



Continuing Education

2015 Student Feedback Survey

Fall 2015



Office of Institutional Research and Planning

Overview & Purpose

- Follow-up Survey to the Spring 2009 and Spring 2012 Accreditation Surveys
 - 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
 - Instruction
 - Student Services
 - Personal Development
 - Resources
 - College Leadership
 - Overall Satisfaction

Instrumentation

- The survey contained:
 - 67 forced-choice items including three profile questions
 - Two open-ended items
 - Some items from 2012 survey were omitted, all others were the same, except for a few additions

- Face and Content Validity Criteria:
 - Accreditation standards
 - Student perceptions and opinions
 - Perceptually-based
 - Complex processes or systems
 - District Accreditation Coordinating Committee

Methodology & Implementation

- College and District Research Offices
 - Worked with campuses to refine and vet survey instruments in Fall 2014
- District Accreditation Coordinating Committees
 - Refine survey instrument
 - Final report and recommendations
- Random Sample of Students
 - Stratified by day and evening
 - Online students included in the sample
 - Lowest level ESOL students excluded
- Pre-notification Emails/Letters
 - Individual institutions
 - Survey information
- Survey Administration
 - Online: e-survey
 - Fifth through eighth weeks of Spring 2015 semester
 - 30-40 minutes to complete

Respondent Profile

Response Rate

- 11 sections of students received surveys, with a target sample of 1,230
- 1,531 completed the survey (124% target response rate)

Gender

- Female (52%)
- Male (19%)

Age

- 18-24 years old (5%)
- 25-29 years old (6%)
- 30-39 years old (14%)
- 40-49 years old (9%)
- 50 or older (38%)

Ethnicity

- African American/Black Non-Hispanic (6%)
- American Indian/Alaskan Native (0%)
- Asian/Pacific Islanders (7%)
- Filipino (2%)
- Hispanic/Latino (19%)
- White Non-Hispanic (33%)
- Other Non-White (2%)

Respondent Profile

Primary Institution

- Centre City (9%)
- Cesar Chavez (4%)
- CE Mesa (13%)
- CE Miramar (<1%)
- ECC (2%)
- Mid City (12%)
- North City (8%)
- West City (24%)

Primary Time of Attendance

- Daytime (45%)
- Evening (21%)
- Both Day & Eve (8%)

Duration of Attendance

- 1-5 months (21%)
- 6-12 months (10%)
- 1-2 years (9%)
- 2-5 years (16%)
- More than 5 years (16%)

Highest Level of Formal Education

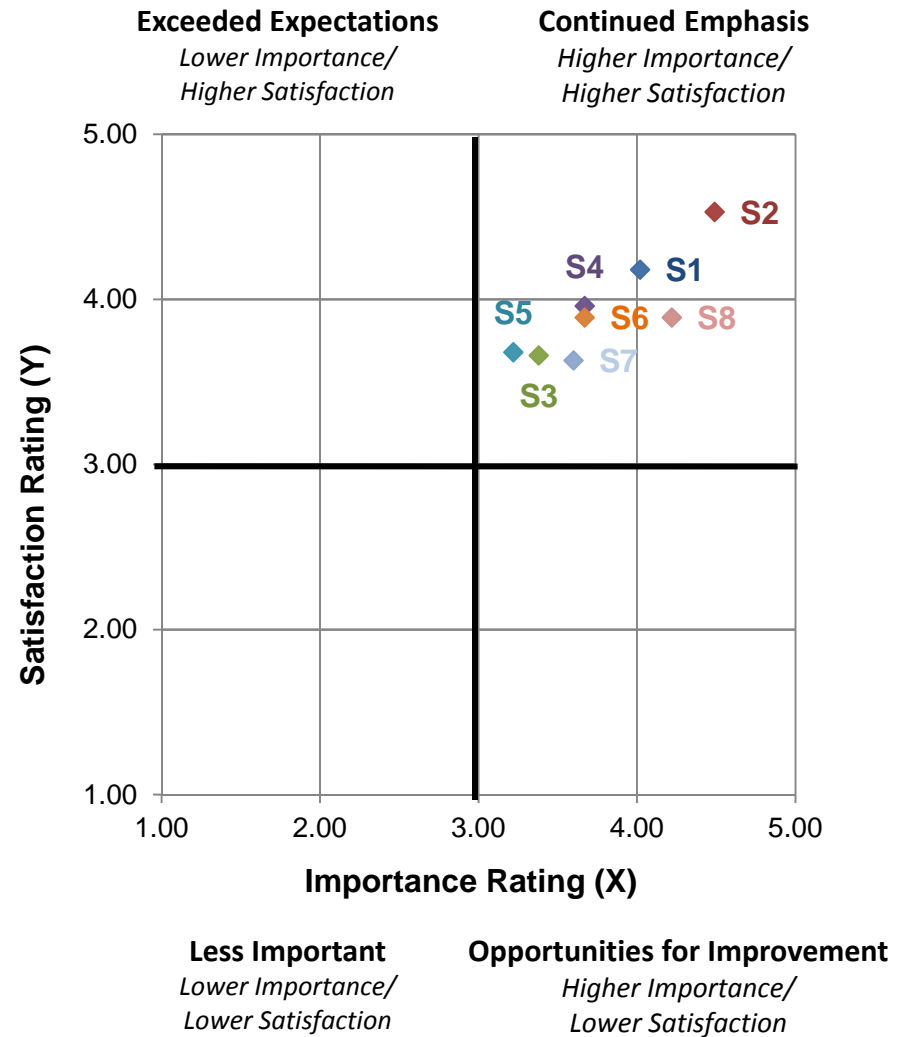
- 8th grade or below (3%)
- Some high school (6%)
- High school graduate/GED (8%)
- Some college (15%)
- AA/AS Degree (8%)
- BA/BS Degree (18%)
- Graduate Degree (15%)

The Findings

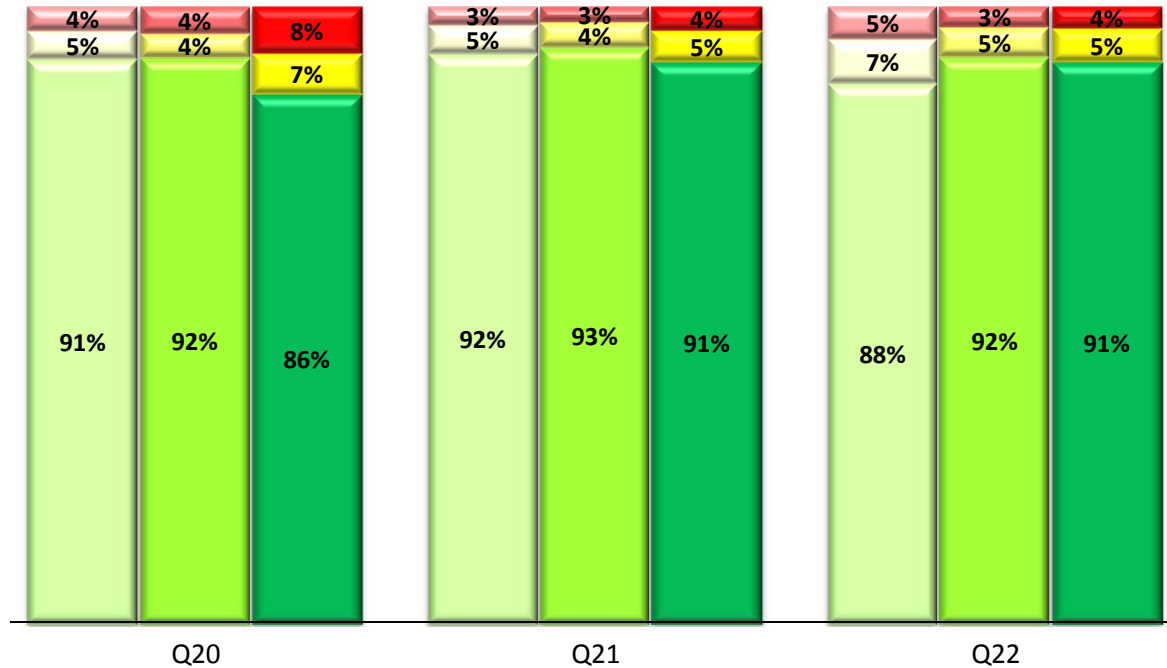
Student Services

2015 Student Survey

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



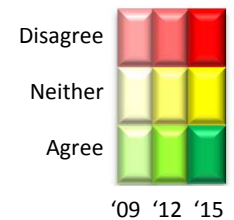
Enrollment & Course Registration



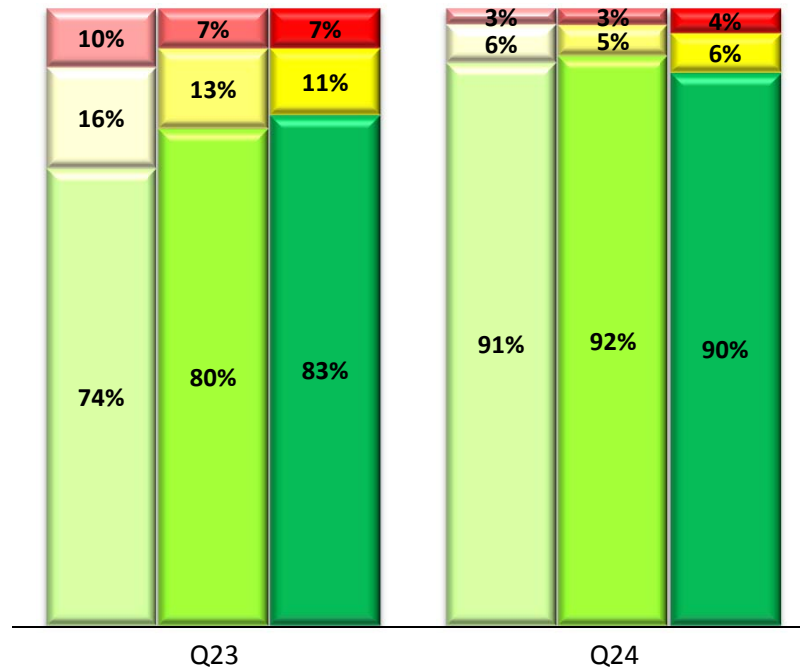
Q20. It was easy to register for classes.

Q21. Staff was helpful throughout the enrollment process.

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

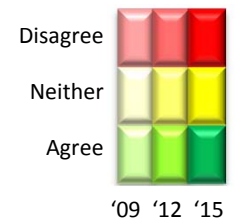


Enrollment & Course Registration



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

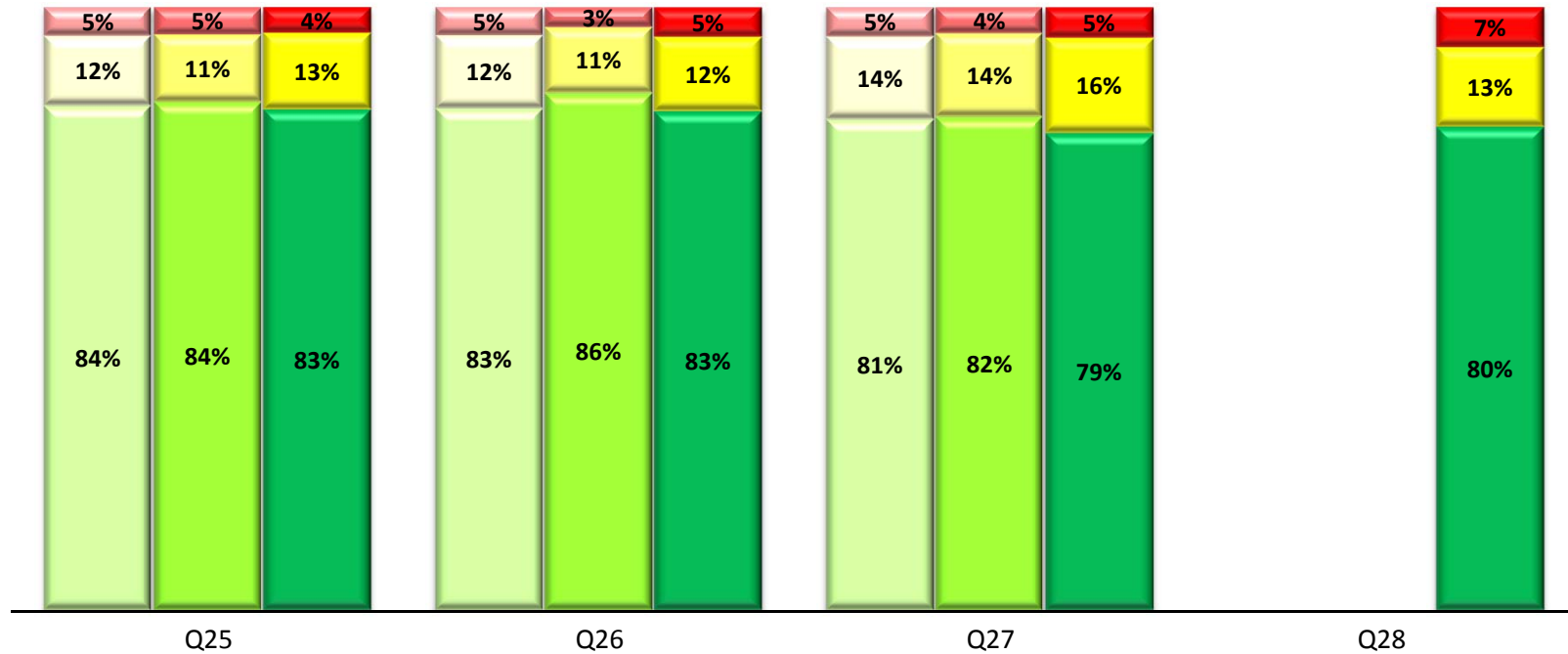
Q24. Overall, I was satisfied with the enrollment process.



Enrollment & Course Registration Mean Responses

Question #	Question Label	2009	2012	2015	Average
Q20	It was easy to register for classes.	4.31	4.35	4.26	4.31
Q21	Staff was helpful throughout the enrollment process.	4.36	4.44	4.42	4.40
Q22	The information presented in the class schedule was easy to understand.	4.24	4.37	4.40	4.33
Q23	The information on the website was easy to understand.	3.93	4.07	4.13	4.04
Q24	Overall, I was satisfied with the enrollment process.	4.32	4.36	4.32	4.34

Orientation

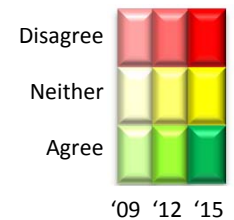


Q25. By attending a student orientation, I became more familiar with Continuing Education's programs and services.

Q26. The student orientation I attended was well organized.

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

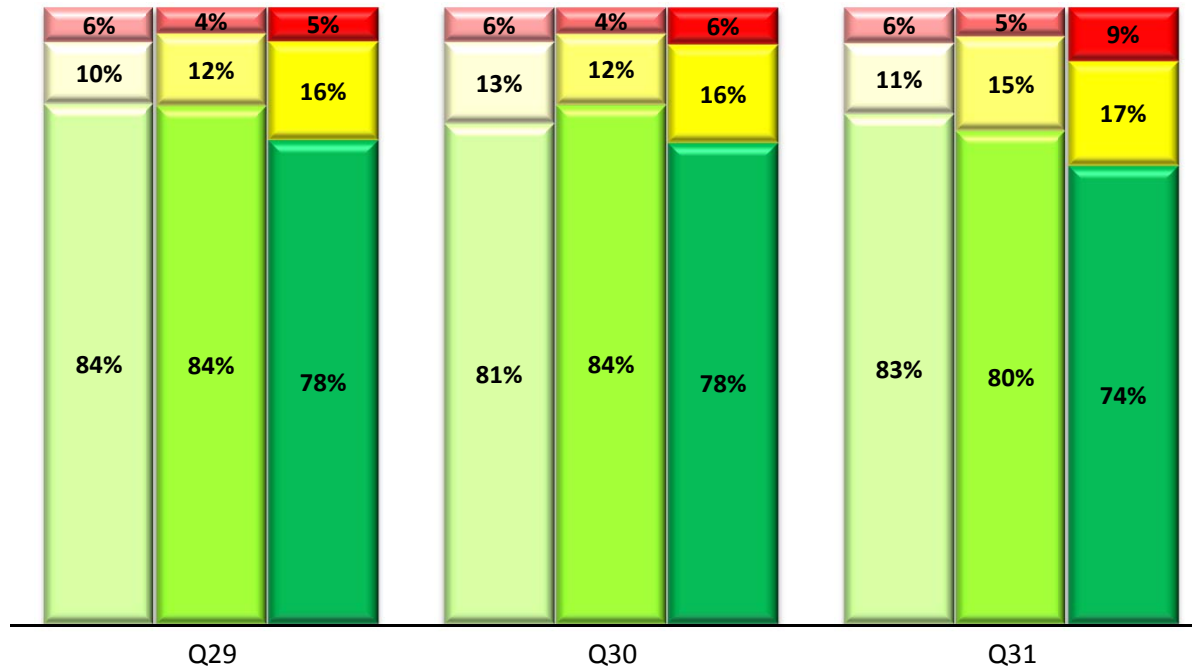
Q28. The scheduled days and times that the student orientation were offered was convenient for me.



Orientation Mean Responses

Question #	Question Label	2009	2012	2015	Average
Q25	By attending a student orientation, I became more familiar with Continuing Education's programs and services.	4.17	4.23	4.21	4.20
Q26	The student orientation I attended was well organized.	4.13	4.26	4.19	4.19
Q27	Student orientation was effective in helping me adjust to being in school.	4.12	4.20	4.14	4.15
Q28	The scheduled days and times that the student orientation were offered was convenient for me.	---	---	4.14	4.14

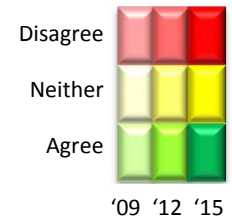
Assessment



Q29. The assessment/placement test helped me enroll in the appropriate class.

Q30. Counselors/staff clearly explained the assessment results to me.

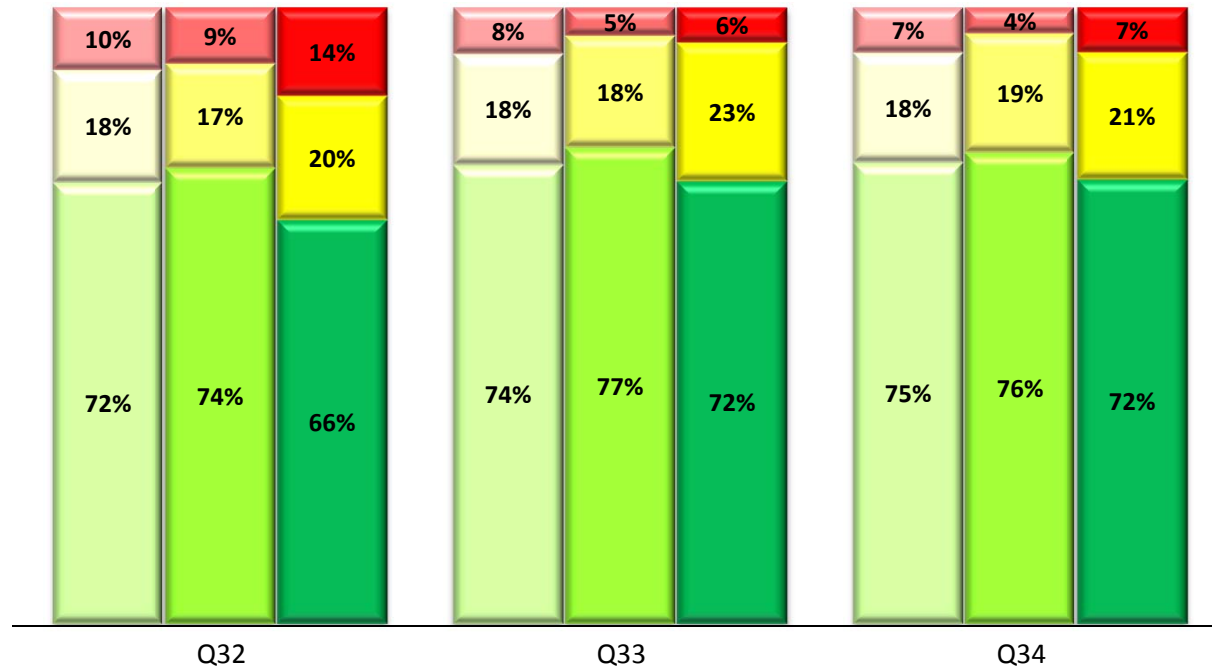
Q31. Assessment/placement tests were offered at times that were convenient for me.



Assessment Mean Responses

Question #	Question Label	2009	2012	2015	Average
Q29	The assessment/placement test helped me enroll in the appropriate class.	4.15	4.19	4.11	4.16
Q30	Counselors/staff clearly explained the assessment results to me.	4.10	4.17	4.07	4.12
Q31	Assessment/placement tests were offered at times that were convenient for me.	4.12	4.13	3.95	4.10

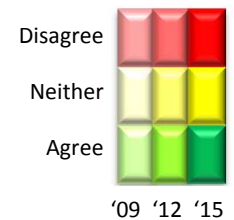
Counseling Services



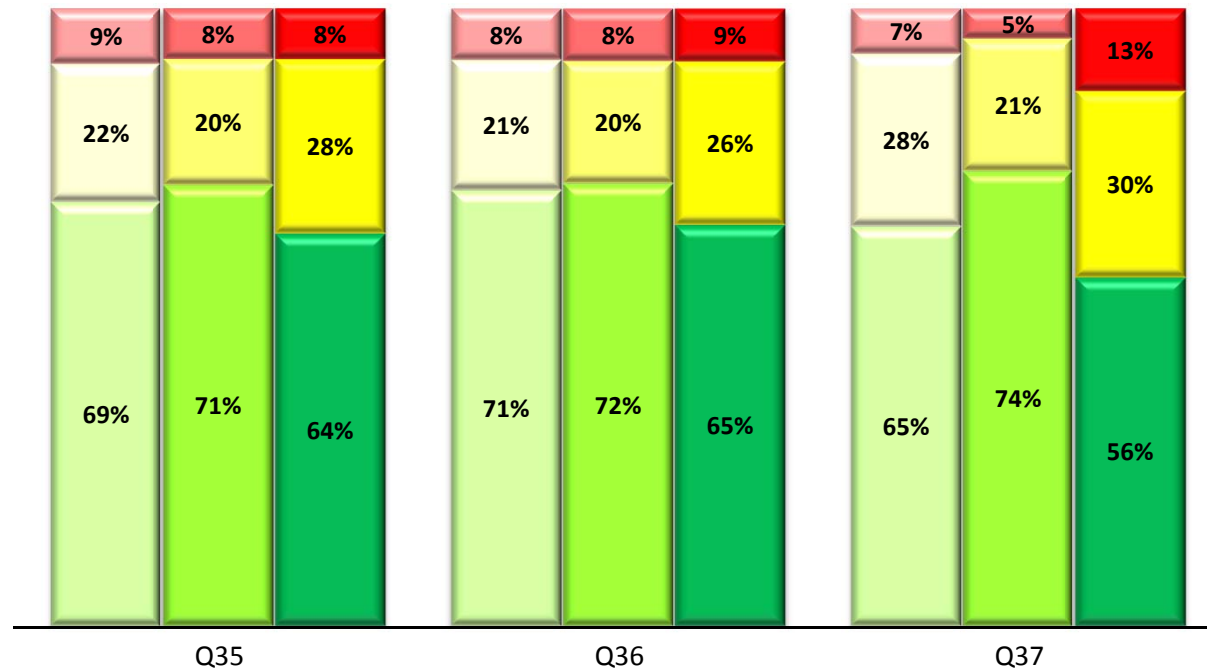
Q32. Counselors were available at times that were convenient for me.

Q33. The counseling session(s) has helped me clarify my educational goal.

Q34. The counseling session(s) has helped me select the courses I need to reach my educational goal.



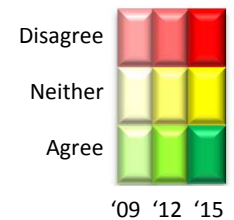
Counseling Services



Q35. Counselors have been concerned about my academic success.

Q36. In general, counselors care about me as an individual.

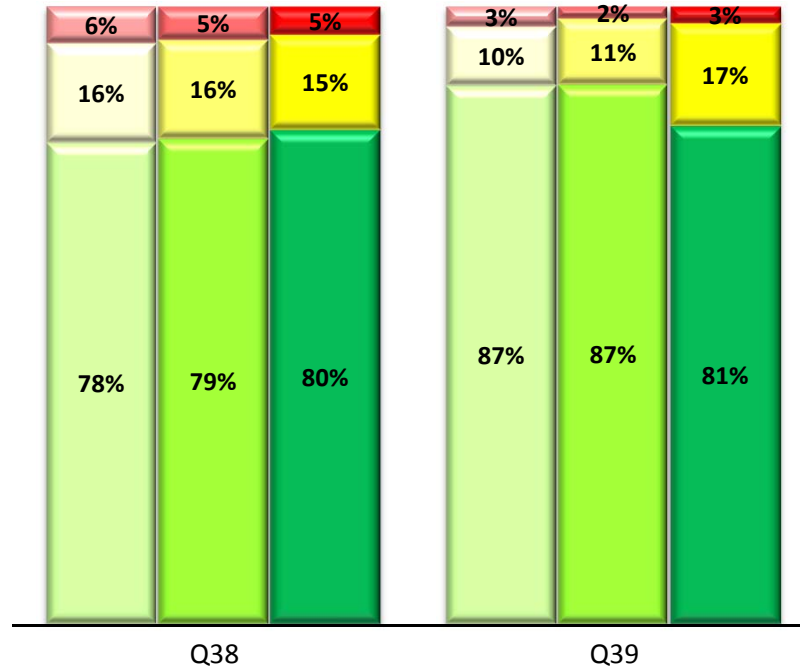
Q37. DSPS (Disability Support Programs and Services) services have been available when I need them.



Counseling Services Mean Responses

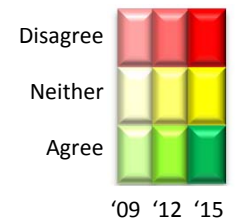
Question #	Question Label	2009	2012	2015	Average
Q32	Counselors were available at times that were convenient for me.	3.93	3.95	3.72	3.90
Q33	The counseling session(s) has helped me clarify my educational goal.	4.03	4.07	3.95	4.03
Q34	The counseling session(s) has helped me select the courses I need to reach my educational goal.	4.02	4.07	3.97	4.03
Q35	Counselors have been concerned about my academic success.	3.89	3.90	3.79	3.87
Q36	In general, counselors care about me as an individual.	3.94	3.91	3.81	3.91
Q37	DSPS (Disability Support Programs and Services) services have been available when I need them.	3.92	4.07	3.60	3.91

Follow-up of Student Educational Progress



Q38. I have been adequately informed about my academic status.

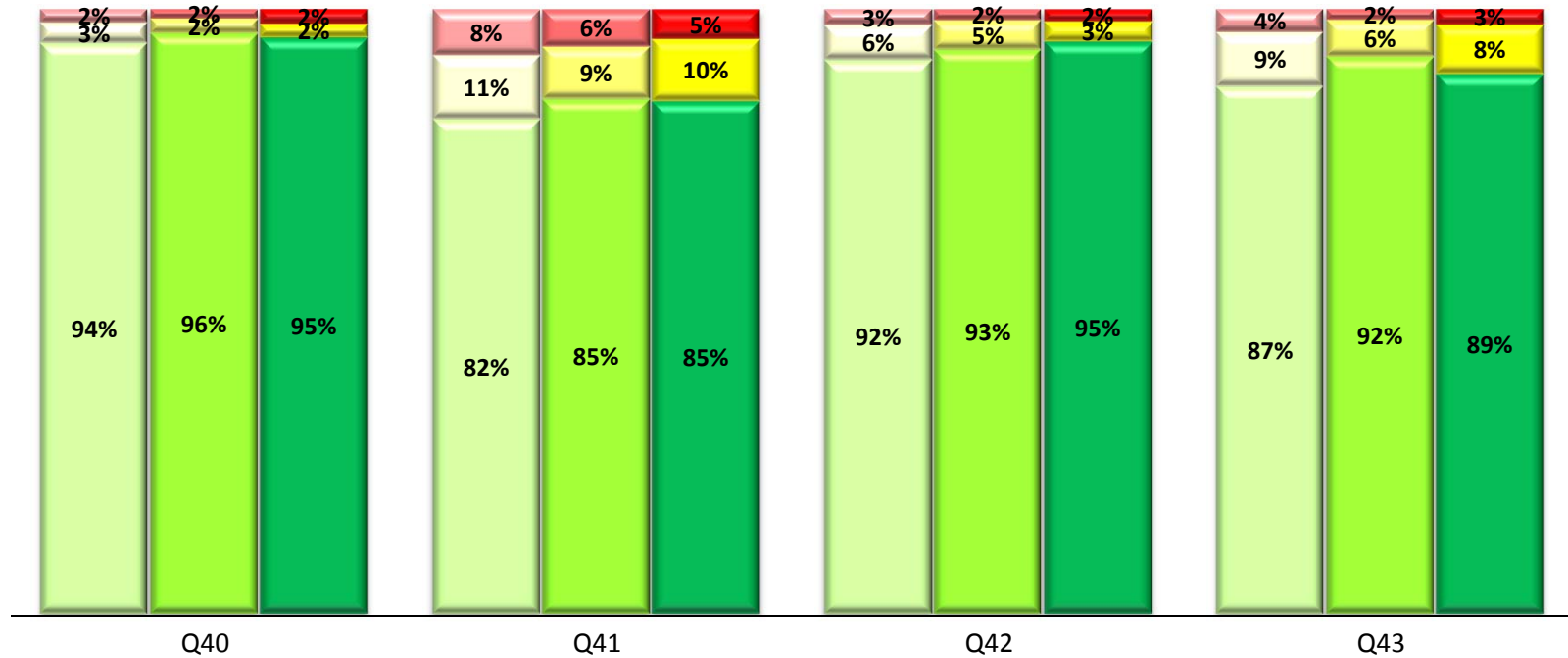
Q39. My school has helped me improve my academic performance.



Follow-up of Student Educational Progress Mean Responses

Question #	Question Label	2009	2012	2015	Average
Q38	I have been adequately informed about my academic status.	4.07	4.12	4.15	4.10
Q39	My school has helped me improve my academic performance.	4.30	4.39	4.22	4.31

Curriculum & Instruction

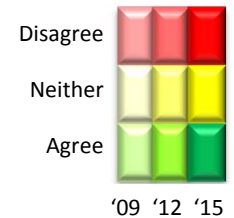


Q40. I felt comfortable talking with my instructor(s).

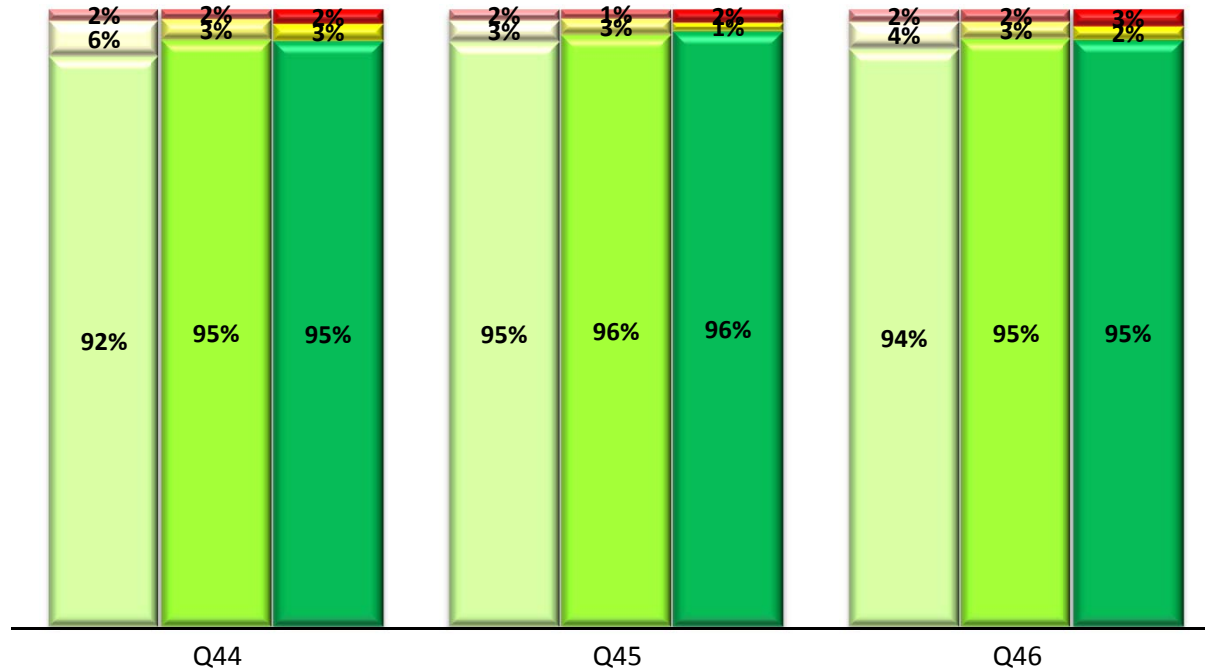
Q41. Instructors have been available for help outside of class.

Q42. In general, instructors have been objective in their presentation of course materials.

Q43. In general, instructors clearly explained how I would be graded.



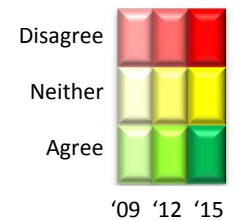
Curriculum & Instruction



Q44. In general, instructors care about their students' success.

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

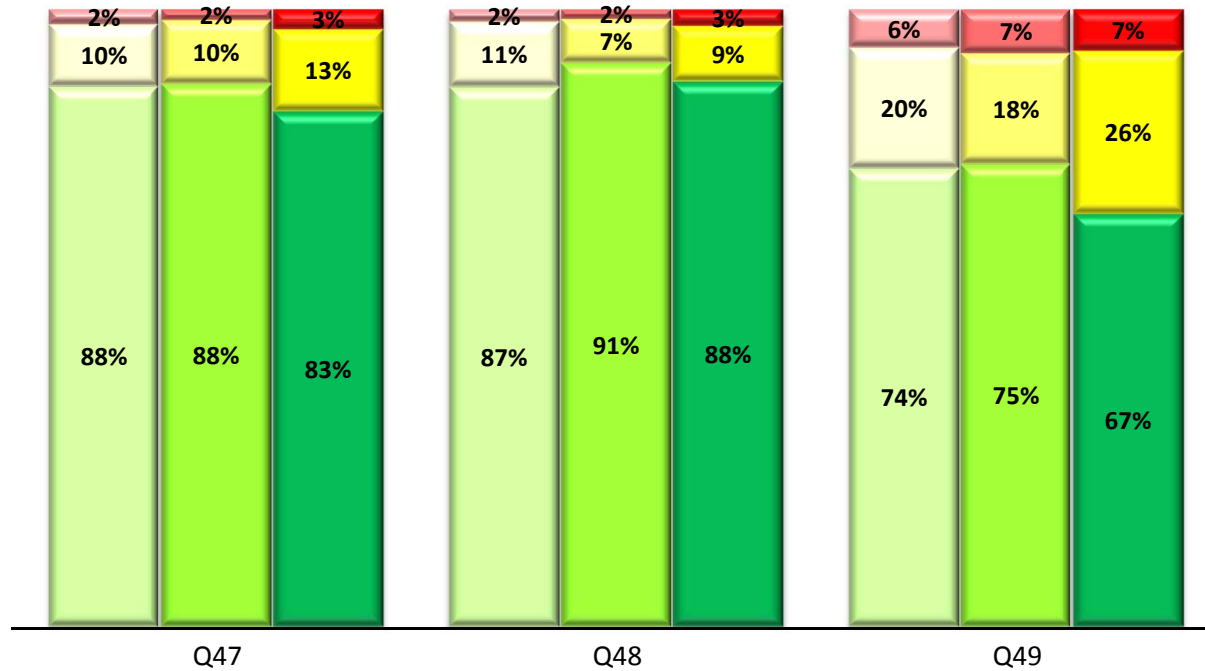
Q46. I am satisfied with the overall quality of instruction.



Curriculum & Instruction Mean Responses

Question #	Question Label	2009	2012	2015	Average
Q40	I felt comfortable talking with my instructor(s).	4.56	4.66	4.65	4.62
Q41	Instructors have been available for help outside of class.	4.24	4.35	4.38	4.31
Q42	In general, instructors have been objective in their presentation of course materials.	4.46	4.57	4.58	4.53
Q43	In general, instructors clearly explained how I would be graded.	4.35	4.51	4.48	4.44
Q44	In general, instructors care about their students' success.	4.53	4.63	4.65	4.60
Q45	Overall, I am satisfied with the course content in most of my classes.	4.54	4.63	4.65	4.60
Q46	I am satisfied with the overall quality of instruction.	4.54	4.65	4.64	4.60

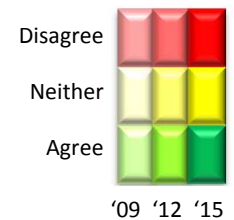
Academic Development



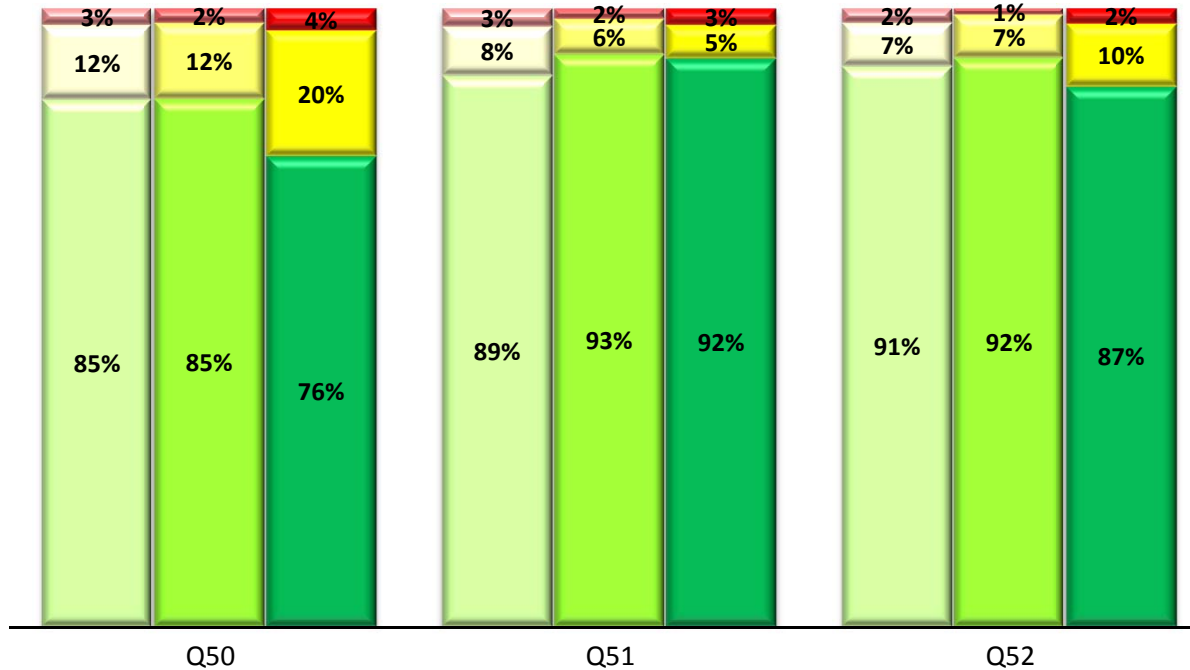
Q47. My classes (i.e., English, math, etc.) have helped me develop my academic skills in written and oral communications.

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

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



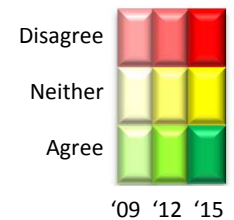
Academic Development



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.

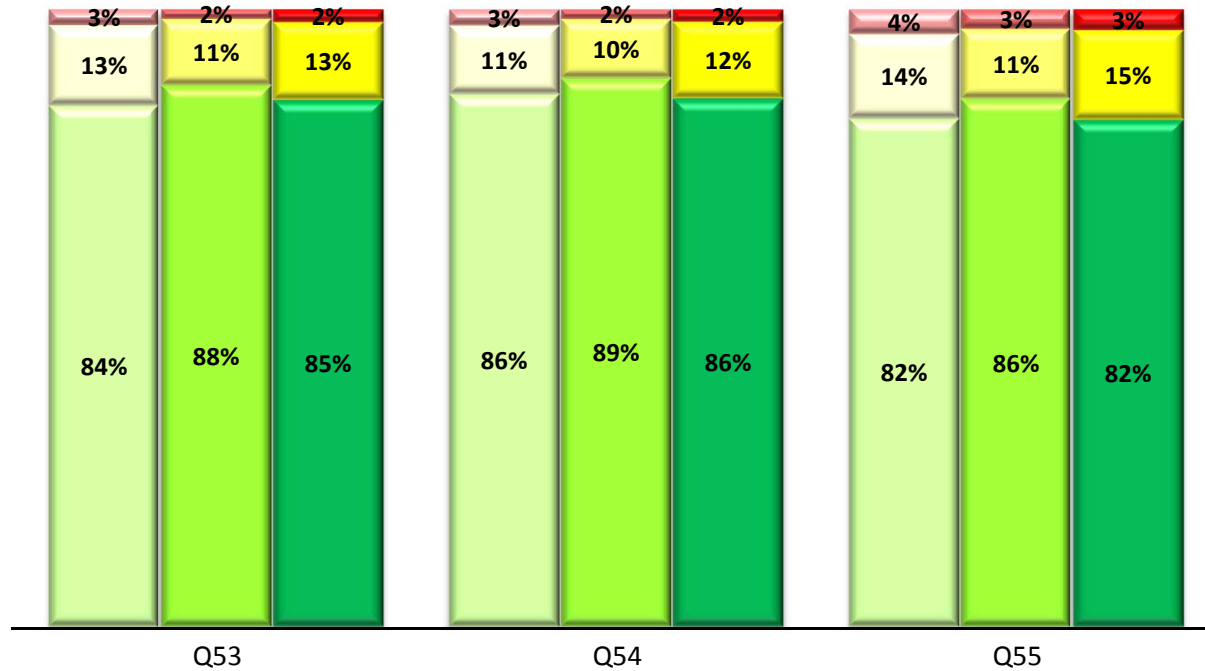
Q52. Overall, I believe my courses have prepared me well for future employment or additional education.



Academic Development Mean Responses

Question #	Question Label	2009	2012	2015	Average
Q47	My classes (i.e., English, math, etc.) have helped me develop my academic skills in written and oral communications.	4.32	4.43	4.30	4.36
Q48	My classes have helped me develop my critical thinking skills.	4.30	4.48	4.40	4.39
Q49	My classes have developed my academic abilities in math.	4.05	4.07	3.98	4.04
Q50	My classes have helped me develop my workplace skills.	4.31	4.36	4.18	4.30
Q51	My instructors have informed me about the types of skills I am expected to learn in my class.	4.36	4.52	4.46	4.44
Q52	Overall, I believe my courses have prepared me well for future employment or additional education.	4.48	4.56	4.44	4.50

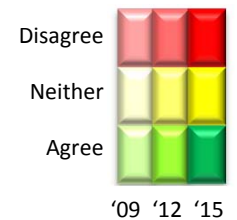
Personal Development



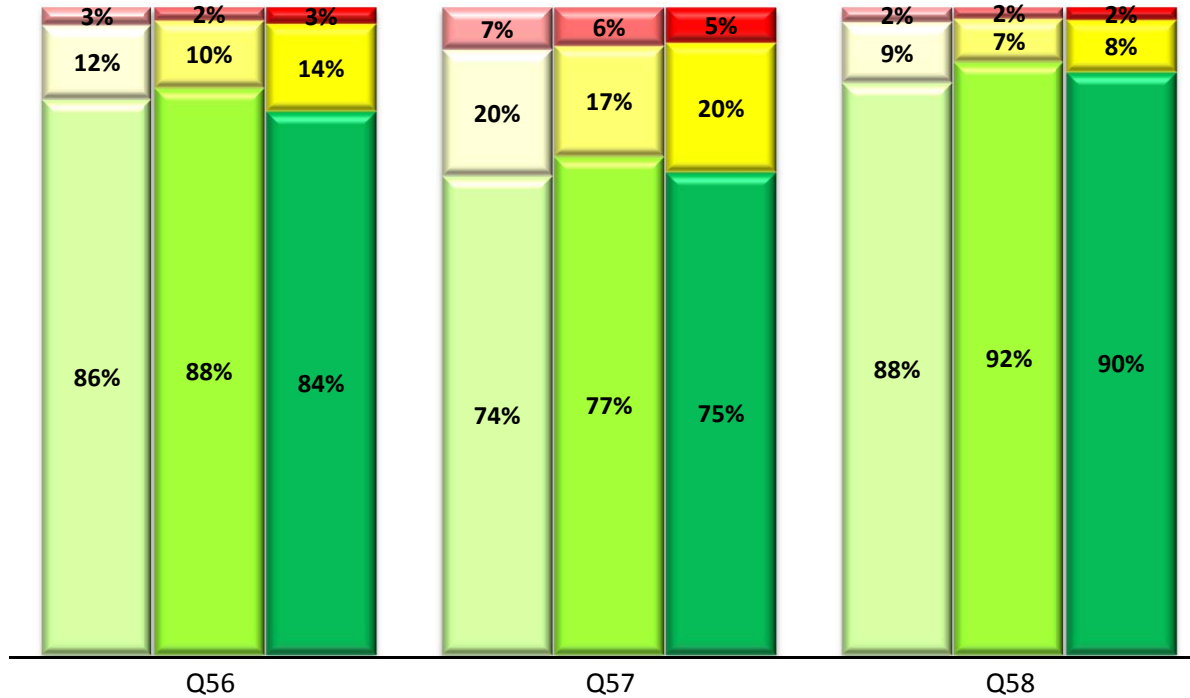
Q53. After attending this school, I have a greater appreciation of human differences.

Q54. My education has helped me to understand myself better.

Q55. I have learned about other parts of the world and cultures.



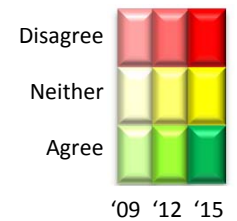
Personal Development



Q56. My classes have helped me develop my communication skills.

Q57. My classes have helped me improve and/or maintain my health.

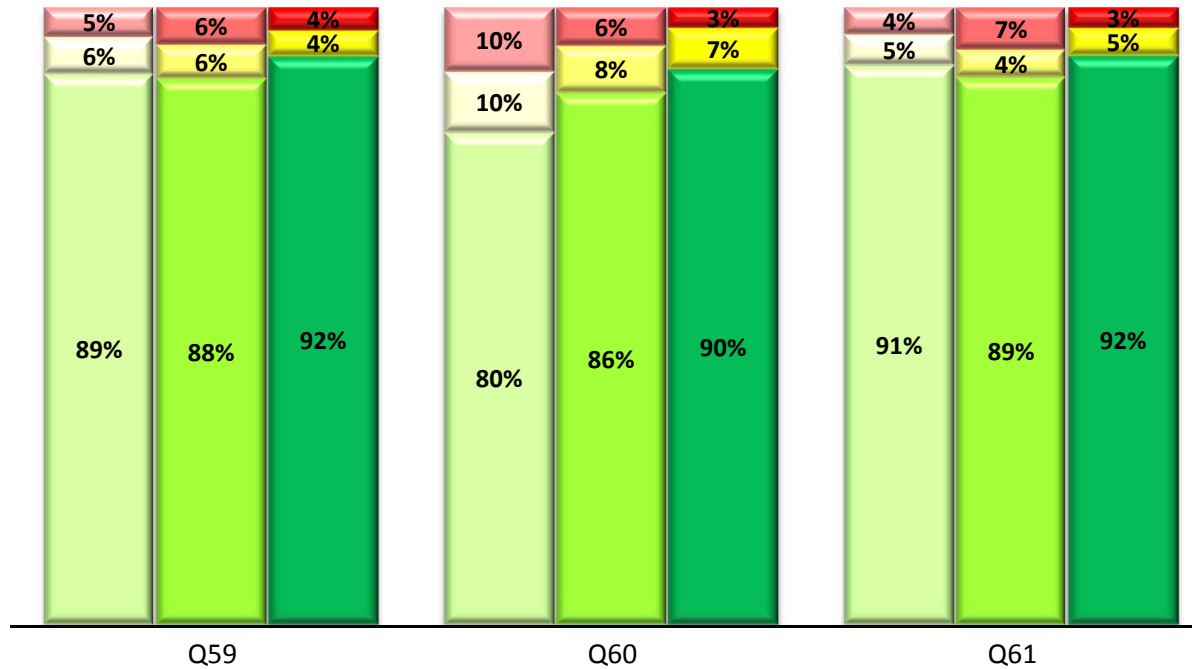
Q58. My classes have helped improve my thinking.



Personal Development Mean Responses

Question #	Question Label	2009	2012	2015	Average
Q53	After attending this school, I have a greater appreciation of human differences.	4.26	4.40	4.36	4.34
Q54	My education has helped me to understand myself better.	4.29	4.44	4.34	4.35
Q55	I have learned about other parts of the world and cultures.	4.21	4.34	4.28	4.27
Q56	My classes have helped me develop my communication skills.	4.30	4.40	4.31	4.34
Q57	My classes have helped me improve and/or maintain my health.	4.08	4.17	4.15	4.13
Q58	My classes have helped improve my thinking.	4.35	4.47	4.44	4.41

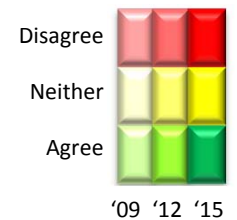
Physical Facilities



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

Q60. The grounds are adequately maintained.

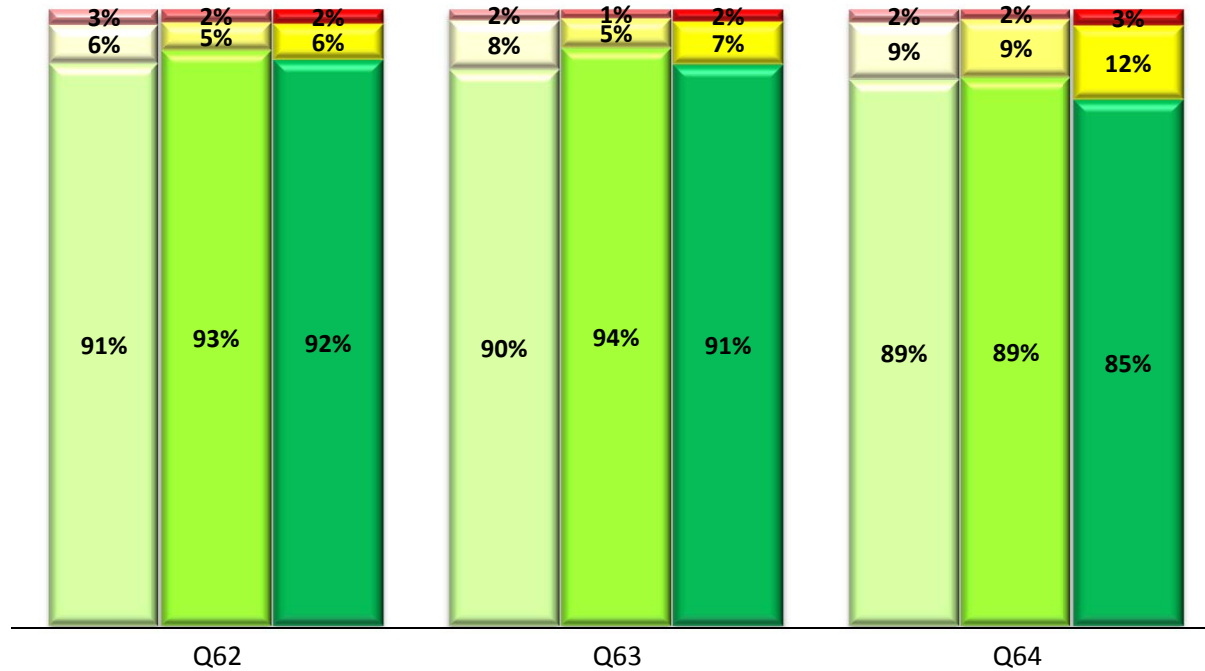
Q61. In general, classroom facilities are adequate for learning.



Physical Facilities Mean Responses

Question #	Question Label	2009	2012	2015	Average
Q59	It is easy to get in and out of campus buildings, classrooms and restrooms.	4.29	4.33	4.47	4.35
Q60	The grounds are adequately maintained.	4.01	4.25	4.41	4.20
Q61	In general, classroom facilities are adequate for learning.	4.30	4.29	4.46	4.34

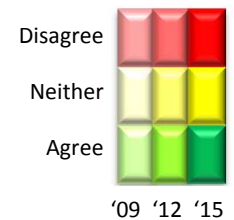
Decision-making Roles & Processes



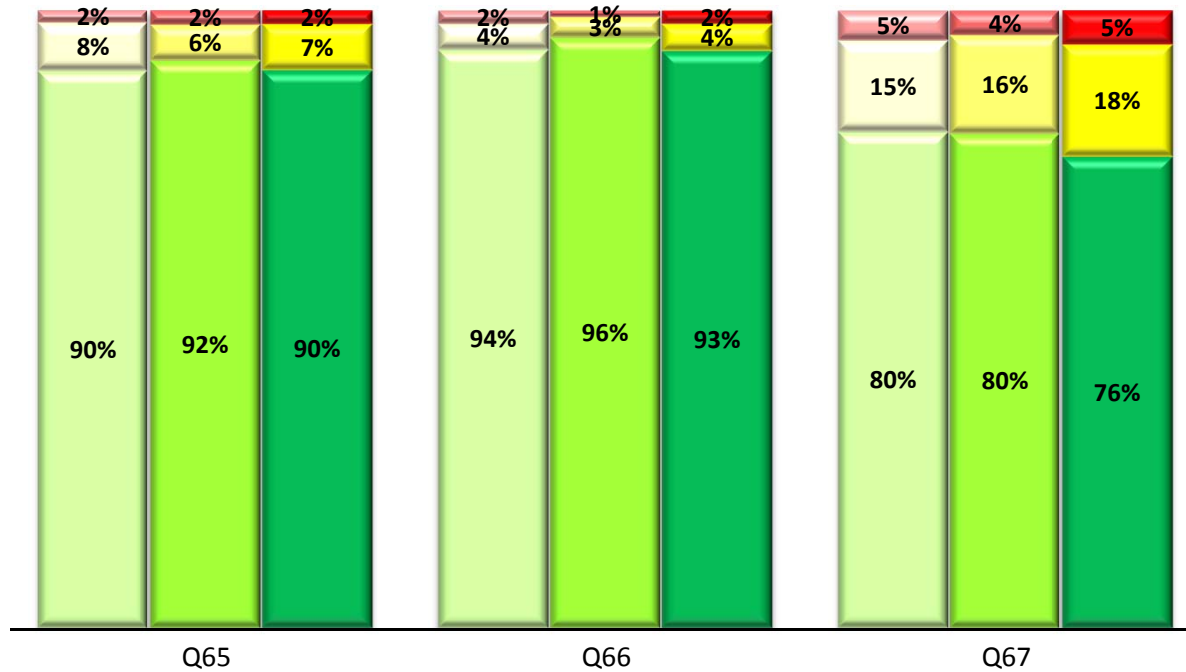
Q62. Staff members have been helpful.

Q63. I feel valued as a student.

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



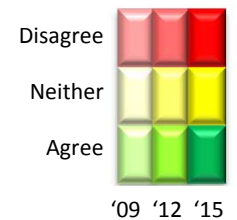
Decision-making Roles & Processes



Q65. I feel safe on campus.

Q66. I am treated with respect.

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



Decision-making Roles & Processes Mean Responses

Question #	Question Label	2009	2012	2015	Average
Q62	Staff members have been helpful.	4.41	4.47	4.46	4.45
Q63	I feel valued as a student.	4.37	4.49	4.45	4.43
Q64	I feel a sense of belonging in this school.	4.31	4.39	4.32	4.34
Q65	I feel safe on campus.	4.36	4.44	4.40	4.40
Q66	I am treated with respect.	4.44	4.57	4.52	4.51
Q67	Students have a voice in matters related to programs and services.	4.13	4.17	4.13	4.14

End