

Thank you for taking the time to complete this survey. Please do your best to answer the survey questions completely and honestly. **It is the ethical duty of CR's Institutional Research staff to ensure that all students contributing to this survey will remain confidential. No student who fills out this survey will be associated with his or her responses.** This survey should take approximately 10 minutes to complete.

This survey has been written to elicit information concerning student's level of satisfaction with the Students Services and Learning Support departments at College of the Redwoods. The data collected from this survey will aid the Student Services departments at College of the Redwoods in their efforts to ensure quality support. **We can't get this important data without your support.**

Any questions regarding the survey may be directed to IR's Survey manager:  
Adrian Chevraux-FitzHugh: [adrian-fitzhugh@redwoods.edu](mailto:adrian-fitzhugh@redwoods.edu)

**There will be space at the end of the survey for additional thoughts. Please mark your answers clearly. Thanks again for taking the time to fill out this important survey.**

*Mark the box that best describes your answer.*

1. Current site attended:

- Arcata
- Del Norte
- Eureka
- Eureka-Downtown
- Klamath-Trinity
- Mendocino Coast
- On-line classes only
- More than one campus

2. Length of time it takes you to get to your college site:

- 15 minutes or less
- 30 minutes or less
- 45 minutes or less
- 1 hour or less
- More than 1 hour
- Not applicable

3. Current time of day taking classes:

- Day
- Evening
- Both day and evening

4. Current amount of units taken at CR:

- 3 or less
- 6 or less
- 9 or less
- 12 or less
- 15 or less
- 16 or more

5. Year(s) in attendance at CR:

*Please round up for half years.*

- 1 year or less
- 2
- 3
- 4 years or more

6. Hours of work (paid/volunteer) outside of school per week:

*Please estimate if you don't work a consistent schedule.*

- Zero hours
- 1-10 hours
- 11-20 hours
- 21-30 hours
- 31-40 hours
- 41 hours or more

**1 Very Satisfactory**  
**4 Dissatisfactory**

**2 Satisfactory**  
**5 Very Dissatisfactory**

**3 Neither satisfactory nor dissatisfactory**  
**6 Don't know**

7. Purpose for attending CR:

*Please choose the best answer.*

- To take courses necessary for transferring to another 2-year college
- To take courses necessary for transferring to a 4-year university
- To earn an Associate degree
- To complete certification
- To maintain certification
- To complete a vocational/technical program
- To receive job-related training
- To take courses for self improvement (*i.e. learn a new language, learn new skills...*)
- No definite purpose in mind
- Other \_\_\_\_\_

8. Current residence:

- Rent house/apartment
- I own or co-own a residence
- Residence Hall on CR campus
- Parent's home
- Other \_\_\_\_\_

9. Residence classification:

- I lived in the College of the Redwoods District (*Humboldt, Mendocino Coast, Del Norte, Trinity*) before attending CR
- I lived in California but not in the College of the Redwoods District (*Humboldt, Mendocino Coast, Del Norte, Trinity*) before attending CR
- I lived in the United States but not in California before attending CR
- I am an international student

Thank you. **Now the survey will focus on some questions about your satisfaction level with various departments in the Student Services and Learning Support areas at CR.** Your honest answers can help staff at CR improve these important services.

*Please mark your answers based on the following scale:*

- 1 Very Satisfactory**
- 2 Satisfactory**
- 3 Neither Satisfactory nor Dissatisfactory**
- 4 Dissatisfactory**
- 5 Very Dissatisfactory**
- 6 Don't know**

10. Please share your satisfaction level with with the **application process** in the following areas:

- The clarity of college information received before enrolling:  
**1 2 3 4 5 6**
- Availability of financial aid information before enrolling:  
**1 2 3 4 5 6**
- Assistance provided by the college staff:  
**1 2 3 4 5 6**
- The ease of reading the college catalogue:  
**1 2 3 4 5 6**
- The ease of reading the application publications:  
**1 2 3 4 5 6**
- The ease of the application process:  
**1 2 3 4 5 6**
- Overall experience with the application process:  
**1 2 3 4 5 6**

Would you like to add additional comments about the **application process**?

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**1 Very Satisfactory**  
**4 Dissatisfactory**

**2 Satisfactory**  
**5 Very Dissatisfactory**

**3 Neither satisfactory nor dissatisfactory**  
**6 Don't know**

11. Please share your satisfaction level with the **Testing Center** in the following areas:

- Clarity of testing procedures:  
1 2 3 4 5 6
- Ease of math placement test procedures:  
1 2 3 4 5 6
- Ease of English placement test procedures:  
1 2 3 4 5 6
- Helpfulness of testing staff:  
1 2 3 4 5 6
- Ability of testing staff to explain testing scores:  
1 2 3 4 5 6
- Ease of testing process:  
1 2 3 4 5 6
- Overall experience with the testing center:  
1 2 3 4 5 6

Would you like to add additional comments about the **Testing Center**?

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12. Please share your satisfaction level with the **registration process** in the following areas:

- Clarity of registration process:  
1 2 3 4 5 6
- Helpfulness of the registration staff:  
1 2 3 4 5 6
- Overall experience with the registration process:  
1 2 3 4 5 6

Would you like to add additional comments about the **registration process**?

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13. Have you had any experience with the **counseling/advising services** during your time at CR?

- Yes
- No (*please skip to question 15*)

14. Please share your satisfaction level with the **counseling/advising services** in the following areas:

- Availability of advisors:  
1 2 3 4 5 6
- Approachability of advisors:  
1 2 3 4 5 6
- Advisors knowledge about your program:  
1 2 3 4 5 6
- Advisors knowledge about transferring:  
1 2 3 4 5 6
- Advisors knowledge about career opportunities:  
1 2 3 4 5 6
- Advisors ability to communicate:  
1 2 3 4 5 6
- Advisors ability to answer questions:  
1 2 3 4 5 6
- Quality of resources in the transfer and career center:  
1 2 3 4 5 6
- Overall experience with counseling/advising services:  
1 2 3 4 5 6

Would you like to add additional comments about the **counseling/advising services**?

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15. Have you had any experience with the **Academic Support Center (ASC)** or the **Learning Assistance Center (LAC)** during your time at CR?

- Yes
- No (*please skip to question 17*)

**1 Very Satisfactory**  
**4 Dissatisfactory**

**2 Satisfactory**  
**5 Very Dissatisfactory**

**3 Neither satisfactory nor dissatisfactory**  
**6 Don't know**

16. Please share your satisfaction level with the **ASC** or the **LAC** in the following areas:

- Availability of tutors:  
**1 2 3 4 5 6**
- Approachability of tutoring staff:  
**1 2 3 4 5 6**
- Tutors knowledge about subject area(s):  
**1 2 3 4 5 6**
- Tutors ability to communicate:  
**1 2 3 4 5 6**
- Tutors ability to answer questions:  
**1 2 3 4 5 6**
- Tutors helped to develop academic skills:  
**1 2 3 4 5 6**
- Tutoring environment was conducive to learning:  
**1 2 3 4 5 6**
- Support staff was friendly:  
**1 2 3 4 5 6**
- Overall experience with the ASC/LAC:  
**1 2 3 4 5 6**

Would you like to add additional comments about the **ASC** or the **LAC**?

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17. Are you familiar with the **policies of student discipline**?

*The policies are listed on the CR website and written in the college catalogue.*

- Yes
- No (*please skip to question 19*)

18. Please share your level of satisfaction with the policies of **student discipline** in the following areas:

- Clarity of the student discipline process:  
**1 2 3 4 5 6**
- Rules governing student conduct at CR:  
**1 2 3 4 5 6**

***Student discipline continued:***

- Academic probation and suspension policies:  
**1 2 3 4 5 6**
- Overall experience with the policies of student discipline:  
**1 2 3 4 5 6**

Would you like to add additional comments about the policies of **student discipline**?

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19. Have you ever lived in the **Residence Halls** on the CR campus?

- Yes
- No (*please skip to question 21*)

20. Please share your level of satisfaction with the **Residence Halls** in the following areas:

- Availability of student housing:  
**1 2 3 4 5 6**
- Condition of student housing:  
**1 2 3 4 5 6**
- Ease of application process:  
**1 2 3 4 5 6**
- Housing rates are reasonable:  
**1 2 3 4 5 6**
- The resident advisors are friendly:  
**1 2 3 4 5 6**
- Residence Halls activities:  
**1 2 3 4 5 6**
- Residence Halls rules and regulations are appropriate:  
**1 2 3 4 5 6**
- Safety in the Residence Halls:  
**1 2 3 4 5 6**
- Helpfulness of housing staff:  
**1 2 3 4 5 6**
- Overall experience with student housing:  
**1 2 3 4 5 6**

**1 Very Satisfactory**  
**4 Dissatisfactory**

**2 Satisfactory**  
**5 Very Dissatisfactory**

**3 Neither satisfactory nor dissatisfactory**  
**6 Don't know**

Would you like to add additional comments about **student housing** at CR?

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Thank you. **Now the survey will focus on the level of satisfaction experienced by specific groups of students.** Please feel free to add additional comments at the end of the survey.

21. Do you identify as a **part-time student?** (*less than 12 units*)

- Yes  
 No (*please skip to question 23*)

22. Please share your level of satisfaction with CR's ability to meet your needs as a **part-time student.**

**1 2 3 4 5 6**

23. Do you identify as a **full-time student?** (*12 units or more*)

- Yes  
 No (*please skip to question 25*)

24. Please share your level of satisfaction with CR's ability to meet your needs as a **full-time student.**

**1 2 3 4 5 6**

25. Do you identify as a **returning student?** (*a student returning to CR after a semester or more absence*)

- Yes  
 No (*please skip to question 27*)

26. Please share your level of satisfaction with CR's ability to meet your needs as a **returning student.**

**1 2 3 4 5 6**

27. Do you identify as a **member of an underrepresented group?** (*ethnic minority, disability, veteran, sexual orientation, transgender*)

- Yes  
 No (*please skip to question 29*)

28. Please share your level of satisfaction with CR's ability to meet your needs as a **member of an underrepresented group.**

**1 2 3 4 5 6**

29. Do you identify as a **commuter student?** (*students attending CR who do not live in the Residence Halls*)

- Yes  
 No (*please skip to question 31*)

30. Please share your level of satisfaction with CR's ability to meet your needs as a **commuter student.**

**1 2 3 4 5 6**

31. Do you identify as a **student athlete?** (*a student playing for a CR-sponsored intercollegiate sports team*)

- Yes  
 No (*please skip to question 33*)

32. Please share your level of satisfaction with CR's ability to meet your needs as a **student athlete.**

**1 2 3 4 5 6**

33. Do you identify as a **distance education student** (*only taking on-line courses*)?

- Yes  
 No (*please skip to question 35*)



**1 Very Satisfactory**  
**4 Dissatisfactory**

**2 Satisfactory**  
**5 Very Dissatisfactory**

**3 Neither satisfactory nor dissatisfactory**  
**6 Don't know**