
Summary

71% (59) of respondents enrolled 1 term at the Center, 17% (14) enrolled 2 terms and 12% (10)

Nearly half of respondents indicated they have not seen the Center offered Library

Accommodated Teaching, Financial Aid or Media Center services

Library heard or seen (49%) and did not know (51%)

Accommodated Teaching: heard or seen (51%) and did not know (49%)

Financial Aid: heard or seen (51%) and did not know (48%)

Media Center: heard or seen (52%) and did not know (48%)

Assessment: heard or seen (55%) and did not know (44%)

Tutoring Center: heard or seen (56%) and did not know (43%)

Counseling: heard or seen (58%) and did not know (42%)

Bookstore: heard or seen (67%) and did not know (33%)

Admissions & Records heard or seen (86%) and did not know (15%)

Onika Café heard or seen (95%) and did not know (5%)

Respondents reported they also saw the following services at Foothill Main Campus Admissions

& Records, Bookstore and Counseling.

Website or word of mouth from an instructor, dean or staff are the top primary sources which

respondents learned about most of the Center's services. Onika Café is the only

service that most respondents said they came across by walking through the building.

Suggestions to improve the Center's services included: better Admissions & Records

information/communication, better signage for the Bookstore, and more food options and

extended hours for the Onika Café

The top three services respondents would like to be offered at the

Center are health, career and

transfer services

Number of Terms Enrolled at Center

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

Table 1: Academic Term Respondents Enrolled at Single Center

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

Aware of Student Services at Center

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

Heard but not used: The top three services respondents indicated they heard but not used include: Admissions & Records (53%), Assessment Center, Financial Aid and Tutoring Center (each 49%) and Accommodated Learning (48%).

Used: The top three services respondents indicated they have used include: Onika Cafe (60%), Admissions & Records (33%) and Media Center (24%).

Did not know: The top three services respondents indicated they did not know were available at the Center include: Library (51%), Accommodated Learning (49%) and Financial Aid and Media Center (each at 49%).

Figure 1

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

Usage Frequency of Student Services at Center

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

Table 4: Student Services Used at Foothill Main Campus

How Students Services at Center can be Improved

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

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

Other Student Services Desired at Ce2 (T /Span < Tw33.84<</MCID 12 >>BDC 0.51 0.016 .016 .016 Td (F)

Appendix

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

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

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

Programs & Instructors

- The ESL program is very helpful and it would help me a lot
- They have very excellent teachers, especially one Miss Dae Bharit who is not only a teacher but also like a counselor in every class. She encourages and praises a lot to be successful in her classroom. Wonderful and very qualified teachers. Thank you.

Suggested Improvements

Student Services

- Being an adult working 46 hours a week, taking evening courses, I feel like the many services listed in this email are not known to the evening/weekend students. Perhaps more communication emails about services or maybe a community board on campus where we can access after normal business hours.
- Health services would be huge. Most students don't know it's at the main campus until they see it. So if they are a single, they would never know what they need to go to the main campus to seek the service.

Bookstore

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

HVAC and Bathrooms

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

Instructors Course Offerings

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Spring 2017 Sunnyvale Center Student Services Survey

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

Fall 2016 [branch to Q2]

Winter 2017 [branch to Q2]

Spring 2017 [branch to Q2]

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

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[All respondents will receive Q7-Q9]

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

Associate student body/Associated Students of Foothill College (ASFC)

Career services

Health services

Student activities or affairs

Transfer services (i.e. transferring to a four-year institution)

Veterans services

Other: Specify _____

8.