

Table 407a

Need & Use: Crosscultural/Multicultural Center

	Systemwide		Santa Cruz	
	Total			
Needed but didn't use	254	24%	48	35%
Used and the service was excellent	403	38%	61	45%
Used and the service was good	307	29%	15	11%
Used and the service was fair	60	6%	8	6%
Used and the service was poor	35	3%	4	3%
Skipped question	6987		784	
Possible Respondents	8046		920	
Service not evaluated at this campus	1482		0	
Actual respondents	1059		136	
Reported using the service (responses 3-6)	805		88	
* Valid Response Rate	13.2%		14.8%	
% Users who rated service 'Excellent' or 'Good'	67.0%		55.9%	

*ratio of actual to possible (those who logged in) respondents

Table 407b

Importance of service to users: Crosscultural/Multicultural Center

	Systemwide		Santa Cruz	
	Total			
1=Extremely important	350	45%	57	67%
2=Very important	181	23%	15	18%
3=Somewhat important	178	23%	8	9%
4=Not very important	44	6%	0	0%
5=Not at all important	27	3%	5	6%
Skipped question	25		3	
Possible Respondents	805		88	
Actual Respondents	780		85	
*Valid response rate	96.9%		96.6%	
Mean	2.00		1.60	
Difference from Systemwide Mean	0.00		-0.40	
Standard Deviation	1.10		1.07	
% Users who rated service "Extremely important' 'Very important' 'Somewhat important'	90.9%		94.1%	

*ratio of actual to possible (those who logged in) respondents

Table 407c

Importance of service to those w unmet need: Crosscultural/Multicultural Center

	Systemwide		Santa Cruz	
	Total			
1=Extremely important	51	25%	15	43%
2=Very important	42	20%	6	17%
3=Somewhat important	74	36%	14	40%
4=Not very important	25	12%	0	0%
5=Not at all important	13	6%	0	0%
Skipped question	49		13	
Possible Respondents	254		48	
Actual Respondents	205		35	
*Valid response rate	80.7%		72.9%	
Mean	2.55		1.97	
Difference from Systemwide Mean	0.00		-0.57	
Standard Deviation	1.17		0.92	
% Unserved who rated service "Extremely important' 'Very important' 'Somewhat important'	81.5%		100.0%	

*ratio of actual to possible (those who logged in) respondents

Table 407d**Why not use: never heard of it: Crosscultural/Multicultural Center**

	Systemwide Total	Santa Cruz
YES for those who Needed but did NOT use service	83	15
No	10842	1200
% Answering YES of those who Needed but did NOT use service	32.7%	31.3%

Table 407e**Why not use: concerns about cost: Crosscultural/Multicultural Center**

	Systemwide Total	Santa Cruz
YES for those who Needed but did NOT use service	1	0
No	11431	1255
% Answering YES of those who Needed but did NOT use service	0.4%	0.0%

Table 407f**Why not use: did not know what they offered: Crosscultural/Multicultural Center**

	Systemwide Total	Santa Cruz
YES for those who Needed but did NOT use service	89	17
No	10868	1210
% Answering YES of those who Needed but did NOT use service	35.0%	35.4%

Table 407g**Why not use: lack of confidentiality: Crosscultural/Multicultural Center**

	Systemwide Total	Santa Cruz
YES for those who Needed but did NOT use service	1	0
No	11437	1255
% Answering YES of those who Needed but did NOT use service	0.4%	0.0%

Table 407h**Why not use: not sure if eligible: Crosscultural/Multicultural Center**

	Systemwide Total	Santa Cruz
YES for those who Needed but did NOT use service	29	5
No	11315	1234
% Answering YES of those who Needed but did NOT use service	11.4%	10.4%

Table 407i**Why not use: embarrassed to use: Crosscultural/Multicultural Center**

	Systemwide Total	Santa Cruz
YES for those who Needed but did NOT use service	9	1
No	11412	1252
% Answering YES of those who Needed but did NOT use service	3.5%	2.1%

Table 407j**Why not use: did not know how to access: Crosscultural/Multicultural Center**

	Systemwide Total	Santa Cruz
YES for those who Needed but did NOT use service	59	13
No	11234	1226
% Answering YES of those who Needed but did NOT use service	23.2%	27.1%

Table 407k**Why not use: did not have time: Crosscultural/Multicultural Center**

	Systemwide Total	Santa Cruz
YES for those who Needed but did NOT use service	53	13
No	11187	1230
% Answering YES of those who Needed but did NOT use service	20.9%	27.1%

Table 407l**Why not use: bad reputation: Crosscultural/Multicultural Center**

	Systemwide Total	Santa Cruz
YES for those who Needed but did NOT use service	5	2
No	11401	1249
% Answering YES of those who Needed but did NOT use service	2.0%	4.2%

Table 407m**Why not use: used off campus service: Crosscultural/Multicultural Center**

	Systemwide Total	Santa Cruz
YES for those who Needed but did NOT use service	1	0
No	11432	1254
% Answering YES of those who Needed but did NOT use service	0.4%	0.0%

Table 407n**Why not use: bad hours: Crosscultural/Multicultural Center**

	Systemwide Total	Santa Cruz
YES for those who Needed but did NOT use service	7	2
No	11408	1248
% Answering YES of those who Needed but did NOT use service	2.8%	4.2%

Table 407o**Why not use: location: Crosscultural/Multicultural Center**

	Systemwide Total	Santa Cruz
YES for those who Needed but did NOT use service	8	1
No	11415	1252
% Answering YES of those who Needed but did NOT use service	3.1%	2.1%