



# City College

## 2012 Student Feedback Survey

Fall 2012



**Office of Institutional Research and Planning**

# Introduction

# Overview & Purpose

- Follow-up to the Spring 2009 Accreditation Survey
  - All three colleges and Continuing Education administered a student satisfaction survey
- Information from the surveys may be used to:
  - Track student satisfaction trends
  - Plan improvement action items
  - Support other planning decisions
- Six Domains of Student Perception and Opinion
  - Instructions
  - Student Services
  - Personal Development
  - Resources
  - College Leadership
  - Overall Satisfaction

# Instrumentation

- The survey contained :
  - 68 forced-choice items
    - 61 Likert scaled items
    - 7 profile questions
  - 2 open-ended questions
  
- Face and Content Validity Criteria:
  - Accreditation standards
  - Student perceptions and opinions
  - Perceptually-based
  - Complex processes or systems
  - District Accreditation Coordinating Committee

# Methodology

- Random Sample of Classes
  - Stratified by day and evening
  - Online classes included in the sample
  - Lowest level ESOL classes excluded
- Survey Administration
  - In-class: paper and pencil format
  - Online: e-survey
- Pre-Notifications to Faculty
  - Fall semester
  - Spring semester
- Opt Out Options
  - Faculty
  - Students

# Implementation

- Feedback from college Accreditation Committees, Academic Senates, Planning Councils, and Research Committees
  - Refine survey instrument
  - Final report and recommendations
- Pre-notification Emails/Letters
  - Individual institutions
  - Survey information
- Survey Administration
  - Fifth through seventh weeks of Spring 2012 semester
  - 30-40 minutes to complete

# Respondent Profile

## Response Rate

- 767 students completed the survey (100% response rate)

## Gender

- Female (56%)    Male (44%)

## Age

- 18-24 years old (47%)
- 25-29 years old (21%)
- 30-39 years old (17%)

## Ethnicity

- African American/Black Non-Hispanic (12%)
- American Indian/Alaskan Native (1%)
- Asian/Pacific Islander (8%)
- Filipino (6%)
- Hispanic/Latino (38%)
- White Non-Hispanic (29%)
- Other Non-White (5%)

# Respondent Profile

## Primary Institution

- City (76%)
- Multiple colleges (15%)

## Number of Semesters

- 2 to 3 semesters (43%)
- 4 to 6 semesters (27%)

## Number of Units

- 10-12 units (30%)
- More than 12 units (29%)

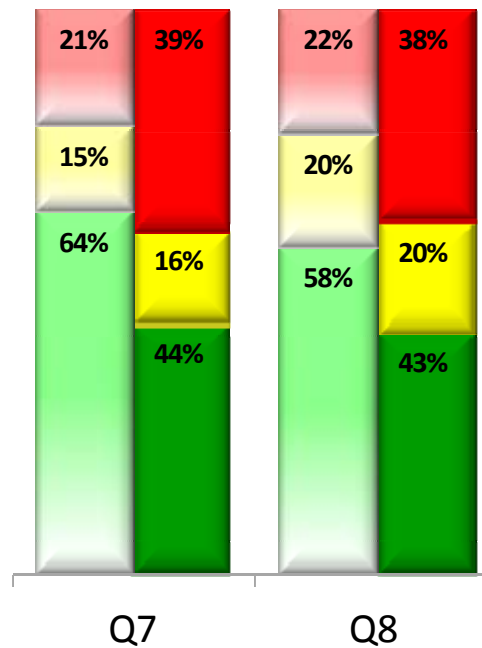
## Modality

- On campus (76%)
- Online (3%)
- Both on campus and online (21%)



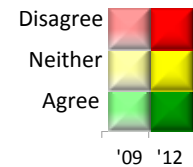
# The Findings

# Course Availability

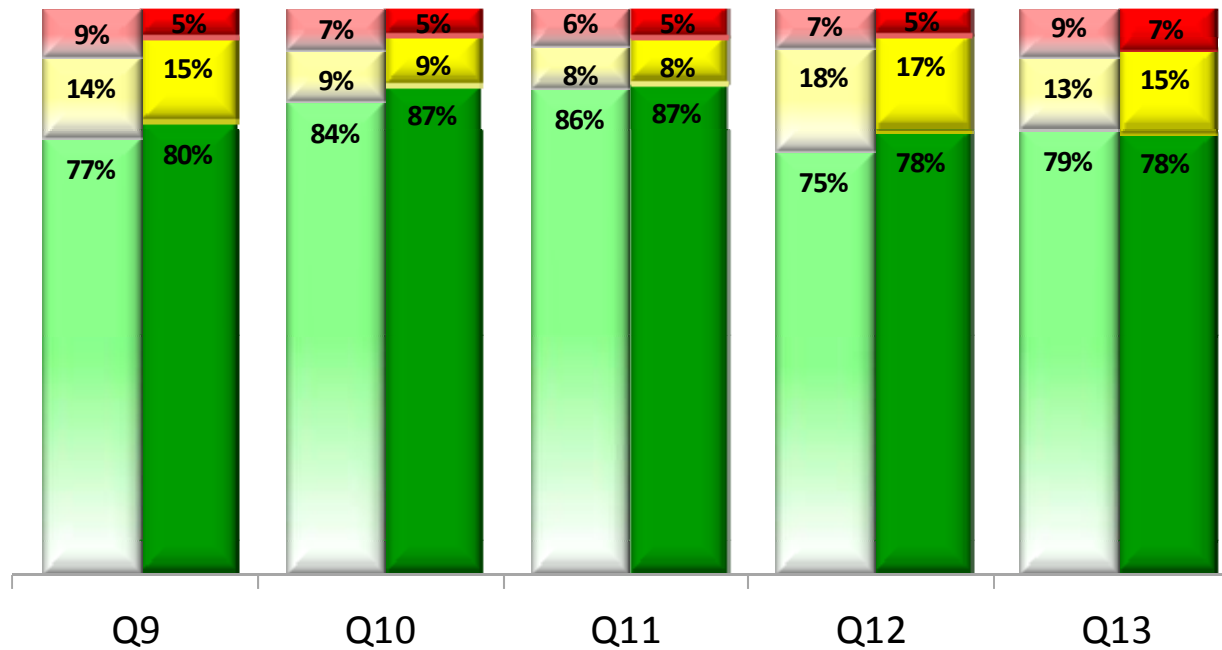


Q7. There are a sufficient number of General Education courses offered in each semester in order for me to complete my educational goal within a reasonable period of time.

Q8. There are a variety of courses offered in my major each semester so that I can complete my educational goal within a reasonable period of time.



# Instruction



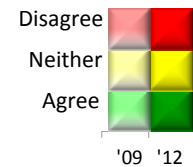
Q9. I feel at ease talking with my instructor(s) outside of the classroom.

Q10. In general, instructors attempt to be fair and objective in their presentation of course materials.

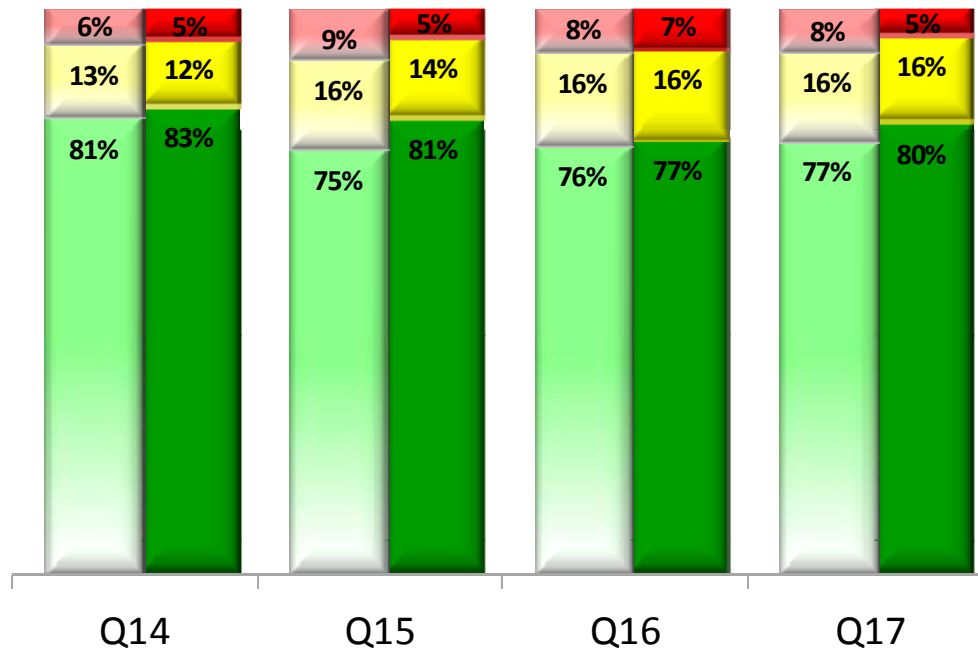
Q11. In general, instructors clearly define how I will be graded.

Q12. Instructors care about their students' success.

Q13. Instructors are available to help me outside of class.



# Instruction

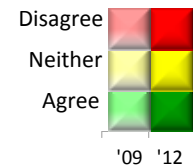


Q14. My instructors inform me about the types of skills or learning outcomes I am expected to master through my classroom activities and assignments.

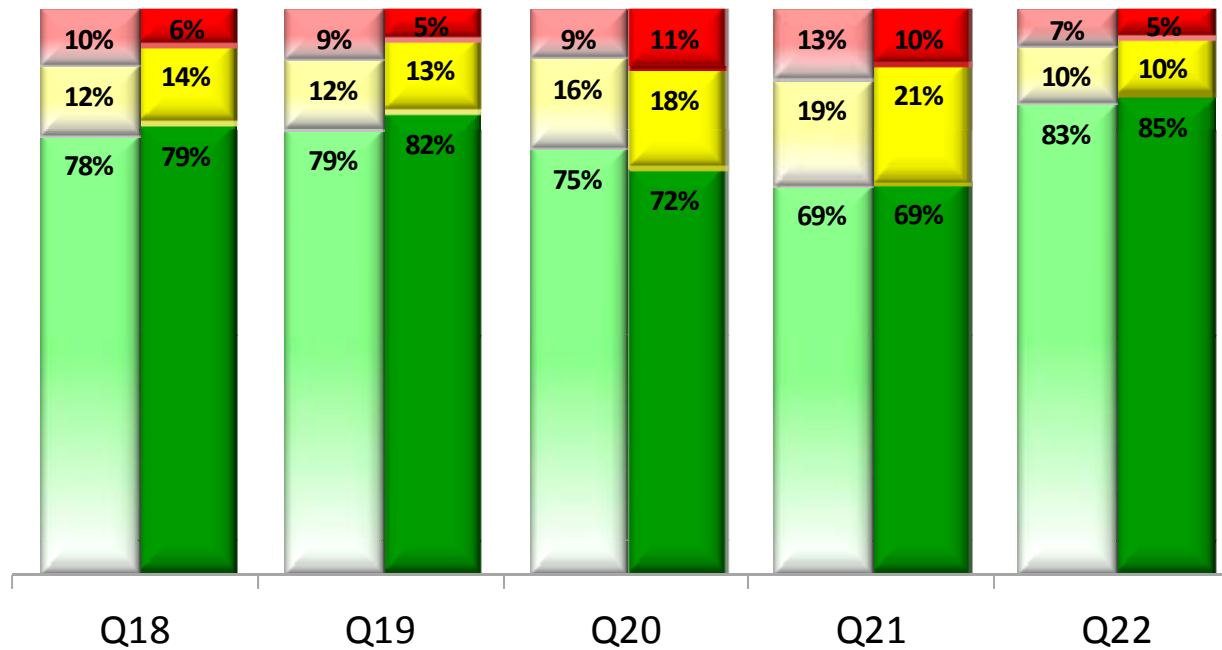
Q15. My instructors tell me how I will be assessed before I begin an assignment or test.

Q16. I believe my courses will prepare me well for future employment.

Q17. I believe my courses will prepare me well for transfer to a 4-year university.



# Instruction



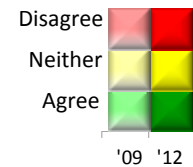
Q18. The amount of homework in most of my classes is reasonable.

Q19. I am satisfied with the overall quality of instruction.

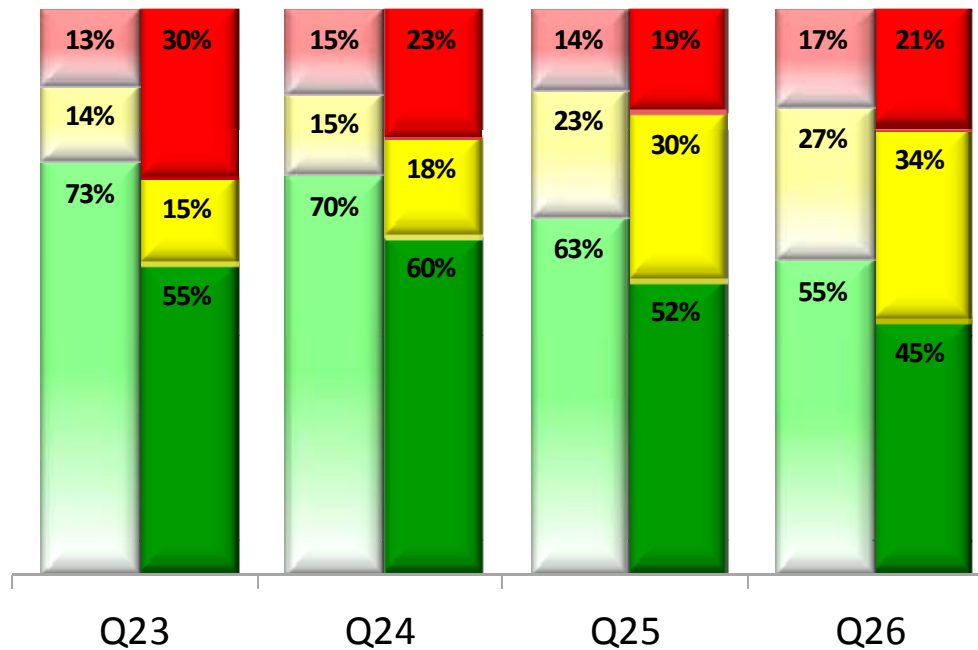
Q20. I am satisfied with the instructor's use of available technology in and out of the classroom.

Q21. The campus library has an adequate selection of books, periodicals, and other resource materials for my needs.

Q22. Overall, I am satisfied with the course content in most of my classes.



# Course Scheduling

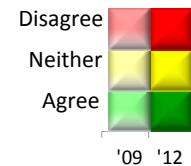


Q23. I am satisfied with the flexible course scheduling offered (8 week, short-term, weekend, and summer sessions).

Q24. Courses are offered at days and times that are convenient for me.

Q25. Online courses provide an effective way for me to complete my educational objectives.

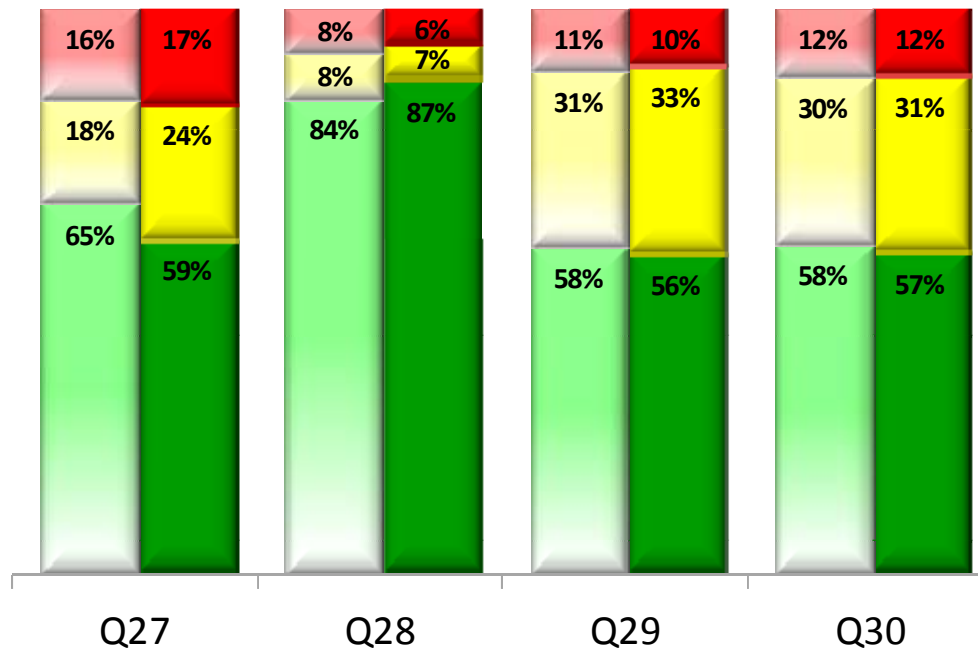
Q26. The availability of online courses is sufficient for my needs.



# Instruction

- Overall, City College students continued to be highly satisfied with instructional programs. Student satisfaction with most of the areas was either comparable or improved since 2009.
- Student satisfaction with course availability, variety, and scheduling decreased substantially. This was also a predominate theme in student responses to the open-ended questions.
- This could be due to the elimination of winter intersession and extreme reduction of the summer sessions, as well as the reductions in fall and spring course offerings.

# Admissions & Course Registration

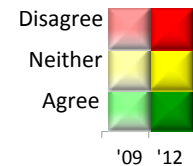


Q27. Admissions staff was helpful throughout the application and registration processes.

Q28. The Reg-e registration process is easy to use.

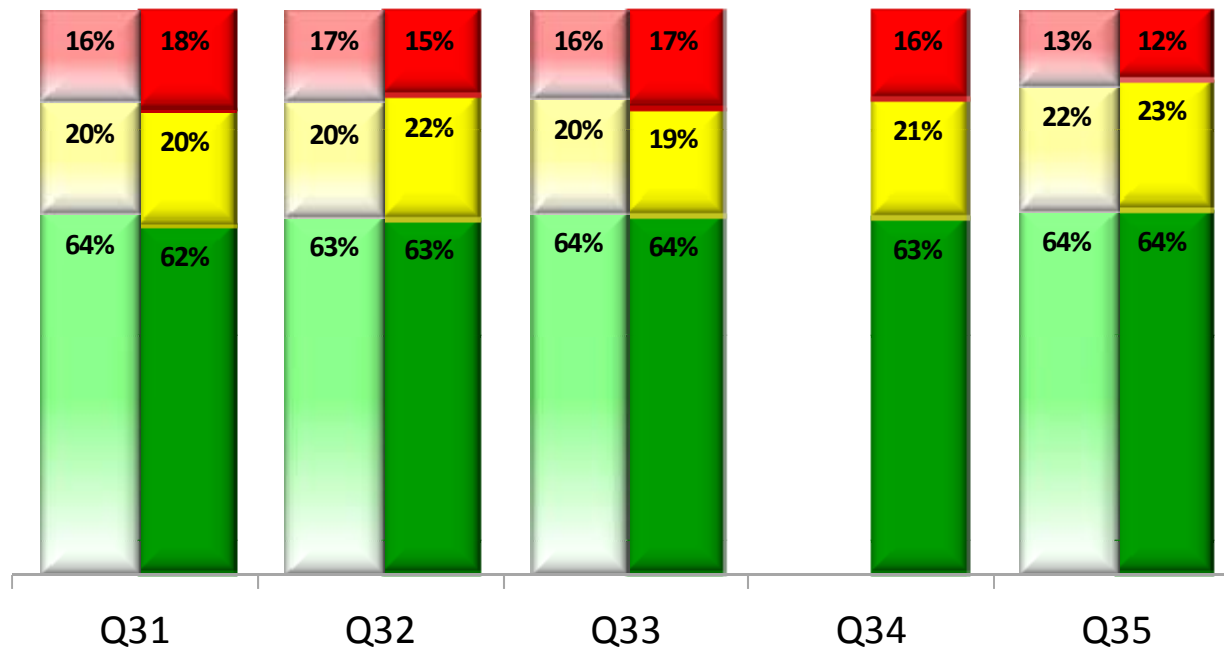
Q29. The new student orientation I attended was well organized.

Q30. The student orientation is effective in helping new students adjust and become familiar with the college.

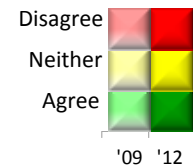




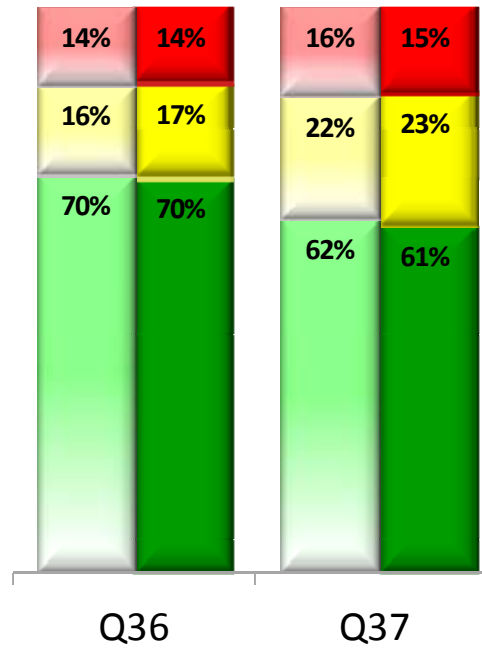
# Admissions & Course Registration



- Q31. I was informed about the importance of the assessment tests prior to taking them.
- Q32. The reading and writing assessment test helped me enroll in the appropriate English class level.
- Q33. The math assessment test helped me enroll in the appropriate math class level.
- Q34. After completing my assessment test, I had a clear understanding of my placement level.
- Q35. Assessment tests were offered at times that were convenient for me.

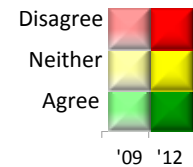


# Financial Aid & Fees

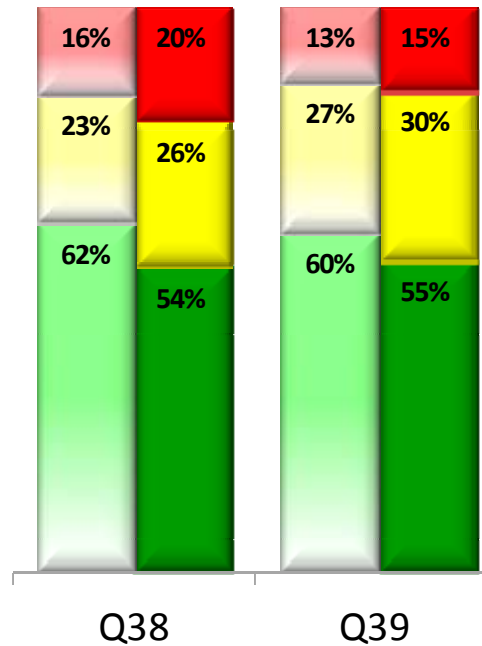


Q36. Financial aid information is available to me when I need it.

Q37. Fee refund policies are reasonable.

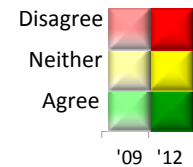


# Follow-up of Student Academic Success



Q38. The college adequately informs me about my academic progress.

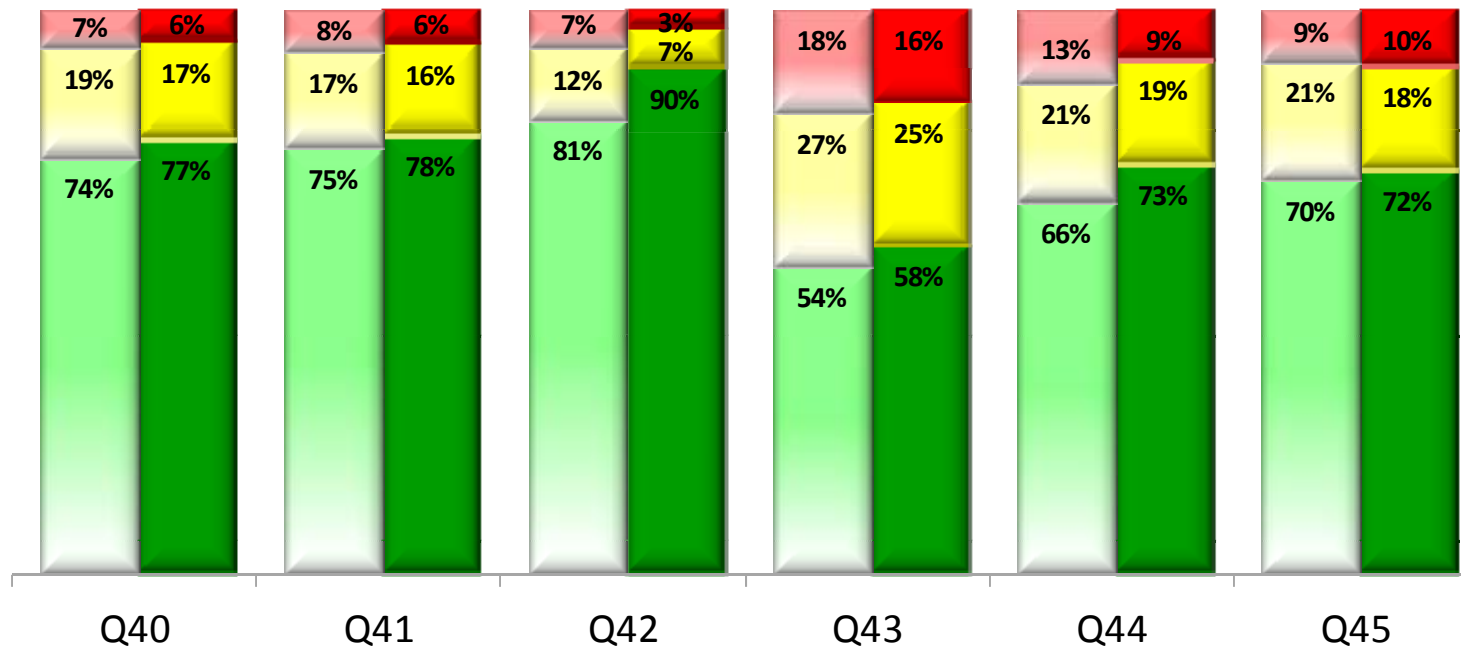
Q39. The college is responsive in helping students improve academic performance.



# Student Services

- On the whole, the majority of students continued to be satisfied with most of the support services including assessment services and financial aid at the College.
- The Reg-e registration process continued to be highly favorable and to show an increase in satisfaction.
- The new student orientation received high percentages of neutral responses indicating a lack of awareness/usage of the service.
- The follow-up services of student academic success and admissions staff received relatively low and declining satisfaction ratings.

# Personal Development



Q40. My experience at this college has given me a better understanding and appreciation of diversity.

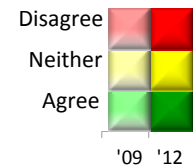
Q41. My college education has helped me to understand myself better.

Q42. I have gained knowledge in different subject areas.

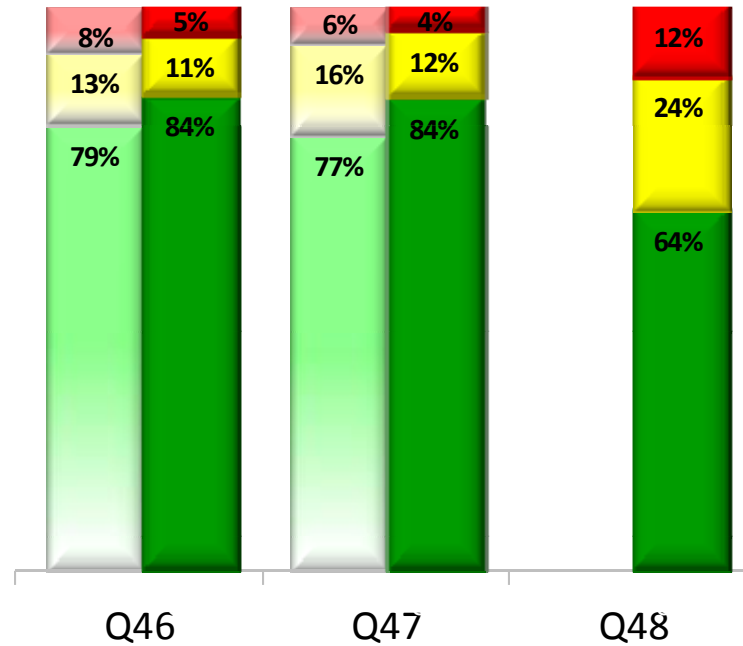
Q43. I have gained computer skills.

Q44. I have learned about other parts of the world and other cultures.

Q45. I have improved my interpersonal skills by interacting with people on campus.



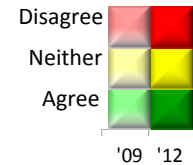
# Personal Development



Q46. I feel comfortable in this college environment.

Q47. I am treated with respect at this college.

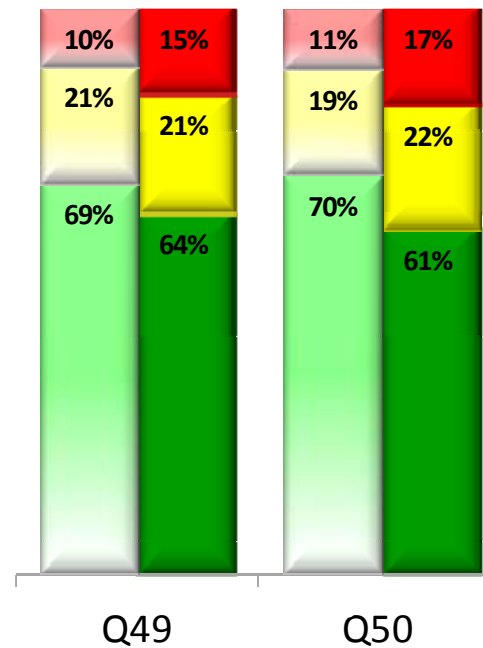
Q48. I am satisfied with student life such as college athletics, clubs, and activities.



# Personal Development

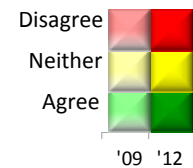
- There was continued and increased satisfaction with personal and academic development.
- Gaining knowledge in different subject areas and receiving respect had the greatest improvement in satisfaction.
- The item addressing gaining computer skills had a relatively high percentage of neutral responses indicating either insufficient computer labs available or a lack of awareness/usage of the labs.

# Technology Resources



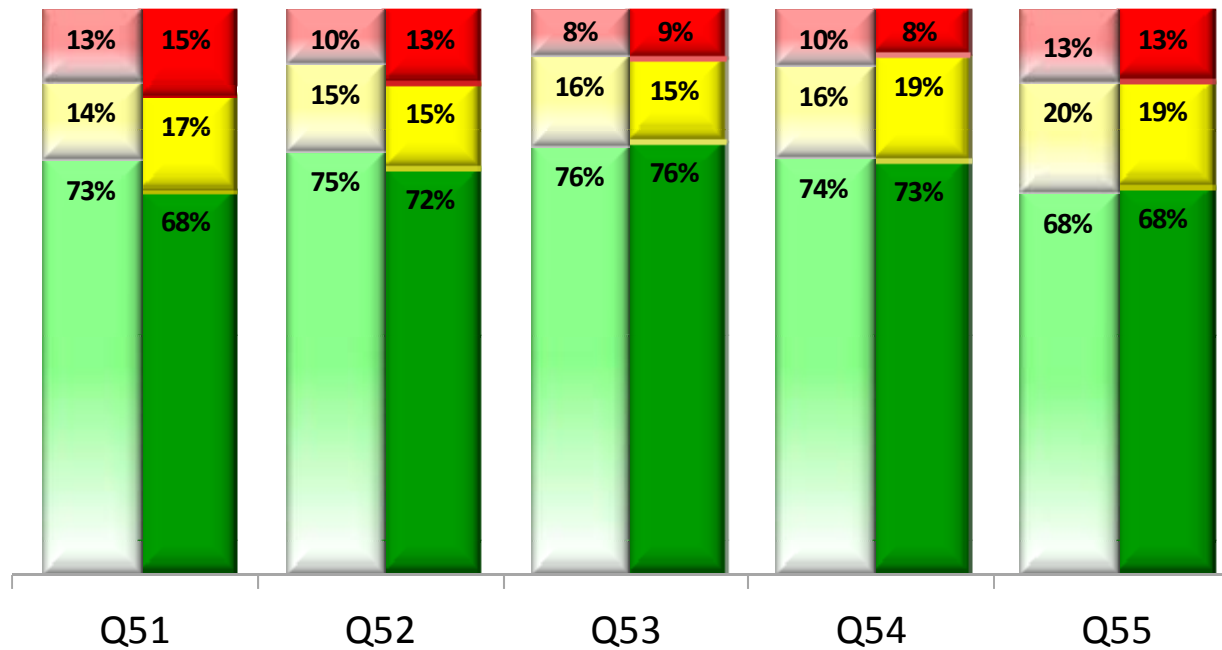
Q49. The classroom computer labs are equipped with updated computers and software.

Q50. The availability of open computer labs is sufficient to meet my educational needs.





# Physical Resources



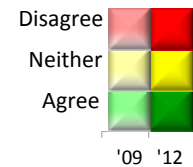
Q51. In general, classroom facilities are adequate for instruction.

Q52. There is adequate study space on campus.

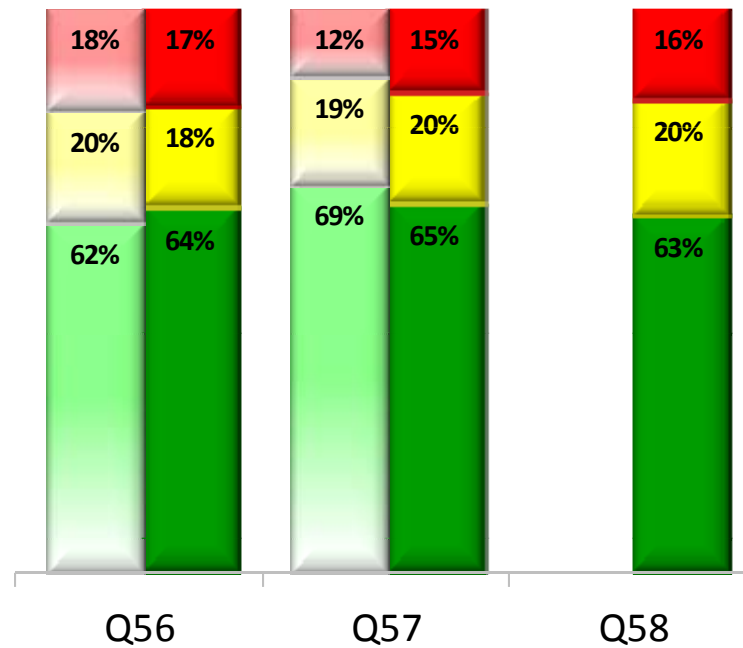
Q53. The grounds are adequately maintained.

Q54. The exterior features of the campus buildings are adequately maintained.

Q55. The interior of the offices and buildings are adequately maintained.



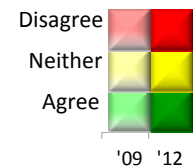
# Physical Resources



Q56. The exterior lighting of the college is adequate.

Q57. I feel safe on campus.

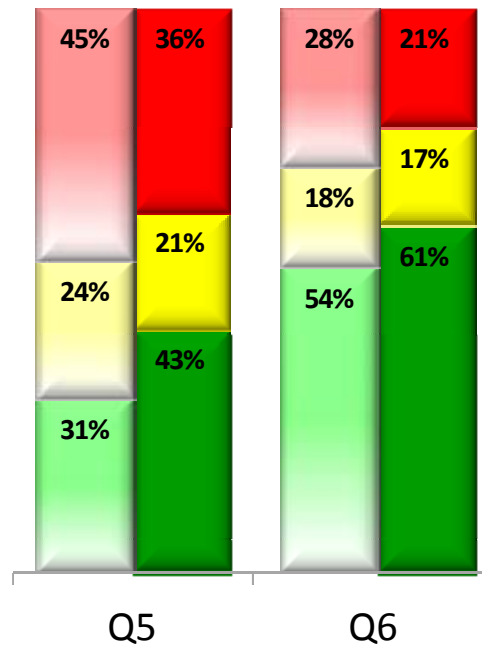
Q58. The building and directional signs on campus are helpful.



# Resources

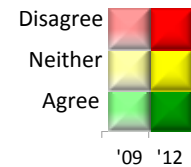
- On the whole, the majority of students were highly satisfied with technology and physical resources available on campus.
- The satisfaction ratings on over half of these items decreased slightly since 2009, including a marked decrease in satisfaction with the availability of open computer labs.
- The satisfaction with the adequacy of the exterior lighting slightly increased since 2009.

# Mission & Policies

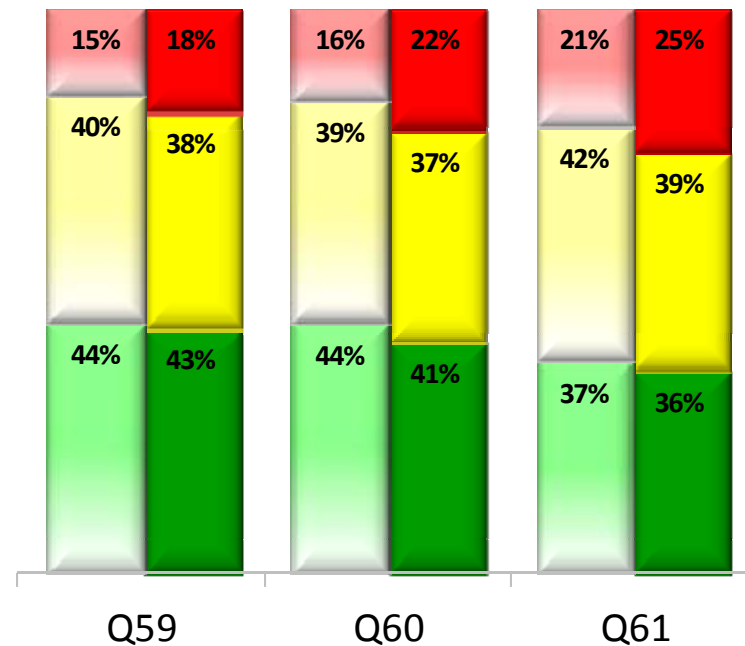


Q5. I am familiar with the mission statement of my college.

Q6. I know where to find college policies that affect me as a student.



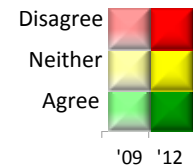
# Decision-making Roles & Processes



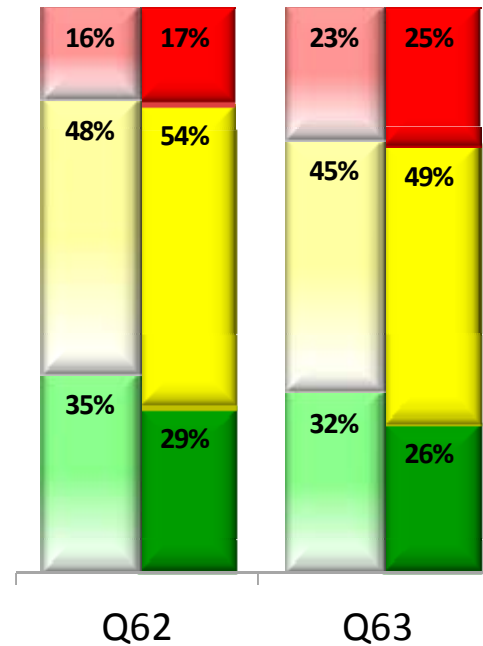
Q59. Students have a substantial voice in matters related to programs and services.

Q60. Students are a valued part of the decision-making process at this campus.

Q61. Student government has a strong presence on campus.

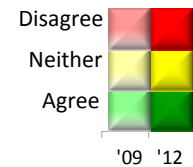


# Board & Administrative Organization



Q62. The college president provides effective leadership.

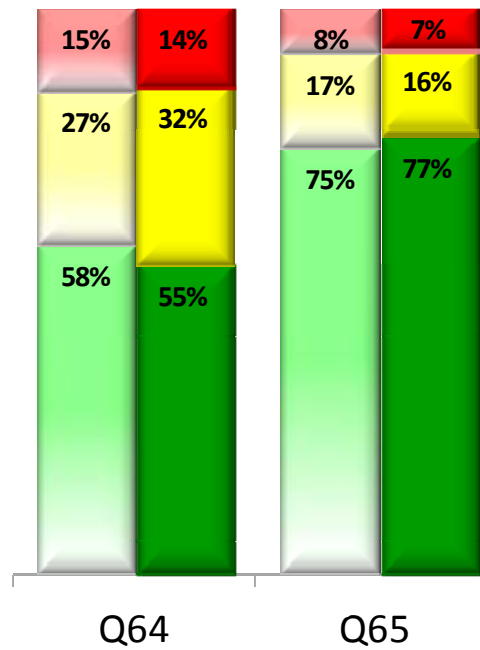
Q63. The college president communicates effectively with the students.



# College Leadership

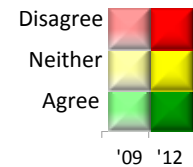
- Items pertaining to student decision-making roles and college leadership received considerably high percentages of neutral ratings from the students, indicating a possible disconnection of the students to the college decision-making processes and the president.
- There was a marked increase in the percentage of students who were familiar with the mission statement of the College and knew where to find college policies.

# Overall Questions



Q64. I feel a strong sense of belonging to this college.

Q65. Overall, I am satisfied with my experience with this college.





# Overall Experience

- The majority of students were satisfied with their overall experience at the College, and over half of the students felt a sense of belonging at the College.

# Discussion & Action

# Discussion Points/Action Items