

Student Satisfaction Survey Summary Report

Spring 2014

Cañada College had surveyed students about **their satisfaction of their college experiences at Cañada**. The topics that the survey asked were students' experiences in academic programs, learning experiences, and students support services including library and learning resources. In addition, we also wanted to know whether students were satisfied with their experiences by recommending Cañada College to their friends or families. We also would like to know what our students needs have by asking them if we offered a structured package, would they enroll.

We sent the survey to 6600 students on March 17, 2014, did 3 follow-up reminders, closed the survey on April 20, 2014. There were 1131 students completed the survey. **The return rate was 17%**. The district provided incentives—three \$100 gift cards. We randomly selected three students who provided their information to receive \$100 gift card per student.

Overall students' educational experiences at Cañada College can be expressed by the following items:

- About ninety-seven percent (97%) of students indicated that they would recommend Cañada College to a family member or friend.
- Overall, 93% of students rate their educational experience as Grade A or B at Cañada College.
- About 93% of students indicated that if they were starting over, they would attend Cañada College.

Some examples from students:

“Cañada has helped me achieve my best potential.” “So many doors have opened because I came here.” “I feel challenged but accomplished.” “I am a participant in the College for Working Adults program and it has changed my life.” “Cañada is a gem.” “Great school.” “Excellent college.” “Best decision to come here.”

There were 29 survey items using 4-point scale is from strongly disagree to strongly agree.

The top 5 items ranked by students (more than 95% of students rated agree or strongly agree) were:

- Cañada College is supportive of all students—regarding of ethnicity, gender, religious beliefs, lifestyle, background, or sexual orientation.
- I feel safe on campus.
- The staff in admissions and registration are informed and helpful.
- The staff in student support services are informed and helpful.
- I am aware of the consequences for unethical behavior (cheating, academic dishonesty, plagiarism, etc.)

The bottom 5 items ranked by students (80% to 88% of students rated agree or strongly agree) were :

- I am notified early if I am doing poorly in class.
- If I have a problem with my classes, I know where I can get help on campus.
- The library and the learning center maintain sufficient operating hours for students' access.
- I know which courses I need to graduate or transfer.

For more detailed information about this survey, please visit

<http://www.canadacollege.edu/prie/surveys.php>