**CCSSE**

**Student Services (Frequency of use, Satisfaction, Importance)**

BC Only, Average response shown by year

**Frequency: How often have you used the following services?**

0 = Never

1 = 1 time

2 = 2-4 times

3 = 5 or more times

|  |  |
| --- | --- |
| **Service(s)** | **Survey Year**  |
| **2011** | **2014** | **2017** |
| Academic advising / planning | 0.70 | 0.75 | 1.47 |
| Career counseling | 0.45 | 0.42 | 0.89 |
| Job placement services | 0.16 | 0.16 | 0.23 |
| Transfer advising / planning | 0.34 | 0.33 | 0.76 |
| Peer or other tutoring | 0.33 | 0.37 | 1.01 |
| Skill labs (writing, math, etc.) | 0.56 | 0.58 | 0.94 |
| Child care | 0.07 | 0.06 | 0.10 |
| Financial aid advising | 0.78 | 0.72 | 1.17 |
| Computer lab | 0.83 | 0.81 | 1.20 |
| Student organizations | 0.25 | 0.25 | 0.44 |
| Library resources and services | -- | -- | 1.74 |
| Services for students with disabilities | 0.13 | 0.11 | 0.15 |
| Services for active military and veterans | -- | -- | 0.09 |
| *Minimum N* | *1104* | *1116* | *1139* |
| *Maximum N* | *1117* | *1192* | *1169* |

**Satisfaction: How satisfied are you with the services?**

0 = Not at all

1 = Somewhat

2 = Very

|  |  |
| --- | --- |
| **Service(s)** | **Survey Year** |
| **2011** | **2014** | **2017** |
| Academic advising / planning | 1.16 | 1.17 | 1.28 |
| Career counseling | 1.07 | 1.01 | 1.20 |
| Job placement services | 0.81 | 0.79 | 0.86 |
| Transfer advising / planning | 1.04 | 1.01 | 1.24 |
| Peer or other tutoring | 1.14 | 1.20 | 1.41 |
| Skill labs (writing, math, etc.) | 1.34 | 1.28 | 1.36 |
| Child care | 0.77 | 0.74 | 0.85 |
| Financial aid advising | 1.33 | 1.26 | 1.35 |
| Computer lab | 1.41 | 1.37 | 1.48 |
| Student organizations | 0.97 | 1.00 | 1.12 |
| Library resources and services | -- | -- | 1.58 |
| Services for students with disabilities | 1.08 | 0.98 | 1.1 |
| Services for active military and veterans | -- | -- | 0.91 |
| *Minimum N* | *253* | *238* | *184* |
| *Maximum N* | *900* | *1002* | *955* |

Note: Responses of “N.A.” were removed

**Importance: How important are the services to you?**

1 = Not at all

2 = Somewhat

3 = Very

|  |  |
| --- | --- |
| **Service(s)** | **Survey Year** |
| **2011** | **2014** | **2017** |
| Academic advising / planning | 2.62 | 2.67 | 2.69 |
| Career counseling | 2.48 | 2.47 | 2.49 |
| Job placement services | 2.10 | 2.10 | 2.13 |
| Transfer advising / planning | 2.33 | 2.34 | 2.44 |
| Peer or other tutoring | 2.22 | 2.28 | 2.37 |
| Skill labs (writing, math, etc.) | 2.28 | 2.34 | 2.33 |
| Child care | 1.85 | 1.76 | 1.86 |
| Financial aid advising | 2.56 | 2.51 | 2.54 |
| Computer lab | 2.43 | 2.41 | 2.32 |
| Student organizations | 1.93 | 1.96 | 1.99 |
| Library resources and services | -- | -- | 2.58 |
| Services for students with disabilities | 2.12 | 2.07 | 2.09 |
| Services for active military and veterans | -- | -- | 1.98 |
| *Minimum N* | *1057* | *1134* | *1075* |
| *Maximum N* | *1090* | *1164* | *1129* |