

# Student Campus Climate & Satisfaction Survey

Comprehensive Data  
Conducted June 2016 (n = 590)



## 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."
- For reporting purposes, 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).
- 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.

Personal Interactions at CSM	Friendly ←————→ Unfriendly					# of Students
	5	4	3	2	1	
1. Interaction With Other Students	40.8% (232)	39.1% (222)	16.0% (91)	2.3% (13)	1.8% (10)	568
2. Interaction With Campus Offices and Personnel	45.0% (258)	33.7% (193)	15.4% (88)	3.5% (20)	2.4% (14)	573
3. Interaction With Faculty	50.6% (287)	34.6% (196)	9.9% (56)	3.0% (17)	1.9% (11)	567

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.	45.6% (245)	45.1% (242)	7.4% (40)	1.9% (10)	90.7% (487)	9.3% (50)	41	578
48. My academic advisor is approachable.	45.2% (215)	45.8% (218)	5.9% (28)	3.2% (15)	91.0% (433)	9.0% (43)	101	577
50. My academic advisor is knowledgeable about program requirements.	43.4% (208)	47.4% (227)	6.3% (30)	2.9% (14)	90.8% (435)	9.2% (44)	100	579
51. My academic advisor is knowledgeable about transfer requirements or requirements at other institutions.	48.3% (226)	42.5% (199)	6.0% (28)	3.2% (15)	90.8% (425)	9.2% (43)	109	577
<b>My CSM Experience: Academic Services</b>								
42. There are ample places on campus for me to meet and study with other students.	50.5% (277)	43.7% (240)	4.9% (27)	0.9% (5)	94.2% (517)	5.8% (32)	30	579
43. If I have a problem with my classes, I know where I can get help on campus.	42.8% (234)	45.3% (248)	9.9% (54)	2.0% (11)	88.1% (482)	11.9% (65)	29	576
52. Assessment and course placement processes are reasonable.	39.6% (204)	54.2% (279)	4.7% (24)	1.6% (8)	93.8% (483)	6.2% (32)	61	576

Question	Agree Strongly	Agree	Disagree	Disagree Strongly	Total Agree	Total Disagree	Does not Apply	Count
53. Program requirements are clear and reasonable.	40.7% (222)	52.2% (285)	5.5% (30)	1.6% (9)	92.9% (507)	7.1% (39)	30	576
<b>My CSM Experience: Campus Climate</b>								
3. I feel that CSM encourages the free and open discussion of controversial topics.	46.2% (252)	46.1% (251)	7.0% (38)	0.7% (4)	92.3% (503)	7.7% (42)	34	579
9. I think that sexual harassment is a problem at CSM.*	9.2% (46)	12.4% (62)	35.9% (180)	42.6% (214)	21.5% (108)	78.5% (394)	77	579
10. I have confidence that CSM handles complaints of sexual harassment fairly.	39.3% (160)	52.8% (215)	5.9% (24)	2.0% (8)	92.1% (375)	7.9% (32)	166	573
11. I perceive racial or ethnic tensions in the classroom.*	9.3% (46)	15.1% (75)	36.3% (180)	39.3% (195)	24.4% (121)	75.6% (375)	76	572
15. I can easily obtain useful information from CSM's website.	41.2% (236)	49.7% (285)	7.7% (44)	1.4% (8)	90.9% (521)	9.1% (52)	5	578
18. I like the CSM campus and feel comfortable here.	58.0% (326)	38.8% (218)	2.8% (16)	0.4% (2)	96.8% (544)	3.2% (18)	14	576
20. The CSM environment can generally be characterized as one of mutual respect between students and faculty.	46.5% (264)	48.4% (275)	4.0% (23)	1.1% (6)	94.9% (539)	5.1% (29)	10	578
24. I find the college website easy to navigate.	40.2% (231)	47.8% (275)	9.7% (56)	2.3% (13)	88.0% (506)	12.0% (69)	3	578
29. There is a clear sense of appropriate and inappropriate behavior on this campus.	35.6% (188)	54.0% (285)	8.7% (46)	1.7% (9)	89.6% (473)	10.4% (55)	47	575
30. Most students are happy to be enrolled at CSM.	39.4% (210)	54.2% (289)	5.3% (28)	1.1% (6)	93.6% (499)	6.4% (34)	42	575
31. I am proud to be a student at CSM.	51.4% (289)	42.7% (240)	5.0% (28)	0.9% (5)	94.1% (529)	5.9% (33)	15	577

\*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.	34.6% (194)	55.4% (310)	9.5% (53)	0.5% (3)	90.0% (504)	10.0% (56)	17	577
33. CSM values students' opinions.	42.6% (235)	49.9% (275)	5.6% (31)	1.8% (10)	92.6% (510)	7.4% (41)	25	576
<b>My CSM Experience: Campus Support Services</b>								
38. Personnel in student support services are informed and helpful.	44.3% (227)	48.4% (248)	4.9% (25)	2.3% (12)	92.8% (475)	7.2% (37)	63	575
<b>My CSM Experience: Concern for the Individual</b>								
13. I feel the CSM is genuinely concerned with my welfare.	33.5% (176)	53.0% (279)	11.8% (62)	1.7% (9)	86.5% (455)	13.5% (71)	48	574
28. I feel valued as an individual on campus.	39.4% (215)	50.3% (274)	9.2% (50)	1.1% (6)	89.7% (489)	10.3% (56)	32	577
<b>My CSM Experience: Facilities</b>								
41. Classrooms are clean, neat, and conducive to learning.	48.5% (273)	46.4% (261)	4.4% (25)	0.7% (4)	94.8% (534)	5.2% (29)	15	578
54. Lab equipment is sufficiently up to date.	44.5% (202)	49.1% (223)	5.3% (24)	1.1% (5)	93.6% (425)	6.4% (29)	125	579
55. Computer equipment is sufficiently up to date.	44.6% (232)	49.2% (256)	5.0% (26)	1.2% (6)	93.8% (488)	6.2% (32)	56	576
58. The overall physical campus is sufficiently modernized for student needs.	56.1% (313)	40.9% (228)	2.7% (15)	0.4% (2)	97.0% (541)	3.0% (17)	18	576
<b>My CSM Experience: Instructional Effectiveness</b>								
12. I am able to get the classes I want most of the time.	35.8% (200)	49.0% (274)	11.1% (62)	4.1% (23)	84.8% (474)	15.2% (85)	13	572
14. I obtain useful information from the college catalog and schedule of classes.	48.2% (273)	47.5% (269)	3.5% (20)	0.7% (4)	95.8% (542)	4.2% (24)	7	573

Question	Agree Strongly	Agree	Disagree	Disagree Strongly	Total Agree	Total Disagree	Does not Apply	Count
16. Faculty encourage students to examine different points of view.	40.3% (221)	51.9% (285)	6.7% (37)	1.1% (6)	92.2% (506)	7.8% (43)	29	578
17. Overall, the quality of teaching is excellent.	39.4% (225)	49.9% (285)	7.9% (45)	2.8% (16)	89.3% (510)	10.7% (61)	5	576
21. Overall, class assignments have challenged me to do my best work.	42.3% (243)	49.1% (282)	7.0% (40)	1.6% (9)	91.5% (525)	8.5% (49)	5	579
22. Most faculty prepare carefully for their courses.	39.2% (222)	51.3% (291)	7.6% (43)	1.9% (11)	90.5% (513)	9.5% (54)	11	578
23. Overall, I have learned a great deal from my courses.	49.2% (280)	45.5% (259)	4.0% (23)	1.2% (7)	94.7% (539)	5.3% (30)	5	574
34. Faculty effectively handle rudeness or inappropriate student behavior in educational settings.	38.0% (191)	53.1% (267)	7.6% (38)	1.4% (7)	91.1% (458)	8.9% (45)	72	575
35. If I have questions about course assignments or readings, I feel comfortable approaching my instructor to ask questions.	49.3% (282)	43.5% (249)	5.8% (33)	1.4% (8)	92.8% (531)	7.2% (41)	6	578
39. Overall, the grading practices (exams, quizzes, papers, etc.) used to evaluate students are fair.	36.2% (204)	54.3% (306)	7.3% (41)	2.3% (13)	90.4% (510)	9.6% (54)	12	576
40. Students are notified early if they are doing poorly in class.	31.3% (149)	41.4% (197)	19.7% (94)	7.6% (36)	72.7% (346)	27.3% (130)	100	576
44. The college and my instructors give clear information of what is considered cheating or dishonesty in class.	57.7% (325)	38.7% (218)	2.7% (15)	0.9% (5)	96.4% (543)	3.6% (20)	13	576
46. I am aware of the consequences for unethical behavior (cheating, academic dishonesty, plagiarism, etc.).	57.0% (322)	39.6% (224)	2.7% (15)	0.7% (4)	96.6% (546)	3.4% (19)	12	577

Question	Agree Strongly	Agree	Disagree	Disagree Strongly	Total Agree	Total Disagree	Does not Apply	Count
<b>My CSM Experience: Library</b>								
49. Resources in the CSM Library reflect the needs of the students.	43.6% (213)	50.2% (245)	4.5% (22)	1.6% (8)	93.9% (458)	6.1% (30)	90	578
56. The library has an adequate collection (books, periodicals, and online resources).	46.9% (227)	47.5% (230)	5.0% (24)	0.6% (3)	94.4% (457)	5.6% (27)	94	578
57. The library maintains sufficient operating hours.	43.3% (215)	45.7% (227)	8.5% (42)	2.6% (13)	88.9% (442)	11.1% (55)	78	575
<b>My CSM Experience: Registration Effectiveness</b>								
36. Personnel in admissions and registration are informed and helpful.	43.1% (236)	47.2% (258)	7.5% (41)	2.2% (12)	90.3% (494)	9.7% (53)	30	577
<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	61.6% (350)	35.4% (201)	2.6% (15)	0.4% (2)	97.0% (551)	3.0% (17)	14	582
4. CSM supports a community of diverse cultures.	61.0% (345)	36.2% (205)	2.1% (12)	0.7% (4)	97.2% (550)	2.8% (16)	10	576
5. CSM's campus culture is supportive of my background and values.	50.6% (274)	45.4% (246)	3.0% (16)	1.1% (6)	95.9% (520)	4.1% (22)	32	574
6. Other students at CSM are respectful of my background and values.	45.4% (245)	49.4% (267)	4.6% (25)	0.6% (3)	94.8% (512)	5.2% (28)	33	573
7. At times, because of my background, I feel isolated within the CSM community.*	14.6% (74)	17.7% (90)	30.1% (153)	37.6% (191)	32.3% (164)	67.7% (344)	68	576

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

Question	Agree Strongly	Agree	Disagree	Disagree Strongly	Total Agree	Total Disagree	Does not Apply	Count
8. Men and women are treated equally at CSM.	49.6% (277)	43.8% (245)	4.5% (25)	2.1% (12)	93.4% (522)	6.6% (37)	16	575
25. Generally, CSM's programs and services accommodate working students.	41.2% (213)	47.8% (247)	9.1% (47)	1.9% (10)	89.0% (460)	11.0% (57)	61	578
26. Generally, faculty understand the needs of people raising families.	41.5% (175)	49.1% (207)	8.1% (34)	1.4% (6)	90.5% (382)	9.5% (40)	154	576
27. Generally, faculty understand the needs of people who have to work.	39.8% (206)	50.2% (260)	7.9% (41)	2.1% (11)	90.0% (466)	10.0% (52)	57	575
<b>My CSM Experience: Safety and Security</b>								
19. I feel safe on campus.	57.9% (325)	39.6% (222)	2.0% (11)	0.5% (3)	97.5% (547)	2.5% (14)	17	578
<b>My CSM Experience: Student Centeredness</b>								
2. Most instructors are genuinely interested in teaching and students.	45.0% (259)	48.4% (279)	5.2% (30)	1.4% (8)	93.4% (538)	6.6% (38)	3	579
45. CSM provides an environment that encourages personal growth.	52.7% (293)	41.9% (233)	4.7% (26)	0.7% (4)	94.6% (526)	5.4% (30)	20	576
47. If I were to have complaint about a faculty or staff member, I know where to get help.	31.2% (172)	31.2% (172)	27.0% (149)	10.7% (59)	62.3% (344)	37.7% (208)	24	576
<b>Impressions of CSM</b>								
1. CSM is...Friendly	54.0% (307)	41.4% (235)	3.9% (22)	0.7% (4)	95.4% (542)	4.6% (26)	7	575
2. CSM is...Welcoming	53.8% (304)	41.1% (232)	4.2% (24)	0.9% (5)	94.9% (536)	5.1% (29)	4	569
3. CSM is...Respectful	53.7% (306)	43.0% (245)	2.8% (16)	0.5% (3)	96.7% (551)	3.3% (19)	5	575
4. CSM is...Safe	53.9% (303)	43.8% (246)	1.6% (9)	0.7% (4)	97.7% (549)	2.3% (13)	8	570
5. CSM is...Tolerant of diversity	56.6% (318)	39.9% (224)	2.5% (14)	1.1% (6)	96.4% (542)	3.6% (20)	9	571

Question	Agree Strongly	Agree	Disagree	Disagree Strongly	Total Agree	Total Disagree	Does not Apply	Count
6. CSM is...Caring	50.3% (278)	43.0% (238)	5.6% (31)	1.1% (6)	93.3% (516)	6.7% (37)	14	567
7. CSM is...Improving	52.1% (289)	44.0% (244)	2.9% (16)	1.1% (6)	96.0% (533)	4.0% (22)	18	573
8. CSM is...Tolerant of differing perspectives & ideas	49.9% (276)	45.0% (249)	4.2% (23)	0.9% (5)	94.9% (525)	5.1% (28)	18	571
9. CSM is...Cooperative	49.4% (278)	45.5% (256)	4.3% (24)	0.9% (5)	94.8% (534)	5.2% (29)	8	571
10. CSM is...Up-to-date	47.9% (271)	47.9% (271)	3.2% (18)	1.1% (6)	95.8% (542)	4.2% (24)	7	573
11. CSM is...Cutting edge	40.2% (214)	43.5% (232)	14.3% (76)	2.1% (11)	83.7% (446)	16.3% (87)	38	571
12. CSM is...Changing with the times	44.4% (240)	48.2% (261)	6.5% (35)	0.9% (5)	92.6% (501)	7.4% (40)	30	571
13. CSM is...Concerned about me as an individual	41.6% (227)	44.1% (241)	11.9% (65)	2.4% (13)	85.7% (468)	14.3% (78)	28	574
14. CSM is...Intellectually challenging	41.9% (234)	49.0% (274)	7.5% (42)	1.6% (9)	90.9% (508)	9.1% (51)	13	572
15. CSM is...Academically rigorous	40.4% (221)	46.8% (256)	11.0% (60)	1.8% (10)	87.2% (477)	12.8% (70)	24	571
<b>CSM as a Respectful Place</b>								
1. CSM respects....Students of my race/ethnicity	56.0% (304)	41.6% (226)	2.0% (11)	0.4% (2)	97.6% (530)	2.4% (13)	32	575
2. CSM respects....Students of my socio-economic status	53.1% (290)	43.4% (237)	3.1% (17)	0.4% (2)	96.5% (527)	3.5% (19)	27	573
3. CSM respects....Students of my gender	57.1% (317)	41.1% (228)	1.6% (9)	0.2% (1)	98.2% (545)	1.8% (10)	18	573
4. CSM respects....Students with my religious beliefs	55.6% (276)	43.1% (214)	0.8% (4)	0.4% (2)	98.8% (490)	1.2% (6)	73	569
5. CSM respects....Students with my sexual orientation	56.7% (291)	42.3% (217)	0.8% (4)	0.2% (1)	99.0% (508)	1.0% (5)	59	572
6. CSM respects....Students with my political beliefs	51.6% (264)	45.7% (234)	2.0% (10)	0.8% (4)	97.3% (498)	2.7% (14)	62	574
7. CSM respects....Students with my immigration background	54.1% (255)	43.7% (206)	1.5% (7)	0.6% (3)	97.9% (461)	2.1% (10)	101	572



Question	Agree Strongly	Agree	Disagree	Disagree Strongly	Total Agree	Total Disagree	Does not Apply	Count
8. CSM respects....Students with physical, psychological, or learning disabilities like mine	54.6% (238)	41.7% (182)	2.8% (12)	0.9% (4)	96.3% (420)	3.7% (16)	136	572
9. CSM respects....Students in my age group	54.2% (303)	42.8% (239)	2.0% (11)	1.1% (6)	97.0% (542)	3.0% (17)	14	573
10. CSM respects....Students with family responsibilities	52.5% (258)	44.2% (217)	2.2% (11)	1.0% (5)	96.7% (475)	3.3% (16)	84	575
11. CSM respects....Students with job responsibilities	51.7% (271)	43.7% (229)	3.6% (19)	1.0% (5)	95.4% (500)	4.6% (24)	47	571
12. CSM respects....Students who are LGBT (Lesbian, Gay, Bisexual, and Transgender/Transsexual).	54.3% (253)	43.8% (204)	1.5% (7)	0.4% (2)	98.1% (457)	1.9% (9)	106	572

## General Education Student Learning Outcomes

Based on My Experience at CSM	Agree Strongly	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Disagree Strongly	Total Agree	Total Disagree	Does not Apply	Count
1. I can express ideas and provide supporting evidence effectively in writing.	49.6% (270)	42.3% (230)	6.6% (36)	0.0% (0)	1.3% (7)	0.2% (1)	98.5% (536)	1.5% (8)	35	579
2. I can express ideas and provide supporting evidence effectively orally.	45.2% (247)	41.1% (225)	11.0% (60)	0.5% (3)	1.8% (10)	0.4% (2)	97.3% (532)	2.7% (15)	30	577
3. I can comprehend, interpret, and analyze information I read.	47.0% (260)	43.8% (242)	8.1% (45)	0.2% (1)	0.7% (4)	0.2% (1)	98.9% (547)	1.1% (6)	24	577
4. I can comprehend, interpret, and analyze information I hear.	48.3% (268)	42.9% (238)	7.6% (42)	0.2% (1)	0.9% (5)	0.2% (1)	98.7% (548)	1.3% (7)	21	576
5. I can communicate effectively in a group or team situation.	47.5% (261)	41.3% (227)	8.5% (47)	0.5% (3)	1.5% (8)	0.7% (4)	97.3% (535)	2.7% (15)	25	575
6. I can comprehend, interpret, and analyze numerical and or quantitative calculations, including those presented in graphs, tables, and charts.	45.6% (245)	41.3% (222)	9.7% (52)	0.9% (5)	1.7% (9)	0.7% (4)	96.6% (519)	3.4% (18)	39	576
7. I can effectively identify, develop, and evaluate arguments.	45.7% (248)	43.6% (237)	8.7% (47)	0.4% (2)	1.3% (7)	0.4% (2)	98.0% (532)	2.0% (11)	34	577
8. I can effectively assess the legitimacy or adequacy of different types of information.	46.6% (250)	42.5% (228)	8.9% (48)	0.6% (3)	1.1% (6)	0.4% (2)	98.0% (526)	2.0% (11)	36	573
9. I can work effectively with others of diverse backgrounds and acknowledge the value of diverse opinions and backgrounds.	51.2% (284)	41.8% (232)	4.9% (27)	0.9% (5)	1.1% (6)	0.2% (1)	97.8% (543)	2.2% (12)	21	576
10. I can identify ethical issues and evaluate their consequences.	48.0% (254)	42.0% (222)	8.1% (43)	0.4% (2)	1.3% (7)	0.2% (1)	98.1% (519)	1.9% (10)	40	569

\*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	561	96.7%
No	19	3.3%
Number of Students	580	100%

<b>2. Overall, how would you rate your educational experience at CSM?</b>	<b>Count</b>	<b>Pct</b>
Excellent	341	58.6%
Good	204	35.1%
Fair	29	5.0%
Poor	8	1.4%
Number of Students	582	100%

<b>3. If I were starting over, I would attend CSM.</b>	<b>Count</b>	<b>Pct</b>
Yes	537	92.6%
No	43	7.4%
Number of Students	580	100%

<b>4. How would you describe CSM's reputation in the community?</b>	<b>Count</b>	<b>Pct</b>
Excellent	338	58.3%
Good	203	35.0%
Fair	34	5.9%
Poor	5	0.9%
Number of Students	580	100%

## Demographics

<b>1. During the Spring 2016 term, how many units were you enrolled in?</b>	<b>Count</b>	<b>Pct</b>
12+ units	268	46.0%
6-11 units	179	30.7%
Fewer than 6 units	136	23.3%
Number of Students	583	100%

<b>2. Which types of classes do you most frequently attend at CSM?</b>	<b>Count</b>	<b>Pct</b>
Day classes	296	50.6%
A mix of day and evening classes	93	15.9%
Evening classes	87	14.9%
A mix of online <u>and</u> on-campus classes	72	12.3%
Online classes	36	6.2%
Weekend classes	1	0.2%
Number of Students	585	100%

<b>3. My Age</b>	<b>Count</b>	<b>Pct</b>
19 or younger	141	24.1%
20-25 years	203	34.7%
26-30 years	62	10.6%
31-39 years	68	11.6%
40-49 years	49	8.4%
50 or older	62	10.6%
Number of Students	585	100%

<b>4. My Gender</b>	<b>Count</b>	<b>Pct</b>
Female	367	63.1%
Male	215	36.9%
Number of Students	582	100%

<b>5. My Ethnicity</b>	<b>Count</b>	<b>Pct</b>
African American or Black	16	2.7%
Asian	141	24.1%
Filipino	33	5.7%
Hispanic/Latino	114	19.5%
Native American	2	0.3%
Pacific Islander	12	2.1%
White	185	31.7%
Multi-Racial	51	8.7%
Other	30	5.1%
Number of Students	584	100%

<b>6. My Work</b>	<b>Count</b>	<b>Pct</b>
10-20 hours per week	135	23.1%
21-40 hours per week	134	22.9%
Fewer than 10 hours per week	126	21.6%
More than 40 hours per week	69	11.8%
Retired	63	10.8%
Unemployed	47	8.0%
Unemployed AND looking for work	10	1.7%
Number of Students	584	100%

<b>7. My Educational Goal</b>	<b>Count</b>	<b>Pct</b>
Earn an AA or AS degree	232	39.3%
Still deciding/Not sure	198	33.6%
Earn a certificate	187	31.7%
Fill a gap in my program at another college or university	178	30.2%
Personal enrichment	151	25.6%
Transfer to a 4-year college or university	129	21.9%
Improve my employability	100	16.9%
Acquire a new job skill	71	12.0%
Other	159	26.9%
Number of Students	590	

Note: Students could select multiple goals.