



## Introduction

**Dear Student,**

**In order to improve resources and services to students, the Office of Student Services in conjunction with the Office of Institutional Effectiveness (OIE) is conducting a voluntary, confidential survey to determine awareness, use, and satisfaction with the Office's offerings. Your feedback will be used to improve offerings.**

**This survey should take approximately 5 minutes to complete.**

**The survey will close at 4 pm \_\_\_\_\_.**

**Please contact OIE at [research@mccd.edu](mailto:research@mccd.edu) or by phone at (209)384-6370 with any questions regarding this survey.**

**Thank you for your participation.**

**Sincerely,  
Michael McCandless, EdD  
Vice President of Student Services  
[mccandless.m@mccd.edu](mailto:mccandless.m@mccd.edu)  
(209)384-6186**



## Awareness

1. Which of the following services/resources are you **aware** of? Please check all that apply.

- Admissions and Records
- Assessment Lab
- CalWORKs
- Campus Tours
- Career Center
- Counseling
- Disabled Student Program and Services (DSPS)
- Extended Opportunity Programs and Services (EOPS)
- Financial Aid
- Math Lab
- Office of Relations with Schools
- Student Health Services
- Study Central
- Transfer Center
- Tutorial Center
- Veterans Resource Center
- Welcome Center



## Usage

2. Which of the following services/resources have you **used**? Please check all that apply.

- Admissions and Records
- Assessment Lab
- CalWORKs
- Campus Tours
- Career Center
- Counseling
- Disabled Student Program and Services (DSPS)
- Extended Opportunity Programs and Services (EOPS)
- Financial Aid
- Math Lab
- Office of Relations with Schools
- Student Health Services
- Study Central
- Transfer Center
- Tutorial Center
- Veterans Resource Center
- Welcome Center



### Satisfaction

3. Please rate your satisfaction with the **service received** from each of the following.

|   | Very Satisfied        | Somewhat Satisfied    | Neither Satisfied nor Dissatisfied | Somewhat Dissatisfied | Very Dissatisfied     | Not used              |
|---|-----------------------|-----------------------|------------------------------------|-----------------------|-----------------------|-----------------------|
| Admissions and Records                            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Assessment Lab                                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| CalWORKs  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Campus Tours                                      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Career Center                                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Counseling  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Disabled Student Program and Services (DSPS)      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Extended Opportunity Programs and Services (EOPS) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Financial Aid                                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Math Lab  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Office of Relations with Schools                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Student Health Services                           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Study Central                                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Transfer Center                                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Tutorial Center                                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Veterans Resource Center                          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Welcome Center                                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

4. Please rate your satisfaction with the **hours** of each of the following.

|   | Very Satisfied        | Somewhat Satisfied    | Neither Satisfied nor Dissatisfied | Somewhat Dissatisfied | Very Dissatisfied     | Not used              |
|---|-----------------------|-----------------------|------------------------------------|-----------------------|-----------------------|-----------------------|
| Leshar Student Services Center (Admissions and Records, Assessment Lab, CalWORKs, Campus Tours, Career Center, Counseling, DSPS, EOPS, Office of Relations with Schools, Transfer Center, Welcome Center) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Financial Aid   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Math Lab  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Student Health Services   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Study Central   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Tutorial Center   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Veterans Resource Center  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |



Additional Comments

5. What **improvements** would you like in services and resources?

6. What **additional services or resources** would you like to have access to?

7. Please provide any additional comments on services and resources.



## Classification

8. Where do you take the **majority** of your classes (at least half)?

- Merced Campus
- Los Banos Campus
- Online
- Other (please specify)
- Off-campus site (e.g. BRC, Mariposa, Delhi, Livingston, Dos Palos)
- Don't know/decline to state

9. When do you **most frequently** take classes?

- Day
- Evening
- Mix of day and evening
- Other (please specify)
- Online
- Don't know/decline to state

10. Are you **currently** a full-time or part-time student?

- Full-time (12 units or more)
- Part-time (fewer than 12 units)
- Don't know/decline to state

11. What is your ethnicity?

- African American/Black
- American Indian/Alaskan Native
- Asian
- Filipino
- Hispanic
- Other (please specify)
- Pacific Islander
- White, Non-Hispanic
- Multi-ethnic
- Don't know/decline to state

12. What is your age?

- 19 or younger
- 20-24
- 25-29
- 30-34
- 35-39
- 40-49
- 50 or older
- Don't know/decline to state

13. What is your gender?

- Male
- Female
- Don't know/decline to state
- Other (please specify)





### Contact Information

14. Would you be interested in being part of a focus group?

Yes (please enter name and e-mail below)

No

15. Please provide your contact information if you would like us to contact you.

Name

Merced College Email

Phone



Thank you!

**Thank you for your participation. Your responses will be used to improve services and resources.**

**Sincerely,  
Michael McCandless, EdD  
Vice President of Student Services  
mccandless.m@mccd.edu  
(209)384-6186**