

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 have been presented quarterly and included 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 second year of quarterly reports to the Board. It covers key areas of student satisfaction from the Student Satisfaction Inventory and individual reports from the Small Business Development Center, Community Education, and the Center for Business and Industry Training. In the past, we have also surveyed community members, Rotary Clubs, school district counselors, and members of college advisory committees.

This report is from the Student Satisfaction Inventory and lists student responses to the inventory for the past four years (1999-2002). 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 high percentage of “neutral” responses, perhaps indicating that students did not have experience with this service. Student dissatisfaction was very low on most items. Only three items showed a

dissatisfaction level of more than 6%, indicating that more than 16 students in the sample of 266 respondents were dissatisfied with the service. These three items were childcare services, appearance of buildings and grounds, and tutorial programs. For all of these items, responses were difficult to interpret because of the high percentage of "neutral" responses. A larger percentage of students also responded "undecided" and "definitely/probably not" as to whether they would choose Brazosport College again. While some of these areas such as childcare and tutorial services have been addressed, focus group sessions with selected groups of students are planned to see if there are specific suggestions for improvements in these areas.

In individual reports about college programs, participants rated the Small Business Development Center, Community Education, and the Center for Business/Industry Training very highly. While the number of responses from clients in the Small Business Development Center was somewhat low, 94% of the respondents rated the consulting services as "very good" or "excellent". For Community Education, 98.7% of the respondents reported that they were satisfied with their courses. The Center for Business/Industry Training was also rated highly with 93.9% 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 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 2002, 266 students responded to the Student Satisfaction Inventory. Respondents were selected by class based on faculty participation in the selection process. These respondents shared the following characteristics:

- 66.2% would choose Brazosport College again
- 79.4% were less than 26 years of age
- 61.9% had taken at most 24 credit hours
- 56.2% wished to transfer
- 22.4% wished to obtain an Associate degree
- 21.2% were married
- 46.6% had a household income of \$33,460 or less
- 33.5% had transfer hours
- 39.6% were first generation college students
- Low cost and convenient location were the two primary reasons for attending Brazosport College

The following tables list responses for the ten selected areas for the past four years (1999-2002). 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
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
2002	1.6	4.3	28.3	40.6	25.1	65.7

SSI-37 Assistance provided by staff during admission/registration						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2002	1.6	1.6	21.2	46.7	28.8	75.5

SSI-38 Admission procedures						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2002	1.6	2.7	25.3	45.2	25.3	70.5

SSI-39 Availability of 4-year institution transfer plans						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2002	3.0	0.0	21.6	50.3	25.1	75.4

SSI-40 Personal counseling						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2002	0.6	0.6	30.6	43.3	24.8	68.1

SSI-41 Vocational guidance/career planning						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2002	0.7	1.4	35.1	42.6	20.3	62.9

SSI-42 Availability of your advisor						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2002	1.8	2.5	26.4	42.3	27.0	69.3

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. Of the seven items comprising academic advising/counseling, four of these received their highest satisfaction rating for the last four years in the spring 2002 survey.

In two areas with lower satisfaction "academic advising/course planning" and "assistance provided by staff during admission/registration", an increase in "neutral" responses from last year may indicate respondents have not used those services.

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
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
2002	2.3	0.0	20.5	47.4	29.8	77.2

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. Providing newer technology and additional computers for students is one of the goals of the Title V grant.

Library/Learning Services

SSI-77 Library/learning resource center facilities						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2002	3.1	1.3	24.9	38.7	32.0	70.7

Library/learning services is also an area that is rated highly with 70.7 % 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. There is an increase in percentage of "neutral" responses over previous years.

Childcare Services

SSI-68 Childcare services						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2002	4.9	3.9	40.2	35.3	15.7	51.0

Childcare services is one of the areas of least satisfaction. This is the area that has received the highest dissatisfied percentage over the past years. Since the college did not offer these services when these surveys were administered, the high "neutral" percentages may reflect the lack of experience with campus childcare. With the opening of the Child Development Center in the Fall Semester, 2002, responses to this item should be more reflective of student's satisfaction with this campus service in the future.

Condition/Appearance of Building/Grounds

SSI-82 Condition/appearance of buildings/grounds						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2002	3.3	2.8	30.2	41.4	22.3	63.7

This item shows a decrease in the satisfaction rating over previous years. While additional information would be needed to determine all of the reasons for this decrease, one of the changes over previous years is the construction site for the Children's Center and Corporate Learning Center. This item will be explored in focus groups and reviewed with the administration of the next satisfaction survey.

Personal Security/Safety

SSI-51 Personal security/safety at the college						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2002	0.6	1.1	25.0	42.2	31.1	73.3

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 satisfied with personal security/safety has increased since 1999.

Intramural Programs

SSI-76 Recreational and/or intramural programs						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2002	1.7	0.9	43.6	41.9	12.0	53.9

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 many respondents did not have experience with these programs. This item shows an increase in satisfaction levels this year.

Tutorial Programs

SSI-78 Tutorial programs						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2002	1.7	6.2	42.9	31.1	18.1	49.2

The tutorial program like the childcare and intramural programs shows a large number of “neutral” responses, indicating that many respondents may not have experience with this program. 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. In this survey, this item shows an increase in the percentage of "dissatisfied" responses. This is likely due to the lack of availability of tutors, and it is anticipated that recent changes to pay rates for tutors will lead to improvements in this area.

Attitude of Faculty and Staff to Students

There are five different items inquiring about the attitude of faculty and staff toward students.

SSI-55 Attitude of non-teaching staff towards students						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2002	0.6	0.6	25.9	46.9	25.9	72.8

SSI-56 Attitude of faculty/staff toward students of your racial/ethnic background						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2002	1.2	0.6	31.7	40.2	26.2	66.4

SSI-57 Attitude of faculty/staff toward students taking developmental courses						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2002	0.7	2.0	34.0	42.5	20.9	63.4

SSI-58 Attitude of faculty/staff toward students with disabilities						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2002	0.7	1.3	28.9	45.6	23.5	69.1

SSI-59 Attitude of faculty/staff toward students of your gender						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2002	0.0	0.0	30.7	42.9	26.4	69.3

For some of these items, there were a large number of missing and “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
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
2002	5.8	8.1	20.0	40.0	26.2	66.2

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
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
2002	0.8	3.1	26.8	49.4	19.9	69.3

These two summary questions ask whether students would choose Brazosport College again and the perceived quality of the education offered here. There is an increase in the number of "undecided" and "definitely/probably not" responses to the item on "If you had to do it again, would you choose Brazosport College". The sample of respondents in the 2002 survey were younger and included more concurrent/dual credit

students. These students may have plans to transfer to another college following graduation from high school leading them to choose one of these responses. This is a topic that will be discussed in focus group sessions with students. Student responses to "overall impression of the quality of education at this college" were comparable to previous years.

Conclusions and Implications

The data from the Student Satisfaction Inventory suggests that, for the most part, students are satisfied with the services that are included in this report. For the majority of these services, fewer than 6% or 16 students out of the sample of 266 students reported dissatisfaction with services. Three areas received somewhat higher marks for dissatisfaction. These were the following: childcare services, appearance of buildings/grounds, and tutorial programs. The item on choice of Brazosport College was also rated lower than previous years. Brazosport College has addressed the need for campus childcare with the recent opening of the Children's Center. The items on appearance of buildings/ground, and tutorial program, and choice of Brazosport College will receive additional attention with focus groups of students to determine if improvements are needed in these areas.

Small Business Development Center (SBDC)

Satisfaction Report

June 2001 to June 2002

The SBDC offers consulting service to small business clients. Consultants provide assistance to clients who are starting and operating a business. From June 2001 to June 2002, clients responded to their satisfaction with SBDC services. Evaluations were given to clients to complete and return to the SBDC.

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

Sixteen clients completed and returned surveys.

Item	Yes	No	Unsure
1. Were you in business when you came to the SBDC?	9 56%	7 44%	0
2. Were you contacted in a timely manner?	16 100%	0	0
3. Was the consultant able to meet with you within a reasonable amount of time?	16 100%	0	0
4. Did the consultant have the skills needed to advise you or make the appropriate referral?	16 100%	0	0
5. Did you receive specific recommendations from your consultant?	16 100%	0	0
6. Will you continue to work with your consultant?	14 88%	1 6%	1 6%
7. Would you recommend the SBDC to others?	15 94%	0	1 6%

Item	Excellent	Very Good	Good	Fair	Poor
In general, how would you rate the consulting services you received at the SBDC?	11 69%	4 25%	1 6%	0	0

These responses indicate that clients were satisfied with consulting services with a 94% rating of "Very Good" or "Excellent."

Continuing Education - Course/Instructor Evaluations

Satisfaction Report

September 2001 to August 2002

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 September 2001 and August 2002. During this period, 821 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?	98.7%
2. Was your instructor well-prepared for the course?	99.5%
3. Did the course meet your training and/or personal needs?	96.2%
4. Did the teacher make the goals and objectives clear at the beginning of the course?	98.6%
5. Would you recommend this course to others?	99.1%
6. Were the facilities adequate for the course?*	97.7%

These positive responses suggest that students were satisfied with CE courses with 98% of the students responding "Yes" when asked if they were satisfied with their courses.

Center for Business/Industry Training (CBIT)
Satisfaction Report
January – August, 2002

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-August, 2002, 1,832 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	655 36.3	935 51.9	161 8.9	44 2.4	7 0.4	88.2
I had the information required to register and begin this course	769 42.4	969 53.5	45 2.5	21 1.2	8 0.4	95.9
The facility was satisfactory	783 43.4	864 47.8	80 4.4	70 3.9	9 0.5	91.2
From the time I first tried to register - the timeframe was reasonable	776 43.1	855 47.5	88 4.9	70 3.9	11 0.6	90.6
I clearly understood the course objectives	740 40.5	978 53.6	91 5.0	15 0.8	2 0.1	94.1
The course met all of its stated objectives	734 40.4	986 54.3	74 4.1	18 1.0	3 0.2	94.7
The delivery method(s) was an effective way for me to learn this subject matter	832 45.5	898 49.1	66 3.6	23 1.3	10 0.5	94.6
Participant materials were useful during this course	757 41.5	880 48.3	140 7.7	40 2.2	6 0.3	89.8
Total time in class was appropriate for this course	609 33.3	934 51.0	140 7.6	129 7.0	19 1.0	84.3
The course content was logically organized	740 41.1	970 53.8	61 3.4	23 1.3	8 0.5	94.9
The balance of time between lecture and other learning methods was effective	743 40.9	903 49.7	111 6.1	52 2.9	9 0.5	90.6
Overall, instructor A was effective	1087 61.2	649 36.6	25 1.4	10 0.6	4 0.2	97.8
Overall, instructor B was effective	440 53.3	348 42.1	31 3.8	5 0.6	2 0.2	90.4
My knowledge &/or skills increased as a result of this course	875 48.1	844 46.3	79 4.3	20 1.1	3 0.2	94.4
The knowledge &/or skills gained through this course are directly applicable to my job	914 50.3	801 44.1	88 4.8	11 0.6	2 0.1	94.4
Overall, I was satisfied with this course	823 45.4	878 48.5	92 5.1	16 0.9	3 0.2	93.9

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 88% of the respondents expressed satisfaction with the all items except for “total time in class was appropriate” for the second consecutive year. 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 93.9% of the respondents indicating that they either "Strongly Agree" and "Agree" that they were satisfied with their courses.