

Report on Satisfaction with College Programs and Services Executive Summary

At the February 2-3, 2001 Board Workshop, college staff members outlined a process for presenting performance information. These reports will be 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

The first report to be presented is included in the September agenda. It covers key areas of student satisfaction from the Student Satisfaction Inventory and individual reports from the Small Business Development Center, Community Education, and Center for Business Industry Training. In the past we have also surveyed community members, Rotary Clubs, school district counselors, and members of college advisory committees. Information from these surveys has been shared in previous reports. These surveys will be repeated in the future.

The first report is from the Student Satisfaction Inventory and lists student responses to the inventory for the past four years (1998-2001). While the inventory has 46 items, ten key areas were selected for this report. These areas include:

Academic Advising	Personal Safety/Security
Access to PCs and Computer labs	Intramural Program
Library/Learning Resources	Tutorial Programs
Childcare Services	Attitude of Faculty/Staff to Students
Condition/Appearance of Building and Grounds	Quality of Education

As the survey results show, students are generally “satisfied” or “very satisfied” with these services. In some cases, a particular service may have a very high percentage of “neutral” responses, perhaps indicating that this service has not been used by a

majority of students. Student dissatisfaction with services was very low on most items. Only two items showed a dissatisfaction level of more than 5.5%, indicating that more than 10 students in the sample of 169 were dissatisfied with the service. These two items were childcare services and intramural programs. For both of these items, responses were difficult to interpret because of the high percentage of "neutral" responses. Brazosport College is currently addressing childcare needs through the construction of the Child Development Center. Responses on intramural programs showed a lower level of satisfaction, but this item was also rated low in importance by a majority of respondents.

In individual reports about college programs, participants rated the Small Business Development Center, Community Education, and Center for Business/Industry Training very highly. While the number of responses from clients in the Small Business Development Center was somewhat low, 97.5% of the respondents rated the consulting services as "very good" or "excellent". For Community Education, 96% of the respondents reported that they were satisfied with their courses. The Center for Business/Industry Training was also rated highly with 91.5% of the respondents indicating that they were satisfied with their courses.

Student Satisfaction Inventory Responses for Selected Items

Each spring semester, the Institutional Research Office administers the Gulf Coast Consortium Student Satisfaction Inventory (SSI) to randomly selected credit classes at Brazosport College. This inventory asks about student satisfaction on a forty-six item survey. In preparing this report, college staff reviewed the data from the inventory and selected ten key areas for presentation. These areas include the following:

Academic Advising	Personal Safety/Security
Access to PCs and Computer Labs	Intramural Program
Library/Learning Resources	Tutorial Program
Childcare Services	Attitude of Faculty/Staff to Students
Condition/Appearance of Building and Grounds	Quality of Education

For the Spring Semester 2001, 169 students responded to the Student Satisfaction Inventory. These respondents shared the following characteristics:

- 84.6% would choose Brazosport College again
- 51.6% were less than 26 years of age
- 55.9% had taken at most 24 credit hours
- Gender was evenly split and representative of the college population
- Ethnicity was also representative of the entire college population with 69.5% Caucasian and 30.5% minority
- Student employment included 51.2% full time, 29.6% part time, and 20.2% not employed
- 43.2% wished to transfer
- 30.8% wished to obtain an Associate degree
- 41.8% were married
- 41.7% had a household income of \$33,460 or less
- 37.3% had transfer hours
- 45.9% were first generation college students

The following tables list responses for the ten selected areas for the past four years (1998-2001). There are seven separate items that are a part of academic advising and counseling.

Academic Advising/Counseling

SSI-36 Academic advising/course planning						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
1998	2.0	4.5	20.3	46.3	26.8	73.1
1999	2.6	4.8	24.5	41.0	27.1	78.1
2000	1.5	4.6	25.5	46.9	21.4	68.3
2001	1.3	4.0	18.5	48.3	27.8	76.1

SSI-37 Assistance provided by staff during admission/registration						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
1998	2.4	2.8	14.7	46.8	33.3	80.1
1999	2.6	4.3	20.8	42.0	30.3	72.3
2000	0.0	4.1	23.4	48.2	24.4	72.6
2001	0.7	3.9	15.1	49.3	30.9	80.2

SSI-38 Admission procedures						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
1998	2.0	2.4	19.5	46.2	29.9	76.1
1999	4.3	3.0	28.3	43.8	20.6	64.4
2000	1.0	3.4	28.3	47.3	20.0	67.3
2001	3.3	2.0	24.0	43.8	26.1	69.9

SSI-39 Availability of 4-year institution transfer plans						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
1998	1.0	4.9	37.7	34.8	21.6	56.4
1999	0.5	2.5	39.1	41.6	16.3	57.9
2000	0.0	4.2	29.3	41.9	24.6	66.5
2001	1.5	2.2	27.6	40.3	28.4	68.7

SSI-40 Personal counseling						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
1998	1.8	3.7	27.9	36.5	30.1	66.6
1999	0.9	6.6	32.4	65.7	24.4	60.1
2000	3.1	3.1	33.3	37.5	22.9	60.4
2001	1.4	2.1	31.3	38.9	26.4	65.3

SSI-41 Vocational guidance/career planning						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
1998	1.5	4.4	23.9	42.4	27.8	70.2
1999	1.0	4.4	42.0	32.7	20.0	52.7
2000	1.1	5.1	33.3	42.4	18.1	60.5
2001	2.2	0.7	32.8	41.6	22.6	64.2

SSI-42 Availability of your advisor						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
1998	2.5	2.5	29.7	40.2	25.1	65.3
1999	1.8	6.0	30.3	39.9	22.0	61.9
2000	2.1	8.2	25.3	43.3	21.1	64.4
2001	2.0	3.4	28.6	40.1	25.9	66.0

As these tables show, students are generally satisfied with 60-80% percent of the respondents reporting that they are either "satisfied" or "very satisfied" with these services. In two key areas with lower satisfaction, "personal counseling" and "vocational guidance/career planning", "neutral" ratings may indicate that respondents have not used those services. Of the seven items comprising academic advising/counseling, four of these received their highest satisfaction rating in the spring 2001 survey.

Access to PCs and Computer Labs

SSI-73 Access to computers and/or computer labs						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
1998	2.5	1.7	17.8	39.0	39.0	78.0
1999	0.9	3.0	19.1	46.5	30.4	76.9
2000	1.0	3.0	20.1	43.7	32.2	75.9
2001	1.4	1.4	19.2	43.8	34.2	78.0

This is an area that has received a great deal of attention in the college Technology Plan, and student responses indicate a high level of satisfaction with access to computers and labs.

Library/Learning Services

SSI-77 Library/learning resource center facilities						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
1998	1.3	2.2	22.7	37.6	36.2	73.8
1999	0.4	2.2	15.6	45.5	36.4	81.9
2000	2.9	1.5	18.0	45.6	32.0	77.6
2001	1.3	2.0	15.0	44.4	37.1	81.5

Library/learning services is also an area that is rated highly with over 81.5% of the students reporting that they are "satisfied" or "very satisfied" with these services. Similar responses have been received in a separate Library Survey where almost 70% of the respondents reported that they were either "satisfied" or "very satisfied" with the overall performance/service of the library.

Childcare Services

SSI-68 Childcare services						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
1998	8.7	4.0	49.0	24.8	13.4	38.2
1999	7.8	2.3	56.3	22.7	10.9	33.6
2000	4.7	3.9	46.9	25.8	18.8	44.6
2001	7.1	0.0	47.5	26.3	19.2	45.5

Childcare services is one of the areas of least satisfaction. This is one of the two areas where the college services are rated with a dissatisfied percentage of over 7%. Since the college does not presently offer these services, the high "neutral" percentages may reflect this lack of experience with campus childcare. This is a measure that will

continue to be tracked with the opening of the Child Development Center in the Fall Semester, 2002.

Condition/Appearance of Building/Grounds

SSI-82 Condition/appearance of buildings/grounds						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
1998	1.2	1.6	20.7	41.5	65.0	76.5
1999	0.9	2.2	19.3	40.4	37.3	77.7
2000	1.0	4.6	16.8	46.2	31.5	77.7
2001	2.7	0.7	16.0	38.7	42.0	80.7

This is an area that has consistently been highly rated with 80.7% of the respondents in the 2001 survey indicating that they were either “satisfied” or “very satisfied” with building and grounds.

Personal Security/Safety

SSI-51 Personal security/safety at the college						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
1998	2.4	3.2	17.4	45.3	31.6	76.9
1999	0.9	5.8	22.9	46.2	24.2	70.4
2000	0.5	3.0	25.0	42.5	29.0	71.5
2001	0.7	2.6	23.8	42.4	30.5	72.9

Personal security/safety is one of the areas that has received attention with the addition of lighting in the parking lots and increased visibility of security officers. The percentage of students who report that they are dissatisfied with personal security/safety has decreased since 1998.

Intramural Programs

SSI-76 Recreational and/or intramural programs						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
1998	3.3	5.3	47.4	28.9	15.1	44.0
1999	4.2	0.0	56.3	25.0	14.6	39.6
2000	2.2	4.4	49.6	27.4	16.3	43.7
2001	5.3	1.1	50.5	23.2	20.0	43.2

This item had a number of missing responses, where students did not mark a response. This question also had a high percentage of "neutral" responses suggesting that not many respondents to the survey participated in these programs. If the “no responses” and “neutral” responses are discounted, 89.3% of those who actually responded were either "satisfied" or "very satisfied" with this program. This item was also rated low in importance to most respondents.

Tutorial Programs

SSI-78 Tutorial programs						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
1998	2.6	3.7	34.9	38.1	20.6	58.7
1999	0.5	1.1	38.5	39.0	20.9	59.9
2000	1.8	4.8	39.3	34.5	19.6	54.1
2001	1.6	1.6	40.2	30.3	26.2	56.5

The tutorial program like childcare and intramural program shows a large number of “neutral” responses, indicating that many respondents may not have experience with this program. It does not appear that students were dissatisfied with the program since the percentage of respondents who reported that they were dissatisfied is 3.2% or six students in the sample. The tutorial report done by the Learning Assistance Center and shared with the Board shows a high level of satisfaction among those students who participated in tutoring activities.

Attitude of Faculty and Staff to Students

There are four different items for the attitude of faculty and staff to students.

SSI-55 Attitude of non-teaching staff towards students						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
1998	2.6	2.6	30.9	39.6	24.3	63.9
1999	0.9	2.3	38.5	39.0	20.9	59.9

2000	1.6	6.5	36.0	36.0	19.9	55.9
2001	1.4	3.4	33.1	35.9	26.2	62.1

SSI-56 Attitude of faculty/staff toward students of your racial/ethnic background						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
1998	2.7	0.4	27.4	39.5	30.0	69.5
1999	0.9	1.4	37.0	39.8	20.8	60.6
2000	0.5	1.6	34.9	44.1	18.8	62.9
2001	1.4	0.7	32.4	39.4	26.1	65.5

SSI-57 Attitude of faculty/staff toward students taking developmental courses						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
1998	3.5	3.0	32.2	36.6	24.8	61.4
1999	2.2	2.2	40.7	40.1	14.8	54.9
2000	0.6	4.1	43.2	33.1	18.9	52.0
2001	1.4	1.4	31.9	38.4	26.8	65.2

SSI-58 Attitude of faculty/staff toward students with disabilities						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
1998	2.3	2.3	36.9	34.1	24.4	58.5
1999	0.0	1.2	42.9	35.9	20.0	55.9
2000	0.0	2.0	35.5	42.1	20.4	62.5
2001	2.5	1.6	27.0	39.3	29.5	68.8

SSI-59 Attitude of faculty/staff toward students of your gender						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
1998	0.9	1.8	33.5	35.3	28.5	63.8
1999	0.0	1.4	35.1	40.3	23.2	63.5
2000	0.5	1.6	31.1	46.8	20.0	66.8
2001	2.2	0.7	30.9	38.8	27.3	66.1

For some of these items, there were a large number of missing responses and a high level of “neutral” responses. While these responses make it difficult to interpret this information, the dissatisfaction responses are low for all of these items.

Quality of Education

SSI-83 If you had to do it again, would you choose Brazosport College?						
Year	Definitely Not	Probably Not	Undecided	Probably Yes	Definitely Yes	Probably +Definitely Yes
1998	2.2	3.7	15.6	48.7	29.7	78.4
1999	1.6	6.9	11.3	48.6	31.6	80.2
2000	1.8	5.8	15.0	38.1	39.4	77.5
2001	1.2	5.3	8.9	42.6	42.0	84.6

SSI-84 What is your overall impression of the quality of education at this college?						
Year	Very Inadequate	Below Average	Average	Good	Excellent	Good + Excellent
1998	1.1	2.2	20.8	57.2	18.6	75.8
1999	0.0	2.8	27.2	53.3	16.7	70.0
2000	0.4	1.8	28.6	48.5	20.7	69.2
2001	1.2	1.8	20.1	47.9	29.0	76.9

These two summary questions ask whether students would choose Brazosport College again and the perceived quality of the education offered here. The 2001 survey results reflect the highest “good” and “excellent” ratings on quality of education that have been received over the past four years.

Conclusions and Implications

The data from the Student Satisfaction Inventory suggest that, for the most part, students are satisfied with the services that are listed in this report. For most of these services, fewer than 5.5% or ten students out of the sample of 169 students reported that they were dissatisfied with any of these services. Two areas received somewhat higher marks for dissatisfaction, childcare services and intramural programs. Brazosport College is addressing the need for campus childcare, and it is expected that this rating will remain low until the Child Development Center is available. While intramural programs receive a somewhat lower satisfaction rating it was also rated as being low in importance to many respondents.

Small Business Development Center (SBDC)

Satisfaction Report

June 2000 to June 2001

The SBDC offers consulting service to small business clients. Consultants provide assistance to clients who are starting and operating a business. From June 2000 to June 2001, clients responded to their satisfaction with SBDC services. Evaluations were given to the clients to complete and return to the SBDC.

The survey has a series of items that relate to the quality of SBDC services to the clients. One question is related to the satisfaction of the client with the consultant. Forty clients completed and returned surveys.

Item	Yes	No	Unsure
1. Were you in business when you came to the SBDC?	32 80%	8 20%	0 0%
2. Did your request receive prompt attention?	40 100%	0 0%	0 0%
3. Was the consultant able to meet with you within a reasonable amount of time?	40 100%	0 0%	0 0%
4. Did the consultant have the skills needed to advise you or make the appropriate referral?	39 97.5%	0 0%	1 2.5%
5. Did you receive specific recommendations from your consultant?	37 92.5%	1 2.5%	2 5%
6. Will you continue to work with your consultant?	28 70%	4 10%	8 20%
7. Would you recommend the SBDC to others?	40 100%	0 0%	0 0%

Item	Excellent	Very Good	Good	Fair	Poor
In general, how would you rate the consulting services you received at the SBDC?	25 62.5%	14 35%	1 2.5%	0 0%	0 0%

These responses indicate that clients were satisfied with consulting services with a 97.5% rating of "Very Good" or "Excellent."

Continuing Education - Course/Instructor Evaluations
Satisfaction Report
February 2000 to August 2001

Each Community Education (CE) class instructor administers a Course Evaluation Survey at the last class meeting to determine satisfaction with course delivery. These student responses were summarized by the Institutional Research Office. This report includes a summary of all forms received between February 2000 and August 2001. During this period 1,186 students completed a Course Evaluation Survey.

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?	96.0%
2. Was your instructor well-prepared for the course?	97.0%
3. Did the course meet your training and/or personal needs?	94.4%
4. Did the teacher make the goals and objectives clear at the beginning of the course?	95.7%
5. Would you recommend this course to others?	96.1%
6. Were the facilities adequate for the course?*	90.6%

**CE Center opened in October of 2000.*

These positive responses suggest that students were satisfied with CE courses with 96% of the students responding "Yes" when asked if they were satisfied with their courses.

Center for Business/Industry Training (CBIT)

Satisfaction Report

January – August, 2001

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. Over 630 participants in training 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

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Str. Agree + Agree
	Count/%	Count/%	Count/%	Count/%	Count/%	%
Overall, I was satisfied with the pre-course activities	193 30.7	357 56.8	60 9.5	17 2.7	2 0.3	87.5
I had the information required to register and begin this course	240 38.0	362 57.3	20 3.2	8 1.3	2 0.3	95.3
The facility was satisfactory	242 38.1	315 49.6	42 6.6	34 5.4	2 0.3	87.7
From the time I first tried to register - the timeframe was reasonable	234 37.2	325 51.7	39 6.2	25 4.0	6 1.0	88.9
I clearly understood the course objectives	260 40.6	347 54.2	27 4.2	5 0.8	1 0.2	94.8
The course met all of its stated objectives	270 42.3	329 51.5	34 5.3	6 0.9	0 0.0	93.8
The delivery method(s) was an effective way for me to learn this subject matter	265 41.5	334 52.3	25 3.9	14 2.2	1 0.2	93.8
Participant materials were useful during this course	250 39.2	313 49.1	53 8.3	21 3.3	1 0.2	88.3
Total time in class was appropriate for this course	208 32.5	304 47.5	79 12.3	41 6.4	8 1.3	80.0
The course content was logically organized	234 37.1	344 54.6	44 7.0	6 1.0	2 0.3	91.7
The balance of time between lecture and other learning methods was effective	243 38.2	301 47.3	65 10.2	23 3.6	4 0.6	85.5
Overall, instructor A was effective	342 57.7	221 37.3	22 3.7	7 1.2	1 0.2	95.0
Overall, instructor B was effective	170 49.1	141 40.8	30 8.7	3 0.9	2 0.6	89.9

My knowledge &/or skills increased as a result of this course	285 44.5	299 46.7	45 7.0	11 1.7	0 0.0	91.2
The knowledge &/or skills gained through this course are directly applicable to my job	302 47.3	284 44.5	45 7.1	7 1.1	0 0.0	91.8
Overall, I was satisfied with this course	268 41.9	317 49.6	43 6.7	10 1.6	1 0.2	91.5

The responses to these items reflect a high level of satisfaction with all sixteen items. The “Strongly Agree” and “Agree” choices were calculated and appear in the last column of the table. Over 85% of the respondents expressed satisfaction with the all items except for “total time in class was appropriate.” This was not unexpected 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 91.5% of the respondents indicating that they either "Strongly Agree" and "Agree" that they were satisfied with their courses.