

## Survey of Student Services Spring 2006

**Del Mar College** is charged by the Commission on Colleges of the Southern Association of Colleges and Schools to identify expected outcomes for its educational programs and its administrative and educational support services, and to assess how well it achieves these outcomes. In order to fulfill this charge, the Office of Institutional Research and Effectiveness administers a survey to students on a regular basis, asking students to rate their level of importance and their level of satisfaction with services provided by the Library (Learning Resources), the Division of Student Development, and the Departments of Physical Facilities and Environmental Health, Safety, and Risk Management.

### Level of Importance

On a four-point scale, with 4 being the highest score and 1 being the lowest score, students were asked to measure their level of importance with each of the student services listed on the survey. The following ranked highest in level of importance to students:

1. Tutoring both in and out of class, especially for courses in which respondents needed help, **(3.85 to 3.88)**;
2. Special Services staff treated me with dignity and respect **(3.86)**;
3. Financial Aid staff treated me with dignity and respect **(3.83)**.

### Level of Agreement/Satisfaction

Students were asked to measure their level of agreement or satisfaction with each of the student services listed on the survey. The following ranked lowest in satisfaction:

1. The availability of adequate parking facilities **(2.15—** compared to the average of 2.77 in 2002 and 2.87 in 2004);
2. Seeking the assistance of a counselor for personal problems **(2.69)**;
3. Student Activities encourage participation **(2.84—** decreased from 3.02 in 2004);

All but six of the items were rated relatively high in agreement, and all items were rated highly in terms of importance.

### Greatest Level of Improvement in a Single Survey Period

The following are the top 10 items that had the greatest level of improvement from Spring 2004 to Spring 2006:

1. The staff of the Admissions Office and the Registrar's Office are generally helpful.
2. The application process for graduation is clear.
3. The hours of service are adequate (Career Planning and Placement).
4. The services provided by the Academic Advising Office met my needs.
5. Learning interviewing techniques helped me in my job search.
6. The Career Planning and Placement website provides current and useful job information.
7. Printed job search materials provided by the Career Planning and Placement office are useful.
8. The Career Planning and Placement Office provides the job search assistance I need.
9. Participating in student clubs had been a positive experience for me.
10. The campus cultural programs I have attended were helpful and/or interesting.



**12 of 12 Services Areas  
Improved Over Five Years**

### Five-Year Summary

The Survey of Student Services has been administered to students for three of the past five years. In that five-year period, all of the 12 service areas that were measured have improved on at least one item in closing the gap between students' level of importance and students' level of agreement with the provided services. Eight of the 12 areas improved on more than one-half of their items.

*The most improved single item has been:*

***The staff of the Admissions Office and the Registrar's Office are generally helpful, with a 1.94 unit narrowing of the gap between 2002 and 2006.***

**Copies of the full report** have been mailed to divisional deans, departmental chairs, and the student services departments. The full report is also available in the Office of Institutional Research and Effectiveness and on the IRE website.

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