

April 19th, 2016

TO: Donna Jones-Dulin, Vice President of College Services

FROM: Mallory Newell, De Anza College Institutional Research
Stefan Trandafirescu, Student Assistant

SUBJECT: College Services Survey – Students 2016

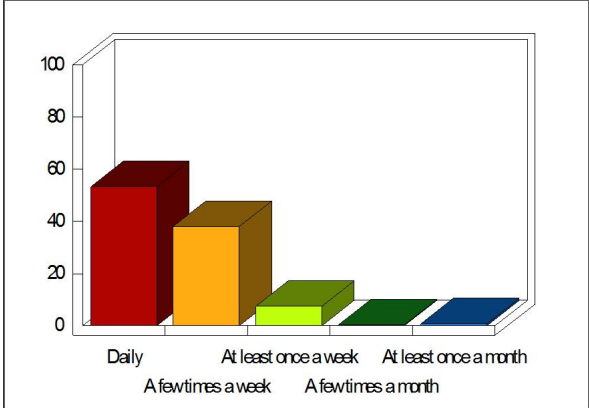
The CSS survey was sent to 2,996 of the De Anza College students during Winter 2015. A total of 265 students responded to the online survey. Important highlights include:

- 86% of respondents “agree” or “strongly agree” that the campus grounds create a welcoming environment with walkways safe for pedestrian travel. (Question 3)
- 53% of respondents are present daily on the campus and another 38% are present a few times a week. (Question 1)
- 59% of respondents stated that is “very important” that the campus continues to landscape with native and drought tolerant plants. (Question 5)
- 87% of respondents have no concerns regarding the current waste management system. (Question 8)
- 60% of respondents think that is “very important” for the bookstore to continue offering a service where you can pre-order course materials, pay them online, and receive an email when they are ready for pick-up to avoid waiting in line. (Question 11)
- 52% of respondents stated that is “very important” for the bookstore to have an online store for: school supplies, De Anza apparel, and textbook rentals. (Question 12)

Campus Services Survey - Students

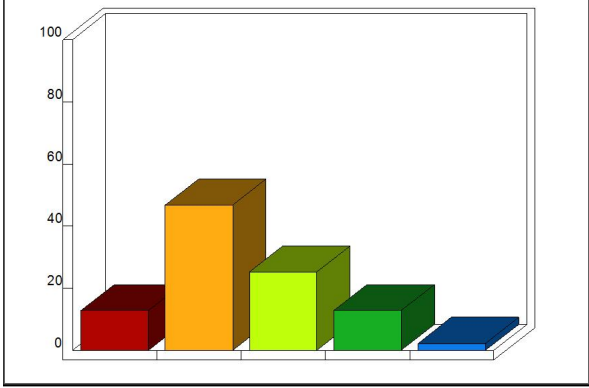
1. How often are you on campus?

Mean: 1.57

Response	Value	Frequency	Percent	Graph
Daily	1.00	141	53.21	
A few times a week	2.00	101	38.11	
At least once a week	3.00	20	7.55	
A few times a month	4.00	1	0.38	
At least once a month	5.00	2	0.75	
Total Valid		265	100.00	

2. Due to budget constraints, De Anza has reduced its custodial staff, increasing the square footage that our custodial staff are responsible for by 20,000 additional square feet per person. Knowing these challenges, would you agree that campus classrooms, restrooms, common areas, and offices are clean?

Mean: 3.55

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	34	12.83	
Agree	4.00	124	46.79	
Neither Agree or Disagree	3.00	67	25.28	
Disagree	2.00	34	12.83	
Strongly Disagree	1.00	6	2.26	
Total Valid		265	100.00	

3. Campus grounds create a welcoming environment with walkways safe for pedestrian travel.

Mean: 4.14

Response	Value	Frequency	Percent	Graph
Strongly Agree	5.00	88	33.21	
Agree	4.00	141	53.21	
Neither Agree or Disagree	3.00	23	8.68	
Disagree	2.00	11	4.15	
Strongly Disagree	1.00	2	0.75	
Total Valid		265	100.00	

4. The custodial staff continue to use environmentally friendly cleaning products which are “green” certified and the packaging is made from recycled products.

Mean: 4.33

Response	Value	Frequency	Percent	Graph
Very Important	5.00	146	55.09	
Somewhat Important	4.00	70	26.42	
Neutral	3.00	35	13.21	
Somewhat Unimportant	2.00	11	4.15	
Not Important	1.00	1	0.38	
Total Valid		263	99.25	
Missing		2	0.75	
Total		265	100.00	

5. The campus continues to landscape with native and drought tolerant plants.

Mean: 4.40

Response	Value	Frequency	Percent	Graph
Very Important	5.00	156	58.87	
Somewhat Important	4.00	67	25.28	
Neutral	3.00	34	12.83	
Somewhat Unimportant	2.00	4	1.51	
Not Important	1.00	3	1.13	
Total Valid		264	99.62	
Missing		1	0.38	
Total		265	100.00	

6. The campus continues to use and enhance our current computerized irrigation system which uses real-time micro-climate data from an on-site weather station to maximize water use efficiency.

Mean: 4.41

Response	Value	Frequency	Percent	Graph
Very Important	5.00	160	60.38	
Somewhat Important	4.00	61	23.02	
Neutral	3.00	35	13.21	
Somewhat Unimportant	2.00	6	2.26	
Not Important	1.00	2	0.75	
Total Valid		264	99.62	
Missing		1	0.38	
Total		265	100.00	

7. The campus continues to use and enhance a “single-stream” waste management system which allows for a high percentage of our waste to be sorted into recyclable, reusable, or compostable materials. Mean: 4.48
 Currently, up to 78% of our total solid waste is diverted quarterly.

Response	Value	Frequency	Percent	Graph
Very Important	5.00	161	60.75	
Somewhat Important	4.00	71	26.79	
Neutral	3.00	30	11.32	
Somewhat Unimportant	2.00	1	0.38	
Not Important	1.00	1	0.38	
Total Valid		264	99.62	
Missing		1	0.38	
Total		265	100.00	

9. The printing center continues to offer the following services for your convenience: - Digital printing in color and black and white - Fax and scanning services - Desktop computer and printing services - Binding - Printing of banners, posters and flyers Mean: 4.34

Response	Value	Frequency	Percent	Graph
Very Important	5.00	155	58.49	
Somewhat Important	4.00	57	21.51	
Neutral	3.00	41	15.47	
Somewhat Unimportant	2.00	5	1.89	
Not Important	1.00	5	1.89	
Total Valid		263	99.25	
Missing		2	0.75	
Total		265	100.00	

10. Dining Services at the campus center continues to aspire to make the food services operation as sustainable as possible by having 100% biodegradable take-out materials, 15% organic produce (when available), food cooked or assembled to order, a garbage compactor, and all garbage sorted at the recycling plant.

Mean: -

Response	Value	Frequency	Percent	Graph
Very Important	5.00	154	58.11	
Somewhat Important	4.00	72	27.17	
Neutral	3.00	36	13.58	
Somewhat Unimportant	2.00	4	1.51	
Not Important	1.00	2	0.75	
Total Valid		259	97.74	
Missing		6	2.26	
Total		265	100.00	

11. The bookstore continues to offer a service where you can pre-order your course materials, pay for them online, and receive an email when they are ready for pick-up to avoid waiting in line.

Mean: -

Response	Value	Frequency	Percent	Graph
Very Important	5.00	160	60.38	
Somewhat Important	4.00	57	21.51	
Neutral	3.00	40	15.09	
Somewhat Unimportant	2.00	4	1.51	
Not Important	1.00	4	1.51	
Total Valid		257	96.98	
Missing		8	3.02	
Total		265	100.00	

12. The bookstore continues to have available for purchase through its online store: school supplies, De Anza apparel, and textbook rentals.

Mean: -

Response	Value	Frequency	Percent	Graph
Very Important	5.00	139	52.45	
Somewhat Important	4.00	65	24.53	
Neutral	3.00	46	17.36	
Somewhat Unimportant	2.00	8	3.02	
Not Important	1.00	6	2.26	
Total Valid		260	98.11	
Missing		5	1.89	
Total		265	100.00	

13. The bookstore continues to be an authorized Apple Store where students receive an educational discount on all Apple products.

Mean: -

Response	Value	Frequency	Percent	Graph
Very Important	5.00	115	43.40	
Somewhat Important	4.00	57	21.51	
Neutral	3.00	51	19.25	
Somewhat Unimportant	2.00	18	6.79	
Not Important	1.00	26	9.81	
Total Valid		260	98.11	
Missing		5	1.89	
Total		265	100.00	

14. The bookstore continues to offer 10% off all course materials one day per quarter, which is usually the first Saturday of the quarter.

Mean: -

Response	Value	Frequency	Percent	Graph
Very Important	5.00	164	61.89	
Somewhat Important	4.00	71	26.79	
Neutral	3.00	24	9.06	
Somewhat Unimportant	2.00	2	0.75	
Not Important	1.00	10	3.77	
Total Valid		262	98.87	
Missing		3	1.13	
Total		265	100.00	



College Services Feedback Survey

We would like to gather your feedback on particular college services provided in the areas of Food Services, Print Services, Custodians, Grounds, and the Bookstore. At this time we are NOT collecting information pertaining to other areas such as Counseling, Admissions and Records, or Assessment.

Your participation in the survey is voluntary and the results will be used for improvement purposes.

Thank you for your time and feedback.

1. How often are you on campus?

- Daily
- A few times a week
- At least once a week
- A few times a month
- At least once a month

For questions 2-3, please provide your level of agreement with each statement.

2. Due to budget constraints, De Anza has reduced its custodial staff, increasing the square footage that our custodial staff are responsible for by 20,000 additional square feet per person. Knowing these challenges, would you agree that campus classrooms, restrooms, common areas, and offices are clean?

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

3. Campus grounds create a welcoming environment with walkways safe for pedestrian travel.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

4. The custodial staff continue to use environmentally friendly cleaning products which are “green” certified and the packaging is made from recycled products.

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

5. The campus continues to landscape with native and drought tolerant plants.

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

6. The campus continues to use and enhance our current computerized irrigation system which uses real-time micro-climate data from an on-site weather station to maximize water use efficiency.

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

7. The campus continues to use and enhance a “single-stream” waste management system which allows for a high percentage of our waste to be sorted into recyclable, reusable, or compostable materials. Currently, up to 78% of our total solid waste is diverted quarterly.

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

8. Do you have any concerns about our current waste management system?

For question 9, please rate your level of importance with the statement.

9. The printing center continues to offer the following services for your convenience:

- Digital printing in color and black and white
- Fax and scanning services
- Desktop computer and printing services
- Binding
- Printing of banners, posters and flyers

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

For question 10, please provide your level of importance with the statement.

10. Dining Services at the campus center continues to aspire to make the food services operation as sustainable as possible by having 100% biodegradable take-out materials, 15% organic produce (when available), food cooked or assembled to order, a garbage compactor, and all garbage sorted at the recycling plant.

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

For questions 11-14, please provide your level of importance with each statement.

11. The bookstore continues to offer a service where you can pre-order your course materials, pay for them online, and receive an email when they are ready for pick-up to avoid waiting in line.

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

12. The bookstore continues to have available for purchase through its online store: school supplies, De Anza apparel, and textbook rentals.

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant
- Not Important

13. The bookstore continues to be an authorized Apple Store where students receive an educational discount on all Apple products.

- Very Important
- Somewhat Important
- Neutral
- Somewhat Unimportant

Not Important

14. The bookstore continues to offer 10% off all course materials one day per quarter, which is usually the first Saturday of the quarter.

Very Important

Somewhat Important

Neutral

Somewhat Unimportant

Not Important



Thank you for participating. You have completed the survey.
