

Satisfaction Report September 2009

Background

Satisfaction data for the 2009 Board of Regents Report comes from the Community College Survey of Student Engagement developed by the University of Texas. Board members have reviewed data from this survey in previous years.

The Community College Survey of Student Engagement (CCSSE) was developed to assess student engagement in credit programs, defined as the amount of time and energy that students invest in meaningful educational activities. The survey includes questions about student experiences at the college, specific questions about coursework, time spent on learning activities, interactions with faculty and fellow students, and satisfaction with programs and services. In 2009, the CCSSE report included 400,889 student respondents from 663 community colleges in 48 states. These data are reported based on size of the institution and on responses from all participants. The CCSSE report also provides information about how students view their work at Brazosport College and allows benchmarking among similar-sized institutions and the entire sample of all institutions in the survey. This information is shared with the college community and provides important data for the Planning and Institutional Effectiveness Council.

Profile of Brazosport College Students Responding to CCSSE

Characteristics of the 498 Brazosport College student respondents in credit classes in the 2009 CCSSE survey are shown below:

- 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.

CCSSE Satisfaction with Programs and Services

The following table from the CCSSE report provides information about Brazosport College student satisfaction with programs and services compared to responses from students at similar-sized community colleges (less than 4,500 fall headcount enrollment) and from the entire group of community college survey respondents. Data are reported based on percentages of students who say that they are “satisfied” and “very satisfied” with the survey item.

Satisfaction Percentages

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

Brazosport College student responses compare favorably to responses from students at similar-sized colleges and students at all colleges participating in the survey. Compared to last year’s Brazosport College CCSSE satisfaction data, there were gains in ten of the eleven areas in the survey.

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”. The percentage of respondents who replied “yes” to the first item is shown in the following table. Brazosport College respondents rated this item very highly.

Survey Item	Brazosport College
Would you recommend this college to a friend or family?	95.1

The percentage of students responding “Good” or “Excellent” to the second item is shown in the table below. Again, the respondents rated this item highly.

Survey Item	Brazosport College
How would you evaluate your entire educational experience at this college?	89.2

Next year, this satisfaction report will also include the Noel-Levitz Student Satisfaction Inventory which is administered in the even-numbered years.

**Community Education – Course/Instructor Evaluations
Satisfaction Report
September 2008 to August 2009**

Community Education (CE) course instructors administer Course Evaluation Surveys at the last class meeting to determine satisfaction with course delivery. These student responses were summarized by the Office of Institutional Research. This report includes a summary of all forms received between September 2008 and August 2009. This year was a transition year for surveys as the CE Department changed to different types of surveys depending on class types. This first table represents the responses received from the older surveys. A total of 150 responses were analyzed.

The CE Course Evaluation Survey contains six items that offer a choice of "Yes" or "No."

Community Education – Class Evaluation – Short Form

Item	Yes %
1. Overall, were you satisfied with the course?	93.5%
2. Was your instructor well-prepared for the course?	98.7%
3. Did the course meet your trainings and/or personal needs?	92.8%
4. Did the teacher make the goals and objectives clear at the beginning of the course?	96.7%
5. Would you recommend this course to others?	94.7%
6. Were the facilities adequate for the course?*	98.7%

Item	Excellent	Good	Satisfactory	Fair	Poor
The teacher's knowledge of the subject area was	78.3%	19.7%	0.7%	1.3%	0.0%
The techniques used in presenting the materials were	57.3%	34.7%	4.0%	3.3%	0.7%

These positive responses suggest that students were very satisfied with CE courses with 93.5% of the students responding "Yes" when asked if they were satisfied with their courses.

The survey is now given in two forms, the short form, which is very similar to the one shown above, and a longer form, which are the responses reported in the chart on the following page. A total of 158 responses were analyzed for this part of the report.

Community Education Class Evaluation – Long Form	Agree	Disagree	Does not apply
1. My instructor covers content in an orderly manner	100.0%	.0%	.0%
2. My instructor has one or more distracting mannerisms that interfere with my ability to concentrate	7.9%	78.9%	13.2%
3. My instructor uses teaching methods that help me learn	100.0%	.0%	.0%
4. My instructor returns work (tests, papers, etc) within a reasonable period of time	47.4%	.0%	52.6%
5. My instructor seems well-prepared for class	98.7%	1.3%	.0%
6. My instructor provides clear, written copies of classroom policies	68.6%	.0%	31.4%
7. My instructor is inconsistent in following classroom policies	27.0%	56.8%	16.2%
8. My instructor maintains a classroom free of disruptions	97.3%	1.4%	1.4%
9. My instructor begins class on time	100.0%	.0%	.0%
10. My instructor consistently ends class at the scheduled time	97.4%	.0%	2.6%
11. My instructor uses class time well	97.2%	2.8%	.0%
12. My instructor seems impatient with questions and comments from students	7.8%	89.6%	2.6%
13. My instructor uses audio-visual aids effectively (chalkboard, video, projector, etc)	97.3%	1.4%	1.4%
14. My instructor is enthusiastic about teaching	98.6%	1.4%	.0%
15. My instructor helps me improve my ability to think and solve problems	94.2%	1.4%	4.3%
16. My instructor inspires learning in a positive manner	98.6%	.0%	1.4%
17. My instructor encourages students to ask questions and express opinions	100.0%	.0%	.0%
18. My instructor communicates at a level that is easy for me to understand	100.0%	.0%	.0%
19. My instructor relates course content to everyday life and-or the workplace	95.8%	2.8%	1.4%
20. My instructor spends too much class time sharing irrelevant-personal information	6.6%	89.5%	3.9%
21. My instructor is prepared for class meetings	93.1%	1.4%	5.6%
22. I am interested in being in this class	100.0%	.0%	.0%
23. I am interested in learning the material	98.6%	1.4%	.0%
24. This class is challenging to me intellectually	78.4%	20.3%	1.4%
25. I cut this course more frequently than other courses	2.8%	81.9%	15.3%
26. Materials, supplies, and equipment related to the class meet my expectations	93.2%	5.4%	1.4%

There are four additional items on the survey that have a scale from 1 to 10. Those items and their averages are listed in the following chart.

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

These are very good averages and show that students rate the CE programs highly. These averages are in agreement with the high rates received on the short form of the survey.

Center for Business/Industry Training (CBIT)
Satisfaction Report
September 2008 – August 2009

The Center for Business/Industry Training provides a number of services for local business and industry. These services include:

- Safety training
- Computer training
- Computer training
- Professional development
- Facilities arrangements
- Web-based training

These results are from class surveys. From September 2008 through August 2009, over 800 participants in training classes responded to the majority of these items. These questionnaires were given to students at the end of the course to evaluate different categories of course delivery.

Satisfaction with Courses and Instruction - CBIT Classes

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Str. Agree + Agree *
1.	Overall, I was satisfied with the pre-course activities.	49%	42%	7%	1%	0%	91%
2.	I had the information required to register and begin this course.	51%	45%	3%	1%	0%	96%
3.	The facility was satisfactory.	64%	34%	1%	1%	0%	98%
4.	From the time I first tried to register – the timeframe was reasonable.	50%	39%	7%	3%	1%	88%
5.	I clearly understood the course objectives.	56%	42%	2%	0%	0%	98%
6.	The course met all of its stated objectives.	55%	42%	2%	0%	0%	97%
7.	The delivery method(s) was an effective way for me to learn this subject matter.	57%	40%	3%	1%	0%	97%
8.	Participant materials were useful during this course.	55%	39%	5%	1%	0%	95%
9.	Total time in class was appropriate for this course.	50%	38%	7%	5%	0%	88%
10.	The course content was logically organized.	54%	42%	2%	0%	0%	97%
11.	The balance of time between lecture and other learning methods was effective.	55%	39%	4%	2%	0%	94%
12.	Overall, the instructor was effective.	71%	26%	1%	0%	0%	98%
13.	My knowledge &/or skills increased as a result of this course.	57%	40%	3%	0%	0%	97%
14.	The knowledge &/or skills gained through this course are directly applicable to my job.	60%	36%	3%	0%	0%	97%
15.	Overall, I was satisfied with this course.	58%	38%	2%	1%	0%	97%

Note: * Difference due to rounding

The responses to these items reflect a high level of satisfaction with all fifteen items. The “Strongly Agree” and “Agree” choices were calculated and their sum appears in the last column of the table. Overall, 97% of the respondents indicated that they were satisfied with their courses.

**Small Business Development Center (SBDC)
Satisfaction Report on Consulting Services
June 2008 to June 2009**

The Small Business Development Center (SBDC) offers consulting services to small business clients with existing companies or clients who are starting new business ventures. The mission of the SBDC is to help businesses become established, grow, and succeed by providing low cost seminars and free confidential business consulting. The goal of the SBDC Network is to assist clients in creating jobs, starting and expanding businesses, and obtaining capital when required.

From June 2008 to June 2009, 25 clients completed and returned customer satisfaction surveys. Clients responded to the following items as follows:

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

Would you recommend SBDC services?	Yes 100%	No
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As indicated by the data above, the SBDC is providing services that its clients rated very highly.