

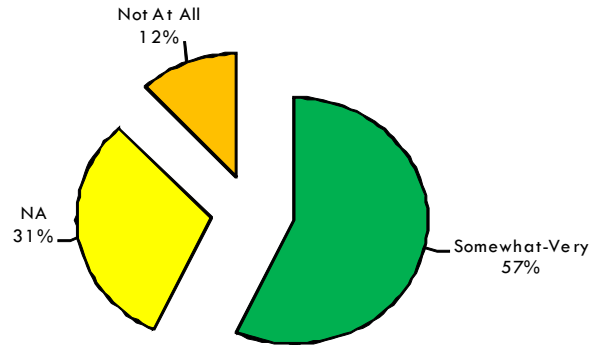
Stakeholder Satisfaction

Student Satisfaction With College Functions	2
Faculty/Staff Satisfaction With College Functions	3

Student Satisfaction With College Functions *

Functional Area in Question	N.A		Not at all		Somewhat		Very		Total
	Count	%	Count	%	Count	%	Count	%	Count
Admissions and Registration	1,461	31%	623	13%	1,491	31%	1,166	25%	4,741
Instructional Programs	539	29%	197	10%	623	33%	520	28%	1,879
Instructional Support	616	22%	233	8%	876	31%	1,091	39%	2,817
Student Support Services	3,575	34%	1,310	13%	2,949	28%	2,571	25%	10,369
Total	6,191	31%	2,363	12%	5,939	30%	5,348	27%	19,806

Overall Student Satisfaction*



*Combined rating from multiple items on the 2007 Community College Survey of Student Engagement Survey

Note: Totals may not equal 100% due to rounding.

Faculty/Staff Satisfaction With College Functions

Administrators and Faculty Satisfaction Based on Higher Education Research Institute Survey (HERI)

Functional Area in Question	Not Used Service Percents	Very Satisfied Percents	Satisfied Percents	Dissatisfied Percents	Very Dissatisfied Percents
Evaluation Processes	37.2%	31.4%	26.4%	3.5%	1.6%
Facilities	0.8%	68.8%	25.8%	4.7%	0.0%
Faculty Support	4.6%	64.2%	27.7%	2.3%	1.2%
Instructional Support					
Tech. Support Services	4.6%	63.7%	29.0%	1.9%	0.8%
Media Services	10.5%	56.2%	29.5%	2.7%	1.2%
Distance Learning Team	32.0%	35.1%	25.1%	5.8%	1.9%
Information and Communications					
Tech. Support Services	4.6%	63.7%	29.0%	1.9%	0.8%
Media Services	10.5%	56.2%	29.5%	2.7%	1.2%
Shipping and Receiving	34.6%	28.8%	31.5%	4.3%	0.8%
Instructional Programs	32.0%	35.1%	25.1%	5.8%	1.9%
Planning Processes	37.2%	31.4%	26.4%	3.5%	1.6%
Student Support Services	4.6%	64.2%	27.7%	2.3%	1.2%

*Combined rating from items on the 2007-2008 HERI Survey