

# Cabrillo College

**Student Engagement**

**Survey Spring 2018**



**Planning and Research Office**

**<http://www.cabrillo.edu/services/pro/>**

**Spring 2018**

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# Introduction

The Cabrillo College Student Engagement Survey was new for spring 2018. This version of our Campus Climate Survey will be integrated with our previous version in 2019. The new combined survey will be conducted on a regular basis to help assess student satisfaction with instruction, services, and facilities in addition to taking the gauge of campus “climate”. The climate of a college is an ephemeral manifestation of the collective phenomenological experiences of all the persons on a campus<sup>1</sup>. Often terms such as “respect”, “support”, and “quality” are key in describing the campus climate. Each student will have a unique perspective on their time at the college and we have endeavored to systematically collect a large number of representative viewpoints. The data contained in this report can be used for:

- Program Planning
- Student Equity Planning
- Student Government
- Facilities Planning
- Technology Planning
- Grant Applications
- Policy Development
- Other Reports

The 2015 Climate Survey administration was the first fully online administration of the survey. There was a response bias study done to see if the switch from in class paper based surveys to online email surveys resulted in systematic changes to responses. Results suggested that no meaningful shifts in responses occurred and this method of surveying saves instructional time and is valid. This new Student Engagement Survey was also administered fully online.

This report could not have been produced without the dedication of the Planning and Research Office staff and the participation of the hundreds of students who responded with their experiences at Cabrillo College.

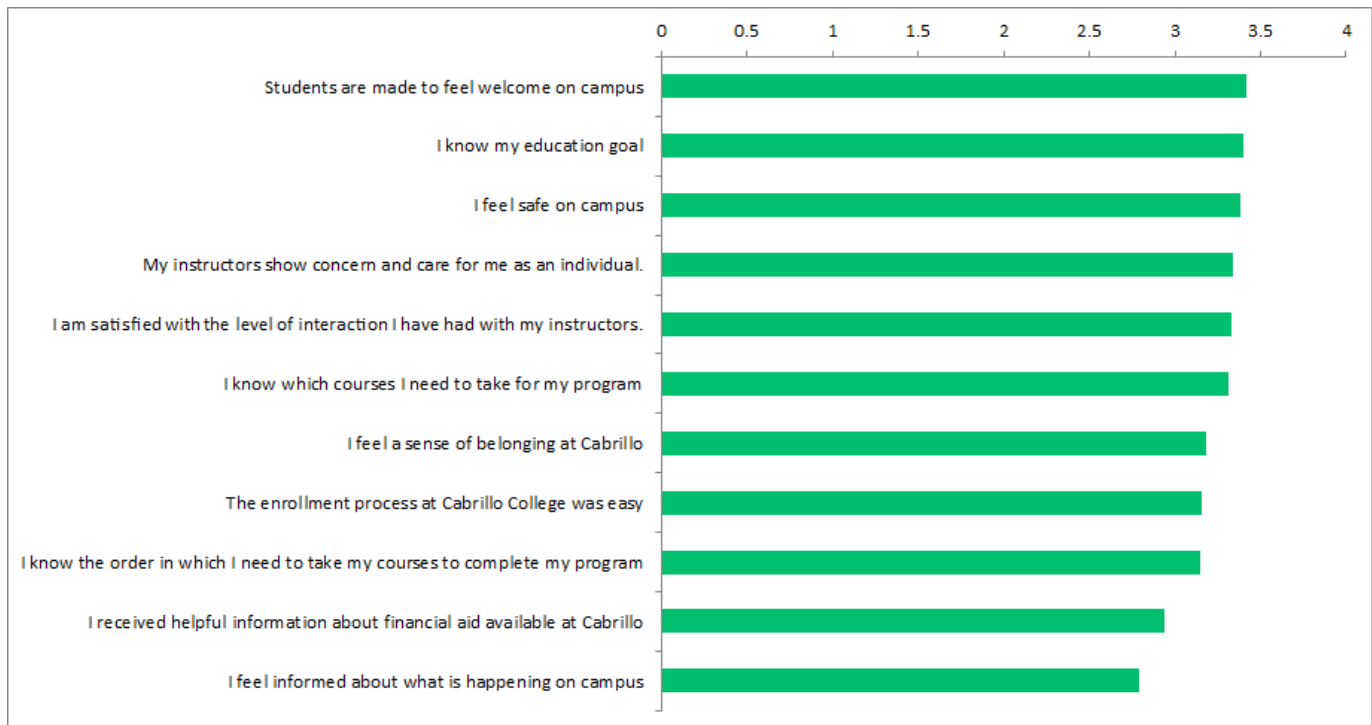
1 <http://campusclimate.ucop.edu/what-is-campus-climate/>

Students rated feeling welcome, safe, and cared for highest along with knowing their educational goal. Access to information about courses needed, financial aid, and campus events.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total	Weighted Average
Students are made to feel welcome on campus	48%	47%	5%	1%	537	3.42
I know my education goal	52%	38%	9%	2%	541	3.40
I feel safe on campus	44%	52%	3%	1%	537	3.38
My instructors show concern and care for me as an individual.	47%	43%	7%	3%	538	3.34
I am satisfied with the level of interaction I have had with my instructors.	47%	43%	7%	3%	538	3.33
I know which courses I need to take for my program	45%	42%	10%	2%	537	3.31
I feel a sense of belonging at Cabrillo	34%	51%	12%	2%	541	3.18
The enrollment process at Cabrillo College was easy	37%	46%	11%	5%	542	3.16
I know the order in which I need to take my courses to complete my program	39%	40%	17%	3%	534	3.15
I received helpful information about financial aid available at Cabrillo	27%	45%	23%	5%	532	2.94
I feel informed about what is happening on campus	15%	52%	30%	3%	538	2.79

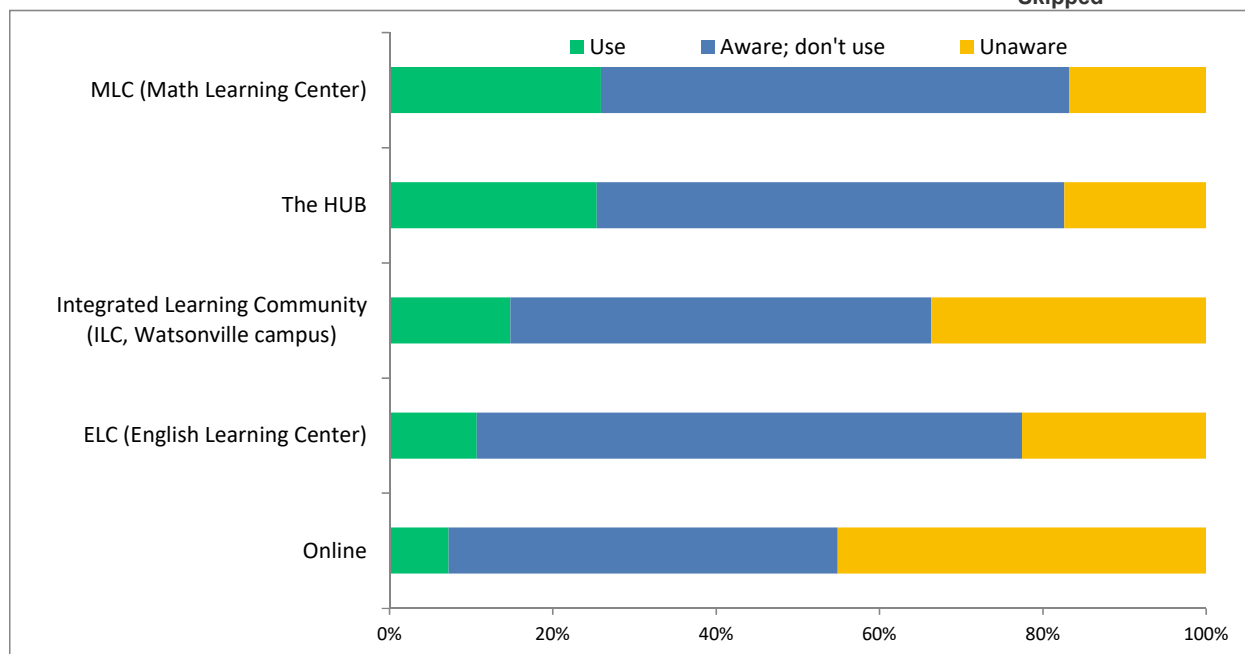
Strongly Agree = 4  
 Agree = 3  
 Disagree = 2  
 Strongly Disagree = 1

Answered **544**  
 Skipped **3**



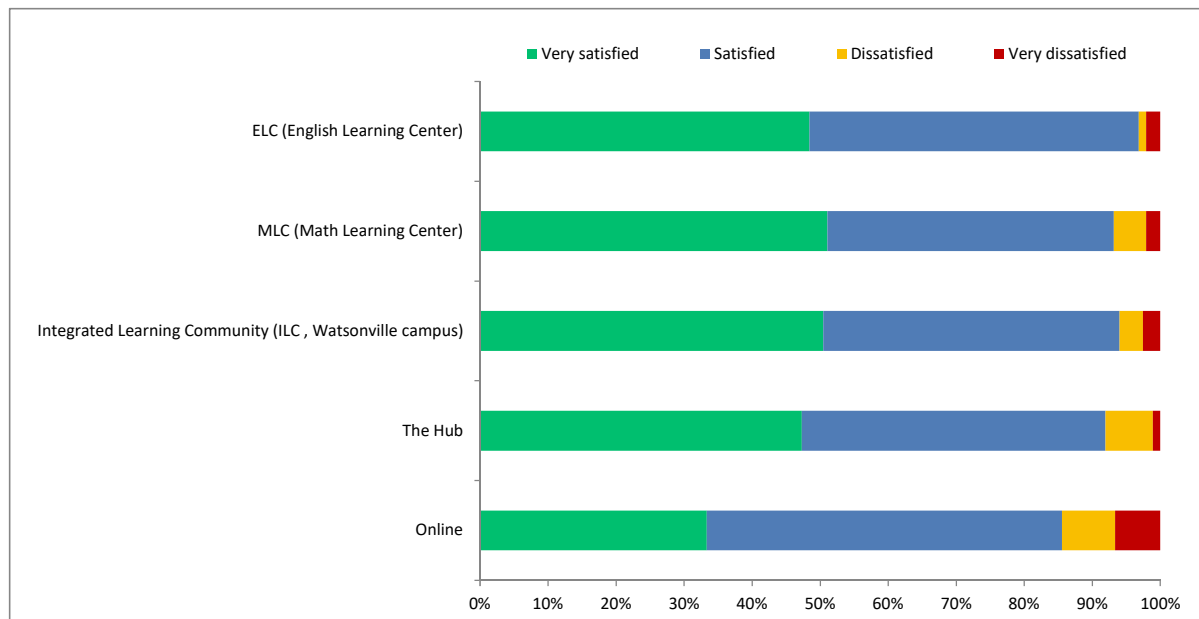
The Math Learning Center and the HUB are the most used tutoring centers with Online being the least used. However, the majority of students overall report not using tutoring. Students were least aware of Online tutoring.

	Use	Aware; don't use	Unaware	Total
Online	7%	48%	45%	523
ELC (English Learning Center)	11%	67%	23%	524
Integrated Learning Community (ILC, Watsonville campus)	15%	52%	34%	520
The HUB	25%	57%	17%	512
MLC (Math Learning Center)	26%	57%	17%	525
		<b>Answered</b>		<b>528</b>
		<b>Skipped</b>		<b>19</b>



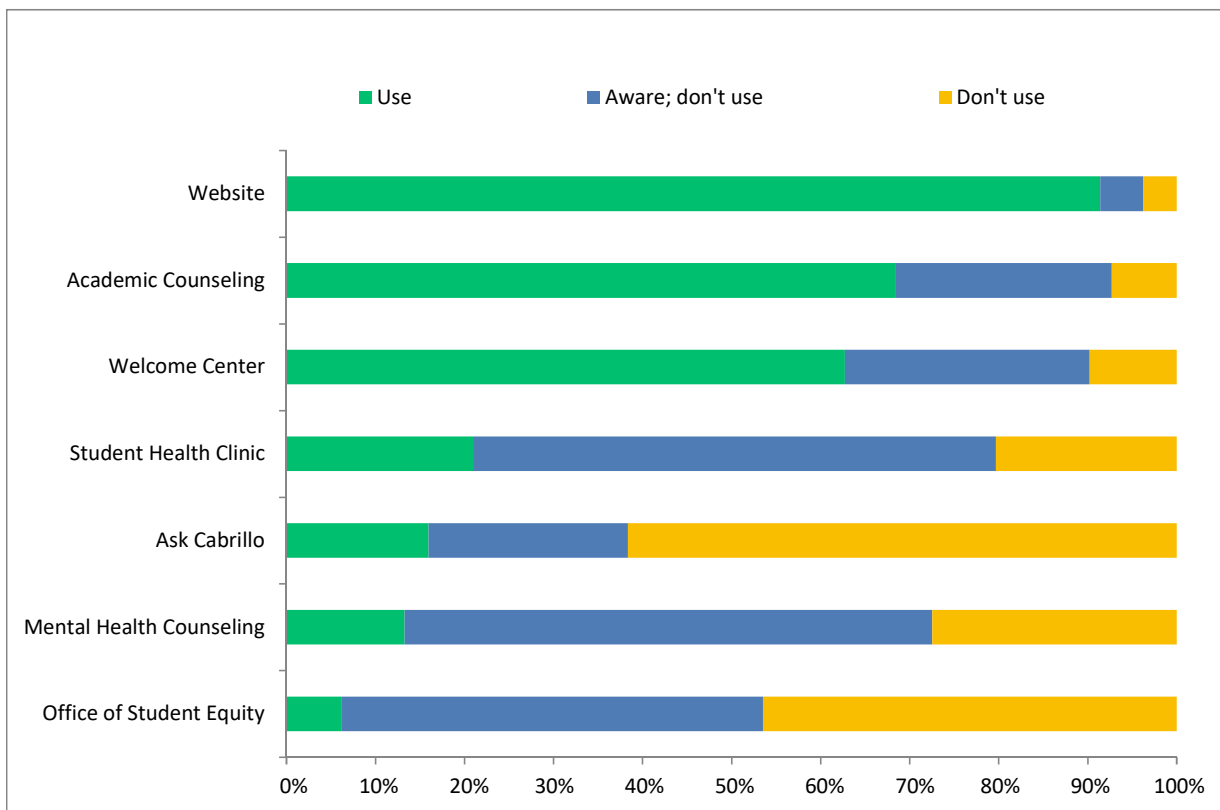
Students expressed the highest levels of satisfaction with the English Learning Center followed closely by the MLC, ILC, and the Hub. Online tutoring had the lowest satisfaction.

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total
Online	33%	52%	8%	7%	90
The Hub	47%	45%	7%	1%	186
Integrated Learning Community (ILC , Watsonville campus)	50%	44%	3%	3%	117
MLC (Math Learning Center)	51%	42%	5%	2%	190
ELC (English Learning Center)	48%	48%	1%	2%	95
Please use this space for further comment on extreme dissatisfaction.					35



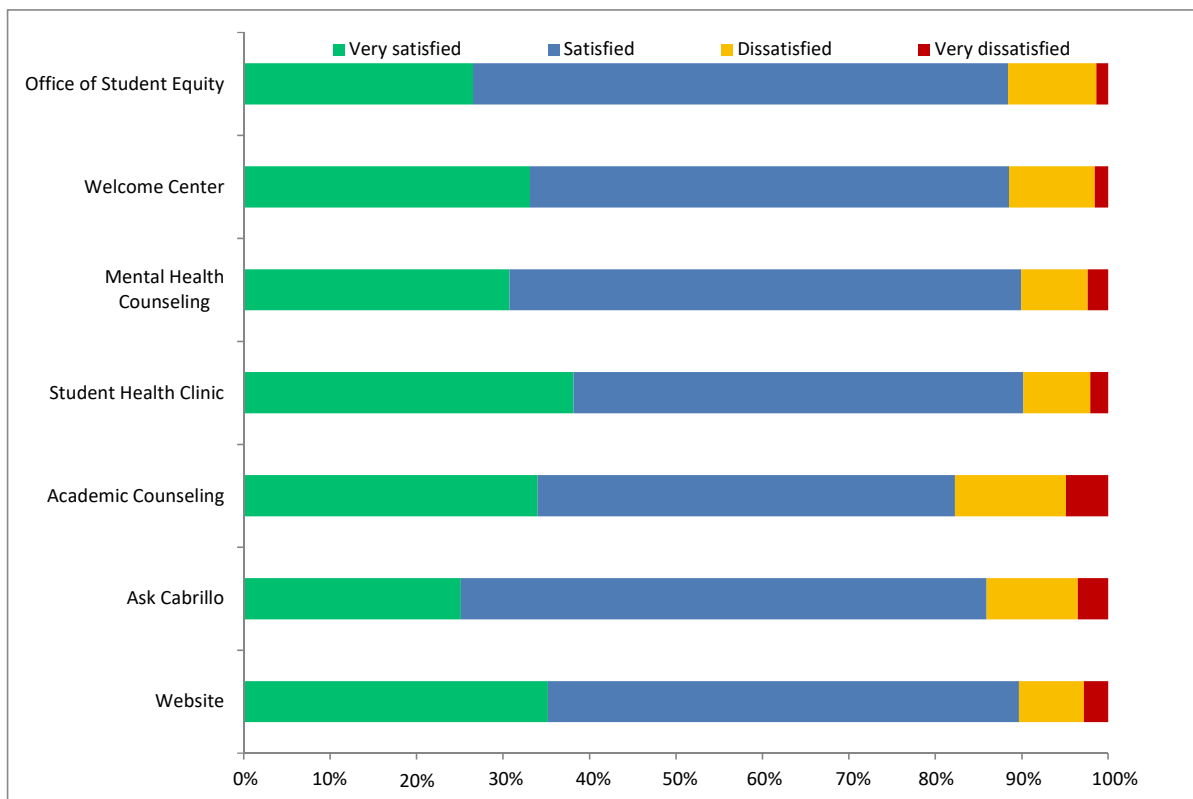
The college website had the highest level of use by far followed by Counseling and the Welcome Center. The Office of Student Equity had the lowest levels of reported use. Of the lesser used services, Mental Health Counseling had the highest awareness.

	Use	Aware; don't use	Don't use	Total
Office of Student Equity	6%	47%	46%	454
Mental Health Counseling	13%	59%	27%	452
Ask Cabrillo	16%	22%	62%	451
Student Health Clinic	21%	59%	20%	453
Welcome Center	63%	27%	10%	451
Academic Counseling	68%	24%	7%	452
Website	91%	5%	4%	455



The Student Health Clinic had the highest satisfaction level followed by Mental Health Counseling, the Website, the Welcome Center, the Office of Student Equity, Ask Cabrillo, and finally, Academic Counseling.

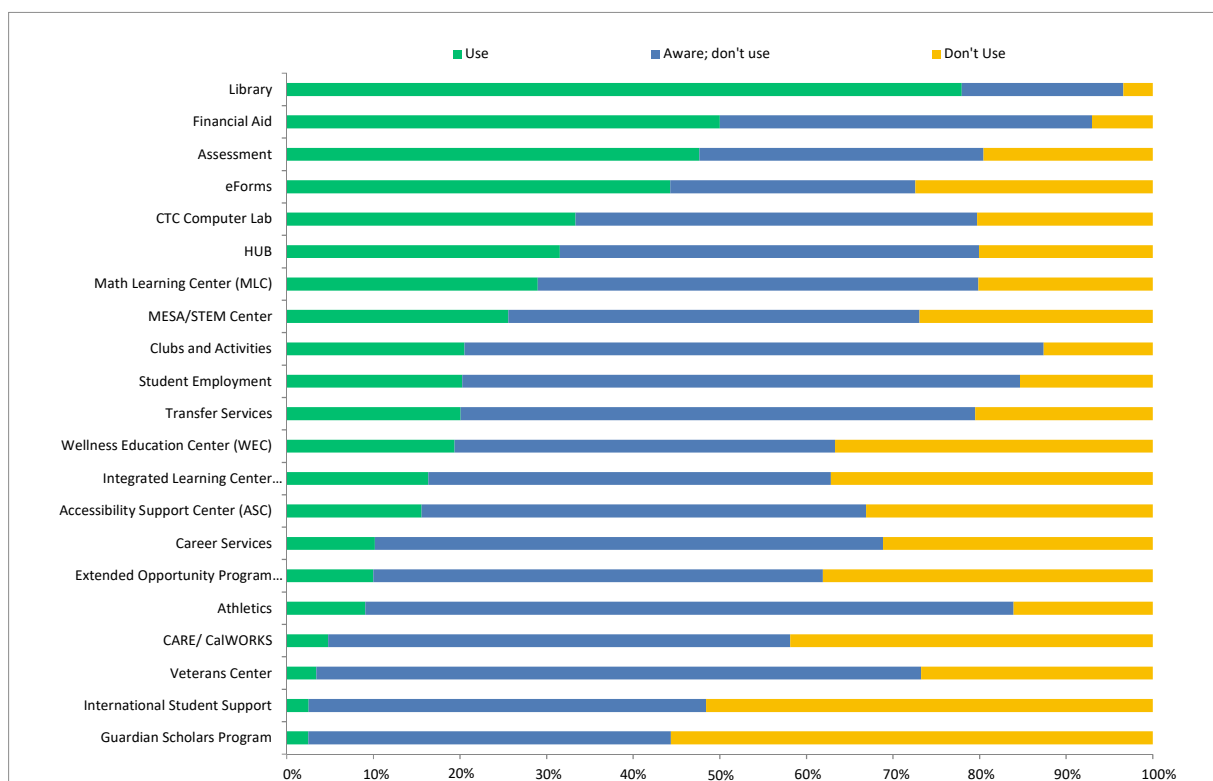
	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total
Website	35%	54%	8%	3%	426
Ask Cabrillo	25%	61%	11%	4%	171
Academic Counseling	34%	48%	13%	5%	350
Student Health Clinic	38%	52%	8%	2%	194
Mental Health Counseling	31%	59%	8%	2%	169
Welcome Center	33%	55%	10%	2%	323
Office of Student Equity	27%	62%	10%	1%	147





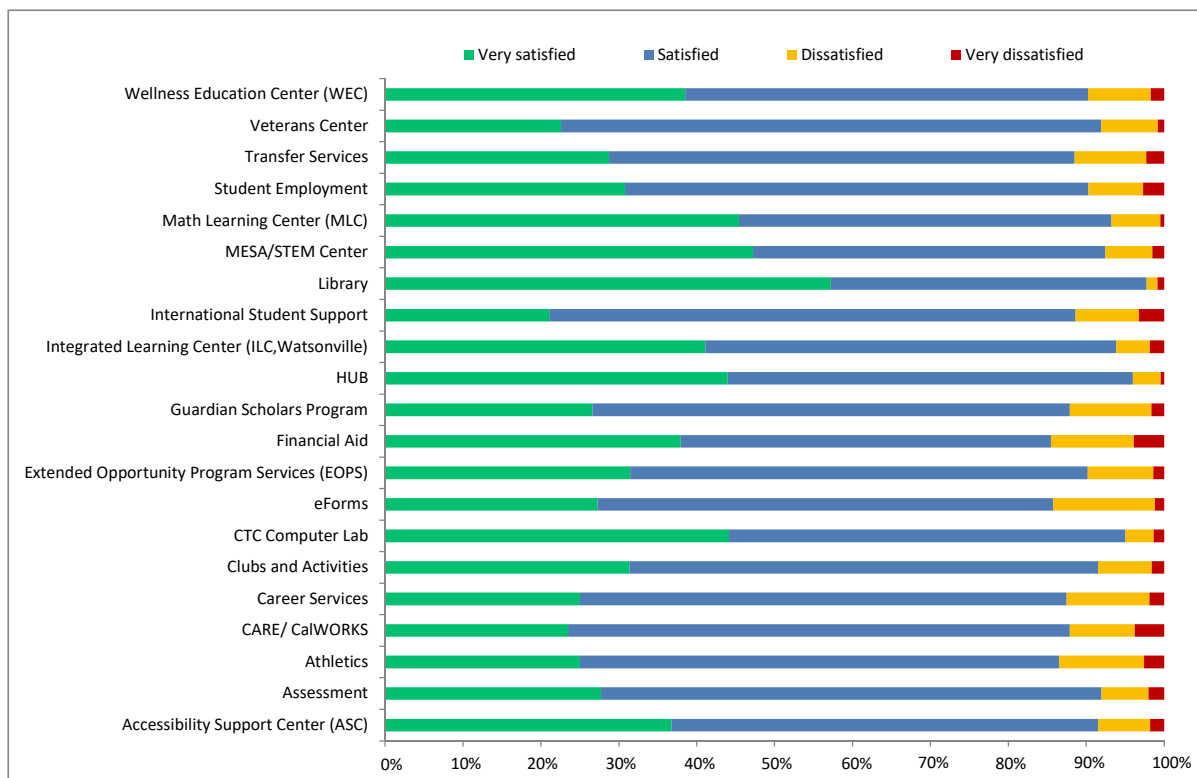
The Library had the highest level of use by a substantial margin followed by Financial Aid, Assessment, and eForms. Special programs such as those for Veterans, International Students, and Former Foster youth (Guardian Scholars) has the lowest usage. Of the lower usage services, Veterans and Athletics had high levels of awareness.

	Use	Aware; don't use	Don't Use	Total
Guardian Scholars Program	2%	42%	56%	442
International Student Support	3%	46%	52%	440
Veterans Center	3%	70%	27%	441
CARE/ CalWORKS	5%	53%	42%	442
Athletics	9%	75%	16%	442
Extended Opportunity Program Services (EOPS)	10%	52%	38%	441
Career Services	10%	59%	31%	443
Accessibility Support Center (ASC)	16%	51%	33%	444
Integrated Learning Center (ILC, Watsonville)	16%	46%	37%	441
Wellness Education Center (WEC)	19%	44%	37%	444
Transfer Services	20%	59%	21%	439
Student Employment	20%	64%	15%	444
Clubs and Activities	21%	67%	13%	444
MESA/STEM Center	26%	48%	27%	442
Math Learning Center (MLC)	29%	51%	20%	442
HUB	32%	48%	20%	444
CTC Computer Lab	33%	46%	20%	444
eForms	44%	28%	27%	445
Assessment	48%	33%	20%	445
Financial Aid	50%	43%	7%	442
Library	78%	19%	3%	444
		<b>Answered</b>		<b>448</b>
		<b>Skipped</b>		<b>99</b>



The Library, HUB, and CTC Computer Lab had satisfaction ratings (very satisfied + satisfied) in excess of 95%. Services with the lowest satisfaction included Athletics, eForms, and Financial aid although all services had satisfaction ratings over 85%.

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total
Accessibility Support Center (ASC)	37%	55%	7%	2%	166
Assessment	28%	64%	6%	2%	249
Athletics	25%	62%	11%	3%	156
CARE/ CalWORKS	23%	64%	8%	4%	132
Career Services	25%	63%	11%	2%	160
Clubs and Activities	31%	60%	7%	2%	188
CTC Computer Lab	44%	51%	4%	1%	222
eForms	27%	59%	13%	1%	253
Extended Opportunity Program Services (EOPS)	31%	59%	8%	1%	143
Financial Aid	38%	48%	11%	4%	282
Guardian Scholars Program	27%	61%	11%	2%	124
HUB	44%	52%	4%	1%	225
Integrated Learning Center (ILC,Watsonville)	41%	53%	4%	2%	163
International Student Support	21%	67%	8%	3%	123
Library	57%	41%	1%	1%	353
MESA/STEM Center	47%	45%	6%	2%	199
Math Learning Center (MLC)	45%	48%	6%	1%	207
Student Employment	31%	59%	7%	3%	185
Transfer Services	29%	60%	9%	2%	174
Veterans Center	23%	69%	7%	1%	124
Wellness Education Center (WEC)	39%	52%	8%	2%	174



In the last question, students were asked to provide additional comments see word cloud below). Of 112 valid responses, 43% were positive, 29% were negative, and 28% were neutral or mixed. Negative comments included references to the website, parking, lack of information, and specific negative experiences and facilities needs. Example critical comments are "Website needs to come into the 21st century. Its not easy to use and crashes often" and "How can we look for information? Are most of this things posted around campus? Maybe I'm just not looking in the right places and don't know much information".

Positive comments included teaching quality, feeling engaged and supported. One common positive response was "I love Cabrillo." Other positive comments included "Cabrillo is a great community. As a much older student, I appreciate how open the students and staff and faculty are to what I need" and "In the 2 years of being in Cabrillo I really enjoyed how they interacted with each student. They would always send out emails about deadlines, opportunities, programs, activities and so much more. I really felt connected with this school and from the bottom of my heart I'm honestly going to miss it when I transfer this fall 2018. Coming to Cabrillo was the best decision I ever made and I'm glad I did!"

