

DOCUMENT RESUME

ED 133 344

TM 005 929

TITLE Districtwide Needs Assessment. Final Project Report.

INSTITUTION San Diego Community Coll. District, Calif.

SPONS AGENCY Mott (C.S.) Foundation, Flint, Mich.

PUB DATE Sep 75

NOTE 136 p.; Report prepared by Office of Planning and Evaluation Services of San Diego Community College District

EDRS PRICE MF-\$0.83 HC-\$7.35 Plus Postage.

DESCRIPTORS Administrator Attitudes; Community Attitudes; *Community Colleges; *Community Surveys; Higher Education; Interviews; *Needs Assessment; Program Development; Questionnaires; Student Attitudes; Teacher Attitudes

IDENTIFIERS California (San Diego); *San Diego Community College District

ABSTRACT

This comprehensive, five-phased Needs Assessment Project brought together the collective input from the community, community leaders, current and former students, and the San Diego Community College District staff (faculty, administration, and support personnel). The purpose of the project was to develop valuable, objective input for the Board of Trustees and the District to assist them in developing programs, services, and facilities which meet the needs of the community it serves. The District is perceived by a consensus of the respondents as doing the best job in the areas of providing tuition-free education, convenient locations and times, pleasant environments for learning, general education, transfer programs to four-year institutions, vocational education, and educational opportunities for ethnic minorities. Faculty received the highest evaluation and administrators the lowest. Vocational education was recommended for expansion, specifically job placement services, career counseling, public transportation, and retraining adults for new careers. Former and current students rated their preparation for transfer to a four-year institution and for getting jobs extremely high. The majority of current students plan to transfer to a four-year institution. Preference for a semester system and positive attitudes toward tax-supported public higher education were agreed upon in the survey. (RC)

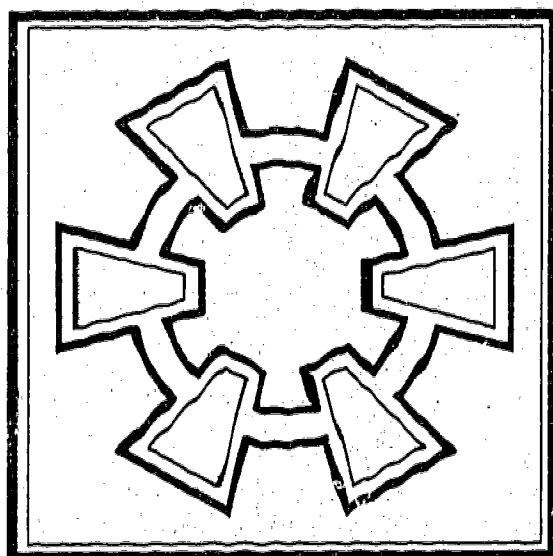
 * Documents acquired by ERIC include many informal unpublished *
 * materials not available from other sources. ERIC makes every effort *
 * to obtain the best copy available. Nevertheless, items of marginal *
 * reproducibility are often encountered and this affects the quality *
 * of the microfiche and hardcopy reproductions ERIC makes available *
 * via the ERIC Document Reproduction Service (EDRS). EDRS is not *
 * responsible for the quality of the original document. Reproductions *
 * supplied by EDRS are the best that can be made from the original. *

ED133344

DISTRICTWIDE NEEDS ASSESSMENT REPORT

U.S. DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
NATIONAL INSTITUTE OF
EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT THE NATIONAL INSTITUTE OF EDUCATION.



SAN DIEGO COMMUNITY COLLEGE DISTRICT

BOARD OF TRUSTEES

Gene French, President
Daniel B. Grady, Vice President
Richard L. Johnston
Charles E. Reid
Lou Ridgeway

Dale Parnell, Chancellor

3375 CAMINO DEL RIO SOUTH
SAN DIEGO, CA. 92108

TM005 929

SUMMARY

When almost 3,000 students, alumni, community residents, District staff members and community leaders tell you what they think of their community college system, you have a very clear idea of the image projected by that institution.

This was the task undertaken in late 1974 by the San Diego Community College District's office of Planning and Evaluation and it produced some interesting findings to aid the District in planning its future to meet the needs of the community.

The report will be used to help the San Diego Community College District develop an educational master plan. This requires an examination of the higher education needs of the community, with specific regard to usage of programs, services and facilities; modification of existing programs; public awareness; and their perception of how well the San Diego Community College District is meeting the educational needs of the community.

Face-to-face interviews and comprehensive questionnaires were used in polling nearly 9,000 individuals. As a result, responses were obtained from:

725 San Diego residents
154 selected community leaders
428 District staff members
965 District students
636 former District students

The results were presented in four separate reports, and are summarized in this final report.

The consensus of respondents was that the District is doing the best job in providing:

1. Tuition-free education
2. Convenient locations and times
3. Pleasant environments for learning
4. General education
5. Transfer programs to four-year institutions
6. Vocational education
7. Educational opportunities for ethnic minorities.

While District faculty, administrators and support personnel were generally rated favorably in terms of the job they are doing overall the faculty received the highest evaluation and the administrators the lowest.

Vocational education was recommended for expansion, specifically job placement services, job/career counseling, public transportation and retraining adults for new jobs/careers.

The respondents believe the District is doing a good job in meeting their needs and the needs of the community.

Continued on back cover

Continued from front cover

Highest priorities should be in the areas of:

1. Providing educational opportunities for the physically handicapped.
2. Training students to be citizens.
3. Pleasant environment for learning.
4. Training students to be wage earners.
5. Providing vocational education.

Former and current students rated their preparation for transfer to a four-year institution and for getting jobs extremely high. The majority of current students plan to transfer to a four-year institution.

In some areas groups were not in agreement on class preferences and there is generally a low usage of non-credit community services. Cut-backs in some broad District programs were recommended.

Points agreed upon in the survey included:

1. Preference for a semester system.
2. Positive attitude toward tax-supported public higher education.

San Diego is highly aware of the existence of the Community College District, and generally has a good understanding of the District's programs.

Members of the community have expressed concrete suggestions for the Board of Trustees and staff to aid them in their massive effort in outlining the growth of an educational program that is to anticipate and fill San Diego's needs.

San Diego Community College District
DISTRICTWIDE NEEDS ASSESSMENT
Final Project Report
Office of Planning and Evaluation Services
September, 1975

This publication was
made possible by a grant
from the Charles Stewart
Mott Foundation.

TABLE OF CONTENTS

I.	Introduction.....	1
II.	Abstract.....	3
III.	A Districtwide Needs Assessment.....	7
IV.	Participants.....	9
V.	Questionnaire Construction.....	11
VI.	Selection of the Sample.....	13
VII.	Data Collection Strategies and Procedures.....	15
VIII.	Results.....	17
	Section 1 -- How Well the San Diego Community College District is Doing in Specific Programs, Services, and Goals.....	17
	Section 2 -- How Well the Faculty, Administrators, and Non-Teaching Personnel are Performing in Meeting the Needs of the Students and the Community.....	23
	Section 3 -- Opinions Regarding Which Programs and Services Provided by the San Diego Community College District Should be Expanded, Stay the Same, or Cut Back.....	29
	Section 4 -- How Well the San Diego Community College District Meets the Needs of the Individual Respondents and the San Diego Community.....	33
	Section 5 -- Respondents' Priorities Regarding Those Programs, Services, and Goals Which Should be Considered Most and Least Important for the San Diego Community College District to Pursue.....	35
	Section 6 -- How Well the San Diego Community College District is Preparing People For Jobs and For Transfer to a Four-Year Institution.....	43
	Section 7 -- Respondents' Usage of the Services, Programs, and Facilities of the San Diego Community College District.....	47
	Section 8 -- Awareness, Preferences, and Opinions with Regard to Selective General Dimensions of the San Diego Community College District.....	51

Table of Contents
continued

Section 9 -- Other Areas of Interest Including Attitudes Toward the Semester and Quarter System, Tax-Supported Higher Education, Difficulties of Students in Taking District Classes, Students' Future Plans, and Community College Staff Perceptions of Their Relationship and Satisfaction With the District..... 63

IX. Implications for Further Research..... 69

Appendices

A. Committee Worksheet and Instructions Regarding Questionnaire Construction..... 71

B. Actual Needs Assessment Questionnaire Used in This Study..... 85

C. Specific Community Survey Interviewer Selection and Potential Sources of Error..... 121

D. The Relationship Between Those Programs, Services, and Goals of the San Diego Community College District Which Each Respondent Considered Most Important and How Well the District Was Perceived in Doing Them..... 127

LIST OF TABLES

Table 1	- The Comparative Ranking of the Respondents' Perceptions of the Best Jobs Being Done by the San Diego Community College District with Regard to Specific Programs and Services.....	21
Table 2	- The Comparative Ranking of the Respondents' Perceptions of the Worst Jobs Being Done by the San Diego Community College District with Regard to Specific Programs and Services.....	22
Table 3	- Respondents' Perception with Regard to the Kind of Job the Teaching Faculty of the San Diego Community College District is Doing.....	27
Table 4	- Respondents' Perception with Regard to the Kind of Job the Administrators of the San Diego Community College District are Doing.....	27
Table 5	- Respondents' Perception with Regard to the Kind of Job the Non-Instructional Employees of the San Diego Community College District are Doing.....	27
Table 6	- Respondents' Ranked Perceptions with Regard to Attitudes Toward those Programs and Services Currently Provided by the San Diego Community College District Which Should Be Expanded.....	28
Table 7	- Respondents' Ranked Perceptions with Regard to Attitudes Toward Those Programs and Services Currently Provided by the San Diego Community College District Which Should be Cut Back.....	31
Table 8	- Responses to the Question: "How good a job do you feel the colleges and adult centers in the San Diego Community College District are doing to meet your own needs?".....	31
Table 9	- Responses to the Question: "How good a job do you feel the colleges and adult centers in the San Diego Community College District are doing to meet the needs of the citizens of the community?".....	32

Table 10	- Responses to the Question: "What kind of a relationship does the San Diego Community College District have with the Community?"	32
Table 11	- The Comparative Ranking of the Respondents' Highest Priorities with Regard to the Programs, Services, and Goals of the San Diego Community College District	39
Table 12	- The Comparative Ranking of the Respondents' Lowest Priorities with Regard to the Programs, Services, and Goals of the San Diego Community College District	41
Table 13	- Distribution of Responses by Former and Continuing Students to Questions Regarding the Adequacy of Job Preparation Given Them by the San Diego Community College District	45
Table 14	- Distribution of Responses by Former and Continuing Students to Questions Regarding the Adequacy of Preparation for Transfer to a Four-Year College Given Them by the San Diego Community College District	45
Table 15	- Distribution of Responses by Former and Continuing Students to Questions Regarding Their Perceptions and the Realities of Finding a Job or Transferring to a Four-Year College after Completing Their Program at SDCC	46
Table 16	- The Comparative Ranking of the Respondents' Usage of the Non-Credit Community Services Offered by the San Diego Community College District -- Most Used Community Services	49
Table 17	- The Comparative Ranking of the Respondents' Usage of the Non-Credit Community Services Offered by the San Diego Community College District -- Least Used Community Services	50
Table 18	- Responses to the Question: "Have you or any member of your immediate family taken or are presently taking a course at any of the schools of the San Diego Community College District, including their adult schools?"	50
Table 19	- Distribution of Responses With Regard to the Community and Community Leaders' Knowledge about the San Diego Community College District	56
Table 20	- Responses to the Question: "Which of the following colleges are a part of the San Diego Community College District?"	57

Table 21	- Responses to the Question: "Which of the following kinds of education usually are provided by a community college?"	58
Table 22	- Responses to the Question: "If you were interested in learning a trade or vocational skill, where would you prefer to attend?"	59
Table 23	- Responses to the Question: "If you decided to take an adult non-credit course, where would you prefer taking the class?"	60
Table 24	- Responses to the Question: "If you were to take some sort of a class at one of the Community Colleges, which of the following would you prefer?"	61
Table 25	- Distribution of Responses with Regard to Rating the San Diego Community College District's Campuses for the General Appearance of their Buildings and Grounds.	62
Table 26	- Distribution of Responses with Regard to the San Diego Community College Staff and Continuing Students' Preferences for Working/Attending School Under the Quarter System or the Semester System	65
Table 27	- Responses to the Question: "What is your attitude toward tax-supported public higher education today?" ...	65
Table 28	- Distribution of Responses by Continuing Students to Questions Regarding Difficulties in Taking Courses in the San Diego Community College District	66
Table 29	- Distribution of Responses to Questions Regarding the San Diego Community Colleges Continuing Students' Future Plans	67
Table 30	- Distribution of Responses by SDCC Staff to Questions Regarding Their Relationships with the San Diego Community College District	68

INTRODUCTION

An educational needs assessment is a scientific management tool which provides current data upon which educational program planning and management decisions can be made. As such, it is also a basis for determining priorities and provides for public accountability by documenting the degree to which the management decisions which are made result in programs which meet the needs of the community.

The comprehensive, five-phased Needs Assessment Project completed by the San Diego Community Colleges' Office of Planning and Evaluation Services has brought together the collective input from every partner in the educational process--the community, community leaders, the students (both former and current), and the Community College staff (faculty, administration, and support personnel). By the use of comparative analysis and various reconciliation strategies, the San Diego Community College District may be better able to develop programs, facilities, and services which are consistent with the needs of those it serves.

For additional information contact the office of Planning and Evaluation Services, Telephone 280-7610, Ext. 194.

ABSTRACT

The comprehensive, five-phased Needs Assessment Project has brought together the collective input from every partner in the educational process-- the community, community leaders, current students, former students, and the District staff (faculty, administration, and support personnel). The purpose of the project was to develop valuable, objective input for the Board of Trustees and the District to assist them in developing programs, services, and facilities which meet the needs of the community it serves.

Data for the project were acquired through the utilization of face-to-face interviews and comprehensive questionnaires. Participation was obtained from 725 randomly selected members of the general San Diego community, 154 selected community leaders, 428 District staff, and 965 continuing students and 636 former students. The data were presented in four separate reports, and summarized in this Final Project Report.

Although there are some very definite areas for improvement and re-evaluation mentioned, the San Diego Community College District is perceived by a consensus of the respondents as doing the best job in the areas of providing tuition-free education, convenient locations and times, pleasant environments for learning, general education, transfer programs to four-year institutions, vocational education, and educational opportunities for ethnic minorities.

The San Diego Community College faculty, administrators, and support personnel are generally rated favorably by respondents in terms of the job they are doing. Overall, the faculty received the highest evaluation and the administrators the lowest.

Although the respondents indicated that "cutting back" might be suitable in some areas, many current District programs were recommended for expansion, especially in the area of vocational education. A consensus of the respondents mentioned job placement services, job/career counseling, public transportation, and retraining adults for new jobs/careers most often in this regard.

A majority of the respondents felt the San Diego Community College District was doing a good or very good job in meeting their own particular needs. A majority of the respondents also felt that the District did a good or very good job in meeting the needs of the citizens of the community. Further, the San Diego Community Colleges was generally perceived as having a good relationship with the community it served.

Based on the cumulative findings, a consensus of the respondents believe that the highest priorities of the District should be in the areas of providing educational opportunities for the physically handicapped and training students to be citizens. Offering a pleasant environment for learning, training students to be wage earners, and providing vocational education were also highly ranked consensus priorities. The lowest priorities for the District seemed to be in the areas of providing Sunday classes, training students to be scholars, and offering co-curricular activities.

Former students gave the District extremely high marks regarding the adequacy of preparation given them for transfer to a four-year institution and for getting jobs. Current students also gave the District consistently high marks in this area. Even more importantly, an overwhelming majority of the former students were able to find a job or transfer after completing their District programs.

There seemed to be a generally low overall usage of District non-credit community services by the responding groups. Of these groups, the District staff provided the most consistent use.

Overall, the San Diego Community College District seemed to be a highly visible and fairly well understood resource for the community. Most of those responding were able to identify those colleges which are part of the District, and they also seemed knowledgeable about the types of education provided by community colleges. Both the community and community leaders showed definite although sometimes conflicting preferences for where they would prefer to attend to learn a trade or vocational skill, where they would like to attend an adult education non-credit course, and the general types of classes they would prefer to attend at one of the Community Colleges.

There was a marked consistency of responses between the District's staff and students in terms of preferences for working or attending school under the semester system. Each of the responding groups queried felt a very positive attitude towards tax-supported public higher education today. In terms of difficulties in taking courses in the San Diego Community College District, very few serious barriers presented themselves to District continuing students. Regarding the continuing students future plans, a majority planned to transfer to a four-year institution. In terms of their relationship with the San Diego Community College District, the District staff seemed to have differing feelings.

A DISTRICTWIDE NEEDS ASSESSMENT

Planning best starts with the identification of needs. An educational need is defined as the measurable discrepancies (or gaps) between perceived current outcomes and desired outcomes for each of the partners of the educational process (learners, educators, and the community). A needs assessment provides the planner with information necessary for making decisions in regard to planning District programs, facilities and services which best meet the needs of the community.

Although sometimes complicated by technical terms and often developed from elaborate theory, a needs assessment is actually a fairly simple process. In its most complicated form it is nothing more than an educational "market analysis". In its simplest form it is a matter of asking people rather basic questions regarding their educational needs.

In trying to meet the needs of our community, our college district might be viewed as a sort of "business". That is, it has a labor force (instructors, counselors, administrators, clerical personnel, etc.). It also has a product--its graduates and trainees. However, the community college is unique as a "business" in that it does not exist simply to produce profit nor does its existence depend completely upon consumers who are willing to buy its products. Therefore, when removed from the accountability factor inherent in profit and loss, an alternative must be found--an alternative that will ensure the District is serving the needs of its clients.

Needs assessment, if properly done, can (1) determine a process for identifying and documenting valid measurable objectives, (2) provide a

realistic, empirical basis for the selection of programs and resources, and (3) provide measurable criteria for evaluation of educational programs, projects, and services. Currently, the planning and evaluation of District educational programs is based primarily on select advisory groups and professional judgment. In order to increase the validity, reliability, and accountability of the District's decision-making process, the purpose of this project has been to conduct a districtwide educational needs assessment.

THE PARTICIPANTS

In a formal needs assessment application it is essential that all groups possessing relevant information be questioned. Thus, our first task was to identify those groups. For the purpose of this study, the following groups were identified and selected as sources of input:

1. The Community--residents not attending the college but living within its boundaries.
2. Current Students--members of the community currently enrolled within the San Diego Community College District.
3. Former Students--students previously enrolled within the District who had received degrees or certificates and who had gone on to other schools or entered the labor market.
4. The Community College Staff--all monthly employees of the San Diego Community College District including instructors, administrators, clerical personnel, support personnel, etc.
5. Community Leaders--members of the community identified as opinion leaders because of their positions in business, education, government, religion, etc.

Having identified those groups of participants possessing information essential to the formal needs assessment, the next step in developing the study was the creation of questionnaires applicable to each of the above-mentioned groups.

QUESTIONNAIRE CONSTRUCTION

Initial input was obtained by employing two outside professional consultants who provided general information regarding questionnaire construction. A committee of community college staff members was formed which would be representative of all interest groups within the District. Its purpose was to seek the group's collective ideas regarding the types of questions to be included in the needs assessment questionnaires. (A copy of the first memo sent to this committee and a sample of the work sheet used in that meeting are contained in Appendix A).

In addition to receiving input from these two sources, an expert in the area of public relations was consulted regarding general survey techniques and questionnaire construction.

After all recommendations were reviewed, actual questionnaire construction began based upon the following informational needs:

Current students ... you've selected our college. How might our programs be improved to reflect your needs?

Former students ... you've experienced our programs. How do you rate the training and education you received?

Community ... your tax dollars help support our college. What programs would you like us to offer? What can we do to make our services more readily available to you?

Staff ... you're our delivery system. You have direct contact with our students. What are your perceptions of the needs of those students and the needs of the community from which they come?

As a result of these considerations, specific questionnaires were developed for:

1. the general community
2. community leaders

3. the staff of the Community College District
4. current students
5. former students (graduates)

Copies of all questionnaires used in this study are contained in

Appendix B.

SELECTION OF THE SAMPLE

Community: The sample to be surveyed from this population was determined by an outside consultant sociologist. One adult resident was to be surveyed from each of the pre-selected residences in randomly selected San Diego census tracts.

Community Leaders: Determination of the specific sample population was made by evaluating information provided by (1) outside consultants utilizing standard sociological indices, (2) existing studies on the San Diego community by local universities and colleges, and (3) various citizen advisory groups. A cumulative sample was specified and surveyed.

San Diego Community College Staff: For the purposes of this study, it was determined that all regular monthly employees of the District (including faculty, administration, and support personnel) would be surveyed.

San Diego Community College Continuing (Current) Students: Approximately five thousand current students were randomly selected and surveyed. From this data base, a stratified sample of 965 was determined and utilized.

San Diego Community (Former) Students: The sample from this population was determined by identifying and surveying those students who most recently (within the past six months) received degrees or certificates from the District.

DATA COLLECTION STRATEGIES AND PROCEDURES

The data for the Community segment of the study were obtained from face-to-face interviews with 725 adult residents at pre-specified residences in randomly selected census tracts in the City of San Diego. Interviews were conducted by students of a special two-unit, ten-week class in public opinion and polling at Mesa College (See Appendix C, p. 121). When the interview could not be obtained from the selected residence, the interviewers were instructed to go on to the next residence to their right; if unsuccessful there, they went to the residence immediately to the left of the target residence.

A pre-test in the field of the interview questionnaire was completed involving 50 randomly selected San Diego adult residents. The purpose of the pre-test was to assess the questions for ambiguity and relevancy, and to examine the time taken to complete a successful interview. On the basis of the pre-test, certain items were eliminated because of low priority relevancy as the interview time seemed beyond the limits of good interviewer/interviewee rapport. A final revision of the interview questions was made by members of the District staff, members of the Board of Trustees, and an outside marketing and public relations consultant. The resultant final interview schedule was utilized by trained interviewers to eliminate possible sources of error and data was collected for analysis.

The data for the Community Leaders segment of the study were obtained by sampling a specified population of 285 community leaders by means of a mailed questionnaire. The items and format were designed to provide a maximum consistency and comparability with the Community interview schedule. Of those sampled, 154 questionnaires (54 percent) were returned and the resultant data tabulated.

The data for the San Diego Community Colleges' Staff segment of the study were obtained from surveying all monthly employees of the District (faculty, administration, and support staff). A self-administered questionnaire was sent by inter-office mail to 1124 employees. Of those surveyed, 428 questionnaires (38 percent) were returned and the data were collected for analysis.

The data for the Community Colleges' Former Students segment of the survey were obtained by identifying and surveying those most recent graduates of the District by means of a mailed questionnaire. The former students questionnaire, however, contained only nine selected questions (of which four were demographic) from the basic needs assessment questionnaire. These selected questions were printed on a self-addressed postage-paid card for easy return. Of the 1669 former students surveyed 636 (38 percent) returned questionnaires. It should be noted that a significant percentage of the surveyed sample could no longer be reached at their mailing addresses. Therefore, for those deliverable questionnaires, a much higher return response rate was noted.

The data for the Community Colleges' Continuing (Current) Students segment of the survey were obtained by distributing questionnaires to a random sample of classes within each major educational category in the District (college and adult education students; site location; day and evening students; arts and sciences and vocational education students, etc.). As a result, approximately five thousand questionnaires were returned. A stratified sample was determined from this data base, and the responses from 965 questionnaires were tabulated.

RESULTS

Important areas of comparison are summarized and analyzed in each of the following nine sections:

Section 1

How Well the San Diego Community College District is Doing in Specific Programs, Services, and Goals

Overall, there was a noticeable consistency in the answers of three of the four responding groups, especially with regard to identifying those programs in which the District is doing the best job (Table 1). Only the Community Leaders showed any variation from a central trend of response.

The Community had a fairly high regard for how well the District is doing in terms of the specified programs, services, and goals. The Community had its highest estimations for the District's providing convenient locations (58 percent rating it "good" or "very good"), providing a pleasant environment for learning (56 percent), and for providing a tuition-free education (53 percent). Other highly ranked categories included: providing vocational education, providing educational opportunities for ethnic minorities, providing general education, and for providing transfer programs to four-year colleges or universities.

The San Diego Community College Staff had a significantly higher general regard for the job the District is doing. The Staff felt that the District was doing the best job in the areas of providing a tuition-free education (82 percent rating it "good" or "very good"), providing convenient locations (74 percent), providing general education (71 percent), providing vocational education (68 percent), and providing educational opportunities for ethnic minorities (63 percent).

The San Diego Community College Continuing Students confirmed the Staff's high regard for the job the District is doing in specified areas. It is interesting to note the consistency between their rankings. The students had their highest estimations for the District's providing a tuition-free education (70 percent rating it "good" or "very good"), providing convenient locations (67 percent), providing a pleasant environment for learning (61 percent), providing general education (54 percent), and for providing vocational education (45 percent).

The Community Leaders differed significantly in responses from the other groups. They professed a markedly higher lack of knowledge concerning the job the District is doing in specific areas. The Community Leaders held their highest ratings for the District's providing transfer programs to four-year institutions (38 percent rating it "good" or "very good"), providing late afternoon and evening classes (36 percent), providing learning opportunities for all adults regardless of educational backgrounds (35 percent), advertising their programs (33 percent), and for providing educational opportunities for ethnic minorities (32 percent).

The individual breakdowns for each of the four responding groups with respect to perceptions of specific areas is found in Appendix D. It is important to note that if the possible response choices were limited to only those expressing an opinion (eliminating the "don't know" response), all of the above categories would have a majority of the respondents judging them as "good" or "very good".

A consensus ranking of the respondents' perceptions of the best jobs being done by the San Diego Community College District shows that providing a tuition-free education and providing convenient locations have the highest

regard. Also highly rated (in priority order) were: providing a pleasant environment for learning, providing a general education, and providing transfer programs to four-year institutions.

With respect to the poorest jobs being done by the District in specific programs and services, no responding group identified a category which the majority or even one-third of the respondents felt was being done unsatisfactorily (Table 2). Several categories, however, did have more than 20 percent of the respondents who were dissatisfied. The Community College Staff felt the greatest deficiency, with three categories singled out: providing Sunday classes (31 percent rating it as "poor"), providing job placement services (26 percent), and providing Saturday classes (22 percent). The Community only called attention to one category: providing Sunday classes (25 percent).

If, in this particular case, the scope is widened to combine both a response of "fair" and of "poor" in respect to the poorest jobs being done by the District, an interesting pattern emerges. The Community held their lowest ratings for the District's training students to be citizens (45 percent rating it to be a "fair" or "poor" job), training students to be parents (34 percent), training students to be wage earners (33 percent), training students to be learners (33 percent), and training students to be scholars (33 percent),

The Community Leaders held their lowest estimations for the District's offering a tuition-free education (37 percent rating it to be a "fair" or "poor" job), providing vocational and job counseling (34 percent), providing late afternoon and early evening classes (29 percent), and offering transfer programs to four-year institutions (28 percent).

The San Diego Community Colleges' Staff held their lowest judgments for the District's offering job placement services (50 percent rating it to be a

"fair" or "poor" job), offering a pleasant environment for learning (49 percent), providing vocational and job counseling (48 percent), and training students to be mentally healthy (46 percent).

The Community Colleges' Continuing Students held their lowest perceptions for the District's training students to be scholars (35 percent rating it to be a "fair" or "poor" job), training students to be generally knowledgeable and be able to survive (34 percent), training students to be good neighbors (34 percent), training students to be learners (33 percent), and training students to be citizens (33 percent).

TABLE 1

The Comparative Ranking of the Respondents' Perceptions of the Best Jobs Being Done by the San Diego Community College District with Regard to Specific Programs and Services

<u>Community</u>	<u>Percentage "Good" or "Very Good"</u>
1. Providing convenient locations	58%
2. Providing a pleasant environment for learning	56%
3. Providing a tuition-free education	53%
4. Providing vocational education	48%
Providing educational opportunities for ethnic minorities	
Providing general education	
5. Providing transfer programs to four-year colleges or universities	47%
 <u>Community Leaders</u>	
1. Providing transfer programs to four-year colleges or universities	38%
2. Providing late afternoon and evening classes	36%
3. Providing learning opportunities for all adults regardless of educational background	35%
4. Advertising their programs	33%
5. Providing educational opportunities for ethnic minorities	32%
 <u>SDCC Staff</u>	
1. Providing a tuition-free education	82%
2. Providing convenient locations	74%
3. Providing general education	71%
4. Providing vocational education	68%
5. Providing educational opportunities for ethnic minorities	63%
 <u>SDCC Continuing Students</u>	
1. Providing a tuition-free education	70%
2. Providing convenient locations	67%
3. Providing a pleasant environment for learning	61%
4. Providing general education	54%
5. Providing vocational education	45%
 <u>CONSENSUS (Based on Rankings)</u>	
1. Providing a tuition-free education	
Providing convenient locations	
2. Providing a pleasant environment for learning	
Providing general education	
3. Providing transfer programs to four-year colleges or universities	
4. Providing vocational education	
5. Providing educational opportunities for ethnic minorities	
Providing late afternoon and evening classes	

TABLE 2

The Comparative Ranking of the Respondents' Perceptions of the Worst Jobs Being Done by the San Diego Community College District with Regard to Specific Programs and Services

<u>Community</u>	<u>Percentage "Poor"</u>
1. Providing Sunday classes	25%
2. Providing Saturday classes	16%
3. Training students to be parents	14%
4. Providing child-care facilities for parents-learners	13%
5. Training students to be citizens	12%
Training students to spend leisure time constructively	
<u>Community Leaders</u>	
1. Providing late afternoon and evening classes	19%
2. Providing a tuition-free education	15%
3. Providing vocational and job counseling	13%
Providing educational opportunities for the physically handicapped	
4. Providing transfer programs to four-year colleges or universities	12%
5. Providing Saturday classes	10%
<u>SDCC Staff</u>	
1. Providing Sunday classes	31%
2. Providing job placement services	26%
3. Providing Saturday classes	22%
4. Providing a pleasant environment for learning	19%
5. Providing late afternoon and evening classes	18%
<u>SDCC Continuing Students</u>	
1. Providing Sunday classes	18%
2. Providing Saturday classes	14%
3. Training students to spend leisure time constructively	12%
Training students to be parents	
Training students to be good neighbors	
Providing job placement services	
4. Providing late afternoon and evening classes	11%
5. Training students to be scholars	10%
Training students to be consumers	
Providing vocational and job counseling	
<u>CONSENSUS (Based on Rankings)</u>	
1. Providing Sunday classes	
2. Providing Saturday classes	
3. Providing late afternoon and evening classes	
4. Providing job placement services	
5. Training students to be parents	

Section 2

How Well the Faculty, Administrators, and Non-Teaching Personnel Are Performing in Meeting the Needs of the Students and the Community

The respondents' perception with regard to the kind of job the teaching faculty of the San Diego Community College District is doing was generally very favorable (Table 3). In terms of giving the students knowledge, all responding groups gave the faculty a high rating: the Community -- 47 percent perceiving them as "good" or "very good", the Community Leaders -- 61 percent, Community College Staff -- 77 percent, Community College Continuing Students -- 74 percent, and Community College Former Students -- 84 percent.

With regard to motivating the students to learn, the faculty also received a favorable response: the Community -- 35 percent rating them as doing a "good" or "very good" job, the Community Leaders -- 36 percent, the Community College Staff -- 61 percent, the Community College Continuing Students -- 55 percent, and the Community College Former Students -- 60 percent.

Relatively high marks were also received by the faculty in terms of preparing students for a four-year institution and for getting a job. With reference to these areas, 44 and 38 percent of the Community valued them as "good" or "very good", respectively; the Community Leaders rated them 53 and 45 percent respectively; the Community College Staff assessed them notably higher, 66 and 55 percent respectively; the Continuing Students perceptions seemed consistent with the Community Leaders, 52 and 46 percent respectively; and most importantly (since they have the greatest personal knowledge) the Former Students also rated them higher, 62 and 56 percent respectively.

The faculty was perceived less positively by the respondents in the area of helping students to become involved in community activities. In that regard, the Community gave the faculty a judgment of only 27 percent "good" or "very good", both the Community Leaders and the Former Students gave them only a 23 percent rating, and the Community College's Staff only a 26 percent assessment. Interestingly, the Continuing Students gave the faculty their best rating in this area-- 30 percent.

Overall, the San Diego Community College administrators received a lower evaluation than did the faculty (Table 4). Even between groups, there was a disparity of response frequencies. In terms of helping the students learn, the Community gave the administrators the lowest rating of the responding groups -- only 29 percent "good" or "very good" responses. Other responding groups valued the administrators much higher. The Community College Former Students led the remaining groups with a 51 percent "good" or "very good" rating, followed by the Community Leaders with 50 percent, the Community College Continuing Students with 44 percent, and the Community College Staff with 39 percent.

Much lower marks were received by the administrators in terms of helping the faculty become better teachers and making sure the taxpayers' money is wisely spent and managed. With reference to these areas, only 23 and 25 percent of the Community perceived them as doing a "good" or "very good" job, respectively; the Community Leaders gave them the highest rankings, 30 and 48 percent, respectively; the Community College Staff assessed them at 29 and 34 percent, respectively; the Community College Continuing Students gave them a judgment of 30 and 27 percent, respectively; and the Former Students gave them one of the higher ratings -- 31 and 40 percent, respectively.

Overall, the San Diego Community College District's non-instructional

employees were held in a higher estimation than the District's administrators (Table 5). Although in terms of helping students learn, the Community gave them a much more favorable estimation (39 percent responding that they were doing a "good" or "very good" job), the Community Leaders gave them a less favorable rating than they did the administrators (36 percent). A majority of the Community College Continuing Students (51 percent) and a large majority of the Former Students (67 percent) and the District Staff (72 percent) were very satisfied with the job they were doing in this area.

In terms of making the San Diego Community College District better, the Community also gave them a fairly favorable judgment (41 percent "good" or "very good"). In this regard, however, the Community Leaders gave them a less favorable rating (32 percent). The Community College Continuing Students (46 percent), Former Students (62 percent), and District Staff (67 percent) all had much higher estimations of the job the non-instructional employees were doing.

Again it is important to note that in each of the three categories (faculty, administrators and non-instructional support personnel), if the possible response choices were limited to only those expressing an opinion, a majority of the categories would have a majority of the respondents judging them as "good" or "very good".

TABLE 3

Respondents' Perception with Regard to the Kind of Job the Teaching Faculty of the San Diego Community College District is Doing.

Category	Percentage of "Good" or "Very Good" Responses				
	Community	Community Leaders	SDCC Staff	Continuing Students	Former Students
Giving students knowledge	47	61	77	74	84
Motivating students to learn	35	36	61	55	60
Preparing students to go on to a four-year institution	44	53	66	52	62
Prepare students for a job	38	45	55	46	56
Helping students to become involved in community activities	27	23	26	30	23

TABLE 4

Respondents' Perception with Regard to the Kind of Job the Administrators of the San Diego Community College District are Doing

Category	Percentage of "Good" or "Very Good" Responses				
	Community	Community Leaders	SDCC Staff	Continuing Students	Former Students
Helping students learn	29	50	39	44	51
Helping faculty become better teachers	23	30	29	30	31
Making sure taxpayers' money is wisely spent and managed	25	48	34	27	40

TABLE 5

Respondents' Perception with Regard to the Kind of Job the Non-Instructional Employees of the San Diego Community College District are Doing

Category	Percentage of "Good" or "Very Good" Responses				
	Community	Community Leaders	SDCC Staff	Continuing Students	Former Students
Helping students learn	39	36	72	51	67
Making the San Diego Community College District better	41	32	67	46	62

TABLE 6

Respondents' Ranked Perceptions with Regard to Attitudes Toward those Programs and Services Currently Provided by the San Diego Community College District Which Should be Expanded

<u>Community</u>	<u>Percentage "should be expanded"</u>
1. Public transportation	74%
2. Job placement services	73%
Vocational courses	
3. Retraining adults for new jobs/careers	71%
4. Job/career counseling	60%
Parking facilities	
5. Library books and facilities	58%
<u>Community Leaders</u>	
1. Job placement services	72%
2. Retraining adults for new jobs/careers	71%
3. Job/career counseling	64%
4. Vocational courses	63%
5. Education for transfer to four-year colleges and universities	53%
<u>SDCC Staff</u>	
1. Public transportation	70%
2. Retraining adults for new jobs/careers	69%
Job/career counseling	
3. Job placement services	68%
Vocational courses	
Parking facilities	
4. Library books and facilities	59%
5. Informational services to community industries and business	55%
<u>SDCC Continuing Students</u>	
1. Parking facilities	72%
2. Job/career counseling	67%
3. Job placement services	66%
4. Public transportation	63%
Education for transfer to four-year colleges and universities	
5. Library books and facilities	58%
<u>CONSENSUS (Based on Rankings)</u>	
1. Job placement services	
2. Job/career counseling	
3. Public transportation	
4. Retraining adults for new jobs/careers	
5. Parking facilities	
6. Vocational courses	

Section 3

Opinions Regarding Which Programs and Services Provided
by the San Diego Community College District Should Be
Expanded, Stay the Same, or Be Cut Back

When asked to provide an opinion regarding those programs and services currently provided by the Community Colleges which should be expanded, the respondents' trend was to name vocationally oriented areas (Table 6). Interestingly, the more traditional academically oriented programs and services were not mentioned nearly as often. There seemed to be a high rate of agreement within each responding group, with many of the cumulative responses reaching over 60 percent.

The Community felt that the highest priority for expansion should be in the area of public transportation with over a 74 percent response rate. The Community also ranked job placement services and vocational courses as having a high priority for expansion with a 73 percent response. Also highly rated was retraining adults for new jobs and careers (71 percent). Mentioned frequently were job/career counseling services (60 percent), parking facilities (60 percent), and library books and facilities (58 percent).

The Community Leaders valued job placement services (72 percent), retraining adults for new jobs and careers (71 percent), job/career counseling (64 percent), vocational courses (63 percent), and education for transfer to four-year institutions (53 percent) as having the highest priority for District expansion.

Interestingly, the San Diego Community College Staff provided a very similar category ranking in comparison with the Community. The District Staff felt that the highest priority for expansion should be in the area of public transportation (70 percent). The Staff also ranked retraining adults

for new jobs and careers and job/career counseling as having a high priority for expansion with a 69 percent response. Also highly rated were job placement services, vocational courses, and parking facilities (all 68 percent). Library books and facilities (59 percent) and informational services to community industries and businesses (55 percent) round out the top five rankings.

Community College Continuing Students judged parking facilities (72 percent) as their top priority for expansion. The Continuing Students valued job/career counseling (67 percent), job placement services (66 percent), public transportation (63 percent), education for transfer to a four-year institution (63 percent), and library books and facilities (58 percent), as having priority for expansion.

A consensus ranking of the respondents' perceptions of the highest priority areas for expanding current Community College programs and services shows that job placement services has the highest priority. Also highly rated (in priority order) were: job/career counseling, public transportation, retraining adults for new jobs and careers, parking facilities, and vocational courses.

With respect to those programs and services which the respondents perceived should be cut back, no responding group identified a category where more than one-third felt a need for reevaluation (Table 7). Several responding groups did note categories, however, where more than 20 percent of the respondents felt that the particular program or service needed to be cut back. The Community Leaders felt that social and recreational functions needed a close scrutiny (26 percent), while the Community College Staff called attention to one category, minority or ethnic academic programs (23 percent).

TABLE 7

Respondents' Ranked Perceptions with Regard to Attitudes Toward Those Programs and Services Currently Provided by the San Diego Community College District Which Should Be Cut Back

	Percentage <u>"should be cut back"</u>
<u>Community</u>	
1. Social and recreational functions	17%
2. Minority or ethnic academic programs	11%
3. Women's studies	8%
<u>Community Leaders</u>	
1. Social and recreational functions	26%
2. Minority or ethnic academic programs	17%
Cultural activities for the community	
Informational services to community industries and business	
3. Recreation activities and facilities for the community	16%
<u>SDCC Staff</u>	
1. Minority or ethnic academic programs	23%
2. Social and recreational functions	17%
3. Women's studies	12%
Psychological counseling	
<u>SDCC Continuing Students</u>	
1. Minority or ethnic academic programs	17%
2. Social and recreational functions	11%
3. Adult education, non-credit	9%

TABLE 8

Responses to the Question: "How good a job do you feel the colleges and adult centers in the San Diego Community College District are doing to meet your own needs?"

Responding Groups	Percentages of Responses			
	Good or Very Good	Fair	Poor	Don't Know
Community	53	14	5	28
Community Leaders	51	12	3	34
SDCC Continuing Students	68	22	3	7

TABLE 9

Responses to the Question: "How good a job do you feel the colleges and adult centers in the San Diego Community College District are doing to meet the needs of the citizens of the community?"

Responding Groups	Percentages of Responses			
	<u>Good or Very Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
Community	60	17	4	19
Community Leaders	69	18	1	12
SDCC Continuing Students	52	20	3	25

TABLE 10

Responses to the Question: "What kind of a relationship does the San Diego Community College District have with the community?"

Responding Groups	Percentages of Responses			
	<u>Good or Very Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
Community	58	22	5	15
Community Leaders	70	21	4	5
SDCC Staff	68	22	5	5

Section 4

How Well the San Diego Community College District Meets the Needs of the Individual Respondents and the San Diego Community

Overall, respondents seem to have a very positive regard for the San Diego Community Colleges in terms of the District meeting each respondent's needs and the needs of the citizens of the community. The District is also seen as having a very positive relationship with the San Diego Community.

Community College Continuing Students had the highest estimation of the District with regard to meeting each individual respondent's need (Table 8). Sixty-eight percent of the Students said the District was doing a "good" or "very good" job in this area. Only 7 percent had no knowledge in this category. The majority of the Community respondents were also very satisfied with the District (53 percent), although a high percentage had no knowledge in this area (28 percent). The majority of the Community Leaders were similarly satisfied (51 percent), while even a larger percentage (34 percent) could make no response.

In terms of meeting the needs of the citizens of the community, the Community Leaders had the highest estimation with 69 percent saying the District was doing a "good" or "very good" job (Table 9). Eighteen percent of the respondents perceived the District was doing a "fair" job, only 1 percent felt the job was "poor", and 12 percent did not know. The Community also rated the District very highly in this regard, with 60 percent judging "good" or "very good". Seventeen percent of the respondents perceived the Community Colleges were doing a "fair" job, only 4 percent felt the job was "poor", and 19 percent did not know. Still a majority of the Community College Continuing Students felt the District was doing a "good" or "very good"

job in this area (52 percent). Twenty percent of the respondents perceived the District was doing a "fair" job, only 3 percent felt the job was "poor", and one-quarter (25 percent) did not know.

The Community Leaders had the highest estimation of the District with regard to the type of relationship it had with the San Diego Community (Table 10). Seventy percent of the Community Leaders said the District was doing a "good" or "very good" job in this area. Only 5 percent had no knowledge in this category. A large majority of the Community Colleges Staff were also very satisfied with the District (68 percent), with only 5 percent having no knowledge in this area. A majority of the Community were similarly satisfied (58 percent), although interestingly a significant percentage could make no response (15 percent).

Section 5

Respondents' Priorities Regarding Those Programs, Services,
and Goals Which Should be Considered Most and Least
Important for the San Diego Community College District
to Pursue

Overall, each of the responding groups identified many programs, services, and goals which should be of a high priority for the San Diego Community College District (Table 11). Significantly, within each group there was a high level of agreement with regard to which areas should be of the most importance.

The Community believed that providing educational opportunities for the physically handicapped should be of the highest priority for the District, with 76 percent judging it to be "very important". Other areas of highest priority were: training students to be generally knowledgeable and to be able to survive (71 percent), training students to be wage earners (68 percent), providing vocational education (67 percent), offering job placement services (67 percent), training students to be mentally healthy (67 percent), providing vocational and job counseling (64 percent), and training students to be learners (64 percent). There were two other categories receiving more than a 60 percent response of "very important".

It was the Community Leaders' judgment that offering a pleasant environment for learning should be of the highest priority for the District, with 75 percent rating it to be "very important". Other areas of highest priority were: training students to be wage earners (72 percent), training students to be citizens (68 percent), offering a tuition-free education (65 percent), training students to be scholars (65 percent), providing learning opportunities for all adults regardless of educational background (65 percent), training students to be mentally healthy (64 percent), training students to be learners

(64 percent), and providing late afternoon and early evening classes (64 percent). There were three other categories receiving more than a 60 percent response of "very important".

The San Diego Community College Staff believed that providing vocational education and training students to be citizens should be of the highest priority for the District, with 78 percent rating them to be "very important". Other areas of highest priority were: training students to be generally knowledgeable and to be able to survive (68 percent), providing educational opportunities for the physically handicapped (67 percent), providing general education (67 percent), and providing vocational and job counseling (66 percent). There were three other categories receiving more than a 60 percent response of "very important".

It was the Community College's Continuing Students' estimation that providing educational opportunities for the physically handicapped should be of the highest priority for the District, with 72 percent rating it to be "very important". Other areas of highest priority were: offering transfer programs to four-year institutions (71 percent), training students to be learners (69 percent), training students to be generally knowledgeable and to be able to survive (68 percent), offering a pleasant environment for learning (68 percent), and offering tuition-free education. There were seven other categories receiving more than a 60 percent response of "very important".

The consensus ranking of the respondents' perceptions of what should be the highest priorities of the San Diego Community College District shows that providing educational opportunities for the physically handicapped has the highest priority. Also highly rated (in priority order) are: training

With respect to the respondents' lowest priorities for the San Diego Community Colleges (Table 12), the Community held its lowest ratings for the District's providing Sunday classes (only 20 percent responded as "very important"), training students to be scholars (27 percent), offering co-curricular activities (33 percent), training students to go on to a four-year institution (34 percent), and providing Saturday classes (38 percent).

The Community Leaders held its lowest priorities for the District's training students to be consumers (only 28 percent responded as "very important"), training students to be physically healthy (29 percent), providing personal/psychological counseling (33 percent), providing child-care facilities for parents-learners (35 percent), providing Sunday classes (36 percent).

The Community Colleges' Staff held their lowest ratings for the District's providing Sunday classes (only 13 percent responded as "very important"), training students to be scholars (22 percent), training students to go on to a four-year institution (24 percent), offering co-curricular activities (27 percent), and offering financial aid to students (31 percent).

The Community Colleges' Continuing Students held their lowest priorities for the District's providing Sunday classes (only 18 percent responded as "very important"), training students to be scholars (27 percent), offering co-curricular activities (31 percent), training students to spend leisure time constructively (35 percent), providing Saturday classes (35 percent), and training students to be parents (37 percent).

The consensus ranking of the respondents' perceptions of what should be the lowest priorities of the San Diego Community College District shows that

curricular activities, training students to go on to a four-year institution, training students to be consumers, and training students to be physically healthy. The individual breakdowns for each of the four responding groups with respect to perceptions of specific areas is found in Appendix D.

TABLE 11

The Comparative Ranking of the Respondents' Highest Priorities with Regard to the Programs, Services, and Goals of the San Diego Community College District

<u>Community</u>	<u>Percentage "Very Important"</u>
1. Provide educational opportunities for the physically handicapped	76%
2. Train students to be generally knowledgeable and to be able to survive	71%
3. Train students to be wage earners	68%
4. Provide vocational education Offer job-placement services Train students to be mentally healthy	67%
5. Provide vocational and job counseling Train students to be learners	64%

Other categories receiving more than a 60% response of "very important": Train students to be physically healthy (61%); Provide learning opportunities for all adults regardless of educational background (60%).

Community Leaders

1. Offer a pleasant environment for learning	75%
2. Train students to be wage earners	72%
3. Train students to be citizens	68%
4. Offer tuition - free education Train students to be scholars Provide learning opportunities for all adults regardless of educational background	65%
5. Train students to be mentally healthy Train students to be learners Provide late afternoon and early evening classes	64%

Other categories receiving more than a 60% response of "very important": Provide convenient locations (63%); offer co-curricular activities (63%); Provide vocational education (62%).

SDCC Staff

1. Provide vocational education Train students to be citizens	78%
2. Train students to be learners	75%
3. Train students to be generally knowledgeable and to be able to survive	68%
4. Provide educational opportunities for the physically handicapped	67%

Table 11
Continued

Other categories receiving more than a 60% response of "very important": Provide learning opportunities for all adults regardless of educational background (63%); Offer job-placement services (62%); Train students to be wage earners (60%).

SDCC Continuing Students

- | | |
|---|-----|
| 1. Provide educational opportunities for the physically handicapped | 72% |
| 2. Offer transfer programs to four-year colleges or universities | 71% |
| 3. Train students to be learners | 69% |
| 4. Train students to be generally knowledgeable and to be able to survive | 68% |
| Offer a pleasant environment for learning | |
| 5. Offer tuition - free education | 66% |

Other categories receiving more than a 60% response of "very important": Provide vocational education (64%); Provide learning opportunities for all adults regardless of educational background (63%); Train students to be wage earners (63%); Provide general education (62%); Train students to be mentally healthy (61%); Offer job-placement services (61%); Provide convenient locations (60%).

CONSENSUS (Based on Rankings)

1. Provide educational opportunities for the physically handicapped
2. Train students to be generally knowledgeable and to be able to survive
3. Train students to be citizens
4. Offer a pleasant environment for learning
 Train students to be wage earners
 Provide vocational education

TABLE 12

The Comparative Ranking of the Respondents' Lowest Priorities with Regard to the Programs, Services, and Goals of the San Diego Community College District.

<u>Community</u>	<u>Percentage "very important"</u>
1. Provide Sunday classes	20%
2. Train students to be scholars	27%
3. Offer co-curricular activities	33%
4. Train students to go on to a four-year college or university	34%
5. Provide Saturday classes	38%
<u>Community Leaders</u>	
1. Train students to be consumers	28%
2. Train students to be physically healthy	29%
3. Provide personal/psychological counseling	33%
4. Provide child-care facilities for parents-learners	35%
5. Provide Sunday classes	36%
<u>SDCC Staff</u>	
1. Provide Sunday classes	13%
2. Train students to be scholars	22%
3. Train students to go on to a four-year college or university	24%
4. Offer co-curricular activities	27%
5. Offer financial aid to students	31%
<u>SDCC Continuing Students</u>	
1. Provide Sunday classes	18%
2. Train students to be scholars	27%
3. Offer co-curricular activities	31%
4. Train students to spend leisure time constructively	35%
Provide Saturday classes	
5. Train students to be parents	37%
<u>CONSENSUS</u> (Based on Rankings)	
1. Provide Sunday classes	
2. Train students to be scholars	

Section 6

How Well the San Diego Community College District is Preparing People for Transfer to a Four-Year Institution

Both the San Diego Community Colleges' Continuing Students and Former Students gave the District an extremely high rating with regard to the adequacy of preparation it gave them for getting jobs and for transfer, and the actual ease in finding jobs and transferring once they left.

The Community Colleges' Continuing Students and Former Students showed a marked consistency of response to the question concerning the adequacy of preparation for jobs given them by the San Diego Community College District (Table 13). Seventy-five percent of the Continuing Students and 76 percent of the Former Students felt the District was doing at least a satisfactory job in this area.

The Continuing Students and Former Students gave even a higher estimation of the adequacy of preparation for transfer to a four-year college given them by the San Diego Community College District (Table 14). Eighty-nine percent of the Continuing Students and 81 percent of the Former Students felt the District was doing at least a satisfactory job in this area.

The Continuing Students and Former Students both provided an interesting perspective with regard to their perceptions and the realities of finding a job or transferring to a four-year institution (Table 15). A majority of the Continuing Students (52 percent) believed that they have a good or very good chance of getting a job in the area for which they've been training once completing their program with the District. Of the remainder, 21 percent esti-

Importantly, Former Students did not seem to find it difficult to find a job or to transfer to a four-year institution after completing their program. Sixty-eight percent of the Former Students did not find difficulty in finding a job, while 80 percent did not find difficulty in transferring after completing their program.

TABLE 13

Distribution of Responses by Former and Continuing Students to Questions Regarding the Adequacy of Job Preparation Given Them by the San Diego Community College District

Responding Groups and Question	Percentage of Responses	
	<u>Yes</u>	<u>No</u>
Continuing Students: Do you feel the training and education you are receiving is adequately preparing you for a job?	75	25
Former Students: Did the training and education you received adequately prepare you for a job?	76	24

TABLE 14

Distribution of Responses by Former and Continuing Students to Questions Regarding the Adequacy of Preparation for Transfer to a Four-Year College Given Them by the San Diego Community College District

Responding Groups and Question	Percentage of Responses	
	<u>Yes</u>	<u>No</u>
Continuing Students: Do you feel the training and education you are receiving is adequately preparing you for transfer to a four-year college?	89	11
Former Students: Did the training and education you received adequately prepare you for transfer to a four-year college?	81	19

TABLE 15

Distribution of Responses by Former and Continuing Students to Questions Regarding Their Perceptions and the Realities of Finding a Job or Transferring to a Four-Year College after Completing Their Program at SDCC.

Responding Groups and Question	Percentages of Responses			
	<u>Good or Very Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
Continuing Students: What kind of chances are there of getting a job in the area for which you have been trained?	52	21	9	18
		<u>No</u>	<u>Yes</u>	
Former Students: Did you find it difficult to find a job after you completed your program?	68		32	
		<u>No</u>	<u>Yes</u>	
Former Students: Did you find it difficult transferring to a four-year college after completing your program?	80		20	

Section 7

Respondents' Usage of the Services, Programs, and Facilities of the San Diego Community College District

Overall, there seems to be a relatively low usage of the non-credit community services by most of the responding groups (Table 16 and Table 17). In terms of the most used community services (Table 16), the highest usage for the Community was that of the libraries, reported used by only a little over one-third of the respondents (34 percent). The second highest usage was that of the tennis courts, with only 23 percent of the sample having used them. Twenty-one percent of the Community said they attended college lecture series.

The highest usage for the Community Leaders was also of the libraries, reported used by 35 percent of the respondents. The second highest usage was of the lecture series, reported by 34 percent of the respondents. Thirty-two percent of the Community Leaders had attended a Community Colleges theater presentation.

The highest usage of non-credit community services by the Community Colleges' Staff was of the libraries, with 75 percent reporting they had used them. The second highest usage was of the Community College theater presentations, attended by 67 percent of those responding. Fifty-eight percent of the District Staff had attended a film presentation.

The highest usage by the Community Colleges' Continuing Students was also of the libraries, reported used by 75 percent of the respondents. The second highest usage was of the tennis courts, with 28 percent having reported used them. Meeting rooms, handball/racquet ball courts, and the

In terms of identified Community services (Table 17), the Community had the least use for the District's College bands (with only 7 percent making use of it or attending a presentation), Community College orchestras (8 percent), and meeting rooms (12 percent).

The Community Leaders had the least use for the District's College bands (with only 9 percent making use of it or attending a presentation), Community College orchestras (10 percent), and the jogging tracks (14 percent).

The Community Colleges' Staff had the least use for the District's College bands (with only 20 percent making use of it or attending a presentation), handball/racquet ball courts (21 percent), and the jogging tracks (23 percent).

The Community Colleges' Continuing Students had the least use for the District's College orchestras (with only 6 percent making use of it or attending a presentation), College bands (7 percent), and intra-mural athletics (12 percent).

In terms of usage of the San Diego Community Colleges' educational programs, a majority of both the Community and the Community Leaders reported that either they or a family member had taken or were presently taking a course in one of the colleges or the adult schools (Table 18). Specifically, 59 percent of the Community and 64 percent of the Community Leaders were making use themselves or had a family member utilizing the District's programs.

TABLE 16

The Comparative Ranking of the Respondents' Usage of the Non-Credit Community Services Offered by the San Diego Community College District - Most Used Community Services.

<u>Community</u>	<u>Percentage "Yes"</u>
1. Library	34%
2. Tennis Courts	23%
3. Lecture Series	21%
 <u>Community Leaders</u>	
1. Library	35%
2. Lecture Series	34%
3. Community College Theater	32%
 <u>SDCC Staff</u>	
1. Library	75%
2. Community College Theater	67%
3. Film Presentation	58%
 <u>SDCC Continuing Students</u>	
1. Library	75%
2. Tennis Courts	28%
3. Meeting Rooms	25%
Handball/Raquetball Courts	
Community College Theater	

TABLE 17

The Comparative Ranking of the Respondents' Usage of the Non-Credit Community Services Offered by the San Diego Community College District - Least Used Community Services.

<u>Community</u>	<u>Percentage "Yes"</u>
1. Community College band	7%
2. Community College orchestra	8%
3. Meeting rooms	12%
<u>Community Leaders</u>	
1. Community College band	9%
2. Community College orchestra	10%
3. Jogging track	14%
<u>SCDD Staff</u>	
1. Community College band	20%
2. Handball/raquetball courts	21%
3. Jogging track	23%
<u>SDCC Continuing Students</u>	
1. Community College orchestra	6%
2. Community College band	7%
3. Intramural athletics	12%

TABLE 18

Responses to the Question: "Have you or any member of your immediate family taken or are presently taking a course at any of the schools of the San Diego Community College District, including their adult schools?"

<u>Responding Groups</u>	<u>Percentages of Responses</u>	
	<u>Yes</u>	<u>No</u>
Community	59	41
Community Leaders	64	36

Section 8

Awareness, Preferences, and Opinions with Regard To Selective General Dimensions of The San Diego Community College District

Overall, the San Diego Community College District seemed to be a highly visible and fairly well understood resource for the San Diego community and the area community leaders. Both responding groups expressed definite preferences for the general types of classes they would attend.

Both the Community and the Community Leaders showed a high awareness of the San Diego Community College District (Table 19). Seventy-nine percent of the Community had heard the name "San Diego Community College District". Sixty-six percent of the respondents were aware that adult residents of San Diego could take courses with the District without paying tuition. Fifty-five percent of the Community respondents were aware that adult residents who did not have a high school diploma could take courses with the District.

Ninety-eight percent of the Community Leaders had heard the name "San Diego Community College District". Ninety percent of the respondents were aware that adult residents of San Diego could take courses with the District without paying tuition. Eighty-eight percent of the Community Leaders were aware that adult residents who did not have a high school diploma could take courses with the District.

San Diego Community Leaders for the most part were able to identify those colleges which are part of the San Diego Community College District, while the Community seemed slightly less able (Table 20). The Community Leaders accurately identified the District's four campuses, with City College having the highest name recognition (93 percent naming it), Mesa and Evening Colleges were also named consistently by respondents (90 percent and 88 per-

cent, respectively). Miramar College, the District's newest, was named less often but also fairly consistently (77 percent). Relatively few responding Community Leaders named the out-of-district campuses (Grossmont, Southwestern, Palomar, and MiraCosta) as being part of the District.

The Community was also knowledgeable about the campuses, although there seemed to be some confusion concerning several of them. Again, City College had the highest name recognition with 75 percent of the respondents naming it as a District campus. Mesa College also had a high recognition, with 72 percent naming it as a campus of the Community Colleges. A majority of the respondents were able to choose Evening College as being part of the District, but only 42 percent recognized Miramar College. Importantly, Grossmont College was (erroneously) picked more often (47 percent). There also seemed to be some confusion about several of the other out-of-district campuses, with Southwestern and Palomar being named by 28 percent and 21 percent, respectively.

The Community and especially the Community Leaders seemed knowledgeable about the types of education usually provided by a community college (Table 21). Ninety-four percent of the Community Leaders believed that community colleges provided freshman and sophomore courses leading to possible transfer to a four-year college. Eighty-two percent of the respondents felt community colleges provided vocational education. Only 2 percent believed that a community college provided a four-year liberal arts degree, and no respondent had a lack of knowledge of what they provided.

The Community, for the most part, felt that a community college provided courses leading to a possible transfer to a four-year college (78 percent). A majority of the respondents believed that they provided vocational education (53 percent). Nine percent felt that a community college provided a four-year liberal arts degree, while 12 percent did not know.

There was a marked difference between the Community and the Community Leaders in terms of preferences for where they would prefer to attend to learn a trade or obtain a vocational skill (Table 22). Fifty-one percent of the responding Community Leaders would prefer attending a tax-supported public community college, while 38 percent preferred on-the-job training. Twenty-three percent of the respondents would like to attend an apprenticeship program, while only 8 percent preferred a private vocational school.

Importantly, however, a majority of the Community showed a preference for on-the-job training (59 percent), with a much lower percentage preferring a tax-supported public community college (25 percent). Eighteen percent of the respondents would like to attend an apprenticeship program, while only 8 percent preferred a private vocational school.

In terms of preferences for where the respondents would like to take an adult education non-credit course, a majority of both the Community and the Community Leaders would prefer a separate adult center (Table 23). Both groups showed the least desire to attend classes at an existing high school campus with regular high school students.

Sixty-four percent of the responding members of the Community would prefer taking classes at a separate adult center. Thirty-eight percent of the Community would like to attend classes at an existing high school campus but not with regular high school students. Only 12 percent showed a desire to take classes at an existing high school campus with regular high school students.

Fifty-four percent of the Community Leaders would prefer taking courses at a separate adult center. A relatively high percentage (47 percent) would like to attend classes at an existing high school campus but

not with regular high school students. Only 6 percent showed a preference for classes at an existing high school campus with regular high school students.

In terms of the general types of classes they would like to attend at one of the Community Colleges, for the most part the Community and the Community Leaders differed somewhat from each other in their preferences (Table 24). The Community had its highest preferences for the District's providing evening classes (58 percent preferring this type of class), arts and crafts type courses (49 percent), day classes (42 percent), vocational educational classes (41 percent), and college credit classes (39 percent).

The Community Leaders had the highest preferences for the District's providing evening classes (70 percent preferring this type of class), adult education non-credit classes (43 percent), short duration classes (35 percent), arts and crafts type courses (27 percent), and college credit classes (22 percent). Both groups seemed to agree that of the identified types of classes, Sunday classes and T.V. classes had the lowest priority as far as their preferences went.

In terms of rating the San Diego Community College District's campuses for the general appearance of their buildings and grounds, all of the responding groups give the District fairly high marks (Table 25). Sixty-seven percent of the Community rate the District "good" or "very good" in this regard, 13 percent "fair", 3 percent "poor", and 17 percent "don't know".

The District received a very high rating from the Community Leaders in this regard, with 81 percent judging the general appearance to be "good" or "very good", 12 percent "fair", only 1 percent "poor", and 6 percent "did not know". The Community Colleges' Continuing Students also gave the District a high estimation, with 71 percent rating the general appearance to

be "good" or "very good", 19 percent "fair", 9 percent "poor", and 1 percent had no knowledge. Interestingly, the District Staff gave the lowest estimation with still a majority rating it "good" or "very good" (56 percent), but with 34 percent saying "fair", 7 percent "poor", and 3 percent not knowing.

TABLE 19

Distribution of Responses With Regard to the Community and Community Leaders' Knowledge about the San Diego Community College District

Question	Percentages of Responses			
	<u>Community</u>		<u>Community Leaders</u>	
	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>
Have you heard the name: San Diego Community College District?	79	21	98	2
Are you aware that adult residents of San Diego can take courses at the San Diego Community Colleges without paying tuition?	66	34	90	10
Are you aware that adult residents of the City of San Diego who do not have a high school diploma can take courses at the San Diego Community Colleges?	55	45	88	12



TABLE 20

Responses to the Question: "Which of the following colleges are a part of the San Diego Community College District?"

Colleges		<u>Community</u>	<u>Community Leaders</u>
		Percentage Distribution of Responses*	Percentage Distribution of Responses*
SDCC Colleges	City College	75	93
	Mesa College	72	90
	Evening College	56	88
	Miramar College	42	77
Non-SDCC Colleges	Grossmont College	47	9
	Southwestern College	28	6
	Palomar College	21	5
	Mira Costa College	11	2

*Percentages add up to more than 100 percent as more than one response was possible.

57



TABLE 21

Responses to the Question: "Which of the following kinds of education usually are provided by a community college?"

Kinds of Education	<u>Community</u>	<u>Community Leaders</u>
	Percent Distribution of Responses*	Percent Distribution of Responses*
Four-year liberal arts degree	9	2
Freshman/sophomore courses for possible transfer to a four-year college	78	94
Vocational education	53	82
Do not know	12	0

*Percentages add up to more than 100 percent as more than one response was possible.

TABLE 22

Responses to the Question: "If you were interested in learning a trade or vocational skill, where would you prefer to attend?"

Preference	<u>Community</u>	<u>Community Leaders</u>
	Percent Distribution of Responses*	Percent Distribution of Responses*
On-the-job training	59	38
Tax-supported public community college	25	51
Apprenticeship program	18	23
A private vocational school	8	8

*Percentages add up to more than 100 percent as more than one response was possible.

TABLE 23

Responses to the Question: "If you decided to take an adult non-credit course, where would you prefer taking the class?"

Preference	<u>Community</u> Percent Distribution of Responses*	<u>Community Leaders</u> Percent Distribution of Responses*
At a separate adult center	64	54
At an existing high school campus but not with regular high school students	38	47
At an existing high school campus with regular high school students	12	6

*Percentages add up to more than 100 percent as more than one response was possible.

TABLE 24

Responses to the Question: "If you were to take some sort of a class at one of the Community Colleges, which of the following would you prefer?"

Type of Classes	<u>Community</u>		<u>Community Leaders</u>	
	<u>Percent Distribution of Responses*</u>	<u>Rank most preferred</u>	<u>Percent Distribution of Responses*</u>	<u>Rank most preferred</u>
Evening classes	58%	(1)	70%	(1)
Arts and crafts type courses	49%	(2)	27%	(4)
Day classes	42%	(3)	10%	(9)
Vocational educational classes	41%	(4)	19%	(6)
College credit classes	39%	(5)	22%	(5)
Adult education, non-credit	38%	(6)	43%	(2)
Informal, short duration (less than a semester) classes	33%	(7)	35%	(3)
General academic classes	32%	(8)	12%	(8)
Saturday classes	21%	(9)	17%	(7)
T. V. classes	12%	(10)	9%	(10)
Sunday classes	5%	(11)	4%	(11)
Other	4%	(12)	3%	(12)

*Percentages add up to more than 100 percent as more than one response was possible.

TABLE 25

Distribution of Responses With Regard to Rating the San Diego Community College District's Campuses For the General Appearance of its Buildings and Grounds

Responding Groups	Percentage of Responses			
	<u>Good or Very good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
Community	67	13	3	17
Community Leaders	81	12	1	6
SDCC Staff	56	34	7	3
SDCC Continuing Students	71	19	9	1

Section 9

Other Areas of Interest Including Attitudes Toward the Semester and Quarter System, Tax-Supported Higher Education, Difficulties of Students in Taking District Classes, Students' Future Plans, and Community Colleges Staff Perceptions of Their Relationship and Satisfaction With the District

There seemed to be a marked consistency of responses between the District's Staff and the Community Colleges' Continuing Students in terms of preferences for working or attending school under the quarter system or under the semester system (Table 26). Sixty-one percent of the District's Staff reported that they preferred the semester system, while 28 percent preferred the quarter system, and 11 percent had no opinion. Sixty-six percent of the Community Colleges' Continuing Students reported that they preferred the semester system, while 28 percent preferred the quarter system, and only 6 percent had no opinion.

Each of the responding groups queried felt a very positive attitude toward tax-supported public higher education today (Table 27). Seventy-three percent of the Community respondents rated their attitude as "good" or "very good", 17 percent judged it to be "fair", 7 percent "poor", and 3 percent did not know. Seventy-seven percent of the responding Community Leaders rated their attitude as "good" or "very good", 20 percent judged it to be "fair", only 1 percent "poor", and 2 percent could not provide an opinion. Interestingly, the District Staff had the highest opinion of tax-supported public higher education with 79 percent responding "good" or "very good", 14 percent "fair", 5 percent "poor", and 2 percent not knowing.

In terms of difficulties in taking courses in the San Diego Community College District, very few serious barriers presented themselves to Dis-

trict Continuing Students (Table 28). Forty-three percent of the Continuing Students reported they had no difficulty in taking courses with District. Of those noting problems, however, lack of parking on campus (with a 25 percent response from those having difficulties) and complicated and time-consuming enrollment procedures (24 percent) were mentioned most often.

Regarding San Diego Community Colleges' Continuing Students' future plans (Table 29), the majority of students plan to transfer to a four-year college or university (54 percent). Twenty-three percent of the Continuing Students plan to seek employment after completing their education. Thirteen percent of the respondents have other plans, 5 percent identified themselves as adult education students planning to enroll in one of the District's Colleges, and 5 percent did not know.

In terms of their relationship with the San Diego Community College District, the District Staff seemed to have differing feelings (Table 30). A bare majority (51 percent) felt that they had adequate opportunity to express ideas and opinions concerning the operation of the District. However, 91 percent reported that they were happy in their present job.

TABLE 26

Distribution of Responses With Regard to the San Diego Community College Staff and Continuing Students' Preferences for Working/Attending School Under the Quarter System or the Semester System

System	<u>SDCC Staff</u>	<u>SDCC Continuing Students</u>
	Percentage of Responses	Percentage of Responses
Prefer Quarter System	28	28
Prefer Semester System	61	66
No opinion	11	6

TABLE 27

Responses to the Question: "What is your attitude toward tax-supported public higher education today?"

Responding Groups	Percentage of Responses			
	<u>Good or Very Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
Community	73	17	7	3
Community Leaders	77	20	1	2
SDCC Staff	79	14	5	2

TABLE 28

Distributions of Responses by Continuing Students to Questions Regarding Difficulties in Taking Courses in the San Diego Community College District

Question	Percent Distribution of Responses*
It is difficult to take San Diego Community College District Courses because--	
--of lack of parking on campus	25%
--of the complicated and time-consuming enrollment procedures	24%
--I do not have enough time	15%
--of inconvenient locations	10%
--of no transportation	10%
--I can't afford it	9%
--of no available baby sitter	6%
--none of the subjects are of interest to me	3%
--I am not qualified	3%
--I am attending another institution	1%
--I have enough education	1%
--I am too old	1%
--of other reasons	7%

*Percentages add up to more than 100 percent as more than one response was possible.

**Forty-three percent of the continuing students reported they had no difficulty.

TABLE 29

Distribution of Responses to Questions Regarding The San Diego Community Colleges Continuing Students' Future Plans

Question	Percentage of Responses
Plan to transfer to a four-year college	54
Plan to seek employment after completing education	23
Other plans	13
An adult education student planning to enroll in one of the District colleges after completing education	5
Don't know	5

TABLE 30

Distribution of Responses by SDCC Staff to Questions Regarding Their Relationship with the San Diego Community College District

Question	Percentage of Responses	
	<u>Yes</u>	<u>No</u>
Do you feel you have adequate opportunity to express ideas and opinions concerning the operation of the District?	51	49
Are you happy in your present position?	91	9

IMPLICATIONS FOR FURTHER RESEARCH

A program of ongoing needs assessment provides the District with an effective vehicle for maintaining consonance between programs and services offered, and programs and services deemed important by the community. As a result of this initial overall needs assessment, further study seems appropriate in several areas, among them:

1. The feasibility of expanding our offerings in the areas of multimedia (TV classroom) and afternoon classes.
2. An exploration of student needs regarding public transportation.
3. An examination of course offerings and course demand in adult education.
4. An examination of the services provided for and required by physically handicapped students.
5. A determination of needs regarding the establishment of a full-time ongoing placement office.

APPENDIX A

Committee Worksheet and Instructions Regarding
Questionnaire Construction

MEMO

TO: Ball	Crosthwaite	*Hilsgen	Renas
Beam	del Campo	Jacobs	Repashy
Benson	Denny	*Love	Saldivar
Berger	Deutsch	*Lyons	Schwartz
Bond	Fortier	McKee	Shina
Burdg	Glaser	Morgan	Steinberg
Christopherson	Gorton	Moorehouse	Von Sein
Clowers	Hamilton	Nester	
Coleman	Harron	Peerson	

* or designate

RE: CRUCIAL SURVEY INSTRUMENT

1. As part of the San Diego Community College effort in wise planning and responsiveness to community needs, learner needs and faculty/educator needs, we are planning to undertake a district-wide survey. The initial phases will begin in late October or early November of this year. Your help is requested at this beginning phase of the activity. We want to determine the data and information you would find useful in order to perform your job in the district, and then we shall use this information in designing the most useful and appropriate survey instrument -- to gather the necessary information based upon your decision-making requirements.
2. Decisions regarding past, present and future programs ideally should be based upon identified gaps between our current educational results and desired results. An insert is provided which presents examples of what we mean by gap.
3. With regard to the areas listed in the attached Gap Assessment Sheets and any you wish to add, give us your assessment of the existing gaps between current educational results and what these results ought to be. Additionally, please rank the gaps you have identified in priority of importance on a scale of 1 to 5 with one being the highest priority.
4. Time is important - please read the attached Gap Assessment Sheets and bring them with you to a meeting at 3 p.m. on Tuesday, Sept. 24, 1974 in Room H-117, Mesa College, where we will review this survey and the information we want.
5. Fred will inform you of the results of this survey, and continue to keep you advised of other activities related to the development of our district-wide planning. Thank you in advance for your help.

Dale Parnell
 Dale Parnell
 Chancellor

DP:FH:mkd
 Enc.

Examples continued

Area 7. Faculty and faculty support systems

RANK	CURRENT RESULTS	REQUIRED RESULTS
1	<p>D. 1% of the district budget is allocated to capital outlay and instructional supplies.</p> <p>85% of all faculty report a gross deficiency in supplies required for adequate teaching and learner performance.</p>	<p>D. An outlay of at least 1 1/2% should yield instructional supplies necessary to meet the requirements of teachers and thus learning needs.</p>

REMEMBER: YOU ARE NOT SUPPOSED TO HAVE PERCENTAGES AND NUMBERS AT YOUR FINGERTIPS. THESE EXAMPLES ARE HYPOTHETICAL ONLY, AND THEY REPRESENT A TYPE OF "IDEAL" RESPONSE WE WOULD LIKE TO HAVE (BUT DON'T REALLY EXPECT). PLEASE BE AS ACCURATE AND PRECISE AS POSSIBLE, BUT DON'T OMIT ANY ITEM BECAUSE YOU LACK THE DETAILED AND PRECISE DATA.

Notice that each gap (for instance Item "A") is in measurable terms -- Only 37% (hypothetical) of the graduates are getting jobs and the required percent is 90%. This is an example of a gap in results from our current "Payoffs" and our required/desired "Payoffs." You might not be able to be this precise in the time you have, but get as measurable as possible for now.

Also note that after all of the gaps have been listed, there is a column for ranking the importance of achieving of closure of this gap.

GAP ASSESSMENT SHEET

Note: Within each Area place the number one (1) in front of the highest priority gap, and number the rest of the gaps in descending order.

Area 1. Roles and goals of citizens

RANK	CURRENT RESULTS	REQUIRED RESULTS
	<p>A. As Parent</p> <p>B. As Wage Earner</p> <p>C. As Voter and Citizen</p> <p>D. As Family Member</p> <p>E. As Neighbor</p> <p>F. As Friend</p> <p>G. As Learner</p> <p>H. As Consumer</p> <p>I. As Self (Physical and Mental Health)</p>	

GAP ASSESSMENT SHEET

Note: Within each Area place the number one (1) in front of the highest priority and number the rest in descending order.

Area 2. The role and goals of post-secondary education

RANK	CURRENT RESULTS	REQUIRED RESULTS

Area 3. The role and goals of the Community College

RANK	CURRENT RESULTS	REQUIRED RESULTS

GAP ASSESSMENT SHEET

Area 4. Administrators and management practices

RANK	CURRENT RESULTS	REQUIRED RESULTS

Area 5. Community expectations and attitudes

RANK	CURRENT RESULTS	REQUIRED RESULTS
/		

GAP ASSESSMENT SHEET

Area 6. Students and student services

RANK	CURRENT RESULTS	REQUIRED RESULTS

Area 7. Faculty and faculty support systems

RANK	CURRENT RESULTS	REQUIRED RESULTS

GAP ASSESSMENT SHEET

Area 8. Occupational training, retraining, work experience and placement

RANK	CURRENT RESULTS	REQUIRED RESULTS

Area 9. Recreational requirements

RANK	CURRENT RESULTS	REQUIRED RESULTS

GAP ASSESSMENT SHEET

Area 10. Survival skills, knowledges, and attitudes of students

RANK	CURRENT RESULTS	REQUIRED RESULTS

Area 11. Community services

RANK	CURRENT RESULTS	REQUIRED RESULTS

GAP ASSESSMENT SHEET

Area 12. Educational facilities

RANK	CURRENT RESULTS	REQUIRED RESULTS

Area 13. Fiscal policy

RANK	CURRENT RESULTS	REQUIRED RESULTS

GAP ASSESSMENT SHEET

Area 14. Other

RANK	CURRENT RESULTS	REQUIRED RESULTS

Your present position _____

How long in this position _____

PLEASE RETURN TO FRED HORN, STADIUM PLAZA BLDG, ROOM 235.

APPENDIX B

Actual Needs Assessment Questionnaires
Used in This Study

NEEDS ASSESSMENT QUESTIONNAIRE, Form A-3

1. Have you ever heard the name: San Diego Community College District?

- Yes
- No

2. Which of the following colleges are a part of the City of San Diego Community College District?

- MiraCosta College
- Miramar College
- Grossmont College
- City College
- Evening College
- Mesa College
- Palomar College
- Southwestern College
- Don't know

3. Which of the following kinds of education usually are provided by a community college?

- Four-year liberal arts degree
- The first two years (freshman/sophomore) courses for possible transfer to a four-year college
- Vocational education
- Don't know

4. I am going to read you a list of services and programs currently provided by the San Diego Community Colleges. For each of these things, give me your opinion whether they should be expanded, stay the same, or be cut back?

- Retraining adults for new jobs/careers
- Job/career counseling
- Academic counseling
- Social and recreational functions
- Cafeteria and food services
- Parking facilities
- Public transportation
- Psychological counseling
- Job placement services
- Minority or ethnic academic programs
- Faculty development/conferences/workshops
- Recreation activities and facilities for the community
- Vocational courses
- Education for transfer to four-year colleges and universities
- Cultural activities for the community such as art shows, plays, musical programs, lectures, movies, etc.
- Informational services to community industries and business
- Library books and facilities
- Women's studies
- General education
- Remedial education
- Adult education, non-credit
- Adult education (high school completion program)
- College degree (AA) programs
- Cultural education

Expanded¹ Stay the same² Cut back³ Don't know⁴

5. I am going to read you another list of things, and I want your opinion as to how important you think they are for the San Diego Community College District to do:

- Train students to be parents?
- Train students to be citizens?
- Train students to be wage earners?
- Train students to be learners?
- Train students to be consumers?
- Train students to be good neighbors?
- Train students to be mentally healthy?
- Train students to be generally knowledgeable and to be able to survive?
- Train students to be scholars?
- Train students to go on to a four-year college or university?
- Train students to be physically healthy?
- Train students to spend leisure time constructively?
- Offer financial aid to students?
- Offer job placement services?
- Offer co-curricular activities (athletics, plays, lectures, etc.)?
- Offer transfer programs to four-year colleges or universities?
- Offer a pleasant environment for learning?
- Offer tuition-free education?
- Provide convenient locations?
- Provide late afternoon and early evening classes (3 p.m. to 7 p.m.)?
- Provide Saturday classes?
- Provide Sunday classes?
- Provide learning opportunities for all adults regardless of educational background?
- Provide personal/psychological counseling?
- Provide vocational and job counseling?
- Provide educational opportunities for the physically handicapped?
- Provide educational opportunities for ethnic minorities?
- Provide vocational education?
- Provide child-care facilities for parent-learners?
- Provide courses and programs for educationally handicapped?
- Provide general education?
- Provide remedial education?

Very important¹

Not important⁴

Fairly important²

Don't know⁵

Barely important³

6. Now in your own words, what kinds of skills, knowledge and attitudes should the San Diego Community Colleges be offering to students to help them survive in our society as useful human beings?
-
-
-

7. I want to read you the list again, and this time I would like your opinion as to how good a job the San Diego Community College District is doing with them:

- Financial aid to students?
- Job placement services?
- Co-curricular activities (athletics, plays, lectures, etc.)?
- Transfer programs to four-year colleges or universities?
- A pleasant environment for learning?
- Tuition-free education?
- Convenient locations?
- Late afternoon and evening classes (3 p.m. to 10 p.m.)?
- Saturday classes?
- Sunday classes?
- Learning opportunities for all adults regardless of educational background?
- Personal/psychological counseling?
- Vocational and job counseling?
- Educational opportunities for the physically handicapped?
- Educational opportunities for senior citizens and retirees?
- Educational opportunities for ethnic minorities?
- Vocational education?
- Child-care facilities for parent-learners?
- Admissions and enrollment procedures?
- Advertising their programs?
- General education?
- Remedial education?
- Training students to be parents?
- Training students to be citizens?
- Training students to be wage earners?
- Training students to be learners?
- Training students to be consumers?
- Training students to be good neighbors?
- Training students to be mentally healthy?
- Training students to be generally knowledgeable and to be able to survive?
- Training students to be scholars?
- Training students to go on to a four-year college or university?
- Training students to be physically healthy?
- Training students to spend leisure time constructively?

Very good¹ Good² Fair³ Poor⁴ Don't know⁵

8. Are you aware that adult residents of San Diego can take courses at the San Diego Community Colleges without paying tuition?

Yes
 No

9. Are you aware that adult residents of the City of San Diego who don't have a high school diploma can take courses at the San Diego Community Colleges?

Yes
 No

10. Have you ever attended or made use of any of the following non-credit community services offered by the San Diego Community Colleges

<input type="checkbox"/> Yes	<input type="checkbox"/> No	Film presentation
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Lecture series
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Concerts
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Community orchestra
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Community band
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Intramural athletics
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Theater
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Tennis courts
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Handball/racquet ball courts
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Jogging track
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Library
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Meeting rooms
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Other

11. How would you rate the various campuses of the San Diego Community Colleges with regard to the general appearance of their buildings and grounds?

Very good¹ Good² Fair³ Poor⁴ Don't know⁵

12. How good a job do you feel the colleges and centers in the San Diego Community College District are doing to:

a. Meet your own needs?
 b. Meet the needs of the citizens of the district?

Very good¹ Good² Fair³ Poor⁴ Don't know or doesn't apply⁵

13. What kind of a job do you feel the teaching faculty of the San Diego Community College District is doing?

To give students knowledge?
 To motivate students to learn?
 To help students become involved in community activities?
 To prepare students to go on to a four-year college or university?
 To prepare students for a job?

Very good¹ Good² Fair³ Poor⁴ Don't know⁵

14. What kind of a job do you feel the administrators of the San Diego Community Colleges are doing:

To help students learn?

To help faculty become better teachers?

Making sure the taxpayers' money is wisely spent and managed?

Very good¹ Good² Fair³ Poor⁴ Don't know⁵

15. What kind of a job do you feel the non-instructional employees of the San Diego Community Colleges are doing (secretaries, clerks, maintenance people, security guards, etc.):

In helping students?

To make the San Diego Community College District better?

Very good¹ Good² Fair³ Poor⁴ Don't know⁵

16. How would you best describe your own attitude toward tax-supported public higher education today?

1. Very good

4. Poor

2. Good

5. Don't know

3. Fair

17. In your opinion, what kind of relationship does the San Diego Community College District have with the community?

Very good

Good

Fair

Poor

Don't know

18. Have you or any member of your immediate family taken or are presently taking a course at any of the schools of the San Diego Community College District, including their adult schools?

Yes

No

19. If you were to take some sort of class at one of the Community Colleges, which of the following would you prefer?

Day classes

Evening classes

Saturday classes

Sunday classes

College-credit classes

Adult education non-credit classes

Vocational education classes

General academic classes

Informal, short-duration (less than a semester) courses

Arts and crafts type courses

TV classes

Other

20. If you decided to take an adult non-credit course, where would you prefer taking the class?

- At existing high school campus with regular high school students
- At existing high school campus but not with regular high school students
- At a separate adult education center

21. What kind of things, if any, might keep you from taking a course through your San Diego Community Colleges?

22. If you were interested in learning a trade or vocational skill, would you prefer to attend:

- Apprenticeship program
- A tax-supported public community college
- A private vocational school
- On-the-job training

23. Students attend the Community Colleges for many reasons. I would like you to give me as many reasons as you can think of why they attend.

24. How long have you been a resident of the City and County of San Diego?

- a. Less than two years
- b. From 2-5 years
- c. From 6-10 years
- d. From 11-20 years
- e. Over 21 years

25. Age of respondent:

- 18-20
- 21-24
- 25-34
- 35-44
- 45-54
- 55-64
- Over 65

26. Respondent's sex:

- Male
- Female

27. Marital status:

- Single
- Married
- Divorced
- Widowed

28. Educational level of respondent:

- Less than high school
- High school graduate
- Some college
- Community college degree
- Four-year college graduate
- Graduate work but no graduate degree
- Graduate with professional degree
- Other

29. Educational level of the head of the household:

- Less than high school
- High school graduate
- Some college
- Community college degree
- Four-year college graduate
- Graduate work but no graduate degree
- Graduate with professional degree
- Other

30. Respondent's occupation:

31. Occupation of head of household (if HH is other than respondent):

32. Ethnicity:

- American Indian
- Asian
- Black/Negro
- Caucasian
- Chicano/Mexican-American
- Filipino
- Other

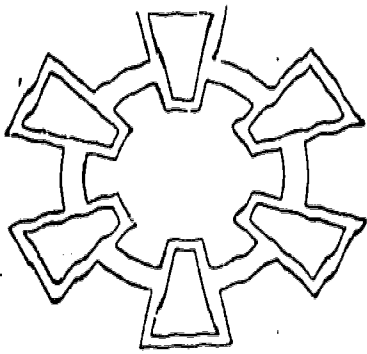
33. Total family income group range (before any deductions):

- Under \$5,000
- \$5,000-\$9,999
- \$10,000-\$14,999
- \$15,000-\$19,999
- Over \$20,000
- Would not give income

34. One last question: Do you have any suggestions you could make with regard to the San Diego Community College District in any area, including the kinds of community services the district should provide for all its citizens?

35. Address of respondent (taken from house number):

36. Zip code _____ from respondent.



SAN DIEGO COMMUNITY COLLEGE DISTRICT

3375 Camino del Rio South
San Diego, California 92108
(714) 280-7610

OFFICE OF THE CHANCELLOR

March 14, 1975

Dear

The San Diego Community College District has begun a long-range effort to develop an educational master plan. The beginning point of our effort is a needs assessment from the general community and a survey of needs expressed from special targeted sub-groups within the general population. Because of your position and standing within the San Diego community, you have been identified as one of our community leaders; and as such, your views are important to us as we develop long-range plans for our district.

Enclosed is a questionnaire. Could you take ten or fifteen minutes to complete and return? Your prompt reply would be greatly appreciated.

Sometime in May or early June I shall invite you to attend an evening dinner meeting with our Board of Trustees. At that time we will review a rough draft of our educational master plan with you and some of your fellow community leaders.

Thanks for your help and interest in the San Diego Community College District.

Cordially,

Dale Parnell
Chancellor

DP:jd

Enclosures

98

95

"WITHIN REACH—THE COMMUNITY IS OUR CAMPUS"

and Continuing Education Centers • City College • Educational and Cultural Complex • Evening College • Mesa College • Miramar Regional (C

NEEDS ASSESSMENT QUESTIONNAIRE
(Community Leaders)

1. Have you ever heard the name, San Diego Community College District?
 Yes No

2. Which of the following colleges are a part of the City of San Diego Community College District?
 MiraCosta College Evening College
 Miramar College Mesa College
 Grossmont College Palomar College
 City College Southwestern College
 Don't know

3. Which of the following kinds of education usually are provided by a community college?
 Four-year liberal arts degree
 The first two years (freshman/sophomore) courses for possible transfer to a four-year college
 Vocational education
 Don't know

4. Here is a list of services and programs currently provided by the San Diego Community Colleges. For each of these things, indicate whether they should be:
(1) expanded (2) stay the same (3) cut back (4) don't know
 Retraining adults for new jobs/careers
 Job/career counseling
 Academic counseling
 Social and recreational functions
 Cafeteria and food services
 Parking facilities
 Public transportation
 Psychological counseling
 Job placement services
 Minority or ethnic academic programs
 Faculty development/conferences/workshops
 Recreation activities and facilities for the community
 Vocational courses
 Education for transfer to four-year colleges and universities
 Cultural activities for the community such as art shows, plays, musical programs, lectures, movies, etc..
 Informational services to community industries and business
 Library books and facilities
 Women's studies
 General education
 Remedial education
 Adult education, non-credit
 Adult education (high school completion program)
 College degree (AA) programs
 Cultural education

5. How important is it for the San Diego Community College District to do the following:

- (1) very important (2) fairly important (3) barely important
(4) not important (5) don't know

- Train students to be parents?
- Train students to be wage earners?
- Train students to be citizens?
- Train students to be learners?
- Train students to be consumers?
- Train students to be good neighbors?
- Train students to be mentally healthy?
- Train students to be generally knowledgeable and to be able to survive?
- Train students to be scholars?
- Train students to go on to a four-year college or university?
- Train students to be physically healthy?
- Train students to spend leisure time constructively?
- Offer financial aid to students?
- Offer co-curricular activities (athletics, plays, lectures, etc.)?
- Offer job-placement services?
- Offer transfer programs to four-year colleges or universities?
- Offer a pleasant environment for learning?
- Offer tuition-free education?
- Provide convenient locations?
- Provide late afternoon and early evening classes (3 p.m. to 7 p.m.)?
- Provide Saturday classes?
- Provide Sunday classes?
- Provide learning opportunities for all adults regardless of educational background?
- Provide personal/psychological counseling?
- Provide vocational and job counseling?
- Provide educational opportunities for the physically handicapped?
- Provide educational opportunities for ethnic minorities?
- Provide vocational education?
- Provide child-care facilities for parent-learners?
- Provide courses and programs for educationally handicapped?
- Provide general education?
- Provide remedial education?

6. Now in your own words, what kinds of skills, knowledge and attitudes should the San Diego Community Colleges be offering to students to help them survive in our society as useful human beings?



7. How good a job:

(1) very good (2) good (3) fair (4) poor (5) don't know

is the San Diego Community College District doing with:

- Financial aid to students?
- Job placement services?
- Co-curricular activities (athletics, plays, lectures, etc.)?
- Transfer programs to four-year colleges or universities?
- A pleasant environment for learning?
- Tuition-free education?
- Convenient locations?
- Late afternoon and evening classes (3 p.m. to 10 p.m.)?
- Saturday classes?
- Sunday classes?
- Learning opportunities for all adults regardless of educational background?
- Personal/psychological counseling?
- Vocational and job counseling?
- Educational opportunities for the physically handicapped?
- Educational opportunities for senior citizens and retirees?
- Educational opportunities for ethnic minorities?
- Vocational education?
- Child-care facilities for parent-learners?
- Admissions and enrollment procedures?
- Advertising their programs?
- General education?
- Remedial education?
- Training students to be parents?
- Training students to be citizens?
- Training students to be wage earners?
- Training students to be learners?
- Training students to be consumers?
- Training students to be good neighbors?
- Training students to be mentally healthy?
- Training students to be generally knowledgeable and to be able to survive?
- Training students to be scholars?
- Training students to go on to a four-year college or university?
- Training students to be physically healthy?
- Training students to spend leisure time constructively?

8. Are you aware that adult residents of San Diego can take courses at the San Diego Community Colleges without paying tuition?

Yes
 No

9. Are you aware that adult residents of the City of San Diego who don't have a high school diploma can take courses at the San Diego Community Colleges?

Yes No

10. Have you ever attended or made use of any of the following non-credit community services offered by the San Diego Community Colleges?

- Yes No Film presentation
- Yes No Lecture series
- Yes No Concerts
- Yes No Community orchestra
- Yes No Community band
- Yes No Intramural athletics
- Yes No Theater
- Yes No Tennis courts
- Yes No Handball/racquet ball courts
- Yes No Jogging track
- Yes No Library
- Yes No Meeting rooms
- Yes No Other

11. How would you rate the various campuses of the San Diego Community Colleges with regard to the general appearance of their buildings and grounds?
(Circle your choice)

- (1) Very good (2) Good (3) Fair (4) Poor (5) Don't know

12. How good a job do you feel the colleges and centers in the San Diego Community College District are doing to:

- a. Meet your own needs?
- b. Meet the needs of the citizens of the district?

- (1) Very good (2) Good (3) Fair (4) Poor (5) Don't know or doesn't apply

13. What kind of a job do you feel the teaching faculty of the San Diego Community College District is doing:

- To give students knowledge?
- To motivate students to learn?
- To help students become involved in community activities?
- To prepare students to go on to a four-year college or university?
- To prepare students for a job?

- (1) Very good (2) Good (3) Fair (4) Poor (5) Don't know

14. What kind of a job do you feel the administrators of the San Diego Community Colleges are doing:

- To help students learn?
- To help faculty become better teachers?
- To make sure the taxpayers' money is wisely spent and managed?

- (1) Very good (2) Good (3) Fair (4) Poor (5) Don't know

15. What kind of a job do you feel the non-instructional employees of the San Diego Community Colleges are doing (secretaries, clerks, maintenance people, security guards, etc.):

In helping students?

To make the San Diego Community College District better?

(1) Very good (2) Good (3) Fair (4) Poor (5) Don't know

16. How would you best describe your own attitude toward tax-supported public higher education today? (Circle your choice)

1. Very good 4. Poor
2. Good 5. Don't know
3. Fair

17. In your opinion, what kind of relationship does the San Diego Community College District have with the community?

Very good
 Good
 Fair
 Poor
 Don't know

18. Have you or any member of your immediate family taken or are presently taking a course at any of the schools of the San Diego Community College District, including their adult schools?

Yes
 No

19. If you were to take some sort of class at one of the Community Colleges, which of the following would you prefer?

<input type="checkbox"/> Day classes	<input type="checkbox"/> Evening classes
<input type="checkbox"/> Saturday classes	<input type="checkbox"/> Sunday classes
<input type="checkbox"/> College-credit classes	<input type="checkbox"/> Adult education non-credit classes
<input type="checkbox"/> Vocational education classes	<input type="checkbox"/> General academic classes
<input type="checkbox"/> Informal, short-duration (less than a semester) courses	<input type="checkbox"/> Arts and crafts type courses
<input type="checkbox"/> TV classes	<input type="checkbox"/> Other

20. If you decided to take an adult non-credit course, where would you prefer taking the class?

At existing high school campus with regular high school students
 At existing high school campus but not with regular high school students
 At a separate adult education center

21. What kind of things, if any, might keep you from taking a course through your San Diego Community Colleges?

22. If you were interested in learning a trade or vocational skill, would you prefer to attend:

- An apprenticeship program
- A tax-supported public community college.
- A private vocational school
- On-the-job training

23. Students attend the Community Colleges for many reasons. Give as many reasons as you can think of why they attend:

24. How long have you been a resident of the City and County of San Diego?

- a. Less than two years
- b. From 2-5 years
- c. From 6-10 years
- d. From 11-20 years
- e. Over 21 years

25. Your age:

- 18-20
- 21-24
- 25-34
- 35-44
- 45-54
- 55-64
- Over 65

26. Your sex:

- Male
- Female

27. Marital status:

- Single
- Married
- Divorced
- Widowed

28. Educational level of respondent:

- Less than high school
- High school graduate
- Some college
- Community college degree
- Four-year college graduate
- Graduate work but no graduate degree
- Graduate with professional degree
- Other

29. Ethnicity:

- American Indian
- Asian
- Black/Negro
- Caucasian
- Chicano/Mexican-American
- Filipino
- Other

30. One last question: Do you have any suggestions you could make with regard to the San Diego Community College District in any area, including the kinds of community services the district should provide for all its citizens?

San Diego, California 92108
(714) 280-7610

OFFICE OF THE CHANCELLOR

January 21, 1975

HELP!

The San Diego Community Colleges (City, Evening, Mesa, Miramar) need information from you, our former student. We're asking you to join with others in helping us provide the best educational programs and services possible.

Your opinion of what we're doing is especially important. As a graduate, you're in a position to "tell it like it is" in regard to how well we were able to meet your needs while you were attending school.

Your opinion counts! Please take a minute to complete the enclosed card. Then just drop the completed card in the mail-- it doesn't require an envelope or a stamp. If you need further information or have additional comments, call us at 280-7610, Extension 194.

Thanks for your help.

Fred Horn
Director of Management Studies

FH:jo

Enclosure

106

103

"WITHIN REACH--THE COMMUNITY IS OUR CAMPUS"

Adult and Continuing Education Centers • City College • Educational and Cultural Complex • Evening College • Mesa College • Miramar Regional

Which campus were you attending when you received your degree or completed your program?

- City College
- Evening College
- Mesa College
- Miramar College

Do you feel the training and education you received through your San Diego Community Colleges adequately prepared you for a job or transfer to a four-year college?

- For a job: yes no
- For transfer: yes no

Did you find it difficult to find a job or to transfer to a four-year college after you completed your program at the San Diego Community Colleges?

- Job difficulty: yes no
- Transfer difficulty: yes no

How good a job (1) very good, (2) good, (3) fair, (4) poor, (5) don't know, do you feel your teachers did:

- To give students knowledge?
- To motivate students to learn?
- To help students become involved in community activities?
- To prepare students to go on to a four-year college or university?
- To prepare students for a job?

What kind of a job (1) very good, (2) good, (3) fair, (4) poor, (5) don't know do you feel the administrators did:

- To help students learn?
- To help faculty become better teachers?
- Making sure the taxpayers' money is wisely spent and managed?

What kind of job (1) very good, (2) good, (3) fair, (4) poor, (5) don't know do you feel the non-instructional employees did (secretaries, maintenance people, security guards, etc.):

- In helping students?
- To make the San Diego Community College District better?

In which program were you enrolled: Vocational Arts and sciences

Your age: _____ Sex: Male: _____ Female: _____

With which of the following ethnic groups do you identify:

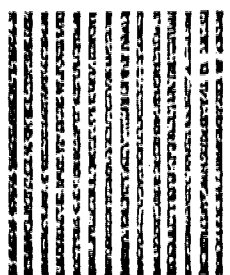
- American Indian
- Asian
- Black/Negro
- Caucasian
- Chicano/Mexican-American
- Filipino
- Other

BUSINESS REPLY MAIL

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

Postage will be paid by
SAN DIEGO COMMUNITY COLLEGE DISTRICT
OFFICE OF MANAGEMENT STUDIES
 3375 Camino del Rio South
 San Diego, California 92108

First Class
 Permit No. 8132
 San Diego, Ca.



SAN DIEGO COMMUNITY COLLEGE DISTRICT
3375 Camino del Rio South
San Diego, California 92108
(714) 280-7610

OFFICE OF THE CHANCELLOR

January 21, 1975

The San Diego Community College District needs information. We're asking you to join with others in helping us provide our students with the best educational programs and services possible.

By completing this brief questionnaire you will furnish us with important information--information which only you as a student can provide.

Don't sign your name to the questionnaire. It isn't our intention to identify anyone in particular. However, your opinion counts, so please take a few minutes to carefully answer each question. Your instructor will collect the questionnaires and they will be returned directly to the Office of Management Studies.

Thanks for your help.

Fred Horn
Director of Management Studies

FH:jo

108

"WITHIN REACH THE COMMUNITY IS OUR CAMPUS"

NEEDS ASSESSMENT QUESTIONNAIRE
(Student)

1. Where are you attending?

- City College?
- Mesa College?
- Miramar College?
- Evening College?

2. Number of semester hours you have completed at this campus: _____

3. Date you expect to receive your degree or complete your program:

Would you prefer to attend school on:

- A semester basis?
- A quarter basis?

4. What is your current program emphasis? Vocational _____
Arts/Sciences _____
Other (specify) _____

5. What is your major? _____

6. What are your plans after completing your education here?

- I'm an adult education student planning to enroll in one of the SDCCD Colleges
- seek employment
- transfer to four-year college
- other (specify:) _____

7. If you plan to seek a job after you complete your education here, what do you feel your chances are of getting a job in the area for which you have been trained?

- very good
- good
- fair
- poor
- don't know

8. Do you feel the training and education you are receiving here is adequately preparing you for a job or transfer to a four-year college?

- Job: yes no
Transfer: yes no

9. Here is a list of services and programs currently provided by the San Diego Community Colleges. For each of these things, indicate whether they should be:

(1) Expanded (2) Stay the same (3) Cut back (4) Don't know

- Retraining adults for new jobs/careers
- Job/career counseling
- Academic counseling
- Social and recreational functions
- Cafeteria and food services
- Parking facilities
- Public transportation
- Psychological counseling
- Job placement services
- Minority or ethnic academic programs
- Faculty development/conferences/workshops
- Recreation activities and facilities for the community
- Vocational courses
- Education for transfer to four-year colleges and universities
- Cultural activities for the community such as art shows, plays, musical programs, lectures, movies, etc.
- Informational services to community industries and business
- Library books and facilities
- Women's studies
- General education
- Remedial education
- Adult education, non-credit
- Adult education (high school completion program)
- College degree (AA) programs
- Cultural education

10. How important is it for the San Diego Community College District to do the following:

- (1)Very important (2)Fairly important (3)Barely important
(4)Not important (5)Don't know

- Train students to be parents?
- Train students to be wage earners?
- Train students to be citizens?
- Train students to be learners?
- Train students to be consumers?
- Train students to be good neighbors?
- Train students to be mentally healthy?
- Train students to be generally knowledgeable and to be able to survive?
- Train students to be scholars?
- Train students to go on to a four-year college or university?
- Train students to be physically healthy?
- Train students to spend leisure time constructively?
- Offer financial aid to students?
- Offer job placement services?
- Offer co-curricular activities (athletics, plays, lectures, etc.)?
- Offer transfer programs to four-year colleges or universities?
- Offer a pleasant environment for learning?
- Offer tuition-free education?
- Provide convenient locations?
- Provide late afternoon and early evening classes (3 p.m. to 7 p.m.)?
- Provide Saturday classes?
- Provide Sunday classes?
- Provide learning opportunities for all adults regardless of educational background?
- Provide personal/psychological counseling?
- Provide Vocational and job counseling?
- Provide educational opportunities for the physically handicapped?
- Provide educational opportunities for ethnic minorities?
- Provide vocational education?
- Provide child-care facilities for parent-learners?
- Provide courses and programs for educationally handicapped?
- Provide general education?
- Provide remedial education?

11. How good a job

(1)Very good (2)Good (3)Fair (4)Poor (5)Don't know

is the San Diego Community College District doing with regard to:

- Financial aid to students?
- Job placement services?
- Co-curricular activities (athletics, plays, lectures, etc.)?
- Transfer programs to four-year colleges or universities?
- A pleasant environment for learning?
- Tuition-free education?
- Convenient locations?
- Late afternoon and evening classes (3 p.m. to 10 p.m.)?
- Saturday classes?
- Sunday classes?
- Learning opportunities for all adults regardless of educational background?
- Personal/psychological counseling?
- Vocational and job counseling?
- Educational opportunities for the physically handicapped?
- Educational opportunities for senior citizens and retirees?
- Educational opportunities for ethnic minorities?
- Vocational education?
- Child-care facilities for parent-learners?
- Admissions and enrollment procedures?
- Advertising their programs?
- General education?
- Remedial education?
- Training students to be parents?
- Training students to be wage earners?
- Training students to be citizens?
- Training students to be learners?
- Training students to be consumers?
- Training students to be good neighbors?
- Training students to be mentally healthy?
- Training students to be generally knowledgeable and to be able to survive?
- Training students to be scholars?
- Training students to go on to a four-year college or university?
- Training students to be physically healthy?
- Training students to spend leisure time constructively?

12. Have you ever attended or made use of any of the following non-credit community services offered by the San Diego Community Colleges?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	Film presentation
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Lecture series
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Concerts
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Community orchestra
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Community band
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Intramural athletics
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Theater
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Tennis courts
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Handball/racquet ball courts
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Jogging track
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Library
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Meeting rooms
<input type="checkbox"/> Yes	<input type="checkbox"/> No	Other

13. How would you rate your campus with regard to the general appearance of its buildings and grounds? (Circle your choice)

(1) Very good (2) Good (3) Fair (4) Poor (5) Don't know

14. How good a job do you feel the colleges and adult centers in the San Diego Community College District are doing to:

(1) Very good (2) Good (3) Fair (4) Poor (5) Don't know

- a. Meet your own needs?
- b. Meet the needs of the citizens of the district?

15. What kind of a job do you feel the teaching faculty of the San Diego Community College District is doing?

(1) Very good (2) Good (3) Fair (4) Poor (5) Don't know

- To give students knowledge?
- To motivate students to learn?
- To help students become involved in community activities?
- To prepare students to go on to a four-year college or university?
- To prepare students for a job?

16. What kind of a job do you feel the administrators of the San Diego Community Colleges are doing:

(1) Very good (2) Good (3) Fair (4) Poor (5) Don't know

- To help students learn?
- To help faculty become better teachers?
- Making sure the taxpayers' money is wisely spent and managed?

17. What kind of a job do you feel the non-instructional employees of the San Diego Community Colleges are doing (secretaries, clerks, maintenance people, security guards, etc.):

- (1) Very good (2) Good (3) Fair (4) Poor (5) Don't know

In helping students?
 To make the San Diego Community College District better?

18. Which of the following things make it difficult for you to take courses through your San Diego Community Colleges? (Check all which apply)

- | | |
|---|--|
| <input type="checkbox"/> No baby sitter | <input type="checkbox"/> None of the subjects are of interest to me. |
| <input type="checkbox"/> No transportation | <input type="checkbox"/> I'm attending another institution |
| <input type="checkbox"/> I can't afford it | <input type="checkbox"/> I have enough education |
| <input type="checkbox"/> No time | <input type="checkbox"/> I'm too old |
| <input type="checkbox"/> Inconvenient campus locations | <input type="checkbox"/> Lack of parking on campus |
| <input type="checkbox"/> I'm not qualified | <input type="checkbox"/> Fear for personal safety |
| <input type="checkbox"/> Complicated and time-consuming enrollment procedures | <input type="checkbox"/> Other |
| | <input type="checkbox"/> I have no difficulties in attending |

19. What form of transportation do you primarily rely on to get to school?

- Your own car
 A friend's or neighbor's car
 Spouse drives you
 Bus
 Taxi
 Motorcycle
 Bicycle
 Hitchhiking
 Other

20. Age of respondent:

- 16-20
 21-24
 25-34
 35-44
 45-54
 55-64
 Over 65

21. Respondent's sex:

- Male
 Female

22. Marital status:

- Single
- Married
- Divorced
- Widowed

23. With which of the following ethnic groups do you identify?

- American Indian
- Asian
- Black/Negro
- Caucasian
- Chicano/Mexican-American
- Filipino
- Other

24. Are you a veteran discharged after 1964?

- Yes
- No

SAN DIEGO COMMUNITY COLLEGE DISTRICT
3375 Camino del Rio South
San Diego, California 92108
(714) 280-7610

OFFICE OF THE CHANCELLOR

January 21, 1975

HELP!

The San Diego Community Colleges need information from you. We're asking you to join with others in helping us provide our community with the best educational programs and services possible.

Your opinion of what we're doing is especially important. As a member of our staff you're in a position to "tell it like it is." In fact, many of the questions we're asking can be answered only by you.

Don't sign your name to the questionnaire. It isn't our intention to identify anyone in particular. However, your opinion counts, so please take a few minutes during your regular working hours to answer each question. Then, just return the questionnaire to us via inter-office mail in the envelope provided. If you need further information or have additional comments, feel free to call us at 280-7610, Extension 195.

Thanks for your help.

Dale Parnell

Dale Parnell
Chancellor

DP:FH:jo

116

113

"WITHIN REACH - THE COMMUNITY IS OUR CAMPUS"

NEEDS ASSESSMENT QUESTIONNAIRE
(Staff)

1. Do you feel you have adequate opportunity to express your ideas and opinions concerning the operation of this district?

Yes No

If No, how might this situation be improved?

2. Under which system do you think you would prefer working:

Quarter system? Semester system?

3. What is your single biggest complaint in relation to your present position or in regard to the overall operation of the district?
-
-

Generally speaking, are you happy in your present position?

Yes No

4. Here is a list of services and programs currently provided by the San Diego Community Colleges. For each of these things, indicate whether they should be:

(1) expanded (2) kept the same (3) cut back (4) don't know

- Retraining adults for new jobs/careers
- Job/career counseling
- Academic counseling
- Social and recreational functions
- Cafeteria and food services
- Parking facilities
- Public transportation
- Psychological counseling
- Job placement services
- Minority or ethnic academic programs
- Faculty development/conferences/workshops
- Recreation activities and facilities for the community
- Vocational courses
- Education for transfer to four-year colleges and universities
- Cultural activities for the community such as art shows, plays, musical programs, lectures, movies, etc.
- Informational services to community industries and business
- Library books and facilities
- Women's studies
- General education
- Remedial education
- Adult education, non-credit
- Adult education (high school completion program)
- College degree (AA) programs
- Cultural education

5. Is it:

- (1) very important (2) fairly important (3) barely important
(4) not important (5) don't know

for the San Diego Community College District to:

- Train students to be parents?
- Train students to be citizens?
- Train students to be wage earners?
- Train students to be learners?
- Train students to be consumers?
- Train students to be good neighbors?
- Train students to be mentally healthy?
- Train students to be generally knowledgeable and to be able to survive?
- Train students to be scholars?
- Train students to go on to a four-year college or university?
- Train students to be physically healthy?
- Train students to spend leisure time constructively?
- Offer financial aid to students?
- Offer job placement services?
- Offer co-curricular activities (athletics, plays, lectures, etc.)?
- Offer transfer programs to four-year colleges or universities?
- Offer a pleasant environment for learning?
- Offer tuition-free education?
- Provide convenient locations?
- Provide late afternoon and early evening classes (3 p.m. to 7 p.m.)?
- Provide Saturday classes?
- Provide Sunday classes?
- Provide learning opportunities for all adults regardless of educational background?
- Provide personal/psychological counseling?
- Provide vocational and job counseling?
- Provide educational opportunities for the physically handicapped?
- Provide educational opportunities for ethnic minorities?
- Provide vocational education?
- Provide child-care facilities for parent-learners?
- Provide courses and programs for educationally handicapped?
- Provide general education?
- Provide remedial education?

6. In your own words, what kinds of skills, knowledge and attitudes should the San Diego Community Colleges be offering to students to help them survive in our society as useful human beings?
-
-
-

7. How good a job:

(1) very good (2) good (3) fair (4) poor (5) don't know

is the San Diego Community College District doing with:

- Financial aid to students?
- Job placement services?
- Co-curricular activities (athletics, plays, lectures, etc.)?
- Transfer programs to four-year colleges or universities?
- A pleasant environment for learning?
- Tuition-free education?
- Convenient locations?
- Late afternoon and evening classes (3 p.m. to 10 p.m.)?
- Saturday classes?
- Sunday classes?
- Learning opportunities for all adults regardless of educational background?
- Personal/psychological counseling?
- Vocational and job counseling?
- Educational opportunities for the physically handicapped?
- Educational opportunities for senior citizens and retirees?
- Educational opportunities for ethnic minorities?
- Vocational education?
- Child-care facilities for parent-learners?
- Admissions and enrollment procedures?
- Advertising their programs?
- General education?
- Remedial education?
- Training students to be wage earners?
- Training students to be citizens?
- Training students to be learners?
- Training students to be consumers?
- Training students to be parents?
- Training students to be good neighbors?
- Training students to be mentally healthy?
- Training students to be generally knowledgeable and to be able to survive?
- Training students to be scholars?
- Training students to go on to a four-year college or university?
- Training students to be physically healthy?
- Training students to spend leisure time constructively?

8. Have you ever attended or made use of any of the following non-credit community services offered by the San Diego Community Colleges?

Yes No Film presentation
 Yes No Lecture series
 Yes No Concerts
 Yes No Community orchestra
 Yes No Community band
 Yes No Intramural athletics
 Yes No Theater
 Yes No Tennis courts
 Yes No Handball/racquet ball courts
 Yes No Jogging track
 Yes No Library
 Yes No Meeting rooms
 Yes No Other

9. How would you rate the facility in which you work with regard to the general appearance of its buildings and grounds? (Circle your choice)

(1) very good (2) good (3) fair (4) poor (5) don't know

10. How would you rate the various campuses of the San Diego Community Colleges with regard to the general appearance of their buildings and grounds? (Circle your choice)

(1) very good (2) good (3) fair (4) poor (5) don't know

11. What kind of a job do you feel the teaching faculty of the San Diego Community College District is doing?

To give students knowledge?
 To motivate students to learn?
 To help students become involved in community activities?
 To prepare students to go on to a four-year college or university?
 To prepare students for a job?

(1) Very good (2) Good (3) Fair (4) Poor (5) Don't know

12. What kind of a job do you feel the administrators of the San Diego Community Colleges are doing:

To help students learn?
 To help faculty become better teachers?
 In making sure the taxpayers' money is wisely spent and managed?

(1) Very good (2) Good (3) Fair (4) Poor (5) Don't know

13. What kind of a job do you feel the non-instructional employees of the San Diego Community Colleges are doing (secretaries, clerks, maintenance people, security guards, etc.):

In helping students?
 To make the San Diego Community College District better?

(1) Very good (2) Good (3) Fair (4) Poor (5) Don't know

14. How would you best describe your own attitude toward tax-supported public higher education today?

1. Very good 4. Poor
2. Good 5. Don't know
3. Fair

15. In your opinion, what kind of relationship does the San Diego Community College District have with the community?

Very good
 Good
 Fair
 Poor
 Don't know

16. At which of the following sites are you employed?

Adult Education site
 City College
 District Office
 Evening College
 Mesa College
 Miramar College

17. How long have you worked for the district?

Less than one year
 One to four years
 Five to ten years
 Over ten years

18. Your age

19. In your present position are you: (Check all which apply)

- Certified
- Classified
- Administrative
- Faculty (teaching)
- Arts and Sciences
- Vocational Education
- Part-time
- Full-time

20. Education: (Check highest level)

- High school graduate
- Post-high school graduate
- AA Degree
- BA or BS
- MA or MS
- PhD or EdD
- Other (specify) _____

21. Sex:

- Male
- Female

22. With which of the following ethnic groups do you identify:

- American Indian
- Asian
- Black/Negro
- Caucasian
- Chicano/Mexican-American
- Filipino
- Other

23. Are you:

- Married?
- Single?
- Divorced?
- Widowed?

APPENDIX C

Specific Community Survey Interviewer Selection
and Potential Sources of Error

SELECTION AND TRAINING OF INTERVIEWERS FOR THE COMMUNITY SURVEY

Two sources were utilized to select potential interviewers for the Community survey: (1) graduate students at a local university who had extensive experience as interviewers in previous similar types of at-home survey research, and (2) members of a special two-unit ten-week class at Mesa College in Public Opinion and Polling.

The students in the special class at Mesa College were exposed to lectures, discussions, and extensive field experience with regard to the theory, concepts and techniques of public opinion, questionnaire construction, sampling, and interviewer techniques. These students received a course grade based upon their field performance in this survey and a written analysis of interviewee responses. Additionally they received remuneration for each interview they completed as community aide employees of the San Diego Community College District.

The graduate students received a similar but far less intensive training since they already had a good deal of previous in-field experience and exposure to public opinion theory and research.

Throughout all stages of data collection, interviews were checked and evaluated. When necessary, additional instruction was given an individual interviewer.

POSSIBLE SOURCES OF ERROR IN THE COMMUNITY SURVEY

All face-to-face survey type research is useful and meaningful to its consumers to the degree that they are made aware of both the strengths and weaknesses of the information, analyses, and the conclusions presented. Detailed below is a discussion of the most common sources of error most often encountered in studies of this type and how an attempt was made to minimize their effect.

1. The sample of persons interviewed may not be representative of the population of the area studied. In this instance, the sample was of adult residents of the San Diego Community College District.

2. The response to the questions on the interview schedule do not reflect the true opinions or feelings and beliefs of those interviewed.
3. The interviewer may make errors in recording the responses.
4. Those coding the responses of the completed interviews for computer application may make mechanical errors in recording the response in the appropriate category on the coding sheet.

In all survey research, whether an initial needs assessment effort or a Gallup Poll, one of the fundamental problems is that of generalizing from the survey sample of those actually interviewed to the population from which samples were selected. With random sampling, however, the characteristics of the population are the most probable characteristics of the sample. This has been established both mathematically and experimentally. In general, the larger the sample the greater can be the confidence that the characteristics of the sample approximate the characteristics of the population.

Survey research, however, is subject to errors resulting from bias as well as from chance. The Community sample necessarily was limited to persons who were willing to be interviewed. It has not been possible within the cost limits of the study to empirically determine whether the non-respondents were in any ways different from those who consented to be interviewed. However, it is expected that they were not significantly different and further, most individuals contacted consented to be interviewed.

Daytime interviews tend to result in a greater number of female respondents. The sex ratio of the present study, while not exactly balancing the sex distribution of the population, is significantly unbalanced. The Community sample consisted of 45 percent males and 55 percent females.

Failure of interviewers to precisely follow sampling instructions can

result in biases of various types. Four approaches constrained the possibility of bias from this particular source. One, the interviewers were given very detailed instructions during their training both in class and in the field; two, each interviewer was provided with a separate map for each block from which he was to obtain interviews; three, the recording of the address of the residence where each interview was conducted made possible the plotting of the residences on the census tract block maps. (This operation indicated conformity with the sampling design.) Finally, two graduate students served as research assistants from the inception to the completion of the study, and functioned as survey field foremen constantly monitoring the activities of the interviewers and serving as resource persons.

The estimation of whether responses to questions in the interview schedule reflected accurately the opinion and feelings of the respondents was based upon an assessment of the cooperativeness of the interviewee and rapport between those interviewed and the interviewer. Debriefing with the interviewers indicated a high degree of cooperativeness on the part of the interviewees and a good deal of rapport. (All the interviewers indicated that in most instances the respondent was enjoying the process of eliciting his opinions.) Also, the interview schedule began with questions that had a low potential for emotion-provoking so as not to threaten the interviewee.

During the training period, including the pre-test process, the interviewers were prepared for various contingencies. The interviewers were constantly reminded to secure complete responses to all questions even though the respondent may have tended to reply in an indifferent way. This monitoring and overseeing process, including a review of completed interviews, enhanced the elicitation of cooperativeness and rapport.

That the interviewers made some mechanical errors in response recording was inevitable. This error factor was judged to be extremely minimal as the frequency of such errors decline rapidly relative to the amount of infield training the interviewers have had.

APPENDIX D

The Relationship Between Those Programs, Services, and Goals
of the San Diego Community College District
Which Each Respondent Considered Most Important
and How Well the District Was Perceived in Doing Them

Table 1 -- Community

Table 2 -- Community Leaders

Table 3 -- SDCC Staff

Table 4 -- SDCC Continuing Students

Table 1 -- Community

Respondents' Priorities with regard to programs, services, and goals and their perceptions of the job being done by the San Diego Community College District

Service, Program or Goal	Priorities					Perceptions				
	very important	fairly important	barely important	not important	don't know	very good	good	fair	poor	don't know
Educational opportunities for physically handicapped	76	20	2	1	1	8	25	16	6	45
Training students to be generally knowledgeable and be able to survive	71	22	5	1	1	8	29	22	8	33
Training students to be wage earners	68	24	4	2	2	5	27	23	10	35
Vocational Education	67	28	3	1	1	12	36	18	3	31
Job placement services	67	27	4	1	1	3	19	21	10	47
Training students to be mentally healthy	67	22	6	3	2	5	26	21	9	39
Vocational and job counseling	64	31	3	1	1	8	25	21	6	40
Training students to be learners	64	26	5	3	2	5	27	23	10	35
Training students to be physically healthy	61	29	7	2	1	8	35	18	6	33
Providing learning opportunities for all adults Regardless of educational background	60	27	7	5	1	17	29	16	4	34
Providing convenient locations	58	32	7	2	1	20	38	14	4	24
Providing late afternoon and evening classes	57	32	6	3	2	13	33	12	5	37
Providing educational opportunities for ethnic minorities	56	32	7	3	2	15	33	15	3	34
Offering pleasant environment for learning	56	32	9	2	1	18	38	13	4	27
Providing general education	56	37	5	1	1	8	40	17	4	31
Training students to be citizens	55	29	8	6	2	4	21	23	12	40
Transfer programs to four-year colleges and universities	54	34	8	2	2	12	35	13	3	37
Providing remedial education	54	34	6	3	3	5	28	20	5	42
Providing child-care facilities for parent-learners	53	31	9	6	1	5	16	18	13	48
Training students to be parents	52	30	9	7	2	4	12	20	14	50
Training students to be good neighbors	50	29	13	7	1	4	20	24	11	41
Tuition-free education	50	31	8	9	2	27	26	10	5	32
Financial aid to students	49	35	11	3	2	6	22	16	7	49
Providing personal/psychological counseling	48	37	10	5	2	6	19	21	5	49
Training students to be consumers	45	31	12	10	2	7	21	23	8	41
Training students to spend leisure time constructively	44	31	14	9	2	5	23	19	12	41
Providing Saturday classes	38	31	14	15	2	5	11	13	16	55
Training students to go on to a four-year college or university	34	42	16	7	1	11	35	16	4	34
Offering co-curricular activities (athletics, plays, lectures, etc.)	33	46	16	4	1	8	34	18	4	36
Training students to be scholars	27	37	22	12	2	7	23	23	10	37
Providing Sunday classes	20	18	15	45	2	3	4	6	25	62

Table 1 -- Community

Respondents' Priorities with regard to programs, services, and goals and their perceptions of the job being done by the San Diego Community College District

Service, Program or Goal	Priorities					Perceptions				don't know
	very important	fairly important	barely important	not important	don't know	very good	good	fair	poor	
Educational opportunities for physically handicapped	76	20	2	1	1	8	25	16	6	45
Training students to be generally knowledgeable and be able to survive	71	22	5	1	1	8	29	22	8	33
Training students to be wage earners	68	24	4	2	2	5	27	23	10	35
Vocational Education	67	28	3	1	1	12	36	18	3	31
Job placement services	67	27	4	1	1	3	19	21	10	47
Training students to be mentally healthy	67	22	6	3	2	5	26	21	9	39
Vocational and job counseling	64	31	3	1	1	8	25	21	6	40
Training students to be learners	64	26	5	1	2	5	27	23	10	35
Training students to be physically healthy	61	29	7	2	1	8	35	18	6	31
Providing learning opportunities for all adults Regardless of educational background	60	27	7	5	1	17	29	16	4	34
Providing convenient locations	58	32	7	2	1	20	38	14	4	24
Providing late afternoon and evening classes	57	32	6	3	2	13	33	12	5	37
Providing educational opportunities for ethnic minorities	56	32	7	3	2	15	33	15	3	34
Offering pleasant environment for learning	56	32	9	2	1	18	38	13	4	27
Providing general education	56	37	5	1	1	8	40	17	4	31
Training students to be citizens	55	29	8	6	2	4	21	23	12	40
Transfer programs to four-year colleges and universities	54	34	8	2	2	12	35	13	3	37
Providing remedial education	54	34	6	3	3	5	28	20	5	42
Providing child-care facilities for parent-learners	53	31	9	6	1	5	16	18	13	48
Training students to be parents	52	30	9	7	2	4	12	20	14	50
Training students to be good neighbors	50	29	13	7	1	4	20	24	11	41
Tuition-free education	50	31	8	9	2	27	26	10	5	32
Financial aid to students	49	35	11	3	2	6	22	16	7	49
Providing personal/psychological counseling	46	37	10	5	2	6	19	21	5	49
Training students to be consumers	45	31	12	10	2	7	21	23	8	41
Training students to spend leisure time constructively	44	31	14	9	2	5	23	19	12	41
Providing Saturday classes	38	31	14	15	2	5	11	13	16	55
Training students to go on to a four-year college or university	34	42	16	7	1	11	35	16	4	34
Offering co-curricular activities (athletics, plays, lectures, etc.)	33	46	16	4	1	8	34	18	4	36
Training students to be scholars	27	37	22	12	2	7	23	23	10	37
Providing Sunday classes	20	18	15	45	2	3	4	6	25	62

Table 3 -- SDCC Staff

Respondents' Priorities with Regard to Programs, Services, and Goals and Their Perceptions of the Job Being Done by the San Diego Community College District

Service, Program or Goal	Priorities					Perceptions				
	very important	fairly important	barely important	not important	don't know	very good	good	fair	poor	don't know
Provide Vocational Education	78	17	2	1	2	21	47	17	4	11
Training students to be citizens	78	17	2	1	2	6	32	27	11	24
Training students to be learners	75	16	3	2	4	4	22	30	11	33
Training students to be generally knowledgeable and be able to survive	71	22	2	2	3	4	30	30	11	25
Provide general education	67	26	2	1	4	20	51	15	3	12
Provide educational opportunities for the physically handicapped	67	26	4	1	2	10	33	25	9	23
Provide vocational and job counseling	66	28	3	1	2	6	23	33	15	23
Provide learning opportunities for all adults regardless of educational background	63	22	5	5	5	23	31	19	7	20
Offer job placement services	62	29	5	2	2	3	15	24	26	31
Training students to be wage earners	60	26	7	3	4	7	26	31	9	27
Offer a pleasant environment for learning	58	32	6	2	2	12	33	30	19	6
Transfer programs to four-year colleges or universities	56	35	3	2	4	22	38	14	4	22
Training students to be mentally healthy	56	26	9	3	6	3	18	31	15	33
Provide convenient locations	54	33	7	3	3	27	47	16	3	7
Provide remedial education	54	30	8	4	4	11	34	24	5	26
Provide educational opportunities for ethnic minorities	52	33	8	3	4	21	42	16	5	16
Offer tuition free education	51	30	8	6	5	52	30	7	2	9
Training students to be physically healthy	45	38	10	4	3	6	32	29	7	26
Training students to be consumers	44	34	12	5	5	3	17	28	15	37
Provide late afternoon and early evening classes (3 P.M. to 7 P.M.)	41	34	10	6	9	21	25	19	18	17
Training students to be good neighbors	41	29	17	8	5	3	16	30	14	37
Provide child care facilities for parent-learners	40	36	14	6	4	8	25	26	17	24
Training students to be parents	38	32	13	12	5	8	33	32	8	19
Provide personal/psychological counseling	35	36	15	9	5	4	22	23	15	36
Training students to spend leisure time constructively	34	37	17	8	4	4	17	28	15	36
Provide Saturday classes	32	40	13	7	8	8	20	19	22	31
Offer financial aid	31	46	13	4	6	7	27	25	8	33
Offer co-curricular activities (athletics, plays, lectures, etc.)	27	41	21	7	4	8	33	27	11	21
Training students to go on to a four year college or university	24	50	14	7	5	12	38	24	5	21
Training students to be scholars	22	44	19	11	5	4	26	27	15	28
Provide Sunday classes	13	11	15	44	17	3	3	4	31	59

Table 4 -- SDCC Continuing Students

Respondents' Priorities with Regard to Programs, Services, and Goals and Their Perceptions of the Job Being Done by the San Diego Community College District

Service, Program or Goal	Priorities					Perceptions				
	very important	fairly important	barely important	not important	don't know	very good	good	fair	poor	don't know
Educational opportunities for physically handicapped	72	19	3	2	4	11	19	12	4	54
Transfer programs to four-year colleges and universities	71	22	2	1	4	9	30	20	5	36
Training students to be learners	69	21	4	3	3	11	23	25	8	33
Offering pleasant environment for learning	68	23	4	2	3	21	40	23	9	7
Training students to be generally knowledgeable and be able to survive	68	21	6	3	2	8	23	25	9	35
Tuition-free education	66	21	4	4	5	46	24	9	4	17
Vocational education	64	26	4	1	5	17	28	14	3	38
Providing learning opportunities for all adults regardless of educational background	63	19	6	5	7	18	23	12	6	41
Training students to be wage earners	63	25	5	5	2	9	19	20	8	44
Providing general education	62	27	4	2	5	15	39	21	4	21
Training students to be mentally healthy	61	22	7	6	4	7	17	23	9	44
Job placement services	61	29	4	2	4	4	11	17	12	56
Providing convenient locations	60	27	6	3	4	32	35	18	5	10
Vocational and job counseling	59	32	4	1	4	7	17	18	10	48
Providing educational opportunities for ethnic minorities	53	27	8	6	6	15	24	12	3	46
Financial aid to students	51	30	9	5	5	9	15	15	9	52
Providing child-care facilities for parent-learners	50	30	8	6	6	9	18	14	8	51
Training students to be citizens	49	29	9	9	4	7	15	24	9	45
Training students to be physically healthy	48	32	10	6	4	9	23	21	8	39
Providing late afternoon and evening classes	44	28	12	7	7	21	23	13	11	32
Training students to go on to a four-year college or university	44	34	9	7	6	11	29	22	7	31
Providing personal/psychological counseling	44	30	12	6	8	6	14	12	9	59
Providing remedial education	43	33	10	3	11	10	21	15	3	51
Training students to be consumers	40	29	13	12	6	7	15	22	10	46
Training students to be good neighbors	37	29	15	14	5	5	11	22	12	50
Training students to be parents	37	31	11	14	7	5	9	14	12	60
Providing Saturday classes	35	25	14	13	13	10	14	12	14	50
Training students to spend leisure time constructively	35	27	18	16	4	6	15	20	12	47
Offering co-curricular activities (athletics, plays, lectures, etc.)	31	37	18	8	6	5	24	21	9	41
Training students to be scholars	27	31	21	15	6	7	19	25	10	39
Providing Sunday classes	18	11	14	40	17	4	4	4	18	70

