



# RSC STUDENT SATISFACTION OF SERVICES

2021-2022

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# Student Satisfaction of Services

## 2021-2022

### Overview

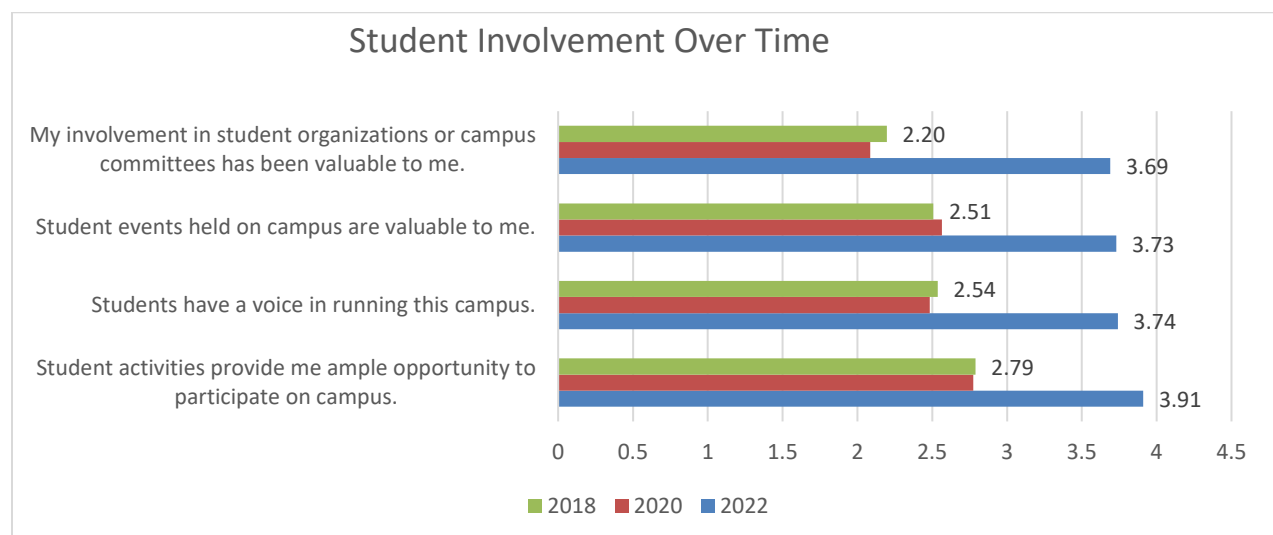
Rose State College separates the assessment of Student Satisfaction into two categories: Facilities and Services. These two assessments are distributed on an alternating basis in the spring semesters. In Spring 2022, the College Assessment Committee distributed the Student Satisfaction of Services Survey to the student body, and 187 responses were received. Participation, while strongly encouraged by faculty and staff, is voluntary.

### The Assessment Instrument

The Student Satisfaction of Services Survey, which was developed internally by the College Assessment Committee, has been in use for at least 10 years. Repeated use of this instrument allows for comparison of data over time. The survey prompts students to indicate the level to which they agree or disagree with a number of statements regarding specific services on campus. A five-point scale ranks responses from Strongly Agree (5) to Strongly Disagree (1), and an average rating of 4 is considered a satisfactory benchmark.

### Results

Services provided in each of the five academic divisions, the LRC, and student housing all received ratings at or above the 4.0 benchmark in 2022. In the areas of student engagement and campus events or activities, significantly higher ratings occurred in 2022 when compared with data from previous years.



The remainder of this report provides student response data organized by the following areas of interest.

Academic Divisions

LRC

Student Housing

Wellness Center

Website & Social Media

Other Student Support Services

Overall Satisfaction with the College

## Academic Divisions

### Business & Information Technology Division

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Knowledge</b>	<b>Total</b>	<b>Weighted Average</b>
The office staff in the Business & Info Tech Division office is helpful.	13	8	2	2	0	10	35	<b>4.28</b>
The Business & Info Tech Division academic advisor(s) provide accurate information.	10	9	5	1	1	8	34	<b>4</b>
The faculty in the Business & Info Tech Division are supportive.	13	12	5	0	0	4	34	<b>4.27</b>
The office staff in the Business & Info Tech Division office is helpful.	10	7	4	0	0	13	34	<b>4.29</b>
The Business & Info Tech Division faculty are available to me outside of class.	10	9	3	0	1	11	34	<b>4.17</b>
The schedule of classes in the Business & Info Tech Division meets my needs.	13	12	5	1	0	3	34	<b>4.19</b>
The BIT labs meet my needs.	8	4	2	0	0	20	34	<b>4.43</b>

## Engineering & Science Division

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Knowledge</b>	<b>Total</b>	<b>Weighted Average</b>
The office staff in the Engineering & Science Division office is helpful.	20	21	3	0	2	9	55	<b>4.24</b>
The Engineering & Science Division academic advisor(s) provide accurate information.	18	18	6	0	2	11	55	<b>4.14</b>
The faculty in the Engineering & Science Division are supportive.	21	21	3	1	1	7	54	<b>4.28</b>
The office staff in the Engineering & Science Division office is helpful.	20	18	3	0	2	11	54	<b>4.26</b>
The Engineering & Science Division faculty are available to me outside of class.	19	25	7	0	0	3	54	<b>4.24</b>
The schedule of classes in the Engineering & Science Division meets my needs.	19	26	4	1	2	2	54	<b>4.13</b>
The Engineering & Science labs meet my needs.	14	22	4	1	1	12	54	<b>4.12</b>

## Humanities Division

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Knowledge</b>	<b>Total</b>	<b>Weighted Average</b>
The office staff in the Humanities Division office is helpful.	40	30	6	0	0	23	99	<b>4.45</b>
The Humanities Division academic advisor(s) provide accurate information.	36	31	7	1	0	25	100	<b>4.36</b>
The faculty in the Humanities Division are supportive.	44	38	8	2	0	8	100	<b>4.35</b>
The office staff in the Humanities Division office is helpful.	39	32	6	0	0	23	100	<b>4.43</b>
The Humanities Division faculty are available to me outside of class.	39	30	9	4	0	18	100	<b>4.27</b>
The schedule of classes in the Humanities Division meets my needs.	38	50	8	0	0	4	100	<b>4.31</b>
The Humanities labs meet my needs.	26	25	7	0	0	40	98	<b>4.33</b>

## Social Sciences Division

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Knowledge</b>	<b>Total</b>	<b>Weighted Average</b>
The office staff in the Social Sciences Division office is helpful.	26	18	4	0	1	20	69	<b>4.39</b>
The Social Sciences Division academic advisor(s) provide accurate information.	22	19	1	2	1	24	69	<b>4.31</b>
The faculty in the Social Sciences Division are supportive.	30	25	5	0	1	8	69	<b>4.36</b>
The office staff in the Social Sciences Division office is helpful.	23	17	5	0	1	23	69	<b>4.33</b>
The Social Sciences Division faculty are available to me outside of class.	23	26	4	1	2	13	69	<b>4.2</b>
The schedule of classes in the Social Sciences Division meets my needs.	28	33	2	0	1	4	68	<b>4.36</b>
The Social Sciences labs meet my needs.	17	17	3	0	2	30	69	<b>4.21</b>

## Health Sciences Division

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Knowledge</b>	<b>Total</b>	<b>Weighted Average</b>
The office staff in the Health Sciences Division office is helpful.	23	29	4	1	0	4	61	<b>4.3</b>
The Health Sciences Division academic advisor(s) provide accurate information.	19	34	4	0	1	3	61	<b>4.21</b>
The faculty in the Health Sciences Division are supportive.	26	25	5	1	1	3	61	<b>4.28</b>
The office staff in the Health Sciences Division office is helpful.	21	29	6	1	0	4	61	<b>4.23</b>
The Health Sciences Division faculty are available to me outside of class.	20	29	4	1	0	7	61	<b>4.26</b>
The schedule of classes in the Health Sciences Division meets my needs.	21	28	7	2	1	2	61	<b>4.12</b>
The Health Sciences labs meet my needs.	20	31	4	2	1	3	61	<b>4.16</b>

## Services at Rose State College by Service Area

### Admissions

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Knowledge</b>	<b>Total</b>	<b>Weighted Average</b>
Visiting the campus influenced my decision to attend Rose State College.	35	37	61	21	7	26	187	<b>3.45</b>
The admissions procedures were easy to navigate.	62	85	24	11	1	4	187	<b>4.07</b>
The Admissions and Records (Registrar's) Office staff provides high quality support and service.	68	80	17	6	2	14	187	<b>4.19</b>
The Testing Center or E.A.S.T. (for Accuplacer, ACT, CLEP/DSST exam) provides high quality support and service.	49	53	29	2	1	53	187	<b>4.1</b>

### Learning Resources Center

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Knowledge</b>	<b>Total</b>	<b>Weighted Average</b>
The staff in the Learning Resources Center (LRC) are helpful.	77	49	11	1	1	8	147	<b>4.44</b>
The services provided by the Library (1st floor of the LRC) meet my needs.	59	56	12	2	0	18	147	<b>4.33</b>
The online databases provided by the Library meet my needs.	48	47	21	1	5	25	147	<b>4.08</b>
The study and meeting spaces in the LRC meet my needs.	67	52	9	0	3	16	147	<b>4.37</b>
The services provided by the Tutoring Center (2nd floor of the LRC) meet my needs.	37	25	13	0	2	70	147	<b>4.23</b>
The services provided by the Testing Center (2nd Floor of the LRC) meet my needs.	62	49	10	1	1	24	147	<b>4.38</b>
The hours of the Learning Resources Center (2nd Floor Services) meet my needs.	52	53	16	6	3	17	147	<b>4.12</b>
The hours of the Library (1st Floor of LRC Bldg) meet my needs.	45	62	13	4	4	19	147	<b>4.09</b>
The services provided by the Underground Café meet my needs.	36	34	22	1	1	52	146	<b>4.1</b>

## Student Housing

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Knowledge</b>	<b>Total</b>	<b>Weighted Average</b>
Rose State College provides quality student housing.	6	8	0	1	0	1	16	<b>4.27</b>
The Rose State College Student Housing staff provides high quality support and service to residents.	4	2	1	1	0	8	16	<b>4.13</b>
The programs provided for students in student housing met my needs.	5	1	0	2	0	8	16	<b>4.13</b>

## Wellness Center

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Knowledge</b>	<b>Total</b>	<b>Weighted Average</b>
The schedule of classes & activities in the Wellness Center meets my needs.	5	8	6	0	0	7	26	3.95
The staff who work at the Wellness Center is helpful.	13	11	2	0	0	0	26	4.42
The hours of the Wellness Center work for my schedule.	10	12	4	0	0	0	26	4.23

## Website and Social Media

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Knowledge</b>	<b>Total</b>	<b>Weighted Average</b>
The RSC website is a valuable source of information.	75	65	24	6	0	2	172	<b>4.23</b>
The layout of the RSC website is easy to navigate.	62	62	27	15	4	1	171	<b>3.96</b>
The RSC webpage meets my needs.	65	69	28	8	1	1	172	<b>4.11</b>
The College does a good job of communicating important information to me.	73	66	22	6	2	1	170	<b>4.2</b>
I regularly use text messaging as a means to gather information.	58	51	26	17	6	13	171	<b>3.87</b>
I regularly use email as a means to gather information.	77	67	16	8	0	3	171	<b>4.27</b>
I regularly use social media as a means to gather information.	28	39	34	35	21	13	170	<b>3.11</b>
RSC social media (Twitter, Instagram, Facebook) meets my needs.	20	38	36	8	2	67	171	<b>3.63</b>

## Other Support Services

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Knowledge</b>	<b>Total</b>	<b>Weighted Average</b>
The staff of the <b>Graduation Office</b> provides high quality support and service.	19	33	18	1	0	93	164	<b>3.99</b>
The <b>Student Engagement Office</b> was helpful in getting me involved on campus.	20	22	28	1	8	85	164	<b>3.57</b>
The <b>TRIO</b> staff helped to navigate my educational experience.	17	18	18	2	1	108	164	<b>3.86</b>
The <b>Veteran Student Services Office</b> provides high quality support & service.	11	15	18	3	1	116	164	<b>3.67</b>
The <b>Student Success Center</b> provides high quality support & service.	18	26	14	2	1	103	164	<b>3.95</b>
<b>Student Access Services</b> (formerly Disability Services) provides high quality support & service.	14	12	18	0	2	118	164	<b>3.78</b>
<b>Personal Counseling Services</b> provides high quality support & service.	14	17	14	1	0	118	164	<b>3.96</b>
The <b>Office of Career Services</b> provides high quality support & service.	14	20	17	0	1	112	164	<b>3.88</b>
The staff at the <b>bookstore</b> is helpful.	48	53	16	4	5	38	164	<b>4.07</b>



## Overall Satisfaction with Rose State College

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>No Knowledge</b>	<b>Total</b>	<b>Weighted Average</b>
Overall, the faculty at Rose State College are helpful and supportive.	78	62	12	5	2	1	160	<b>4.31</b>
Overall, the faculty at Rose State College care about my academic success.	78	59	13	7	2	1	160	<b>4.28</b>
Overall, Rose State College supports student success.	73	65	13	3	2	3	159	<b>4.31</b>
Overall, I am comfortable using CANVAS.	106	48	6	0	0	0	160	<b>4.63</b>
The Canvas mobile app is useful and meets my needs.	89	40	14	2	0	14	159	<b>4.49</b>
The WiFi system meets my needs.	46	48	24	10	8	24	160	<b>3.84</b>
Student activities provide me ample opportunity to participate on campus.	33	36	19	1	7	63	159	<b>3.91</b>
Students have a voice in running this campus.	22	37	29	1	5	65	159	<b>3.74</b>
Student events held on campus are valuable to me.	25	34	29	5	4	63	160	<b>3.73</b>
My involvement in student organizations or campus committees has been valuable to me.	21	26	30	4	3	76	160	<b>3.69</b>
Rose State College cares about my college experience.	57	62	23	5	5	8	160	<b>4.06</b>
I feel safe when I am on campus.	68	62	17	1	1	10	159	<b>4.31</b>
Campus security is visible.	34	51	32	12	5	26	160	<b>3.72</b>
The vending machines meet my needs.	23	34	21	9	6	67	160	<b>3.63</b>
I reference the Student Handbook online.	29	48	20	15	8	40	160	<b>3.63</b>
I would recommend Rose State College to others.	73	61	20	3	2	1	160	<b>4.26</b>
Overall, I am satisfied with the services provided to me at Rose State College.	71	68	11	5	3	2	160	<b>4.26</b>