2020 Student Satisfaction Survey

PACIFIC OAKS COLLEGE

Field Period: March 10th through April 6th, 2020

Prepared by Office of Institutional Research
OIR@PacificOaks.edu

TCS Education System

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Slicers provide buttons that you may click to filter data. In addition to quick filtering, slicers also indicate the current filtering state, which makes it easy to understand what exactly is shown in a report.

A slicer typically displays the following elements:
1. A slicer header indicates the category of the items in the slicer.
2. A filtering button that is not selected indicates that the item is not included in the filter.
3. A filtering button that is selected indicates that the item is included in the filter.
4. A Clear Filter button removes the filter by selecting all items in the slicer.
5. A scroll bar enables scrolling when there are more items than are currently visible in the slicer.

This example was provided by Microsoft's Office website.

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Purpose:

To examine the quality and value of PO from the student perspective to inform future improvements to PO's programs and services

Administration Dates: 3/2/2020 to 4/06/2020

Sample: All actively enrolled students at PO as of 3/2/2020

Response Rate (RR2):

	Complete Responses	Partial Responses	Total Response	RR2
Pasadena	155	9	164	36.8%
Online	148	15	163	32.3%
San Jose Sites	38	2	40	38.8%
Cohorts	39	8	47	37.3%
Total	380	34	414	35.1%

*Note: The response rate was calculated in guidelines with AAPOR standards, reporting Response Rate 2

Campus: (All)

How satisfied are you with your OVERALL academic experience at PO?

	Not at all Satisfied (1)	Dissatisfied (2)	Neither Satisfied nor Dissatisfied (3)	Satisfied (4)	Very Satisfied (5)	x̄	Std. Dev
2020	1.0%	4.4%	5.1%	42.7%	46.8%	4.30	0.83
2019	1.7%	4.9%	5.5%	47.1%	40.7%	4.20	0.88
2018	0.3%	5.5%	6.0%	43.2%	45.1%	4.27	0.83
2017	0.5%	4.9%	8.4%	45.1%	41.1%	4.21	0.83
2016	1.8%	5.9%	7.2%	43.6%	41.5%	4.17	0.93
2015	1.4%	7.2%	2.8%	32.3%	56.4%	4.35	0.94

I made the right choice by enrolling at Pacific Oaks College.

	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	x̄	Std. Dev
2020	1.9%	2.9%	8.0%	30.4%	56.7%	4.37	0.90
2019	2.6%	2.3%	8.3%	32.5%	54.3%	4.34	0.92
2018	2.5%	2.5%	11.2%	29.4%	54.5%	4.31	0.94
2017	1.6%	2.4%	9.4%	34.5%	52.0%	4.33	0.87
2016	1.8%	4.1%	8.7%	34.2%	51.3%	4.29	0.92
2015	0.8%	5.3%	7.0%	14.1%	72.7%	4.53	0.90

I would recommend Pacific Oaks to friends/family...

	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	x̄	Std. Dev
2020	2.7%	3.2%	8.7%	34.0%	51.5%	4.28	0.94
2019	3.4%	3.4%	10.6%	35.1%	47.4%	4.20	1.00
2018	3.0%	5.4%	10.1%	32.2%	49.3%	4.19	1.02
2017	2.4%	4.1%	10.0%	33.8%	49.7%	4.24	0.96
2016	4.6%	5.9%	10.2%	33.2%	46.2%	4.10	1.10
2015	3.5%	3.9%	6.8%	17.8%	68.0%	4.43	1.02

My overall experience at Pacific Oaks College has met my expectations.

	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	x̄	Std. Dev
2020	2.2%	6.3%	11.7%	38.3%	41.5%	4.11	0.99
2019	3.7%	6.3%	10.6%	44.3%	35.1%	4.01	1.02
2018	4.1%	5.4%	10.9%	39.4%	40.2%	4.06	1.05
2017	1.3%	8.6%	13.2%	39.1%	37.7%	4.03	0.99
2016	3.1%	11.5%	13.0%	36.3%	36.1%	3.91	1.11
2015	3.1%	5.6%	4.8%	31.7%	54.7%	4.29	1.01

As a student of Pacific Oaks College, I am able to maintain a healthy balance between my personal life and my course work/training.

	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	x̄	Std. Dev
2020	0.7%	6.6%	12.4%	44.4%	35.9%	4.08	0.90
2019	3.7%	9.2%	15.0%	45.0%	27.1%	3.82	1.05
2018	4.1%	7.9%	10.8%	48.0%	29.3%	3.91	1.04
2017	0.5%	7.0%	15.6%	41.5%	35.3%	4.04	0.92
2016	3.1%	8.2%	14.8%	41.6%	32.4%	3.92	1.03
2015	3.5%	12.6%	12.2%	33.5%	38.1%	3.90	1.15

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Campus: (All)

PO values your opinion of the institution. When responding to the statements, please think about your time here as a student.

How satisfied are you with your OVERALL academic experience at PO?

	Not at all Satisfied (1)	Dissatisfied (2)	Neither Satisfied nor Dissatisfied (3)	Satisfied (4)	Very Satisfied (5)	x̄	(n)
How satisfied are you with your OVERALL academic experience at PO?	1.0%	4.4%	5.1%	42.7%	46.8%	4.30	412

Please rate your level of agreement with the following statements.

	Strongly Disagree (1)	Disagree (2)	Neither Agree nor disagree (3)	Agree (4)	Strongly Agree (5)	x̄	(n)
I made the right choice by enrolling at PO.	1.9%	2.9%	8.0%	30.4%	56.7%	4.37	411
I would recommend PO to friends/family.	2.7%	3.2%	8.7%	34.0%	51.5%	4.28	412
My overall experience at PO has met my expectations.	2.2%	6.3%	11.7%	38.3%	41.5%	4.11	412
As a student of PO, I am able to maintain a healthy balance between my personal life and my coursework/training.	0.7%	6.6%	12.4%	44.4%	35.9%	4.08	412

In general, we are interested in your overall satisfaction with PO.
How important, if at all, would you say the following items are to your overall satisfaction with PO?

	Not at all Important (1)	Unimportant (2)	Neither Important nor Unimportant (3)	Important (4)	Very Important (5)	x̄	(n)
Access to academic supported services provided by individual faculty	0.2%	0.5%	2.2%	33.9%	63.1%	4.59	407
Access to academic support services provided by the Library	0.0%	0.5%	6.7%	36.3%	56.5%	4.49	405
Access to academic support services provided by C.A.R.E. (i.e., learning center and disability services)	0.7%	1.7%	12.3%	32.0%	53.2%	4.35	406
Learning the most you can from every experience	0.0%	0.2%	1.5%	20.4%	77.8%	4.76	406
The academic rigor of your degree program	0.2%	0.7%	3.7%	32.3%	63.1%	4.57	406
The value that PO places on each individual student	0.0%	0.5%	3.5%	24.6%	71.5%	4.67	403
Being at a college that shares your vision for society	0.2%	0.5%	3.0%	21.0%	75.3%	4.71	405
Employment in a new career after graduation	1.0%	1.5%	6.9%	17.8%	72.8%	4.60	404
Advancement in your current employment	1.7%	1.0%	6.7%	21.2%	69.4%	4.56	405
Being able to take required courses in an online delivery mode	2.2%	5.2%	11.6%	18.8%	62.1%	4.33	404
Having face-to-face contact with Financial Aid counselors.	2.7%	3.2%	20.6%	27.0%	46.4%	4.11	403

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Campus: (All)

Section 2. Student Services and Resources

We are interested in your satisfaction with the <u>communication</u> for several departments and organizations.

	Not at all Satisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	x̄	(n)
	(1)	(2)	(3)	(4)	(5)		
Academic Department (core faculty)	1.0%	4.0%	14.1%	34.3%	46.6%	4.21	397
Admissions	1.0%	4.0%	14.1%	34.3%	46.6%	4.21	397
Registrar's Office	1.0%	4.9%	17.8%	37.6%	38.7%	4.08	388
C.A.R.E.	0.8%	1.6%	35.7%	31.3%	30.7%	3.90	387
Financial Aid	0.8%	6.9%	14.3%	37.5%	40.6%	4.10	392
Student Accounts	1.0%	6.1%	16.8%	37.9%	38.2%	4.06	393
Information Technology (Help Desk)	0.8%	1.3%	25.3%	35.8%	36.8%	4.07	391
Student Government Association	0.5%	1.0%	48.5%	25.8%	24.2%	3.72	388
Academic Advising Center	3.5%	7.6%	19.2%	33.9%	35.7%	3.91	395
The Learning Center	0.0%	0.8%	31.5%	33.2%	34.5%	4.02	391

Now, we are interested in your satisfaction with the <u>hours</u> of operation for several departments and organizations.

	Not at all Satisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	x̄	(n)
	(1)	(2)	(3)	(4)	(5)		
Academic Department (core faculty)	0.8%	3.1%	14.8%	42.2%	39.2%	4.16	393
Admissions	0.0%	3.0%	14.4%	40.8%	41.8%	4.21	395
Registrar's Office	1.0%	3.0%	19.3%	42.9%	33.8%	4.05	394
C.A.R.E.	0.5%	2.0%	31.5%	35.3%	30.7%	3.94	394
Financial Aid	0.0%	4.6%	15.5%	42.5%	37.4%	4.13	393
Student Accounts	0.8%	3.3%	17.1%	44.8%	34.0%	4.08	397
Information Technology (Help Desk)	0.5%	1.8%	24.4%	37.3%	36.0%	4.07	397
Student Government Association	0.8%	1.5%	43.0%	30.8%	23.9%	3.76	393
Academic Advising Center	2.5%	4.8%	15.2%	43.7%	33.8%	4.01	394
The Learning Center	0.3%	2.5%	28.7%	35.8%	32.7%	3.98	397

Please select your satisfaction with service you received from the Financial Aid Office in completing the Financial Aid process.

	Not at all Satisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied	x̄	(n)
	(1)	(2)	(3)	(4)	(5)		
Financial Aid Office in completing the Financial Aid process	0.5%	3.9%	13.7%	33.4%	48.4%	4.25	386

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Campus: (All)

	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	x̄	(n)
Canvas courses are easy to navigate and use	1.3%	3.1%	3.8%	36.3%	55.6%	4.42	160
Canvas courses are conducted effectively by PO instructors	1.3%	4.4%	6.9%	35.8%	51.6%	4.32	159
The Student Gateway is easy to navigate and use	0.0%	2.0%	9.8%	35.3%	52.9%	4.39	102

Considering the past academic year, please indicate your agreement with the following statements.

	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	x̄	(n)
The computer lab is appropriate for my needs	0.8%	2.1%	25.7%	32.0%	39.4%	4.07	241
The computer lab's hours of operation fit my schedule	1.2%	2.9%	28.6%	30.3%	36.9%	3.99	241
Areas for study are available to me	0.3%	3.8%	13.6%	36.6%	45.6%	4.23	287

Please indicate your level of satisfaction over the past academic year with the following items.

	Not at all Satisfied (1)	Dissatisfied (2)	Neither Satisfied nor Dissatisfied (3)	Satisfied (4)	Very Satisfied (5)	x̄	(n)
Quality of Career Services	2.2%	6.7%	17.8%	31.1%	42.2%	4.04	45
Availability of Career Services	4.4%	8.9%	13.3%	31.1%	42.2%	3.98	45
Availability of the Help Desk staff	0.0%	1.9%	15.2%	38.6%	44.3%	4.25	158
The time it took for the Help Desk to resolve your issue	0.0%	2.6%	16.7%	34.0%	46.8%	4.25	156
Effective use of technology in courses	0.5%	1.8%	11.5%	40.3%	45.8%	4.29	382
Quality of the classroom facilities	0.3%	2.6%	23.2%	30.8%	43.2%	4.14	380
Availability of technological resources (e.g., video players, overhead projectors, etc.) in the classrooms	0.5%	1.6%	24.3%	30.9%	42.7%	4.14	382
Support received from the Student Accounts department	2.1%	3.6%	20.8%	35.3%	38.2%	4.04	385
Quality of The Learning Center	0.0%	0.0%	13.8%	41.5%	44.7%	4.31	123

Next, we would like to know your level of interest in the following services.

	Not at all Interested (1)	Somewhat Uninterested (2)	Somewhat Interested (3)	Very Interested (4)	x̄	(n)
Student Activities	20.3%	10.7%	38.6%	30.4%	2.79	365
Copy Machines	25.6%	10.1%	29.4%	34.9%	2.74	367
Career Assistance	11.6%	4.0%	29.4%	55.0%	3.28	371
Writing Assistance	12.3%	8.6%	33.8%	45.3%	3.12	373
Daytime Courses	34.2%	10.1%	26.4%	29.3%	2.51	368
Workshops	21.5%	6.9%	33.8%	37.8%	2.88	331

Campus: (All)

Student Accounts:
Please select your level of satisfaction with service received from the Student Accounts Office.

	Not at all Satisfied (1)	Dissatisfied (2)	Neither Satisfied nor Dissatisfied (3)	Satisfied (4)	Very Satisfied (5)	$\overline{x}$	(n)
Service received from the Student Accounts Office	1.3%	3.9%	16.3%	38.5%	40.1%	4.12	387

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Campus: (All)

Now, we would like to know how satisfied, if at all, you are with PO over the past academic year.

Thinking about your academic experience over the past year, please indicate your level of satisfaction with the following items.

	Not at all Satisfied (1)	Dissatisfied (2)	Neither Satisfied nor Dissatisfied (3)	Satisfied (4)	Very Satisfied (5)	x̄	(n)
Quality of instruction provided by faculty	1.1%	4.3%	5.9%	38.6%	50.3%	4.33	376
Consistency of instruction across faculty	2.4%	7.8%	7.2%	36.4%	46.3%	4.16	374
Intellectual challenge of the course work	0.5%	2.9%	6.6%	34.9%	55.0%	4.41	378
Quality of academic courses you've taken	0.8%	3.5%	5.6%	37.8%	52.4%	4.38	376
Number of courses taught by my department's core faculty	1.1%	4.2%	11.1%	36.8%	46.8%	4.24	361
Staff's response to concerns I've expressed	1.9%	7.2%	7.8%	34.2%	48.9%	4.21	374
Overall experience of the practicum process	2.9%	5.1%	9.6%	33.4%	48.9%	4.20	311
Overall quality of my academic program	0.8%	3.2%	6.1%	37.5%	52.4%	4.38	376
Process of registering for courses	3.0%	6.2%	7.0%	34.4%	49.3%	4.21	369
Availability of courses to allow progress toward the completion of my degree	1.6%	5.2%	6.8%	36.5%	49.9%	4.28	367

Faculty Advisor: Core faculty who assist with your academic and career related questions

	Not at all Satisfied (1)	Dissatisfied (2)	Neither Satisfied nor Dissatisfied (3)	Satisfied (4)	Very Satisfied (5)	x̄	(n)
Overall quality of your Faculty Advisor	3.1%	5.1%	11.0%	28.6%	52.1%	4.22	353
Accessibility to my Faculty Advisor	3.6%	5.6%	12.0%	28.3%	50.4%	4.16	357
Overall quality of support provided by your Faculty Advisor	4.2%	5.1%	10.2%	31.1%	49.4%	4.16	354

Academic Advisor: Advisor who assists with registration and general questions

	Not at all Satisfied (1)	Dissatisfied (2)	Neither Satisfied nor Dissatisfied (3)	Satisfied (4)	Very Satisfied (5)	x̄	(n)
Overall quality of your Academic Advisor	3.8%	7.4%	12.3%	32.6%	43.8%	4.05	365
Accessibility to my Academic Advisor	4.1%	10.4%	11.8%	32.7%	40.9%	3.96	364
Overall quality of support provided by your Academic Advisor	4.4%	8.5%	12.6%	30.6%	44.0%	4.01	366

Academic Advisor: Please rate the following statements how much you agree or disagree

	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	x̄	(n)
It was easy to get in touch with the Academic Advisor	6.7%	11.2%	12.0%	27.4%	42.7%	3.88	358
The Academic Advisor helped me understand the student resources available to me	4.9%	11.5%	13.8%	28.0%	41.8%	3.90	347

Admissions Enrollment Counselor: Counselor who assists with the admissions process

	Not at all Satisfied (1)	Dissatisfied (2)	Neither Satisfied nor Dissatisfied (3)	Satisfied (4)	Very Satisfied (5)	x̄	(n)
Overall quality of your Admissions Enrollment Counselor	1.2%	3.7%	7.8%	33.4%	53.9%	4.35	347
Accessibility to my Admissions Enrollment Counselor	1.7%	2.3%	9.3%	31.1%	55.5%	4.36	344
Overall quality of support provided by your Admissions Enrollment Counselor	1.7%	4.3%	8.9%	30.9%	54.2%	4.32	349

Please select your level of agreement with the following culture centered practices.

	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	x̄	(n)
Faculty and staff create a safe environment in which multiple voices and perspectives are shared and heard	1.1%	1.3%	5.3%	30.4%	61.9%	4.51	375
Course content is balanced and inclusive so that diverse perspectives are explored	0.5%	0.8%	5.4%	32.7%	60.6%	4.52	373
Developmental education is practiced by accommodating different learning styles, cognitive abilities, and sociocultural influences in the classroom	0.3%	1.6%	7.5%	32.0%	58.7%	4.47	375
Inclusive classroom and co-curricular environment promote mutual respect, reflection, critical thinking, and academic excellence	0.8%	0.3%	21.2%	27.1%	50.7%	4.27	373
I feel actively engaged in the learning process	0.3%	1.9%	4.8%	30.9%	62.1%	4.53	375
Courses are available to fit my schedule	0.8%	1.1%	6.4%	30.1%	61.6%	4.51	375

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Campus: (All)

Section 4. Community & Safety at PO

Considering the past academic year, please indicate your agreement with the following statements concerning communication and campus security at PO.

	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	x̄	(n)
If I have a question I know which staff member/department to contact	2.9%	6.1%	12.3%	34.9%	43.7%	4.10	375
PO provides proper channels of communication for students	1.6%	2.4%	12.5%	30.9%	52.5%	4.30	375
I am aware of campus advisory/emergency plans	2.7%	5.1%	19.5%	27.5%	45.2%	4.07	374
I feel safe and secure on campus	0.8%	0.3%	21.2%	27.1%	50.7%	4.27	373
I feel the information I send and receive online is secure	0.3%	0.5%	6.6%	36.2%	56.4%	4.48	376
I feel safe and secure at my instructional site.	0.5%	0.5%	13.6%	28.1%	57.2%	4.41	374

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Campus: (All)

Section 5. Professional Behavior

My experiences at PO…	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)	x̄	(n)
Advanced my cultural competence	0.8%	1.3%	6.6%	27.9%	63.4%	3.73	380
Increased my awareness of writing as an important skill in my professional life	0.8%	1.3%	6.1%	29.2%	62.6%	4.51	377
Advanced my professional practice skills	0.8%	1.1%	6.9%	29.6%	61.6%	4.50	375
Prepared me to behave in a professional manner	0.3%	0.8%	11.1%	28.1%	59.7%	4.46	377
Improved my ability to apply theory and scholarship to practice issues	0.3%	2.9%	6.9%	27.4%	62.5%	4.49	376