

Solano College 2010 Accreditation Employee Survey and Student Opinion Survey Summary Report

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February 2011

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Solano College

2010 Accreditation Employee Survey and Student Opinion Survey Summary Report

Executive Summary

In fall 2010, the Solano Community College (SCC) Accreditation Steering Committee surveyed employees and a sample of students. The purposes of the surveys were to assess the respondents' perceptions of the degree to which the college is fulfilling the accreditation standards of the Accrediting Commission for Community and Junior Colleges (ACCJC), and the students' opinions of their college experience. The results are intended to support the Accreditation Self Study, as well as provide information that can be used for assessing and improving Solano College's programs and services.

The Accreditation Employee Survey (AES) was completed by 172 employees, who represent approximately 39% of permanent employees and 6% of part-time faculty. The typical respondent is a full-time faculty member working at the Fairfield Campus. She also is a White, non-disabled woman who has worked at Solano College for more than 10 years.

The majority of AES respondents indicated that they were satisfied with how most aspects of Solano College are functioning. Overall, part-time faculty were most positive and classified/confidential staff were least positive.

The Student Opinion Survey (SOS) was completed by 1,301 students (approximately 11% of enrolled students), who are generally representative of the student body. The typical respondent is a 19 year old, White woman who attends Solano College full-time and is planning to transfer to a four-year college or university. She also works part-time, does not receive financial aid, and commutes 11-20 miles to the College.

SOS respondents were generally satisfied with most programs and services. However, they rated some areas significantly lower than did respondents from the national norm group of other two-year colleges.

Areas of Strength

Survey respondents identified the following strengths and areas in which Solano College is performing well:

1. Faculty, classified/confidential staff, and managers are dedicated and support student success.
2. Employees are familiar with the Mission Statement, Strategic Goals and Objectives, and the SLO/SAO process. They have also participated in program review and in developing SLOs/SAOs and three-year plans.
3. Employees perceive the College to be moving in a positive direction.
4. Students perceive the College's quality of education and campus climate to be good or excellent.
5. Students have a high level of satisfaction with student health services, day care services, computer services, the library/learning resource center, veterans services, tutorial services, recreational programs and services, social activities, and cultural programs and activities.

Areas Needing Improvement

Survey respondents were less satisfied or expressed a need for improvement in the following areas:

1. While employees perceive the campus climate to be improving, a greater percentage rated the campus climate for employees as fair or poor than rated it very good or excellent. They believe that there is a need to enhance employee relations.
2. Employees most often disagreed that: the budget reflects the College's goals and priorities; they have access to sufficient professional development activities; leaders support empowerment, innovation, and excellence; and needed data are analyzed, interpreted, and available for planning.
3. Less than one-half of students have an understanding of SLOs.
4. While students are generally satisfied with online courses, they are less satisfied with them than they are with face-to-face classes.
5. Students are most dissatisfied with: the availability of courses at the times they want to take them; financial aid processes and information; academic advising, course planning, and the availability of counselors; and opportunities for student employment.

Recommendations as to how Solano College might address areas needing improvement are also offered for consideration.

Acknowledgements

I would like to acknowledge the contributions of the many persons who provided the guidance, resources, and support to make this research study possible. Through their contributions, Solano College will be able to better understand employee and student perceptions about the degree to which the college is fulfilling the accreditation standards and meeting student needs.

First, I would like to acknowledge the Solano College Accreditation Steering Committee, co-chaired by Jeff Lamb and Tracy Schneider, and the Accreditation Standard Committee Chairs, who helped to design and implement this major research project. Other members of the committee and chairs include: Philip Andreini, Adrienne Cary, Joseph Conrad, George Daugavietis, Erin Duane, Jim Ennis, Erin Farmer, Ruth Fuller, Les Hubbard, Betsy Julian, Jerry Kea, Corrine Kirkbride, Jowel Laguerre, Shirley Lewis, Yulian Ligioso, Art Lopez, Debbie Luttrell-Williams, Will Martinelli, Mary Mazzocco, Bob Myers, Arturo Reyes, Genele Rhoads, Leslie Rota, Teresa Ryland, Cynthia Simon, Roy Stutzman, Zafer Sun, Galen Tom, Karen Ulrich, Erin Vines, and Thom Watkins.

Second, my appreciation goes to the faculty who administered the Student Opinion Survey and to the students who completed questionnaires, as well as to the employees who completed the Accreditation Employee Survey. Lastly, I would like to express my gratitude to Donna Vessels, Research Technician, whose excellent work provided support for this study and report.

Chris Myers
Project Director

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Solano College

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In fall 2010, the Solano Community College (SCC) Accreditation Steering Committee surveyed employees and a sample of students. The purposes of the surveys were to assess the respondents' perceptions of the degree to which the college is fulfilling the accreditation standards of the Accrediting Commission for Community and Junior Colleges (ACCJC), and the students' opinions of their college experience. The results are intended to support the Accreditation Self Study, as well as provide information that can be used for assessing and improving Solano College's programs and services.

Method

The Research and Planning Office developed the research procedures in collaboration with the Accreditation Steering Committee. An online employee survey questionnaire was drafted, piloted with a few employees, and finalized after receiving input from the Steering Committee (see Appendix G). An email message was sent to all permanent employees and part-time faculty, inviting them to complete the survey online. Follow-up email messages were sent to the employees, reminding them to complete the questionnaire.

Students were surveyed with the Student Opinion Survey (2-Year College Form) (SOS), which is a nationally normed instrument developed by ACT. In addition to the standard questions, students were asked 20 additional questions developed by the Accreditation Steering Committee (see Appendices H and I). Faculty from a stratified random sample of approximately 70 fall 2010 course sections were asked to administer the SOS questionnaire to their students during a class session. Courses taught at the Vacaville and Vallejo Centers were over sampled to assure adequate representation. A sample of students taking online courses was also invited to complete the online version of the SOS.

Response frequencies and average responses are reported for questions having quantitative ratings. Average responses among subgroups were also statistically compared using analysis of variance ($p \leq .001$). Subgroups were considered to be significantly different from one another if the subgroup averages were (1) at least 0.25 point different (on a 4-point or 5-point scale) and (2) were statistically different from one another. Responses to open-ended questions were categorized and summarized.

Survey Results

This report summarizes the key findings of the Accreditation Employee Survey (AES) and Student Opinion Survey results. It supplements more detailed and additional AES results broken down by employee group, which may be found at:

http://www.solano.edu/institutional_research/Assets/1011/Employee%20Summary%20Total%20Revised%20110910.pdf and

http://www.solano.edu/institutional_research/Assets/1011/Employee%20Summary%20by%20Employee%20Group%20Revised%20110910.pdf. Similarly, more detailed SOS results may be found at:

http://www.solano.edu/institutional_research/Assets/1011/Solano%20CC%20SOS2yr%20Summ%201010.pdf and

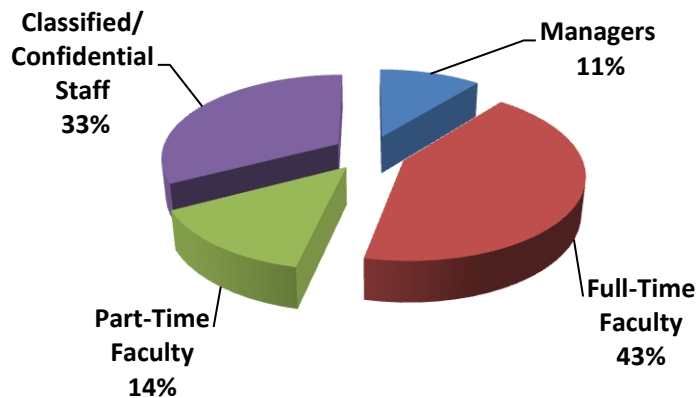
http://www.solano.edu/institutional_research/Assets/1011/Solano%20CC%20SOS2yr%20Graphics%201010.pdf. Student Opinion Survey results for Solano College are also compared to a national norm group of 112 other two-year community and technical colleges.

Respondent Characteristics

Demographics and other characteristics of employee and student survey respondents are summarized below.

Employees. The Accreditation Employee Survey (AES) was completed by 172 employees, including 68 full-time faculty (43% of the respondents), 23 part-time faculty (14%), 32 classified and confidential staff (33%), and 17 managers (11%) (see Graph 1). Respondents represented approximately 39% of the permanent employees and 6% of the part-time faculty.

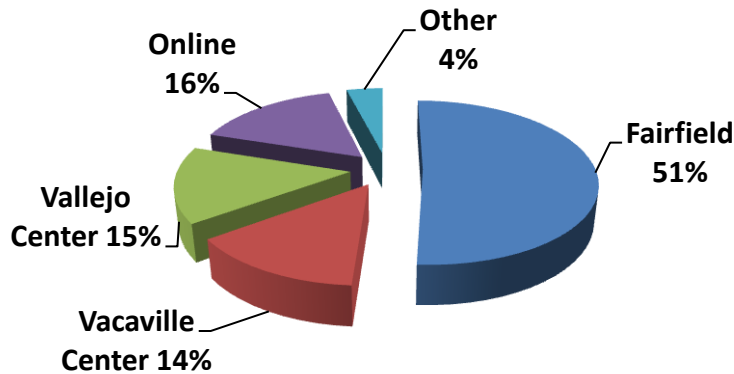
Accreditation Employee Survey Results
Graph 1. Percent of Respondents by Employee Group



The vast majority of respondents (87%) worked at the Fairfield Campus, while 8% worked at the Vallejo Center, 4% worked at the Vacaville Center, and 3% worked elsewhere. Approximately 11% of the survey respondents indicated that they had worked at Solano College for less than three years, 26% for 3 to 5 years, 25% for 6 to 10 years, and 38% for more than 10 years. In addition, the majority of respondents were women (61%), White (68%), and not disabled (97%).

Students. The Student Opinion Survey was completed by 1,301 students (approximately 11% of those enrolled), including 581 (51% of the respondents) at the Fairfield Campus, 173 (15%) at the Vallejo Center, and 165 (14%) at the Vacaville Center, all of whom completed the paper version of the survey. In addition, 181 distance education students (16% of the respondents) completed the online version of the SOS (see Graph 2 and Table 1A).

Student Opinion Survey Results
Graph 2. Percent of Respondents by Location



Student Opinion Survey Results													
Table 1A. Location Where Respondents Completed Survey													
Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Other Location		Not Specified		Typical Response
	N	%	N	%	N	%	N	%	N	%	N	%	
V-1. Where are you completing this survey?	581	51%	165	14%	173	15%	181	16%	41	4%	160	— ¹	Fairfield Campus

Note: Percentages may not sum to 100% due to rounding.
¹ Not included in percentage calculations.
² Question number references questionnaire.

The survey respondents fell evenly into thirds by age group: 19 years old or younger, 20 to 24 years old, and 25 years old or older. In addition, the largest proportion of respondents was White (39%), followed by Asians (20%), African Americans (17%), and Latinos (16%). Also, 57% of those completing the survey were female and 63% attended Solano College full-time. Overall, the survey respondents were relatively representative of the Solano College student population, except that there were greater proportions of younger and full-time students completing the SOS.

Approximately one-half of the respondents entered Solano College directly from high school and the majority (57%) intends to transfer to a four-year college or university. Most of the students (58%) were also employed with approximately two-thirds working part-time. In addition, 42% of the respondents were receiving financial aid. While 25% of the students live five miles or less from Solano College, 29% commute 6 to 10 miles, 35% travel 11 to 20 miles, and 12% live 21 or more miles from the College.

Reasons for Attending SCC

SOS results show that the reason most often given by students for attending Solano College was SCC’s convenient location (93% of respondents), followed by the low cost of attending (87%), offering courses

that the students want to take (81%), and providing a schedule that allows them to work while attending (73%).

Campus Climate and Quality of Education

Both employees and students were asked to assess the campus climate for students on their respective surveys, the results of which are depicted in Graph 3 and Table 1B1. The graph and table show that while the greatest proportion of respondents rated the campus climate for students as very good or excellent, a greater proportion of employees (54%) than students (43%) did so. However, similar percentages of employees (19%) and students (17%) rated it as fair or poor.

Accreditation Employee Survey and Student Opinion Survey Results Table 1B1. Assessment of Campus Climate for Students by Campus¹										
Respondent Group	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total ²	
	N	%	N	%	N	%	N	%	N	%
Students:										
Excellent	78	14%	27	17%	31	18%	15	9%	157	14%
Very Good	150	27%	53	33%	49	29%	47	28%	312	29%
Good	227	41%	53	33%	62	37%	79	47%	434	40%
Fair	81	15%	20	13%	24	14%	21	13%	152	14%
Poor	18	3%	6	4%	2	1%	5	3%	32	3%
Total Respondents	581	100%	165	100%	173	100%	181	100%	1,301	100%
Typical (Average) Response	Good to Very Good		Good to Very Good		Good to Very Good		Good to Very Good		Good to Very Good	
Employees:										
Excellent	NA	NA	NA	NA	NA	NA	NA	NA	24	15%
Very Good	NA	NA	NA	NA	NA	NA	NA	NA	64	39%
Good	NA	NA	NA	NA	NA	NA	NA	NA	44	27%
Fair	NA	NA	NA	NA	NA	NA	NA	NA	24	15%
Poor	NA	NA	NA	NA	NA	NA	NA	NA	7	4%
Total Respondents	NA	NA	NA	NA	NA	NA	NA	NA	172	100%
Typical (Average) Response	NA		NA		NA		NA		Good to Very Good	

NOTE: Percentages may not sum to 100% due to rounding.

¹Location where student completed survey. Online students were enrolled in an online course.

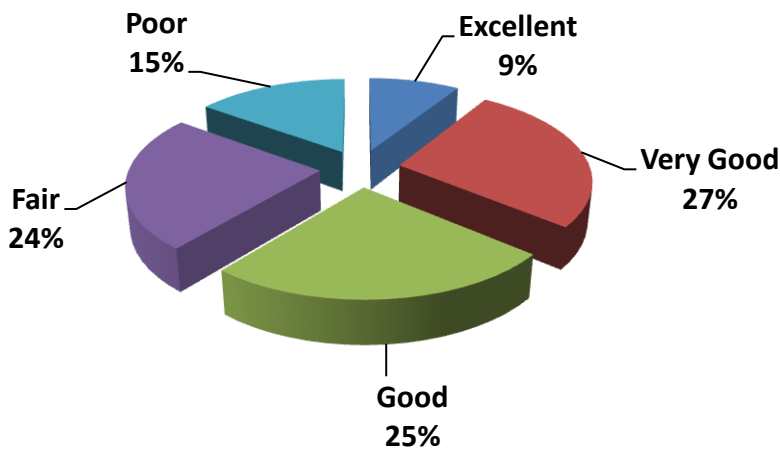
²Total includes respondents who did not designate a campus.

**Accreditation Employee Survey and
Student Opinion Survey Results
Graph 3. Campus Climate for Students**



Employees were also asked to assess the campus climate for employees. As shown in Graph 4, 36% of the survey respondents rated it very good or excellent but a larger percentage (39%) rated it as fair or poor.

**Accreditation Employee Survey Results
Graph 4. Campus Climate for Employees**



Additional results of the Student Opinion Survey show that three-fourths of the respondents assessed the quality of education at Solano College to be good or excellent and two-thirds of the students indicated that they would probably or definitely choose SCC if they were to choose again (see Tables 1B2-1B3).

Student Opinion Survey Results
Table 1B2. Overall Assessment of SCC by Campus¹

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
Total Respondents	581	100%	165	100%	173	100%	181	100%	1,301	100%
II-C. If you could start college over, would you choose to attend this college?										
Definitely Yes	172	31%	41	26%	46	28%	56	31%	382	31%
Probably Yes	183	33%	53	34%	61	37%	64	36%	423	34%
Uncertain	110	20%	35	23%	33	20%	31	17%	238	19%
Probably No	62	11%	14	9%	18	11%	16	9%	135	11%
Definitely No	27	5%	12	8%	7	4%	13	7%	68	5%
Typical (Average) Response	Uncertain to Probably Yes		Uncertain to Probably Yes		Uncertain to Probably Yes		Uncertain to Probably Yes		Uncertain to Probably Yes	

NOTE: Percentages may not sum to 100% due to rounding.

¹Location where student completed survey. Online students were enrolled in an online course.

²Question number references questionnaire.

³Total students includes respondents who did not designate a campus.

Student Opinion Survey Results
Table 1B3. Overall Assessment of SCC by Campus¹

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
Total Respondents	581	100%	165	100%	173	100%	181	100%	1,301	100%
II-D. What is your overall impression of the quality of education at this 2-year college?										
Excellent	130	24%	29	19%	45	27%	44	24%	295	24%
Good	285	52%	82	54%	73	45%	96	53%	643	52%
Average	125	23%	34	22%	42	26%	34	19%	268	22%
Below Average	9	2%	4	3%	4	2%	6	3%	26	2%
Very Inadequate	4	1%	3	2%	0	0%	1	1%	10	1%
Typical (Average) Response	Good		Good		Good		Good		Good	

NOTE: Percentages may not sum to 100% due to rounding.

¹Location where student completed survey. Online students were enrolled in an online course.

²Question number references questionnaire.

³Total students includes respondents who did not designate a campus.

Student Learning Outcomes

Three questions added to the Student Opinion Survey by Solano College addressed student learning outcomes (SLOs) (see Tables 1C1-1C3). Slightly less than one-half of the respondents indicated that they know what SLOs are (44% of respondents), and about one-half have read the expected SLOs for their current classes (51%). However, among students who have read the SLOs, most respondents (90%) indicated that they understand what they mean. In addition, Table 2C shows that a greater proportion of financial aid recipients than non financial aid recipients know what SLOs are (50% v. 40%) and have read the expected SLOs for their current classes (59% v. 46%).

Student Opinion Survey Results										
Table 1C1. Perceptions About Student Learning Outcomes (SLOs) by Campus¹										
Question²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students³	
	N	%	N	%	N	%	N	%	N	%
Total Respondents	581	100%	165	100%	173	100%	181	100%	1,301	100%
V-2. Do you know what student learning outcomes (SLOs) are?										
Yes, Definitely	126	22%	26	16%	38	22%	31	17%	234	21%
Yes, Somewhat	145	25%	28	17%	40	23%	47	26%	267	23%
No	257	44%	94	57%	72	42%	84	47%	528	46%
Unsure	51	9%	16	10%	21	12%	18	10%	108	9%
Typical Response	No		No		No		No		No	

NOTE: Percentages may not sum to 100% due to rounding.

¹Location where student completed survey. Online students were enrolled in an online course.

²Question number references questionnaire.

³Total students includes respondents who did not designate a campus.

Student Opinion Survey Results										
Table 1C2. Perceptions About Student Learning Outcomes (SLOs) by Campus ¹										
Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
Total Respondents	581	100%	165	100%	173	100%	181	100%	1,301	100%
V-3. Have you read the expected student learning outcomes (SLOs) for your current classes?										
Yes, For All of My Classes	125	26%	29	21%	49	34%	35	24%	252	26%
Yes, For Some of My Classes	137	28%	29	21%	26	18%	38	26%	234	25%
No, I Have Not Read Them	211	43%	72	52%	67	46%	65	45%	431	45%
No, Student Learning Outcomes Are Not Available for My Classes	16	3%	8	6%	4	3%	7	5%	37	4%
Typical Response	No, I Have Not Read Them		No, I Have Not Read Them		No, I Have Not Read Them		No, I Have Not Read Them		No, I Have Not Read Them	

NOTE: Percentages may not sum to 100% due to rounding.

¹Location where student completed survey. Online students were enrolled in an online course.

²Question number references questionnaire.

³Total students includes respondents who did not designate a campus.

Student Opinion Survey Results										
Table 1C3. Perceptions About Student Learning Outcomes (SLOs) by Campus ¹										
Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
Total Respondents	581	100%	165	100%	173	100%	181	100%	1,301	100%
V-4. If you read the expected student learning outcomes (SLOs) for your current classes, how well do you understand what they mean?										
Very Well	136	41%	31	42%	55	57%	46	53%	280	46%
Somewhat	166	50%	31	42%	32	33%	34	40%	270	44%
Not at All	27	8%	12	16%	10	10%	6	7%	57	9%
Typical Response	Somewhat		Very Well/ Somewhat		Very Well		Very Well		Very Well	

NOTE: Percentages may not sum to 100% due to rounding.

¹Location where student completed survey. Online students were enrolled in an online course.

²Question number references questionnaire.

³Total students includes respondents who did not designate a campus.

Labs

As shown in Table 1D, students were asked to assess their satisfaction with the College’s reading, writing, and math labs. The results show that the majority of students who used the labs were satisfied or very satisfied with them. Specifically, somewhat more than one-half of the respondents were satisfied with the reading lab (56%) and writing lab (57%), while 66% were satisfied with the math lab.

Student Opinion Survey Results										
Table 1D. Satisfaction With Labs by Campus¹										
Question²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students³	
	N	%	N	%	N	%	N	%	N	%
Total Respondents	581	100%	165	100%	173	100%	181	100%	1,301	100%
V-6. How satisfied are you with the Reading Lab?										
Very Satisfied	48	21%	10	18%	23	29%	14	29%	96	23%
Satisfied	79	35%	19	34%	21	26%	14	29%	137	32%
Neutral	77	34%	21	38%	26	33%	15	31%	142	34%
Dissatisfied	14	6%	3	5%	7	9%	4	8%	29	7%
Very Dissatisfied	9	4%	3	5%	3	4%	1	2%	18	4%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
V-7. How satisfied are you with the Writing Skills Lab?										
Very Satisfied	54	24%	9	18%	21	27%	15	28%	101	24%
Satisfied	83	36%	13	27%	22	28%	16	30%	139	33%
Neutral	67	29%	19	39%	31	39%	16	30%	138	33%
Dissatisfied	12	5%	5	10%	3	4%	6	11%	27	6%
Very Dissatisfied	12	5%	3	6%	2	3%	1	2%	19	4%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
V-8. How satisfied are you with the Math Activities Center (MAC Lab)?										
Very Satisfied	100	26%	21	20%	40	32%	26	27%	191	26%
Satisfied	144	38%	51	49%	45	36%	39	41%	288	40%
Neutral	91	24%	22	21%	29	23%	22	23%	171	23%
Dissatisfied	29	8%	8	8%	2	2%	6	6%	48	7%
Very Dissatisfied	17	4%	2	2%	9	7%	2	2%	30	4%
Typical (Average) Response	Neutral to Satisfied		Satisfied		Satisfied		Satisfied		Satisfied	

NOTE: Percentages may not sum to 100% due to rounding.

¹Location where student completed survey. Online students were enrolled in an online course.

²Question number references questionnaire.

³Total students includes respondents who did not designate a campus.

Library Services

Eighty-three percent of respondents to the Student Opinion Survey indicated that they were satisfied or very satisfied with the overall library/learning resources center facilities and services. However, as shown in Table 2A, students attending the Fairfield Campus were more satisfied (82% satisfied) than were Vallejo Center students (72% satisfied) and the Vacaville Center students (71% satisfied).

Additional questions were added to the SOS to assess specific library services (see Table 1E). Since students were asked some of the same questions in 2005, the differences in responses between 2005 and 2010 are noted where applicable. The majority of respondents were satisfied or very satisfied with all services. The students were most satisfied with the library computers (Information Commons) (78% satisfied) (12% higher than 2005), assistance from library faculty and staff (76% satisfied) (7% higher than 2005), and electronic resources (73% satisfied). In addition, 67% of the respondents were satisfied with the printed collection and resources (5% lower than 2005), 61% were satisfied with library services for distance education and off campus access (21% lower than 2005, but the 2005 question did not include off campus access), and 59% were satisfied with textbook reserves. Table 2B also shows that African Americans were more satisfied (77% satisfied) with the library's printed collection and resources than were Asian/Pacific Islanders (60% satisfied).

Student Opinion Survey Results										
Table 1E. Satisfaction With Library Services by Campus¹										
Question²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students³	
	N	%	N	%	N	%	N	%	N	%
Total Respondents	581	100%	165	100%	173	100%	181	100%	1,301	100%
V-9. Printed collection and resources (books, magazines, newspapers, journals)										
Very Satisfied	102	24%	15	16%	32	26%	22	23%	178	23%
Satisfied	195	46%	45	47%	42	34%	45	46%	341	44%
Neutral	106	25%	31	33%	40	32%	27	28%	209	27%
Dissatisfied	20	5%	4	4%	10	8%	3	3%	40	5%
Typical (Average) Response	Satisfied		Satisfied		Satisfied		Satisfied		Satisfied	
V-10. Library computers (Information Commons)										
Very Satisfied	139	31%	27	25%	43	33%	27	25%	244	30%
Satisfied	215	49%	53	49%	56	43%	55	50%	394	48%
Neutral	71	16%	26	24%	25	19%	27	25%	153	19%
Dissatisfied	18	4%	2	2%	7	5%	1	1%	31	4%
Typical (Average) Response	Satisfied		Satisfied		Satisfied		Satisfied		Satisfied	

NOTE: Percentages may not sum to 100% due to rounding.

¹Location where student completed survey. Online students were enrolled in an online course.

²Question number references questionnaire.

³Total students includes respondents who did not designate a campus.

(Continued)

Student Opinion Survey Results
Table 1E. Satisfaction With Library Services by Campus¹ (continued)

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
V-11. Assistance from Library faculty and staff										
Very Satisfied	150	32%	26	25%	50	38%	43	36%	277	33%
Satisfied	206	44%	49	48%	51	39%	49	40%	368	43%
Neutral	92	20%	25	24%	25	19%	26	21%	173	20%
Dissatisfied	17	4%	3	3%	4	3%	3	2%	31	4%
Typical (Average) Response	Satisfied		Satisfied		Satisfied		Satisfied		Satisfied	
V-12. Electronic resources (databases, websites, eBooks)										
Very Satisfied	156	33%	29	26%	37	28%	40	31%	267	31%
Satisfied	199	43%	49	44%	46	35%	51	40%	363	42%
Neutral	99	21%	26	23%	38	29%	33	26%	202	23%
Dissatisfied	13	3%	8	7%	9	7%	4	3%	36	4%
Typical (Average) Response	Satisfied		Satisfied		Satisfied		Satisfied		Satisfied	
V-13. Textbook reserves										
Very Satisfied	97	24%	17	17%	29	24%	19	21%	167	22%
Satisfied	156	39%	34	34%	45	37%	32	35%	278	37%
Neutral	123	31%	40	40%	35	28%	30	33%	235	32%
Dissatisfied	25	6%	10	10%	14	11%	10	11%	64	9%
Typical (Average) Response	Satisfied		Satisfied		Satisfied		Satisfied		Satisfied	
V-14. Library services for distance education and off campus access										
Very Satisfied	90	25%	16	20%	21	18%	24	25%	157	23%
Satisfied	144	39%	22	28%	40	35%	41	43%	256	38%
Neutral	110	30%	38	48%	40	35%	25	26%	221	32%
Dissatisfied	23	6%	4	5%	13	11%	6	6%	48	7%
Typical (Average) Response	Satisfied		Satisfied		Satisfied		Satisfied		Satisfied	

NOTE: Percentages may not sum to 100% due to rounding.

¹Location where student completed survey. Online students were enrolled in an online course.

²Question number references questionnaire.

³Total students includes respondents who did not designate a campus.

Distance Education

Students who have taken online classes were asked to rate their experiences by responding to questions added to the Student Opinion Survey, as shown in Tables 1F1-1F6. Based upon the number of students who responded, it is estimated that approximately two-fifths of Solano College students have taken an online class. Among survey respondents who are taking or who have taken an online course, approximately one-half took one class, one-fourth took two or three classes, and one-fourth took three or more classes, as depicted in Table 1F1.

Student Opinion Survey Results										
Table 1F1. Assessment of Online Classes by Campus¹										
Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
Total Respondents	581	100%	165	100%	173	100%	181	100%	1,301	100%
V-15. How many online classes have you taken?										
1	203	54%	46	43%	57	52%	55	32%	373	47%
2-3	108	29%	35	33%	29	27%	40	23%	220	28%
3-4	39	10%	13	12%	13	12%	26	15%	96	12%
5 or More	24	6%	13	12%	10	9%	53	30%	107	13%
Typical Response	One		One		One		One		One	

NOTE: Percentages may not sum to 100% due to rounding.

¹Location where student completed survey. Online students were enrolled in an online course.

²Question number references questionnaire.

³Total students includes respondents who did not designate a campus.

Overall, the survey respondents were satisfied with their online courses (56% satisfied v. 22% dissatisfied). However, compared to face-to-face classes, only 22% of the respondents were satisfied and 49% felt that the online classes were more difficult (see Tables 1F2-1F4).

Student Opinion Survey Results
Table 1F2. Assessment of Online Classes by Campus¹

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
Total Respondents	581	100%	165	100%	173	100%	181	100%	1,301	100%
V-16. Overall, how satisfied were you with your online class(es)?										
Very Satisfied	53	15%	19	19%	24	23%	47	28%	153	20%
Satisfied	127	36%	28	28%	27	26%	72	43%	267	36%
Neutral	81	23%	25	25%	32	30%	38	22%	179	24%
Dissatisfied	60	17%	12	12%	14	13%	7	4%	95	13%
Very Dissatisfied	28	8%	15	15%	8	8%	5	3%	58	8%
Typical (Average) Response	Neutral to Satisfied		Neutral		Neutral to Satisfied		Satisfied		Neutral to Satisfied	

NOTE: Percentages may not sum to 100% due to rounding.

¹Location where student completed survey. Online students were enrolled in an online course.

²Question number references questionnaire.

³Total students includes respondents who did not designate a campus.

Student Opinion Survey Results
Table 1F3. Assessment of Online Classes by Campus¹

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
Total Respondents	581	100%	165	100%	173	100%	181	100%	1,301	100%
V-17. Compared to face-to-face classes, how satisfied were you with your online classes?										
Much More Satisfied	19	5%	8	8%	8	8%	23	14%	61	8%
More Satisfied	39	11%	13	13%	11	11%	36	22%	103	14%
About the Same Level of Satisfaction	95	27%	33	33%	30	29%	61	37%	232	31%
Less Satisfied	122	35%	23	23%	29	28%	29	17%	209	28%
Much Less Satisfied	77	22%	23	23%	25	24%	17	10%	145	19%
Typical (Average) Response	About the Same Level of Satisfaction to Less Satisfied		About the Same Level of Satisfaction to Less Satisfied		About the Same Level of Satisfaction to Less Satisfied		About the Same Level of Satisfaction		About the Same Level of Satisfaction to Less Satisfied	

NOTE: Percentages may not sum to 100% due to rounding.

¹Location where student completed survey. Online students were enrolled in an online course.

²Question number references questionnaire.

³Total students includes respondents who did not designate a campus.

Student Opinion Survey Results
Table 1F4. Assessment of Online Classes by Campus¹

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
Total Respondents	581	100%	165	100%	173	100%	181	100%	1,301	100%
V-18. Compared to face-to-face classes, how difficult was (were) your online class(es)?										
Much More Difficult	56	16%	15	15%	17	17%	15	9%	105	14%
More Difficult	115	33%	39	39%	44	44%	56	34%	262	35%
About the Same Level of Difficulty	101	29%	35	35%	26	26%	65	40%	240	32%
Less Difficult	57	16%	6	6%	13	13%	25	15%	106	14%
Much Less Difficult	19	5%	4	4%	0	0%	3	2%	28	4%
Typical (Average) Response	About the Same Level of Difficulty to More Difficult		About the Same Level of Difficulty to More Difficult		About the Same Level of Difficulty to More Difficult		About the Same Level of Difficulty to More Difficult		About the Same Level of Difficulty to More Difficult	

NOTE: Percentages may not sum to 100% due to rounding.

¹Location where student completed survey. Online students were enrolled in an online course.

²Question number references questionnaire.

³Total students includes respondents who did not designate a campus.

Table 1F5 shows that distance education students also indicated that the primary reasons for taking online classes was convenience (31% of respondents) and because they were unable to attend face-to-face classes (19%).

Student Opinion Survey Results										
Table 1F5. Assessment of Online Classes by Campus ¹										
Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
Total Respondents	581	100%	165	100%	173	100%	181	100%	1,301	100%
V-19. What is the primary reason that you took an online class(es)?										
Convenience	111	29%	45	42%	32	29%	55	32%	249	31%
Unable to Attend Face-to-Face Class	62	16%	14	13%	23	21%	45	26%	152	19%
Flexibility in Completing Class Work	30	8%	14	13%	7	6%	21	12%	76	9%
Less Commuting time and/or Cost	22	6%	4	4%	10	9%	14	8%	53	7%
Can Learn at My Own Pace	13	3%	1	1%	1	1%	8	5%	23	3%
Other Reason	141	37%	30	28%	39	35%	30	17%	251	31%
Typical Response	Convenience		Convenience		Convenience		Convenience		Convenience	

NOTE: Percentages may not sum to 100% due to rounding.

¹Location where student completed survey. Online students were enrolled in an online course.

²Question number references questionnaire.

³Total students includes respondents who did not designate a campus.

In addition, approximately two-thirds of the students expressed an interest in completing a degree online (see Table 1F6), although a greater proportion of part-time students (71%) were interested than were full-time students (60%), as depicted in Table 2D.

Student Opinion Survey Results										
Table 1F6. Assessment of Online Classes by Campus ¹										
Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
Total Respondents	581	100%	165	100%	173	100%	181	100%	1,301	100%
V-20. How interested would you be in completing all of the requirements for an AA or AS degree online?										
Very Interested	97	27%	30	30%	30	28%	78	47%	245	32%
Moderately Interested	47	13%	22	22%	18	17%	29	17%	119	16%
Slightly Interested	66	19%	12	12%	14	13%	23	14%	120	16%
Not Interested	146	41%	37	37%	44	42%	36	22%	276	36%
Typical Response	Slightly to Moderately Interested		Slightly to Moderately Interested		Slightly to Moderately Interested		Moderately Interested		Slightly to Moderately Interested	

NOTE: Percentages may not sum to 100% due to rounding.

¹Location where student completed survey. Online students were enrolled in an online course.

²Question number references questionnaire.

³Total students includes respondents who did not designate a campus.

Student Use of Services

The Student Opinion Survey asked students to specify the services that they use. The services most often used by survey respondents included parking (71% of respondents), the library (59%), and academic advising (55%). These were followed by cafeteria/food services (49% of respondents), computer services (44%), and financial aid services (39%).

Other Student Opinion Survey Results

Additional survey results pertaining to college services (Appendix A) and the college environment (Appendix B), broken down by campus, may be found in the appendices.

Significant Subgroup Differences

Statistical analyses were conducted to determine if there were significant differences among subgroups based upon campus, ethnicity, financial aid status, full-time/part-time status, and day/evening status. Tables 2A-D list those questions to which the average responses between two or more subgroups were significantly different from one another. The average response of the subgroup in Group A is significantly higher than the responses of the subgroup(s) in Group B. However, there were no significant differences between students who attend classes during the day and those who attend classes at night.

Although there were no significant differences among subgroups on most survey questions, African Americans and financial aid recipients were most satisfied in some areas.

As shown in Table 2A, students attending the Fairfield Campus were more satisfied with the out-of-class availability of instructors than were Vacaville Center students (68% v. 56%). In addition, online students were more satisfied with the academic calendar (80% satisfied) than were Vacaville Center students (66%) and Vallejo Center students (64%).

Student Opinion Survey Results			
Table 2A. Responses for Campus Subgroups Having Significantly Different Responses¹			
Question ²	Group A Significantly Higher than Group B ¹		
	Group A	Group B	
III-7. Percent of students who are satisfied or very satisfied with library/learning resources center facilities and services.	Fairfield 82%	Vallejo 72%	Vacaville 71%
IV-4. Percent of students who are satisfied or very satisfied with out-of-class availability of instructors.	Fairfield 68%	Vacaville 56%	
IV-35. Percent of students who are satisfied or very satisfied with the academic calendar.	Online 80%	Vacaville 66%	Vallejo 64%

¹Significantly Different = average of each subgroup in Group A is statistically significant ($p \leq .001$) and more than 0.25 points higher than the average of each subgroup in Group B.

²Question number references questionnaire.

African American students were more satisfied with several areas than were other ethnic groups. Specifically, African Americans were more satisfied with academic advising and course planning services (68% satisfied) than were Whites (58%) and Latinos (55%). In addition, they were more satisfied than were Asians/Pacific Islanders with the college orientation program (67% v. 50%) and the general condition and appearance of the buildings and grounds (75% v. 62%). African American students were also more satisfied with the preparation they are receiving for their chosen occupation (78% satisfied) than were White students (62%) and Asian/Pacific Islander students (57%). Lastly, they were more satisfied than were Latino students with the business training facilities and equipment (72% v. 51%) (see Table 2B).

Student Opinion Survey Results			
Table 2B. Responses for Ethnic Subgroups Having Significantly Different Responses¹			
Question ²	Group A Significantly Higher than Group B ¹		
	Group A	Group B	
III-1. Percent of students who are satisfied or very satisfied with academic advising/course planning services.	African American 68%	White 58%	Latino 55%
III-15. Percent of students who are satisfied or very satisfied with the college orientation program.	African American 67%	Asian/Pacific Islander 50%	
IV-12. Percent of students who are satisfied or very satisfied with the preparation they are receiving for their chosen occupation.	African American 78%	White 62%	Asian/Pacific Islander 57%
IV-25. Percent of students who are satisfied or very satisfied with the business-training facilities/equipment.	African American 72%	Latino 51%	
IV-32. Percent of students who are satisfied or very satisfied with the general condition and appearance of the buildings and grounds.	African American 75%	Asian/Pacific Islander 62%	
V-9. Percent of students who are satisfied or very satisfied with the library's printed collection and resources (books, magazines, newspapers, journals).	African American 77%	Asian/Pacific Islander 60%	

¹Significantly Different = average of each subgroup in Group A is statistically significant ($p \leq .001$) and more than 0.25 points higher than the average of each subgroup in Group B.

²Question number references questionnaire.

Table 2C shows that Financial Aid recipients were more satisfied than were non financial aid recipients with respect to job placement services (35% v. 19%), financial aid services (68% v. 30%), and the availability of financial aid information before enrolling (64% v. 38%). The last two differences likely relate to the financial aid recipients having a greater interest in the financial aid processes than do non financial aid recipients.

Student Opinion Survey Results			
Table 2C. Responses for Financial Aid Status Subgroups Having Significantly Different Responses¹			
Question²	Group A Significantly Higher than Group B¹		
	Group A	Group B	
III-4. Percent of students who are satisfied or very satisfied with job placement services.	Financial Aid 35%	No Financial Aid 19%	
III-5. Percent of students who are satisfied or very satisfied with financial aid services.	Financial Aid 68%	No Financial Aid 30%	
IV-15. Percent of students who are satisfied or very satisfied with the availability of financial aid information prior to enrolling.	Financial Aid 64%	No Financial Aid 38%	
V-2. Percent of students who somewhat or definitely know what student learning outcomes (SLOs) are.	Financial Aid 50%	No Financial Aid 40%	
V-3. Percent of students who have read the expected student learning outcomes (SLOs) for some or all of their current classes.	Financial Aid 59%	No Financial Aid 46%	

¹Significantly Different = average of each subgroup in Group A is statistically significant ($p \leq .001$) and more than 0.25 points higher than the average of each subgroup in Group B.

²Question number references questionnaire.

Lastly, part-time students were more satisfied with the availability of adequate housing for students (40% satisfied) than were full-time students (25% satisfied) (see Table 2D).

Student Opinion Survey Results			
Table 2D. Responses for Full-Time/Part-Time Status Subgroups Having Significantly Different Responses¹			
Question²	Group A Significantly Higher than Group B¹		
	Group A	Group B	
IV-3. Percent of students who are satisfied or very satisfied with the availability of adequate housing for students .	Part-Time 40%	Full-Time 25%	
V-20. Percent of students who are slightly interested, moderately interested, or very interested in completing all of the requirements for an AA or AS degree online.	Part-Time 71%	Full-Time 60%	

¹Significantly Different = average of each subgroup in Group A is statistically significant ($p \leq .001$) and more than 0.25 points higher than the average of each subgroup in Group B.

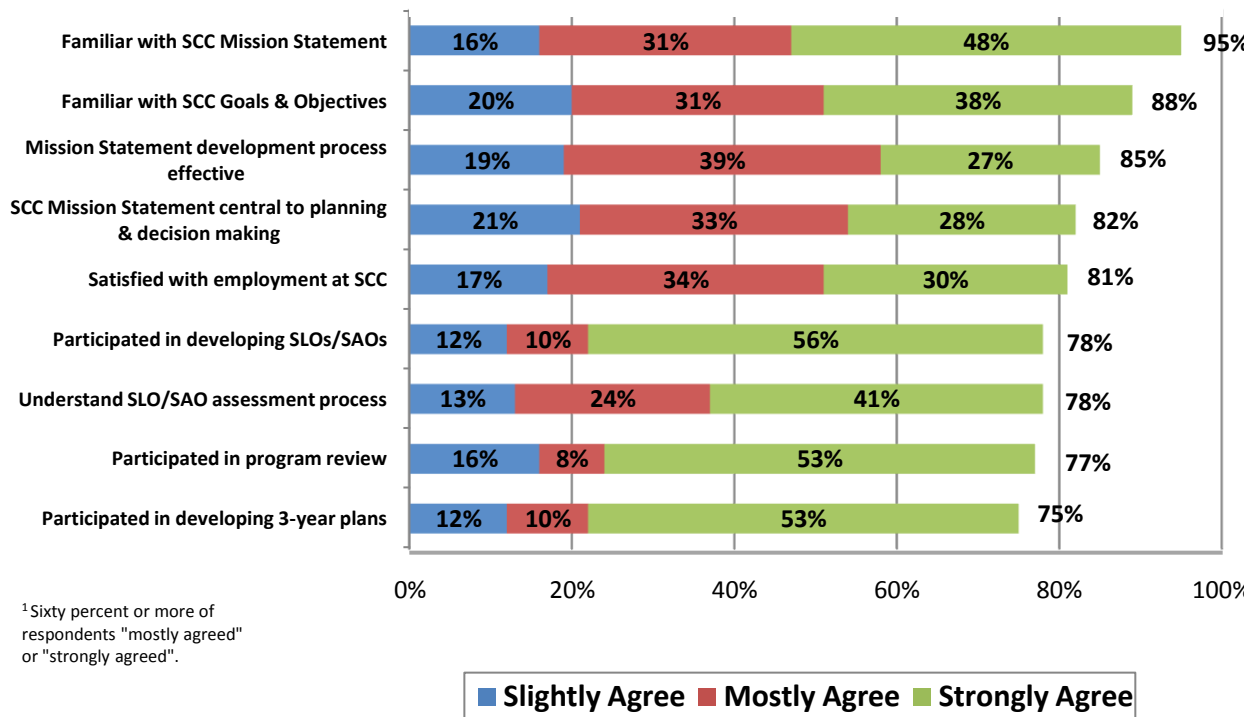
²Question number references questionnaire.

Areas of Strength

Programs, support services, and procedures rated highest or identified as being strengths by employees and/or students are summarized below.

Employees. As shown in Graph 5, the vast majority of Accreditation Employee Survey respondents agreed that they had an understanding/familiarity with: the Mission Statement (95% agreement), the College’s Strategic Goals and Objectives (88% agreement), and the student learning outcomes (SLO)/service area outcomes (SAO) process (78% agreement). They also indicated that the Mission Statement development process was effective (85% agreement) and that the Mission Statement is central to planning and decision making at Solano College (82% agreement). Other areas of strength identified by survey respondents included their participation in: developing SLOs/SAOs (78% agreement), program review (77% agreement), and three-year plans (75% agreement).

Accreditation Employee Survey Results
Graph 5. Statements Having Greatest Agreement¹

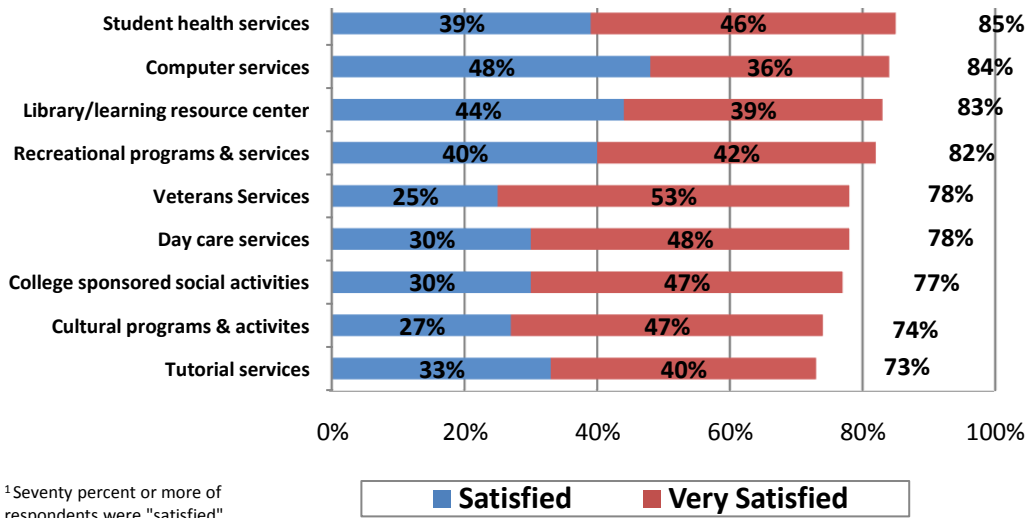


Employees specified additional areas of strength in their responses to an open ended question, as categorized in Appendix C. Specifically, they noted that Solano College’s employees are its greatest strength, including: its faculty, who are dedicated and support student success (23% of respondents); classified staff, who are also dedicated and support student success (16%); and managers, who are positive and support student success (12%). Ten percent of the respondents also listed Solano College’s

facilities, including new and renovated buildings, as being a strength, followed by the variety of the College's academic programs (9% of respondents), and its committed and hard working students (9%).

Students. Programs and services rated highest in satisfaction by respondents on the Student Opinion Survey are depicted in Graph 6. These include the following auxiliary services: student health services (85% satisfied) and day care services (78% satisfied), both of which Solano students rated significantly higher than did norm group students from other two-year colleges. Survey respondents also rated these support services high: computer services (84% satisfied), library/learning resource center (83% satisfied), veterans services (78% satisfied), and tutorial services (73% satisfied). In addition, they were highly satisfied with some student activities, including recreational programs and services (82%), college sponsored social activities (77%), and cultural programs and activities (74%).

Student Opinion Survey Results
Graph 6. Programs and Services with Highest Satisfaction¹



As shown in Appendix F (in the Appendices), which categorizes student comments, the most often mentioned positive comments were that Solano College is a fine institution and that the College has exceptional instructors.

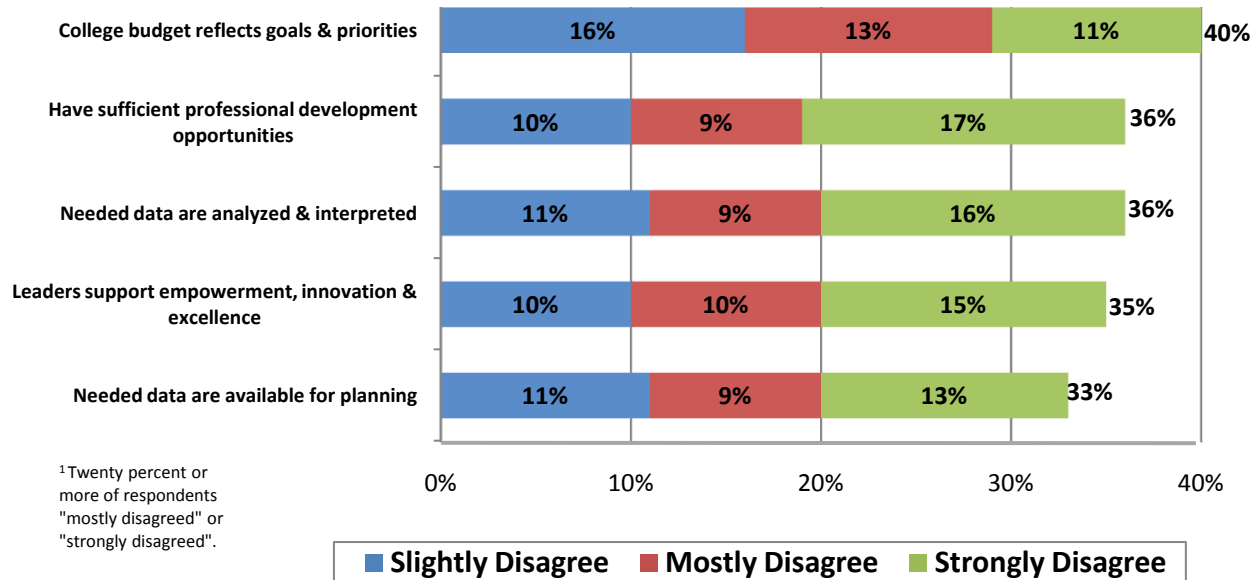
Areas Needing Improvement

Programs, support services, and procedures rated lowest or identified as needing improvement by employees and/or students are summarized below.

Employees. Graph 7 depicts those areas rated lowest on the Accreditation Employee Survey by respondents. It shows that 40% of those responding disagreed that the budget reflects the College's goals and priorities. In addition, 36% of the respondents disagreed that they have access to sufficient professional development activities and 35% disagreed that College leaders support empowerment, innovation, and excellence. The graph also shows that approximately one-third of the employees disagreed that needed data are analyzed and interpreted (36% disagreed) and are available for planning (33% disagreed).

Accreditation Employee Survey Results

Graph 7. Statements Having Greatest Disagreement¹

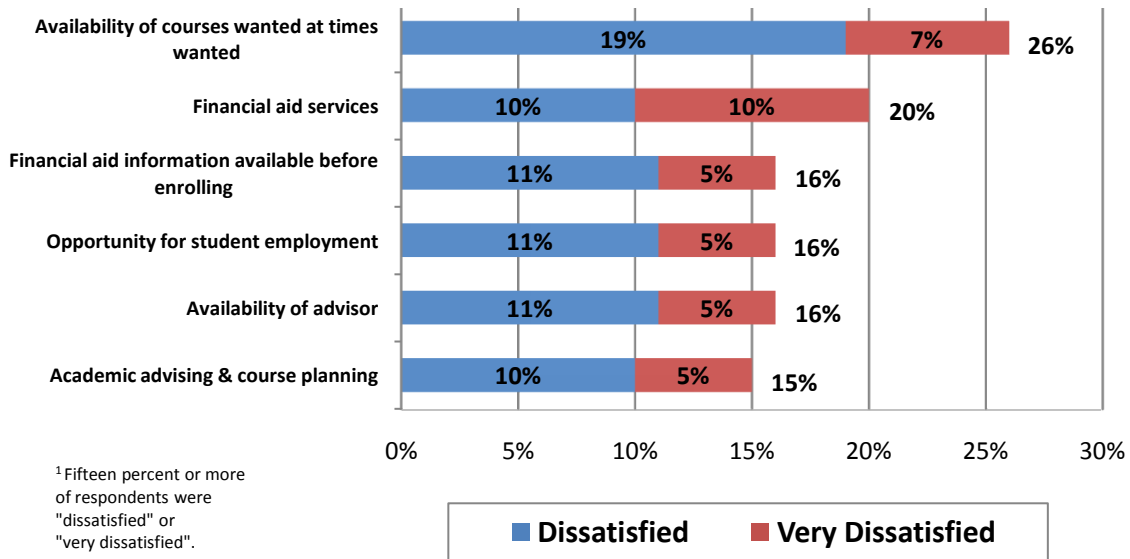


The most frequently mentioned needed improvements noted by respondents to open ended questions are categorized in Appendices D and E. They include: enhancing employee relations through such procedures as developing teamwork and preventing retaliation (14% of respondents); improving personnel management through focusing more on divisions and departments and streamlining the administration (13%); increasing the number of employees, especially support staff (12%); and improving processes and procedures, such as instructor evaluation procedures and providing training about procedure changes (12%). In addition, seven percent of the respondents indicated that more training and employee development is needed and six percent specified that more equitable and fairer treatment of employees is needed.

Students. As shown in Graph 8, respondents to the Student Opinion Survey were most dissatisfied with the availability of courses at the times they wanted to take them (26% dissatisfied). In addition, 20% of the respondents were dissatisfied with financial aid services and 16% were dissatisfied with the availability of financial aid information before enrolling. Similarly, 16% of the students specified dissatisfaction with the availability of an advisor, and 15% were dissatisfied with academic advising and course planning. Sixteen percent of the respondents also indicated that they were not satisfied with opportunities for student employment. Solano College students rated all of these areas significantly lower than did their counterparts in the national norm group of other two-year colleges.

Student Opinion Survey Results

Graph 8. Programs and Services with Highest Dissatisfaction¹



Some of the same areas of dissatisfaction are identified in the students' responses to an open ended question categorized in Appendix F. Seven percent of the SOS respondents made comments related to improving instruction, including increasing course offerings, improving online courses, improving the quality of instruction, and improving paired courses. Student services targeted by six percent of the respondents for needing improvement included counseling, financial aid, support services, and admissions and records. In addition, three percent of the respondents suggested that facilities, furniture, and equipment need to be improved and upgraded. Another three percent of respondents specified the need for changes to auxiliary services, including food services, campus safety, and the bookstore, and two percent commented on the need to improve faculty and staff behavior.

Summary and Conclusions

These survey results provide information concerning employee and student opinions and beliefs about programs, services, procedures, and issues impacting them and Solano College as a whole. They should prove useful in helping to assess the degree to which the College is meeting the accreditation standards, as well as for improving programs and services.

The Accreditation Employee Survey (AES) was completed by 172 employees, who represent approximately 39% of permanent employees and 6% of part-time faculty. The typical respondent is a full-time faculty member working at the Fairfield Campus. She also is a White, non-disabled woman who has worked at Solano College for more than 10 years.

The majority of AES respondents indicated that they were satisfied with how most aspects of Solano College are functioning. Overall, part-time faculty were most positive and classified/confidential staff were least positive.

The Student Opinion Survey (SOS) was completed by 1,301 students (approximately 11% of enrolled students), who are generally representative of the student body. The typical respondent is a 19 year old, White woman who attends Solano College full-time and is planning to transfer to a four-year college or university. She also works part-time, does not receive financial aid, and commutes 11-20 miles to the College.

SOS respondents were generally satisfied with most programs and services. However, they rated some areas significantly lower than did respondents from the national norm group of other two-year colleges.

Areas of Strength

Survey respondents identified the following strengths and areas in which Solano College is performing well:

1. Faculty, classified/confidential staff, and managers are dedicated and support student success.
2. Employees are familiar with the Mission Statement, Strategic Goals and Objectives, and the SLO/SAO process. They have also participated in program review and in developing SLOs/SAOs and three-year plans.
3. Employees perceive the College to be moving in a positive direction.
4. Students perceive the College's quality of education and campus climate to be good or excellent.
5. Students have a high level of satisfaction with student health services, day care services, computer services, the library/learning resource center, veterans services, tutorial services, recreational programs and services, social activities, and cultural programs and activities.

Areas Needing Improvement

Survey respondents were less satisfied or expressed a need for improvement in the following areas:

1. While employees perceive the campus climate to be improving, a greater percentage rated the campus climate for employees as fair or poor than rated it very good or excellent. They believe that there is a need to enhance employee relations.
2. Employees most often disagreed that: the budget reflects the College's goals and priorities; they have access to sufficient professional development activities; leaders support empowerment, innovation, and excellence; and needed data are analyzed, interpreted, and available for planning.
3. Less than one-half of students have an understanding of SLOs.
4. While students are generally satisfied with online courses, they are less satisfied with them than they are with face-to-face classes.
5. Students are most dissatisfied with: the availability of courses at the times they want to take them; financial aid processes and information; academic advising, course planning, and the availability of counselors; and opportunities for student employment.

Recommendations

Based upon survey results, the following recommendations are offered for consideration:

1. Enhance the campus climate for employees through:
 - a. Maintaining transparency and good communication.
 - b. Providing training for employees in interpersonal relations.
 - c. Providing more opportunities for faculty, classified/confidential staff, and managers to socialize together.
2. Enhance the availability and usefulness of data and information for planning and decision making

through:

- a. Developing a Data Mart to allow easier access to routine data.
 - b. Providing data and reports that are more understandable by users.
 - c. Providing ongoing training about how to interpret data.
 - d. Sharing existing data and documenting where they can be found.
3. Provide customer service training for employees in departments directly serving students.
 4. Better support distance education students through:
 - a. Developing additional degrees that can be obtained online, where feasible.
 - b. Determining why students are more dissatisfied with online courses than they are with face-to face courses and making improvements based upon the results.
 5. Encourage faculty to spend more time familiarizing students with SLOs.
 6. Enhance counseling services through:
 - a. Identifying and implementing ways to provide more counselor availability for students, which might include online virtual counseling.
 - b. Assuring that advising information is accurate and consistent among counselors, including part-time counselors.
 7. Enhance financial aid services through:
 - a. Determining which processes are most problematic for students and how these processes can be improved.
 - b. Identifying and implementing ways to speed up payment to students.
 8. Enhance students' perception about safety on campus through:
 - a. Publicizing reports reflecting the College's low crime rate.
 - b. Making police more visible on campus, particularly at night.

Appendices

Appendix A. Student Opinion Survey Results: Satisfaction with College Services by Campus

Appendix B. Student Opinion Survey Results: Satisfaction with the College Environment by Campus

Appendix C. Accreditation Employee Survey Results: Solano College's Greatest Strengths

Appendix D. Accreditation Employee Survey Results: How Solano College Can Improve

Appendix E. Accreditation Employee Survey Results: Other Comments

Appendix F. Student Opinion Survey Results: Student Comments

Appendix G. Accreditation Employee Survey

Appendix H. Student Opinion Survey

Appendix I. Student Opinion Survey: Section V-Additional Questions

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Appendix A:

**Student Opinion Survey Results:
Satisfaction with College Services by Campus**

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**Student Opinion Survey Results
Appendix A. Satisfaction With College Services by Campus¹**

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
Total Respondents	581	100%	165	100%	173	100%	181	100%	1,301	100%
III-1. Academic advising/course planning services										
Very Satisfied	93	23%	19	19%	29	23%	24	18%	195	22%
Satisfied	144	35%	36	37%	50	40%	53	39%	329	37%
Neutral	107	26%	29	30%	32	26%	43	31%	244	27%
Dissatisfied	43	11%	12	12%	6	5%	12	9%	84	9%
Very Dissatisfied	19	5%	2	2%	7	6%	5	4%	40	4%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
III-2. Personal counseling services (for personal concerns and problems)										
Very Satisfied	49	24%	18	32%	22	27%	18	24%	128	26%
Satisfied	65	32%	15	27%	23	28%	18	24%	145	29%
Neutral	63	31%	17	30%	27	33%	28	38%	166	33%
Dissatisfied	20	10%	5	9%	6	7%	6	8%	41	8%
Very Dissatisfied	7	3%	1	2%	5	6%	4	5%	21	4%
Typical (Average) Response	Neutral to Satisfied		Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
III-3. Vocational guidance/career planning services										
Very Satisfied	47	28%	8	21%	18	25%	13	19%	99	24%
Satisfied	47	28%	12	32%	14	20%	19	28%	106	26%
Neutral	62	36%	17	45%	31	44%	26	39%	171	42%
Dissatisfied	9	5%	1	3%	2	3%	7	10%	22	5%
Very Dissatisfied	5	3%	0	0%	6	8%	2	3%	14	3%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
III-4. Job placement services										
Very Satisfied	17	16%	3	13%	8	19%	4	9%	38	14%
Satisfied	16	15%	7	30%	4	10%	6	13%	40	15%
Neutral	62	57%	11	48%	23	55%	27	60%	154	57%
Dissatisfied	5	5%	2	9%	5	12%	4	9%	22	8%
Very Dissatisfied	9	8%	0	0%	2	5%	4	9%	17	6%
Typical (Average) Response	Neutral		Neutral to Satisfied		Neutral to Satisfied		Neutral		Neutral	

NOTE: Percentages may not sum to 100% due to rounding.
¹Location where student completed survey. Online students were enrolled in an online course.
²Question number references questionnaire.
³Total students includes respondents who did not designate a campus.

(Continued)

Student Opinion Survey Results
Appendix A. Satisfaction With College Services by Campus¹ (continued)

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
III-5. Financial Aid Services										
Very Satisfied	79	29%	19	26%	29	30%	33	32%	191	30%
Satisfied	76	28%	20	28%	24	24%	25	24%	171	26%
Neutral	69	26%	15	21%	29	30%	25	24%	167	26%
Dissatisfied	25	9%	9	13%	9	9%	11	11%	67	10%
Very Dissatisfied	19	7%	9	13%	7	7%	10	10%	50	8%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
III-6. Recreational and intramural programs and services										
Very Satisfied	21	19%	7	27%	5	13%	5	11%	44	17%
Satisfied	25	23%	7	27%	6	15%	11	25%	59	22%
Neutral	55	50%	12	46%	26	67%	27	61%	148	56%
Dissatisfied	7	6%	0	0%	1	3%	1	2%	12	5%
Very Dissatisfied	1	1%	0	0%	1	3%	0	0%	2	1%
Typical (Average) Response	Neutral to Satisfied		Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
III-7. Library/learning resources center facilities and services										
Very Satisfied	171	41%	22	25%	32	25%	47	37%	326	37%
Satisfied	172	41%	40	45%	60	47%	50	39%	373	42%
Neutral	63	15%	23	26%	31	24%	26	20%	160	18%
Dissatisfied	7	2%	2	2%	3	2%	3	2%	18	2%
Very Dissatisfied	4	1%	1	1%	2	2%	1	1%	10	1%
Typical (Average) Response	Satisfied		Satisfied		Satisfied		Satisfied		Satisfied	
III-9. Student health services										
Very Satisfied	46	32%	8	28%	4	10%	10	21%	80	25%
Satisfied	39	27%	7	24%	10	24%	12	26%	78	25%
Neutral	52	37%	13	45%	24	57%	22	47%	143	45%
Dissatisfied	3	2%	1	3%	4	10%	3	6%	12	4%
Very Dissatisfied	2	1%	0	0%	0	0%	0	0%	2	1%
Typical (Average) Response	Satisfied		Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	

NOTE: Percentages may not sum to 100% due to rounding.

¹Location where student completed survey. Online students were enrolled in an online course.

²Question number references questionnaire.

³Total students includes respondents who did not designate a campus.

(Continued)

Student Opinion Survey Results
Appendix A. Satisfaction With College Services by Campus¹ (continued)

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
III-10. College-sponsored tutorial services										
Very Satisfied	36	26%	8	24%	7	16%	10	26%	72	23%
Satisfied	38	27%	9	26%	9	20%	5	13%	73	23%
Neutral	58	41%	12	35%	27	60%	24	62%	150	48%
Dissatisfied	9	6%	2	6%	2	4%	0	0%	16	5%
Very Dissatisfied	0	0%	3	9%	0	0%	0	0%	3	1%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
III-11. Student employment services										
Very Satisfied	22	19%	5	21%	6	13%	3	8%	41	15%
Satisfied	28	24%	6	25%	11	24%	4	11%	59	22%
Neutral	52	45%	11	46%	24	52%	22	61%	139	52%
Dissatisfied	9	8%	1	4%	3	7%	6	17%	19	7%
Very Dissatisfied	5	4%	1	4%	2	4%	1	3%	11	4%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral		Neutral to Satisfied	
III-12. Cafeteria/food services										
Very Satisfied	78	20%	10	15%	13	15%	16	16%	135	18%
Satisfied	175	45%	28	42%	28	32%	39	39%	324	43%
Neutral	96	25%	21	31%	34	39%	33	33%	215	28%
Dissatisfied	29	7%	7	10%	8	9%	9	9%	62	8%
Very Dissatisfied	12	3%	1	1%	4	5%	2	2%	23	3%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
III-13. College-sponsored social activities										
Very Satisfied	28	25%	5	24%	7	19%	2	5%	52	20%
Satisfied	19	17%	4	19%	9	24%	12	32%	51	20%
Neutral	55	50%	10	48%	20	54%	23	62%	140	54%
Dissatisfied	7	6%	1	5%	1	3%	0	0%	10	4%
Very Dissatisfied	2	2%	1	5%	0	0%	0	0%	4	2%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	

NOTE: Percentages may not sum to 100% due to rounding.

¹Location where student completed survey. Online students were enrolled in an online course.

²Question number references questionnaire.

³Total students includes respondents who did not designate a campus.

(Continued)

Student Opinion Survey Results
Appendix A. Satisfaction With College Services by Campus¹ (continued)

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
III-14. Cultural programs and activities										
Very Satisfied	22	19%	9	35%	10	25%	2	6%	54	20%
Satisfied	24	21%	2	8%	9	23%	5	15%	48	18%
Neutral	58	50%	12	46%	19	48%	27	79%	147	55%
Dissatisfied	9	8%	1	4%	2	5%	0	0%	14	5%
Very Dissatisfied	2	2%	2	8%	0	0%	0	0%	5	2%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
III-15. College orientation program										
Very Satisfied	43	23%	8	19%	8	17%	7	11%	81	20%
Satisfied	58	31%	18	42%	16	33%	22	36%	133	33%
Neutral	75	41%	15	35%	22	46%	31	51%	177	43%
Dissatisfied	8	4%	2	5%	2	4%	1	2%	16	4%
Very Dissatisfied	1	1%	0	0%	0	0%	0	0%	1	<1%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
III-16. Credit by examination program (CLEP, etc.)										
Very Satisfied	11	13%	4	21%	4	12%	2	6%	27	12%
Satisfied	16	18%	4	21%	5	15%	6	18%	37	17%
Neutral	54	61%	10	53%	22	67%	23	70%	141	64%
Dissatisfied	4	5%	1	5%	1	3%	2	6%	9	4%
Very Dissatisfied	3	3%	0	0%	1	3%	0	0%	5	2%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral		Neutral to Satisfied	
III-17. Computer services										
Very Satisfied	112	34%	33	37%	32	29%	25	29%	233	33%
Satisfied	138	42%	42	47%	52	48%	34	40%	307	43%
Neutral	67	21%	14	16%	23	21%	23	27%	149	21%
Dissatisfied	7	2%	1	1%	2	2%	2	2%	16	2%
Very Dissatisfied	2	1%	0	0%	0	0%	1	1%	4	1%
Typical (Average) Response	Satisfied		Satisfied		Satisfied		Satisfied		Satisfied	

NOTE: Percentages may not sum to 100% due to rounding.
¹Location where student completed survey. Online students were enrolled in an online course.
²Question number references questionnaire.
³Total students includes respondents who did not designate a campus.

(Continued)

Student Opinion Survey Results
Appendix A. Satisfaction With College Services by Campus¹ (continued)

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
III-18. Parking facilities and services										
Very Satisfied	103	21%	26	21%	24	17%	39	24%	226	21%
Satisfied	212	42%	60	48%	61	43%	70	43%	460	43%
Neutral	120	24%	21	17%	38	27%	35	21%	250	23%
Dissatisfied	47	9%	12	10%	9	6%	13	8%	96	9%
Very Dissatisfied	17	3%	6	5%	10	7%	7	4%	41	4%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
III-19. Veterans services										
Very Satisfied	31	27%	10	33%	7	18%	8	24%	72	26%
Satisfied	22	19%	6	20%	6	16%	5	15%	46	17%
Neutral	54	47%	10	33%	22	58%	20	61%	133	49%
Dissatisfied	5	4%	3	10%	3	8%	0	0%	14	5%
Very Dissatisfied	3	3%	1	3%	0	0%	0	0%	7	3%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
III-20. Day care services										
Very Satisfied	9	11%	3	18%	4	14%	4	14%	25	13%
Satisfied	14	18%	2	12%	2	7%	2	7%	27	14%
Neutral	55	69%	11	65%	22	79%	21	75%	137	70%
Dissatisfied	2	3%	1	6%	0	0%	0	0%	6	3%
Very Dissatisfied	0	0%	0	0%	0	0%	1	4%	1	1%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	

NOTE: Percentages may not sum to 100% due to rounding.
¹Location where student completed survey. Online students were enrolled in an online course.
²Question number references questionnaire.
³Total students includes respondents who did not designate a campus.

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Appendix B:

Student Opinion Survey Results: Satisfaction with College Environment by Campus

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**Student Opinion Survey Results
Appendix B. Satisfaction With College Environment by Campus¹**

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
Total Respondents	581	100%	165	100%	173	100%	181	100%	1,301	100%
IV-1. Testing/grading system										
Very Satisfied	94	17%	17	11%	28	18%	41	23%	211	18%
Satisfied	298	54%	79	52%	73	46%	94	54%	621	52%
Neutral	146	26%	48	32%	54	34%	34	19%	321	27%
Dissatisfied	13	2%	7	5%	4	3%	5	3%	33	3%
Very Dissatisfied	0	0%	0	0%	1	1%	1	1%	4	<1%
Typical (Average) Response	Satisfied		Neutral to Satisfied		Satisfied		Satisfied		Satisfied	
IV-2. Course content in your major area of study										
Very Satisfied	138	27%	25	18%	32	21%	47	28%	287	25%
Satisfied	250	48%	65	48%	71	47%	76	45%	525	47%
Neutral	87	17%	33	24%	38	25%	33	19%	224	20%
Dissatisfied	32	6%	11	8%	8	5%	10	6%	69	6%
Very Dissatisfied	13	3%	2	1%	3	2%	4	2%	24	2%
Typical (Average) Response	Satisfied		Neutral to Satisfied		Satisfied		Satisfied		Satisfied	
IV-3. Quality of instruction in your major area of study										
Very Satisfied	179	34%	34	25%	43	28%	50	30%	358	32%
Satisfied	225	43%	60	44%	70	46%	78	46%	494	44%
Neutral	87	17%	35	26%	32	21%	31	18%	212	19%
Dissatisfied	22	4%	6	4%	6	4%	6	4%	48	4%
Very Dissatisfied	8	2%	1	1%	1	1%	3	2%	14	1%
Typical (Average) Response	Satisfied		Satisfied		Satisfied		Satisfied		Satisfied	
IV-4. Out-of-class availability of your instructors										
Very Satisfied	141	27%	16	11%	26	17%	34	21%	255	23%
Satisfied	214	41%	63	45%	70	47%	70	44%	467	42%
Neutral	140	27%	49	35%	48	32%	51	32%	339	30%
Dissatisfied	19	4%	9	6%	4	3%	5	3%	44	4%
Very Dissatisfied	6	1%	3	2%	1	1%	0	0%	12	1%
Typical (Average) Response	Satisfied		Neutral to Satisfied		Satisfied		Satisfied		Satisfied	

NOTE: Percentages may not sum to 100% due to rounding.

¹Location where student completed survey. Online students were enrolled in an online course.

²Question number references questionnaire.

³Total students includes respondents who did not designate a campus.

(Continued)

Student Opinion Survey Results
Appendix B. Satisfaction With College Environment by Campus¹ (continued)

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
IV-5. Attitude of the teaching staff toward students										
Very Satisfied	189	34%	39	26%	52	32%	51	29%	381	32%
Satisfied	244	44%	81	53%	70	43%	81	47%	545	46%
Neutral	100	18%	25	16%	31	19%	29	17%	214	18%
Dissatisfied	13	2%	6	4%	8	5%	8	5%	43	4%
Very Dissatisfied	3	1%	1	1%	0	0%	5	3%	10	1%
Typical (Average) Response	Satisfied		Satisfied		Satisfied		Satisfied		Satisfied	
IV-6. Variety of courses offered at this 2-year college										
Very Satisfied	146	26%	32	21%	43	27%	44	25%	305	25%
Satisfied	242	44%	73	48%	71	44%	79	44%	523	44%
Neutral	112	20%	35	23%	29	18%	36	20%	252	21%
Dissatisfied	43	8%	5	3%	15	9%	15	8%	92	8%
Very Dissatisfied	11	2%	7	5%	4	2%	4	2%	27	2%
Typical (Average) Response	Satisfied		Satisfied		Satisfied		Satisfied		Satisfied	
IV-7. Class size relative to the type of course										
Very Satisfied	186	34%	39	25%	47	29%	54	31%	367	31%
Satisfied	268	49%	80	52%	77	47%	88	50%	591	49%
Neutral	79	14%	31	20%	37	23%	28	16%	204	17%
Dissatisfied	16	3%	1	1%	2	1%	6	3%	30	3%
Very Dissatisfied	1	<1%	2	1%	1	1%	1	1%	7	1%
Typical (Average) Response	Satisfied		Satisfied		Satisfied		Satisfied		Satisfied	
IV-8. Flexibility to design your own program of study										
Very Satisfied	150	29%	37	26%	40	27%	45	26%	315	28%
Satisfied	211	41%	58	40%	58	39%	69	41%	447	40%
Neutral	121	23%	40	28%	44	29%	41	24%	286	25%
Dissatisfied	27	5%	7	5%	5	3%	12	7%	63	6%
Very Dissatisfied	9	2%	3	2%	3	2%	3	2%	18	2%
Typical (Average) Response	Satisfied		Satisfied		Satisfied		Satisfied		Satisfied	

NOTE: Percentages may not sum to 100% due to rounding.
¹Location where student completed survey. Online students were enrolled in an online course.
²Question number references questionnaire.
³Total students includes respondents who did not designate a campus.

(Continued)

Student Opinion Survey Results
Appendix B. Satisfaction With College Environment by Campus¹ (continued)

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
IV-9. Availability of your advisor										
Very Satisfied	87	18%	14	10%	21	14%	26	18%	168	16%
Satisfied	159	32%	39	28%	59	39%	51	36%	354	33%
Neutral	168	34%	62	45%	50	33%	47	33%	373	35%
Dissatisfied	54	11%	11	8%	15	10%	16	11%	111	10%
Very Dissatisfied	27	5%	12	9%	5	3%	3	2%	53	5%
Typical (Average) Response	Neutral to Satisfied		Neutral		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
IV-10. Value of the information provided by your advisor										
Very Satisfied	109	22%	19	14%	33	23%	37	25%	220	21%
Satisfied	195	40%	62	45%	62	43%	53	36%	423	40%
Neutral	140	29%	43	31%	37	26%	43	29%	303	29%
Dissatisfied	29	6%	12	9%	7	5%	14	9%	74	7%
Very Dissatisfied	17	3%	2	1%	4	3%	1	1%	27	3%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Satisfied		Neutral to Satisfied		Neutral to Satisfied	
IV-11. Challenge offered by your program of study										
Very Satisfied	120	23%	24	17%	36	25%	39	24%	257	23%
Satisfied	255	49%	65	47%	60	41%	69	42%	508	46%
Neutral	127	25%	44	32%	44	30%	51	31%	306	28%
Dissatisfied	9	2%	4	3%	5	3%	4	2%	28	3%
Very Dissatisfied	5	1%	2	1%	1	1%	0	0%	8	1%
Typical (Average) Response	Satisfied		Satisfied		Satisfied		Satisfied		Satisfied	
IV-12. Preparation you are receiving for your chosen occupation										
Very Satisfied	113	23%	17	13%	28	19%	29	19%	227	21%
Satisfied	203	41%	57	43%	59	41%	74	48%	440	41%
Neutral	140	28%	48	36%	40	28%	40	26%	314	29%
Dissatisfied	32	6%	8	6%	14	10%	8	5%	71	7%
Very Dissatisfied	8	2%	2	2%	4	3%	4	3%	18	2%
Typical (Average) Response	Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	

NOTE: Percentages may not sum to 100% due to rounding.
¹Location where student completed survey. Online students were enrolled in an online course.
²Question number references questionnaire.
³Total students includes respondents who did not designate a campus.

(Continued)

Student Opinion Survey Results
Appendix B. Satisfaction With College Environment by Campus¹ (continued)

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
IV-13. General admissions/entry procedures										
Very Satisfied	102	19%	26	17%	33	21%	52	30%	243	21%
Satisfied	257	48%	71	47%	74	46%	83	47%	547	47%
Neutral	144	27%	45	30%	37	23%	33	19%	304	26%
Dissatisfied	27	5%	7	5%	13	8%	7	4%	65	6%
Very Dissatisfied	6	1%	1	1%	3	2%	0	0%	10	1%
Typical (Average) Response	Satisfied		Satisfied		Satisfied		Satisfied		Satisfied	
IV-14. Accuracy of college information you received before enrolling										
Very Satisfied	95	18%	23	16%	27	17%	44	26%	223	19%
Satisfied	237	45%	68	46%	74	47%	71	42%	507	44%
Neutral	157	30%	46	31%	40	25%	44	26%	329	29%
Dissatisfied	31	6%	9	6%	11	7%	7	4%	74	6%
Very Dissatisfied	10	2%	2	1%	6	4%	2	1%	21	2%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Satisfied		Neutral to Satisfied	
IV-15. Availability of financial aid information prior to enrolling										
Very Satisfied	85	18%	20	17%	23	16%	26	19%	174	17%
Satisfied	148	32%	44	37%	51	36%	47	34%	335	33%
Neutral	160	34%	42	35%	41	29%	42	30%	330	33%
Dissatisfied	52	11%	7	6%	16	11%	16	12%	111	11%
Very Dissatisfied	24	5%	7	6%	9	6%	8	6%	51	5%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
IV-16. Assistance provided by the college staff when you entered this college										
Very Satisfied	78	15%	17	12%	25	17%	32	20%	176	16%
Satisfied	198	38%	55	38%	58	38%	59	37%	421	38%
Neutral	176	34%	66	45%	49	32%	52	32%	387	35%
Dissatisfied	57	11%	6	4%	10	7%	15	9%	104	9%
Very Dissatisfied	14	3%	2	1%	9	6%	3	2%	32	3%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	

NOTE: Percentages may not sum to 100% due to rounding.
¹Location where student completed survey. Online students were enrolled in an online course.
²Question number references questionnaire.
³Total students includes respondents who did not designate a campus.

(Continued)

Student Opinion Survey Results
Appendix B. Satisfaction With College Environment by Campus¹ (continued)

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
IV-17. College catalog/admissions publications										
Very Satisfied	100	19%	19	13%	35	22%	44	26%	230	20%
Satisfied	235	44%	62	43%	78	48%	71	42%	509	44%
Neutral	147	28%	50	34%	38	24%	39	23%	313	27%
Dissatisfied	38	7%	9	6%	7	4%	12	7%	74	6%
Very Dissatisfied	14	3%	5	3%	3	2%	3	2%	30	3%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Satisfied		Satisfied		Neutral to Satisfied	
IV-18. Rules governing student conduct at this college										
Very Satisfied	94	18%	17	12%	30	20%	38	24%	209	19%
Satisfied	208	40%	66	46%	65	43%	65	40%	450	40%
Neutral	197	38%	59	41%	48	32%	51	32%	410	37%
Dissatisfied	17	3%	1	1%	5	3%	5	3%	36	3%
Very Dissatisfied	6	1%	1	1%	3	2%	2	1%	16	1%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Satisfied		Satisfied		Neutral to Satisfied	
IV-19. Student voice in college policies										
Very Satisfied	47	10%	9	7%	19	14%	20	14%	114	12%
Satisfied	127	28%	37	29%	40	30%	44	32%	278	28%
Neutral	251	55%	71	56%	62	47%	64	46%	518	53%
Dissatisfied	24	5%	8	6%	5	4%	8	6%	51	5%
Very Dissatisfied	5	1%	1	1%	6	5%	3	2%	18	2%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
IV-20. Academic probation and suspension policies										
Very Satisfied	59	14%	9	8%	19	15%	20	15%	128	14%
Satisfied	120	28%	35	30%	38	29%	42	31%	263	28%
Neutral	226	53%	67	58%	64	49%	62	46%	482	52%
Dissatisfied	15	4%	4	3%	8	6%	6	4%	41	4%
Very Dissatisfied	8	2%	1	1%	2	2%	6	4%	20	2%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	

NOTE: Percentages may not sum to 100% due to rounding.
¹Location where student completed survey. Online students were enrolled in an online course.
²Question number references questionnaire.
³Total students includes respondents who did not designate a campus.

(Continued)

Student Opinion Survey Results
Appendix B. Satisfaction With College Environment by Campus¹ (continued)

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
IV-21. Purposes for which student activity fees are used										
Very Satisfied	57	12%	11	8%	16	11%	22	15%	125	12%
Satisfied	116	25%	29	22%	36	26%	42	29%	257	25%
Neutral	256	54%	82	61%	66	47%	69	47%	546	53%
Dissatisfied	35	7%	12	9%	17	12%	10	7%	80	8%
Very Dissatisfied	9	2%	0	0%	6	4%	4	3%	22	2%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
IV-22. Personal security/safety at this college										
Very Satisfied	92	17%	21	14%	27	17%	31	18%	200	17%
Satisfied	217	40%	66	45%	53	34%	64	38%	448	39%
Neutral	168	31%	47	32%	56	36%	57	34%	377	33%
Dissatisfied	46	9%	12	8%	16	10%	8	5%	95	8%
Very Dissatisfied	14	3%	2	1%	5	3%	8	5%	36	3%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
IV-23. Classroom facilities										
Very Satisfied	120	22%	43	28%	47	29%	31	19%	277	23%
Satisfied	316	57%	82	54%	82	51%	107	64%	661	56%
Neutral	89	16%	23	15%	29	18%	23	14%	190	16%
Dissatisfied	24	4%	3	2%	4	2%	5	3%	47	4%
Very Dissatisfied	3	1%	1	1%	0	0%	1	1%	5	<1%
Typical (Average) Response	Satisfied		Satisfied		Satisfied		Satisfied		Satisfied	
IV-24. Industrial arts/shop facilities (woodworking, mechanical, etc.)										
Very Satisfied	31	11%	14	18%	12	16%	10	18%	80	14%
Satisfied	102	37%	18	23%	25	34%	18	32%	183	32%
Neutral	134	48%	43	56%	37	50%	27	47%	286	50%
Dissatisfied	9	3%	2	3%	0	0%	2	4%	15	3%
Very Dissatisfied	2	1%	0	0%	0	0%	0	0%	3	1%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	

NOTE: Percentages may not sum to 100% due to rounding.

¹Location where student completed survey. Online students were enrolled in an online course.

²Question number references questionnaire.

³Total students includes respondents who did not designate a campus.

(Continued)

Student Opinion Survey Results
Appendix B. Satisfaction With College Environment by Campus¹ (continued)

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
IV-25. Business-training facilities/equipment (computers, typewriters, etc.)										
Very Satisfied	76	20%	20	20%	17	16%	22	22%	161	20%
Satisfied	165	43%	36	36%	41	39%	50	51%	332	42%
Neutral	125	33%	42	42%	45	43%	27	27%	282	36%
Dissatisfied	14	4%	0	0%	0	0%	0	0%	15	2%
Very Dissatisfied	1	<1%	1	1%	1	1%	0	0%	3	<1%
Typical (Average) Response	Satisfied		Neutral to Satisfied		Neutral to Satisfied		Satisfied		Satisfied	
IV-26. Laboratory facilities										
Very Satisfied	69	16%	14	15%	28	23%	22	19%	162	19%
Satisfied	187	44%	35	38%	55	44%	62	55%	381	44%
Neutral	138	33%	39	42%	37	30%	24	21%	276	32%
Dissatisfied	23	5%	4	4%	3	2%	4	4%	36	4%
Very Dissatisfied	6	1%	0	0%	1	1%	1	1%	10	1%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Satisfied		Satisfied		Neutral to Satisfied	
IV-27. Athletic facilities										
Very Satisfied	79	23%	13	17%	16	19%	16	21%	144	21%
Satisfied	117	34%	26	35%	29	35%	38	49%	249	37%
Neutral	133	39%	35	47%	37	44%	24	31%	263	39%
Dissatisfied	7	2%	1	1%	2	2%	0	0%	11	2%
Very Dissatisfied	4	1%	0	0%	0	0%	0	0%	5	1%
Typical (Average) Response	Satisfied		Neutral to Satisfied		Neutral to Satisfied		Satisfied		Satisfied	
IV-28. Study areas										
Very Satisfied	116	23%	21	15%	38	26%	33	24%	231	22%
Satisfied	272	53%	80	59%	59	41%	79	57%	553	52%
Neutral	90	17%	31	23%	31	22%	21	15%	205	19%
Dissatisfied	31	6%	3	2%	13	9%	5	4%	59	6%
Very Dissatisfied	6	1%	1	1%	3	2%	1	1%	14	1%
Typical (Average) Response	Satisfied		Satisfied		Satisfied		Satisfied		Satisfied	

NOTE: Percentages may not sum to 100% due to rounding.
¹Location where student completed survey. Online students were enrolled in an online course.
²Question number references questionnaire.
³Total students includes respondents who did not designate a campus.

(Continued)

**Student Opinion Survey Results
Appendix B. Satisfaction With College Environment by Campus¹ (continued)**

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
IV-29. Student community center/student union										
Very Satisfied	68	16%	12	13%	16	15%	21	18%	133	16%
Satisfied	160	38%	35	38%	38	36%	56	49%	332	39%
Neutral	179	42%	43	46%	43	40%	32	28%	342	40%
Dissatisfied	13	3%	3	3%	7	7%	5	4%	32	4%
Very Dissatisfied	3	1%	0	0%	3	3%	0	0%	7	1%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Satisfied		Neutral to Satisfied	
IV-30. College bookstore										
Very Satisfied	129	23%	24	17%	28	20%	40	24%	248	22%
Satisfied	246	45%	66	47%	60	42%	86	51%	527	46%
Neutral	116	21%	38	27%	35	24%	27	16%	245	21%
Dissatisfied	38	7%	9	6%	12	8%	11	7%	83	7%
Very Dissatisfied	22	4%	4	3%	8	6%	4	2%	42	4%
Typical (Average) Response	Satisfied		Neutral to Satisfied		Neutral to Satisfied		Satisfied		Neutral to Satisfied	
IV-31. Availability of adequate housing for students										
Very Satisfied	15	9%	4	8%	5	10%	6	17%	36	10%
Satisfied	35	20%	11	21%	6	12%	6	17%	74	20%
Neutral	97	57%	34	65%	28	57%	18	50%	205	56%
Dissatisfied	12	7%	1	2%	4	8%	2	6%	22	6%
Very Dissatisfied	12	7%	2	4%	6	12%	4	11%	28	8%
Typical (Average) Response	Neutral		Neutral to Satisfied		Neutral		Neutral		Neutral	
IV-32. General condition and appearance of the buildings and grounds										
Very Satisfied	109	20%	35	23%	45	29%	37	22%	255	22%
Satisfied	244	45%	69	46%	69	44%	84	50%	532	46%
Neutral	142	26%	36	24%	37	24%	43	25%	294	25%
Dissatisfied	40	7%	7	5%	4	3%	4	2%	63	5%
Very Dissatisfied	7	1%	2	1%	2	1%	1	1%	15	1%
Typical (Average) Response	Neutral to Satisfied		Satisfied		Satisfied		Satisfied		Satisfied	

NOTE: Percentages may not sum to 100% due to rounding.
¹Location where student completed survey. Online students were enrolled in an online course.
²Question number references questionnaire.
³Total students includes respondents who did not designate a campus.

Student Opinion Survey Results
Appendix B. Satisfaction With College Environment by Campus¹ (continued)

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
IV-33. General registration procedures										
Very Satisfied	106	19%	25	17%	41	26%	45	26%	251	21%
Satisfied	250	46%	71	48%	65	41%	92	52%	532	45%
Neutral	158	29%	43	29%	44	28%	30	17%	321	27%
Dissatisfied	20	4%	8	5%	5	3%	8	5%	48	4%
Very Dissatisfied	13	2%	1	1%	4	3%	1	1%	21	2%
Typical (Average) Response	Satisfied		Neutral to Satisfied		Satisfied		Satisfied		Satisfied	
IV-34. Availability of the courses you want at times you can take them										
Very Satisfied	93	17%	14	9%	30	18%	24	13%	183	15%
Satisfied	188	34%	61	40%	49	30%	66	37%	419	35%
Neutral	119	22%	43	28%	39	24%	34	19%	273	23%
Dissatisfied	117	21%	18	12%	26	16%	41	23%	229	19%
Very Dissatisfied	33	6%	16	11%	20	12%	14	8%	87	7%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral		Neutral to Satisfied	
IV-35. Academic calendar for this college (e.g., semester or quarter system)										
Very Satisfied	117	22%	26	18%	31	19%	55	31%	259	22%
Satisfied	252	47%	71	49%	73	45%	87	49%	551	47%
Neutral	149	28%	45	31%	49	30%	32	18%	314	27%
Dissatisfied	20	4%	3	2%	7	4%	4	2%	38	3%
Very Dissatisfied	2	<1%	1	1%	2	1%	0	0%	8	1%
Typical (Average) Response	Satisfied		Satisfied		Satisfied		Satisfied		Satisfied	
IV-36. Billing and fee payment procedures										
Very Satisfied	101	19%	21	14%	32	20%	47	27%	230	20%
Satisfied	235	43%	74	49%	60	38%	82	46%	516	44%
Neutral	148	27%	49	32%	48	30%	38	21%	325	28%
Dissatisfied	43	8%	6	4%	7	4%	9	5%	67	6%
Very Dissatisfied	16	3%	1	1%	12	8%	1	1%	34	3%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Satisfied		Neutral to Satisfied	

NOTE: Percentages may not sum to 100% due to rounding.
¹Location where student completed survey. Online students were enrolled in an online course.
²Question number references questionnaire.
³Total students includes respondents who did not designate a campus.

Student Opinion Survey Results
Appendix B. Satisfaction With College Environment by Campus¹ (continued)

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
IV-37. Concern for you as an individual										
Very Satisfied	71	14%	14	10%	19	13%	25	15%	154	14%
Satisfied	160	31%	58	41%	62	42%	63	38%	387	35%
Neutral	228	44%	54	38%	52	35%	58	35%	448	40%
Dissatisfied	40	8%	11	8%	9	6%	12	7%	84	8%
Very Dissatisfied	18	3%	5	4%	7	5%	8	5%	40	4%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
IV-38. Attitude of the college nonteaching staff toward students										
Very Satisfied	77	15%	17	12%	21	14%	28	18%	165	15%
Satisfied	190	38%	50	36%	51	34%	62	39%	402	38%
Neutral	200	40%	60	43%	63	43%	56	36%	422	39%
Dissatisfied	23	5%	7	5%	9	6%	9	6%	54	5%
Very Dissatisfied	14	3%	4	3%	4	3%	2	1%	26	2%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
IV-39. Racial harmony at this college										
Very Satisfied	99	19%	23	16%	39	25%	37	23%	230	21%
Satisfied	210	41%	55	39%	58	38%	73	45%	442	40%
Neutral	179	35%	55	39%	50	32%	44	27%	373	34%
Dissatisfied	15	3%	7	5%	4	3%	5	3%	40	4%
Very Dissatisfied	9	2%	2	1%	3	2%	5	3%	21	2%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Satisfied		Satisfied		Neutral to Satisfied	
IV-40. Opportunities for student employment										
Very Satisfied	43	11%	9	9%	12	11%	12	14%	88	11%
Satisfied	98	25%	15	15%	23	21%	19	22%	183	23%
Neutral	190	48%	61	61%	53	50%	42	48%	401	50%
Dissatisfied	42	11%	8	8%	13	12%	12	14%	85	11%
Very Dissatisfied	21	5%	7	7%	6	6%	3	3%	42	5%
Typical (Average) Response	Neutral		Neutral		Neutral		Neutral to Satisfied		Neutral	

NOTE: Percentages may not sum to 100% due to rounding.
¹Location where student completed survey. Online students were enrolled in an online course.
²Question number references questionnaire.
³Total students includes respondents who did not designate a campus.

(Continued)

Student Opinion Survey Results
Appendix B. Satisfaction With College Environment by Campus¹ (continued)

Question ²	Fairfield Campus		Vacaville Center		Vallejo Center		Online		Total Students ³	
	N	%	N	%	N	%	N	%	N	%
IV-41. Opportunities for personal involvement in college activities										
Very Satisfied	49	12%	12	11%	13	11%	20	19%	109	13%
Satisfied	133	32%	23	21%	38	33%	31	30%	260	30%
Neutral	205	49%	61	56%	53	46%	48	46%	423	49%
Dissatisfied	29	7%	8	7%	6	5%	4	4%	49	6%
Very Dissatisfied	4	1%	4	4%	4	4%	2	2%	18	2%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
IV-42. Student government										
Very Satisfied	38	11%	9	10%	9	10%	12	14%	77	10%
Satisfied	72	20%	12	13%	19	21%	21	25%	153	21%
Neutral	225	62%	66	70%	55	60%	49	58%	453	62%
Dissatisfied	17	5%	2	2%	5	5%	2	2%	31	4%
Very Dissatisfied	9	2%	5	5%	4	4%	1	1%	20	3%
Typical (Average) Response	Neutral to Satisfied		Neutral		Neutral to Satisfied		Neutral to Satisfied		Neutral to Satisfied	
IV-43. College media (college newspapers, campus radio, etc.)										
Very Satisfied	50	12%	10	10%	13	12%	8	8%	92	11%
Satisfied	120	29%	31	30%	24	22%	39	39%	254	30%
Neutral	203	50%	58	55%	54	50%	48	48%	418	50%
Dissatisfied	29	7%	4	4%	9	8%	3	3%	49	6%
Very Dissatisfied	8	2%	2	2%	7	7%	1	1%	20	2%
Typical (Average) Response	Neutral to Satisfied		Neutral to Satisfied		Neutral		Neutral to Satisfied		Neutral to Satisfied	
IV-44. This college in general										
Very Satisfied	116	21%	28	19%	35	22%	44	25%	257	22%
Satisfied	278	51%	71	47%	82	51%	96	54%	597	50%
Neutral	131	24%	44	29%	38	23%	31	17%	276	23%
Dissatisfied	19	3%	4	3%	7	4%	8	4%	42	4%
Very Dissatisfied	6	1%	4	3%	0	0%	0	0%	14	1%
Typical (Average) Response	Satisfied		Satisfied		Satisfied		Satisfied		Satisfied	

NOTE: Percentages may not sum to 100% due to rounding.

¹Location where student completed survey. Online students were enrolled in an online course.

²Question number references questionnaire.

³Total students includes respondents who did not designate a campus.

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Appendix C:

Accreditation Employee Survey Results: Solano College's Greatest Strengths

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Accreditation Employee Survey Results Appendix C: Solano College's Greatest Strengths		
Comments	Number	% ¹
Employees:	106	62%
<i>Faculty:</i> support students/students' success (10), committed/dedicated (10), faculty, general (6), amazing/excellent (4), caring (3), hardworking (3), talented (3), competent (2), passionate (2), qualified (2), committed to positive direction, committed to quality instruction and support services, conduct themselves professionally, leadership recognized and respected, variety of faculty, Nursing faculty, quality of faculty.	39	23%
Classified staff: support students/student's success (7), dedicated (6), classified staff, general (4), hardworking (4), committed (4), integrity of staff (2), talented, competent, experienced, committed to a good learning environment, committed to quality instruction and support services, Nursing staff, open communication by staff, staff appreciating contributions made by other staff, care about the college, committed to positive direction, helping other staff.	28	16%
<i>General:</i> committed to/focused on students/students' success (7), employees, general (5), dedicated (2), caring and giving, committed to community, focus on fellow employees, employees with institutional history, long-term employees aid in planning, outstanding performers who mostly go unrecognized, supportive.	18	10%
Senior Administrators: positive influence of president (3), new president (2), caring president, employees respectful of new superintendent/president, energetic new president, new leadership, positive influence of executive vice president-experienced and forward looking, superintendent/president-uniting, empowering, and teaching, great executive vice president and superintendent/president, new hires in administration will lead us in a positive direction.	12	7%
<i>Other management:</i> support student success (2), committed to community relations, committed to positive direction, consistently supporting faculty, committed administrators, management, general, talented and dedicated, very good academic Deans.	9	5%
Facilities: facility renovations (4), great location (3), new facilities (3), new centers (2), spacious campus (2), parking, clean campus, great facilities, land is tangible asset.	18	10%
Academic Programs: variety of classes/programs (4), programs, general (2), exceptional programs (2), excellent fine arts, excellent vocational programs, job related math/science curriculum, Nursing Program, online courses, resources available to programs, superior science program, cooperative programs/degrees with CSU.	16	9%
Students: excellent (2), students, general (3), diversity (2), commitment to their education/goals (2), hardworking (2), achievements of students, non-traditional students role models for other students, represented and supported, committed to positive direction.	15	9%
Extra Curricular Activities: achievements in theatre (2), achievements in athletics (2), achievements in debate (2), opportunities for extra curricular activities.	7	4%
Community: support (3), involvement/outreach in community (3)	6	3%
Learning Environment: outstanding opportunities to learn (3), strong academic standards (2), ratio of classes.	6	3%
Other: updated technology (2), participation in shared governance works well (2), respect for collective bargaining agreements, union not as aggressive, institution is committed to changes in critical areas, improved campus communication, reasonable cost of education, opportunities to represent college, concise board meetings, governing board support students' success, grow from past mistakes, history of excellence, open to new ideas and pathways to education, commitment to students, student services, transparency.	18	10%

¹Percent of total respondents (n=172). Some respondents made multiple responses.
NOTE: Numbers in parentheses represent the number of persons making the specified comment. A comment without parentheses indicates that only one person made the specified comment.

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Appendix D:

**Accreditation Employee Survey Results:
How Solano College Can Improve**

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**Accreditation Employee Survey Results
Appendix D: How Solano College Can Improve**

Comments	Number	%*
Employees:	102	59%
<i>Enhance employee relations: Embrace teamwork/concept of collaborative work environment (5), employees should be able to criticize without fear of retaliation (4), build stronger working relationships (2), administration/board needs to increase level of respect/relationship for faculty (2), the Governing Board and administration need to acknowledge the commitment of SCC's employees/improve relationships (2), continue administration transparency, fix division between faculty and classified staff as to what is necessary to work together, forget about past practices, foster a community spirit, reduce inappropriate behavior, stop 'good old boy' system, provide training for faculty in interacting with each other, respect each other as hardworking individuals.</i>	24	14%
<i>Improve personnel management: allow Deans to focus on divisions (3), reduce number of administrators (3), eliminate consultants (2), focus college on stable leadership (2), Governing Board and administrators should utilize existing employees instead of interims (2), Governing Board and administration should lead by example by accepting pay/benefit cuts, train/appreciate staff, leaders more involved in decision making and morale, management creating atmosphere of fear/mistrust by making decisions without going through proper procedures, management unable to deal with problematic instructor, implement another early retirement incentive, communicate real reasons for administrators removals, stop micromanaging, address treatment/pay/benefits of adjunct faculty, recreate the CTE division, stabilize the workload of employees.</i>	23	13%
<i>Increase personnel: Increase level of funding for staff (4), support divisions with additional staff/resources (3), increase funding for staff resources/support (3), need more full-time faculty (2), increase custodial resources/staff (2), address unfair workload of employees, hire a grant writer to secure additional funding, increase number of counselors, increase resources in Student Services, IT department needs additional resources, add science lab technician.</i>	20	12%
<i>Hire excellent employees: Hire better administrators (4), should not hire unqualified people (2), consider personal relationships when hiring interims, continue to build stability in administration, hire deans that are advocates for faculty, more competitive hiring of faculty, replace vacant positions, terminate all employees and start over with brand new group.</i>	12	7%
<i>Support employee development: More workshops and professional training at all levels (4), funding for professional development (2), more emphasis and training on student based learning, motivate people to do a better job, provide equal opportunities/resources for advancement to all personnel, provide initial and ongoing Banner training, provide basic skills education training for faculty, create employee mentors.</i>	12	7%
<i>Enhance communication: Improve/increase communication (3), better communication among leadership, clear explanation of executive decisions, need open dialogue, people need to recognize their lack of knowledge and expertise before offering an opinion.</i>	7	4%
<i>Increase salaries: Provide competitive salary/benefits for employees (2), make faculty salaries commensurate to state-wide ranking for the Superintendent/President's salary, higher pay for janitorial staff, pay adjunct faculty to attend meetings for the planning process.</i>	5	3%
<i>Other: Management is continuing to remove benefits from staff, classified staff attitude, faculty attitude, Superintendent/President continue doing what he is doing.</i>	4	2%

*Percent of total respondents (n=172). Some respondents made multiple responses.

NOTE: Numbers in parentheses represent the number of persons making the specified comment. A comment without parentheses indicates that only one person made the specified comment.

(Continued)

Accreditation Employee Survey Results		
Appendix D: How Solano College Can Improve (continued)		
Comments	Number	%*
Improve Procedures/Processes: Eliminate instructor evaluations by students/develop peer evaluations (3), provide implementation time and training for procedural changes (2), make planning processes less cumbersome, schedule time for new course approval process, bring back the former style of raising money for the Foundation, monitor and evaluate campus police, communicate procedural changes, continue to build stability in fiscal operations, hold departmental meetings to address important issues, develop faculty mentorships, don't show favoritism, embrace change, improve faculty union procedures, provide every area with Mission statement, publish minutes of administrative meetings, reduce changes made in a single year and create processes for these changes, strengthen tenure process, develop written procedures.	21	12%
Facilities:	19	11%
Improve facilities maintenance: Better/more frequent cleaning of buildings (4), better landscape/grounds maintenance (3), regular maintenance of property in classrooms (2), eliminate bats from campus, seal leaks in roof of building housing labs.	10	6%
Enhance facilities: Include a planetarium in a new science building, outdated cosmetology needs to be updated, enlarge/refurbish classrooms, funds needed for buildings, require a fully equipped lecture hall for science classes, need a central Biology prep room or larger prep rooms attached to each lab, maintain and add vents in laboratories for safe working/learning environment, fix the infrastructure of the college in order to be successful, more gathering and study areas.	9	5%
Enhance Student Success: Address/increase resources and academic support for students (3), address issue of too many students being disqualified or not passing, schedule classes based upon student needs rather than instructor preferences, add a drop-in Student Success Center, evening students should receive same support/opportunities as day students, lower costs for students, make admissions and records more easily accessible to students, raise the education standards level and refrain from accommodating the weakest students, review more successful models of student cohorts.	11	6%
Enhance Curriculum: Develop additional trade/vocation type courses and update current vocational courses (5), offer more basic skills courses other than English and math (3), additional offerings of learning communities, expand successful programs.	10	6%
Improve Decision Making: Address budget crisis at state level and how it will affect SCC, adherence by the administration to the shared governance and IPP processes, administration should focus on students rather than personal agendas, college needs to consider ramifications of new technology, focus and prioritize on initiatives, improve leadership in decision making process, more efficient running of college, the Governing Board and administration need to focus on the needs of the employees and students, use data to make decisions.	9	5%
Other: Address and improve fiscal services processes (4), increase funding (3), establish more effective faculty and classified staff union representation (3), continue/increase visibility and involvement in community (3), provide additional funding for program development, equipment, and student activities (3), facilitate positive outcome of accreditation process so we can focus on students (2), Governing Board is providing no oversight and needs to stop micro-managing (2), develop required reports and procedures out of banner (2), make adjustments to banner to ensure necessary functions are working (2), strive for the best learning environment for students, strive for the best working environment for staff, follow existing policies and procedures, determine priorities and set workload based on available resources, increase Division resources for maintenance, have dedicated resources on campus to support Banner at all times, employers should be more involved, board members should have degrees and should be better qualified, cancel the benefits and pay provided to board members, change flex-days to additional instructional time in science labs, departments should determine success level for each course, use common exams for each course section, faculty/staff and infrastructure need improvement, recall the governing board, hold departmental meetings on accreditation requirements, continue shared governance process.	40	23%

*Percent of total respondents (n=172). Some respondents made multiple responses.

NOTE: Numbers in parentheses represent the number of persons making the specified comment. A comment without parentheses indicates that only one person made the specified comment.

Appendix E:

**Accreditation Employee Survey Results:
Other Comments**

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**Accreditation Employee Survey Results
Appendix E: Other Comments**

Comments	Number	%¹
Unequal/Unfair Treatment of Personnel: senior administrators are overpaid (2), classified staff bearing brunt of budget adjustments proving they are lowest priority (2), district's goal seems to be to spend on newly hired upper management and consultants while taking away from staff (2), administrators are concerned only with personal gain and interests, contributions/institutional memory of classified staff are discounted and the district does not support an environment of institutional excellence, new president is bringing in his 'own' people to fill positions, self-interest/favoritism is endemic and advancement/opportunity is	10	6%
College Changing/Making Progress: college is improving but still has a ways to go (2), administration is mending/stabilizing SCC's reputation (2), College is at a turning point, SCC is emerging as one of California's finest community colleges.	6	3%
SCC Has a Positive Environment: Solano College is a great place to work (3), employees supported by fellow employees.	4	2%
Other: actions of accrediting commission are political, college is unsettled-too many changes, morale is still low, entire campus community needs to grow and participate, college does not perform well, SLO process is not cost effective.	7	4%

¹Percent of total respondents (n=172). Some respondents made multiple responses.

NOTE: Numbers in parentheses represent the number of persons making the specified comment. A comment without parentheses indicates that only one person made the specified comment

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Appendix F:

**Student Opinion Survey Results:
Student Comments**

[Intentionally left blank]

Student Opinion Survey Results Appendix F: Student Comments		
Comments	Number	%¹
Instruction:	86	7%
<i>Increase course offerings:</i> increase course offerings (7), increase online offerings (6), offer additional science, PE, and general courses at Vallejo Center (3), provide more courses/funding for the arts (2), increase science courses (2), expand online and hybrid class offerings, offer more philosophy classes, offer fire tech on other campuses, offer more classes at Vacaville Center, offer more night classes, offer additional classes scheduled at different times, provide more vocational offerings, offer additional pilates classes, offer additional courses for graphic design majors.	29	2%
<i>Improve online classes:</i> online classes and face-to-face classes are not equal (3), need online degree programs (2), online classes have unrealistic workloads, online instructors need to be more available, online classes have problems, need common criteria/directions for all online threaded discussions, online courses are a necessity in some cases, good instructor communication is key to a good online class, online/IT program needs to be updated.	12	1%
<i>Enhance curriculum:</i> offer courses in the following: Italian, culinary/gerontology, life planning, and animals/environment (4), offer additional majors including military (2), remove math from GE requirements, improve options for courses to be used for majors, reinstate fashion design program, changes in degrees should only affect new students, expand selection of science classes.	11	1%
<i>Improve quality:</i> address quality of education and teachers (3), some instructors are good, some are bad (2), make more robust music programs, non-bias classes should be taught without bias, instructors should follow course guidelines stated in catalog, few SCC instructors enjoy teaching, methods of teaching the required outcomes must reflect the present, review and evaluate the college.	11	1%
<i>Improve paired courses:</i> MAC Lab should not be mandatory (4), LR10 should not be paired with English (2), make LR10 a face-to-face class, LR10 is problematic, what is the rationale for English labs, lab hours should not be mandatory.	10	1%
<i>Other:</i> courses should be offered by time blocks, offer a wider variety of times for ECE classes, schedule classes with needs/desires of students in mind, online classes are very convenient, enjoy online courses, wish all classes were online, remove instructors that don't want to teach, offer more classes on a point system versus pass/fail system, need new lab equipment, classes are too large, face-to-face classes are great, water/wastewater program is outstanding, child care program is great.	13	1%
Student Services:	76	6%
Counseling:	25	2%
<i>Improve counselor availability:</i> counseling needs to be improved (9), improve counseling process (4), need more counselors (4), increase counseling session times, counseling office has problems.	18	1%
<i>Other:</i> counselor wasn't helpful (2), assign a counselor to the front office for general questions, need career guidance, counselors need to improve their knowledge of courses, counselors provide conflicting information, counselor is awesome.	7	1%
Financial Aid:	22	2%
<i>Improve procedures:</i> improve financial aid process (15).	15	1%
<i>Other:</i> improve financial aid office (4), improve staff of financial aid, improve financial aid office customer service, offer more financial aid.	7	1%
<i>Improve support services:</i> Vacaville needs additional MAC hours available to students (2), student employment should be available to all students, more work study opportunities should be provided, need more assistance with student jobs, extend time on computers in library, increase hours of computer lab, more reference books in library, more books needed in library, need a cafeteria at Vallejo, need a bookstore at Vallejo, improve the attitude of the staff in the EOPS department, prevent smoking around entrances to buildings, 50+ students need additional direction and assistance, problem with assessment center, college is not organized and does not focus on students, improve attitude of staff in Vacaville.	17	1%

¹Percent of total respondents (n=1301). Some respondents made multiple responses.

NOTE: Numbers in parentheses represent the number of persons making the specified comment. A comment without parentheses indicates that only one person made the specified comment.

(Continued)

Student Opinion Survey Results Appendix F: Student Comments (continued)		
Comments	Number	%*
Admissions and Records:	12	1%
Improve procedures: improve admissions process (5).	5	<1%
Other: open Admissions and Records on Fridays, admissions is unreliable and people are ignored, admissions and registration employees are rude, improve staff of admissions, should allow a W to be petitioned, staff service windows with knowledgeable people, OAR registration lab is very helpful.	7	1%
Facilities:	39	3%
Improve/upgrade facilities: need additional/better study areas (3), need to address the facilities and maintenance issues (3), Fairfield campus needs remodeling (2), expand parking lot at Vallejo (2), Vacaville needs a library (2), parking lots need more shade (2), improve lawn maintenance, Vallejo campus needs additional study areas, fix the air conditioning in building 1800, need a bigger MAC Lab, Vacaville need a financial aid center, Vallejo needs a library, Vacaville needs a student union, classrooms are too small, need more entrances to the parking lots, maintain parking permit machines, move campus closer, library needs areas/tables for study groups allowing talking, expand parking lot at Vacaville, PE area needs to be maintained.	28	2%
Other: need larger desks and chairs (3), need up-to-date laboratory equipment (2), student center TV should allow for additional channels, more tables in student center, need on-campus housing, new building is great, need campus-wide air conditioning, need smaller desks for smaller people.	11	1%
Auxiliary Services:	35	3%
Improve food services: cafeteria prices are too high (5), improve cafeteria food (4), additional food options on campus (2), Vacaville needs a cafeteria (2), install coffee vending machines, provide additional food choices at Vallejo, provide additional food/drink options at centers.	16	1%
Improve campus safety: parking lots need additional lighting (3), parking is unfairly policed (2), need to address issue of parking lot/campus security (2), campus needs additional lighting, campus needs better security at night, gangs and drug dealers are a major problem on campus which needs to be addressed by police.	10	1%
Improve bookstore: decrease bookstore costs (6), need wider selections of books at bookstore, bookstore buy back process needs to be addressed.	8	1%
Other: food is phenomenal.	1	<1%
SCC is Fine: the college is fine (6), SCC is great (5), I like/love this school (5), SCC great for GE courses, campus is good, SCC is better than DeAnza in every way, SCC has improved over the years, overall my experience with SCC has been very positive, small class sizes are appreciated.	22	2%
Employees:	21	2%
Exceptional instructors: SCC has amazing instructors (7), teachers are committed to student success.	8	1%
Improve faculty: anti-American comments do not belong in school, some instructors create a very negative learning environment, instructor teaches beyond capabilities of students, teachers need to be monitored, remove teachers that have bad attitudes, need to replace instructor, instructor is a horrible teacher and should be banned from teaching online courses.	7	1%
Other: staff is great (2), improvement for everyone except teachers is needed, students are not a priority, some non-teaching staff seem to walk around with a fake smile, men wearing suits walk around as if they are better than others.	6	<1%
Improve Procedures: allow food/drink in library (2), prefer printed schedule to online version (2), produce schedule earlier than registration (2), schedule online is too complicated, vary options for payment of class fees, change to the quarter system, keep study halls quiet, improve transfer information/dept, classes longer than 50 minutes need a 10 minute break, establish a two year time limit for holding a student job and for student involvement in ASSC.	14	1%

*Percent of total respondents (n=1301). Some respondents made multiple responses.

NOTE: Numbers in parentheses represent the number of persons making the specified comment. A comment without parentheses indicates that only one person made the specified comment.

(Continued)

Student Opinion Survey Results Appendix F: Student Comments (continued)		
Comments	Number	%*
Improve Student Activities: need more/better recognition for student groups/interests, more support needed for student services/activities, spend less money on PE and spend more on workforce education, students should have more say in fundraising money distribution, make student government higher profile, post more school related events.	6	<1%
Other: surveys are a waste of time (5), survey is too long (5), would like the ability to obtain BA degree at the college (3), need up-to-date/better software for computers (2), school needs to control rude and offensive behavior of students (2), Veteran Affairs has problems (2), Veteran Affairs process needs to improve (2), surveys take up valuable class time, survey is boring, more computers for students, library needs additional computers, like some components of new Banner system, some ethnic groups have a strong dislike for other ethnic groups, students are disrespectful to others, education and health care should be free, cost of going to schools is rising, health fee should not be forced on everyone, greater access to online class exams needed, college is pathetic, keep up the good work, had good and bad experiences at college, spent too much money on the clock tower, need financial aid, partnership with Sonoma State is good, SCC is a nightmare, SCC should be referred to as University of Fairfield, make grades available online, transferability of courses is not clear, make general catalog available to all students, need to offer additional student services' processes online, need a change machine in library for use of xerox/printing machines, there is very little that SCC does well, SCC should focus on vocational training and being a college prep school for universities, SCC makes it easier to graduate from high school early.	48	4%

*Percent of total respondents (n=1301). Some respondents made multiple responses.

NOTE: Numbers in parentheses represent the number of persons making the specified comment. A comment without parentheses indicates that only one person made the specified comment.

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Appendix G:

Accreditation Employee Survey

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Accreditation Employee Survey

Directions

As part of the Accreditation Self Study, information is being gathered that will enable Solano Community College to assess the degree to which it is meeting the accreditation standards. Your participation in this survey is being requested to help provide information about employee perceptions and opinions that will support this effort. It would be appreciated if you would take a few minutes to respond to each of the following questions. Your individual responses will remain anonymous and will only be reported in summary form with those of others completing the survey. Thank you for your participation in this important project!

1. Please rate the degree to which you agree or disagree with each of the following statements related to planning:

	Stongly Agree	Mostly Agree	Slightly Agree	Slightly Disagree	Mostly Disagree	Strongly Disagree	Don't Know/No Opinion
A. I am familiar with the Solano Community College (SCC) mission statement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. The manner in which the mission statement is developed, approved, and communicated is effective.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. The SCC mission statement is central to planning and decision making in my department or area.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. I am familiar with the SCC strategic goals and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. SCC evaluates its effectiveness in achieving its strategic goals and objectives.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F. I am familiar with the Integrated Planning Process (IPP).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
G. I understand how the IPP works.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
H. I have participated in the development of three year plans for my department or area.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I. Three year plans for my department or area have been implemented.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
J. Evaluation (e.g., program review and Student Learning Outcomes (SLOs)/Service Area Outcomes (SAOs) assessment), planning, and resource allocation are integrated at SCC.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
K. The college budget reflects SCC's goals and priorities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Accreditation Employee Survey

2. Please rate the degree to which you agree or disagree with each of the following statements related to assessment and evaluation:

	Strongly Agree	Mostly Agree	Slightly Agree	Slightly Disagree	Mostly Disagree	Strongly Disagree	Don't Know/No Opinion
A. I have participated in program review for my department or area.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Program review results have been used to make improvements in my department or area.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. I have participated in developing student learning outcomes (SLOs) or service area outcomes (SAOs) for my department or area.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. I understand the SLO/SAO assessment process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. SLO assessment is useful for understanding and improving student success.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F. SLO/SAO assessment results have been used to make improvements in my department or area.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
G. SCC evaluates its effectiveness in achieving its SLOs/SAOs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Please rate the degree to which you agree or disagree with each of the following statements related to data and information:

	Strongly Agree	Mostly Agree	Slightly Agree	Slightly Disagree	Mostly Disagree	Strongly Disagree	Don't Know/No Opinion
A. Needed data are available for planning purposes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Needed data are analyzed and interpreted for easy understanding.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. Data/information are used to make decisions at SCC.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Please rate the degree to which you agree or disagree with each of the following statements related to governance and the work environment:

	Strongly Agree	Mostly Agree	Slightly Agree	Slightly Disagree	Mostly Disagree	Strongly Disagree	Don't Know/No Opinion
A. I have sufficient opportunity to participate or I am adequately represented in decision making relevant to my position at SCC.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. I have sufficient opportunity to participate in dialogue about the improvement of student learning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C. I have sufficient opportunity to participate in dialogue about the improvement of institutional processes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D. I have sufficient resources to fulfill my job responsibilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E. I have sufficient professional development opportunities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F. I am satisfied with my employment experience at SCC.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
G. SCC leaders create an environment supporting empowerment, innovation, and institutional excellence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
H. Faculty, classified staff, managers, and students work together for the good of SCC.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Accreditation Employee Survey

5. Please rate your overall assessment of the campus climate/environment at SCC for:

	Excellent	Very Good	Good	Fair	Poor	Don't Know/No Opinion
A. Students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B. Employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. What are SCC's greatest strengths?

7. How can SCC be improved?

8. Other comments:

Accreditation Employee Survey

Employee Characteristics

Please indicate which of the following characteristics best describe you.

9. What is your position at SCC?

- Full-time faculty
- Part-time faculty
- Classified/confidential staff
- Manager

10. Where is your primary work assignment?

- Fairfield Campus
- Vacaville Center
- Vallejo Center
- Other location

11. How long have you worked at SCC?

- Less than 1 year
- 1-2 years
- 3-5 years
- 6-10 years
- More than 10 years

12. What is your gender?

- Man
- Woman

Accreditation Employee Survey

13. What is your ethnicity?

- African American
- American Indian
- Asian/Pacific Islander
- Hispanic/Latino
- White
- Other

14. Are you disabled?

- Yes
- No

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Appendix H:
Student Opinion Survey

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STUDENT OPINION SURVEY (2-Year College Form)

DIRECTIONS: The information you supply on this questionnaire will be kept completely confidential. However, if any item requests information that you do not wish to provide, please feel free to omit it. Your Social Security number is requested for research purposes only and will not be listed on any report.

Please use a soft (No. 1 or 2) lead pencil to fill in the oval indicating your response. DO NOT use

a ball-point pen, nylon-clip or felt-tip pen, fountain pen, marker, or colored pencil. Some items may not be applicable to you or to this 2-year college (community colleges, junior college, etc.); in this case, skip the item or mark the "Does Not Apply" option. If you wish to change your response to an item, erase your first mark completely, and then fill in the correct oval. Select or ONE response for each item.

SECTION I — BACKGROUND INFORMATION

Begin by writing your Social Security number in the large boxes at the top of Block A. Then, in the column below each box, fill in the appropriate oval. Complete the remaining blocks by

marking the single most appropriate oval in each case.

PA G E 1
U S E A S O F T L E A D P E N C I L O N L Y

A SOCIAL SECURITY NUMBER (Identification Number)

0	1	2	3	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---	---

B AGE

18 or Under
 19
 20
 21
 22
 23 to 25
 26 to 28
 29 to 38
 40 to 61
 62 or Over

C RACIAL/ETHNIC GROUP

African American or Black
 Native American (Indian, Alaskan, Hawaiian)
 Caucasian or White
 Mexican American, Mexican Origin
 Asian American, Pacific Islander
 Puerto Rican, Cuban, Other Latino or Hispanic
 Other
 prefer not to respond.

D FOR WHAT PURPOSE DID YOU ENTER THIS 2-YEAR COLLEGE? (Select only one.)

No Definite Purpose in Mind
 To take a Few Courses for Self-Improvement
 To take a Few Job-Related Courses
 To take Courses Necessary for Transferring to Another 2-Year College
 To take Courses Necessary for Transferring to a 4-Year College or University
 To Complete a Vocational/Technical Program
 To Obtain or Maintain a Certification
 To Obtain an Associate Degree
 Other

E INDICATE YOUR OVERALL GRADE AVERAGE.

A- to A (3.50-4.00)
 B to A- (3.00-3.49)
 B- to B (2.50-2.99)
 C to B- (2.00-2.49)
 C- to C (1.50-1.99)
 D to C- (1.00-1.49)
 Below D (0.00-0.99)
 Have Not Established a Grade Average
 Does Not Apply

F SEX

Male
 Female

G MARITAL STATUS

Unmarried (including Divorced, Widowed)
 Married
 Separated
 Prefer Not to Respond

H NUMBER OF DEPENDENT CHILDREN

None
 1
 2
 3
 4 or More

I INDICATE THE NUMBER OF HOURS PER WEEK YOU ARE CURRENTLY EMPLOYED.

0 or Only Occasional Jobs
 1 to 10
 11 to 20
 21 to 30
 31 to 40
 Over 40

J WHAT IS YOUR CURRENT ENROLLMENT STATUS AT THIS 2-YEAR COLLEGE?

Full-Time Student
 Part-Time Student

K INDICATE THE NUMBER OF YEARS YOU HAVE ATTENDED THIS COLLEGE.

1 Year
 2 Years
 3 Years
 4 or More Years

L WHICH TYPE OF CLASSES DO YOU MOST FREQUENTLY ATTEND?

Day Classes (Morning or Afternoon)
 Evening Classes
 Weekend Classes
 Other

M WHICH OF THE FOLLOWING WAS TRUE FOR YOU AT THE TIME YOU FIRST ENTERED THIS 2-YEAR COLLEGE?

Entered Directly from High School
 Entered after Working for a Period of Time (Excluding Summer Work)
 Transferred from Another 2-Year College
 Transferred from a 4-Year College or University
 Entered After Completing Military Service
 Other

N HOW FAR FROM THIS 2-YEAR COLLEGE DO YOU CURRENTLY LIVE?

Less Than 1 Mile
 1-5 Miles
 6-10 Miles
 11-20 Miles
 21-40 Miles
 Over 40 Miles

O DO YOU RECEIVE ANY TYPE OF FEDERAL, STATE OR COLLEGE-SPONSORED STUDENT FINANCIAL AID? (Scholarships, Grants, Work-Study, etc.)

Yes
 No

P INDICATE YOUR CURRENT AREA OF STUDY.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

Q INDICATE YOUR OCCUPATIONAL CHOICE.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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R USING THE LIST OF COLLEGE MAJORS AND OCCUPATIONAL CHOICES INCLUDED WITH THIS QUESTIONNAIRE, PLEASE SELECT THE THREE CURRENT AREAS OF STUDY AND YOUR OCCUPATIONAL CHOICE. WRITE THESE CODES IN THE BOXES AT THE TOP OF BLOCKS P AND Q, AND FILL IN THE APPROPRIATE OVAL IN THE COLUMN BELOW EACH BOX. IF YOU HAVE MORE THAN ONE CURRENT AREA OF STUDY, SELECT THE ONE THAT BEST DESCRIBES YOUR EDUCATIONAL PROGRAM.

IC-050 081 080
 IM-28214-105-554321
 Printed in U.S.

SECTION II—COLLEGE IMPRESSIONS

Indicate your impressions of this 2-year college.

A INDICATE WHETHER EACH OF THE FOLLOWING WAS A MAJOR REASON, A MINOR REASON, OR NOT A REASON, THAT YOU SELECTED THIS PARTICULAR 2-YEAR COLLEGE.

- MAJOR REASON
- MINOR REASON
- NOT A REASON
- Convenient location
- Offered the courses I wanted
- Low cost of attending
- Could work while attending
- Good vocational or academic reputation
- Liked the social atmosphere
- Liked the size of the college
- Good chance of personal success
- Availability of scholarship or financial aid
- Advice of parents or relatives
- Advice of high school counselor, teacher, principal, etc.
- Wanted to be with friends

B INDICATE YOUR RATING OF THIS 2-YEAR COLLEGE AT THE TIME YOU APPLIED FOR ADMISSION.

- It was my first choice.
- It was my second choice.
- It was my third choice.
- It was my fourth choice or lower.

C IF YOU COULD START COLLEGE OVER, WOULD YOU CHOOSE TO ATTEND THIS COLLEGE?

- Definitely Yes
- Probably Yes
- Uncertain
- Probably No
- Definitely No

D WHAT IS YOUR OVERALL IMPRESSION OF THE QUALITY OF EDUCATION AT THIS 2-YEAR COLLEGE?

- Excellent
- Good
- Average
- Below Average
- Very Inadequate

SECTION III—COLLEGE SERVICES

For each service (or program) listed below, indicate whether or not you have used the service and, if you have used the service, your level of satisfaction with it. If a service is not offered at this 2-year college, mark "Not Available at This College" and leave Part B blank. If a service is offered but you have not used it, mark "I Have Not Used This Service" and leave Part B blank. Indicate your level of satisfaction (Part B) only if you HAVE used the service.

COLLEGE SERVICE OR PROGRAM	PART A: USAGE			PART B: LEVEL OF SATISFACTION				
	NOT AVAILABLE AT THIS COLLEGE	I HAVE NOT USED THIS SERVICE	I HAVE USED THIS SERVICE	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
1. Academic advising/course planning services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Personal counseling services (for personal concerns and problems)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Vocational guidance/career planning services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Job placement services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Financial aid services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Recreational and intramural programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Library/learning resources center facilities and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Resident hall programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Student health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. College-sponsored tutorial services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Student employment services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Cafeteria/food services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. College-sponsored social activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Cultural programs and activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. College orientation program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Credit by examination program (CLEP, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Computer services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Parking facilities and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Veterans services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Day care services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



SECTION IV—COLLEGE ENVIRONMENT

Please mark the oval indicating your level of satisfaction with each of the following aspects of this 2-year college. If any item is not applicable to you or to this college, fill

in the oval in the "Does Not Apply" column and proceed to the next item. Respond to each item by filling in only one of the six alternatives.

	LEVEL OF SATISFACTION					
	DOES NOT APPLY	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
ACADEMIC						
1. Testing/grading system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Course content in your major area of study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Quality of instruction in your major area of study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Out-of-class availability of your instructors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Attitude of the teaching staff toward students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Variety of courses offered at this 2-year college	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Class size relative to the type of course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Flexibility to design your own program of study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Availability of your advisor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Value of the information provided by your advisor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Challenge offered by your program of study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Preparation you are receiving for your chosen occupation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. General admissions/entry procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Accuracy of college information you received before enrolling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Availability of financial aid information prior to enrolling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Assistance provided by the college staff when you entered this college	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. College catalog/admissions publications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Rules governing student conduct at this college	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Student voice in college policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Academic probation and suspension policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Purposes for which student activities are used	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Personal security/safety at this college	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GENERAL						
23. Classroom facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Industrial arts/shop facilities (wood-working, mechanical, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. Business-training facilities/equipment (computers, typewriters, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Laboratory facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Athletic facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Study areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. Student community center/student union	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. College bookstore	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. Availability of adequate housing for students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. General condition and appearance of the buildings and grounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. General registration procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. Availability of the courses you want at times you can take them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. Academic calendar for this college (e.g., semester or quarter system)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. Billing and fee payment procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. Concern for you as an individual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. Attitude of the college non-teaching staff toward students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. Racial harmony at this college	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. Opportunities for student employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. Opportunities for personal involvement in college activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
42. Student government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. College media (college newspapers, campus radio, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. This college in general	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appendix I:

**Student Opinion Survey:
Section V – Additional Questions**

[Intentionally left blank]

Section V--Additional Questions

Please fill in the oval of the letter below the corresponding number in Section V to indicate your response.

1. Where are you are completing this survey?
 - A. Fairfield Campus
 - B. Vacaville Center
 - C. Vallejo Center
 - D. Online
 - E. Other location

2. Do you know what student learning outcomes (SLOs) are?
 - A. Yes, definitely
 - B. Yes, somewhat
 - C. No
 - D. Unsure

3. Have you read the expected student learning outcomes (SLOs) for your current classes?
 - A. Yes, for all of my classes
 - B. Yes, for some of my classes
 - C. No, I have not read them
 - D. No, student learning outcomes are not available for my classes
 - E. Unsure

4. If you read the expected student learning outcomes (SLOs) for your current classes, how well do you understand what they mean?
 - A. Very well
 - B. Somewhat
 - C. Not at all
 - D. Did not read them

5. Overall, how would you assess the campus climate/environment at Solano College for students?
 - A. Excellent
 - B. Very Good
 - C. Good
 - D. Fair
 - E. Poor
 - F. Don't Know/No Opinion

6. How satisfied are you with the Reading Lab?
 - A. Very Satisfied
 - B. Satisfied
 - C. Neutral
 - D. Dissatisfied
 - E. Very Dissatisfied
 - F. Have Not Used
 - G. Don't Know/No Opinion

Continued

Section V--Additional Questions (continued)

7. How satisfied are you with the Writing Skills Lab?
 - A. Very Satisfied
 - B. Satisfied
 - C. Neutral
 - D. Dissatisfied
 - E. Very Dissatisfied
 - F. Have Not Used
 - G. Don't Know/No Opinion

8. How satisfied are you with the Math Activities Center (MAC Lab)?
 - A. Very Satisfied
 - B. Satisfied
 - C. Neutral
 - D. Dissatisfied
 - E. Very Dissatisfied
 - F. Have Not Used
 - G. Don't Know/No Opinion

Please rate your overall satisfaction with the following Library Services (questions 9-14):

9. Printed collection and resources (books, magazines, newspapers, journals)
 - A. Very Satisfied
 - B. Satisfied
 - C. Neutral
 - D. Dissatisfied
 - E. Unable to Rate

10. Library computers (Information Commons)
 - A. Very Satisfied
 - B. Satisfied
 - C. Neutral
 - D. Dissatisfied
 - E. Unable to Rate

11. Assistance from Library faculty and staff
 - A. Very Satisfied
 - B. Satisfied
 - C. Neutral
 - D. Dissatisfied
 - E. Unable to Rate

Continued

Section V--Additional Questions (continued)

12. Electronic resources (databases, websites, eBooks)
 - A. Very Satisfied
 - B. Satisfied
 - C. Neutral
 - D. Dissatisfied
 - E. Unable to Rate

13. Textbook reserves
 - A. Very Satisfied
 - B. Satisfied
 - C. Neutral
 - D. Dissatisfied
 - E. Unable to Rate

14. Library services for distance education and off campus access
 - A. Very Satisfied
 - B. Satisfied
 - C. Neutral
 - D. Dissatisfied
 - E. Unable to Rate

If you are currently taking an online class or if you previously took an online class, please answer questions 15-20:

15. How many online classes have you taken?
 - A. 1
 - B. 2-3
 - C. 3-4
 - D. 5 or more

16. Overall, how satisfied were you with your online class(es)?
 - A. Very Satisfied
 - B. Satisfied
 - C. Neutral
 - D. Dissatisfied
 - E. Very Dissatisfied
 - F. Don't Know/No Opinion

17. Compared to face-to-face classes, how satisfied were you with your online classes?
 - A. Much More Satisfied
 - B. More Satisfied
 - C. About the Same Level of Satisfaction
 - D. Less Satisfied
 - E. Much Less Satisfied
 - F. Don't Know/No Opinion

Continued

Section V--Additional Questions (continued)

18. Compared to face-to-face classes, how difficult was (were) your online class(es)?
- A. Much More Difficult
 - B. More Difficult
 - C. About the Same Level of Difficulty
 - D. Less Difficult
 - E. Much Less Difficult
 - F. Don't Know/No Opinion
19. What is the primary reason that you took an online class(es)? Choose only one.
- A. Convenience
 - B. Unable to attend face-to-face class
 - C. Flexibility in completing class work
 - D. Less commuting time and/or cost
 - E. Can learn at my own pace
 - F. Other reason
20. How interested would you be in completing all of the requirements for an AA or AS degree online?
- A. Very interested
 - B. Moderately interested
 - C. Slightly interested
 - D. Not interested
 - E. Don't know/No opinion

