Student Needs and Priorities Survey (SNAPS) Summary
CSUSB Palm Desert Campus 2001

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October, 2001

This report summarizes the results of the Student Needs and Priorities Survey (SNAPS) 1999 administered at the Palm Desert Campus in Spring 2001. Of the 19 classes with 415 students selected during the Spring term, 17 classes participated with 269 students who completed the survey.

Aside from the descriptive statistics reported for the Palm Desert campus, the report includes comparative data for Cal State San Bernardino and the CSU system as a whole from 1999.

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Respondent Characteristics

		Desert '01	SB '99	CSU '99
	Number of students completing SNAPS survey	269	916	18,393

37	Based on the number of academic units you have completed, what is your present **class level** in college?	Desert '01	SB '99	CSU '99
1	Freshman - (0-44 quarter units or 0-29 semester units)	1.6	9.1	11.5
2	Sophomore - (45-89 quarter units or 30-59 sem. units)	0.0	7.1	10.4
3	Junior - (90-134 quarter units or 60-89 semester units)	25.7	21.1	25.9
4	Senior - (135+ quarter units or 90+ semester units)	32.1	35.7	33.2
5	Graduate, Post baccalaureate	40.6	26.9	19.0

38	How many **units** are you taking **this term**?	Desert '01	SB '99	CSU '99
	Part-time	47.8	24.4	23.2
	Full-time	51.9	75.6	76.8

39	Do you currently consider yourself to be a:	Desert '01	SB '99	CSU '99
1	Day student	6.9	39.9	49.7
2	Night student	58.7	27.1	16.4
3	Both day and night student	34.4	33.0	33.9

20	Do you consider yourself to be a **re-entry student**?	Desert '01	SB '99	CSU '99
1	Yes	50.9	32.4	24.5
2	No	49.1	67.6	75.5

10	When you first enrolled at this campus, were you:	Desert '01	SB '99	CSU '99
1	A first-time freshman or precollegiate student	9.3	26.8	37.0
2	An undergraduate transfer student from a community college	55.8	47.8	40.8
3	An undergraduate transfer student from another senior college or university	9.3	11.7	10.1
4	A new (first-time/transfer) graduate or post baccalaureate student	25.6	13.7	12.1

5 What term and year did you **first enroll** at this campus?

5B	Term	Desert '01	SB '99	CSU '99
1	Fall	55.8	69.3	73.3
2	Winter	24.1	21.9	5.8
3	Spring	17.3	7.3	18.1
4	Summer	2.8	1.4	2.8

4	What is your current **degree objective** at this campus?	Desert '01	SB '99	CSU '99
1	Bachelor's Degree	61.8	72.4	76.8
2	Master's Degree	27.2	19.9	17.7
3	Joint Doctorate	0.4	0.6	0.2
4	No degree objective	10.6	7.1	5.2

7	Are you enrolled in any of the following **programs**? (Mark all that apply)	Desert '01	SB '99	CSU '99
7A	Teaching credential	24.9	15.1	5.7
7B	Other credential	11.9	3.9	3.4
7C	Certificate	4.1	2.9	2.5

23	**How old** are you? (in years)	Desert '01	SB '99	CSU '99
	17 years or younger	0.0	0.5	0.3
	18 to 24 years	19.4	42.8	58.5
	25 to 29 years	20.2	20.2	18.5
	30 to 34 years	14.0	10.7	8.0
	35 to 39 years	8.4	8.6	5.2
	40 years and older	37.3	17.2	9.5

27	What is your **gender**?	Desert '01	SB '99	CSU '99
1	Male	31.2	39.3	40.4
2	Female	68.8	60.7	59.6

29	**Ethnic** Groups (Aggregated)	Desert '01	SB '99	CSU '99
	Black	2.1	8.2	5.4
	Asian	0.4	6.6	17.6
	Latino	32.6	24.5	17.8
	White	45.9	42.8	40.3
	Other	18.1	17.9	18.9

30	Do you consider yourself to be **multi-ethnic**?	Desert '01	SB '99	CSU '99
1	Yes	37.9	38.1	37.5
2	No	62.1	61.9	62.5

25	Are you a **United States citizen?**	Desert '01	SB '99	CSU '99
1	Yes	88.5	87.6	86.1
2	No, I am a permanent resident with a “green card”	4.1	7.3	9.1
3	No, I am an international visa student	7.4	4.7	3.9
4	No, I currently have refugee status	0.0	0.0	0.2
5	Other status	0.0	0.3	0.7

26	When you were growing up, did you usually speak in a **language other than English at home**?	Desert '01	SB '99	CSU '99
1	Yes	45.6	34.6	40.4
2	No	54.4	65.4	59.6

17 **How much formal education did your parents obtain?**

17a	FATHER/GUARDIAN	Desert '01	SB '99	CSU '99
1	8th grade or less	23.3	13.9	11.7
2	Some high school	6.3	7.6	6.1
3	High school graduate	21.7	21.0	17.0
4	Some college	20	20.8	21.5
5	College graduate	12.5	18.4	23.5
6	Post baccalaureate or graduate	11.7	15.2	15.9
7	Don't know/Omit	4.6	3.1	4.2

17b	MOTHER/GUARDIAN	Desert '01	SB '99	CSU '99
1	8th grade or less	22.8	12.7	11.9
2	Some high school	12.4	5.9	6.1
3	High school graduate	20.7	27.4	21.6
4	Some college	21.2	26.5	25.8
5	College graduate	10.4	15.0	21.2
6	Post baccalaureate or graduate	9.1	10.0	10.4
7	Don't know/Omit	3.3	2.5	2.9

College Choice

8 Of all the colleges or universities to which you were admitted, is the campus you are currently attending **your first choice**?

		Desert '01	SB '99	CSU '99
1	Yes, this campus was my first choice (or only choice).	87.8	80.9	80.2
2	No, I was admitted to another CSU campus that was my first choice.	3.4	7.9	7.8
3	No, I was admitted to a University of California, California private institution, or out-of-state institution that was my first choice.	8.7	11.1	12.0

9 Please rate the IMPORTANCE of each of the following factors in influencing your decision to attend this particular campus.

Very Important; Important; Somewhat Important; Not Very Important; Not Important At All

	Percent "Very Important" and "Important"	Desert '01	SB '99	CSU '99
		Sorted by:		
9b	Close to home	90.1	78.1	65.0
9l	Availability of a particular major	86.1	80.4	79.3
9s	Low to moderate cost (affordable for me and/or my family)	85.0	89.2	85.5
9a	I was admitted	76.6	74.9	76.3
9n	Academic reputation of the campus in my major	73.1	70.2	71.4
9f	Opportunity to work, or maintain a job, while attending school	71.3	60.8	55.0
9m	General academic reputation of the campus	69.3	65.5	65.5
9o	Opportunity for contact with faculty	66.2	64.5	59.6
9c	Close to work	65.8	44.5	36.1
9p	Reputation of faculty	64.9	62.1	55.7
9u	Opportunity to obtain need-based financial aid	58.4	64.1	58.8
9r	Contact with campus officials prior to admission or enrolling	55.3	41.8	37.5
9t	Opportunity to obtain an academic, non-need based, scholarship	55.0	51.1	48.8
9bb	Safety factors (e.g., presence of security escort services, incidence of crime in the general area)	51.8	59.3	54.4
9k	Recommendation from friends or peers	45.7	35.9	37.7
9j	Recommendation from school or college counselors	43.4	36.0	38.0
9y	Geographic setting of the campus or surrounding city	43.3	46.0	51.6
9aa	Impressions from my campus visit	38.0	45.2	46.5
9g	Availability of special academic support services, e.g., tutoring, learning centers	37.4	35.4	32.3
9q	Printed materials or video information provided by campus	37.4	28.2	27.7
9x	Overall appearance of the campus	35.3	48.4	47.3
9w	Size of the campus	34.9	31.4	37.6
9i	Recommendation from family	29.4	29.4	31.7
9z	Ethnic composition of the campus	24.0	24.4	30.3
9v	Chance to leave home	18.5	15.8	27.6
9e	Convenient public transportation to school	17.4	13.3	19.0
9d	Availability of on-campus child care	15.0	9.0	6.4
9h	On-campus housing	14.5	8.0	17.7
	Average Importance Rating	50.1	46.9	46.4

Quality of Instruction and Learning Environment

11 Factors related to instruction and the learning environment play a vital role in helping you achieve your educational goals. Please rate the following factors at your present campus.

5 Excellent
4 Good
3 Fair
2 Poor
1 Very Poor

	Percent "Excellent" and "Good"	Desert '01	SB '99	CSU '99
11a	Quality of instruction	86.8	88.4	79.8
11e	Faculty preparation for class	85.5	87.3	79.9
11k	Coursework that is consistent with the instructor's stated objectives or syllabus	85.3	85.9	82.2
11f	Faculty enthusiasm for teaching	83.9	82.6	74.6
11h	Fairness of testing and grading	82.3	77.9	72.0
11j	Relevance of coursework to major	82.1	73.4	74.8
11d	Faculty ability to communicate the subject matter	81.8	82.3	74.1
11g	Courses that stimulate intellectual/interpersonal growth or challenge me	76.5	77.8	74.3
11n	Class size	76.4	74.6	68.3
11l	Courses in my major that are required for graduation	75.5	76.5	76.1
11i	Classes that are focused on career concerns	74.6	67.2	64.5
11b	Accessibility of faculty	74.3	75.4	73.1
11m	Opportunities to meet with faculty outside of the classroom	57.4	66.9	66.9
11p	Convenience of class scheduling	47.7	46.5	39.0
11c	Variety of courses offered	44.7	60.8	58.1
11o	Availability of necessary classes	44.3	46.4	38.8
	Average Quality Rating	72.4	73.1	68.5

Community Service/Service Learning

28 Community service is defined as all work or services provided by individuals, campus organizations, public or private community agencies, or businesses that contribute to the quality of life in the community. Such work may be voluntary or for pay.

Did you perform any community service during the period January 1998 through December 1998? Mark all that apply.

		Desert '01	SB '99	CSU '99
28a	Yes, I performed community service as a volunteer.	30.5	34.9	36.1
28b	Yes, I performed community service and received a stipend or salary for my work.	5.6	8.4	6.6
28c	No, I did not perform community service during 1998.	52.8	55.7	55.2

31 A service-learning course is one in which a community service experience is fully integrated into the academic content of the course. It provides a formal academic study, community service, and the opportunity to examine how they are connected (often call reflection).

31a	Have you taken a service-learning course?	Desert '01	SB '99	CSU '99
1	Yes, I have taken a service-learning course.	10.3	8.3	9.8
2	No, I have not taken a service-learning course.	64.2	60.8	60.4
3	No, I have not taken a service-learning course but am interested in taking such a course in the future.	25.4	31.0	29.8

If YES to question 31, how did your service-learning course compare to the traditional classes you have taken in the following areas?

31b	Mastery of the subject matter	Desert '01	SB '99	CSU '99
3	Learned more in service-learning class	53.3	77.3	63.1
2	No difference	40.0	21.3	32.3
1	Learned less in service-learning class	6.7	1.3	4.5

31c	Developing civic awareness and responsibility	Desert '01	SB '99	CSU '99
3	Learned more in service-learning class	44.4	70.4	69.2
2	No difference	51.9	28.2	27.7
1	Learned less in service-learning class	3.7	1.4	3.1

31d	Providing opportunities to explore career options	Desert '01	SB '99	CSU '99
3	Learned more in service-learning class	46.4	74.3	67.1
2	No difference	42.9	21.6	28.9
1	Learned less in service-learning class	10.7	4.1	4.0

Student Services (Importance)

12 Student services play a vital role in helping you achieve your educational goals.
Please rate how IMPORTANT these services have been for your own education.

3 Very Important
2 Somewhat Important
1 Not Very Important

Note: A different importance scale was used for these items in 1994.

	Percent "Very Important"	Desert '01	SB '99	CSU '99
12lzc	Parking	65.4	72.5	72.1
12le	Bookstore	61.7	65.4	66.1
12lt	Admissions services	56.8	64.2	56.1
12lu	Records or registration services	56.4	67.2	58.2
12lk	Career advising provided by faculty	55.0	57.5	57.6
12lh	Financial aid services	54.2	67.2	62.4
12ly	Library services	53.8	66.0	63.5
12lx	Library collection	44.7	63.7	61.1
12lza	Computing resources	43.6	54.2	59.6
12ll	Career Center services	36.8	42.7	45.0
12lr	Services to students with disabilities	33.7	32.5	31.3
12lzb	Learning assistance/tutoring	33.3	43.6	39.5
12lv	Adult re-entry services	32.5	26.4	21.2
12lz	Laboratory facilities	31.8	40.9	42.6
12lp	New Student Orientation	23.1	31.0	34.4
12lf	Student health services	23.0	38.7	45.5
12li	Food services	23.0	34.2	37.9
12lw	Testing services (e.g., EPT, ELM, upper division writing requirement)	23.0	32.5	32.7
12lq	Educational equity programs (e.g., EOP, Summer Bridge)	19.9	24.6	24.9
12lg	Psychological counseling	18.1	19.6	17.8
12lm	Cultural activities	15.9	15.9	19.6
12ld	Campus child care	14.9	13.1	10.5
12ls	Student clubs and organizations	12.4	19.9	21.9
12lj	Intercollegiate athletic programs	11.7	15.1	15.5
12lc	Student union activities	11.7	9.2	12.2
12lb	Recreation programs and/or activities	10.8	14.4	17.0
12ln	Associated Students programs and activities	10.8	12.9	15.3
12la	Campus housing	9.6	8.4	17.3
12lo	Fraternities and sororities	7.2	8.9	8.4
	Average Importance Rating	30.9	36.6	36.8

Student Services (Quality)

Rate the QUALITY of these services on your campus.

5 Excellent
4 Good
3 Fair
2 Poor
1 Very Poor

	Percent "Excellent" and "Good" (Among Users)	Desert '01	SB '99	CSU '99
12h	Financial aid services	66.7	67.2	63.2
12t	Admissions services	63.4	55.9	55.2
12aa	Computing resources	61.7	68.4	59.8
12y	Library services	61.5	71.0	65.5
12v	Adult re-entry services	60.8	47.6	47.8
12k	Career advising provided by faculty	59.1	53.7	53.2
12u	Records or registration services	58.3	54.7	53.9
12x	Library collection	53.8	64.7	58.2
12z	Laboratory facilities	53.7	60.7	52.9
12w	Testing services (e.g., EPT, ELM, upper division writing requirement)	52.0	52.0	49.8
12f	Student health services	50.0	73.5	70.4
12q	Educational equity programs (e.g., EOP, Summer Bridge)	49.3	50.5	57.8
12l	Career Center services	48.7	55.9	57.1
12s	Student clubs and organizations	48.2	53.8	56.6
12p	New Student Orientation	47.4	58.4	60.7
12g	Psychological counseling	47.2	54.9	52.6
12r	Services to students with disabilities	46.8	61.5	59.9
12j	Intercollegiate athletic programs	46.4	42.4	45.6
12bb	Learning assistance/tutoring	46.0	62.3	53.8
12n	Associated Students programs and activities	45.6	48.2	49.7
12e	Bookstore	43.7	57.9	60.0
12b	Recreation programs and/or activities	43.0	49.1	54.9
12a	Campus housing	42.3	32.5	44.5
12m	Cultural activities	41.8	48.7	49.3
12o	Fraternities and sororities	40.7	42.8	42.2
12i	Food services	39.8	51.2	45.2
12d	Campus child care	39.7	49.2	46.9
12cc	Parking	34.8	35.2	20.3
12c	Student union activities	33.3	49.3	51.8
	Average Quality Rating	49.2	54.3	53.1

Advising

13 Academic advising also plays a key role in helping you achieve your educational goals.

Please rate the IMPORTANCE of the academic advising listed below in terms of your own education.

3 Very Important
2 Somewhat Important
1 Not Very Important

Note: A different importance scale was used for these items in 1994.

	Percent "Very Important"	Desert '01	SB '99	CSU '99
13Ia	Pre-college advising from my high school	46.3	55.4	56.1
13Ib	Pre-transfer advising from my community college	60.2	55.8	50.8
13Ic	The university advising center or general studies office	56.3	49.2	48.6
13Id	Advising centers in my major department or school/college	66.8	75.5	72.2
13Ie	Faculty in my major department	71.3	75.7	77.0
13If	Administrative or program staff (e.g., EOP, Adult Re-Entry, Services to Students with Disabilities, Financial Aid Office)	52.1	48.6	44.4
13Ig	Campus catalog/class schedule and other department or school publications	72.1	74.7	70.7
13Ih	University orientation course	33.8	32.5	31.7
13Ii	Fellow students	42.0	44.0	48.0
	Average Importance Rating	55.7	56.8	55.5

Rate the overall QUALITY of these services.

5 Excellent
4 Good
3 Fair
2 Poor
1 Very Poor

	Percent "Excellent" and "Good" (Among Users)	Desert '01	SB '99	CSU '99
13a	Pre-college advising from my high school	48.2	41.0	42.4
13b	Pre-transfer advising from my community college	54.8	47.9	46.6
13c	The university advising center or general studies office	55.0	47.1	48.7
13d	Advising centers in my major department or school/college	55.7	59.0	57.9
13e	Faculty in my major department	66.7	72.3	69.9
13f	Administrative or program staff (e.g., EOP, Adult Re-Entry, Services to Students with Disabilities, Financial Aid Office)	61.7	61.3	58.2
13g	Campus catalog/class schedule and other department or school publications	72.2	78.5	72.9
13h	University orientation course	54.1	55.3	54.9
13i	Fellow students	74.9	73.5	71.3
	Average Quality Rating	60.4	59.5	58.1

Obstacles and Suggestions

15	Which ONE of the following presents the greatest **obstacle** to reaching your educational goals?	Desert '01	SB '99	CSU '99
1	Campus-related factors (such as course variety, availability of courses, instructors, advising, support services, etc.)	47.8	35.1	35.0
2	Academic and educational factors (such as lack of adequate preparation for college, lack of proper motivation, poor choice of major)	2.8	8.0	10.6
3	Financial factors	8.8	15.5	16.1
4	Other personal factors (such as family obligations, job, personal problems, etc.)	15.5	17.6	16.0
5	I do not see any obstacles to completing my education	25.1	23.8	22.2

32 During the past year, indicate how difficult each of the following activities have been in doing your coursework.

1 Very Difficult
2 Difficult
3 Slightly Difficult
4 Not Difficult
5 Not Applicable/Not Assigned

	Percent "Very Difficult" and "Difficult"	Desert '01	SB '99	CSU '99
32a	Formulating a topic or a research question	75.8	27.7	32.0
32b	Locating and retrieving information	78.3	19.0	23.2
32c	Evaluating the accuracy and validity of the information	81.8	16.9	21.1
32d	Organizing and using the information	86.4	14.4	18.6
32e	Writing a term paper	78.6	24.3	29.3
32f	Preparing and delivering an oral presentation	71.4	29.4	34.2

16 Listed below are some of the things that the campus and your high school/community college might do to improve the transition to the university. Which would have been personally most helpful to you? Mark your top THREE choices.

		Desert '01	SB '99	CSU '99
16a	Provide information and the application for admission to the university on the internet (e.g., CSUMentor)	49.1	43.2	42.1
16e	Provide timely evaluation of college coursework credited to general education and major requirements	48.0	61.8	59.4
16f	Provide timely feedback on admission decisions	36.8	50.9	46.5
16g	Permit students to demonstrate entry-level math and English proficiency through assessments taken before applying to college	27.9	36.1	40.2
16b	Provide the application for financial aid on the internet	25.7	30.9	29.7
16d	Provide better remedial/developmental coursework in mathematics	13.0	22.1	23.1
16c	Provide better remedial/developmental coursework in English	14.1	19.7	22.2

22 Listed below are some of the things that the campus might do to help you reach your educational goals. Which would be personally most helpful or useful to you now? Mark your top FIVE choices. [Note: These items not asked in 1994.]

		Desert '01	SB '99	CSU '99
22a	Provide on-line access to customized information about specific general education and major program requirements that you still need to complete and a listing of required course schedule options available for the next term for registration.	53.2	60.7	60.4
22f	Offer a state-supported summer term (i.e., offer summer courses at the state university fee, not continuing education charges).	43.5	66.7	55.8
22l	Improve the parking situation.	40.5	49.5	60.3
22e	Schedule an entire program built around courses which are each of one month duration.	36.4	26.7	26.7
22i	Offer one place on campus where you can handle registration, financial aid, fee payments, etc.	32.3	47.4	38.2
22g	Offer your degree program on a schedule that permits only night attendance.	32.3	29.5	21.3
22h	Allow you to demonstrate mastery of course content as an alternative to taking a course.	32.0	34.3	37.6
22d	Offer your degree program on a schedule that permits only night attendance.	31.2	22.5	18.6
22b	Have a standard lower division core for each major/degree program regardless of which community college or CSU campus you attend.	27.9	32.0	36.4
22c	Provide internet access to courses offered by universities in other countries.	24.5	17.1	19.2
22k	Raise more money from alumni and others so more financial aid could be offered.	20.8	25.4	31.6
22j	Have more on-campus jobs available.	9.7	22.7	27.9

Financial Factors

18 **How are you paying for your college education?** *Mark all that apply.*

		Desert '01	SB '99	CSU '99
	Employment			
18a	Part-time job	13.8	35.0	42.6
18b	Full-time job (35 hours or more per week)	52.8	28.1	18.3
18c	Employer-sponsored benefit	4.1	2.3	2.7
	Personal sources of income			
18d	Family assistance, including spouse	31.6	39.5	46.4
18e	Loans	19.7	22.4	19.5
18f	Savings	15.2	13.3	18.8

	Campus sources of income			
18i	Student loan	22.3	34.5	31.4
18g	Grant	26.0	29.9	30.9
18h	Scholarship	12.6	8.3	10.9
18j	Work-study programs	0.7	2.6	4.6

19	Are you **concerned about financing** your college education? *Mark only one.*	Desert '01	SB '99	CSU '99
1	No, I will have sufficient funds	37.6	23.1	24.7
2	Yes, somewhat concerned. But, I will probably have enough funds to continue.	38.8	49.4	47.7
3	Yes, very concerned. I may not have enough funds to continue.	16.9	22.4	21.5
4	Yes, extremely concerned. I will not have funds to continue.	6.6	5.2	6.1

33	What is your **work status**? Mark the response that most applies to your situation.	Desert '01	SB '99	CSU '99
1	I am not employed, and I am NOT looking for work.	17.8	15.5	16.0
2	I am not employed, and I am looking for work.	6.5	12.7	15.6
3	I am employed; I work on-campus.	2.8	7.8	9.4
4	I am employed; I work off-campus.	72.9	62.3	56.3
5	I am employed; I work both on and off campus.	0.0	1.7	2.7

34	If you are currently employed, on average, how many **hours per week do you work** on your job(s)?	Desert '01	SB '99	CSU '99
	Did not work	3.5	10.0	5.0
	Twenty hours or less	11.0	33.4	43.1
	Greater than 20	85.8	56.6	51.9

35	On an average day, **how long does it take you to commute** one way to the campus from your home or usual point of departure? Do not count the time it takes to park and get to class.	Desert '01	SB '99	CSU '99
1	I do not commute; I live on or within walking distance of the campus	2	5.8	14.6
2	Fewer than 15 minutes	14.3	14.8	24.0
3	15 - 29 minutes	38.1	35.7	32.5
4	30 - 44 minutes	13.9	22.6	15.0
5	45 minutes but less than one hour	7.5	11.3	7.8
6	An hour or longer	24.2	9.9	6.1

36	How many **financial dependents** (e.g., spouse, children) do you have? Do not count yourself.	Desert '01	SB '99	CSU '99
1	None	36.9	55.6	73.9
2	One	24.5	18.0	12.4
3	Two	17.3	10.4	7.2
4	Three	16.5	9.6	4.1
5	Four	4.8	3.7	1.6
6	Five or more	0.0	2.7	0.8

Campus Climate

21 **Listed below are several attributes related to campus climate.**

Indicate how often, during the past year, you have personally experienced or directly observed at this campus insensitive behavior and/or remarks directed at yourself or another based on each attribute.

1 Never
2 Rarely
3 Occasionally
4 Frequently

	Percent "Never" and "Rarely"	Desert '01	SB '99	CSU '99
21Ia	Race or ethnicity	87.7	85.8	81.8
21Ib	Gender	90.3	86.2	82.7
21Ic	Sexual orientation	94.3	90.7	84.4
21Id	Age	89.8	88.3	88.8
21Ie	Disabilities	90.8	92.7	91.6
21If	Learning difficulties	91.2	91.0	88.7
21Ig	Religion	91.9	90.9	86.6
21Ih	Non-English language background	89.1	86.5	81.1

Indicate how often, during the past year, you have personally experienced or directly observed campus efforts to reduce or eliminate insensitive behavior and/or remarks based on each attribute.

1 Never
2 Rarely
3 Occasionally
4 Frequently

	Percent "Frequently" and "Occasionally"	Desert '01	SB '99	CSU '99
21Ra	Race or ethnicity	21.8	31.8	36.4
21Rb	Gender	20.0	28.6	32.1
21Rc	Sexual orientation	16.8	25.3	28.3
21Rd	Age	17.9	21.8	18.3
21Re	Disabilities	17.9	29.3	28.0
21Rf	Learning difficulties	17.1	26.6	25.7
21Rg	Religion	14.4	18.3	21.7
21Rh	Non-English language background	19.7	25.4	25.7

40 Indicate the extent to which you agree with the following statements about this campus.

5 Strongly Agree
4 Agree
3 Neutral
2 Disagree
1 Strongly Disagree

	Percent "Strongly Agree" and "Agree"	Desert '01	SB '99	CSU '99
40h	I am proud of my accomplishments at this university.	81.4	78.2	74.5
40e	This university is equally supportive of women and men.	80.9	76.0	73.5
40j	I feel safe on my campus.	81.5	75.9	72.6
40b	I would recommend this university to others.	72.0	74.9	71.4
40g	This university is equally supportive of all racial/ethnic groups.	72.6	71.1	68.0
40c	This university has helped me meet the goals I expected to achieve.	74.5	70.6	65.2
40a	If choosing a university again, I would choose this one.	70.7	66.7	63.4
40f	My experiences here have helped motivate me to make something of my life.	66.7	62.2	63.6
40d	My experiences here have equipped me to deal with possible career changes.	63.3	55.5	56.3
40i	This university welcomes and uses feedback from students to improve the university.	56.1	49.8	47.1

Over-all Rating of Campus

14 Please mark the one response that comes closest to your feeling about the statement:

"I am pleased with my **overall** experience on this campus."

		Desert '01	SB '99	CSU '99
	Strongly Agree + Agree	71.8	73.6	69.6
5	Strongly Agree	20.8	21.8	17.9
4	Agree	51.0	51.8	51.7
3	Neutral	2.8	19.2	22.7
2	Disagree	4.3	5.4	5.8
1	Strongly Disagree	3.1	1.9	1.9

Supplemental Questions for Palm Desert 2001 only

41 How convenient & easy to use is the automated telephone answering system at Desert?

	Always + Most of the time	57.8
1	Always convenient & easy to use	28.3
2	Most of the time convenient & easy	29.5
3	Fairly convenient & easy	24.8
4	Most of the time not convenient & easy	8.9
5	Hardly ever convenient & easy	8.5

42 Are your phone messages returned in a timely manner by staff?

1	Yes, within the same day	30.4
2	I wait a few days	31.6
3	I wait a week	9.9
4	I wait 2-3 weeks	4.2
5	I wait a month	3.4
6	I haven't had to call a Desert staff	20.5

43 How do you rate the quality of assistance given by staff at the front counter?

	Always & Most of the time	82.4
1	Always courteous & helpful	52.8
2	Most of the time courteous & helpful	29.6
3	Sometimes courteous & helpful	12.0
4	Most of the time not courteous & helpful	1.5
5	Hardly ever courteous & helpful	2.6
6	I have never asked for help from staff at the front counter	1.5

44 How do you rate the databases in the library to meet your research needs?

	More than enough + Enough	59.2
1	More than enough databases to get what I need	29.2
2	Enough databases to get what I need	30.0
3	Not quite enough databases	13.6
4	Never enough databases	2.3
5	I don't use the library at Desert	24.9

45 How do you rate the quality of instruction given by the library staff to use the electronic databases?

	Excellent + Good	61.5
1	Excellent	43.8
2	Good	17.7
3	Fair	9.8
4	Poor	1.1
5	Very Poor	0.8
6	I don't use the Desert library	26.8

46 Do you find the number of electronic library computer stations to be adequate?

1	I never have to wait to use a computer	29.2
2	Once in a while I have to wait to use a computer	30.8
3	I usually have to wait to use a computer station	8.8
4	I always have to wait to use a computer station	3.6
5	I don't use the Desert library	27.6

47 Would you prefer the library to be open more hours? Check all that apply

47a	More day hours	14.9
47b	More evening hours	39.0
47c	More Saturday hours	13.4
47d	Open Sundays	10.4
47e	No need to expand hours	10.8
47f	I don't use the library at Desert	26.4

48 How do you rate the amount of computer equipment that is available in classrooms?

1	There are lots of extra computers to use	7.6
2	There are a few extra computers to use	7.6
3	There are just enough computers	14.1
4	Sometimes students have to share computers	15.6
5	Most of the time students have to share computers	7.6
6	My classes have not used the computers	47.3

49 If the campus had a self-instructional computer lab that you could use to do class assignments & use various applications including the Internet, how many hours a week would you use the lab? Check all that apply

49a	10+ hours a week	11.2
49b	5-10 hours a week	16.4
49c	1-5 hours a week	30.9
49d	Weekends	11.9
49e	I wouldn't use the computer lab	27.5

50 If you have questions when going through the process to get financial aid, how easily are you able to get a hold of staff to answer those questions?

	Always + Most of the time	28.4
1	It is always easy to reach someone	11.0
2	Most of the time it is easy to reach someone	17.4
3	It is somewhat easy to reach someone	13.6
4	It is somewhat difficult to reach someone	13.6
5	It is very difficult to reach someone	9.5
6	I haven't had questions about getting financial aid	34.8

51 How do you rate the accessibility of the academic advisor when you need to make appointment?

1	I see the advisor within a couple of days after contacting him/her	36.7
2	I wait a week to see the advisor	25.1
3	I have to wait 2-3 weeks to see the advisor	18.1
4	I wait a month or more to see the advisor	3.5
5	I don't use this service	16.6

52 If you meet with the academic advisor & he/she does research to answer your questions, how soon does the advisor get back to you to answer those questions?

1	I wait a day or two	39.5
2	I wait a week	23.0
3	I wait 2-3 weeks	6.9
4	I wait a month or more	5.4
5	I don't use this service	25.3

53 How would you rate the ease of the overall registration process?

	Always + Most of the time	78.5
1	Always easy to register	40.0
2	Most of the time easy to register	38.5
3	Somewhat easy to register	13.2
4	Somewhat difficult to register	5.3
5	Always difficult to register	3.0

54 How do you rate the size of most of your classes when considering classroom size & amount of desks?

	Always + Most of the time	26.8
1	There are always too many people	11.9
2	Most of the time there are too many people	14.9
3	Sometimes there are too many people	29.5
4	Usually there are not too many people	28.4
5	There are never too many people	15.3

55 How do you rate the technology equipment used for Distance Learning classes?

	Always + Most of the time	19.1
1	There are always equipment disruptions	7.4
2	Most of the time there are equipment disruptions	11.7
3	Sometimes there are equipment disruptions	22.5
4	Most of the time there are not any disruptions	13.0
5	There are never any equipment disruptions	45.5

56 Would you rather have a teacher instead of using Distance Learning equipment?

1	Yes, I don't like using the Distance Learning equipment	47.6
2	No, I don't mind using the Distance Learning equipment	20.6
3	Both methods are fine with me	31.7

57 I would prefer to attend classes at these times. Check all that apply

57a	Morning	26.0
57b	Afternoon	26.4
57c	Evening	62.1
57d	Weekend	30.5

58 During this academic year, how difficult has it been to schedule required classes because of conflicting class times & classes only being offered certain quarters?

	Always + Most of the time	46.3
1	I always have problems scheduling classes	24.7
2	Most of the time I have problems scheduling classes	21.6
3	Sometimes I have a few problems scheduling classes	33.2
4	I hardly ever have problems scheduling classes	10.0
5	I've never had a problem scheduling classes	10.4

59 During this academic year, how difficult has it been to schedule required classes because classes were already closed when you registered?

	Always + Most of the time	20.1
1	I always have problems scheduling classes	8.1
2	Most of the time I have problems scheduling classes	12.0
3	Sometimes I have a few problems scheduling classes	40.3
4	I hardly ever have problems scheduling classes	16.3
5	I've never had a problem scheduling classes	23.3

60 In general, how would you rate your overall satisfaction with Desert?

	Very satisfied + Mostly satisfied	71.6
1	Very satisfied	28.1
2	Mostly satisfied	43.5
3	Somewhat satisfied	23.5
4	Somewhat dissatisfied	3.8
5	Very dissatisfied	1.2