

# RENTON TECHNICAL COLLEGE

## STUDENT SATISFACTION REPORT

### SURVEY BACKGROUND AND METHODOLOGY

The student satisfaction survey is designed to improve institutional effectiveness by measuring satisfaction with a variety of institutional factors. These factors consist of Registration, Financial Aid, Testing, Counseling, Bookstore, Computer, Library, Tutoring, Food, Childcare, Facilities, Safety, Job Search Services, General, and Future Plans. Respondents were also asked questions about their computer usage—both frequency and type of usage.

The 78 item survey is distributed annually during the Spring quarter and has been ongoing since 2004. Paper/pencil surveys are provided to all full-time students by the Office of Institutional Research.

Approximately 837 surveys were completed in 2005-06 while 447 were completed in 2006-07.

Responses were measured using a four-point likert agreement scale—strongly disagree, disagree, agree, and strongly agree. Doesn't apply was also included as a response category. All categories were included in the frequency and percentage tables located in Appendix A.

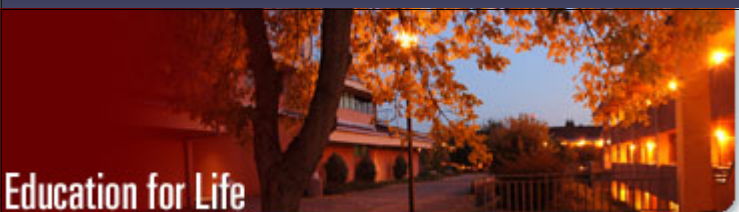
For statistical testing, the four agreement categories were reduced to two categories—agree and disagree. The category—doesn't apply—was eliminated from this analysis.

The tables included in the body of this report represent the percentage of students that agreed (e.g., satisfied) with each statement under the general satisfaction factors.

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# RENTON



Education for Life

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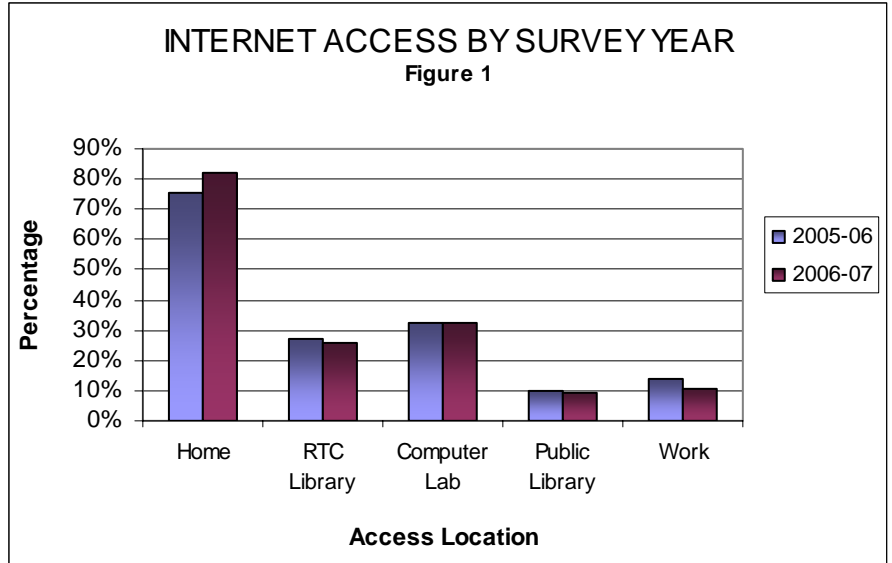


Education for Life

# COMPUTER USAGE

Students were most likely to access the internet from home. Figure 1 shows that over 80% of students surveyed in 2006-07 indicated that they access the internet from home. This was significantly higher than the percentage reported in 2005-06 (76%). One-third of students reported accessing the internet from a computer lab compared to one-fourth gaining access through the RTC library. Very few students, 10% reported using the public library to access the internet.

A significantly higher percentage of students surveyed in 2006-07 reported owning a laptop (42%) compared to those surveyed in 2005-06 (32%).

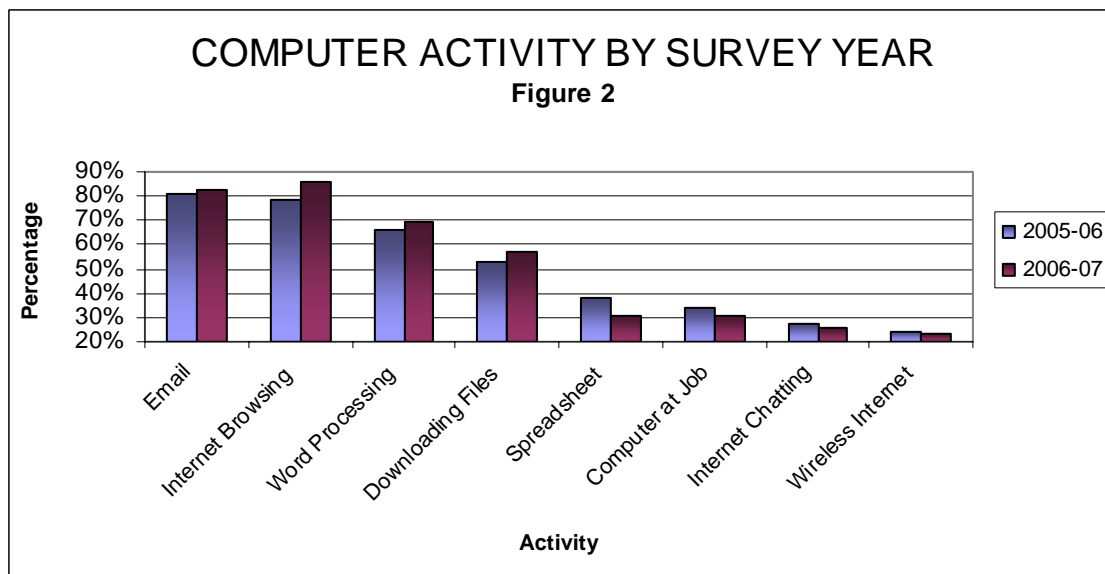


The majority of students in both survey years reported using a computer everyday (2005-06: 62%, 2006-07: 60%).

Interestingly, 18% of students in the 2005-06 cohort reported their computer use as “never” or “seldom” compared to 16% in the 2006-07 cohort.

Students were asked, if wireless access was available at RTC where would they use it? Over half of the students in both survey years indicated they would use wireless access in the classroom. Over one-third of respondents indicated they would use it in the library and one-fourth said they would use it in the cafeteria.

Students were asked to report which computer activities they had participated in within the last two weeks. As shown in Figure 2, over 80% of students in both survey cohorts reported Email activity. A significantly higher percentage of students in 2006-07 reported Internet Browsing (86%) compared to 78% of those surveyed in 2005-06. A significantly lower percentage of students reported using spreadsheets in 2006-07 (31%) compared to those surveyed in 2005-06 (39%).



## SATISFACTION WITH REGISTRATION FACTORS

Overall, students were highly satisfied with the Registration Department. There was only one statistically significant difference between the two samples. Students in the 2006-07 sample were significantly less satisfied with the registration forms being clear and understandable (91%) compared to 95% of the 2005-06 sample. While the percentage did decrease significantly satisfaction with the forms was extremely high, over 90%, for both samples.

**TABLE 1. STUDENTS "SATISFIED" WITH REGISTRATION FACTORS BY YEAR**

QUESTION	YEAR		Significance
	2005-06	2006-07	
I got needed information by calling registration	85.0%	86.8%	n.s.
I got needed information by visiting registration	90.9%	91.3%	n.s.
Registration directed me to the right department	89.9%	90.1%	n.s.
I understood each step of registration process	89.2%	87.3%	n.s.
Registration forms were clear & understandable	94.8%	90.9%	*
Registering for classes was simple	90.5%	91.7%	n.s.

\*  $p \leq .01$   
 n.s. not statistically significant

## SATISFACTION WITH FINANCIAL AID FACTORS

Students in both survey years were generally satisfied with the Financial Aid Department. There were two areas in which satisfaction significantly decreased from 2005-06 to 2006-07. First, the percentage of students that were satisfied with being provided clear and accurate information on applying for aid decreased from 87% in 2005-06 to 79% in 2006-07. Second, 91% of students were satisfied that staff helped them get the necessary aid forms in 2005-06 compared to 86% in 2006-07.

**TABLE 2. STUDENTS "SATISFIED" WITH FINANCIAL AID FACTORS BY YEAR**

QUESTION	YEAR		Significance
	2005-06	2006-07	
I spoke with someone or made an appointment easily	89.4%	84.9%	n.s.
I was provided clear & accurate information on applying for aid	87.4%	79.2%	**
Staff helped me get the necessary aid forms	91.2%	86.2%	*
Staff answered my questions about aid options	87.1%	83.7%	n.s.
Financial aid staff was helpful	88.0%	88.3%	n.s.

\*  $p \leq .05$   
 \*\*  $p \leq .01$   
 n.s. not statistically significant

## SATISFACTION WITH TESTING & COUNSELING FACTORS

As shown in Table 3, there were no statistically significant differences with testing and counseling between the two samples. Satisfaction was highest (over 90%) for test scheduling, speaking with a counselor/making an appointment, and knowledge of the counselor. Satisfaction was lowest for talking with a counselor about personal issues and counselor helping to choose a career training program.

TABLE 3. STUDENTS "SATISFIED" WITH TESTING & COUNSELING FACTORS BY YEAR

ITEMS	YEAR		Significance
	2005-06	2006-07	
I was able to schedule my tests (ASSET & COMPASS) at convenient times.	93.6%	90.6%	n.s.
My placement test scores were useful for my training at RTC.	86.3%	85.7%	n.s.
I spoke with a counselor or made an appointment easily.	89.2%	90.0%	n.s.
Counselor was knowledgeable about college and programs.	92.1%	89.7%	n.s.
Counselor told me about ways to pay for college.	84.1%	80.1%	n.s.
Counselor helped me choose a career training program.	77.9%	71.6%	n.s.
I would feel comfortable talking to a counselor about personal issues.	67.4%	62.8%	n.s.

n.s. not statistically significant

## SATISFACTION WITH BOOKSTORE FACTORS

Satisfaction with textbooks and supplies being in stock significantly decreased from 88% in 2005-06 to 84% in 2006-07. No other differences were statistically significant. Satisfaction was highest for the helpfulness of bookstore staff.

TABLE 4. STUDENTS "SATISFIED" WITH BOOKSTORE FACTORS BY YEAR

ITEMS	YEAR		Significance
	2005-06	2006-07	
Textbooks and supplies were in stock.	88.2%	84.0%	*
Good selection of non-academic items.	85.2%	88.0%	n.s.
Except for textbooks prices are competitive.	83.2%	80.3%	n.s.
Bookstore staff is helpful.	93.5%	94.9%	n.s.

\*  $p \leq .05$   
 n.s. not statistically significant

## SATISFACTION WITH COMPUTER ACCESS FACTORS

Students were overwhelmingly satisfied with their access to campus computers. Over 90% of students surveyed in 2005-06 were satisfied with their access to computers during class hours, after class hours, and off-campus internet access. The satisfaction rates were remarkably similar in the 2006-07 sample although slight decreases were evident, the differences were not statistically significant.

TABLE 5. STUDENTS "SATISFIED" WITH COMPUTER ACCESS FACTORS BY YEAR

ITEMS	YEAR		Significance
	2005-06	2006-07	
I have enough access to campus computers during class hours.	90.8%	88.6%	n.s.
I have enough access to campus computers after class hours.	91.2%	89.9%	n.s.
I have access to the internet off-campus.	93.8%	93.3%	n.s.
n.s. not statistically significant			

## SATISFACTION WITH LIBRARY FACTORS

In 2005-06 over 90% of survey respondents were satisfied with library hours, collections of books, magazines, and videos, and library staff. Among the 2006-07 respondents, satisfaction decreased slightly for library hours but increased slightly for library collections and helpfulness of staff. No differences were statistically significant.

TABLE 6. STUDENTS "SATISFIED" WITH LIBRARY FACTORS BY YEAR

ITEMS	YEAR		Significance
	2005-06	2006-07	
Library hours are convenient.	92.3%	89.7%	n.s.
Library has a good collection of books, magazines, & videos.	92.1%	93.4%	n.s.
Library staff is helpful.	93.2%	94.8%	n.s.
n.s. not statistically significant			

## SATISFACTION WITH TUTORING FACTORS

Students in 2006-07 were slightly more satisfied with knowing how to get tutoring (83%) than were those in 2005-06 (79%); however, the difference was not statistically significant.

TABLE 7. STUDENTS "SATISFIED" WITH TUTORING FACTORS BY YEAR

ITEMS	YEAR		Significance
	2005-06	2006-07	
I know how to get tutoring if need.	79.2%	83.0%	n.s.
The tutoring I received helped me in my classes.	88.8%	89.4%	n.s.
n.s. not statistically significant			

## SATISFACTION WITH FOOD FACTORS

Students in both survey cohorts were equally satisfied with campus food. The highest satisfaction occurred for staff friendliness and helpfulness with 90% of students indicating satisfaction. Selection of food served on campus had the lowest satisfaction rating in both samples at 80%—2005-06 and 79%—2006-07.

**TABLE 8. STUDENTS "SATISFIED" WITH FOOD FACTORS BY YEAR**

ITEMS	YEAR		Significance
	2005-06	2006-07	
The quality of food served on campus is good.	84.8%	82.4%	n.s.
The selection of food served on campus is good.	80.4%	79.0%	n.s.
Food service staff is friendly and helpful.	92.1%	89.9%	n.s.
n.s. not statistically significant			

## AWARENESS OF CHILDCARE FACTORS

As shown in Table 9, a significantly higher percentage of students in 2006-07 were aware of the on-campus childcare center (77%) compared to students in the 2005-06 sample (68%). Only 16% of students in both samples indicated that they had a child under six years of age.

**TABLE 9. STUDENTS AWARENESS OF CHILDCARE FACTORS BY YEAR**

ITEMS	YEAR		Significance
	2005-06	2006-07	
Aware of childcare center on campus.	68.4%	77.3%	*
Have child under six years old.	16.3%	16.5%	n.s.
* $p \leq .01$ n.s. not statistically significant			

## SATISFACTION WITH FACILITIES FACTORS

Table 10 shows there were no statistically significant differences in satisfaction rates with facilities between the two samples. Satisfaction was highest for the appearance of campus buildings and grounds (over 90%) and lowest for comfortableness of the classroom (81% and 83% respectively).

**TABLE 10. STUDENTS "SATISFIED" WITH FACILITY FACTORS BY YEAR**

ITEMS	YEAR		Significance
	2005-06	2006-07	
Classroom is clean and in good condition.	89.3%	91.8%	n.s.
Classroom is physically comfortable.	80.5%	83.0%	n.s.
Campus buildings/grounds are clean and in good condition.	92.7%	94.0%	n.s.
Buildings and classrooms are clearly marked with signs.	86.8%	88.1%	n.s.
n.s. not statistically significant			

## SATISFACTION WITH SAFETY FACTORS

The percentage of students who felt safe on campus significantly decreased from 92% in 2005-06 to 88% in 2006-07. Additionally, only 64% of students in 2006-07 reported knowing who to contact in case of an emergency which was significantly less than the 72% reported in 2005-06.

**TABLE 11. STUDENTS "SATISFIED" WITH SAFETY FACTORS BY YEAR**

ITEMS	YEAR		Significance
	2005-06	2006-07	
I feel safe on campus.	92.4%	87.9%	*
I know who to contact on campus in case of an emergency.	71.5%	63.5%	*
* p ≤ .01			

## SATISFACTION WITH JOB ASSISTANCE FACTORS

There were no statistically significant differences in satisfaction with job help factors between the 2005-06 and 2006-07 cohorts. In 2005-06, students were most satisfied with the help received from the student success center and going to their instructor for help in finding a job (84%). In 2006-07, students were most satisfied with the help received from the student success center and help received from their instructor (87%).

**TABLE 12. STUDENTS "SATISFIED" WITH JOB HELP FACTORS BY YEAR**

ITEMS	YEAR		Significance
	2005-06	2006-07	
Go to student success center for help in finding a job.	66.5%	64.4%	n.s.
Pleased with help received from student success center.	83.9%	86.5%	n.s.
Go to instructor for help in finding a job.	83.6%	85.0%	n.s.
Pleased with job help received from my instructor.	82.2%	87.3%	n.s.
Would like help with basic job search skills such as resume and interviewing.	83.2%	84.4%	n.s.
n.s. not statistically significant			

## SATISFACTION WITH GENERAL FACTORS

The percentage of students who indicated that they were happy with their choice to attend RTC increased significantly from 91% in 2005-06 to 96% in 2006-07. No other general satisfaction factors changed significantly between the two sample cohorts. The decision to attend RTC had the highest satisfaction ratings across both cohorts while knowing the mission of the college was consistently rated the lowest at 78%—2005-06 and 77%—2006-07.

**TABLE 13. STUDENTS "SATISFIED" WITH GENERAL FACTORS BY YEAR**

ITEMS	YEAR		Significance
	2005-06	2006-07	
Students respect and support each other.	90.7%	91.0%	n.s.
Students respect their instructors.	90.0%	90.1%	n.s.
Instructors and staff respect students.	90.8%	91.0%	n.s.
I have not experienced discrimination at RTC.	89.4%	86.5%	n.s.
I know what the mission of the college is.	78.0%	77.3%	n.s.
I am happy with activities/organizations for students.	86.9%	87.8%	n.s.
I am happy with my choice to attend RTC.	91.0%	95.5%	*
I would recommend RTC to my family and friends.	90.4%	92.9%	n.s.

\*  $p \leq .01$   
 n.s. not statistically significant.

## GRADUATING OR RETURNING TO RTC

A slightly smaller percentage of student respondents in the 2006-07 cohort indicated that they were graduating from RTC (17%) compared to those in the 2005-06 cohort (19%). The difference however, was not statistically significant.

A significantly higher percentage of students in the 2006-07 cohort stated that they would return to RTC in the summer or fall quarter (90%) compared to those in the 2005-06 cohort (84%).

**TABLE 14. STUDENTS GRADUATING OR PLANNING TO RETURN TO RTC BY YEAR**

ITEMS	YEAR		Significance
	2005-06	2006-07	
Graduating from RTC this quarter.	19.4%	16.7%	n.s.
Plan to return to RTC in the summer or fall quarter.	83.8%	89.5%	*

\*  $p \leq .01$   
 n.s. not statistically significant

## REASONS FOR NOT RETURNING TO RTC

Only 143 students from the combined cohort samples indicated that they did not plan on returning to RTC in the summer or fall quarters. The items in Table 15 were designed to be answered only by those who were not planning on returning; however, several hundred students did not follow the skip logic on the survey and answered these questions. The analysis in Table 15 is based only on those who indicated they were not returning to RTC.

Although many of the differences between the two cohorts are large, only one difference was statistically significant. This is the result of the small sample sizes occurring within each category.

Fewer students in the 2006-07 cohort indicated that they were having trouble with either math or English compared to those in the 2005-06 cohort.

Although a larger percentage of students in the 2006-07 cohort indicated they would be transferring to another college (59%) compared to those in the 2005-06 cohort (36%); the difference was not statistically significant.

The only statistically significant difference occurred among respondents who indicated that their need for childcare during the day was a reason for not returning to RTC. The percentage of students selecting this as a reason increased by 100% from 32% in 2005-06 to 64% in 2006-07.

ITEMS	YEAR		Significance
	2005-06	2006-07	
Learned all I needed to learn.	68.7%	51.5%	n.s.
Got a job related to the training received at RTC.	83.0%	68.8%	n.s.
Can't afford college tuition right now.	64.8%	75.0%	n.s.
Having trouble with the English language.	35.2%	23.8%	n.s.
Having trouble with Math.	48.1%	34.6%	n.s.
Program is not what I thought it would be.	47.0%	40.0%	n.s.
Need childcare during the day.	32.1%	64.3%	*
Transferring to another college.	35.9%	58.8%	n.s.

\* p ≤ .05  
 n.s. not statistically significant

## COMMENTS—REASONS FOR NOT RETURNING TO RTC

The following comments are from students that indicated they were not returning to RTC in the summer or fall quarter.

- Graduate in August.
- I will graduate next quarter (summer quarter).
- I don't graduate until October.
- Finish program
- To finish my degree
- I like coming to school it is fun and I learn something new every day.
- Because I need to graduate.
- I can't afford to go to college and work. If I work full time off campus I don't have time for class. If I don't work I stay homeless.
- Because I want to continue with my career.
- Program continues through summer quarter.
- My course goes through summer.
- Program ends in November.
- I graduate from RTC this coming fall quarter.
- I cannot afford to live if I returned next fall. Hopefully I will be accepted to OIT in Oregon or I will find a permanent job at the end of the summer. Also our teacher Julie Moreland in surveying, I don't have confidence that she can teach the 2 year program well enough for me to get anything out of it.
- Financial reasons
- Finish AA degree
- I'm in Running Start and I graduate High School soon. I'm going to a different college and will be playing baseball so I won't have time.
- Do something about Financial Aid office staff? Please. Please.
- Yes, I hope to be returning in the fall quarter.
- I am not graduating because I did not go to school all year. I started in Spring 2007, so I will graduate in 15 months.
- Need more class-time instruction.
- The program is not quite over, plus I have one more general requirement class before I can get my degree.
- Because I have to return winter quarter to finish.
- Program not organized. Teachers not prepared/have good teaching plan.
- Planning to complete the program in fall.
- To do my AA degree.
- My fourth quarter will be in the summer and I plan to take additional classes for AA.

## OTHER COMMENTS—ALL STUDENTS

The following comments are from a question that asked all students if they had any additional comments they would like to make.

- Thank you.
- I think the school should have some form of weekend getaways or day trips for students and their families. Like for instance, my wife was attending Pierce College and they had stuff like this; weekend ski trip to Mt. Hood, day trips to Tillicum Village, camping trips all for a good price and I think that kind of activities for students would benefit us as students and the college itself.
- The work study position that I'm in allows staff to take advantage of me. The scholarships advertised were a waste of time; all hype. Denied. The student president unavailable is the administration truly here for students. Well they have proven that it's all hype.
- The cafeteria does not pay for labor cost of lease why does the food cost so much???? Food expensive and is not good.
- More ATMs please.
- Needing proper information for telling students where their class is after registering. Keep up the good work.
- In the registration office, if the waiting line is too long (more than five people), please think about opening one more desk temporarily. – During the lunch time (?) The Safeway does, to save the customer's waiting time.
- Did not get good counseling, other student help is better than counselor.
- Pamela Jeffcoat is professional, fair, interesting and has great people and teaching skills.
- We need access off campus to Delmar program. Library hours should be extended please (we need to study!!!).
- The teachers in my program have been disrespectful to me. They are racist and only concentrate on a few white students. Other students are ignored.
- Computer lab needs to be open during class hours.
- Computer lab and library hours need to be extended. Some assignments could not be retrieved on the computer (e.g. Delmar). Need to have access at home as well.
- I love my program very much. ( I had a lot of trouble during registration) However, I am very pleased with my courses, instructor, program and the Dental Assisting program's reputation. I have heard back from the different dental offices I have been to and different dental personnel. Thank you.
- The dental assisting class is very cold and the clinic needs a recycling bin.
- Bigger 'to go' boxes for salad bar. A little cold in DA room. More recycle bins around campus.
- It's cold in the dental assisting classroom. I think math and English should be a pre-requisite or should be waived if you've already taken courses. Bigger 'to go' boxes at the salad bar! We need a recycling bin in the dental clinic.
- Why do so many idiots insist that gay = stupid and that being gay is bad?
- Your parking is @#&\*%
- Parking is bad.
- Great school. Need better parking.
- Parking needs some attention. Nowhere to park!

## OTHER COMMENTS—continued

- Students need a larger server room to accommodate all the students and updated hardware to keep up with advancing technology.
- Bill Sanders needs more servers.
- We need faster components, such as servers with more ram. Also, the computers that we use are too slow in some of the labs. We need to expand the server room. It is too small to accommodate our class labs.
- Computer Network Technology class room needs more servers.
- The lack of enough computers that are up-to-par with current requirements for our lab scenarios and everyday computer needs in the CNT 253 quarter of the Computer Network Technology program is really frustrating and does not allow us to build the necessary skills we need.
- Get a firm schedule for all classes at least within the Construction Management program on the dates and times that they supposed to be held to help organize our own schedule.
- Get more food options for afternoon students.
- Thank you.
- My instructors have been very helpful. I have learned a lot and am pleased. Once I am done with school I will be very successful because I have been trained well.
- My instructors have been very helpful and they make me feel very comfortable in class. I am having a great learning experience. Glad that I chose RTC. I will surely recommend it to my friends. Thank you for all the services.
- Keep up the good work.
- This is not a fun activity.
- Keep library open to 6 p.m. Allow WiFi access all over campus. Offer large binders at a cheaper price. Offer supplies at cheaper price.
- I love my program, but it's being cancelled because of enrollment and I think that sucks for the next students that want to take P.M. culinary classes. I think there should be more jobs because I'm going to have to quit before I graduate in 3 months in order to work so I can keep my house. Other than that, RTC is a great college.
- Long survey... I have school work to be doing.
- We need more frequent updates to the computer hardware RAM.
- Engineering design technology should cover more of ACAD not just the basics!!! Too easy.
- The AM financial aid office staff are lazy and need to pick up the phone when it rings. The programs here are great and challenging and I am excited to apply my learned knowledge to the work force. THE BAKERY ROCKS- but I'm on a diet.
- The computers in class J304 badly need to be upgraded.
- The computers are not kept up to the 'speed' necessary for the programs they are running, such as graphics cards and memory.
- Ms. Hanson is a very approachable instructor. She has given me very good advice about continuing my education after I graduate in December. She also has a lot of patience.

## OTHER COMMENTS—continued

- Glenda Hanson has done a great job preparing me for the workforce. I am very confident entering the workforce. The expedited training has encouraged me to attend an additional quarter to catch up on some skills. I am very satisfied with my enrollment choice, staff, and support.
- Your childcare is not helpful with after full-time class care. I take night classes and had to take my daughter elsewhere. Food selection and service could improve greatly.
- There should be feminine hygiene products available to students on campus! The classrooms are very cold! Too much A.C.!
- I think RTC needs security. Parking lot was very dangerous when weather was severe. Bookstore was not consistent with policies. Students sometimes are disrespectful.
- It would be nice to have hands-on equipment to help train us for our career such as fax machines, copier, and multi-line telephones (for mock purposes).
- The student store would do well to carry feminine products.
- I can't say enough good things about the childcare center. Linda, the director was EXTREMELY helpful in helping me with forms and getting used to the idea of putting my child in daycare. Ms. Sonja, my child's teacher, makes me feel COMPLETELY at ease with leaving my child in her care. I really couldn't ask for a better place to leave my child. A+!
- Air quality is terrible in H Building! Daycare here should extend their hours until at least 5:30 so people that take the extra classes after school can take our children HERE!
- Jimmy Phan should answer and return calls, and he doesn't.
- I learned many skills in the Pharmacy Tech. Program. The teacher has much knowledge to teach the students to help them succeed. The teacher makes the class more interesting and enjoyable while we study.
- I am having problems talking to the Financial Aid office. I ask to speak to someone and always get told to return at a later time. I go to an afternoon program and cannot always return.
- I love RTC and have referred it to my family and will continue to. I think that RTC is the best place to earn an education for a lot of people in WA State!!! The only problem I've had was with Jimmy Pham. He was very rude and offended me and belittled me in public. Other than that, it's a wonderful school.
- The teacher in Psychology makes the class so hard to understand and some students are taking that class at BCC.
- In question #63, please include "disability." Should be a question. about parking or the lack thereof.
- Enjoy the campus and the people in my class. Instructor is very nice and like the way she teaches. Overall good feeling. Really like the donut shop!
- Parking? Smoking and butts on the grounds. Credit cards or school debit card for food. Car pool, bus transport or web site RTC and cheap bus pass.
- The library hours are not really convenient. Is there any way to extend the library hours? The library is clean and nice.
- It would be helpful to have Delmar nursing stuff at home as the rooms with Delmar computers have limited availability.

## OTHER COMMENTS—continued

- Please have a session prior to LPN classes (first quarter) start which gives the student a quick view of what the LPN program is like. It will help to prepare for the quarter. It could be just a couple of hours where some of the LPN instructors come in and talk to the new LPN students. Also, tell them to review math and other stuff. Also could tell us about the textbooks, etc.
- I don't feel safe on campus because somebody broke the front window of my car when I left it parked by the child care center. Another day somebody hit the door of my car. Also there are not many public phones, so if I have an emergency I don't have a phone from which to call.
- Nobody in any of my classrooms knows how to call security including the instructors. The security phone# should be posted above each light switch in every class. I am a vegetarian and all of the foods have meat every day it seems. I would be great if the cafeteria offered a pasta bar that had a couple of different types of noodles and plain white and red sauce each day. Plus we have many Indian students here that are vegetarians as well.
- Gerri Landes is a great teacher!
- My classroom is cold. We never have a permanent classroom.
- NO! JUST AWESOME DUDE TOTALLY RADICAL
- I'm happy with the way things are run at RTC.
- I wish there were course-specific study groups orchestrated either departmentally or through the library.
- Our instructor is a very passionate instructor and I couldn't ask for a better teacher.
- I really like our teacher – Gerry Landes.
- Overall, I am satisfied with my experience at RTC!
- Some library staff are rude and not very helpful. The counseling and registration staff are very nice. The books are ridiculously priced. I can get them at Amazon for more than 50% off.
- I appreciate this program. I am enjoying my studies.
- The Bookstore staff are rude.
- I think a little more campus activities would be cool.
- No, except I am enjoying the ophthalmic program, and I believe Larry Bovard is a very good teacher and is very organized. I am learning a lot more than I expected.
- Our teacher is learning on trial and error. She teaches stuff that she has no idea about. She seems totally unprepared and as a student we suffer from it.
- Overall this is a great place for an education.
- Would like one day a week to work to help pay for education and living expenses.
- I believe the administration needs to maintain the standard of "leading by example." All too often our teacher came to class unprepared and wasted class time figuring out what to do for the day +/- or writing a test she was to give once she finished writing. Preparation is what students are paying to learn @ RTC.
- Academic books and supplies are over-priced. Need more healthy options in fast-food area.
- There should be school activities going on after, or during school, clubs, such as Frisbee, or other sports to get students active and meeting people.

## OTHER COMMENTS—continued

- Regarding #27-31 (In testing and counseling): I would've liked to have been offered an appointment to speak with a counselor after my COMPASS test was taken; because I wasn't, I didn't know even know there were counselors.
- Regarding #20-24 (Financial Aid): I've asked at least twice (in person) for an appointment to speak with someone but the person at the counter avoided setting appointments, offering their own help instead.
- I believe the security should crack down on smokers who do not respect the 25' law. Too many smokers are near the entrances.
- I have responded to many questions as disagree because I have not yet encountered these things and some I have recently come into knowledge of. I am very happy with Renton Technical College!
- Computers need to be updated. Cafeteria needs better microwave, it will save us time.
- Just the attitude of other students.
- Prepare student with an effective plan or goal that will guide the student into his or her true professional career. Student must work closely with an assigned case worker or counselor to discuss issues, needs, and possible solutions to meet the demand for the success of the student. Prepare the student with a plan or goal that specifies the objectives and time frame to accomplish it.
- The lady at Financial Aid is rude!
- One of the financial aid staff is very rude to students.
- I like this college. I like my instructors.
- The general education requirements like psychology are a waste of time. I know state accreditation requires it, but it is still a waste of time and money.
- It would be helpful if I could access my assignments via the computer at home.
- I'm currently a student in "COP," I'm unable to receive my assignments in Outlook. Please look into why I'm being trained to use Outlook – but I can't use this program at home to complete my lessons. Thank you!
- Not really, everything about RTC is great so far.
- I've graduated twice from RTC. Once before it was an actual "College" and still Renton VoTech. And left it with a sense of accomplishment, and pride. I'd recommend this school to anyone.
- For me RTC looks very well, my teachers are well prepared for their teaching.
- 1. The bathroom toilets don't flush well in H Building at all!!
  2. Some of the cafeteria food is way over priced.
  3. You should start some sort of Financial Aid orientation. I had no clue what I was getting myself into.
- The sidewalks near the cafeteria could use some repair. Some people have fallen or tripped over the "high" step.
- Thanks for everything, dudes.
- A civics class as part of all courses would help instill a more responsible attitude both morally and ethically, in most, if not all, of the students attending full-time.

## OTHER COMMENTS—continued

- Jim is the Best Best Best.
- There were too many cars broken in to or stolen. Need cameras. I've seen some people smoking drugs in the parking lot.
- 1) Bakery: Bagels  
2) Food: More variety in fast food.
- I feel the men's bathrooms near the cafeteria are frequently dirty.
- I think it is ridiculous that the students can't use the swimming pool/gym for recreation. New teachers should be required to take a couple of years of teaching instruction courses... otherwise we are paying for a scattered and uneven education.
- I would like to see the baking/cooking programs emphasize finer cooking – e.g. artisanal baking like SCCC, using whole grains, etc. A SCCC the bakery kiosks sells relatively healthy and cheap sandwiches using their bread and higher quality ingredients. The RTC bakery sells food with little nutritional value. DONUTS?! Additionally, I believe that baking program graduates are being trained for what are ultimately low wage/low skill food industry jobs. You should set the bar higher.
- I would appreciate some sort of check on teacher quality other than papers. I found during previous classes/quarters the teacher was rude or even abusive.
- I am exploring websites but few days ago those have been blocked with below messages: “~ porno...” But those websites are email service like gmail and msn. I don't understand what's porno interior?
- Bookstore staff is not very helpful.
- You need more instructors per shift in machine technology – Mr. Martinez is over-worked and spread too thin among students.
- Need to add security. Students are not safe crossing in crosswalks. Three to four people run current stop signs in parking lot; not just students, but staff members run stop signs.
- No, thanks.
- For the most part, the college is great.
- Getting financial aid was confusing and difficult. Getting everything I needed for registration and actually registering was extremely frustrating and difficult. It was very hard to get a clear answer and then half the time it was wrong. My background check was lost.
- My instructors go out of their way to help the students in the class with any issues they may have with learning the material.
  1. Cafeteria food is awful – no flavor.
  2. Classroom was always cold.
  3. Incident in Building B was not handled properly to make me feel safe.
  4. Parking is terrible.
  5. Smokers are too close to buildings.
  6. Instructors need to be more organized.

## OTHER COMMENTS—continued

- Yes. I feel that RTC is lacking security. I understand your security team only has two people. I feel that two people is not enough when there is a problem at RTC and only one security member is working, you can't expect him to get everything accomplished. We had a problem in Building B when we were in lock down. The girl who was causing us to be in lock down was sitting in the hallway with no one watching her. I felt very unsafe and I wanted to leave and not come back. I feel this is very important and something needs to change. You have to get more staff.
- I would like help in starting a family business. Also how to get equipment at a discount. Better lights for welding booths.
- I feel I get held back by the people who don't speak English. Too many old students that are not enrolled in the class are still coming in and working for free and using all the metal so the student who does pay doesn't have any metal.
- This is a good college. Thank you.
- I think Barbara Cullers class is amazing. The Financial Aid office staff are amazing as well. I think the amount given for financial aid to "white" students is unfair though. I come from a poor family and I work just as hard to better myself.
- Overall, I am very pleased with the program I am enrolled in @ RTC.
- None at this time.
- I think it would be a bad idea to put computers in the welding class. Welding is hand's on, and should be taught that way. I don't want anyone who learned how to weld on a computer to weld anything for me.
- Need library hours on Sunday. Computer lab open before 2:30 pm
- The library should be open in the AM, before classes.
- All of our instructors are great! LPN program is very complex and stressful, we should have more activities!
- Library hours should be extended. We would like to study more in group.
- Computer lab (one below library) needs to be open during the day. It feels like sometimes instructors don't want you to pass.
- Better food selection
- 1. I put disagree on room comfort because it is always so cold we keep our coats on and people even bring blankets in. It is very hard to concentrate when you are that cold. Also in lab on warm days it is extremely hot.
  2. I put disagree on the food selection because a lot of the time the salad bar is pretty slim. I also think the prices on the sandwiches are very high.
  3. The forms for registration are confusing you aren't sure which spots you should fill out and which the school should.
- I had to apply for Financial Aid. It took me a month to finish up the paper work and I was told that I needed a "green card" to complete my application. These were not even shown on the documentation or shown to me. I was really disappointed.

## OTHER COMMENTS—continued

- I'd like to see you include sexual orientation in your question on discrimination. I haven't heard much I thought was racially discriminatory, but I have heard a number of inappropriate comments regarding sexual orientation. Most was not vicious, but reflected a lot of ignorance and was offensive. I'm also still annoyed about being sold an old edition of a current text book two weeks before the term started and I'd like to see the policy changed so students aren't misled whether new editions are forthcoming. And I really like this program and think everybody does a great job here.
- Need more parking spaces, more security patrolling the parking lot. Need better food and more break times.
- Very good school with very good instructors. I am confident in my future success due to RTC's excellent programs.
- Keep doing great work!!!!
- Training/instruction is the best I've ever experienced.
- Helping with Financial Aid will help. Not sure who to ask for grants.
- It would be nice to have wireless internet in the class room to look up and research questions.
- I appreciate all the help at RTC.
- I feel that it is immensely unfair to students that every class we need in order to graduate is not included in our program, namely Math 95. It is a prerequisite for taking college Math 110. Because of the demands of my other classes, I feel that I don't have enough time to devote to Math. I get it done, however I've been quite overwhelmed. I wish that Math was more hands-on.
- I love (big heart) RTC!
- This school is helping me a lot to finish my studies. Please retain ALL your instructors and keep the class that Michelle L. handles in the AM.
- I would like the staff at registration to be a little bit more helpful and to have a better attitude and better customer service. I would like to see them happy to help the students.
- For the massage therapy class (morning) P. Meyers did not meet the criteria to be recognized as a teacher. Her teaching skills are horrible.
- Would be nice to have windows in Room B102, it'd be great if the cafeteria took debit/credit!
- The campus should have areas for smokers. I feel disgusted walking out a door and choking on smoke. Whether it be close to my building or the cafeteria. People are not staying away from the doors and I have to suffer.
- Take away the "no food or drinks in the classroom" rule. It isn't enforced anyways.
- RTC needs better food, prices are too high, and it is not worth the quality.

## CHILD CARE USAGE

The following comments are from a question that asked students what kind of childcare they currently use. Only students who reported having a child under six years old were supposed to answer this question.

- At home.
- In home day care.
- Private
- Preschool / childcare
- Day care
- Mom and dad
- Paid sitter
- Day care
- Day care
- Bates Technical College day care
- Contraception
- Grammy
- In-home relative. I only need child care T,W, Th and campus child care is mandatory F/T or I'd prefer them.
- Day care facility isn't a problem.
- Christian daycare
- Renton tech
- NONE. THEY DO NOT ACCEPT CHILDREN UNDER ONE YEAR.
- Kindercare Learning Ctr.
- RTC childcare – and they are AWESOME!
- Outside daycare (Kindercare).
- RTC childcare center.
- School age children.
- Day care center in Kent
- ACAP child and family services (Auburn)
- RTC
- In home child care
- RTC
- He's not in child care
- RTC

## CHILD CARE USAGE

- RTC daycare
- Babysitter
- Child care
- At home
- Daycare
- Day care center. Kids Country
- RTC
- Grandmother. She is a little cheaper
- My parents
- Wife
- I put them in my Subaru unattended while I go to class.
- Childcare center
- Private
- None – she is with grand mom
- Private child care
- A child-care chain
- Family
- Kids Country
- Grandparents
- Children in school
- Home care
- Home

# APPENDIX A—FREQUENCIES AND PERCENTAGES OF SATISFACTION FACTORS BY SURVEY YEAR

## COMPUTER USAGE

COUNTS/PERCENTS FOR COMPUTER USAGE BY SURVEY YEAR						
INTERNET ACCESS LOCATION	<u>2006</u>			<u>2007</u>		
	Count	Percent	Valid Percent	Count	Percent	Valid Percent
Home	632	75.5%	75.5%	367	82.1%	82.1%
RTC Library	227	27.1%	27.1%	116	26.0%	26.0%
Computer Lab	274	32.7%	32.7%	145	32.4%	32.4%
Public Library	84	10.0%	10.0%	42	9.4%	9.4%
Work	115	13.7%	13.7%	46	10.3%	10.3%
<b>OWN A LAPTOP</b>						
No	543	64.9%	68.4%	250	55.9%	58.1%
Yes	251	30.0%	31.6%	180	40.3%	41.9%
Missing	43	5.1%		17	3.8%	
<b>WIRELESS LOCATION</b>						
Library	322	38.5%	38.5%	165	36.9%	36.9%
Classroom	432	51.6%	51.6%	248	55.5%	55.5%
Cafeteria	209	25.0%	25.0%	120	26.8%	26.8%
Other	140	16.7%	16.7%	79	17.7%	17.7%
None	146	17.4%	17.4%	77	17.2%	17.2%
<b>HOW OFTEN USE COMPUTER</b>						
Never	51	6.1%	6.6%	18	4.0%	4.3%
Seldom	90	10.8%	11.6%	51	11.4%	12.1%
Monthly	118	2.2%	2.3%	19	4.3%	4.5%
Once per week	136	16.2%	17.5%	80	17.9%	18.9%
Everyday	480	57.3%	61.9%	255	57.0%	60.3%
Missing	62	7.4%		24	5.4%	

APPENDIX A—continued

COMPUTER ACTIVITY

COUNTS/PERCENTS FOR COMPUTER ACTIVITY BY SURVEY YEAR						
ACTIVITY IN PAST TWO WEEKS	<u>2006</u>			<u>2007</u>		
	Count	Percent	Valid Percent	Count	Percent	Valid Percent
Email	677	80.9%	80.9%	369	82.6%	82.6%
Internet Browsing	664	78.1%	78.1%	384	85.9%	85.9%
Word Processing	556	66.4%	66.4%	309	69.1%	69.1%
Spreadsheet	322	38.5%	38.5%	137	30.6%	30.6%
Internet Chatting	229	27.4%	27.4%	116	26.0%	26.0%
Downloading Files	446	53.3%	53.3%	255	57.0%	57.0%
Wireless Internet	204	24.4%	24.4%	103	23.0%	23.0%
Computer at Job	288	34.4%	34.4%	136	30.4%	30.4%

APPENDIX A—continued

REGISTRATION FACTORS

COUNTS/PERCENTS FOR REGISTRATION FACTORS BY SURVEY YEAR						
QUESTIONS	SCALE					Missing
	Strongly Disagree	Disagree	Agree	Strongly Agree	Doesn't Apply	
1. I got needed information by calling registration.						
2006-07	2.7%	7.4%	49.2%	17.0%	16.6%	7.2%
count	12	33	220	76	74	32
2005-06	2.6%	8.5%	45.9%	17.1%	18.4%	7.5%
count	22	71	384	143	154	63
2. I got needed information by visiting registration.						
2006-07	1.6%	5.8%	51.7%	26.0%	8.9%	6.0%
count	7	26	231	116	40	27
2005-06	1.4%	6.0%	48.5%	25.6%	11.0%	7.5%
count	12	50	406	214	92	63
3. Registration directed me to the right department.						
2006-07	1.8%	6.5%	50.8%	24.8%	8.7%	7.4%
count	8	29	227	111	39	33
2005-06	1.2%	6.7%	44.3%	26.2%	12.8%	8.8%
count	10	56	371	219	107	74
4. I understood each step of the registration process.						
2006-07	2.9%	8.7%	58.6%	21.5%	1.8%	6.5%
count	13	39	262	96	8	29
2005-06	0.8%	8.5%	52.3%	24.6%	6.2%	7.5%
count	7	71	438	206	52	63
5. Registration forms were clear and understandable.						
2006-07	1.6%	6.9%	58.8%	26.0%	0.9%	5.8%
count	7	231	263	116	4	26
2005-06	0.4%	4.2%	56.9%	25.8%	4.9%	7.9%
count	3	35	476	216	41	66
6. Registering for classes was simple.						
2006-07	1.8%	6.7%	58.2%	26.0%	0.7%	6.7%
count	8	30	260	116	3	30
2005-06	1.2%	6.8%	51.7%	28.7%	2.7%	8.8%
count	10	57	433	240	23	74
7. Registration staff was helpful.						
2006-07	1.6%	6.0%	53.9%	30.6%	1.8%	6.0%
count	7	27	241	137	8	27
2005-06	1.9%	6.0%	47.2%	27.7%	8.4%	8.8%
count	16	50	395	232	70	74

APPENDIX A—continued

FINANCIAL AID FACTORS

COUNTS/PERCENTS FOR FINANCIAL AID FACTORS BY SURVEY YEAR

QUESTIONS	SCALE					Missing
	Strongly Disagree	Disagree	Agree	Strongly Agree	Doesn't Apply	
1. I spoke with someone or made an appointment easily.						
2006-07	3.6%	6.9%	36.7%	22.4%	23.5%	6.9%
count	16	31	164	100	105	31
2005-06	1.0%	5.4%	31.3%	22.2%	29.9%	10.3%
count	8	45	262	186	250	86
2. I was provided clear & accurate information on applying for aid.						
2006-07	4.9%	8.7%	32.4%	19.5%	27.1%	7.4%
count	22	39	145	87	121	33
2005-06	1.4%	5.9%	31.2%	19.2%	30.0%	12.3%
count	12	49	261	161	251	103
3. Staff helped me get the necessary aid forms.						
2006-07	3.8%	5.1%	34.2%	21.7%	28.0%	7.2%
count	17	23	153	97	125	32
2005-06	1.2%	3.7%	30.2%	20.8%	30.7%	13.4%
count	10	31	253	174	257	112
4. Staff answered my questions about aid options.						
2006-07	4.9%	5.6%	34.0%	19.9%	27.3%	8.3%
count	22	25	152	89	122	37
2005-06	1.6%	5.6%	28.1%	20.4%	30.6%	13.7%
count	13	47	235	171	256	115
5. Financial aid staff was helpful.						
2006-07	4.0%	3.6%	34.2%	23.3%	25.7%	9.2%
count	18	16	153	104	115	41
2005-06	1.3%	5.4%	27.2%	21.7%	30.5%	13.9%
count	11	45	228	182	255	116

APPENDIX A—continued

TESTING/COUNSELING FACTORS

COUNTS/PERCENTS FOR TESTING & COUNSELING FACTORS BY SURVEY YEAR

QUESTIONS	SCALE					Missing
	Strongly Disagree	Disagree	Agree	Strongly Agree	Doesn't Apply	
1. I was able to schedule the COMPASS and ASSET tests at convenient times.						
2006-07	1.3%	5.4%	43.8%	21.0%	23.0%	5.4%
count	6	24	196	94	103	24
2005-06	0.4%	3.8%	36.8%	24.0%	26.4%	8.6%
count	3	32	308	201	221	72
2. My placement test scores were useful for my training at RTC.						
2006-07	1.1%	9.4%	45.6%	17.4%	21.3%	5.1%
count	5	42	204	78	95	23
2005-06	1.2%	7.9%	37.5%	19.5%	24.3%	9.7%
count	10	66	314	163	203	81
3. I spoke with a counselor or made an appointment easily.						
2006-07	1.6%	5.6%	46.8%	17.9%	21.9%	6.3%
count	7	25	209	80	98	28
2005-06	10.0%	5.9%	36.2%	20.3%	25.7%	11.0%
count	8	49	303	170	215	92
4. Counselor was knowledgeable about college and programs.						
2006-07	2.7%	4.7%	41.4%	22.6%	22.4%	6.3%
count	12	21	185	101	100	28
2005-06	0.7%	4.2%	36.2%	21.0%	26.5%	11.4%
count	6	35	303	176	222	95
5. Counselor told me ways to pay for college.						
2006-07	3.8%	8.7%	33.8%	16.6%	30.4%	6.7%
count	17	39	151	74	136	30
2005-06	1.0%	7.9%	30.2%	16.6%	33.3%	11.0%
count	8	66	253	139	279	92
6. Counselor helped me choose career training program.						
2006-07	4.0%	10.7%	27.1%	10.1%	40.5%	7.6%
count	18	48	121	45	181	34
2005-06	1.2%	9.4%	23.9%	13.5%	40.4%	11.6%
count	10	79	200	113	338	97
7. I would feel comfortable talking with a counselor about personal issues.						
2006-07	9.4%	14.8%	30.0%	10.7%	28.6%	6.5%
count	42	66	134	48	128	29
2005-06	5.5%	12.9%	26.4%	11.6%	31.2%	12.4%
count	46	108	221	97	261	104

APPENDIX A—continued

BOOKSTORE FACTORS

QUESTIONS	SCALE					Missing
	Strongly Disagree	Disagree	Agree	Strongly Agree	Doesn't Apply	
1. Textbooks and supplies were in stock.						
2006-07	2.0%	12.8%	50.6%	27.1%	1.6%	6.0%
count	9	57	226	121	7	27
2005-06	2.4%	7.4%	44.7%	28.2%	7.3%	10.0%
count	20	62	374	236	61	84
2. Good selection of non-academic items.						
2006-07	2.7%	6.9%	53.2%	17.4%	13.4%	6.3%
count	12	31	238	78	60	28
2005-06	1.8%	8.8%	43.0%	18.4%	15.9%	12.1%
count	15	74	360	154	133	101
3. Except for textbooks prices are competitive.						
2006-07	2.9%	11.2%	45.9%	11.6%	18.3%	10.1%
count	13	50	205	52	82	45
2005-06	2.4%	9.3%	43.1%	14.7%	17.2%	13.3%
count	20	78	361	123	144	111
4. Bookstore staff is helpful.						
2006-07	1.6%	3.1%	61.5%	26.4%	2.9%	4.5%
count	7	14	275	118	13	20
2005-06	2.2%	3.0%	46.5%	27.5%	9.1%	11.8%
count	18	25	389	230	76	99

APPENDIX A—continued

COMPUTER ACCESS FACTORS

COUNTS/PERCENTS FOR COMPUTER ACCESS FACTORS BY SURVEY YEAR

QUESTIONS	SCALE					Missing
	Strongly Disagree	Disagree	Agree	Strongly Agree	Doesn't Apply	
1. I have enough access to campus computers during class hours.						
2006-07	3.4%	6.5%	45.2%	31.1%	8.1%	5.8%
count	15	29	202	139	36	26
2005-06	0.6%	6.2%	35.4%	31.7%	14.5%	11.7%
count	5	52	296	265	121	98
2. I have enough access to campus computers after class hours.						
2006-07	3.4%	4.5%	46.3%	23.0%	16.6%	6.3%
count	15	20	207	103	74	28
2005-06	1.3%	4.4%	34.3%	24.9%	22.6%	12.5%
count	11	37	287	208	189	105
3. I have access to the internet off-campus.						
2006-07	2.0%	3.8%	44.5%	36.7%	6.0%	6.9%
count	9	17	199	164	27	31
2005-06	1.2%	3.3%	34.6%	33.8%	12.5%	14.5%
count	10	28	290	283	105	121

APPENDIX A—continued

LIBRARY FACTORS

COUNTS/PERCENTS FOR LIBRARY FACTORS BY SURVEY YEAR						
QUESTIONS	SCALE					Missing
	Strongly Disagree	Disagree	Agree	Strongly Agree	Doesn't Apply	
1. Library hours are convenient.						
2006-07	2.7%	5.6%	52.1%	20.1%	13.6%	5.8%
count	12	25	233	90	61	26
2005-06	1.3%	4.2%	41.7%	24.0%	15.9%	12.9%
count	11	35	349	201	133	108
2. The library has a good collection of books, magazines, & videos.						
2006-07	0.4%	4.5%	47.7%	21.9%	17.0%	8.5%
count	2	20	213	98	76	38
2005-06	0.8%	4.7%	41.7%	22.0%	17.8%	13.0%
count	7	39	349	184	149	109
3. Library staff is helpful.						
2006-07	0.4%	3.6%	44.5%	28.4%	15.4%	7.6%
count	2	16	199	127	69	34
2005-06	1.4%	3.5%	35.5%	31.2%	14.0%	14.5%
count	12	29	297	261	117	121

APPENDIX A—continued

TUTORING FACTORS

COUNTS/PERCENTS FOR TUTORING FACTORS BY SURVEY YEAR						
QUESTIONS	SCALE					Missing
	Strongly Disagree	Disagree	Agree	Strongly Agree	Doesn't Apply	
1. I know how to get tutoring if needed.						
2006-07	2.9%	10.3%	46.3%	18.3%	14.5%	7.6%
count	13	46	207	82	65	34
2005-06	2.5%	11.8%	35.6%	18.9%	17.9%	13.3%
count	21	99	298	158	150	111
2. The tutoring I received helped me in my classes.						
2006-07	1.6%	3.1%	29.1%	10.5%	47.9%	7.8%
count	7	14	130	47	214	35
2005-06	1.4%	3.7%	25.8%	15.1%	40.0%	14.0%
count	12	31	216	126	335	117

FOOD FACTORS

COUNTS/PERCENTS FOR FOOD FACTORS BY SURVEY YEAR						
QUESTIONS	SCALE					Missing
	Strongly Disagree	Disagree	Agree	Strongly Agree	Doesn't Apply	
1. Quality of food served on campus is good.						
2006-07	3.8%	10.5%	49.4%	17.4%	12.3%	6.5%
count	17	47	221	78	55	29
2005-06	2.9%	7.5%	41.1%	17.0%	19.2%	12.3%
count	24	63	344	142	161	103
2. Selection of food served on campus is good.						
2006-07	3.6%	13.4%	48.1%	15.9%	11.9%	7.2%
count	16	60	215	71	53	32
2005-06	3.3%	10.2%	38.8%	16.6%	18.2%	12.9%
count	28	85	325	139	152	108
3. Food service staff are friendly & helpful.						
2006-07	2.5%	5.8%	50.8%	22.8%	11.2%	6.9%
count	11	26	227	102	50	31
2005-06	1.8%	3.6%	38.8%	23.8%	18.3%	13.7%
count	15	30	325	199	153	115

APPENDIX A—continued

CHILDCARE FACTORS

COUNTS/PERCENTS FOR CHILDCARE FACTORS BY SURVEY YEAR			
QUESTION	SCALE		
	No	Yes	Missing
1. Aware of childcare center on campus.			
2006-07	20.4%	69.1%	10.5%
count	91	309	47
2005-06	25.1%	54.4%	20.5%
count	210	455	172
2. Have a child under six years old.			
2006-07	73.6%	14.5%	11.9%
count	329	65	53
2005-06	67.6%	13.1%	19.2%
count	566	110	161

FACILITY FACTORS

COUNTS/PERCENTS FOR FACILITY FACTORS BY SURVEY YEAR						
QUESTIONS	SCALE					Missing
	Strongly Disagree	Disagree	Agree	Strongly Agree	Doesn't Apply	
1. Classroom is clean and in good condition.						
2006-07	1.8%	6.0%	59.5%	27.7%	0.2%	4.7%
count	8	27	266	124	1	21
2005-06	1.4%	8.1%	48.0%	31.5%	0.7%	10.2%
count	12	68	402	264	6	85
2. Classroom is physically comfortable.						
2006-07	3.1%	13.0%	56.6%	22.1%	0.0%	5.1%
count	14	58	253	99	0	23
2005-06	4.4%	12.5%	45.0%	24.9%	1.0%	12.2%
count	37	105	377	208	8	102
3. Campus buildings/grounds are clean & in good condition.						
2006-07	0.9%	4.7%	62.2%	26.2%	0.4%	5.6%
count	4	21	278	117	2	25
2005-06	1.0%	5.1%	51.5%	26.4%	4.5%	11.5%
count	8	43	431	221	38	96
4. Buildings/classrooms are clearly marked with signs.						
2006-07	1.3%	9.8%	59.3%	23.7%	0.0%	5.8%
count	6	44	265	106	0	26
2005-06	1.6%	9.2%	46.2%	24.7%	4.9%	13.4%
count	13	77	387	207	41	112

APPENDIX A—continued

**SAFETY FACTORS**

COUNTS/PERCENTS FOR SAFETY FACTORS BY SURVEY YEAR

QUESTIONS	<u>SCALE</u>					Missing
	Strongly Disagree	Disagree	Agree	Strongly Agree	Doesn't Apply	
1. I feel safe on campus.						
2006-07	4.5%	6.9%	58.8%	23.7%	0.4%	5.6%
count	20	31	263	106	2	25
2005-06	2.0%	4.2%	48.7%	27.1%	5.5%	12.4%
count	17	35	408	227	46	104
2. I know who to contact on campus in case of an emergency.						
2006-07	7.8%	26.0%	40.7%	18.1%	1.1%	6.3%
count	35	116	182	81	5	28
2005-06	3.9%	18.6%	38.9%	17.8%	7.9%	12.8%
count	33	156	326	149	66	107

APPENDIX A—continued

JOB HELP FACTORS

COUNTS/PERCENTS FOR JOB HELP FACTORS BY SURVEY YEAR

QUESTIONS	SCALE					Missing
	Strongly Disagree	Disagree	Agree	Strongly Agree	Doesn't Apply	
1. Go to student success center to get help finding a job.						
2006-07	4.0%	12.1%	22.4%	6.7%	48.1%	6.7%
count	18	54	100	30	215	30
2005-06	2.6%	10.6%	19.0%	7.3%	44.1%	16.4%
count	22	89	159	61	369	137
2. Pleased with help received from student success center.						
2006-07	1.1%	4.7%	28.4%	8.7%	49.0%	8.1%
count	5	21	127	39	219	36
2005-06	1.1%	4.8%	21.4%	9.2%	46.5%	17.1%
count	9	40	179	77	389	143
3. Go to instructor to get help finding a job.						
2006-07	2.2%	4.9%	28.6%	12.1%	45.2%	6.9%
count	10	22	128	54	202	31
2005-06	1.2%	5.5%	20.4%	13.6%	41.3%	17.9%
count	10	46	171	114	346	150
4. Pleased with job search help received from instructor.						
2006-07	1.1%	4.7%	26.2%	13.6%	45.6%	8.7%
count	5	21	117	61	204	39
2005-06	1.7%	5.5%	19.7%	13.5%	41.2%	18.4%
count	14	46	165	113	345	154
5. Would like help with basic job search skills--resume and interviewing.						
2006-07	1.3%	7.2%	32.4%	13.6%	35.8%	9.6%
count	6	32	145	61	160	43
2005-06	1.2%	6.1%	25.8%	10.4%	37.8%	18.8%
count	10	51	216	87	316	157

APPENDIX A—continued

GENERAL FACTORS

QUESTIONS	SCALE					Missing
	Strongly Disagree	Disagree	Agree	Strongly Agree	Doesn't Apply	
1. Students respect and support each other.						
2006-07	1.8%	6.7%	63.8%	21.7%	1.3%	4.7%
count	8	30	285	97	6	21
2005-06	1.8%	6.2%	52.4%	25.9%	1.3%	12.3%
count	15	52	439	217	11	103
2. Students respect their instructors.						
2006-07	1.6%	7.6%	60.0%	23.7%	0.4%	6.7%
count	7	34	268	106	2	30
2005-06	1.8%	6.8%	47.4%	29.7%	1.1%	13.1%
count	15	57	397	249	9	110
3. Instructors and staff respect students.						
2006-07	1.6%	6.7%	57.7%	25.7%	1.1%	7.2%
count	7	30	258	115	5	32
2005-06	1.8%	5.9%	45.4%	30.3%	1.1%	15.5%
count	15	49	380	254	9	130
4. I have not experienced discrimination at RTC.						
2006-07	3.6%	8.7%	51.7%	27.3%	1.6%	7.2%
count	16	39	231	122	7	32
2005-06	2.5%	6.2%	41.8%	32.0%	2.9%	14.6%
count	21	52	350	268	24	122
5. I know what the mission of the college is.						
2006-07	5.4%	14.5%	50.8%	17.0%	4.7%	7.6%
count	24	65	227	76	21	34
2005-06	4.3%	13.0%	39.1%	22.3%	5.9%	15.4%
count	36	109	327	187	49	129
6. I am happy with the activities and organizations for students.						
2006-07	2.9%	6.5%	52.1%	15.4%	14.1%	8.9%
count	13	29	233	69	63	40
2005-06	2.3%	7.2%	42.2%	20.3%	13.0%	15.1%
count	19	60	353	170	109	126
7. I am happy with my choice to attend RTC.						
2006-07	1.3%	2.7%	53.5%	32.0%	1.3%	9.2%
count	6	12	239	143	6	41
2005-06	2.4%	5.0%	40.9%	34.4%	1.8%	15.5%
count	20	42	342	288	15	130
8. I would recommend RTC to my family and friends.						
2006-07	2.2%	4.0%	51.2%	30.2%	2.9%	9.4%
count	10	18	229	135	13	42
2005-06	2.7%	5.3%	41.2%	34.1%	2.6%	14.1%
count	23	44	345	285	22	118

APPENDIX A—continued

RTC PLAN FACTORS

QUESTION	SCALE		
	No	Yes	Missing
1. Graduating from RTC this quarter.			
2006-07	66.9%	13.4%	19.7%
count	299	60	88
2005-06	64.5%	15.5%	20.0%
count	540	130	167
2. Plan to return to RTC in the summer or fall quarter.			
2006-07	8.7%	74.0%	17.2%
count	39	331	77
2005-06	12.4%	64.2%	23.4%
count	104	537	196

APPENDIX A—continued

REASONS FOR NOT RETURNING TO RTC

COUNTS/PERCENTS FOR REASONS NOT RETURNING TO RTC BY SURVEY YEAR

QUESTIONS	SCALE					Missing
	Strongly Disagree	Disagree	Agree	Strongly Agree	Doesn't Apply	
1. Learned all I needed to learn.						
2006-07	2.5%	11.2%	24.2%	9.2%	8.7%	44.3%
count	11	50	108	41	39	198
2005-06	1.8%	11.7%	25.2%	12.4%	4.3%	44.6%
count	15	98	211	104	36	373
2. Got a job related to the training received at RTC.						
2006-07	0.4%	3.8%	13.4%	5.6%	27.5%	49.2%
count	2	17	60	25	123	220
2005-06	1.4%	4.8%	13.0%	8.7%	23.9%	48.1%
count	12	40	109	73	200	403
3. Can't afford college tuition right now.						
2006-07	1.8%	9.8%	15.2%	7.2%	17.0%	49.0%
count	8	44	68	32	76	219
2005-06	3.1%	10.8%	12.3%	9.4%	16.1%	48.3%
count	26	90	103	79	135	404
4. Having trouble with the English language.						
2006-07	8.1%	13.2%	8.9%	1.8%	19.9%	48.1%
count	36	59	40	8	89	215
2005-06	7.6%	14.1%	8.5%	3.8%	16.5%	49.5%
count	64	118	71	32	138	414
5. Having trouble with math.						
2006-07	7.4%	13.2%	10.5%	3.4%	17.2%	48.3%
count	33	59	47	15	77	216
2005-06	5.9%	15.7%	8.7%	5.4%	16.5%	47.9%
count	49	131	73	45	138	401
6. Program is not what I thought it would be.						
2006-07	9.8%	14.1%	11.4%	2.2%	12.8%	49.7%
count	44	63	51	10	57	222
2005-06	7.3%	18.3%	11.4%	4.1%	10.2%	48.9%
count	61	153	95	34	85	409
7. Need childcare during the day.						
2006-07	5.1%	7.2%	5.4%	2.2%	31.5%	48.5%
count	23	32	24	10	141	217
2005-06	4.4%	9.4%	3.0%	3.3%	29.5%	50.3%
count	37	79	25	28	247	421
8. Transferring to another college.						
2006-07	6.5%	8.9%	8.3%	2.5%	24.8%	49.0%
count	29	40	37	11	111	219
2005-06	6.6%	11.4%	3.6%	3.1%	26.0%	49.3%
count	55	95	30	26	218	413