Queensborough Community College

Institutional Research & Assessment Department

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Student Experience Survey

Comparison of Fall '97, '00, '03, & 06

Fall 1997(N=1,004)
Fall 2000 (N=1,034)
Fall 2003 (N=860)
Fall 2006 (N=1164)
New Questions in 2003
New Questions in 2006

For questions 1~88, students indicated how satisfied they were with the survey items.

Academic Advisement/Counseling

	Very satisfied/ satisfied	No opinion	Dissatisfied/ very dissatisfied
1. The helpfulness* of Academic Advisement	55..6% 58.6% 72.7%	28.2% 26.3% 13.9%	16.2% 15.2% 13.4%
a. Academic Advisement – library 434	88.2%	8.9%	2.0%
b. Counseling Center – library 428	57.2%	35.4%	7.4%
c. Faculty	69.1%	24.4%	6.4%
2. The usefulness of online academic advisement	42.1%	47.0%	10.9%
a. The usefulness of online registration	80.2%	11.9%	6.8%
3. The availability of faculty for academic advisement	51.6% 53.7% 68.8% 64.6%	26.6% 24.2% 16.5% 20.6%	21.8% 22.1% 14.7% 14.8%
4. The helpfulness* of the college catalog as an academic advisement tool	65.5% 69.4% 78.0% 81.2%	26.2% 22.5% 11.8% 13.7%	8.4% 8.1% 10.2% 4.8%
5. The hours career counseling is available deleted in 2006	38.5% 43.8% 21.7%	43.8% 40.2% 69.3%	17.7% 16.1% 9.0%
6. The helpfulness* of career counseling deleted in 2006	43.7% 49.3% 43.0%	45.0% 41.8% 48.9%	11.2% 9.0% 8.1%
7. The hours personal counseling is available	36.8% 41.4% 42.8% 46.5%	44.5% 42.7% 45.9% 36.8%	18.6% 16.0% 11.2% 16.7%
8. The helpfulness* of personal counseling	42.3% 45.5% 46.3% 56.5%	45.6% 42.5% 45.1% 35.2%	12.1% 12.1% 8.6% 8.3%
9. The hours of transfer counseling	29.7% 35.4% 34.0% 25.8%	56.6% 50.9% 57.4% 68.0%	13.6% 13.6% 8.6% 6.2%

*: Prior years, usefulness

	Very satisfied/ satisfied	No opinion	Dissatisfied/very dissatisfied
10. The helpfulness of information provided about graduation requirements	46.4%	41.4%	12.2%
11. The helpfulness of information provided about the CPE exam.	29.3%	51.4%	19.3%
a. Catalog	45.3%	45.0%	9.7%
b. Student Handbook	48.5%	42.8%	8.6%
12. The helpfulness of transfer counseling	34.6%	54.0%	11.5%
* Prior years, usefulness not helpfulness.	39.9%	48.7%	11.3%
	26.2%	63.8%	10.0%
	28.6%	64.2%	7.2%
13. The hours of job placement services	52.7%	9.1%	4.7%
	53.0%	7.2%	4.2%
	20.6%	68.4%	11.0%
	25.1%	63.8%	11.1%
14. The helpfulness of job placement services	37.8%	49.9%	12.3%
	38.9%	50.7%	10.4%
	20.3%	69.6%	10.1%
	24.9%	63.4%	11.7%
Testing			
15. The helpfulness of explanations provided about placement test results (Reading, Writing, and Mathematics)	38.5%	32.9%	28.6%
	46.5%	30.3%	23.2%
	62.5%	19.8%	17.8%
	56.3%	28.3%	15.4%
16. The helpfulness of Testing Office staff	50.4%	35.1%	14.5%
	49.2%	45.0%	5.8%
17. The hours of the Testing Office	31.0%	56.7%	12.2%
	43.2%	45.2%	11.6%
	52.2%	37.1%	10.7%
	46.4%	47.9%	5.6%
Registration			
18. The convenience of registration	72.0%	15.9%	12.0%
	80.8%	7.4%	11.7%
19. Help available during registration	51.7%	21.1%	27.2%
	53.6%	23.0	23.4%
	71.3%	8.8%	19.9%
	69.8%	11.9%	18.2%
20. Obtaining information on course offerings from the website	67.7%	14.2%	18.1%
	72.0%	15.3%	12.8%
21. The number of courses offered each semester	59.3%	20.9%	19.8%
	60.8%	21.3%	17.9%
	63.3%	14.1%	22.6%
	70.6%	12.7%	16.6%
22. The variety of courses offered each semester	60.4%	23.6%	16.0%
	58.9%	25.2%	15.9%
	61.6%	17.5%	20.9%
	71.6%	13.2%	15.2%
23. The variety of evening course offerings	39.6%	42.6%	17.8%
	37.2%	44.3%	18.4%
	50.0%	32.0%	18.0%
	50.2%	36.3%	13.5%
24. The variety of weekend course offerings	31.4%	53.9%	14.6%
	32.2%	53.7%	14.1%
	42.8%	42.2%	14.9%
	38.5%	50.3%	11.2%

	Very satisfied/ satisfied	No opinion	Dissatisfied/very dissatisfied
25. The variety of summer courses	40.7% 34.7% 36.2% 44.1%	39.2% 44.6% 47.5% 42.0%	20.0% 20.8% 16.3% 14.1%
26. The variety of totally online courses	33.1% 32.7%	53.8% 58.3%	13.1% 9.0%
27. he variety of partially online courses	34.7% 29.9%	47.4% 62.8%	17.9% 7.4%
28. The availability of courses at times that are convenient for you	37.1% 40.8% 46.4% 63.3%	15.6% 17.9% 30.0% 12.9%	47.4% 41.3% 23.6% 23.8%

Financial Aid

29. The hours of the financial aid office	43.4% 39.6% 52.7% 45.2%	37.4% 38.5% 27.7% 33.2%	19.2% 21.9% 19.6% 21.5%
30. The opportunity to file for financial aid Online – process of applying for financial aid	79.6% 54.9%	13.2% 24.0%	7.2% 21.2%
31. The helpfulness of the financial aid staff	48.3% 41.3% 52.4% 52.0%	32.4% 36.0% 24.7% 26.6%	19.3% 22.7% 22.9% 21.3%
32. The hours of the accounting office for pickup of financial aid checks deleted in 2006	33.4% 34.5% 33.4%	48.4% 47.0% 53.1%	18.2% 18.6% 13.5%
33. The helpfulness of accounting office staff in distributing financial aid checks deleted in 2006	35.0% 34.6% 35.2%	46.9% 49.1% 49.8%	18.1% 16.2% 15.0%
Billing and payment procedures	59.3%	24.0%	16.7%

Bookstore

34. The location of the bookstore	65.6% 66.6% 75.0% 75.0%	19.9% 21.2% 11.9% 11.0%	14.5% 12.2% 13.1% 13.9%
35. The hours of the bookstore	66.9% 67.4% 75.8% 69.7%	22.6% 22.9% 12.2% 17.8%	10.5% 9.6% 12.0% 12.4%
36. The helpfulness of the bookstore staff	64.5% 72.3% 75.0% 76.7%	21.5% 21.1% 11.5% 15.0%	14.0% 6.7% 13.5% 8.3%
37. The bookstore's stock (textbooks, materials, etc.)	59.1% 65.5% 59.0% 72.8%	19.3% 21.3% 10.1% 13.6%	21.7% 13.2% 30.9% 13.6%
38. Prices of the textbooks	20.4% 14.9%	9.7% 15.8%	69.9% 69.8%

Student Cafeteria/Vending Machines

	Very satisfied/ satisfied	No opinion	Dissatisfied/very dissatisfied
39. The hours of the food court – student cafeteria	50.8% 69.2% 69.1% 65.1%	31.1% 23.9% 17.6% 23.8%	18.1% 7.0% 13.2% 11.0%
40. The convenience/location of the food court*- student cafeteria	49.4% 75.0% 75.6% 78.1%	37.8% 20.1% 15.5% 16.7%	12.8% 4.9% 8.9% 5.2%
41. The cleanliness of the food court* student cafeteria	41.5% 59.2% 62.4% 54.7%	30.4% 24.9% 19.1% 20.9%	28.1% 15.9% 18.5% 24.4%
42. Helpfulness of the food court staff – student cafeteria	59.8% 51.5%	20.1% 29.9%	20.1% 18.6%
43. The location/availability of vending machines**	38.2% 66.1% 62.1% 78.4%	32.5% 21.1% 15.1% 14.2%	29.3% 12.8% 22.7% 7.5%
44. The food choices available in the food court* - student cafeteria	28.3% 44.5% 51.0% 43.2%	26.8% 23.3% 16.0% 19.3%	44.8% 32.2% 33.1% 37.5%
45. The food choices available in the vending machines***	28.8% 50.1% 54.2% 61.7%	29.5% 28.0% 15.7% 19.3%	41.7% 21.9% 30.1% 18.9%
46. The prices of food	42.0% 27.4%	16.2% 19.2%	41.8% 53.4%
47. The ease with which the vending machines operate	11.2% 58.8%	40.3% 20.6%	48.5% 20.6%

Library/Academic Computing Center (ACC)

48. The hours of the library	73.0% 76.0% 86.1% 82.3%	17.7% 14.5% 9.9% 10.9%	9.3% 9.4% 4.0% 6.8%
49. The helpfulness of the library staff	68.8% 72.3% 74.9% 78.2%	21.6% 17.4% 16.6% 17.6%	9.5% 10.2% 8.5% 4.3%
50. Up to date materials –availability of up to date materials	56.0% 57.3% 70.5% 69.1%	26.8% 28.6% 22.3% 24.4%	17.2% 14.0% 7.2% 6.6%
51. Availability of printed journals and periodicals	52.2% 56.6% 66.5% 67.2%	31.2% 32.7% 26.1% 26.6%	16.7% 10.6% 7.3% 6.2%
52. Availability of computerized journals and periodicals	58.8% 71.6%	34.3% 23.5%	7.0% 4.8%

* Prior years, cafeteria not food court
** Fall '97, cleanliness of snack bar
*** Fall '97, snack bar not vending machines

	Very satisfied/ satisfied	No opinion	Dissatisfied/very dissatisfied
53. Required textbooks available in the library	45.5% 54.6% 62.0% 62.6%	36.3% 34.5% 27.0% 24.4%	18.2% 10.9% 11.0% 13.0%
54. Materials in the reference section of the library	53.0% 60.0% 65.1% 66.4%	36.9% 32.3% 26.8% 27.9%	10.1% 7.7% 8.1% 5.7%
55. The library as a place to study	65.9% 74.7% 75.9% 74.4%	20.4% 16.3% 12.2% 11.4%	13.8% 8.9% 11.9% 14.1%
56. The instruction on how to use the library	57.0% 68.1% 66.8% 66.7%	30.6% 24.9% 23.7% 27.1%	12.5% 7.1% 9.5% 6.2%
57. Instruction on CUNY Plus catalog system	51.5% 61.0% 58.8% 57.8%	36.5% 30.6% 34.3% 35.5%	11.9% 8.5% 6.9% 6.7%
58. The hours of the Academic Computing Center	38.3% 47.4% 59.2% 62.9%	51.5% 40.4% 33.5% 27.7%	10.3% 12.3% 7.4% 9.5%
59. The helpfulness of the Academic Computing Center staff	43.5% 50.4% 58.8% 64.0%	49.0% 41.8% 32.0% 29.2%	7.5% 7.9% 9.2% 6.7%
60. The availability of computer workstations	57.7% 57.8%	23.7% 20.5%	18.5% 21.8%

Course and Instruction

61. The process of student evaluation of faculty	44.9% 48.5% 66.6% 67.3%	40.7% 38.9% 25.4% 23.9%	14.4% 12.6% 8.0% 8.8%
62. The explanation of grading policy in your courses	53.6% 63.3% 70.3% 75.7%	30.2% 23.8% 17.4% 12.8%	16.3% 12.9% 12.4% 11.6%
63. Classes that require using computers not just for word processing	62.7%	30.0%	7.3%
64. The instructor's interest in your progress	54.9% 58.6% 70.0% 69.7%	24.1% 23.1% 17.9% 15.3%	21.0% 18.3% 12.2% 15.0%
65. The explanation of the course objectives provided by your instructors	59.9% 68.0% 74.7% 77.9%	27.2% 21.0% 14.8% 12.7%	13.0% 11.1% 10.5% 9.4%
66. The variety of teaching methods used in your courses	56.8% 62.1% 69.5% 74.2%	26.1% 23.3% 18.2% 13.7%	17.1% 14.6% 12.3% 12.1%

	Very satisfied/ satisfied	No opinion	Dissatisfied/very dissatisfied
67. Availability of classrooms equipped with educational technology	10.0%	55.6%	34.4%
Classes that use educational technology such as blackboard and e mail	72.0%	18.4%	9.6%
68. The reading level of your textbooks	66.5%	26.1%	7.4%
	69.3%	23.1%	7.59%
	72.0%	17.7%	10.0%
	79.9%	13.6%	6.5%
69. The opportunities to work with other students on assignments	54.1%	33.3%	12.6%
	57.9%	28.6%	13.6%
	70.6%	19.3%	10.0%
	67.9%	23.4%	8.7%
70. The variety of courses in your curriculum	56.1%	28.4%	15.5%
	61.2%	27.4%	11.4%
	71.5%	18.8%	9.7%
	66.0%	19.2%	14.8%
71. The opportunities to practice in a math, reading, writing, language, speech or computer lab	53.8%	30.8%	15.5%
	60.8%	29.8%	9.3%
	70.2%	23.2%	6.6%
	65.8%	26.6%	7.5%

Opportunities for Academic and Personal Development on Campus

72. The opportunities to improve job related skills	46.4%	40.8%	12.8%
	58.6%	28.9%	12.4%
73. The opportunities to learn how to organize your time	46.9%	35.7%	17.4%
	54.7%	32.8%	12.6%
	52.8%	34.2%	12.9%
	60.5%	26.2%	13.2%
74. The opportunities to improve your vocabulary	56.7%	30.4%	13.0%
	60.1%	30.3%	9.6%
	62.8%	25.4%	11.8%
	68.9%	20.4%	10.7%
75. The opportunities to improve your math skills	55.5%	29.8%	14.7%
	58.8%	29.6%	11.7%
	61.5%	27.0%	11.5%
	60.5%	26.7%	12.8%
76. The opportunities to develop your reading ability	58.7%	30.8%	10.5%
	63.3%	28.1%	8.6%
	71.4%	21.3%	7.4%
Develop your ability to read analytically	72.3%	21.5%	6.2%
77. The opportunities to improve your writing	63.0%	27.3%	9.7%
	66.5%	25.1%	8.4%
	72.9%	19.8%	7.46%
	80.1%	14.9%	5.0%
78. The opportunities to improve your science knowledge and techniques	47.8%	39.5%	12.7%
	51.2%	38.1%	10.7%
	59.5%	31.4%	9.0%
	58.9%	33.6%	7.5%
79. The opportunities to develop your test-taking ability	47.7%	38.1%	14.2%
	51.9%	35.2%	12.9%
	62.5%	27.1%	10.4%
	59.1%	31.7%	9.3%
80. The opportunities to improve your computer skills	49.1%	35.1%	15.8%
	54.2%	33.6%	12.2%
	60.1%	29.4%	10.5%
	61.2%	31.0%	7.8%

	Very satisfied/ satisfied	No opinion	Dissatisfied/very dissatisfied
81. The opportunities to improve your research methods	63.7% 69.4%	25.5% 23.6%	10.8% 7.0%
82. The opportunities to improve your ability to problem solve	60.0% 61.5%	29.9% 28.5%	10.1% 10.0%
83. The usefulness of tutoring in academic subjects offered at the Instructional Support Services Center (ISSC) –Campus Learning Center	51.4% 56.0% 52.9% 57.9%	36.2% 36.0% 36.7% 33.7%	12.4% 8.1% 10.4% 8.4%
84. The hours that tutoring support is available at the ISSC – Campus Learning Center	40.8% 48.9% 49.5% 49.2%	46.3% 39.7% 36.9% 35.0%	12.9% 11.3% 13.5% 15.7%
85. The usefulness of tutoring in writing offered by the ISSC – Campus Writing Center	48.5% 54.2% 48.1% 53.8%	40.9% 36.6% 41.2% 38.9%	10.5% 9.3% 10.7% 7.3%
a. Hours that tutoring support is available at Campus Writing Center	43.0%	43.4%	13.6%
86. The usefulness of ACT, Compass, and CPE prep workshops	51.4% 46.6%	37.2% 43.0%	11.4% 10.4%
87. The usefulness of ST-100, Introduction to College Life.	39.9% 48.1% 52.4% 56.7%	30.9% 31.6% 36.0% 33.2%	29.3% 20.3% 11.6% 10.2%
88. The opportunities to develop your English speaking ability	53.9% 55.9%	37.1% 39.4%	8.9% 4.6%

For questions 89~120, students indicated how important the survey items were to them.

Student and Social Life*

	Extremely/very important	No opinion	Low & no importance
89. The opportunity to make new friends	59.5% 60.7% 59.4% 62.0%	27.9% 26.2% 18.0% 12.4%	12.6% 13.1% 22.7% 25.7%
90. The variety of campus activities for Students – deleted 2006 The visibility of student government on campus	45.2% 48.9% 53.3% 35.0%	35.8% 33.1% 26.8% 40.7%	19.0% 18.0% 19.9% 24.3%
91. The variety of clubs and organizations on campus	45.9% 44.4% 50.7% 48.7%	36.8% 40.1% 28.6% 31.0%	17.2% 15.5% 20.7% 20.3%

* Satisfaction rating in ’97 and ’00; importance rating in ’03.

Facilities

92. A quiet place to study on campus	72.6% 75.6% 86.8% 90.1%	17.4% 15.0% 7.6% 5.9%	9.9% 9.4% 5.6% 4.1%
93. A place to study in groups on campus	72.6% 71.8%	13.9% 16.6%	13.4% 11.6%

	Extremely/very important	No opinion	Low & no importance
94. Lounge areas such as the Student Union	57.6% 59.1% 37.0% 72.8%	25.1% 28.0% 39.3% 15.3%	17.2% 12.9% 23.6% 12.0%
Recreation areas such as the Pool	62.9%	22.4%	14.7%
Recreation areas such as the Student Union	67.5%	19.7%	12.7%

Academic Program

95. Instructors who are interested in my academic progress	75.1% 72.1% 89.3% 91.6%	15.9% 19.0% 8.2% 6.1%	9.1% 8.89% 2.4% 2.4%
96. Instructor who follow the course outline	64.0% 68.9% 84.6% 81.1%	27.3% 24.0% 10.1% 12.8%	8.6% 7.1% 5.3% 6.0%
97. Grades based on projects, papers, and class participation instead of on tests alone	75.1% 76.2% 83.2% 88.7%	16.9% 14.6% 10.0% 6.3%	8.0% 9.3% 6.8% 5.1%
98. Courses using many source materials instead of single textbooks	53.9% 56.7% 70.8% 66.4%	31.9% 31.2% 17.6% 18.9%	14.2% 12.2% 11.6% 14.7%
99. Evening classes	55.7% 57.1% 60.8% 61.8%	31.0% 30.4% 23.8% 30.5%	13.3% 12.5% 15.3% 7.7%
100. Friday evening classes	31.6% 42.5% 49.4% 44.8%	37.1% 35.9% 30.0% 40.2%	31.4% 21.6% 20.6% 15.0%
101. Weekend classes	34.4% 45.0% 52.7% 47.5%	34.9% 36.1% 28.8% 38.9%	30.7% 18.9% 18.4% 15.7%
102. Classes that meet once a week	51.2% 58.7% 50.8% 59.7%	31.4% 28.2% 29.1% 25.7%	17.5% 13.0% 20.1% 14.6%
103. Totally online classes (asynchronous)	43.1% 33.0%	36.4% 48.7%	20.5% 18.3%
104. Partly online classes (hybrid)	77.2% 34.1%	16.2% 48.7%	6.6% 17.1%
105. Learning to write better papers and reports	79.9% 80.4% 69.7% 88.4%	15.2% 14.3% 19.9% 8.5%	5.0% 5.4% 10.4% 3.2%
106. Tutoring services in academic subjects and/or in writing	66.4% 68.5% 82.2% 86.5%	24.8% 24.3% 12.2% 9.8%	8.9% 7.3% 5.7% 3.7%
107. Opportunity to take elective courses	59.8% 67.6% 80.5% 82.1%	29.5% 23.7% 13.4% 11.6%	10.8% 8.6% 6.1% 6.3%

Personal Concerns

	Extremely/very important	No opinion	Low & no importance
108. Learning time management skills	67.8% 64.0% 82.1% 86.7%	22.8% 27.2% 12.5% 7.3%	9.4% 8.7% 5.3% 5.9%
109. Improving my study skills	79.0% 74.1% 87.6% 90.4%	15.1% 18.8% 8.9% 5.6%	5.9% 7.1% 3.5% 4.1%
110. Study groups (groups that meet regularly to study)	50.3% 46.1% 66.2% 62.3%	33.4% 36.6% 19.6% 23.0%	16.3% 17.2% 14.3% 14.6%
111. Career counseling	63.5% 61.6% 74.0% 83.3%	25.1% 29.3% 19.1% 12.0%	11.5% 9.2% 6.8% 4.6%
112. Personal counseling	61.5% 58.8% 77.6% 80.8%	25.4% 29.6% 15.6% 12.5%	13.2% 11.6% 6.8% 6.7%
113. Academic advisement	73.5% 62.8% 86.4% 92.2%	16.5% 18.5% 9.9% 5.7%	9.9% 8.7% 3.7% 2.1%
114. Financial aid as a factor in attending QCC	70.6% 69.1% 81.1% 84.7%	20.1% 19.2% 14.1% 11.0%	9.2% 11.8% 4.8% 4.4%
115. Improving my social interactions with other students	49.0% 53.6% 70.1% 67.4%	31.4% 30.0% 17.2% 16.6%	19.6% 16.5% 12.6% 16.0%
116. Courses with many class discussions	71.0% 70.0% 77.3% 77.1%	21.3% 22.5% 12.8% 13.9%	7.8% 7.5% 9.9% 9.0%
117. Encouragement from my instructors	81.5% 78.4% 86.1% 90.5%	13.8% 15.6% 9.8% 6.5%	4.7% 6.1% 4.1% 3.0%
118. Learning to set better goals for myself	80.8% 80.5% 86.7% 90.4%	12.6% 15.1% 9.7% 7.5%	6.7% 4.4% 3.7% 2.1%
119. Campus activities for students with interests similar to mine	57.2% 58.5% 76.0% 72.1%	27.3% 27.5% 15.3% 16.0%	15.5% 14.0% 8.7% 11.8%
120. Opportunity to learn new skills/interests to lead a more interesting life	74.7% 73.6% 84.6% 87.2%	17.2% 19.2% 9.1% 9.1%	8.0% 7.2% 6.3% 3.8%

For questions 121~131, students indicated how satisfied they were with the survey items.

	Very satisfied/ satisfied	No opinion	Dissatisfied/very dissatisfied
121. The overall concern of the College for you as a student	62.6% 61.6% 71.5% 68.1%	22.3% 25.8% 14.0% 19.2%	15.1% 12.7% 14.5% 12.7%
122. The overall quality of the College	60.8% 65.9% 72.9% 78.4%	21.5% 23.3% 13.4% 12.6%	17.7% 10.8% 13.7% 8.9%

	Very satisfied/ satisfied	No opinion	Dissatisfied/very dissatisfied
123. The overall amount of information provided by the College to students	54.1% 59.7% 68.1% 71.8%	25.9% 26.7% 14.4% 15.3%	20.1% 13.6% 17.5% 12.9%
124. There are adequate places to study on campus	76.8% 65.9%	5.0% 16.1%	18.2% 17.9%
125. Bathrooms are clean, well maintained, well supplied	49.4% 50.9%	15.9% 11.6%	34.6% 37.5%
126. The overall security of the College	63.0% 63.7% 58.7% 65.5%	26.6% 27.3% 19.4% 22.5%	10.3% 9.1% 21.8% 12.0%
127. The overall parking facilities at the College	34.4% 41.0% 44.4% 28.8%	27.9% 29.2% 25.4% 31.5%	37.6% 29.8% 30.3% 39.8%
128. The campus Health Services	45.0% 48.6% 48.7%	44.0% 24.6% 34.2%	11.0% 26.8% 17.1%
129. Exposure to technology that can be used in the job market*	44.3% 49.7% 41.8% 48.0%	36.9% 34.6% 39.9% 42.2%	18.7% 15.7% 18.3% 9.8%
130. Opportunity for cultural enrichment	76.8% 53.1%	18.6% 40.3%	4.7% 6.6%
131. Opportunity for creative expression	54.2% 54.8%	35.9% 37.9%	9.8% 7.3%

	Strongly Agree/ Agree	No opinion	Strongly Disagree
132. In general, my course work requires that I use computers for more than just word processing (e.g. conducting internet research, using specialized software packages, sharing files).	73.1%	13.8%	13.1%

133. In registration for Fall did you use (fill in all that apply):	Yes	No
a) Web registration	61.4%	38.6%
b) Phone registration	34.4%	65.6%
c) The Registration Center on the first floor of the Administration Building	38.9%	61.3%

	Yes	No
134. Are you satisfied with the accessibility of public transportation?	46.4% 47.9% 70.7% 53.3%	53.6% 50.9% 29.3% 46.7%
135. Do you have access to a personal computer off campus?	59.7% 80.8% 79.5% 87.7%	40.3% 19.2% 20.5% 12.3%
136. Do you have access to the Internet?	42.1% 80.6% 87.8% 92.0%	57.9% 19.4% 12.2% 8.0%

137. If employed, how many hours do you work per week?

32.8% 26.9% 33.5% 35.6%	Not employed	9.6% 9.4% 10.3% 13.1%	15 hours or less		
23.5% 23.2% 22.8% 22.1%	16-25 hours	19.4% 19.5% 18.01% 20.7%	26-39 hours	14.8% 21.0% 15.4% 8.5%	40 or more hours

	Yes	No
138. Do you use public transportation to get to QCC?	59.3% 59.2% 68.1% 66.8%	40.7% 40.8% 31.9% 33.2%

	Daily	Weekly	Every 2 Weeks	Monthly	Never
139. How often do you check your college, e-mail?	8.3% 14.0%	11.9% 30.8%	4.8% 13.5%	12.5% 12.2%	62.5% 29.6%