



Continuing Education

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
- The survey contained :
 - 73 forced-choice items: 64 Likert scaled items and 9 profile questions
 - 2 open-ended questions
- Six Dimensions of Student Perception and Opinion
 - Institutional Effectiveness, Programs, Services, Instruction, Facilities, and Overall Satisfaction

Methodology

- Random Sample of Classes
 - Stratified by campus
 - Lowest level ESOL classes excluded
- Survey Administration
 - In-class: paper and pencil format
- Pre-Notifications to Faculty
 - Fall and Spring semesters
- Survey Administration
 - Fifth through seventh weeks of Spring 2012 semester
 - 30-40 minutes to complete
- Reminders
 - Emails
 - Flyers in mailboxes

Respondent Profile

Survey Response

- 1,978 surveys were completed out of a target sample size of 2,109 (94% response rate). Data were representative of the overall student population.
- Students from a variety of programs were represented: BIT, Community Ed, DSPS, Emeritus, ESL, Fashion/Sewing, Nutrition, G.E.D./High School Diploma, and Parenting.

Gender

- Female (66%)
- Male (34%)

Ethnicity

- African American/Black Non-Hispanic (7%)
- American Indian/Alaskan Native (1%)
- Asian/Pacific Islander (9%)
- Filipino (4%)
- Hispanic/Latino (38%)
- White Non-Hispanic (36%)
- Other Non-White (4%)

Age

- Under 18 (1%)
- 18-24 (10%)
- 25-29 (8%)
- 30-39 (17%)
- 40-49 (16%)
- 50 or more (48%)

Respondent Profile

Primary Institution

- West City (24%)
- Cesar Chavez (19%)
- ECC (19%)
- Mid-City (16%)
- North City (13%)
- Centre City (8%)

Primary Time of Attendance

- Daytime (66%)
- Evening (20%)
- Both Day & Eve (14%)

Duration of Attending CE Classes

- 1 year or less (45%)

Number of Hours in School per Week

- 1-5 hours (37%)
- 6-10 hours (22%)
- 11-15 hours (22%)

Highest Level of Formal Education

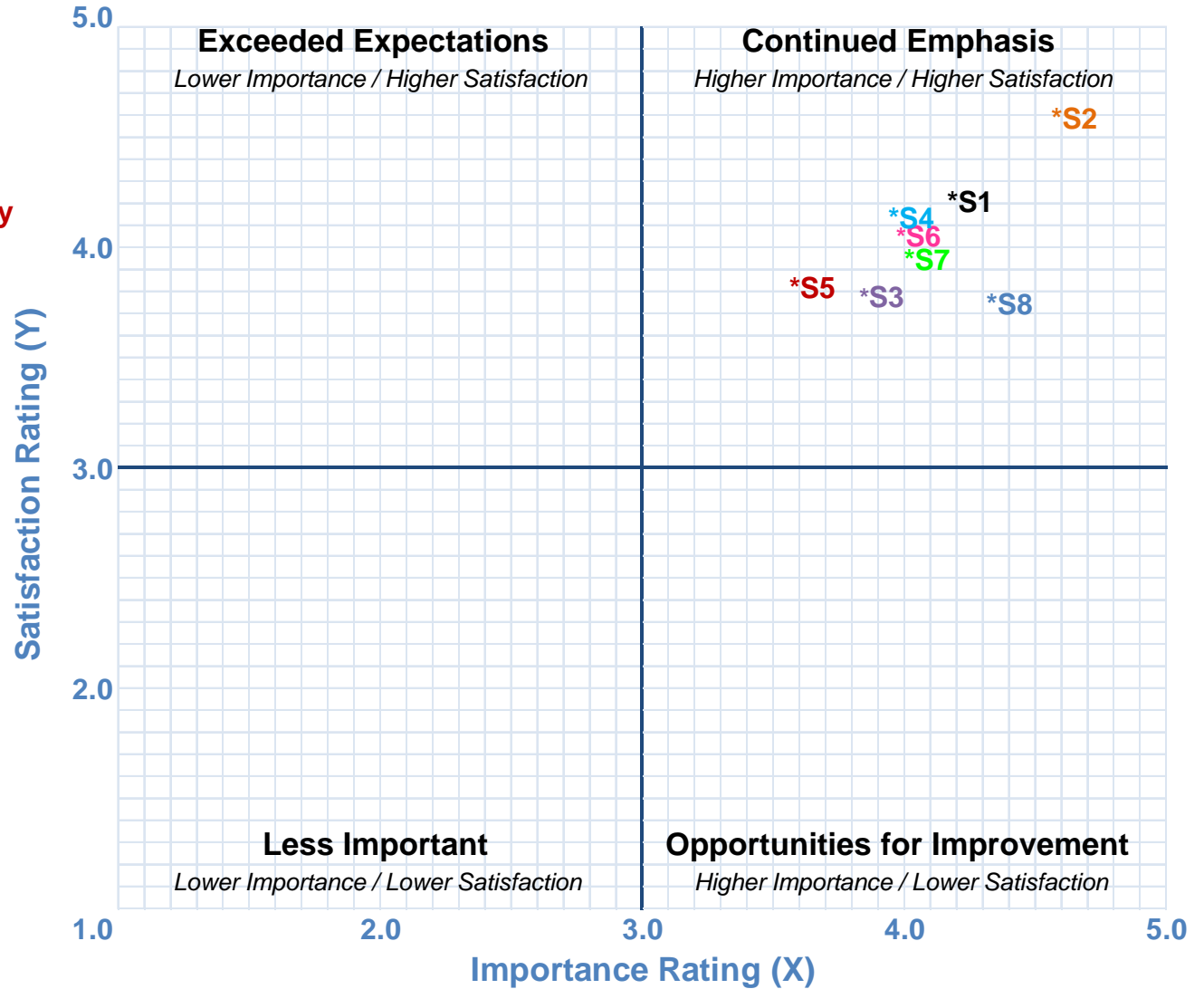
- 8th grade or below (12%)
- Some high school (15%)
- High school graduate/GED (14%)
- Some college (18%)
- AA degree (9%)
- BA degree (15%)
- Graduate degree (17%)

The Findings

Student Services

2012 Student Survey

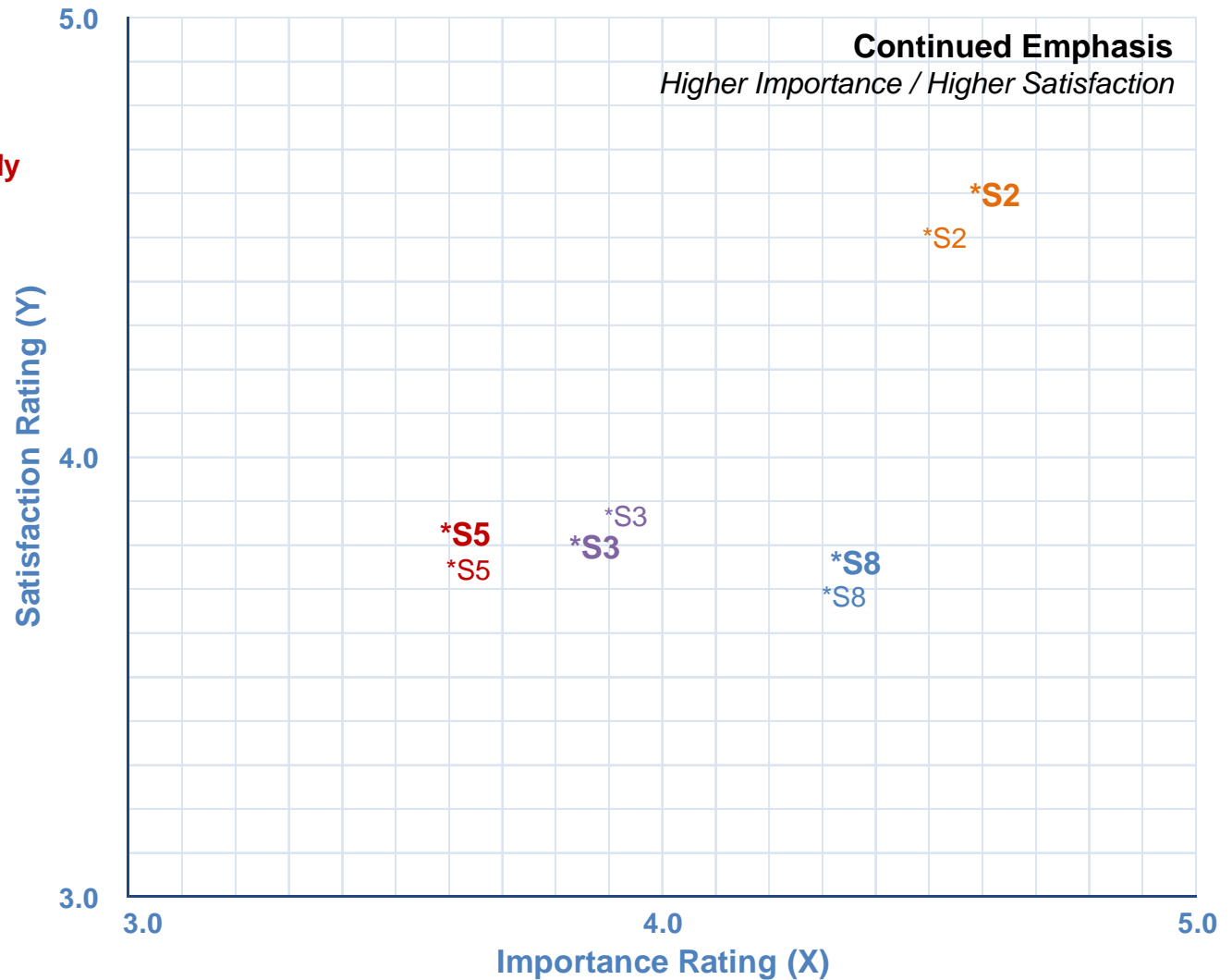
- S1 Course Registration
- S2 Instruction
- S3 Bookstore
- S4 Assessment Services
- S5 Associated Student Body
- S6 Counseling Services
- S7 DSPS
- S8 Parking



Student Services

2009 & 2012 Student Surveys

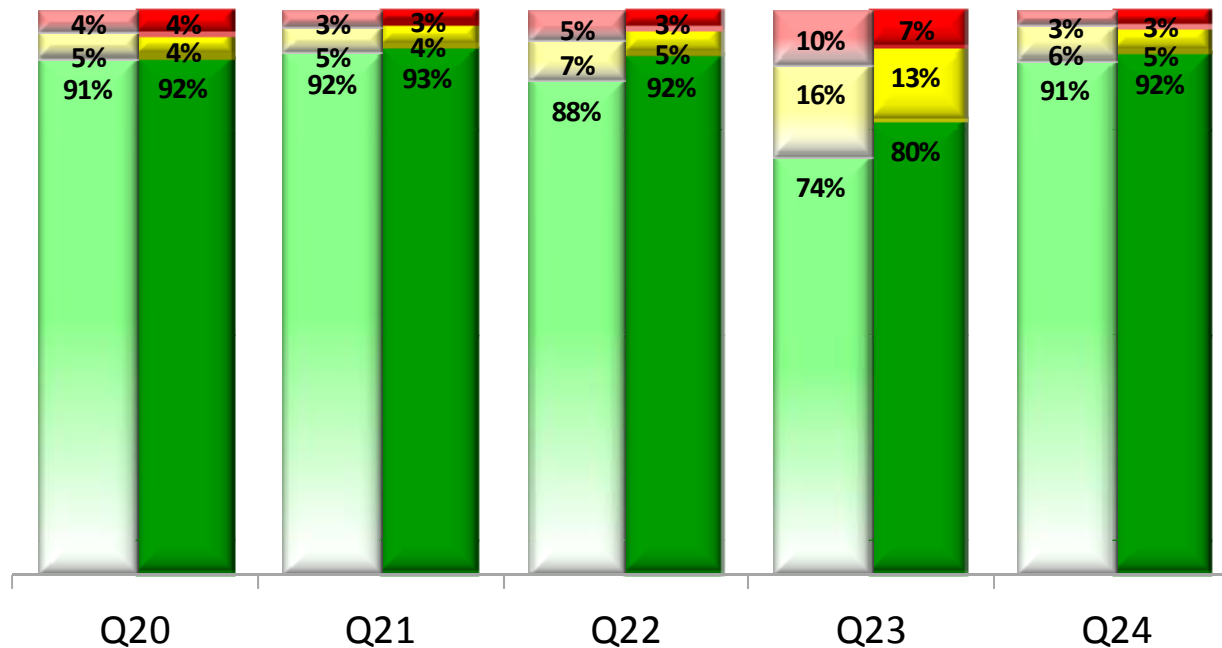
- S2 Instruction
- S3 Bookstore
- S5 Associated Student Body
- S8 Parking



Student Services

- Continuing Education continues to meet student's expectations for instruction and services, with the majority of students rating items as important and themselves satisfied.
- The Associated Student Body (ASB) and bookstore were valued least in importance and were among the lowest in satisfaction. While satisfaction with the bookstore has decreased, so has level of importance. However, satisfaction with the ASB has increased.
- Students continue to rate parking as one of the most important services, but also as one of the lowest in satisfaction, though satisfaction has increased somewhat since 2009.
- The quality of registration and instruction continue to be a strength for CE and remain the most important services to students with the highest satisfaction.

Enrollment & Course Registration



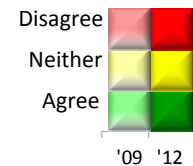
Q20. It was easy to register for classes.

Q21. Staff was helpful throughout the enrollment process.

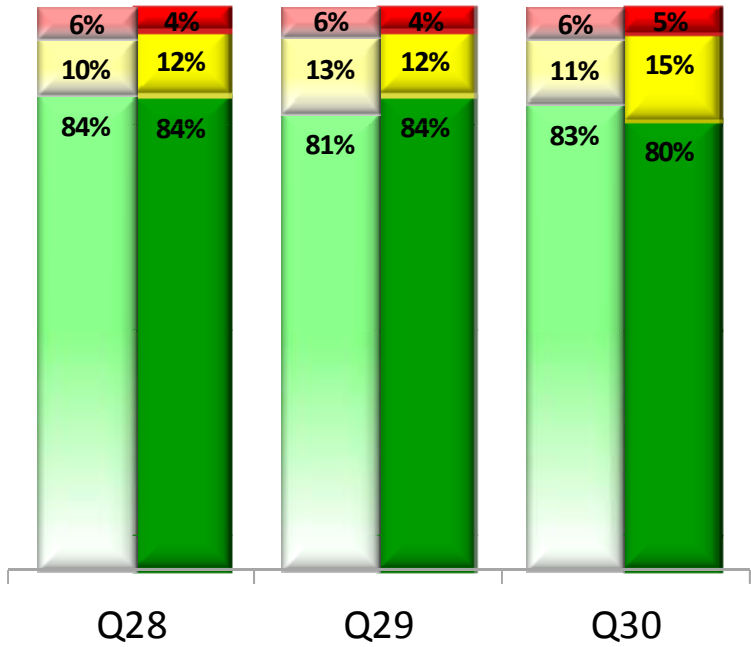
Q22. The information presented in the class schedule was easy to understand.

Q23. The information on the website was easy to understand.

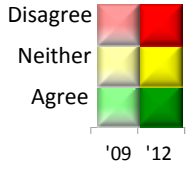
Q24. Overall, I was satisfied with the enrollment process.



Assessment



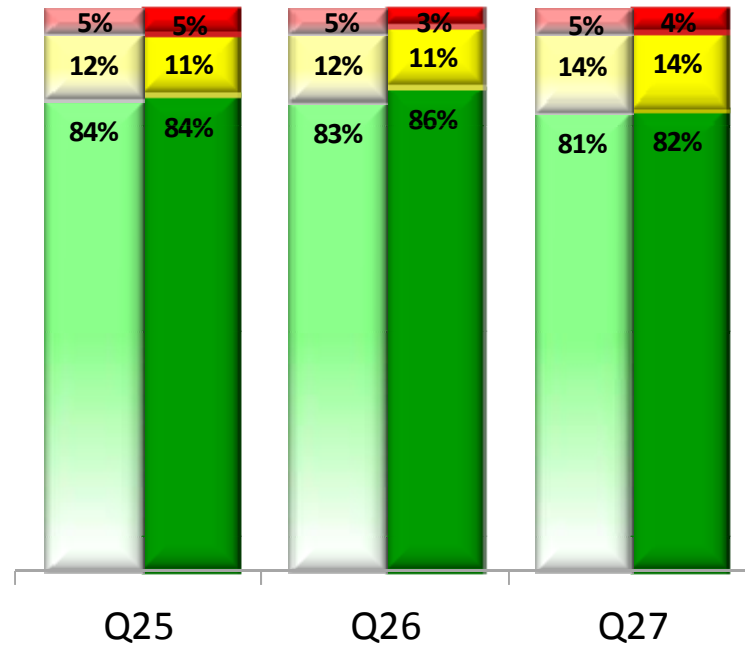
Q28. The assessment/placement test helped me enroll in the appropriate class.
 Q29. Counselors/staff clearly explained the assessment results to me.
 Q30. Assessment/placement tests were offered at times that were convenient for me.



Enrollment and Assessment Process

- Overall, students continue to be highly satisfied with the enrollment and registration process. Assessment services are also rated favorably.
- Helpfulness of staff and ease of registration continue to be highly rated.
- An increasing majority of students agree that information is clearly presented (assessment results) and easy to understand (class schedule, website).

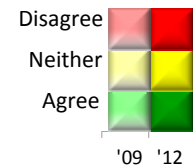
Orientation



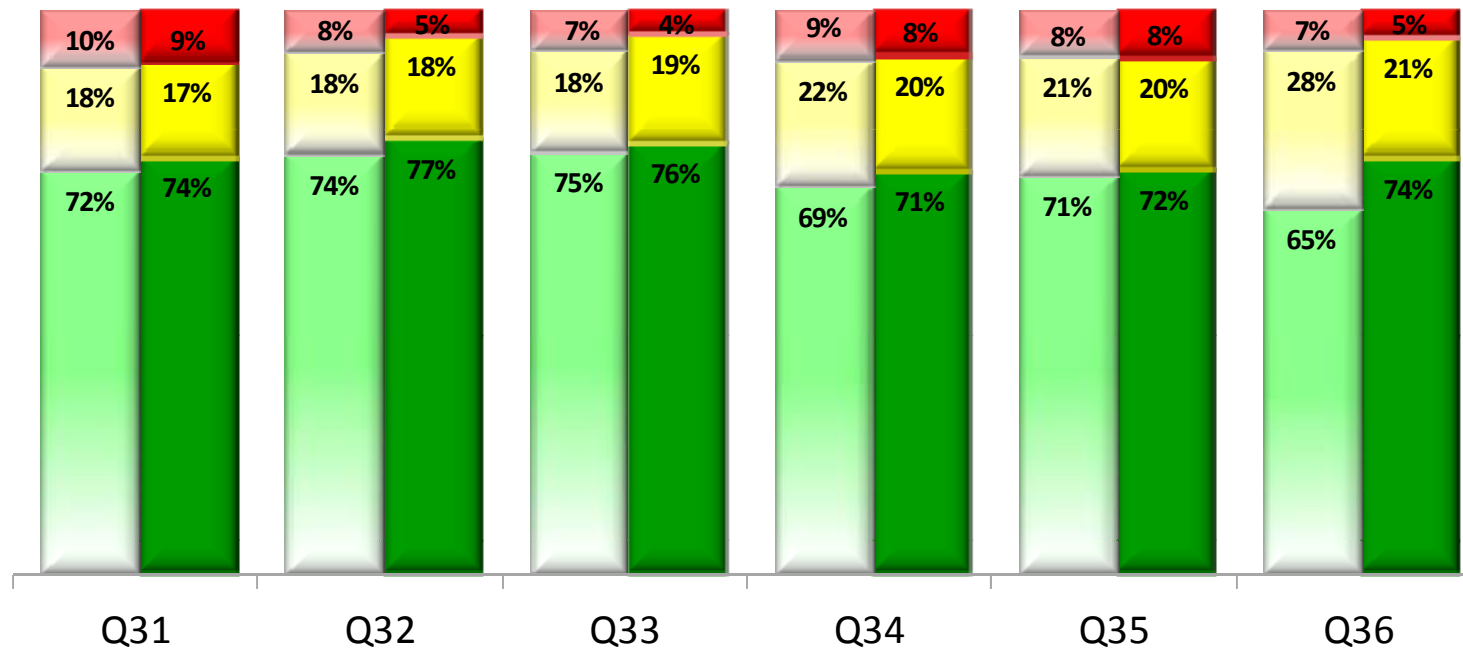
Q25. By attending a student orientation, I became more familiar with Continuing Education’s programs and services.

Q26. The student orientation I attended was well organized.

Q27. Student orientation was effective in helping me adjust to being in school.



Counseling Services



Q31. Counselors were available at times that were convenient for me.

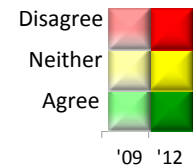
Q32. The counseling sessions(s) have helped me clarify my educational goal.

Q33. The counseling sessions have helped me select the courses I need to reach my educational goal.

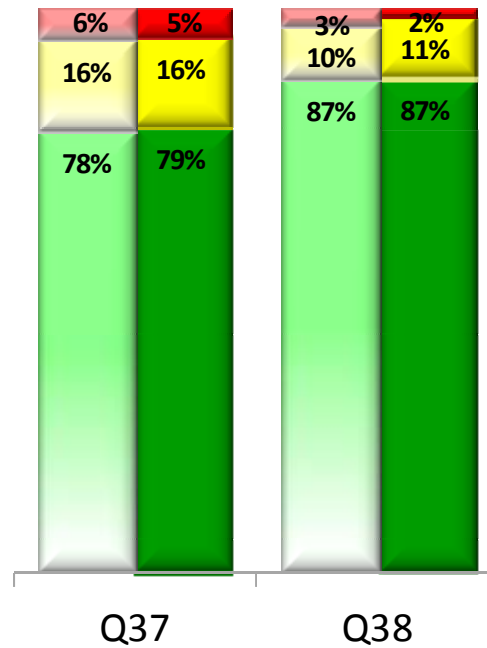
Q34. Counselors have been concerned about my academic success.

Q35. In general, counselors care about me as an individual.

Q36. DSPS (Disability Support Programs and Services) services have been available when I need them.

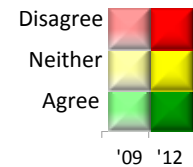


Follow-up of Student Educational Progress



Q37. I have been adequately informed about my academic status.

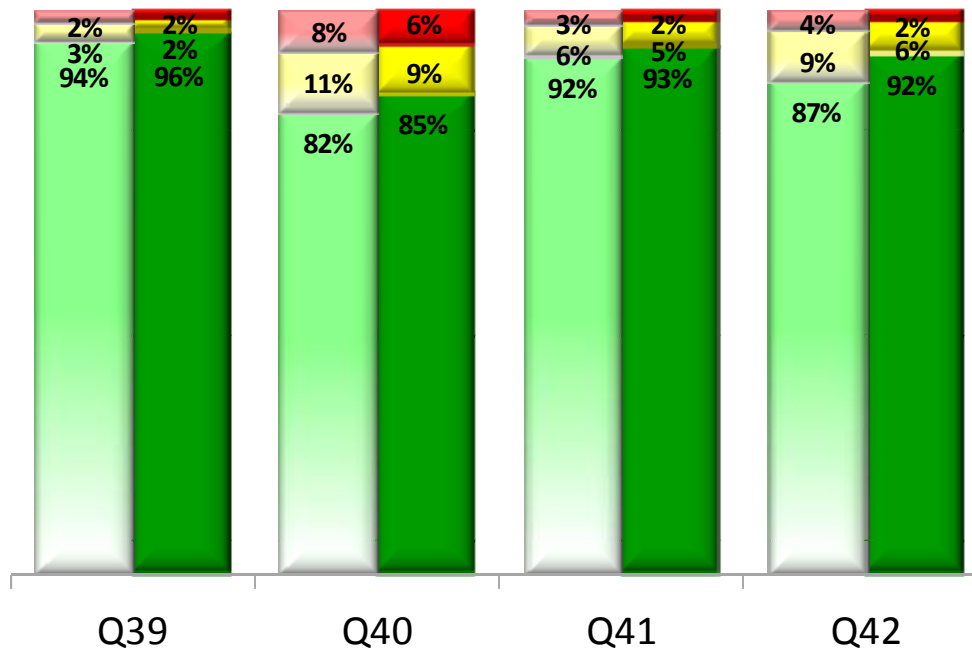
Q38. My school has helped me improve my academic performance.



Orientation, Counseling, and Follow-Up of Educational Progress

- The majority of students continue to agree that orientation services are effective in helping adjust to school and learn about programs and services.
- While neutrality of opinion about the counseling services questions remain noteworthy, on the whole, students continue to agree that counselors are supportive and that sessions help them to reach their educational goal.
- There was a marked increase in satisfaction with the availability of DSPS services when needed.
- Students continue to feel adequately informed about their academic status.

Curriculum and Instruction

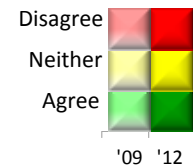


Q39. I felt comfortable talking with my instructor(s).

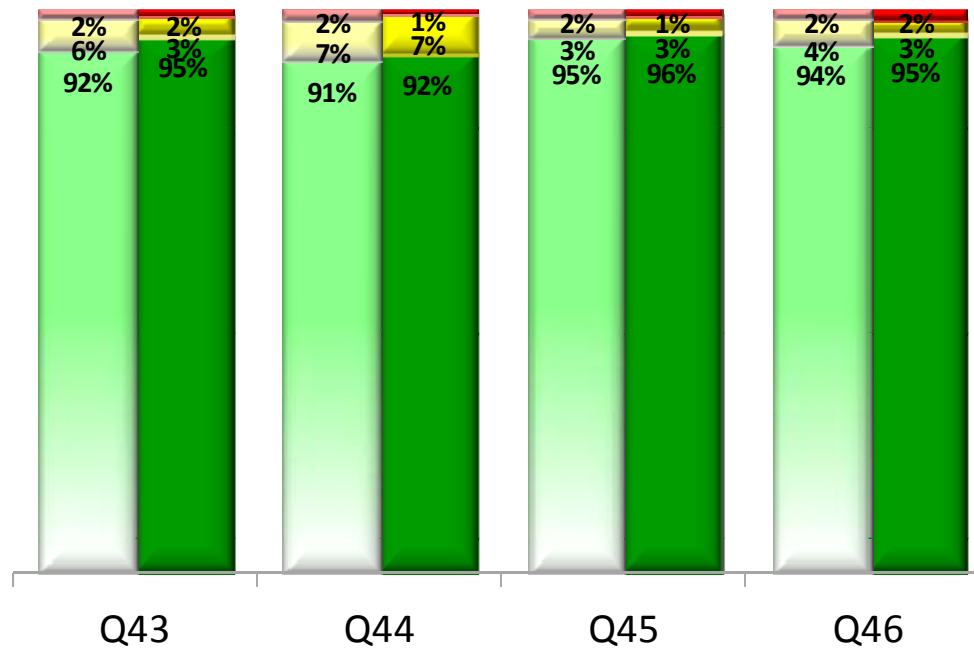
Q40. Instructors have been available for help outside of class.

Q41. In general, instructors have been objective in their presentation of course materials.

Q42. In general, instructors clearly explained how I would be graded.



Curriculum and Instruction

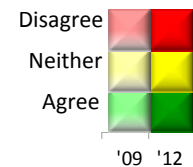


Q43. In general, instructors care about their students' success.

Q44. I believe my courses have prepared me well for future employment or additional education.

Q45. Overall, I am satisfied with the course content in most of my classes.

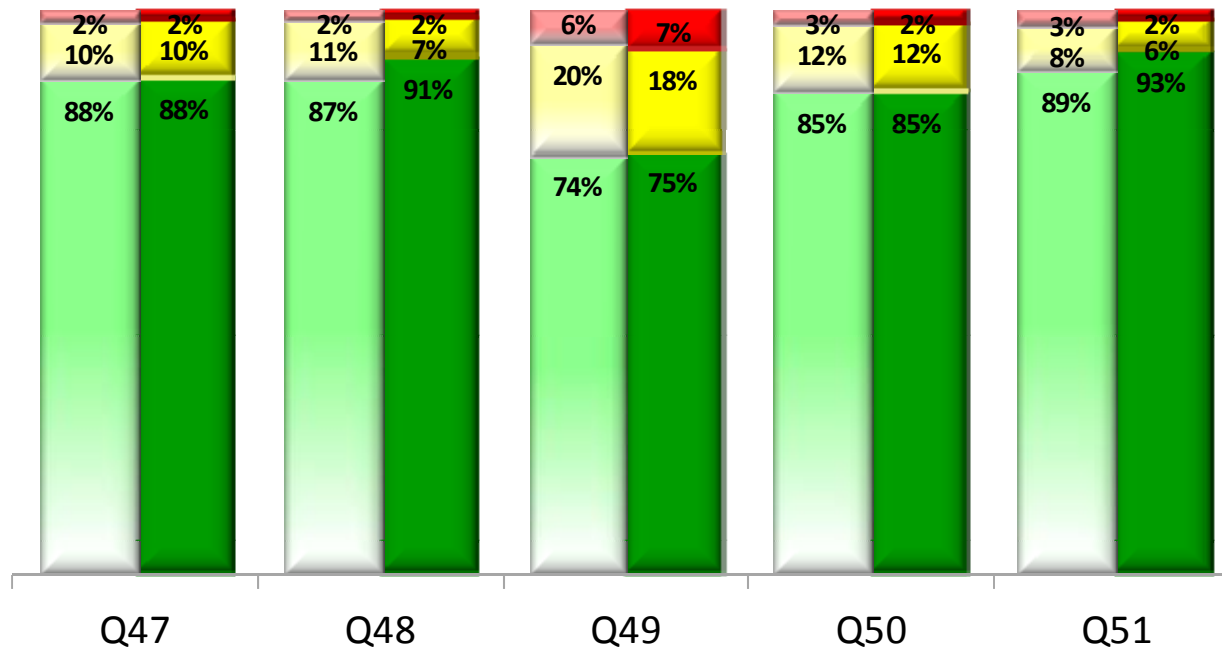
Q46. I am satisfied with the overall quality of instruction.



Curriculum and Instruction

- For the most part, curriculum and instruction was the highest rated section in agreement.
- There is a continued and sustained or increased satisfaction with instructor-student communication (grading process, help outside class, comfort talking to instructor).
- Students continue to be highly satisfied with the overall quality of course content and instruction, and feel well prepared for the future

Academic Development



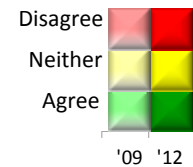
Q47. My classes (i.e., English, math, etc.) have helped me develop my academic skills in written and oral communications.

Q48. My classes have helped me develop my critical thinking skills.

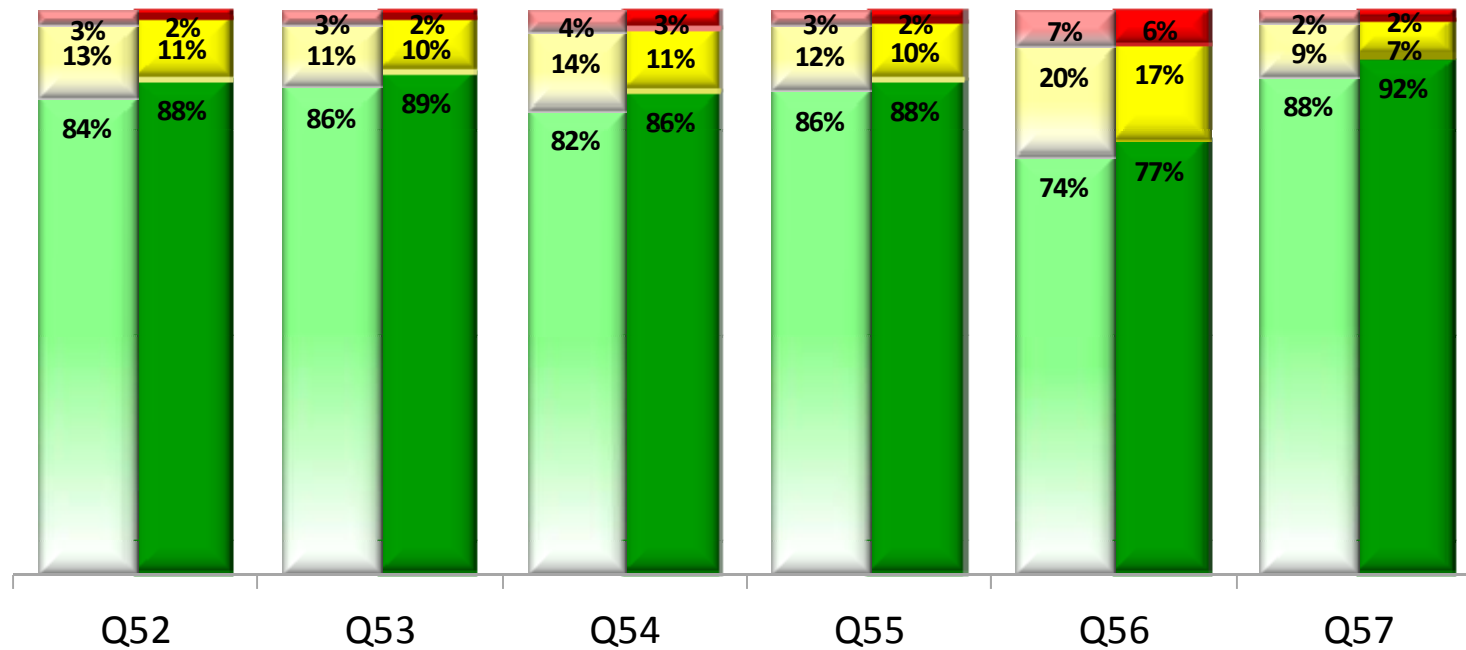
Q49. My classes have developed my academic abilities in math.

Q50. My classes have helped me develop my workplace skills.

Q51. My instructors have informed me about the types of skills I am expected to learn in my class.



Personal Development



Q52. After attending this school, I have a greater appreciation of human differences.

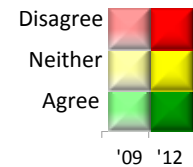
Q53. My education has helped me to understand myself better.

Q54. I have learned about other parts of the world and cultures.

Q55. My classes have helped me develop my communication skills.

Q56. My classes have helped me improve and/or maintain my health.

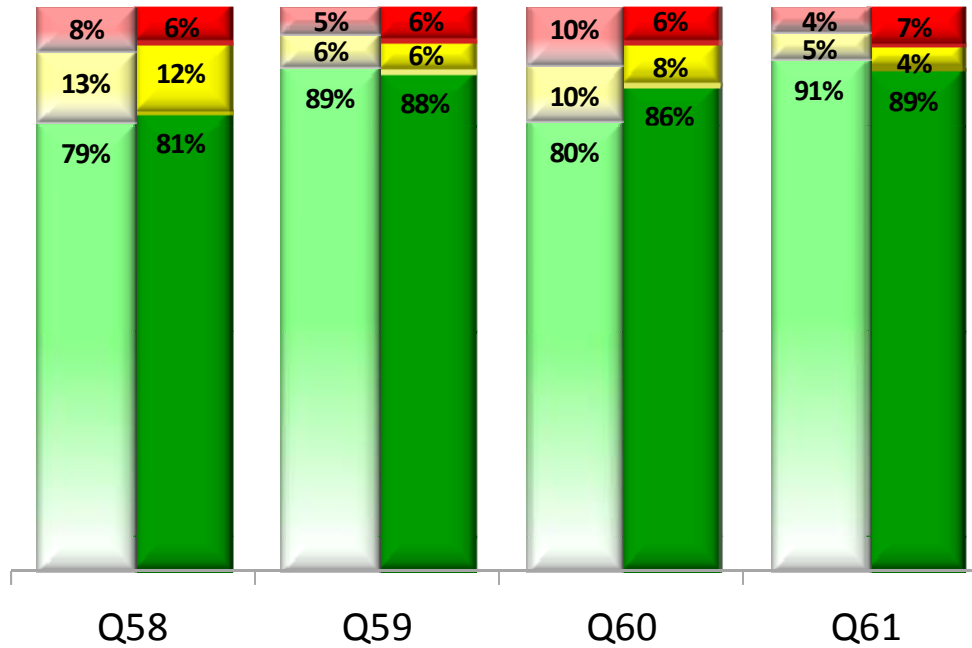
Q57. My classes have helped improve my thinking.



Academic and Personal Development

- The academic and personal development series of questions have all maintained sustained or increased ratings of agreement.
- Some students feel ambivalent that classes have enhanced their math abilities and personal health; however, many students continue to agree that classes have helped develop other skills (communication, workplace, and increasingly, critical thinking).
- Increasingly students feel informed by their instructors about expected learning skills.

Physical Facilities

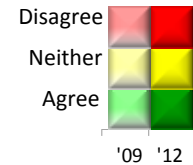


Q58. The availability of computer labs is sufficient to meet my educational needs.

Q59. It is easy to get in and out of campus buildings, classrooms and restrooms.

Q60. The grounds are adequately maintained.

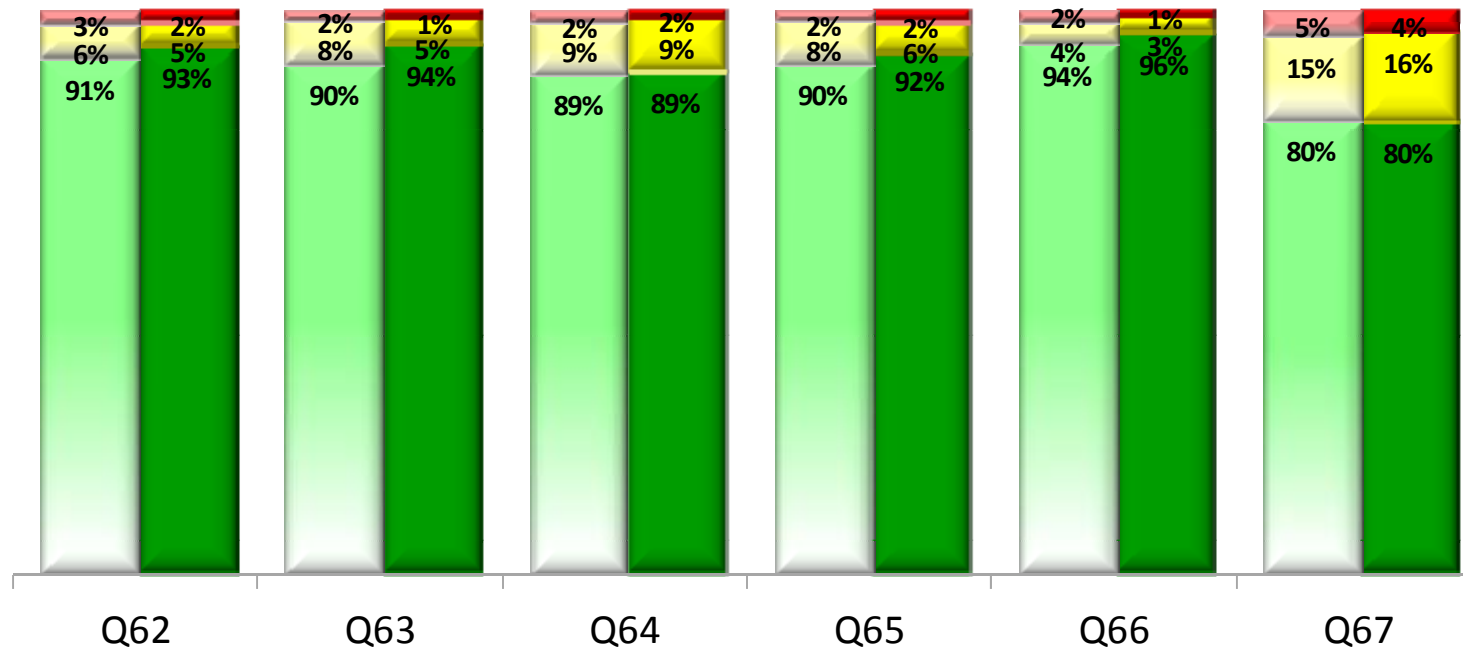
Q61. In general, classroom facilities are adequate for learning.



Physical Facilities

- The majority of students rated the classrooms and computer labs as sufficient to meet their educational and learning needs.
- Student satisfaction with facilities' ground maintenance has increased.
- Satisfaction with campus and classroom accessibility remains high.

Decision-Making Roles and Processes



Q62. Staff members have been helpful.

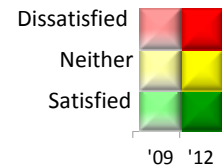
Q63. I feel valued as a student.

Q64. I feel a sense of belonging in this school.

Q65. I feel safe on campus.

Q66. I am treated with respect.

Q67. Students have a voice in matters related to programs and services.



Note. An agreement scale was provided for Q62.

Decision-Making Roles and Processes

- While some students remain ambivalent that they have a decision-making role in programs and services, most are satisfied and feel connected to the school.
- The students' sense of being valued and respected at Continuing Education is very high and increasing.

Discussion & Action

Discussion Points/Action Items