

Introduction/ Opening remarks

The _____ department/program would like to gather information about the services it provides so that it can better serve students. Your participation in this survey is completely voluntary, but it will greatly help us improve our services for you!

The _____ Department at Monterey Peninsula College is interested in listening to its students. Therefore, your thoughtful and honest responses to this survey are very important.

The _____ department at MPC would like your input regarding its services. Your feedback is valuable and will help us improve our services.

MPC would like to know how you feel about _____. Your opinion is valuable to us and will help us make MPC a better campus!

MPC is considering developing a program in _____. This program would provide students with knowledge and skills in the following areas: _____, _____, and _____. Your responses will help us determine how interesting or useful this program is to students.

Monterey Peninsula College would like to better understand the types of courses students would like to take, as well as the locations that are most convenient for students. Your input is very important to us and will help determine what classes we should offer and where we should offer them.

Confidentiality

To preserve confidentiality, your name is not requested.

Your responses will remain anonymous and confidential.

Your instructor will not see your responses, and they will not affect your grade in this class.

Preference for Course Length and Location

Where would you prefer to take courses?

- MPC main campus in Monterey
- MPC Education Center at Marina
- Online

Which of the following would you prefer for a typical 3-unit course?

- Meets for 3 hours one time per week for a full semester (17 weeks)
- Meets for 3 hours two or three times per week (e.g., Tu/Th for 1 1/2 hours or M/W/F for 50 minutes) for a full semester (17 weeks)
- Meets 6 hours per week for 8 weeks

Importance of Services

We would like to know how important each of the following services that the _____ department/program offers is to you. Please rate the importance of each of these services:

	Very important	Somewhat important	Not important	Don't Know
Free coffee	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lending library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Hours of Service

We would like to know whether the hours of the _____ department/program are convenient for students. Please check all the days and times that are most convenient for you to use the _____.

	Mon	Tue	Wed	Thurs	Fri	Sat	Sun
Early morning (before 8:00am)							
Mid morning (8:00am - 9:59am)							
Late morning (10:00am - 11:59am)							
Early afternoon (12:00pm - 2:59pm)							
Late afternoon (3:00pm - 5:59pm)							
Evening (6:00pm or later)							

The table below shows the times when classes could be offered. We would like to know if you are willing and able (that is, you do not have work or other obligations) to take classes at these times. Please indicate the times and days that you would be willing and able to take courses by checking the corresponding boxes.

	Mon	Tue	Wed	Thurs	Fri	Sat	Sun
Early morning (before 8:00am)							
Mid morning (8:00am - 9:59am)							
Late morning (10:00am - 11:59am)							
Early afternoon (12:00pm - 2:59pm)							
Late afternoon (3:00pm - 5:59pm)							
Evening (6:00pm or later)							

Availability of Service(s)

We would like to determine whether the _____ department/program offers adequate support in the following areas to meet your academic needs. Please rate the availability of each of the following services:

	I am able to receive the support I need in this area	I need more support in this area	Not applicable – I do not need or use support in this area
Math tutoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Writing assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How often do you visit/use the _____ program/service?

- Daily
- Weekly
- Monthly
- A couple times a semester
- Never

Campus Climate/ Sense of Belonging

Please rate the following statements by clicking on the corresponding buttons listed below.

	Strongly Agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree
Most students feel a sense of belonging here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Students feel welcome within the _____ Department.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff cares about me as an individual.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The faculty and staff in the _____ department are approachable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The _____ Department staff shows sincere interest in resolving my problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The _____ Department staff is consistently polite, considerate, and friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The _____ Department staff is knowledgeable to answer my questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty and staff respect and are supportive of each other.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty is understanding of students unique life circumstances.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is an enjoyable experience to be a student in the _____ Department.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty is fair and unbiased in their treatment of individual students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty and staff are interested in my academic questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Quality of Program/Service/ Satisfaction with Services

Please rate the quality of each of the following services of the _____ department/program.

	Excellent	Very good	Satisfactory	Needs improvement	Don't know/ N/A
Service #1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service #2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service #3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How would you rate the _____ staff?

- Consistently friendly, helpful, and courteous
- Above average
- Average, okay
- Varies on each visit
- Depends on staff member
- Consistently poor service

How satisfied were you with the service you received?

- Very satisfied
- Somewhat satisfied
- Felt neglected
- Walked away frustrated
- Didn't require service

How does MPC compare to other _____ classes you have had?

- MPC is much better than other programs
- MPC is a little better than other programs
- MPC is about the same as other programs
- MPC is not as good as other programs
- MPC is the only program I'm familiar with

Effectiveness of Policy

How would you feel about the college implementing the following policy:

_____?

- Strongly support
- Somewhat support
- Would not support
- Do not care

How effective is the current policy on _____?

- Very effective
- Somewhat effective
- Not effective
- Not sure

How much has the current _____ policy had an effect on _____?

- A lot
- A little
- Not at all

Reason for Choosing MPC

How did you hear about MPC's _____ program?

- MPC Catalog or Schedule of Classes
- Radio
- Television
- Newspaper ad
- Friend or family member

What is the primary reason you chose MPC's _____ program?

- It was the only program I knew about
- Instructors
- Location
- Cost

Why did you decide to take these courses at the MPC Education Center at Marina? (please check all that apply)

- The location is convenient
- The days and times of the classes are convenient

If MPC did not have a center in Marina, where would you have taken college courses this semester?

- MPC campus in Monterey
- MPC - other location in the community
- MPC - other location in the community
- I would not have enrolled in college

Reason for NOT Attending MPC

Why couldn't you (or someone you know) take these courses?

- No childcare
- No transportation
- Enrollment fees are too much
- Books are too expensive
- Course was offered for credit only
- Course was offered at the same time as another course
- Course was not offered at convenient time
- Didn't get the advice about what course to take

Please indicate your reason(s) for not enrolling this semester. Check all that apply.

- Reached your educational goal
- Transferred to a four-year college or university
- Left to serve in armed forces
- Left for medical reasons
- Left for financial reasons
- Left for personal reasons
- Left for work
- Left because you were dissatisfied with MPC
- Couldn't attend this semester but plan to return in a future semester
- Couldn't find child care

Demographics

Educational Goal

Students enroll in college for many reasons. Please tell us why you are taking classes at MPC.

- To transfer to a 4-year college
- To earn an associate degree
- To earn a vocational associate degree
- To earn a vocational certificate
- To update or acquire new job skills
- To explore career goals or interests
- For intellectual development & enrichment
- For physical fitness and well-being
- To improve my English, reading or math skills
- To earn college credits while in high school

Educational Attainment

What is your highest level of education?

- Not a high school graduate
- High school graduate
- Some college
- Vocational certificate
- Associate degree
- Bachelor's degree or higher

Gender

What is your gender?

- Female
- Male

Age

What is your age group?

- Under 18 years
- 18-24 years
- 25-29 years
- 30-39 years
- 40-49 years
- 50 or older

Ethnicity

What is your ethnicity? (Mark all that apply)

- African-American
- Asian
- Filipino
- Latino
- Native American/Alaskan Native
- Pacific Islander
- White

What is your residential zip code? _____

Please indicate your *primary* role at MPC.

- MPC student
- MPC administration/management
- MPC faculty
- MPC staff
- Community member

As an MPC student, are you a....? Check all that apply:

- Day student
- Evening student
- Distance Ed student
- Full time
- Part time