



Gator Stats

The Office of Institutional Research (OIR)

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Satisfaction Survey of the Concurrent/Dual Credit Students (Pilot, Summer 2009)

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The Noel-Levitz Satisfaction Inventory is administered every other spring during the even numbered years. The concurrent/dual credit students (CDC), however, are not included in this survey. Since this group of students consists of 20-25 percent of Brazosport College’s student headcount, a significant portion of the students are not surveyed. The Institutional Effectiveness and Planning Council recommended that this population be surveyed, using a locally designed survey. As part of *Vision 2015*, the Office of Institutional Research was assigned the task of developing a satisfaction survey targeted to the CDC students. The summer session of 2009 was chosen to design and pilot the instrument.

Classes that had a predominate number of CDC students enrolled were chosen for this pilot. The survey (a copy is included in the appendix) was administered to these classes and 124 completed, usable surveys were returned for analysis.

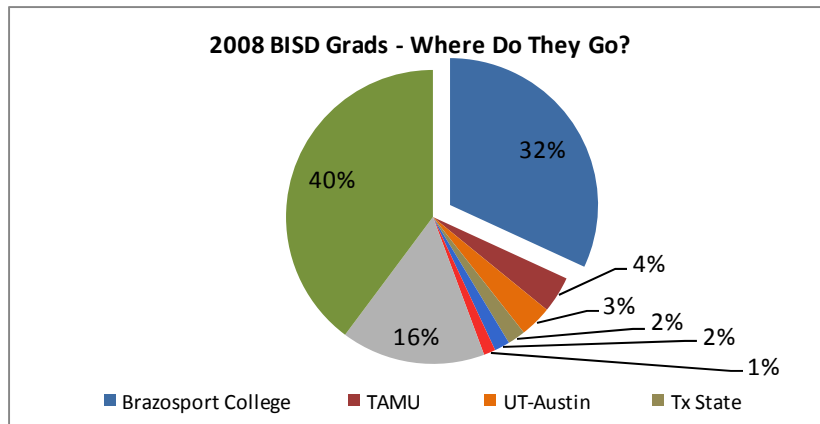
Findings From the Analysis of the Survey

Overall, the satisfaction percentages are somewhat low. A list of those items that seem to be of concern follow (a total of 124 respondents):

- Of all the items on the survey, the items that referred to online registration, the college bookstore, and the availability of classes were the ones with a percentage of dissatisfied or very dissatisfied greater than 5% (but all were less than 15%)
- The results of the personal counseling item showed that respondents did not see this item as important, respondents were not satisfied with this item, and the satisfaction/importance gap was negative (see link for further discussion)
- The results of the shared counseling as well as the career counseling item showed that respondents were not satisfied (50.4% for shared counseling and 38.7% for career counseling) with this item; however the gaps were positive. (see link for more)
- The item for safety showed a negative gap which suggests that the item had a higher importance than satisfaction.
- The orientation program showed a negative gap which suggests that the item had a higher importance than satisfaction.

Much more information about this project can be found at <http://www.brazosport.edu/ir> .

Where Do BISD High School Graduates Go to College?



The graph to the left shows where Brazosport Independent School District high school graduates go to college after they graduate from high school. Most of the graduates (34%) are not found in the Texas Higher Education Coordinating Board’s database, which means they could have gone to college in another state, joined the armed services, gone to a private postsecondary institution, or done something other than continue their education. Brazosport College does very well in that 29% of those continuing their education do so at BC.

National Community College Benchmark Project (NCCBP)

Each year Brazosport College participates in the NCCBP. The NCCBP collects, benchmarks, and reports data on a variety of student outcomes, retention, developmental education, minority participation, market penetration, contract training, student/faculty ratio, faculty load, human resources, and professional development variables, at the institutional level.

In 2009, 210 community colleges enrolled from all over the United States. This makes the NCCBP the largest, most representative and comprehensive benchmarking initiative for two-year institutions in the U.S. Participants indicate that NCCBP data are invaluable for supporting accountability and accreditation processes.

Below, one of the retention and success benchmarks was selected to illustrate the value of this report (using data from the fall of 2007 for this particular section of the report). The retention means completing the course (grades A-F) (also called a completer), success means grades (A-C).

Retention and Success in Core Academic Skill Areas (Fall 2007)

Course	Percent	Percentile Rank
Comp I Retention Rate	89.79%	65%
Comp II Retention Rate	76.56%	22%
Algebra Retention Rate	78.10%	34%
Speech Retention Rate	91.24%	70%
Comp I Enrollee Success Rate	76.66%	81%
Comp II Enrollee Success Rate	59.38%	14%
Algebra Enrollee Success Rate	47.23%	12%
Speech Enrollee Success Rate	82.07%	78%
Comp I Completer Success Rate	85.38%	82%
Comp II Completer Success Rate	77.55%	27%
Algebra Completer Success Rate	60.47%	12%
Speech Completer Success Rate	89.96%	80%

(Comp I = ENGL1301, Comp II = ENGL1302, Algebra = MATH1314, Speech = SPCH1301)

From the data presented above, the percentages appear good overall, except for the Algebra Enrollee Success Rate (47.23%). However, many of the percentile ranks seem low. In fact, half are below the fiftieth percentile rank. As a reminder, percentile rank has a different interpretation than percentage. If you had 60 colleges, for example, and a percentile rank of 20, there would be 12 colleges with lower scores, no matter what the scores were, how close the scores were clustered, how near they were to a perfect score, or how they were distributed, etc. In this particular sample, a percentile rank of 10% for College A would mean that College A would be in the lowest 21 scores for that item; stated differently, there would be 179 colleges with higher scores than College A's for this item.

Institution-wide Credit Grades (Fall 2007)

One other benchmark (listed to the right) from the NCCBP is credit grades.

Even though the percentages (2nd Col) look reasonable, the percentile ranks (3rd Col) might suggest otherwise. The 90th percentile is 17.95% for Withdrawal, 93.19% for Completed, 88.31% for Completer Success, 79.28% for Enrollee Success, and 62.17% for A & B Grades. The 90th Percentile Ranks gives one a better perspective of how "clustered" these percentages actually are. For example, the 56.77% is only 6.6% away from the 90th percentile (210 colleges the study), so that a relatively small increase in the percent probably means a somewhat greater movement in the percentile rank.

% Withdrawal	13.22%	68%
% Completed	86.78%	31%
% Completer Success	82.27%	49%
% Enrollee Success	71.39%	39%
% A & B Grades	56.77%	63%

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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.