

Student Campus Climate & Satisfaction Survey

Summary Data

Conducted June 2013 (n = 888)



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."

Categories for Responses

- The categories which appeared on the survey questionnaire were Personal Interactions at CSM, My CSM Experience, Impressions of CSM, CSM as a Respectful Place, Based on My Experience at CSM..., CSM Overall, and Other Information (a demographic section which asked for numbers of units enrolled, types of classes attended, age, ethnicity, gender, and work).
- For reporting purposes only, 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.
- "Based on my experience at CSM..." measures student gains in CSM's General Education (GE) Student Learning Outcomes (SLO's).
- The survey instrument did not identify the "Based on my experience at CSM" section as an SLO assessment.

Personal Interactions at CSM	Friendly	Neutral	Unfriendly	# of Students
1. Interaction with other students	83.4% (725)	13.3% (116)	3.2% (28)	869
2. Interaction with campus offices and personnel	78.1% (675)	16.9% (146)	5.0% (43)	864
3. Interaction with faculty	84.7% (729)	11.5% (99)	3.7% (32)	860

Survey Category	Question	Total Agree	Total Disagree	Does not Apply	Count
My CSM Experience: Academic Advising	37. I know which courses I need to graduate or transfer.	91.1% (731)	8.9% (71)	68	870
	48. My academic advisor is approachable.	89.2% (637)	10.8% (77)	152	866
	50. My academic advisor is knowledgeable about program requirements.	90.2% (638)	9.8% (69)	160	867
	51. My academic advisor is knowledgeable about transfer requirements or requirements at other institutions.	90.4% (632)	9.6% (67)	171	870
My CSM Experience: Academic Services	42. There are ample places on campus for me to meet and study with other students.	96.1% (787)	3.9% (32)	47	866
	43. If I have a problem with my classes, I know where I can get help on campus.	85.6% (716)	14.4% (120)	35	871
	52. Assessment and course placement processes are reasonable.	91.5% (711)	8.5% (66)	90	867
	53. Program requirements are clear and reasonable.	92.8% (771)	7.2% (60)	39	870
My CSM Experience: Campus Climate	3. I feel that the CSM encourages the free and open discussion of controversial topics.	93.7% (764)	6.3% (51)	64	879
	9. I think that sexual harassment is a problem at CSM.*	17.6% (131)*	82.4% (613)*	135	879
	10. I have confidence that CSM handles complaints of sexual harassment fairly.	92.1% (560)	7.9% (48)	263	871
	11. I perceive racial or ethnic tensions in the classroom.*	21.6% (167)*	78.4% (606)*	102	875
	15. I can easily obtain useful information from CSM's website.	93.3% (812)	6.7% (58)	7	877
	18. I like the CSM campus and feel comfortable here.	97.7% (838)	2.3% (20)	18	876
20. The CSM environment can generally be characterized as one of mutual respect between students and faculty.	95.8% (830)	4.2% (36)	10	876	
24. I find the college website easy to navigate.	90.7% (778)	9.3% (80)	8	866	

*Note that this question-item is negatively worded.

Survey Category	Question	Total Agree	Total Disagree	Does not Apply	Count
	29. There is a clear sense of appropriate and inappropriate behavior on this campus.	86.6% (699)	13.4% (108)	67	874
	30. Most students are happy to be enrolled at CSM.	93.0% (766)	7.0% (58)	48	872
	31. I am proud to be a student at CSM.	94.1% (799)	5.9% (50)	20	869
	32. Students understand how to behave in the classroom and on campus.	85.9% (732)	14.1% (120)	20	872
	33. CSM values students' opinions.	93.5% (782)	6.5% (54)	36	872
My CSM Experience: Campus Support Services	38. Personnel in student support services are informed and helpful.	91.0% (696)	9.0% (69)	101	866
My CSM Experience: Concern for the Individual	13. I feel that CSM is genuinely concerned with my welfare.	87.9% (715)	12.1% (98)	57	870
	28. I feel valued as an individual on campus.	91.1% (745)	8.9% (73)	50	868
My CSM Experience: Facilities	41. Classrooms are clean, neat, and conducive to learning.	95.6% (811)	4.4% (37)	25	873
	54. Lab equipment is sufficiently up to date.	93.3% (641)	6.7% (46)	186	873
	55. Computer equipment is sufficiently up to date.	92.6% (709)	7.4% (57)	105	871
My CSM Experience: Instructional Effectiveness	12. I am able to get the classes I want most of the time.	88.3% (755)	11.7% (100)	15	870
	14. I obtain useful information from the college catalog and schedule of classes.	95.7% (827)	4.3% (37)	11	875
	16. Faculty encourage students to examine different points of view.	92.7% (775)	7.3% (61)	36	872
	17. Overall, the quality of teaching is excellent.	89.6% (782)	10.4% (91)	4	877
	21. Overall, class assignments have challenged me to do my best work.	92.8% (804)	7.2% (62)	11	877
	22. Most faculty prepare carefully for their courses.	91.1% (786)	8.9% (77)	10	873
	23. Overall, I have learned a great deal from my courses.	95.3% (831)	4.7% (41)	5	877
	34. Faculty effectively handle rudeness or inappropriate student behavior in educational settings.	89.7% (687)	10.3% (79)	104	870
	35. If I have questions about course assignments or readings, I feel comfortable approaching my instructor to ask questions.	94.7% (817)	5.3% (46)	6	869

Survey Category	Question	Total Agree	Total Disagree	Does not Apply	Count
	39. Overall, the grading practices (exams, quizzes, papers, etc.) used to evaluate students are fair.	92.8% (801)	7.2% (62)	9	872
	40. Students are notified early if they are doing poorly in class.	74.8% (538)	25.2% (181)	151	870
	44. The college and my instructors give clear information of what is considered cheating or dishonesty in class.	97.1% (828)	2.9% (25)	17	870
	46. I am aware of the consequences for unethical behavior (cheating, academic dishonesty, plagiarism, etc.).	96.9% (834)	3.1% (27)	7	868
My CSM Experience: Library	49. Resources in the CSM Library reflect the needs of the students.	93.0% (682)	7.0% (51)	137	870
	56. The library has an adequate collection (books, periodicals, and online resources) for student research.	94.7% (665)	5.3% (37)	167	869
	57. The library maintains sufficient operating hours for student access.	91.7% (663)	8.3% (60)	148	871
My CSM Experience: Registration Effectiveness	36. Personnel in admissions and registration are informed and helpful.	91.6% (746)	8.4% (68)	56	870
My CSM Experience: Responsiveness to Diversity	1. CSM is supportive of all students- regardless of ethnicity, gender, religious beliefs, lifestyle, background, or sexual orientation.	97.8% (844)	2.2% (19)	15	878
	4. CSM supports a community of diverse cultures.	98.1% (847)	1.9% (16)	14	877
	5. CSM's campus culture is supportive of my background and values.	95.9% (795)	4.1% (34)	49	878
	6. Other students at CSM are respectful of my background and values.	93.3% (779)	6.7% (56)	39	874
	7. At times, because of my background, I feel isolated within the CSM community.*	30.7% (233)*	69.3% (526)*	114	873
	8. Men and women are treated equally at CSM.	94.9% (808)	5.1% (43)	23	874
	25. Generally, CSM's programs and services accommodate working students.	91.2% (726)	8.8% (70)	74	870
	26. Generally, faculty understand the needs of people raising families.	92.6% (625)	7.4% (50)	195	870
	27. Generally, faculty understand the needs of people who have to work.	89.6% (716)	10.4% (83)	72	871

*Note that this question-item is negatively worded.

Survey Category	Question	Total Agree	Total Disagree	Does not Apply	Count
My CSM Experience: Safety and Security	19. I feel safe on campus.	98.2% (841)	1.8% (15)	7	873
	2. Most instructors are genuinely interested in teaching and students,	93.9% (814)	6.1% (53)	4	871
My CSM Experience: Student Centeredness	45. CSM provides an environment that encourages personal growth.	96.0% (814)	4.0% (34)	18	866
	47. If I were to have complaint about a faculty or staff member, I know where to get help.	63.8% (533)	36.2% (303)	38	874
Impressions Of CSM	1. CSM is...Friendly	98.0% (850)	2.0% (17)	3	870
	2. CSM is...Welcoming	98.1% (844)	1.9% (16)	5	865
	3. CSM is...Respectful	98.4% (845)	1.6% (14)	6	865
	4. CSM is...Safe	98.8% (841)	1.2% (10)	11	862
	5. CSM is...Tolerant of diversity	98.9% (844)	1.1% (9)	15	868
	6. CSM is...Caring	95.0% (806)	5.0% (42)	17	865
	7. CSM is...Improving	97.1% (816)	2.9% (24)	28	868
	8. CSM is...Tolerant of differing perspectives & ideas	97.4% (827)	2.6% (22)	18	867
	9. CSM is...Cooperative	96.8% (825)	3.2% (27)	15	867
	10. CSM is...Up-to-date	95.7% (822)	4.3% (37)	9	868
	11. CSM is...Cutting edge	88.0% (729)	12.0% (99)	39	867
	12. CSM is...Changing with the times	95.2% (790)	4.8% (40)	34	864
	13. CSM is...Concerned about me as an individual	88.0% (732)	12.0% (100)	34	866
	14. CSM is...Intellectually challenging	93.9% (801)	6.1% (52)	13	866
	15. CSM is...Academically rigorous	90.7% (762)	9.3% (78)	25	865
CSM as a Respectful Place	1. CSM respects...Students of my Race/Ethnicity	98.7% (828)	1.3% (11)	33	872
	2. CSM respects...Students of my socio-economic status	98.0% (820)	2.0% (17)	29	866
	3. CSM respects...Students of my gender	98.7% (825)	1.3% (11)	31	867
	4. CSM respects...Students with my religious beliefs	97.3% (730)	2.7% (20)	115	865
	5. CSM respects...Students with my sexual orientation	98.7% (753)	1.3% (10)	109	872

Survey Category	Question	Total Agree	Total Disagree	Does not Apply	Count
	6. CSM respects...Students with my political beliefs	96.9% (740)	3.1% (24)	105	869
	7. CSM respects...Students with my immigration background	98.6% (651)	1.4% (9)	210	870
	8. CSM respects...Students with physical, psychological, or learning disabilities like mine	98.0% (597)	2.0% (12)	263	872
	9. CSM respects...Students in my age group	97.5% (821)	2.5% (21)	31	873
	10. CSM respects...Students with family responsibilities	96.8% (747)	3.2% (25)	95	867
	11. CSM respects...Students with job responsibilities	95.7% (778)	4.3% (35)	59	872
	12. CSM respects...Students who are LGBT (Lesbian, Gay, Bisexual, and Transgender/Transsexual).	98.6% (646)	1.4% (9)	215	870
Based on My Experience at CSM (General Education SLO's)	1. I can express ideas and provide supporting evidence effectively in writing	98.4% (810)	1.6% (13)	43	866
	2. I can express ideas and provide supporting evidence effectively orally	97.6% (803)	2.4% (20)	42	865
	3. I can comprehend, interpret, and analyze information I read	98.6% (826)	1.4% (12)	27	865
	4. I can comprehend, interpret, and analyze information I hear	98.4% (821)	1.6% (13)	27	861
	5. I can communicate effectively in a group or team situation	97.8% (817)	2.2% (18)	29	864
	6. I can comprehend, interpret, and analyze numerical and or quantitative calculations, including those presented in graphs, tables, and charts	96.8% (774)	3.3% (26)	63	863
	7. I can effectively identify, develop, and evaluate arguments	97.9% (808)	2.1% (17)	40	865
	8. I can effectively assess the legitimacy or adequacy of different types of information	98.3% (814)	1.7% (14)	34	862
	9. I can work effectively with others of diverse backgrounds and acknowledge the value of diverse opinions and backgrounds	98.8% (826)	1.2% (10)	28	864
	10. I can identify ethical issues and evaluate their consequences	98.6% (801)	1.4% (11)	47	859

CSM Overall

1. Would you recommend CSM to a family member or friend?	Count	Pct
Yes	852	97.8
No	19	2.2
Number of Students	871	

2. Overall, how would you rate your educational experience at CSM?	Count	Pct
Excellent	483	55.4
Good	343	39.3
Fair	40	4.6
Poor	6	0.7
Number of Students	872	

3. If I were starting over, I would attend CSM.	Count	Pct
Yes	817	93.9
No	53	6.1
Number of Students	870	

4. How would you describe CSM's reputation in the community?	Count	Pct
Excellent	486	55.7
Good	344	39.4
Fair	35	4.0
Poor	7	0.8
Number of Students	872	

Demographics

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

	Count	Pct
12+ units	347	39.6
6-11 units	280	32.0
Fewer than 6 units	249	28.4
Number of Students	876	

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

	Count	Pct
Day classes	422	48.1
A mix of day and evening classes	147	16.8
Evening classes	133	15.2
A mix of online <u>and</u> on-campus classes	110	12.5
Online classes	63	7.2
Weekend classes	2	0.2
Number of Students	877	

3. My age is:

	Count	Pct
19 or younger	151	17.3
20-25 years	307	35.1
26-30 years	104	11.9
31-39 years	116	13.3
40-49 years	79	9.0
50 or older	117	13.4
Number of Students	874	

4. My gender:

	Count	Pct
Female	515	59.3
Male	353	40.7
Number of Students	868	

5. My Ethnicity	Count	Pct
African American or Black	35	4.0
Asian	153	17.5
Filipino	60	6.9
Hispanic/Latino	188	21.5
Native American	2	0.2
Pacific Islander	23	2.6
White	299	34.2
Multi-Racial	70	8.0
Other	43	4.9
Number of Students	873	

6. My Work	Count	Pct
10-20 hours per week	169	19.3
21-40 hours per week	252	28.8
Fewer than 10 hours per week	100	11.4
More than 40 hours per week	107	12.2
Retired	26	3.0
Unemployed	128	14.6
Unemployed AND looking for work	93	10.6
Number of Students	875	

7. My Educational Goal	Count	Pct
Earn an AA or AS degree	359	40.5
Still deciding/Not sure	287	32.4
Earn a certificate	286	32.2
Fill a gap in my program at another college or university	270	30.4
Pursue personal enrichment	262	29.5
Transfer to a 4-year college or university	256	28.9
Improve my employability	154	17.4
Improve personal well-being	126	14.2
Improve a new job skill	95	10.7
Other	300	33.8
Number of Students	887	

Note: Respondents could select multiple goals.