Student Success Center Survey (Spring 13)

Introduction
In an effort to learn more about the effect and students’ satisfaction with the Student Success Center, a survey was administered to students during the Spring 13 term. There were a total of 43 respondents.

Results
Table 1: Unit levels of respondents (n=43).

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>1-15</td>
<td>25.6</td>
</tr>
<tr>
<td>16-30</td>
<td>25.6</td>
</tr>
<tr>
<td>Over 30</td>
<td>41.9</td>
</tr>
<tr>
<td>Total</td>
<td>100.0</td>
</tr>
</tbody>
</table>

Table 2: Number of students who took Basic Skills courses.

<table>
<thead>
<tr>
<th>Took class</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESL</td>
<td>13</td>
</tr>
<tr>
<td>Eng 439</td>
<td>2</td>
</tr>
<tr>
<td>Eng 420</td>
<td>6</td>
</tr>
<tr>
<td>Eng 440</td>
<td>6</td>
</tr>
<tr>
<td>Eng 250</td>
<td>19</td>
</tr>
<tr>
<td>Eng 260</td>
<td>13</td>
</tr>
<tr>
<td>Math 400</td>
<td>8</td>
</tr>
<tr>
<td>Math 402</td>
<td>7</td>
</tr>
<tr>
<td>Math 205</td>
<td>8</td>
</tr>
<tr>
<td>Math 233</td>
<td>9</td>
</tr>
</tbody>
</table>
Table 3: *Ethnicity of respondents (n=43).*

<table>
<thead>
<tr>
<th></th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>African American</td>
<td>1</td>
<td>2.3</td>
</tr>
<tr>
<td>Hispanic Latino</td>
<td>35</td>
<td>81.4</td>
</tr>
<tr>
<td>Mixed Other</td>
<td>5</td>
<td>11.6</td>
</tr>
<tr>
<td>White Caucasian</td>
<td>2</td>
<td>4.7</td>
</tr>
</tbody>
</table>

Table 4: *Respondents’ reported helpfulness of services.*

<table>
<thead>
<tr>
<th></th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have learned about resources.</td>
<td>0</td>
<td>0.0%</td>
<td>29</td>
<td>69.0%</td>
</tr>
<tr>
<td>The success center understands what I need to succeed.</td>
<td>0</td>
<td>0.0%</td>
<td>25</td>
<td>61.0%</td>
</tr>
<tr>
<td>Since attending the center, I feel like I have more of a home here.</td>
<td>0</td>
<td>0.0%</td>
<td>14</td>
<td>35.0%</td>
</tr>
<tr>
<td>Since attending the center, I feel like I have made connections with other students.</td>
<td>0</td>
<td>0.0%</td>
<td>24</td>
<td>60.0%</td>
</tr>
</tbody>
</table>

**Comments:**

*What has been good about the student success center?*

- More information about what are the best career I can study
- It’s a perfect place to study and get work done. It’s not loud and hardly ever crowded.
- Everything is pretty good.
- The peace and relaxation it brings us from the stress in classes. I can do my homework comfortably and the ones who work here are very helpful. Feeling like home when I come here.
- It’s a great environment to study and stay focused without distractions. Staff are friendly and helpful. Having an area to keep lunch and eat lunch also helps with time management.
- Environment
- It’s more quiet here. I can actually study and less distractions.
- They have enough rooms and we can concentrate because it is very quiet.
• They have enough rooms and we can concentrate because it is very quiet.
• They have enough rooms and we can concentrate because it is very quiet.
• Is a helpful. Place nice resources to help the students.
• The space the students have to study, read.
• Computer access.
• Always helpful when I have questions or concerns.
• Always a place to print and type essays.
• That I have a quiet studying environment.
• Quiet rooms! Great place to study.
• The set-up, atmosphere (quieter), computers (no time restraint), break area (clean) :].
  Rooms for studying, friendly people.
• The little rooms, and the kitchen.
• I love the close environment. The private study rooms and convenient printer really help me keep on track. Also, the couches are great for relaxing. :)
• I can have a quiet place where I can study and do my homework.
• Finishing my work and meeting fellow students that attend Gavilan.
• I can print here and eat if I want it.
• We can do a lot of things like eat breakfast, use the computers and doing homework.
• The support.
• Services offered.
• Quiet.
• The computer availability.
• The quiet rooms I can really get a lot of work done because I have no one disturbing me. I also use the computers a lot.
• Quiet and secure atmosphere.
• Computers and Melissa Ajohera
• I like the feeling that I get of coming home to family.
• I can relax, eat, and do my homework in peace.
• Microwave.
• Less people and quiet, air conditioning.
• It nice and quiet. You could heat up your food, and do homework.
• Great study place.
• It is really quiet and I can focus well and do homework.
• Peace and quiet. Helps me concentrate and get my work done.
• The attention that all the personnel give to students, especially Josie.

**How can we improve the students success center?**
• Everything Ok
• Tutoring
  • I think that Student Success Center is great place to study.
• More computers and wifi would be helpful. The rest can stay the same it's perfect.
• Can't think of anything at the moment.
• All is good :)
• Nothing to be improved on.
• It's good.
• It's good.
• I think a bigger building and more computers.
• I think the success center is ok and it can improve by giving tutoring to students.
• More communication, and [?] around school, not only in SS building/portables.
• Better times to be open.
• You can improve by getting more study rooms.
• Larger room for a large study session. We have to go somewhere else.
• More hours of availability, even just an hour more.
• I think that will be meeting where we meet with others students. One time a week.
• Nothing!
• So far, everything is good. Thank you.
• I think this program is running really well. I feel comfortable how it is right now.
• Having a machine to make copies. :)"}
• I think we need more space in the dining room.
• A print card machine. Easier to do work as well.
• Newer computers with the latest software.
• Enforcing policies and computer usage in regards to movies, FB, music. Some students can't use computers because others are on social media.
• There really isn't much to improve on. Add machine for adding money to one's print card.
• Get a candy machine, and or soda machine.
• More snacks.
• Having workshop at other location.
• Your services have been good.
• It's good enough.
• Following directions at this place, and respecting to everyone at Success Center.