2016-2017
Student Satisfaction Survey Report

Spring 2017

This Report Provided By
The Office of Institutional Effectiveness
Table of Contents

I. Introduction ........................................................................................................ 2
II. Methodology ....................................................................................................... 2
III. Demographics .................................................................................................... 3
IV. The Findings ..................................................................................................... 8
V. The Survey ......................................................................................................... 13
Introduction

Historically, colleges and universities have administered student satisfaction surveys in order to elicit student opinion and perspective regarding institutional climate, programs, and services. As part of a broader assessment effort, student satisfaction surveys provide a means to understand student opinion at a given point in time. The Student Satisfaction Survey, administered every two years, is intended to assess the satisfaction of Carteret Community College students concerning campus climate, services, and facilities, and to ensure educational accountability and institutional transparency.

The results of the spring 2017 survey represent the most recent student assessment and are a component of the college’s comprehensive evaluation of campus programs and services integral to the institutional and learning environment. The resulting data provide important reference materials that add to curriculum and administrative program review.

In spring 2017, Survey Gizmo, an online survey system was utilized; previous surveys utilized Class Climate evaluation software. The initial email invitation with a link for survey participation was sent out on April 10, 2017. Email reminders were sent to non-respondents on April 17, 2017, April 24, 2017, and April 28, 2017. A link to the survey was also placed on the college’s Moodle home page.

The survey closed on May 1, 2017. In total, 1,416 were invited to participate in the survey and 82 students responded for a response rate of approximately 6%. All surveys were validated and used for reporting purposes.

Key findings are presented in this summary to provide the college community insight into student perspectives at a given time. Additional reports and presentations will be shared with faculty, staff, administrators, and students through email, workshops, and during committee meetings. Additional information is available upon request from the Office of Institutional Effectiveness.

Methodology

The survey was developed by the Office of Institutional Effectiveness with input from members of the college’s student government association (SGA), who were asked to respond to the questions and make suggestions regarding question wording and type, length of survey, and survey administration.

To assess student perception of various aspects of the college, participants responded to 65 questions ranging from satisfaction with instruction and services to the extent to which their experiences at the college met their expectations. The survey also included demographic information. The results of this survey will be used as a diagnostic tool to make improvements to college programs and services. The survey was organized into seven themes: climate, services, facilities, policies and procedures, classes and programs, faculty and instruction, and advising and counseling.

Questions 1 – 50 described an expectation about the students’ experiences at the college. Students were asked to articulate how satisfied they were the college met their expectations by identifying their level of agreement with the statements using the following Likert Scale.

<table>
<thead>
<tr>
<th>Value</th>
<th>Agreement Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>2</td>
<td>Disagree</td>
</tr>
<tr>
<td>3</td>
<td>Neither Agree nor Disagree</td>
</tr>
<tr>
<td>4</td>
<td>Agree</td>
</tr>
<tr>
<td>5</td>
<td>Strongly Agree</td>
</tr>
</tbody>
</table>

Question topics included:

- Campus Climate
- Departmental Services
  - Financial Aid
  - Business Office
  - Registrar
  - Maintenance and Security
- Veterans’ Services
- Library
- Bookstore
- Student Support Services
- Facilities and Grounds
- Classrooms Computer Labs and Study Areas
- Classroom equipment
- Policies and Procedures
- Faculty
- Curriculum Programs
- Student Expectations
The next question asked students to rank a series of 12 items in order of their importance. Items included were, but not limited to, a sense of belonging, financial aid, programs of interest, services, and college reputation. Students then were asked to identify how their experiences met their expectations and their overall satisfaction with the college using the following Likert Scale.

<table>
<thead>
<tr>
<th>Value</th>
<th>Expectation Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Much worse than expected</td>
</tr>
<tr>
<td>2</td>
<td>Worse than expected</td>
</tr>
<tr>
<td>3</td>
<td>As expected</td>
</tr>
<tr>
<td>4</td>
<td>Better than expected</td>
</tr>
<tr>
<td>5</td>
<td>Much better than expected</td>
</tr>
</tbody>
</table>

Finally, students were asked if they would enroll at the college if they had to do it over again. Values ranged from 1 – 5, with 1= I absolutely would not and 5 = I absolutely would.

At the conclusion of the survey, the Director of Institutional Effectiveness checked all surveys for missing information and responses that would disqualify the survey. Survey Gizmo was utilized to tabulate results and create tables and graphs.

**Demographics**

At the end of the survey, students were asked a series of demographic questions to determine whether responses were a representative sample of the population as a whole. Demographic information also allows the college to collect meaningful data by determining factors that could influence a respondent’s choice of answer. Demographic information collected included:

- Gender
- Age Range
- Ethnicity/Race
- Current Enrollment Status
- Current GPA
- Educational Goal
- Employment Status
- Residence Classification
- Military Status
- Program of Study
- College Choice (1st, 2nd, 3rd)

**Sample**

In total, 82 valid surveys were received, and the demographic information provided is largely representative of college’s student body. However, results show 75.6% of the respondents to the survey were female and 24.4% male. The majority of students (87.4%) were under the age of 50 with the highest concentration of students (36.7%) between the age of 20 and 29. The majority of the students were white (82.1%) and enrolled full-time (62.0%). Respondents were most likely seeking a degree (79.7%) and had a GPA of 3.5 or above (57.0%). Respondent employment status were relatively even; however, more students (38%) indicated they were employed part-time. Respondents who indicated they had a military status were more likely (80%) to indicate a dependent status. Ninety-five percent of respondents indicated they live in state and 45.8% indicated they were enrolled in a program in the Applied Sciences Division.

**Age**

![Age Distribution](attachment:image.png)
<table>
<thead>
<tr>
<th>Value</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>19 and under</td>
<td>16.5%</td>
<td>13</td>
</tr>
<tr>
<td>20-29</td>
<td>36.7%</td>
<td>29</td>
</tr>
<tr>
<td>30-39</td>
<td>22.8%</td>
<td>18</td>
</tr>
<tr>
<td>40-49</td>
<td>11.4%</td>
<td>9</td>
</tr>
<tr>
<td>50-59</td>
<td>8.9%</td>
<td>7</td>
</tr>
<tr>
<td>60-69</td>
<td>2.5%</td>
<td>2</td>
</tr>
<tr>
<td>70 and over</td>
<td>1.3%</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>79</td>
</tr>
</tbody>
</table>

### Ethnicity/Race

<table>
<thead>
<tr>
<th>Value</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indian/Alaska Native</td>
<td>1.3%</td>
<td>1</td>
</tr>
<tr>
<td>Black</td>
<td>7.7%</td>
<td>6</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>6.4%</td>
<td>5</td>
</tr>
<tr>
<td>Multiple</td>
<td>2.6%</td>
<td>2</td>
</tr>
<tr>
<td>White</td>
<td>82.1%</td>
<td>64</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>78</td>
</tr>
</tbody>
</table>

### Current Enrollment Status

<table>
<thead>
<tr>
<th>Value</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time</td>
<td>62.0%</td>
<td>49</td>
</tr>
<tr>
<td>Part-time</td>
<td>38.0%</td>
<td>30</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>79</td>
</tr>
</tbody>
</table>
Current GPA

<table>
<thead>
<tr>
<th>Value</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>No credit earned</td>
<td>3.8%</td>
<td>3</td>
</tr>
<tr>
<td>1.99 or below</td>
<td>2.5%</td>
<td>2</td>
</tr>
<tr>
<td>2.0-2.49</td>
<td>1.3%</td>
<td>1</td>
</tr>
<tr>
<td>2.5-2.99</td>
<td>10.1%</td>
<td>8</td>
</tr>
<tr>
<td>3.0-3.49</td>
<td>25.3%</td>
<td>20</td>
</tr>
<tr>
<td>3.5 or above</td>
<td>57.0%</td>
<td>45</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>79</td>
</tr>
</tbody>
</table>

Educational Goals

<table>
<thead>
<tr>
<th>Value</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate Degree</td>
<td>79.7%</td>
<td>63</td>
</tr>
<tr>
<td>Certificate or Diploma</td>
<td>24.1%</td>
<td>19</td>
</tr>
<tr>
<td>Transfer to another institution</td>
<td>36.7%</td>
<td>29</td>
</tr>
<tr>
<td>Self-improvement/Pleasure</td>
<td>8.9%</td>
<td>7</td>
</tr>
<tr>
<td>Job-related Training</td>
<td>12.7%</td>
<td>10</td>
</tr>
<tr>
<td>Other</td>
<td>2.5%</td>
<td>2</td>
</tr>
</tbody>
</table>

Students were asked to “check all that apply;” therefore, percentages equal more than 100%.
Employment Status

<table>
<thead>
<tr>
<th>Value</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not employed</td>
<td>35.4%</td>
<td>28</td>
</tr>
<tr>
<td>Part-time</td>
<td>38.0%</td>
<td>30</td>
</tr>
<tr>
<td>Full-time</td>
<td>26.6%</td>
<td>21</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>79</td>
</tr>
</tbody>
</table>

Military Status

<table>
<thead>
<tr>
<th>Value</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veteran</td>
<td>20.5%</td>
<td>8</td>
</tr>
<tr>
<td>Dependent</td>
<td>79.5%</td>
<td>31</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>39</td>
</tr>
</tbody>
</table>

It is important to note that only students with military status were asked to answer this question. The results of this question do not suggest the college enrolls only students with military status; rather, of those students who participated in the survey and have military status, 80% are dependents, 20% veterans, and 0% active duty.
Residence Classification

<table>
<thead>
<tr>
<th>Value</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-state</td>
<td>94.9%</td>
<td>75</td>
</tr>
<tr>
<td>Out-of-state</td>
<td>5.1%</td>
<td>4</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>79</td>
</tr>
</tbody>
</table>

Programs of Study

Students were asked to identify their program of study. Seventy-one students responded to this question and responses are delineated by Academic Division. Results are duplicated as some students indicated more than one program.

<table>
<thead>
<tr>
<th>Arts and Sciences</th>
<th>Applied Sciences</th>
<th>Health Sciences</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response</td>
<td>Count</td>
<td>Response</td>
</tr>
<tr>
<td>Associate of Arts</td>
<td>8</td>
<td>Baking &amp; Pastry</td>
</tr>
<tr>
<td>Associate of Fine Arts</td>
<td>1</td>
<td>Business Administration</td>
</tr>
<tr>
<td>Associate of Science</td>
<td>11</td>
<td>Computer Information Technology</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Criminal Justice Technology</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Culinary Arts</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Early Childhood Education</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Healthcare Business Informatics</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Medical Office Administration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Office Administration</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Paralegal Technology</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Photographic Technology</td>
</tr>
</tbody>
</table>
The Findings

Office Personnel
Nine survey items asked students to rate their level of agreement with the following statements regarding the helpfulness of office personnel using a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Students were also allowed to use a rating of “Not Applicable” if they had not used the service provided by the office. Responses of strongly disagree and disagree as well as strongly agree and agree were combined for ease of reporting.

Overall, 86% of students rated the admissions office personnel highest with respect to helpfulness.

<table>
<thead>
<tr>
<th>Please tell us how satisfied you are with the following by identifying your level of agreement with these statements.</th>
<th>N</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>The personnel involved in admissions are helpful.</td>
<td>79</td>
<td>86%</td>
<td>10%</td>
<td>3%</td>
<td>1%</td>
</tr>
<tr>
<td>The personnel involved in financial aid are helpful.</td>
<td>78</td>
<td>67%</td>
<td>11%</td>
<td>3%</td>
<td>19%</td>
</tr>
<tr>
<td>Personnel in the Registrar’s Office are helpful.</td>
<td>80</td>
<td>76%</td>
<td>6%</td>
<td>7%</td>
<td>12%</td>
</tr>
<tr>
<td>The personnel in the Business Office are helpful</td>
<td>79</td>
<td>62%</td>
<td>15%</td>
<td>3%</td>
<td>20%</td>
</tr>
<tr>
<td>Administrators are approachable.</td>
<td>79</td>
<td>81%</td>
<td>11%</td>
<td>3%</td>
<td>5%</td>
</tr>
<tr>
<td>Maintenance and security personnel are helpful.</td>
<td>79</td>
<td>76%</td>
<td>5%</td>
<td>4%</td>
<td>15%</td>
</tr>
<tr>
<td>The personnel in the Veterans’ Services are helpful.</td>
<td>79</td>
<td>33%</td>
<td>10%</td>
<td>--</td>
<td>57%</td>
</tr>
<tr>
<td>Library staff are helpful and approachable.</td>
<td>79</td>
<td>80%</td>
<td>3%</td>
<td>--</td>
<td>17%</td>
</tr>
<tr>
<td>The bookstore staff are helpful and accommodating.</td>
<td>79</td>
<td>77%</td>
<td>15%</td>
<td>6%</td>
<td>1%</td>
</tr>
</tbody>
</table>

Climate
Six questions asked students to express their satisfaction with the overall climate by rating their level of agreement with the following statements using a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Students were also allowed to use a rating of “Not Applicable” if they had no basis for a response. Responses of strongly disagree and disagree as well as strongly agree and agree were combined for ease of reporting.

Overall, 90% students indicated students were made to feel welcome at the college.

<table>
<thead>
<tr>
<th>Please tell us how satisfied you are with the following by identifying your level of agreement with these statements.</th>
<th>N</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel a sense of belonging here.</td>
<td>81</td>
<td>83%</td>
<td>11%</td>
<td>5%</td>
<td>1%</td>
</tr>
<tr>
<td>I generally know what is happening on campus.</td>
<td>81</td>
<td>73%</td>
<td>19%</td>
<td>7%</td>
<td>1%</td>
</tr>
<tr>
<td>People at this college respect and support each other.</td>
<td>79</td>
<td>84%</td>
<td>8%</td>
<td>7%</td>
<td>1%</td>
</tr>
<tr>
<td>Students are made to feel welcome at this college.</td>
<td>78</td>
<td>90%</td>
<td>8%</td>
<td>2%</td>
<td>--</td>
</tr>
<tr>
<td>The college has a good reputation in the community</td>
<td>79</td>
<td>88%</td>
<td>9%</td>
<td>3%</td>
<td>--</td>
</tr>
<tr>
<td>I am able to experience intellectual growth here.</td>
<td>78</td>
<td>88%</td>
<td>8%</td>
<td>3%</td>
<td>1%</td>
</tr>
</tbody>
</table>

Services
Nine questions asked students to express their satisfaction with services offered by rating their level of agreement with the following statements using a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Students were also allowed to use a rating of “Not Applicable” if they had no basis for a response. Responses of strongly disagree and disagree as well as strongly agree and agree were combined for ease of reporting.

The college received its highest rating of 84% with respect to helping students reach their goals.

<table>
<thead>
<tr>
<th>Please tell us how satisfied you are with the following by identifying your level of agreement with these statements.</th>
<th>N</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>The college provides effective support services that meet my needs.</td>
<td>79</td>
<td>82%</td>
<td>10%</td>
<td>3%</td>
<td>5%</td>
</tr>
<tr>
<td>Library resources and services are adequate.</td>
<td>79</td>
<td>78%</td>
<td>5%</td>
<td>3%</td>
<td>14%</td>
</tr>
<tr>
<td>Adequate financial aid is available for most students.</td>
<td>79</td>
<td>66%</td>
<td>10%</td>
<td>10%</td>
<td>14%</td>
</tr>
<tr>
<td>There are adequate services at the college to help me decide on a career.</td>
<td>79</td>
<td>68%</td>
<td>15%</td>
<td>9%</td>
<td>8%</td>
</tr>
<tr>
<td>Tutoring services are readily available.</td>
<td>79</td>
<td>79%</td>
<td>5%</td>
<td>1%</td>
<td>15%</td>
</tr>
</tbody>
</table>
The college does whatever it can to help me reach my educational goals. | 79 | 84% | 10% | 5% | 1%
---|---|---|---|---|---
Channels for expressing student complaints are readily available. | 78 | 45% | 17% | 19% | 19%
I seldom get the “run-around” when seeking information. | 78 | 64% | 12% | 18% | 6%
New student orientation services help students adjust to college. | 78 | 67% | 10% | 13% | 10%

Facilities
Five questions asked students to express their satisfaction with college facilities by rating their level of agreement with the following statements using a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Students were also allowed to use a rating of “Not Applicable” if they had no basis for a response. Responses of strongly disagree and disagree as well as strongly agree and agree were combined for ease of reporting.

Overall, 75% of students indicated computer labs were adequate and accessible.

<table>
<thead>
<tr>
<th>Please tell us how satisfied you are with the following by identifying your level of agreement with these statements.</th>
<th>N</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parking lots are well lighted and secure.</td>
<td>78</td>
<td>74%</td>
<td>4%</td>
<td>12%</td>
<td>10%</td>
</tr>
<tr>
<td>There are a sufficient number of study areas on campus.</td>
<td>79</td>
<td>67%</td>
<td>13%</td>
<td>6%</td>
<td>14%</td>
</tr>
<tr>
<td>Computer labs are adequate and accessible.</td>
<td>79</td>
<td>75%</td>
<td>7%</td>
<td>5%</td>
<td>13%</td>
</tr>
<tr>
<td>The equipment in class and lab facilities are kept up to date.</td>
<td>78</td>
<td>54%</td>
<td>5%</td>
<td>24%</td>
<td>17%</td>
</tr>
<tr>
<td>The Student Center is a comfortable place for students to spend their leisure time.</td>
<td>78</td>
<td>64%</td>
<td>8%</td>
<td>13%</td>
<td>15%</td>
</tr>
</tbody>
</table>

Policies and Procedures
Three questions asked students to express their satisfaction with college policies by rating their level of agreement with the following statements using a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Students were also allowed to use a rating of “Not Applicable” if they had no basis for a response. Responses of strongly disagree and disagree as well as strongly agree and agree were combined for ease of reporting.

The college received its highest rating of 81% with respect to registration and course selection policies.

<table>
<thead>
<tr>
<th>Please tell us how satisfied you are with the following by identifying your level of agreement with these statements.</th>
<th>N</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policies and procedures regarding registration and course selection are clear and well publicized.</td>
<td>79</td>
<td>81%</td>
<td>8%</td>
<td>11%</td>
<td>--</td>
</tr>
<tr>
<td>Class change (drop/add) policies are reasonable.</td>
<td>79</td>
<td>77%</td>
<td>9%</td>
<td>8%</td>
<td>6%</td>
</tr>
<tr>
<td>There are convenient ways of paying my school bill.</td>
<td>79</td>
<td>74%</td>
<td>10%</td>
<td>5%</td>
<td>11%</td>
</tr>
</tbody>
</table>

Classes and Programs
Six questions asked students to express their satisfaction with their programs and classes by rating their level of agreement with the following statements using a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Students were also allowed to use a rating of “Not Applicable” if they had no basis for a response. Responses of strongly disagree and disagree as well as strongly agree and agree were combined for ease of reporting.

Overall, 88% of students indicated program requirements were clear and reasonable.

<table>
<thead>
<tr>
<th>Please tell us how satisfied you are with the following by identifying your level of agreement with these statements.</th>
<th>N</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classes are scheduled at times that are convenient for me.</td>
<td>78</td>
<td>65%</td>
<td>14%</td>
<td>18%</td>
<td>3%</td>
</tr>
<tr>
<td>I am able to register for classes I need with few conflicts.</td>
<td>79</td>
<td>77%</td>
<td>8%</td>
<td>15%</td>
<td>--</td>
</tr>
<tr>
<td>Internships or practical experiences are provided in my program.</td>
<td>79</td>
<td>45%</td>
<td>18%</td>
<td>13%</td>
<td>24%</td>
</tr>
<tr>
<td>Program requirements are clear and reasonable.</td>
<td>78</td>
<td>88%</td>
<td>6%</td>
<td>5%</td>
<td>1%</td>
</tr>
<tr>
<td>Programs offered at the college align with job opportunities in the community.</td>
<td>78</td>
<td>71%</td>
<td>15%</td>
<td>6%</td>
<td>8%</td>
</tr>
<tr>
<td>Students are notified early in the term if they are doing poorly in class.</td>
<td>78</td>
<td>46%</td>
<td>18%</td>
<td>18%</td>
<td>18%</td>
</tr>
</tbody>
</table>
Faculty and Instruction

Eight survey items asked students to rate their level of agreement with the following statements regarding faculty and instruction using a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Students were also allowed to use a rating of “Not Applicable” if they had no basis for a response. Responses of strongly disagree and disagree as well as strongly agree and agree were combined for ease of reporting.

Overall, 86% of students indicated faculty are knowledgeable in their fields.

<table>
<thead>
<tr>
<th>Please tell us how satisfied you are with the following by identifying your level of agreement with these statements.</th>
<th>N</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty are usually available after class and during office hours.</td>
<td>78</td>
<td>89%</td>
<td>8%</td>
<td>3%</td>
<td>--</td>
</tr>
<tr>
<td>Nearly all of the faculty are knowledgeable in their fields.</td>
<td>78</td>
<td>93%</td>
<td>4%</td>
<td>3%</td>
<td>--</td>
</tr>
<tr>
<td>Faculty care about me as an individual.</td>
<td>78</td>
<td>81%</td>
<td>12%</td>
<td>6%</td>
<td>1%</td>
</tr>
<tr>
<td>Faculty are interested in my academic problems.</td>
<td>77</td>
<td>73%</td>
<td>18%</td>
<td>7%</td>
<td>2%</td>
</tr>
<tr>
<td>Faculty provide timely feedback about student progress in a course.</td>
<td>78</td>
<td>74%</td>
<td>16%</td>
<td>10%</td>
<td>--</td>
</tr>
<tr>
<td>Faculty take into consideration student differences as they teach.</td>
<td>78</td>
<td>72%</td>
<td>14%</td>
<td>13%</td>
<td>1%</td>
</tr>
<tr>
<td>Faculty are fair and unbiased in their treatment of students.</td>
<td>78</td>
<td>73%</td>
<td>17%</td>
<td>10%</td>
<td>--</td>
</tr>
<tr>
<td>The quality of instruction at the college is excellent.</td>
<td>76</td>
<td>78%</td>
<td>17%</td>
<td>5%</td>
<td>--</td>
</tr>
</tbody>
</table>

Advising and Counseling

Four questions asked students to express their satisfaction with advising and counseling by rating their level of agreement with the following statements using a scale that ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). Students were also allowed to use a rating of “Not Applicable” if they had no basis for a response. Responses of strongly disagree and disagree as well as strongly agree and agree were combined for ease of reporting.

Overall, 83% of students indicated their advisor was knowledgeable about program requirements.

<table>
<thead>
<tr>
<th>Please tell us how satisfied you are with the following by identifying your level of agreement with these statements.</th>
<th>N</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counseling staff care about students as individuals.</td>
<td>78</td>
<td>64%</td>
<td>12%</td>
<td>5%</td>
<td>19%</td>
</tr>
<tr>
<td>My advisor is knowledgeable about the transfer requirements of other schools.</td>
<td>78</td>
<td>67%</td>
<td>11%</td>
<td>9%</td>
<td>13%</td>
</tr>
<tr>
<td>My advisor helps me set goals to work toward.</td>
<td>78</td>
<td>73%</td>
<td>10%</td>
<td>12%</td>
<td>5%</td>
</tr>
<tr>
<td>My advisor is knowledgeable about my program requirements.</td>
<td>78</td>
<td>83%</td>
<td>9%</td>
<td>4%</td>
<td>4%</td>
</tr>
</tbody>
</table>

Order of Importance

Students were asked to rank, in order of importance, 12 items ranging from ability to get a job to engaging activities on campus. Items were scored based on the number of times the item was ranked in each level 1-12. With a score of 671, students indicated the main reason for attending Carteret Community College was the college offered a program they were interested in pursuing.

<table>
<thead>
<tr>
<th>Overall Rank</th>
<th>Item</th>
<th>Score</th>
<th>Total Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Program I am interested in</td>
<td>671</td>
<td>70</td>
</tr>
<tr>
<td>2</td>
<td>Cost</td>
<td>590</td>
<td>71</td>
</tr>
<tr>
<td>3</td>
<td>Excellence in teaching and learning</td>
<td>586</td>
<td>70</td>
</tr>
<tr>
<td>4</td>
<td>Ability to get a job</td>
<td>584</td>
<td>71</td>
</tr>
<tr>
<td>5</td>
<td>Financial Aid</td>
<td>510</td>
<td>70</td>
</tr>
<tr>
<td>6</td>
<td>The college’s academic reputation</td>
<td>452</td>
<td>69</td>
</tr>
<tr>
<td>7</td>
<td>Academic Services</td>
<td>439</td>
<td>69</td>
</tr>
<tr>
<td>8</td>
<td>Reputation of the program I’m in</td>
<td>420</td>
<td>68</td>
</tr>
<tr>
<td>9</td>
<td>Ability to transfer to a 4-year school</td>
<td>395</td>
<td>68</td>
</tr>
<tr>
<td>10</td>
<td>A sense of belonging</td>
<td>381</td>
<td>68</td>
</tr>
<tr>
<td>11</td>
<td>Student leadership opportunities</td>
<td>254</td>
<td>68</td>
</tr>
<tr>
<td>12</td>
<td>Engaging activities on campus</td>
<td>224</td>
<td>68</td>
</tr>
</tbody>
</table>
Meeting Expectations
When asked if their college experience met their expectations, only 8% of respondents indicated it was worse than expected.

When asked whether Carteret Community College was their college of choice, the majority of students, 83%, indicated the college was their first choice.

<table>
<thead>
<tr>
<th>Value</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Much worse than expected</td>
<td>2.6%</td>
<td>2</td>
</tr>
<tr>
<td>Worse than expected</td>
<td>5.1%</td>
<td>4</td>
</tr>
<tr>
<td>As expected</td>
<td>44.9%</td>
<td>35</td>
</tr>
<tr>
<td>Better than expected</td>
<td>32.1%</td>
<td>25</td>
</tr>
<tr>
<td>Much better than expected</td>
<td>15.4%</td>
<td>12</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>78</td>
</tr>
</tbody>
</table>

Value

<table>
<thead>
<tr>
<th>Value</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st choice</td>
<td>81.8%</td>
<td>63</td>
</tr>
<tr>
<td>2nd choice</td>
<td>15.6%</td>
<td>12</td>
</tr>
<tr>
<td>3rd or higher choice</td>
<td>2.6%</td>
<td>2</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>77</td>
</tr>
</tbody>
</table>
Finally, when asked if they had to do it over again, would they enroll at Carteret Community College, 83% of respondents indicated they would.

<table>
<thead>
<tr>
<th>Value</th>
<th>Percent</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>I absolutely would not</td>
<td>1.3%</td>
<td>1</td>
</tr>
<tr>
<td>I would not</td>
<td>2.5%</td>
<td>2</td>
</tr>
<tr>
<td>I may have</td>
<td>12.7%</td>
<td>10</td>
</tr>
<tr>
<td>I would</td>
<td>39.2%</td>
<td>31</td>
</tr>
<tr>
<td>I absolutely would</td>
<td>44.3%</td>
<td>35</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>79</td>
</tr>
</tbody>
</table>
The Survey

Student Satisfaction Survey

Each item below describes an expectation about your experiences at this institution. Please tell us how satisfied you are that the college has met this expectation by identifying your level of agreement with the following statements.

1 = strongly disagree, 2 = disagree, 3 = neither agree nor disagree, 4 = agree, 5 = strongly agree, 6 = Not applicable

<p>| | | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>I feel a sense of belonging here.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>2</td>
<td>I generally know what is happening on campus.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>3</td>
<td>Faculty care about me as an individual.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>4</td>
<td>The personnel involved in admissions are helpful.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>5</td>
<td>The personnel involved in financial aid are helpful.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>6</td>
<td>Personnel in the Registrar’s Office are helpful.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>7</td>
<td>The personnel in the Business Office are helpful.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>8</td>
<td>Administrators are approachable to students.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>9</td>
<td>Maintenance and security personnel are helpful.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>10</td>
<td>The personnel involved in Veteran’s Services are helpful.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>11</td>
<td>Library staff are helpful and approachable.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>12</td>
<td>The bookstore staff are helpful and accommodating.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>13</td>
<td>The college provides effective support services that meet my needs.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>14</td>
<td>Library resources and services are adequate.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>15</td>
<td>Parking lots are well lighted and secure.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>16</td>
<td>Adequate financial aid is available for most students.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>17</td>
<td>Classes are scheduled at times that are convenient for me.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>18</td>
<td>I am able to register for classes I need with few conflicts.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>19</td>
<td>There are sufficient number of study areas on campus.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>20</td>
<td>People at this college respect and support each other.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>21</td>
<td>Computer labs are adequate and accessible.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>22</td>
<td>Policies and procedures regarding registration and course selection are clear and well publicized.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>23</td>
<td>Students are made to feel welcome at this college.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>24</td>
<td>Internships or practical experiences are provided in my program.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>25</td>
<td>The equipment in class and lab facilities are kept up to date.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>26</td>
<td>Class change (drop/add) policies are reasonable.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>27</td>
<td>The college has a good reputation in the community.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>28</td>
<td>There are adequate services to help me decide on a career.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>29</td>
<td>Tutoring services are readily available.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>30</td>
<td>The student center is a comfortable place for students to spend their leisure time.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>31</td>
<td>There are convenient ways of paying my school bill.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>32</td>
<td>The college does whatever it can to help me reach my educational goals.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>33</td>
<td>Channels for expressing student complaints are readily available.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>34</td>
<td>I seldom get the “run-around” when seeking information.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>35</td>
<td>I am able to experience intellectual growth here.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>36</td>
<td>New student orientation services help students adjust to college.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>37</td>
<td>Program requirements are clear and reasonable.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>38</td>
<td>Programs offered at the college align with job opportunities in the community.</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>
39. Students are notified early in the term if they are doing poorly in class.  
   1 2 3 4 5 6

40. Faculty are usually available after class and during office hours.  
   1 2 3 4 5 6

41. Nearly all of the faculty are knowledgeable in their fields.  
   1 2 3 4 5 6

42. Faculty are interested in my academic problems.  
   1 2 3 4 5 6

43. Faculty provide timely feedback about student progress in a course.  
   1 2 3 4 5 6

44. Counseling staff care about students as individuals.  
   1 2 3 4 5 6

45. My advisor is knowledgeable about the transfer requirements of other schools.  
   1 2 3 4 5 6

46. Faculty take into consideration student differences as they teach.  
   1 2 3 4 5 6

47. My advisor helps me set goals to work toward.  
   1 2 3 4 5 6

48. My advisor is knowledgeable about my program requirements.  
   1 2 3 4 5 6

49. Faculty are fair and unbiased in their treatment of students.  
   1 2 3 4 5 6

50. The quality of instruction at the college is excellent.  
   1 2 3 4 5 6

Please rank the following in order of their importance to you.

A sense of belonging  Ability to transfer to a 4-year school
Financial Aid  Ability to get a better job
Program I am interested in  Student leadership opportunities
College’s academic reputation  Engaging activities on campus
Cost  Excellence in teaching and learning
Academic Services  Reputation of the program

Choose the one response that best applies to you using the following Likert Scale.

1 = Much worse than expected, 2 = Worse than expected, 3 = As expected, 4 = Better than expected, 5 = Much better than expected

53. How has your college experience met your expectations?  
   1 2 3 4 5

54. Rate your overall satisfaction with your experience here thus far.  
   1 2 3 4 5

On a scale of 1 – 5 with 1 = I would absolutely not and 5 = I absolutely would,

If you had to do it over again, would you enroll here?  
   1 2 3 4 5
Demographics

55. Gender | Male | Female
--- | --- | ---

56. Age
- 19 and under
- 20 – 29
- 30 – 39
- 40 – 49
- 50 – 59
- 60 – 69
- 70 and over

57. Ethnicity/Race:
- American Indian/Alaska Native
- Asian/Pacific Islander
- Black
- Hispanic/Latino
- Multiple
- Unknown
- White

58. Current Enrollment Status | Full-time | Part-time
--- | --- | ---

59. Current GPA
- No credit earned
- 1.99 or below
- 2.0 – 2.49
- 2.5 – 2.99
- 3.0 – 3.49
- 3.5 or above

60. Educational Goal:
- Associate Degree
- Certificate or Diploma
- Transfer to another institution
- Self-Improvement/Pleasure
- Job-Related Training
- Other

61. Employment Status
- Not employed
- Part-time
- Full-time

62. Residence Classification
- In-state
- Out-of-state

63. Military Status
- Active Duty
- Veteran
- Dependent

64. Program of Study

65. When I entered this institution, it was my
- 1st choice
- 2nd choice
- 3rd or higher choice

Thank you very much for taking the time to complete this survey. Your input is valued and very much appreciated!