

August 12, 2011

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

FROM: Mallory Newell, De Anza College Institutional Research
Nergal Issaie, Student Assistant

SUBJECT: AUO Student Survey Result, Spring 2011

The AUO survey was sent to 5,000 randomly selected students enrolled in Spring 2011. The total of 652 email addresses resulted in bounce backs (13% error rate). Therefore, the survey was sent to 4,348 students. The total of 259 students responded to the survey for a response rate of 6%.

Important highlights include:

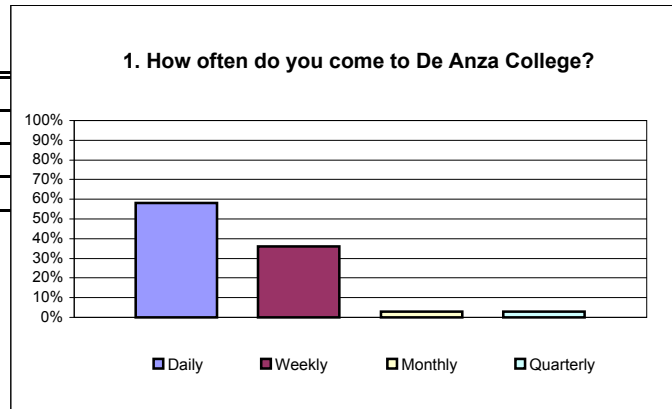
- 89% of respondents “agree” or “strongly agree” that the campus grounds are aesthetically pleasing.
- 87% of respondents “agree” or “strongly agree” that campus classrooms, restrooms, common areas, and offices are clean.
- 78% of respondents “agree” or “strongly agree” that the textbooks and supplies they need are always in stock.
- 75% of respondents purchase textbooks or supplies at the De Anza College Bookstore.
- 63% of respondents “agree” or “strongly agree” that the food selection available meets their dining needs.
- 60% of respondents “agree” or “strongly agree” that food prices at the Campus Center are competitive when compared to off-campus dining.
- 58% of respondents come to De Anza College daily, 36% weekly, 3% monthly, and 3% quarterly.
- 47% of respondents “agree” or “strongly agree” that they found textbook prices to be competitive when compared to outside vendors.
- 44% of respondents were aware that there is educational pricing on software and hardware at the Bookstore.

AUO Student Survey Result, Spring 2011

Campus Grounds and Custodial Services:

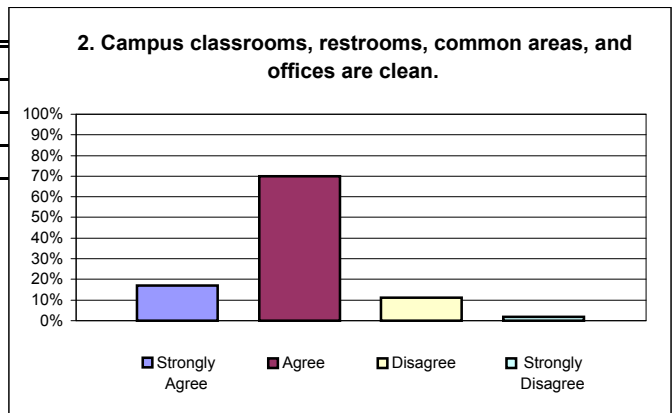
1. How often do you come to De Anza College?

Response	N	%
Daily	150	58%
Weekly	92	36%
Monthly	9	3%
Quarterly	7	3%
Total	258	100%



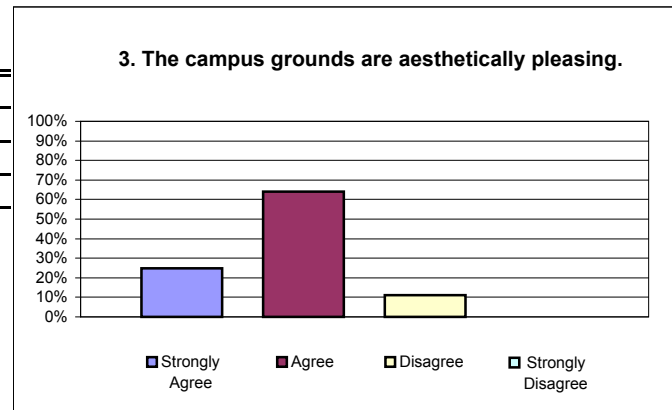
2. Campus classrooms, restrooms, common areas, and offices are clean.

Response	N	%
Strongly Agree	45	17%
Agree	181	70%
Disagree	28	11%
Strongly Disagree	5	2%
Total	259	100%



3. The campus grounds are aesthetically pleasing.

Response	N	%
Strongly Agree	65	25%
Agree	163	64%
Disagree	28	11%
Strongly Disagree	0	0%
Total	256	100%

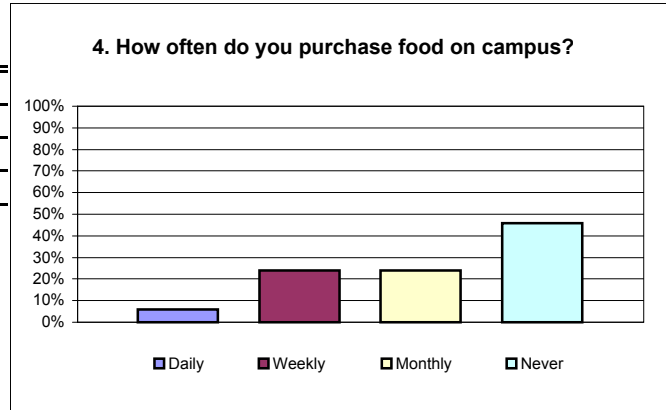


AUO Student Survey Result, Spring 2011

Food Services:

4. How often do you purchase food on campus?

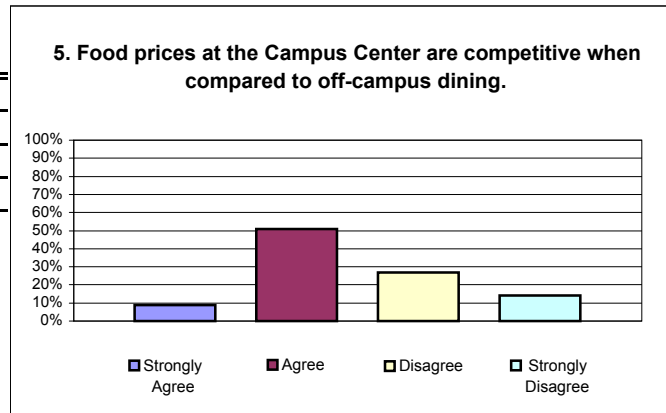
Response	N	%
Daily	16	6%
Weekly	61	24%
Monthly	61	24%
Never	116	46%
Total	254	100%



5. Food prices at the Campus Center are competitive when compared to off-campus dining.

Response	N	%
Strongly Agree	13	9%
Agree	75	51%
Disagree	39	27%
Strongly Disagree	20	14%
Total	147	100%

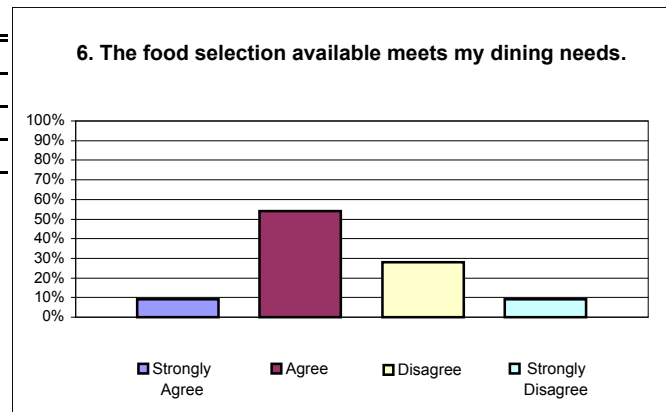
NOTE: Percentages calculated on respondents that utilized the service, omits responses for Does Not Apply. 112 respondents chose Does Not Apply.



6. The food selection available meets my dining needs.

Response	N	%
Strongly Agree	14	9%
Agree	82	54%
Disagree	42	28%
Strongly Disagree	13	9%
Total	151	100%

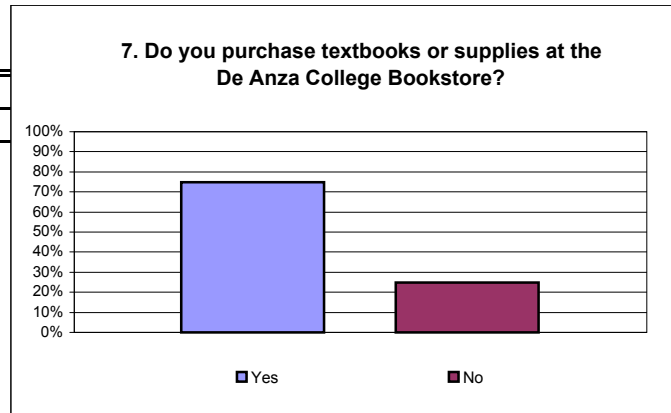
NOTE: Percentages calculated on respondents that utilized the service, omits responses for Does Not Apply. 102 respondents chose Does Not Apply.



AUO Student Survey Result, Spring 2011

7. Do you purchase textbooks or supplies at the De Anza College Bookstore?

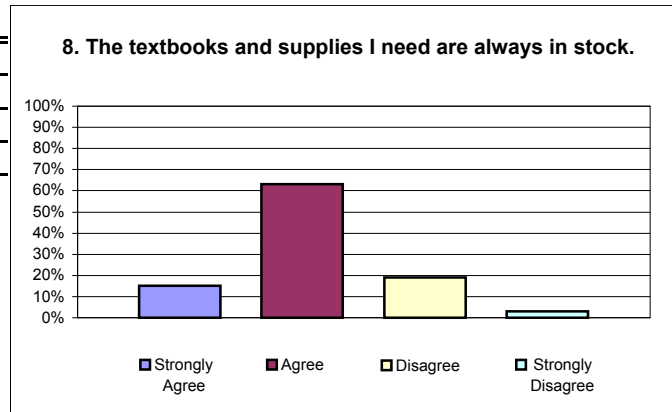
Response	N	%
Yes	191	75%
No	62	25%
Total	253	100%



8. The textbooks and supplies I need are always in stock.

Response	N	%
Strongly Agree	31	15%
Agree	130	63%
Disagree	38	19%
Strongly Disagree	6	3%
Total	205	100%

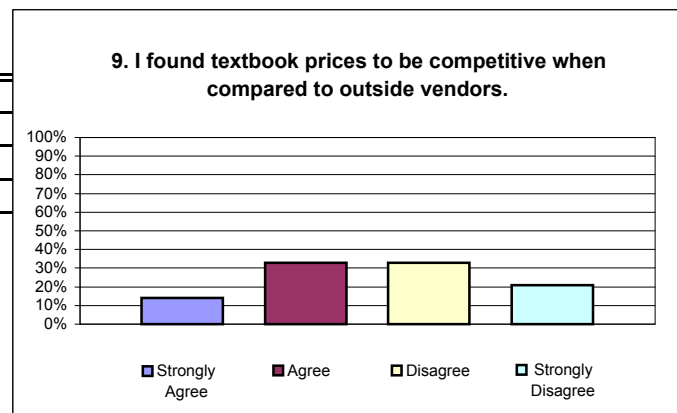
NOTE: Percentages calculated on respondents that utilized the service, omits responses for Does Not Apply. 53 respondents chose Does Not Apply.



9. I found textbook prices to be competitive when compared to outside vendors.

Response	N	%
Strongly Agree	28	14%
Agree	67	33%
Disagree	67	33%
Strongly Disagree	43	21%
Total	205	100%

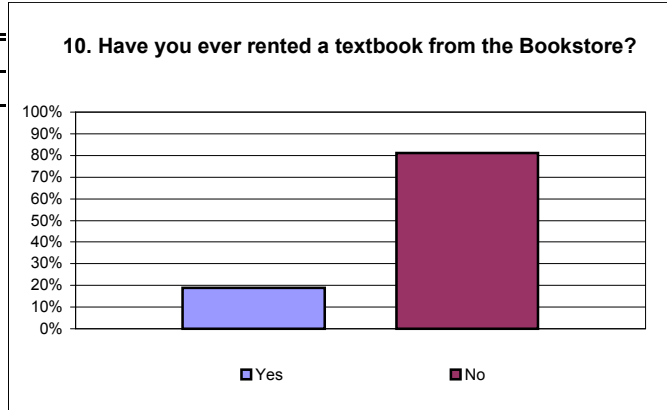
NOTE: Percentages calculated on respondents that utilized the service, omits responses for Does Not Apply. 48 respondents chose Does Not Apply.



AUO Student Survey Result, Spring 2011

10. Have you ever rented a textbook from the Bookstore?

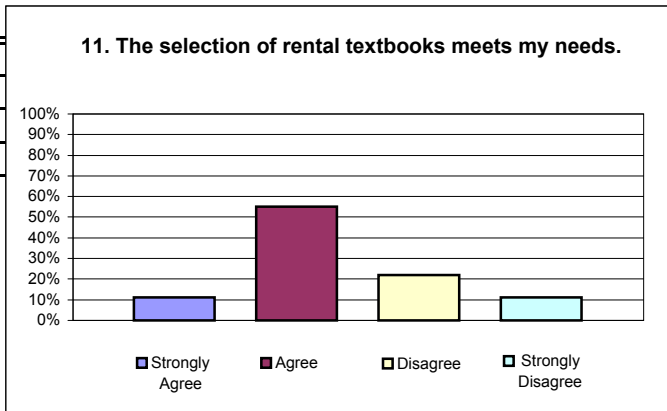
Response	N	%
Yes	49	19%
No	209	81%
Total	258	100%



11. The selection of rental textbooks meets my needs.

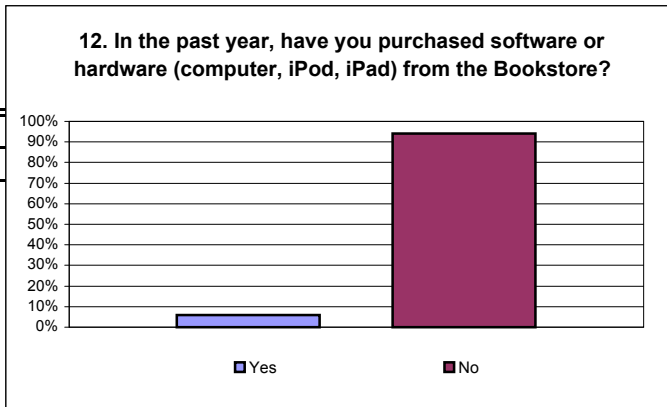
Response	N	%
Strongly Agree	10	11%
Agree	48	55%
Disagree	19	22%
Strongly Disagree	10	11%
Total	87	100%

NOTE: Percentages calculated on respondents that utilized the service, omits responses for Does Not Apply. 167 respondents chose Does Not Apply.



12. In the past year, have you purchased software or hardware (computer, iPod, iPad) from the Bookstore?

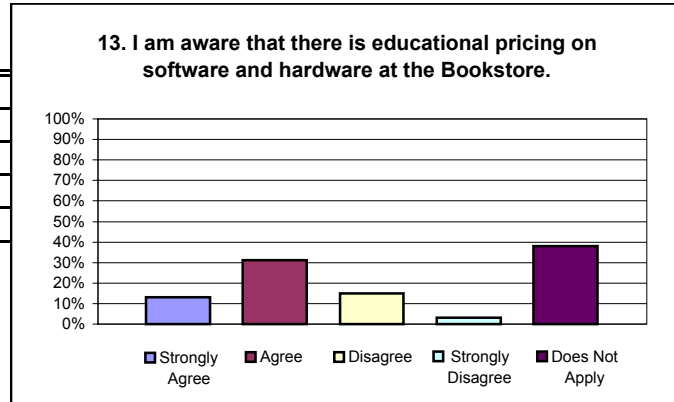
Response	N	%
Yes	15	6%
No	241	94%
Total	256	100%



AUO Student Survey Result, Spring 2011

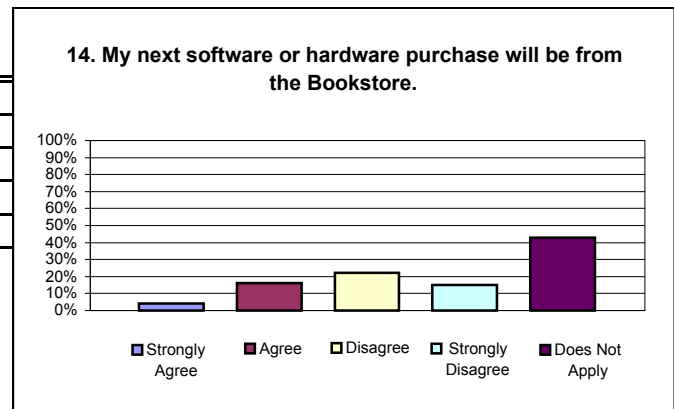
13. I am aware that there is educational pricing on software and hardware at the Bookstore.

Response	N	%
Strongly Agree	33	13%
Agree	79	31%
Disagree	40	15%
Strongly Disagree	8	3%
Does Not Apply	99	38%
Total	259	100%



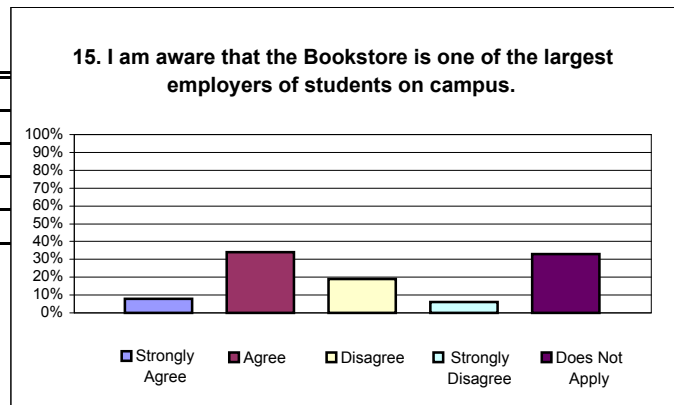
14. My next software or hardware purchase will be from the Bookstore.

Response	N	%
Strongly Agree	11	4%
Agree	40	16%
Disagree	58	22%
Strongly Disagree	38	15%
Does Not Apply	111	43%
Total	258	100%



15. I am aware that the Bookstore is one of the largest employers of students on campus.

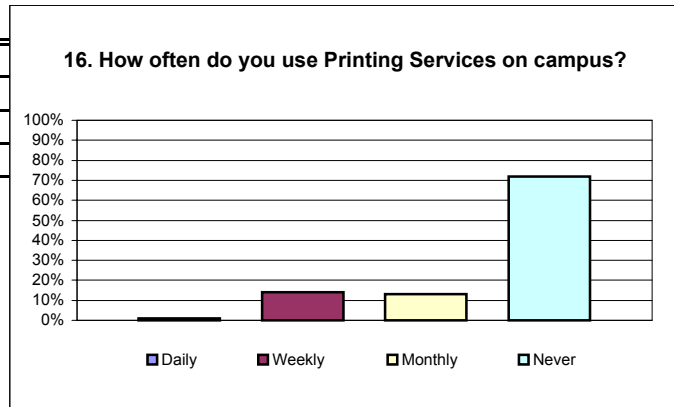
Response	N	%
Strongly Agree	21	8%
Agree	86	34%
Disagree	48	19%
Strongly Disagree	14	6%
Does Not Apply	82	33%
Total	251	100%



AUO Student Survey Result, Spring 2011

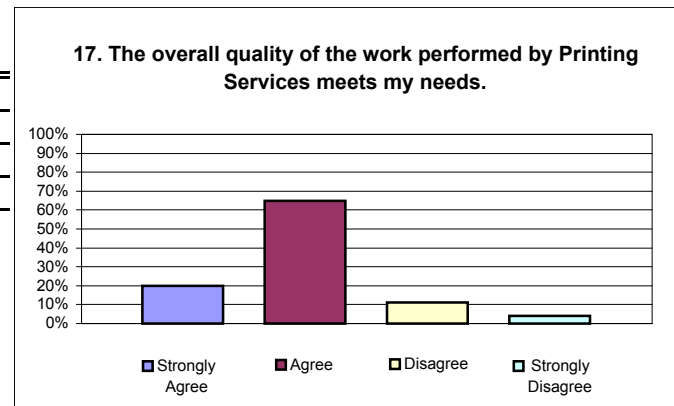
16. How often do you use Printing Services on campus?

Response	N	%
Daily	3	1%
Weekly	35	14%
Monthly	34	13%
Never	185	72%
Total	257	100%



17. The overall quality of the work performed by Printing Services meets my needs.

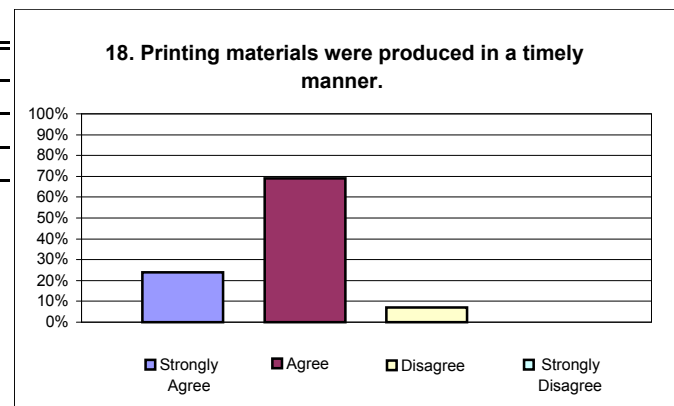
Response	N	%
Strongly Agree	16	20%
Agree	52	65%
Disagree	9	11%
Strongly Disagree	3	4%
Total	80	100%



NOTE: Percentages calculated on respondents that utilized the service, omits responses for Does Not Apply. 178 respondents chose Does Not Apply.

18. Printing materials were produced in a timely manner.

Response	N	%
Strongly Agree	18	24%
Agree	51	69%
Disagree	5	7%
Strongly Disagree	0	0%
Total	74	100%



NOTE: Percentages calculated on respondents that utilized the service, omits responses for Does Not Apply. 181 respondents chose Does Not Apply.



College Services Feedback Survey

This survey is used for research purposes only. All responses will remain confidential.

You may choose not to answer any of the questions.

Thank you for your time and feedback.

Student Survey

Campus Grounds and Custodial Services:

1. How often do you come to De Anza College?

- Daily
- Weekly
- Monthly
- Quarterly

2. Campus classrooms, restrooms, common areas, and offices are clean.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

3. The campus grounds are aesthetically pleasing.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Food Services:

4. How often do you purchase food on campus?

- Daily
- Weekly
- Monthly
- Never

5. Food prices at the Campus Center are competitive when compared to off-campus dining.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Does Not Apply

6. The food selection available meets my dining needs.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Does Not Apply

Bookstore:

7. Do you purchase textbooks or supplies at the De Anza College Bookstore?

- Yes
- No

8. The textbooks and supplies I need are always in stock.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Does Not Apply

9. I found textbook prices to be competitive when compared to outside vendors.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Does Not Apply

10. Have you ever rented a textbook from the Bookstore?

- Yes
- No

11. The selection of rental textbooks meets my needs.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Does Not Apply

12. In the past year, have you purchased software or hardware (computer, iPod, iPad) from the Bookstore?

- Yes
- No

13. I am aware that there is educational pricing on software and hardware at the Bookstore.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Does Not Apply

14. My next software or hardware purchase will be from the Bookstore.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Does Not Apply

15. I am aware that the Bookstore is one of the largest employers of students on campus.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Does Not Apply

Printing Services:

16. How often do you use Printing Services on campus?

- Daily
- Weekly
- Monthly
- Never

17. The overall quality of the work performed by Printing Services meets my needs.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Does Not Apply

18. Printing materials were produced in a timely manner.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Does Not Apply

Submit