

QUESTIONS	2006 625 Respondents	2007 672 Respondents	2008 617 Respondents	2009 626 Respondents
1. Quality of instruction in program area courses	98.2%	94.6%	96.1%	96.5%
2. Quality of instruction in other courses	98.5%	97.4%	96.3%	98.1%
3. Overall quality of academic program	98.4%	94.2%	95.4%	98.1%
4. Quality of Academic Advising (Faculty Academic Advising)	90.4%	89.3%	91.8%	92.5%
5. Quality of Success Center Facility and Resources	97.7%	96.7%	96.1%	95.0%
6. Quality of Registration Process	88.6%	91.4%	90.2%	90.9%
7. Counseling Information Desk – Lobby of Student Center	88.6%	87.1%	87.6%	88.6%
8. Quality of Admissions (entering College) (Admissions Office)	93.0%	92.8%	91.8%	92.6%
9. Quality of Student Activities	96.0%	94.6%	95.4%	95.2%
10. Quality of Campus Security	96.6%	94.3%	94.4%	96.6%
11. Quality of Cashiering Services for Tuition & Fees payments, Loans, Pell Grants, and Scholarship Payments and disbursements (Administration Building)	88.8%	92.3%	90.7%	93.1%
12. Quality of Financial Aid Services (Student Center) (The application process for Loans, Pell Grants, and Scholarships)	79.8%	72.5%	76.5%	77.5%
13. Quality of Counseling Services (Student Center)	90.4%	88.2%	89.2%	88.3%
14. Quality of Success Center Services and Resources*	98.3%	97.7%	96.9%	97.8%
15. Quality of Career Center Services	96.4%	97.5%	96.4%	97.8%
16. Quality of Media Services	-----	97.8%	97.3%	99.6%
17. Quality of the Library	-----	98.5%	98.9%	98.8%
18. Quality of Internet Access/Computing Services	----	----	92.2%	97.4%
19. Quality of Blackboard System for online class delivery	---	---	68.0%	93.5%
20. Overall quality of the College	97.6%	97.4%	96.9%	99.0%
Average Satisfaction Rate	1,497.30 / 16 = 93.58%	1,674.30 / 18 = 93.01%	1,838.10 / 20 = 91.91%	1886.90 / 20 = 94.35%

* Duplicated question on blank survey by mistake which has been removed for Academic year 2009.