

Report on Satisfaction with College Programs and Services
Executive Summary
October 2005

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 fifth year of quarterly reports to the Board. It covers key areas of student satisfaction from the Gulf Coast Standard Student Survey (Student Satisfaction Inventory) and individual reports from the Small Business Development Center, Community Education, and the 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. As a follow-up to satisfaction surveys, student focus groups have been used for additional information about specific items. Also included in this report is additional information 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 five years (2001-2005). While the survey has 48 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 these survey results show, students are generally “satisfied” or “very satisfied” with these services. Student dissatisfaction continues to be very low on most items. Only three of the items included in this report had a dissatisfaction level of more than 7%, indicating that at least 13 students in the sample of 187 respondents were dissatisfied with the service. The report also includes a table which compares Brazosport College results with the Gulf Coast Consortium colleges that participated in the survey.

For some of the items, the percentage of “neutral” responses was significantly lower than the percentages reported previously. This year’s survey instructions directed respondents to skip a satisfaction response if they did not participate in the activity, program, or service.

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, 100% of the respondents indicated they would recommend the SBDC. For Community Education, 96.5% of the respondents reported that they were satisfied with their courses. The Center for Business/Industry Training was also rated highly with 91.1% 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 (Student Satisfaction Inventory or SSI) to selected credit classes at Brazosport College. This inventory asks about student satisfaction on a forty-eight-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 2005, 187 students responded to the Gulf Coast Standard Student Survey. Respondents were selected by class based on faculty participation in the selection process. The following points were suggested by collecting survey information.

- Two major reasons for attending Brazosport College continue to be cost (66.6%) and convenient location (67.7%). “Offered courses I wanted” and “Could work while attending” were relatively high also.
- If respondents had to start college over, 72.3% of the respondents would definitely or probably choose Brazosport College again. This represents a decrease from the 81.0% reported in 2004.
- 69.2% of the respondents considered the quality of education at Brazosport College as good or excellent, a slight decrease from the 73.5% reported in 2004.
- 54.8% of the respondents were employed full time.
- 41.9% of the respondents listed “Obtaining an associate degree” as their major educational goal followed closely by “Transfer to a four-year institution” (35.8%).
- 62.0% of the respondents were single.
- Most respondents lived in a household that had 4 occupants or fewer (77.0%).
- 22.3% had at least one pre-school age child living with them.
- 28.1% were first-generation students, a significant decrease from the 53.2% reported in 2004.
- Most were 21 years of age or less (48.4%).
- Neither parent had a bachelor’s degree for 68.4% of the respondents.
- 23% of the respondents indicated they received a Pell grant or Texas Public Education Grant.

The following tables list responses for the ten selected areas for the past five years (2001-2005). The first seven are separate items that are a part of academic advising and counseling. For 2005 the survey was changed by adding an engagement section for many of the items. If a respondent was not engaged in the corresponding activity or program, the respondent was instructed to skip the satisfaction section for that item. Prior to this, when one marked “neutral” as a response, it could not be determined if the respondent actually was “in the middle” or did not know because of the lack of experience in the activity or program. By using only satisfaction responses where the respondent was engaged, the “neutral” response is more likely to be “in the middle” and reflect a more accurate interpretation of this response category.

Academic Advising/Counseling

SSI-18 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
2005	0.0	4.9	23.8	52.5	18.9	71.4

SSI-19 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
2005	1.4	3.4	12.2	52.0	31.1	83.1

SSI-20 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
2005	0.0	2.9	19.1	50.0	27.9	77.9

SSI-30 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
2005	1.3	15.0	31.3	27.5	25.0	52.5

SSI-31 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
2005	3.3	5.6	20.0	35.6	35.6	71.2

SSI-32 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
2005	0.0	8.1	28.4	33.8	29.7	63.5

SSI-43 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
2005	0.9	5.6	19.4	45.4	28.7	74.1

Access to Computers and/or Computer Labs

SSI-48 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
2005	0.0	2.4	9.6	40.8	47.2	88.0

Library/Learning Services

SSI-50 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
2005	0.0	1.7	14.9	47.1	36.4	83.5

Childcare Services

SSI-43 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
2005	0.0	6.9	34.5	20.7	37.9	58.6

Condition/Appearance of Building/Grounds

SSI-65 External 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
2005	1.2	4.2	17.9	45.8	31.0	76.8

Personal Security/Safety

SSI-39 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
2005	1.3	5.8	31.4	34.0	27.6	61.5

Intramural Programs

SSI-60 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
2005	3.2	0.0	33.9	35.5	27.4	62.9

Tutorial Programs

SSI-61 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
2005	1.4	2.9	33.3	31.9	30.4	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
2005	3.1	3.7	39.8	32.3	21.1	53.4

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
2005	0.6	1.8	33.1	33.7	30.8	64.5

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
2005	0.6	1.8	41.6	33.1	22.9	56.0

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
2005	0.6	0.0	44.6	28.9	25.9	54.8

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
2005	0.6	0.6	38.4	32.9	27.4	60.4

Quality of Education

SSI-87 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
2005	6.5	5.4	15.8	44.0	28.3	72.3

SSI-88 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
2005	2.7	5.4	22.7	51.4	17.8	69.2

In addition to the items included above, the survey included three registration items. They were: “Telephone registration” with a satisfaction rate of 80.6%, “On-campus registration” with a satisfaction rate of 77.9%, and “Online registration” with a satisfaction rate of 77.3%. The item “Condition/appearance of the classrooms and labs” was added this year. The satisfaction rate for this item was 68.5%.

Comparison of Selected Satisfaction Items to the Gulf Coast Consortium Colleges

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

Item	Satisfied & Very Satisfied Combined (Percents)	
	Brazosport College	Consortium Colleges
Academic advising/course planning	71.3	69.0
Assistance provided by staff during admission/registration	83.1	70.9
Admission procedures	77.9	69.5
Availability of 4-year institution transfer plans	52.5	63.9
Personal counseling	71.1	63.4
Vocational guidance/career planning	63.5	59.2
Availability of your advisor	74.1	63.2
Access to computers and/or computer labs	88.0	80.4
Library/learning resource center facilities	83.5	76.9
Childcare services	58.6	50.0
Condition/appearance of buildings/grounds	76.8	68.6
Personal security/safety at the college	61.5	67.0
Recreational and/or intramural programs	62.9	53.3
Tutorial programs	62.3	62.2
Attitude of non-teaching staff towards students	53.4	54.2
Attitude of faculty/staff toward students of your racial/ethnic background	64.5	66.8
Attitude of faculty/staff toward students taking developmental courses	56.0	53.1
Attitude of faculty/staff toward students with disabilities	54.8	53.1
Attitude of faculty/staff toward students of your gender	60.4	61.8

	Probably Yes and Definitely Yes Combined (Percents)	
Item	Brazosport College	Consortium Colleges
If you had to do it again, would you choose Brazosport College?	72.3	77.8

	Good and Excellent Combined (Percents)	
Item	Brazosport College	Consortium Colleges
What is your overall impression of the quality of education at this college?	69.2	75.6

Brazosport College's satisfaction rates were higher than the consortium's satisfaction rates for all but five of the items listed. Overall, the rates seem low, but when comparing to the other colleges in the consortium, the rates are very comparable.

Community College Survey of Student Engagement

The Community College Survey of Student Engagement (CCSSE) is another survey administered during the spring semester. This survey primarily measures engagement in the college environment such as interaction with instructors and other students and attendance at plays and other events. It also measures satisfaction on eleven items. An average is used to report the results for each item and can range from 0 (not applicable) to 3 (Very Satisfied). The following table shows the satisfaction results of the 2005 administration of the CCSSE along with averages for colleges similar to Brazosport College and all colleges that participated in the survey. Brazosport College averages are very similar to both of the comparison groups.

13.2 How satisfied are you with the following services?			
	Brazosport College	Similar Colleges	All Colleges
Academic advising/planning	2.19	2.22	2.20
Career counseling	2.16	2.09	2.03
Job placement assistance	1.75	1.81	1.81
Peer or other tutoring	2.12	2.12	2.12
Skill labs (writing, math, etc.)	2.21	2.26	2.24
Child care	1.76	1.74	1.73
Financial aid advising	2.27	2.22	2.18
Computer lab	2.50	2.46	2.49
Student organizations	1.91	1.95	1.94
Transfer credit assistance	2.07	2.04	2.05
Services to students with disabilities	1.90	1.98	1.99

These results suggest that the averages for Brazosport College for these items compared favorably with the colleges sampled and validates students' responses on the Student Satisfaction Inventory.

Brazosport College also participates in the National Community College Benchmark Project. On the item, "Satisfaction with the quality of the institution," Brazosport College was the 7th highest rated among the more than 50 institutions who participated in the project. For the item "Would you recommend Brazosport College to others," Brazosport College ranked 3rd with 11 institutions reporting data for this item.

Summary

While overall responses continue to be very positive in the 2005 report, there were decreases in the percentages of "neutral" responses in most areas. "Neutral" responses are difficult to interpret. The shift from "neutral" responses to the other categories seemed to have favored the percentages of "satisfied/very satisfied" responses for several items. There were also some increases in "dissatisfied" responses for a few of the items.

**Small Business Development Center (SBDC)
Satisfaction Report on Counseling Services
June 2004 to June 2005**

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 2004 to June 2005, 51 clients completed and returned surveys. Clients responded to their satisfaction with SBDC services as follows:

SBDC Services were	Number of Responses	Percentage
Prompt	47	92%
Somewhat Prompt	4	8%
Not Prompt	0	0%
Courteous	51	100%
Somewhat Courteous	0	0%
Not Courteous	0	0%
Professional	51	100%
Somewhat Professional	0	0%
Not Professional	0	0%

Item	Excellent	Very Good	Good	Fair	Poor	No Response
My working relationship with the SBDC Consultant was	34 66.7%	7 13.7%	10 19.6%	0 0%	0 0%	0 0%
The business knowledge of the SBDC Consultant was	31 60.8%	16 31.4%	4 7.8%	0 0%	0 0%	0 0%
The Consultant's response to my needs was	31 60.8%	13 25.5%	2 3.9%	4 7.8%	0 0%	1 2%
The SBDC Consultant's suggestions were	28 54.9%	11 21.6%	7 13.7%	4 7.8%	0 0%	1 2%
Rate the Consulting Services you Received	29 56.9%	13 25.5%	4 7.8%	4 7.8%	0 0%	1 2%

Would you recommend SBDC services?	Yes	No
	100%	0%

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

**Continuing Education - Course/Instructor Evaluations
Satisfaction Report
September 2004 to August 2005**

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 Office of Institutional Research. This report includes a summary of all forms received between September 2004 and August 2005. 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?	96.5%
2. Was your instructor well-prepared for the course?	96.7%
3. Did the course meet your training and/or personal needs?	94.0%
4. Did the teacher make the goals and objectives clear at the beginning of the course?	98.1%
5. Would you recommend this course to others?	97.5%
6. Were the facilities adequate for the course?*	97.1%

Item	Excellent	Good	Satisfactory	Fair	Poor
The teacher's knowledge of the subject area was	79.0	16.1	3.6	0.8	0.4
The techniques used in the presenting the materials were	66.2	25.9	6.0	1.5	0.4

These positive responses suggest that students were satisfied with CE courses with 96.5% of the students responding "Yes" when asked if they were satisfied with their courses.

Center for Business/Industry Training (CBIT)
Satisfaction Report
January – July 2005

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, 2005, 650 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/%	%
1. Overall, I was satisfied with the pre-course activities	220 34.9	354 56.2	49 7.8	5 .8	2 .3	91.1
2. I had the information required to register and begin this course	248 39.4	354 56.3	23 3.7	2 .3	2 .3	95.1
3. The facility was satisfactory	338 53.6	264 41.8	13 2.1	14 2.2	2 .3	95.4
4. From the time I first tried to register - the timeframe was reasonable	275 43.6	297 47.1	38 6.0	15 2.4	6 1.0	90.6
5. I clearly understood the course objectives	280 43.5	326 50.7	28 4.4	7 1.1	2 .3	94.2
6. The course met all of its stated objectives	291 46.0	290 45.8	45 6.9	4 .6	3 .5	91.8
7. The delivery method(s) was an effective way for me to learn this subject matter	286 45.0	314 49.4	25 3.9	8 1.3	2 .3	94.5
8. Participant materials were useful during this course	303 47.2	294 45.8	36 5.6	6 .9	3 .5	93.0
9. Total time in class was appropriate for this course	227 35.2	315 48.8	50 7.7	45 7.0	8 1.2	84.0
10. The course content was logically organized	263 41.0	338 52.6	30 4.7	9 1.4	2 .3	93.6
11. The balance of time between lecture and other learning methods was effective	270 42.3	304 47.6	44 6.9	17 2.7	3 .5	90.0
12. Overall, instructor A was effective	394 61.9	226 35.5	11 1.7	1 .2	4 .6	97.5
13. Overall, instructor B was effective	176 58.9	100 33.4	20 6.7	1 .3	2 .7	92.3
14. My knowledge &/or skills increased as a result of this course	159 55.2	122 42.4	3 1.0		4 .6	97.6
15. The knowledge &/or skills gained through this course are directly applicable to my job	322 51.5	261 41.8	32 5.1	7 1.1	3 .5	93.3
16. Overall, I was satisfied with this course	340 53.2	269 42.1	24 3.8	2 .3	4 .6	95.3

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 fifth consecutive year. This result was expected since many participants often report that more instructional time would have been 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 91.1% of the respondents indicating that they either "Strongly Agree" or "Agree" that they were satisfied with their courses.