

Kilgore College

Student Satisfaction Survey Spring 2007

Survey Results

Office of Institutional Research

Kilgore College Student Satisfaction Survey Results Spring 2007

Total Surveys Received: 701

I. Mean Analysis

From Least to Most Satisfied	Survey Item #	KC Services	Mean
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II. Frequency and Percent Distribution

ITEM1 Advisement for workforce students (AAS and certificate programs)

			Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	Very Dissatisfied	9	2.3	2.3	2.3
	2	Dissatisfied	26	6.7	6.7	9.0
	3	Satisfied	277	71.0	71.0	80.0
	4	Very Satisfied	78	20.0	20.0	100.0
		Total	390	100.0	100.0	

ITEM2 Advisement for transfer students

			Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	Very Dissatisfied	14	3.1	3.1	3.1
	2	Dissatisfied	56	12.4	12.4	15.5
	3	Satisfied	282	62.4	62.4	77.9
	4	Very Satisfied	100	22.1	22.1	100.0
		Total	452	100.0	100.0	

ITEM3 Information about completing the core curriculum

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	17	2.6	2.6	2.6
	2 Dissatisfied	72	11.0	11.0	13.6
	3 Satisfied	365	55.8	55.8	69.4
	4 Very Satisfied	200	30.6	30.6	100.0
	Total	654	100.0	100.0	

ITEM4 Vocational guidance/career planning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	13	2.3	2.3	2.3
	2 Dissatisfied	97	17.0	17.0	19.3
	3 Satisfied	320	56.1	56.1	75.4
	4 Very Satisfied	140	24.6	24.6	100.0
	Total	570	100.0	100.0	

ITEM5 Availability of a faculty advisor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	16	2.5	2.5	2.5
	2 Dissatisfied	62	9.5	9.5	12.0
	3 Satisfied	385	59.2	59.2	71.2
	4 Very Satisfied	187	28.8	28.8	100.0
	Total	650	100.0	100.0	

ITEM6 Effectiveness of new student orientation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	25	4.5	4.5	4.5
	2 Dissatisfied	46	8.3	8.3	12.9
	3 Satisfied	337	61.2	61.2	74.0
	4 Very Satisfied	143	26.0	26.0	100.0
	Total	551	100.0	100.0	

ITEM7 Free tutoring services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	12	2.4	2.4	2.4
	2 Dissatisfied	33	6.6	6.6	9.0
	3 Satisfied	264	52.7	52.7	61.7
	4 Very Satisfied	192	38.3	38.3	100.0
	Total	501	100.0	100.0	

ITEM8 Availability of professional counselors

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	19	3.3	3.3	3.3
	2 Dissatisfied	63	10.8	10.8	14.1
	3 Satisfied	338	58.1	58.1	72.2
	4 Very Satisfied	162	27.8	27.8	100.0
	Total	582	100.0	100.0	

ITEM9 Assistance in dealing with academic issues

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	20	3.3	3.3	3.3
	2 Dissatisfied	66	11.0	11.0	14.4
	3 Satisfied	352	58.8	58.8	73.1
	4 Very Satisfied	161	26.9	26.9	100.0
	Total	599	100.0	100.0	

ITEM10 Assistance in dealing with emotional/personal issues

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	20	5.1	5.1	5.1
	2 Dissatisfied	43	10.9	10.9	15.9
	3 Satisfied	253	63.9	63.9	79.8
	4 Very Satisfied	80	20.2	20.2	100.0
	Total	396	100.0	100.0	

ITEM11 Availability of financial aid information prior to enrolling

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	25	4.2	4.2	4.2
	2 Dissatisfied	81	13.6	13.6	17.8
	3 Satisfied	303	51.0	51.0	68.9
	4 Very Satisfied	185	31.1	31.1	100.0
	Total	594	100.0	100.0	

ITEM12 Grant and scholarship application procedure

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	23	4.2	4.2	4.2
	2 Dissatisfied	76	13.8	13.8	18.0
	3 Satisfied	297	54.1	54.1	72.1
	4 Very Satisfied	153	27.9	27.9	100.0
	Total	549	100.0	100.0	

ITEM13 Assistance in completing and submitting the FAFSA on-line

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	15	3.0	3.0	3.0
	2 Dissatisfied	60	12.0	12.0	15.1
	3 Satisfied	275	55.2	55.2	70.3
	4 Very Satisfied	148	29.7	29.7	100.0
	Total	498	100.0	100.0	

ITEM14 Information regarding the consequences of dropping classes or withdrawing from enrollment if received federal or state aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	30	5.5	5.5	5.5
	2 Dissatisfied	63	11.5	11.5	17.0
	3 Satisfied	299	54.7	54.7	71.7
	4 Very Satisfied	155	28.3	28.3	100.0
	Total	547	100.0	100.0	

ITEM15 Assistance in locating an off campus job

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	32	9.0	9.0	9.0
	2 Dissatisfied	56	15.7	15.7	24.6
	3 Satisfied	202	56.6	56.6	81.2
	4 Very Satisfied	67	18.8	18.8	100.0
	Total	357	100.0	100.0	

ITEM16 Job preparation (resume, interviews, and etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	17	4.0	4.0	4.0
	2 Dissatisfied	58	13.8	13.8	17.9
	3 Satisfied	245	58.3	58.3	76.2
	4 Very Satisfied	100	23.8	23.8	100.0
	Total	420	100.0	100.0	

ITEM17 KC catalog

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	9	1.4	1.4	1.4
	2 Dissatisfied	27	4.1	4.1	5.4
	3 Satisfied	394	59.3	59.3	64.8
	4 Very Satisfied	234	35.2	35.2	100.0
	Total	664	100.0	100.0	

ITEM18 KC course schedule

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	10	1.5	1.5	1.5
	2 Dissatisfied	34	5.0	5.0	6.5
	3 Satisfied	399	59.1	59.1	65.6
	4 Very Satisfied	232	34.4	34.4	100.0
	Total	675	100.0	100.0	

ITEM19 KC website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	8	1.2	1.2	1.2
	2 Dissatisfied	39	5.8	5.8	6.9
	3 Satisfied	404	59.7	59.7	66.6
	4 Very Satisfied	226	33.4	33.4	100.0
	Total	677	100.0	100.0	

ITEM20 Information regarding advanced placement and credit by exam

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	30	6.0	6.0	6.0
	2 Dissatisfied	73	14.7	14.7	20.8
	3 Satisfied	297	59.9	59.9	80.6
	4 Very Satisfied	96	19.4	19.4	100.0
	Total	496	100.0	100.0	

ITEM21 Assistance in accessing records (transcripts, schedule, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	16	2.5	2.5	2.5
	2 Dissatisfied	32	5.1	5.1	7.6
	3 Satisfied	386	61.4	61.4	69.0
	4 Very Satisfied	195	31.0	31.0	100.0
	Total	629	100.0	100.0	

ITEM22 Course availability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	24	3.5	3.5	3.5
	2 Dissatisfied	67	9.9	9.9	13.4
	3 Satisfied	411	60.5	60.5	73.9
	4 Very Satisfied	177	26.1	26.1	100.0
	Total	679	100.0	100.0	

ITEM23 Billing and fee payment procedures

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	28	4.4	4.4	4.4
	2 Dissatisfied	49	7.8	7.8	12.2
	3 Satisfied	386	61.2	61.2	73.4
	4 Very Satisfied	168	26.6	26.6	100.0
	Total	631	100.0	100.0	

ITEM24 Web registration

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	19	3.3	3.3	3.3
	2 Dissatisfied	33	5.7	5.7	8.9
	3 Satisfied	321	55.0	55.0	63.9
	4 Very Satisfied	211	36.1	36.1	100.0
	Total	584	100.0	100.0	

ITEM25 Overall registration process

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	11	1.6	1.6	1.6
	2 Dissatisfied	32	4.8	4.8	6.4
	3 Satisfied	413	61.4	61.4	67.8
	4 Very Satisfied	217	32.2	32.2	100.0
	Total	673	100.0	100.0	

ITEM26 Admissions procedures

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	9	1.4	1.4	1.4
	2 Dissatisfied	33	5.0	5.0	6.4
	3 Satisfied	433	65.9	65.9	72.3
	4 Very Satisfied	182	27.7	27.7	100.0
	Total	657	100.0	100.0	

ITEM27 Services for people with documented disabilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	8	2.6	2.6	2.6
	2 Dissatisfied	29	9.5	9.5	12.1
	3 Satisfied	194	63.6	63.6	75.7
	4 Very Satisfied	74	24.3	24.3	100.0
	Total	305	100.0	100.0	

ITEM28 Services for single parents and displaced homemakers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	9	2.9	2.9	2.9
	2 Dissatisfied	32	10.4	10.4	13.4
	3 Satisfied	195	63.5	63.5	76.9
	4 Very Satisfied	71	23.1	23.1	100.0
	Total	307	100.0	100.0	

ITEM29 Services for economically or academically disadvantaged students

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	19	5.2	5.2	5.2
	2 Dissatisfied	35	9.6	9.6	14.8
	3 Satisfied	224	61.4	61.4	76.2
	4 Very Satisfied	87	23.8	23.8	100.0
	Total	365	100.0	100.0	

ITEM30 Services for students who are in a technical program not typically of their gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	5	1.7	1.7	1.7
	2 Dissatisfied	23	7.8	7.8	9.6
	3 Satisfied	200	68.3	68.3	77.8
	4 Very Satisfied	65	22.2	22.2	100.0
	Total	293	100.0	100.0	

ITEM31 Personal security and safety

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	36	5.5	5.5	5.5
	2 Dissatisfied	63	9.6	9.6	15.0
	3 Satisfied	405	61.6	61.6	76.6
	4 Very Satisfied	154	23.4	23.4	100.0
	Total	658	100.0	100.0	

ITEM32 Campus buildings and facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	29	4.3	4.3	4.3
	2 Dissatisfied	61	9.0	9.0	13.3
	3 Satisfied	441	64.9	64.9	78.2
	4 Very Satisfied	148	21.8	21.8	100.0
	Total	679	100.0	100.0	

ITEM33 Parking

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	131	19.6	19.6	19.6
	2 Dissatisfied	139	20.7	20.7	40.3
	3 Satisfied	303	45.2	45.2	85.5
	4 Very Satisfied	97	14.5	14.5	100.0
	Total	670	100.0	100.0	

ITEM34 Availability of campus nurse

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	19	5.0	5.0	5.0
	2 Dissatisfied	40	10.4	10.4	15.4
	3 Satisfied	249	65.0	65.0	80.4
	4 Very Satisfied	75	19.6	19.6	100.0
	Total	383	100.0	100.0	

ITEM35 Immunizations (flu, tetanus shots, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	15	4.2	4.2	4.2
	2 Dissatisfied	32	8.9	8.9	13.1
	3 Satisfied	249	69.4	69.4	82.5
	4 Very Satisfied	63	17.5	17.5	100.0
	Total	359	100.0	100.0	

ITEM36 Food quality at food service locations (cafeteria and café)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	83	18.9	18.9	18.9
	2 Dissatisfied	60	13.7	13.7	32.6
	3 Satisfied	227	51.8	51.8	84.5
	4 Very Satisfied	68	15.5	15.5	100.0
	Total	438	100.0	100.0	

ITEM37 Length of time food services are opened

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	47	10.8	10.8	10.8
	2 Dissatisfied	64	14.7	14.7	25.5
	3 Satisfied	261	60.0	60.0	85.5
	4 Very Satisfied	63	14.5	14.5	100.0
	Total	435	100.0	100.0	

ITEM38 Computer laboratory facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	16	2.6	2.6	2.6
	2 Dissatisfied	36	5.8	5.8	8.4
	3 Satisfied	367	59.6	59.6	68.0
	4 Very Satisfied	197	32.0	32.0	100.0
	Total	616	100.0	100.0	

ITEM39 Athletic facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	10	2.1	2.1	2.1
	2 Dissatisfied	30	6.4	6.4	8.5
	3 Satisfied	289	61.5	61.5	70.0
	4 Very Satisfied	141	30.0	30.0	100.0
	Total	470	100.0	100.0	

ITEM40 Classroom facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	7	1.0	1.0	1.0
	2 Dissatisfied	36	5.3	5.3	6.4
	3 Satisfied	486	72.1	72.1	78.5
	4 Very Satisfied	145	21.5	21.5	100.0
	Total	674	100.0	100.0	

ITEM41 Science laboratory facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	11	2.2	2.2	2.2
	2 Dissatisfied	29	5.8	5.8	8.0
	3 Satisfied	357	71.7	71.7	79.7
	4 Very Satisfied	101	20.3	20.3	100.0
	Total	498	100.0	100.0	

ITEM42 College-sponsored events

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	8	1.6	1.6	1.6
	2 Dissatisfied	45	9.0	9.0	10.6
	3 Satisfied	344	68.8	68.8	79.4
	4 Very Satisfied	103	20.6	20.6	100.0
	Total	500	100.0	100.0	

ITEM43 Opportunities to participate in college sponsored events

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	12	2.3	2.3	2.3
	2 Dissatisfied	69	13.4	13.4	15.7
	3 Satisfied	327	63.5	63.5	79.2
	4 Very Satisfied	107	20.8	20.8	100.0
	Total	515	100.0	100.0	

ITEM44 KC clubs and organizations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	11	2.3	2.3	2.3
	2 Dissatisfied	41	8.7	8.7	11.1
	3 Satisfied	328	69.8	69.8	80.9
	4 Very Satisfied	90	19.1	19.1	100.0
	Total	470	100.0	100.0	

ITEM45 Student government

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	14	3.4	3.4	3.4
	2 Dissatisfied	31	7.5	7.5	10.9
	3 Satisfied	297	71.7	71.7	82.6
	4 Very Satisfied	72	17.4	17.4	100.0
	Total	414	100.0	100.0	

ITEM46 Student center facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	8	1.5	1.5	1.5
	2 Dissatisfied	37	6.8	6.8	8.3
	3 Satisfied	390	71.7	71.7	80.0
	4 Very Satisfied	109	20.0	20.0	100.0
	Total	544	100.0	100.0	

ITEM47 Student newspaper

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	11	1.9	1.9	1.9
	2 Dissatisfied	27	4.5	4.5	6.4
	3 Satisfied	389	65.5	65.5	71.9
	4 Very Satisfied	167	28.1	28.1	100.0
	Total	594	100.0	100.0	

ITEM48 Racial harmony

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	16	2.7	2.7	2.7
	2 Dissatisfied	48	8.1	8.1	10.8
	3 Satisfied	382	64.5	64.5	75.3
	4 Very Satisfied	146	24.7	24.7	100.0
	Total	592	100.0	100.0	

ITEM49 Services for international students

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	11	3.1	3.1	3.1
	2 Dissatisfied	20	5.7	5.7	8.9
	3 Satisfied	232	66.3	66.3	75.1
	4 Very Satisfied	87	24.9	24.9	100.0
	Total	350	100.0	100.0	

ITEM50 Testing center

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 Very Dissatisfied	10	1.9	1.9	1.9
	2 Dissatisfied	36	6.8	6.8	8.6
	3 Satisfied	354	66.4	66.4	75.0
	4 Very Satisfied	133	25.0	25.0	100.0
	Total	533	100.0	100.0	

ITEM51 Bookstore

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	Very Dissatisfied	18	2.6	2.6
	2	Dissatisfied	44	6.4	9.1
	3	Satisfied	391	57.2	66.2
	4	Very Satisfied	231	33.8	100.0
		Total	684	100.0	100.0

III. Demographic Information

1. Overall, are you satisfied with student services at Kilgore College?

	Count	%
No Answer	9	1.3%
Yes	583	83.2%
No	45	6.4%
No Opinion	64	9.1%

2. Based on your experience with student services, would you enroll again at Kilgore College?

	Count	%
No Answer	15	2.1%
Yes	592	84.5%
No	40	5.7%
Not Sure	54	7.7%

3. I reside:

	Count	%
No Answer	19	2.7%
At permanent home address	330	47.1%
Off campus	244	34.8%
In residence hall	108	15.4%

4. My age is:

	Count	%
No Answer	16	2.3%
Under 18	4	.6%
18-21	430	61.3%
22-24	78	11.1%
25-30	83	11.8%
31-35	36	5.1%
36-50	44	6.3%
51-64	8	1.1%
65 & over	2	.3%

5. My gender is:

	Count	%
No Answer	15	2.1%
Female	414	59.1%
Male	272	38.8%

6. I am enrolled:

	Count	%
No Answer	14	2.0%
Full-time	568	81.0%
Part-time	119	17.0%

7. Employment:

	Count	%
No Answer	16	2.3%
Full-time off campus	168	24.0%
Part-time off campus	243	34.7%
Full-time on campus	12	1.7%
Part-time on campus	36	5.1%
Both on and off campus	5	.7%
Not employed	221	31.5%

8. I take classes:

	Count	%
No Answer	18	2.6%
In Kilgore	498	71.0%
In Longview	34	4.9%
In Kilgore and Longview	93	13.3%
Through Internet, video, or other distance education medium	2	.3%
Combination of the above	56	8.0%

9. I take classes primarily

	Count	%
No Answer	24	3.4%
In the Morning	621	88.6%
In the Afternoon	32	4.6%
In the Evening	7	1.0%
Through distance education medium	17	2.4%

10. I have accessed KC student service information that is on the College web site.

	Count	%
No Answer	22	3.1%
Yes	597	85.2%
No	82	11.7%