

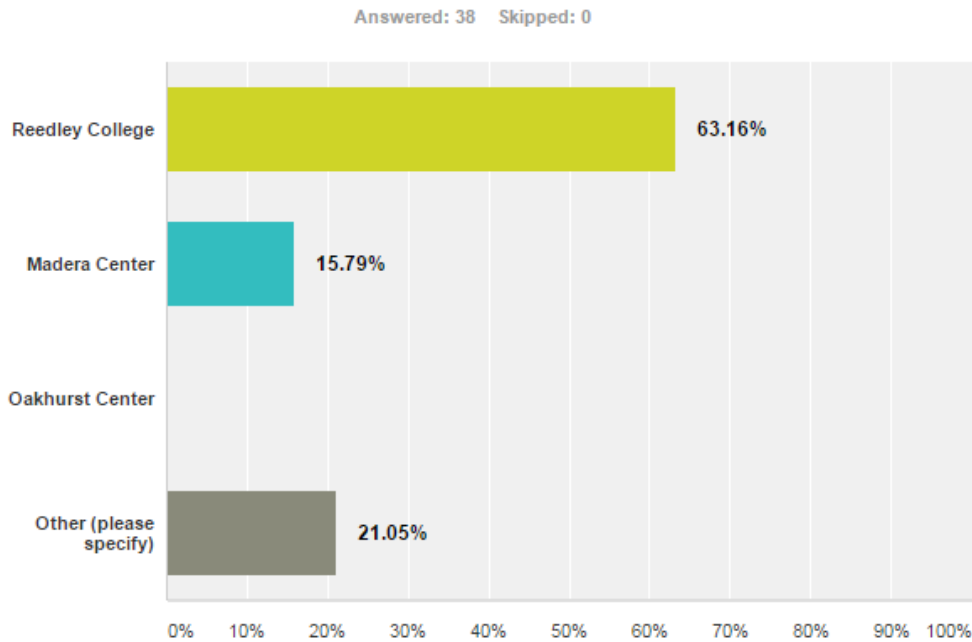
# 2017 Student Administrative Survey Response

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CAMPUS WIDE SURVEY

College Office of Research and Evaluation  
REEDLEY COLLEGE | JUNE 2017

**Where do you take your classes? If you attend more than one campus, indicate the campus where you take most of your classes.**



**BUSINESS CENTER**

**How often do you specifically use the identified service each semester? For instance, pick up a check or make a payment.**

|                     | 0- I do not use this service | 1-2 times per semester | 3-4 times per semester | 5+ times per semester | Total        |
|---------------------|------------------------------|------------------------|------------------------|-----------------------|--------------|
| Q1: Reedley College | 36.36%<br>8                  | 36.36%<br>8            | 18.18%<br>4            | 9.09%<br>2            | 81.48%<br>22 |
| Q1: Madera Center   | 40.00%<br>2                  | 40.00%<br>2            | 0.00%<br>0             | 20.00%<br>1           | 18.52%<br>5  |
| Q1: Oakhurst Center | 0.00%<br>0                   | 0.00%<br>0             | 0.00%<br>0             | 0.00%<br>0            | 0.00%<br>0   |
| Total Respondents   | 10                           | 10                     | 4                      | 3                     | 27           |



## Have you used WebAdvisor for the following services?

| Pay online   |         |        |        |                  |
|--|---------|--------|--------|------------------|
|  | Yes     | No     | Total  | Weighted Average |
| –  |         |        |        |                  |
| –  | 63.64%  | 36.36% | 78.57% |                  |
| Q1: Reedley College<br><a href="#">Comments(4)</a> | 7       | 4      | 11     | 1.36             |
| –  | 100.00% | 0.00%  | 21.43% |                  |
| Q1: Madera Center<br><a href="#">Comments(4)</a>   | 3       | 0      | 3      | 1.00             |
| –  | 0.00%   | 0.00%  | 0.00%  |                  |
| Q1: Oakhurst Center<br><a href="#">Comments(4)</a> | 0       | 0      | 0      | 0.00             |

### COMMENTS FOR 'No' RESPONSE:

I would rather pay in person than online.  
no credit card  
did not have to  
It easy to pay in person to get a receipt.

| Update address and telephone                       |         |       |        |                  |
|--|---------|-------|--------|------------------|
|  | Yes     | No    | Total  | Weighted Average |
| –  |         |       |        |                  |
| –  | 90.91%  | 9.09% | 78.57% |                  |
| Q1: Reedley College<br><a href="#">Comments(1)</a> | 10      | 1     | 11     | 1.09             |
| –  | 100.00% | 0.00% | 21.43% |                  |
| Q1: Madera Center<br><a href="#">Comments(1)</a>   | 3       | 0     | 3      | 1.00             |
| –  | 0.00%   | 0.00% | 0.00%  |                  |
| Q1: Oakhurst Center<br><a href="#">Comments(1)</a> | 0       | 0     | 0      | 0.00             |

### COMMENTS FOR 'No' RESPONSE:

The address and telephone is up to date

| Sign up for financial aid direct deposit |              |            |              |                  |
|--|--------------|------------|--------------|------------------|
|  | Yes          | No         | Total        | Weighted Average |
| Q1: Reedley College<br>Comments(0)       | 90.91%<br>10 | 9.09%<br>1 | 78.57%<br>11 | 1.09             |
| Q1: Madera Center<br>Comments(0)         | 100.00%<br>3 | 0.00%<br>0 | 21.43%<br>3  | 1.00             |
| Q1: Oakhurst Center<br>Comments(0)       | 0.00%<br>0   | 0.00%<br>0 | 0.00%<br>0   | 0.00             |

| View 1098T form                                    |              |             |              |                  |
|--|--------------|-------------|--------------|------------------|
|  | Yes          | No          | Total        | Weighted Average |
| Q1: Reedley College<br><a href="#">Comments(1)</a> | 81.82%<br>9  | 18.18%<br>2 | 78.57%<br>11 | 1.18             |
| Q1: Madera Center<br><a href="#">Comments(1)</a>   | 100.00%<br>3 | 0.00%<br>0  | 21.43%<br>3  | 1.00             |
| Q1: Oakhurst Center<br><a href="#">Comments(1)</a> | 0.00%<br>0   | 0.00%<br>0  | 0.00%<br>0   | 0.00             |

## COMMENTS FOR 'No' RESPONSE:

do not know that that is

## Have you used the Reedley College website for any of the following?

| Credit card payment                                |             |              |              |                  |
|--|-------------|--------------|--------------|------------------|
|  | Yes         | No           | Total        | Weighted Average |
| Q1: Reedley College<br><a href="#">Comments(4)</a> | 54.55%<br>6 | 45.45%<br>5  | 78.57%<br>11 | 1.45             |
| Q1: Madera Center<br><a href="#">Comments(4)</a>   | 0.00%<br>0  | 100.00%<br>3 | 21.43%<br>3  | 2.00             |
| Q1: Oakhurst Center<br><a href="#">Comments(4)</a> | 0.00%<br>0  | 0.00%<br>0   | 0.00%<br>0   | 0.00             |

### COMMENTS FOR 'No' RESPONSE:

do not have a credit card

I don't feel safe doing that.

I don't own a credit card.

I didn't need to pay for anything

| Refund request                                     |             |              |              |                  |
|--|-------------|--------------|--------------|------------------|
|  | Yes         | No           | Total        | Weighted Average |
| Q1: Reedley College<br><a href="#">Comments(4)</a> | 54.55%<br>6 | 45.45%<br>5  | 78.57%<br>11 | 1.45             |
| Q1: Madera Center<br><a href="#">Comments(4)</a>   | 0.00%<br>0  | 100.00%<br>3 | 21.43%<br>3  | 2.00             |
| Q1: Oakhurst Center<br><a href="#">Comments(4)</a> | 0.00%<br>0  | 0.00%<br>0   | 0.00%<br>0   | 0.00             |

### COMMENTS FOR 'No' RESPONSE:

never wanted a refund

I haven't had the need.

I've never had to request a refund.

Didn't need any refunds, everything was right

| Address change                     |             |              |              |                  |
|------------------------------------|-------------|--------------|--------------|------------------|
|                                    | Yes         | No           | Total        | Weighted Average |
| Q1: Reedley College<br>Comments(4) | 63.64%<br>7 | 36.36%<br>4  | 78.57%<br>11 | 1.36             |
| Q1: Madera Center<br>Comments(4)   | 0.00%<br>0  | 100.00%<br>3 | 21.43%<br>3  | 2.00             |
| Q1: Oakhurst Center<br>Comments(4) | 0.00%<br>0  | 0.00%<br>0   | 0.00%<br>0   | 0.00             |

**COMMENTS FOR 'No' RESPONSE:**

- have not moved
- My address is the same.
- I've haven't moved since I enrolled in classes
- Still living in the same place

| Student fees                       |             |             |              |                  |
|------------------------------------|-------------|-------------|--------------|------------------|
|                                    | Yes         | No          | Total        | Weighted Average |
| Q1: Reedley College<br>Comments(1) | 81.82%<br>9 | 18.18%<br>2 | 78.57%<br>11 | 1.18             |
| Q1: Madera Center<br>Comments(1)   | 66.67%<br>2 | 33.33%<br>1 | 21.43%<br>3  | 1.33             |
| Q1: Oakhurst Center<br>Comments(1) | 0.00%<br>0  | 0.00%<br>0  | 0.00%<br>0   | 0.00             |

**COMMENTS FOR 'No' RESPONSE:**

- not currently a student

***Additional comments regarding Business Services?***

***Staff are not very approachable. They are constantly on their cell phones every day, it does not look professional. Staff also have bad attitudes.***

**BUILDING SERVICES**

**In what setting do you prefer to learn in:**

|                     | In a group setting (large tables in groups) | Individually – (single desks) | Other (please specify) | Total        |
|---------------------|---|-------------------------------|------------------------|--------------|
| Q1: Reedley College | 40.00%<br>6                                 | 60.00%<br>9                   | 0.00%<br>0             | 78.95%<br>15 |
| Q1: Madera Center   | 25.00%<br>1                                 | 75.00%<br>3                   | 0.00%<br>0             | 21.05%<br>4  |
| Q1: Oakhurst Center | 0.00%<br>0                                  | 0.00%<br>0                    | 0.00%<br>0             | 0.00%<br>0   |
| Total Respondents   | 7   |                               |                        |              |

**If you used a computer lab, which was your favorite?**

|                     | I did not use a computer lab | Total        |
|---------------------|------------------------------|--------------|
| Q1: Reedley College | 100.00%<br>15                | 78.95%<br>15 |
| Q1: Madera Center   | 100.00%<br>4                 | 21.05%<br>4  |
| Q1: Oakhurst Center | 0.00%<br>0                   | 0.00%<br>0   |
| Total Respondents   | 19                           | 19           |



List your favorite computer lab here:

**Q1: Reedley College:**

Math Lab

Reedley College Library

Computers

Math 11

Library's

**Q1: Madera Center:**

Library

My favorite were the quiet areas with tables that provide walls on either side for privacy. It keeps nosy people out when I'm doing things with sensitive information and it's a good quiet area to study in. I wish we had more of those here.

The computer lab in the library and the one upstairs in the Academic Village.

## Which classroom did you like the most or was the most comfortable?

Reedley College

The Forum building is very comfortable.

Bio 5 Instructor Mr. Linn/Mrs. Unruh

math 256

Biology 5

cc205

Writing Center

The Life Science Building with the coy pond has great classrooms.

the chairs

English 3 because the desks had a wide space.

Forum

CTL -1

Madera Community College Center

Library

I like all the classrooms, my favorite are the ones with the comfortable desk chairs and big tables to put all of my things.

AV1-114? the auditorium in the Academic Village

## For the following section, please indicate your level of satisfaction:

| Classrooms are neat and clean                                |                   |                 |                   |            |              |                  |
|--|-------------------|-----------------|-------------------|------------|--------------|------------------|
|  | Exceeds standards | Meets standards | Needs improvement | N/A        | Total        | Weighted Average |
| Q1: Reedley College  | 40.00%<br>6       | 40.00%<br>6     | 13.33%<br>2       | 6.67%<br>1 | 78.95%<br>15 | 1.71             |
| Q1: Madera Center  | 50.00%<br>2       | 50.00%<br>2     | 0.00%<br>0        | 0.00%<br>0 | 21.05%<br>4  | 1.50             |
| Q1: Oakhurst Center  | 0.00%<br>0        | 0.00%<br>0      | 0.00%<br>0        | 0.00%<br>0 | 0.00%<br>0   | 0.00             |
| Condition of classroom furniture                             |                   |                 |                   |            |              |                  |
|  | Exceeds standards | Meets standards | Needs improvement | N/A        | Total        | Weighted Average |
| Q1: Reedley College  | 40.00%<br>6       | 46.67%<br>7     | 6.67%<br>1        | 6.67%<br>1 | 78.95%<br>15 | 1.64             |
| Q1: Madera Center  | 25.00%<br>1       | 75.00%<br>3     | 0.00%<br>0        | 0.00%<br>0 | 21.05%<br>4  | 1.75             |
| Q1: Oakhurst Center  | 0.00%<br>0        | 0.00%<br>0      | 0.00%<br>0        | 0.00%<br>0 | 0.00%<br>0   | 0.00             |
| Is the seating comfortable?                                  |                   |                 |                   |            |              |                  |
|  | Exceeds standards | Meets standards | Needs improvement | N/A        | Total        | Weighted Average |
| Q1: Reedley College  | 28.57%<br>4       | 28.57%<br>4     | 35.71%<br>5       | 7.14%<br>1 | 73.68%<br>14 | 2.08             |
| Q1: Madera Center  | 0.00%<br>0        | 50.00%<br>2     | 50.00%<br>2       | 0.00%<br>0 | 21.05%<br>4  | 2.50             |
| Q1: Oakhurst Center  | 0.00%<br>0        | 0.00%<br>0      | 0.00%<br>0        | 0.00%<br>0 | 0.00%<br>0   | 0.00             |
| Do tables and desks provide a comfortable study environment? |                   |                 |                   |            |              |                  |
|  | Exceeds standards | Meets standards | Needs improvement | N/A        | Total        | Weighted Average |

|                     |                    |                    |                    |                   |                     |      |
|---------------------|--------------------|--------------------|--------------------|-------------------|---------------------|------|
| –                   | <b>40.00%</b><br>6 | <b>26.67%</b><br>4 | <b>26.67%</b><br>4 | <b>6.67%</b><br>1 | <b>78.95%</b><br>15 | 1.86 |
| Q1: Reedley College |                    |                    |                    |                   |                     |      |
| Q1: Madera Center   | <b>0.00%</b><br>0  | <b>75.00%</b><br>3 | <b>25.00%</b><br>1 | <b>0.00%</b><br>0 | <b>21.05%</b><br>4  |      |
| Q1: Oakhurst Center | <b>0.00%</b><br>0  | <b>0.00%</b><br>0  | <b>0.00%</b><br>0  | <b>0.00%</b><br>0 | <b>0.00%</b><br>0   |      |

#### Are the classrooms set up so that you can see educational material from your seat?

| –                   | Exceeds standards– | Meets standards–   | Needs improvement– | N/A–              | Total–              | Weighted Average– |
|---------------------|--------------------|--------------------|--------------------|-------------------|---------------------|-------------------|
| –                   | <b>60.00%</b><br>9 | <b>26.67%</b><br>4 | <b>6.67%</b><br>1  | <b>6.67%</b><br>1 | <b>78.95%</b><br>15 | 1.43              |
| Q1: Reedley College |                    |                    |                    |                   |                     |                   |
| –                   | <b>25.00%</b><br>1 | <b>50.00%</b><br>2 | <b>25.00%</b><br>1 | <b>0.00%</b><br>0 | <b>21.05%</b><br>4  | 2.00              |
| Q1: Madera Center   |                    |                    |                    |                   |                     |                   |
| –                   | <b>0.00%</b><br>0  | <b>0.00%</b><br>0  | <b>0.00%</b><br>0  | <b>0.00%</b><br>0 | <b>0.00%</b><br>0   | 0.00              |
| Q1: Oakhurst Center |                    |                    |                    |                   |                     |                   |

#### Those who responded with 'OTHERS':

I really don't like the chairs in the lab classrooms, they are hard and uncomfortable. What's more, those classes are long and to be sitting on those is very uncomfortable.

Teachers need the ability to use mobile microphone so they can walk and explain things on board or in different areas of auditorium classes

### For the following section, please indicate your level of satisfaction.

| Restrooms are kept neat and clean |                    |                    |                    |                   |                     |                   |
|-----------------------------------|--------------------|--------------------|--------------------|-------------------|---------------------|-------------------|
| –                                 | Exceeds standards– | Meets standards–   | Needs improvement– | N/A–              | Total–              | Weighted Average– |
| –                                 | <b>40.00%</b><br>6 | <b>20.00%</b><br>3 | <b>40.00%</b><br>6 | <b>0.00%</b><br>0 | <b>78.95%</b><br>15 | 2.00              |
| Q1: Reedley College               |                    |                    |                    |                   |                     |                   |
| –                                 | <b>50.00%</b><br>2 | <b>25.00%</b><br>1 | <b>25.00%</b><br>1 | <b>0.00%</b><br>0 | <b>21.05%</b><br>4  | 1.75              |
| Q1: Madera Center                 |                    |                    |                    |                   |                     |                   |
| –                                 | <b>0.00%</b><br>0  | <b>0.00%</b><br>0  | <b>0.00%</b><br>0  | <b>0.00%</b><br>0 | <b>0.00%</b><br>0   | 0.00              |
| Q1: Oakhurst Center               |                    |                    |                    |                   |                     |                   |

#### Restrooms are well stocked

| Restrooms are kept neat and clean |                     |                 |                   |                     |              |                  |
|-----------------------------------|---------------------|-----------------|-------------------|---------------------|--------------|------------------|
|                                   | Exceeds standards   | Meets standards | Needs improvement | N/A                 | Total        | Weighted Average |
| Q1: Reedley College               | 40.00%<br>6         | 33.33%<br>5     | 26.67%<br>4       | 0.00%<br>0          | 78.95%<br>15 | 1.87             |
| Q1: Madera Center                 | 50.00%<br>2         | 25.00%<br>1     | 25.00%<br>1       | 0.00%<br>0          | 21.05%<br>4  | 1.75             |
| Q1: Oakhurst Center               | 0.00%<br>0          | 0.00%<br>0      | 0.00%<br>0        | 0.00%<br>0          | 0.00%<br>0   | 0.00             |
| Restrooms are accessible?         |                     |                 |                   |                     |              |                  |
|                                   | Exceeds standards   | Meets standards | Needs improvement | N/A                 | Total        | Weighted Average |
| Q1: Reedley College               | 66.67%<br>10        | 26.67%<br>4     | 6.67%<br>1        | 0.00%<br>0          | 78.95%<br>15 | 1.40             |
| Q1: Madera Center                 | 50.00%<br>2         | 50.00%<br>2     | 0.00%<br>0        | 0.00%<br>0          | 21.05%<br>4  | 1.50             |
| Q1: Oakhurst Center               | 0.00%<br>0          | 0.00%<br>0      | 0.00%<br>0        | 0.00%<br>0          | 0.00%<br>0   | 0.00             |
|                                   | Q1: Reedley College |                 | Q1: Madera Center | Q1: Oakhurst Center |              | Total            |
| Other (please specify)            | 0                   |                 | 0                 | 0                   |              | 0                |

**Do you have any comments, concerns, questions or suggestions? If so, please describe the area by providing the building name and room number (when possible).**

**REEDLEY COLLEGE:**

restrooms need air freshners

Some of the stall doors in the girl's bathrooms on campus cannot lock because the doors are not aligned right. The computer lab in the RC library is very dirty: the computer screens are smudged, the tables are dirty, the keyboards are dusty and have dried sweat, and the mouses are greasy.

sometimes cafeteria bathrooms are locked during business hours for unknown reasons.

I believe that the cafeteria food is a little too much expensive. \$2.00 for a cookie and cereal is to much. some of the student don't have the resource to pay everything.

**MADERA COMMUNITY COLLEGE CENTER:**

Not that much concerns or comments everything meets there standards but there are some classes that provide small desk, so its kind of hard to place notebooks, etc., to take notes

**DISTRICT OPERATIONS GROUNDS AND MAINTENANCE**

**Pertaining to our grounds and maintenance departments, please indicate your level of satisfaction for each of the following:**

| Overall impression of the landscaping    |                   |                 |                   |            |              |                  |
|--|-------------------|-----------------|-------------------|------------|--------------|------------------|
|  | Exceeds standards | Meets standards | Needs improvement | N/A        | Total        | Weighted Average |
| Q1: Reedley College                      | 57.14%<br>8       | 42.86%<br>6     | 0.00%<br>0        | 0.00%<br>0 | 77.78%<br>14 | 1.43             |
| Q1: Madera Center                        | 25.00%<br>1       | 75.00%<br>3     | 0.00%<br>0        | 0.00%<br>0 | 22.22%<br>4  | 1.75             |
| Q1: Oakhurst Center                      | 0.00%<br>0        | 0.00%<br>0      | 0.00%<br>0        | 0.00%<br>0 | 0.00%<br>0   | 0.00             |
| The condition of the sidewalks and paths |                   |                 |                   |            |              |                  |
|  | Exceeds standards | Meets standards | Needs improvement | N/A        | Total        | Weighted Average |
| Q1: Reedley College                      | 57.14%<br>8       | 42.86%<br>6     | 0.00%<br>0        | 0.00%<br>0 | 77.78%<br>14 | 1.43             |
| Q1: Madera Center                        | 50.00%<br>2       | 50.00%<br>2     | 0.00%<br>0        | 0.00%<br>0 | 22.22%<br>4  | 1.50             |
| Q1: Oakhurst Center                      | 0.00%<br>0        | 0.00%<br>0      | 0.00%<br>0        | 0.00%<br>0 | 0.00%<br>0   | 0.00             |
| The availability of parking spaces       |                   |                 |                   |            |              |                  |
|  | Exceeds standards | Meets standards | Needs improvement | N/A        | Total        | Weighted Average |
| Q1: Reedley College                      | 21.43%<br>3       | 14.29%<br>2     | 64.29%<br>9       | 0.00%<br>0 | 77.78%<br>14 | 2.43             |
| Q1: Madera Center                        | 25.00%<br>1       | 75.00%<br>3     | 0.00%<br>0        | 0.00%<br>0 | 22.22%<br>4  | 1.75             |



| Pest control        |                   |                 |                   |            |              |                  |
|---------------------|-------------------|-----------------|-------------------|------------|--------------|------------------|
|                     | Exceeds standards | Meets standards | Needs improvement | N/A        | Total        | Weighted Average |
| Q1: Reedley College | 50.00%<br>7       | 42.86%<br>6     | 7.14%<br>1        | 0.00%<br>0 | 77.78%<br>14 | 1.57             |
| Q1: Madera Center   | 25.00%<br>1       | 75.00%<br>3     | 0.00%<br>0        | 0.00%<br>0 | 22.22%<br>4  | 1.75             |
| Q1: Oakhurst Center | 0.00%<br>0        | 0.00%<br>0      | 0.00%<br>0        | 0.00%<br>0 | 0.00%<br>0   | 0.00             |

## Additional comments regarding District Operations Grounds and Maintenance?

### **REEDLEY COLLEGE:**

I feel like the parking spaces are too narrow and close to each other.

The campus always looks very clean and well taken care of

A lot of homeless cats. Dark areas on sidewalks are slippery, especially when wet.

The women's restroom need to be a little more clean. Some times the toilets are full and not flushed.

### **MADERA COMMUNITY COLLEGE CENTER:**

I have night classes at Madera Center and I park my car in Parking Lot A. I've noticed that a lot of the low yellow lights that mark the way to the parking lot are out or flickering. I don't mind them too much, but I would prefer they be fixed.

It would be nice for classes getting out after 9pm, to have some type of law enforcement present to detract crime for those of us walking in dimly lit areas back to our cars.

**FOOD SERVICES**

**How often do you specifically use the identified service during the semester? For instance, how often do you make a purchase in the Dining Area?**

|                     | 0- I do not use this service | 2-3 times per semester | 3-4 times per semester | 5+ times per semester | Total        |
|---------------------|------------------------------|------------------------|------------------------|-----------------------|--------------|
| Q1: Reedley College | 14.29%<br>2                  | 35.71%<br>5            | 7.14%<br>1             | 42.86%<br>6           | 82.35%<br>14 |
| Q1: Madera Center   | 0.00%<br>0                   | 33.33%<br>1            | 0.00%<br>0             | 66.67%<br>2           | 17.65%<br>3  |
| Q1: Oakhurst Center | 0.00%<br>0                   | 0.00%<br>0             | 0.00%<br>0             | 0.00%<br>0            | 0.00%<br>0   |
| Total Respondents   | 2                            | 6                      | 1                      | 8                     | 17           |

**Please indicate your level of satisfaction of the Food Services:**

| Overall impression of quality of service |                   |                 |                   |              |                  |
|--|-------------------|-----------------|-------------------|--------------|------------------|
|  | Needs Improvement | Meets Standards | Exceeds Standards | Total        | Weighted Average |
| Q1: Reedley College                      | 50.00%<br>6       | 25.00%<br>3     | 25.00%<br>3       | 80.00%<br>12 | 1.75             |
| Q1: Madera Center                        | 0.00%<br>0        | 66.67%<br>2     | 33.33%<br>1       | 20.00%<br>3  | 2.33             |
| Q1: Oakhurst Center                      | 0.00%<br>0        | 0.00%<br>0      | 0.00%<br>0        | 0.00%<br>0   | 0.00             |
| Approach-ability/courtesy of staff       |                   |                 |                   |              |                  |
|  | Needs Improvement | Meets Standards | Exceeds Standards | Total        | Weighted Average |
| Q1: Reedley College                      | 41.67%<br>5       | 50.00%<br>6     | 8.33%<br>1        | 80.00%<br>12 | 1.67             |
| Q1: Madera Center                        | 0.00%<br>0        | 66.67%<br>2     | 33.33%<br>1       | 20.00%<br>3  | 2.33             |



| Overall impression of quality of service |                   |                 |                   |              |                  |
|--|-------------------|-----------------|-------------------|--------------|------------------|
|  | Needs Improvement | Meets Standards | Exceeds Standards | Total        | Weighted Average |
| Q1: Oakhurst Center                      | 0.00%<br>0        | 0.00%<br>0      | 0.00%<br>0        | 0.00%<br>0   | 0.00             |
| Speed of service                         |                   |                 |                   |              |                  |
|  | Needs Improvement | Meets Standards | Exceeds Standards | Total        | Weighted Average |
| Q1: Reedley College                      | 58.33%<br>7       | 33.33%<br>4     | 8.33%<br>1        | 80.00%<br>12 | 1.50             |
| Q1: Madera Center                        | 33.33%<br>1       | 33.33%<br>1     | 33.33%<br>1       | 20.00%<br>3  | 2.00             |
| Q1: Oakhurst Center                      | 0.00%<br>0        | 0.00%<br>0      | 0.00%<br>0        | 0.00%<br>0   | 0.00             |
| Hours of operations                      |                   |                 |                   |              |                  |
|  | Needs Improvement | Meets Standards | Exceeds Standards | Total        | Weighted Average |
| Q1: Reedley College                      | 50.00%<br>6       | 41.67%<br>5     | 8.33%<br>1        | 80.00%<br>12 | 1.58             |
| Q1: Madera Center                        | 33.33%<br>1       | 33.33%<br>1     | 33.33%<br>1       | 20.00%<br>3  | 2.00             |
| Q1: Oakhurst Center                      | 0.00%<br>0        | 0.00%<br>0      | 0.00%<br>0        | 0.00%<br>0   | 0.00             |
| Inviting environment                     |                   |                 |                   |              |                  |
|  | Needs Improvement | Meets Standards | Exceeds Standards | Total        | Weighted Average |
| Q1: Reedley College                      | 41.67%<br>5       | 50.00%<br>6     | 8.33%<br>1        | 80.00%<br>12 | 1.67             |
| Q1: Madera Center                        | 33.33%<br>1       | 33.33%<br>1     | 33.33%<br>1       | 20.00%<br>3  | 2.00             |
| Q1: Oakhurst Center                      | 0.00%<br>0        | 0.00%<br>0      | 0.00%<br>0        | 0.00%<br>0   | 0.00             |

**When ordering a fresh made menu item there can often be a 5-10 minute wait while food is being prepared. While no one likes waiting, is there something that we could do specifically to address this issue?**

|                     | Use a number system to know how long the wait may be | Use online ordering so food is ready when customer arrives | Total        |
|---------------------|--|--|--------------|
| Q1: Reedley College | 58.33%<br>7  | 41.67%<br>5  | 80.00%<br>12 |
| Q1: Madera Center   | 66.67%<br>2  | 33.33%<br>1  | 20.00%<br>3  |
| Q1: Oakhurst Center | 0.00%<br>0   | 0.00%<br>0   | 0.00%<br>0   |
| Total Respondents   | 9  | 6  | 15           |

### Additional comments regarding Food Services

**REEDLEY COLLEGE:**

The times I have used it all went well. Very friendly staff

Delicious food, very friendly staff, good management.

The food is too expensive. Some of us do not have the resource to pay for everything.

**MADERA COMMUNITY COLLEGE CENTER:**

I wish there were more tables available because it gets really crowded there sometimes. Or maybe put more outside for those nice days. And a lot of the times, the tables are dirty with food when I get there, so it would be nice to have someone take care of that every other hour or so.

### Are you aware of the online ordering system offered by Food Services?

|                     | Yes         | No           | Total        |
|---------------------|-------------|--------------|--------------|
| Q1: Reedley College | 35.71%<br>5 | 64.29%<br>9  | 82.35%<br>14 |
| Q1: Madera Center   | 0.00%<br>0  | 100.00%<br>3 | 17.65%<br>3  |

|                     | Yes        | No         | Total      |
|---------------------|------------|------------|------------|
| Q1: Oakhurst Center | 0.00%<br>0 | 0.00%<br>0 | 0.00%<br>0 |
| Total Respondents   | 5          | 12         | 17         |

### **SCCCD POLICE DEPARTMENT**

**How often do you specifically use the identified service during the semester? For instance, how often do you request assistance with a report of crime or assistance with a citation while on campus?**

|                     | 0 – I do not use the service | 1-2 times per semester | 3-4 times per semester | 5+ times per semester | Total        |
|---------------------|------------------------------|------------------------|------------------------|-----------------------|--------------|
| Q1: Reedley College | 92.86%<br>13                 | 0.00%<br>0             | 0.00%<br>0             | 7.14%<br>1            | 82.35%<br>14 |
| Q1: Madera Center   | 100.00%<br>3                 | 0.00%<br>0             | 0.00%<br>0             | 0.00%<br>0            | 17.65%<br>3  |
| Q1: Oakhurst Center | 0.00%<br>0                   | 0.00%<br>0             | 0.00%<br>0             | 0.00%<br>0            | 0.00%<br>0   |
| Total Respondents   | 16                           | 0                      | 0                      | 1                     | 17           |



**When calling SCCCD police for assistance, whether emergency or non-emergency in nature, please indicate your level of satisfaction with our SCCCD dispatch for each of the following:**

| <b>Dispatcher answered my questions and/or directed me to someone who could help</b> |                          |                        |                          |              |                         |
|--|--------------------------|------------------------|--------------------------|--------------|-------------------------|
|  | <b>Exceeds standards</b> | <b>Meets standards</b> | <b>Needs improvement</b> | <b>Total</b> | <b>Weighted Average</b> |
| <b>Q1: Reedley College</b>   | 100.00%<br>1             | 0.00%<br>0             | 0.00%<br>0               | 100.00%<br>1 | 1.00                    |
| <b>Q1: Madera Center</b>   | 0.00%<br>0               | 0.00%<br>0             | 0.00%<br>0               | 0.00%<br>0   | 0.00                    |
| <b>Q1: Oakhurst Center</b>   | 0.00%<br>0               | 0.00%<br>0             | 0.00%<br>0               | 0.00%<br>0   | 0.00                    |
| <b>Dispatcher was knowledgeable and confident</b>                                    |                          |                        |                          |              |                         |
|  | <b>Exceeds standards</b> | <b>Meets standards</b> | <b>Needs improvement</b> | <b>Total</b> | <b>Weighted Average</b> |
| <b>Q1: Reedley College</b>   | 0.00%<br>0               | 100.00%<br>1           | 0.00%<br>0               | 100.00%<br>1 | 2.00                    |
| <b>Q1: Madera Center</b>   | 0.00%<br>0               | 0.00%<br>0             | 0.00%<br>0               | 0.00%<br>0   | 0.00                    |
| <b>Q1: Oakhurst Center</b>   | 0.00%<br>0               | 0.00%<br>0             | 0.00%<br>0               | 0.00%<br>0   | 0.00                    |
| <b>Dispatcher was calming and gave me appropriate directions</b>                     |                          |                        |                          |              |                         |
|  | <b>Exceeds standards</b> | <b>Meets standards</b> | <b>Needs improvement</b> | <b>Total</b> | <b>Weighted Average</b> |
| <b>Q1: Reedley College</b>   | 0.00%<br>0               | 100.00%<br>1           | 0.00%<br>0               | 100.00%<br>1 | 2.00                    |
| <b>Q1: Madera Center</b>   | 0.00%<br>0               | 0.00%<br>0             | 0.00%<br>0               | 0.00%<br>0   | 0.00                    |
| <b>Q1: Oakhurst Center</b>   | 0.00%<br>0               | 0.00%<br>0             | 0.00%<br>0               | 0.00%<br>0   | 0.00                    |

## How safe do you feel from crime:

| In your classroom  |              |            |             |              |                   |
|--|--------------|------------|-------------|--------------|-------------------|
|  | Safe –       | Unsafe–    | N/A–        | Total–       | Weighted Average– |
| –  |              |            |             |              |                   |
| –<br>Q1: Reedley College   | 92.86%<br>13 | 0.00%<br>0 | 7.14%<br>1  | 82.35%<br>14 | 1.00              |
| –<br>Q1: Madera Center   | 100.00%<br>3 | 0.00%<br>0 | 0.00%<br>0  | 17.65%<br>3  | 1.00              |
| –<br>Q1: Oakhurst Center   | 0.00%<br>0   | 0.00%<br>0 | 0.00%<br>0  | 0.00%<br>0   | 0.00              |
| In our shared spaces? For example, shared spaces would include: any of our centers, the library, cafeteria, etc. |              |            |             |              |                   |
|  | Safe –       | Unsafe–    | N/A–        | Total–       | Weighted Average– |
| –  |              |            |             |              |                   |
| –<br>Q1: Reedley College   | 92.86%<br>13 | 0.00%<br>0 | 7.14%<br>1  | 82.35%<br>14 | 1.00              |
| –<br>Q1: Madera Center   | 66.67%<br>2  | 0.00%<br>0 | 33.33%<br>1 | 17.65%<br>3  | 1.00              |
| –<br>Q1: Oakhurst Center   | 0.00%<br>0   | 0.00%<br>0 | 0.00%<br>0  | 0.00%<br>0   | 0.00              |

## In your parking area?

|                                | Safe –      | Unsafe–     | N/A–        | Total–       | Weighted Average– |
|--------------------------------|-------------|-------------|-------------|--------------|-------------------|
| –                              |             |             |             |              |                   |
| –<br>Q1:<br>Reedley<br>College | 50.00%<br>7 | 35.71%<br>5 | 14.29%<br>2 | 82.35%<br>14 | 1.42              |
| –<br>Q1:<br>Madera<br>Center   | 33.33%<br>1 | 33.33%<br>1 | 33.33%<br>1 | 17.65%<br>3  | 1.50              |
| –<br>Q1:<br>Oakhurst<br>Center | 0.00%<br>0  | 0.00%<br>0  | 0.00%<br>0  | 0.00%<br>0   | 0.00              |

## Outdoors on campus?

|                                | Safe –      | Unsafe–     | N/A–        | Total–       | Weighted Average– |
|--------------------------------|-------------|-------------|-------------|--------------|-------------------|
| –                              |             |             |             |              |                   |
| –<br>Q1:<br>Reedley<br>College | 64.29%<br>9 | 21.43%<br>3 | 14.29%<br>2 | 82.35%<br>14 | 1.25              |
| –<br>Q1:<br>Madera<br>Center   | 33.33%<br>1 | 33.33%<br>1 | 33.33%<br>1 | 17.65%<br>3  | 1.50              |
| –<br>Q1:<br>Oakhurst<br>Center | 0.00%<br>0  | 0.00%<br>0  | 0.00%<br>0  | 0.00%<br>0   | 0.00              |

