

January 14, 2014

TO: Donna Jones-Dulin, Vice President of College Services

FROM: Mallory Newell, De Anza College Institutional Research
Tony Te, Student Assistant

SUBJECT: AUO Student Survey Result, Fall 2013

The AUO survey was sent to 5,000 randomly selected students enrolled in Fall 2013. The total of 315 students responded to the survey for a response rate of 6%.

Important highlights include:

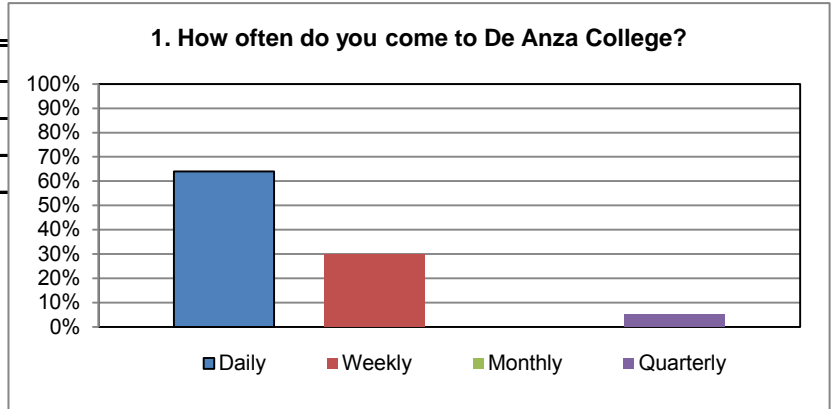
- 87% of respondents “agree” or “strongly agree” that the campus grounds are aesthetically pleasing.
- 85% of respondents “agree” or “strongly agree” that campus classrooms, restrooms, common areas, and offices are clean.
- 76% of respondents “agree” or “strongly agree” that the textbooks and supplies they need are always in stock.
- 73% of respondents purchase textbooks or supplies at the De Anza College Bookstore.
- 64% of respondents come to De Anza College daily, 30% weekly, 0% monthly, and 5% quarterly.
- 60% of respondents “agree” or “strongly agree” that the food selection available meets their dining needs.
- 53% of respondents “agree” or “strongly agree” that food prices at the Campus Center are competitive when compared to off-campus dining.
- 47% of respondents “agree” or “strongly agree” that the Bookstore is one of the largest employers of students on campus.
- 43% of respondents were aware that there is educational pricing on software and hardware at the Bookstore.

AUO Student Survey Result, Fall 2013

Campus Grounds and Custodial Services:

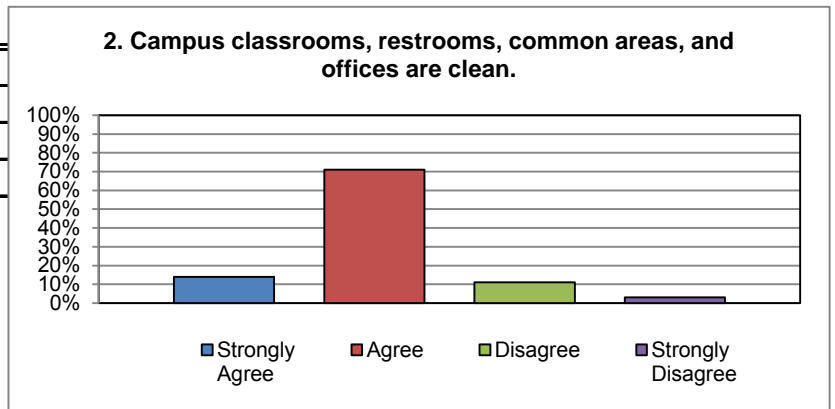
1. How often do you come to De Anza College?

Response	N	%
Daily	202	64%
Weekly	95	30%
Monthly	0	0%
Quarterly	17	5%
Total	314	100%



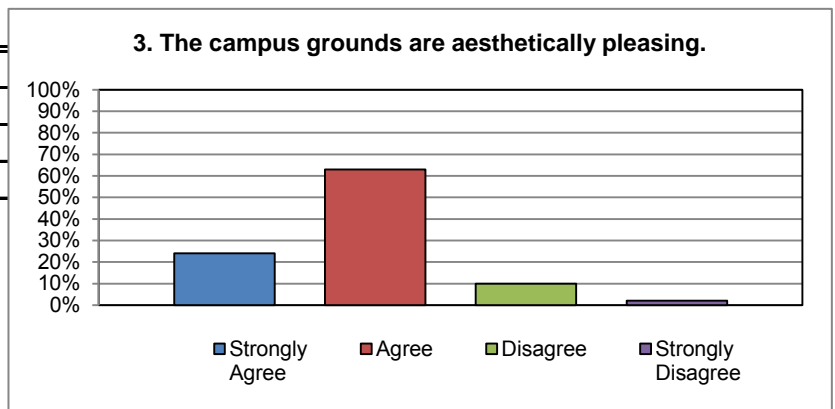
2. Campus classrooms, restrooms, common areas, and offices are clean.

Response	N	%
Strongly Agree	44	14%
Agree	223	71%
Disagree	36	11%
Strongly Disagree	9	3%
Total	312	100%



3. The campus grounds are aesthetically pleasing.

Response	N	%
Strongly Agree	77	24%
Agree	197	63%
Disagree	33	10%
Strongly Disagree	5	2%
Total	312	100%

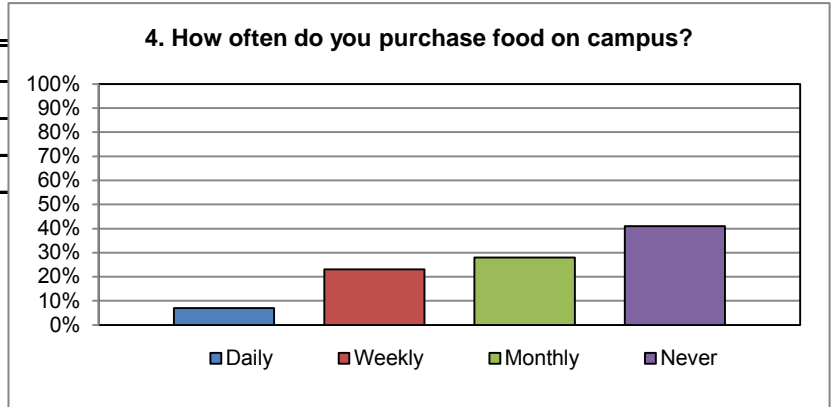


AUO Student Survey Result, Fall 2013

Food Services:

4. How often do you purchase food on campus?

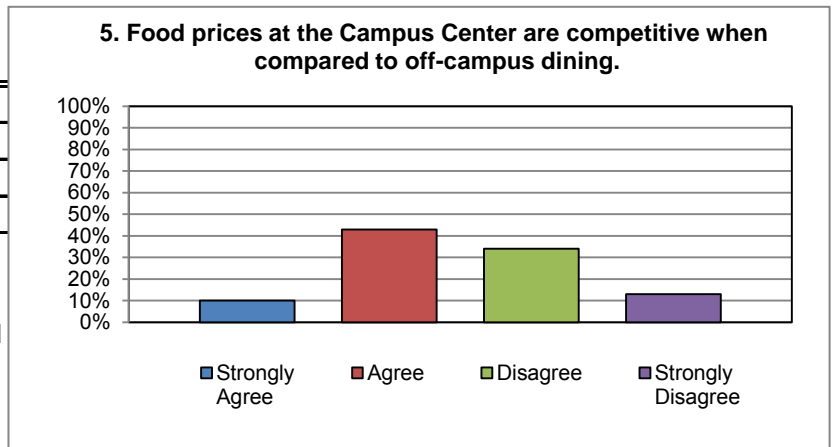
Response	N	%
Daily	22	7%
Weekly	74	23%
Monthly	89	28%
Never	130	41%
Total	315	100%



5. Food prices at the Campus Center are competitive when compared to off-campus dining.

Response	N	%
Strongly Agree	19	10%
Agree	82	43%
Disagree	65	34%
Strongly Disagree	24	13%
Total	190	100%

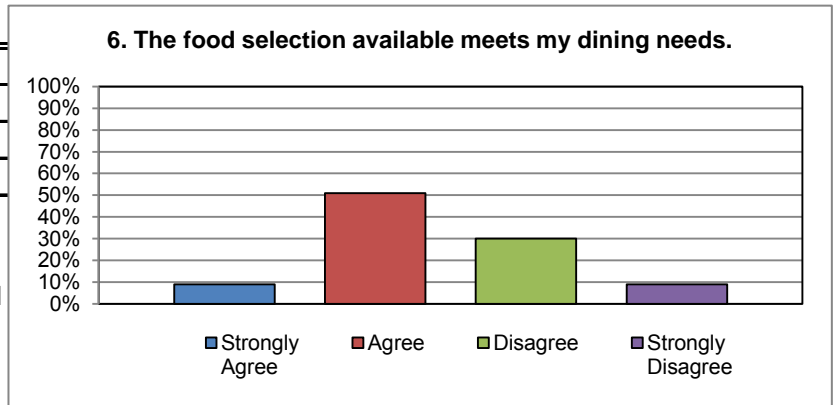
Note: Percentages calculated on respondents that utilized the service, omits responses for Does Not Apply. 123 respondents chose Does Not Apply.



6. The food selection available meets my dining needs.

Response	N	%
Strongly Agree	20	9%
Agree	109	51%
Disagree	63	30%
Strongly Disagree	20	9%
Total	212	100%

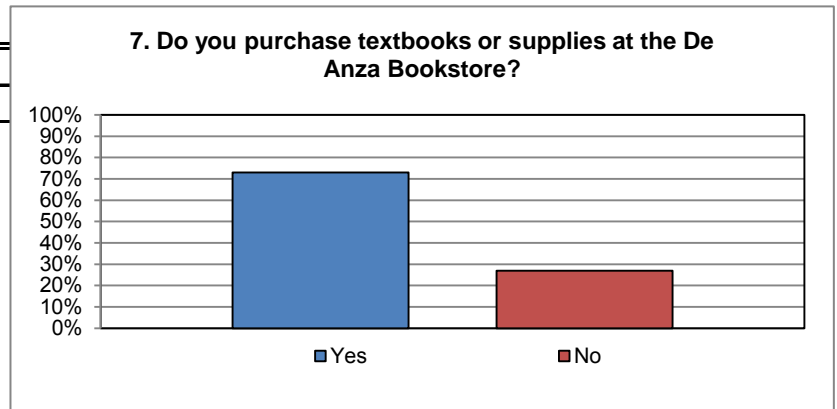
Note: Percentages calculated on respondents that utilized the service, omits responses for Does Not Apply. 102 respondents chose Does Not Apply.



AUO Student Survey Result, Fall 2013

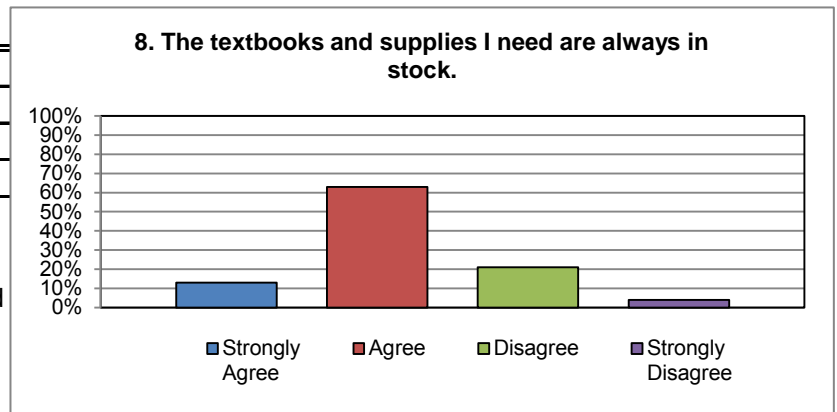
7. Do you purchase textbooks or supplies at the De Anza College Bookstore?

Response	N	%
Yes	231	73%
No	84	27%
Total	315	315



8. The textbooks and supplies I need are always in stock.

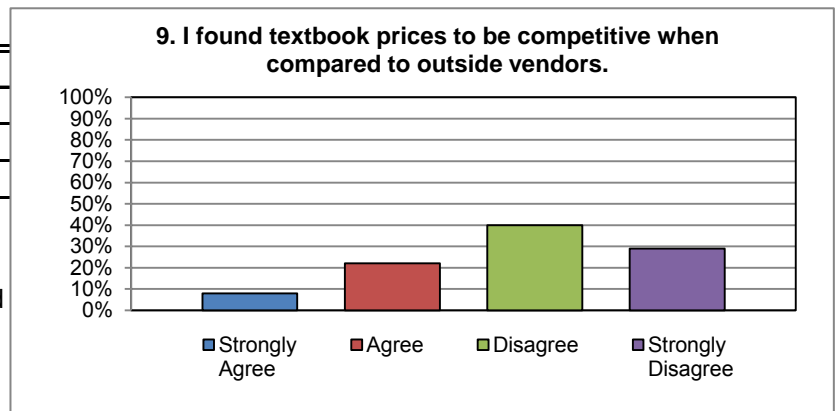
Response	N	%
Strongly Agree	33	13%
Agree	164	63%
Disagree	54	21%
Strongly Disagree	10	4%
Total	261	100%



Note: Percentages calculated on respondents that utilized the service, omits responses for Does Not Apply. 53 respondents chose Does Not Apply.

9. I found textbook prices to be competitive when compared to outside vendors.

Response	N	%
Strongly Agree	22	8%
Agree	58	22%
Disagree	104	40%
Strongly Disagree	75	29%
Total	259	100%

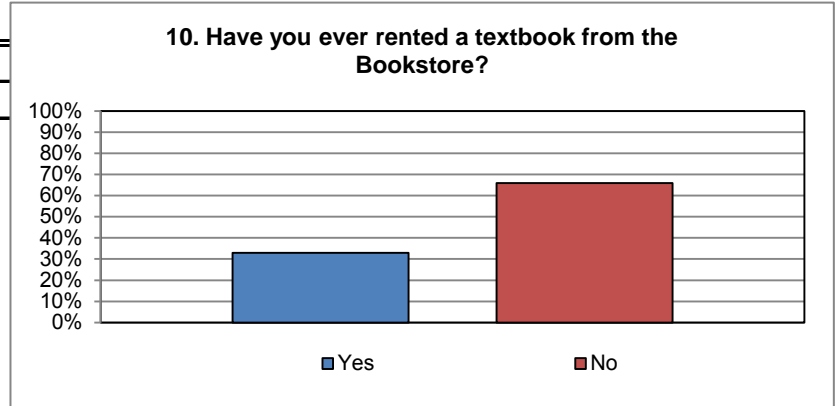


Note: Percentages calculated on respondents that utilized the service, omits responses for Does Not Apply. 56 respondents chose Does Not Apply.

AUO Student Survey Result, Fall 2013

10. Have you ever rented a textbook from the Bookstore?

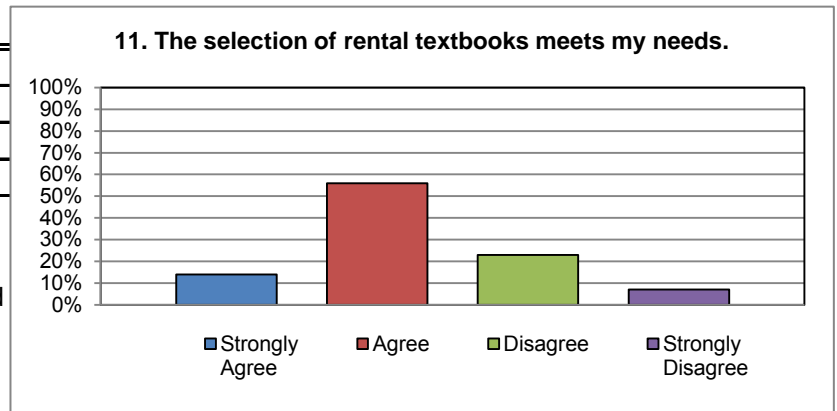
Response	N	%
Yes	105	33%
No	209	66%
Total	314	100%



11. The selection of rental textbooks meets my needs.

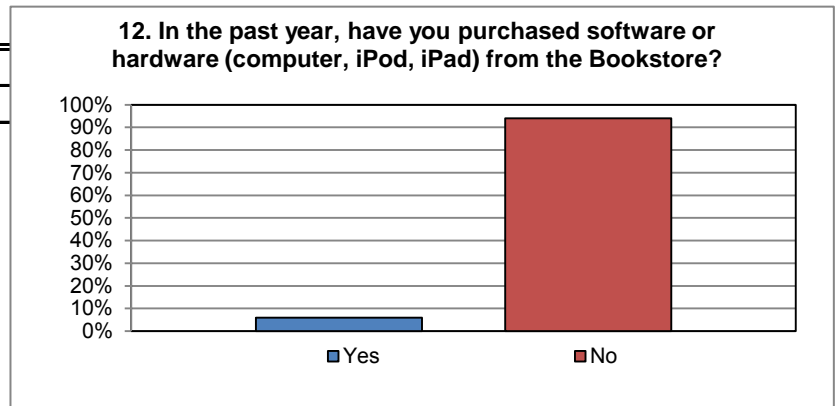
Response	N	%
Strongly Agree	18	14%
Agree	74	56%
Disagree	30	23%
Strongly Disagree	9	7%
Total	131	100%

Note: Percentages calculated on respondents that utilized the service, omits responses for Does Not Apply. 181 respondents chose Does Not Apply.



12. In the past year, have you purchased software or hardware (computer, iPod, iPad) from the Bookstore?

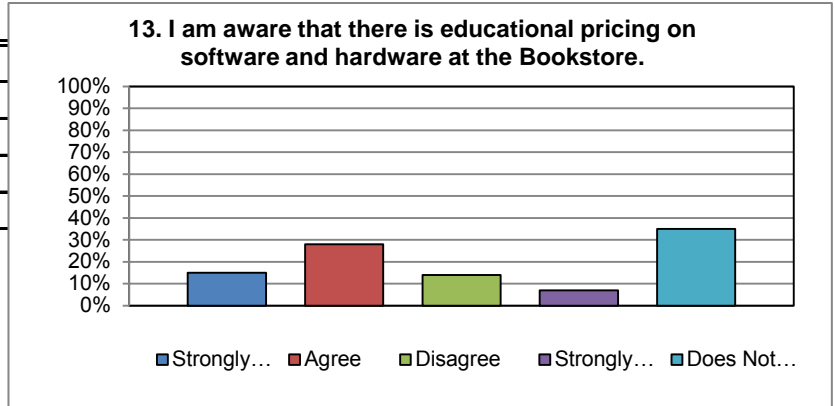
Response	N	%
Yes	18	6%
No	297	94%
Total	315	100%



AUO Student Survey Result, Fall 2013

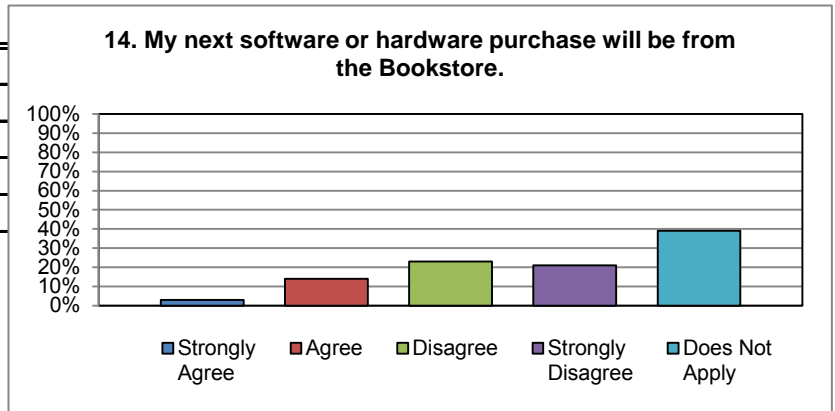
13. I am aware that there is educational pricing on software and hardware at the Bookstore.

Response	N	%
Strongly Agree	47	15%
Agree	89	28%
Disagree	45	14%
Strongly Disagree	23	7%
Does Not Apply	109	35%
Total	313	100%



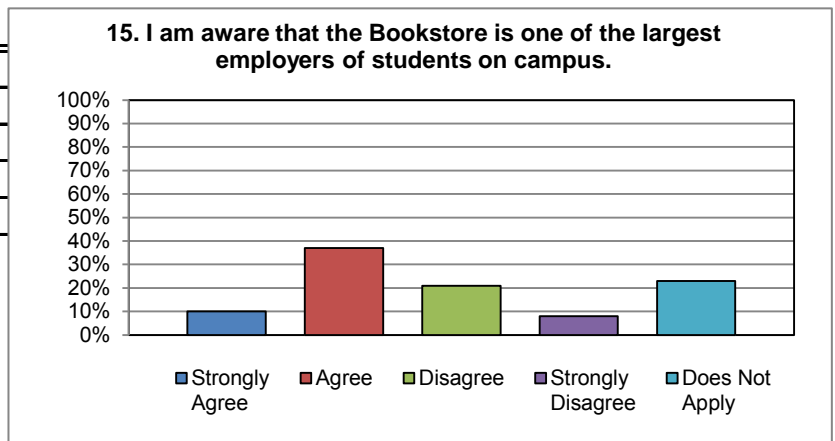
14. My next software or hardware purchase will be from the Bookstore.

Response	N	%
Strongly Agree	10	3%
Agree	44	14%
Disagree	73	23%
Strongly Disagree	65	21%
Does Not Apply	123	39%
Total	315	100%



15. I am aware that the Bookstore is one of the largest employers of students on campus.

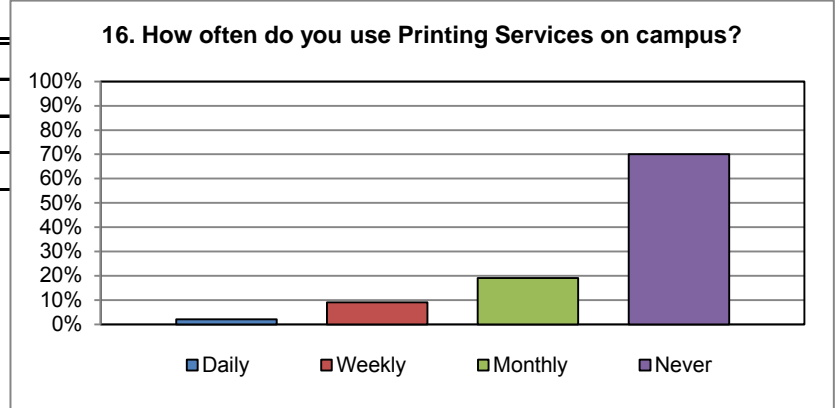
Response	N	%
Strongly Agree	32	10%
Agree	115	37%
Disagree	67	21%
Strongly Disagree	26	8%
Does Not Apply	73	23%
Total	313	100%



AUO Student Survey Result, Fall 2013

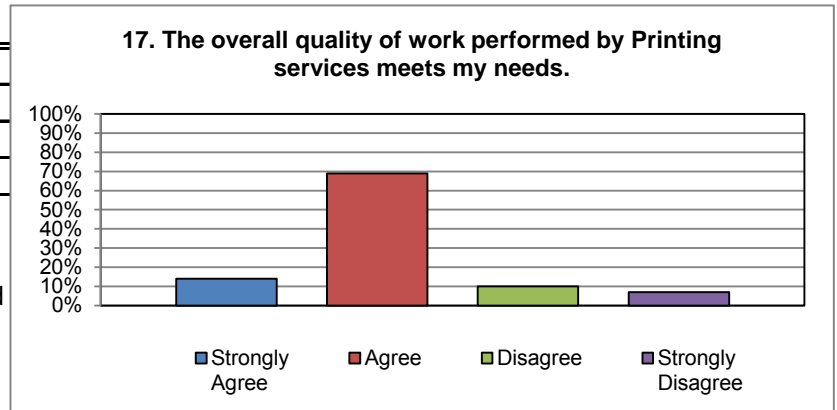
16. How often do you use Printing Services on campus?

Response	N	%
Daily	6	2%
Weekly	28	9%
Monthly	59	19%
Never	222	70%
Total	315	100%



17. The overall quality of the work performed by Printing Services meets my needs.

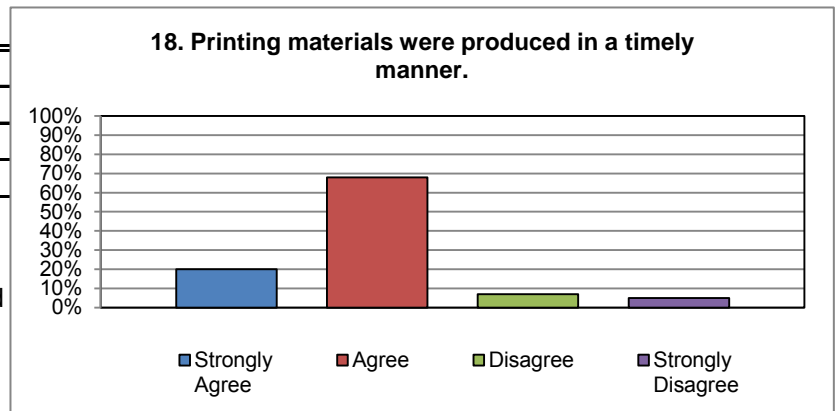
Response	N	%
Strongly Agree	15	14%
Agree	72	69%
Disagree	10	10%
Strongly Disagree	7	7%
Total	104	100%



Note: Percentages calculated on respondents that utilized the service, omits responses for Does Not Apply. 207 respondents chose Does Not Apply.

18. Printing materials were produced in a timely manner.

Response	N	%
Strongly Agree	21	20%
Agree	72	68%
Disagree	7	7%
Strongly Disagree	5	5%
Total	105	100%



Note: Percentages calculated on respondents that utilized the service, omits responses for Does Not Apply. 207 respondents chose Does Not Apply.

January 14, 2014

TO: Donna Jones-Dulin, Vice President of College Services

FROM: Mallory Newell, De Anza College Institutional Research
Tony, Student Assistant

SUBJECT: AUO Faculty and Staff Survey, Fall 2013

The AUO survey was sent to the De Anza College faculty and staff during Fall 2013. A total of 185 faculty and staff responded to the online survey. Important highlights include:

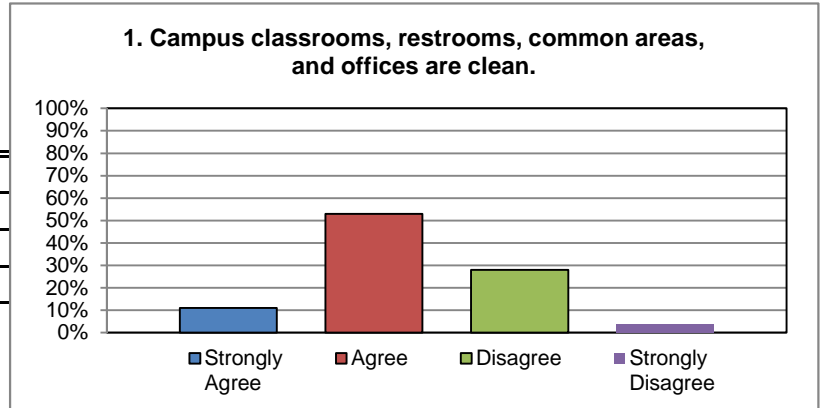
- 81% of respondents “agree” or “strongly agree” that the campus grounds are aesthetically pleasing.
- 70% of respondents were aware that there is educational pricing on software and hardware at the Bookstore.
- 64% of respondents “agree” or “strongly agree” that campus classrooms, restrooms, common areas, and offices are clean.
- 59% of respondents “agree” or “strongly agree” that they are aware that the Bookstore is one of the largest employers of students on campus.
- 49% of respondents “agree” or “strongly agree” that food prices at the Campus Center are competitive when compared to off-campus dining.
- 46% of respondents purchase textbooks or supplies at the De Anza College Bookstore.
- 46% of respondents “agree” or “strongly agree” that the food selection available meets their dining needs.
- 40% of respondents purchase food on campus monthly, 21% weekly, and 10% daily. The remaining 29% never purchase food on campus.
- 39% of respondents “agree” or “strongly agree” that the textbooks and supplies they need are always in stock.

AUO Faculty and Staff Survey, Fall 2013

Campus Grounds and Custodial Services:

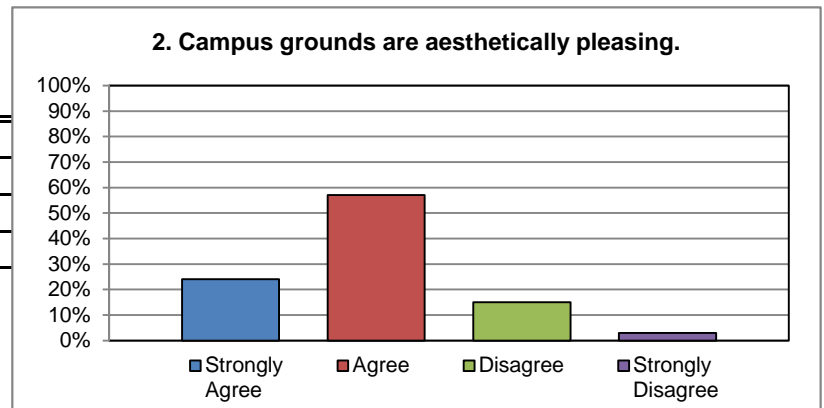
1. Campus classrooms, restrooms, common areas, and offices are clean.

Response	N	%
Strongly Agree	21	11%
Agree	99	53%
Disagree	51	28%
Strongly Disagree	14	4%
Total	185	100%



2. Campus grounds are aesthetically pleasing.

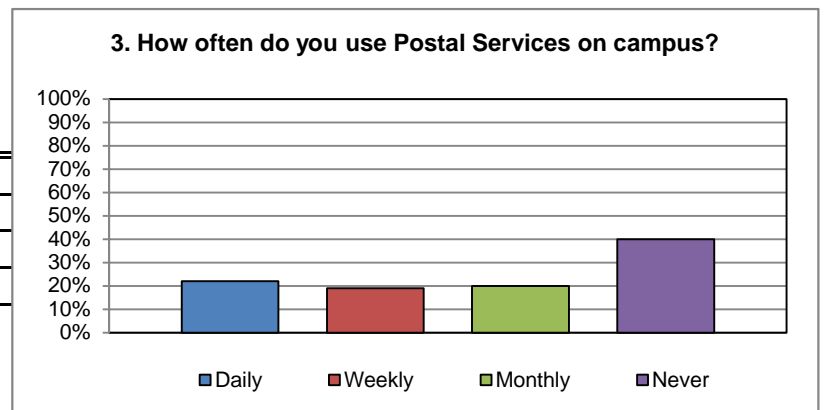
Response	N	%
Strongly Agree	45	24%
Agree	105	57%
Disagree	28	15%
Strongly Disagree	6	3%
Total	184	100%



Postal Services:

3. How often do you use Postal Services on campus?

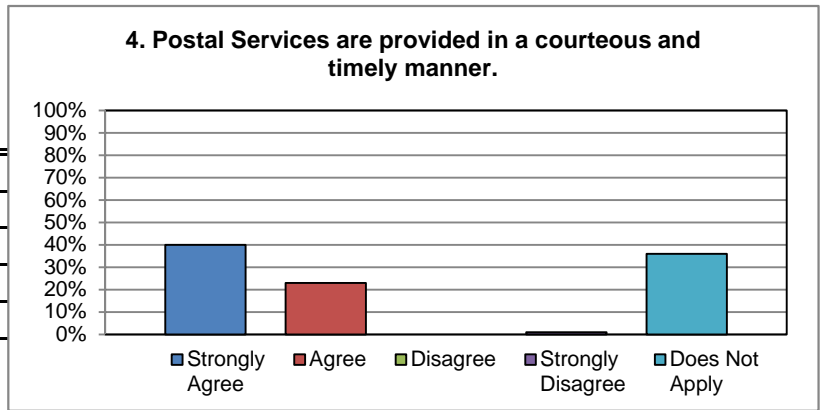
Response	N	%
Daily	40	22%
Weekly	35	19%
Monthly	37	20%
Never	74	40%
Total	186	100%



AUO Faculty and Staff Survey, Fall 2013

4. Postal Services are provided in a courteous and timely manner.

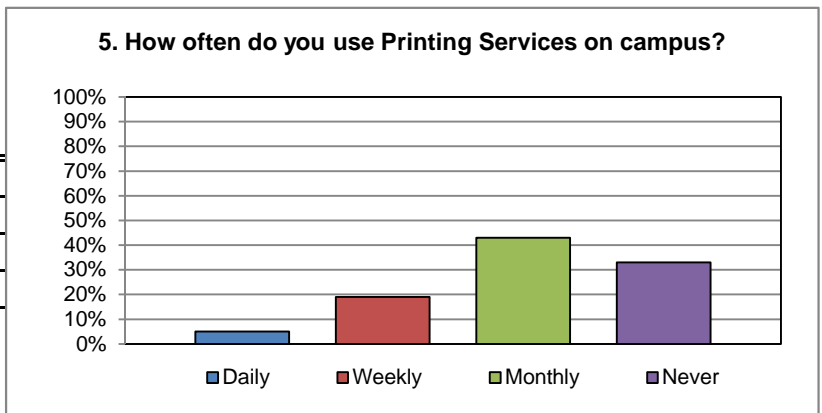
Response	N	%
Strongly Agree	74	40%
Agree	43	23%
Disagree	0	0%
Strongly Disagree	1	1%
Does Not Apply	67	36%
Total	185	100%



Printing Services:

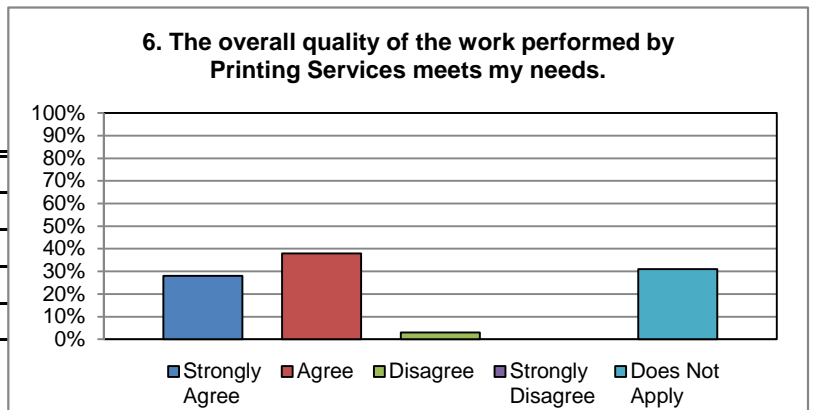
5. How often do you use Printing Services on campus?

Response	N	%
Daily	9	5%
Weekly	34	19%
Monthly	78	43%
Never	60	33%
Total	181	100%



6. The overall quality of the work performed by Printing Services meets my needs.

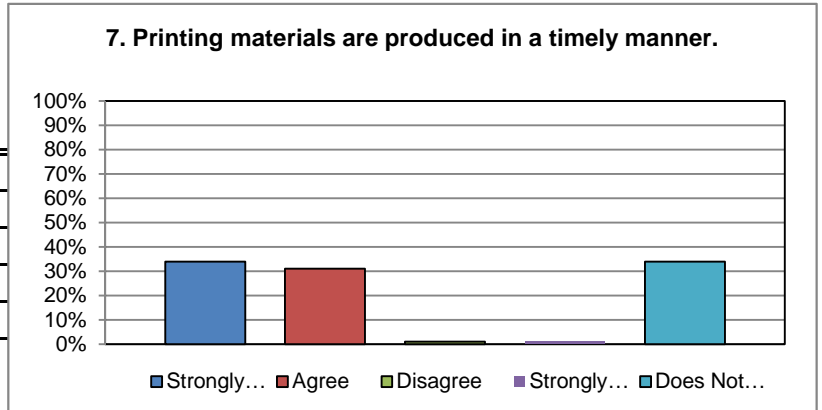
Response	N	%
Strongly Agree	51	28%
Agree	68	38%
Disagree	6	3%
Strongly Disagree	0	0%
Does Not Apply	55	31%
Total	180	100%



AUO Faculty and Staff Survey, Fall 2013

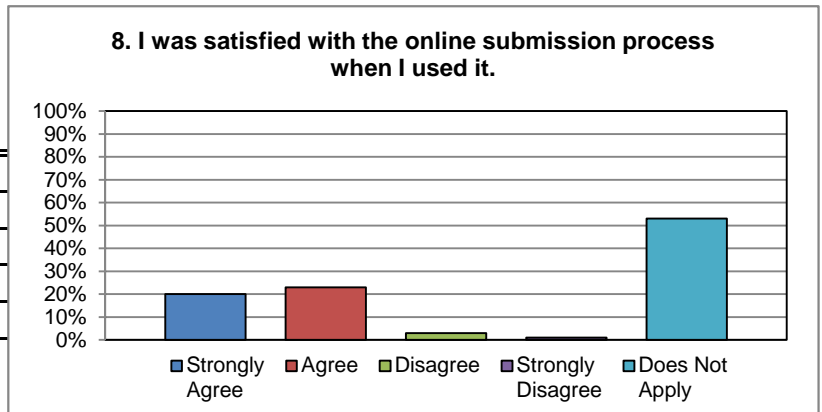
7. Printing materials are produced in a timely manner.

Response	N	%
Strongly Agree	62	34%
Agree	57	31%
Disagree	2	1%
Strongly Disagree	1	1%
Does Not Apply	62	34%
Total	184	100%



8. I was satisfied with the online submission process when I used it.

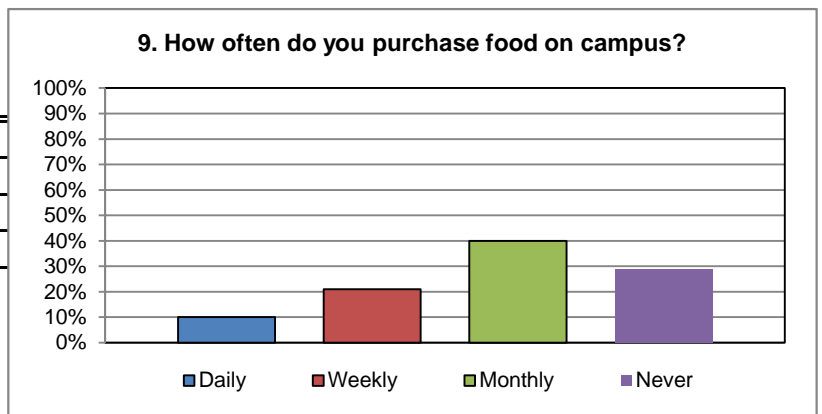
Response	N	%
Strongly Agree	36	20%
Agree	41	23%
Disagree	6	3%
Strongly Disagree	1	1%
Does Not Apply	96	53%
Total	180	100%



Food Services:

9. How often do you purchase food on campus?

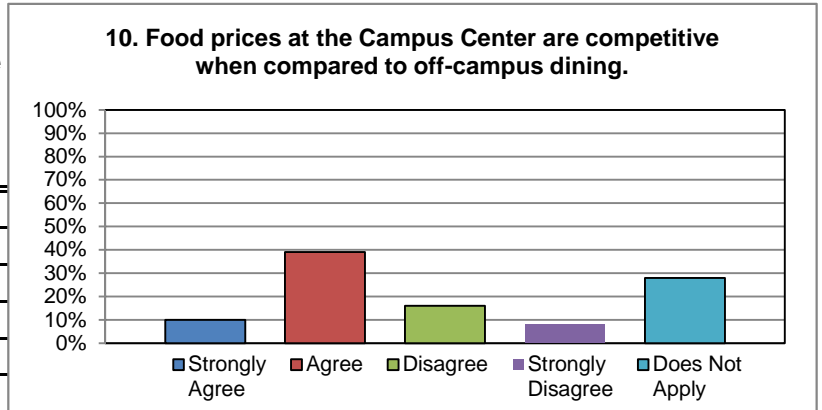
Response	N	%
Daily	19	10%
Weekly	39	21%
Monthly	73	40%
Never	53	29%
Total	184	100%



AUO Faculty and Staff Survey, Fall 2013

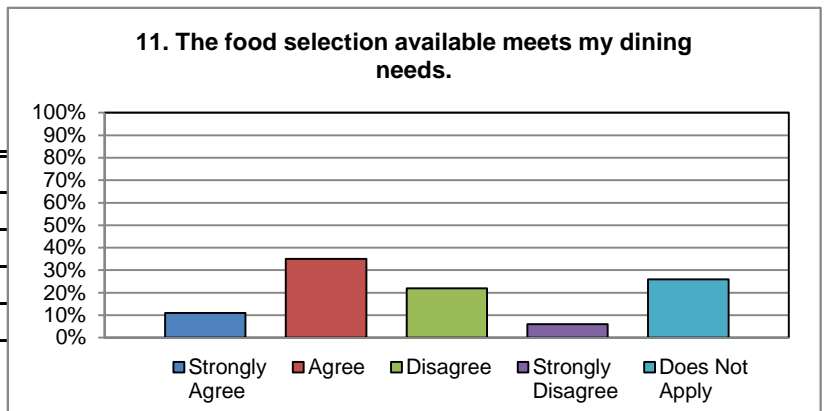
10. Food prices at the Campus Center are competitive when compared to off-campus dining.

Response	N	%
Strongly Agree	18	10%
Agree	71	39%
Disagree	29	16%
Strongly Disagree	14	8%
Does Not Apply	51	28%
Total	183	100%



11. The food selection available meets my dining needs.

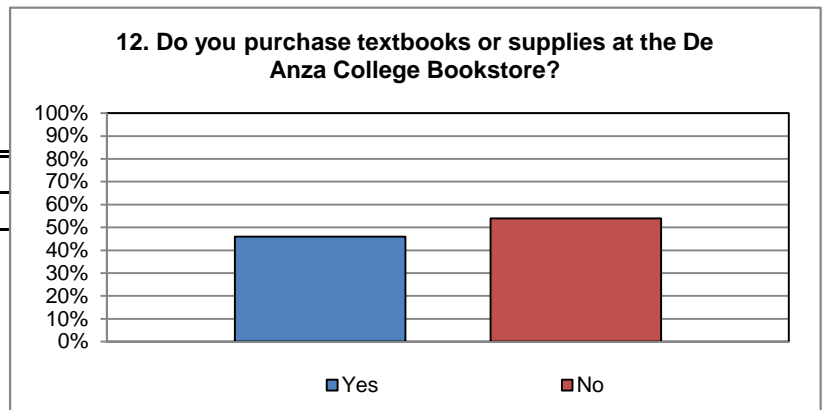
Response	N	%
Strongly Agree	20	11%
Agree	65	35%
Disagree	40	22%
Strongly Disagree	11	6%
Does Not Apply	48	26%
Total	184	100%



Bookstore:

12. Do you purchase textbooks or supplies at the De Anza College Bookstore?

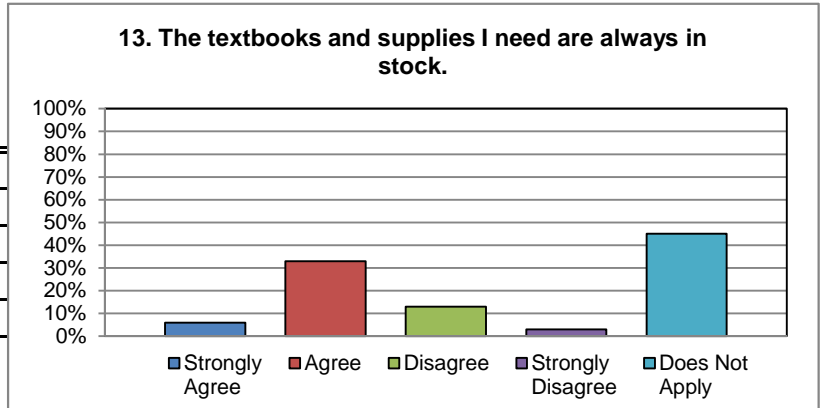
Response	N	%
Yes	84	46%
No	99	54%
Total	183	100%



AUO Faculty and Staff Survey, Fall 2013

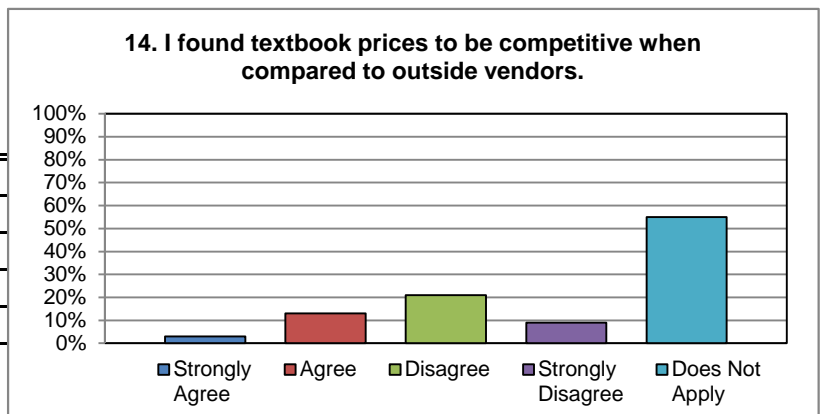
13. The textbooks and supplies I need are always in stock.

Response	N	%
Strongly Agree	10	6%
Agree	59	33%
Disagree	24	13%
Strongly Disagree	5	3%
Does Not Apply	80	45%
Total	178	100%



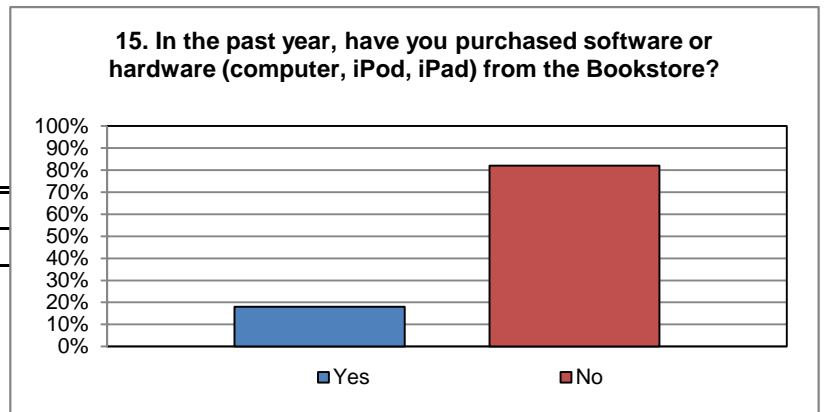
14. I found textbook prices to be competitive when compared to outside vendors.

Response	N	%
Strongly Agree	5	3%
Agree	23	13%
Disagree	37	21%
Strongly Disagree	16	9%
Does Not Apply	99	55%
Total	180	100%



15. In the past year, have you purchased software or hardware (computer, iPod, iPad) from the Bookstore?

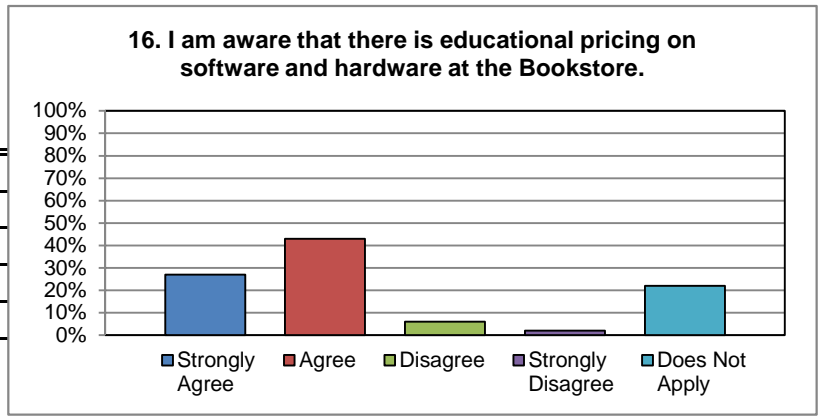
Response	N	%
Yes	32	18%
No	148	82%
Total	180	100%



AUO Faculty and Staff Survey, Fall 2013

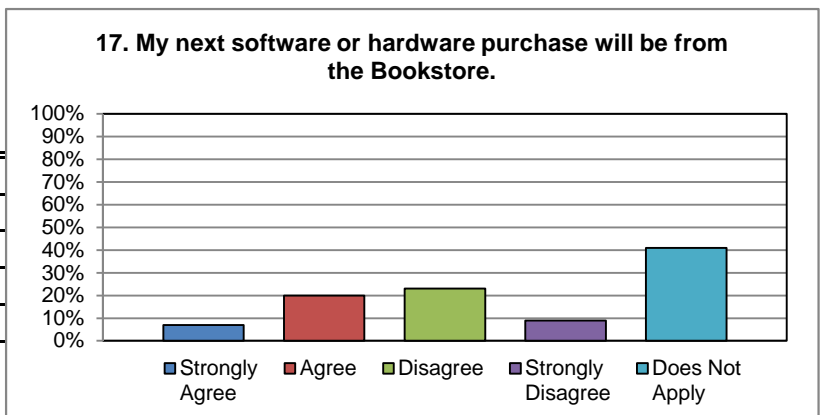
16. I am aware that there is educational pricing on software and hardware at the Bookstore.

Response	N	%
Strongly Agree	49	27%
Agree	77	43%
Disagree	11	6%
Strongly Disagree	4	2%
Does Not Apply	40	22%
Total	180	100%



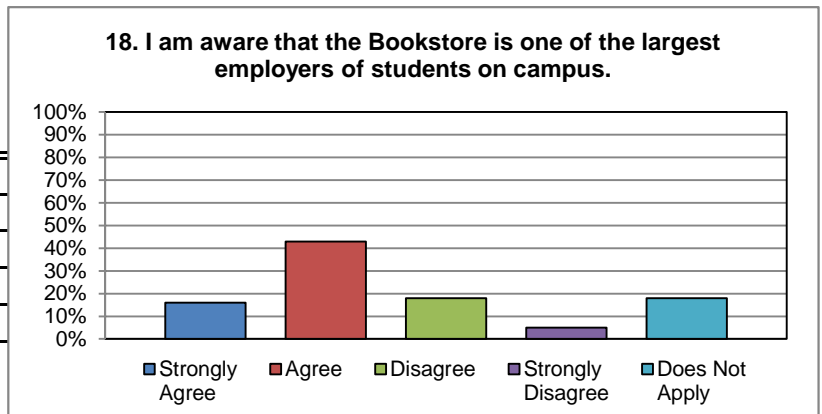
17. My next software or hardware purchase will be from the Bookstore.

Response	N	%
Strongly Agree	13	7%
Agree	35	20%
Disagree	41	23%
Strongly Disagree	16	9%
Does Not Apply	74	41%
Total	179	100%



18. I am aware that the Bookstore is one of the largest employers of students on campus.

Response	N	%
Strongly Agree	28	16%
Agree	78	43%
Disagree	32	18%
Strongly Disagree	9	5%
Does Not Apply	33	18%
Total	180	100%

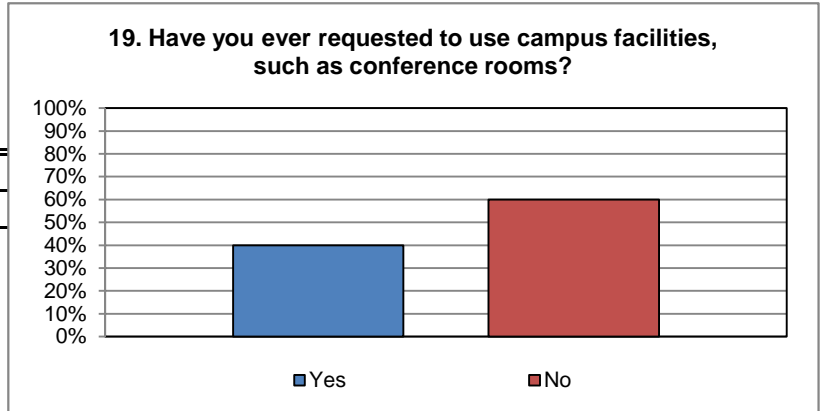


AUO Faculty and Staff Survey, Fall 2013

Facilities:

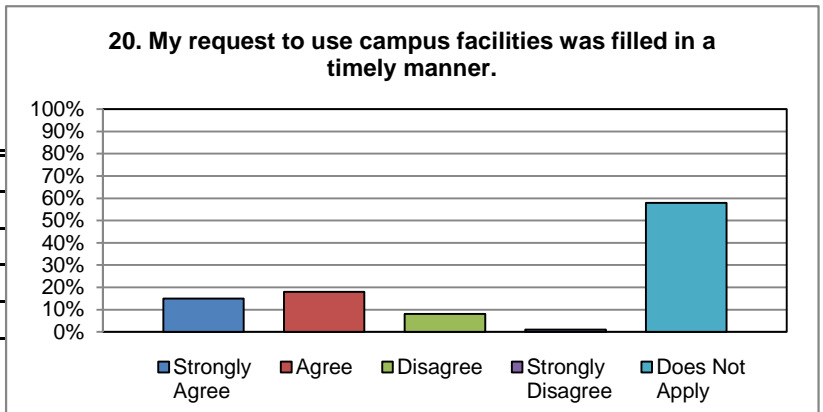
19. Have you ever requested to use campus facilities, such as conference rooms?

Response	N	%
Yes	73	40%
No	111	60%
Total	184	100%



20. My request to use campus facilities was filled in a timely manner.

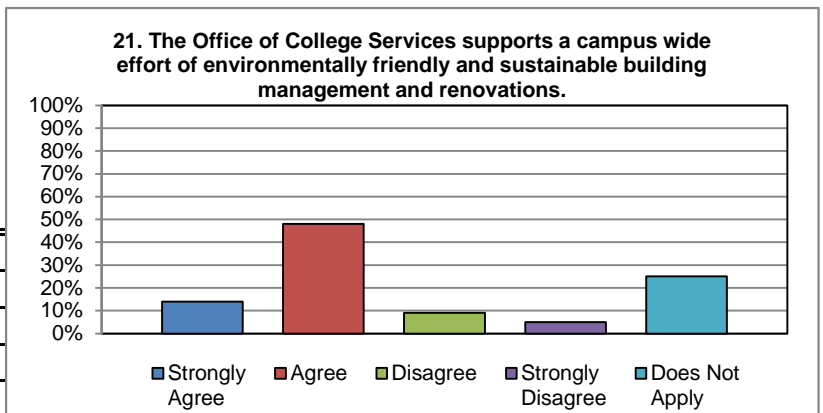
Response	N	%
Strongly Agree	27	15%
Agree	33	18%
Disagree	15	8%
Strongly Disagree	1	1%
Does Not Apply	104	58%
Total	180	100%



Office of College Services:

21. The Office of College Services supports a campus wide effort of environmentally friendly and sustainable building management and renovations.

Response	N	%
Strongly Agree	25	14%
Agree	88	48%
Disagree	16	9%
Strongly Disagree	9	5%
Does Not Apply	46	25%
Total	184	100%



AUO Faculty and Staff Survey, Fall 2013

22. The Office of College Services supports enhanced learning environments through planned space allocation (i.e. office space, department relocations, building keys, furniture selection).

Response	N	%
Strongly Agree	17	9%
Agree	72	39%
Disagree	38	21%
Strongly Disagree	15	8%
Does Not Apply	41	22%
Total	183	100%

