



Student Satisfaction Survey

April 2019

Office of Institutional Research





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Introduction

Pacific Oaks College (PO) is dedicated to providing quality services to their students. To assist in their continued efforts, PO tasked the Office of Institutional Research (OIR) with a web-based assessment of current students' satisfaction with the institution. The purpose of this assessment is to identify areas in which the Administration can improve student needs and create a higher level of student satisfaction. The results of this assessment will be used to inform improvements to PO.

Methodology

The goal of OIR's Spring 2019 assessment is to provide the information necessary to inform future improvements. In order to do this, OIR surveyed the entire active student population within PO for the Spring 2019 semester using a web-based questionnaire that contained 100 survey items that were in the form of multiple choice questions, Likert scales, and open-ended questions.

Using a Custom Term Registration Analysis Report from CampusVue, OIR identified 1,121 students with an active status¹ at one of the four PO campuses: Pasadena, Online, Cohort, and Branch.² The Spring 2019 assessment includes responses from 349 PO students. In order to increase response rates, OIR contacted individuals using an introductory email on March 4, 2019, that included an individualized link to the survey. Individuals who had not responded to the survey seven days later (March 11, 2019) received a reminder email with an individualized link to the survey. A second and third (the final reminder) email were sent respectively, on March 18, 2019 and March 25, 2019. The total number of possible contacts attempted by OIR was four.

Contact information for each individual was provided by OIR. The survey was conducted March 4, 2019 to March 30, 2019. Of the 1,121 individuals included in the sample, OIR received responses from 349 students. The overall response rate for the survey is 31.1 percent with a margin of error of ± 4.4 percent.³ It is important to note that the margin of error is notably higher when looking at data by subgroups (i.e. Campus, Program, etc.) For a breakdown of response rates by campus, please see Table 1.

Survey Response Rates by Campus

Campus	Survey Respondents			Sample Size	Response Rate
	Completed n-size	Partial n-size	Total n-size		
Pasadena	121	14	135	435	31.0%
Online	120	11	131	432	30.3%
Instructional	44	5	49	156	31.4%
Cohorts	29	5	34	98	34.7%
Total	314	35	349	1121	31.1%

*Note: The response rate was calculated in guidelines with AAPOR standards, reporting Response Rate 2

Data Source: PO Student Satisfaction Survey, Spring 2017

¹ Active statuses are defined as individuals with one of the following SchoolStatus categories: Academic & FA Probation, Academic & FA Warning, Active, Pending Graduate, Pending Probation, Re-entry, Transfer to Other Campus).

² The Cohort campus contains respondents from the 2019 Student Satisfaction Survey Shifts: (a) East Los Angeles College Cohort, (b) East San Gabriel Valley Cohort 2, (c) East Los Angeles Cohort 3, (d) San Diego Cohort 2, (e) San Diego Cohort 3, (f) East LA ASJ Cohort 1, (g) North Hollywood BA Cohort 1, (h) North Hollywood MA Cohort 1, (i) LA Southwest College Cohort 1, (j) West Covina BA Cohort 1, and (k) South LA MFT Cohort 1.

The Instructional campus contains respondents from: (a) San Jose Branch Campus, (b) Sacramento Instructional Site, (c) Santa Clara Cohort 1, (e) Salinas ECE Cohort 1, (f) Madera ECE Cohort 1, (g) Santa Clara Cohort 2, (h) Salinas Cohort 2, and (i) Salinas Cohort 3.

³ Response rate was calculated according to AAPOR guidelines. The margin of error was calculated using the following formula: $\frac{Z_{\alpha/2}}{(2 * \sqrt{n})}$,

where $Z_{\alpha/2} = 1.96$ and n is the number of respondents who completed the survey, 349.



Executive Summary

Overall Satisfaction

Analysis of overall satisfaction by campus is not statistically different with 87.8% of students reporting that they are Very Satisfied or Satisfied. Further, 86.8% of students strongly agree or agree that they made the right choice of enrolling at Pacific Oaks and 82.5% strongly agreed or agreed that they would recommend PO to friends/family. In general, students indicate that they are satisfied with Pacific Oaks (p. 1-2).

When asked about the importance regarding various academic aspects on their overall satisfaction, more than three-fourths (76.7%) indicate that learning the most they can from every experience is very important. Followed closely by being at a college that shares your vision for society (73.6%) as very important to student satisfaction. In contrast, less than half of students (47.6%) indicated C.A.R.E. academic support services were very important to overall satisfaction (p. 3).

Culture-Centered Practices

More than 90% of students strongly agree or agree with two statements: 1. Course content is balanced and inclusive so that diverse perspectives are explored and 2. Faculty and staff create a safe environment in which multiple voices and perspectives are shared and heard (p. 13).

Influence of PO on Professional Behavior

Overall, students rated that they strongly agree or agree with items in this section. The top highest level of strongly agree or agree are for 1. Advanced my professional practice skills (90.1%) and 2. Increased my awareness of writing as an important skill in my professional life (89.7%) (p. 13).

Communications from Departments & Organizations

Students were most satisfied with communications from Admissions, Core faculty in Academic Departments, and the Registrar's office. The Student Government Association is rebuilding and therefore has the lowest level of satisfaction with communications (p. 5). Hours are important to students and generally the students indicate satisfaction across the main areas (p. 6). There are additional text responses in the second half of this report that provide detail on some areas that may or may not help some students access services (p. 5-6).

Academic Affairs

The top highest satisfaction for Academic Affairs are the intellectual challenge of coursework, quality of courses, and the overall quality of the Academic program (p. 10). Students do indicate that there are potential areas to improve in academic advising (p. 11) with ratings slightly lower than other areas (60-63% strongly agree or agree).

Use of Services and their Ratings

Nearly all students report using Canvas (98.5%) with most finding it easy to use and navigate (70.2%). The Student Gateway is not as widely used (75%) compared to Canvas but students do indicate it is easy to navigate and use (85.9% strongly agree or agree). Yet, 85.1% of students are very satisfied or satisfied with use of technology in classes. While 93.5% of students indicate they are very or somewhat interested in career assistance (p. 8), only 17.4% of students indicate they use Career Services and are very satisfied (45.5%) with the quality of services provided (p. 6-7).

Financial Aid & Student Accounts

Less than 5% of students are dissatisfied with Financial Aid Service with 37.3% of students being very satisfied. Nearly three-fourths of students (72.7%) of students strongly agree or agree that their award package is adequate to meet educational expenses. Students provided similar ratings for the Student Account Office (p. 4). When it came to support provided by the Student Accounts office only 69.3% of students were very satisfied or satisfied (p. 5-7).



Survey Tables of Responses

Section 1: Overall Satisfaction
Student Satisfaction by Shift

		Campus				Total
		Pasadena	Online	Instructional	Cohorts	
Very Satisfied	n	49	64	14	13	140
	% within Campus	36.8%	48.9%	29.2%	40.6%	40.7%
Satisfied	n	67	56	23	16	162
	% within Campus	50.4%	42.7%	47.9%	50.0%	47.1%
Neither	n	9	3	5	2	19
	% within Campus	6.8%	2.3%	10.4%	6.3%	5.5%
Dissatisfied	n	8	5	3	1	17
	% within Campus	6.0%	3.8%	6.3%	3.1%	4.9%
Not at all Satisfied	n	0	3	3	0	6
	% within Campus	0.0%	2.3%	6.3%	0.0%	1.7%
Total	n	133	131	48	32	344
	% within Campus	100%	100%	100%	100%	100%

General Satisfaction - Agree/Disagree

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
	%	%	%	%	%
I made the right choice by enrolling at PO.	2.6%	2.3%	8.3%	32.5%	54.3%
I would recommend PO to friends/family.	3.4%	3.4%	10.6%	35.1%	47.4%
My overall experience at PO has met my expectations.	3.7%	6.3%	10.6%	44.3%	35.1%
As a student of PO, I am able to maintain a healthy balance between my personal life and my coursework/training.	3.7%	9.2%	15.0%	45.0%	27.1%

Descriptive Statistics (in descending order of means)

	N	Mean	SD	Skewness	
	Statistic	Statistic	Statistic	Statistic	SE
I made the right choice by enrolling at PO.	348	4.34	.917	-1.709	.131
I would recommend PO to friends/family.	348	4.20	.997	-1.454	.131
My overall experience at PO has met my expectations.	348	4.01	1.024	-1.209	.131
As a student of PO, I am able to maintain a healthy balance between my personal life and my coursework/training.	347	3.82	1.048	-.915	.131
Valid N (listwise)	346				



Importance to Overall Satisfaction

	Not at all Important	Unimportant	Neither	Important	Very Important
	%	%	%	%	%
Learning the most you can from every experience	0.6%	0.0%	1.4%	21.3%	76.7%
Being at a college that shares your vision for society	0.9%	0.6%	2.6%	22.4%	73.6%
Advancement in your current employment	2.0%	2.0%	6.6%	21.7%	67.6%
Employment in a new career after graduation	1.4%	1.2%	9.6%	20.9%	67.0%
The value that PO places on each individual student	0.6%	0.6%	5.2%	26.8%	66.9%
Access to academic supported services provided by individual faculty	1.4%	0.6%	4.3%	30.7%	62.9%
The academic rigor of your degree program	0.9%	0.9%	3.7%	33.0%	61.5%
Access to academic support services provided by the Library	1.1%	1.4%	7.7%	31.8%	57.9%
Being able to take required courses in an online delivery mode	3.5%	2.9%	12.7%	23.6%	57.3%
Access to academic support services provided by C.A.R.E.	2.0%	2.3%	13.8%	34.3%	47.6%

Descriptive Statistics (in descending order of means)

	N	Mean	SD	Skewness	
	Statistic	Statistic	Statistic	Statistic	SE
Learning the most you can from every experience	347	4.73	.542	-2.826	.131
Being at a college that shares your vision for society	348	4.67	.641	-2.678	.131
The value that PO places on each individual student	347	4.59	.672	-1.936	.131
The academic rigor of your degree program	348	4.53	.693	-1.954	.131
Access to academic supported services provided by individual faculty	348	4.53	.737	-2.170	.131
Advancement in your current employment	346	4.51	.866	-2.131	.131
Employment in a new career after graduation	345	4.51	.829	-1.919	.131
Access to academic support services provided by the Library	349	4.44	.791	-1.686	.131
Being able to take required courses in an online delivery mode	347	4.29	1.024	-1.537	.131
Access to academic support services provided by C.A.R.E.	347	4.23	.915	-1.293	.131
Valid N (listwise)	339				

Importance to Overall Satisfaction: Off-site & Instructional Site Students only

	Not at all Important	Unimportant	Neither	Important	Very Important
	%	%	%	%	%
Being able to take required courses at an instructional/off-site cohort	0.0%	1.2%	8.6%	25.9%	64.2%
Having face-to-face contact with Financial Aid counselors	2.4%	6.1%	22.0%	28.0%	41.5%

Descriptive Statistics (in descending order of means)

	N	Mean	SD	Skewness	
	Statistic	Statistic	Statistic	Statistic	SE
Being able to take required courses at an instructional/off-site cohort	81	4.53	.709	-1.408	.267
Having face-to-face contact with Financial Aid counselors	82	4.00	1.054	-.843	.266
Valid N (listwise)	81				



2. Student Services and Resources
Satisfaction: Financial Aid

Satisfaction with service received from the Financial Aid Office in completing the Financial Aid process.

		n	Percent	Valid Percent	Cumulative Percent
Valid	Not at all Satisfied	4	1.3	1.4	1.4
	Dissatisfied	9	2.9	3.1	4.4
	Neither	35	11.4	11.9	16.3
	Satisfied	137	44.5	46.4	62.7
	Very Satisfied	110	35.7	37.3	100.0
Total		295	95.8	100.0	
Missing	No response	13	4.2		
	Total	308	100.0		

The financial aid award package I received is adequate to meet my educational expenses

		n	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	12	3.9	4.0	4.0
	Disagree	33	10.7	11.1	15.2
	Neither	36	11.7	12.1	27.3
	Agree	101	32.8	34.0	61.3
	Strongly Agree	115	37.3	38.7	100.0
Total		297	96.4	100.0	
Missing	No response	11	3.6		
	Total	308	100.0		

Descriptive Statistics (in descending order of means)

	N	Mean	Std. Dev.	Skewness	
	Statistic	Statistic	Statistic	Statistic	SE
Satisfaction with service received from the Financial Aid Office in completing the Financial Aid process.	295	4.15	.845	-1.146	.142
The financial aid award package I received is adequate to meet my educational expenses	297	3.92	1.147	-.944	.141
Valid N (listwise) 295					

Satisfaction: Student Accounts (Acn)

Satisfaction: Student Acn

	Not at all Satisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
	%	%	%	%	%
Student Acns Office - Overall	1.2%	2.4%	18.6%	45.3%	32.4%
Student Acns Office - Check or money order mail-in	1.4%	1.4%	12.4%	42.4%	42.4%
Student Acns Office - Online payment	1.3%	4.0%	24.8%	34.9%	34.9%

Descriptive Statistics (in descending order of means)

	N	Mean	SD	Skewness	
	Statistic	Statistic	Statistic	Statistic	SE
Student Acns Office - Check or money order mail-in	217	4.23	.823	-1.204	.165
Student Acns Office - Overall	333	4.05	.845	-.826	.134
Student Acns Office - Online payment	149	3.98	.941	-.651	.199
Valid N (listwise) 125					



Satisfaction: Communication from Departments/Organizations

	Not at all Satisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
	%	%	%	%	%
Communication from Academic Department (core faculty).	1.5%	4.8%	15.7%	40.5%	37.5%
Communication from Admissions	1.2%	3.3%	10.8%	44.6%	40.1%
Communication from Registrar's Office	2.1%	5.1%	19.3%	41.4%	32.0%
Communication from C.A.R.E.	1.2%	1.5%	35.6%	35.9%	25.8%
Communication from Financial Aid	1.2%	2.1%	17.2%	48.3%	31.1%
Communication from Student Acns	2.1%	2.1%	19.0%	48.3%	28.4%
Communication from Information Technology (Help Desk)	1.5%	1.8%	26.1%	39.2%	31.3%
Communication from Student Government Association	2.1%	2.8%	50.8%	27.8%	16.5%
Communication from Academic Advising Center	5.1%	11.8%	19.3%	36.3%	27.5%
Communication from The Learning Center	1.8%	1.2%	37.2%	33.8%	25.9%

Descriptive Statistics (in descending order of means)

	N	Mean	SD	Skewness	
	Statistic	Statistic	Statistic	Statistic	SE
Communication from Admissions	332	4.19	.846	-1.185	.134
Communication from Academic Department (core faculty).	331	4.08	.926	-.979	.134
Communication from Financial Aid	331	4.06	.822	-.871	.134
Communication from Student Acns	331	3.99	.867	-.960	.134
Communication from Information Technology (Help Desk)	329	3.97	.886	-.628	.134
Communication from Registrar's Office	331	3.96	.954	-.869	.134
Communication from C.A.R.E.	326	3.83	.872	-.260	.135
Communication from The Learning Center	328	3.81	.900	-.321	.135
Communication from Academic Advising Center	331	3.69	1.145	-.679	.134
Communication from Student Government Association	327	3.54	.874	.021	.135
Valid N (listwise)	315				



Satisfaction: Operation Hours of Departments/Organizations

	Not at all Satisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
	%	%	%	%	%
Rating hours of operation from the Academic Department	1.6%	2.8%	19.4%	40.3%	35.9%
Rating hours of operation from the Admissions	0.6%	1.9%	20.6%	41.4%	35.5%
Rating hours of operation from the Registrar's Office	0.6%	2.5%	22.9%	43.9%	30.1%
Rating hours of operation from the C.A.R.E.	0.3%	0.9%	33.2%	38.5%	27.0%
Rating hours of operation from the Financial Aid	1.9%	2.8%	20.4%	43.5%	31.5%
Rating hours of operation from the Student Acns	0.9%	1.9%	25.8%	42.5%	28.9%
Rating hours of operation from the Information Technology	1.5%	2.2%	25.6%	41.0%	29.6%
Rating hours of operation from the Student Government Association	0.9%	1.9%	43.2%	32.8%	21.1%
Rating hours of operation from the Academic Advising Center	2.5%	5.9%	22.4%	38.8%	30.4%
Rating hours of operation from The Learning Center	0.6%	2.8%	33.1%	37.8%	25.6%

Descriptive Statistics (in descending order of means)

	N	Mean	SD	Skewness	
	Statistic	Statistic	Statistic	Statistic	SE
Rating hours of operation from the Admissions	321	4.09	.828	-.642	.136
Rating hours of operation from the Academic Department (core faculty)	320	4.06	.897	-.883	.136
Rating hours of operation from the Registrar's Office	319	4.00	.830	-.537	.137
Rating hours of operation from the Financial Aid	324	4.00	.894	-.864	.135
Rating hours of operation from the Student Acns	322	3.97	.840	-.506	.136
Rating hours of operation from the Information Technology (Help Desk)	324	3.95	.882	-.639	.135
Rating hours of operation from the C.A.R.E.	322	3.91	.813	-.078	.136
Rating hours of operation from the Academic Advising Center	322	3.89	.989	-.766	.136
Rating hours of operation from The Learning Center	320	3.85	.858	-.216	.136
Rating hours of operation from the Student Government Association	317	3.71	.851	.029	.137
Valid N (listwise)	298				

Use of Services and their ratings

Areas that are Used

	Yes	No
	%	%
Canvas	98.5%	1.5%
Student Gateway	75.0%	25.0%
Help Desk by either email or phone	55.0%	45.0%
The Learning Center	37.2%	62.8%
Career Services	17.4%	82.6%



Canvas and Student Gateway

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
	%	%	%	%	%
Canvas courses are NOT easy to navigate and use	26.9%	43.3%	11.8%	8.7%	9.3%
Canvas courses are conducted effectively by PO instructors	2.8%	7.7%	11.5%	36.2%	41.8%
The Student Gateway is easy to navigate and use	1.7%	2.5%	10.0%	44.4%	41.5%

Descriptive Statistics (in descending order of means)

	N	Mean	SD	Skewness	
	Statistic	Statistic	Statistic	Statistic	SE
The Student Gateway is easy to navigate and use	241	4.22	.848	-1.336	.157
Canvas courses are conducted effectively by PO instructors	323	4.07	1.045	-1.133	.136
Canvas courses are NOT easy to navigate and use	323	2.30	1.218	.943	.136
Valid N (listwise)	241				

Satisfaction: Library, Computer Lab, etc... Areas

	Not at all Satisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
	%	%	%	%	%
Quality of Career Services	1.8%	1.8%	16.4%	34.5%	45.5%
Availability of Career Services	1.9%	1.9%	14.8%	38.9%	42.6%
Availability of the Help Desk staff	2.8%	3.4%	15.2%	44.4%	34.3%
The time it took for the Help Desk to resolve your issue	3.4%	4.5%	18.0%	41.0%	33.1%
Effective use of technology in courses	0.9%	0.9%	13.1%	47.9%	37.2%
Quality of the classroom facilities	2.0%	6.4%	12.4%	40.6%	38.6%
Availability of technological resources in the classrooms	2.0%	4.4%	18.6%	37.3%	37.7%
Support received from the Student Acns department	1.8%	1.5%	27.4%	40.9%	28.4%
Quality of The Learning Center	0.8%	0.8%	16.5%	39.7%	42.1%

Descriptive Statistics (in descending order of means)

	N	Mean	SD	Skewness	
	Statistic	Statistic	Statistic	Statistic	SE
Quality of The Learning Center	121	4.21	.808	-.894	.220
Quality of Career Services	55	4.20	.911	-1.178	.322
Effective use of technology in courses	328	4.20	.765	-.965	.135
Availability of Career Services	54	4.19	.892	-1.209	.325
Quality of the classroom facilities	202	4.07	.972	-1.102	.171
Availability of technological resources in the classrooms	204	4.04	.959	-.935	.170
Availability of the Help Desk staff	178	4.04	.941	-1.149	.182
The time it took for the Help Desk to resolve your issue	178	3.96	.999	-1.020	.182
Support received from the Student Acns department	328	3.92	.883	-.628	.135
Valid N (listwise)	29				



Satisfaction: Library, Computer Lab, etc... Areas

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
	%	%	%	%	%
Library resources and services are appropriate for my needs	1.5%	5.6%	17.5%	43.3%	32.1%
The library's hours of operation DO NOT fit my schedule	15.4%	24.3%	35.5%	15.4%	9.3%
The computer lab is appropriate for my needs	1.5%	3.1%	30.3%	33.3%	31.8%
The computer lab's hours of operation fit my schedule	2.1%	6.2%	31.3%	31.8%	28.7%
Areas for study are NOT available to me	17.5%	24.4%	30.9%	16.1%	11.1%

Descriptive Statistics (in descending order of means)

	N	Mean	SD	Skewness	
	Statistic	Statistic	Statistic	Statistic	SE
Library resources and services are appropriate for my needs	268	3.99	.926	-.862	.149
The computer lab is appropriate for my needs	195	3.91	.937	-.498	.174
The computer lab's hours of operation fit my schedule	195	3.79	.996	-.453	.174
The library's hours of operation DO NOT fit my schedule	214	2.79	1.162	.182	.166
Areas for study are NOT available to me	217	2.79	1.229	.200	.165
Valid N (listwise)	162				

Interest in Services

	Not at all Interested	Somewhat Uninterested	Somewhat Interested	Very Interested
	%	%	%	%
Student Activities	7.1%	9.2%	40.8%	42.9%
Copy Machines	7.7%	8.8%	29.8%	53.6%
Career Assistance	2.9%	3.7%	30.9%	62.6%
Writing Assistance	5.3%	7.4%	36.6%	50.6%
Daytime Courses	24.6%	8.4%	24.0%	43.0%
Workshops (please specify)	6.1%	6.8%	22.4%	64.6%

Descriptive Statistics (in descending order of means)

	N	Mean	SD	Skewness	
	Statistic	Statistic	Statistic	Statistic	SE
Career Assistance	243	3.53	.706	-1.675	.156
Workshops (please specify)	147	3.46	.870	-1.603	.200
Writing Assistance	243	3.33	.831	-1.236	.156
Copy Machines	181	3.29	.923	-1.216	.181
Student Activities	196	3.19	.879	-1.031	.174
Daytime Courses	179	2.85	1.218	-.548	.182
Valid N (listwise)	95				



Workshops described by respondents

n	Workshops (please specify) – Text
92	No response
3	APA
2	CSET
1	After graduation workshops
1	All diverse workshops
1	APA Format/citing Referencing
1	APA in Writing for Essays
1	APA, Writing, support
1	Available outside of Pasadena
1	Career
1	Career change, scholarships and how to find them, writing workshops if the learning center cannot be open in the evening.
1	career development, professionals in my field
1	Career Representatives to share what they do in their field of work
1	CBEST
1	Cbest CSET rica
1	CBEST, personal development
1	computer skills - tech questions, tutorials
1	CPR certification
1	Credentialing workshops, workshops on mandated tests for teachers
1	CSET prep
1	CSET, Applying for Child Development Permits, Equity
1	ECE
1	education, advocacy, resources
1	financial education
1	financing graduate studies
1	grant writing
1	how to do researches and how to use APA format
1	How to get a teaching job
1	How to set up a classroom
1	Internships
1	Jobs in my degree prog
1	Master Degree Program
1	mental health, trauma, therapy related
1	More departmental workshops later in evening and not at 5 or 5:30.
1	More workshops to assist students studying to become teachers. Addressing the CSET I II and III as well as the RICA and TPA's
1	prep test workshops
1	Professional Development
1	Professional development/career related
1	renewing certificates
1	Resume
1	resume, cBest etc...
1	Social justice and Education
1	specific to night students
1	test prep
1	There should be more offered
1	Thesis
1	time management/resources/jobs/support groups



n	Workshops (please specify) – Text
1	Trauma
1	Trauma Informed Care
1	Utilizing expressive art therapies
1	variety of careers in our field of study
1	What Happens After the degree?
1	Writer Workshop
147	Total

Section 3. Academic Factors

Satisfaction With Academic Affairs

	Not at all Satisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
	%	%	%	%	%
Quality of instruction provided by faculty	1.3%	5.0%	6.9%	44.4%	42.5%
Consistency of instruction across faculty	2.9%	12.7%	8.0%	40.4%	36.0%
Intellectual challenge of the course work	0.6%	2.5%	6.0%	45.3%	45.6%
Quality of academic courses you've taken	0.6%	4.7%	5.0%	43.2%	46.4%
Number of courses taught by my department's core faculty	2.3%	6.9%	13.1%	39.7%	38.0%
Staff's response to concerns I've expressed	2.6%	7.4%	13.5%	37.4%	39.0%
Overall experience of the practicum process	1.9%	6.8%	10.2%	39.5%	41.7%
Overall quality of my academic program	0.9%	3.5%	7.6%	42.3%	45.7%
Process of registering for courses	6.4%	8.9%	10.5%	34.4%	39.8%
Availability of courses to allow progress toward the completion of my degree	3.5%	10.2%	6.7%	34.7%	44.9%

Descriptive Statistics (in descending order of means)

	N	Mean	SD	Skewness	
	Statistic	Statistic	Statistic	Statistic	SE
Intellectual challenge of the course work	318	4.33	.754	-1.333	.137
Quality of academic courses you've taken	317	4.30	.820	-1.401	.137
Overall quality of my academic program	317	4.28	.824	-1.355	.137
Quality of instruction provided by faculty	320	4.22	.872	-1.353	.136
Overall experience of the practicum process	266	4.12	.973	-1.192	.149
Availability of courses to allow progress toward the completion of my degree	314	4.07	1.112	-1.211	.138
Number of courses taught by my department's core faculty	305	4.04	.997	-1.067	.140
Staff's response to concerns I've expressed	310	4.03	1.028	-1.047	.138
Consistency of instruction across faculty	314	3.94	1.099	-.985	.138
Process of registering for courses	314	3.92	1.197	-1.068	.138
Valid N (listwise)	243				



Faculty Advisor

	Not at all Satisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
	%	%	%	%	%
Overall quality of your Faculty Advisor	3.8%	4.1%	16.6%	33.1%	42.4%
Accessibility to my Faculty Advisor	4.5%	6.5%	14.4%	36.6%	38.0%
Overall quality of support provided by your Faculty Advisor	4.8%	4.8%	14.2%	35.3%	40.8%

Descriptive Statistics (in descending order of means)

	N	Mean	SD	Skewness	
	Statistic	Statistic	Statistic	Statistic	SE
Overall quality of your Faculty Advisor	290	4.06	1.047	-1.144	.143
Overall quality of support provided by your Faculty Advisor	289	4.02	1.088	-1.189	.143
Accessibility to my Faculty Advisor	292	3.97	1.090	-1.083	.143
Valid N (listwise)	285				

Academic Advisor

	Not at all Satisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
	%	%	%	%	%
Overall quality of your Academic Advisor	8.6%	7.0%	17.3%	30.2%	36.9%
Accessibility to my Academic Advisor	8.6%	9.6%	16.9%	30.1%	34.8%
Overall quality of support provided by your Academic Advisor	7.6%	9.6%	16.3%	29.9%	36.5%

Descriptive Statistics (in descending order of means)

	N	Mean	SD	Skewness	
	Statistic	Statistic	Statistic	Statistic	SE
Overall quality of your Academic Advisor	301	3.80	1.250	-.900	.140
Overall quality of support provided by your Academic Advisor	301	3.78	1.248	-.830	.140
Accessibility to my Academic Advisor	302	3.73	1.268	-.788	.140
Valid N (listwise)	299				

Academic Advisement Experience

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
	%	%	%	%	%
It was easy to get in touch with the Academic Advisor	11.2%	13.2%	14.2%	29.2%	32.2%
The Academic Advisor helped me understand the student resources available to me	9.8%	10.9%	17.2%	31.2%	30.9%

Descriptive Statistics (in descending order of means)

	N	Mean	SD	Skewness	
	Statistic	Statistic	Statistic	Statistic	SE
The Academic Advisor helped me understand the student resources available to me	285	3.62	1.290	-.689	.144
It was easy to get in touch with the Academic Advisor	295	3.58	1.353	-.622	.142
Valid N (listwise)	284				



Admissions Enrollment Counselor

	Not at all Satisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
	%	%	%	%	%
Overall quality	2.4%	4.8%	14.3%	29.9%	48.6%
Accessibility	2.4%	4.4%	16.3%	30.3%	46.6%
Overall quality of support	2.4%	4.1%	15.6%	30.8%	47.1%

Descriptive Statistics (in descending order of means)

	N	Mean	SD	
	Statistic	Statistic	Statistic	SE
Overall quality	294	4.18	1.003	.142
Accessibility	295	4.16	.990	.142
Overall quality of support	294	4.14	1.002	.142
Valid N (listwise)	292			

PO Culture Centered Practices

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
	%	%	%	%	%
Faculty and staff create a safe environment in which multiple voices and perspectives are shared and heard	1.3%	3.2%	5.1%	36.3%	54.1%
Course content is balanced and inclusive so that diverse perspectives are explored	1.0%	1.6%	5.7%	38.2%	53.5%
Developmental education is practiced by accommodating different learning styles, cognitive abilities, and sociocultural influences in the classroom	0.6%	2.5%	8.6%	38.5%	49.7%
Inclusive classroom and co-curricular environment promote mutual respect, reflection, critical thinking, and academic excellence	0.6%	2.2%	8.3%	32.2%	56.7%
I DO NOT feel actively engaged in the learning process	38.4%	36.5%	10.6%	8.4%	6.1%
Courses are available to fit my schedule	2.2%	6.7%	7.7%	35.1%	48.2%

Descriptive Statistics (in descending order of means)

	N	Mean	SD	Skewness	
	Statistic	Statistic	Statistic	Statistic	SE
Inclusive classroom and co-curricular environment promote mutual respect, reflection, critical thinking, and academic excellence	314	4.42	.788	-1.488	.138
Course content is balanced and inclusive so that diverse perspectives are explored	314	4.42	.755	-1.622	.138
Faculty and staff create a safe environment in which multiple voices and perspectives are shared and heard	314	4.39	.828	-1.714	.138
Developmental education is practiced by accommodating different learning styles, cognitive abilities, and sociocultural influences in the classroom	314	4.34	.792	-1.308	.138
Courses are available to fit my schedule	313	4.20	.995	-1.382	.138
I DO NOT feel actively engaged in the learning process	310	2.07	1.173	1.090	.138
Valid N (listwise)	309				



Section 4. Community & Safety at PO
Communication & Campus Security

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
	%	%	%	%	%
If I have a question I DO NOT know which staff member/department to contact	17.0%	33.3%	25.0%	17.3%	7.4%
PO provides proper channels of communication for students	1.3%	5.1%	21.1%	35.8%	36.7%
I am NOT aware of campus advisory/emergency plans	17.4%	32.6%	27.4%	15.5%	7.1%
I feel safe and secure on campus	3.2%	0.3%	27.4%	29.7%	39.4%
I feel the information I send and receive online is secure (email, Canvas, etc.)	1.6%	0.3%	11.5%	41.0%	45.5%

Descriptive Statistics (in descending order of means)

	N	Mean	SD	Skewness	
	Statistic	Statistic	Statistic	Statistic	SE
I feel the information I send and receive online is secure (email, Canvas, etc.)	312	4.29	.805	-1.344	.138
I feel safe and secure on campus	310	4.02	.987	-.866	.138
PO provides proper channels of communication for students	313	4.02	.949	-.757	.138
If I have a question I DO NOT know which staff member/department to contact	312	2.65	1.167	.349	.138
I am NOT aware of campus advisory/emergency plans	310	2.62	1.150	.365	.138
Valid N (listwise)	306				

Section 5. Professional Behavior

My experiences at PO have...

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
	%	%	%	%	%
NOT advanced my cultural competence	34.1%	43.1%	14.5%	4.8%	3.5%
Increased my awareness of writing as an important skill in my professional life	1.0%	1.6%	7.7%	37.3%	52.4%
Advanced my professional practice skills	0.6%	1.0%	8.4%	41.2%	48.9%
Prepared me to behave in a professional manner	0.3%	1.6%	12.8%	34.0%	51.3%
Improved my ability to apply theory and scholarship to practice issues	0.3%	1.9%	10.0%	38.6%	49.2%

Descriptive Statistics (in descending order of means)

	N	Mean	SD	Skewness	
	Statistic	Statistic	Statistic	Statistic	SE
Increased my awareness of writing as an important skill in my professional life	311	4.39	.778	-1.496	.138
Advanced my professional practice skills	311	4.37	.732	-1.241	.138
Improved my ability to apply theory and scholarship to practice issues	311	4.34	.762	-1.111	.138
Prepared me to behave in a professional manner	312	4.34	.786	-1.048	.138
NOT advanced my cultural competence	311	2.01	1.000	1.136	.138
Valid N (listwise)	311				



Section 6: New Student

Satisfaction: New Student

	Strongly Disagree	Agree	Neither	Satisfied	Very Satisfied
			%	%	%
Quality of New Student Orientation hosted by Student Services	0.0%	0.0%	15.0%	20.0%	65.0%
Quality of Program Orientation hosted by the MFT Department	0.0%	0.0%	0.0%	27.3%	72.7%
Quality of Information Session hosted by the Admissions Department	0.0%	0.0%	10.0%	25.0%	65.0%

Descriptive Statistics (in descending order of means)

	N	Mean	SD	Skewness	
	Statistic	Statistic	Statistic	Statistic	SE
Quality of Program Orientation hosted by the MFT Department	11	4.73	.467	-1.189	.661
Quality of Information Session hosted by the Admissions Department	20	4.55	.686	-1.283	.512
Quality of New Student Orientation hosted by Student Services	20	4.50	.761	-1.195	.512
Valid N (listwise)	11				

There was only one new student for Online New Student Orientation and that student did not answer this item.

