COLLEGE OF THE CANYONS
Santa Clarita Community College District
26455 Rockwell Canyon, Santa Clarita, CA 91355

Office of Institutional Development and Technology

10th Annual Student Survey: Student Services- Fall 2012

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Valencia Campus

The areas that received the highest level of agreement at the Valencia campus were receiving information on academic regulation, including academic honesty (79 percent), followed by nondiscrimination (76 percent), and acceptance of transfer credits (69 percent).

The areas with the lowest ratings of agreement at the Valencia campus were receiving information on grievance and complaint procedures (58 percent), followed by refund of fees (62 percent), and sexual harassment (63 percent).

Canyon Country Campus

The areas that received the highest ratings of agreement at the Canyon Country campus were receiving information on grievance and complaint procedures (64 percent), followed by refund of fees (66 percent), and sexual harassment and acceptance of transfer credits (74 percent, each).

The areas with the lowest ratings of agreement at the Canyon County campus were receiving information on grievance and complaint procedures (58 percent), followed by refund of fees (62 percent), and sexual harassment (63 percent).

Counseling Services

Respondents were asked to rate their level of agreement with Counseling services. As indicated in Table 4, receiving educational, personal, and program advisement in a courteous and supportive manner received the highest level of agreement at both campuses (VC – 74 percent and CCC – 73 percent). The service receiving the lowest level of agreement on both campuses was obtaining useful information on the counseling website pertaining to program requirements, transfer information, articulation agreements, and other resources to help prepare in educational goals (VC – 63 percent and CCC – 68 percent). At the Valencia campus, 67 percent of respondents were in agreement that they receive satisfactory services from the counseling office to assist in preparing for their academic goals, while 69 percent indicated this at the Canyon Country campus.

Table 4. Level of Agreement with Statements Regarding Counseling Services

<table>
<thead>
<tr>
<th>Statement</th>
<th>VC Fall 2012</th>
<th>CCC Fall 2012</th>
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<tbody>
<tr>
<td>In general, students receive educational, personal, and program advisement in a courteous and supportive manner.</td>
<td>74%</td>
<td>73%</td>
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<tr>
<td>Students receive overall satisfactory services from the counseling office to assist in preparing for their academic goal.</td>
<td>67%</td>
<td>69%</td>
</tr>
<tr>
<td>Students obtain useful information on the counseling website pertaining to program requirements, transfer information, articulation agreements, and other resources to help them prepare for their educational goal.</td>
<td>63%</td>
<td>68%</td>
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