

Student Campus Climate & Satisfaction Survey 2010-2013 Comparative Data



Notes:

- Data compare the total percentages of respondents who “Agree” or “Strongly Agree” with each question item.
- “Change” represents the change, expressed in percentage points, in percent share of the total.
- “---” indicates a comparable question was not asked in that year in this particular survey instrument. [Comparable questions were, however, used in the Noel-Levitz survey which CSM also administered in June 2010.]
- Total respondents: Spring 2010 n=1,118; Spring 2011 n=1,397; Spring 2012 n=1,132; Spring 2013 n=888.
- “Does Not Apply” responses are not factored here into comparative data.

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	2010	2011	2012	2013	Change '10-'13	Change '12-'13
1. Interaction with students	77.8	79.7	81.7	83.4	5.6	1.7
2. Interaction with staff	70.9	74.8	75.8	78.1	7.2	2.3
3. Interaction with faculty	83.6	83.5	84.3	84.7	1.1	0.4

	2010	2011	2012	2013	Change '10-'13	Change '12-'13
My CSM Experience: Academic Advising						
37. I know which courses I need to graduate or transfer.	86.9	88.0	89.4	91.1	4.2	1.7
48. My academic advisor is approachable.	---	82.5	86.7	89.2	---	2.5
50. My academic advisor is knowledgeable about program requirements.	---	82.4	88.1	90.2	---	2.1
51. My academic advisor is knowledgeable about transfer requirements or requirements at other institutions.	---	81.4	87.5	90.4	---	2.9
My CSM Experience: Academic Services						
42. There are ample places on campus for me to meet and study with other students.	83.7	93.2	95.1	96.1	12.4	1.0
43. If I have a problem with my classes, I know where I can get help on campus.	78.4	79.7	83.5	85.6	7.2	2.1
52. Assessment and course placement processes are reasonable.	---	90.8	90.3	91.5	---	1.2
53. Program requirements are clear and reasonable.	---	91.7	91.5	92.8	---	1.3
My CSM Experience: Campus Climate						
3. I feel that CSM encourages the free and open discussion of controversial topics.	90.9	91.2	91.8	93.7	2.8	1.9
9. I think that sexual harassment is a problem at CSM.*	15.9*	14.6*	16.7*	17.6*	1.7*	0.9*
10. I have confidence that CSM handles complaints of sexual harassment fairly.	88.4	90.6	90.4	92.1	3.7	1.7
11. I perceive racial or ethnic tensions in the classroom.*	17.4*	18.2*	19.3*	21.6*	4.2*	2.3*
15. I can easily obtain useful information from CSM's website.	89.8	91.6	92.3	93.3	3.5	1.0

*Note that this question-item is negatively worded.

	2010	2011	2012	2013	Change '10-'13	Change '12-'13
18. I like the CSM campus and feel comfortable here.	92.9	96.3	95.9	97.7	4.8	1.8
20. The CSM environment can generally be characterized as one of mutual respect between students and faculty.	94.3	92.3	94.7	95.8	1.5	1.1
24. I find the college website easy to navigate.	86.7	89.7	88.7	90.7	4.0	2.0
29. There is a clear sense of appropriate and inappropriate behavior on this campus.	82.0	83.1	86.4	86.6	4.6	0.2
30. Most students are happy to be enrolled at CSM.	89.4	90.6	89.9	93.0	3.6	3.1
31. I am proud to be a student at CSM.	91.8	92.6	93.3	94.1	2.3	0.8
32. Students understand how to behave in the classroom and on campus.	80.1	81.2	85.7	85.9	5.8	0.2
33. CSM values students' opinions.	91.8	89.4	91.2	93.5	1.7	2.3
My CSM Experience: Campus Support Services						
38. Personnel in student support services are informed and helpful.	88.8	87.0	89.2	91.0	2.2	1.8
My CSM Experience: Concern for the Individual						
13. I feel the CSM is genuinely concerned with my welfare.	81.6	83.2	83.3	87.9	6.3	4.6
28. I feel valued as an individual on campus.	84.6	85.8	87.3	91.1	6.5	3.8
My CSM Experience: Facilities						
41. Classrooms are clean, neat, and conducive to learning.	91.8	94.5	94.6	95.6	3.8	1.0
54. Lab equipment is sufficiently up to date.	---	90.8	93.4	93.3	---	(0.1)
55. Computer equipment is sufficiently up to date.	---	92.4	94.6	92.6	---	(2.0)
My CSM Experience: Instructional Effectiveness						
12. I am able to get the classes I want most of the time.	75.9	81.4	84.2	88.3	12.4	4.1
14. I obtain useful information from the college catalog and schedule of classes.	95.0	96.3	93.5	95.7	0.7	2.2
16. Faculty encourage students to examine different points of view.	89.8	88.3	91.1	92.7	2.9	1.6
17. Overall, the quality of teaching is excellent.	88.2	87.7	89.0	89.6	1.4	0.6
21. Overall, class assignments have challenged me to do my best work.	88.9	90.5	91.0	92.8	3.9	1.8

	2010	2011	2012	2013	Change '10-'13	Change '12-'13
22. Most faculty prepare carefully for their courses.	88.2	89.1	91.3	91.1	2.9	(0.2)
23. Overall, I have learned a great deal from my courses.	93.6	93.1	93.7	95.3	1.7	1.6
34. Faculty effectively handle rudeness or inappropriate student behavior in educational settings.	85.0	86.8	89.2	89.7	4.7	0.5
35. If I have questions about course assignments or readings, I feel comfortable approaching my instructor to ask questions.	92.3	91.6	92.6	94.7	2.4	2.1
39. Overall, the grading practices (exams, quizzes, papers, etc.) used to evaluate students are fair.	89.9	90.2	90.9	92.8	2.9	1.9
40. Students are notified early if they are doing poorly in class.	70.7	72.8	71.3	74.8	4.1	3.5
44. The college and my instructors give clear information of what is considered cheating or dishonesty in class.	94.2	95.9	94.9	97.1	2.9	2.2
46. I am aware of the consequences for unethical behavior (cheating, academic dishonesty, plagiarism, etc.).	95.0	95.4	95.4	96.9	1.9	1.5
My CSM Experience: Library						
49. Resources in the CSM Library reflect the needs of the students.	---	90.7	93.0	93.0	---	0.0
56. The library has an adequate collection (books, periodicals, and online resources) for student research.	---	91.8	92.1	94.7	---	2.6
57. The library maintains sufficient operating hours for student access.	---	87.2	86.8	91.7	---	4.9
My CSM Experience: Registration Effectiveness						
36. Personnel in admissions and registration are informed and helpful.	88.4	88.0	87.0	91.6	3.2	4.6
My CSM Experience: Responsiveness to Diversity						
1. CSM is supportive of all students- regardless of ethnicity, gender, religious beliefs, lifestyle, background, or sexual orientation	97.9	96.3	98.3	97.8	(0.1)	(0.5)
4. CSM supports a community of diverse cultures.	97.4	96.9	96.5	98.1	0.7	1.6
5. CSM's campus culture is supportive of my background and values.	94.3	93.8	94.8	95.9	1.6	1.1
6. Other students at CSM are respectful of my background and values.	90.5	91.4	93.4	93.3	2.8	(0.1)

	2010	2011	2012	2013	Change '10-'13	Change '12-'13
7. At times, because of my background, I feel isolated within the CSM community.*	26.1*	26.6*	27.7*	30.7*	4.6*	3.0*
8. Men and women are treated equally at CSM.	92.6	92.6	94.1	94.9	2.3	0.8
25. Generally, CSM's programs and services accommodate working students.	88.0	88.1	87.4	91.2	3.2	3.8
26. Generally, faculty understand the needs of people raising families.	89.2	88.6	87.6	92.6	3.4	5.0
27. Generally, faculty understand the needs of people who have to work.	88.4	86.5	87.4	89.6	1.2	2.2
My CSM Experience: Safety and Security						
19. I feel safe on campus.	94.3	96.2	96.8	98.2	3.9	1.4
My CSM Experience: Student Centeredness						
2. Most instructors are genuinely interested in teaching and students	92.7	92.9	93.6	93.9	1.2	0.3
45. CSM provides an environment that encourages personal growth.	92.3	93.3	94.6	96.0	3.7	1.4
47. If I were to have complaint about a faculty or staff member, I know where to get help.	60.2	59.8	62.7	63.8	3.6	1.1
Impressions of CSM						
1. CSM is...Friendly	97.0	96.6	97.8	98.0	1.0	0.2
2. CSM is...Welcoming	96.1	95.9	97.5	98.1	2.0	0.6
3. CSM is...Respectful	95.5	95.8	97.8	98.4	2.9	0.6
4. CSM is...Safe	94.6	96.8	98.4	98.8	4.2	0.4
5. CSM is...Tolerant of diversity	97.9	97.0	97.8	98.9	1.0	1.1
6. CSM is...Caring	90.9	92.5	93.5	95.0	4.1	1.5
7. CSM is...Improving	93.3	96.3	95.6	97.1	3.8	1.5
8. CSM is...Tolerant of differing perspectives & ideas	94.2	94.7	96.3	97.4	3.2	1.1
9. CSM is...Cooperative	94.5	94.9	95.8	96.8	2.3	1.0
10. CSM is...Up-to-date	88.4	94.2	96.4	95.7	7.3	(0.7)
11. CSM is...Cutting edge	94.8	84.0	85.0	88.0	(6.8)	3.0
12. CSM is...Changing with the times	91.2	95.4	95.1	95.2	4.0	0.1
13. CSM is...Concerned about me as an individual	79.1	82.1	85.0	88.0	8.9	3.0
14. CSM is...Intellectually challenging	89.4	91.6	92.4	93.9	4.5	1.5
15. CSM is...Academically rigorous	84.0	87.3	89.6	90.7	6.7	1.1

*Note that this question-item is negatively worded.

	2010	2011	2012	2013	Change '10-'13	Change '12-'13
CSM as a Respectful Place						
1. CSM respects...Students of my race/ethnicity	96.8	97.6	98.4	98.7	1.9	0.3
2. CSM respects...Students of my socio-economic status	96.6	97.1	97.9	98.0	1.4	0.1
3. CSM respects...Students of my gender	98.6	98.4	99.3	98.7	0.1	(0.6)
4. CSM respects...Students with my religious beliefs	95.9	96.3	97.6	97.3	1.4	(0.3)
5. CSM respects...Students with my sexual orientation	97.7	99.0	98.5	98.7	1.0	0.2
6. CSM respects...Students with my political beliefs	95.6	95.4	96.6	96.9	1.3	0.3
7. CSM respects...Students with my immigration background	96.5	97.6	98.0	98.6	2.1	0.6
8. CSM respects...Students with physical, psychological, or learning disabilities like mine	96.7	97.5	98.1	98.0	1.3	(0.1)
9. CSM respects...Students in my age group	96.1	96.0	96.4	97.5	1.4	1.1
10. CSM respects...Students with family responsibilities	93.5	95.2	95.4	96.8	3.3	1.4
11. CSM respects...Students with job responsibilities	92.9	94.0	93.0	95.7	2.8	2.7
12. CSM respects...Students who are LGBT (Lesbian, Gay, Bisexual, and Transgender/ Transsexual).	---	97.6	97.7	98.6	---	0.9

General Education Student Learning Outcomes

Based on my experience at CSM...	2010	2011	2012	2013	Change '10-'13	Change '12-'13
1. I can express ideas and provide supporting evidence effectively in writing	94.6	97.0	98.4	98.4	3.8	0.0
2. I can express ideas and provide supporting evidence effectively orally	93.7	97.2	98.1	97.6	3.9	(0.5)
3. I can comprehend, interpret, and analyze information I read	95.5	98.1	98.9	98.6	3.1	(0.3)
4. I can comprehend, interpret, and analyze information I hear	95.8	97.7	98.6	98.4	2.6	(0.2)
5. I can communicate effectively in a group or team situation	93.6	96.9	98.1	97.8	4.2	(0.3)
6. I can comprehend, interpret, and analyze numerical and or quantitative calculations, including those presented in graphs, tables, and charts	91.7	96.0	96.7	96.8	5.1	0.1
7. I can effectively identify, develop, and evaluate arguments	93.7	97.9	98.2	97.9	4.2	(0.3)
8. I can effectively assess the legitimacy or adequacy of different types of information	94.2	97.9	98.0	98.3	4.1	0.3
9. I can work effectively with others of diverse backgrounds and acknowledge the value of diverse opinions and backgrounds	95.4	98.3	98.6	98.8	3.4	0.2
10. I can identify ethical issues and evaluate their consequences	94.9	97.6	98.3	98.6	3.7	0.3

CSM Overall

1. Would you recommend CSM to a family member or friend?	2010	2011	2012	2013	Change '10-'13	Change '12-'13
Yes	96.4	96.9	97.6	97.8	1.4	0.2
No	3.6	3.1	2.4	2.2	(1.4)	(0.2)

2. Overall, how would you rate your educational experience at CSM?	2010	2011	2012	2013	Change '10-'13	Change '12-'13
Excellent	44.3	49.4	52.0	55.4	11.1	3.4
Good	47.4	43.5	40.7	39.3	(8.1)	(1.4)
Fair	7.0	6.1	6.6	4.6	(2.4)	(2.0)
Poor	1.2	1.0	0.7	0.7	(0.5)	0.0

3. If I were starting over, I would attend CSM.	2010	2011	2012	2013	Change '10-'13	Change '12-'13
Yes	90.8	91.0	91.4	93.9	3.1	2.5
No	9.2	9.0	8.6	6.1	(3.1)	(2.5)

4. How would you describe CSM's reputation in the community?	2010	2011	2012	2013	Change '10-'13	Change '12-'13
Excellent	39.5	46.5	52.0	55.7	16.2	3.7
Good	51.7	44.4	41.9	39.4	(12.3)	(2.5)
Fair	8.2	8.1	5.5	4.0	(4.2)	(1.5)
Poor	0.5	1.0	0.6	0.8	0.3	0.2

Demographics

1. During the Spring 2010/11 term, how many units were you enrolled in?	2010	2011	2012	2013	Change '10-'13	Change '12-'13
12+ units	35.8	38.7	37.0	39.6	3.8	2.6
6-11 units	31.4	32.9	31.9	32.0	0.6	0.1
Fewer than 6 units	32.8	28.4	31.1	28.4	(4.4)	(2.7)

2. Which types of classes do you most frequently attend at CSM?	2010	2011	2012	2013	Change '10-'12	Change '11-'12
A mix of day and evening classes	17.2	17.1	16.4	16.8	(0.4)	0.4
A mix of online and on-campus classes	7.0	8.8	9.4	12.5	5.5	3.1
Day classes	44.8	50.0	52.1	48.1	3.3	(4.0)
Evening classes	25.2	19.8	17.2	15.2	(10.0)	(2.0)
Online classes	5.4	4.0	4.8	7.2	1.8	2.4
Weekend classes	0.5	0.1	0.1	0.2	(0.3)	0.1

3. My age is:	2010	2011	2012	2013	Change '10-'13	Change '12-'13
19 or younger	15.3	19.7	19.4	17.3	2.0	(2.1)
20-25 years	28.2	29.1	30.7	35.1	6.9	4.4
26-30 years	13.0	11.8	12.5	11.9	(1.1)	(0.6)
31-39 years	12.9	14.5	12.0	13.3	0.4	1.3
40-49 years	11.9	11.8	13.0	9.0	(2.9)	(4.0)
50 or older	18.7	13.0	12.5	13.4	(5.3)	0.9

4. My gender	2010	2011	2012	2013	Change '10-'13	Change '12-'13
Female	60.5	59.6	57.4	59.3	(1.2)	1.9
Male	39.5	40.4	42.6	40.7	1.2	(1.9)

5. My Ethnicity	2010	2011	2012	2013	Change '10-'13	Change '12-'13
African American or Black	2.3	3.1	2.4	4.0	1.7	1.6
Asian	21.8	20.7	21.6	17.5	(4.3)	(4.1)
Filipino	5.6	6.2	5.9	6.9	1.3	1.0
Hispanic/Latino	14.8	17.4	19.1	21.5	6.7	2.4
Native American	0.5	0.7	0.5	0.2	(0.3)	(0.3)
Pacific Islander	2.4	1.6	2.2	2.6	0.2	0.4
White	42.4	38.9	35.3	34.2	(8.2)	(1.1)
Multi-Racial	5.0	6.7	7.7	8.0	3.0	0.3
Other	5.1	4.7	5.2	4.9	(0.2)	(0.3)

6. My Work	2010	2011	2012	2013	Change '10-'13	Change '12-'13
10-20 hours per week	17.7	18.9	19.0	19.3	1.6	0.3
21-40 hours per week	25.1	25.8	27.0	28.8	3.7	1.8
Fewer than 10 hours per week	9.5	10.5	10.5	11.4	1.9	0.9
More than 40 hours per week	13.8	11.8	11.9	12.2	(1.6)	0.3
Retired	---	2.5	2.8	3.0	---	0.2
Unemployed	---	17.4	17.1	14.6	---	(2.5)
Unemployed AND looking for work	---	13.0	11.8	10.6	---	(1.2)
Not working	33.9	---	---	--	---	---