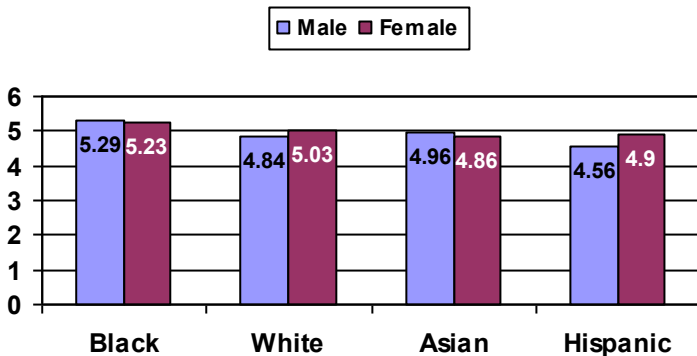


## Satisfaction With Student Services, Academic Services and Campus Climate

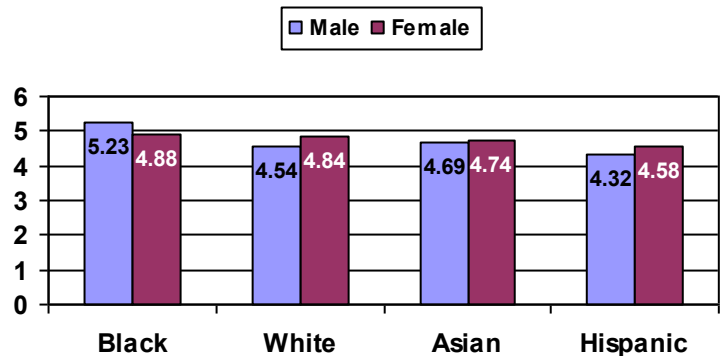
This Fact Sheet parallels Institutional Research Report # 177 which provides information based on The Noel-Levitz Student Satisfaction Survey that was undertaken during the spring 2008 semester. Approximately 1800 students completed the survey that gathered information related to three general institutional areas: 1) student services, 2) academic services, and 3) campus climate. Details concerning the content and structure of the questionnaire appear in IR Report #177 @ [http://www.ccp.edu/VPFIN-PL/ir/ir\\_reports/ir\\_report\\_177.pdf](http://www.ccp.edu/VPFIN-PL/ir/ir_reports/ir_report_177.pdf)

The graphs in this Fact Sheet contain average student satisfaction values across the eight scales provided by The Noel-Levitz Student Satisfaction Survey. The values equal the average of all responses from the individual questions included on a particular scale. The response scale for the satisfaction items is 1 to 7. Higher scores signify greater levels of student satisfaction. Each of the following graphs disaggregates the satisfaction information for Achieving the Dream (AtD) student groups defined by gender within race categories.

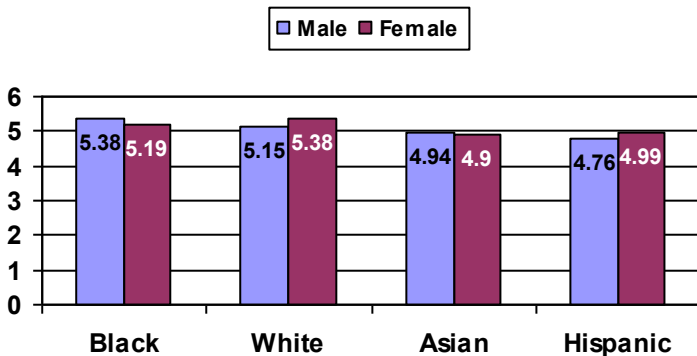
**Registration Effectiveness**



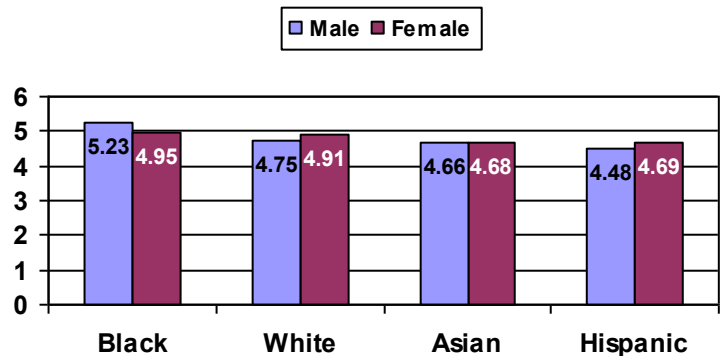
**Academic Advising Effectiveness**



**Instructional Effectiveness**



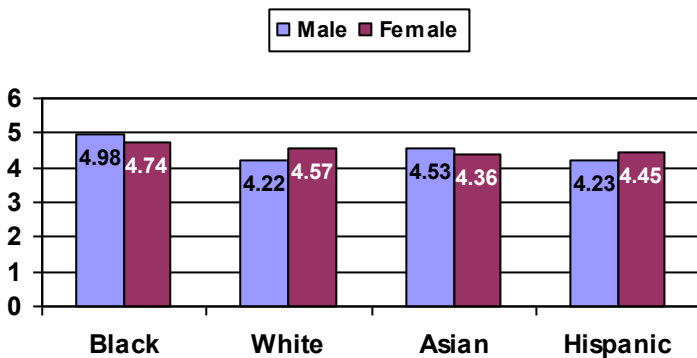
**Campus Climate**



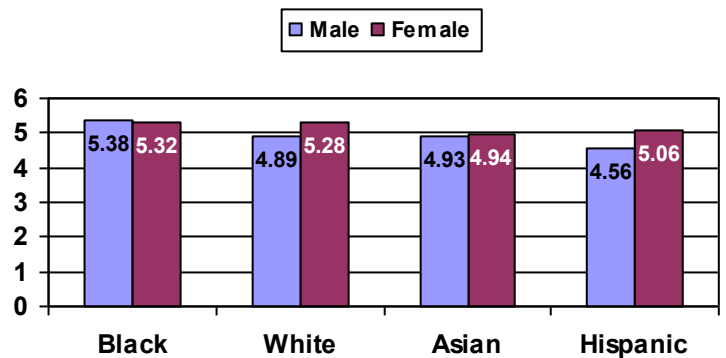
## Satisfaction With Student Services, Academic Services and Campus Climate

In general, Black male students were more satisfied than other student groups along the dimensions measured by the Noel Levitz survey. This was true across all eight scales. Latinos tended to be the least satisfied group of male students. Among females, Black and White student groups were generally more satisfied than Asian and Latina groups across all eight scales.

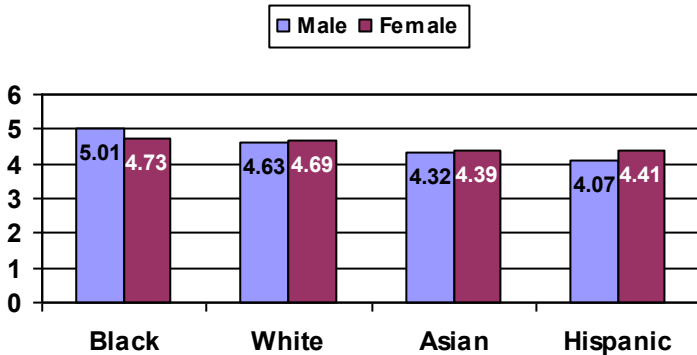
**Admissions and Financial Aid**



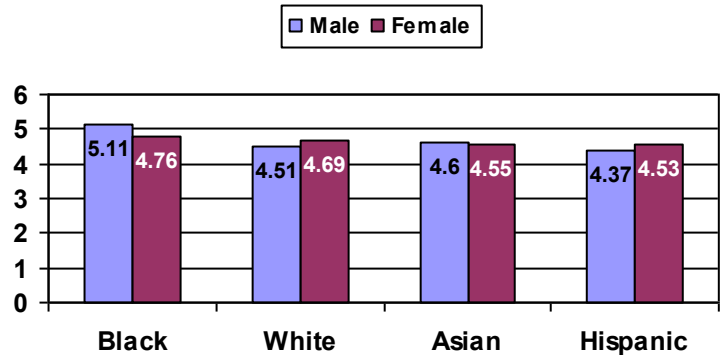
**Campus Services**



**Safety and Security**



**Student Centeredness**



As a group, females were least satisfied with their CCP experiences associated with Admissions and Financial Aid and Safety and Security and most satisfied with experiences associated with Campus Services. Like females, male students, as a group, were least satisfied with Admissions and Financial Aid and Safety and Security experiences. Males were most satisfied with experiences associated with Instructional Effectiveness.

Satisfaction values for all student groups fall on the positive side of the seven-point scale, however, average scores indicate there is room for improvement. Since CCP has committed to periodically using the Noel Levitz Survey, it will be possible to monitor the effectiveness of AtD initiatives in creating a more student-centered culture.