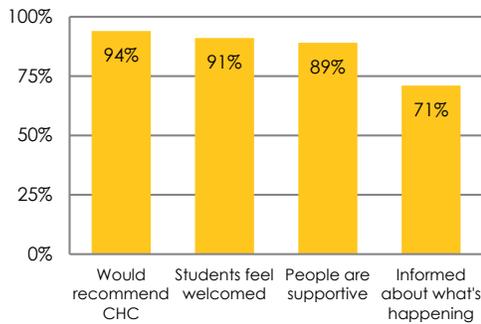


This issue's topic: Spring 2016 Student Satisfaction Survey Results.

A total of 561 valid surveys were received and analyzed for a total response rate of 30%. Based on the number of students enrolled and the number of students who were randomly selected to participate in the survey, results can be generalized to the total student population at a 95% confidence level.

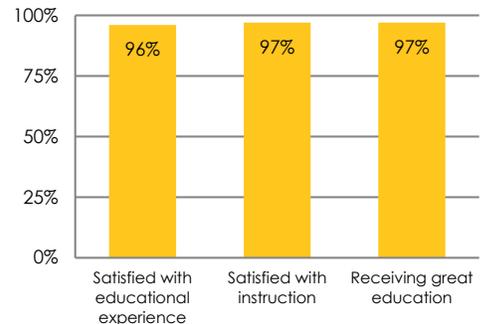
Students' Overall Satisfaction at CHC



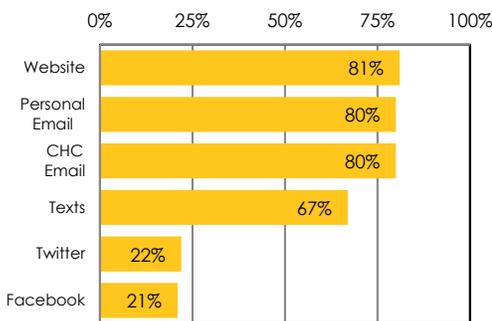
Respondents would recommend CHC to family and friends (94%), feel welcomed (91%), and feel supported by others (89%). Respondents are least likely to feel informed about what is happening (71%).

Respondents are satisfied with their educational experience (96%), instruction (97%), and feel they're receiving a great education (97%).

Students' Satisfaction with Instruction



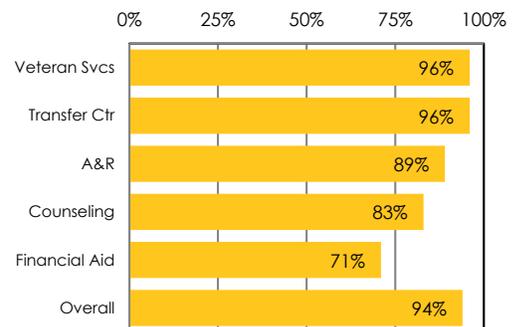
Students' Preferred Methods of Communication



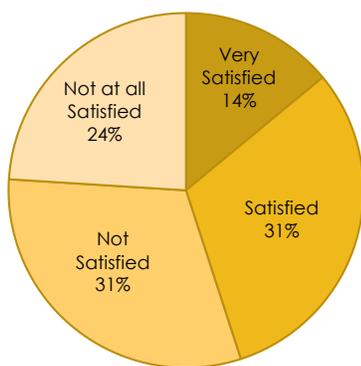
Respondents most preferred receiving important information through the website (81%), their personal email (80%), and their CHC email (80%). Respondents least preferred Twitter (22%) and Facebook (21%).

Respondents are satisfied with Veteran Services (96%), the Transfer Center (96%), Admissions & Records (89%), Counseling (83%), Financial Aid (71%), and overall services available to students (94%).

Students' Satisfaction with Various Student Services



Students' Satisfaction with Parking

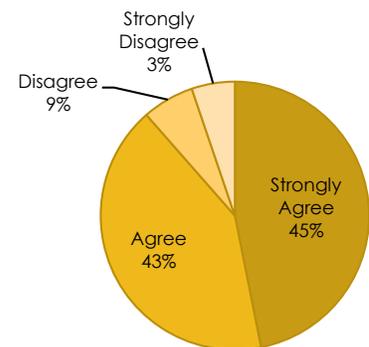


A majority of respondents stated they were either not satisfied (31%) or not at all satisfied (24%) with parking. Respondents identified parking as the single most important improvement needed in order to provide quality educational services to our students, although there was substantial ($d = 0.31$) improvement since Spring 2014.

88% of respondents either agreed or strongly agreed that CHC should build a competitive student athletics program.

Students' Desire for Athletics

Crafton should build a competitive student athletics program:



Source: Gamboa, B. R. (2016, RRN 1,417). [Crafton Hills College Student Satisfaction Survey Results, Spring 2016](http://www.craftonhills.edu/research). Crafton Hills College Office of Institutional Effectiveness, Research and Planning. Retrieved from <http://www.craftonhills.edu/research>