>	<b>%</b>
I get my information from other sources	264	30.9
Not necessary for my coursework	239	28.0
I use another library	200	23.4
Inconvenient hours of operation	180	21.1
Inadequate Library collection and resources	176	20.6
Other (please specify):	182	21.3
Number of Students	855	

<b>4. If you have used CSM Library resources, please indicate your overall level of satisfaction.</b>	<b>Count</b>	<b>%</b>
Very Satisfied	192	25.5
Satisfied	423	56.2
Somewhat Satisfied	115	15.3
Not Satisfied	23	3.1
Number of Students	753	

<b>5. What CSM Library services have you personally used? (Check all that apply)</b>	<b>Count</b>	<b>%</b>
Online library resources	364	43.7
Reference works (e.g. dictionaries, encyclopedias, specialized guides, journals, indexes, etc.)	338	40.6
Ask a Librarian	328	39.4
Personal Use items (CDs, DVDs, etc.)	306	36.7
Intra-Library Loan (Items needed for class that were not found in CSM collection)	274	32.9
Wireless network	255	30.6
Printing and copying	227	27.3
Borrowing items	218	26.2
Other (please specify):	305	36.6
Number of Students	833	

<b>6. What online Library resources have you used? (Check all that apply)</b>	<b>Count</b>	<b>%</b>
Browsing College archives	249	27.4
I have not used an online Library resource	236	25.9
Online Library tutorials	221	24.3
Access to articles or databases	205	22.5
Access to eBooks	177	19.5
Online research guides	167	18.4
Online research paper formatting and citation guides	167	18.4
Other (please specify):	244	26.8
Number of Students	910	

<b>7. Why do you visit the CSM Library? (Check ALL that apply)</b>	<b>Count</b>	<b>%</b>
Course Reserves	331	39.6
Email	291	34.9
Requests from other libraries	290	34.7
Relax/visit with friends	264	31.6
Use reference works (e.g. dictionaries, encyclopedias, specialized guides, journals, indexes, etc.)	251	30.1
Check out materials	246	29.5
Study	244	29.2
Use computer/internet for research or complete homework	224	26.8
Use computer/internet for social networking (Facebook, etc.)	222	26.6
Register for classes/WebSMART access	210	25.1
Use computer for access to online Library resources	209	25.0
Check out CSM books	185	22.2
Other (please specify):	259	31.0
Number of Students	835	



## Demographics

<b>1. During the Spring 2010 term, how many units were you enrolled in?</b>	<b>Count</b>	<b>%</b>
12+ units	389	35.8
6-11 units	341	31.4
Fewer than 6 units	357	32.8
Number of Students	43	

<b>2. Which types of classes do you most frequently attend at CSM?</b>	<b>Count</b>	<b>%</b>
Day classes	491	44.8
Evening classes	276	25.2
A mix of day and evening classes	188	17.2
Online classes	59	5.4
Weekend classes	5	0.5
A mix of online and on-campus classes	77	7.0
Number of Students	1096	

<b>3. My age is:</b>	<b>Ct</b>	<b>Pct</b>
19 or younger	168	15.3
20-25	310	28.2
26-30	143	13.0
31-39	142	12.9
40-49	131	11.9
50 or older	205	18.7
Number of Students	1099	

<b>4. My gender:</b>	<b>Ct</b>	<b>Pct</b>
Male	430	39.5
Female	658	60.5
Number of Students	1088	

<b>5. My ethnicity:</b>	<b>Ct</b>	<b>Pct</b>
African American or Black	25	2.3
Asian	238	21.8
Filipino	61	5.6
Hispanic/Latino	162	14.8
Native American	6	0.5
Pacific Islander	26	2.4
White	463	42.4
Multi-Racial	55	5.0
Other	56	5.1
Number of Students	1092	

<b>6. Work:</b>	<b>Ct</b>	<b>Pct</b>
Not working	372	33.9
Fewer than 10 hours per week	104	9.5
10 – 20 hours per week	194	17.7
21 – 40 hours per week	275	25.1
More than 40 hours per week	151	13.8
Number of Students	1096	