

# Student Satisfaction Survey Results

## *Recommended Actions*

Category / Recommendation	Recommended Action	Responsible Party / Target	College Plans
<b>Overall</b>			
1. Offer more classes	<ul style="list-style-type: none"> <li>a) Examine the current class schedule.</li> <li>b) Utilize the new SB 1456 mandate for matriculation of all students, including the development of education plans, to help inform the schedule development process.</li> <li>c) Use a. &amp; b. to identify courses meeting student' certificates, degree, and transfer goal attainments.</li> <li>d) Increase the number of course sections as state and district resource allocations permit.</li> </ul>	VPI / Enrollment Planning 5/7/13 VPA / 2013-2014 Tentative Budget 4/30/13	<ul style="list-style-type: none"> <li>a) 2007-2013 SP, Goal 1, Strategy 1.5</li> <li>b) Annual budget planning – FTEF allocation</li> <li>c) Instructional Three Year Plan – 2012-2013 Update: Goals #1 &amp; 2, Objective #2</li> </ul>
2. Survey students on what classes are needed	<ul style="list-style-type: none"> <li>a) Examine the current class schedule.</li> <li>b) Factor in the new SB 1456 mandate for matriculation of all students, including the development of education plans, to help inform the schedule development process.</li> <li>c) Use a. &amp; b. to assist in identifying courses needed for and meeting students' requirements for certificate, degree, and transfer goal completion.</li> <li>d) Increase the number of course sections as state and district resource allocations permit.</li> </ul>	VPI / VPSS Enrollment Planning 5/7/13	<ul style="list-style-type: none"> <li>a) 2007-2013 SP, Goal 1, Strategies 1.3, 1.5 &amp; 1.7</li> <li>b) Instructional Three Year Plan – 2012-2013 Update: Goals #1 &amp; 2</li> <li>c) Student Services Three Year Plan – 2012-2013 Update: Goal #2, Objectives 2.2 &amp; 2.5</li> </ul>
3. Offer a more flexible class schedule	<ul style="list-style-type: none"> <li>a) Examine the current class schedule.</li> <li>b) Utilize the new SB 1456 mandate for matriculation of all students, including the development of education plans, to help inform the schedule development process.</li> <li>c) Use a. &amp; b. to assist in identifying courses needed for and meeting students' requirements for certificate, degree, and transfer goal completion</li> <li>d) Increase the number of course sections as state and district resource as allocations permit.</li> </ul>	VPI / VPSS Enrollment Planning 5/7/13 VPA / 2013-2014 Tentative Budget 4/30/13	<ul style="list-style-type: none"> <li>a) 2007-2013 SP, Goal 1, Strategies 1.3, 1.5 &amp; 1.7</li> <li>b) 2007-2013 SP, Goal 2, Strategies 2.1 &amp; 2.4</li> <li>c) Annual budget planning – FTEF allocation</li> <li>d) Instructional Three Year Plan – 2012-2013 Update: Goals #1 &amp; 2</li> <li>e) Student Services Three Year Plan – 2012-2013 Update: Goal #5, Objectives 5.3 &amp; 5.4</li> </ul>

4. Increase capacity of online classes	<ul style="list-style-type: none"> <li>a) Examine the current class schedule.</li> <li>b) Utilize the new SB 1456 mandate for matriculation of all students, including the development of education plans, to help inform the schedule development process.</li> <li>c) Use a. &amp; b. to assist in identifying courses needed for and meeting students' requirements for certificate, degree, and transfer goal completion</li> <li>d) Increase the number of course sections as state and district resource allocations permit.</li> </ul>	Enrollment Planning 5/7/13	<ul style="list-style-type: none"> <li>a) 2007-2013 SP, Goal 2, Strategies 2.1 &amp; 2.4</li> <li>b) Instructional Three Year Plan – 2012-2013 Update: Goals #1 &amp; 2</li> <li>c) Student Services Three Year Plan – 2012-2013 Update: Counseling Summary</li> </ul>
5. Offer a variety of class types (e.g. 8 week classes)	<ul style="list-style-type: none"> <li>a) Examine the current class schedule.</li> <li>b) Utilize the new SB 1456 mandate for matriculation of all students, including the development of education plans, to help inform the schedule development process.</li> <li>c) Use a. &amp; b. to assist in identifying courses needed for and meeting students' requirements for certificate, degree, and transfer goal completion</li> <li>d) Increase the number of course sections as state and district resource allocations permit.</li> </ul>	Enrollment Planning 5/7/13	<ul style="list-style-type: none"> <li>a) 2007-2013 SP, Goal 1, Strategies 1.3, 1.5 &amp; 1.7</li> <li>b) 2007-2013 SP, Goal 2, Strategies 2.1 &amp; 2.4</li> <li>c) Instructional Three Year Plan – 2012-2013 Update: Goals #1 &amp; 2</li> <li>d) Student Services Three Year Plan – 2012-2013 Update: Counseling Summary</li> </ul>
6. Offer more weekend classes	<ul style="list-style-type: none"> <li>a) Utilize the new SB 1456 mandate for matriculation of all students, including the development of education plans, to help inform the schedule development process.</li> <li>b) Use a. &amp; b. to assist in identifying courses needed for and meeting students' requirements for certificate, degree, and transfer goal completion</li> <li>c) Increase the number of course sections as state and district resource allocations permit.</li> </ul>	Enrollment Planning 5/7/13	<ul style="list-style-type: none"> <li>a) 2007-2013 SP, Goal 1, Strategies 1.3, 1.5 &amp; 1.7</li> <li>b) 2007-2013 SP, Goal 2, Strategies 2.1 &amp; 2.4</li> <li>c) Instructional Three Year Plan – 2012-2013 Update: Goals #1 &amp; 2</li> <li>d) Student Services Three Year Plan – 2012-2013 Update: Counseling Summary</li> </ul>
<b>Instruction</b>			
1. Encourage students to use the library and inform them how to utilize available library resources	<ul style="list-style-type: none"> <li>a) Include a Learning and Library Resources orientation in the services provided to First Year Experience student.</li> <li>b) Librarians develop pilot workshop focusing primarily on subscription databases &amp; MLA citation formatting to be held 1-2 weeks prior to finals</li> </ul>	Dean of Library & Technology Librarians 5/7/13	<ul style="list-style-type: none"> <li>a) PR Library, Goal 1, Strategy 1.5</li> <li>b) PR Library, Goal 1, Strategy 1.5</li> </ul>

2. Suggest to faculty an option of granting extra credit for students that utilize library resources	<ul style="list-style-type: none"> <li>a) Consult with the Academic Senate on this recommendation.</li> <li>b) Pass this recommendation through the Academic Affairs Committee</li> </ul>	President , Academic Senate 5/7/13	a) NA
3. Incorporate library resource information into the new student orientation.	a) Include a Learning and Library Resources orientation to the services provided to First Year Experience student.	Dean of Library & Technology Consult with VPSS or designee Librarians 5/7/13	a) PR Library, Goal 1, Strategy 1.5
4. Possibly extend the days and times the library is open for students enrolled in late classes: <ul style="list-style-type: none"> <li>a) Monday-Thursday 8 am to 10 pm</li> <li>b) Friday 9 am to 7 pm</li> <li>c) Ask for student volunteers in helping staff the library during additional hours to engage more students in the college.</li> </ul>	a) Develop a survey to determine what services students are needing during requested extended hours	Dean of Library & Technology VPI Librarians Library Staff 3/31/13	a) PR Library, Goal 1, Strategy 1.5

<b>Admission and Course Registration</b>			
1. The College should send a series of email blasts to students about orientation, assessment and counseling/advising.	<ul style="list-style-type: none"> <li>a) Since there is such an email generated and the information is available via Student Web Services, so a reminder should be developed and provided to students through Facebook.</li> <li>b) Discuss recommendation with Student Services Council to ensure attention and considerations are given during the planning and preparation for SB 1456 implementation.</li> <li>c) Request District action and/or follow-up.</li> </ul>	VPSS / Student Services Council 5/7/13	a) Student Services Three Year Plan – 2012-2013 Update: Goals #1, 4 & 5, Strategies 1.3, 1.5, 4.1-5
2. Expand the Freshman Year Experience to include returning students.	<ul style="list-style-type: none"> <li>a.) Review current practices and FYE structure.</li> <li>b.) Explore possible external resources (grants) to augment existing FYE</li> <li>c.) Resources.</li> </ul>	VPSS / Student Services Council 5/7/13	a) 2007-2013 SP, Goal 1, Strategies 1.3, 1.5 & 1.7

3. Promote assessment services with large bold posters that catch students' attention.	<ul style="list-style-type: none"> <li>a) Explore the possibility of enhancing awareness using cost neutral promotions, including social media sources such as Facebook.</li> <li>b) Foster both internal and external marketing and outreach activities that promote the college's instructional programs and student services.)</li> </ul>	VPSS / Student Services Council 5/7/13	<ul style="list-style-type: none"> <li>a) PR assessment, Goal 2, Strategy 2.6</li> </ul>
4. Clean up the web site to offer more clarity about assessment on campus.	<ul style="list-style-type: none"> <li>a) Continue to assess potential enhancements to the College web site, including SB-1456 activities.</li> </ul>	Dean of Library & Technology PIO Web Designer 3/31/13 VPI / VPSS / PIO 5/7/13	<ul style="list-style-type: none"> <li>a) PR assessment, Goal 2, Strategy 2.6</li> <li>b) Student Services Three Year Plan – 2012-2013 Update: Goal #1, Strategy 1.2, 1.3 &amp; 1.5</li> </ul>
5. Direct advertising efforts to military families about enrolling in college.	<ul style="list-style-type: none"> <li>a) Explore the possibility of enhancing promotional efforts using cost neutral resources including Facebook and the College website</li> </ul>	VPSS / Student Services Council 5/7/13	<ul style="list-style-type: none"> <li>a) PR VA, Goal 2, Strategy 2.6</li> <li>b) Student Services Three Year Plan – 2012-2013 Update: Goals #1, 2 &amp; 4, Strategies 1.2, 1.3, 1.5, 2.2, 2.5, 4.1</li> </ul>
6. Have more access to counselors for academic advisement.	<ul style="list-style-type: none"> <li>a) Address the development of education planning for all students as part of the SB-1456 implementation plan.</li> </ul>	VPSS / Student Services Council 5/7/13	<ul style="list-style-type: none"> <li>a) 2007-2013 SP, Goal 1, Strategy 1.5</li> <li>b) Student Services Three Year Plan – 2012-2013 Update: Goals #1, 2 &amp; 3, Strategies 1.5, 2.2, 2.5, 3.2</li> </ul>
<b>Personal Development</b>			
1. Enhance student activities on campus.	<ul style="list-style-type: none"> <li>a) Survey students to determine the type of activities for which they have an interest.</li> <li>b) Explore using graduate student interns to enhance student engagement and activities.</li> </ul>	VPSS / Student Services Council 5/7/13	<ul style="list-style-type: none"> <li>a) PR SA Goal 1. Strategy 1.5</li> <li>b) Annual budget planning – FTEF allocation</li> <li>c) Student Services Three Year Plan – 2012-2013 Update: Goals #1 &amp; 2, Strategies 1.3, 1.5, 2.2, 2.5</li> </ul>

2. Increase staffing and budget.	a) Continue to collect data that support the need for adequate staffing and program budgets.	VPSS / Student Services Council 5/7/13 VPA / 2013-2014 Tentative Budget 4/30/13	a) Annual PR (Instruction, Student Services, Administrative Services) b) Annual budget planning – FTEF allocation c) Student Services Three Year Plan – 2012-2013 Update: Goals #1, 2 &3, Strategies 1.1, 2.5, 3.1, 3.2, 3.3
3. Utilize the College website to promote student activities.	a) Explore ways make the college master calendar web page more accessible to students. b) Explore the possibility of including SD Parks & Recreation Department’s activities (held on the Campus), on the Master Calendar.	VPSS Dean of Library & Technology PIO Ongoing	a) PR O, Goal 1 , Strategy 1.5 & 3.4
4. Develop and survey student specific needs about student life on campus (e.g. athletics, clubs, and activities).	a) Consider more specific questions formulated by the researcher and add to student satisfaction survey to develop a greater understanding of student needs.	VPSS / Student Services Council 5/7/13	a) Spring 2015 Student Satisfaction Survey b) Student Services Three Year Plan – 2012-2013 Update: Goals #1, 2 & 3, Strategies 1.3, 1.5, 2.2, 2.5, 3.2
5. Promote City Parks and Recreation activities for students.	a) Create a link to San Diego Parks and Recreation activities on the SDMC web site. b) Expand Student Services master calendar to include San Diego Parks & Recreation activities at Miramar campus.	VPSS / Student Services Council Dean of Library & Technology PIO 5/7/13	a) PR O, Goal 1 , Strategy 1.5 & 3.4 b) Student Services Three Year Plan – 2012-2013 Update: Goal #4, Strategy 4.1

6. Expand the pool of potential faculty advisors for student clubs.	<ul style="list-style-type: none"> <li>a) Advertise the need for additional student club faculty advisors at flex activities, including Convocation.</li> <li>b) Explore the possibility of the student leadership making presentations to selected faculty meeting.</li> <li>c) Continue to try to expand student clubs on campus and involve faculty as advisors.</li> </ul>	ASC VPSS Academic Senate Flex Coordinator 3/31/13	<ul style="list-style-type: none"> <li>a) PR SA, Goal 2, Strategy 2.5</li> <li>b) Student Services Three Year Plan – 2012-2013 Update: Goals #1, 2 &amp; 3, Strategies 1.3, 1.5, 2.2, 2.5, 3.2</li> </ul>
---	--	---	---

**Technology and Physical Resources**

1. Need to dialog more with students regarding technology (use) and computer lab needs around campus.	a) Enhance Student Services and/or Instructional program reviews to include an assessment of student technology needs.	VPSS / Student Services Council Dean of Library & Technology 5/7/13	<ul style="list-style-type: none"> <li>a) PR ILC, Goal 2, Strategy 2.2</li> <li>b) PR Assessment, Goal 1, Strategy 1.5</li> <li>c) Student Services Three Year Plan – 2012-2013 Update: Goal #1, Strategies 1.5</li> </ul>
2. Study space on campus is limited due to construction.	a) Publicize and encourage student use of study space at LLRC and student center.	Done	a) NA
3. The College should post permanent signage around campus in both the interior and exterior areas as well as campus maps to help students get around.	a) Implement Proposition S & N signage and way-finding plans.	VPA In Progress	a) Proposition S/N Infrastructure Project – Phase II - Wayfinding

**Mission & Policies: Decision-making Roles & Processes**

1. Promote students/ faculty/ staff are about campus activities.	a) Include a question on both employee and student satisfaction surveys on assessing students/faculty/staff awareness of campus activities	Student Services Program Review Facilitator 5/7/13	a) Spring 2015 Student Satisfaction Survey
2. The College should opt into information texting via student web site.	<ul style="list-style-type: none"> <li>a) Recommend this to and/or share this suggestion with</li> <li>b) Student Services Vice Chancellor through VPI/VPSS joint meetings.</li> </ul>	VPSS / Student Services Council CBR/Research Subcommittee 5/7/13	a) Student Services Three Year Plan – 2012-2013 Update: Goal #1, Strategies 1.5

<p>3. Update the College web site, make it user friendly, and provide information about clubs, benefits, and what is available on campus.</p>	<p>a) Assess potential enhancements to the b) College web site.</p>	<p>VPSS Dean of Library &amp; Technology PIO &amp; Web Sub Committee Ongoing</p>	<p>a) PR O, Goal 1, Strategy 1.5 &amp; 3.4 b) Student Services Three Year Plan – 2012-2013 Update: Goal #1, Strategies 1.5</p>
<p>4. Associated Student Council will report student activities once per month. Ask students to make announcements on campus or in classes about student activities.</p>	<p>a) Continue to enhance and support advertising of student activities, to the extent possible. <b>Note:</b> Currently all activities are provided to the Outreach Office and added to the Master Calendar, which is included on the website. ASC and college clubs are able to utilize the website to share information as they wish. b) Review existing practices and make students aware of the current practices. c) Identify additional resources (social media and related) that assist in the promotion of student activities.</p>	<p>VPSS Dean of Library &amp; Technology ASC PIO</p>	<p>a) PR O, Goal 1, Strategy 1.5 &amp; 3.4</p>