

Survey of Student Services Spring 2004

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, 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. Tutoring, especially for courses in which respondents needed help, and tutoring which helped them with their classes (**4.79 to 4.77**);
2. Professional and helpful financial aid staff, and easily accessible and understandable information about financial aid (**4.77 to 4.71**);
3. The adequacy of classrooms and labs available for instructional use (**4.67**).

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 (**3.59**—which is considerably improved over the average of 2.77 in 2002);
2. Student Activities encourage participation (**3.77**—increased from 3.48 in 2002);
3. Library staff listen to suggestions (**3.98**—increased from 3.62 in 2002).

All but three of the items were rated very highly on agreement (and note that 3.98 is very close to agreement), and all items were rated highly on 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 2002 to Spring 2004:

1. Automobile parking facilities are adequate.
2. Tutoring services were available for the courses I needed help in.
3. I felt comfortable meeting with advisors.
4. The campus cultural programs I have attended were helpful and/or interesting.
5. Participating in student clubs has been a positive experience for me.
6. The Career Fair provides valuable information on available jobs.
7. I feel my property is safe when I am on the Del Mar campuses.
8. Security staff are helpful.
9. Library staff listen to suggestions about their services.
10. There is adequate lighting around campus walkways, streets, and parking lots.



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

Five-Year Summation

The Survey of Student Services has been given to students for the past four out of five years. In the five-year period, 12 of the 12 service areas that were measured have improved in closing the gap between students' level of importance and students' level of agreement with the provided services.

The most improved single item has been:

Automobile parking facilities are adequate, with a 0.89 unit narrowing of the gap between the last two measurements alone (2002 to 2004).

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.

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