

Retention Survey: Spring 2001 Results

<u>Services/Facilities Sorted by Difference between Importance/Satisfaction Rating</u>			
Category	Importance Rating	Satisfaction Rating	Difference
Convenience of public transportation	2.63	2.00	0.63
Compatibility of public transportation	2.65	2.20	0.45
Fitness Center	2.50	2.06	0.44
Campus navigation/map aids	2.45	2.02	0.43
Cyber Café	2.68	2.26	0.42
Services of Project ACHIEVE	2.67	2.33	0.34
Services of Project STAR	2.83	2.54	0.29
Availability of employer tuition reimbursement	2.11	1.87	0.24
Career Services	2.24	2.14	0.10
Career Placement Department	2.39	2.31	0.08
Tutoring service availability	2.19	2.11	0.08
Availability of deferred payment	1.91	1.84	0.07
Food Service	2.25	2.19	0.06
Financial Aid	2.08	2.07	0.01
Convenience of library hours	1.86	1.86	0.00
Transfer Services	2.02	2.04	-0.02
Counseling/Academic advising	2.00	2.04	-0.04
Location from home/work	1.70	1.87	-0.17
Availability of on-campus employment	2.45	2.75	-0.30
Affordable tuition/fees/books	1.43	1.92	-0.49
Parking	1.82	2.52	-0.70
Convenience of open computer lab schedule	1.79	2.49	-0.70

1 = Most Important/Very Satisfied, 4 = Not Important/Not Satisfied
Based on those who responded.

<u>Faculty Sorted by Difference between Importance/Satisfaction Rating</u>			
Category	Importance Rating	Satisfaction Rating	Difference
Accessibility to Faculty outside class	1.85	1.84	0.01
Quality of instruction	1.67	1.68	-0.01
Convenience of faculty office hours	1.73	1.79	-0.06
Helpfulness of faculty	1.44	1.72	-0.28

1 = Most Important/Very Satisfied, 4 = Not Important/Not Satisfied
Based on those who responded.

<u>Course Schedule Sorted by Difference between Importance/Satisfaction Rating</u>			
Category	Importance Rating	Satisfaction Rating	Difference
Expanded or accelerated sections	2.10	2.01	0.09
Small class sizes	1.60	1.65	-0.05
Length of class meetings	1.69	1.85	-0.16
Variety of classes	1.52	1.78	-0.26
Variety of classes offered	1.43	1.78	-0.35
Convenience of times when classes are offered	1.37	1.90	-0.53

1 = Most Important/Very Satisfied, 4 = Not Important/Not Satisfied
Based on those who responded.

<u>JJC Climate Sorted by Difference between Importance/Satisfaction Rating</u>			
Category	Importance Rating	Satisfaction Rating	Difference
Availability of student clubs	2.63	2.23	0.40
Availability of student extracurricular activities	2.62	2.24	0.38
Availability to meet other students	2.18	1.99	0.19
Availability of social activities	2.45	2.30	0.15
Places to study	1.77	1.87	-0.10
Campus Safety	1.58	1.81	-0.23
Lighting in Parking Areas	1.69	1.97	-0.28
Staff being friendly/helpful	1.58	1.94	-0.36

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Based on those who responded.