

**Report on Satisfaction with College Programs and Services**  
**Executive Summary**  
**September 2004**

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 - September
- Report on State Performance Measures - December
- Report on Enrollment Trends - March
- Report on Performance - June

This report begins the fourth year of quarterly reports to the Board. It covers key areas of student satisfaction from the Gulf Coast Standard Student Survey (Satisfaction Survey) 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. Additional information was gathered for this report from two new sources. Information from a focus group of selected students who met to discuss the intramural program, academic counseling, personal security/safety, attitude of faculty and staff, and child care services is included. Information is also included from the Community College Survey of Student Engagement (CCSSE).

The first section of the report is from the Gulf Coast Standard Student Survey and lists student responses to the survey for the past four years (2001-2004). While the survey has 46 items, ten key areas were selected for presentation. 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 program or service may have a high percentage of “neutral” responses, perhaps indicating that students did not have

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experiences with this program or service. Student dissatisfaction continues to be very low on most items. Only six items had a dissatisfaction level of more than 7%, indicating that at least 9 students in the sample of 134 respondents were dissatisfied with the service. This year's report includes a table which compares Brazosport College results with the Gulf Coast Consortium colleges that participated in the survey.

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, using a different survey instrument this year, was somewhat low, 100% of the respondents indicated they would recommend the SBDC. For Community Education, 96.1% of the respondents reported that they were satisfied with their courses. The Center for Business/Industry Training was also rated highly with 94.6% of the respondents indicating that they were satisfied with their courses.

## **Gulf Coast Consortium Standard Student Survey Responses to Selected Items**

Each spring semester, the Institutional Research Office administers the Gulf Coast Consortium Standard Student Survey (Satisfaction Survey) 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 survey 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 2004, 134 students responded to the Gulf Coast Standard Student Survey. Respondents were selected by class based on faculty participation in the selection process.

- The top four major reasons for attending Brazosport College were: convenient location, offered courses at the times wanted, could work while attending, and availability of courses needed.
- If respondents had to start college over, 81% of the respondents would definitely or probably choose Brazosport College again.
- 73.5% of the respondents considered the quality of education at Brazosport College as good or excellent.
- Most respondents were day-only students (43.8%) and female (56.7%)
- One-third of the respondents were employed full time.
- 42.7% of the respondents listed obtaining an associate's degree as their major educational goal
- 60.3% of the respondents were single.
- Most respondents lived in a household that had 4 occupants (74.6%).
- 28.2% had a pre-school age child living with them.
- The transfer college of choice was UHCL.
- 53.2% were first-generation students.
- Most were 21 years of age or less (41.3%).
- 15.7% of the respondents were eligible for food stamps.

The following tables list responses for the ten selected areas for the past four years (2001-2004). The first seven are 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
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
2003	4.0	2.9	23.2	44.6	25.4	70.0
2004	4.4	3.5	27.0	29.6	35.6	65.2

SSI-37 Assistance provided by staff during admission/registration						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2003	2.8	2.1	21.4	46.3	27.4	73.7
2004	3.4	4.2	25.4	31.4	35.6	67.0

SSI-38 Admission procedures						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2001	3.3	2.0	24.8	43.8	26.1	69.9
2002	1.6	2.7	25.3	45.2	25.3	70.5
2003	2.8	2.1	24.9	48.1	22.1	70.2
2004	4.3	2.6	30.2	36.2	26.7	62.9

SSI-39 Availability of 4-year institution transfer plans						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2003	3.0	4.5	27.5	36.4	28.6	65.0
2004	5.7	0.9	31.1	33.0	29.3	62.3

SSI-40 Personal counseling						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2003	3.0	3.8	29.3	38.7	25.2	63.9
2004	3.7	1.8	31.2	34.9	28.4	63.3

SSI-41 Vocational guidance/career planning						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2003	2.0	3.2	35.6	37.7	21.5	59.2
2004	3.6	0.9	36.4	33.6	25.5	59.1

SSI-42 Availability of your advisor						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2003	2.6	5.2	24.4	40.4	27.4	67.8
2004	4.5	1.8	32.4	36.9	24.3	61.3

### 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
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
2003	1.8	1.5	17.2	41.4	38.1	79.5
2004	2.6	0.9	22.4	38.8	35.3	74.1

### Library/Learning Services

SSI-77 Library/learning resource center facilities						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2001	1.3	2.0	15.2	44.4	37.1	81.5
2002	3.1	1.3	24.9	38.7	32.0	70.7
2003	2.1	1.1	17.7	44.3	34.8	79.1
2004	3.3	0.0	17.9	41.5	37.4	78.9

### Childcare Services

SSI-68 Childcare services						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2003	3.7	2.1	40.2	31.2	22.8	54.0
2004	4.6	2.3	41.4	28.7	23.0	51.7

### Condition/Appearance of Building/Grounds

SSI-82 Condition/appearance of buildings/grounds						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2003	3.2	1.4	18.2	45.4	31.8	77.2
2004	3.5	3.5	22.4	42.2	28.5	70.7

### Personal Security/Safety

SSI-51 Personal security/safety at the college						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2003	2.1	3.5	26.1	43.8	24.4	68.2
2004	3.5	4.4	22.8	42.1	27.2	69.3

### Intramural Programs

SSI-76 Recreational and/or intramural programs						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2003	3.6	3.6	47.2	29.4	16.2	45.6
2004	5.6	2.3	52.8	24.7	14.6	39.3

### Tutorial Programs

SSI-78 Tutorial programs						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2003	2.5	1.6	31.3	41.6	23.0	64.6
2004	3.8	2.8	31.1	34.0	28.3	62.3

### 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
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
2003	3.3	2.6	30.3	45.6	18.2	63.8
2004	3.5	1.7	34.5	35.3	25.0	60.3

SSI-56 Attitude of faculty/staff toward students of your racial/ethnic background						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2003	3.4	1.1	26.7	43.9	24.8	68.7
2004	2.7	0.9	36.9	34.2	25.2	59.5

SSI-57 Attitude of faculty/staff toward students taking developmental courses						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2003	2.0	2.0	31.6	41.8	22.5	64.3
2004	3.9	2.0	36.3	27.5	30.4	57.8

SSI-58 Attitude of faculty/staff toward students with disabilities						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2003	2.7	0.9	34.1	39.4	23.0	62.4
2004	4.0	0.0	37.4	25.3	33.3	58.6

SSI-59 Attitude of faculty/staff toward students of your gender						
Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
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
2003	2.3	1.5	29.9	41.0	25.3	66.3
2004	2.7	0.0	36.3	27.4	33.6	61.1

### 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
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
2003	4.7	5.1	9.1	45.1	36.0	81.1
2004	0.8	7.6	10.6	43.9	37.1	81.0

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
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
2003	1.0	2.4	21.7	47.8	27.1	74.9
2004	1.5	1.5	23.5	46.2	27.3	73.5

## Comparison of Selected Satisfaction Items to the Gulf Coast Consortium

The following tables show how the results from Brazosport College compare to participating colleges in the Gulf Coast Consortium.

Item	<b>Satisfied &amp; Very Satisfied Combined (Percents)</b>	
	<b>Brazosport College</b>	<b>Consortium</b>
Academic advising/course planning	65.3	65.7
Assistance provided by staff during admission/registration	67.0	68.9
Admission procedures	63.0	68.2
Availability of 4-year institution transfer plans	62.3	67.1
Personal counseling	63.3	60.1
Vocational guidance/career planning	58.1	56.6
Availability of your advisor	61.3	63.0
Access to computers and/or computer labs	74.1	73.1
Library/learning resource center facilities	78.9	74.5
Childcare services	51.7	50.7
Condition/appearance of buildings/grounds	70.7	70.1
Personal security/safety at the college	69.3	70.4
Recreational and/or intramural programs	39.3	44.2
Tutorial programs	62.3	55.9
Attitude of non-teaching staff towards students	60.3	63.7
Attitude of faculty/staff toward students of your racial/ethnic background	59.5	65.6
Attitude of faculty/staff toward students taking developmental courses	57.8	62.0
Attitude of faculty/staff toward students with disabilities	58.6	62.1
Attitude of faculty/staff toward students of your gender	61.1	66.9

Item	<b>Probably Yes and Definitely Yes Combined (Percents)</b>	
	<b>Brazosport College</b>	<b>Consortium</b>
If you had to do it again, would you choose Brazosport College?	81.0	78.4

	<b>Good and Excellent Combined (Percents)</b>	
<b>Item</b>	<b>Brazosport College</b>	<b>Consortium</b>
What is your overall impression of the quality of education at this college?	73.5	73.8

### **Summary**

The Gulf Coast Standard Student Survey provides information about student satisfaction with a number of college programs and services. Data from the 2003 report showed the need for additional information about some programs and services. Based on the responses to last year's report, student focus groups were convened to review several areas that showed slightly lower percentages of satisfaction. Students were asked for more information regarding academic counseling, the intramural program, personal security, attitudes of faculty and staff, and childcare services. While there were not specific areas for improvement identified, several suggestions from the focus groups have been implemented. These include more publicity about the *Discover* system, more information about financial aid, more publicity about the intramural program, and inside patrols by security officers.

While overall responses continue to be very positive in the 2004 report, there are increases in the percentages of "neutral" responses in several areas. "Neutral" responses are difficult to interpret indicating students do not have experience with this program or service. The shift to "neutral" responses seems to have also decreased the percentages of "satisfied/very satisfied" responses in several areas. There are also some increases in "dissatisfied" responses. Some of these were anticipated with the move of Student Services during the renovation of downstairs area in the spring. Renovation/construction projects continued with B-wing renovation and construction of the Music Performance Center, perhaps affecting responses on building and grounds. Also, the number of respondents to the 2004 survey was 134 with no more than 9 students indicating dissatisfaction with any single item. This is a smaller sample than the 302 respondents in the 2003 survey. With a smaller sample, slight changes in responses could have a significant affect on percentages reported.

The Community College Survey of Student Engagement (CCSSE) was also administered in the spring semester. This survey has eleven satisfaction items, four of which are related to satisfaction with counseling and advising. For all four of these items Brazosport College rated favorably with our percentages being higher than the average for comparable colleges and the average for all colleges participating in the survey.

As a follow up to these survey results, departments will schedule individual student focus groups and ask for student input regarding key items. The Institutional Research Office will also work with departments to increase student participation in responding to the survey.

**Small Business Development Center (SBDC)  
Satisfaction Report on Counseling Services  
June 2003 to June 2004**

The SBDC offers consulting service 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 2003 to June 2004, 37 clients completed and returned surveys. Clients responded to their satisfaction with SBDC services as follows:

SBDC Services were	Number of Responses	Percentage
Prompt	27	100%
Somewhat Prompt	0	0%
Not Prompt	0	0%
Courteous	27	100%
Somewhat Courteous	0	0%
Not Courteous	0	0%
Professional	27	100%
Somewhat Professional	0	0%
Not Professional	0	0%

Item	Excellent	Very Good	Good	Fair	Poor
My working relationship with the SBDC Consultant was	25 68%	11 31%	2 1%	0 0%	0 0%
The business knowledge of the SBDC Consultant was	22 59%	15 40%	1 1%	0 0%	0 0%
The Consultant's response to my needs was	25 67%	12 32%	1 1%	0 0%	0 0%
The SBDC Consultant's suggestions were	18 49%	12 32%	7 19%	0 0%	0 0%
Rate the Consulting Services you Received	24 64%	13 35%	2 1%	0 0%	0 0%

<b>Would you recommend SBDC services?</b>	Yes	No
	100%	0%

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

**Continuing Education - Course/Instructor Evaluations  
Satisfaction Report  
September 2003 to August 2004**

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 2003 and August 2004. For this period, 954 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?	96.1%
2. Was your instructor well-prepared for the course?	96.9%
3. Did the course meet your training and/or personal needs?	92.8%
4. Did the teacher make the goals and objectives clear at the beginning of the course?	96.0%
5. Would you recommend this course to others?	96.0%
6. Were the facilities adequate for the course?*	94.3%

Item	Excellent	Good	Satisfactory	Fair	Poor
The teacher's knowledge of the subject area was	80.6	13.8	2.4	0.5	0.1
The techniques used in the presenting the materials were	63.5	24.3	7.1	1.3	0.6

These positive responses suggest that students were satisfied with CE courses with 96.1% of the students responding "Yes" when asked if they were satisfied with their courses.

**Center for Business/Industry Training (CBIT)**  
**Satisfaction Report**  
**January – July 2004**

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, 2004, 714 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**

	<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	262 37.4	369 52.7	57 8.1	11 1.6	1 .1	90.1
2. I had the information required to register and begin this course	301 43.0	365 52.1	27 3.9	6 .9	1 .1	95.1
3. The facility was satisfactory	398 56.5	276 39.2	12 1.7	15 2.1	3 .4	95.7
4. From the time I first tried to register - the timeframe was reasonable	292 41.8	329 47.1	49 7.0	26 3.7	3 .4	88.8
5. I clearly understood the course objectives	280 39.3	390 54.7	29 4.1	13 1.8	1 .1	94.0
6. The course met all of its stated objectives	287 40.5	378 53.3	35 4.9	8 1.1	1 .1	93.8
7. The delivery method(s) was an effective way for me to learn this subject matter	338 47.4	335 47.0	30 4.2	7 1.0	3 .4	94.4
8. Participant materials were useful during this course	337 47.3	342 48.0	27 3.8	4 .6	2 .3	95.4
9. Total time in class was appropriate for this course	248 34.9	311 43.8	68 9.6	70 9.9	13 1.8	78.7
10. The course content was logically organized	290 41.4	378 53.9	23 3.3	8 1.1	2 .3	95.3
11. The balance of time between lecture and other learning methods was effective	277 39.0	347 48.9	54 7.6	27 3.8	5 .7	87.9
12. Overall, instructor A was effective	432 61.3	255 36.2	13 1.8	4 .6	1 .1	97.4
13. Overall, instructor B was effective	162 53.1	126 41.3	14 4.6	2 .7	1 .3	94.4
14. My knowledge &/or skills increased as a result of this course	319 44.9	348 48.9	33 4.6	8 1.1	3 .4	93.8
15. The knowledge &/or skills gained through this course are directly applicable to my job	334 47.1	341 48.1	31 4.4	1 .1	2 .3	95.2
16. Overall, I was satisfied with this course	321 45.5	347 49.2	31 4.4	4 .6	3 .4	94.6

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. Over 88% of the respondents expressed satisfaction with all items except for question nine for the fourth consecutive year. This 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 94.6% of the respondents indicating that they either "Strongly Agree" or "Agree" and that they were satisfied with their courses.