

Count and Percent
College Services-Staff Survey

	Count	Percent
1) At what SMC campus are you primarily located?		
(Not Answered)	5	1
Main campus	408	81.27
Academy	20	3.98
Bundy	21	4.18
Emeritus	8	1.59
SM Airport Arts	3	0.6
1900 Pico	10	1.99
Other location	27	5.38
Total Responses	502	
3) How often do you use services provided by the bookstore?		
(Not Answered)	8	1.59
Never	136	27.09
Rarely (3 times a month or less)	334	66.53
Frequently (once a week or more)	24	4.78
Total Responses	502	
4) If you use the bookstore, how satisfied are you with services provided?		
(Not Answered)	135	26.89
Very Satisfied	40	7.97
Satisfied	244	48.61
Dissatisfied	66	13.15
Very Dissatisfied	17	3.39
Total Responses	502	
7) How satisfied are you with food services provided on your campus?		
(Not Answered)	74	14.74
Very satisfied	29	5.78
Satisfied	224	44.62
Dissatisfied	131	26.1
Very dissatisfied	44	8.76
Total Responses	502	

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9) How satisfied are you with services provided by parking staff and security?		
(Not Answered)	23	4.58
Very satisfied	127	25.3
Satisfied	258	51.39
Dissatisfied	70	13.94
Very dissatisfied	24	4.78
Total Responses	502	
2) I am		
(Not Answered)	5	0.99
classified staff	192	38.17
part-time faculty	134	26.64
full-time faculty	139	27.63
an administrator	33	6.56
Total Responses	503	

15) How satisfied are you with safety on your campus?		
(Not Answered)	23	4.58
Very satisfied	123	24.5
Satisfied	311	61.95
Dissatisfied	42	8.37
Very dissatisfied	3	0.6

Total Responses 502

17) How satisfied are you with cleanliness in restrooms on your campus?		
(Not Answered)	15	2.99
Very satisfied	43	8.57
Satisfied	204	40.64
Dissatisfied	172	34.26
Very dissatisfied	68	13.55

Total Responses 502

29) How satisfied are you with the general day-to-day operation of the college service areas included in this survey?		
(Not Answered)	31	6.18
Very satisfied	52	10.36
Satisfied	375	74.7
Dissatisfied	37	7.37

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29) How satisfied are you with the general day-to-day operation of the college service areas included in this survey?		
Very dissatisfied	7	1.39

Total Responses 502

10) Do you feel that the number of staff parking spaces is adequate?		
(Not Answered)	26	5.18
Yes	154	30.68
No	322	64.14

Total Responses 502

19) How satisfied are you with cleanliness in buildings and classrooms?		
(Not Answered)	18	3.59
Very satisfied	38	7.57
Satisfied	296	58.96
Dissatisfied	128	25.5
Very dissatisfied	22	4.38

Total Responses 502

23) How satisfied are you with maintenance and repair operations?		
(Not Answered)	23	4.58
Very satisfied	54	10.76
Satisfied	322	64.14
Dissatisfied	87	17.33
Very dissatisfied	16	3.19

Total Responses 502

21) How satisfied are you with the grounds and outside appearance of your campus?		
(Not Answered)	13	2.59
Very satisfied	62	12.35
Satisfied	272	54.18
Dissatisfied	130	25.9
Very dissatisfied	25	4.98

Total Responses 502

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25) How satisfied are you overall with MIS and IT (information technology) services?		
(Not Answered)	24	4.78
Very satisfied	141	28.09
Satisfied	293	58.37
Dissatisfied	35	6.97
Very dissatisfied	9	1.79
Total Responses	502	

6) How often do you use services provided by food services?		
(Not Answered)	6	1.22
Never	92	18.7
Rarely (3 times a month or less)	219	44.51
Frequently (once a week or more)	175	35.57
Total Responses	492	

27) How satisfied are you overall with Telecom (telephone and network) services?		
(Not Answered)	31	6.18
Very satisfied	120	23.9
Satisfied	320	63.75
Dissatisfied	24	4.78
Very dissatisfied	7	1.39
Total Responses	502	

12) How often do you use campus transportation services (van and shuttle)?		
(Not Answered)	8	1.6
Never	394	78.64
Rarely (3 times a month or less)	89	17.76
Frequently (once a week or more)	10	2
Total Responses	501	

13) How satisfied are you with transportation (van and shuttle) services?		
(Not Answered)	337	67.27
Very satisfied	29	5.79
Satisfied	104	20.76
Dissatisfied	23	4.59
Very dissatisfied	8	1.6

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	Count	Percent
13) How satisfied are you with transportation (van and shuttle) services?		
Total Responses	501	

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