

# Student Campus Climate & Satisfaction Survey

Comprehensive Data

Conducted June 2013 (n = 888)



## Notes:

- 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."
- Response options for the SLO section used a 6-point agreement scale (Agree Strongly, Agree, Somewhat Agree, Disagree, Somewhat Disagree, and Disagree Strongly), compared to most other sections in the survey which used a 4-point agreement scale. The survey instrument did not identify this section as an SLO assessment.

## 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 ←————→ Unfriendly					# of Students
	5	4	3	2	1	
1. Interaction With Other Students	42.7% (371)	40.7% (354)	13.3% (116)	2.2% (19)	1.0% (9)	869
2. Interaction With Campus Offices and Personnel	40.3% (348)	37.8% (327)	16.9% (146)	3.6% (31)	1.4% (12)	864
3. Interaction With Faculty	50.3% (433)	34.4% (296)	11.5% (99)	2.3% (20)	1.4% (12)	860

Question	Agree Strongly	Agree	Disagree	Disagree Strongly	Total Agree	Total Disagree	Does not Apply	Count
<b>My CSM Experience: Academic Advising</b>								
37. I know which courses I need to graduate or transfer.	43.1% (346)	48.0% (385)	7.4% (59)	1.5% (12)	91.1% (731)	8.9% (71)	68	870
48. My academic advisor is approachable.	40.1% (286)	49.2% (351)	8.3% (59)	2.5% (18)	89.2% (637)	10.8% (77)	152	866
50. My academic advisor is knowledgeable about program requirements.	41.7% (295)	48.5% (343)	7.1% (50)	2.7% (19)	90.2% (638)	9.8% (69)	160	867
51. My academic advisor is knowledgeable about transfer requirements or requirements at other institutions.	43.2% (302)	47.2% (330)	7.0% (49)	2.6% (18)	90.4% (632)	9.6% (67)	171	870
<b>My CSM Experience: Academic Services</b>								
42. There are ample places on campus for me to meet and study with other students.	50.4% (413)	45.7% (374)	3.3% (27)	0.6% (5)	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.	39.2% (328)	46.4% (388)	11.8% (99)	2.5% (21)	85.6% (716)	14.4% (120)	35	871
52. Assessment and course placement processes are reasonable.	36.6% (284)	55.0% (427)	6.2% (48)	2.3% (18)	91.5% (711)	8.5% (66)	90	867

Question	Agree Strongly	Agree	Disagree	Disagree Strongly	Total Agree	Total Disagree	Does not Apply	Count
53. Program requirements are clear and reasonable.	38.4% (319)	54.4% (452)	6.4% (53)	0.8% (7)	92.8% (771)	7.2% (60)	39	870
<b>My CSM Experience: Campus Climate</b>								
3. I feel that CSM encourages the free and open discussion of controversial topics.	43.9% (358)	49.8% (406)	5.4% (44)	0.9% (7)	93.7% (764)	6.3% (51)	64	879
9. I think that sexual harassment is a problem at CSM.*	9.3% (69)*	8.3% (62)*	31.3% (233)*	51.1% (380)*	17.6% (131)*	82.4% (613)*	135	879
10. I have confidence that CSM handles complaints of sexual harassment fairly.	42.1% (256)	50.0% (304)	6.1% (37)	1.8% (11)	92.1% (560)	7.9% (48)	263	871
11. I perceive racial or ethnic tensions in the classroom.*	8.8% (68)*	12.8% (99)*	34.2% (264)*	44.2% (342)*	21.6% (167)*	78.4% (606)*	102	875
15. I can easily obtain useful information from CSM's website.	44.1% (384)	49.2% (428)	5.9% (51)	0.8% (7)	93.3% (812)	6.7% (58)	7	877
18. I like the CSM campus and feel comfortable here.	55.9% (480)	41.7% (358)	2.1% (18)	0.2% (2)	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.	45.7% (396)	50.1% (434)	3.3% (29)	0.8% (7)	95.8% (830)	4.2% (36)	10	876
24. I find the college website easy to navigate.	41.4% (355)	49.3% (423)	6.9% (59)	2.4% (21)	90.7% (778)	9.3% (80)	8	866
29. There is a clear sense of appropriate and inappropriate behavior on this campus.	31.1% (251)	55.5% (448)	11.0% (89)	2.4% (19)	86.6% (699)	13.4% (108)	67	874
30. Most students are happy to be enrolled at CSM.	35.1% (289)	57.9% (477)	5.8% (48)	1.2% (10)	93.0% (766)	7.0% (58)	48	872
31. I am proud to be a student at CSM.	49.9% (424)	44.2% (375)	4.7% (40)	1.2% (10)	94.1% (799)	5.9% (50)	20	869

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

Question	Agree Strongly	Agree	Disagree	Disagree Strongly	Total Agree	Total Disagree	Does not Apply	Count
32. Students understand how to behave in the classroom and on campus.	33.1% (282)	52.8% (450)	11.5% (98)	2.6% (22)	85.9% (732)	14.1% (120)	20	872
33. CSM values students' opinions.	37.4% (313)	56.1% (469)	4.8% (40)	1.7% (14)	93.5% (782)	6.5% (54)	36	872
<b>My CSM Experience: Campus Support Services</b>								
38. Personnel in student support services are informed and helpful.	38.8% (297)	52.2% (399)	7.1% (54)	2.0% (15)	91.0% (696)	9.0% (69)	101	866
<b>My CSM Experience: Concern for the Individual</b>								
13. I feel the CSM is genuinely concerned with my welfare.	33.3% (271)	54.6% (444)	10.1% (82)	2.0% (16)	87.9% (715)	12.1% (98)	57	870
28. I feel valued as an individual on campus.	36.1% (295)	55.0% (450)	7.3% (60)	1.6% (13)	91.1% (745)	8.9% (73)	50	868
<b>My CSM Experience: Facilities</b>								
41. Classrooms are clean, neat, and conducive to learning.	46.6% (395)	49.1% (416)	4.0% (34)	0.4% (3)	95.6% (811)	4.4% (37)	25	873
54. Lab equipment is sufficiently up to date.	42.1% (289)	51.2% (352)	5.4% (37)	1.3% (9)	93.3% (641)	6.7% (46)	186	873
55. Computer equipment is sufficiently up to date.	42.6% (326)	50.0% (383)	5.5% (42)	2.0% (15)	92.6% (709)	7.4% (57)	105	871
<b>My CSM Experience: Instructional Effectiveness</b>								
12. I am able to get the classes I want most of the time.	35.1% (300)	53.2% (455)	10.1% (86)	1.6% (14)	88.3% (755)	11.7% (100)	15	870
14. I obtain useful information from the college catalog and schedule of classes.	44.8% (387)	50.9% (440)	3.8% (33)	0.5% (4)	95.7% (827)	4.3% (37)	11	875
16. Faculty encourage students to examine different points of view.	38.0% (318)	54.7% (457)	6.5% (54)	0.8% (7)	92.7% (775)	7.3% (61)	36	872

Question	Agree Strongly	Agree	Disagree	Disagree Strongly	Total Agree	Total Disagree	Does not Apply	Count
17. Overall, the quality of teaching is excellent.	41.6% (363)	48.0% (419)	8.6% (75)	1.8% (16)	89.6% (782)	10.4% (91)	4	877
21. Overall, class assignments have challenged me to do my best work.	42.8% (371)	50.0% (433)	5.7% (49)	1.5% (13)	92.8% (804)	7.2% (62)	11	877
22. Most faculty prepare carefully for their courses.	38.1% (329)	53.0% (457)	7.2% (62)	1.7% (15)	91.1% (786)	8.9% (77)	10	873
23. Overall, I have learned a great deal from my courses.	49.5% (432)	45.8% (399)	3.8% (33)	0.9% (8)	95.3% (831)	4.7% (41)	5	877
34. Faculty effectively handle rudeness or inappropriate student behavior in educational settings.	35.5% (272)	54.2% (415)	8.4% (64)	2.0% (15)	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.	47.7% (412)	46.9% (405)	4.3% (37)	1.0% (9)	94.7% (817)	5.3% (46)	6	869
39. Overall, the grading practices (exams, quizzes, papers, etc.) used to evaluate students are fair.	38.5% (332)	54.3% (469)	5.8% (50)	1.4% (12)	92.8% (801)	7.2% (62)	9	872
40. Students are notified early if they are doing poorly in class.	30.2% (217)	44.6% (321)	18.8% (135)	6.4% (46)	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.	51.5% (439)	45.6% (389)	2.6% (22)	0.4% (3)	97.1% (828)	2.9% (25)	17	870
46. I am aware of the consequences for unethical behavior (cheating, academic dishonesty, plagiarism, etc.).	52.6% (453)	44.3% (381)	2.6% (22)	0.6% (5)	96.9% (834)	3.1% (27)	7	868
<b>My CSM Experience: Library</b>								
49. Resources in the CSM Library reflect the needs of the students.	38.9% (285)	54.2% (397)	5.7% (42)	1.2% (9)	93.0% (682)	7.0% (51)	137	870

Question	Agree Strongly	Agree	Disagree	Disagree Strongly	Total Agree	Total Disagree	Does not Apply	Count
56. The library has an adequate collection (books, periodicals, and online resources) for student research.	43.2% (303)	51.6% (362)	4.4% (31)	0.9% (6)	94.7% (665)	5.3% (37)	167	869
57. The library maintains sufficient operating hours for student access.	41.5% (300)	50.2% (363)	5.3% (38)	3.0% (22)	91.7% (663)	8.3% (60)	148	871
<b>My CSM Experience: Registration Effectiveness</b>								
36. Personnel in admissions and registration are informed and helpful.	40.2% (327)	51.5% (419)	6.4% (52)	2.0% (16)	91.6% (746)	8.4% (68)	56	870
<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	59.4% (513)	38.4% (331)	1.6% (14)	0.6% (5)	97.8% (844)	2.2% (19)	15	878
4. CSM supports a community of diverse cultures.	55.9% (482)	42.3% (365)	1.7% (15)	0.1% (1)	98.1% (847)	1.9% (16)	14	877
5. CSM's campus culture is supportive of my background and values.	50.1% (415)	45.8% (380)	3.6% (30)	0.5% (4)	95.9% (795)	4.1% (34)	49	878
6. Other students at CSM are respectful of my background and values.	45.5% (380)	47.8% (399)	5.3% (44)	1.4% (12)	93.3% (779)	6.7% (56)	39	874
7. At times, because of my background, I feel isolated within the CSM community.*	12.9% (98)*	17.8% (135)*	31.1% (236)*	38.2% (290)*	30.7% (233)*	69.3% (526)*	114	873
8. Men and women are treated equally at CSM.	51.1% (435)	43.8% (373)	3.5% (30)	1.5% (13)	94.9% (808)	5.1% (43)	23	874

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

Question	Agree Strongly	Agree	Disagree	Disagree Strongly	Total Agree	Total Disagree	Does not Apply	Count
25. Generally, CSM's programs and services accommodate working students.	38.1% (303)	53.1% (423)	7.0% (56)	1.8% (14)	91.2% (726)	8.8% (70)	74	870
26. Generally, faculty understand the needs of people raising families.	39.7% (268)	52.9% (357)	6.1% (41)	1.3% (9)	92.6% (625)	7.4% (50)	195	870
27. Generally, faculty understand the needs of people who have to work.	35.9% (287)	53.7% (429)	7.9% (63)	2.5% (20)	89.6% (716)	10.4% (83)	72	871
<b>My CSM Experience: Safety and Security</b>								
19. I feel safe on campus.	54.8% (469)	43.5% (372)	1.5% (13)	0.2% (2)	98.2% (841)	1.8% (15)	17	873
<b>My CSM Experience: Student Centeredness</b>								
2. Most instructors are genuinely interested in teaching and students	44.8% (388)	49.1% (426)	5.0% (43)	1.2% (10)	93.9% (814)	6.1% (53)	4	871
45. CSM provides an environment that encourages personal growth.	45.4% (385)	50.6% (429)	3.4% (29)	0.6% (5)	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.	27.6% (231)	36.1% (302)	27.5% (230)	8.7% (73)	63.8% (533)	36.2% (303)	38	874
<b>Impressions of CSM</b>								
1. CSM is...Friendly	53.5% (464)	44.5% (386)	1.4% (12)	0.6% (5)	98% (850)	2.0% (17)	3	870
2. CSM is...Welcoming	54.4% (468)	43.7% (376)	1.3% (11)	0.6% (5)	98.1% (844)	1.9% (16)	5	865
3. CSM is...Respectful	52.6% (452)	45.8% (393)	1.0% (9)	0.6% (5)	98.4% (845)	1.6% (14)	6	865
4. CSM is...Safe	53.7% (457)	45.1% (384)	0.8% (7)	0.4% (3)	98.8% (841)	1.2% (10)	11	862
5. CSM is...Tolerant of diversity	53.9% (460)	45.0% (384)	1.1% (9)	0.0% (0)	98.9% (844)	1.1% (9)	15	868
6. CSM is...Caring	48.0% (407)	47.1% (399)	4.2% (36)	0.7% (6)	95.0% (806)	5.0% (42)	17	865

Question	Agree Strongly	Agree	Disagree	Disagree Strongly	Total Agree	Total Disagree	Does not Apply	Count
7. CSM is...Improving	54.6% (459)	42.5% (357)	2.5% (21)	0.4% (3)	97.1% (816)	2.9% (24)	28	868
8. CSM is...Tolerant of differing perspectives & ideas	48.8% (414)	48.6% (413)	2.1% (18)	0.5% (4)	97.4% (827)	2.6% (22)	18	867
9. CSM is...Cooperative	50.6% (431)	46.2% (394)	2.2% (19)	0.9% (8)	96.8% (825)	3.2% (27)	15	867
10. CSM is...Up-to-date	48.8% (419)	46.9% (403)	4.0% (34)	0.3% (3)	95.7% (822)	4.3% (37)	9	868
11. CSM is...Cutting edge	39.4% (326)	48.7% (403)	9.9% (82)	2.1% (17)	88.0% (729)	12.0% (99)	39	867
12. CSM is...Changing with the times	46.3% (384)	48.9% (406)	4.2% (35)	0.6% (5)	95.2% (790)	4.8% (40)	34	864
13. CSM is...Concerned about me as an individual	40.1% (334)	47.8% (398)	10.1% (84)	1.9% (16)	88.0% (732)	12.0% (100)	34	866
14. CSM is...Intellectually challenging	45.1% (385)	48.8% (416)	5.2% (44)	0.9% (8)	93.9% (801)	6.1% (52)	13	866
15. CSM is...Academically rigorous	41.7% (350)	49.0% (412)	7.6% (64)	1.7% (14)	90.7% (762)	9.3% (78)	25	865
<b>CSM as a Respectful Place</b>								
1. CSM respects....Students of my race/ethnicity	55.9% (469)	42.8% (359)	0.8% (7)	0.5% (4)	98.7% (828)	1.3% (11)	33	872
2. CSM respects....Students of my socio-economic status	52.3% (438)	45.6% (382)	1.6% (13)	0.5% (4)	98.0% (820)	2.0% (17)	29	866
3. CSM respects....Students of my gender	54.4% (455)	44.3% (370)	1.1% (9)	0.2% (2)	98.7% (825)	1.3% (11)	31	867
4. CSM respects....Students with my religious beliefs	53.9% (404)	43.5% (326)	2.3% (17)	0.4% (3)	97.3% (730)	2.7% (20)	115	865
5. CSM respects....Students with my sexual orientation	54.7% (417)	44.0% (336)	1.3% (10)	0.0% (0)	98.7% (753)	1.3% (10)	109	872
6. CSM respects....Students with my political beliefs	53.1% (406)	43.7% (334)	2.4% (18)	0.8% (6)	96.9% (740)	3.1% (24)	105	869
7. CSM respects....Students with my immigration background	54.2% (358)	44.4% (293)	1.2% (8)	0.2% (1)	98.6% (651)	1.4% (9)	210	870



<b>Question</b>	<b>Agree Strongly</b>	<b>Agree</b>	<b>Disagree</b>	<b>Disagree Strongly</b>	<b>Total Agree</b>	<b>Total Disagree</b>	<b>Does not Apply</b>	<b>Count</b>
8. CSM respects....Students with physical, psychological, or learning disabilities like mine	55.2% (336)	42.9% (261)	1.5% (9)	0.5% (3)	98% (597)	2.0% (12)	263	872
9. CSM respects....Students in my age group	53.1% (447)	44.4% (374)	1.9% (16)	0.6% (5)	97.5% (821)	2.5% (21)	31	873
10. CSM respects....Students with family responsibilities	50.6% (391)	46.1% (356)	2.1% (16)	1.2% (9)	96.8% (747)	3.2% (25)	95	867
11. CSM respects....Students with job responsibilities	49.0% (398)	46.7% (380)	3.4% (28)	0.9% (7)	95.7% (778)	4.3% (35)	59	872
12. CSM respects....Students who are LGBT (Lesbian, Gay, Bisexual, and Transgender/Transsexual).	55.0% (360)	43.7% (286)	1.2% (8)	0.2% (1)	98.6% (646)	1.4% (9)	215	870

## General Education Student Learning Outcomes

<b>Based on My Experience at CSM</b>	<b>Agree Strongly</b>	<b>Agree</b>	<b>Somewhat Agree</b>	<b>Somewhat Disagree</b>	<b>Disagree</b>	<b>Disagree Strongly</b>	<b>Total Agree</b>	<b>Total Disagree</b>	<b>Does not Apply</b>	<b>Count</b>
1. I can express ideas and provide supporting evidence effectively in writing	49.8% (410)	40.0% (329)	8.6% (71)	0.7% (6)	0.5% (4)	0.4% (3)	98.4% (810)	1.6% (13)	43	866
2. I can express ideas and provide supporting evidence effectively orally	43.1% (355)	41.6% (342)	12.9% (106)	1.7% (14)	0.5% (4)	0.2% (2)	97.6% (803)	2.4% (20)	42	865
3. I can comprehend, interpret, and analyze information I read	47.3% (396)	43.4% (364)	7.9% (66)	0.7% (6)	0.4% (3)	0.4% (3)	98.6% (826)	1.4% (12)	27	865
4. I can comprehend, interpret, and analyze information I hear	45.0% (375)	45.7% (381)	7.8% (65)	1.0% (8)	0.4% (3)	0.2% (2)	98.4% (821)	1.6% (13)	27	861
5. I can communicate effectively in a group or team situation	45.5% (380)	41.7% (348)	10.7% (89)	1.0% (8)	0.7% (6)	0.5% (4)	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	42.5% (340)	41.5% (332)	12.8% (102)	1.4% (11)	1.1% (9)	0.8% (6)	96.8% (774)	3.3% (26)	63	863
7. I can effectively identify, develop, and evaluate arguments	46.1% (380)	41.8% (345)	10.1% (83)	1.6% (13)	0.4% (3)	0.1% (1)	97.9% (808)	2.1% (17)	40	865
8. I can effectively assess the legitimacy or adequacy of different types of information	46.1% (382)	41.7% (345)	10.5% (87)	0.8% (7)	0.7% (6)	0.1% (1)	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	51.0% (426)	42.5% (355)	5.4% (45)	0.6% (5)	0.4% (3)	0.2% (2)	98.8% (826)	1.2% (10)	28	864
10. I can identify ethical issues and evaluate their consequences	50.4% (409)	41.4% (336)	6.9% (56)	0.9% (7)	0.4% (3)	0.1% (1)	98.6% (801)	1.4% (11)	47	859

\*Note: Response options are on a 6-point scale.

## CSM Overall

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

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

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

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

## Demographics

<b>1. During the Spring 2013 term, how many units were you enrolled in?</b>	<b>Count</b>	<b>Pct</b>
12+ units	347	39.6
6-11 units	280	32.0
Fewer than 6 units	249	28.4
Number of Students	876	

<b>2. Which types of classes do you most frequently attend at CSM?</b>	<b>Count</b>	<b>Pct</b>
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	

<b>3. My Age</b>	<b>Count</b>	<b>Pct</b>
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	

<b>4. My Gender</b>	<b>Count</b>	<b>Pct</b>
Female	515	59.3
Male	353	40.7
Number of Students	868	

<b>5. My Ethnicity</b>	<b>Count</b>	<b>Pct</b>
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	

<b>6. My Work</b>	<b>Count</b>	<b>Pct</b>
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	

<b>7. My Educational Goal</b>	<b>Count</b>	<b>Pct</b>
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
<b>Number of Students</b>	<b>887</b>	

Note: Students could select multiple goals.