



Gator Stats

The Office of Institutional Research (OIR)

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Satisfaction Report

The Board Report that is submitted in September of each year, summarized data collected from several sources including recently administered surveys such as the Community College Survey of Student Engagement (CCSSE) or the Noel-Levitz Student Satisfaction Inventory (SSI). Other sources include the course evaluations that are administered in Community Education Classes, CB/IT classes and the evaluations administered by the Small Business Development Center. Many programs at Brazosport College are evaluated by their users each semester, and these are analyzed and reported annually to the Board of Regents, if not through this report, through others.

The CCSSE is used first, mainly because the SSI was not administered this spring semester as it is scheduled for the spring of 2010. Characteristics of the 498 Brazosport College student respondents in credit classes in the 2009 CCSSE survey are shown below:

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- 43.1% of the respondents were male, 55.5 % were female (1.4% did not respond).
- Ages of respondents were from 18 to over 55. Approximately 70 % were 18-24 years old.
- The ethnicity of the respondents was 56.6 % White, 29.2 % Hispanic, 6.7 % African American, and 7.5 % Other.
- 57.1% reported attending college full-time.
- 83.2 % of the respondents started at Brazosport College.
- 69.4 % of the respondents had earned fewer than 30 semester credit hours prior to participating in the survey.
- 47.4 % reported that they worked 21 or more hours per week.

The following table shows the CCSSE items and results that relate to satisfaction. Some of these percentages seem low. But, when compared to the small colleges in Texas and all participating colleges, they are not and in fact, Brazosport College's percentages are above the other two averages in some important areas. Brazosport College is either equal to or greater than nine of the 11 items when comparing its averages to all participating colleges. With respect to small colleges, Brazosport College's averages are greater than the Small Colleges' averages for five of the 11 items. These satisfaction results show how well Brazosport College compares and we should be pleased with these results. However, there is always room to improve.

Survey Item	Brazosport College	Small Colleges (<4,500 enrollment)	All Participating Colleges
Academic Advising/Planning	67.8	71.9	71.9
Career Counseling	57.2	50.1	45.4
Job Placement	27.2	28.2	23.3
Peer or Other Tutoring	49.7	42.1	40.3
Skill Labs (writing, math, etc.)	56.2	54.3	50.9
Child Care	19.2	14.6	12.2
Financial Aid Advising	49.5	57.0	52.0
Computer Labs	78.2	74.4	72.3
Student Organizations	30.2	33.0	29.2
Transfer Credit Assistance	38.0	38.4	38.0
Service to Students with Disabilities	19.6	30.3	17.9

Two other survey items from the CCSSE give information about student satisfaction with Brazosport College. These items relate to “recommending this college to family and friends” and the “entire educational experience at this college”. As the table below shows, Brazosport College rates very highly on both survey items.

Survey Item	Brazosport College
Would you recommend this college to a friend or family?	95.1
How would you evaluate your entire educational experience at this college?	89.2

Community Education

The table below shows a summary of the evaluations for academic year 2008-09 for all classes for this evaluation . The data in the table show that averages are very high (perfect = 10). CE uses other forms and to learn the results of those, the reader is invited to view the entire report at the OIR website.

Community Education – Course Evaluation – Additional Items	Average
My level of satisfaction of the course	9.00
The degree to which I consider my instructor experienced and professional	9.36
The extent to which this course met my needs	9.45
The overall quality of the course	9.20

Small Business Development Center

The following table shows the high level of satisfaction SBDC receives from its Consulting services. Along with the high satisfaction rate, 100 % of the respondents reported they would recommend the service to others.

Item	Excellent	Very Good	Good	Fair	Poor	No Response
My working relationship with the SBDC Consultant was	18	7	0	0	0	0
The business knowledge of the SBDC Consultant was	18	6	1	0	0	0
The Consultant’s response to my needs was	21	3	1	0	0	0
The SBDC Consultant’s suggestions were	17	7	1	0	0	0
Rate The Consulting Services you received	21	2	1	1	0	0

OIR Staff and Contact Information

David Preston, Ed. D., Director of Institutional Research: David.preston@brazosport.edu Ext. 3256

Cindy Ullrich, Research Analyst: Cindy.Ullrich@brazosport.edu Ext. 3415

Paula Gentner, Administrative Office Specialist: Paula.Gentner@brazosport.edu Ext. 3203

What can we do for you?

If you need our assistance to help design, construct, administer, or scan a survey or help in the analysis of the data collected by a survey, please feel free to call the OIR for assistance. If you would like to have the OIR produce a specialized study or report, please contact us. Presenting the results of analysis to an internal or external group is also something the OIR is more than happy to do.