



# Student Satisfaction Survey

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Spring 2016

INSTITUTIONAL RESEARCH & PLANNING

Student Satisfaction Survey Highlights -- 2016

## **Community College of Denver Spring 2016 Student Satisfaction Survey**

In the spring of alternate years, the Colorado Community College System (CCCS) uses an online questionnaire to collect information regarding why a student selects a CCCS college and how satisfied the student is with their college experience.

The Community College of Denver (CCD) had 9,114 students enrolled (excluding Metro and UCD students) in spring 2014. The survey was sent to 7,339 students at CCD. A total of 437 surveys were completed yielding a response rate of 5.9%. This was down from the response rate of 8% for the 2014 survey.

The results in this report are calculated on total questions answered rather than the total number of surveys returned. It is unclear how to interpret the 'N/A' or a blank response to a question so only intentional choices are counted. This method is consistent with that used in the CCCS report. Please keep in mind that these results represent the opinions of students who chose to answer the question and return the survey.

### **Demographics of responders:**

- 65% - Female, 35% Male (n=336)
- 20% - This is first semester at CCD (n=437)
- 39% - First in family to attend college (n=437)
- 72% - Receive financial aid (n=343)
- 5% - Veterans (n=343)
- 31 is the average age (n=317)

### **Survey highlights**

- Ninety-three percent of survey responses indicate overall satisfaction with CCD; 57% satisfied, 36% very satisfied. Seventy-two already have or are very likely to recommend CCD to others.

- Sixty-two percent of respondents at CCD indicated the primary reason for attending a Colorado community college is to earn credits for transfer to a university or college, compared to 49% for all CCCS respondents. Twenty-three percent are attending to prepare for employment or improving job skills.
- The primary factors influencing the decision to enroll at CCD are programs offered (87%), low cost of tuition (86%) and availability of financial aid (81%).
- Seventy percent of the respondents are interested in obtaining a degree. Eleven percent are interested in a CTE degree, 53% want an associate degree for transfer, and 20% are taking courses for transfer.
- Sixty-two percent of the respondents are working full, part-time or as a work study.
- Eighty-eight percent of respondents believe the institution is committed to their safety, 82% believe CCD is committed to quality of education and 81% to current technology.
- Respondents have a positive opinion of classes. Class size and the availability of study areas on campus were rated highest.
- Respondents have a positive opinion of faculty. Knowledge of the subject area, encourages participation and enthusiasm for the subject matter were rated highest.
- Respondents have a positive opinion of services provided by the Admissions Office, the Financial Aid Office, the Cashier Office, Testing Center, and Academic Advising Center.

# Student Satisfaction Survey 2016 (APPENDIX)

CCD

CCCS

Figure 1 - Overall Satisfaction with CCD

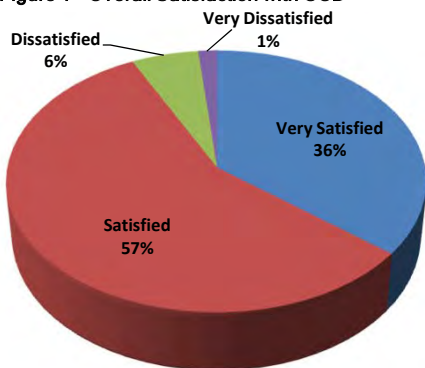


Figure 1 – Overall Satisfaction with Colorado Community Colleges

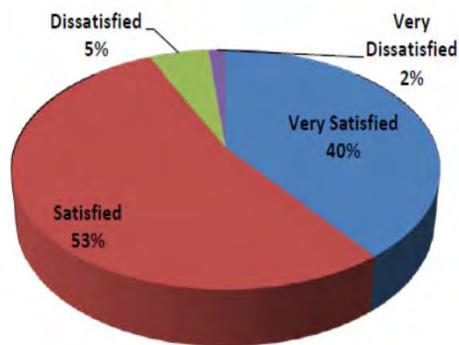


Figure 2 - How Likely Students are to Recommend their school to others?

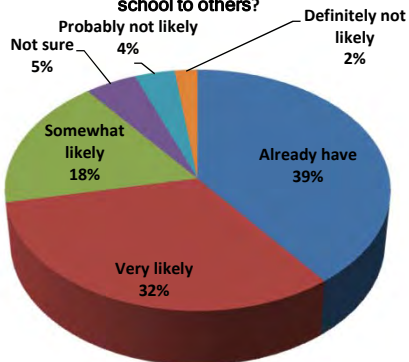


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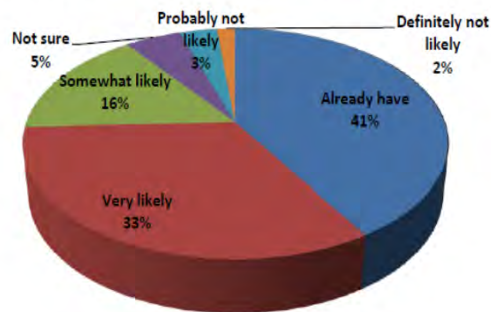


Figure 3 - How Committed is Your Institution to the Following?  
CCD

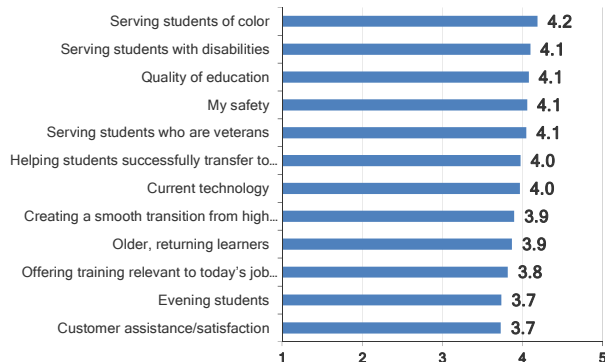


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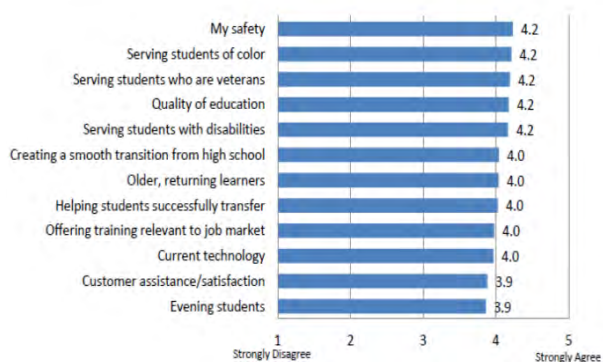


Figure 4 - Students Option of Classes CCD

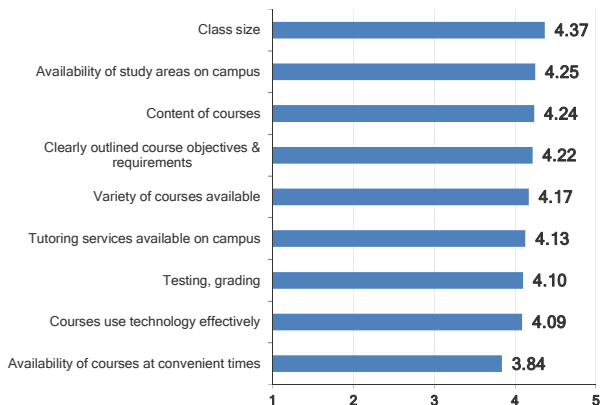
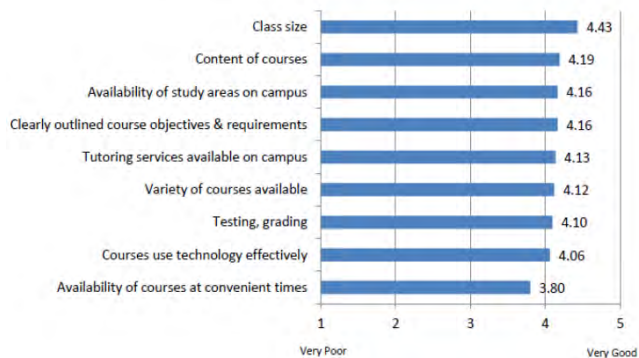


Figure 4 – Students Opinion of Classes



# Student Satisfaction Survey 2016 (APPENDIX)

## CCD

Figure 5 - Student's Opinion of Faculty CCD

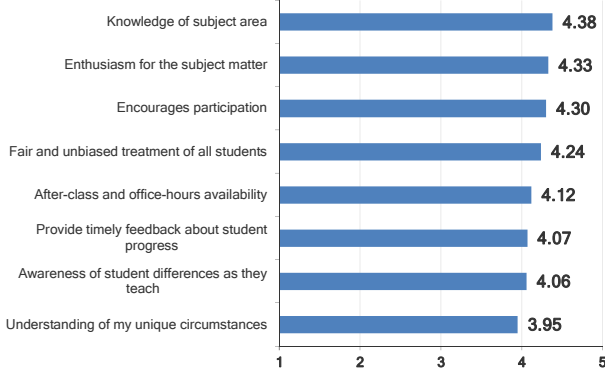
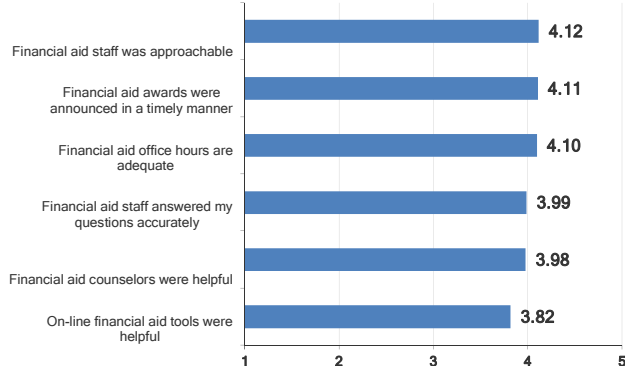


Figure 6 - Opinion of Financial Aid Office/Staff CCD



7 - Opinion of Admission and Registration CCD

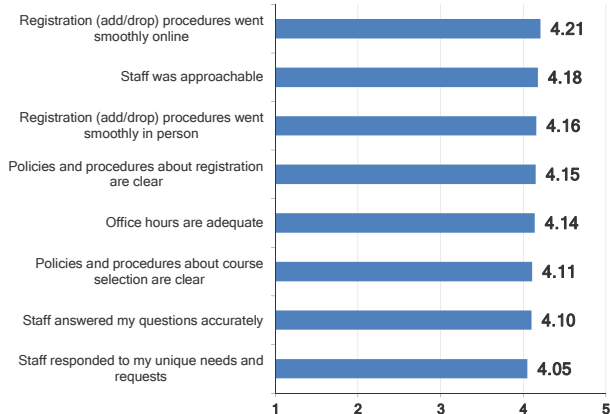
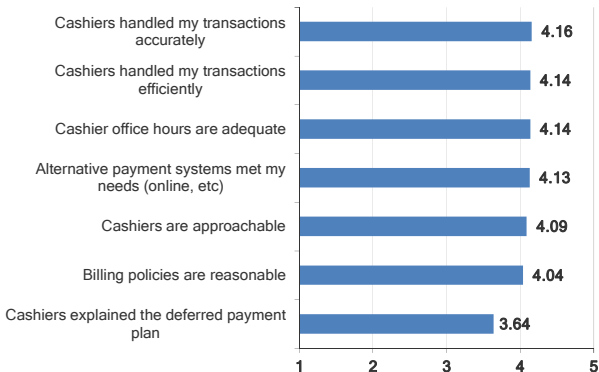


Figure 8 - Billing Process CCD



## CCCS

Figure 5 - Students' Opinion of Faculty

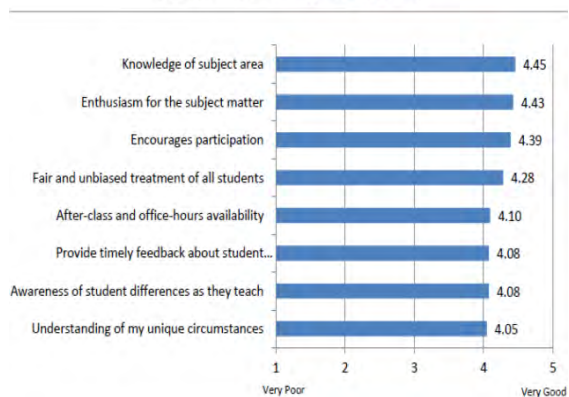


Figure 6 - Opinion of Financial Aid Office/Staff

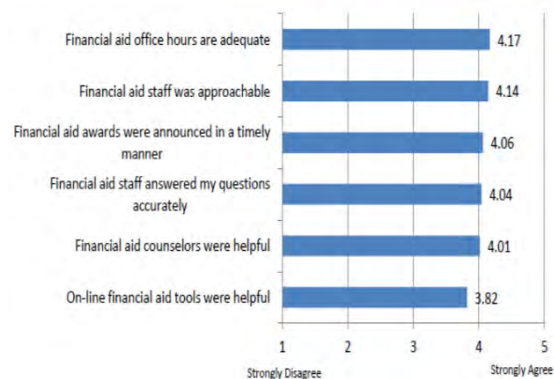


Figure 7 - Opinion of Admissions and Registration



Figure 8 - Billing Processes



# Student Satisfaction Survey 2016 (APPENDIX)

## CCD

Figure 9 - Opinion of Testing and Assessment CCD

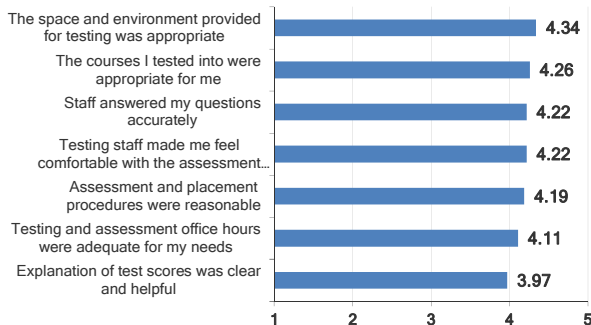


Figure 10 - Opinion of Academic Advising CCD



Figure 11 - Source of Primary Advising CCD

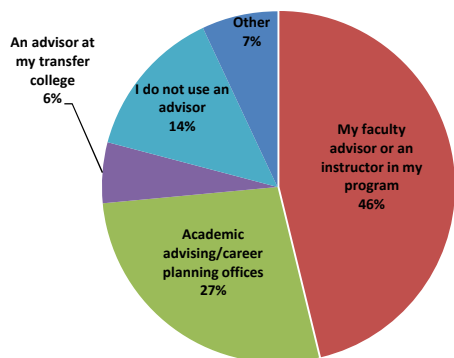
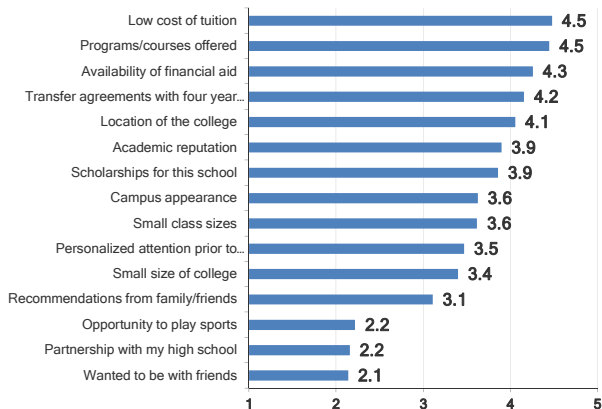


Figure 12 - Factors in Deciding to Enroll at CCD



## CCCS

Figure 9 - Opinion of Testing and Assessment

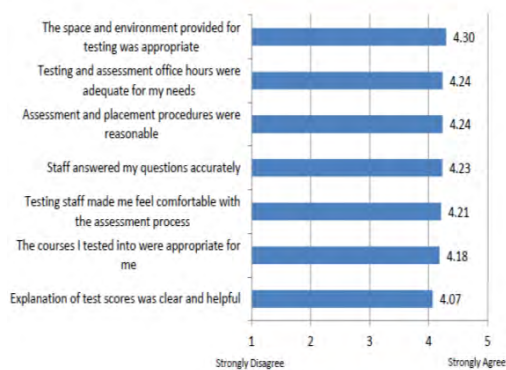


Figure 10 - Opinion of Academic Advising

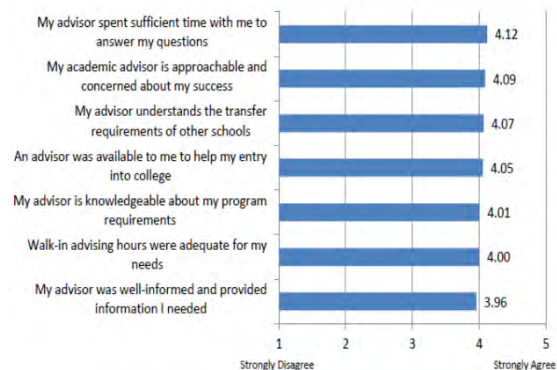


Figure 11 - Source of Primary Advising

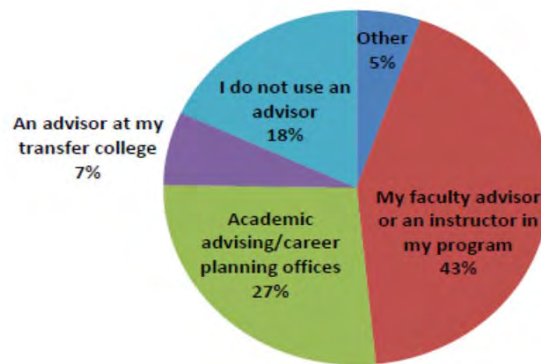
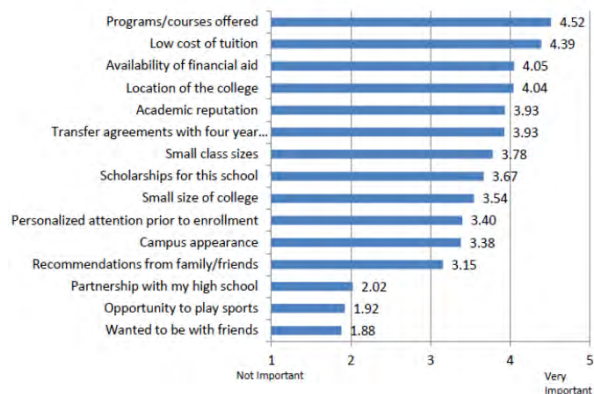


Figure 12 - Factors in Deciding to Enroll at CCCS Institution



# Student Satisfaction Survey 2016 (APPENDIX)

CCD

CCCS

Figure 13 - How Students Became aware of CCD

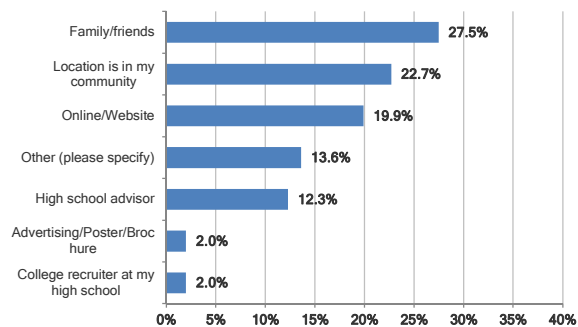


Figure 13 - How Students First Became Aware of Their College

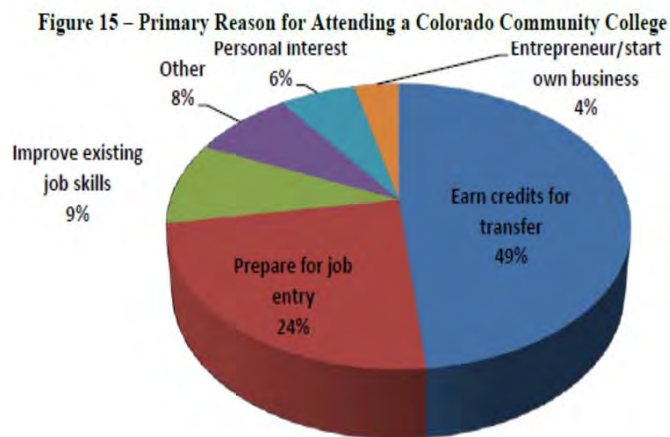
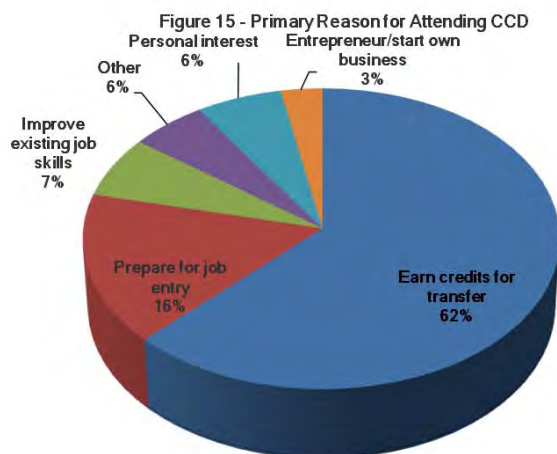
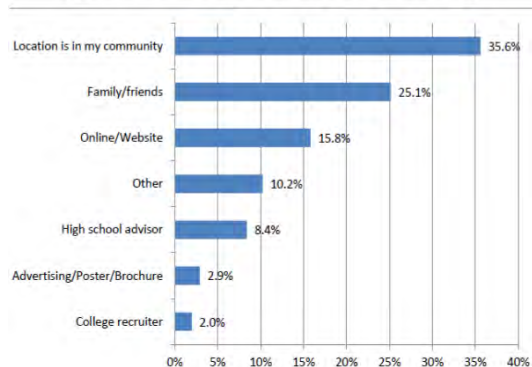


Figure 16 - Educational Intent CCD

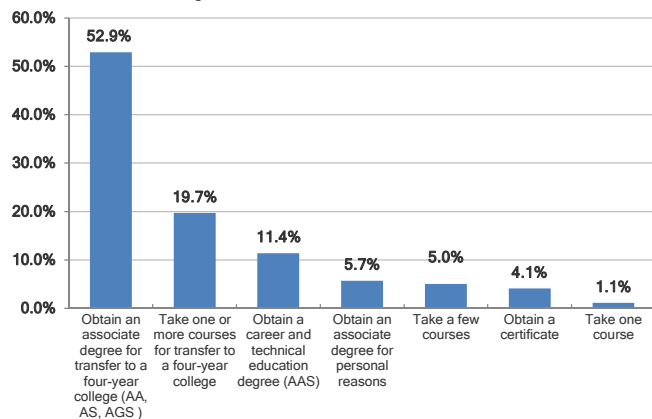


Figure 16 - Educational Intent

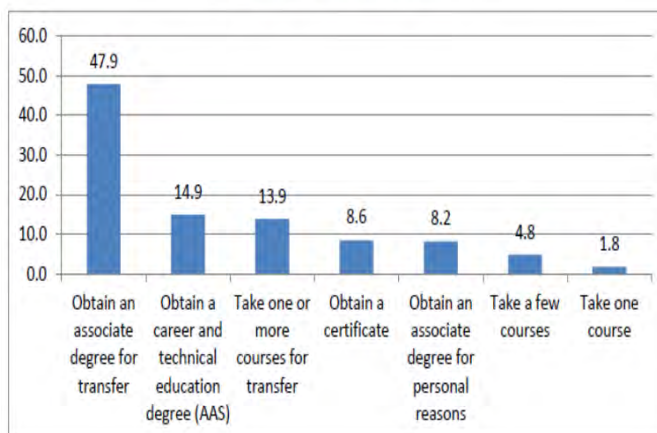


Figure 17 - Responder Gender CCD

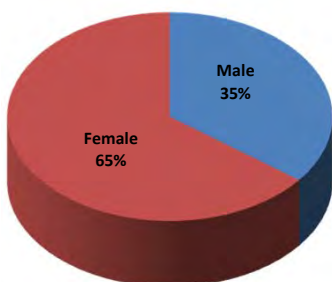
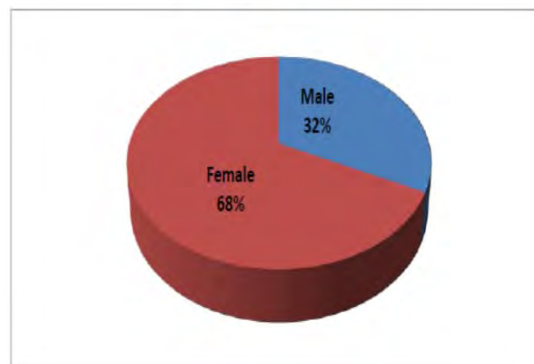


Figure 17 - Responder Gender

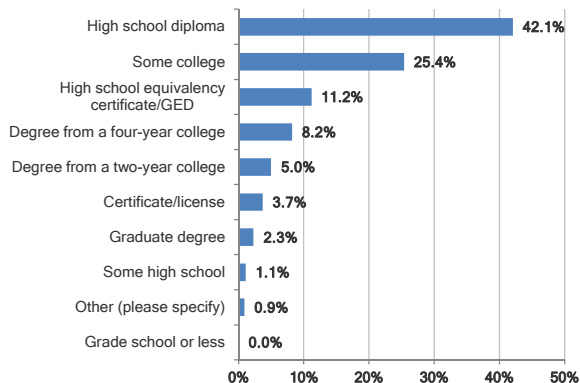


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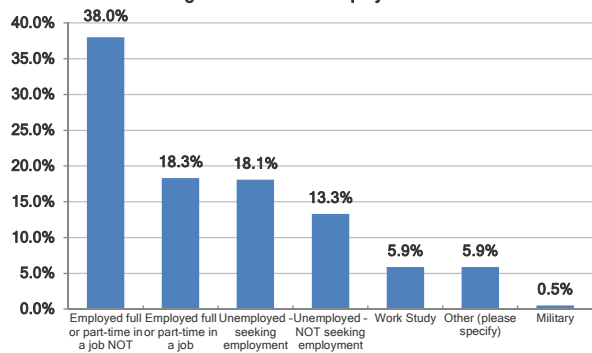
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CCCS

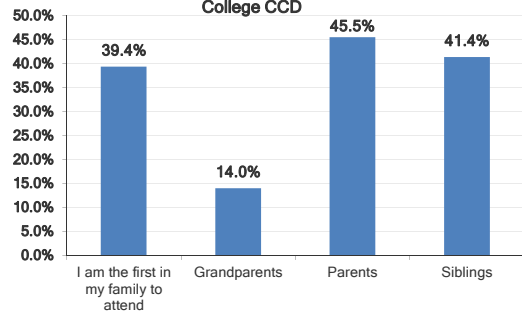
**Figure 20 - Highest Level of Education Achieved Before Enrolling CCD**



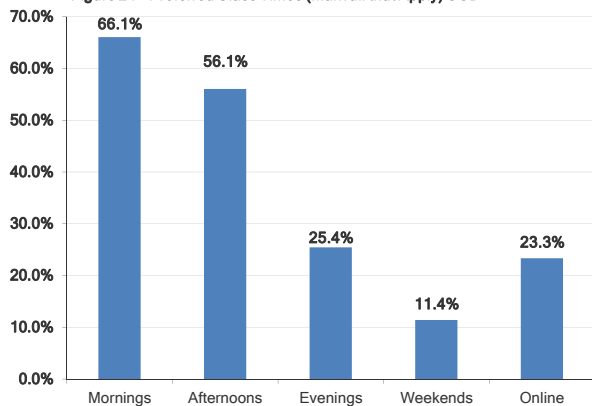
**Figure 21 - Current employment status CCD**



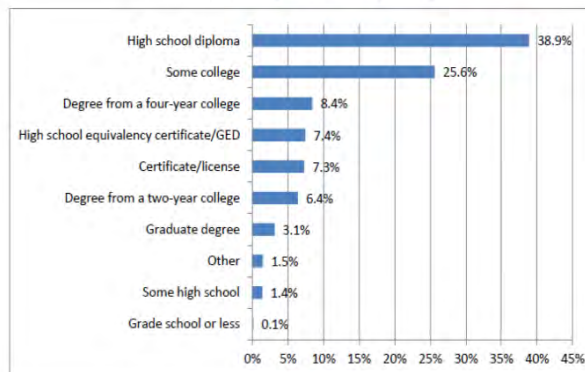
**Figure 23 - Family Members that Have Attended College CCD**



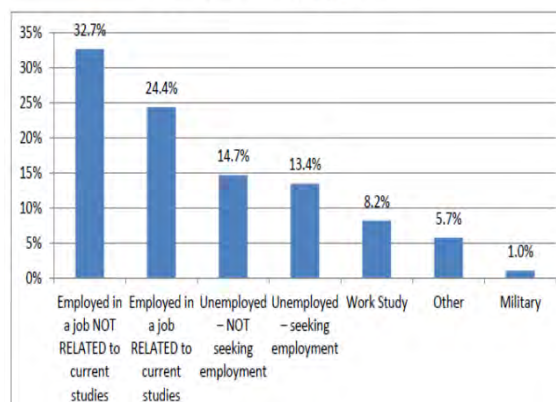
**Figure 24 - Preferred Class Times (Mark all that Apply) CCD**



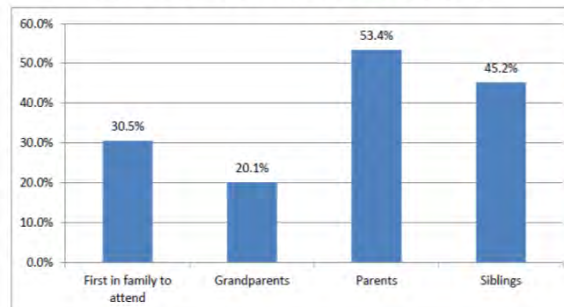
**Figure 20 - Highest Level of Education Achieved Before Enrolling in Community College**



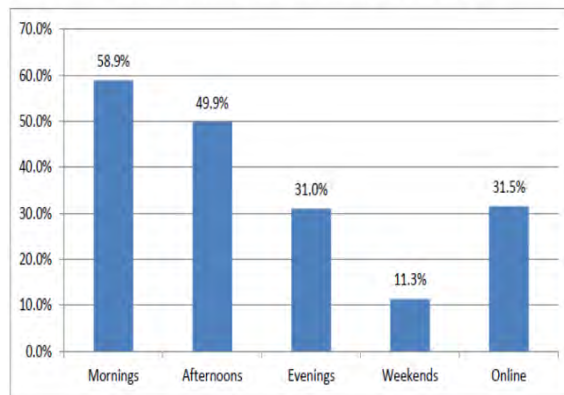
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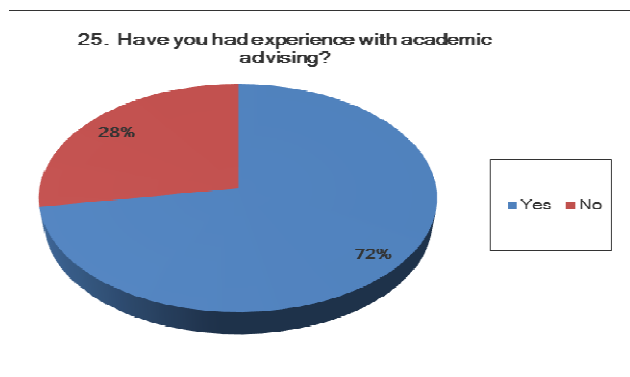
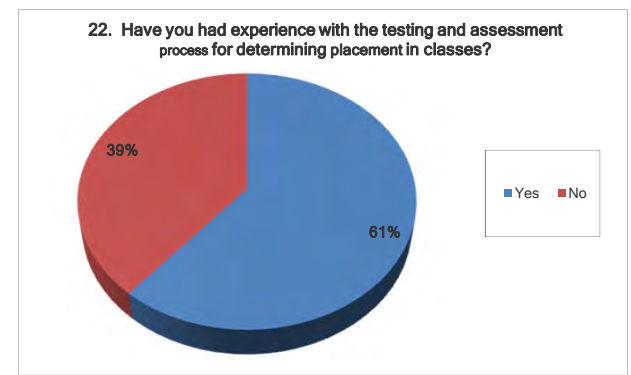
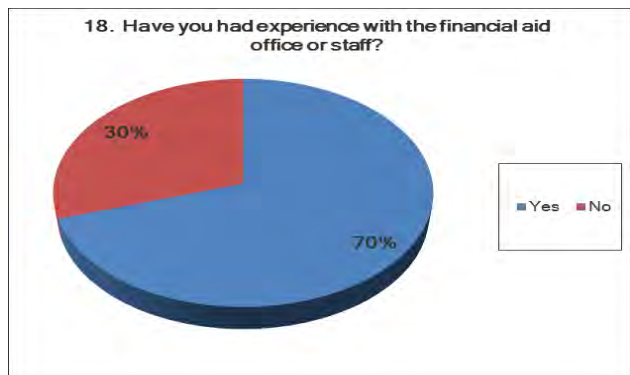
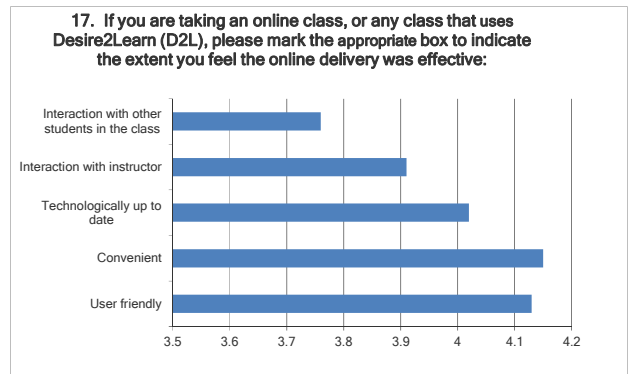
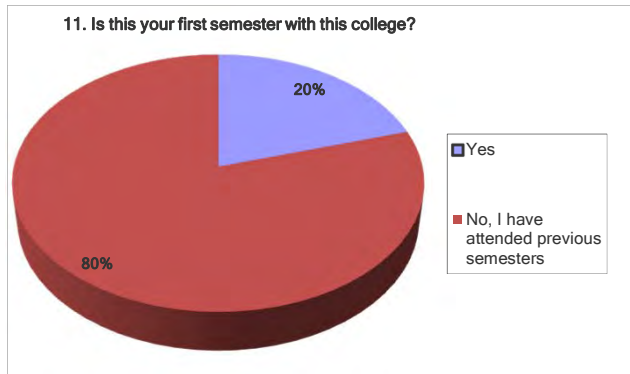
# Student Satisfaction Survey 2016 (APPENDIX)

## CCD

For the following questions, we have only CCD responses; no CCCS data for comparison.

5. If Employed, how many hours per week are you working?	
Answer Options	Response Count
	272
<i>answered question</i>	272
<i>skipped question</i>	165
Hours	N
<20	37
21-39	148
40+	82

7. How many credit hours are you taking this semester?	
Answer Options	Response Count
	386
	386
	51
Credit Hours	N
<=6	96
7 to 11	133
12=<	157
Blank	51

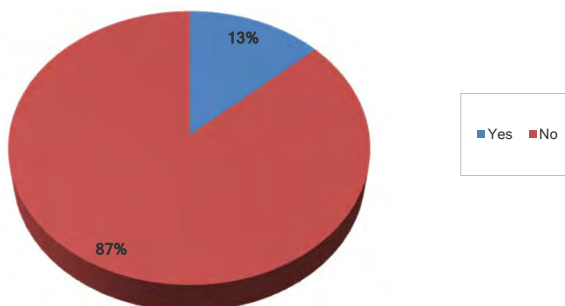


28. Please enter your age:			
Answer Options	Response Count: 317	Age	Count
Answered Question			317
Skipped Question			120
		<17	1
		18-20	82
		21-25	65
		26-35	74
		36-45	41
		46-55	32
		55<	22
		Blank	120

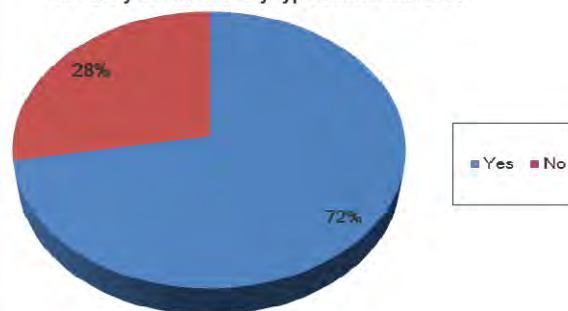
# Student Satisfaction Survey 2016 (APPENDIX)

CCD

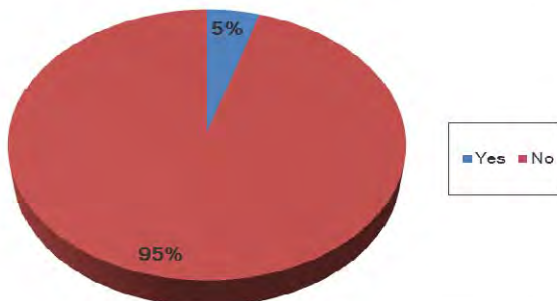
29. Do you consider yourself to be a person with a disability?



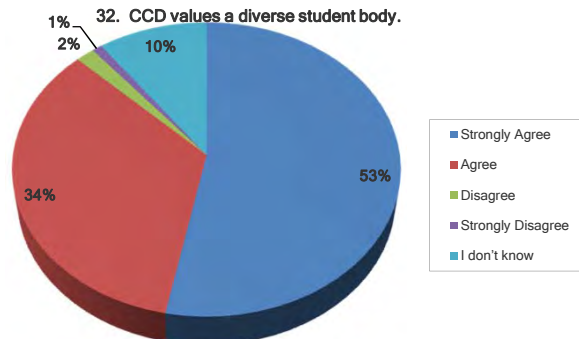
30. Do you receive any type of financial aid?



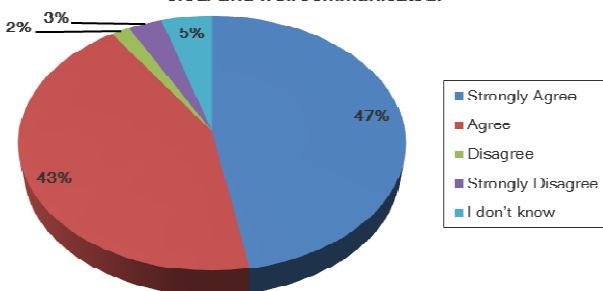
31. Are you a veteran?



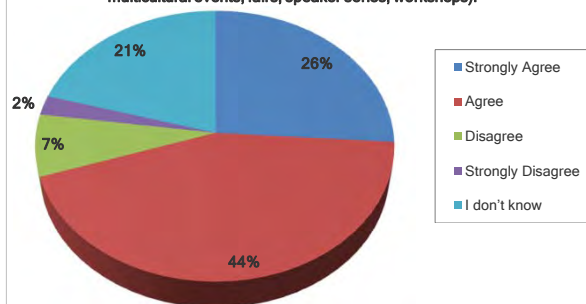
32. CCD values a diverse student body.



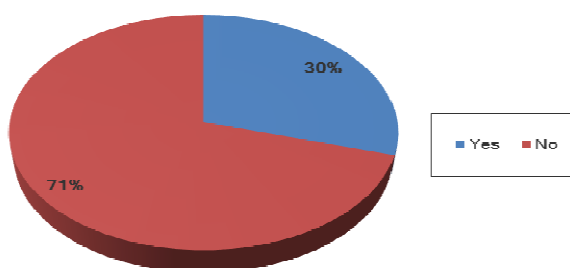
33. Expectations regarding student behavior are clear and well communicated.



34. There are sufficient activities outside the classroom designed specifically to enhance students' personal development (E.g. multicultural events, fairs, speaker series, workshops).



35. I currently participate in activities at CCD outside of my classes.



36. Why don't you participate in activities outside of class?\*

Answer Options	Response Count
	202
<i>answered question</i>	202
<i>skipped question</i>	235

\* See responses in Question 36 tab

# Student Satisfaction Survey 2016 (APPENDIX)

CCD

