

**CSM STUDENT CAMPUS CLIMATE & SATISFACTION SURVEY
QUESTIONS**

(CONDUCTED ONLINE MAY-JUNE 2014)

NOTE : This survey instrument has been used annually by CSM in Spring 2010-Spring 2014; additions and revisions made in Spring 2011 and 2014 are indicated.

PERSONAL INTERACTIONS AT CSM

(Rate degree of "Friendly")

1

2

3

4

5

1 = Unfriendly/Negative/Unsupportive ← → 5 = Friendly/Positive/Supportive

1. Interaction With Other Students
2. Interaction With Campus Offices and Personnel
3. Interaction With Faculty

MY CSM EXPERIENCE

(Rate Agreement)

*Agree
Strongly*

Agree

Disagree

*Disagree
Strongly*

*Does not
Apply*

1. CSM is supportive of all students-regardless of ethnicity, gender, religious beliefs, lifestyle, background, or sexual orientation
2. Most instructors are genuinely interested in teaching and students
3. I feel that the CSM encourages the free and open discussion of controversial topics.
4. CSM supports a community of diverse cultures.
5. CSM's campus culture is supportive of my background and values.
6. Other students at CSM are respectful of my background and values.
7. At times, because of my background, I feel isolated within the CSM community.
8. Men and women are treated equally at CSM.
9. I think that sexual harassment is a problem at CSM.
10. I have confidence that CSM handles complaints of sexual harassment fairly.
11. I perceive racial or ethnic tensions in the classroom.
12. I am able to get the classes I want most of the time.
13. I feel the CSM is genuinely concerned with my welfare.

14. I obtain useful information from the college catalog and schedule of classes.
15. I can easily obtain useful information from CSM's website.
16. Faculty encourage students to examine different points of view.
17. Overall, the quality of teaching is excellent.
18. I like the CSM campus and feel comfortable here.
19. I feel safe on campus.
20. The CSM environment can generally be characterized as one of mutual respect between students and faculty.
21. Overall, class assignments have challenged me to do my best work.
22. Most faculty prepare carefully for their courses.
23. Overall, I have learned a great deal from my courses.
24. I find the college website easy to navigate.
25. Generally, CSM's programs and services accommodate working students.
26. Generally, faculty understand the needs of people raising families.
27. Generally, faculty understand the needs of people who have to work.
28. I feel valued as an individual on campus.
29. There is a clear sense of appropriate and inappropriate behavior on this campus.
30. Most students are happy to be enrolled at CSM.
31. I am proud to be a student at CSM.
32. Students understand how to behave in the classroom and on campus.
33. CSM values students' opinions.
34. Faculty effectively handle rudeness or inappropriate student behavior in educational settings.
35. If I have questions about course assignments or readings, I feel comfortable approaching my instructor to ask questions.
36. Personnel in admissions and registration are informed and helpful.
37. I know which courses I need to graduate or transfer.
38. Personnel in student support services are informed and helpful.
39. Overall, the grading practices (exams, quizzes, papers, etc.) used to evaluate students are fair.
40. Students are notified early if they are doing poorly in class.

41. Classrooms are clean, neat, and conducive to learning.
42. There are ample places on campus for me to meet and study with other students.
43. If I have a problem with my classes, I know where I can get help on campus.
44. The college and my instructors give clear information of what is considered cheating or dishonesty in class.
45. CSM provides an environment that encourages personal growth.
46. I am aware of the consequences for unethical behavior (cheating, academic dishonesty, plagiarism, etc.).
47. If I were to have complaint about a faculty or staff member, I know where to get help.

Note: Questions 48-55 were added to the 2011 version; several question items were adapted from the Noel-Levitz instrument used by CSM in 2010.

48. My academic advisor is approachable (adapted from the Noel-Levitz).
49. Resources in the CSM library reflect the needs of the students.
50. My academic advisor is knowledgeable about program requirements ((adapted from the Noel-Levitz).
51. My academic advisor is knowledgeable about transfer requirements or requirements at other institutions (adapted from the Noel-Levitz).
52. Assessment and course placement processes are reasonable.(adapted from the Noel-Levitz).
53. Program requirements are clear and reasonable (adapted from the Noel-Levitz).
54. Lab equipment is sufficiently up to date (adapted from the Noel-Levitz).
55. Computer equipment is sufficiently up to date.
56. The library has an adequate collection (books, periodicals, and online resources) for student research.
57. The library maintains sufficient operating hours for student access.
58. The overall physical campus is sufficiently modernized for student needs. (Note: this question was added in Spring 2014 and is used commonly by all SMCCCD colleges in their campus climate surveys.)

<u>IMPRESSIONS OF CSM</u> <i>(Rate Agreement)</i>	<i>Agree Strongly</i>	<i>Agree</i>	<i>Disagree</i>	<i>Disagree Strongly</i>	<i>Does not Apply</i>
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1. CSM is....FRIENDLY
2. CSM is....WELCOMING
3. CSM is....RESPECTFUL
4. CSM is....SAFE
5. CSM is....TOLERANT OF DIVERSITY
6. CSM is....CARING
7. CSM is....IMPROVING
8. CSM is....TOLERANT OF DIFFERING PERSPECTIVES & IDEAS
9. CSM is....COOPERATIVE
10. CSM is....UP-TO-DATE
11. CSM is....CUTTING EDGE
12. CSM is....CHANGING WITH THE TIMES
13. CSM is....CONCERNED ABOUT ME AS AN INDIVIDUAL
14. CSM is....INTELLECTUALLY CHALLENGING
15. CSM is....ACADEMICALLY RIGOROUS

<u>CSM AS A RESPECTFUL PLACE</u> <i>(Rate Agreement)</i>	<i>Agree Strongly</i>	<i>Agree</i>	<i>Disagree</i>	<i>Disagree Strongly</i>	<i>Does not Apply</i>
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1. CSM respects....STUDENTS OF MY RACE/ETHNICITY
2. CSM respects....STUDENTS OF MY SOCIO-ECONOMIC STATUS
3. CSM respects....STUDENTS OF MY GENDER
4. CSM respects....STUDENTS WITH MY RELIGIOUS BELIEFS
5. CSM respects....STUDENTS WITH MY SEXUAL ORIENTATION
6. CSM respects....STUDENTS WITH MY POLITICAL BELIEFS
7. CSM respects....STUDENTS WITH MY IMMIGRATION BACKGROUND
8. CSM respects....STUDENTS WITH PHYSICAL, PSYCHOLOGICAL, OR LEARNING DISABILITIES LIKE MINE

9. CSM respects....STUDENTS IN MY AGE GROUP
10. CSM respects....STUDENTS WITH FAMILY RESPONSIBILITIES
11. CSM respects....STUDENTS WITH JOB RESPONSIBILITIES
12. CSM respects....STUDENTS who are LGBT (LGBT is an acronym for Lesbian, Gay, Bisexual, and Transgender/Transexual) (Note: Revised in 2011)

WHAT I HAVE LEARNED AT CSM [General Education SLOs]

Note: The following is General Education SLOs assessment (Institutional SLOs); it is adapted from section CSM added to the Noel-Levitz in 2010. A six-point rating scale is used here only,

<u>BASED ON MY EXPERIENCE AT CSM...</u> <i>(Rate Agreement)</i>	<i>Agree Strongly</i>	<i>Agree</i>	<i>Disagree</i>	<i>Disagree Strongly</i>	<i>Does not Apply</i>
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Instructions: Please indicate the extent to which you agree with the following statements:

Based on my experience at CSM...:

1. ...I can express ideas and provide supporting evidence effectively in writing [Area: Effective Communication]
2. ...I can express ideas and provide supporting evidence effectively orally [Area: Effective Communication]
3. ... I can comprehend, interpret, and analyze information I read [Area: Effective Communication]
4. ... I can comprehend, interpret, and analyze information I hear [Area: Effective Communication]
5. ...I can communicate effectively in a group or team situation [Area: Effective Communication]
6. ...I can comprehend, interpret, and analyze numerical and or quantitative calculations, including those presented in graphs, tables, and charts [Area: Quantitative skills]
7. ... I can effectively identify, develop, and evaluate arguments [Area: Critical Thinking]
8. ... I can effectively assess the legitimacy or adequacy of different types of information [Area: Critical Thinking]
9. ...I can work effectively with others of diverse backgrounds and acknowledge the value of diverse opinions and backgrounds [Area: Social Awareness and Diversity]
10. ...I can identify ethnic issues and evaluate their consequences [Area: Ethical Responsibility]

CSM OVERALL

1. Would you recommend CSM to a family member or friend?
2. Overall, how would you rate your educational experience at CSM?
3. If I were starting over, I would attend CSM.
4. How would you describe CSM's reputation in the community?

OTHER INFORMATION

1. During the Spring 2014 term, how many units were you enrolled in?

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

3. My age is: [Multiple options]

4. My gender: [Options]

5. My ethnicity: [Multiple options]

6. *Work: Revised in 2011*

- unemployed
- unemployed and looking for work
- retired
- working fewer than 10 hours per week
- working 10-20 hours per week
- working 21-40 hours per week
- working more than 40 hours per week

7. Educational goal (check all that apply) (added in 2011)

My goal at CSM is to:

- Pursue personal enrichment
- Improve personal well-being
- Improve a new job skill
- Improve my employability
- Transfer to a 4-year college or university
- Earn an AA or AS degree
- Earn a certificate
- Fill a gap in my program at another college or university
- Still deciding

Note: New for Spring 2014 (questions #8-12) shared by all SMCCCD Colleges in their yearly campus climate survey.

8. In what time frame are you most likely to take classes?

(Please check ALL that apply)

- 16 Week semester
- 6-8 week intensive sessions
- Weekend classes

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?

- Yes
- No

10. Why did you choose to enroll at CSM? (Please check ALL that apply)

- Academic reputation
- Recommendation of high school counselor or teacher
- Recommendation of family members or friends
- Live close by
- Affordable cost

- Offers the courses I wanted
- Complete my lower division courses and transfer
- Was unsure of my educational goals and wanted to explore options
- Other

If you answered "Other" (#10 above), please specify:

11. What courses and/or programs do you think we should offer that are not currently options?

(Please specify:)

12. Which of the following do you use to get information about CSM? (Please check ALL that apply)

- WebSMART
- WebSCHEDULE
- CSM Schedule of Classes and/or Catalog
- CSM Event Calendar
- Ask the Bulldog
- Social Media: Facebook, LinkedIn, Twitter, etc.
- Rate My Professor
- Campus postings/marketing materials
- Bulletin board postings (posters/fliers)
- Electronic messaging on campus
- Brochures
- Student email communications from college
- College Center Counter (Student Ambassadors)
- Other

If you answered "Other" (#12 above), please specify:

Please share any other comments you would like to make here: