



FOOTHILL COLLEGE

Institutional Research and Planning

DATE: June 28, 2017
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FROM: Lisa Ly, Acting College Researcher
RE: Spring 2017 Sunnyvale Center Student Services Survey

The purpose of the student services survey is to gauge Sunnyvale Center students' awareness about current student services, as well as obtain preliminary usage and interests for other student services not offered at the Center. The survey was administered on May 25 to June 9, 2017. The criteria for the survey respondent pool included: (1) enrolled in at least one face-to-face/hybrid section and (2) exclusively enrolled at the Center in fall 2016, winter 2017 or spring 2017. A total of 1,414 students were sent the online survey link, and 83 respondents completed the survey for a response rate of 6%.

Summary

- 71% (59) of respondents enrolled 1 term at the Center, 17% (14) enrolled 2 terms and 12% (10) enrolled 3 terms.
- Nearly half of respondents indicated they were not aware the Center offered Library, Accommodated Testing, Financial Aid or Media Center services.
 - Library: heard or used (49%) vs. did not know (51%)
 - Accommodated Testing: heard or used (51%) vs. did not know (49%)
 - Financial Aid: heard or used (51%) vs. did not know (48%)
 - Media Center: heard or used (52%) vs. did not know (48%)
 - Assessment Testing: heard or used (55%) vs. did not know (44%)
 - Tutoring Center: heard or used (56%) vs. did not know (43%)
 - Counseling: heard or used (58%) vs. did not know (42%)
 - Bookstore: heard or used (67%) vs. did not know (33%)
 - Admissions & Records: heard or used (86%) vs. did not know (15%)
 - Onizuka Café: heard or used (95%) vs. did not know (5%)
- Respondents reported they also used the following services at Foothill Main Campus: Admissions & Records, Bookstore and Counseling.
- Website or word of mouth from an instructor, dean or staff are the two primary sources in which respondents learned about most of the Center's student services. Onizuka Café is the only service that most respondents said they came across by walking through the building.
- Suggestion to improve the Center's student services included: better Admissions & Records information/communication, better signage for the Bookstore, and more food options and extended hours for the Onizuka Café.
- The top three services respondents would like to see offered at the Center are health, career and transfer services.

Number of Terms Enrolled at Center

- The majority of survey respondents enrolled at the Center for 1 term (71%), particularly the spring term.

Table 1: Academic Term Respondents Enrolled at Sunnyvale Center

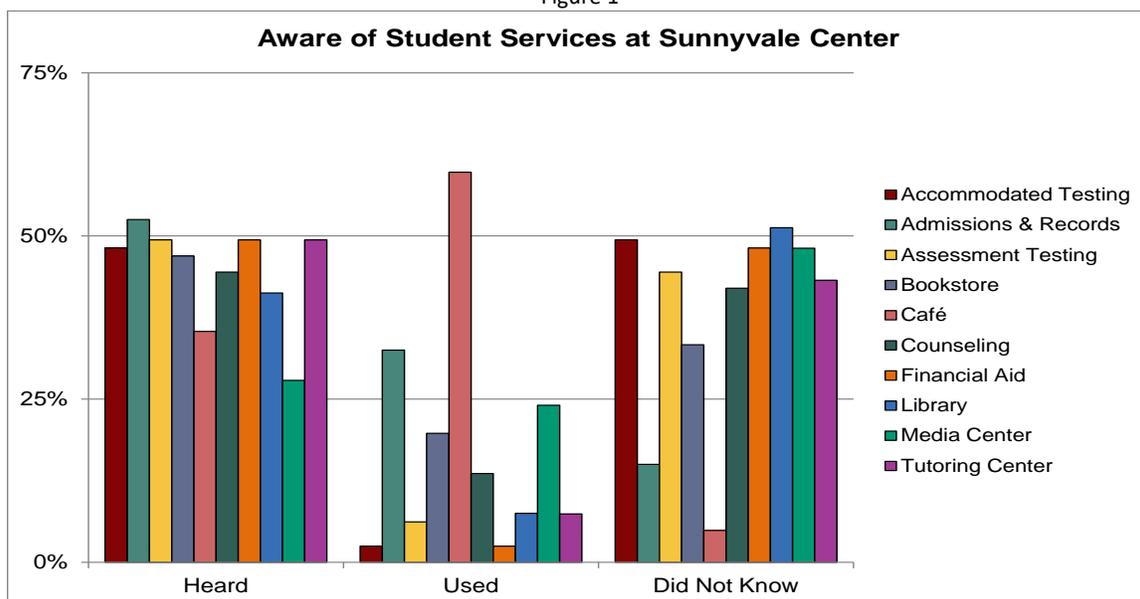
	HC	Percent
Enrolled 1 Term		
Fall 2016 Only	14	17%
Winter 2017 Only	16	19%
Spring 2017 Only	29	35%
Subtotal	59	71%
Enrolled 2 Terms		
Fall 2016, Winter 2017	5	6%
Fall 2016, Spring 2017	4	5%
Winter 2017, Spring 2017	5	6%
Subtotal	14	17%
Enrolled 3 Terms		
Fall 2016, Winter 2017, Spring 2017	10	12%
Subtotal	10	12%
Total	83	-

Aware of Student Services at Center

Respondents were provided a list of student services currently offered at the Center. For each service, they were given the following options to choose from: heard but have not used, used or did not know.

- Heard but have not used:** the top three services respondents indicated they heard but have not used include: Admissions & Records (53%), Assessment Testing, Financial Aid and Tutoring Center (each 49%) and Accommodated Testing (48%).
- Used:** the top three services respondents indicated they have used include: Onizuka Café (60%), Admissions & Records (33%) and Media Center (24%).
- Did not know:** the top three services respondents indicated they did not know was available at the Center include: Library (51%), Accommodated Testing (49%) and Financial Aid and Media Center (each at 49%).

Figure 1



Awareness data was further disaggregated by the number of terms enrolled at the Center. The assumption is that with more term enrollments, respondents have more opportunities to become aware of the student services.

- For most of the services, the percentage of respondents who indicated they did not know about a service decreased with each additional enrollment term. The exception is Library. Nearly half of those enrolled 1 term (47%) indicated they did not know about the Library compared to those enrolled 2 terms (57%) and enrolled 3 terms (67%).
- Admissions & Records (A&R) and Onizuka Café had about 50% or more respondents reporting usage with additional enrollment terms.
 - **A&R:** enrolled 1 term (27%), enrolled 2 terms (43%) and enrolled 3 terms (50%).
 - **Onizuka Café:** enrolled 1 term (50%), enrolled 2 terms (86%) and enrolled 3 terms (80%).

Table 2: Awareness of Student Services by Number of Terms Enrolled at Center

Current Student Services Offered at Center	Number of Terms Enrolled at Center							
	1 term		2 terms		3 terms		Total	
	HC	Percent	HC	Percent	HC	Percent	HC	Percent
Accommodated Testing								
I heard this service is offered	28	49%	7	50%	4	40%	39	48%
I have used this service	0	0%	1	7%	1	10%	2	2%
I did not know about this service	29	51%	6	43%	5	50%	40	49%
Subtotal	57	100%	14	100%	10	100%	81	100%
Admissions & Records								
I heard this service is offered	32	57%	6	43%	4	40%	42	53%
I have used this service	15	27%	6	43%	5	50%	26	33%
I did not know about this service	9	16%	2	14%	1	10%	12	15%
Subtotal	56	100%	14	100%	10	100%	80	100%
Assessment Testing								
I heard this service is offered	28	49%	7	50%	5	50%	40	49%
I have used this service	3	5%	1	7%	1	10%	5	6%
I did not know about this service	26	46%	6	43%	4	40%	36	44%
Subtotal	57	100%	14	100%	10	100%	81	100%
Bookstore								
I heard this service is offered	29	51%	6	43%	3	30%	38	47%
I have used this service	8	14%	4	29%	4	40%	16	20%
I did not know about this service	20	35%	4	29%	3	30%	27	33%
Subtotal	57	100%	14	100%	10	100%	81	100%
Café								
I heard this service is offered	26	45%	2	14%	1	10%	29	35%
I have used this service	29	50%	12	86%	8	80%	49	60%
I did not know about this service	3	5%	0	0%	1	10%	4	5%
Subtotal	58	100%	14	100%	10	100%	82	100%
Counseling								
I heard this service is offered	26	46%	5	36%	5	50%	36	44%
I have used this service	6	11%	3	21%	2	20%	11	14%
I did not know about this service	25	44%	6	43%	3	30%	34	42%
Subtotal	57	100%	14	100%	10	100%	81	100%

Table 2: Awareness of Student Services by Number of Terms Enrolled at Center (continued)

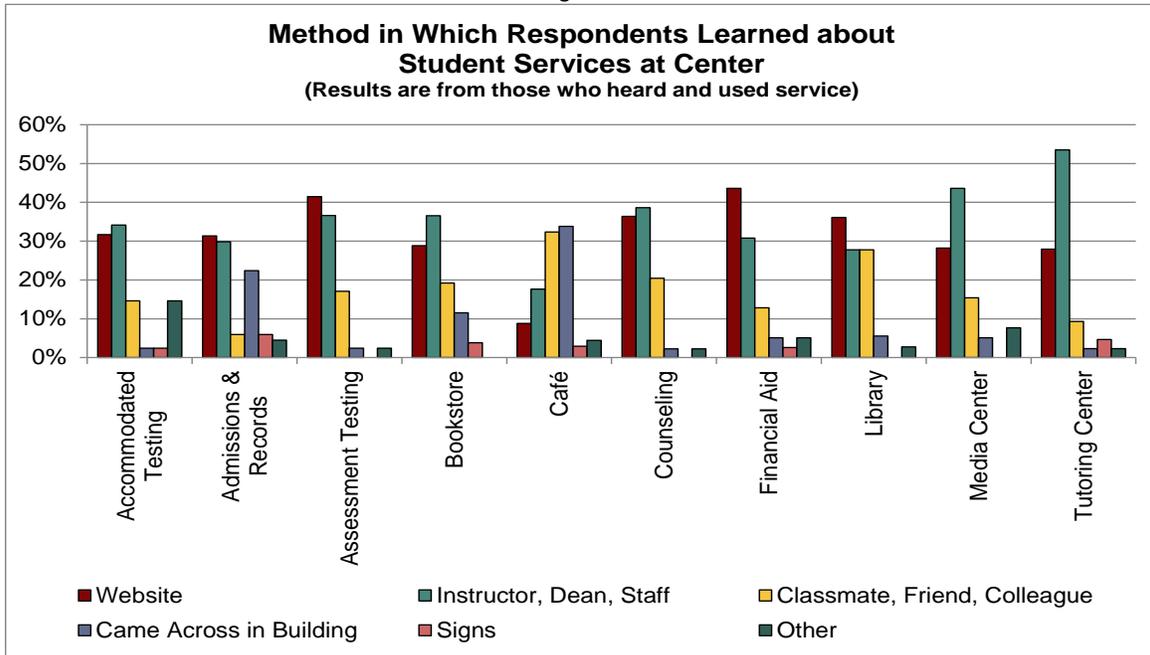
Current Student Services Offered at Center	Number of Terms Enrolled at Center							
	1 term		2 terms		3 terms		Total	
	HC	Percent	HC	Percent	HC	Percent	HC	Percent
Financial Aid								
I heard this service is offered	29	50%	8	57%	3	33%	40	49%
I have used this service	1	2%	1	7%	0	0%	2	2%
I did not know about this service	28	48%	5	36%	6	67%	39	48%
Subtotal	58	100%	14	100%	9	100%	81	100%
Library								
I heard this service is offered	25	44%	6	43%	2	22%	33	41%
I have used this service	5	9%	0	0%	1	11%	6	8%
I did not know about this service	27	47%	8	57%	6	67%	41	51%
Subtotal	57	100%	14	100%	9	100%	80	100%
Media Center								
I heard this service is offered	19	34%	1	7%	2	22%	22	28%
I have used this service	8	14%	7	50%	4	44%	19	24%
I did not know about this service	29	52%	6	43%	3	33%	38	48%
Subtotal	56	100%	14	100%	9	100%	79	100%
Tutoring Center								
I heard this service is offered	30	53%	7	50%	3	30%	40	49%
I have used this service	2	4%	1	7%	3	30%	6	7%
I did not know about this service	25	44%	6	43%	4	40%	35	43%
Subtotal	57	100%	14	100%	10	100%	81	100%

How Respondents Learned about Student Services at Center

Respondents who indicated they either heard or used a student service were prompted to share how they learned about each service. Survey respondents were given the following options to choose from: website, instructor/dean/staff, classmate/friend/colleague or other. Those who selected “other” were asked to specify, and based on responses, two other methods are being included in this report—came across in building and signage. The data for this section is further disaggregated by those who heard versus used the service (refer to [Appendix Table 6](#)).

- Overall, respondents indicated they heard about the majority of the Center’s student services from the website or from an instructor/dean/staff. There are two exceptions worth noting: Onizuka Café and Library.
 - **Onizuka Café:** The Café is the only service in which most respondents indicated they came across it while walking through the building, rather than learned about it from another person. Those who reported they heard of the Café from a person are more likely to learn about the Café from a classmate/friend/colleague (32%) than an instructor/dean/staff (18%).
 - **Library:** While most respondents indicated they learned about the Library from the website (36%), they are also just as likely to learn about this service from an instructor/dean/staff (28%) as well as a classmate/friend/colleague (28%).

Figure 2



Usage Frequency of Student Services at Center

Respondents who reported they used a service were prompted to provide the frequency of which they used the service in a given quarter at the Center.

- Onizuka Café received the most reported usage—4 or more times per quarter (66%).
- While most respondents said they used Admissions & Records and the Library once per quarter (about 74%), another 24% reported they used each of these service 2 to 3 times per quarter.
- All other student services were utilized about 1 time per quarter.

Table 3: Student Service Usage Frequency at Center

	1 time		2 to 3 times		4 to 5 times		6 or more times		Total	
	Count	Row %	Count	Row %	Count	Row %	Count	Row %	Count	Row %
Accommodated Testing	2	100%	0	0%	0	0%	0	0%	2	100%
Admissions & Records	19	73%	6	23%	1	4%	0	0%	26	100%
Assessment Testing	4	100%	0	0%	0	0%	0	0%	4	100%
Bookstore	10	67%	3	20%	1	7%	1	7%	15	100%
Café	6	12%	11	22%	14	29%	18	37%	49	100%
Counseling	10	91%	1	9%	0	0%	0	0%	11	100%
Financial Aid	1	100%	0	0%	0	0%	0	0%	1	100%
Library	3	75%	1	25%	0	0%	0	0%	4	100%
Media Center	9	50%	5	28%	0	0%	4	22%	18	100%
Tutoring Center	4	67%	0	0%	1	17%	1	17%	6	100%

Student Services Sunnyvale Center Respondents Visited/Used at Foothill Main Campus

Even though respondents are exclusively enrolled at Sunnyvale Center, they are not precluded to seek out services at Foothill Main Campus. Table 4 provides a list of the services respondents indicated they visited or used at Foothill.

- Regardless of the number of terms enrolled at the Center, Sunnyvale students are likely to seek out Admissions & Records (28%), Bookstore (25%) or Counseling (17%) at Foothill. For comparison (refer to table 2), respondents had reported they used the same services at the Center as follows: Admissions & Records (33%), Bookstore (20%) and Counseling (14%).

Table 4: Student Services Visited/Used at Foothill Main Campus

Foothill Main Campus	Number of Terms Enrolled at Sunnyvale Center							
	1 term		2 terms		3 terms		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Accommodated Testing	1	1%	1	6%	1	8%	3	3%
Admissions & Record	23	30%	5	28%	2	15%	30	28%
Assessment Testing	7	9%	1	6%	1	8%	9	8%
Bookstore	19	25%	4	22%	4	31%	27	25%
Counseling	13	17%	2	11%	3	23%	18	17%
Financial Aid	4	5%	0	0%	0	0%	4	4%
Media Center	1	1%	1	6%	1	8%	3	3%
Tutoring Center	6	8%	1	6%	0	0%	7	6%
Other	3	4%	3	17%	1	8%	7	6%
Total	77	100%	18	100%	13	100%	108	100%

How Students Services at Center can be Improved

Respondents were asked how the service they used could be improved.

- While some praises were provided, most suggestions centered on better Admissions & Records information/communication, better signage for the Bookstore, and more food options and extended hours for the Onizuka Café. For individual responses, see [Appendix Section A](#).

Other Student Services Desired at Center

The services that respondents indicated they would like offered at the Center include health (27%), career (23%) and transfer (21%) services. An “other” service requested is a lounge area as a respondent shared that students are asked to lower their voices in the Bookstore, Media Center and Tutoring Center.

Table 5: Students Services Respondents Would Like Offered at Center

	Count	Percent
Health services	34	27%
Career services	30	23%
Transfer services	27	21%
Student activities or affairs	18	14%
Associate student body (ASFC)	9	7%
Veterans services	7	5%
Other	3	2%
Total	128	100%

Open-Ended Feedback about Center

Survey respondents were asked to provide any other feedback regarding the Center. Refer to [Appendix Section B](#) for respondent feedback.

- Respondents commented the Center is clean, accessible and beautiful.
- Suggestions included improving on communication about all student services offered at the Center. Some respondents reiterated the Bookstore is difficult to locate and they would like Health Services to be offered at the Center.
- Respondents also mentioned the HVAC needs repair/recalibrating and bathrooms needs hand towels. It should be noted that HVAC and hand towels were previously mentioned in the [Fall 2016 Sunnyvale Center Student Survey](#) report.

Appendix

Table 6: Method in Which Respondents Learned about Student Services at Center

	Students who Heard or Used Student Services					
	Heard		Used		Total	
	HC	Percent	HC	Percent	HC	Percent
Accommodated Testing						
Website	12	31%	1	50%	13	32%
Instructor, dean or staff	13	33%	1	50%	14	34%
Classmate, friend or colleague	6	15%	0	0%	6	15%
Came across in building	1	3%	0	0%	1	2%
Signs	1	3%	0	0%	1	2%
Other (e.g. inquired at FH Main, syllabi)	6	15%	0	0%	6	15%
Subtotal	39	100%	2	100%	41	100%
Admissions & Records						
Website	12	29%	9	35%	21	31%
Instructor, dean or staff	13	32%	7	27%	20	30%
Classmate, friend or colleague	2	5%	2	8%	4	6%
Came across in building	8	20%	7	27%	15	22%
Signs	4	10%	0	0%	4	6%
Other (e.g. called to inquire, student at FH Main)	2	5%	1	4%	3	4%
Subtotal	41	100%	26	100%	67	100%
Assessment Testing						
Website	15	41%	2	50%	17	41%
Instructor, dean or staff	13	35%	2	50%	15	37%
Classmate, friend or colleague	7	19%	0	0%	7	17%
Came across in building	1	3%	0	0%	1	2%
Signs	0	0%	0	0%	0	0%
Other (e.g. inquired at FH Main)	1	3%	0	0%	1	2%
Subtotal	37	100%	4	100%	41	100%
Bookstore						
Website	11	30%	4	27%	15	29%
Instructor, dean or staff	14	38%	5	33%	19	37%
Classmate, friend or colleague	7	19%	3	20%	10	19%
Came across in building	4	11%	2	13%	6	12%
Signs	1	3%	1	7%	2	4%
Other	0	0%	0	0%	0	0%
Subtotal	37	100%	15	100%	52	100%
Café						
Website	4	17%	2	4%	6	9%
Instructor, dean or staff	4	17%	8	18%	12	18%
Classmate, friend or colleague	7	30%	15	33%	22	32%
Came across in building	8	35%	15	33%	23	34%
Signs	0	0%	2	4%	2	3%
Other (e.g. only place to purchase food)	0	0%	3	7%	3	4%
Subtotal	23	100%	45	100%	68	100%

Table 6: Method in Which Respondents Learned about Student Services at Center (continued)

	Students who Heard or Used Student Services					
	Heard		Used		Total	
	HC	Percent	HC	Percent	HC	Percent
Counseling						
Website	12	36%	4	36%	16	36%
Instructor, dean or staff	10	30%	7	64%	17	39%
Classmate, friend or colleague	9	27%	0	0%	9	20%
Came across in building	1	3%	0	0%	1	2%
Signs	0	0%	0	0%	0	0%
Other	1	3%	0	0%	1	2%
Subtotal	33	100%	11	100%	44	100%
Financial Aid						
Website	15	41%	2	100%	17	44%
Instructor, dean or staff	12	32%	0	0%	12	31%
Classmate, friend or colleague	5	14%	0	0%	5	13%
Came across in building	2	5%	0	0%	2	5%
Signs	1	3%	0	0%	1	3%
Other	2	5%	0	0%	2	5%
Subtotal	37	100%	2	100%	39	100%
Library						
Website	11	34%	2	50%	13	36%
Instructor, dean or staff	10	31%	0	0%	10	28%
Classmate, friend or colleague	9	28%	1	25%	10	28%
Came across in building	2	6%	0	0%	2	6%
Signs	0	0%	0	0%	0	0%
Other	0	0%	1	25%	1	3%
Subtotal	32	100%	4	100%	36	100%
Media Center						
Website	6	29%	5	28%	11	28%
Instructor, dean or staff	9	43%	8	44%	17	44%
Classmate, friend or colleague	3	14%	3	17%	6	15%
Came across in building	2	10%	0	0%	2	5%
Signs	0	0%	0	0%	0	0%
Other (e.g. inquired with front desk)	1	5%	2	11%	3	8%
Subtotal	21	100%	18	100%	39	100%
Tutoring Center						
Website	10	27%	2	33%	12	28%
Instructor, dean or staff	19	51%	4	67%	23	53%
Classmate, friend or colleague	4	11%	0	0%	4	9%
Came across in building	1	3%	0	0%	1	2%
Signs	2	5%	0	0%	2	5%
Other	1	3%	0	0%	1	2%
Subtotal	37	100%	6	100%	43	100%

A. Student Services: Suggested Improvements

Praises

Admissions & Record

- Fast acting.
- Great service and staff. Keep up the good work!

Bookstore

- I have only been once and that was to get scantron sheets, but it is really excellent to have access to the bookstore at this campus.

Media Center

- No suggestions thus far. Keep up the good work!

Suggested Improvements

Admissions & Records

- Better presence at the front counter. Often the employee was in the back office.
- Communicate to students that there is an office onsite in Sunnyvale.
- The process for enrollment can be made easier if the staff gives more information and if the payment system of both Foothill and De Anza becomes merged.
- They don't have much information. They asked me to call the main campus and seek for information.

Bookstore

- Provide better signage for students. I didn't know until I asked a café employee and she told me the bookstore was at the café.
- 1. Signage 2. Add'l supplies 3. Useful Reference material/resources for classes taught at the site - ask Instructors/students what they think would be useful 4. Maybe more space
- Clearer signage about where it is located. It's in the cafe, but not clear that it is located within the cafe.
- Make it visible to the public not through the cafe
- Maybe have a directory sign - without walking around it is hard to know what is where - to my knowledge there is NO identification about the BOOKSTORE (such as it is) I asked a person in the Admin office and it still didn't look like it so I asked the Cafe staff person.

Café

- There is limited food option, add more option.
- 1. more economical & healthy food selections (hot/cold) - some classes are very long and students end up eating dinner there - fast/junk food won't get purchased - standby options are far away 2. Ability to re-heat some food? 3. Extended hours 4. Add'l seating - table or 2
- More nutritious snacks at the counter would be nice.
- A little more variety of food. Snacks, pastries.
- Better selection of food and longer hours.
- Clear signage for hours of operation.
- Gluten free options.
- Have vegan options (they ran out of soy milk on more than one occasion).
- I can barely eat anything because I am vegetarian. Often times when I show up, there is no vegetarian options left. There is only one sandwich and one salad I can eat and only one item I want to eat. Because I come straight from work to a 6pm class, I depend on the cafe for dinner. I basically have no access to dinner when I take classes here.

- Improve the availability and reliability of food items - many people (including instructors) need to have dinner at the short 20m break and this cafe is the only option. At least 1-2 times a week the cafe is completely out of food items it is really inconsistent.
- It tends to be understaffed during the class break time.
- Later hours.
- More variety when it comes to food.
- The products offering is limited, too few products.
- To have more variety of pastries.
- more selections of food. the current selection is trash.
- Open on Saturdays.
- More vegetarian options.
- It's great, perhaps adding more lunch/dinner options.
- Line for bookstore and line for café.
- Maybe keep it open till 8pm.
- More staff.
- One time I needed an extra cup and the staff would not give me one unless I paid 50 cents. I had no change on me and they could not charge my card because it was under the card limit. I had already purchased a coffee. They were being so cheap about the cup and it was very frustrating. Two words: CUSTOMER SERVICE... I used to work in the food service industry for many years and I would never have given a customer this much trouble for a cheap cup. Other than that incident, my experiences there have been fine.

Library

- More advertisements about it. Students we want to have more access to books different kinds to increase our knowledge. We want reasonable prices for rent it. The personal please need to be more polite and attend students with courtesy when they have a question about any book. Thank you.

Media Center

- I do not like the pre-paid print account system. Let me pay for prints as I need them. I do not want to load my account with 10 dollars when I will only ever use maybe 1 or 2 through the course of an entire semester.
- To extend the open hours on Fridays.

B. Sunnyvale Center: Open-ended Feedback

Praises

Facilities

- Amazing new campus! Bring all Allied Health programs to this campus. More room to breathe.
- Beautiful and new. Great facility, great experience.
- I have had a pleasant experience at the Sunnyvale Center. No real qualms or complaints with the center.
- I liked this center because the facilities for students are amazing. The equipment arrangement in the classroom is very good and comfort for professors as well as students.
- I love the center, it can accommodate all of the EMT students, all of the instructors are there in one place and everyone is on the same page. Paramedics help EMT students, EMT students help EMR students. The amount of equipment is excellent and gives us the opportunity to have hands on learning. I love the center
- It's an easy assessable, comfortable and clean campus.
- Parking was awesome and the rooms are clean and well lit. Great chairs!
- The site is amazing and I'm glad it was built. Makes classes more accessible and easy to get to.

- This campus location is very convenient. I would love to be able to take all my classes there. It's hard to get to the main campus especially during the week.

Programs & Instructors

- The ESL program is very useful. I enjoy it and it would help me a lot.
- They have very excellent teachers specially one Miss Dave Bharti who is not only a teacher she like a counselor in every class. She encourages and pushes a lot to be successful in her classroom. Wonderful and very qualified teachers. Thank you.

Suggested Improvements

Student Services

- Being an adult working 46 yr old returning student typically taking evening courses, I feel like the many services stated in this email are not known to us the evening /weekend students. Perhaps more communication emails about services or maybe a community board on campus with info we can access after normal business hours.
- Health services would be huge. Most students don't know it exists at the main campus until they see it. So if they are at Sunnyvale, they would never know that they need to go to the main campus to seek the service.

Bookstore

- Better bookstore.
- I hear that there was a book store but I didn't see any. So it will be nice to have like a map or something to guide the students specially the new ones.

HVAC and Bathrooms

- Facilities, seating, supplies have been great - very clean & neat. HVAC needs work (at least on 1st floor) - instructors have to open doors to get cool/fresh air - rooms very stuffy. Bathrooms need hand towels, nose tissues - not many students use "air hand dryer" (studies show not healthy). Bathrooms are very clean.
- The heating and cooling system in this building is a mess - needs to be repaired or calibrated.
- Very nice facility however the AC/Heating doesn't seem to be on for weekend classes.
- WHAT in the HELL is that INCREDIBLY LOUD ventilation noise that's been going on the past few weeks? It makes as much noise as the Ames Wind Tunnel when it's on, causing a near-deafening level of noise in the main corridors. Classrooms then have to keep their doors closed, and because there's no air conditioning (how smart btw) it can get uncomfortably hot. Not to mention that when it finally turns off, it sounds like someone left a bag of cats with a bunch of loose bolts in the vents. This should be checked with a decibel meter, but the level of noise from the ventilation (and I HOPE that it is the ventilation) could be at near harmful levels, which makes it a risk for people in the facility. Regardless, it's an enormous distraction, and it makes Foothill's nice spotless facility sound like an industrial depot. This needs to be addressed. Thank you for reading this.
- Bathrooms need hand towels.

Instructors/Course Offerings

- Campus needs more teacher and class option.
- I'd be there again if I had the right teacher for the right class.
- I'd like additional child development classes-teaching English language learner's, cooking, music and movement, math and science, etc.
- More audio focused programs.
- Our instructor is not really proficient in teaching Linux, which puts a big obstacle in our way of perfecting ourselves in Linux. If the instructor is swamped or exchanged with one more experienced, it will definitely put a huge impact on entire class learning ability.

Spring 2017 Sunnyvale Center Student Services Survey

1. Indicate which term you took classes at Sunnyvale Center. Mark all that apply.

- Fall 2016 [branch to Q2]
- Winter 2017 [branch to Q2]
- Spring 2017 [branch to Q2]

[page break]

2. Did you enroll in at least one face-to-face or hybrid class in [Fall 2016] at Sunnyvale Center?

- Yes
- No

[page break]

3. Listed below are student services that are currently offered at Sunnyvale Center. Please indicate how familiar you are with each service.

	I heard this service is offered at Sunnyvale Center, but have not used it	I have used this service at Sunnyvale Center	I did not know this service is offered at Sunnyvale Center
Accommodated Testing (available for students with disabilities)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Admission & Records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessment/Placement Testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bookstore	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Café (Onizuka)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling/Academic Advising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Media Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[page break]

[Respondents who mark in Q3 they “heard” or “used” a service will receive Q4.]

4. How did you hear about [Admissions & Records] at Sunnyvale Center?

- Website
- Instructor, dean or staff
- Classmate, friend or colleague
- Other: Specify _____

[page break]

[Respondents who mark in Q3 they “used” a service will receive Q5 Q6]

5. How many times during the quarter do you visit or use [Admissions & Records] at Sunnyvale Center?

- 1 time
- 2-3 times
- 4-5 times
- 6 or more times

6. How could we make improvements to [Admissions & Records] at Sunnyvale Center?

[page break]

[All respondents will receive Q7-Q9]

7. What other student services would you like to see offered at Sunnyvale Center? Mark all that apply.

- Associate student body/Associated Students of Foothill College (ASFC)
- Career services
- Health services
- Student activities or affairs
- Transfer services (i.e. transferring to a four-year institution)
- Veterans services
- Other: Specify _____

8. Please provide any other feedback you would like us to know regarding your experience at Sunnyvale Center.

9. Did you visit or use any of the services at Foothill Main Campus (located in Los Altos Hills, CA) anytime this academic year? Mark all that apply.

- Accommodated Testing (available for students with disabilities)
- Admission & Records
- Assessment/Placement Testing
- Bookstore
- Accommodated Testing (available for students with disabilities)
- Counseling/Academic Advising
- Financial Aid
- Media Center
- Tutoring Center
- Other: Specify _____

[end of survey]