

# *Student Campus Climate & Satisfaction Survey*

## Summary Data

Conducted June 2012 (n = 1,132)



### **Notes:**

- Counts are listed in (parentheses).
- In most sections, "Total Agree" includes the numbers of respondents who "Agree" + "Strongly Agree." "Total Disagree" includes the numbers of respondents who "Disagree" + "Strongly Disagree."
- In the General Education Student Learning Outcomes (SLOs) section, "Based on my experience at CSM," "Count" includes the number of respondents who "Agree Strongly" + "Agree" + "Somewhat Agree". "Total Disagree" includes the percentage of those who "Disagree Strongly" + "Disagree" + "Somewhat Disagree".
- The survey instrument did not identify the "Based on my experience at CSM" section as an SLO assessment.
- For reporting purposes, the responses to the section "My CSM Experience" are grouped into the following categories: Academic Advising, Academic Services, Campus Climate, Campus Support Services, Concern for the Individual, Facilities, Instructional Effectiveness, Library, Registration Effectiveness, Responsiveness to Diversity, Safety and Security, and Student Centeredness.

<b>Personal Interactions at CSM</b>	<b>Friendly</b>	<b>Neutral</b>	<b>Unfriendly</b>	<b># of Students</b>
1. Interaction with other students	81.7% (889)	15.3% (167)	3.0% (33)	1,088
2. Interaction with campus offices and personnel	75.8% (822)	18.4% (200)	5.7% (62)	1,084
3. Interaction with faculty	84.3% (811)	12.8% (139)	2.9% (31)	1,081

<b>Survey Category</b>	<b>Question</b>	<b>Total Agree</b>	<b>Total Disagree</b>	<b>Does not Apply</b>	<b>Count</b>
<b>My CSM Experience: Academic Advising</b>	37. I know which courses I need to graduate or transfer.	89.4% (892)	10.6% (106)	92	1,090
	48. My academic advisor is approachable.	86.7% (750)	13.3% (115)	225	1,090
	50. My academic advisor is knowledgeable about program requirements.	88.1% (736)	11.9% (99)	253	1,088
	51. My academic advisor is knowledgeable about transfer requirements or requirements at other institutions.	87.5% (726)	12.5% (104)	260	1,090
<b>My CSM Experience: Academic Services</b>	42. There are ample places on campus for me to meet and study with other students.	95.1% (974)	4.9% (50)	66	1,090
	43. If I have a problem with my classes, I know where I can get help on campus.	83.5% (869)	16.5% (172)	51	1,092
	52. Assessment and course placement processes are reasonable.	90.3% (855)	9.7% (92)	139	1,086
	53. Program requirements are clear and reasonable.	91.5% (940)	8.5% (87)	61	1,088
<b>My CSM Experience: Campus Climate</b>	3. I feel that the CSM encourages the free and open discussion of controversial topics.	91.8% (911)	8.2% (81)	106	1,098
	9. I think that sexual harassment is a problem at CSM.*	16.7% (154)*	83.3% (769)*	169	1,092
	10. I have confidence that CSM handles complaints of sexual harassment fairly.	90.4% (659)	9.6% (70)	348	1,077
	11. I perceive racial or ethnic tensions in the classroom.*	19.3% (188)*	80.7% (788)*	108	1,084
	15. I can easily obtain useful information from CSM's website.	92.3% (994)	7.7% (83)	14	1,091
	18. I like the CSM campus and feel comfortable here.	95.9% (1,034)	4.1% (44)	14	1,092
	20. The CSM environment can generally be characterized as one of mutual respect between students and faculty.	94.7% (1,019)	5.3% (57)	16	1,092
24. I find the college website easy to navigate.	88.7% (954)	11.3% (121)	14	1,089	
29. There is a clear sense of appropriate and inappropriate behavior on this campus.	86.4% (867)	13.6% (137)	88	1,092	

\*Note that this question-item is negatively worded.

Survey Category	Question	Total Agree	Total Disagree	Does not Apply	Count
<b>My CSM Experience: Campus Support Services</b>	30. Most students are happy to be enrolled at CSM.	89.9% (915)	10.1% (103)	73	1,091
	31. I am proud to be a student at CSM.	93.3% (988)	6.7% (71)	32	1,091
	32. Students understand how to behave in the classroom and on campus.	85.7% (917)	14.3% (153)	23	1,093
	33. CSM values students' opinions.	91.2% (942)	8.8% (91)	55	1,088
	38. Personnel in student support services are informed and helpful.	89.2% (837)	10.8% (101)	147	1,085
<b>My CSM Experience: Concern for the Individual</b>	13. I feel the CSM is genuinely concerned with my welfare.	83.3% (822)	16.7% (165)	95	1,082
	28. I feel valued as an individual on campus.	87.3% (891)	12.7% (130)	64	1,085
<b>My CSM Experience: Facilities</b>	41. Classrooms are clean, neat, and conducive to learning.	94.6% (1,016)	5.4% (58)	18	1,092
	54. Lab equipment is sufficiently up to date.	93.4% (813)	6.6% (57)	220	1,090
	55. Computer equipment is sufficiently up to date.	94.6% (917)	5.4% (52)	119	1,088
<b>My CSM Experience: Instructional Effectiveness</b>	12. I am able to get the classes I want most of the time.	84.2% (894)	15.8% (168)	21	1,083
	14. I obtain useful information from the college catalog and schedule of classes.	93.5% (1,005)	6.5% (70)	11	1,086
	16. Faculty encourage students to examine different points of view.	91.1% (935)	8.9% (91)	61	1,087
	17. Overall, the quality of teaching is excellent.	89.0% (966)	11.0% (119)	7	1,092
	21. Overall, class assignments have challenged me to do my best work.	91.0% (989)	9.0% (98)	6	1,093
	22. Most faculty prepare carefully for their courses.	91.3% (982)	8.7% (94)	12	1,088
	23. Overall, I have learned a great deal from my courses.	93.7% (1,019)	6.3% (69)	3	1,091
	34. Faculty effectively handle rudeness or inappropriate student behavior in educational settings.	89.2% (852)	10.8% (103)	134	1,089
	35. If I have questions about course assignments or readings, I feel comfortable approaching my instructor to ask questions.	92.6% (1,000)	7.4% (80)	9	1,089
	39. Overall, the grading practices (exams, quizzes, papers, etc.) used to evaluate students are fair.	90.9% (974)	9.1% (98)	17	1,089

Survey Category	Question	Total Agree	Total Disagree	Does not Apply	Count
	40. Students are notified early if they are doing poorly in class.	71.3% (615)	28.7% (247)	224	1,086
	44. The college and my instructors give clear information of what is considered cheating or dishonesty in class.	94.9% (1,009)	5.1% (54)	26	1,089
	46. I am aware of the consequences for unethical behavior (cheating, academic dishonesty, plagiarism, etc.).	95.4% (1,019)	4.6% (49)	23	1,091
<b>My CSM Experience: Library</b>	49. Resources in the CSM Library reflect the needs of the students.	93.0% (821)	7.0% (62)	208	1,091
	56. The library has an adequate collection (books, periodicals, and online resources) for student research.	92.1% (801)	7.9% (69)	215	1,085
	57. The library maintains sufficient operating hours for student access.	86.8% (771)	13.2% (117)	199	1,087
<b>My CSM Experience: Registration Effectiveness</b>	36. Personnel in admissions and registration are informed and helpful.	87.0% (873)	13.0% (130)	84	1,087
<b>My CSM Experience: Responsiveness to Diversity</b>	1. CSM is supportive of all students-regardless of ethnicity, gender, religious beliefs, lifestyle, background, or sexual orientation	98.3% (1,055)	1.7% (18)	26	1,099
	4. CSM supports a community of diverse cultures.	96.5% (1,025)	3.5% (37)	29	1,091
	5. CSM's campus culture is supportive of my background and values.	94.8% (970)	5.2% (53)	71	1,094
	6. Other students at CSM are respectful of my background and values.	93.4% (959)	6.6% (68)	56	1,083
	7. At times, because of my background, I feel isolated within the CSM community.*	27.7% (263)*	72.3% (685)*	144	1,092
	8. Men and women are treated equally at CSM.	94.1% (995)	5.9% (62)	32	1,089
	25. Generally, CSM's programs and services accommodate working students.	87.4% (855)	12.6% (123)	116	1,094
	26. Generally, faculty understand the needs of people raising families.	87.6% (723)	12.4% (102)	265	1,090
	27. Generally, faculty understand the needs of people who have to work.	87.4% (856)	12.6% (123)	110	1,089
<b>My CSM Experience: Safety and Security</b>	19. I feel safe on campus.	96.8% (1,042)	3.2% (35)	13	1,090
<b>My CSM Experience: Student Centeredness</b>	2. Most instructors are genuinely interested in teaching and students	93.6% (1,014)	6.4% (69)	11	1,094
	45. CSM provides an environment that encourages personal growth.	94.6% (1,003)	5.4% (57)	33	1,093

\*Note that this question-item is negatively worded.

Survey Category	Question	Total Agree	Total Disagree	Does not Apply	Count
<b>Impressions OF CSM</b>	47. If I were to have complaint about a faculty or staff member, I know where to get help.	62.7% (651)	37.3% (387)	52	1,090
	1. CSM is...Friendly	97.8% (1,042)	2.2% (23)	8	1,073
	2. CSM is...Welcoming	97.5% (1,032)	2.5% (26)	11	1,069
	3. CSM is...Respectful	97.8% (1,040)	2.2% (23)	9	1,072
	4. CSM is...Safe	98.4% (1,038)	1.6% (17)	11	1,066
	5. CSM is...Tolerant of diversity	97.8% (1,020)	2.2% (23)	24	1,067
	6. CSM is...Caring	93.5% (968)	6.5% (67)	31	1,066
	7. CSM is...Improving	95.6% (992)	4.4% (46)	34	1,072
	8. CSM is...Tolerant of differing perspectives & ideas	96.3% (991)	3.7% (38)	38	1,067
	9. CSM is...Cooperative	95.8% (1,003)	4.2% (44)	23	1,070
	10. CSM is...Up-to-date	96.4% (1,021)	3.6% (38)	16	1,075
	11. CSM is...Cutting edge	85.0% (856)	15.0% (151)	61	1,068
	12. CSM is...Changing with the times	95.1% (969)	4.9% (50)	43	1,062
	13. CSM is...Concerned about me as an individual	85.0% (870)	15.0% (154)	41	1,065
	14. CSM is...Intellectually challenging	92.4% (965)	7.6% (79)	24	1,068
15. CSM is...Academically rigorous	89.6% (927)	10.4% (108)	32	1,067	
<b>CSM as a Respectful Place</b>	1. CSM respects...Students of my Race/Ethnicity	98.4% (1,014)	1.6% (16)	54	1,084
	2. CSM respects...Students of my socio-economic status	97.9% (1,003)	2.1% (21)	60	1,084
	3. CSM respects...Students of my gender	99.3% (1,035)	0.7% (7)	42	1,084
	4. CSM respects...Students with my religious beliefs	97.6% (910)	2.4% (22)	151	1,083
	5. CSM respects...Students with my sexual orientation	98.5% (927)	1.5% (14)	142	1,083
	6. CSM respects...Students with my political beliefs	96.6% (910)	3.4% (32)	140	1,082
	7. CSM respects...Students with my immigration background	98.0% (795)	2.0% (16)	272	1,083
	8. CSM respects...Students with physical, psychological, or learning disabilities like mine	98.1% (732)	1.9% (14)	333	1,079
	9. CSM respects...Students in my age group	96.4% (1,015)	3.6% (38)	28	1,081

Survey Category	Question	Total Agree	Total Disagree	Does not Apply	Count
	10. CSM respects...Students with family responsibilities	95.4% (891)	4.6% (43)	146	1,080
	11. CSM respects...Students with job responsibilities	93.0% (913)	7.0% (69)	99	1,081
	12. CSM respects...Students who are LGBT (Lesbian, Gay, Bisexual, and Transgender/Transsexual).	97.7% (755)	2.3% (18)	304	1,077
<b>Based on My Experience at CSM (General Education SLO's)</b>	1. I can express ideas and provide supporting evidence effectively in writing	98.4% (982)	1.4% (14)	91	1,087
	2. I can express ideas and provide supporting evidence effectively orally	98.1% (988)	1.6% (16)	83	1,087
	3. I can comprehend, interpret, and analyze information I read	98.9% (1,018)	1.0% (10)	61	1,089
	4. I can comprehend, interpret, and analyze information I hear	98.6% (1,013)	1.3% (13)	62	1,088
	5. I can communicate effectively in a group or team situation	98.1% (1,009)	1.8% (19)	60	1,088
	6. I can comprehend, interpret, and analyze numerical and or quantitative calculations, including those presented in graphs, tables, and charts	96.7% (962)	2.7% (27)	93	1,082
	7. I can effectively identify, develop, and evaluate arguments	98.2% (991)	1.6% (16)	83	1,090
	8. I can effectively assess the legitimacy or adequacy of different types of information	98.0% (993)	1.7% (17)	73	1,083
	9. I can work effectively with others of diverse backgrounds and acknowledge the value of diverse opinions and backgrounds	98.6% (1,016)	1.2% (12)	57	1,085
	10. I can identify ethical issues and evaluate their consequences	98.3% (974)	1.6% (16)	88	1,078

## CSM Overall

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<b>1. Would you recommend CSM to a family member or friend?</b>	<b>Count</b>	<b>Pct</b>
Yes	1,067	97.6
No	26	2.4
Number of Students	1,093	

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<b>2. Overall, how would you rate your educational experience at CSM?</b>	<b>Count</b>	<b>Pct</b>
Excellent	568	52.0
Good	444	40.7
Fair	72	6.6
Poor	8	0.7
Number of Students	1,092	

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<b>3. If I were starting over, I would attend CSM.</b>	<b>Count</b>	<b>Pct</b>
Yes	995	91.4
No	94	8.6
Number of Students	1,089	

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<b>4. How would you describe CSM's reputation in the community?</b>	<b>Count</b>	<b>Pct</b>
Excellent	567	52.0
Good	457	41.9
Fair	60	5.5
Poor	7	0.6
Number of Students	1,091	

## Demographics

**1. During the Spring 2010/11 term, how many units were you enrolled in?**

	Count	Pct
12+ units	402	37.0
6-11 units	347	31.9
Fewer than 6 units	338	31.1
Number of Students	1,087	

**2. Which types of classes do you most frequently attend at CSM?**

	Count	Pct
A mix of day and evening classes	180	16.4
A mix of online <u>and</u> on-campus classes	103	9.4
Day classes	571	52.1
Evening classes	188	17.2
Online classes	53	4.8
Weekend classes	1	0.1
Number of Students	1,096	

**3. My age is:**

	Count	Pct
19 or younger	213	19.4
20-25 years	338	30.7
26-30 years	137	12.5
31-39 years	132	12.0
40-49 years	143	13.0
50 or older	137	12.5
Number of Students	1,100	

**4. My gender:**

	Count	Pct
Female	630	57.4
Male	468	42.6
Number of Students	1,098	



<b>5. My Ethnicity</b>	<b>Count</b>	<b>Pct</b>
African American or Black	26	2.4
Asian	237	21.6
Filipino	65	5.9
Hispanic/Latino	210	19.1
Native American	6	0.5
Pacific Islander	24	2.2
White	387	35.3
Multi-Racial	85	7.7
Other	57	5.2
Number of Students	1,097	

<b>6. My Work</b>	<b>Count</b>	<b>Pct</b>
10-20 hours per week	207	19.0
21-40 hours per week	294	27.0
Fewer than 10 hours per week	114	10.5
More than 40 hours per week	130	11.9
Retired	30	2.8
Unemployed	186	17.1
Unemployed AND looking for work	129	11.8
Number of Students	1,090	

<b>7. My Educational Goal</b>	<b>Count</b>	<b>Pct</b>
Earn an AA or AS degree	407	36.0
Transfer to a 4-year college or university	363	32.1
Still deciding/Not sure	349	30.8
Earn a certificate	323	28.5
Fill a gap in my program at another college or university	321	28.4
Pursue personal enrichment	309	27.3
Improve my employability	205	18.1
Improve personal well-being	192	17.0
Improve a new job skill	150	13.3
Other	358	31.6
Number of Students	1,132	

Note: Respondents could select multiple goals.