

**Report on Satisfaction with College Programs and Services**  
**Executive Summary**  
**October 2006**

College staff members have developed a process for presenting performance information to the Board. These reports have been presented quarterly and include the following topics:

- Report on Satisfaction with College Programs and Services
- Report on State Performance Measures
- Report on Enrollment Trends
- Report on Performance

This report begins the sixth year of quarterly reports to the Board. Rather than using satisfaction data from the Gulf Coast Standard Student Survey (Student Satisfaction Inventory), the report this year uses satisfaction data from the Community College Survey of Student Engagement (CCSSE). The CCSSE is a national survey that includes data from over 248,000 respondents from 447 postsecondary institutions in 46 states. Data from this survey allow responses to be benchmarked to similar colleges based on enrollment and to a larger group of all participating colleges. This survey was conducted during the spring semester, 2006, with 450 Brazosport College students responding to survey items. As shown in the following tables, student respondents rate Brazosport College highly in most satisfaction items on the survey. Responses at Brazosport College compare very favorably to responses from other small colleges and to the entire sample of all colleges. It is also interesting to note that 95.4% of the Brazosport College respondents would recommend Brazosport College to a friend or family member.

In addition to the satisfaction data from the CCSSE survey, individual reports are included for the Small Business Development Center, Community Education, and the Center for Business/Industry Training. While the numbers of respondents was low for the Small Business Development Center, most respondents rated services very highly. For Community Education, 96.8% of the respondents reported that they were satisfied with their courses, and 95.6% would recommend this course to others. The Center for Business/Industry Training was also rated highly with 98% of the respondents indicating that they were satisfied with their courses and 98% reporting that the knowledge/skills gained in the course had application to their jobs.

## **Community College Survey of Student Engagement**

### **Background**

Satisfaction data for the 2006 Board Report are from items on the Community College Survey of Student Engagement (CCSSE). We will continue to administer the Student Satisfaction Inventory (SSI) that has been used in the past, but wanted to provide survey results with different benchmarks for this report. The CCSSE was distributed by the University of Texas and first administered nationally in 2003. It has been widely accepted and is rapidly becoming a survey that provides important information about student engagement in educational activities. Brazosport College first administered the survey to its students in the spring of 2004 and has continued to administer it each year since.

The CCSSE has been developed to assess student engagement, defined as the amount of time and energy that students invest in meaningful educational practices. The survey includes questions about student experiences at the college, specific questions about coursework, time spent in learning activities, and satisfaction with programs and services. In 2006, the CCSSE included more than 248,000 student respondents from 447 colleges in 36 states. These data are reported based on size of the institution and on responses from all participants. The reports provide information about how students view their work at Brazosport College and allow benchmarking among similar sized institutions and the entire sample. While these data indicate satisfaction with college programs and services, other portions of the report provide information about engagement in learning. This information is shared with the college community and serves as key data for the Planning and Institutional Effectiveness Council.

### **Profile of BC Students Responding to the CCSSE**

The characteristics of 450 student respondents in credit classes to the 2006 CCSSE survey are shown below:

- 48.7% of the respondents were male, 51.3% were female.
- Ages of respondents were from 18 to over 55 years of age. Approximately 84 % were 18-30 years old.
- The ethnicity of the respondents was 61.2% White, 25.2% Hispanic, 7.6% Black, 6% Other.
- 54.8% reported attending college full-time.

- 76.4% of the respondents started at Brazosport College.
- 69.7% of the respondents earned fewer than 30 semester credit hours prior to participating in the survey.
- 66.9% reported that they worked 21 or more hours per week.

**Satisfaction with Programs and Services**

The following table from the CCSSE provides information about Brazosport College student satisfaction with programs and services compared to responses from students at similar-sized colleges (less than 4,500 fall headcount) and from the entire group of survey respondents.

**Satisfaction Percentages**

<b>Survey Item</b>	<b>Brazosport College</b>	<b>Small Colleges (&lt;4,500 )</b>	<b>All Participating Colleges</b>
Academic advising/planning	92.8	89.7	87.3
Career Counseling	85.5	80.1	76.8
Job Placement	63.3	66.1	62.3
Peer or Other Tutoring	77.0	79.7	79.6
Skill labs (writing, math, etc.)	88.8	88.0	86.9
Child Care	58.2	58.1	53.3
Financial aid advising	82.7	81.4	78.7
Computer labs	92.3	92.0	92.9
Student Organizations	64.9	80.1	72.1
Transfer Credit Assistance	78.6	78.4	75.9
Service to students with disabilities	65.5	71.1	68.7

As these results suggest, Brazosport College student responses compare very favorably to the responses from students at similar-sized colleges and to students at all the colleges participating in the survey. Most importantly, these data give benchmarks for a much larger sample of colleges than the satisfaction survey used by the colleges in the Gulf Coast Consortium. Some of the same items are included in the satisfaction survey that is given each spring semester and can be compared to determine if there are areas requiring attention.

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 percentages of respondents who replied “yes” to the first item are shown in the table on the following page.

Survey Item	Brazosport College	Small Colleges	All Colleges
Would you recommend this college to a friend or family?	95.2%	92.6%	94.1%

The percentage of students responding “Good” or “Excellent” to the second item is shown in the table below.

Survey Item	Brazosport College	Small Colleges	All Colleges
How would you evaluate your entire educational experience at this college?	85.6%	85.4%	86.3%

**Small Business Development Center (SBDC)  
Satisfaction Report on Counseling Services  
June 2005 to June 2006**

The SBDC offers consulting services to small business clients with existing businesses or clients who are starting a business. The mission of the SBDC is to help businesses become established, grow, survive, and succeed by providing low cost training seminars and free confidential management counseling. The goal of the SBDC Network is to assist clients in creating jobs, retaining jobs, starting and businesses, and obtaining capital.

From June 2005 to June 2006, 14 clients completed and returned surveys. Clients responded to their satisfaction with SBDC services as follows:

<b>SBDC Services were</b>	<b>Number of Responses</b>	<b>Percentage</b>
Prompt	13	93%
Somewhat Prompt		
Not Prompt	1	7%
Courteous	13	93%
Somewhat Courteous		
Not Courteous	1	7%
Professional	13	93%
Somewhat Professional		
Not Professional	1	7%

<b>Item</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>No Response</b>
My working relationship with the SBDC Consultant was	10	2	1		1	
The business knowledge of the SBDC Consultant was	10	2			1	1
The Consultant's response to my needs was	7	5		1		1
The SBDC Consultant's suggestions were	6	5	1		1	1
Rate the Consulting Services you Received	8	5		1		

<b>Would you recommend SBDC services?</b>	<b>Yes</b>	<b>No</b>
	93%	7%

As indicated by the data the SBDC is providing services that its customers rated very highly.

**Community Education - Course/Instructor Evaluations  
Satisfaction Report  
September 2005 to August 2006**

Community Education (CE) class 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 2005 and August 2006. For this period, 494 surveys were analyzed for this report.

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

Item	Yes
1. Overall, were you satisfied with the course?	96.8%
2. Was your instructor well-prepared for the course?	96.1%
3. Did the course meet your training and/or personal needs?	94.9%
4. Did the teacher make the goals and objectives clear at the beginning of the course?	92.3%
5. Would you recommend this course to others?	95.6%
6. Were the facilities adequate for the course?*	94.9%

Item	Excellent	Good	Satisfactory	Fair	Poor
The teacher's knowledge of the subject area was	82.2%	12.1%	3.8%	1.3%	.6%
The techniques used in the presenting the materials were	66.5%	22.6%	7.1%	1.9%	1.9%

These positive responses suggest that students were satisfied with CE courses with 96.8% of the students responding "Yes" when asked if they were satisfied with their courses.

**Center for Business/Industry Training (CBIT)**  
**Satisfaction Report**  
**January – July 2006**

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

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

These results are from class surveys. From January-July, 2006, 650 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 five different categories of course delivery.

**Table 1: Satisfaction with Courses and Instruction - CBIT Classes**

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Str. Agree + Agree</b>
	<b>Count/%</b>	<b>Count/%</b>	<b>Count/%</b>	<b>Count/%</b>	<b>Count/%</b>	<b>%</b>
1. Overall, I was satisfied with the pre-course activities	39%	51%	9%	2%	0%	90%
2. I had the information required to register and begin this course	43%	54%	3%	1%	0%	96%
3. The facility was satisfactory	59%	39%	1%	1%	0%	98%
4. From the time I first tried to register - the timeframe was reasonable	48%	42%	6%	3%	1%	90%
5. I clearly understood the course objectives	49%	48%	3%	1%	0%	97%
6. The course met all of its stated objectives	49%	47%	4%	0%	0%	96%
7. The delivery method(s) was an effective way for me to learn this subject matter	51%	46%	2%	1%	0%	97%
8. Participant materials were useful during this course	53%	44%	2%	0%	0%	97%
9. Total time in class was appropriate for this course	39%	47%	7%	6%	1%	86%
10. The course content was logically organized	48%	49%	2%	1%	0%	97%
11. The balance of time between lecture and other learning methods was effective	46%	48%	4%	2%	0%	94%
12. Overall, instructor A was effective	70%	28%	1%	1%	0%	98%
13. Overall, instructor B was effective	63%	33%	4%	0%	0%	96%
14. My knowledge &/or skills increased as a result of this course	54%	43%	2%	0%	0%	98%
15. The knowledge &/or skills gained through this course are directly applicable to my job	57%	40%	2%	0%	0%	98%
16. Overall, I was satisfied with this course	55%	43%	2%	1%	0%	98%

The responses to these items reflect a high level of satisfaction with all sixteen items. The “Strongly Agree” and “Agree” choices were calculated and their sum appears in the last column of the table. For all but one of the sixteen items, at least 90 percent of the respondents expressed satisfaction with the items. For item 8, the result was expected since it is often reported that more instructional time would be useful. The CBIT offers additional training and consulting to meet this need. The survey results show an overall high level of satisfaction with CBIT classes with 90% of the respondents indicating that they either “Strongly Agree” or “Agree” that they were satisfied with their courses.

