

Analysis of the 2009-10

Graduating Student Survey

Mendocino College

Institutional Research

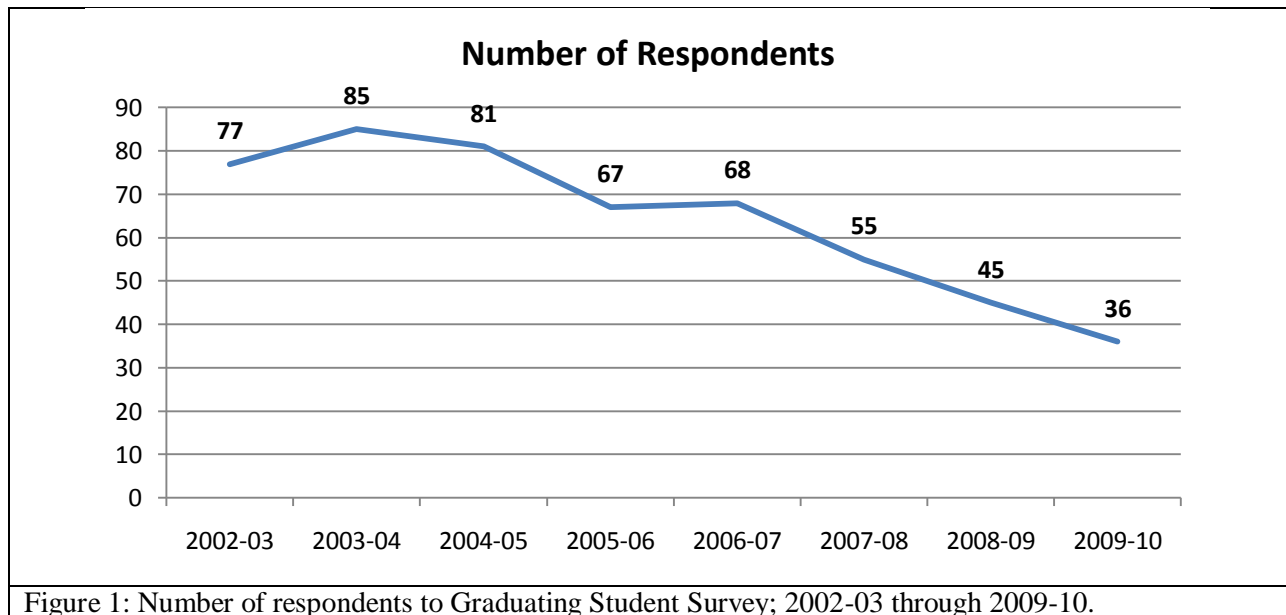
July 2010

## Introduction

Each year, as students petition to graduate they are asked to complete a survey instrument relating to their experiences at Mendocino College and their future plans. In academic year 2008-09, a new version of the survey was implemented, along with a new method for distribution and collection. Previously, copies of the survey had been mailed to prospective graduates.

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 website with directions on the procedure for graduating. The alternative method was the provision of a supply of printed 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 prospective graduates to complete the survey instrument.

It was hoped that the new system would increase the return rate for the survey. However, as Figure 1 illustrates, it has not. In fact, the return rate has plummeted over the past two years.



The last year the survey was mailed, 2007-08, there were 55 responses received. In 2008-09, after the new method was instituted, the return rate dropped to 45. In 2009-10, the return rate dropped again, to 36.

## **The Survey Instrument**

The survey instrument is a four page document with a variety of questions (see Appendix I for a copy of the survey instrument). Students are asked whether they are receiving a degree or certificate and in what area. They are also asked to respond to several basic questions regarding demographics, whether they worked or not; enrollment status (full-time/part-time); and where and when they took classes. They are also asked about financial aid they may have received and whether they were members of a “special” population (e.g. intercollegiate athlete, EOPS, CalWorks, etc.).

The body of the survey consists of two Likert-scaled check-lists. The first list asks students to evaluate the quality of their interactions and communications with faculty and staff and availability of resources for learning. The second list asks them to evaluate the “helpfulness” of specific offices with which they may have interacted over the course of their college career. Following the two lists, students are asked to provide an overall evaluation of their satisfaction with their Mendocino College experience and whether they would recommend Mendocino College to others.

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

Appendix II contains a detailed item analysis of student responses to the demographic and Likert-scale items. Appendix III lists the written comments provided by respondents.

## **Sample Size**

For 2009-10, a total of 36 responses were received. With approximately 330 petitions-to-graduate received, this sample represents about 10.9% of all graduates. This small proportion means that there is a considerable margin of error involved in interpreting the results. For a 5% margin of error and a 95% confidence rate, the standards for survey research, a sample of at least 178 survey instruments would have been needed from this population. With the small sample size of 36, the margin of error increases to 15% - 16%.

## **Results of the Survey**

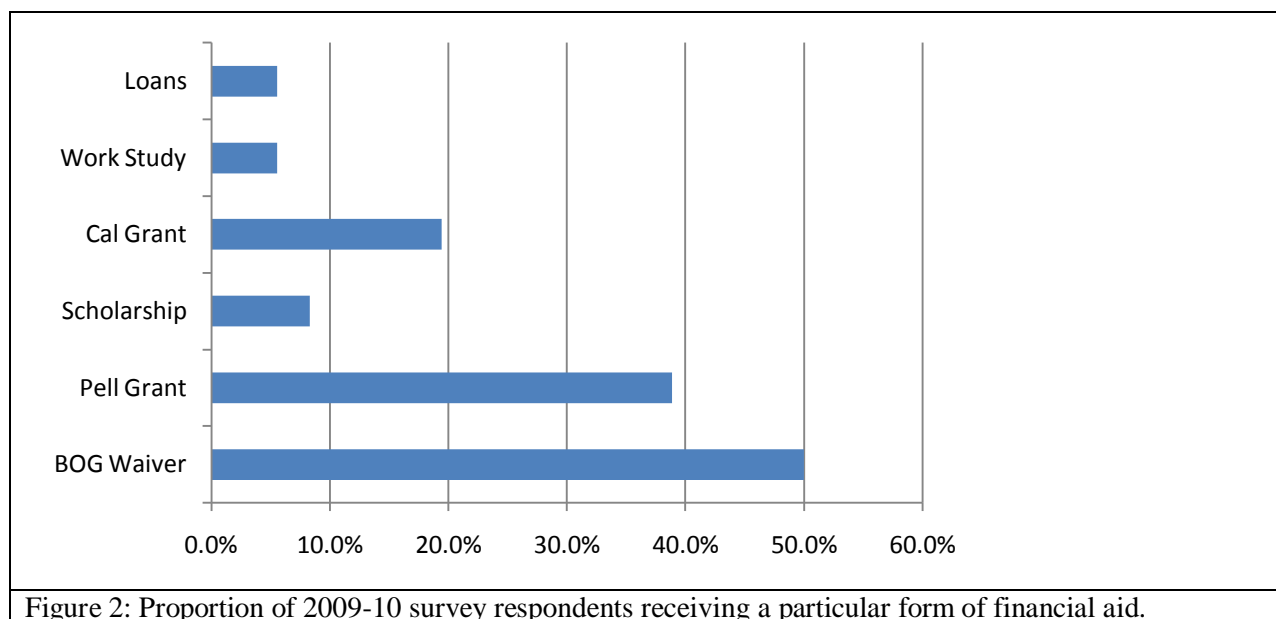
Overall, 77.8% of respondents indicated that they were receiving an AA/AS degree and 22.2% were receiving a Certificate. Among degree recipients, the largest number of degrees awarded was in General Studies and Business. Among Certificate recipients, the largest concentration (33.3%) was in Business Office Technology.

Demographically, 63.9% of respondents were female and 36.1% were male, which reflects the general semester enrollment distribution. In terms of ethnicity, though, the proportion of White graduates (61.1%) was slightly more than the proportion of our student population (51.1%) in

Spring 2010. In terms of age, the distribution is heavily slanted toward young adults, with 52.8% of graduates being 24 years of age or younger and the largest single category, with 19.4% of respondents was 20-21.

Most respondents (55.6%) worked off-campus during their tenure as students. 36.1% of students indicated that it took them “5 or 6 semesters” to complete their studies. Overall, however, 72.2% indicated that it took “5 or 6 semesters” or less to graduate. Graduates were considerably more likely to have been full-time students than our typical enrolled student population. 63.9% of respondents indicated that they were full-time students most of the time that they were enrolled at Mendocino College.

66.7% of respondents indicated that that they received financial aid at one time or another while a student at Mendocino College. Figure 2 illustrates the proportion of students who indicated that they received a particular form of financial aid.



By far, BOG Waivers, received by 50% of respondents, were the most common form of financial aid. This is followed by the Pell Grant, received by 38.9% of respondents and the CalGrant, received by 19.4% of respondents.

In terms of class-taking, students were pretty much focused on taking their courses in a traditional manner, mainly at the Ukiah campus, as shown in Table 1.

Location of Course Taking	Time of Day for Course Taking			Total
	Mostly day classes	About half day/half evening courses	Mostly evening classes	
Willits Center only	5.6%	8.3%	2.8%	16.7%
Lake Center only	5.6%	8.3%	5.6%	19.4%
Neither Willits center nor Lake Center	38.9%	16.7%	8.3%	63.9%
Total	50.0%	33.3%	16.7%	100.0%

Table 1: Where and when respondents took classes

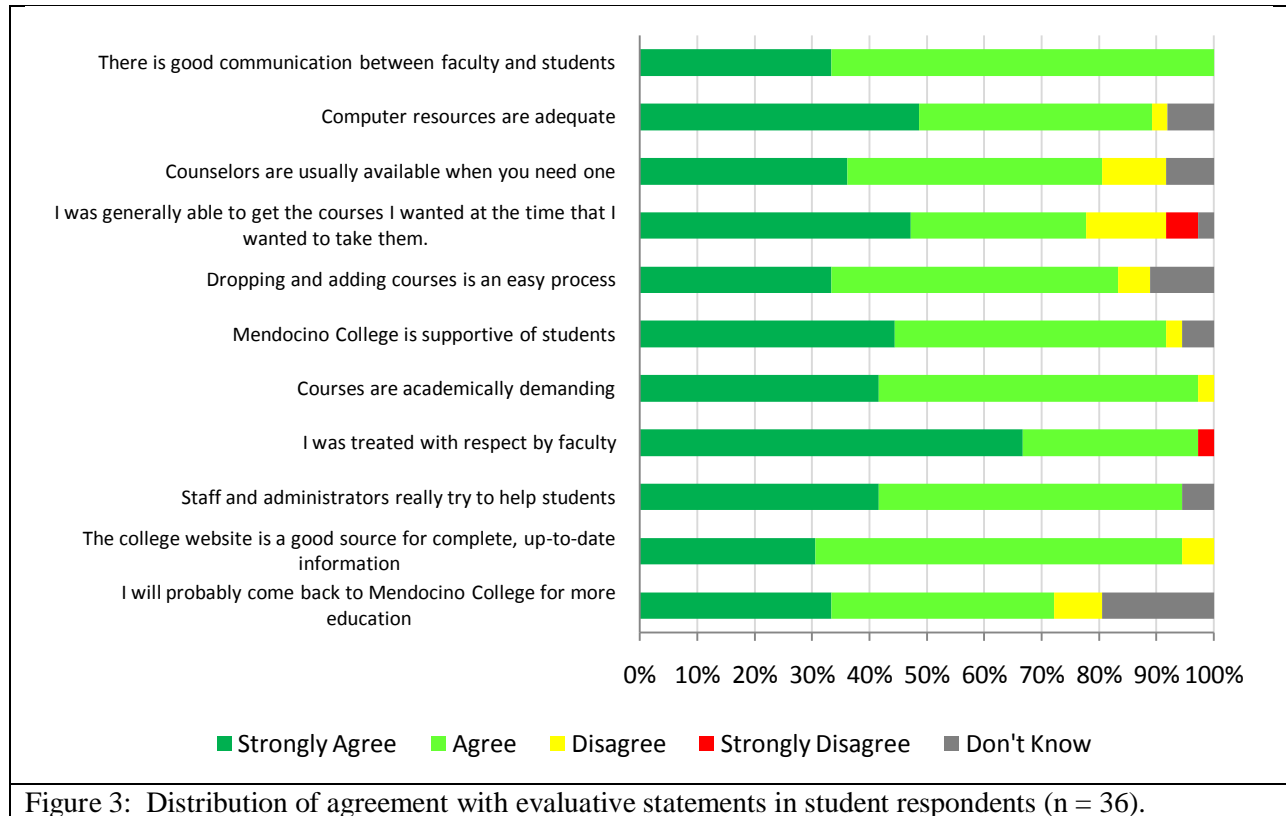
Overall 63.9% of respondents took all their classes at the Ukiah campus, with the single largest group, 38.9% taking “Mostly Day Classes.” 19.4% of respondents indicated that they took at least one course at the Lake Center and 16.7% took at least one course at the Willits Center. There were no respondents who took courses at both Willits and Lake Centers.

On-line classes, however, did prove popular with our graduates. 63.9% of respondents indicated that they enrolled in at least one on-line course while they were a student.

### Student Satisfaction

The survey includes 11 positively worded evaluative statements which ask students to indicate their level of agreement, from *Strongly Agree* to *Strongly Disagree*. As shown in Figure 3, a high proportion of respondents either *Strongly Agree* or *Agree* with each statement. On average, 41.5% of respondents indicated that they *Strongly Agree* with the statement and another 47.4%, on average indicated that they *Agree* with the statement.

As shown in Figure 3, among the statements, the one with the highest level of agreement, with 66.7% of respondents indicating that they *Strongly Agree* is “I was treated with respect by faculty.” This statement also had the highest level of agreement among the 2008-09 respondents, where 64.4% of respondents indicated that they *Strongly Agree*. This is about eighteen percentage points higher than the next highest statement, “Computer resources are adequate.” Only one statement, “I was generally able to get the courses I wanted at the time that I wanted to take them” generated any real difference of opinion among respondents. While 77.8% of the respondents voiced a level of agreement with this statement (47.2% *Strongly Agree*, 30.6% *Agree*), 19.5% voiced some level of disagreement (13.9% *Disagree*, 5.6% *Strongly Disagree*). The only other item which generated noteworthy disagreement was “Counselors are usually available when you need one,” where 11.1% “*Disagree*.”



However, as Table 2 illustrates, the shift in opinion on that question is an isolated occurrence.

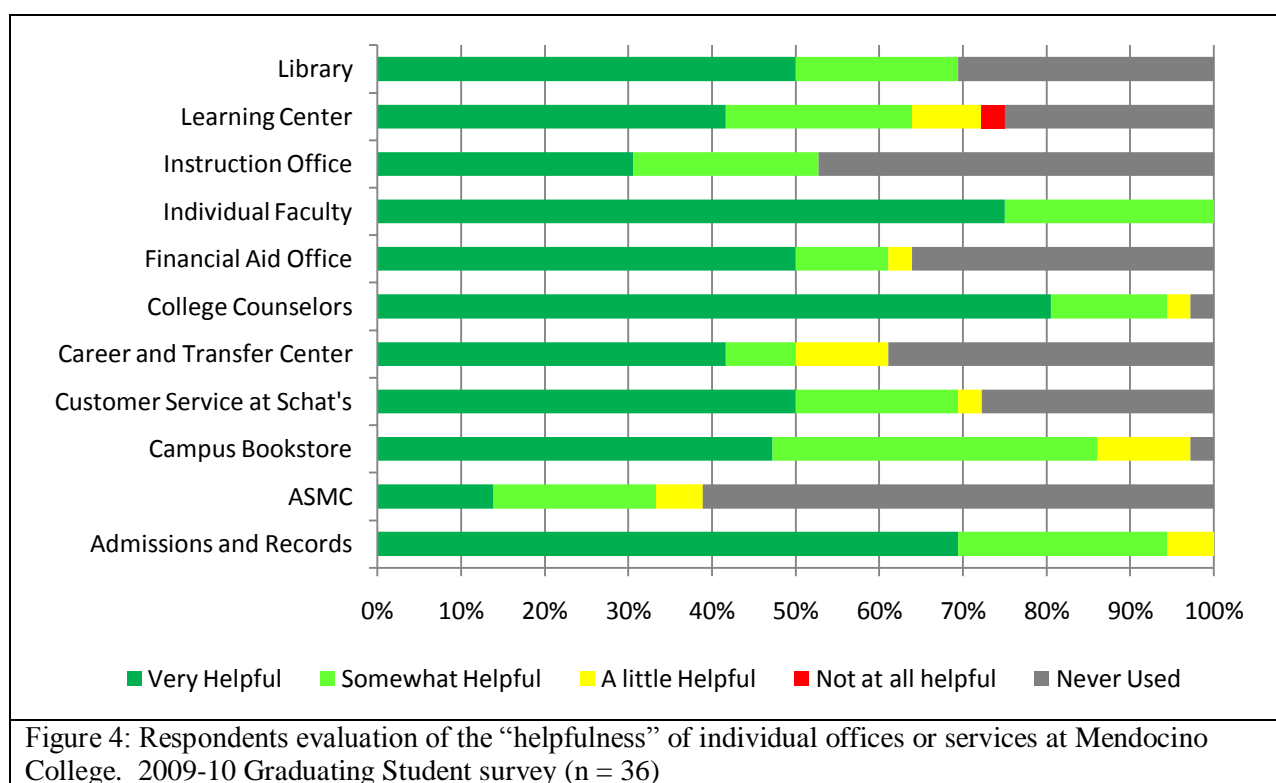
Statement	Strongly Agree		Agree	
	2008-09	2009-10	2008-09	2009-10
There is good communication between faculty and students.	40.0%	33.3%	60.0%	66.7%
Computer resources are adequate	62.2%	48.6%	28.9%	40.5%
Counselors are usually available when you need one.	53.3%	36.1%	42.2%	44.4%
I was generally able to get the courses I wanted at the time that I wanted them.	51.1%	47.2%	40.0%	30.6%
Dropping and adding courses is an easy process	55.6%	33.3%	40.0%	50.0%
Mendocino College is supportive of students	53.3%	44.4%	44.4%	47.2%
Courses are academically demanding	37.8%	41.7%	53.3%	55.6%
I was treated with respect by faculty.	64.4%	66.7%	35.6%	30.6%
Staff and administrators really try to help students.	57.8%	41.7%	33.3%	52.8%
The college website is a good source for complete, up-to-date information	37.8%	30.6%	46.7%	63.9%
I will probably come back to Mendocino College for more education	42.2%	33.3%	24.4%	38.9%

Table 2: Comparison of level of agreement responses 2008-09 survey v. 2009-10 survey on evaluative statements.

While overall levels of agreement with the evaluative statements are high in each year, on most items there is some slippage. In other words, on most items, there is a marked drift away from *Strongly Agree* to *Agree*, between the two years. The percentage of respondents who selected *Strongly Agree* in 2009-10 is lower than the percentage of respondents in the 2008-09 survey. However, the percentage of respondents, on most items, in 2009-10 who *Agree* is higher than in 2008-09.

### Satisfaction with Individual Offices

As part of the survey, students are asked to evaluate the helpfulness of individual offices and services they likely encountered during the course of their college career. The results of this evaluation are shown in Figure 4.



Overall, the majority of respondents viewed most offices either *Very Helpful* or *Somewhat Helpful* in terms of their interactions. On average, 50% of respondents found individual offices *Very Helpful* and 20.5% found them *Helpful*. The College Counselors, with 80.6% *Very Helpful* and Individual Faculty with 75.0% *Very Helpful* were the two highest rated offices or services.

In nine out of the eleven cases, however, there were a substantial number of respondents who replied *Never Used*. This ranges from 2.8% of respondents for College Counselors and the Campus Bookstore to a high of 61.1% of respondents for ASMC. What is surprising is that 30.6% of respondents indicated that they never used the Library. It is quite likely that

respondents may have employed the *Never Used* choice as a substitute for a “Don’t Know” or “No Opinion” on the helpfulness of the office.

As with the evaluative statements, there is some change in levels of agreement between 2008-09 respondents and 2009-10 respondents, as shown in Table 3.

	Very Helpful		Somewhat Helpful	
	2008-09	2009-10	2008-09	2009-10
Individual Office/Service				
Admissions and Records	71.1%	69.4%	20.0%	25.0%
ASMC	24.4%	13.9%	15.6%	19.4%
Campus Bookstore	60.0%	47.2%	31.1%	38.9%
Customer service at Schat's	35.6%	50.0%	26.7%	19.4%
Career and Transfer Center	35.6%	41.7%	17.8%	8.3%
College Counselors	75.6%	80.6%	17.8%	13.9%
Financial Aid Office	51.1%	50.0%	17.8%	11.1%
Individual Faculty	66.7%	75.0%	24.4%	25.0%
Instruction Office	28.9%	30.6%	31.1%	22.2%
Learning Center	55.6%	41.7%	15.6%	22.2%
Library	55.6%	50.0%	15.6%	19.4%

Table 3: Comparison of level of agreement responses 2008-09 survey v. 2009-10 survey on helpfulness of individual offices.

Unlike the evaluative statements, changes in students’ perceptions of helpfulness are a mixed bag when comparing 2008-09 results to 2009-10 results. Some offices/services have shown improvement in their service levels, most noticeably customer service at Schat’s, where the proportion of *Very Helpful* responses went from 35.6% in 2008-09 to 50.0% in 2009-10, an increase of 14.6 percentage points. Individual faculty members were also perceived to be more helpful, with an 8.3 percentage point increase in the *Very Helpful* proportion of responses between the two years.

Two offices seemed to have a significant decline in the proportion of *Very Helpful* responses. The Learning Center saw the proportion of *Very Helpful* responses drop by 13.9 percentage points, from 55.6% in 2008-09 to 41.7% in 2009-10. Similarly, the Campus Bookstore saw a drop of 12.8 percentage points in the *Very Helpful* category, going from 60.0% in 2008-09 to 47.2% in 2009-10.

### Overall Student Satisfaction

On the two central questions regarding overall satisfaction, Mendocino College came out well. On the question, “How would you describe your satisfaction with your overall experience as a Mendocino College student?” 86.1% indicated that they were *Very Satisfied* and another 11.1% indicated that they were *Somewhat Satisfied*. Only one respondent indicated that they were *Somewhat Dissatisfied*. This is a slightly better outcome than the results of the 2008-09 survey

where 82.2% of respondents indicated that they were *Very Satisfied* and another 18.7% indicated that they were *Somewhat Satisfied*.

A second question to help gauge the depth of satisfaction asked respondents:

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

91.7% of respondents indicated *Yes* and the remaining 8.3% indicated that they probably would but with reservations. This is slightly less than the performance of the 2008-09 survey where 93.3% of respondents indicated that they would recommend Mendocino College.

Unlike 2008-09, only two of the evaluative statements correlate with overall student satisfaction. These two items among the evaluative statements are “Computer Resources are adequate” ( $r = .386$   $p < .02$ ) and “Dropping and Adding courses is an easy process” ( $r = .419$   $p < .011$ ). While these are positive correlations, they are rather weak.

On the other hand, several of the evaluative statements have strong correlations with student attitudes regarding recommending Mendocino College. Two items in particular, “Mendocino College is supportive of students” ( $r = .627$   $p < .000$ ) and “I was treated with respect by faculty” ( $r = .561$   $p < .000$ ) had substantial correlations with the decision to recommend Mendocino College. This would seem to indicate that interpersonal relationships are important components on students' decision to recommend Mendocino College to friends and family.

Among the evaluation of the individual offices at Mendocino College, student's evaluations of three of the offices were correlated with their overall satisfaction. The three offices are the Career and Transfer Center ( $r = .490$   $p < .002$ ); the Instruction Office ( $r = .555$   $p < .000$ ); and, the Learning Center ( $r = .496$ ,  $p < .002$ ). Interestingly there were no significant correlations between students' evaluations of the individual offices and their decision to recommend Mendocino College.

### **Written Comments**

A complete listing of written comments provide by students is included in Appendix III. Respondents were asked to respond to two questions. The first question asked them to name the best thing or things about their experience at Mendocino College. Overall, the responses focused primarily on the interpersonal relationships the students experienced. Several instructors and counselors were cited by name as being the “best”. Faculty and staff are repeatedly characterized as “caring,” “understanding,” and “positive.” Students felt that the smaller class sizes and the ability to develop relationships with faculty were important aspects of their experience.

The second question asked students what one thing they would change about Mendocino College. Generally, comments addressed the availability of classes. Many respondents indicated a need for more courses on-line or at the centers. Related to this need is the perceived need for

more faculty to teach classes and better matching of class size to room size. One student also addressed the need to diversity course offerings, offering subjects not currently offered.

### **Summary**

This was the second year that this survey form was used and, while two years do not a trend make, it is important to note that respondents are universally positive about Mendocino College, its faculty and staff, and the experience they had as students. One has to look hard to find any particular responses that would suggest a negative trend. The overall point that emerges from this survey is that students value Mendocino College for its small size. While this size may affect the number and variety of courses offered, it allows for smaller classes and interaction between faculty and staff and students.

Appendix I

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 circling the response that BEST indicates your feelings. Use the following scale:

**SA** = Strongly Agree   **A** = Agree   **D** = Disagree   **SD** = Strongly Disagree   **DK** = Don't Know

There is good communication between faculty and students.	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>DK</b>
Computer resources are adequate.	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>DK</b>
Counselors are usually available when you need one.	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>DK</b>
I was generally able to get the courses I wanted at the time that I wanted to take them.	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>DK</b>
Dropping and adding courses is an easy process.	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>DK</b>
Mendocino College is supportive of students.	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>DK</b>
Courses are academically demanding.	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>DK</b>
I was treated with respect by faculty.	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>DK</b>
Staff and administrators really try to help the student.	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>DK</b>
The college website is a good source for complete, up-to-date information.	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>DK</b>
I will probably come back to Mendocino College for more education.	<b>SA</b>	<b>A</b>	<b>D</b>	<b>SD</b>	<b>DK</b>

10. How helpful were each of the offices or services listed below? Please circle the number that best describes how you feel, using the following scale:

**4 Very Helpful   3 Somewhat Helpful   2 A little helpful   1 Not at all helpful   0 Never Used**

Admissions and Records	4	3	2	1	0
Associated Students of Mendocino College (ASMC)	4	3	2	1	0
Campus Bookstore	4	3	2	1	0
Customer service at Schat's	4	3	2	1	0
Career and Transfer Center	4	3	2	1	0
College Counselors	4	3	2	1	0
Financial Aid Office	4	3	2	1	0
Individual Faculty Members	4	3	2	1	0
Instruction Office	4	3	2	1	0
Learning Center	4	3	2	1	0
Library	4	3	2	1	0

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 II

Item Analysis

## Appendix II: Item Analysis Graduating Student Survey 2009-10

## I am receiving an AA/AS degree

	Frequency	Percent	Valid Percent	Cumulative Percent
No	8	22.2	22.2	22.2
Yes	28	77.8	77.8	100.0
Total	36	100.0	100.0	

## I am receiving an AA/AS degree in:

	Frequency	Percent	Valid Percent	Cumulative Percent
Missing/No response	9	25.0	25.0	25.0
Business	1	2.8	2.8	27.8
Business Accounting	1	2.8	2.8	30.6
Business Administration	2	5.6	5.6	36.1
Business Management	2	5.6	5.6	41.7
General Education	2	5.6	5.6	47.2
General Studies	7	19.4	19.4	66.7
General Studies/Education	1	2.8	2.8	69.4
General Studies/Natural Science	1	2.8	2.8	72.2
Humanities	1	2.8	2.8	75.0
Kinesiology and Health	1	2.8	2.8	77.8
Liberal Arts	3	8.3	8.3	86.1
Psychology	4	11.1	11.1	97.2
Social Science	1	2.8	2.8	100.0
Total	36	100.0	100.0	

### I am receiving a Certificate

	Frequency	Percent	Valid Percent	Cumulative Percent
No	27	75.0	75.0	75.0
Yes	9	25.0	25.0	100.0
Total	36	100.0	100.0	

### I am receiving a Certificate in:

	Frequency	Percent	Valid Percent	Cumulative Percent
Missing/No response	27	75.0	75.0	75.0
Alcohol and Other Drugs	2	5.6	5.6	80.6
Automotive Technology	1	2.8	2.8	83.3
BOT	2	5.6	5.6	88.9
BOT Medical	1	2.8	2.8	91.7
Business/Real Estate	1	2.8	2.8	94.4
Child Development	1	2.8	2.8	97.2
Human Service Worker	1	2.8	2.8	100.0
Total	36	100.0	100.0	

### Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Female	23	63.9	63.9	63.9
Male	13	36.1	36.1	100.0
Total	36	100.0	100.0	

## Ethnicity:

	Frequency	Percent	Valid Percent	Cumulative Percent
American Indian/Alaskan Native	3	8.3	8.3	8.3
Asian/Pacific Island	1	2.8	2.8	11.1
Black, non-Hispanic	3	8.3	8.3	19.4
Hispanic	5	13.9	13.9	33.3
White, non-Hispanic	22	61.1	61.1	94.4
Decline to State	2	5.6	5.6	100.0
Total	36	100.0	100.0	

## Age Group:

	Frequency	Percent	Valid Percent	Cumulative Percent
18 - 19	6	16.7	16.7	16.7
20 - 21	7	19.4	19.4	36.1
22 - 24	6	16.7	16.7	52.8
25 - 29	2	5.6	5.6	58.3
30 - 34	2	5.6	5.6	63.9
35 - 39	4	11.1	11.1	75.0
40 - 49	3	8.3	8.3	83.3
50 - 64	6	16.7	16.7	100.0
Total	36	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Work off-campus	20	55.6	55.6	55.6
Work on-campus	2	5.6	5.6	61.1
I did not work while I was a student	14	38.9	38.9	100.0
Total	36	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	5	13.9	13.9	13.9
3 or 4 semesters	8	22.2	22.2	36.1
5 or 6 semesters	13	36.1	36.1	72.2
7 or 8 semesters	9	25.0	25.0	97.2
More than 8 semesters	1	2.8	2.8	100.0
Total	36	100.0	100.0	

2. While enrolled, what was your status?

	Frequency	Percent	Valid Percent	Cumulative Percent
Full-time (12 or more units) most of the time	23	63.9	63.9	63.9
Part-time (less than 12 units) most of the time	13	36.1	36.1	100.0
Total	36	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Mostly day classes	18	50.0	50.0	50.0
About half day/half evening courses	12	33.3	33.3	83.3
Mostly evening classes	6	16.7	16.7	100.0
Total	36	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
Willis Center only	6	16.7	16.7	16.7
Lake Center only	7	19.4	19.4	36.1
Neither Willits Center nor Lake Center	23	63.9	63.9	100.0
Total	36	100.0	100.0	

5. Did you take any on-line classes?

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	23	63.9	63.9	63.9
No	13	36.1	36.1	100.0
Total	36	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Yes	24	66.7	66.7	66.7
No	12	33.3	33.3	100.0
Total	36	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
No	18	50.0	50.0	50.0
Yes	18	50.0	50.0	100.0
Total	36	100.0	100.0	

### Pell Grant

	Frequency	Percent	Valid Percent	Cumulative Percent
No	22	61.1	61.1	61.1
Yes	14	38.9	38.9	100.0
Total	36	100.0	100.0	

### Scholarship

	Frequency	Percent	Valid Percent	Cumulative Percent
No	33	91.7	91.7	91.7
Yes	3	8.3	8.3	100.0
Total	36	100.0	100.0	

### Cal Grant

	Frequency	Percent	Valid Percent	Cumulative Percent
No	29	80.6	80.6	80.6
Yes	7	19.4	19.4	100.0
Total	36	100.0	100.0	

### Work Study

	Frequency	Percent	Valid Percent	Cumulative Percent
No	34	94.4	94.4	94.4
Yes	2	5.6	5.6	100.0
Total	36	100.0	100.0	

### Loans

	Frequency	Percent	Valid Percent	Cumulative Percent
No	34	94.4	94.4	94.4
Yes	2	5.6	5.6	100.0
Total	36	100.0	100.0	

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

### DRC Student

	Frequency	Percent	Valid Percent	Cumulative Percent
No	35	97.2	97.2	97.2
Yes	1	2.8	2.8	100.0
Total	36	100.0	100.0	

### CalWorks Student

	Frequency	Percent	Valid Percent	Cumulative Percent
No	32	88.9	88.9	88.9
Yes	4	11.1	11.1	100.0
Total	36	100.0	100.0	

### Intercollegiate Athlete

	Frequency	Percent	Valid Percent	Cumulative Percent
No	30	83.3	83.3	83.3
Yes	6	16.7	16.7	100.0
Total	36	100.0	100.0	

### EOPS Student

	Frequency	Percent	Valid Percent	Cumulative Percent
No	27	75.0	75.0	75.0
Yes	9	25.0	25.0	100.0
Total	36	100.0	100.0	

## MESA Student

	Frequency	Percent	Valid Percent	Cumulative Percent
No	35	97.2	97.2	97.2
Yes	1	2.8	2.8	100.0
Total	36	100.0	100.0	

## Student Government

	Frequency	Percent	Valid Percent	Cumulative Percent
No	35	97.2	97.2	97.2
Yes	1	2.8	2.8	100.0
Total	36	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Continue taking courses at Mendocino College	7	19.4	19.4	19.4
Transfer to another college or university	15	41.7	41.7	61.1
Continue me present employment or activities	6	16.7	16.7	77.8
Seek new employment in this area	5	13.9	13.9	91.7
Relocate for new employment opportunities	3	8.3	8.3	100.0
Total	36	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
Missing/No response	24	66.7	66.7	66.7
College of Southern Nevada	1	2.8	2.8	69.4
CSU Monterey Bay	1	2.8	2.8	72.2
Humboldt State	1	2.8	2.8	75.0
Humboldt State	1	2.8	2.8	77.8
Portland State University	1	2.8	2.8	80.6
San Diego State	1	2.8	2.8	83.3
San Jose State	1	2.8	2.8	86.1
Sonoma State	3	8.3	8.3	94.4
Texas State Univ. San Marcos	1	2.8	2.8	97.2
UC Davis	1	2.8	2.8	100.0
Total	36	100.0	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
Strongly Agree	12	33.3	33.3	33.3
Agree	24	66.7	66.7	100.0
Total	36	100.0	100.0	

Computer resources are adequate.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Agree	18	50.0	50.0	50.0
Agree	15	41.7	41.7	91.7
Disagree	1	2.8	2.8	94.4
Don't Know	2	5.6	5.6	100.0
Total	36	100.0	100.0	

Counselors are usually available when you need one.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Agree	13	36.1	36.1	36.1
Agree	16	44.4	44.4	80.6
Disagree	4	11.1	11.1	91.7
Don't Know	3	8.3	8.3	100.0
Total	36	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 Agree	17	47.2	47.2	47.2
Agree	11	30.6	30.6	77.8
Disagree	5	13.9	13.9	91.7
Strongly Disagree	2	5.6	5.6	97.2
Don't Know	1	2.8	2.8	100.0
Total	36	100.0	100.0	

Dropping and adding courses is an easy process.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Agree	12	33.3	33.3	33.3
Agree	18	50.0	50.0	83.3
Disagree	2	5.6	5.6	88.9
Don't Know	4	11.1	11.1	100.0
Total	36	100.0	100.0	

Mendocino College is supportive of students.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Agree	16	44.4	44.4	44.4
Agree	17	47.2	47.2	91.7
Disagree	1	2.8	2.8	94.4
Don't Know	2	5.6	5.6	100.0
Total	36	100.0	100.0	

Courses are academically demanding.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Agree	15	41.7	41.7	41.7
Agree	20	55.6	55.6	97.2
Disagree	1	2.8	2.8	100.0
Total	36	100.0	100.0	

I was treated with respect by faculty.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Agree	24	66.7	66.7	66.7
Agree	11	30.6	30.6	97.2
Strongly Disagree	1	2.8	2.8	100.0
Total	36	100.0	100.0	

Staff and administrators really try to help students.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Agree	15	41.7	41.7	41.7
Agree	19	52.8	52.8	94.4
Don't Know	2	5.6	5.6	100.0
Total	36	100.0	100.0	

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

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Agree	11	30.6	30.6	30.6
Agree	23	63.9	63.9	94.4
Disagree	2	5.6	5.6	100.0
Total	36	100.0	100.0	

I will probably come back to Mendocino College for more education.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Agree	12	33.3	33.3	33.3
Agree	14	38.9	38.9	72.2
Disagree	3	8.3	8.3	80.6
Don't Know	7	19.4	19.4	100.0
Total	36	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
Very Helpful	25	69.4	69.4	69.4
Somewhat Helpful	9	25.0	25.0	94.4
A little Helpful	2	5.6	5.6	100.0
Total	36	100.0	100.0	

### Associated Students of Mendocino College (ASMC)

	Frequency	Percent	Valid Percent	Cumulative Percent
Very Helpful	5	13.9	13.9	13.9
Somewhat Helpful	7	19.4	19.4	33.3
A little Helpful	2	5.6	5.6	38.9
Never Used	22	61.1	61.1	100.0
Total	36	100.0	100.0	

### Campus Bookstore

	Frequency	Percent	Valid Percent	Cumulative Percent
Very Helpful	17	47.2	47.2	47.2
Somewhat Helpful	14	38.9	38.9	86.1
A little Helpful	4	11.1	11.1	97.2
Never Used	1	2.8	2.8	100.0
Total	36	100.0	100.0	

## Customer Service at Schat's

	Frequency	Percent	Valid Percent	Cumulative Percent
Very Helpful	18	50.0	50.0	50.0
Somewhat Helpful	7	19.4	19.4	69.4
A little Helpful	1	2.8	2.8	72.2
Never Used	10	27.8	27.8	100.0
Total	36	100.0	100.0	

## Career and Transfer Center

	Frequency	Percent	Valid Percent	Cumulative Percent
Very Helpful	15	41.7	41.7	41.7
Somewhat Helpful	3	8.3	8.3	50.0
A little Helpful	4	11.1	11.1	61.1
Never Used	14	38.9	38.9	100.0
Total	36	100.0	100.0	

## College Counselors

	Frequency	Percent	Valid Percent	Cumulative Percent
Very Helpful	29	80.6	80.6	80.6
Somewhat Helpful	5	13.9	13.9	94.4
A little Helpful	1	2.8	2.8	97.2
Never Used	1	2.8	2.8	100.0
Total	36	100.0	100.0	

### Financial Aid Office

	Frequency	Percent	Valid Percent	Cumulative Percent
Very Helpful	18	50.0	50.0	50.0
Somewhat Helpful	4	11.1	11.1	61.1
A little Helpful	1	2.8	2.8	63.9
Never Used	13	36.1	36.1	100.0
Total	36	100.0	100.0	

### Individual Faculty Members

	Frequency	Percent	Valid Percent	Cumulative Percent
Very Helpful	27	75.0	75.0	75.0
Somewhat Helpful	9	25.0	25.0	100.0
Total	36	100.0	100.0	

### Instruction Office

	Frequency	Percent	Valid Percent	Cumulative Percent
Very Helpful	11	30.6	30.6	30.6
Somewhat Helpful	8	22.2	22.2	52.8
Never Used	17	47.2	47.2	100.0
Total	36	100.0	100.0	

### Learning Center

	Frequency	Percent	Valid Percent	Cumulative Percent
Very Helpful	15	41.7	41.7	41.7
Somewhat Helpful	8	22.2	22.2	63.9
A little Helpful	3	8.3	8.3	72.2
Not at all Helpful	1	2.8	2.8	75.0
Never Used	9	25.0	25.0	100.0
Total	36	100.0	100.0	

## Library

	Frequency	Percent	Valid Percent	Cumulative Percent
Very Helpful	18	50.0	50.0	50.0
Somewhat Helpful	7	19.4	19.4	69.4
Never Used	11	30.6	30.6	100.0
Total	36	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
Very Satisfied	31	86.1	86.1	86.1
Somewhat Satisfied	4	11.1	11.1	97.2
Somewhat Dissatisfied	1	2.8	2.8	100.0
Total	36	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	33	91.7	91.7	91.7
Probably, but with some reservations	3	8.3	8.3	100.0
Total	36	100.0	100.0	

Appendix III

Written Comments

Appendix III: Written Comments

The following written comments were provided by respondents to the survey

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

Meeting new people; getting straight A's, the way people try to help one succeed in the classes; learning a great deal about myself; never getting below an A on class papers.

Getting free food from the Welcome Back BBQ. Also when there are events to attend

The best thing about my experience at Mendocino College was the degree/career planning help that I received from all of the staff and faculty members.

The classes and also the one-on-one time you get with the teachers.

I got to know some GREAT teachers.

I think it is amazing how many resources there are for students.

The classes were all enjoyable and most of the classes provided new and up-to-date information.

The teachers were all wonderful. My volleyball experience and coaches. Phi Theta Kappa and sponsor

Kristie Anderson my VA representative and Professor Susan Bell really inspired me and encouraged me to continue my education and obtain my degree. Even though I am in my 50s, they showed me that I was capable of achieving my goal while holding a GPA of 3.00 to 4.00.

I really enjoyed the faculty members and also the relaxed atmosphere of the campus.

The knowledge I received and the help I received from staff and teachers. Also got to know people I never met and saw people I knew.

Extra friendly people

The whole atmosphere at Mendo has always been upbeat, supportive and beautiful. I love the College, the people, and the campus.

Steve Crossman

Roger Hock

Bob Alto

Catherine Indermill

There were many "best" things that I enjoyed but the person who supported me the most throughout my college would be Mary Holcomb. I must say she was the motivation I woke up to each day completing semester after semester. Coming to school each semester and meeting new people who soon enough are really good friends who I just automatically clicked with and the teachers

The best things about my experience in Mendocino College are about the counselors, teachers and staff. All of them were polite and helped me always.

My experience went by very quickly and I really enjoyed each class I took. I live very close to campus so it was convenient and classes were reliable. I had many great instructors and it made me get motivated once again to find a successful career.

Baseball

Julie Finnegan

The atmosphere

I really enjoyed the experience and the instructors. Particularly Frank McGarvey -- he's very knowledgeable, considerate, assertive and I respect him tremendously.

The teachers were all very helpful and considerate.

The best thing about Mendocino College is that the teachers are very understanding and can really relate to their students.

Most of my instructors were very encouraging and positive. I have built friendships with some instructors and peers as well.

I got the classes I needed when I needed them.

It is always a close commute.

Great full-time faculty and curriculum. Beautiful campus. Supportive learning environment.

The Financial Aid Office has always been helpful in every situation I have gone through. For example, being sick, giving birth (to 3 beautiful children) and very supportive with having over 70 units.

I liked all the activities in front of the Eagle's Nest.

The challenging science classes in Ukiah taught by Rachel Donham. She is a fantastic teacher all around and I learned a lot from those classes.. Also loved having a Schot's on campus.

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

Make it possible to correct an earlier in life error with dropping classes. I got an "F" in 1988 for failing to properly drop an exercise class. Now I am a student with a 3.76 GPA. I petitioned to have that "F" removed and was denied as it wasn't done in the 1st year and I read where it can be done after a year. So, now I get to live with this grade.

The food, maybe something that would be more affordable for a college student.

One thing I would improve about Mendocino College is the amount of evening classes offered at the Willits campus. The reason this improvement would be nice is that it would make it easier for people working and living in Willits to get their degree/certificate programs completed.

More teachers; there aren't many teachers at the school.

Lower tuition and fees

Class room sizes. I have two classes where there are more students than table space and one class with many fewer students than it takes to fill the room. There needs to be some kind of stability.

More evening classes available. I used to work a lot during the day so there was a time when I needed an evening class but it was only available during the day.

Some LE classes were not challenging enough. Perhaps I am the only one that feels this way but some of the assignments could involve a little more work that would help others to understand the subject matter.

More summer school classes available for students and people in the community trying to better themselves. A kids college would be great.

More online courses and in person classes offered in Covelo.

I would like to see the counselors push students harder into completing their education at Mendo as quickly as possible, so that they do not waste time (especially when someone else would like to transfer).

Yes, the return policy at the Bookstore. I came to return a \$180.00 book I used last semester. I was told very rudely that I am not allowed to write in the book, when my instructor told us we had to. He was very rude and all I got back was \$30.00 and then was told since I have nothing to do I will erase everything in the book. I was also told I should never write in a book again.

More choice of food.

More online classes; when at school class not available.

Students lack of awareness of schools activities and events.

Placement tests - I was put into a WAY too low level math course and wasted both time and money on ten units that DO NOT transfer.

If I could improve on one thing it would have to be that I would've taken the time to participate in more student activities on campus. Thanks, it's been great.

I improve more events where the students develop all their skills, as in theatre and dance, because those events maintain to the students busy in these areas.

If more students keep attending, more buildings might need to be put in, but other than that, the learning environment is great and I will continue to enjoy my experience until I find a major and transfer.

Customer service in the Learning Center

Counselor availability

Books are expensive -- I finally figured out how to order on-line before classes began rather than pay ridiculous prices at MC Bookstore.

Availability of more science-related courses at the Lake Center, including a new science building. I was required to commute from Lakeport to Ukiah, sometimes 4 days a week and by having those resources available closer, it would have been more convenient.

If they could offer more cooking (culinary) courses. I understand that budget cuts don't help but if there were more, I would definitely take some of the classes.

Bigger diversity of classes. More classes in individual fields such as Natural Resources, Animal Science and Wildlife Biology; Marine Biology with Mr. Allen West was awesome. However, I think there could be more other Wildlife Biology classes.

Every employee should have a biography, job description and a phot on the website. Part-time faculty needs more oversight.

More challenging courses or teacher's that put more effort into their classes. There was a few classes I took that the teachers just seemed to not care about what the students learned. The teachers don't put in an effort at the Lake Center, Ukiah is great.