2008 Student Body Survey

Survey was conducted online at Shoreline Community College from February 28th, 2008 through March 21st, 2008.

Results were retrieved and organized by Student Body Association Student Advocate Jerimiah Rice in the month of April, 2008.

If you have any questions contact Jerimiah Rice at stu_gov_adv@shoreline.edu or by phone at (206) 546-4542.

Survey Logistics (when was the survey available and where):

The 2008 Student Body Survey was released at the end of Winter Quarter, 2008. It was opened up to the Student Body on February 28th and closed on March 21st. It was available to take online through an outside survey company, Zoomerang. It was available to be accessed on the Current Students page of the Shoreline Community College website as well as on the main webpage of the same website. Help putting out the survey came from the PIO office and TSS helped to maintain it on the website. My initial hope was to have at least 400 students take the survey because that was the number of respondents that had been identified prior to the release as a statistically significant number based on the 6,008 student headcount. There were 586 total students who participated in the survey which beat the goal by 186 students.

How was the survey created and how will it be used?

Below is the introduction that was provided before the survey informing students of the purpose to the survey and how it was drafted. It also provided contact information in case anyone had questions. The only contacts made in regard to the survey came from the all campus e-mail sent to the students and not from the survey itself.

> **Introduction letter to survey:**
>
> The purpose of this survey is to give Student Government a general idea of opinions and issues that exist on campus in our continued efforts to better represent the Student Body. Many of the questions on this survey have been taken and adapted from suggestions that many of you have voiced on the Student Suggestion Boards, which have been located on the lower level of the Library. Although this survey is anonymous, you do not have to fill out any textboxes if you don't want to.
> If you have any questions you can contact the Student Advocate Jerimiah Rice by e-mail at: stu_gov_adv@shoreline.edu, or by phone at: 206-546-4542. Thank you for your time filling out this survey and for your suggestions which helped in its creation.

As the introduction points out, many of the questions came from comments that had been made on the Student Government Suggestion Boards that were, at the time, posted on the lower level of the Library. There were also some carry over questions from prior surveys such as the tuition and resources question with only minor changes. The intention to designing questions based on the Suggestion Boards was to find out whether or not comments that were made consistently were shared by a larger percentage of students or whether they were the thoughts of only a couple of students who were using the Boards. If the answers did happen to agree with the comments on the Suggestion Boards then they would be brought to the individual departments on campus with specific recommendations so that they could be acted upon in the best interests of the students. Besides this, purposes for the survey included discovering whether the college or departments on campus were serving students correctly or communicating certain information effectively and also to find out what students would like to see that could benefit their experience here at Shoreline Community College. These survey results will be used as a means to inform the college as to what students are thinking and also to encourage changes or improvements should they be deemed necessary. Of course, this survey does not tell the entire story of how the students feel about their experience here at Shoreline Community College, but it does offer a good start. There are so many more questions that could be asked and I encourage future surveys to do just that. Hopefully, some future questions are made evident by the comments and suggestions offered herein by students and also through continued monitoring of the Suggestion Boards.

How was the survey advertised?

The survey was advertised in a few different steps. The first week it was run as a popup on the Shoreline Community College website. This was the case in the lower Computer Lab in the library and apparently in the Health Occupations Computer Lab as well. This second option was not intended and led to the survey being removed prematurely as a popup because it was interfering with some students being able to do work and take online tests. The survey was also publicized on the Student Government's Suggestions Boards and also on the Week Ahead and Day at a Glance e-mails. Toward the end of the week an e-mail was sent out on the Faculty list serve requesting that Professors tell their classes that the survey was available and where to find it. During this first week I also publicized personally by going to classrooms when given permission and talking about the survey and its purposes as well as the logistics of where, how long and so on. This continued throughout the entirety of the life of the survey. During the survey's second full week an e-mail was sent out per my request to International Students on campus through the International Programs office. An all-campus-e-mail was also sent out to all of the students with registered e-mail addresses.

Validity check

In order to check the external validity of this survey a check had to be devised to make sure that it was representative of the Student Body. In order to check this, a headcount of credit-taking students was retrieved from Shoreline Community Colleges official numbers for Winter Quarter, 2008. This information was broken down into age, gender and demographics. This created the opportunity to check the percentages of each of these categories against the percentages that the college presented. The percentages provided by the College and those provided herein were very similar and this is used as the proof that this survey is valid and thus representative of the Shoreline Community College Student Body.

Special Note:

Many of the questions to this survey offered an opportunity for students to write in their own suggestions instead of just marking those that had been offered. These opportunities generated a multitude of written comments. In order to make these survey results easier to read and understand the written comments were broken down into categories and organized accordingly. The actual comments, with the exception of question 26 and certain labeled sections of multiple questions, were shortened and the original words contained in the comments were condensed into the expression of main points. This was done, as mentioned, to make the survey easier to read and understand as well as to make it more appealing to a wider audience. The original written comments are available to anyone who wishes to ask for them as is the process for which I used to organize them. The only exceptions to this are certain comments which may have made specific statements about named individuals on campus. In these few examples, the information has been passed on to individuals of authority who can take action on the comments. These will be held for the safety of the individuals named. The comments were organized in such a way to try and maintain the student's original meaning as much as possible. Should anyone like access to any of the comments please contact Student Advocate Jerimiah Rice by e-mail at stu_gov_adv@shoreline.edu or by phone at (206) 546-4542.

Surprises:

There were many surprises that arose from the answers provided in this survey. First of all, according to this survey students seem to be satisfied with the events that Shoreline Community College has around campus. This is contradictory to what I would have initially believed because there are not a lot of events held around campus. This could mean that students are not interested in participating in events and thus are satisfied with the few that exist. Secondly, the questions dealing with feeling safe on campus and the amount of time it takes security to arrive when called were a surprise. In both cases, it appears that students are satisfied with security and feel generally safe. This was a surprise because it disagreed completely with what the comments on the Suggestion Boards indicated and, in the case of feeling safe on campus, even seem to disagree with the comments that were written in. A possible reason why there could be such a disparity between the Suggestion Boards and the survey is that only a few people are writing on the Suggestion Boards and they may be doing so multiple times. The comments may be just a result of many of the survey takers who had negative votes having specific reasons for their answers. I was also quite surprised that such a high percentage of students who have received Financial Aid have had so few problems with the service. This also contradicts comments on the Suggestion Boards as well as word of mouth around campus. The write-in responses also contradict the answer. It appears that most of the students who have had problems with the service wrote in specific reasons why they feel the way they do. Finally, I am surprised that parking and the delays regarding the finishing and opening of the PUB didn't play a larger role in comments made by students in the write-in sections of the survey. I expected them to be mentioned a lot more than they were. This actually offers encouragement to me in believing that the survey was being taken seriously and not just seen as a means to state obvious issues. It appears to me that, for the most part, students who responded took the questions seriously and took the time to offer sincere suggestions or concerns.

Conclusions:

- Tuition and fees does affect the number of credits students are taking at Shoreline Community College
- Students are generally not very active in campus activities
- Students are generally satisfied with the events that are held on campus
- Events are best held between 1:30pm and 7:30 pm during the week
- E-mail is the best way to inform students of activities and other campus related events or specific dates
- Students generally do not know what to do in case there is an emergency on campus
- Students feel relatively safe while they are on campus. However, some work should be done to sure up the safety of the areas on the outskirts of the campus: buildings, parking lots and wooded areas.
- Students seem pretty satisfied with the amount of time it takes security to respond to calls
- Students are not very aware that they can have security escort them to their car
- Students do not seem to feel that P.E. credits should be a requirement for graduation
- A Language Learning Lab is something that students would like to see started
- The World Language options on campus appear to meet most students needs
- Most students do not use Financial Aid to take credits at SCC
- The service from the Financial Aid Department seems to be satisfactory for most students
- Students do not seem to be concerned at all about the current gym hours
- Students seem to be pretty content with the current library hours
- Myspace/Facebook/videogaming/watching videos/e-mails/talking should be allowable in the Computer Lab under certain circumstances such as: not during peak times, when computers are not completely full and if they are being used for educational purposes amongst other suggestions.
- The Math Learning Center, Writing Center, Tutoring Services, Women's Center and Students with Disabilities are all pretty well advertised and/or used on campus while the Multicultural Diversity Center, Student Body Advocate, ESL Lab, Physics Learning Center, Campus Ambassador Program and the Chemistry/Biology Learning Center could stand to advertise more.
- Students would like to see more food, better parking, cheaper or subsidized bus passes, more tutoring and the PUB to be opened
- The college does an adequate job of communicating official new to students
- Students are unaware that they can attend open meetings of the Student Government
- Students are unaware that they can be members of campus committees
- There was almost a 2:1 ratio of females to males who took the survey
- Most of the survey takers were under the age of 25
- Most of the survey takers identified themselves as domestic students

Suggestions:

- Create more events on campus and find ways to better promote student activity
- Create more music related events on campus (i.e. musical concerts, open mics, dances, etc.)
- Find ways to promote events that are held more effectively. Perhaps utilizing students' suggestions for e-mail contact could be a good way to do this.
- More work should be done to inform students of emergency procedures. Suggestions on how to do this include: reviewing the procedures in class at the beginning of each quarter, sending informational e-mails, posting flyers, holding quarterly campus drills, cover the topic during Student Orientation and provide handouts for the students to take with them. Students could also benefit from security advertising what they do and how they are available for students.
- Work should be considered for making the areas of campus on the outskirts feel safer. The same effort would be beneficial to making the campus safer at night.
- The value of having P.E. credits as a requirement should be reconsidered. Perhaps questions should be asked about other programs that are required as well to find out if this is specific to this department.
- Effort should be put into opening up a World Language Lab someplace on campus.
- The college should look into adding Italian as a World Language option. Perhaps Russian, Latin and German could be considered as well, not to mention looking into more second year language options.
- The service in the Financial Aid department could stand to be a little friendlier. This question should be asked of other departments on campus as well to find out if this suggestion is specific to this department.
- The library could benefit students by opening up at 7am and staying open until at least 11pm during finals.
- The noise problems in the Lower Computer Lab in the Library should be addressed.
- The monitors in the Lower Computer Lab in the Library might better serve student learning if they have the ability to ask students who are using computers for personal use to give them up to students who need them for academic purposes.
- E-mails should not be monitored in the Computer Labs because they seem to be used a lot for educational purposes.
- Campus resources should be advertised better and in a central place so students can see everything that the campus offers and not just a few that may be specific to certain academic needs.
- Students could stand to have more tutors covering more subjects.
- Services on campus would be beneficial to night class students if they had hours at least one day a week in the evening on top of the normal hours during the day.
- Gym facilities need to be improved.
- The music building needs to be better maintained. This includes computers, bathrooms, class rooms, etc.
- The Student Government should improve the way they publicize their meetings and also the availability of committees and how students can participate in them. It would be good if students knew more of how they can participate in campus business and their educational experiences.
- There needs to be a central place where students can gain access to all the information regarding campus resources, events and other important college related information.

1. Which of the following statements best describes the effect of tuition and fees on the number of credits you are taking at Shoreline this quarter?
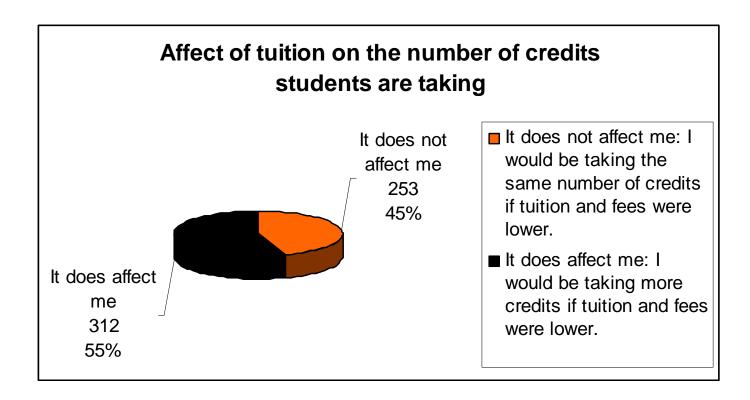
Responses: 565

Choices for this question: It does affect me: I would be taking more credits if tuition and fees were lower.

It does not affect me: I would be taking the same number of credits even if tuition and fees were lower.

Breakdown:

55% said that "it does affect me" – 312 total votes

45% said "it does not affect me" – 253 total votes

Affect of tuition on the number of credits students are taking

It does not affect me
253
45%

It does affect me
312
55%

■ It does not affect me: I would be taking the same number of credits if tuition and fees were lower.

■ It does affect me: I would be taking more credits if tuition and fees were lower.
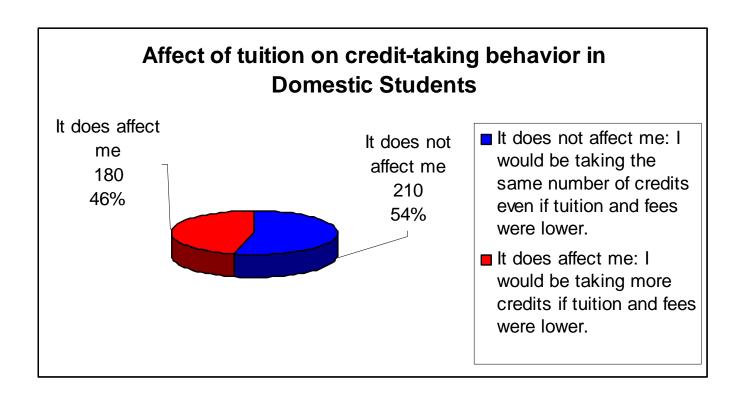
Note: As I separated Information I found a substantial difference in answers given by different demographics on campus and therefore I chose to further analyze the data. The first section is a breakdown of answers given by students who have identified themselves as Domestic Students. The second section is a breakdown of answers given by students who have identified themselves as International Students. Finally, the third section is a breakdown of answers given by students who have identified themselves as Immigrant Students.

Breakdown of answers given by students who have identified themselves as "Domestic Students":

Responses: 390

46% said that "it does affect me" – 180 total votes

54% said "it does not affect me" – 210 total votes

Affect of tuition on credit-taking behavior in Domestic Students

It does affect me
180
46%

It does not affect me
210
54%

■ It does not affect me: I would be taking the same number of credits even if tuition and fees were lower.

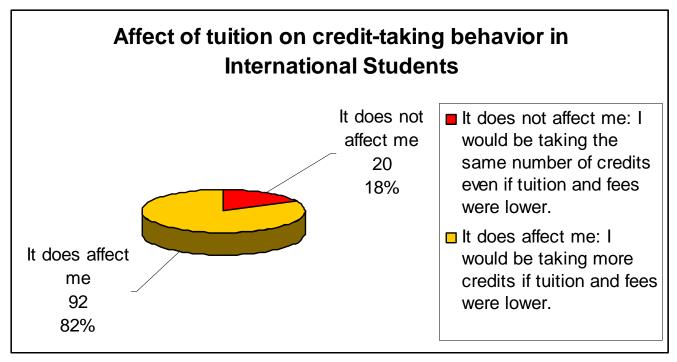■ It does affect me: I would be taking more credits if tuition and fees were lower.

Breakdown of answers given by students who have identified themselves as "International Students":

Responses: 112

82% said that "it does affect me" – 92 total votes

18% said "it does not affect me" – 20 total votes

Affect of tuition on credit-taking behavior in International Students

It does not affect me
20
18%

It does affect me
92
82%

- It does not affect me: I would be taking the same number of credits even if tuition and fees were lower.
- It does affect me: I would be taking more credits if tuition and fees were lower.
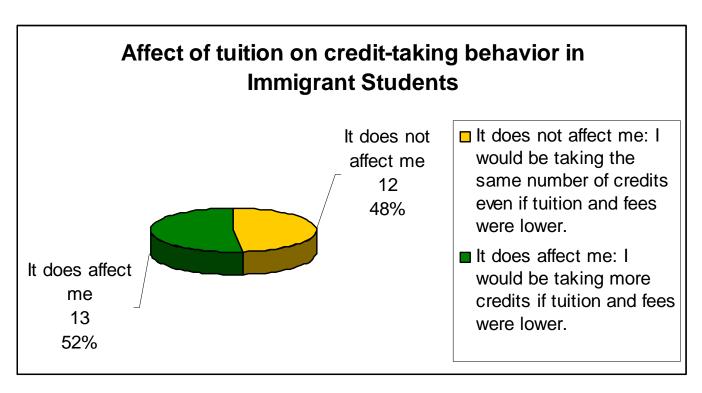
Breakdown of answers given by students who have identified themselves as "Immigrant Students":

Responses: 25

52% said that "**it does affect me**" – 92 total votes

48% said "**it does not affect me**" – 20 total votes

Affect of tuition on credit-taking behavior in Immigrant Students

It does not affect me
12
48%

It does affect me
13
52%

- It does not affect me: I would be taking the same number of credits even if tuition and fees were lower.
- It does affect me: I would be taking more credits if tuition and fees were lower.

Conclusion: It does appear that the cost of tuition and fees has a slight affect on the number of credits taken by Shoreline Community College Students during Winter Quarter, 2008. It seems that the biggest affect is on students who identify themselves as International Students. It is not clear whether it is the tuition cost or the fees included that are of the most concern to the students.

2. How active are you on campus?

Responses: There is no concrete number of responses because students were encouraged to check all of the choices that applied. Therefore, in some cases the same student would check more than one option. I have figured responses to **between 570 and 580** students based on the percentages provided by the survey company.

Choices for this question: Not very active

Member of a student club

Member of a committee on campus

Member of Student Government

Attend athletic events

Participate in athletic events

Attend concerts or musical events

Participate in concerts or musical events

Other, please specify. Here students were encouraged to provide their own responses to the question.

Breakdown:

64% said "**Not very active**" – 368 total votes

20% said "Member of a student club" – 115 total votes

5% said "Member of a committee on campus" – 31 total votes

2% said "Member of Student Government" – 14 total votes

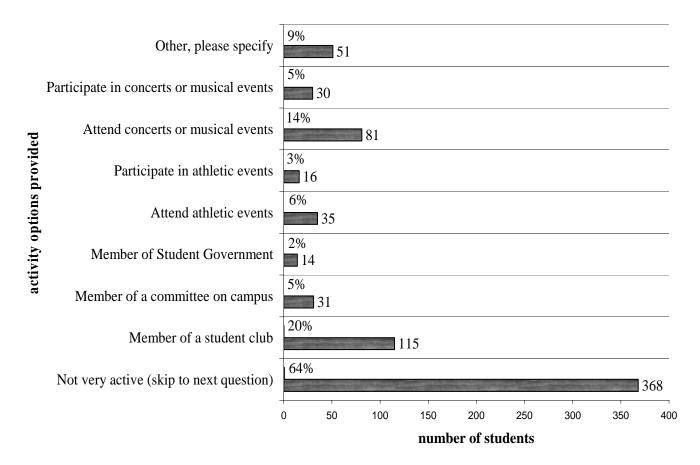**6% said "Attend athletic events"** – 35 total votes

3% said "Participate in athletic events" – 16 total votes

14% said "Attend concerts or musical events" – 81 total votes

5% said "Participate in concerts or musical events" – 30 total votes

9% said "Other" – 51 total votes

How active are you on campus?

Students' write-in responses:

The students were given the opportunity to write in their own responses to this question and below are a breakdown of those responses. They have been separated into examples of ways students are active, which includes 4 subcategories, and reasons for which students are not active.

Examples of activities on campus:

1. Student Workers*:*

Spindrift staff member this year
Ebbtide Employee **(6 similar responses)**
IPM
Member of the Student Leadership Center
Work Study
Part-Time employee **(2 equal responses)**

2. Clubs, Campus Committees, Curriculum or Projects:

Member of a club
Phi Theta Kappa **(2 similar responses)**
Trying to start a Kickboxing Club
A.R.C. Committee
Participates in research projects with SCC faculty
Stylist at the Campus Salon, wishes more students would come
Participates in the Theatre program
Attends school regularly
Studies and helps others learn!!!!!!!

3. Events:

Participates in International Events
Saw the Blue Scholars
Participates and attends Theatre events **(3 similar responses)**

4. Other:

Volunteers **(2 similar responses)**
Spends a lot of time here
Supporter of SCC in general
Utilizes the Library
Participates in events other than music
Very socially active
I like to skip and sing on campus

Reasons for not being active:

Part-Time Student **(2 similar responses)**
UW student
Classes keep me pretty darn active
Does not attend because they are in Longview
Full-time job so there is no time
Night Student, activities are geared for day students
Remote student
Online student
Long Distance student so I am not active
Distance Education Student

Conclusion: It appears that students, in general, are not very active on the SCC campus. My recommendation would be to find ways to create more events or opportunities or at least publicize ways to be more active and create a campus environment that encourages activity. Now that the PUB is open, these numbers may change a little. However, clubs seem to be the most utilized form of activity and so it is my belief that the clubs may be the way to get more students excited about participating.

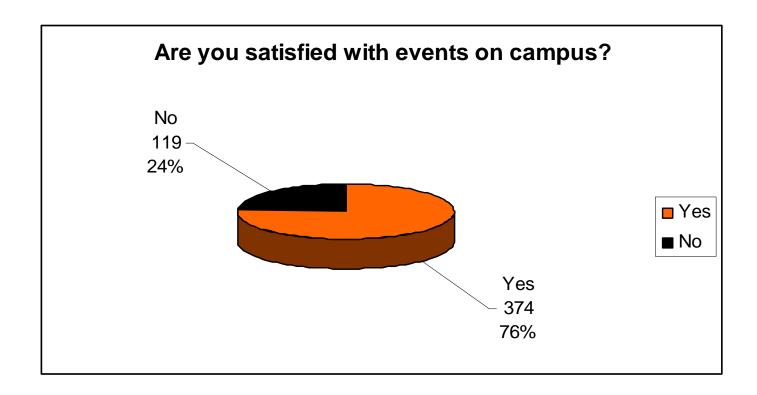**3.** **Are you satisfied with the events that we have on campus?**

Responses: 493

Choices for this question: Yes and No. For this question students were also given the opportunity to write in their own responses.

Breakdown:

76% said "yes" – 374 total votes

24% said "no" – 119 total votes

Are you satisfied with events on campus?

No
119
24%

Yes
374
76%

Yes
No

Students' write-in responses:

The students were given the opportunity to write in their own responses to this question and below are a breakdown of those responses. They have been separated into the events that students have suggested and reasons why students do not attend the events that the college does have. Included at the end are a couple of quotes from the survey that stand as examples of the student voice.

Examples of events that students would like to see:

Lectures:
Arts & Lecture series (5 similar responses)
Colbert lecture series

Entertainment:
Open mics
Musical events
- Support of local music or SCC bands (4 similar responses)
- Jazz night
- Dances
- Musical Concerts (5 similar responses)
Comedians

Other:
Technology related events
Wellness events
Shared events with other colleges
Christian based events
- bible studies
More worldly informational events
Cultural events
- Deaf culture events for ASL classes

Reasons why students do not participate:

Times of events:
- Doesn't fit schedule (3 similar responses)
- Nothing for night classes (3 similar responses)
- Event times don't vary enough
Advertising and organizing:
- more advertising around campus (10 similar responses)
- better organizing (2 similar responses)
- advertising in more places
- centralized place to find more detailed information about events
Live too far away
No personal interest
Noisy, rude and defiant student participants (2 similar responses)
No campus excitement about events

Events are not diverse enough (2 similar responses)
Most events are for International students
Other students don't attend either (2 similar responses)
Feel unwelcome at events

Student Comments:

- "Would like to see the student body support the salon more by making appointments so we feel included in the student body."

- "more centralization of information is needed, if at all possible, an easily accessible (non-multi-link or drop down menu linked webpage) perhaps that has some pretty colors and big fonts (well formatted of course) so that people who are interested can quickly check out what all is going on. I mean give me a break with this campus events list! Can we A) get better formatting B) present a more cumulative list of events that are happening (i.e. the science/math/bio/etc. chatvising sessions) rather than 6 things that are on a list that don't seem to change day to day, and C) can the events blurb get one of those nifty picture-ful banners like the big programs do, with like... pictures?"

- "i do not feel welcome acept in class, and i am just here to finish and graduate. i focus on my classes that's it."

Conclusion: According to the survey it appears that students are generally pleased with the events that are held on the SCC campus. Music related events were suggested by students in 11 separate responses so if the college were to look for ways to create new events this is where I would suggest starting. For those students who do not participate in events it appears that a large reason is that they are not aware of when the events are being held or what they are due to a lack of advertising. There were not many suggestions made by students as to how to remedy this here.

4. What would be the best time to hold events?

Responses: There is no concrete number of responses because students were allowed to check as many choices as they wanted. Therefore, in some cases the same student would check more than one option. I have figured responses to **between 540 and 555** students based on the percentages provided by the survey company.

Choices for this question: 7:30am-11:30am

11:30am- 1:30pm

1:30pm- 4:30pm

4:30pm- 7:30pm

Later than 7:30pm

Other, please specify. Here students were encouraged to provide their own responses to the question.

Breakdown:

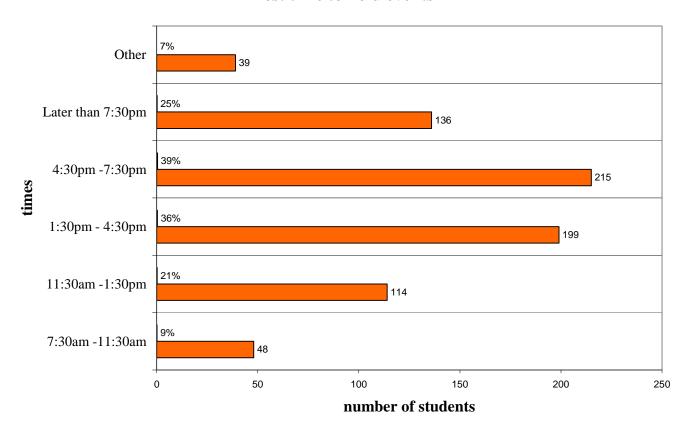**9% said "**7:30am-11:30am**"** – 48 total votes

21% said "11:30am- 1:30pm**"** – 114 total votes

36% said "1:30pm- 4:30pm**"** – 199 total votes

39% said "4:30pm- 7:30pm**"** – 215 total votes

25% said "Later than 7:30pm**"** – 136 total votes

7% said "Other**"** – 39 total votes

Best time to hold events

Students' write-in responses:

The students were given the opportunity to write in their own responses to this question and below are a breakdown of those responses. For the suggestions that received more than one response I placed the number of them to the right and bolded them out.

Student responses:

Weekends **(9 responses)**
Depends on day of the week
After 3pm
Friday, after noon
Saturday **(3 responses)**
Later than 6pm
Vary the times
Online students don't attend events **(4 similar responses)**
Depends on the event **(2 similar responses)**

Conclusion: Based on the results it appears that the best time to hold campus events is between 1:30 pm and 7:30 pm. This makes sense because most classes have let out by 1:30. It appears that the point is to avoid major class times.

5. What would be the best way to inform you that an event is happening on campus?

Responses: There is no concrete number of responses because students were encouraged to check as many choices as they wanted. Therefore, in some cases the same student would check more than one option. I have figured responses to **between 565 and 580** students based on the percentages provided by the survey company.

Choices for this question: Flyers and Handbills

E-mail

Student Week-Ahead (eNewsletter)

Posters or Sandwich Board Signs

Library TV screen

Word of Mouth (friends)

Class Announcements

Ebbtide Newspaper

Enterprise Newspaper

Other, please specify. Here students were encouraged to provide their own responses to the question.

Breakdown:

39% said "Flyers and Handbills" – 222 total votes

71% **said "E-mail"** – 411 total votes

37% said "Student Week-Ahead" – 213 total votes

35% said "Posters or Sandwich Board signs" – 199 total votes

17% said "Library TV Screen" – 99 total votes

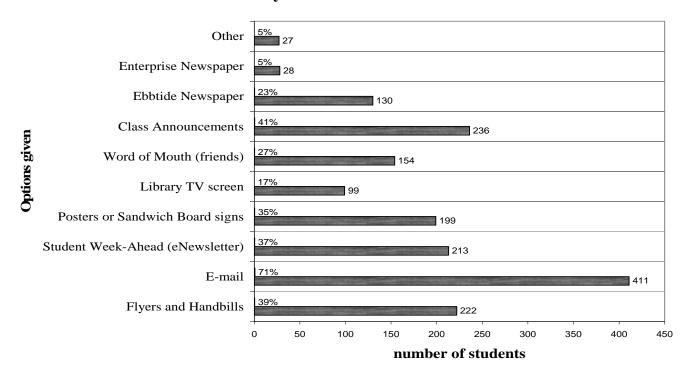**27% said "Word of Mouth (friends)"** – 154 total votes

41% said "Class Announcement" – 236 total votes

23% said "Ebbtide Newspaper" – 130 total votes

5% said "Enterprise Newspaper" – 28 total votes

5% said "Other" – 27 total votes

The best ways to inform students of events

Options given	Percentage	Number of students
Other	5%	27
Enterprise Newspaper	5%	28
Ebbtide Newspaper	23%	130
Class Announcements	41%	236
Word of Mouth (friends)	27%	154
Library TV screen	17%	99
Posters or Sandwich Board signs	35%	199
Student Week-Ahead (eNewsletter)	37%	213
E-mail	71%	411
Flyers and Handbills	39%	222

number of students

Students' write-in responses:

The students were given the opportunity to write in their own responses to this question and below are a breakdown of those responses. For the suggestions that received more than one response I placed the number of them to the right and bolded them out.

Student Responses:

Podcast available for download
Yard signs around campus
Flyers in the bathrooms
New locations for flyers like trees/folder boards
The computer lab screen, like the survey
Shoreline Homepage **(3 responses)**
Blackboard announcements
Website solely for student/club involvement **(3 responses)**
Text message sign up options for specific areas
Electronic event readerboard
Local neighborhood newspaper

Conclusion: Based on the results it looks like e-mails and classroom announcements are the best way to let students know that events are happening on campus. This information holds pretty consistent with other questions of this nature on the survey. It also appears that more postings of posters or flyers could help as well.

6. **Do you know what to do in case there is a campus emergency (i.e. a fire or a person shooting a gun on campus)?**
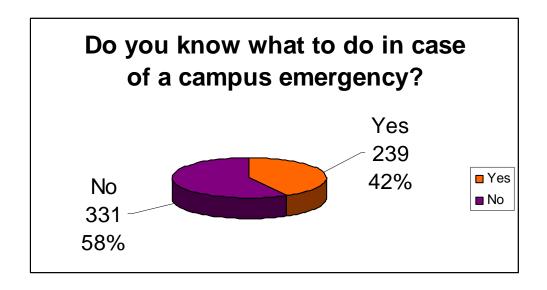
Responses: 570

Choices for this question: Yes and No. For this question students were also given the opportunity to write in their own responses.

Breakdown:

42% **said "yes"** – 239 total votes

58% **said "no"** – 331 total votes

Do you know what to do in case of a campus emergency?

Yes
239
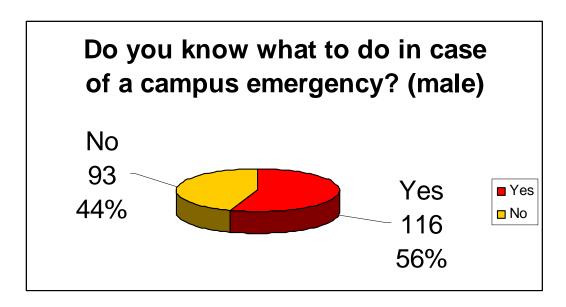42%

No
331
58%

Legend: Yes, No

Note: As I separated Information I found a substantial difference in answers given by different demographics on campus and therefore I chose to further analyze the data. The first section is a breakdown on answers given by students who have identified themselves as Male. The second section is a breakdown on answers given by students who have identified themselves as Female. Finally, I have included a list of suggestions in which students would like to hear information on what to do if there is an emergency on campus.

Breakdown of answers given by students who have identified themselves as Male:

Responses: 209

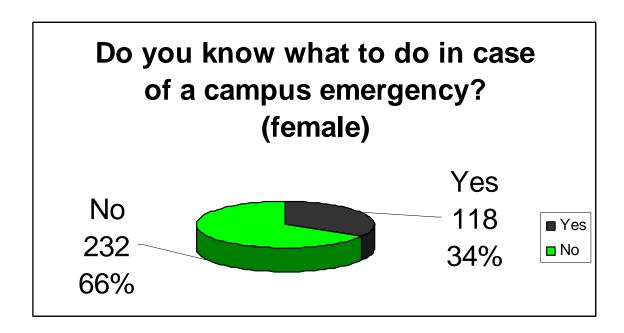**56%** said "yes" – 116 total votes

44% said "no" – 93 total votes

Do you know what to do in case of a campus emergency? (male)

No
93
44%

Yes
116
56%

Legend: Yes, No

Breakdown of answers given by students who have identified themselves as Female:

Responses: 350

34% **said "yes"** – 118 total votes

66% **said "no"** – 232 total votes

**Do you know what to do in case
of a campus emergency?
(female)**

No
232
66%

Yes
118
34%

Yes
No

Means with which to better inform students of what to do in case of emergency:
(note: if a suggestion was made more than once, the number of times is indicated on the right in bold)

1. Classroom training

2. Instruction sheet handed out in the classrooms (**9 similar responses**)

3. Review in classrooms during the first week of classes each quarter (**47 similar responses**)

4. Put them in the course syllabus (**8 similar responses**)

5. Informational posters (**17 similar responses**)

6. In the Ebbtide (**5 similar responses**)

7. Information about the alarm systems released (**2 similar responses**)

8. Students should put the Security number in their cell phones

9. Cell phone texts (**2 similar responses**)

10. Heavily post in high traffic areas (**7 similar responses**)

11. Send through e-mail (**43 similar responses**)

12. Run drills on campus (**4 similar responses**)

13. Hold a seminar (**6 similar responses**)

14. Inform students in class or by handout and require students to sign something saying that they have read it

15. Online **(9 similar responses)**

16. Student Orientation Presentation **(9 similar responses)**

17. Set up an informational class that would be a requirement

18. Put it in the student guide

19. List under the "Current Students page on the SCC website" **(2 similar responses)**

20. Information posted in classrooms **(4 similar responses)**

21. Flyers given to the students **(11 similar responses)**

22. Blackboard Classroom **(2 similar responses)**

Conclusion: It appears that, in general, students do not know what they are supposed to do in case of an emergency on campus. It is alarming to see the difference between men who seem to, generally speaking, know what to do while women do not. It is my belief that if any demographic does not know, regardless of what that is, the publicity should be increased to accommodate. I believe that the results here agree with that. It is important to note that since this survey was completed SCC Security has placed posters all over campus to inform students what to do in case of certain emergencies. It is not clear whether these results would be the same now that the posters have been publicly released. However, it does seem pretty clear that students would like to see some training done in their individual classrooms and so I go forth with the recommendation that the Security department and campus Faculty talk to each other about whether this could be a possibility for the future.

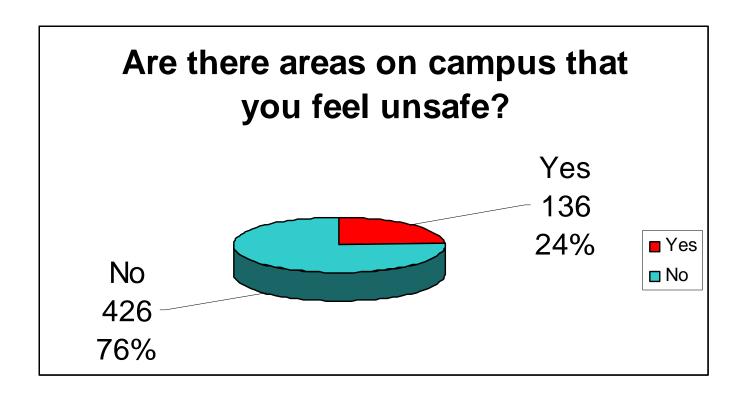## **7.** Are there areas on campus where you do not feel safe?

Responses: 562

Choices for this question: Yes and No. For this question students were also given the opportunity to write in their own responses.

Breakdown:

24% said "yes" – 136 total votes

76% said "no" – 426 total votes

Are there areas on campus that you feel unsafe?

Yes
136
24%

No
426
76%

Yes
No

Students' write-in responses:

The students were given the opportunity to write in their own responses to this question and below are a breakdown of those responses. They have been separated into 3 categories: Parking lots, in or around buildings and other, which includes a variety of responses. I have included one particular comment that I felt was particularly important to take note of. This comment will come at the end.

Areas on campus where students say they feel unsafe:
(note: responses that were made more than once have the number of responses included to the right of the response in bold)

Parking lots:
    Parking lots by the art building (**3 similar responses**)
    Parking lots at night (**17 similar responses**)
    Greenwood parking lot (**12 similar responses**)
    Parking lots (**20 similar responses**)
    Sears parking lot
    All parking areas away from the main part of campus (**4 similar responses**)
    Parking area by the track (**2 similar responses**)
    Gravel parking areas

In or near buildings:
    Behind the FOSS building

Library **(3 similar responses)**
Gymnasium **(3 similar responses)**
Lower Computer lab in the library. **"Lab aides are not shown how to handle some students."**
Walking to the 800 building at night
A named professors office **(2 identical responses) - the name has been purposefully withheld, but it has been addressed**
Smoking area near gym **(2 similar responses)**
Around the 800 building **(4 similar responses)**
Behind the Dental Hygiene building
Student Government office
Around the Art building **(2 similar responses)**
Older classrooms with only one exit
Around the automotive building

Other:
Stairs to the Greenwood parking lot **(19 similar responses)**
Campus at night **(15 similar responses)**
Near forested areas at night **(8 similar responses)**
Campus on the weekends
Walking to the Sears parking lot
Bus stop
Everywhere on campus because anyone can enter **"…my backpack was stolen in the library in 4 minutes last year!!!! No one can help!"**
Elevator **(2 similar responses)**
Restrooms **(2 similar responses)**
Bathroom by the Math Learning Center

Important comment to make note of:
(note: this has been brought to the attention of SCC's Security department)

"There is a convicted sex offender on campus, and at night while walking to my car (especially in the greenwood parking lot) I will wait for someone I know to walk with me, and always have my pepper spray ready. I know that many women in the music building (including me) have filed harassment and made complaints about this student and nothing has happened, I would feel much safer if he weren't on campus. He has attacked a student and harassed me multiple times, and I only recently found out he was a registered sex offender, it makes me extremely uncomfortable when I have to stay at school until 10 or 12 at night working in projects and I know he is there."

Conclusion: In general, it appears as though students feel pretty safe here on campus. The areas in which the most concern seems to lie are areas on the outskirts of the campus. This would include the outermost parking areas, i.e. the Greenwood Lot, and the outermost buildings on campus like the Dental Hygiene building, 800 building and the VCT building. Not included in this report were the suggestions for better lighting in these areas and especially to and from the Greenwood parking lot and the 800 building. This could be a big benefit to night-time students as well because the campus at this time seems to be a concern.

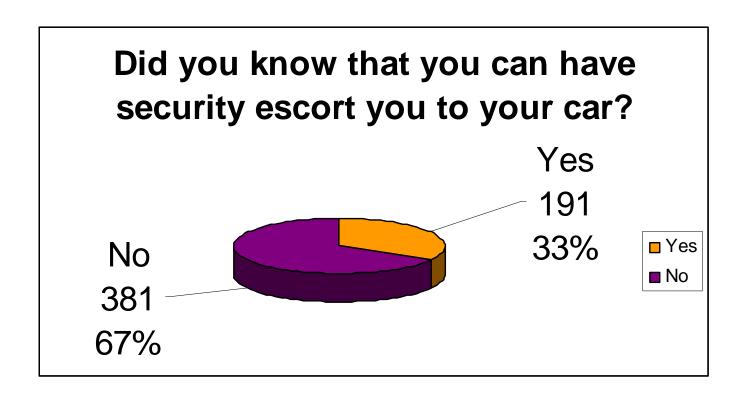**8.** **Did you know that you can call security and have them escort you to your car?**

Responses: 572

Choices for this question: Yes and No.

Breakdown:

33% said "yes" – 191 total votes

67% **said "no"** – 381 total votes

Conclusion: Students do not seem to know that security is able to escort them to their car. More publicity of what security is able to do for students could work to resolve this problem. It is important to note that since this survey was completed SCC Security has placed posters all over campus to inform students what to do in case of certain emergencies and these posters also provide the Security phone number. It would a good idea for students to put this phone number in their cell phones to ensure that it is there when they need it. It is not clear whether these results would be the same now that the posters have been publicly released.

9. **If you have had to call security for any reason, were you satisfied with the amount of time it took for them to arrive?**

(note: this question was left vague because I didn't want to lead students into particular reasons why they have called Security)
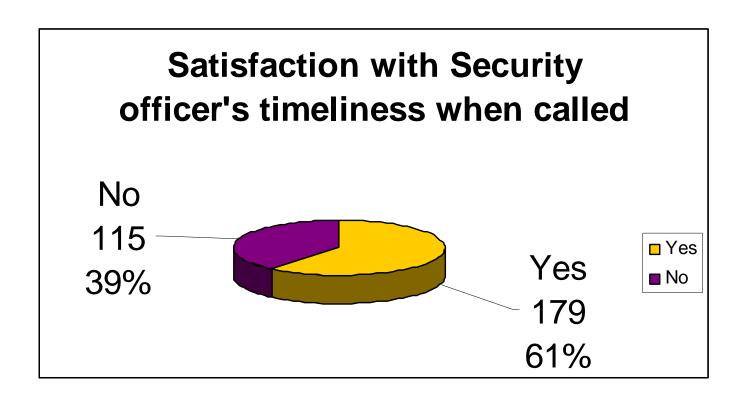
Responses: 294

Choices for this question: Yes and No.

Breakdown:

61% **said "yes"** – 179 total votes

39% said "no" – 115 total votes

Satisfaction with Security officer's timeliness when called

No
115
39%

Yes
179
61%

☐ Yes
■ No

Conclusion: It appears that students who have needed assistance from Security have been satisfied with the amount of time it took them to arrive.

10. **Do you feel that P.E. credits should be a requirement to graduate from Shoreline Community College?**
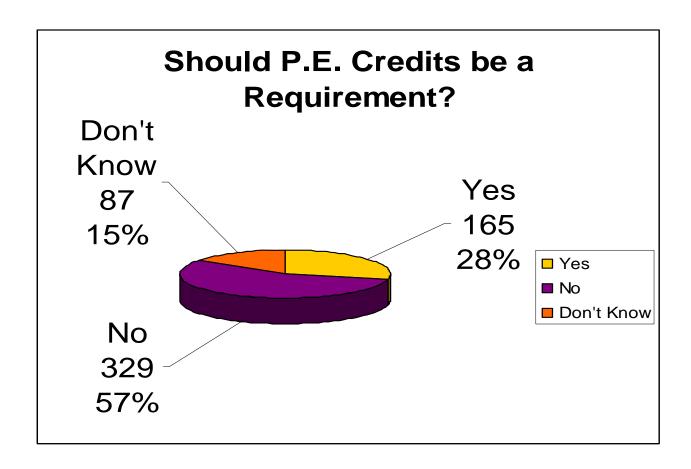
Responses: 581

Choices for this question: Yes, No and Don't know.

Breakdown:

28% said "yes" – 179 total votes

57% said "no" – 115 total votes

15% said they "didn't know" – 87 votes

Should P.E. Credits be a Requirement?

Don't
Know
87
15%

Yes
165
28%

No
329
57%

Yes
No
Don't Know

Conclusion: According to the survey results students do not feel that P.E. credits should be a requirement to graduate from Shoreline Community College. This has been a sensitive issue on campus, but it appears that the students have stated their opinion. My recommendation is that the requirements are looked into by the college and their existence be reevaluated.

11. **Would you like to see a Language Learning Lab on campus that operated like the Math Learning Center or the Writing Lab?**
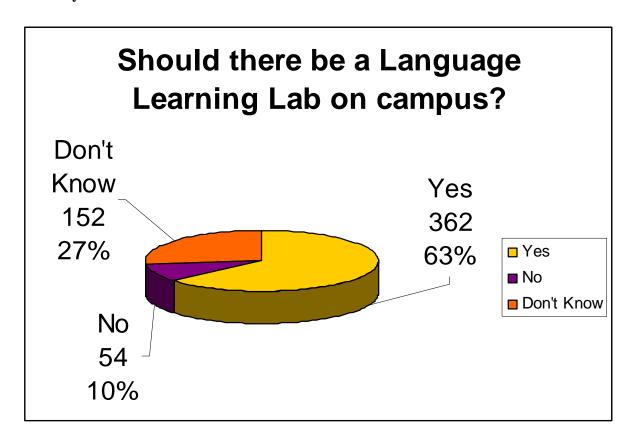
Responses: 568

Choices for this question: Yes, No and Don't know.

Breakdown:

64% **said "yes"** – 362 total votes

10% said "no" – 54 total votes

27% said they "didn't know" – 152 votes

Should there be a Language Learning Lab on campus?

Don't
Know
152
27%

Yes
362
63%

No
54
10%

Legend:
- Yes
- No
- Don't Know

Conclusion: According to the survey there is a need for a Language Learning Lab on campus. This is already being worked on and the logistics are being worked out. My recommendation is that the campus, faculty and administration look into making this a possibility for students.

12. **Are you satisfied with the current Foreign Language options offered here on campus?**

Responses: 514

Choices for this question: Yes and No. For this question students were also given the opportunity to write in their own responses.

Breakdown:

64% **said "yes"** – 328 total votes

36% said "no" – 186 total votes

Students' write-in responses:

The students were given the opportunity to write in their own responses to this question and below are a breakdown of those responses. They have been separated into 2 categories: Language option suggestions and suggestions for how to improve the options that already exist.

1. Language option suggestions (note: multiple suggestions have numbered responses in bold at right):

Latin **(16 responses)**
Italian **(28 responses)**
Greek **(3 responses)**
Russian **(14 responses)**
Pacific Islander languages
Korean **(9 responses)**
Arabic **(7 responses)**
Tagalog **(4 responses)**
Vietnamese **(4 responses)**
Cantonese
German **(18 responses)**
Swedish **(2 responses)**
Portuguese **(4 responses)**
Welsh
Celtic
Cornish
Romanian
Indonesian **(3 responses)**
Norwegian **(2 responses)**
Danish
Swahili **(2 responses)**
Sandskrit
Thai **(2 responses)**
Scandinavian
Esperanto
Yiddish
Brail

2. Class option suggestions:

More distance learning options for students off campus
More courses offered in the evenings and offered more often
Introductory classes offered every quarter
Each level of language offered every quarter
More language levels offered
       200-level French
       200-level ASL
       200-level Chinese
       200-level German
       300-level Spanish
       400-level Spanish
       Advanced Spanish conversation
More class time options offered
       Chinese
       French
Meeting place for students who are interested in different languages to meet together
More study abroad courses
Basic, every day communication language course for health care students, wide array of languages included
Language club on campus to help integrate students
Spanish for Health Care Providers and Chinese for Health Care Providers
More online language options
More accelerated language options

Conclusion: It appears that students are generally satisfied with the World Language options that exist at SCC. There seems to be a call though for Italian classes as well as Russian and Latin. In the past German classes have been dropped because there has been a lack of students who attend. According to this survey this might be a good time to reevaluate that option. Perhaps the Language options could be publicized more so that all students know what is offered. It also appears that students would like to see more second year language options as well as more classes that are offered in the evening. Of course, this means that the college would undoubtedly need to hire more professors, but it seems as though this is still a good time to evaluate how important these extra options might be.
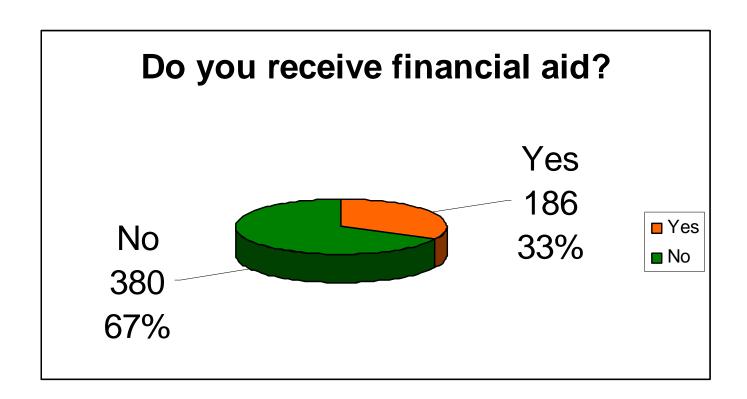
13. **Do you currently receive funds from Financial Aid?**

Responses: 566

Choices for this question: Yes and No.

Breakdown:

33% said "yes" – 186 total votes

67% said "no" – 380 total votes

Do you receive financial aid?

Yes
186
33%

No
380
67%

Yes
No

Conclusion: There are more students who do not use Financial Aid as a means to pay for their education than students who do.

14. **If you have ever received or applied for Financial Aid, did you have any problems with the service?**
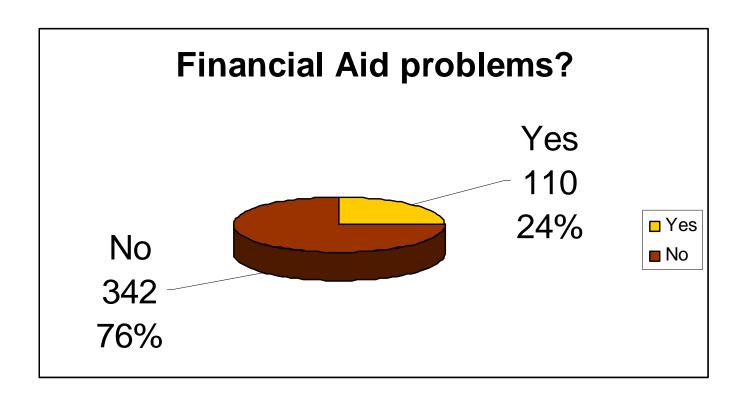
Responses: 452

Choices for this question: Yes and No. For this question students were also given the opportunity to write in their own responses.

Breakdown:

24% said "yes" – 110 total votes

76% said "no" – 342 total votes

Financial Aid problems?

Yes
110
24%

No
342
76%

Yes
No

Students' write-in responses:

The students were given the opportunity to write in their own responses to this question and below are a breakdown of those responses. They have been separated into 6 categories of problems that students have encountered: Problems related to staff, credit, GPA, International Student status, processing and eligibility. I have also included a comments section at the end for student comments that stood out from the rest.
(note: responses that were made more than once have the number of responses included to the right of the response in bold)

Responses:

1. Staff:
   Do not seem concerned with students needs **(2 similar responses)**
   Customer service needs improvement **(2 similar responses)**
   Unfriendly service representatives **(19 similar responses)**
   Hard to get questions answered **(3 similar responses)**
   Poor communication to students **(2 similar responses)**
   Students being second guessed
   Returning for the same problems many times
   Receive different answers or information from different staff members **(6 similar responses)**
   Slow service **(2 similar responses)**
   Assume students know more than they do
   Need to be more knowledgeable **(5 similar responses)**
   Not provided enough information **(3 similar responses)**
   Stressful to seek help from staff **(2 similar responses)**
   Provided the wrong information **(3 similar responses)**
   It would be nice to have one Financial Aid advisor to speak with rather than anyone available
2. Credit:
   Full-time status should be changed to 10 credits **(2 similar responses)**
3. GPA:
   "You have to maintain certain GPA to have it.....point to financial credit should be student is actually learning something.....an end-of-course assessment should be taken by student to assess whether or not he or she meets the understanding requirements of a taken course."
4. International Students:
   International students cannot apply **(7 similar responses)**
5. Processing:
   Takes too long to process **(7 similar responses)**
   Misplaced paperwork **(2 similar responses)**
   Wrong information given **(3 similar responses)**
   Too much paperwork **(5 similar responses)**
   Provide reasons behind decisions made, example: appeal decisions
   Too complicated or unclear **(4 similar responses)**
   Disorganized
   Should be a better way to track Financial Aid status on the website
   Have to petition because of something that happened years ago
6. Who's eligible:
   Immigrant status should not make you ineligible
   Should not be based on your parents incomes if under 24 because that information doesn't reveal the entire story **(3 similar responses)**

Comments:

"The office staff is rude, unprofessional and disorganized. They have lost my paperwork multiple times. I am actually considering transferring to Edmonds Community because of the lack of service I have been receiving. I have had many problems. And unfortunately I feel a bit intimidated to seek help with them because the staff is not very friendly. I hate to say that, but it's true. The latest problem I had was when they accidentally did not process my funding for the Spring quarter. If I hadn't gone into the office for something completely unrelated, I wouldn't have known anything was wrong. I have an award letter stating I was getting funds through Spring Quarter. Basically, what would have happened is that when I went to register and get my checks, I would have received nothing. I think that's a pretty big problem."

"It seems like they do not like to help people, like they do not like their job at all. Very unhelpful in general. wrong information so many times, not only for myself, however for my daughter as well. If they are going to be in that postion, they really need to know what they are stating is correct!"

"They didnt beleive the amount i claimed to make and went into my fasfa and made changes on my behalf without my permission...needless to say this resulted in lower amount of aid."

"I still havent received my refund. I went to them asking about it and they said they will send the check through mail. funny story is that was the first week of win. now its almost the end and I still havent received that check. People not turning in my tuition deferment form on time so that I am dropped from all of my classes the day before the quarter begins."

"I have had many problems. And unfortunately I feel a bit intimidated to seek help with them because the staff is not very friendly. I hate to say that, but it's true. The latest problem I had was when they accidentally did not process my funding for the Spring quarter. If I hadn't gone into the office for something completely unrelated, I wouldn't have known anything was wrong. I have an award letter stating I was getting funds through Spring Quarter. Basically, what would have happened is that when I went to register and get my checks, I would have received nothing. I think that's a pretty big problem."

"Paperwork required the use of a forklift; was not reimbursed for forklift rental"

"In the beginning Financial Aid was a big frustration. The information they needed was not clear and the contacts were impersonal. However, it's much better once that part is done. For remote students, it's a pain to have to email each teacher and have them email the financial aid office (I understand this part) and then have to give my name, address, etc., and request them to mail my check. I don't know what could be done differently, but it seems ridiculous to have to do this EVERY quarter for two years!"

Conclusion: According to the survey results it appears as though Financial Aid is effective in serving the students. This is contrary to the 95 responses that students decided to write in. However, this tells me that most students do not have negative experiences when they seek help from the Financial Aid office, but when they do they are memorable. There are no concrete recommendations other than perhaps staff could be a little friendlier to the students as this suggestion came up fairly often. This simply reflects on the impression of any department, but does not reflect on the quality of the actual service. More detailed information from this portion of the survey, by this I mean the actual written responses and not a condensed version, will be provided to the Financial Aid Department for their own analysis.

15. Are you satisfied with the current gym hours?

Responses: 542

Choices for this question: Very satisfied

                         Somewhat satisfied

                         Neutral

                         Somewhat dissatisfied

                         Very dissatisfied

                         If dissatisfied, what hours do you recommend? Here students were encouraged to write in their own suggestions for ideal hours.

Breakdown:

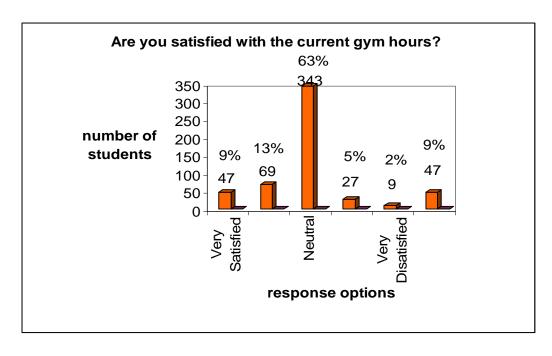**9% said "very satisfied"** – 110 total votes

13% said "somewhat satisfied" – 342 total votes

63% said "neutral" – 343 total votes

5% said "somewhat dissatisfied" – 27 total votes

2% said "very dissatisfied" – 9 total votes

9% gave their own recommendations – 47 total votes

Students' write-in responses:

The students were given the opportunity to provide their own suggestions as to how they would like the gym hours to change. There were 47 students who provided responses. (note: responses that were made more than once have the number of responses included to the right of the response in bold)

Open later:
      more hours for students in the evening (non-specific time) **(9 similar responses)**
      until 8pm on weekdays **(2 similar responses)**
      until 4pm on Saturday
      longer on Friday (non-specific time) **(2 similar responses)**
      until 6pm **(2 similar responses)**
      until 6pm on weekends
      until 4pm on weekends
Open earlier:
      Before noon
      Before 12:30 every day
      Earlier in the morning (non-specific time)
Specific times or days:
      8 – 5
      7:30am-10pm
      M-S 8:00am-6:00pm
      7-9pm for the basketball court!!
      9am to 6pm
      Saturday and Sunday at the same time as daily
      8a-10p
      6AM to 10PM
      24 hours a day!
      open during breaks

Conclusion: Since the majority of the students chose neutral as their answer, 63%, I conclude that the gym hours must be fine the way they are. I have no recommendations.

16. Are you satisfied with the current library hours?

Responses: 561

Choices for this question: Very satisfied

                                 Somewhat satisfied

                                 Neutral

                                 Somewhat dissatisfied

                                 Very dissatisfied

                                 If dissatisfied, what hours do you recommend? Here students were encouraged to write in their own suggestions for ideal hours.

Breakdown:

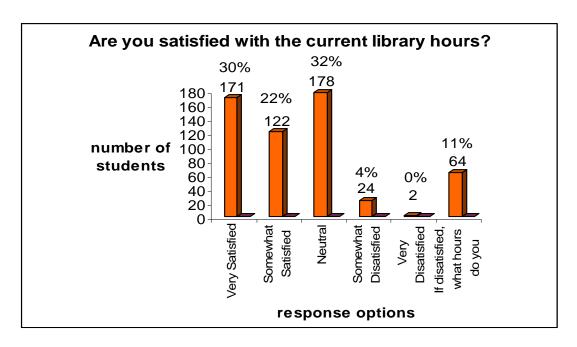**30% said "very satisfied"** – 171 total votes

22% said "somewhat satisfied" – 122 total votes

32% said "neutral" – 178 total votes

4% said "somewhat dissatisfied" – 24 total votes

0% said "very dissatisfied" – 2 total votes

11% gave their own recommendations – 64 total votes

Are you satisfied with the current library hours?

response	number of students
Very Satisfied	30% / 171
Somewhat Satisfied	22% / 122
Neutral	32% / 178
Somewhat Disatisfied	4% / 24
Very Disatisfied	0% / 2
If disatisfied, what hours do you	11% / 64

Students' write-in responses:

The students were given the opportunity to provide their own suggestions as to how they would like the library hours to change. There were 64 students who provided responses. (note: responses that were made more than once have the number of responses included to the right of the response in bold)

Weekdays:

Open later:
> Until 7pm on Friday
> Until 11pm **(4 responses)**
> Until midnight **(5 responses)**
> Until 9pm on Friday
> Until 5pm on Friday

Later hours (non-specific time) **(9 similar responses)**
Until 10pm (3 responses)
Open earlier:
Open at 7am **(8 responses)**
Earlier (non-specific time)

Weekends:

Open later:
Until 9pm
Until Midnight
Later (non-specific time) **(6 similar responses)**
Open earlier:
Open at 9am
Earlier (non-specific time) **(3 similar responses)**
Open at 10am
Specific suggestions:
8am-7pm
9am-7pm
9am-9pm **(3 responses)**
Other:
3 students said they would like the library to run 24/7.

Conclusion: Since the majority of the students chose either neutral or satisfied, a total of 84%, I conclude that the library hours are fine the way they are. The only recommendations that I make would be to explore opening the library at 7am during the week and also stay open until at least 11pm during finals.

17. Do you think that MySpace / Facebook / Videogaming / Watching Videos / Checking Personal e-mails / Talking with your friends are appropriate uses of the Computer Lab?
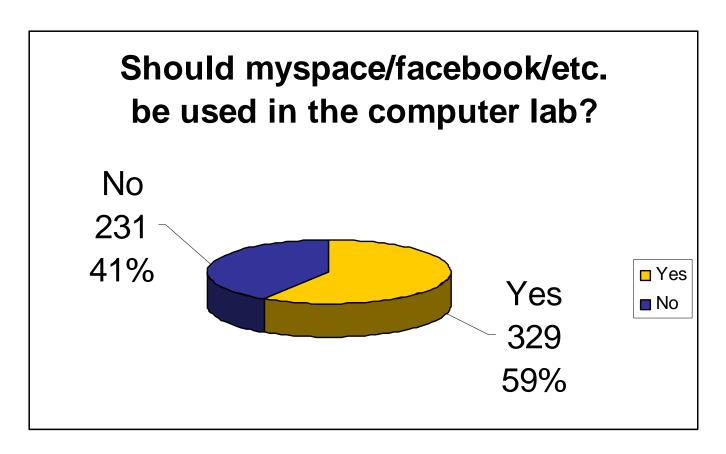
Responses: 560

Choices for this question: Yes and No. For this question students were also given the opportunity to write in their own responses.

Breakdown:

59% said "yes" – 329 total votes

41% said "no" – 231 total votes

Should myspace/facebook/etc. be used in the computer lab?

No
231
41%

Yes
329
59%

Legend:
- Yes
- No

Students' write-in responses:

The students were given the opportunity to write in their own responses to this question and below are a breakdown of those responses. They have been separated into 3 categories: What's ok to use and what's not, when it's ok to use them and problems identified in the Computer Lab. I have also included a comments section at the end for student comments that stood out from the rest.

(note: responses that were made more than once have the number of responses included to the right of the response in bold)

What's ok to use and what's not:

Not ok to use:

> No videogaming **(14 similar responses)**
> No videos **(9 similar responses)**
> No talking **(3 similar responses)**
>> Reasons:
>> - Talking should not be allowed except for educational purposes
>> - Quiet talking is ok **(6 similar responses)**
>> - Loud talking is distracting **(6 similar responses)**
>> - Computer Lab should be quiet, like the sanctuary **(6 similar responses)**
>
> No MySpace
> None of the options are ok **(11 similar responses)**
>> Reasons:
>> - Separate area on campus for it, not in the computer lab
>> - School is for studying not playing games

Ok to use:

E-mail is ok **(28 similar responses)**

Reasons:
- checking schoolwork
- keeping up with family in another country
- ok if restricted to one computer
- time limits

Myspace/Facebook should be ok **(6 similar responses)**

Everything is ok:

Reasons:
- Not everyone has internet access at home **(9 similar responses)**
- There are plenty of computers for everyone **(3 similar responses)**
- It's ok, generalized **(7 similar responses)**
- They are a good way to trade information amongst each other
- "We pay fees and tuition so we should be able to use the labs however we wish." **(5 similar responses)**
- It's for students isn't it?
- Need time to rest, entertainment, place to relieve stress and have fun **(6 similar responses)**
- It's ok for networking with one another
- Relaxing way to pass time between classes **(3 similar responses)**

When it's ok to use these services:

Outside of peak use times **(20 similar responses)**

Suggestions:
- Set up certain times that extra curricular computer use is acceptable
- Set aside a certain computer for this type of use
- Should not be allowed in the mornings
- Ok to use from 7am-8:30am
- Ok to use from 2pm-4pm
- Ok to use after 1pm
- Not ok to use from 8am-3pm

When no one is waiting for the computers **(10 similar responses)**

As long as the Computer Lab is not full **(12 similar responses)**

Only when computers are not needed by students to do homework **(25 similar responses)**

Suggested student responsibilities to try and ensure this:
- Students should be willing to give up a computer if someone needs it for schoolwork **(6 similar responses)**
- Students should read and sign a statement that they will give up a computer if it is needed for school

If they need a quick, few minutes, break from studying **(8 similar responses)**

When the usage is for school related activities

Student comments:
- Should be blocked during peak hours unless the professor indicates it's for educational use **(2 similar responses)**
- e-mail is ok for educational use **(15 similar responses)**
- SCC could start using these tools to enhance the students education
- Only for educational use-generalized **(10 similar responses)**
- Videos can be school related

As long as they are used only for a Short amount of time **(9 similar responses)**:

Student suggestions:
- Computer lab monitors could limit the amount of time students spend on non-academic uses **(3 similar responses)**
- Should be time limits on computer usage in general **(3 similar responses)**

Problems identified in the Computer Lab:

Computer lab monitors need to better enforce lab rules and conduct **(5 similar responses)**

Talking and loud noise is becoming a problem in the Computer Lab, makes studying difficult **(11 similar responses)**

Comments:

"There are often loud, rude, or obnoxious people in the computer lab and no one does anything about it. One couple sat next to me and made out loudly for a half hour. It was disgusting and rude and the helpers did nothing to stop them from misusing the space provided. Also, people listen to loud music on their headphones which I can hear, talk on the phone, etc. and nothing is done in the computer lab to stop it. The librarians upstairs do a much better job at regulating those problems."

"If anything, there should be more use of it.....the reason is that it brings people together and puts them on speaking terms.....also provides a great way to network both personal and educationally."

"The library is the only place where students can congregate and socialize these days. If a student can not afford a computer to check their personal needs online, they should be permitted a spot on campus (library) to do so. In the same light, one could as the question "Should students be able to work on non-school-related work, or use books for non-school-related research in the library?""

"I don't mind anyone using the equipment, but most of the times I have used the computer lab it was too noisy to study. I now use it as a last resort."

"While I don't agree that they're appropriate, I also believe that it's impossible to regulate such behavior. Moreover, it is an infringement upon students' rights to information."

"It would be nice to have a separate area for that type of internet surfing that is away from the computer lab."

"Sometimes it is appropriate if no one else needs the computer for academic purposes. People who need them for academic purposes should have the priority and should be able to ask people to give up their computer if they're not using it for such endeavors. I don't have a problem with checking email whenever though because many people use that as a form of communication with teachers and classmates. Talking should be kept to a minimum and to a respectful volume if allowed at all."
"However, there should be certain computers set up for these purposes and these purposes only. To ensure this to be the case, the other computers available should have these certain websites blocked."

"The important part is for the student is access to many avenues of inquiry. How can the school judge what is learning? The school should not regulate what the student does with their time."

"However, some students still do not have personal access to computers. Gaming and videos are not acceptable. Can they rent or check out laptops through the library? Does the school have a program that any student can purchase a reasonably priced computer or lap top with a monthly payment plan? Maybe Dell has a program that they can work with the school so that credit checks aren't an issue when young students don't have established credit (my son is going through this right now)."

"I could not print my assignments out in library or computer lab either for several times (around 11-12am). Those students were only playing online games or checking emails in the lab at that time; that really pissed me off."

"I do use email sometimes, but that is because I am printing off an important attachment for a class to print off, therefore it souldn't be blocked. But a lot of times I am an extreme hurry to print something out and late for class, but all of the computers are busy because people are on myspace."

"Access to e-mail is important. It is a means of communication that pertains more to education than MySpace and Facebook, which are social networks. Videogaming is not an appropriate use of the computer lab. Computer labs should not be a place to socialize. Videos watched should be for educational and school-related purposes. I realize students need "down time", however, with limited computers available, there needs to be restrictions."

"I think our computer lab could be bigger to compensate for this. For some students, the only time they get a chance to check their email (A free, communication service unlike a cell phone which costs $$$). So that may be their only way to communicate with their families. I know a lot of foreign students appreciate being able to look at stuff like that. I think that there should be a "within reason" de facto statement that each student should either read and sign, or just be aware that we allow social networking, but to understand and be considerate of other people; as long as people are aware that they aren't the only ones that need the computer."

Conclusion: According to the survey it appears that students believe that these services should be allowed for use in the Computer Lab. However, it appears that there should be limitations on how they should be used. For example, it appears that use during peak hours of the day may not be appropriate. It also seems to be clear that when students need the computers for academic use then that should serve as the priority. In other words, it is ok to use these services as long as students don't need them for their schoolwork. It also appears that students feel the best use of these services is for academic purposes which would make sense why computers should be given up for those uses. It appears that their may be a bit of a noise problem in the Computer Lab as well and so I would suggest that this be looked into to identify if it is a real problem or not. My suggestion is to create a possibility for the monitors in the Computer Lab to ask students to give up their computer if they are using it for personal use if another student needs to use it for their classes. It also appears to me that e-mails should not be monitored on the computers because they seem to be used for both personal and academic uses in equal measure. This was a sensitive question for students and received some very interesting comments.

18. Are you aware of any of the following campus resources?

Responses: There is no concrete number of responses because students were encouraged to check as many choices as they wanted. Therefore, in some cases the same student would check more than one option. I have figured responses to **between 510 and 525** students based on the percentages provided by the survey company.

Choices for this question: Women's Center

Multicultural Diversity Center

Students with Disabilities

Student Body Advocate

Math Learning Center

Writing Center

Academic Skills Center

Tutoring Services

ESL Lab

Physics Learning Center

Campus Ambassador Program

Chemistry/Biology Learning Center

Breakdown:

54% **are aware of "Women's Center"** – 280 total votes

43% **are aware of "Multicultural Diversity Center"** – 222 total votes

52% **are aware of "Students with Disabilities"** – 268 total votes

31% **are aware of "Student Body Advocate"** – 163 total votes

89% **are aware of "Math Learning Center"** – 459 total votes

75% **are aware of "Writing Center"** – 391 total votes

35% **are aware of "Academic Skills Center"** – 182 total votes

61% **are aware of "Tutoring Services"** – 316 total votes

40% **are aware of "ESL Lab"** – 206 total votes

24% **are aware of "Physics Learning Center"** – 126 total votes

20% **are aware of "Campus Ambassador Program"** – 105 total votes

36% **are aware of "Chemistry/Biology Learning Center"** – 189 total votes

Are you aware of any of these campus resources?

Conclusion: It appears that the Math Learning Center and the Writing Center are the resources that students are most aware of. I conclude that, based on this data, these should be the most utilized resources as well. It would be beneficial to the each of these resources to work more at publicizing what they do; so perhaps a central Information resource area on campus would be a beneficial idea for each area to publicize together.

19. What services could we provide you that would improve your experience here at Shoreline Community College?

Responses: 269

Choices: This particular question gave the students the opportunity to write-in their own suggestions. The idea was to learn what services students wanted that Shoreline Community College does not currently offer.

Students' write-in responses:

They have been separated into 16 categories of student suggestions: Food, Educationally Oriented Centers, Parking or Transportation, etc. I have also included a comments section at the end for student comments that stood out from the rest.
(note: responses that were made more than once have the number of responses included to the right of the response in bold)

Food oriented responses:
General Food-more food, etc. **(34 similar responses)**
More healthy food! **(4 similar responses)**
Coffee **(3 similar responses)**

Educationally Oriented Centers (like the MLC or the Physics Learning Lab):
Learning Centers ideas:
Wellness Center or Health Center (not a gym) **(2 similar responses)**
Reading Center
Music Learning Center **(3 similar responses)**
HTML Tutoring and Learning Center
Foreign Language Center/Lab **(5 similar responses)**
Art Learning Center
Computer Learning Center
Anatomy/Physiology Learning Center
Business Learning Centers
Alteration to current Center suggestions:
Add printer in Chemistry learning center **(2 similar responses)**
Math Learning Center should be open Monday-Sunday 8 am to 9 pm

Parking or transportation:
Parking garage
General Parking-more parking, better parking, etc. **(31 similar responses)**
Free or cheaper bus passes and/or subsidized bus passes **(10 similar responses)**
Fix pot holes in the Greenwood parking lot
Closer parking to the Cashier's office for the Disabled
More buses that run more often
Car pool list so students know who is carpooling
Cheaper parking fee

Paved parking lots
Purchase new parking kiosks
Bicycle support like full size lockers, good covered bike racks, etc.

Advisors, Counselors and Financial Aid:

Advising:

Easier access to Advisors
Better or more personalized responses from Advisors **(2 similar responses)**
Degree consultation without needing to make an appointment
Better advising hours, to make them available for night students

Counseling:

More available Counselors **(2 similar responses)**
Walk-in counseling

Financial Aid:

Account through Financial Aid to allow the purchase of textbooks before the Financial Aid checks arrive
Direct Deposit of Financial Aid checks
Student ATM card for Financial Aid funds to avoid waiting for checks
More friendly Financial Aid employees
Financial Aid office should be open in the evening at least once or twice a week for evening students
More Financial Aid offers **(2 similar responses)**

Tutoring:

Business class tutoring
Economics tutors
Easier access to tutors
More of an open tutoring schedule
More tutoring in general **(5 similar responses)**
More tutors in the Chemistry/Biology Learning Center

Classes and Professors:

Classes:

Earlier Newspaper Classes
Greater variety of courses **(3 similar responses)**
Classes offered during more times slots:
- Offer classes from 2:30-4:00
- Also more classes from 4:00-6:20.
Later Horticulture Classes
More distance classes **(2 similar responses)**
Offer more night classes **(2 similar responses)**
Provide more classes during the summer quarter with more flexible times
On-line course for Math 80
Greater variety of PE classes
Veterinary Technician Program
Motion Capture for the Animation Department

Professors:

More than one Photography professor
More than one professor to pick from for each class
More professors in the RN Program

Events:

Free events outside of school
More events in general **(5 similar responses)**
Big dance

Internet and Computer responses:

More computers **(5 similar responses)**:
- In the Nursing building
- In the Math Learning Center

- In less populated areas of campus

Better wireless access

Printing options for students with laptops

More computers in the Nursing building

Open up computer lab in the Health Occupations building at 7am instead of 7:45

Fix the computers in the Music Building (about half do not work well)

Better online calendar **(2 similar responses)**

Web page of available jobs at shoreline community college

Improve the horrible Blackboard system

The website is not very organized

Website that promotes student involvement

Internet access in all buildings

Security:

Working security camera at the entrance of the Bookstore

Actual intervention when violations of smoking laws are in progress

Information and Scholarships:

Information about events and other college activities

More information about work study opportunities

Information on how to join clubs and when they meet

Continued news about job opportunities related to different fields of study

More information on available scholarships **(3 similar responses)**

Scholarships for international students

Networking opportunities:

Better integration of students from different cultures, age groups and nations **(2 similar responses)**

Possible network for students to organize for study groups, trade books, etc. **(3 similar responses)**

Club, Organization or Group:

Snowboarding Club

Upgrade the Archery Program

More non-profit organizations or advocacy activists on campus

Buildings, Options or Campus space specifics:

Open the PUB **(14 similar responses)**

Have a place where people can sit and relax-watch t.v., eat, study, etc. **(3 similar responses)**

Better and more quiet study areas

Gym:

More gym facilities

Renovate the schools workout room - new equipment

Bring kickboxing (an intramural) back.

Better gym facilities **(2 similar responses)**

Library:

Enforce library rules for quiet study area

Emphasis on study in Lower library lab, it's too social

Have the library open during the week between finals and the next quarter

Parent Child Center:

Bigger daycare facilities

Better daycare in general

Better daycare times (6am or 7am until 3pm)

More availability to students over the general public

Lower the cost of daycare

Evening and Online students specific:

Make all services available for evening students **(2 similar responses)**

Make all services available for online students

Every service should be available by e-mail

Services, non-specific:

Volunteer services
Massages **(2 similar responses)**
A laison with the SCC employees (the workers of all levels from the custodian to the president)
Getting to know your College Program-how does it work, etc.? **(2 similar responses)**
Language exchange program
Full body tanning salons
Stress management
SCC-arranged internships for VCT students
Dating service

Miscellaneous:

Lower tuition for international students
More jobs on campus **(3 similar responses)**
Cheaper books in the bookstore **(2 similar responses)**
Student housing **(2 similar responses)**
Maxi pads in the women's restrooms
More signage around campus
No fee ATM machine
Improved bathroom facilities

Comments:

"I would like to be able to talk to an advisor about scheduling my classes. I have had many problems getting a response. It is very frustrating. I do not have many options for spring quarter since I took the wrong classes during fall and winter quarters."

"I got something out of the vending machine today at the student lounge and it WAS EXPIRED!!!!!!"

"Well i have tried three times to get a tutor in math. so far one did not speak english, one never called back, and the other the time frames did not match. So that was really no help, when i needed help. Maybe have more with an open schedule"

"Your services are already great!!"

"Provide services for students who take evening courses. If I'm taking an English class but I work full-time during the day, I would like to take advantage of the writing center but cannot because of the center's hours. I'm paying my tuition and fees without financial assistance but am not receiving the same services."

20. Are you satisfied with the way the college communicates official news to you (ex. registration dates or add/drop class dates)?

Responses: 563

Choices for this question: Very Satisfied

Somewhat Satisfied

Neutral

Somewhat Dissatisfied

Very Dissatisfied

How can they communicate better? Here students were asked to provide their own responses.

Breakdown:
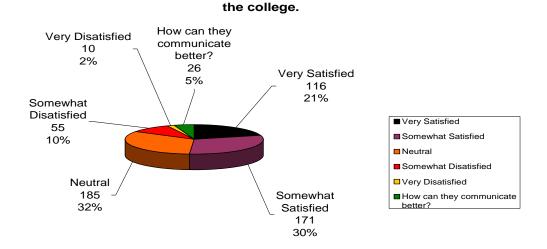
21% said they were "Very satisfied" – 116 total votes

30% said they were "Somewhat satisfied" – 171 total votes

33% said they were "neutral" – 185 total votes

10% said they were "Somewhat dissatisfied" – 55 total votes

2% said they were "Very dissatisfied" – 10 total votes

5% provided responses to "How can they communicate better?" – 26 total votes

Satisfaction with the way official news is communicated by the college.

Students' write-in responses:

The students were given the opportunity to let the college know how they would like to have official news communicated to them. Unfortunately I did not allow for students to give a satisfaction level and still give responses. It is my belief that this was the only way that the information could be entered. However, I admit that this may not be the actual case. Regardless, students did not have the option so there were only 25 responses given. (note: responses that were made more than once have the number of responses included to the right of the response in bold)

Student responses to receiving better communication:

E-mail notifications (there were 6 related responses):
Students said that they would like to see notifications of important dates through e-mail in an easier to read format and perhaps sent more than once. There were suggestions that having information presented a little bit earlier would be good as well, though no student gave a definition of "earlier".

47

Postal Mail (there were 3 related responses):
3 students suggested that it would be beneficial to receive notices in advance by regular mail.

Posters and other publications (there were 9 related responses):
Students also suggested that they might like to see more posters related to official dates and that they would like these in more places that can be seen and referred to by students. One student also suggested that announcements could be made on the LCD screen in the Library and in the PUB when they are placed into it. Two students said that they would like to see important dates placed onto syllabi and communicated by professors. The campus website was also mentioned by two students and it was suggested that information could be placed on the homepage throughout the quarter and they could be made easier to locate.

Other suggestions (there were 7 related responses):
Important dates could be announced ahead of time in the classrooms by the professors and information could be conveyed sooner, again no definition of sooner was given. One student specifically requested that the start date to the following quarter be released sooner. A student requested that Financial Aid dates could be included to the information that is conveyed. It was also mentioned that graduation information and deadlines could be better publicized.

Conclusion: Most students were in the "neutral" to "very satisfied" range in relation to this question, therefore, I conclude that the college must be doing a pretty good job of communicating official news to students.

21. Are you aware that students have the right to be involved in Student Government by attending open meetings every week?
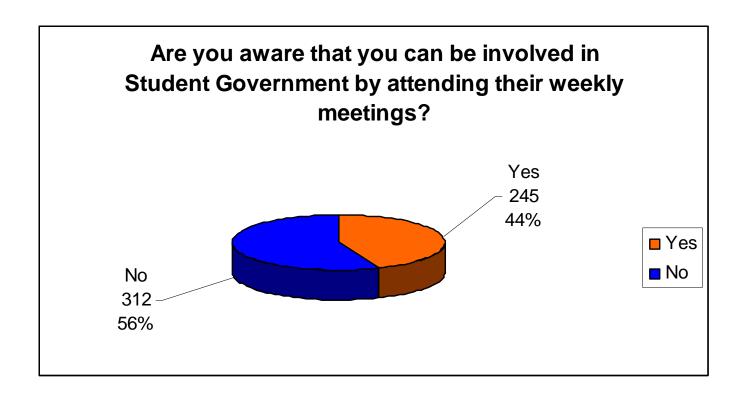
Responses: 557

Choices for this question: Yes and No.

Breakdown:

44% said "yes" – 245 total votes

56% said "no" – 312 total votes

Are you aware that you can be involved in Student Government by attending their weekly meetings?

Yes
245
44%

No
312
56%

Yes
No

Conclusion: The results are pretty close though it does appear that students are more likely **not** to be aware that they can attend Student Government meetings. My recommendation is that the Student Government should do more to advertise this fact because more student input can only help their ability to do their jobs. It would also be a good learning experience for students to attend so if Student Government advertised more they could, potentially, help to facilitate this.

22. **Are you aware that students have the right to serve on college committees (i.e. The International Programs Advisory Committee which reviews proposals for Study Abroad courses and decides which ones will get funded)?**
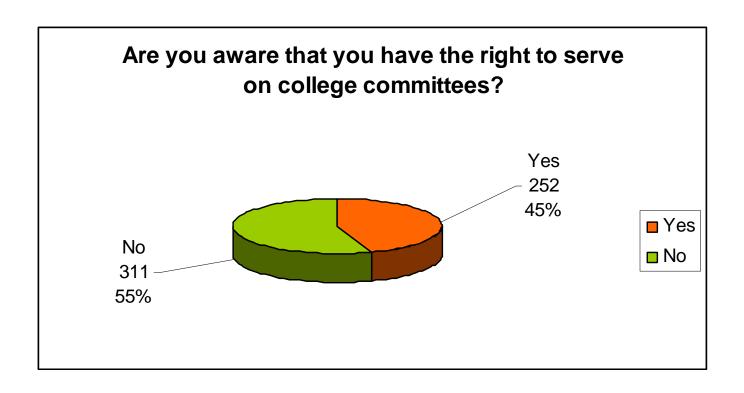
Responses: 563

Choices for this question: Yes and No.

Breakdown:

45% said "yes" – 252 total votes

55% said "no" – 311 total votes

Are you aware that you have the right to serve on college committees?

Yes
252
45%

No
311
55%

Yes
No

Conclusion: The results are pretty close though it does appear that students are more likely **not** to be aware that they can serve on Shoreline Community College Committees. My recommendation is that the Student Government should do more to advertise this fact because more student input can only help the college holistically serve the students more effectively. Serving on these committees would also be a good learning experience for students; therefore, it would be beneficial for both them and the college that these opportunities be publicized more.
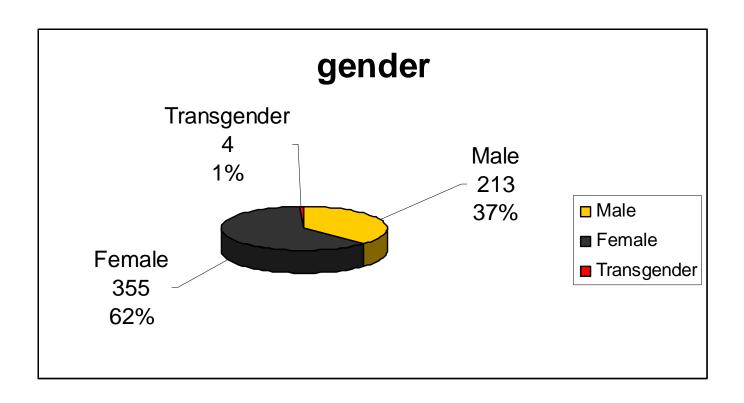
23. Gender?

Responses: 572

Choices for this question: Male, Female and Transgender.

Breakdown:

37% said "male" – 213 total votes

62% said "female" – 355 total votes

1% said "transgender" – 4 total votes

gender

Note: In order to check for external validity I asked Jim James, Director of Institutional Effectiveness at Shoreline Community College, to provide information based on the College's headcount of registered students for Winter Quarter, 2008; this does not account for students in Continuing Education or individuals who are not taking classes for credit. I wanted to compare the percentages in this survey with those that he provided. The only difference between the two questions asked is that the Student Body Survey included Transgender as an option. This does not affect the overall numbers, however, as it is such a small percentage.
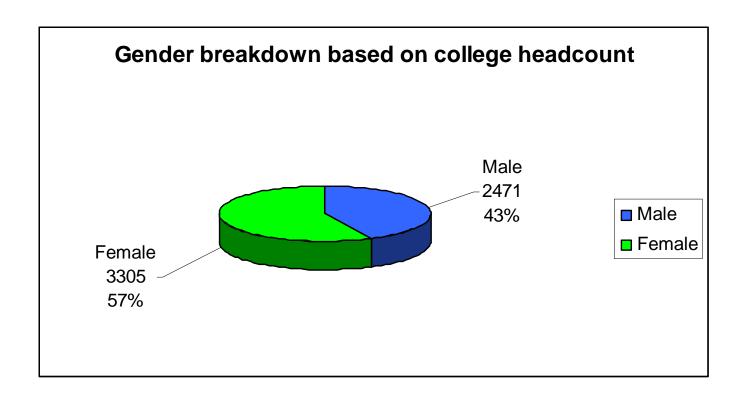
Total students who had provided information: 5776
(note: it is important to consider that students are not required to answer this question, therefore, there were 232 students for which no information is reported)

Choices for this question: Male and Female.

Breakdown:

43% said "male" – 213 total votes

57% said "female" – 355 total votes

Gender breakdown based on college headcount

Male
2471
43%

Female
3305
57%

Male
Female

Conclusion: The survey results are pretty close to the results provided by Jim James; therefore, I use this as evidence toward the validity of this survey. Finally, it is obvious that more individuals who identify themselves as female took the survey than any other.

24. How old are you?

Responses: 572

Choices for this question: Less than 20

20-24

25-29

30-39

40-49

50+

Breakdown:

28% said "less than 20" – 160 total votes

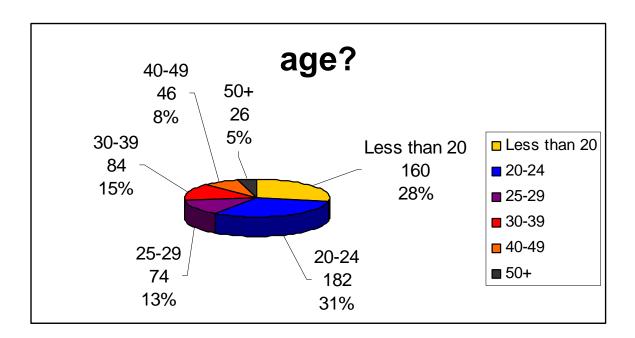**32%** said "20-24" – 182 total votes

13% said "25-29" – 74 total votes

15% said "30-39" – 84 total votes

8% said "40-49" – 46 total votes

5% said "50+" – 26 total votes

age?

40-49
46
8%

50+
26
5%

30-39
84
15%

Less than 20
160
28%

Legend:
- Less than 20
- 20-24
- 25-29
- 30-39
- 40-49
- 50+

25-29
74
13%

20-24
182
31%

Note: In order to check for external validity I asked Jim James, Director of Institutional Effectiveness at SCC, to provide information based on the college's headcount of registered students for Winter Quarter, 2008; this does not account for students in Continuing Education or individuals who are not taking classes for credit. I wanted to compare the percentages in this survey with those that he provided.

Total students who had provided information: 5409
(note: it is important to consider that students are not required to answer this question, therefore, there were 599 students for which no information is reported)

Choices for this question: Less than 20

20-24

25-29

30-39

40-49

50+

Breakdown:
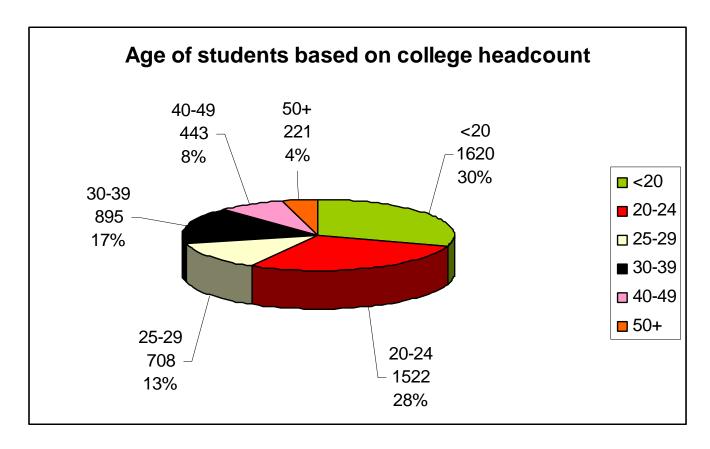
30% said "less than 20" – 1620 total votes

28% said "20-24" – 1522 total votes

13% said "25-29" – 708 total votes

17% said "30-39" – 895 total votes

8% said "40-49" – 443 total votes

4% said "50+" – 221 total votes

Age of students based on college headcount

40-49	50+
443	221
8%	4%

<20
1620
30%

30-39
895
17%

25-29
708
13%

20-24
1522
28%

Legend:
- <20
- 20-24
- 25-29
- 30-39
- 40-49
- 50+

Conclusion: The survey results are very close to the results provided by Jim James in terms of percentage of representation; therefore, I use this as evidence toward the validity of this survey. Finally, it appears that the majority of students are 24 years or younger in age.

25. Which is most applicable to you?

Responses: 561

Choices for this question: I am a domestic student

I am an international student

I am an immigrant student

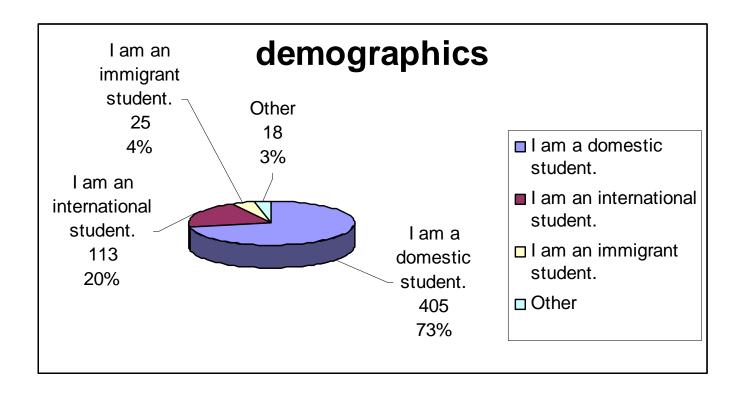Other, here students were encouraged to provide their own response to the question

Breakdown:

72% **said "I am a domestic student"** – 405 total votes

20% said "I am an international student" – 113 total votes

4% said "I am an immigrant student" – 25 total votes

3% said "Other" – 18 total votes

demographics

I am an immigrant student. 25 4%

Other 18 3%

I am an international student. 113 20%

I am a domestic student. 405 73%

- ☐ I am a domestic student.
- ☐ I am an international student.
- ☐ I am an immigrant student.
- ☐ Other

Note: In order to check for external validity I asked Jim James, Director of Institutional Effectiveness at SCC, to provide information based on the college's headcount of registered students for Winter Quarter, 2008; this does not account for students in Continuing Education or individuals who are not taking classes for credit. I wanted to compare the percentages in this survey with those that he provided. The only difference between the two questions asked is that the Student Body Survey included an option to enter your own response. This does not affect the overall numbers, however, as it is such a small percentage.

Total students who had provided information: 6008

Choices for this question: I am a domestic student

                                   I am an international student
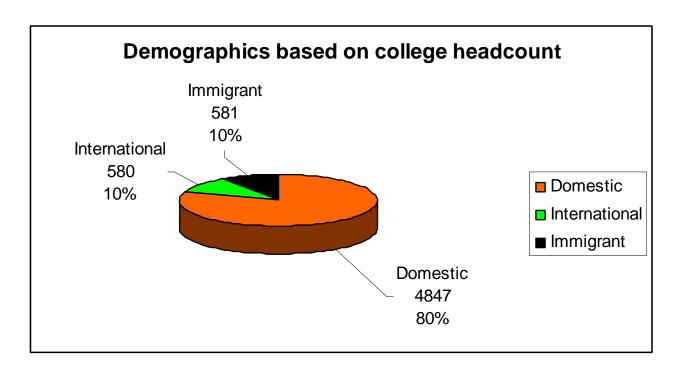
                                   I am an immigrant student

Breakdown:

80% **said "I am a domestic student"** – 4847 total votes

10% **said "I am an international student"** – 580 total votes

10% **said "I am an immigrant student"** – 581 total votes

Demographics based on college headcount

Immigrant 581 10%

International 580 10%

Domestic 4847 80%

Legend: Domestic / International / Immigrant

Students' write-in responses:

The students were given the opportunity to write in their own responses to this question and below are a breakdown of those responses. There has been no attempt to separate this information into categories because the responses were so few in number.

Responses:

"im from Alaska"
"Running Start"
"Retirred, seeking knowledge not always presented."
"I am a US citizen student from a US territory"
"domestic working student"
"over 50mile day to get here open comp labs sooner"
"Online Student in another state"
"Running Start Student"
"Running Start"
"I am a working student taking pre-reqs for grad"
"I am a non-resident/transferred here"
"mature online domestic"
"I am full time employed and full time student"
"ASL (foreign language) only - I go to SPU"

Conclusion: The survey results are very close to the results provided by Jim James in terms of percentage of representation. The largest difference is in students who identify themselves as International Students. My belief is that the difference might come from the fact that this survey gave the option to students to write in their own response. The college does not provide that, every detail was organized into only three options: domestic, international and immigrant. Despite this difference, I believe this adds to the validity of the survey. Finally, it appears that the majority of students identify themselves as domestic students. I will admit that I did not specify what it means to be a domestic student and this did not account for resident or non-resident or any other possible choices. Therefore, the conclusion is based on the subjective belief of the students as to their own demographic.

26. Please let us know if you have any other comments.

Responses: 138

Choices: At this juncture students were given the opportunity to make any last comments or suggestions that they may have. These suggestions or comments could be about anything and there were no prompts to encourage students to comment one way or another about any given topic.

Students' write-in responses:

The responses have been separated into 4 categories of student suggestions: Improvements, Positives, Additional Comments and Posed Questions. The additional comments section were comments that I did not feel fit into any of the other categories or contained many different suggestions. No attempt was made to condense the information provided in this section as it was meant to serve as a large-scale comment area.

Improvements or suggestions:

Library:
"More textbooks on reserve in the library"

"Reduce the cost of using the photocopy machine please!! 10 cents/page is too expensive for most students. I believe 2 cents or 3 cents/ page would be much better."

"The student government NEEDS to take action in providing a more studious environment in the library (or ANYWHERE, if not library). Right now, only The Sanctuary is ever remotely quiet, but that area is really only good for *reading*. For students who want to do math, chem, engrineering, etc, and need a quiet work surface, there is no good option on campus. MLC, physics LC, chem LC, library, are all very loud. The learning centers can be excused since people *need* to talk there, but the groups of rambunctious friends who socialize in the library's quiet areas are a big problem."

"There needs to be stricter rules on no cell phone use and loud talking in the library. It is not a high school campus and should be taken more seriously. Very difficult to get work done in the library due to the disrespectfullness from students."

"I wish that the library would announce via email their available hours during school breaks i.e. spring, summer, winter."

Administration:
"Right now I feel that administration doesn't really care about the students."

Activities:
"More school activities"

"I would like to see more events that involves all types of groups. I have not heard of really anything."

Tuition, scholarships and fees:
"Lower the tuition for international students"

"the tuition fee for international students is too expensive compared to non-international students."

"Try to make our tuition lower!"

"try to get the bus fee reduced for us.specially for international students who depend on parents completly for money.give more on campus job vacancyfor international students Thank you."

"Some scholarships for international students would allow them many opportunities... as it is life isn't easy to live away from home, when we pay 3000$ a quarter to go to a community college, it's just too much burden. When brought up this topic, i've had to hear " international students are supposed to be rich". despite our good grades, we have to remain disappointed all the time. Its really unfortunate and painful. This is the richest nation in the world - and i'd say if this is the way they continue immigration policies.... its not gonna be what it is ...."

"Please make any financial-aid for international students."

Transportation and Parking:
"Environmentally-conscious parking reform is necessary. Less single-occupancy vehicles on the road needs to be a top priority for both the student government and the sustainability committee."

58

"It would be nice if the faculty parking over by FOSS was available to students maybe after 6pm."

"I wish that something would be done about the parking situation. It wasn't mentioned at all on this survey, even though it should have been. If we could find the money to rebuild the PUB, then we should be able to find the money to build a parking structure of some sort. If I have to come to school between 9 and 11 am, I have to come half and hour early in order to get a spot."

"Parking! Please create a way for the gravel spots to be recognized/sized, because some people take up two spots and we lose a few dozen parking spots this way every morning. It's hideous really! You could paint short marks on the concrete in front of the gravel to signify the spot, or mark the concrete berms with numbers in front of the gravel spot. An assigned parking spot would also be great for students in programs!!!!"

"Free parking and better security."

"build a parking garage"

"LACK OF PARKING !!!!!!!!"

"PARKING PARKING PARKING. Not only is parking so bad but we pay twenty five dollars to be put through the hassle of parking. it is like we are paying the school (too much money) for extra stress in the morning."

"FIX PARKING... why door we pay for it, when we come to school and there is no parking available even when you come to school 30 mins ahead its hard to get a spot. ALSO the shuttle doesn't run long enough it need to fun untill at least four."

"Parking really has become a problem. I know you know that, but I can't get to school earlier than 20 mins before class and even parking in the Greenwood lot is out of the question because it takes me 15-20 mins to get to my class in the 1800 building. Could you draw lines for parking spaces? Some people don't know how to properly park and take up enough space for 2 cars... it's just so FRUSTRATING!!! I was thinking of transferring to another college just because of it. PLEASE HELP!"

Visibility, communication and participation:
"Thank you for all that you do. Get out there more, be seen by the students. That's what they need to communicate."

"E-mails and surveys only go so far - these are humans with social instincts. Participate in their lives."

"Students are to support and conduct campus rules. Identification should be visible to all, at all times."

"more information should be given throughout the campus about security, services, clubs, and student body involvement"

"I know that we don't have any club for shooting a gun, but do we have a club for photography?"

"The ongoing construction is an eye-sore. The failed promised of when it would be completed are more than a dissapointment, but an embarrasment in how our school is perceived by others. Also, there needs to be more awareness of the services & opportunities avail/ at the start of each quarter, there ought to be a newsletter published soley for this reason & then followed-up with our instructors communicating these to us. At my past school, announcements were made of stuff/but not here."

Programs, Departments or classes:
"I love Archery and Music I think we need to upgrade it and make it better, and give the program respect like all the other sports."

"Shoreline needs to remain focused on having a strong engineering, mathematics, and sciences department."

"Shoreline's reputation for having a strong engineering curriculum (which led me to enrolling here versus NSCC) is no longer true, and this is going to obviously impact Shoreline's competitiveness in attracting students."

"I have never felt as humiliated as I did when I was in the Work Study Office this fall. It would be nice if employees were sensitive to people who are coming back to school after being out of it for a while."

"I hope that this information will reach the appropriate administrators on campus who can make imporvements to services in the Financial Aid Office."

"Please get Math 80 added to on-line classes. For instance the HIT program is all on-line, this requires Math 80, not offered on line. So for someone who works full-time it can be an issue which can actually prevent them from getting the degree. If on-line classes and degrees are offered, all classes and pre-reqs should be offered on-line. PLEASE!!! This could possibly be something that will stop me from being able to continue with my coursework and I will have to stop my education, as I am unable to attend classes on campus. This also places limits out of state students."

"More classes dealing with non-American cultures would be nice."

"It would be great to have more extended international studies programs i.e year long ones in more varied countries e.g (Japan , China, Russia,). Having year long international studies in countries like England is pretty useless since its pretty similar."

"I really believe you should look into a vet tech program. Besides pullman and Tacoma there are no other reputible programs around and it is an ever growing field."

Bookstore:
"Please... do something about the process of returning bought textbooks... people would not be trying to sell them back if they knew they had to keep them for later... Even if not at the original price, just take the book of our hands and give some compensation for at least returning it(them)... THEY'RE NOTHING BUT CANNON FODDER OTHERWISE!!!"

Recycling and Facilities:
"Really need/want recycling bins up at the Campus Salon, 30 students would participate daily. Is that impossible?"

"I would love to see the Academic Skills Center get an overhaul ... I expected much more."

"fix all the older restrooms in all the older buildings - fix all the restrooms you haven't fixed."

"i dont know if you can do anything about this but i think the music building gt's neglected when it comes to cleaning. the downstairs expecially smells moldy somethimes. perhaps the carpet needs to be changed. BADLY."

Buildings and spaces:
"Student HOUSING!!!!"

"Please more designated quiet places to study!!!!!!!!!!!!!!!!!!!!!!! Thanks!"

"While Shoreline offers great varieties of classes, I find an overall lack of communication from the school to its students, and a lack of enviroments conducive to learning (other than the actual classrooms). The library, and mlc are both used as common rooms, where students meet and converse, text and eat. This situation might improve somewhat with the opening of the new PUB, but I have witnessed the same problems prior to the demolition of the old PUB building! The way I see it, I am paying good hard earned money for a building (the PUB), and paying by giving up learning time by lack of places to study. It's a High Price."

"Besides PUB's and others issues, we also need some bus shelters that protects students from cold water if we can't have a warm room like Bellevue Community College does for its students. It's interesting that we have smoking shelter at the bus stop (across from visitors parking)where people smoke but non-smokers have to wait under open sky."

Gym:
"Please improve the gym service, they always get off work before the actual time. And also they always lost the students ID card or miss given to others."

Computer Labs:
"OPEN COMPUTER LABS BY 7AM SPECILLY HEALTH OCCUPATIONS LAB, THANK YOU"

Security:
"Library and other facilities should have more than one security camera to protect students' safety."

"Please fix the unreliable and frustrating parking fee machines. They never work and I am always in a panic and rush to get to class. I am taking online classes so I do not have to deal with parking and never want to go to campus because I have to fight with those machines."

"I dont know if security does this already or not. It would be nice to know that while in class my car is safe in the lot and if i knew that there was at least one security officer patroling the lot while i was in class i would feel better about parking. Especially if i am parked in the Greenwood lot. It would kind of be like mall security and they may already do this it would just be nice to know that it is done."

Clubs:
"more fund for student club"

Student opportunities, assistance and campus policies:
"It is really hard for international students to find a job on the campus. The more job opportunities should be given."

"I am dissatisfied with the amount of time allotted to withdraw from classes before tuition is revoked. It doesn't give students enough time to "get a feel" for their schedule, and their scheduled course load."

"Cleaner, more modern bathrooms. I would like to see more help with learning how to transfer to a University smoothly. The minimal advice I was given has not gotten me into a University thus far."

Food:
"I want to see coffe in the little hut when the pub opens"

Etc.:
"We need a NEW website; clearer, less complicated, documented procedures; more new buildings a remodeled 5200."

PUB:
"PUB, taken too long!"

"I want my money back from the Pub consturuction. Who's responsible for the delay and the extra charge on students? Could I threaten the school by saying I'll tell the fact to local newspapers? I'd like to know how to proceed this movement."

"Finish that student center!"

"the pub shoudl be open late."

"I have been going to this college for four years, I am very disappointed that it took so long to complete the PUB building. Also you should allow more space for responses on surveys- mostly library times. Kudos to the librarians, they have been a great resource to me."

"FINISH THE CONSTRUCTION!!"

"I wish the PUB was open! Vending machines kinda get old! :)"

"And what is taking so long with the student union building? I don't think you made very good substitute arrangements for that."

"SCC is a mess. Parking is horrible. The classrooms need updating. No PUB for the last few quarters. "

Positives:

"i have gone to big university and the teachers shoreline has are amazing. although sch. an appointment with councelors to talk about classes is rather difficult and sometimes poinless because they all are "too busy" or the people who help you get a councilor are too busy."

"My brother went to shoreline a few years back and because he had a good experience while he attended made me choose shoreline as well. Too bad this is not a four-year college though."

"overall, I am especially satisfied with my experience here at Shoreline. Ive been to five different community colleges in the greater puget sound area, and I reccomend Shoreline to everyone."

"The learning labs are the greatest."

"I love this school and find it affordable and a great staff."

"I will be graduating this Spring and have nothing but great things to say about SCC. The faculty, students, professors,etc. have been nothing but fantastic and I recommend SCC to anyone who asks.I think it would great to nominate a teacher on a quarterly basis who has done an outstanding job at her/his teaching and have an award presented to her/him; that is, if this isn't done already. My vote: Katherine Hunt - by far and away one of the greatest SCC has!"

"I like the atmosphere at shoreline. Out of the three community college I went to, I felt more like a person than just a random student."

"All of the instructors I have had at SCC have been outstanding! I would recommend SCC to anyone!"

Additional Comments:

"The administration of this college needs to start understanding that the students should come first and begin behaving in this fashion. if there are no students they have no jobs. think about that! find a way to make people excited to come to school and stick around."

"I disagree with the fact that we spent our tuition on a new PUB instead of a new parking garage, per se, to really supplement the parking problem I think we have. But, I'm only assuming that there was an applicable place for a garage and I'm assuming that there is actually a parking problem. But thank you guys for everything else."

"Stop raising tuition charging more tuition to people when they have already paid for it... and if you do... DONT DROP THEM FROM THEIR CLASSES BECAUSE YOU DIDN'T TELL THEM! its not my fault that i PAID and then you said we want more... getting dropped from a class then getting put on a waiting list of 20 people is NOT FUNNY!"

"I am frustrated that I have been paying PUB fees for the last year, but by the time it opens I'll have graduated. PUB fees should not have started until the opening of the PUB and those students who get to use it can pay for it! I'm also frustrated that the Math/Science classes are a huge requirement but only a few classes are offered to meet that requirment and those classes have inconvenient hours to add other classes to that schedule. Also, parking is a huge issue. I have a parking permit, but the parking lot is always full. The Sears lot works but the shuttles need to remain at 3 always making trips. The gravel pit is missed.
It was considerate of you folks to put transgender as a choice, I've never seen that anywhere else. I applaud you for your diversity awareness!"

"Shoreline doesn't seem to support students who work outside of school and who already have a bachelor's degree but need additional classes for graduate school. Instructors teach as if all students are first time students."

"Security is horrible. I have asthma and am very seriously allergic to smoke, whereby if I were to be exposed for more than 20 minutes, my throat would close and I would have to be rushed to a hospital. A security officer watched as five people lit cigarettes right next to the music building, well within 25 feet, and just sat back and relaxed as they proceeded to smoke for the next half hour. I am very dissatisfied with this gross breach of duty. Another incident a few days later occurred when a security officer was leaving the music building, and this officer walked right through a cloud of smoke from a group of smokers right outside the doors. Again I was amazed and appalled at the complete lack of action, as the officer proceeded to the Explorer without a word to the smokers. This lack of action has caused me to leave the school on occasion when I was unable to cope with the amount of smoke outside the buildings. Please do something about this, or I will be forced to report this to the police."

"Thanks for putting transgendered in the gender section, I'm not transgendered but I appreciate openess of giving students that choice.
i had sent repeated emails to student body about an issue i was having on campus and i didnt even get a response back...arnt you there for the people?"

"yeah.... the club funding process is difficult. ok, we want to hold a workshop for enhance the student's learning. but we can't ask a famous presenter if they can come to do a workshop on a certain date, and how much they would charge if we don't know
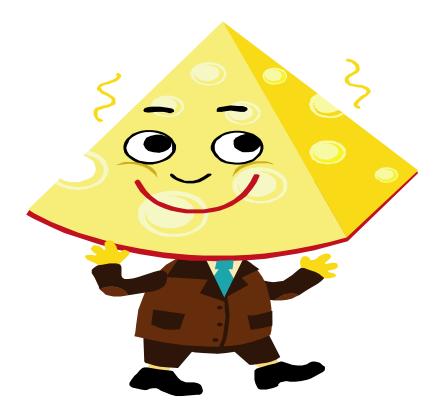
if they will be o.k.'ed for funding. it is just bad business and rude. first we must ask for the supplemental budget funding. but before that we must get presenters approved to work on scc campus through Stuart Tripple's office. 2nd we must wait 3 weeks to have our request heard. 3rd we must get approval for the workshop. 4th we then can work out a date and details with the presenter, hopefully there isn't anything else that comes up at this time that we need to request more funds for. 5th we must fill out a purchase requisition for workshop. then it takes weeks for the presenters to be paid. for the workshop we held this winter, it took over 5 weeks for the presenter to be o.k.'ed. add this into the other four weeks of processing through the SBA and it was a 9 week process! and even more difficult is if we want a material item.... same request process, but then after the purchase req, we must pick up a credit card to purchase what we need and then return the card the same day. whew! it's lengthy. i am probably just complaining though....”

“SOME OF THE FOOD IN THE VENDING MACHINES ARE EXPIRED!”

Final Posed Questions:

“if there is a fire or gun shooting, and all escape routes are blocked how would students in wheelchairs get out to safety?”

“I dont know if security does this already or not. It would be nice to know that while in class my car is safe in the lot and if i knew that there was at least one security officer patroling the lot while i was in class i would feel better about parking. Especially if i am parked in the Greenwood lot. It would kind of be like mall security and they may already do this it would just be nice to know that it is done.”

Final notes:

I would like to offer a sincere thank you to all of the students who took the time to fill out the survey and offer their suggestions. It is crucial to the operations of both the Student Government and the College itself to know how students are feeling about their educational experience. I hope that this has been informational and leads to a better understanding of a students experience here at Shoreline Community College and also provides an avenue in which to enhance that experience for the future. Thanks.

Sincerely,
Jerimiah Rice