

Analysis of the 2008-09 Outcomes Assessment Qualitative Data

Methodology: A total of 451 students (26.5%) who participated in the Spring 2008 Outcomes Survey entered responses on the student perception survey comment section. A content analysis of these responses identified six themes. These themes included Academic Issues, Student Support issues, Campus Physical Issues, Campus Culture Issues, Financial Issues and General/Multiple Category comments.

Overview of findings:

1. **Academic issues** were the most frequently mentioned item and could be divided into three major categories: Curriculum, Scheduling, and Faculty. Many of the *curriculum* statements included suggestions for additional programs (e.g. nursing, psychology, etc.) and courses (e.g. math, science, foreign languages, online, etc.). *Scheduling* issues frequently addressed complaints about the longer classes due to the compressed calendar and issues related to scheduling of evening classes. Comments concerning *faculty* were the most frequent response and were often related to perceptions of faculty attitudes, behaviors, and academic competency. Although most comments were positive, a number of suggestions were stated for faculty improvement in these areas.
2. **Campus Physical Issues** were divided into the following sub-categories: Campus safety/parking, Cafeteria/general physical environment, and Buildings/classrooms. Issues concerning *campus safety* were frequently stated, especially among the evening students. More parking was also suggested by several students. There were complaints about cafeteria food, especially concerning healthy choices. Several students saw the general campus environment as positive especially the new fountain. Improvement of some buildings was also mentioned such as increasing the size of the library. The need for more computer labs was also suggested.
3. **Student Support Issues** were divided into three categories: Counselors, Financial Aid, and Library Services. Comments concerning counselors were related to availability and quality of services. Some students were very positive in perceptions of counselor quality, while others had suggestions for change in availability and attitudes. Comments concerning library and financial aid services often addressed issues concerning quality of service. Also, some students suggested that more resources were needed for the library.
4. **Financial Issues** stated were most often related to the high cost of text books. This was one of the most common comments in all of the categories. Other financial issues among students were tuition costs and limited availability of financial aid.
5. **Campus Culture issues** were varied and included perceptions of multicultural events. Some groups stated a need for more inclusion among some students. IT was suggested that more sports programs and events were needed, as well as dances, and other activities. A few students stated that they had no interest in campus social life.

Student Perception Survey

Open Ended Comments from a survey of 1702 CRC college students.

ACADEMIC ISSUES

CURRICULUM

- Also – make more honors courses available and promote the honors program more! Remediation courses are great but balance it with more focused and in depth honors-type courses.
- I would like to see more general ed. In Amador County. Preferably in the evening hours. Also more GE during summer.
- More classes in creative writing, creative non-fiction, script writing.
- There should be more (especially) English classes, Intro to Fiction, Drama, Poetry and Approaches to Reading.
- I think there should be SDC, SOC SC & ANTH classes. I enjoy learning about diff. cultures and our society as well as other societies.
- Good school. Why is there a lab as part of Spanish? The terms seem to be so long. I believe that CRC should have a Nursing Program. Why doesn't CRC offer the Nursing Program?
- There needs to be more classes and teachers for Anatomy and Physiology for the night classes.
- Start a cycling team that counts towards a PE class like UC Davis.
- I do feel that one class taught at Cosumnes should be taught in the classroom Marketing 300. This class is difficult to take online.
- I think that a lot of English and Math classes are too overcrowded because I don't have a desk to sit at.
- CRC is a really good campus. I enjoy going here. I just think that we should have more classes available in the English and Math. There's too much people in them.
- Classes in the New Art Media like they have @ ARC would be great. I'm going to have to travel. CRC is an awesome school. The teachers that I have, have been very supportive.
- CRC needs to offer more foreign language like SCC. Languages like Japanese and Korean. Too far to commute to SCC for the class.
- I think it is good campus. I really like it, but I hope this campus can have more bio 450 and 431 classes.
- My only concern would be the desire for a more in-depth and comprehensive fire reserve program rather than a few night courses that force me to seek another college for such academics.
- I very much appreciate the breadth of courses available in the arts/media.
- I wish to come every day to school, but I have a baby. More Saturday classes.
- I need to take ESL listening and speaking morning classes, but there are only available in the evening.
- I would like more classes on campus, not only online.
- More science classes should be available. Classes here are very limited.
- I liked the new schedules but all the classes that I need to enroll in are at the same time. So I have to choose one or the other courses.

- Compare the level of ESL class and English class; I think there is a big distance. Even if I finish the highest ESL, but when I am in English 310 I feel it is so difficult. So ESL needs to be harder please!
- Get associates program for psychology.
- The fire fighter internship program is really great.
- EMT class is excellent.
- Returning student after 10 years – love the online learning resources, imail, Blackboard.
- Some classes in Medical & Vet need to be offered in fall and spring.
- There needs to be more classes and teachers for Anatomy and Physiology for the night classes.
- One department needs better teaching in their UC transferrable courses.
- Need to have more degrees offered at CRC.
- I would like CRC to have the Nursing Program like SCC or ARC.
- I think Japanese should be offered.
- Need more Bio 430 – 440 classes open during various times?
- I am very comfortable here at CRC. I have completed over 70 units and need to transfer. However, I really don't want to because the cold feeling I got from State universities makes me uncomfortable.
- I prefer reading the textbook than my own notes. Why is there no Nursing Program? How about more digital photo editing courses? You guys kind of screw Anime club.
- HCD 310 should be mandatory to first year students. It is very informational for me. I have been here three years.
- Make required classes for majors clearer and easier to understand.
- More online ECE classes would be helpful!
- Please offer more classes online for working parents like me.
- More online courses.
- I enrolled in BUS 320 online class. I was on wait list #6. I bought a book and waited until the first week was over. I can't go to the class and I was looking and asking everybody I met in the campus. I asked where is my instructor, but I can't find!

SCHEDULING

- Some class times are limited and there is only one section of the course, and this makes it difficult to have a well-rounded schedule.
- We should go back to the fifty minute session per class because most student discussions I have with my peers, they take 7-8 classes, including me. That way, students can actively listen, not be so stressed according to a timeframe.
- Compressed calendar does not allow for enough time to complete homework in some classes.
- I do not use the block schedule because it makes it harder for the student because classes are faster pace and makes more homework in a short time period.
- I would recommend classes go back to 50 minutes!!! An hour and twenty minutes seem to drag on! I would rather do three days a week than longer classes!
- I like the old schedule. The 50 minutes long.
- Get rid of the compressed calendar.

- The only thing I am not exactly happy with is the change in semesters with longer classes.
- Two hour long lectures are too long ... it is hard to concentrate.
- Class schedules could be better modified for those who have daily jobs.
- Provide more class schedule so that students can easily make a good choice. Big classroom for big class. Night classes end before 3 pm.
- Excellent at class scheduling for the working student.
- I wish there were ECE classes during the day that would help me out a lot or not so late classes.
- I feel like there should be at least more than one class offered per semester. The class should be at different times.
- More ECE classes at night would be better for people who have to work full time.
- I think that classes at night should not last until 10 pm it is too late.
- As a night student working toward a career change, I would like to see labs offered in the evening or weekends.
- I have to take night classes because of my work schedule. I wish the night classes weren't so late.
- I think most of the students want to take classes in the morning because we all have children. It is good to have classes in the morning.
- Need to add some PE courses for day time to night classes for after 5 pm. I'm unable to take curricular PE because of work.
- Keep the Photography portion of the school open and available for interested students. It's a form of release and art. Our professor deserves a raise.

FACULTY

- CRC is a great school; has decent enough teachers except one who does a poor job at communicating with her students. Other than that, it's all fine.
- Teachers here are great.
- Instructors are well focused on material most of all on students. They really care about student's success in the class.
- Teach is awesome!!!
- Teachers need more office hour time.
- This is a great place to come to college. I learned a lot from great teachers.
- All the new teachers need to teach lower level classes or be better evaluated because they make many, many mistakes, and don't know what they are doing at many times.
- The new teachers do a poor job at what they do. They are just bad teachers.
- I feel like I am rushed along in classes. This causes major stress and I feel that teachers would also look at effort. Because when people try their hardest and do not do well it is very discouraging.
- CRC is a great place but I think that professors (the ones that already don't) give PowerPoint's so students stay confused because sometimes they go too fast. Other than that, school is a great place.
- I took two classes and felt that my teacher was an awful teacher. His lectures were very unclear and did not prepare us for the tests. In one class, the class average for the final was an F. Most

people in that class attended regularly and did the homework. I would appreciate it if his teaching abilities were evaluated and improved.

- My teacher is awesome!
- People are rude in class. They eat, talk, text, (vibrate issue) won't slow noises when it is needed and is very distracting. When people do these things I lose my concentration, despite where I'm sitting in the classroom. Many teachers don't care or don't notice the annoyance and it's a real problem.
- The research papers are too long in history courses.
- I am taught not to use curse words, but in some courses like English they require to reach such books.
- This is a great school district because I like how the class schedule fits with my schedule and not only that, but don't have to go to school, everyday (especially Friday). But some of the classes for lecture the teachers are boring and I think they need to do some sort of entertaining or interaction with the student to make it more fun and interesting in learning.
- I feel that for the most part the people here at CRC are serious about education (teachers and students) and that is why I chose this college. I am happy with my experience here.
- Teachers should slow down and make sure everyone has gotten the information. Less talk about themselves and more talk about the material.
- My experience here at CRC has been very positive. I have met only one instructor with a negative attitude and at times mean.
- Most professors are great. What more can a student ask for?
- Tell teachers to make classes more interactive...most are boring and Puente rocks! It has helped me a lot.
- Thank you CRC. I love one of my teachers.
- Excellent teachers. Very caring and knowledgeable. Beautiful fountain.
- The college-wide SLOs make no sense. My taking an Anthro class or any other is unrelated to working out disagreements and such.
- I have had one teacher who is not very good.
- CRC is an excellent place to learn. My instructors have been professional. I really enjoy it when they encourage me. I really like instructors that are organized and enthused. I have never set foot in the library. The instructors make a great effort to learn and use my name. I love that. My favorite thing about CRC is that it is not crowded compared to other schools I've been to.
- My experience at CRC with regards to instructors and has been great with the exception of one.
- Very good vocational programs but not very culturally enriching in my experience. Still, I prefer CRC to CSUS when it comes to quality of teachers.
- I have been told by the instructors that CRC/community college is not a real college and I'm wasting my time. Teacher stated that her being in her office during office hour is not mandatory. Currently writing letter to be delivered after my transfer. I rate CRC a 2 out of 5 based on instructor's unprofessionalism...unfortunately.
- I've been taking classes at CRC for the last 11 years and have had only two classes that I dropped because of instructor's attitude. Otherwise, an excellent place of higher education.
- Last semester's class helped me view long essays as little.

- The people or rather the faculty, aren't too helpful with students when they come to seek help.
- Love the feeling of the campus and instructors are very friendly.
- I am having trouble finding a good teacher in a required subject.
- It would be helpful to have a way to take math at a slower pace. Ex: SCC – Math 123/124 and ARC – individualized learning (especially for older returning students).
- This course is very hard to stay focused. The instructor is all over the place, material is hard to follow with the way it is presented. Taking notes is also hard to do when the material is all over the place.
- My instructor is a very good model. She's helped me when I felt I did not want to continue in college. She helped me in my time of need.
- Teachers are not willing to help out.
- On the first day of school teachers were very helpful in helping me to find my classes.
- Very good vocational programs but not very culturally enriching in my experience. Still, I prefer CRC to CSUS when it comes to quality of teachers.
- Teachers are not willing to help out.
- On the first day of school teachers were very helpful in helping me to find my classes.
- My instructor is a horrible teacher. Makes his students feel worthless, think about letting him go. Just because you have a degree from a good school does not make you better than anyone else. No one has the right to talk down to anyone, especially in a learning environment.
- Some teachers need to be more helpful. Bowling is fun and relaxing.
- My instructor in xxxxx is a horrible teacher.
- Biggest problem at CRC is professors who don't care at all about their class or its students, yet they have a job at CRC every semester.
- Being on campus for 2-3 years now, most of my teachers are quite helpful. They are excellent teachers.
- I love the campus. I love boot camp I25 (?). A challenge being up here...relocated from Louisiana Hurricane Katrina and Rita. It's new and exciting. A new change for me and my children. Also, a new start. Love my Culinary Arts class. My professor makes sure you get it. Also love my swim class coach.
- It would be nice to have someone go around and open the classrooms in the morning so students that arrive early like me don't have to wait on late teachers. Also, allows them to get started and ready for class. Would like to see the bad teachers and those that don't care, not return year after year.
- The teachers are not very friendly and they don't speak to you outside class, except for the nice ones.
- We need teach evaluations made available at the end of each semester.
- I sometimes feel like teachers make me feel stupid because when they teach something hard, they keep saying how easy it is. I ask lots of questions and I've had a CRC teacher roll his eyes at me when I'm walking up to ask a question. Some are excellent teachers though. They don't make people feel bad about themselves and they make everyone have fun by cracking a few jokes!!
- Every teacher are so, so great (in ESL). They try to teach all things and all of assignments to students without any difficulties between them.

- I like the ESL teacher because they all work very hard in order to teach us the second language.
- Please create more interesting lectures!
- This is a great campus to be a part of! It motivates me to do good in school and is very welcoming! Most of my professors are truly great at what they do.
- I love the comments on blackboard by the prof. It shows the college cares.
- I am glad that all the teachers I have are passionate of the subject they are teaching.
- I'm having problems with my 'Science' lab teacher. He doesn't seem to want to teach. Sometimes I wonder if he even knows what he is doing. Every week we show up to lab, receive a packet to work on in class, we need notes or lessons. No one understands anything because he doesn't teach. So we always ask many questions. I really don't feel like I am learning at all. Very frustrating...
- The difficult part for me is when teachers at community college give assignments, tests and reading materials at university levels.
- Some professors like to tell you to buy the books then don't teach during class time or talk about their personal life. It's hard to learn anything when they do this.
- I think the teachers here at CRC are awesome. I have never encountered such intelligent and community-active people in one place.
- Also, teachers are sometimes non-sense hard...they don't really know what they are doing.
- Of all Los Rios Colleges, ARC, Sac City, I like CRC best. I do think the XXXX program could be improved. Please take this for consideration.
- My instructor has been a great role model to me and a great teacher! I wish she could teach every class I take here.
- CRC is a good community college to be at because there are many friendly people. The teachers or professors are willing to help students succeed in college.
- I'm taking the hip-hop class and the teacher isn't a hip hop teacher. She's a jazz and has no experience in hip hop. I don't think we should have to pay for a class where the teacher is clueless.
- I had to drop a class because the professors accent was extremely heavy which made it difficult to understand. I feel that this college administration should do a better job of who they hire to teach essential courses. Even though a professor has the knowledge and credentials, doesn't means that they know how to teach. Professors should be able to communicate clearly to all students otherwise we, as students, are losing.
- My professors are awesome!
- The professors are very good at CRC. I'm satisfied with my learning.
- I wish there were more languages as a second language options at Los Rios.
- I am pretty good in my classes. One of my teachers needs to teach better.
- My xxxxx Teach is a very good teacher but I need to focus more to get a better grade. If I were to change, I would need to step up in xxxxx study harder.
- One thing I don't like is selection of classes and teachers. Sometimes there is only a choice of two teachers and I hear one of them is not very good.
- Great xxx teacher, encouraging...great person.

GENERAL LEARNING

- I find CRC an excellent, challenging learning environment. I am encouraged.
- The classes are challenging. After taking classes here I feel better prepared to transfer to a four-year university.
- #7 – Only during 9-5 hours. A lot of us work and go to school so we can't ever meet with them during office hours.

PHYSICAL ISSUES/SAFETY/FOOD

PARKING, SAFTY

- Overall, it has been a good experience at CRC. The police station however seems unconcerned when they wrongfully give out a ticket.
- Fix the police call boxes. Being broken makes me feel unsafe when walking to/through the parking lot at night. Seriously!
- Need more police enforcement on campus to watch over parking lots?
- This school is good but it's still dangerous.
- Blatant, middle of the day crime such as car break-ins need to be solved. People need to feel safe when they go to school.
- Would like the parking lot brighter at night to feel safer.
- Great lighting in the parking lots, but not many spots close enough.
- Less staff parking and more student parking. It's very dangerous for women who have night classes to walk from class to a parking spot way in the back. I always get very nervous.
- I don't like the idea of being harassed by the campus police because I drive a lowered Honda. I already get that on the streets. I don't want to have to deal with that while I'm at school too.
- There should be better security out in the parking lots. I don't feel comfortable parking my car out there but I have to. I hear a lot of cars get broken into or even stolen.
- Need more security on campus at night time.
- There should be better security out in the parking lots. I don't feel comfortable parking my car out there but I have to. I hear a lot of cars get broken into or even stolen.
- Not enough parking lot police enforcement. My car was hit and I reported it to the campus police and they said someone will be there to help. I waited for an hour and no one showed up.
- We need more parking spots. Please and thank you!
- Only parking issue at the beginning of term.
- More parking!!
- Parking structure, like Sac City. I take most of my classes there.
- Need more parking!
- I like the size of parking lots.
- Open up empty lots for parking first two weeks.
- A thing that I don't like is the parking situation because I think too many student cars and too few parking spaces.
- Build more parking lots.

- I liked the extra parking space that was put in over the summer of 2007 and I really enjoy the fountain.
- I don't pay to park.
- Better parking, more structures, more security.
- Not enough parking.
- The bus stop should provide more seating and better protection from the elements.

CAFETERIA

- I would like to see if the café could open early for those students that have to come in for class at 7:30am. Class starts the same time that it opens.
- Fix the damn coffee vending machines at the BS and Library building. Please!
- I think it is very disturbing when clubs or other events play music outside. It is very hard to sit outside and study when you have loud music. I understand that there is time to celebrate or take pride, but be respectful of others and I hate how the cafeteria is filled with loud people who are messy and take up seats and leave people who actually want to sit and eat without seats.
- I would really like it if the cafeteria had better, healthier food to eat.
- I love CRC, but I wish we had a better cafeteria. I would love a Subway or just some type of better food. Healthy food.
- Cafeteria should be bigger, more tables and more food choices.
- No offense, but the cafeteria sucks! Can you add other food or things?
- Maybe provide more of a variation of food in cafeteria. It's mostly the same things. So it would be nice.
- The lunch room needs greater variety.
- The cafeteria is too small.
- I don't understand why there's carpet in the cafeteria.

GENERAL PHYSICAL ENVIRONMENT

- Fountain is a nice addition to the campus.
- I love the fountain ... needs more chairs and tables. The fountain looks great!
- The fountain is really nice!!!
- The fountain is a great addition to the campus.
- I like the addition of the fountain.
- I can't stand the new fountain and having to walk around it. The person who designed it should be fired.
- Campus looks nice. It's nice to walk across quad by new fountain to library. Need light rail here.
- Arch student should be more implicated in any architectural new project for the college. The campus design doesn't work well for interaction between students.
- Add more color to the fountain area. For example, trees, etc.
- I believe there should be more picnic tables out there for enough people to be able to take their breaks, take some sunshine time for a little light of distraction. Very important for a student.
- I like the new fountain and walkway. It really opens up the campus and I think it's very lovely.

- The flora and fauna are beautiful on this campus.
- Also, somewhere other than the Library to sit and do homework would be great.

BUILDINGS, CLASSROOMS

- A good science building rather than portables.
- We need an art gallery to display and enjoy the work of the art students.
- There needs to be more computer labs on campus.
- I really like the LRC building.
- Fix tennis court.
- I really hope that the science buildings can be completed soon.
- I think the campus' primary problem is expansion. We're newer and have nicer quality facilities than say, SCC, but their facilities dwarf ours considerably! Especially the Music Performance Center! If there is any way that kind of expansion can happen, I think it would dramatically increase the quality, accessibility and popularity/atmosphere of the college.
- We need more pathways to class. Also, a game/recreational room. Need a larger cafeteria. More parking. Awareness of alternate transportation and bus pass through school.
- Need to expand restroom in BS buildings.
- Expand the Automotive areas. Maybe umbrella for the benches near the fountain when it gets hot? A game room with billiards and games to help kill time till our next class or just to relax.
- Some classes are way too crowded!
- We need to have a bigger computer lab and a bigger library. I also suggest we need a bigger cafeteria.
- Make the handicap button closer to reach in the bookstore. It's put way too far from the door.
- I honestly think that we need a new library. I don't like the CRC library even though I take classes here I always go somewhere else to study, such as Sacramento City College.
- I don't think the library is big enough. I think that it should have more books where we can search in our homework.
- I worked and CRC is close to my work and is very convenient.
- Love all the new tables. All books should be on reserve in the library!
- Save traditional photography. Save the dark room.
- Keep film labs and classes available including color please!!!
Please have the front door facing the parking lot open early in the morning, library front door
- I have muscular dystrophy but am able to walk independently. I feel that some walks are rather far – even from handicap spots on the lot. If...most of the time I need to go to the library, man I can get tired.

STUDENT SUPPORT SERVICES

COUNSELING

- The Counseling Department specifically should be less pessimistic about a student's higher education potential.

- EOPS is a great program. Counselors are way too vague.
- CSUS counselor is no help at all.
- Counseling “wait” is too long.
- My experience with counselors has not been good. There needs to be more education on creative career pursuits. Not everyone wants to be accountants, lawyers and doctors. We are pursuing unique careers and have little to no guidance.
- Great school with great teachers and staff. The school has some great counselors. I am so happy about it. MESA is great!
- I need more motivation and also more help from the counselors
- We need better information about transfer to other colleges because they’re primarily why we are all here.
- The wait to see counselors at the beginning of the semester is too long. I had to wait one month to see one.
- There should be more counselors available to students. This is my first time taking classes in eight years and I feel I would benefit greatly if I had a steady mentor instead of random counselors every time I visited the office.
- Counselors need to be more readily available at the start of each term. The wait is too long.
- The counselors could be more friendly and helpful than pushy and rude.
- Counselors/Advisors are very poor. First of all, I think I should see the same person each time. This eliminates wasting time trying to “catch them up” on my goals. Often they have given me incorrect advice which costs me time and money. Extremely disappointed with guidance here at CRC and hear this concern with other students!
- When I first came to talk to a counselor, she was very rude to me.
- Great counselor...good encouragement always helps.
- My academic counselor is amazing.
- I have seen counselors several times on campus and have never walked away from a meeting satisfied. I always have more questions than solid goals or answers after seeing counselors.
- I needed to see the counselors for term classes. However, as I entered the counseling office I got refused and was sent away. I needed help the most, but was turned away. Now I don’t know what class to take, so I took random classes just to fulfill my full-time at CRC.
- If there is anything I wish could happen would the counselors office staying open later or even the disability students program, because I work in the day and need to see a counselor to petition for graduation and in order to do that this year, I will have to wait until a day off to petition for graduation. I also wish the sliding doors to admissions would stay open allowing others to get to their cars.
- The counselors have not been very helpful and instructed me to take classes I didn’t need.
- Counselors are very busy, not enough?
- The VA staff are great.
- SDO office really helpful!

TUTORING/PLACEMENT

- I found it difficult trying to get tutoring for the math placement exam.

- The tutoring program such as Math lab should be free. There shouldn't be a cap limit on enrolling to lab such as Reading, Writing lab.
- Need tutors for foreign language.
- Tutoring for students is available, but there aren't many tutors available on higher level classes.
- Love the math and accounting tutor labs on campus.
- I wish that the tutoring department could change a weekly appointment to maybe meet with a tutor twice a week.

FINANCIAL AID OFFICE

- I think it would be better if there were more people in the financial aid office to help with the processing of paperwork so that the students can get their money faster.
- Concerning Financial Aid, the process is tedious because the staff in the financial aid office is not very knowledgeable about what documentation is needed. I had to visit several times because of forms needed that I was not aware of or told about. In turn, it took so long that I was denied financial aid. As an honor roll student, I feel I should be entitled to financial aid since my family cannot help me.
- Financial aid people are mean and uncaring.
- The Financial Aid office is uneducated and unhelpful with the entire process. They provided me with wrong information that hindered my scholarships and Cal grant. One particular person was the worst...she was rude and provided fake information.
- We need more well-informed and helpful staff in Financial Aid office who knows what they are doing. I have personally come across various situations where the staff have steered me into the wrong.
- Financial Aid Office is horrible when information is needed. The student worker needs more experience.
- I think the Financial Aid Office needs more funding to provide better service and more staff, bigger rooms, etc.
- Financial aid staffs are mean and give you a lot of false information that leads you to one place and then you have to go back cause they were wrong.
- Financial aid workers are rude and mean. I do not like being talked down to, or being told I am stupid. Also tired of seeing them roll their eyes when I asked a question. Talked to dean before. Also, new schedule system sucks...go back to MWF classes!
- Financial Aid department is impersonal and work against you providing little information or not knowing.

LIBRARY

- The first time I went to the library for a book required for a class, the librarian at the time was very rude. I was new to the whole process and she didn't act like she enjoyed taking time to help me.
- Places I feel comfortable asking for help are the library and my counselor. I meet new people in different classes and we help each other out.
- Library staff are really bad, they ignore what you ask and barely pay attention to your needs, mostly the ____ ones.

- The first time I went to the library for a book required for a class, the librarian at the time was very rude. I was new to the whole process and she didn't act like she enjoyed taking time to help me.
- Some members in the Library staff are extremely rude. Clearing this situation would make for a better environment.
- Have the library open longer and on weekends.
- I think the library needs more books.
- I really appreciate the services of the lending library.
- Some of the textbooks are not available in the library.
- Offer more services at night; e.g., tutoring, lab., classes, library.

GENERAL STUDENT SERVICES

- I like CRC. The environment is nice and I feel safe. I am in Puente and I like being in this program. It helped me explore my career and really helped me identify who I am. I now know all the resources around campus because Puente really helped me.
- There should be more help with informative resources students have to discover on their own.
- The childcare on campus is the best and the only reason I am able to take classes at all! Thank you for that!

FINANCIAL ISSUES

TEXTBOOKS

- The cost of books is way too high and we get almost no money back for our books.
- I don't think students need to pay for the transit bus because that will cause students to drop out of their classes because it is hard to afford books, classes, and extra payments.
- Would like to see all textbooks for classes placed on reserve in the library.
- Books are way too expensive. I hate it when you can't sell them back. Financial aid process should be less time consuming
- Custom CRC book that cannot be re-sold does hurt. Before, most books were original and can be bought online and re-sold but now we have to buy many custom books. Students don't get the money back and stuck with books we'll never look at again (mostly).
- Textbooks are too expensive!
- I think that the material prices (books) are a little too high and doesn't make too affordable for everyone therefore us to look somewhere else for our supplies.
- Custom CRC book that cannot be re-sold does hurt. Before, most books were original and can be bought online and re-sold but now we have to buy many custom books. Students don't get the money back and stuck with books we'll never look at again (mostly).
- Cengage now requires students to repurchase the access code software even if they have already done so when two classes are not taken consecutively. I feel that their policy is unfair and takes advantage of students. If you've bought the software, you shouldn't have to repurchase the software if you are not taking two Accounting classes consecutively.
- Books are too expensive and general ed. Classes are too large. My xxxx class isn't very effective.
- I think that books are a bit too expensive. It makes it really hard for me to get a good start in class because I don't have enough money to buy all of the books at once. Now that I'm working I'm not

really eligible for financial aid so please if you can pick cheaper books, I know it's hard to find cheap quality books, but it will help!

- The cost of books are too expensive.
- Class books are too expensive. It would be nice to have cheaper books and the buyback would be better paid.
- Textbooks are too expensive and some classes we have to buy a lot of material. We have great instructors in AMT.
- There are problems with expensive books...additionally, no bags for the books.
- Textbooks cost too much. Classes are too early.
- The cost of books and other materials for class can be overwhelming financially. Especially when you have a family to feed and other responsibilities. It would be nice if they were more friendly with their prices.
- All class textbooks should be available in library reserves because not everyone can afford them.
- Textbooks are expensive.
- Please lower the books pricing.
- Items academic that are sold in the student bookstore are outrageously overpriced! Classes are too big!
- Hawk nest online book page wouldn't let me get my SOC book. Verification systems fee payment problem. Tried with four different credit cards.
- I think there should be more financial help for the middle class, such as myself. I don't get any support financially however I do appreciate the lending library and the regular library. I'm a mom of four beautiful children and could use some financial support which I believe would be more motivating and encouraging.

OTHER

- There is no financial aid available for international students. If this is possible, then I think it should be.
- Stop charging for parking.
- Didn't get financial help on time. Almost 40 days later.
- I think that CRC needs a bigger financial aid office, or more people to help the students because there is always a line outside of the office. I'm an international student, so I often come to international student office and I really admire the assistant. She is a helpful and friendly advisor.
- I hope they can have light rail come all the way from SCC to CRC. It takes me too long to come over here. I hope this campus would provide a physics class in summer.
- I went to high school four years, but is so hard for me to attend college because I don't have social number, and I don't qualify for financial help, and is hard for me to pay for my classes. I would like a new law that offers financial help for those who want to succeed in college. Also a club for students from different cultures.
- Lower tuition for international students. Give work study to international students.
- There should be free food for students.
- I wish the healthy food on campus wasn't so expensive.
- Food prices are too high for single mothers.

- CRC has no financial aid for me. I am white so you don't consider my ethnic origin.
- Transferring from different schools in the Los Rios school district shouldn't make you have to redo a whole financial aid file. It should transfer.
- The school book, registration for a class, and food cafeteria are expensive.
- No one explained why we had to pay \$15 for a transit fee. They just racked it on my tuition.

CAMPUS CULTURE/CLIMATE

COLLEGE CULTURAL ENVIRONMENT

- Bring back multicultural week!! (from last spring) We had: Polynesian dance, lectures about religions, genocide, culture, etc. According to _____ this event was cancelled or greatly reduced and that is a shame.
- I'm Caucasian. It's hard to show pride in that. There isn't much to show.
- I feel there are still high ethnic tensions for white Anglo Americans and a high concern that racism is reversing. I feel uncomfortable attending ethnic events and talking about my own culture. I feel Caucasians should be included in event.
- I feel at times that I should be ashamed of being white and male. Even though I have friends from every walk of life, it is just how the society as a whole makes me feel.
- I don't like so much pointing out racial months to each race. Why not talk about culture rather than color of skin. I feel that when I talk to students about "multicultural" activities on campus that whoever the month is not for "race wise" feels degraded or somewhat attacked. We aren't bringing cultures together talking about hard black lives growing up with racism. Let's talk more about our common interests and unite us more than talking about the negative things on cultural differences.
- More celebrations for ethnic people like Black History, Chinese New Year, St. Patrick's Day, Native American Indian, Cinco de Mayo, Aztec Dancers or Spiritual Satya Sai Baba or Dale Lama.
- I honestly don't understand what our cultural or ethnic values have to do about us being students.
- Why can you have Black History month signs or Asian group but no white anything is racist. It also seems bigger to the younger people.
- Keep in mind which organizations are invited onto campus. On 2/14/08 an org. was in the quad with members who were making derogatory remarks about women. They were also supporting the cause to help youth in trouble; however, they were playing rap music from the Bomb (radio stations that dealt with sex and drugs). I was greatly offended!
- I'm an older student so my problems with fitting in are due to age rather than culture.
- This is a great school! It would be great if it participates more, also with the gay community. I also think there should be an electric guitar class. But it would be even better to have a place besides a club for the gay community. We can also change our food choices that would be great!
- I would like CRC to have the gay, lesbian, transgender, bisexual, club to be open.

SPORTS

- Why don't we have a football team? It seems our stadium goes to waste as far as our own school activities. I was told City College is the only LRCCD college with a football team. This addition may encourage enrollment, participation, and bring more financial gain to the school.
- Need more sports!!
- There should be boxing at CRC.
- When are we gonna bring the football program back.
- We need a football team. That would help with making money for the school. Other than that, CRC is a great place.
- Have the weight training room open longer.

SOCIAL ACTIVITIES

- I wish that there were more activities uniting people to get together and do something positive.
- Maybe more learning/artistic activities to get a chance to feel a part of something. More announcements of activities.
- As I am here part-time, social life is not an issue. I do not look for the campus to fill in my social life.
- The need for social acceptance is not necessary in this environment.
- I'd also like to see more opportunities for PT/night students to be able to participate in student govt.
- There also needs to be something done about the cafeteria area. Kids from Valley are over there all the time being loud and obnoxious.
- I just moved here so I don't know much people around.
- I wish there were more information about clubs and activities...sports – games – rallies. A way to meet people and belong to a group.
- Need rock stars in cafeteria.
- Not a whole lot of people I know on campus. Hard to make new friends with the time I am here.
- CRC needs some new campus clubs...sucks.
- I think there should be fast food restaurants like Subway, Pizza Hut, etc. It is annoying to drive around finding a place to eat.
- We need to have school dances. They bring students closer together. I would know because I am a DJ. Call me to DJ the dances 209.224.4359.
- More activities please. Not just 1-2 per month.
- Evening students (T/TH) working full-time. Here for school, no clubs, etc.
- I haven't been here long enough yet to answer these questions. I don't come to school to fit in. I'm coming to graduate and transfer. I wish to participate in clubs and activities but can't. It's hard to feel involved here.
- The school needs more community-related activities.
- I have no social life because I have to work (some people have kids). At most serious colleges, no one tries to make friends.
- I'm not in school to really socialize. I just want to learn. Having a full time job makes it a bit difficult though.

- Make the campus more live.
- I go to Sac City also and I like the whole atmosphere of the Los Rios college experience. Keep it up!
- Maybe have more activities outside or even just playing more music outdoors.
- #48 I don't come to school for a social life, I have one outside of school.
- Need more entertainment on campus for students. This does help to release stress for students and gives them breaks in between classes. We used to get free things at beginning of semesters.
- I think more attention should be given to the radio station here on campus.
- Need more people to start a break dance club.
- I go mainly to SCC, and CRC feels like a high school, which I don't like.
- I didn't know that clubs exist on campus.
- I am not an active student at CRC because I see it just as a stepping stone to my 4-year school.

GENERAL COMMENTS/ MULTIPLE CATEGORY RESPONSES

GENERAL COMMENTS

- As a returning student at 36 yrs of age, a lot of the social things are inconsequential to me. I work 40+ hours, am a single mom – don't have a lot of time for much else. School has been motivating though and I can always find help.
- I am a part-time student – a senior citizen returning for artistic interest.
- I am a 48-year old IT professional. I attend classes to pick up new skills for both personal and professional use.
- I am only taking one class – but also teaching two classes – so my perspective is probably different from others.
- I would like to see CRC grow in terms of success; just like its diversity.
- My experience is great. All I have to do is go to class and do my work. No amount of friends will help me.
- CRC is a great learning environment compared to San Joaquin Delta College, which I attended.
- So far I feel like CRC is a good school and I have learned a lot.
- CRC is a wonderful option for those who want to pursue higher education. I'm glad an effort is being put into making an already great institution even better. Thank you.
- The better the student, the better the teacher is.
- One must be self-motivated to make it to the next level.
- CRC provides as a great stepping stone into adulthood and college life for fresh high school graduates.
- My first semester, so I don't really know.
- I love CRC! This is my second semester, and it's only gotten better.
- This is my first semester at CRC but from what I can see it is a nice school.
- I don't know what I can say now but everything I am going through now is very hard for me because I just came to America and I feel like I just born one more. I have to learn everything by English and I have to help my family because my mom and dad too and they don't know English at all. That is very hard for me to do good at school. I don't know when I will quit school now.

- I haven't participated in any clubs yet but do plan to next semester. I work and volunteer so my time is limited. This school is great. I believe it is a great place to start.
- Amazing school. I enjoy the teachers and staff but have not been here long enough to form an opinion. Too early in the semester to survey. I work full-time and have not really had a chance to enjoy what the campus has to offer. I'm just returning to school after eight years.
- It is my first semester here at CRC and I would definitely like to get more involved in and around campus. More info. or a day dedicated by the college for it perhaps?
- I am a new student at CRC, but I feel that I have found my niche.
- Overall, school is very helping and welcoming. Nothing bad I see about it.
- For a re-entry woman like me, going for a career change, CRC is a perfect place to start. Convenient campus; friendly support, especially @ MESA for chem. class; ethnically diverse.
- I think you guys should do a survey on how to better the café food and to make it easier to get jobs on campus.
- Great school.
- I don't feel any sort of drive to engage myself in the college community. My only interest in the school is class. Maybe that's how it is supposed to be. I don't know.
- 50. The reason I'm not in any clubs is because I have no time for them. I have two jobs and I come to CRC from 7:30 am to 1:20 pm. I would like to be in a club but I do not know what CRC offers. I never have met up with a counselor. I didn't know in college they had counselors.
- As a returning student coming from the Bay area, I am extremely satisfied with the faculty and amenities available at CRC.
- I am a "retired" re-entry student so questions 43-50 if used in your data could skew the results. My only interest is completing a few undergraduate classes to complete my degree at Sac State. I did receive an AS from CRC as an adult and found the instructors and staff great.
- Enrolling at CRC was the best decision I could have made when choosing a community college.
- Everything is ok for me so far.
- Great campus.
- CRC is the place to be! Go here if you want to be somebody!
- CRC is a very good learning environment. I love being here and hopefully make the grade I need to transfer.
- I'm sleepy!
- I like it here!
- Pirates aren't that cool.
- It's an alright school.
- I think CRC has problems but overall it is a good school.
- At the age of 43 I'm learning new things in the campus so I can get promoted at work. It is very important to have good staff and CRC in the community. It plays a very important role in the society.
- This is my first semester back in college and I think CRC is great.
- CRC was a good beginning of my new life in the USA.
- I enjoy being a student at CRC. This is the best junior college I've been to in Sacramento.

- This is my first semester at CRC.
- I just started here!
- I just started here on this campus so I do not know much about this campus. I am a returning student from ARC.
- I have no time to participate in this. I am a busy woman and enjoying college.
- I am a high school student that attends Laguna Creek High School. I come here for extra college credits. I know people who go here, but I mainly just come to class and go home because being an active high school student and a part-time college student is at some points difficult.
- I'm just here to get the class that I need to go back and getting my AA Sociology @ SCC.
- I like the CRC campus much more than the Sac. City campus even though Sac City is closer to home. I love CRC.
- I am here for my degree only. I have no personal, social or political goals outside of that.
- I like this school. Some people are really nice.
- Love CRC.
- I love CRC and I will be sad to leave.
- People that work for the school need to be more helpful to new students or anyone that come to this school. Not everyone are fast learners or supper smart. So, be helpful!
- I'm only taking one night class here and the rest at Sac State. That's why most of my courses are not applicable.
- Overall it has been a wonderful experience, so far.
- I am a new student on this campus. This is my first class in here. So far I like it here.
- I only take two classes at CRC and I like this campus and school better than Sac State. I have no complaints so far. I enjoy coming to class.
- Could we please have an interesting "logo" for CRC?

MULTIPLE CATEGORY RESPONSES

- Outstanding faculty and support services – I finally feel successful in Math thanks to the Math lab.
- Wonderful teachers. Helpful counselors. Great campus.
- Very nice people, teachers, counselors, students around me at CRC.
- Classrooms could use some newer maps. Class sizes seem to be too large.
- There are too many staff parking spots and not enough student spots. It seems like all of the instructors in one department are not helpful.
- I really like the fountain and sitting areas at CRC. We should have made more of them. We need more science classes available, e.g., Bio 440, 441, 430, Chem. 305 and 306.
- CRC is a wonderful school. The classes are challenging and the instructors develop very good lesson plans. Most students also seem to take their education very seriously. However, I am very disappointed in the maturity level of many students. Saving seats in class for their friends that come into class late everyday is unacceptable. Speeding through the parking lot and playing their radio or talking on the phone in their car when other students need the parking space is wrong. Is there a student code of conduct policy?

- I only take one class here, so I'm not too involved or concerned with the campus. I have enjoyed the classes but office and library staff has been rude for the most part. Especially in the counseling office.
- I'm doing this for myself and no one else.
- Most of the staff and professors are very helpful and encouraging. The clubs at CRC are very active and it helps to broaden my interest. Overall, CRC campus is better than all of the Los Rios colleges.
- Parking here sucks causing students to be late for class. Some teachers lock doors on late students which means an absence, resulting in class drops/withdrawal.
- Larger fiction section in library would be nice. Larger selection in cafeteria would be nice too.
- All classrooms should be like those in the LRC building with wide, long aisles and space. Finally, would like to see international relations as a 2 year major with more classes learned toward that subject.
- I am completely satisfied with my classes. I am not satisfied with counseling, the book store, and disability department. I feel confused and unclear about how they work. I walk away frustrated because it has not been made clear to me what I need and how to get there (as far as classes needed and how to succeed as a student).

The campus needs more parking permit places. The cars block the lanes and create jams in the morning. Also, the financial aid staff could be a little more excited or pleasant when students come in. I don't know her name but this older lady isn't very nice when I have to come in there several times. And, back to the parking permits, perhaps making the passes cheaper would encourage more people to buy them meaning less traffic.

- Would you think it'll be more convenient if the financial aid office was located in or near the administration office? I think that the library should be open as usual on Friday (best if Saturday as well).
- CRC needs more teachers who are more enthusiastic about lecturing and having the class participate more. Create more parking spaces for students. Make college more affordable.
- Love the new water fountain. Hoping that CRC will get bigger and have more classes. I also think we need a bigger library and more interesting classes.
- I hate prerequisites. Why take general ed. again when I just came out of high school four years ago? Counselors should be able to have meetings or dates so we may not have to skip class to see them. No more walk in's. There should be a tutor for certain or particular subjects, not just math and English. School should just be better in getting more clubs.
- Books are way too expensive. The new class hours make classes longer which have made it less interesting and boring.
- Lower book prices!! Offer tutoring for people who work full time. Stop having classes until 10 pm. People care too much and talk trash too much. Especially the "money bags" who always got something to say. Some people (like me) work a full time job, go to school full time and support their mother.
- I would like to see a program that helps Hispanic people succeed. A program that encourages them to be in school. A program like Puente but without the classes, like MESA where students can meet and encourage each other. Also, I would like to see a time where the whole school is free at the same time. The way we can take part of activities at our school.

- When you can find a librarian, they are willing to help. Office hours – more frequent...more than 1 hour.
- More night/online classes ...more 7 am classes ... reduce book fees ... more parking slots.
- I think there should be fast food restaurants like Subway, Pizza Hut, etc. It is annoying to drive around finding a place to eat.
- I think that it is unfair that only some students can participate in the scholarship drawing. You have to be taking a minimum of 9 units. I cannot take more than 6 units due to my learning disability. I think that this is unfair. I also feel that it is unethical to put students on academic probation just because they did not meet “your” standards the term before. It is difficult for some students to make certain grades and I think as a school as long as in paying for classes CRC should not have the right to tell me when I can or cannot go to school.

COMMENTS ABOUT SURVEY

- Not a survey easily taken in a gym.
- #14-16 targeted @ high school student?
- CRC. Love the wide boxes on Scantron form.
- On questions 36-42 I feel that I have these qualities and abilities from prior, not because of my experiences at CRC. No more CDX.
- This is very interesting.
- Nice survey!
- This test seems biased to younger people, without confidence and in need of guidance, not self driven, and need assurance.
- These fricken boxes are retarded. The boxes are difficult to fill out.
- My answers may not be that relevant because this is my first semester here. I’m not that experienced.
- This is only my second semester at CRC and as a p/t student who attends evening courses only; many of the questions don’t apply to me and therefore couldn’t be answered fairly. I did the best I could.
- #43 I haven’t been here long enough to know.
- #45 – ditto #93.
- Some numbers are omitted, because explanation is needed. I can’t code them without giving input.
- I think this survey is tailored to the young students (18 & 24); it really does not pertain as much to students who are older with families.
- I am still currently a high school student so not all questions apply.
- I am only taking one class purely for personal reasons so some of these questions are not relevant to me.
- Questions regarding how older students feel they fit in and are served should be included in the survey. There are many of us on campus.
- 36-42 I have felt this way before CRC.
- My responses reflect my first semester of classes at CRC and as a good student at another school.

- I am taking two classes for personal/creative interest (which may be different from others who are taking courses towards a degree).
- How can you fix all these questions?
- I like to see the differences after this.
- I am a new student so some of the answers might not be applicable.
- I have not been at CRC very long so some of my answers are not applicable.
-