

## Survey of Student Services Spring 2002

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

### Level of Importance

On a five-point scale, with **5** 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. The availability of financial aid to help with educational costs, the insight needed to understand the processes of obtaining financial aid, and the willingness of staff in the Financial Aid Office to help students with those processes. **(4.78 to 4.70)**
2. The effectiveness of communicating with a counselor and the concern and respect shown to students by counselors. **(4.63)**
3. The adequacy of classrooms and labs available for instructional use, and the availability of adequate parking facilities. **(4.62)**

### Level of Agreement/Satisfaction

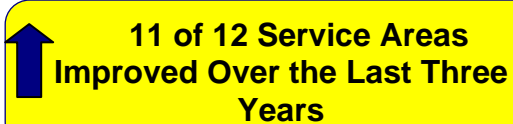
Students were asked to measure their level of agreement or satisfaction with each of the student services listed on the survey. The following ranked lowest in satisfaction:

1. The availability of adequate parking facilities and lighting around campus walkways, streets, and parking lots. **(2.77 to 3.64)**
2. The influence of student clubs, cultural programs, and campus tours provided by the Student Activities Office to encourage student participation. **(3.48 to 3.66)**
3. The assistance of a counselor to help with a personal problem, the willingness of library staff to listen to students' suggestions about library services, and the information about job availability at Career Fairs. **(3.47 to 3.69)**

### Greatest Level of Improvement in a One-year Period

The following are the top 10 services that had the greatest level of improvement from Spring 2001 to Spring 2002:

1. Students with disabilities had adequate reserved parking.
2. The counselor(s) assisted the student in selecting a major.
3. The weekly student activities publication, *This Week on Campus*, provided the information the student needed about current activities and events.
4. The library was a good place to study.
5. The library provided adequate study space for students to study in groups.
6. The student center was a comfortable place for students to socialize and spend free time.
7. The library's Web site was sufficient to support students' needs.
8. The library had quiet areas for students to study.
9. Participating in student clubs was a positive experience for the student.
10. The library's audiovisual collection was sufficient to support students' needs.



**11 of 12 Service Areas  
Improved Over the Last Three  
Years**

### Three-year Summation

The Survey of Student Services has been given to students for the past three years. In the three-year period, 11 of the 12 services that were measured for at least two of the three years have improved in closing the gap between students' level of importance and students' level of agreement with the provided services.

After analyzing the three-year survey results, it is apparent that students agree that the following areas still need improvement:

1. Students would like accurate information about university transfer.
2. Students would like additional job search assistance.
3. Students would like to better understand the admissions processes.
4. Students would like to better understand the end-of-semester grade reports.
5. Students would like more orientation sessions in the library.

**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.

East HA-107

Office: 698-1207, fax: 698-1090

<http://www.delmar.edu/IRE/index.htm>