

**Report on the
Graduating Student Survey 2009
Mendocino College**

**Office of Institutional Research
July, 2009**

Introduction

In academic year 2008-09 a new version of the Graduating Student Survey was introduced at Mendocino College. As seen in Appendix 1, this instrument is a much more comprehensive instrument for the student to evaluate their experience as a student. Students are asked to provide basic information such as demographics, whether they worked or not, enrollment status, financial aid and membership in special student populations.

Students are asked to respond to two Likert-scaled “check-lists” for evaluative purposes. The first check-list asks students to evaluate their interactions and communications with faculty, counselors, and staff. The second check-list asks them to evaluate the “helpfulness” of specific office they may have interacted with during their student career. Finally, students are asked to provide an overall satisfaction rating of their experience and whether they would recommend Mendocino College.

Students are also asked to respond to two open-ended questions. The first question asks them to discuss the best things about their experience at Mendocino College. The second questions asks them to identify the one thing they would like to see improved and why.

Two methods of distribution were implemented. The first method was to post the survey on the College website as a pdf file that could be downloaded and completed by hand. The pdf was posted in a section on the web site with directions on the procedure for graduating (For Students>Graduation). The alternative method was the provision of a supply of survey forms to the counselors. These were to be used when students met with them and presented the “Petition to Graduate” and have their exit interview/transcript review. In a meeting with the counselors in Fall 2008, it was agreed that this would be a good time for students to complete the survey. Counselors would forward completed surveys along with other paperwork to Admissions and Records.

Sample Size

For 2008-09, a total of 45 completed surveys were delivered to Institutional Research from Admissions and Records. Of the 45, 12 appear to have been generated from the website (color, single-sheets) and the remaining 33 were generated from the Counseling office. With 149 unique graduates, this is a sample size representing 30.2% of all graduates. This small sample size means that at a 95% confidence level, sampling error is 12.5%. In other words, the reliability of conclusions drawn from this sample is not very high. The typically accepted standard of reliability, a 5% margin of error at a 95% confidence level would have required a sample of 108.

Results of the Survey

Appendix 2 contains a detailed item analysis of the survey. Appendix 3 contains a list of written comments provided by respondents.

Overall, the members of the sample are fairly representative of students at Mendocino College in regards to gender; 66.7% of respondents were female which is roughly equivalent to the typical gender distribution for a semester. In terms of ethnicity, most respondents (75.6%) were White and another 8.9% were Hispanic. This distribution is slightly skewed from the Spring 2009 population of students which was 62.7% White and 18.9% Hispanic. Finally, the average age of students in Spring 2009 was 34.26 years. In contrast roughly 62% of respondents to the survey were between 20 and 29 years of age.

37.8% of respondents indicated that it took them between 5 and 6 semesters to complete their degree work. Another 24.4% indicated it took only 3-4 semesters and 20% 7-8 semesters. 82.2% of respondents indicated that they worked off-campus during their time as a student. However, 66.7% indicated that most semesters they were full-time students as well.

Working and going to school full-time did not have any significant impact on the time to degree for graduates in our sample. Of the 30 respondents who indicated that they were full-time students, 14, roughly half took 5-6 semesters to finish their degree work. Of that group of 30 full-time students, 24 worked off-campus. Of the 37 respondents who indicated that they worked off-campus, 13 (35%) took 7-8 semesters to conclude their work; 10 of the 37 (27%) completed in 5-6 semesters. Statistically, there was no relationship found between time to complete and full-time/part-time status or work experience while a student.

No relationship was found between age group and time to completion, either. Younger students and older students were fairly well-distributed across the multiple age groups. No correlation was found between the two items.

In terms of course-taking, most respondents, 51.1% indicated that they primarily were enrolled in day classes and 31.1% in evening classes. Very few respondents indicated that they took any courses at either Lake (20%) or Willits (15.6%) during their tenure. However, 60% indicated that they took an on-line class. While on-line courses were popular, they did not have a material effect on time to degree. In fact, there is no correlation between the two items, significant or non-significant. The percentage of students taking on-line courses who graduated in 5-6 semesters was virtually identical (37%) to the distribution of the entire sample.

Financial aid was an important part of the student experience for a significant proportion of our graduates. 75.6% of respondents indicated that they received financial aid at some time during their college career. The two predominant forms of financial aid received were BOG waivers (57.8% of respondents) and Pell Grants (51.1% of respondents). Scholarships were received by 17.8% of respondents. Most graduates (26.7%) received only one source of financial aid,

predominantly BOG waivers (50% of respondents who received 1 source of financial aid). However, 20% received aid from two source and another 17.8% of respondents received financial aid from three sources.

Few respondents were members of a special population of students. 26.7% indicated that they had been EOPS students. For every other category (MESA, DRC, CalWorks, athletics, student government), fewer than 10% of respondents indicated that they were a member of one of these groups. Only one respondent participated in student government.

The largest proportion of respondents (62.2%) indicated that they planned to transfer to a 4-year institution to continue their education and another 20% indicated that they would likely continue taking courses at Mendocino College. Among those indicating that they planned to transfer, 46.4% indicated CSU, in particular, Sonoma State, Sacramento State and CSU Chico. 7.1% indicated UC (Berkeley or Davis). 10.7% indicated that they planned to transfer out-of-state and 25% did not indicate a transfer location.

Student Satisfaction

Students were asked to indicate their level of agreement with eleven positively worded statements regarding communications and processes at Mendocino College. In general, the majority of respondents (50% or more) strongly agreed with each statement. There were three exceptions.

First, the lowest level of agreement came on the statement, “Courses are academically demanding”. Only 37.8% of respondents “Strongly Agreed” with this statement and 53.3% “Agreed”.

Second, on the statement “I will probably come back to Mendocino College for more Education,” 42.2% “strongly agreed” and another 24.4% “agreed”. Conversely only 4.4% of respondents Disagreed and 2.2% Strongly Disagreed. Fully 26.7% indicated that they “Don’t Know” if they would return for more education or not. To some extent, this reflects the transfer orientation of most respondents. Of the respondents who indicated that they did not know, 91.6% of them indicated that they planned to transfer.

Finally, only 37.8% of respondents strongly agreed that the College website was a good source for complete up-to-date information about the College. Another 46.7% of respondents agreed with the statement. While none of the respondents strongly disagreed with the statement 13.3% did disagree. This was the highest level of disagreement among the eleven items.

On the other eight statements, most respondents strongly agreed with the statement. The highest level of agreement (64.4% of respondents strongly agreed) was on the statement “I was treated with respect by faculty.” This was followed by the statement “Computer resources are adequate”, with 62.2% of respondents strongly agreeing.

One statement is particularly interesting. On the statement that “There is good communication between faculty and students’, only 40% of respondents strongly agreed and 60% agreed. This result is particularly interesting since the statement “I was treated with respect by faculty” had virtually the opposite distribution: 64.4% strongly agreed and 35.6% agreed with the statement.

Students were also asked to rate the “helpfulness” of ten office or organizations on campus as well as the helpfulness of “Individual Faculty Members.” On six of the statements, more than half of respondents indicated that the cited office/unit was “Very Helpful”. 75.6% of respondents indicated that the “College Counselors” were very helpful and 71.1% indicated that the Admissions and Records office was very helpful. 66.7% of respondents found “Individual faculty members” to have been very helpful.

On the lower end of the scale, only 24.4% of respondents indicated that ASMC was very helpful. Among College offices, 28.9% of respondents indicated that the Instruction Office was very helpful however, 33.3% of respondents indicated that they “Never Used” the office.

The most interesting result was for the Career and Transfer Center. 35.6% of respondents found the Center to have been very helpful. But an additional 35.6% of respondents indicated that they never used the center. When looking at the responses of graduates who indicated that they planned to transfer, 39.3% indicated that the Career and Transfer Center was very helpful and another 21.4% indicated that it was helpful. 28.6% of respondents who indicated that they planned to transfer also indicated that they never used the Career and Transfer Center.

Overall Satisfaction

Overall, students showed high levels of overall satisfaction with Mendocino College and their experiences here. 82.2% of respondents indicated that they were Very Satisfied with their experience and another 17.8% indicated that they were satisfied. No respondents indicated any general dissatisfaction. Following this vein, 93.3% of respondents indicated that they would recommend Mendocino College “to a friend, family member or business associate.” The other 6.7% of respondents indicated that they would also recommend Mendocino College but with some reservations. Because of the strong levels of satisfaction,

Three items in the survey appear to be particularly related to overall student satisfaction. These items all address the interpersonal relationships that our graduates developed with faculty and staff. The item with the highest correlation with overall satisfaction was: “Counselors are usually available when you need one,” with a correlation of $r = .590$, $p < .000$. The other two items which correlated with overall satisfaction were “Mendocino College is supportive of students” and “I was treated with respect by faculty.” Each item had a correlation of $r = .383$, $p < .009$ with general student satisfaction. Taken together, these three items explain nearly 40% ($R^2 = .383$) of variance in overall student satisfaction.

Written Comments

Overall written comments provided by students were extremely positive, as shown in Appendix 2. Respondents cited individual faculty and staff as being particularly helpful to them as they made it through their college experience. In fact, nearly all comments from students cited interpersonal relationships, the helpfulness faculty and staff, and the supportive attitudes of faculty and staff as the “best thing” about Mendocino College, confirming the findings of the quantitative side of the survey.

In terms of the “one thing they would change”, some students did indicate a particular member of the faculty or staff as someone they had a bad experience with but these remarks were isolated to individual students. Instead, the focus of most students comments, other than “Nothing” dealt with the availability of classes. A number of students cited problems with getting into classes, both on-line and on-ground.

Summary

As in previous years, graduates showed a great deal of satisfaction with Mendocino College and the component offices. Although one might expect that levels of satisfaction would be high, given that these are students who have reached their educational goal, the level of overall satisfaction is extremely high. Moreover, there is no real pattern of dissatisfaction anywhere in the survey. In many cases, graduates will tend to have had bad experiences with particular offices or units however; this does not seem to be the case.

Appendix 1
Survey Instrument

Mendocino College
Graduating Student Questionnaire



Congratulations!

You are about to graduate from Mendocino College. I hope that your education has helped you meet your educational and life goals. As a final task, we need your advice and opinion regarding your experience here at Mendocino College in order to better serve students. Thank you for taking a few moments to complete this survey.

*Regards
Kathryn G. Lehner
Superintendent/President*

I am receiving a:

___ AA/AS degree in _____

___ Certificate in _____

<p>Gender:</p> <p>___ Male ___ Female</p> <p>Ethnicity:</p> <p>___ American Indian/Alaskan Native</p> <p>___ Asian/Pacific/Island</p> <p>___ Black, non-Hispanic</p> <p>___ Hispanic</p> <p>___ White, non-Hispanic</p> <p>___ Decline to State</p>	<p>Age group:</p> <p>___ Under 18</p> <p>___ 18 – 19</p> <p>___ 20 – 21</p> <p>___ 22 – 24</p> <p>___ 25 – 29</p> <p>___ 30 – 34</p> <p>___ 35 – 39</p> <p>___ 40 – 49</p> <p>___ 50 – 64</p> <p>___ 65 or older</p>
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During your time as a student, did you...

___ work off-campus

___ work on campus

___ I did not work while I was a student

1. About how many semesters did it take you to complete your degree/certificate objective at Mendocino College (do not include any Summer sessions)?

___ 1 or 2 semesters

___ 3 or 4 semesters

___ 5 or 6 semesters

___ 7 or 8 semesters

___ More than 8 semesters

2. While enrolled, what was your status?

- Full-time (12 or more units) most of the time
 Part-time (less than 12 units) most of the time

3. While enrolled, did you attend primarily Day or Evening courses?

- Mostly day classes
 About half day/ half evening classes
 Mostly evening classes

4. While enrolled, did you ever take classes at a College center and, if so, which one?

- Willits Center only Lake Center only Both Willits and Lake Centers

5. Did you take any on-line classes? Yes No

6. Did you receive any Financial Aid through the College? Yes No

6a. If you answered "Yes" to question 6, please check all that apply:

- BOG Waiver Pell Grant Scholarship
 Cal Grant Work Study Loans

7. Please check all of the following which apply to you:

- DRC student EOPS student
 CalWorks student MESA student
 Intercollegiate Athlete Student Government

8. Which of the following BEST characterizes your future plans? (Please check only one)

- Continue taking courses at Mendocino College
 Transfer to another college or university to continue my education
 Continue my present employment or activities
 Seek new employment in this area
 Relocate for new employment opportunities

8a. If you checked "Transfer" in question 8, please indicate where you plan to transfer and which campus you have selected:

- UC _____
 CSU _____
 Private _____
 Out-of State _____

9. Please indicate your level of agreement with each of the following statements about Mendocino College by checking the box that BEST indicates your opinion.

Statement	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
There is good communication between faculty and students.					
Computer resources are adequate.					
Counselors are usually available when you need one.					
I was generally able to get the courses I wanted at the time that I wanted to take them.					
Dropping and adding courses is an easy process.					
Mendocino College is supportive of students.					
Courses are academically demanding.					
I was treated with respect by faculty.					
Staff and administrators really try to help students.					
The college website is a good source for complete, up-to-date information.					
I will probably come back to Mendocino College for more education					

10. How helpful were each of the offices or services listed below? Please check the box that best describes your experience:

Office/Service	Very Helpful	Somewhat Helpful	A little helpful	Not at all helpful	Never Used
Admissions and Records					
Associated Students of Mendocino College (ASMC)					
Campus Bookstore					
Customer service at Schat's					
Career and Transfer Center					
College Counselors					
Financial Aid Office					
Individual Faculty Members					
Instruction Office					
Learning Center					
Library					

11. How would you describe your satisfaction with your overall experience as a Mendocino College student?

Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied

12. Would you recommend Mendocino College to a friend, family member or business associate?

Yes Probably, but with some reservations No

13. What was/were the BEST thing(s) about your experience as a student at Mendocino College?

14. If there was one thing that you would improve at Mendocino College, what would that be? Why?

Thank you for taking the time to complete this survey. Your responses will help us to better serve new and continuing students and to better serve your continuing education needs when you return.

Appendix 2

Item Analysis

Item Analysis from Graduating Student Survey

I am receiving:

	Frequency	Percent	Valid Percent	Cumulative Percent
AA/AS Degree	42	93.3	93.3	93.3
Certificate	3	6.7	6.7	100.0
Total	45	100.0	100.0	

Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Male	15	33.3	33.3	33.3
Female	30	66.7	66.7	100.0
Total	45	100.0	100.0	

Ethnicity:

	Frequency	Percent	Valid Percent	Cumulative Percent
American Indian/Alaskan Native	2	4.4	4.4	4.4
Black, Non-Hispanic	1	2.2	2.2	6.7
Hispanic	4	8.9	8.9	15.6
White, Non-Hispanic	34	75.6	75.6	91.1
Decline to State	4	8.9	8.9	100.0
Total	45	100.0	100.0	

Age Group:

	Frequency	Percent	Valid Percent	Cumulative Percent
18 - 19	5	11.1	11.1	11.1
20 - 21	10	22.2	22.2	33.3
22 - 24	9	20.0	20.0	53.3
25 - 29	9	20.0	20.0	73.3
30 - 34	4	8.9	8.9	82.2
35 - 39	2	4.4	4.4	86.7
40 - 49	4	8.9	8.9	95.6
50 - 64	2	4.4	4.4	100.0
Total	45	100.0	100.0	

During your time as a student, did you...

	Frequency	Percent	Valid Percent	Cumulative Percent
Work off-campus	37	82.2	82.2	82.2
Work on-campus	2	4.4	4.4	86.7
Did not work	6	13.3	13.3	100.0
Total	45	100.0	100.0	

1. About how many semesters did it take you to complete your degree/certificate objective at Mendocino college (do not include Summer sessions)?

	Frequency	Percent	Valid Percent	Cumulative Percent
1 or 2 semesters	2	4.4	4.4	4.4
3 or 4 semesters	11	24.4	24.4	28.9
5 or 6 semesters	17	37.8	37.8	66.7
7 or 8 semesters	9	20.0	20.0	86.7
More than 8 semesters	6	13.3	13.3	100.0
Total	45	100.0	100.0	

2. While enrolled what was your status?

	Frequency	Percent	Valid Percent	Cumulative Percent
Full-time	30	66.7	66.7	66.7
Part-time	15	33.3	33.3	100.0
Total	45	100.0	100.0	

3. While enrolled, did you attend primarily Day or Evening courses?

	Frequency	Percent	Valid Percent	Cumulative Percent
Mostly day classes	23	51.1	51.1	51.1
About half day/half evening classes	14	31.1	31.1	82.2
Mostly evening classes	6	13.3	13.3	95.6
No response	2	4.4	4.4	100.0
Total	45	100.0	100.0	

4. While enrolled, did you ever take classes at a College center and, if so, which one?

	Frequency	Percent	Valid Percent	Cumulative Percent
Willits Center only	7	15.6	15.6	15.6
Lake Center only	9	20.0	20.0	35.6
Neither Lake nor Willits' Centers	29	64.4	64.4	100.0
Total	45	100.0	100.0	

5. Did you take any on-line classes?

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	27	60.0	60.0	60.0
No	18	40.0	40.0	100.0
Total	45	100.0	100.0	

6. Did you receive any Financial Aid through the College?

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	34	75.6	75.6	75.6
No	11	24.4	24.4	100.0
Total	45	100.0	100.0	

6a. If you answered “Yes” to question 6, please check all that apply:

BOG waiver

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	26	57.8	57.8	57.8
No	19	42.2	42.2	100.0
Total	45	100.0	100.0	

CalGrant

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	16	35.6	35.6	35.6
No	29	64.4	64.4	100.0
Total	45	100.0	100.0	

Pell Grant

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	23	51.1	51.1	51.1
No	22	48.9	48.9	100.0
Total	45	100.0	100.0	

Work Study

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	5	11.1	11.1	11.1
No	40	88.9	88.9	100.0
Total	45	100.0	100.0	

Scholarship

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	8	17.8	17.8	17.8
No	37	82.2	82.2	100.0
Total	45	100.0	100.0	

Loans

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	2	4.4	4.4	4.4
No	43	95.6	95.6	100.0
Total	45	100.0	100.0	

7. Please check all of the following that apply to you:

DRC Student

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	3	6.7	6.7	6.7
No	42	93.3	93.3	100.0
Total	45	100.0	100.0	

CalWorks Student

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	4	8.9	8.9	8.9
No	41	91.1	91.1	100.0
Total	45	100.0	100.0	

Intercollegiate Athlete

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	3	6.7	6.7	6.7
No	42	93.3	93.3	100.0
Total	45	100.0	100.0	

EOPS Student

	Frequency	Percent	Valid Percent	Cumulative Percent
1	12	26.7	26.7	26.7
9	33	73.3	73.3	100.0
Total	45	100.0	100.0	

MESA Student

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	2	4.4	4.4	4.4
No	43	95.6	95.6	100.0
Total	45	100.0	100.0	

Student Government

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	1	2.2	2.2	2.2
No	44	97.8	97.8	100.0
Total	45	100.0	100.0	

8. Which of the following BEST characterizes your plans for the future?

	Frequency	Percent	Valid Percent	Cumulative Percent
Continue taking courses at Mendocino College	9	20.0	20.0	20.0
Transfer to another college or university	28	62.2	62.2	82.2
Continue present employment	3	6.7	6.7	88.9
Seek new employment in this area	3	6.7	6.7	95.6
Relocate for new employment opportunities	2	4.4	4.4	100.0
Total	45	100.0	100.0	

8a. If you checked “Transfer” in question 8, please indicate where you plan to transfer and which campus you have selected.

	Frequency	Percent	Valid Percent	Cumulative Percent
UC	2	4.4	4.4	4.4
CSU	13	28.9	28.9	33.3
Private	3	6.7	6.7	40.0
Out-of-state	3	6.7	6.7	46.7
No response	24	53.3	53.3	100.0
Total	45	100.0	100.0	

Selected campus:

	Frequency	Percent	Valid Percent	Cumulative Percent
CSU Chico	3	6.7	6.7	60.0
Dominican	1	2.2	2.2	62.2
Empire Law	1	2.2	2.2	64.4
Oregon University	1	2.2	2.2	66.7
Sacramento State	3	6.7	6.7	73.3
San Diego State Univ.	2	4.4	4.4	77.8
San Francisco State Univ.	1	2.2	2.2	80.0
Sonoma State Univ.	3	6.7	6.7	86.7
UC Berkeley	1	2.2	2.2	88.9
UC Davis	1	2.2	2.2	91.1
Unknown	3	6.6	6.6	97.8
Univ. of Nevada, Reno	1	2.2	2.2	100.0

9. Please indicate your level of agreement with each of the following statements about Mendocino college by checking the box that BEST indicates your opinion.

There is good communication between faculty and students.

	Frequency	Percent	Valid Percent	Cumulative Percent
Agree	27	60.0	60.0	60.0
Strongly Agree	18	40.0	40.0	100.0
Total	45	100.0	100.0	

Computer resources are adequate

	Frequency	Percent	Valid Percent	Cumulative Percent
Don't Know	2	4.4	4.4	4.4
Disagree	2	4.4	4.4	8.9
Agree	13	28.9	28.9	37.8
Strongly Agree	28	62.2	62.2	100.0
Total	45	100.0	100.0	

Counselors are available when you need one.

	Frequency	Percent	Valid Percent	Cumulative Percent
Disagree	2	4.4	4.4	4.4
Agree	19	42.2	42.2	46.7
Strongly Agree	24	53.3	53.3	100.0
Total	45	100.0	100.0	

I was generally able to get the courses I wanted at the time that I wanted to take them.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	1	2.2	2.2	2.2
Disagree	3	6.7	6.7	8.9
Agree	18	40.0	40.0	48.9
Strongly Agree	23	51.1	51.1	100.0

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	1	2.2	2.2	2.2
Disagree	3	6.7	6.7	8.9
Agree	18	40.0	40.0	48.9
Strongly Agree	23	51.1	51.1	100.0
Total	45	100.0	100.0	

Dropping and adding courses is an easy process.

	Frequency	Percent	Valid Percent	Cumulative Percent
Don't Know	2	4.4	4.4	4.4
Agree	18	40.0	40.0	44.4
Strongly Agree	25	55.6	55.6	100.0
Total	45	100.0	100.0	

Mendocino College is supportive of students.

	Frequency	Percent	Valid Percent	Cumulative Percent
Don't Know	1	2.2	2.2	2.2
Agree	20	44.4	44.4	46.7
Strongly Agree	24	53.3	53.3	100.0
Total	45	100.0	100.0	

Courses are academically demanding.

	Frequency	Percent	Valid Percent	Cumulative Percent
Disagree	3	6.7	6.7	6.7
Agree	24	53.3	53.3	60.0
Strongly Agree	17	37.8	37.8	97.8
No response	1	2.2	2.2	100.0
Total	45	100.0	100.0	

I was treated with respect by faculty.

	Frequency	Percent	Valid Percent	Cumulative Percent
Agree	16	35.6	35.6	35.6
Strongly Agree	29	64.4	64.4	100.0
Total	45	100.0	100.0	

Staff and administrators really try to help students.

	Frequency	Percent	Valid Percent	Cumulative Percent
Don't Know	1	2.2	2.2	2.2
Disagree	1	2.2	2.2	4.4
Agree	15	33.3	33.3	37.8
Strongly Agree	26	57.8	57.8	95.6
No response	2	4.4	4.4	100.0
Total	45	100.0	100.0	

The college website is a good source for complete, up-to-date information.

	Frequency	Percent	Valid Percent	Cumulative Percent
Don't Know	1	2.2	2.2	2.2
Disagree	6	13.3	13.3	15.6
Agree	21	46.7	46.7	62.2
Strongly Agree	17	37.8	37.8	100.0
Total	45	100.0	100.0	

I will probably come back to Mendocino College for more education

	Frequency	Percent	Valid Percent	Cumulative Percent
Don't Know	12	26.7	26.7	26.7
Strongly Disagree	1	2.2	2.2	28.9
Disagree	2	4.4	4.4	33.3
Agree	11	24.4	24.4	57.8
Strongly Agree	19	42.2	42.2	100.0
Total	45	100.0	100.0	

10. How helpful were each of the offices or services listed below? Please check the box that best describes your experience:

Admissions and records

	Frequency	Percent	Valid Percent	Cumulative Percent
Never Used	2	4.4	4.4	4.4
A Little Helpful	2	4.4	4.4	8.9
Somewhat Helpful	9	20.0	20.0	28.9
Very Helpful	32	71.1	71.1	100.0
Total	45	100.0	100.0	

Associate Students of Mendocino College (ASMC)

	Frequency	Percent	Valid Percent	Cumulative Percent
Never Used	24	53.3	53.3	53.3
Not at all Helpful	1	2.2	2.2	55.6
A Little Helpful	1	2.2	2.2	57.8
Somewhat Helpful	7	15.6	15.6	73.3
Very Helpful	11	24.4	24.4	97.8
No Response	1	2.2	2.2	100.0
Total	45	100.0	100.0	

Campus Bookstore

	Frequency	Percent	Valid Percent	Cumulative Percent
Not al all Helpful	1	2.2	2.2	2.2
A Little Helpful	3	6.7	6.7	8.9
Somewhat Helpful	14	31.1	31.1	40.0
Very Helpful	27	60.0	60.0	100.0
Total	45	100.0	100.0	

Customer service at Schat's

	Frequency	Percent	Valid Percent	Cumulative Percent
Never Used	12	26.7	26.7	26.7
Not at all Helpful	1	2.2	2.2	28.9
A Little Helpful	4	8.9	8.9	37.8
Somewhat Helpful	12	26.7	26.7	64.4
Very Helpful	16	35.6	35.6	100.0
Total	45	100.0	100.0	

Career and Transfer Center

	Frequency	Percent	Valid Percent	Cumulative Percent
Never Used	16	35.6	35.6	35.6
Not at all Helpful	1	2.2	2.2	37.8
A Little Helpful	3	6.7	6.7	44.4
Somewhat Helpful	8	17.8	17.8	62.2
Very Helpful	16	35.6	35.6	97.8
No Response	1	2.2	2.2	100.0
Total	45	100.0	100.0	

College Counselors

	Frequency	Percent	Valid Percent	Cumulative Percent
Not at all Helpful	2	4.4	4.4	4.4
A Little Helpful	1	2.2	2.2	6.7
Somewhat Helpful	8	17.8	17.8	24.4
Very Helpful	34	75.6	75.6	100.0
Total	45	100.0	100.0	

Financial Aid Office

	Frequency	Percent	Valid Percent	Cumulative Percent
Never Used	8	17.8	17.8	17.8
Not at all Helpful	1	2.2	2.2	20.0
A Little Helpful	5	11.1	11.1	31.1
Somewhat Helpful	8	17.8	17.8	48.9
Very Helpful	23	51.1	51.1	100.0
Total	45	100.0	100.0	

Individual Faculty Members

	Frequency	Percent	Valid Percent	Cumulative Percent
Never Used	3	6.7	6.7	6.7
Somewhat Helpful	11	24.4	24.4	31.1
Very Helpful	30	66.7	66.7	97.8
No response	1	2.2	2.2	100.0
Total	45	100.0	100.0	

Instruction Office

	Frequency	Percent	Valid Percent	Cumulative Percent
Never Used	15	33.3	33.3	33.3
Not at all Helpful	2	4.4	4.4	37.8
A Little Helpful	14	31.1	31.1	68.9
Very Helpful	13	28.9	28.9	97.8
No Response	1	2.2	2.2	100.0
Total	45	100.0	100.0	

Learning Center

	Frequency	Percent	Valid Percent	Cumulative Percent
Never Used	11	24.4	24.4	24.4
Not at all Helpful	1	2.2	2.2	26.7
A Little Helpful	1	2.2	2.2	28.9
Somewhat Helpful	7	15.6	15.6	44.4
Very Helpful	25	55.6	55.6	100.0
Total	45	100.0	100.0	

Library

	Frequency	Percent	Valid Percent	Cumulative Percent
Never Used	4	8.9	8.9	8.9
Somewhat Helpful	11	24.4	24.4	33.3
Very Helpful	29	64.4	64.4	97.8
No Response	1	2.2	2.2	100.0
Total	45	100.0	100.0	

11. How would you describe your satisfaction with your overall experience as a Mendocino College student?

	Frequency	Percent	Valid Percent	Cumulative Percent
Somewhat Satisfied	8	17.8	17.8	17.8
Very Satisfied	37	82.2	82.2	100.0
Total	45	100.0	100.0	

12. Would you recommend Mendocino College to a friend, family member or business associate?

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes but with reservations	3	6.7	6.7	6.7
Yes	42	93.3	93.3	100.0
Total	45	100.0	100.0	

Appendix 3

Written Comments

13. What was/were the BEST thing(s) about your experience as a student at Mendocino college?

My counselor Jean Stirling was so helpful and really encouraged me to get my degree. She gave me so much help in what courses to take, and what was available on-line or in the classroom.

All the instructors I had were great and I have enjoyed my classes so much I may take more just to keep learning.

The teachers. They are wonderful, supportive and very committed to their students (in general). Almost any help I needed they were enthusiastic about providing, especially: Reid Edelman, Jody Gherman, Rebecca Montes, Julie Finnegan, Debra White and Marilyn Simpson. My FAVES! You are lucky to have them!! (We all are.)

The staff are very friendly and it makes it easy to come to class.

Meeting new friends, inspiration from teachers, mentors.

Small class size. Friendly teachers. Very close to home with no parking lot waits or problems.

Teachers really care about you as a student and want you to succeed.

The best thing about my experience is getting my degrees, meeting new people and taking English 200 and 205 with Bart Rawlinson.

Playing football for Coach Gang.

Nash is great!

EOPS counselor Mary Holcomb; she helped me a lot.

The helpful staff.

I love the on-line classes. It made it so easy to further my education. I received so much help from different departments. I will definitely be taking more classes. I truly appreciate all the support and encouragement I received from the Counselors and Faculty. The Instructors are wonderful and so helpful.

Terri Robertson, she shows a real interest in her students and is very helpful.

Continued education – an outlet for extra energy.

Playing baseball and living in a new environment and the helpfulness of staff and faculty.

Darletta really helped in everything I needed and made sure what the counselor was saying to me was indeed the truth or NOT. If she was not here I would really doubt I would be filling out this form and graduating. Thanks goes all to her.

The library, open access to the computer lab via CSC500, and the access to free Wi-Fi were all very helpful during my time as a student.

I was able to receive a college education without having to relocate to a larger city. The main campus is beautiful, friendly, and offers a variety of unique classes and opportunities.

I enjoyed almost every class. The teachers were usually very good and I felt I learned a lot.

Being able to get help with planning my classes.

I enjoyed the convenience of the distance education options. As a mother of 5 I am thankful for having the option to go to college.

Jim Xerogeanes was the best teacher ever and the entire Agriculture Department here. Biology and Zoology were awesome!

I enjoyed the variety of classes offered at Mendocino College. I also enjoyed the academic and relaxed atmosphere.

Classes available to work around other schedules.

The people here are wonderful. Teachers and Staff.

The Anthropology courses.

Quick way to better yourself or to learn new skill. Faculty and the other students were very friendly and helpful.

Very helpful instructors.

Teachers really got to know me as a student and a person and helped extra whenever I needed.

Everything.

I was able to become inspired into being alive.

Great counselors (Mary Holcomb), great teachers (Donham).

I can't really say.

I enjoyed the teachers and staff support.

The friendly open environment and very comfortable and well-kept campus.

Close to home.

I thoroughly enjoyed all the art and theatre classes I've taken. I'm very sad to see the arts department being cut back.

The teachers were great, the campus is very beautiful and everyone is helpful.

The best aspect of my experience as a Mendocino College student was working with instructors who interacted with students on an equal level. I am especially appreciative of the fact that my questions were always answered and my time and presence in class was always respected. I had the chance to learn from such lively and knowledgeable instructors. My developed education from Mendocino College has prepared me for my future at university as well as my potential career.

I met a lot of great people. Some became my great friends, some I dated, some opened up doors in my career, some gave me hope, some cheered me, some studied with me. A lot of brilliant teachers I felt honored to study under. I learned so many new things.

I got an education through all the most critical areas needed to empower and satisfied my individual needs for the future.

Learning new things and becoming a better speaker.

14. If there was one thing that you would improve at Mendocino College, what would that be? Why?

Dealing with administration, especially the counseling office, was usually pretty dehumanizing. I had two *very* bad experiences in there, not with the counselors (once I got to them) but with staff (except Barbara, who rocked!).

Nothing

Parking could be expanded; maybe dorms for students.

More offered classes. If you forgot to sign up for say Chem 250 in the Fall, you may have to wait till next fall to take it again or stall.

None.

My worst experience was trying to get into an on-line class which was full and did not have a waiting list. It took a lot of extra effort to get into the class which equals more stress for me. Also learning that the info I was given about my readiness to transfer from the transfer center was incorrect.

Offer everything on-line or video or afternoons.

Classes available all semesters.

I would like to see more classes offered on-line.

Better teacher for BOT56/58 – we ended up with no teacher for the semester! Xxx yyy stepped in as sub, but she admitted she does not know hospital coding. I don't feel as if I am prepared for the workplace in that aspect of billing and coding.

Lower book prices because they cost too much.

The athletic facilities, because a lot of the full-time students here are athletes and in order to get more athletes the facilities need improvement.

Counselors, they had my schedule all messed up and told me wrong information that almost caused me to drop out of school. This college is known by many people as to not trust the counselors. Maybe they have too many students. This college is also has many Native Americans and to all of us we only have Darletta to run to. She has her job and also the job our counselors are paid to do.

I would rather not be bothered by military recruiters while trying to further my education, though I'm aware of the college's lack of options in that regard.

I would like there to be more degree options available. More 200-level Agriculture classes would make it easier for Ag. Majors to transfer.

I had my last class with xxx yyy. She was the worst teacher I have had here and she had no respect for her students. I think the staff needs to be more aware of what goes on in the classroom.

None that I can think of.

I would like to see more on-line courses. I had a few family/personal incidents occur while I was a student. I had several instructors help me out; I had just a couple that didn't work with me. As a result I was not able to keep up my higher GPA.

Keeping the chemistry class with a good teacher and not cancelling it. That put me behind a whole year with my Biology degree.

Nothing comes to mind.

Can't think of anything. Very pleased with my experience.

Sciences at the Lake Center.

Student lounge area could be bigger.

Longer hours for the computer lab.

Nothing.

Nothing.

Nothing.

Offering more evening classes for people who work during the day.

I would offer more night classes.

More classes.

More classes – more options. On-line classes.

More evening classes. Many of the classes I needed were only offered in the daytime which conflicted with a regular work schedule.

The only improvement I would propose for Mendocino College is in regards to the campus in general. I would suggest a few technical improvements for student safety, such as improving the parking lot lighting, installing classroom phones for emergencies and increasing security personnel during the evenings. The distance for smoking near classrooms should be enforced or increased to decrease the amount of second hand smoke.

Some counselors should maybe offer a survey that gives options i.e. Where do you see yourself in 4 Years? Or 2? Do you want to transfer? Do you know some classes work as both transfer and degree requirements? I felt I didn't have to be here as long as 4 years if someone perhaps guided me better.

I would make adjustments to my life off campus so I could get a better education in school through more resources (mainly the time factor).

I guess I would say to have more engineering classes.