

## AMERICAN SAMOA COMMUNITY COLLEGE STUDENT SATISFACTION SURVEY

**Instructions:** Please circle the number that best indicates your view on each statement.

Strongly Agree = 5  
 Agree = 4  
 Disagree = 3  
 Strongly Disagree = 2  
 Not Apply = 1

### I. Student Activities & College Environment:

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 1. The extra-curricular activities at ASCC were right for me.                  | 5 | 4 | 3 | 2 | 1 |
| 2. The school helps people get acquainted.                                     | 5 | 4 | 3 | 2 | 1 |
| 3. Students help each other to conduct themselves properly.                    | 5 | 4 | 3 | 2 | 1 |
| 4. SAMPAC activities have helped me to learn more about Samoa and the Pacific. | 5 | 4 | 3 | 2 | 1 |
| 5. The course schedule is available.   | 5 | 4 | 3 | 2 | 1 |
| 6. The course schedule is accurate.  | 5 | 4 | 3 | 2 | 1 |
| 7. Recreation and intramural sports are well organized.                        | 5 | 4 | 3 | 2 | 1 |
| 8. Students have enough places to study or relax after class.                  | 5 | 4 | 3 | 2 | 1 |
| 9. Faculty and college officials show pride in the college.                    | 5 | 4 | 3 | 2 | 1 |
| 10. The college has a good reputation in the community.                        | 5 | 4 | 3 | 2 | 1 |

### II. Communications:

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 11. The general student catalog is available to students.                | 5 | 4 | 3 | 2 | 1 |
| 12. Academic policies and procedures have been explained to students.    | 5 | 4 | 3 | 2 | 1 |
| 13. The student newsletter helps to keep me informed of ASCC events.     | 5 | 4 | 3 | 2 | 1 |
| 14. Channels for expressing student's ideas or complaints are available. | 5 | 4 | 3 | 2 | 1 |

### III. Facilities:

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 15. I feel safe and secure on campus.                                      | 5 | 4 | 3 | 2 | 1 |
| 16. The classrooms, laboratories, and auditorium are well maintained.      | 5 | 4 | 3 | 2 | 1 |
| 17. The restrooms are clean and well maintained.                           | 5 | 4 | 3 | 2 | 1 |
| 18. The grounds and public areas on campus are well maintained.            | 5 | 4 | 3 | 2 | 1 |
| 19. Students are conscientious about taking good care of college property. | 5 | 4 | 3 | 2 | 1 |

### IV. Learning Resources:

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 20. Library hours are convenient for me.   | 5 | 4 | 3 | 2 | 1 |
| 21. Library Staff is knowledgeable and helpful.                                    | 5 | 4 | 3 | 2 | 1 |
| 22. The Library's books and materials are current and well maintained.             | 5 | 4 | 3 | 2 | 1 |
| 23. Computers and software are up-to-date.   | 5 | 4 | 3 | 2 | 1 |
| 24. Computers are available when I need one.                                       | 5 | 4 | 3 | 2 | 1 |
| 25. The equipment in the science labs is sufficient and current.                   | 5 | 4 | 3 | 2 | 1 |
| 26. The instructional equipment in the machine shops is sufficient and up-to-date. | 5 | 4 | 3 | 2 | 1 |

**V. Counseling and Tutoring:**

27. Counselors are available when I need them.	5	4	3	2	1
28. Counselors provide me with accurate and helpful information.	5	4	3	2	1
29. Counselors have helped me to prepare for a career.	5	4	3	2	1
30. Counselors helped me to prepare for transferring to a 4-year university.	5	4	3	2	1
31. Orientation at the beginning of the semester is helpful to me.	5	4	3	2	1
32. Counselors are friendly and are concerned about my success.	5	4	3	2	1
33. Tutoring Services are readily available to me on the campus.	5	4	3	2	1

**VI. Gains in Skills and Knowledge:**

34. Writing clearly and effectively.	5	4	3	2	1
35. Speaking in front of a group.	5	4	3	2	1
36. Improving my ability in Math.	5	4	3	2	1
37. In understanding the role of science and technology in society.	5	4	3	2	1
38. In computer usage.	5	4	3	2	1
39. In becoming clearer about my own values and beliefs.	5	4	3	2	1
40. Becoming aware of diverse cultures, philosophies, or lifestyles.	5	4	3	2	1
41. Learning on my own and find information I need.	5	4	3	2	1
42. In Problem-solving.	5	4	3	2	1
43. In Decision-making.	5	4	3	2	1
44. Responsibility for the environment.	5	4	3	2	1
45. Appreciation of art, music, drama and film.	5	4	3	2	1

**VII. Support Services:**

46. The registration process is well organized.	5	4	3	2	1
47. During registration the college staff is pleasantly helpful.	5	4	3	2	1
48. Financial Aid staff is helpful in processing my application.	5	4	3	2	1
49. The Cafeteria is open during convenient hours.	5	4	3	2	1
50. The Cafeteria offers food at prices reasonable to students.	5	4	3	2	1
51. The Business Office is open during convenient hours.	5	4	3	2	1
52. Payment of tuition and fee is "hassle free".	5	4	3	2	1
53. The Bookstore is open at convenient hours.	5	4	3	2	1
54. Health Services are adequate.	5	4	3	2	1
55. The gym is open at convenient hours.	5	4	3	2	1

**VIII. About Yourself: Please circle as it applies to you.**

56. Your age:	Under 18	18-25	26-35	56 or older
57. Sex:	Male	Female		
58. Marital Status:	Married	Not Married		
59. Are you a U.S. Veteran?	Yes	No		
60. Degree from ASCC:	AA	AS	Certificate	

61. Do you currently have plans for additional education? ( Check and/ or specify)
- a. No, not at this time \_\_\_\_\_
  - b. Yes, I have been accepted to \_\_\_\_\_
  - c. Yes I plan to apply to another college \_\_\_\_\_
  - d. I am undecided at this time. \_\_\_\_\_
  - e. No Comment \_\_\_\_\_
62. Do you currently have plans for employment after Graduation? ( Check and/ or specify)
- a. Yes, but summer employment only. \_\_\_\_\_
  - b. Yes, I have been hired full-time. \_\_\_\_\_
  - c. Yes, I will be looking for a job. \_\_\_\_\_
  - d. NO \_\_\_\_\_
63. What are your major reasons for enrolling at ASCC? (Please check your answers)
- a. \_\_\_\_\_ It was suggested by a friend.
  - b. \_\_\_\_\_ My teacher or school advisor recommended that I attend.
  - c. \_\_\_\_\_ My family expected me to attend.
  - d. \_\_\_\_\_ It was my own decision.
  - e. \_\_\_\_\_ ASCC is less costly than most schools.
  - f. \_\_\_\_\_ ASCC has the program or training that I wanted.
  - g. \_\_\_\_\_ ASCC will allow me to prepare for later transfer to another college or university.
  - h. \_\_\_\_\_ Other ( Please Specify) \_\_\_\_\_
64. What kinds of activities would you recommend for ASCC Students?
- a. \_\_\_\_\_ Picnic/Barbecues
  - b. \_\_\_\_\_ Guest Speakers
  - c. \_\_\_\_\_ Bands
  - d. \_\_\_\_\_ Other ( Please Specify) \_\_\_\_\_
65. Do you think childcare services on campus should enable more (married) students to attend ASCC?
- Yes \_\_\_\_\_ No \_\_\_\_\_
66. Have you examined your ASCC transcript recently
- Yes \_\_\_\_\_ No \_\_\_\_\_
67. Was Your transcript:
- \_\_\_\_\_ Easily Available
  - \_\_\_\_\_ Available
  - \_\_\_\_\_ Difficult to obtain
68. Have you seen a Counselor?
- Yes \_\_\_\_\_ No \_\_\_\_\_
69. If Yes, how would you rate the counseling services you have received? (Please check only one answer)
- \_\_\_\_\_ Excellent
  - \_\_\_\_\_ Good
  - \_\_\_\_\_ Fair
  - \_\_\_\_\_ Poor
  - \_\_\_\_\_ Don't Know

What are your general impressions of the people seeing/helping you?(Please check only one answer)

	Very Helpful	Helpful	Not Helpful	Not Applicable
70. Financial Aid Office				
71. Business Office				
72. Records and Admissions				
73. S.G.A.				
74. Counseling Office				
75. ASCC Administration				
76. ASCC Faculty				
77. ASCC Library				

IX. Please tell us about the following counseling services :      Necessary      Not Necessary

- 78. Help students decide which major or program to pursue      \_\_\_\_\_      \_\_\_\_\_
- 79. Help students select courses, which are appropriate to there educational goals.      \_\_\_\_\_      \_\_\_\_\_
- 80. Help students select a College off-island.      \_\_\_\_\_      \_\_\_\_\_
- 81. Increase student's knowledge of academic opportunities leading to future careers.      \_\_\_\_\_      \_\_\_\_\_
- 82. Provide assistance in helping resolve personal problems which may interfere with reaching one's educational goals.      \_\_\_\_\_      \_\_\_\_\_

X. We would appreciate your suggestions on how the Office of Counseling can Help students complete their educational goals.

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