

Student Services Satisfaction Survey

Summary

Mean Satisfaction with Application Process	68.3%	
Means Satisfaction with Student Testing	53.2%	
Means Satisfaction with Academic Advising	70.7%	
Mean Satisfaction with the ASC/LAC	66.5%	

Admissions

Ease of Reading College Catalogue	73.7%	
Assistance Provided by the College Staff	71.9%	
Ease of Application Process	70.6%	
Information Received before Enrolling	67.2%	
Ease of Reading Application Publications	66.7%	
Financial Aid Information before Enrolling	58.7%	
Mean Satisfaction with Application Process	68.3%	

Student Testing

Helpfulness of Testing Staff	58.1%	
Clarity of Testing Procedures	56.5%	
Ease of Testing Process	54.2%	
Ease of English Placement Test	52.2%	
Ability of Testing Staff to Explain Scores	51.2%	
Ease of Math Placement Test Procedures	46.8%	
Mean Satisfaction with Testing	53.2%	

Academic Counseling

Approachability of Advisors	79.4%	
Advisors Ability to Communicate	79.3%	
Advisors Ability to Answer Questions	73.7%	
Availability of Advisors	70.2%	
Advisors Knowledge About Programs	69.8%	
Advisors Knowledge About Transferring	65.7%	
Quality of Resources in Transfer & Career Center	56.8%	
Mean Satisfaction with Advising	70.7%	

Academic Support Center/Learning Support Center

Support Staff was Friendly	77.8%	
Tutors Ability to Communicate	68.9%	
Tutors Knowledge About Subject Areas	65.9%	
Tutors Ability To Answer Questions	65.6%	
Tutoring Environment Conducive to Learning	65.2%	
Approachability of Tutoring Staff	64.7%	
Tutors Helped to Develop Academic Skills	62.1%	
Availability of Tutors	61.5%	
Mean Satisfaction with the ASC/LAC	66.5%	