

Arcata Instructional Site Survey

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:

- Satisfaction with resources and student services at the Arcata Instructional site
- Reasons for attending the Arcata Instructional site
- Scheduling at the Arcata Instructional site
- Demographic information

The data collected from this survey will aid the Arcata Instructional site staff in offering quality support for the student body. **We can't get this important data without your support.**

Any questions regarding the survey may be directed to Julia Morrison at:
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The first part of the survey asks questions concerning scheduling, course load, and purpose at the Arcata Instructional site.

1. Current amount of units taken at the Arcata Instructional site:

- 3 or less
- 4-6
- 7-9
- 10-12
- 13-15
- 16 or more

2. How many units do you plan to take at the Arcata Instructional site in the Fall of 2008?

- 3 or less
- 4-6
- 7-9
- 10-12
- 13-15
- 16 or more
- Will not attend the Arcata Instructional site next fall
- Can't make an estimate

3. Current time of day taking classes:

- Day
- Evening
- Both day and evening

4. What format would you prefer for 3-unit courses?

- 3 hours long, 1 day a week
- 1½ hours long, 2 days a week
- 50 minutes long, 3 days a week
- Classes offered partially online
- Online courses
- I have no preference
- Other _____

5. What time of day do you prefer your classes? *Check all that apply.*

- Early morning (7:30-9:30)
- Mid/late morning (9:30-12:00)
- Early afternoon (12:00-2:00)
- Mid-afternoon (2:00-4:00)
- Late-afternoon (4:00-5:30)
- Evening (5:30-7:00)
- Late evening (7:00-10:00)
- I have no preference

6. What days of the week do you prefer your classes? *Please select the best answer.*

- Monday and Wednesday
- Tuesday and Thursday
- Monday through Thursday
- Monday through Friday
- Saturday
- I have no preference
- Other _____

7. What duration of course length do you prefer?

- A 16 week semester (*the system CR uses for Fall & Spring*)
- A 8 week semester with twice the class-time period (*i.e. an hour class taught as a two hour class*)
- I have no preference
- Other _____

8. Would you take more classes at the Arcata Instructional site if the following occurred: *Check all that apply*

- More General Education courses offered
- More classes in my discipline
- Less travel time to campus
- Better understanding of degree/certificate requirements
- Better understanding of transferable classes
- I wouldn't take more classes
- Other _____

9. Please rate your level of satisfaction with the course offerings at the Arcata Instructional site:

- Very satisfactory
- Satisfactory
- Neither satisfactory nor dissatisfactory
- Dissatisfactory
- Very dissatisfactory

10. What specific courses or general subject areas would you like to see offered at the Eureka Downtown site?

11. Do you know what courses you want to take at the Eureka Downtown site next year?

- Yes
- No ***Please skip to # 13***
- I will not be attending the Eureka next Downtown site next year
Please skip to # 13

12. What courses or subject areas do you plan to take at CR next year?

Use the following scale for # 9 and #10:

- | | |
|----------|-----------------------------------|
| 1 | Strongly Agree |
| 2 | Agree |
| 3 | Neither agree nor disagree |
| 4 | Disagree |
| 5 | Strongly disagree |
| 6 | Don't know |
| 7 | Not Applicable |

13. To what extent would you agree the following issues affect the way you schedule classes at the Arcata Instructional site:

A. ...Family commitments and responsibilities

1 2 3 4 5 6 7

B. ...Work schedule and responsibilities

1 2 3 4 5 6 7

C. ...Availability of transportation

1 2 3 4 5 6 7

D. ...Finances

1 2 3 4 5 6 7

E. ...Class times conflicting with one another

1 2 3 4 5 6 7

Are there any additional issues that affect the way you schedule classes at the Arcata Instructional site?

14. To what extent would you agree that the following reasons had led to missed or dropped classes at the Arcata Instructional site:

A. ...Family commitments and responsibilities

1 2 3 4 5 6 7

B. ...Work schedule

1 2 3 4 5 6 7

C. ...Availability of transportation

1 2 3 4 5 6 7

D. ...Finances

1 2 3 4 5 6 7

E. ...Health (*physical & mental*)

1 2 3 4 5 6 7

F. ...Relationship commitments/changes

1 2 3 4 5 6 7

Are there any other reasons that have led you to miss or drop classes at the Arcata Instructional site?

15. Would you take online classes if it reduced your class time at the Arcata Instructional site?

- Yes
- No (*please skip to question # 17*)
- Maybe
- I'm already taking online classes to reduce my time at the EDIS campus

16. If you could take the classes you need online, how much of your class time would you reduce at the Arcata Instructional site?

- 25%
- 50%
- 75%
- 100%-All classes online
- Don't know

17. Purpose for attending Arcata Instructional site: *Please choose the best single answer.*

- To take courses necessary for transferring to another 2-year college or 4-year university
- To earn an Associate degree
- To complete certification in a vocational/technical program
- To maintain certification in a vocational/technical program
- To earn a combination of degree(s)/certificate(s)
- To receive job related training (*Please skip to # 20*)
- To take courses for self improvement (*i.e. learn a new language, learn new skills...*) (*Please skip to # 20*)
- No definite purpose in mind (*Please skip to # 20*)
- Other _____

18. Do you know how many classes you will need to fulfill/maintain your degree/certificate?

- Yes
- No (*please skip to # 20*)

19. How many classes do you have left to Fulfill/maintain the degree/certificate you would like to achieve?

- 1-4 classes
- 5-8 classes
- 9-12 classes
- 13 or more classes

Now the survey will focus on some questions about your satisfaction level with areas of student services at the Arcata Instructional site. Your honest answers can help staff 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 |
| 7 | Not applicable |

20. Please share your satisfaction level with with the **application process** at the Arcata Instructional site in the following areas:

- The clarity of college information received before enrolling:
1 2 3 4 5 6 7
- Availability of financial aid information before enrolling:
1 2 3 4 5 6 7
- Assistance provided by the college staff:
1 2 3 4 5 6 7
- Overall experience with the application process:
1 2 3 4 5 6 7

Would you like to add additional comments about the **application process** at the Arcata Instructional site?

21. Please share your satisfaction level with the **registration process** at the Arcata Instructional site in the following areas:

- Clarity of registration process:
1 2 3 4 5 6 7
- Helpfulness of the registration staff:
1 2 3 4 5 6 7
- Overall experience with the registration process:
1 2 3 4 5 6 7

Would you like to add additional comments about the **registration process** at the Arcata Instructional site?

22. Please share your satisfaction level with the **Testing Services** at the Arcata Instructional site in the following areas:

- Clarity of testing procedures:
1 2 3 4 5 6 7
- Ease of math placement test procedures:
1 2 3 4 5 6 7
- Ease of English placement test procedures:
1 2 3 4 5 6 7
- Helpfulness of testing staff:
1 2 3 4 5 6 7
- Ability of testing staff to explain testing scores:
1 2 3 4 5 6 7
- Ease of testing process:
1 2 3 4 5 6 7
- Overall experience with the testing center:
1 2 3 4 5 6 7

Would you like to add additional comments about the **Testing Services** at the Arcata Instructional site?

23. 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 25*)

24. 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 7
- Rules governing student conduct at CR:
1 2 3 4 5 6 7
- Academic probation and suspension policies:
1 2 3 4 5 6 7
- Overall experience with the policies of student discipline:
1 2 3 4 5 6 7

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

25. Please share your level of satisfaction with the following resources available for students at the Arcata Instructional site:

Computer lab equipment and space:

1 2 3 4 5 6 7

Computer lab hours:

1 2 3 4 5 6 7

Number of required courses offered:

1 2 3 4 5 6 7

Faculty office hours:

1 2 3 4 5 6 7

Student supplies:

1 2 3 4 5 6 7

Books on reserve:

1 2 3 4 5 6 7

Student services hours:

(testing, financial aid)

1 2 3 4 5 6 7

Would you like to add additional comments about resources available for students at the Arcata Instructional site?

For question 26, please use the following scale:

- 1 I have used this service at the Arcata Instructional site**
- 2 I'm aware this service is offered at the Arcata Instructional site, but I haven't used this service**
- 3 I was not aware that the Arcata Instructional site offered this service**

26. Describe your awareness or usage of the following services:

- Financial aid assistance:
1 2 3
- Books on reserve:
1 2 3
- Student supplies for sale (*paper, pens text books ect...*):
1 2 3
- Test proctoring:
1 2 3

For question 27, please use the following scale:

- 1 Frequently**
- 2 Often**
- 3 Sometimes**
- 4 Not very often**
- 5 Not at all**
- 6 Don't know**

27. Would you use the following services if they were offered at the Arcata Instructional site?

- Counseling & advising:
1 2 3 4 5 6
- Career center:
1 2 3 4 5 6
- Math tutoring:
1 2 3 4 5 6
- English tutoring:
1 2 3 4 5 6

28. Do you identify as an EOPS student?
(Extended Opportunity Programs & Services)

- Yes
- No

29. Do you identify as a DSPTS student?
(Disabled Students Programs & Services)

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

30. Rate your satisfaction level with the Arcata Instructional site's ability to meet your accommodation needs.

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Suggested improvements:

The next 3 questions concern your decision to attend the Arcata Instructional site.

31. Do you attend any CR campuses other than the Arcata Instructional site?

- I only attend the Arcata campus
- I attend the Arcata and another CR campus
- I attend the Arcata campus and take classes online through CR
- Other _____

32. If the Arcata Instructional site were not available, which campus would you attend?

- Eureka main campus
- Eureka downtown campus
- Del Norte campus
- Klamath Trinity
- Mendocino campus
- Mix of a physical campuses and online classes
- Online classes only
- I would not attend CR if I could not take classes at the Arcata Instructional site
- Other _____

33. Why do you attend the Arcata Instructional site? *Please check all that apply.*

- It's the closest campus to my home
- It's the closest campus to my work
- I don't have transportation to another campus
- The classes the Arcata site offers meet my academic needs
- Friends/family attend the Arcata site
- Small sized classrooms
- Quality faculty and staff
- The Arcata site's reputation
- Other _____

The last section of the survey will ask for some information about you.

34. How long have you attended the Arcata Instructional site?

- 1 semester
- 2 semesters
- 3-4 semesters
- 5 or more semesters

35. How many hours are you planning to work (*paid/volunteer*) in an average week this semester? *Please estimate.*

- I'm not working this semester
- 1-10 hours
- 11-20 hours
- 21-30 hours
- 31-40 hours
- 41 hours or more
- Don't know/can't estimate

36. Where do you work? *If you work in more than one area, please choose the area you spend the most hours working..*

- Arcata
- Eureka
- Fortuna
- McKinleyville
- Other _____

