

Student Campus Climate & Satisfaction Survey

Summary Data

Conducted June 2014 (n = 1,111)



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	83.2% (906)	14.0% (153)	2.8% (30)	1089
2. Interaction with campus offices and personnel	80.2% (873)	15.9% (173)	3.9% (42)	1088
3. Interaction with faculty	85.3% (924)	11.4% (123)	3.3% (36)	1083

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.	90.5% (903)	9.5% (95)	84	1082
	48. My academic advisor is approachable.	90.2% (784)	9.8% (85)	207	1076
	50. My academic advisor is knowledgeable about program requirements.	90.6% (784)	9.4% (81)	214	1079
	51. My academic advisor is knowledgeable about transfer requirements or requirements at other institutions.	90.0% (774)	10.0% (86)	220	1080
My CSM Experience: Academic Services	42. There are ample places on campus for me to meet and study with other students.	96.4% (999)	3.6% (37)	50	1086
	43. If I have a problem with my classes, I know where I can get help on campus.	89.6% (926)	10.4% (107)	54	1087
	52. Assessment and course placement processes are reasonable.	94.0% (893)	6.0% (57)	132	1082
	53. Program requirements are clear and reasonable.	95.3% (988)	4.7% (49)	45	1082
My CSM Experience: Campus Climate	3. I feel that the CSM encourages the free and open discussion of controversial topics.	94.9% (958)	5.1% (51)	82	1091
	9. I think that sexual harassment is a problem at CSM.*	19.8% (175)*	80.2% (710)*	199	1084
	10. I have confidence that CSM handles complaints of sexual harassment fairly.	94.7% (721)	5.3% (40)	327	1088
	11. I perceive racial or ethnic tensions in the classroom.*	18.9% (176)*	81.1% (754)*	161	1091
	15. I can easily obtain useful information from CSM's website.	92.7% (1003)	7.3% (79)	12	1094
	18. I like the CSM campus and feel comfortable here.	97.9% (1049)	2.1% (23)	21	1093
20. The CSM environment can generally be characterized as one of mutual respect between students and faculty.	94.2% (1011)	5.8% (62)	20	1093	
24. I find the college website easy to navigate.	89.0% (953)	11.0% (118)	13	1084	

*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.	88.6% (882)	11.4% (114)	84	1080
	30. Most students are happy to be enrolled at CSM.	92.8% (937)	7.2% (73)	70	1080
	31. I am proud to be a student at CSM.	95.0% (990)	5.0% (52)	40	1082
	32. Students understand how to behave in the classroom and on campus.	87.4% (926)	12.6% (134)	29	1089
	33. CSM values students' opinions.	93.5% (955)	6.5% (66)	61	1082
My CSM Experience: Campus Support Services	38. Personnel in student support services are informed and helpful.	92.5% (891)	7.5% (72)	119	1082
My CSM Experience: Concern for the Individual	13. I feel that CSM is genuinely concerned with my welfare.	86.9% (877)	13.1% (132)	76	1085
	28. I feel valued as an individual on campus.	89.6% (914)	10.4% (106)	66	1086
My CSM Experience: Facilities	41. Classrooms are clean, neat, and conducive to learning.	95.2% (1002)	4.8% (50)	31	1083
	54. Lab equipment is sufficiently up to date.	93.3% (807)	6.7% (58)	216	1081
	55. Computer equipment is sufficiently up to date.	93.7% (910)	6.3% (61)	111	1082
My CSM Experience: Instructional Effectiveness	12. I am able to get the classes I want most of the time.	85.7% (918)	14.3% (153)	16	1087
	14. I obtain useful information from the college catalog and schedule of classes.	96.5% (1044)	3.5% (38)	11	1093
	16. Faculty encourage students to examine different points of view.	94.6% (965)	5.4% (55)	70	1090
	17. Overall, the quality of teaching is excellent.	90.5% (977)	9.5% (102)	16	1095
	21. Overall, class assignments have challenged me to do my best work.	91.4% (982)	8.6% (92)	19	1093
	22. Most faculty prepare carefully for their courses.	91.0% (974)	9.0% (96)	25	1095
	23. Overall, I have learned a great deal from my courses.	95.7% (1037)	4.3% (47)	9	1093
	34. Faculty effectively handle rudeness or inappropriate student behavior in educational settings.	89.9% (848)	10.1% (95)	133	1076
	35. If I have questions about course assignments or readings, I feel comfortable approaching my instructor to ask questions.	93.2% (993)	6.8% (73)	21	1087

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.	92.6% (987)	7.4% (79)	20	1086
	40. Students are notified early if they are doing poorly in class.	73.4% (651)	26.6% (236)	198	1085
	44. The college and my instructors give clear information of what is considered cheating or dishonesty in class.	96.4% (1015)	3.6% (38)	30	1083
	46. I am aware of the consequences for unethical behavior (cheating, academic dishonesty, plagiarism, etc.).	96.9% (1028)	3.1% (33)	26	1087
My CSM Experience: Library	49. Resources in the CSM Library reflect the needs of the students.	93.8% (844)	6.2% (56)	178	1078
	56. The library has an adequate collection (books, periodicals, and online resources) for student research.	94.9% (861)	5.1% (46)	178	1085
	57. The library maintains sufficient operating hours for student access.	91.2% (832)	8.8% (80)	165	1077
My CSM Experience: Registration Effectiveness	36. Personnel in admissions and registration are informed and helpful.	90.8% (915)	9.2% (93)	75	1083
My CSM Experience: Responsiveness to Diversity	1. CSM is supportive of all students- regardless of ethnicity, gender, religious beliefs, lifestyle, background, or sexual orientation.	98.4% (1053)	1.6% (17)	31	1101
	4. CSM supports a community of diverse cultures.	98.8% (1044)	1.2% (13)	35	1092
	5. CSM's campus culture is supportive of my background and values.	95.8% (976)	4.2% (43)	76	1095
	6. Other students at CSM are respectful of my background and values.	94.4% (968)	5.6% (57)	52	1077
	7. At times, because of my background, I feel isolated within the CSM community.*	31.7% (301)*	68.3% (648)*	143	1092
	8. Men and women are treated equally at CSM.	95.2% (982)	4.8% (50)	56	1088
	25. Generally, CSM's programs and services accommodate working students.	92.5% (916)	7.5% (74)	97	1087
	26. Generally, faculty understand the needs of people raising families.	92.6% (756)	7.4% (60)	276	1092
	27. Generally, faculty understand the needs of people who have to work.	88.9% (869)	11.1% (108)	109	1086

*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.	98.4% (1058)	1.6% (17)	19	1094
	2. Most instructors are genuinely interested in teaching and students,	94.8% (1036)	5.2% (57)	10	1103
My CSM Experience: Student Centeredness	45. CSM provides an environment that encourages personal growth.	96.2% (1012)	3.8% (40)	32	1084
	47. If I were to have complaint about a faculty or staff member, I know where to get help.	65.8% (676)	34.2% (352)	54	1082
	58. The overall physical campus is sufficiently modernized for student needs	97.0% (1029)	3.0% (32)	25	1086
Impressions Of CSM	1. CSM is...Friendly	97.9% (1048)	2.1% (23)	10	1081
	2. CSM is...Welcoming	97.9% (1048)	2.1% (23)	11	1082
	3. CSM is...Respectful	98.3% (1040)	1.7% (18)	17	1075
	4. CSM is...Safe	97.8% (1038)	2.2% (23)	13	1074
	5. CSM is...Tolerant of diversity	98.8% (1050)	1.2% (13)	15	1078
	6. CSM is...Caring	95.7% (998)	4.3% (45)	35	1078
	7. CSM is...Improving	96.8% (988)	3.2% (33)	57	1078
	8. CSM is...Tolerant of differing perspectives & ideas	97.0% (993)	3.0% (31)	51	1075
	9. CSM is...Cooperative	96.5% (1008)	3.5% (37)	31	1076
	10. CSM is...Up-to-date	96.2% (1020)	3.8% (40)	16	1076
	11. CSM is...Cutting edge	86.5% (871)	13.5% (136)	67	1074
	12. CSM is...Changing with the times	94.8% (971)	5.2% (53)	52	1076
	13. CSM is...Concerned about me as an individual	86.2% (890)	13.8% (142)	43	1075
	14. CSM is...Intellectually challenging	93.3% (982)	6.7% (70)	24	1076
	15. CSM is...Academically rigorous	91.9% (950)	8.1% (84)	41	1075
CSM as a Respectful Place	1. CSM respects...Students of my Race/Ethnicity	98.2% (1021)	1.8% (19)	48	1088
	2. CSM respects...Students of my socio-economic status	97.8% (1013)	2.2% (23)	54	1090
	3. CSM respects...Students of my gender	98.6% (1022)	1.4% (14)	44	1080

Survey Category	Question	Total Agree	Total Disagree	Does not Apply	Count
	4. CSM respects...Students with my religious beliefs	97.8% (927)	2.2% (21)	137	1085
	5. CSM respects...Students with my sexual orientation	99.3% (946)	0.7% (7)	131	1084
	6. CSM respects...Students with my political beliefs	97.3% (925)	2.7% (26)	136	1087
	7. CSM respects...Students with my immigration background	98.7% (834)	1.3% (11)	242	1087
	8. CSM respects...Students with physical, psychological, or learning disabilities like mine	97.2% (765)	2.8% (22)	298	1085
	9. CSM respects...Students in my age group	96.8% (1009)	3.2% (33)	39	1081
	10. CSM respects...Students with family responsibilities	96.3% (902)	3.7% (35)	148	1085
	11. CSM respects...Students with job responsibilities	94.8% (936)	5.2% (51)	98	1085
	12. CSM respects...Students who are LGBT (Lesbian, Gay, Bisexual, and Transgender/Transsexual).	98.1% (818)	1.9% (16)	247	1081
Based on My Experience at CSM (General Education SLO's)	1. I can express ideas and provide supporting evidence effectively in writing	98.3% (994)	1.7% (17)	77	1088
	2. I can express ideas and provide supporting evidence effectively orally	97.6% (984)	2.4% (24)	77	1085
	3. I can comprehend, interpret, and analyze information I read	98.8% (1020)	1.2% (12)	49	1081
	4. I can comprehend, interpret, and analyze information I hear	98.5% (1017)	1.5% (15)	48	1080
	5. I can communicate effectively in a group or team situation	96.6% (995)	3.4% (35)	52	1082
	6. I can comprehend, interpret, and analyze numerical and or quantitative calculations, including those presented in graphs, tables, and charts	95.8% (968)	4.2% (42)	75	1085
	7. I can effectively identify, develop, and evaluate arguments	97.5% (988)	2.5% (25)	65	1078
	8. I can effectively assess the legitimacy or adequacy of different types of information	98.2% (1006)	1.8% (18)	57	1081
	9. I can work effectively with others of diverse backgrounds and acknowledge the value of diverse opinions and backgrounds	98.6% (1022)	1.4% (14)	45	1081
	10. I can identify ethical issues and evaluate their consequences	98.6% (987)	1.4% (14)	70	1071

CSM Overall

1. Would you recommend CSM to a family member or friend?	Count	Pct
Yes	1062	97.3
No	29	2.7
Number of Students	1091	

2. Overall, how would you rate your educational experience at CSM?	Count	Pct
Excellent	613	56.1
Good	397	36.3
Fair	78	7.1
Poor	5	0.5
Number of Students	1093	

3. If I were starting over, I would attend CSM.	Count	Pct
Yes	993	91.9
No	87	8.1
Number of Students	1080	

4. How would you describe CSM's reputation in the community?	Count	Pct
Excellent	626	57.4
Good	387	35.5
Fair	71	6.5
Poor	7	0.6
Number of Students	1090	

Demographics

1. During the Spring 2014 term, how many units were you enrolled in?	Count	Pct
12+ units	411	37.5
6-11 units	389	35.5
Fewer than 6 units	295	26.9
Number of Students	1095	

2. Which types of classes do you most frequently attend at CSM?	Count	Pct
Day classes	528	48.2
Evening classes	206	18.8
A mix of day and evening classes	163	14.9
A mix of online <u>and</u> on-campus classes	125	11.4
Online classes	70	6.4
Weekend classes	3	0.3
Number of Students	1095	

3. My age is:	Count	Pct
19 or younger	235	21.4
20-25 years	339	30.9
26-30 years	120	10.9
31-39 years	157	14.3
40-49 years	110	10.0
50 or older	135	12.3
Number of Students	1096	

4. My gender:	Count	Pct
Female	640	58.8
Male	448	41.2
Number of Students	1088	

5. My Ethnicity	Count	Pct
African American or Black	43	4.0
Asian	216	19.9
Filipino	98	9.0
Hispanic/Latino	215	19.8
Native American	4	0.4
Pacific Islander	28	2.6
White	367	33.8
Multi-Racial	62	5.7
Other	53	4.9
Number of Students	1086	

6. My Work	Count	Pct
21-40 hours per week	276	25.3
10-20 hours per week	247	22.6
Unemployed	196	17.9
More than 40 hours per week	147	13.4
Fewer than 10 hours per week	112	10.2
Unemployed AND looking for work	94	8.6
Retired	21	1.9
Number of Students	1093	

7. My Educational Goal	Count	Pct
Earn an AA or AS degree	431	38.8
Transfer to a 4-year college or university	372	33.5
Earn a certificate	358	32.2
Fill a gap in my program at another college or university	322	29.0
Pursue personal enrichment	316	28.4
Still deciding/Not sure	307	27.6
Improve my employability	231	20.8
Improve personal well-being	196	17.6
Improve a new job skill	189	17.0
Other	337	30.3
Number of Students	1111	

Note: Respondents could select multiple goals.

Other Information

8. In what time frame are you most likely to take classes?	Count	Pct
16 week schedule	734	66.1
6-8 week intensive sessions	388	34.9
Weekend classes	386	34.7
Number of Students	1111	

Note: Respondents could select multiple responses.

9. If the college were to offer a structured package of courses in which you are guaranteed a seat and completion of your degree within two years, would you enroll?	Count	Pct
Yes	938	86.8
No	143	13.2
Number of Students	1081	

10. Why did you choose to enroll at CSM?	Count	Pct
Affordable cost	539	48.5
Live close by	482	43.4
Academic reputation	447	40.2
Offers the courses I wanted	421	37.9
Was unsure of my educational goals and wanted to explore options	354	31.9
Recommendation of family members or friends	323	29.1
Complete my lower division courses and transfer	293	26.4
Recommendation of high school counselor or teacher	261	23.5
Number of Students	1111	

Note: Respondents could select multiple responses.

10. Which of the following do you use to get information about CSM?	Count	Pct
College Center Counter (Student Ambassadors)	706	63.5
Student email communications from college	576	51.8
WebSCHEDULE	402	36.2
Brochures	380	34.2
Ask the Bulldog	333	30.0
Bulletin board postings (posters/fliers)	290	26.1
WebSMART	275	24.8
CSM Event Calendar	256	23.0
Electronic messaging on campus	242	21.8
Campus postings/marketing materials	231	20.8
Social Media (Facebook, LinkedIn, Twitter, etc.)	225	20.3
CSM Schedule of Classes and/or Catalog	223	20.1
Rate My Professor	211	19.0
Other	662	59.6
Number of Students	1111	

Note: Respondents could select multiple responses.