

**CHAFFEY COLLEGE**

FONTANA  
CAMPUS  
MASTER  
PLAN

**SURVEY AND ENGAGEMENT REPORT**

**JUNE 24, 2021**



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## Purpose of the Survey

A campus-wide survey was administered in December 2020. The survey drove a large portion of the Master Plan's engagement process and outreach. **Due to the pandemic, this survey was in lieu of a campus forum for visioning.**

The purpose of the survey was to gather feedback about the campus from the current campus users (faculty, staff, students). The survey data complements other analyses to identify needs that are addressed in the Master Plan.

The survey was distributed via email from Melanie Siddiqi, Associate Superintendent of Administrative Services at Chaffey College, to all students, faculty, staff. The survey remained open between November 30, 2020 through December 14, 2020. **Total involvement of the survey was 952 individuals, and 740 students completed the survey.**

# Survey Participants

The Chaffey College Fontana survey had an overwhelming response rate, with **952 participants total**, 740 of those being students, 133 faculty, and 79 staff. The response rate of the faculty attributed for around 30% of the overall faculty population.

## WHO TOOK THE SURVEY?

		Students	Faculty
		77.7%	14.0%
			Staff
			8.3%



# Key Findings



People love the libraries, and want more places to study.



Hours of operation and lack of parking are barriers to learning.



More outdoor space that students can use for extended periods of time.



The great thing about the existing Fontana Campus is the small, community-feel.



The new campus should prioritize safety and accessibility.



Students want to display diversity and culture through arts and food.

# Chaffey College Today

## FIRST IMPRESSIONS

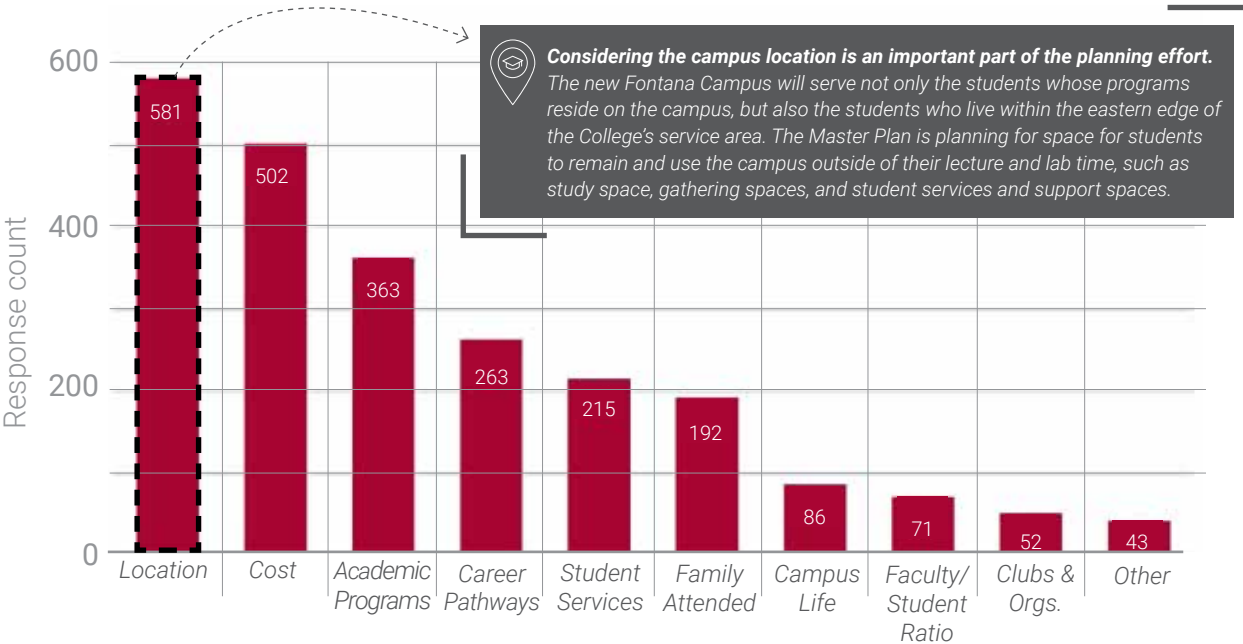
To set a baseline, it was important to acknowledge whether or not the participants had visited any of the other Chaffey College campuses, including Chino, Rancho Cucamonga, and the existing Fontana campus. Over 900 participants noted that they had been to at least one of the other locations.

### HAVE YOU VISITED AN EXISTING CAMPUS?



When it came to the 740 students who took part in the survey, there was an opportunity for them to explain why they decided to attend Chaffey College. Over 78% of participants chose ‘location’ as their top answer and ‘cost’ as a close second with over 67% selection rate. Academic programs, career pathways, and student services/support rounded out the top five reasons for student attending Chaffey College.

### WHY DID YOU DECIDED TO ATTEND CHAFFEY COLLEGE?



"I love the environment at Chaffey at the Fontana Campus mostly because of the students, faculty, and staff. Its a small but mighty community. The support for each other is great."

*Faculty*

"I enjoy the friendliness of the staff who strive to help students get the most out of their experience at Chaffey."

*Student*

"I love that the campus is small and intimate. Every department is a short walking distance."

*Faculty*

"Although small, I like sense of community at the Fontana Campus."

*Staff*

"Interaction with students, being part of student success, building strong professional relationships."

*Staff*

"The campus is small enough to create a tight-knit community amongst faculty, student, and staff."

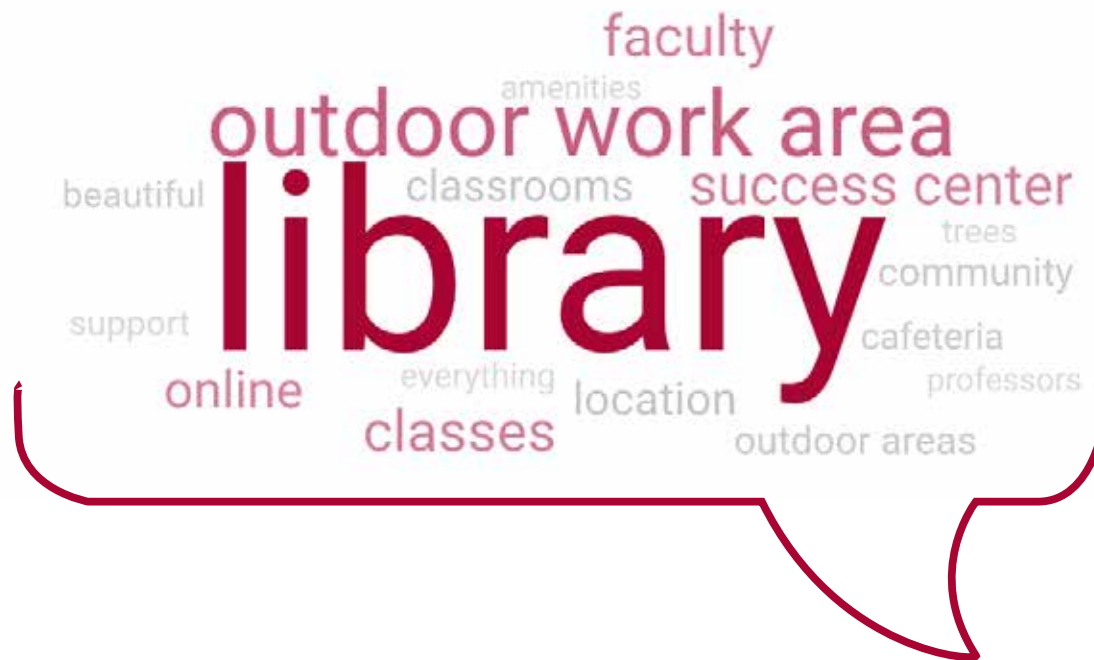
*Faculty*

## LEARNING/WORKING/TEACHING ENVIRONMENTS

Survey participants were asked about existing learning, working, and teaching environments on the current Chaffey College campuses to better identify what are successful spaces and should be replicated, and what are unsuccessful spaces and should be avoided.

The library and outdoor work areas were indicated as the most enjoyable aspects about the existing learning, working, and teaching environment.

### WHAT DO YOU ENJOY ABOUT THE EXISTING CAMPUS [LEARNING/WORKING/TEACHING] ENVIRONMENTS?



*The new Fontana campus will include a Library Learning Commons which will include both group and individual study spaces, academic resources, open computer labs, and outdoor gathering spaces.*



Survey participants were asked about challenges to learning, working, and teaching on the current Chaffey College campuses to better identify what are successful conditions and should be replicated, and what are unsuccessful conditions and should be avoided. Parking, lack of lab space, and hours of access are physical conditions that pose challenges to respondents' environments.

### THE PHYSICAL CONDITIONS THAT POSE THE BIGGEST CHALLENGES TO THE [LEARNING/WORKING/TEACHING] ENVIRONMENT?



*A study has been completed as part of the Master Plan that identifies the needs for both space and parking based on future enrollment projections and City/State requirements. In addition, hours of operations on the new campus have been discussed to be extended.*

*"Parking, when we're fully enrolled, is challenging."*

*Staff*

# Future Chaffey College Fontana

## FIVE WORDS OR LESS...

Compared to the existing campuses, including Chino, Rancho Cucamonga, and the existing Fontana, participants had the opportunity to provide insight into what amenities/features were more needed and less needed at the new Fontana campus.

Respondents indicated that the new campus needs more study space, walking paths, outdoor spaces, and dining choices compared to the existing campus.

Other popular responses include public art, wayfinding, parking spaces, bike trails, and classrooms.

## COMPARED TO EXISTING CAMPUSES, THE NEW CAMPUS NEEDS MORE...



Fast food, and outdated, inaccessible buildings were the top answers for what amenities are less desirable for the new campus. The most popular response of 'outdated buildings' was mentioned throughout 21% of total responses, aligning with several other top comments concerning future campus facilities.

Students also noted that the lighting in classrooms and paved surfaces on campus are also attributes that the new campus needs less of.

**COMPARED TO EXISTING CAMPUSES,  
THE NEW CAMPUS NEEDS LESS...**



## NEW CAMPUS VISION

The survey provided the opportunity for participants to choose what physical resources and amenities the new Fontana campus could benefit from, providing the option of picking up to six options. Outdoor wifi and private/quiet spaces were the top two selections, with over 50% of the participants selecting them as their top six choices. Those were followed by shaded areas, affordable food options, and outdoor charging supply. Small event space was the choice that was selected the least.




*Chart on  
following page*

### WHAT ARE THE MOST IMPORTANT AMENITIES?

Outdoor WiFi, private spaces, and shaded areas were the top three most important amenities to respondents of the survey.

Among other common answers were outdoor charging stations, wellness services, and collaboration spaces.



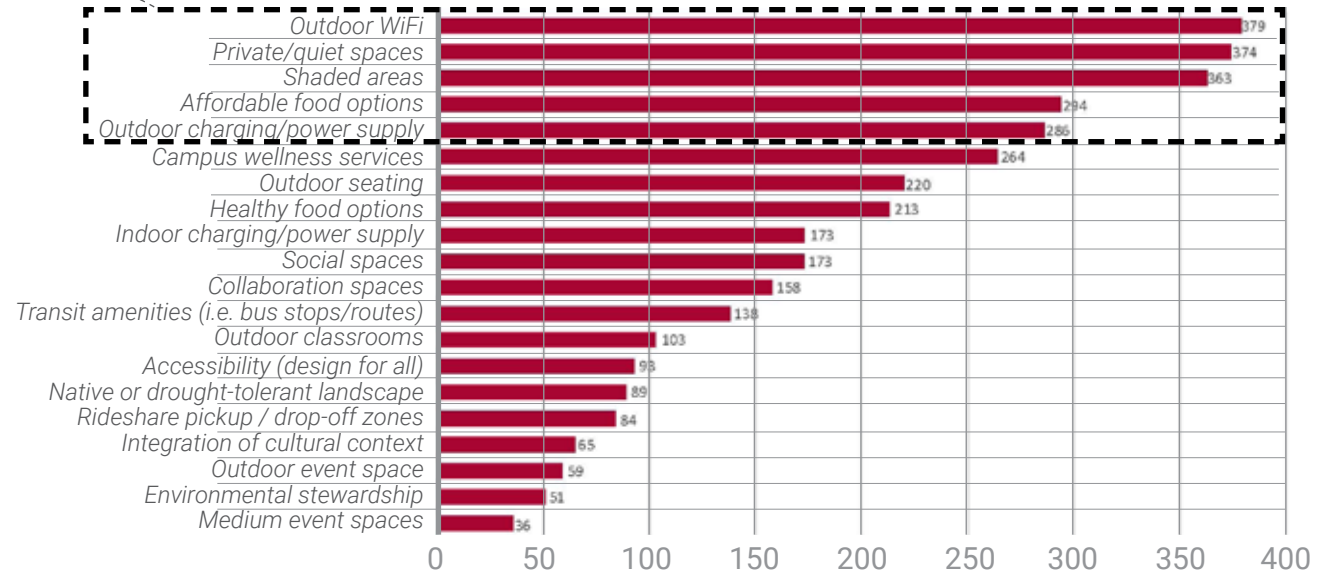
**Outdoor wifi**  
**Private/quiet spaces**  
**Shaded areas**  
Outdoor charging/power supply  
Campus wellness services  
Collaboration spaces

## WHAT ARE THE MOST IMPORTANT PHYSICAL RESOURCES AND AMENITIES WOULD THE NEW CAMPUS BENEFIT FROM?

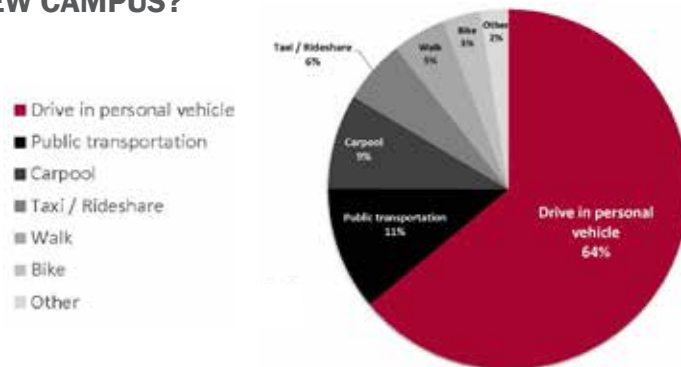


The framework of the Master Plan is based upon a series of open spaces that will be designed to extend students' ability to remain outdoors.

Factors for doing that are protection from both sun and wind as well as outdoor wifi and charging stations.



## HOW DO YOU PLAN ON GETTING TO THE NEW CAMPUS?



The Master Plan seeks to encourage alternative transit modes to align with the College's sustainability goals.

Ensure transit stop is well-lit and connected into the campus core.

Investigate scheduling classes around public transit schedules.

Plan for bike racks and EV charging stations.

Continue some aspects of remote Learning/ WFH to reduce parking need vehicle miles traveled to campus.

## OVERALL CAMPUS EXPERIENCE

Respondents indicated that a library space, outdoor spaces, and lab spaces were amenities that they've seen at other institutions that they would like to see increased on the new campus.

Other students indicated that cafes, study space, and public art were desirable spaces for the new campus.

### WHAT ARE THE BEST FEATURES OF OTHER CAMPUSES THAT YOU WOULD LIKE TO SEE ON THE NEW CAMPUS?



*The master plan places emphasis on providing a variety of collaborative spaces both indoor and outdoors the outdoors.*

*The new Fontana campus will include a Library Learning Commons which will include both group and individual study spaces, academic resources, and open computer labs.*

*Outdoor space will become an extension of the indoors through pockets of plazas, courtyards, and quads.*

*As a further layer to design the campus to feel welcoming, comfortable, and reflective of the community's culture there is a plan for a cafe as well as rotating public art pieces.*

## WHAT ARE THREE WORDS TO DESCRIBE YOUR IDEAL CAMPUS EXPERIENCE?

**Safe**  
**Spacious**  
**Modern**  
Clean  
Accessible  
Big  
Parking  
Fun  
Welcoming

Respondents visualized a safe, spacious, and modern campus as their ideal campus experience. Clean, accessible, large, and welcoming were also among other top answers.

“I enjoy the cleanliness, naturalistic environment, and plenty of outdoor and indoor seating for studying.”

*Student*

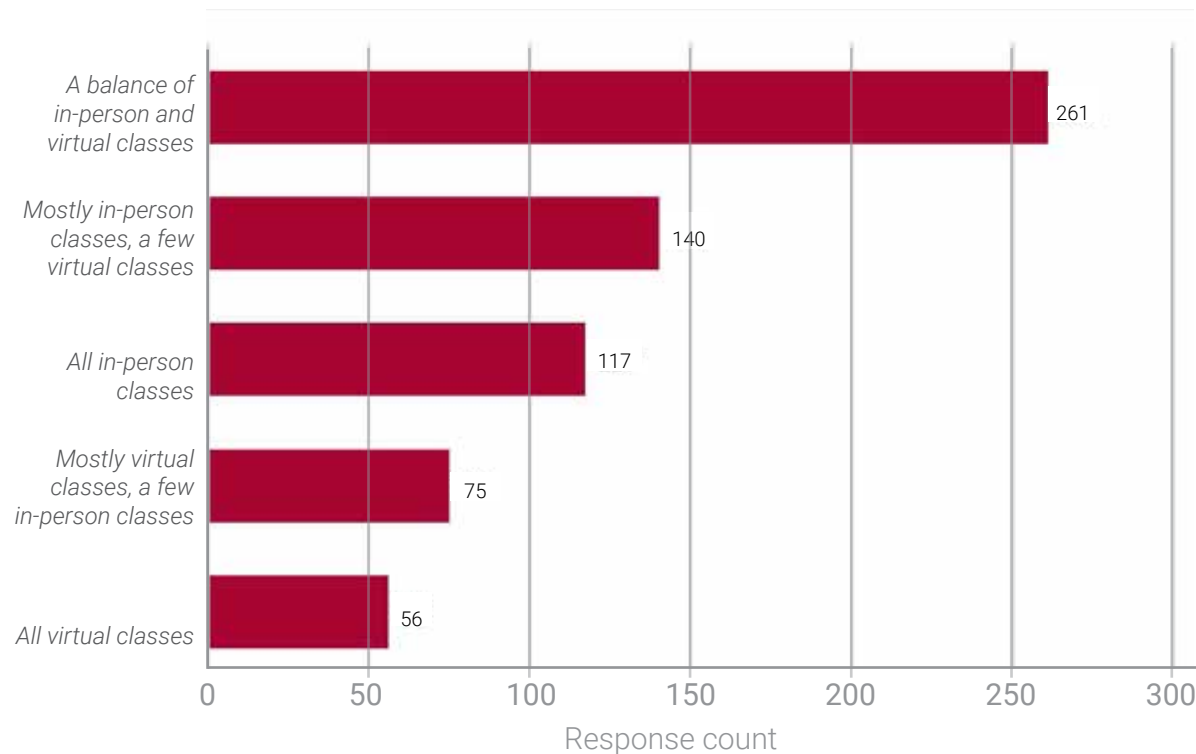
“The campuses’ learning environments are welcoming and feel safe to be in.”

*Student*

# Post-COVID19

## IDEAL LEARNING ENVIRONMENT

Since the Master Plan was completed during a Work-From-Home (WFH)/Remote Learning period and the campus was operating remotely, it was important to ask what an ideal return to campus could look like. **40% of respondents noted that some balance of in-person and virtual classes is the ideal learning environment post-COVID19.** 'All virtual classes' and 'All in-person classes' were less popular responses.





# Additional Input

## THE FUTURE FONTANA

“Create a new style school!  
Have something more  
opened and less closed  
off.”

“More classes should be offered  
to alleviate the burden of  
having to acquire transportation  
to the other campuses.”

“I hope the space is inviting in  
a sense that allows all students  
to feel they are proud to be a  
Panther. Sense of Community (or  
lack thereof) can have a major  
impact on student success.”

“Design it for the students,  
including those with  
disabilities.”



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