

CIIS Student Satisfaction Survey Report

May, 2009

Background

The Dean of Students Office created the Student Satisfaction Survey based on prior survey questions designed with input from members of the Academic Administrators Group (composed of student services personnel and faculty representatives) and from specific demographic constituencies of the CIIS student body. The survey contained items that asked students to rate their agreement with statements about their experiences in both academic and administrative areas. Students were also given the opportunity to write brief narrative comments about their perceptions of CIIS as well as specific suggestions for improvements.

This year, 302 students took the survey online¹. A link to the survey website was sent via email to all active, matriculated students (approximately 1299) in the student database (Jenzabar). The link was also posted online on the student portal, Pathway, and in printed fliers around the school. Approximately 23% of the student population responded to the survey. The survey was open from February 17 to March 20, 2009.

The data in this report is organized in the following categories:

- Demographics
- Academic Quality
 - General
 - Advising and Feedback
- Student Services
 - Student Services Offices
 - Library
 - Pathway Student Portal
- Student Life
 - Ideal of Diversity
 - Campus Groups
- Special Constituencies
 - Distance Students
 - International Students
 - Students Identifying as LGBTQQI²
 - Students of Color
 - Students with Disabilities
- General Perceptions
- Qualitative Data

¹ Some participants did not answer all questions.

² LGBTQQI stands for Lesbian, Gay, Bisexual, Transgender, Questioning, Queer, or Intersex.

Changes in this Year's Survey

The response options to questions was a 5 point scale with following categories: “Excellent”, “Good”, “Average”, “Below Average” and “Poor”. The 5 point likert scale used in previous years had different categories which made the comparison of the questions between the years difficult. The decision to change the response categories was made because the response categories used in previous year were more biased towards positive direction: “Excellent”, “Very Good”, “Good”, “Fair”, and “Poor”.

Summary

Demographics

- Nearly half of the respondents were in their first year of study
- A little over half of the respondents were in a Masters of Arts program
- 37% of respondents indicated that they are not currently working
- About half indicated that they commute 10 miles or less (one way) to attend CIIS.
- When asked to self-identify, 65% identified as “White”.
- 20% identified as a person of color.
- Distance students made up approximately 15% of the respondents.
- International students made up 10%.
- Students with a disability made up 8%.
- 29% of respondents identified as LGBTQQI.

In responding to qualitative questions, students indicated that they were attracted to the unique programs at CIIS as well as the Institute’s holistic, integral approach. The highlights of CIIS experiences were described as:

- Unique faculty (30%)
- CIIS community and cohort members support (29%)
- Unique programs including public programs and weekend intensives (28%)

Among the most difficult experiences students described were faculty (20%), program/course issues (11%), diversity issues (1%), lack of academic rigor (1%), and financial aid issues (1%).

Students mentioned three primary areas for improvement:

1. More support for students (26%)
2. More financial aid resources and scholarships (23%)
3. Improvement in building and classroom space (14%)

Note: All percentages are calculated from the total number of responses for each question respectively.

Composition of Survey Takers

| <u>Degree Program</u> | <u>Female</u> | <u>Male</u> | <u>Queer</u> | <u>Transgender</u> | <u>Total #</u> |
|--|---------------|-------------|--------------|--------------------|----------------|
| <u>School of Undergraduate Studies</u> | | | | | |
| TOTAL Integral Studies / BAC | 18 | 2 | 0 | 0 | 20 |
| <u>School of Consciousness & Transformation</u> | | | | | |
| Asian and Comparative Studies | 3 | 13 | 0 | 0 | 16 |
| East-West Psychology | 9 | 5 | 1 | 0 | 15 |
| Gender, Ecology, & Society | 1 | 1 | 0 | 0 | 2 |
| Integrative Health Studies | 7 | 0 | 0 | 0 | 7 |
| Philosophy, Cosmology & Consciousness | 12 | 9 | 0 | 0 | 21 |
| Social & Cultural Anthropology | 6 | 2 | 1 | 0 | 3 |
| Transformative Learning & Change | 3 | 2 | 0 | 0 | 5 |
| Women's Spirituality | 11 | 0 | 1 | 0 | 13 |
| Writing & Consciousness | 0 | 1 | 0 | 0 | 1 |
| Transformative Studies | 13 | 6 | 0 | 0 | 19 |
| Transformative Leadership | 4 | 1 | 0 | 0 | 5 |
| Creative Inquiry, Interdisciplinary Arts | 0 | 0 | 0 | 0 | 0 |
| Spiritual Counseling | 0 | 0 | 0 | 0 | 0 |
| TOTAL SCT | 69 | 40 | 3 | 0 | 107 |

| <u>Degree Program</u> | <u>Female</u> | <u>Male</u> | <u>Queer</u> | <u>Transgender</u> | <u>Total #</u> |
|---|---------------|-------------|--------------|--------------------|----------------|
| <u>School of Professional Psychology</u> | | | | | |
| Clinical Psychology Doctorate | 29 | 10 | 0 | 0 | 39 |
| Drama Therapy | 8 | 2 | 0 | 0 | 10 |
| Expressive Arts | 20 | 3 | 1 | 0 | 24 |
| Integral Counseling Psychology | 32 | 8 | 0 | 3 | 43 |
| Integral Counseling Psychology Weekend | 12 | 1 | 0 | 0 | 13 |
| Somatic Psychology | 10 | 0 | 0 | 0 | 10 |
| Community Mental Health | 3 | 3 | 1 | 0 | 7 |
| TOTAL SPP | 114 | 27 | 2 | 0 | 146 |

| | <u>Female</u> | <u>Male</u> | <u>Queer</u> | <u>Transgender</u> | <u>Totals</u> |
|----------------------------------|---------------|--------------|--------------|--------------------|--------------------------|
| Total # of Respondents | 208 | 76 | 5 | 4 | 292 |
| Percentage of Respondents | 70.7% | 25.9% | 1.7% | 1.4% | 99.7%³ |

Degree Sought

| <u>Degree</u> | <u>Responses</u> | <u>Response %⁴</u> |
|---------------|------------------|-------------------------------|
| B.A. | 26 | 8.8% |
| M.A. | 151 | 51.0% |
| Ph.D. | 77 | 26.0% |
| Psy.D. | 41 | 13.9% |
| Certificate | 1 | 0.3% |
| Total | 296 | |

| <u>Number of Years at CIIS</u> | <u>Responses</u> | <u>Response %</u> |
|--------------------------------|------------------|-------------------|
| 1 | 144 | 48.3% |
| 2 | 81 | 27.2% |
| 3 | 36 | 12.1% |
| 4 | 8 | 2.7% |
| 5 | 14 | 4.7% |
| 6+ | 15 | 5.0% |
| Total | 298 | |

³ One respondent (0.3%) identified as "Other".

⁴ All percentages have been rounded to the nearest tenths. Total percentage may not add up to 100% because of this approximation.

Demographics of Respondents

| Age | Responses | Response % |
|--------------|------------------|-------------------|
| 20-25 | 29 | 9.9% |
| 26-30 | 81 | 27.7% |
| 31-35 | 50 | 17.1% |
| 36-40 | 41 | 14.0% |
| 41-45 | 21 | 7.2% |
| 46-50 | 19 | 6.5% |
| 51-55 | 18 | 6.0% |
| 56-60 | 18 | 6.0% |
| 61+ | 15 | 5.1% |
| Total | 292 | |

Approximately 54.7% of respondents are between the ages of 20-35. About 17.1% are over 50.

| Sexual Orientation | Responses | Response % |
|---------------------------|------------------|-------------------|
| Heterosexual | 189 | 64.5% |
| Gay | 15 | 5.1% |
| Lesbian | 5 | 1.7% |
| Bisexual | 32 | 10.9% |
| Queer | 28 | 10.0% |
| Questioning | 6 | 2.0% |
| Other | 6 | 2.0% |
| Prefer not to answer | 12 | 4.1% |
| Total | 293 | |

29% of respondents identified as Gay, Lesbian, Bisexual, Queer, and Questioning.

| Relationship Status | Responses | Response % |
|----------------------------|------------------|-------------------|
| Single | 97 | 35.4% |
| Committed | 94 | 34.3% |
| Married | 66 | 24.1% |
| Divorced | 13 | 4.7% |
| Widowed | 4 | 1.5% |
| Total | 274 | |

Majority of the respondents (58.3%) identify as being in a committed relationship or married.

| No. of Dependent Children | Responses | Response % |
|---------------------------|-----------|------------|
| 0 | 252 | 87.2% |
| 1 | 20 | 6.9% |
| 2 | 11 | 3.8% |
| 3 | 6 | 2.1% |
| 4+ | 0 | 0.0% |
| Total | | 289 |

Approximately 87.2% said that they do not have any dependent children living with them.

| Ethnicity | Race | Responses | Response % | |
|-------------------------------------|----------------------------------|------------|----------------|-----|
| Hispanic or Latino | Other | 10 | 3.31% | POC |
| | White | 9 | 2.98% | |
| | (blank) | 9 | 2.98% | POC |
| Hispanic or Latino Total | | 28 | 9.27% | |
| Not Hispanic or Latino | American Indian or Alaska Native | 1 | 0.33% | POC |
| | Asian | 20 | 6.62% | POC |
| | Black or African American | 16 | 5.30% | POC |
| | Other | 25 | 8.28% | |
| | White | 177 | 58.61% | |
| | (blank) | 3 | 0.99% | |
| Not Hispanic or Latino Total | | 242 | 80.13% | |
| (blank) | Black or African American | 4 | 1.32% | POC |
| | Other | 3 | 0.99% | |
| | White | 11 | 3.64% | |
| | (blank) | 14 | 4.64% | |
| (blank) Total | | 32 | 10.60% | |
| Grand Total | | 302 | 100.00% | |

Majority of the respondents (65.2%) self-identified a White and 19.8% identified as Person of color.

Commute

How far do you commute (one way) to attend CIIS?

| Number of Miles | Responses | Response % |
|-----------------|------------|------------|
| 0-10 | 140 | 50.7% |
| 10-20 | 65 | 23.6% |
| 20-50 | 32 | 11.6% |
| 50+ | 39 | 14.1% |
| Total | 276 | |

ACADEMIC QUALITY

GENERAL

1. Based on my experiences, the quality of education at CIIS is:

| Rating | Responses | Response % |
|---------------|------------|--------------|
| Excellent | 95 | 33.9% |
| Good | 133 | 47.5% |
| Average | 41 | 14.6% |
| Below Average | 8 | 2.9% |
| Poor | 3 | 1.1% |
| Total | 280 | |

Most respondents (81.4%) rated Good or Excellent.

2. The quality of faculty in my major area of study is:

| Rating | Responses | Response % |
|------------------|------------|--------------|
| Excellent | 134 | 47.3% |
| Good | 105 | 37.1% |
| Average | 31 | 11.0% |
| Below Average | 13 | 4.6% |
| Poor | 0 | 0.0% |
| Total | 283 | |

Majority of respondents (84.4%) rated Good or Excellent.

3. Overall the quality of instruction in the classroom is:

| Rating | Responses | Response % |
|---------------|------------|------------|
| Excellent | 91 | 32.4% |
| Good | 132 | 47.0% |
| Average | 43 | 15.3% |
| Below Average | 13 | 4.6% |
| Poor | 2 | 0.7% |
| Total | 281 | |

79.4% of the respondents rated Good or Excellent.

4. In general, I would rate my program experience as:

| Rating | Responses | Response % |
|---------------|------------|------------|
| Excellent | 104 | 36.9% |
| Good | 122 | 43.3% |
| Average | 39 | 13.8% |
| Below Average | 13 | 4.6% |
| Poor | 4 | 1.4% |
| Total | 282 | |

About 80.2% respondents rated Good to Excellent experience.

5. The feedback I've received on research skills development is:

| Rating | Responses | Response % |
|---------------|------------|------------|
| Excellent | 33 | 11.8% |
| Good | 73 | 26.1% |
| Average | 60 | 21.4% |
| Below Average | 28 | 10.0% |
| Poor | 9 | 3.2% |
| N/A | 77 | 27.5% |
| Total | 280 | |

28% of total respondents did not receive (or require) feedback (i.e., answered "N/A") on research skills development. Of the 203 who received feedback, 65.6% rated the feedback as Average to Good.

6. The feedback I've received on my writing skills is:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 42 | 15.0% |
| Good | 119 | 42.5% |
| Average | 61 | 21.8% |
| Below Average | 21 | 7.5% |
| Poor | 11 | 3.9% |
| N/A | 26 | 9.3% |
| Total | 280 | |

Of the respondents who have received feedback on their writing skills, 70% rated Good or Average.

Advising and Feedback

7. Which best describes your experience with Academic Advising? (Respondents were allowed to choose more than one response)

| Description | Total | % |
|---|--------------|----------|
| My advisor assists me in choosing courses. | 101 | 37.0% |
| My advisor is a mentor who helps me develop professionally. | 81 | 29.0% |
| My advisor provides personal support. | 91 | 33.0% |
| I have rarely met with my advisor. | 103 | 38.0% |
| I have never met with my advisor. | 26 | 9.0% |

8. The amount of time that is provided for my academic advising is:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 35 | 12.5% |
| Good | 80 | 28.4% |
| Average | 60 | 21.4% |
| Below Average | 39 | 13.9% |
| Poor | 32 | 11.4% |
| N/A | 35 | 12.5% |
| Total | 281 | |

Of the respondents who have received academic advising (i.e., total minus "N/A" respondents), 56.9% rated the amount of time provided as Average to Good.

9. The quality of the academic advising I've received is:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 46 | 16.5% |
| Good | 94 | 33.8% |
| Average | 56 | 20.1% |
| Below Average | 30 | 10.8% |
| Poor | 22 | 7.9% |
| N/A | 30 | 10.8% |
| Total | 278 | |

Of the 258 respondents who received academic advising (i.e., Total minus "N/A"), 54.2% rated Good to Excellent.

10. The help I've received in the thesis/dissertation process has been:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 27 | 9.6% |
| Good | 32 | 11.4% |
| Average | 21 | 7.5% |
| Below Average | 4 | 1.4% |
| Poor | 4 | 1.4% |
| N/A | 192 | 68.6% |
| Total | 280 | |

88 respondents (i.e., total minus "N/A") have received help in the thesis/dissertation process. Of those who have received help, 67.1% rated the help as Good to Excellent.

STUDENT SERVICES

Student Services Offices

1. Service in the Admissions Office is:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 57 | 20.3% |
| Good | 139 | 49.5% |
| Average | 38 | 13.5% |
| Below Average | 6 | 2.1% |
| Poor | 5 | 1.8% |
| N/A | 36 | 12.8% |
| Total | 281 | |

69.8% of the respondents said the services at the Admissions Office are Good or Excellent.

2. Service in the Registrar's Office is:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 61 | 21.8% |
| Good | 130 | 46.4% |
| Average | 50 | 17.9% |
| Below Average | 11 | 3.9% |
| Poor | 12 | 4.3% |
| N/A | 16 | 5.7% |
| Total | 280 | |

68.2% of respondents have rated the services at Registrar's Office as Good or Excellent.

3. Service in the Business Office is:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 67 | 23.8% |
| Good | 116 | 41.3% |
| Average | 49 | 17.4% |
| Below Average | 11 | 3.9% |
| Poor | 9 | 3.2% |
| N/A | 29 | 10.3% |
| Total | 281 | |

A majority of respondents (65.1%) rated with Good or Excellent ratings.

4. Service in the Financial Aid Office is:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 49 | 23.1% |
| Good | 75 | 35.4% |
| Average | 47 | 22.6% |
| Below Average | 23 | 10.8% |
| Poor | 12 | 5.7% |
| N/A | 6 | 2.8% |
| Total | 212 | |

About 58.5% responded with Good or Excellent.

5. I've found the financial aid loan application process to be:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 23 | 10.8% |
| Good | 90 | 42.3% |
| Average | 60 | 28.2% |
| Below Average | 14 | 6.6% |
| Poor | 8 | 3.8% |
| N/A | 18 | 8.5% |
| Total | 213 | |

Most respondents (70.5%) rated Good or Average.

6. I've found the financial aid scholarship application process to be:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 15 | 7.1% |
| Good | 61 | 28.9% |
| Average | 45 | 21.3% |
| Below Average | 13 | 6.2% |
| Poor | 11 | 5.2% |
| N/A | 66 | 31.3% |
| Total | 211 | |

About half of the respondents rated Good or Average.

7. The explanation of deadlines for financial aid applications is:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 24 | 11.3% |
| Good | 84 | 39.6% |
| Average | 62 | 29.2% |
| Below Average | 18 | 8.5% |
| Poor | 12 | 5.7% |
| N/A | 12 | 5.7% |
| Total | 212 | |

A majority (68.8%) rated Good or Average.

8. Information provided by the Financial Aid office is:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 34 | 16.0% |
| Good | 76 | 35.8% |
| Average | 55 | 25.9% |
| Below Average | 29 | 13.7% |
| Poor | 14 | 6.7% |
| N/A | 4 | 1.9% |
| Total | 212 | |

About 61.7% of respondents rated Good or Average.

9. Services in the Dean of Students Office regarding issues related to Student Life (Orientation, Email Lists, Student Health Insurance, etc.) are:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 39 | 15.6% |
| Good | 107 | 43.0% |
| Average | 78 | 31.0% |
| Below Average | 15 | 6.0% |
| Poor | 10 | 4.0% |
| Total | 249 | |

Many respondents (74.0%) rated Good or Average.

10. Service in the Career Development and MCP Field Placement Office is:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 7 | 2.6% |
| Good | 33 | 12% |
| Average | 25 | 9.3% |
| Below Average | 10 | 3.7% |
| Poor | 6 | 2.2% |
| N/A | 187 | 70.0% |
| Total | 268 | |

A majority of respondents (70.0%) marked Not Applicable, presumably because they have not used services in the Career Development and MCP Field Placement Office. (Note: based on the Degree Program question, about half of total 292 respondents are SPP students; 107 students are MCP).

Library

11. Service in the Library is:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 86 | 30.6% |
| Good | 116 | 41.3% |
| Average | 31 | 11.0% |
| Below Average | 9 | 3.2% |
| Poor | 2 | 0.7% |
| N/A | 37 | 13.2% |
| Total | 281 | |

The overall rating of service in the Library is Good or Excellent (71.9%).

12. The research help I've received from the Library has been:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 87 | 31.2% |
| Good | 67 | 23.9% |
| Average | 25 | 8.9% |
| Below Average | 10 | 3.6% |
| Poor | 1 | 0.4% |
| N/A | 90 | 32.1% |
| Total | 280 | |

Of the respondents who have used research help from the Library, 81% rated with a Good or Excellent.

13. Library resources are:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 47 | 16.9% |
| Good | 90 | 32.4% |
| Average | 56 | 20.1% |
| Below Average | 38 | 13.7% |
| Poor | 14 | 5.0% |
| N/A | 33 | 11.9% |
| Total | 278 | |

52.5% respondents rated the resources at the library as Average or Good.

14. Computer availability for student use is:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 71 | 25.5% |
| Good | 102 | 36.7% |
| Average | 36 | 12.9% |
| Below Average | 12 | 4.3% |
| Poor | 6 | 2.2% |
| N/A | 51 | 18.3% |
| Total | 278 | |

Of the respondents who use computers on campus, a majority (76.2%) rated Good to Excellent service.

Pathway Student Portal

15. Overall, my experience using the Pathway Student Portal has been:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 25 | 9.0% |
| Good | 124 | 44.4% |
| Average | 91 | 32.6% |
| Below Average | 33 | 11.8% |
| Poor | 6 | 2.2% |
| Total | 279 | |

77.0% of respondents rated the Pathway Portal as Average or Good.

16. If used, the portalhelp@ciis.edu response time was:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 20 | 7.1% |
| Good | 72 | 25.7% |
| Average | 27 | 9.6% |
| Below Average | 12 | 4.3% |
| Poor | 8 | 2.9% |
| N/A | 141 | 50.4% |
| Total | 280 | |

Of the 139 respondents who used portalhelp@ciis.edu, 71.2% rated Good to Average.

17. If used, the portalhelp@ciis.edu quality of assistance was:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 23 | 8.2% |
| Good | 58 | 20.8% |
| Average | 26 | 9.3% |
| Below Average | 12 | 4.3% |
| Poor | 4 | 1.4% |
| N/A | 156 | 55.9% |
| Total | 279 | |

18. If used, I found the Student Getting Started Guide for Pathway to be:

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 12 | 4.3% |
| Good | 35 | 12.6% |
| Average | 51 | 18.3% |
| Below Average | 10 | 3.6% |
| Poor | 4 | 1.4% |
| N/A | 166 | 59.7% |
| Total | 278 | |

About 76.7% of the respondents who used the Student Getting Started Guide on Pathway rated Average to Good.

STUDENT LIFE

Ideal of Diversity

1. The inclusivity of multi-cultural perspectives in the curriculum is:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 58 | 20.8% |
| Good | 131 | 47.0% |
| Average | 59 | 21.1% |
| Below Average | 22 | 7.9% |
| Poor | 9 | 3.2% |
| Total | 279 | |

About 67.8% respondents rated Good or Excellent.

2. The level of consciousness to diverse issues in the classroom is:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 68 | 24.2% |
| Good | 122 | 43.4% |
| Average | 64 | 22.8% |
| Below Average | 22 | 7.8% |
| Poor | 5 | 1.8% |
| Total | 281 | |

The majority of respondents (67.6%) rated Good or Excellent.

3. The level of receptivity of my professors to questions of diversity is:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 100 | 35.7% |
| Good | 113 | 40.4% |
| Average | 50 | 17.9% |
| Below Average | 8 | 2.9% |
| Poor | 9 | 3.2% |
| Total | 280 | |

The majority of respondents (67.6%) rated Good or Excellent.

4. The level of consciousness to diversity in my program of study is:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 89 | 31.8% |
| Good | 111 | 39.6% |
| Average | 50 | 17.9% |
| Below Average | 21 | 7.5% |
| Poor | 9 | 3.2% |
| Total | 280 | |

71.4% respondents rated Good or Excellent.

5. The level of consciousness to diversity in the larger CIIS community is:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 69 | 25.0% |
| Good | 123 | 44.6% |
| Average | 56 | 20.3% |
| Below Average | 21 | 7.6% |
| Poor | 7 | 2.5% |
| Total | 276 | |

The majority (69.6%) of respondents rated Good or Excellent level of consciousness about diversity in CIIS community.

6. Based on my experiences, the overall quality of education that provides me with the competency to work with people of diverse backgrounds is:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 65 | 23.1 |
| Good | 116 | 41.3 |
| Average | 65 | 23.1 |
| Below Average | 24 | 8.5 |
| Poor | 11 | 3.9 |
| Total | 281 | |

Campus Groups

7. The leadership that Student Alliance and other campus groups have provided in facilitating student initiatives is:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 16 | 5.9% |
| Good | 66 | 24.4% |
| Average | 57 | 21.1% |
| Below Average | 4 | 1.5% |
| Poor | 5 | 1.92% |
| N/A | 122 | 45.2% |
| Total | 270 | |

8. The efficacy that Student alliance and other campus groups have shown in providing a voice for students is:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 18 | 6.6% |
| Good | 72 | 26.6% |
| Average | 56 | 20.7% |
| Below Average | 8 | 3.0% |
| Poor | 4 | 1.5% |
| N/A | 113 | 41.7% |
| Total | 271 | |

Out of the 158 respondents, 59% rated Good or Excellent.

SPECIAL CONSTITUENCIES

Distance Learning Students

1. As a distance learner, how would you rate the availability of professors by telephone, email or online?

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 18 | 41.9% |
| Good | 18 | 41.9% |
| Average | 5 | 11.6% |
| Below Average | 2 | 4.7% |
| Poor | 0 | 0.0% |
| Total | 43 | |

2. As a distance learner, how would you rate your connection to your Academic Advisor?

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 11 | 25.6% |
| Good | 16 | 37.2% |
| Average | 11 | 25.6% |
| Below Average | 3 | 7.0% |
| Poor | 2 | 4.7% |
| Total | 43 | |

3. As a distance learner, how would you rate the quality of technical support?

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 10 | 23.8% |
| Good | 17 | 40.4% |
| Average | 12 | 28.6% |
| Below Average | 3 | 7.1% |
| Poor | 0 | 0.0% |
| Total | 42 | |

A majority (69%) responded with Good or Average rating.

4. As a distance learner, how would you rate the quality of the online interface?

| Rating | Responses | Response % |
|---------------|------------------|-------------------|
| Excellent | 13 | 29.5% |
| Good | 15 | 34.1% |
| Average | 8 | 18.2% |
| Below Average | 6 | 13.6% |
| Poor | 2 | 4.5% |
| Total | 44 | |

63.6% of the respondents rated Good or Excellent.

International Students

5. The support I have received through the Dean of Students Office regarding Visa requirements is:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 13 | 48.1% |
| Good | 8 | 29.6% |
| Average | 3 | 11.1% |
| Below Average | 3 | 11.1% |
| Poor | 0 | 0.0% |
| Total | 27 | |

77.7% respondents rated Good or Excellent service.

6. The support I have received through the Dean of Students office around language and ESL needs is:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 6 | 20.0% |
| Good | 6 | 20.0% |
| Average | 3 | 10.0% |
| Below Average | 1 | 3.3% |
| Poor | 0 | 0.0% |
| N/A | 14 | 46.7% |
| Total | 30 | |

Of the 16 total respondents, 12 rated Excellent or Good service.

7. The support I have received from my program around language and ESL needs is:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 3 | 10.0% |
| Good | 6 | 20.0% |
| Average | 4 | 13.3% |
| Below Average | 4 | 13.3% |
| Poor | 2 | 6.7% |
| N/A | 11 | 36.7% |
| Total | 30 | |

Out of the 19 respondents, 10 rated Good or Average.

LGBTQQI

8. How is your experience identifying as a LGBTQQI person interacting with CIIS administrators or Offices?

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 23 | 25.6% |
| Good | 29 | 32.2% |
| Average | 12 | 13.3% |
| Below Average | 4 | 0.4% |
| Poor | 0 | 0.0% |
| N/A | 22 | 24.4% |
| Total | 90 | |

Many respondents (57.8%) rated Good or Excellent.

9. The level of faculty knowledge and acceptance of LGBTQQI identities and issues in the classroom (course content, faculty comments in class) is:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 23 | 25.3% |
| Good | 31 | 34.1% |
| Average | 19 | 20.9% |
| Below Average | 7 | 7.7% |
| Poor | 3 | 3.2% |
| N/A | 8 | 8.8% |
| Total | 91 | |

Many respondents (59.4%) rated Good or Excellent.

10. The level of other students' knowledge and acceptance of LGBTQQI identities and issues is:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 19 | 20.9% |
| Good | 37 | 40.7% |
| Average | 22 | 24.2% |
| Below Average | 6 | 6.6% |
| Poor | 0 | 0.0% |
| N/A | 7 | 7.7% |
| Total | 91 | |

11. For those in a practicum, the level of knowledge and acceptance of LGBTQQI identities and issues of the supervisors and co-workers at the practicum site is:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 7 | 8.0% |
| Good | 12 | 13.8% |
| Average | 3 | 3.4% |
| Below Average | 1 | 1.1% |
| Poor | 0 | 0.0% |
| N/A | 64 | 73.6% |
| Total | 87 | |

12. What else (if anything) would make CIIS a more supportive environment for LGBTQQI students?

- **Required Courses and Curriculum changes (9)**
- **Faculty Training (8)**
- **More Gender Neutral Bathrooms (6)**
- **Dialogue and Awareness (2)**
- **Reviewing Institute Policies (1)**
- **Queer Scholarship (1)**
- **Don't Know (4)**

Students of Color

13. How is your experience as a person of color in the classroom at CIIS?

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 11 | 17.5% |
| Good | 21 | 33.3% |
| Average | 19 | 30.2% |
| Below Average | 7 | 11.1% |
| Poor | 5 | 7.9% |
| Total | 63 | |

Half of the respondents rated Good or Excellent.

14. How well supported do you feel as a person of color at CIIS?

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 14 | 22.2% |
| Good | 20 | 31.7% |
| Average | 16 | 25.4% |
| Below Average | 11 | 17.5% |
| Poor | 2 | 3.2% |
| Total | 63 | |

15. How well do you see yourself reflected in the curriculum as a person of color?

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 8 | 12.9% |
| Good | 15 | 24.2% |
| Average | 20 | 32.3% |
| Below Average | 11 | 17.7% |
| Poor | 8 | 12.9% |
| Total | 63 | |

About 56.5% of respondents rated Average or Good.

16. Where do you go for support as a person of color at CIIS?

- **Peer support (27)**
- **Faculty Support (18)**
- **Dean of Students Office (6)**
- **POC, UNITE, Diversity Committee (10)**
- **Staff (2)**
- **No One (14)**

17. What else (if anything) would make CIIS a more supportive environment for students of color?

- **Hiring POC Faculty and Faculty Training (19)**
- **Changes in Curriculum and diversity courses (12)**
- **Creating Awareness (5)**
- **Diverse Staff (1)**
- **Financial aid (1)**
- **Change POC meeting time (1)**
- **Satisfied (3)**

Students with Disabilities

18. Do you have disability?

| Answer | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Yes | 23 | 8.1% |
| No | 261 | 91.9% |
| Total | 284 | |

19. Are you currently receiving disability services support from the CIIS Dean of Students Office?

| Answer | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Yes | 1 | 3.2% |
| No | 30 | 96.8% |
| Total | 31 | |

20. Please tell us why you are not receiving Disability Services support from the Dean of Students Office

- **Did not know disability services were available (4)**
- **Do not require disability services at this time (13)**
- **Lack of documentation (1)**
- **Lack of administrative response or support (5)**

21. The availability of Disability Services at CIIS is:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 0 | 0.0% |
| Good | 0 | 0.0% |
| Average | 0 | 0.0% |
| Below Average | 1 | 100.0% |
| Poor | 0 | 0.0% |
| Total | 1 | |

22. The responsiveness and accommodation of professors to my particular needs are:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 0 | 0.0% |
| Good | 0 | 0.0% |
| Average | 1 | 100.0% |
| Below Average | 0 | 0.0% |
| Poor | 0 | 0.0% |
| Total | 1 | |

23. The responsiveness and accommodation of staff and administration to my particular needs are:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 0 | 0.0% |
| Good | 0 | 0.0% |
| Average | 0 | 0.0% |
| Below Average | 1 | 100.0% |
| Poor | 0 | 0.0% |
| Total | 1 | |

24. The sufficiency of responses to my requests for Disability Services is:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 0 | 0.0% |
| Good | 0 | 0.0% |
| Average | 0 | 0.0% |
| Below Average | 1 | 100.0% |
| Poor | 0 | 0.0% |
| Total | 1 | |

General Perceptions

1. The level of safety I feel while in and around the CIIS campus buildings is:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 48 | 18.0% |
| Good | 139 | 52.5% |
| Average | 56 | 21.0% |
| Below Average | 22 | 8.2% |
| Poor | 2 | 0.7% |
| Total | 267 | |

A great majority of respondents (70.5%) rate their level of safety at CIIS as Good or Excellent.

2. The number of opportunities for students to share ideas, have dialogues, and experience scholarship across program is:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 32 | 11.8% |
| Good | 94 | 34.6% |
| Average | 86 | 31.6% |
| Below Average | 40 | 14.7% |
| Poor | 20 | 7.4% |
| Total | 272 | |

66.2% rated Average to Good.

5. The value of education I receive at CIIS compared to its cost:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 45 | 16.4% |
| Good | 123 | 44.7% |
| Average | 62 | 22.5% |
| Below Average | 29 | 10.5% |
| Poor | 16 | 5.8% |
| Total | 275 | |

The majority of respondents (67.2%) rated Good or Average.

6. I feel my career potential upon graduation from CIIS will be:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 47 | 17.3% |
| Good | 134 | 49.3% |
| Average | 62 | 22.8% |
| Below Average | 27 | 9.9% |
| Poor | 2 | 0.7% |
| Total | 272 | |

66.6% believe their career potential to be Good or Excellent upon graduation.

7. Overall I would rate my experience at CIIS as:

| Rating | Response Total | Response % |
|---------------|-----------------------|-------------------|
| Excellent | 98 | 34.9% |
| Good | 124 | 44.1% |
| Average | 36 | 12.8% |
| Below Average | 13 | 4.6% |
| Poor | 5 | 1.8% |
| N/A | 5 | 1.8% |
| Total | 281 | |

The majority of the respondents (79%) rated Good or Excellent.

Qualitative Data

1. What attracted you to CIIS?

- **Holistic/Integrative Approach** (101)
- **Programs** (97)
- **Faculty** (18)
- **Location** (12)
- **Online Option** (11)
- **APA Accreditation** (8)
- **CIIS Community** (4)
- **Reputation of the School** (4)
- **Alumni recommendation** (3)
- **Other** (7):
 - **Creative yet academic** (1)
 - **Academic rigor** (1)
 - **Scholarship** (1)
 - **Size** (2)
 - **Experiential training** (2)

2. What has been the highlight of your CIIS experience so far?

- **Unique Faculty** (73)
- **CIIS Community / Support by cohort** (72)
- **Programs/ Public programs/course intensives/ weekend programs** (69)
- **Experiential/integrative learning and personal growth** (24)
- **Other** (3)
 - Diversity
 - Creativity
 - Loan

3. What has been you most difficult or trying experience at CIIS so far?

- **Faculty** (44)
This includes complaints regarding adjunct and core faculty's lack of teaching and leadership skills (27), papers being returned extremely late or not at all or lack of feedback (6), inappropriate comments and elitist attitudes by certain faculty members (5), lacking sensitivity to diversity (3) and frustration over dismissal of a faculty member in PCC department (3).
- **Program/Course Issues** (25)
Issues were: heavy workload (13), limited resources (1), required courses (2), residential intensives (1), inconsistent application process and academic policies (2), mid-year changes in the program (1), APA accreditation (2), and research courses (3).
- **Diversity Issues** (22)
- **Lack of Academic Rigor** (20)
- **Financial Aid Office** (18)
This includes lack of clarity and communication with regards to financial aid processes and accounts of negative experiences of dealing with staff.
- **Other Students** (13)

(Note: the number in parentheses refers to number of responses and some respondents provided multiple answers)

- **Economic Issues** (12)
Economic worries in general, living in San Francisco, paying high rent, and high Tuition.
- **Time Management/Balancing Studies and Life** (11)
- **Being a distance student** (8)
- **Lack of Academic Advising/Mentoring** (7)
Unavailability or lack of support from advisors
- **Registration** (7)
This includes difficulties with registration of classes and ordering transcripts
- **Dissertation Process** (6)
- **Being an international student** (6)
- **General Administration** (4)
Specific items listed were disorganization, policies, lack of communication, and slow response times
- **Lack of Community** (4)
Feeling disconnected from other students
- **Career & Field Placement** (3)
Lack of Practicum sites
- **Business Office** (1)
- **Other** (12)
 - *Parking* (1)
 - *Lack of Health Services* (1)
 - *Café* (1)
 - *Library* (1)
 - *IT –Awarenet* (4)
 - *Facilities* (4)

4. What are two things CIIS could do to enhance students' lives?

- **Student Support** (47)
This category includes: providing more interaction opportunities for students (13), more interaction between various programs (8), free counseling & stress management services (7), support for international students (4), support for online students (4), more library resources (3), support after graduation (3), connect students with Alumni (2), computer training (2), and improving health insurance (1).
- **Financial Aid** (41)
This category includes: creating more streamlined financial aid application procedures, providing more resources and information about scholarships, providing more school scholarships, and lowering tuition.
- **Building/Classroom/Space Improvements:** Fox Plaza and the Mission Building (25)
- **Improvement of Administration** (11)
- **Better trained Faculty (especially adjunct)** (10)
- **Better courses and course timings** (9)
- **Not sure/satisfied** (8)

- **IT issues/ better online interface (7)**
- **Sensitivity to Diversity (6)**
- **Improve advisor-student relationships (6)**
- **Practicum/Dissertation support (3)**
- **Better program coordinator (2)**

5. What are the most important steps that CIIS can take to enhance Diversity?

- **Financial Support (31)**
- **Hire diverse faculty and students (25)**
- **Awareness (22)**
- **Outreach (22)**
- **Course/Program (17)**
- **Training Faculty and Students (18)**
- **Satisfied (14)**
- **Expand Definition (6)**

6. What do you plan to do upon graduating from CIIS?

- **Practice (87)**
- **Teach/workshop (43)**
- **Education (31)**
- **Don't Know (20)**
- **Write (12)**
- **Outreach/Public Speaking (7)**
- **Pay Debt (6)**
- **Continue the Same (6)**
- **Business (5)**
- **Research (4)**
- **Consultation (4)**