

Of all the colleges or universities to which you were admitted, is the campus you are currently attending your first choice?

| <i>ALL RESPONDENTS - 1999 SNAPS: QUESTION #8</i> | | |
|---|-----------------|-----------------------|
| <i>Response</i> | <i>n</i> | <i>Percent</i> |
| Yes, this campus was my first choice (or only choice). | 988 | 81.1% |
| No, I was admitted to another CSU campus that was my first choice. | 91 | 7.5% |
| No, I was admitted to a University of California, California private institution, or out-of-state institution that was my first choice. | 140 | 11.5% |
| Total | 1219 | 100.0% |

Please rate the **IMPORTANCE** of each of the following factors in influencing your decision to attend this particular campus.

(In order of combined "very important" and "important" responses)

| ALL RESPONDENTS - 1999 SNAPS: QUESTION #9 | | | | | | | | |
|---|----------|-----------------------|------------------|---------------------------|---------------------------|-----------------------------|--|---|
| PERCENT | | | | | | | | |
| | n | Very Important | Important | Somewhat Important | Not Very Important | Not Important at All | Combined Very Important & Important | Combined Not Very Important & Not Important at All |
| ACCESS | | | | | | | | |
| I was admitted | 1208 | 48.2 | 32.6 | 12.5 | 4.2 | 2.5 | 80.8 | 6.7 |
| Close to home | 1214 | 37.1 | 27.2 | 16.1 | 9.1 | 10.5 | 64.3 | 19.6 |
| Opportunity to work, or maintain a job, while attending school | 1206 | 40.2 | 23.5 | 14.9 | 6.5 | 14.8 | 63.7 | 21.3 |
| Close to work | 1200 | 17.1 | 21.4 | 17.3 | 16.4 | 27.7 | 38.5 | 44.1 |
| Availability of special academic support services, e.g., tutoring, learning centers | 1176 | 16.0 | 20.4 | 20.5 | 14.6 | 28.5 | 36.4 | 43.1 |
| Convenient public transportation to school | 1188 | 6.9 | 10.2 | 8.3 | 11.3 | 63.3 | 17.1 | 74.6 |
| Availability of on-campus child care | 1203 | 2.2 | 3.2 | 4.8 | 8.1 | 81.8 | 5.4 | 89.9 |
| PROGRAMS, REPUTATION, RECOMMENDATIONS | | | | | | | | |
| Availability of a particular major | 1210 | 53.6 | 29.9 | 10.2 | 3.4 | 2.9 | 83.5 | 6.3 |
| Academic reputation of the campus in my major | 1207 | 42.3 | 35.9 | 14.2 | 3.9 | 3.7 | 78.2 | 7.6 |
| General academic reputation of the campus | 1207 | 30.7 | 43.4 | 18.1 | 3.8 | 4.0 | 74.1 | 7.8 |
| Reputation of faculty | 1204 | 24.2 | 34.1 | 22.5 | 10.5 | 8.8 | 58.3 | 19.3 |
| Opportunity for contact with faculty | 1204 | 24.2 | 33.7 | 23.5 | 10.0 | 8.6 | 57.9 | 18.6 |
| Recommendation from friends or peers | 1206 | 11.7 | 30.1 | 30.3 | 13.2 | 14.7 | 41.8 | 27.9 |
| Recommendation from school or college counselors | 1204 | 13.3 | 27.6 | 26.0 | 13.6 | 19.5 | 40.9 | 33.1 |
| Contact with campus officials prior to admission or enrolling | 1211 | 14.8 | 24.5 | 22.9 | 17.0 | 20.8 | 39.3 | 37.8 |
| Recommendation from family | 1214 | 9.1 | 23.6 | 27.1 | 13.6 | 26.7 | 32.7 | 40.3 |
| Printed materials or video information provided by campus | 1201 | 9.4 | 19.2 | 26.4 | 19.8 | 25.2 | 28.6 | 45.0 |
| FINANCES | | | | | | | | |
| Low to moderate cost (affordable to me and/or my family) | 1209 | 60.6 | 26.0 | 7.8 | 2.6 | 3.0 | 86.6 | 5.6 |
| Opportunity to obtain need-based financial aid | 1203 | 39.7 | 17.1 | 10.6 | 9.3 | 23.4 | 56.8 | 32.7 |
| Opportunity to obtain academic, non-need based, scholarship | 1196 | 28.9 | 21.4 | 14.2 | 12.2 | 23.2 | 50.3 | 35.4 |
| ENVIRONMENT | | | | | | | | |
| Safety factors (e.g., presence of security escort services, incidence of crime in general area) | 1212 | 36.1 | 26.0 | 18.6 | 8.4 | 11.0 | 62.1 | 19.4 |
| Geographic setting of the campus or surrounding city | 1215 | 23.5 | 36.8 | 23.8 | 8.3 | 7.6 | 60.3 | 15.9 |
| Overall appearance of campus | 1208 | 22.6 | 35.3 | 24.4 | 7.7 | 9.9 | 57.9 | 17.6 |
| Impressions from my campus visit | 1208 | 23.4 | 33.5 | 20.9 | 8.3 | 13.8 | 56.9 | 22.1 |
| Size of campus | 1217 | 10.9 | 25.2 | 26.5 | 15.6 | 21.8 | 36.1 | 37.4 |
| Ethnic composition of the campus | 1210 | 13.9 | 20.4 | 24.8 | 18.3 | 22.6 | 34.3 | 40.9 |
| Chance to leave home | 1207 | 12.8 | 14.1 | 15.4 | 14.7 | 43.1 | 26.9 | 57.8 |

**Factors related to instruction and the learning environment play a vital role in helping you achieve your educational goals.
Please rate the following factors at your present campus (CSULB).**

(In order of combined "excellent" and "good" responses)

| <i>ALL RESPONDENTS - 1999 SNAPS: QUESTION #11</i> | | | | | | | |
|---|----------|------------------|-------------|-------------|-------------|------------------|--|
| <i>Factor</i> | <i>n</i> | <i>Percent</i> | | | | | <i>Combined Excellent & Good</i> |
| | | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Very Poor</i> | |
| Coursework that is consistent with the instructor's stated objectives or syllabus | 1218 | 26.9 | 54.9 | 16.3 | 1.5 | 0.3 | 81.8 |
| Quality of instruction | 1223 | 20.0 | 59.9 | 18.4 | 1.6 | 0.1 | 79.9 |
| Faculty preparation for class | 1221 | 20.2 | 58.7 | 19.0 | 1.9 | 0.2 | 78.9 |
| Courses in my major that are required for graduation | 1213 | 25.2 | 53.3 | 18.6 | 2.6 | 0.3 | 78.5 |
| Relevance of coursework to major | 1221 | 26.9 | 50.1 | 19.8 | 2.8 | 0.4 | 77.0 |
| Courses that stimulate intellectual/interpersonal growth or challenge me | 1222 | 24.8 | 50.9 | 20.3 | 3.4 | 0.6 | 75.7 |
| Fairness of testing and grading | 1223 | 18.7 | 54.9 | 23.1 | 2.7 | 0.6 | 73.6 |
| Faculty ability to communicate the subject matter | 1222 | 16.4 | 55.8 | 24.1 | 3.4 | 0.3 | 72.2 |
| Accessibility of faculty | 1221 | 20.5 | 50.7 | 25.3 | 2.9 | 0.6 | 71.2 |
| Faculty enthusiasm for teaching | 1218 | 21.9 | 48.2 | 25.9 | 3.5 | 0.4 | 70.1 |
| Variety of courses offered | 1219 | 20.3 | 47.6 | 25.4 | 5.7 | 0.9 | 67.9 |
| Classes that are focused on career concerns | 1221 | 21.8 | 44.6 | 25.1 | 7.1 | 1.4 | 66.4 |
| Opportunities to meet with the faculty outside of the classroom | 1219 | 18.0 | 45.9 | 29.0 | 5.1 | 2.0 | 63.9 |
| Class size | 1219 | 15.6 | 47.0 | 29.2 | 6.5 | 1.7 | 62.6 |
| Convenience of class scheduling | 1222 | 11.5 | 32.2 | 36.4 | 14.2 | 5.7 | 43.7 |
| Availability of necessary classes | 1214 | 9.1 | 32.4 | 33.8 | 17.7 | 7.1 | 41.5 |

Student services play a vital role in helping you achieve your educational goals.
ON THE LEFT, please rate how **IMPORTANT** these services have been for your education. **ON THE RIGHT**, rate the **QUALITY** of these services at CSULB.

(In order of combined "excellent" and "good" responses regarding quality)

| ALL RESPONDENTS - 1999 SNAPS: QUESTION #12 | | | | | | | | | | | | |
|---|-----------------------|---------------------------|---------------------------|---|------------------|----------------|-------------|-------------|------------------|--------------------------------------|------|--|
| IMPORTANCE | | | | Factor | QUALITY | | | | | | | |
| n | Percent | | | | n | Percent | | | | | | |
| | Very Important | Somewhat Important | Not Very Important | | Excellent | Good | Fair | Poor | Very Poor | Combined Excellent & Good | | |
| 1079 | 44.8 | 31.6 | 23.6 | Student health services | 782 | 24.9 | 48.6 | 22.3 | 3.1 | 1.2 | 73.5 | |
| 1164 | 67.2 | 29.8 | 3.0 | Bookstore | 1177 | 21.9 | 50.1 | 21.3 | 5.1 | 1.5 | 72.0 | |
| 979 | 33.9 | 18.5 | 47.6 | Services to students with disabilities | 298 | 25.2 | 46.3 | 24.8 | 2.3 | 1.3 | 71.5 | |
| 1096 | 59.9 | 27.6 | 12.5 | Computing resources | 966 | 23.0 | 47.5 | 22.0 | 4.9 | 2.6 | 70.5 | |
| 1146 | 66.1 | 28.9 | 5.1 | Library services | 1136 | 23.8 | 46.6 | 23.0 | 4.5 | 2.2 | 70.4 | |
| 997 | 28.3 | 22.8 | 48.9 | Education equity programs (e.g., EOP, Summer Bridge) | 401 | 28.4 | 39.4 | 25.7 | 3.5 | 3.0 | 67.8 | |
| 1088 | 42.8 | 32.2 | 25.0 | New Student Orientation | 850 | 27.1 | 39.6 | 25.2 | 4.9 | 3.2 | 66.7 | |
| 1133 | 63.0 | 29.4 | 7.6 | Library collection | 1094 | 21.0 | 45.4 | 23.5 | 6.9 | 3.1 | 66.4 | |
| 1016 | 21.8 | 39.0 | 39.3 | Student clubs and organizations | 569 | 15.3 | 50.1 | 28.3 | 4.7 | 1.6 | 65.4 | |
| 1127 | 44.2 | 41.7 | 14.1 | Food services | 1067 | 15.7 | 48.9 | 26.8 | 6.4 | 2.2 | 64.6 | |
| 986 | 16.2 | 27.4 | 56.4 | Intercollegiate athletic programs | 379 | 17.9 | 46.7 | 28.0 | 4.7 | 2.6 | 64.6 | |
| 1066 | 59.0 | 15.6 | 25.4 | Financial aid services | 754 | 24.3 | 39.0 | 27.1 | 7.3 | 2.4 | 63.3 | |
| 1043 | 51.2 | 31.0 | 17.8 | Career center services | 749 | 18.4 | 44.5 | 29.9 | 5.6 | 1.6 | 62.9 | |
| 1050 | 14.9 | 43.5 | 41.6 | Student union activities | 686 | 12.8 | 49.9 | 31.8 | 4.5 | 1.0 | 62.7 | |
| 1140 | 68.1 | 27.1 | 4.8 | Records or registration services | 1109 | 15.0 | 47.5 | 29.2 | 5.9 | 2.4 | 62.5 | |
| 1045 | 15.6 | 40.9 | 43.5 | Recreation programs and/or activities | 603 | 12.3 | 49.3 | 33.7 | 4.3 | 0.5 | 61.6 | |
| 1022 | 41.1 | 29.8 | 29.1 | Learning assistance/tutoring | 587 | 18.9 | 42.4 | 29.3 | 6.3 | 3.1 | 61.3 | |
| 1149 | 65.1 | 29.2 | 5.7 | Admissions services | 1141 | 13.1 | 46.0 | 30.9 | 6.9 | 3.1 | 59.1 | |
| 971 | 19.4 | 25.6 | 55.0 | Psychological counseling | 296 | 15.2 | 43.6 | 35.5 | 4.1 | 1.7 | 58.8 | |
| 1106 | 35.3 | 42.2 | 22.5 | Testing services (e.g., EPT, ELM, upper division writing requirement) | 916 | 13.6 | 45.1 | 34.2 | 4.9 | 2.2 | 58.7 | |
| 953 | 21.0 | 23.0 | 56.0 | Adult re-entry services | 273 | 16.1 | 40.3 | 34.4 | 6.2 | 2.9 | 56.4 | |
| 1082 | 61.8 | 25.5 | 12.7 | Career advising provided by faculty | 872 | 17.0 | 39.3 | 29.2 | 9.3 | 5.2 | 56.3 | |
| 1017 | 20.6 | 36.0 | 43.4 | Cultural activities | 548 | 12.2 | 43.4 | 33.9 | 7.8 | 2.6 | 55.6 | |
| 1011 | 16.0 | 40.4 | 43.6 | Associated students programs and activities | 537 | 11.5 | 43.8 | 36.5 | 6.5 | 1.7 | 55.3 | |
| 1052 | 41.9 | 31.0 | 27.1 | Laboratory facilities | 719 | 12.0 | 42.6 | 33.2 | 6.8 | 5.4 | 54.6 | |
| 961 | 10.5 | 11.4 | 78.0 | Campus child care | 205 | 17.1 | 37.1 | 42.0 | 1.0 | 2.9 | 54.2 | |
| 995 | 9.1 | 19.0 | 71.9 | Fraternities and sororities | 318 | 16.4 | 31.8 | 35.8 | 7.9 | 8.2 | 48.2 | |
| 1036 | 18.1 | 14.0 | 68.0 | Campus housing | 372 | 10.5 | 36.3 | 43.0 | 6.2 | 4.0 | 46.8 | |
| 1156 | 76.6 | 18.0 | 5.4 | Parking | 1162 | 5.9 | 21.3 | 31.6 | 19.6 | 21.7 | 27.2 | |

ON THE LEFT, please rate the IMPORTANCE of the academic advising listed below in terms of your own education. ON THE RIGHT, rate the overall QUALITY of these services.

In order of combined "excellent" and "good" responses regarding quality)

| <i>ALL RESPONDENTS - 1999 SNAPS: QUESTION #13</i> | | | | | | | | | | | | |
|---|-------------------------------|-------------------------------|----------|---|------------------|-------------|-------------|-------------|------------------|--|------|--|
| <i>IMPORTANCE</i> | | | | <i>Factor</i> | <i>QUALITY</i> | | | | | | | |
| <i>Percent</i> | | | <i>n</i> | | <i>Percent</i> | | | | | <i>Combined Excellent & Good</i> | | |
| <i>Very Important</i> | <i>Somewhat Important</i> | <i>Not Very Important</i> | | | <i>Excellent</i> | <i>Good</i> | <i>Fair</i> | <i>Poor</i> | <i>Very Poor</i> | | | |
| 1181 | 74.9 | 21.4 | 3.7 | Campus catalog/class schedule and other department or school publications | 1175 | 26.6 | 51.2 | 19.0 | 2.3 | 0.9 | 77.8 | |
| 1161 | 48.8 | 39.4 | 11.7 | Fellow Students | 1059 | 21.1 | 52.3 | 22.9 | 2.5 | 1.2 | 73.4 | |
| 1134 | 76.4 | 19.2 | 4.4 | Faculty in my major department | 1038 | 22.7 | 46.1 | 24.0 | 4.8 | 2.4 | 68.8 | |
| 1034 | 45.1 | 28.0 | 26.9 | Administrative or program staff (e.g., EOP, Adult Re-entry, Services to Students with Disabilities, Financial Aid Office) | 654 | 20.3 | 43.7 | 28.9 | 4.1 | 2.9 | 64.0 | |
| 1092 | 75.2 | 18.8 | 6.0 | Advising centers in my major department or school/college | 975 | 18.9 | 42.1 | 26.2 | 9.4 | 3.5 | 61.0 | |
| 1081 | 36.7 | 34.4 | 28.9 | University orientation course | 809 | 16.7 | 43.3 | 28.4 | 7.8 | 3.8 | 60.0 | |
| 1013 | 49.2 | 30.6 | 20.2 | The university advising center or general studies office | 690 | 14.1 | 45.1 | 29.3 | 8.3 | 3.3 | 59.2 | |
| 993 | 49.4 | 18.1 | 32.4 | Pre-transfer advising from my community college | 552 | 16.3 | 36.1 | 28.1 | 14.5 | 5.1 | 52.4 | |
| 1092 | 57.9 | 20.3 | 21.8 | Pre-College advising from my high school | 797 | 15.6 | 28.4 | 29.9 | 16.3 | 9.9 | 44.0 | |

Please mark the one response that comes closest to your feeling about the statement:
"I am pleased with my overall experience on this campus."

| <i>ALL RESPONDENTS - 1999 SNAPS: QUESTION #14</i> | | |
|--|-------------------------|-----------------------|
| <i>Response</i> | <i>Frequency</i> | <i>Percent</i> |
| Strongly Agree | 297 | 24.3 |
| Agree | 634 | 51.9 |
| Neutral | 227 | 18.6 |
| Disagree | 50 | 4.1 |
| Strongly Disagree | 13 | 1.1 |
| <i>Total</i> | 1221 | 100.0 |

Which ONE of the following presents the greatest obstacle to reaching your educational goals?

| ALL RESPONDENTS - 1999 SNAPS: QUESTION #15 | | |
|--|------------------|----------------|
| Factor | Frequency | Percent |
| Campus-related factors (such as course variety, availability of courses, instructors, advising, support services, etc.) | 381 | 31.7 |
| I do not see any obstacles to completing my education | 268 | 22.3 |
| Other personal factors (such as family obligations, job, personal problems, etc.) | 238 | 19.8 |
| Financial factors | 167 | 13.9 |
| Academic and educational factors (such as lack of adequate preparation for college, lack of proper motivation, poor choice of major, etc.) | 149 | 12.4 |
| Total | 1203 | 100.0 |

Listed below are some of the things that the campus and your high school/community college might do to improve the transition to the university. Which would have been personally most helpful to you? Mark your top THREE choices.

| <i>ALL RESPONDENTS - 1999 SNAPS: QUESTION #16</i> | | | |
|--|----------|-----------------------|---------------------------|
| <i>Factor</i> | <i>n</i> | <i>Percent Marked</i> | <i>Percent Not Marked</i> |
| Provide timely evaluation of college coursework credited to general education and major requirements | 1157 | 65.0 | 35.0 |
| Provide timely feedback on admission decisions | 1157 | 55.3 | 44.7 |
| Provide information and the application for admission to the university on the internet (e.g., CSU Mentor) | 1157 | 50.5 | 49.5 |
| Permit students to demonstrate entry-level math and English proficiency through assessments taken before applying to college | 1157 | 38.7 | 61.3 |
| Provide the application for financial aid on the internet | 1157 | 30.5 | 69.5 |
| Provide better remedial/developmental coursework in English | 1157 | 24.0 | 76.0 |
| Provide better remedial/developmental coursework in mathematics | 1157 | 23.1 | 76.9 |

How much formal education did your parents obtain?

| ALL RESPONDENTS - 1999 SNAPS: QUESTION #17 | | | | |
|---|-------------------------------|-----------------------|-------------------------------|-----------------------|
| <i>Educational Level</i> | <i>Father/Guardian</i> | | <i>Mother/Guardian</i> | |
| | <i>n</i> | <i>Percent</i> | <i>n</i> | <i>Percent</i> |
| 8th grade or less | 133 | 11.1 | 144 | 12.0 |
| Some high school | 65 | 5.4 | 66 | 5.5 |
| High school graduate | 197 | 16.4 | 288 | 23.9 |
| Some college | 298 | 24.8 | 314 | 26.1 |
| College graduate | 293 | 24.4 | 264 | 21.9 |
| Post-baccalaureate or graduate | 165 | 13.7 | 101 | 8.4 |
| Don't Know | 50 | 4.2 | 28 | 2.3 |
| Total | 1201 | 100.0 | 1205 | 100.0 |

How are you paying for your college education? *Mark all that apply.*

| ALL RESPONDENTS - 1999 SNAPS: QUESTION #18 | | | |
|---|----------|----------------|-------------------|
| Payment Factor | n | Percent | |
| | | Marked | Not Marked |
| EMPLOYMENT | | | |
| Part-time job | 1199 | 39.9 | 60.1 |
| Full-time job (35 hours or more per week) | 1199 | 26.1 | 73.9 |
| Employer-sponsored benefit | 1199 | 4.4 | 95.6 |
| PERSONAL SOURCES OF INCOME | | | |
| Family assistance, including spouse | 1199 | 46.8 | 53.2 |
| Loans | 1199 | 19.6 | 80.4 |
| Savings | 1199 | 16.8 | 83.2 |
| CAMPUS SOURCES OF INCOME | | | |
| Student Loan | 1199 | 28.3 | 71.7 |
| Grant | 1199 | 27.7 | 72.3 |
| Scholarship | 1199 | 10.0 | 90.0 |
| Work-study programs | 1199 | 4.2 | 95.8 |

Are you concerned about financing your college education? *Mark only one.*

| <i>ALL RESPONDENTS - 1999 SNAPS: QUESTION #19</i> | | |
|--|-------------------------|-----------------------|
| <i>Response</i> | <i>Frequency</i> | <i>Percent</i> |
| No, I will have sufficient funds | 323 | 27.7 |
| Yes, somewhat concerned. But, I will probably have enough funds to continue. | 541 | 46.4 |
| Yes, very concerned. I may not have enough funds to continue. | 234 | 20.1 |
| Yes, extremely concerned. I will not have funds to continue. | 68 | 5.8 |
| Total | 1166 | 100.0 |

Listed below are several attributes related to campus climate. ON THE LEFT, indicate how often, during the past year, you have personally experienced or directly observed at this campus insensitive behavior and/or remarks directed at yourself or another based on each attribute. ON THE RIGHT, indicate how often, during the past year, you have personally experienced or directly observed campus efforts to reduce or eliminate insensitive behavior and/or remarks based on each attribute.

| ALL RESPONDENTS - 1999 SNAPS: QUESTION #21 | | | | | | | | | | |
|---|----------------|---------------|---------------------|-------------------|---------------------------------|--|----------------|---------------------|-------------------|------|
| INCIDENCE OF INSENSITIVE BEHAVIOR | | | | | Attribute | REDUCE/ELIMINATE INSENSITIVE BEHAVIOR | | | | |
| n | Percent | | | | | n | Percent | | | |
| | Never | Rarely | Occasionally | Frequently | | Never | Rarely | Occasionally | Frequently | |
| 1177 | 54.6 | 30.8 | 12.5 | 2.1 | Race or ethnicity | 1115 | 46.4 | 22.6 | 20.9 | 10.1 |
| 1179 | 59.4 | 28.9 | 9.2 | 2.5 | Gender | 1108 | 50.3 | 20.7 | 20.5 | 8.6 |
| 1168 | 65.3 | 23.5 | 9.0 | 2.1 | Sexual orientation | 1106 | 54.0 | 20.3 | 18.0 | 7.7 |
| 1173 | 70.0 | 22.6 | 6.1 | 1.3 | Age | 1105 | 62.1 | 21.0 | 11.3 | 5.6 |
| 1169 | 75.9 | 17.8 | 5.4 | 0.9 | Disabilities | 1097 | 53.6 | 18.4 | 17.4 | 10.6 |
| 1170 | 69.1 | 21.0 | 7.7 | 2.2 | Learning difficulties | 1100 | 52.7 | 18.8 | 17.3 | 11.2 |
| 1171 | 68.1 | 20.2 | 8.6 | 3.1 | Religion | 1099 | 57.6 | 20.5 | 14.2 | 7.7 |
| 1171 | 60.5 | 21.3 | 11.9 | 6.4 | Non-English language background | 1104 | 54.3 | 22.2 | 15.7 | 7.9 |

Listed below are some of the things that the campus might do to help you reach your educational goals.
Which would be personally most helpful or useful to you now? *Mark your top FIVE choices.*

| ALL RESPONDENTS - 1999 SNAPS: QUESTION #22 | | | |
|--|----------|----------------|-------------------|
| Factor | n | Percent | |
| | | Marked | Not Marked |
| Provide on-line access to customized information about specific general education and major program requirements that you still need to complete and a listing of required course schedule options available for the next term for registration. | 1196 | 69.1 | 30.9 |
| Improve the parking situation. | 1196 | 62.7 | 37.3 |
| Offer a state-supported summer term (i.e., offer summer courses at the state university fee, not continuing education charges). | 1196 | 61.5 | 38.5 |
| Have a standard lower division core for each major/degree program regardless of which community college or CSU campus you attend. | 1196 | 41.2 | 58.8 |
| Allow you to demonstrate mastery of course content as an alternative to taking a course. | 1196 | 37.5 | 62.5 |
| Offer one place on campus where you can handle registration, financial aid, fee payments, etc. | 1196 | 36.8 | 63.2 |
| Raise more money from alumni and others so more financial aid could be offered. | 1196 | 31.7 | 68.3 |
| Schedule an entire program built around courses which are each of one month duration. | 1196 | 28.4 | 71.6 |
| Have more on-campus jobs available. | 1227 | 25.3 | 74.7 |
| Offer your degree program on a schedule that permits only night attendance. | 1196 | 23.2 | 76.8 |
| Provide internet access to courses offered by universities in other countries. | 1196 | 21.7 | 78.3 |
| Offer your degree program on a schedule that permits only weekend attendance. | 1196 | 20.7 | 79.3 |

ALL RESPONDENTS - 1999 SNAPS: QUESTION #25

Are you a United States Citizen?

| Response | Frequency | Percent |
|---|------------------|----------------|
| Yes | 1022 | 84.7 |
| No, I am a permanent resident with a "green card" | 101 | 8.4 |
| No, I am an international visa student | 74 | 6.1 |
| No, I currently have refugee status | 2 | 0.2 |
| Other status | 7 | 0.6 |
| Total | 1206 | 100.0 |

ALL RESPONDENTS - 1999 SNAPS: QUESTION #26

When you were growing up, did you usually speak in a language other than English at home?

| <i>Response</i> | <i>Frequency</i> | <i>Percent</i> |
|-----------------|------------------|----------------|
| Yes | 500 | 41.6 |
| No | 703 | 58.4 |
| Total | 1203 | 100.0 |

ALL RESPONDENTS - 1999 SNAPS: QUESTION #27

What is your gender?

| <i>Response</i> | <i>Frequency</i> | <i>Percent</i> |
|-----------------|------------------|----------------|
| Male | 461 | 38.4 |
| Female | 741 | 61.6 |
| Total | 1202 | 100.0 |

ALL RESPONDENTS - 1999 SNAPS: QUESTION #29

What is your ethnic identity?

| <i>Ethnicity</i> | <i>Frequency</i> | <i>Percent</i> |
|------------------------|------------------|----------------|
| Black | 89 | 7.3 |
| Hispanic | 219 | 17.8 |
| Asian | 196 | 16.0 |
| White | 426 | 34.7 |
| Filipino | 50 | 4.1 |
| Other | 65 | 5.3 |
| Decline to state | 108 | 8.8 |
| International Students | 74 | 6.0 |
| Total | 1227 | 100.0 |

Do you consider yourself to be multi-ethnic?

| <i>n</i> | <i>% Yes</i> | <i>% No</i> |
|----------|--------------|-------------|
| 1176 | 38.3 | 61.7 |

Have you taken a service-learning course?

| ALL RESPONDENTS - 1999 SNAPS: QUESTION #31 | | |
|---|----------|----------------|
| Response | n | Percent |
| Yes, I have taken a service-learning course. | 98 | 8.2 |
| No, I have not taken a service-learning course. | 722 | 60.4 |
| No, I have not taken a service-learning course but am interested in taking such a course in the future. | 375 | 31.4 |
| Total | 1195 | 100.0 |

| If yes to question 31, how did your service-learning course compare to the traditional classes you have taken in the following areas? | | | | |
|--|----------|---|----------------------|---|
| Area | n | Percent | | |
| | | Learned more in service-learning class | No difference | Learned less in service-learning class |
| Mastery of the subject matter | 114 | 64.0 | 33.3 | 2.6 |
| Developing civic awareness and responsibility | 111 | 69.4 | 30.6 | 0.0 |
| Providing opportunities to explore career options | 112 | 70.5 | 26.8 | 2.7 |

ALL RESPONDENTS - 1999 SNAPS: QUESTION #32

During the past year, indicate how difficult each of the following activities have been in doing your coursework.

Percent

| Activity | n | Very Difficult | Difficult | Slightly Difficult | Not Difficult | Combined Very Difficult & Difficult |
|---|----------|-----------------------|------------------|---------------------------|----------------------|--|
| Preparing and delivering an oral presentation | 1132 | 14.2 | 20.1 | 33.6 | 32.2 | 34.3 |
| Formulating a topic or a research question | 1095 | 6.6 | 25.0 | 39.8 | 28.6 | 31.6 |
| Writing a term paper | 1153 | 7.5 | 21.2 | 39.9 | 31.3 | 28.7 |
| Locating and retrieving information | 1178 | 3.9 | 20.1 | 41.1 | 34.9 | 24.0 |
| Evaluating the accuracy and validity of the information | 1140 | 2.5 | 18.1 | 43.8 | 35.6 | 20.6 |
| Organizing and using the information | 1176 | 2.6 | 16.7 | 39.5 | 41.3 | 19.3 |

ALL RESPONDENTS - 1999 SNAPS: QUESTION #33

What is your work status?

| Status | n | Percent |
|---|----------|----------------|
| I am employed; I work both on and off campus. | 23 | 1.9 |
| I am employed; I work on-campus. | 118 | 9.8 |
| I am not employed, and I am NOT looking for work. | 143 | 11.8 |
| I am not employed, and I am looking for work. | 155 | 12.8 |
| I am employed; I work off-campus. | 771 | 63.7 |
| Total | 1210 | 100.0 |

ALL RESPONDENTS - 1999 SNAPS: QUESTION #35

How long does it take you to commute to campus?

| Length of Commute | n | Percent |
|--|----------|----------------|
| 15 - 29 minutes | 456 | 37.4 |
| Fewer than 15 minutes | 286 | 23.5 |
| 30 - 44 minutes | 242 | 19.9 |
| 45 minutes but less than one hour | 93 | 7.6 |
| I do not commute; I live on or within walking distance of the campus | 91 | 7.5 |
| An hour or longer | 50 | 4.1 |
| Total | 1218 | 100.0 |

ALL RESPONDENTS - 1999 SNAPS: QUESTION #36

How many financial dependents (e.g., spouse, children) do you have?

| Number of Dependents | n | Percent |
|-----------------------------|----------|----------------|
| None | 909 | 75.1 |
| One | 167 | 13.8 |
| Two | 83 | 6.9 |
| Three | 33 | 2.7 |
| Four | 12 | 1.0 |
| Five or more | 7 | 0.6 |
| Total | 1211 | 100.0 |

ALL RESPONDENTS - 1999 SNAPS: QUESTION #37

Based on the number of completed units, what is your present class level?

| Class Level | n | Percent |
|--------------------|----------|----------------|
| Freshman | 121 | 10.0 |
| Sophomore | 126 | 10.4 |
| Junior | 248 | 20.4 |
| Senior | 386 | 31.8 |
| Graduate | 332 | 27.4 |
| Total | 1213 | 100.0 |

ALL RESPONDENTS - 1999 SNAPS: QUESTION #39

Do you currently consider yourself to be a:

| Type of Student | n | Percent |
|--------------------------|----------|----------------|
| Day student | 407 | 37.1 |
| Night student | 310 | 28.2 |
| Both day & night student | 381 | 34.7 |
| Total | 1098 | 100.0 |

Indicate the extent to which you agree with the following statements about this campus.

(In order of combined "strongly agree" and "agree" responses")

| <i>ALL RESPONDENTS - 1999 SNAPS: QUESTION #40</i> | | | | | | | |
|---|----------|---------------------------|--------------|----------------|-----------------|------------------------------|--|
| <i>Statement</i> | <i>n</i> | <i>Percent</i> | | | | | <i>Combined Strongly Agree & Agree</i> |
| | | <i>Strongly Agree</i> | <i>Agree</i> | <i>Neutral</i> | <i>Disagree</i> | <i>Strongly Disagree</i> | |
| I feel safe on campus. | 1213 | 27.9 | 52.3 | 16.5 | 2.8 | 0.5 | 80.2 |
| I would recommend this university to others. | 1214 | 29.4 | 50.7 | 15.7 | 3.2 | 0.9 | 80.1 |
| The university is equally supportive of women and men. | 1211 | 29.0 | 49.9 | 18.3 | 2.3 | 0.5 | 78.9 |
| I am proud of my accomplishments at this university. | 1211 | 30.6 | 47.6 | 18.8 | 2.6 | 0.3 | 78.2 |
| This university is equally supportive of all racial/ethnic groups. | 1211 | 27.4 | 45.7 | 22.1 | 3.2 | 1.5 | 73.1 |
| If choosing a university again, I would choose this one. | 1213 | 27.6 | 42.0 | 22.3 | 6.2 | 1.8 | 69.6 |
| This university has helped me meet the goals I expected to achieve. | 1210 | 21.7 | 45.8 | 27.1 | 4.6 | 0.7 | 67.5 |
| My experiences here have helped motivate me to make something of my life. | 1210 | 24.3 | 42.2 | 27.3 | 5.0 | 1.2 | 66.5 |
| My experiences here have equipped me to deal with possible career changes. | 1212 | 17.1 | 44.3 | 31.3 | 6.4 | 1.0 | 61.4 |
| This university welcomes and uses feedback from students to improve the university. | 1212 | 18.4 | 37.2 | 35.1 | 6.7 | 2.6 | 55.6 |

Please indicate your degree of satisfaction with each of the following questions about the CSULB library:

(In order of combined "very satisfied" and "somewhat satisfied" responses)

| <i>ALL RESPONDENTS - ADDITIONAL QUESTIONS 41-49</i> | | | | | | | |
|---|---|----------|---------------------------|-------------------------------|------------------------------|---------------------------------|---|
| <i>Question</i> | <i>Library Factors</i> | <i>n</i> | <i>Percent</i> | | | | <i>Combined Very Satisfied & Somewhat Satisfied</i> |
| | | | <i>Very Satisfied</i> | <i>Somewhat Satisfied</i> | <i>Not too satisfied</i> | <i>Not satisfied at all</i> | |
| 47 | Availability of electronic information sources in the library. | 941 | 36.6 | 49.0 | 11.5 | 3.0 | 85.6 |
| 43 | Hours of access to the library building. | 1072 | 48.2 | 37.2 | 9.9 | 4.7 | 85.4 |
| 46 | Services provided by the Interlibrary Loan in obtaining books and articles from off-campus sources. | 608 | 32.1 | 48.0 | 15.0 | 4.9 | 80.1 |
| 44 | Availability of librarians at the library reference desk. | 1000 | 34.9 | 45.0 | 15.8 | 4.3 | 79.9 |
| 41 | Adequacy of the library book collection for meeting course-related needs. | 1009 | 29.4 | 48.8 | 15.3 | 6.5 | 78.2 |
| 42 | Adequacy of the library journal collection for meeting course-related needs. | 940 | 27.6 | 49.7 | 15.4 | 7.3 | 77.3 |
| 45 | Availability of workshops or other programs offered by the library to demonstrate electronic resources and explain their use. | 757 | 28.0 | 47.8 | 18.2 | 5.9 | 75.8 |
| 49 | Ability to locate on the shelf items shown in the library catalog as available. | 983 | 26.0 | 46.8 | 18.8 | 8.3 | 72.8 |
| 48 | Accessibility of the library's electronic information sources from your home. | 706 | 30.7 | 41.4 | 16.6 | 11.3 | 72.1 |

ALL RESPONDENTS - 1999 SNAPS: QUESTION #50

Which ONE factor is most important in keeping you from being involved in campus activities?

| Factor | n | Percent |
|--|----------|----------------|
| Lack of time - other commitments leave me no time. | 778 | 69.5 |
| Interest - there are no on-campus activities that match my interests. | 155 | 13.9 |
| Nothing, I am involved in campus activities. | 121 | 10.8 |
| Not friendly - I've tried to get involved, but other students are not welcoming. | 36 | 3.2 |
| Money - I can't afford to get involved on campus. | 29 | 2.6 |
| Total | 1119 | 100.0 |

ALL RESPONDENTS - 1999 SNAPS: QUESTION #51

If your response to Question 50 was "Lack of time," please indicate the MOST important area of other commitments that take up your time.

| Other Commitment | n | Percent |
|-------------------------------------|----------|----------------|
| Working | 374 | 47.9 |
| Studying | 159 | 20.4 |
| Family responsibilities | 127 | 16.3 |
| A full social life outside of CSULB | 93 | 11.9 |
| Long commute | 28 | 3.6 |
| Total | 781 | 100.0 |

ALL RESPONDENTS - 1999 SNAPS: QUESTION #52

How much time per week do you spend on average on assignments and study outside of class?

| Response | n | Percent |
|---|----------|----------------|
| 1 hour or less per class. | 80 | 7.1 |
| More than 1, but no more than 2, hours per class. | 225 | 20.0 |
| More than 2, but no more than 3, hours per class. | 368 | 32.7 |
| More than 3, but no more than 4, hours per class. | 239 | 21.2 |
| More than 4 hours per class. | 215 | 19.1 |
| Total | 1127 | 100.0 |

Please indicate how important each of the following questions are to you using the following scale:

(In order of combined "extremely important" and "very important" responses)

ALL RESPONDENTS - 1999 SNAPS: QUESTIONS 53-56

| No. | Question | n | Percent | | | | | Combined Extremely & Very Important |
|------------|---|----------|--------------------------------|---------------------------|-------------------------------|------------------------------|-------------------------------------|--|
| | | | Extremely Important | Very Important | Somewhat Important | Not too important | Not important at all | |
| 53 | Making available online on the World Wide Web course-related materials (e.g., class syllabus, class readings, lecture notes, etc.). | 1067 | 43.9 | 28.8 | 17.1 | 5.7 | 4.6 | 72.7 |
| 54 | Making more use of email (e.g., contacting professors, submitting homework, etc.). | 1063 | 39.2 | 31.1 | 17.7 | 7.4 | 4.5 | 70.3 |
| 56 | Adding more Information Kiosks on the campus. | 1056 | 30.9 | 27.4 | 22.2 | 11.2 | 8.4 | 58.3 |
| 55 | Keeping campus computer labs open between midnight and 8:00 a.m. | 1045 | 27.9 | 18.1 | 18.0 | 16.9 | 19.0 | 46.0 |

ALL RESPONDENTS - 1999 SNAPS: QUESTION #57

Which statement best describes your level of awareness and/or satisfaction with the Community Service Officer escort service operated by the University Police Department?

| Statement | n | Percent |
|--|----------|----------------|
| Not aware of the program. | 295 | 27.8 |
| Aware of the program, but have not used it. | 526 | 49.5 |
| Have used the program, and am satisfied with it. | 204 | 19.2 |
| Have used the program, but am not satisfied with it. | 37 | 3.5 |
| Total | 1062 | 100.0 |

ALL RESPONDENTS - 1999 SNAPS: QUESTION #58

How would you rate the general condition of classrooms on campus (e.g., cleanliness, equipment, furniture, etc.)?

| Rating | n | Percent |
|---------------|----------|----------------|
| Excellent | 72 | 6.8 |
| Very Good | 270 | 25.5 |
| Good | 400 | 37.8 |
| Fair | 222 | 21.0 |
| Poor | 94 | 8.9 |
| Total | 1058 | 100.0 |