



Satisfaction Report

Background

Satisfaction data for the 2016 Board of Regents Report comes from the Community College Survey of Student Engagement developed by the University of Texas. Board members have reviewed data from this survey in previous years, most recently in 2014.

The Community College Survey of Student Engagement (CCSSE) was developed to assess key areas of student engagement in credit programs, defined as the amount of time and energy that students invest in meaningful educational activities. The survey includes questions about student experiences at the college, specific questions about coursework, time spent on learning activities, interactions with faculty and fellow students, and satisfaction with programs and services.

CCSSE uses a three-year analysis (2014 through 2016) of participating colleges in their cohort. This cohort is referred to as the 2016 CCSSE Cohort. The 2016 CCSSE included more than 400,000 student respondents from 701 community colleges in 46 states, the District of Columbia, three Canadian provinces, plus Micronesia, Guam, and the Marshall Islands. Three-hundred twenty-six are classified as small (<4,500 students), 156 as medium (4,500-7,999 students), 143 as large (8,000-14,999 students), and 76 as extra-large institutions (15,000+). One hundred thirty-four of the community colleges are classified as urban-serving, 163 as suburban-serving, and 404 as rural-serving. These data are reported based on size of the institution and on responses from all participants. Under this classification system, Brazosport College is classified as a small, rural-serving institution.

The CCSSE report also provides information about how students view their work at Brazosport College and allows benchmarking among similar-sized institutions and the 2016 CCSSE cohort. The Brazosport College cohort consists of the 2016 survey year data which contained 493 respondents. The profile below provides a description of the BC respondents. The CCSSE report is shared with the college community and provides important data for the Planning and Institutional Effectiveness Council as well as staff members in program development. The complete report can be found at <http://www.brazosport.edu/pier> on the *Survey Results* page.

Profile of Brazosport College Students Responding to CCSSE

Characteristics of the Brazosport College student respondents in credit classes in the 2016 CCSSE Cohort are shown below.

- 52% of the respondents were male, 45% were female, 3% did not report gender.
- Ages of respondents were from 18 to 65+. Approximately 65% were 18-24 years old.
- The ethnicity of the respondents was 43% White, 33% Hispanic, 8% African American, and 16% other.

- 55% reported attending college full-time.
- 81% of the respondents were first-time students at Brazosport College.
- 48% reported that they work more than 30 hours per week.
- 14% reported that English was not their first language.
- 24% reported their mother’s and their father’s highest educational level was a high school diploma or GED.
- 14% reported they are married.

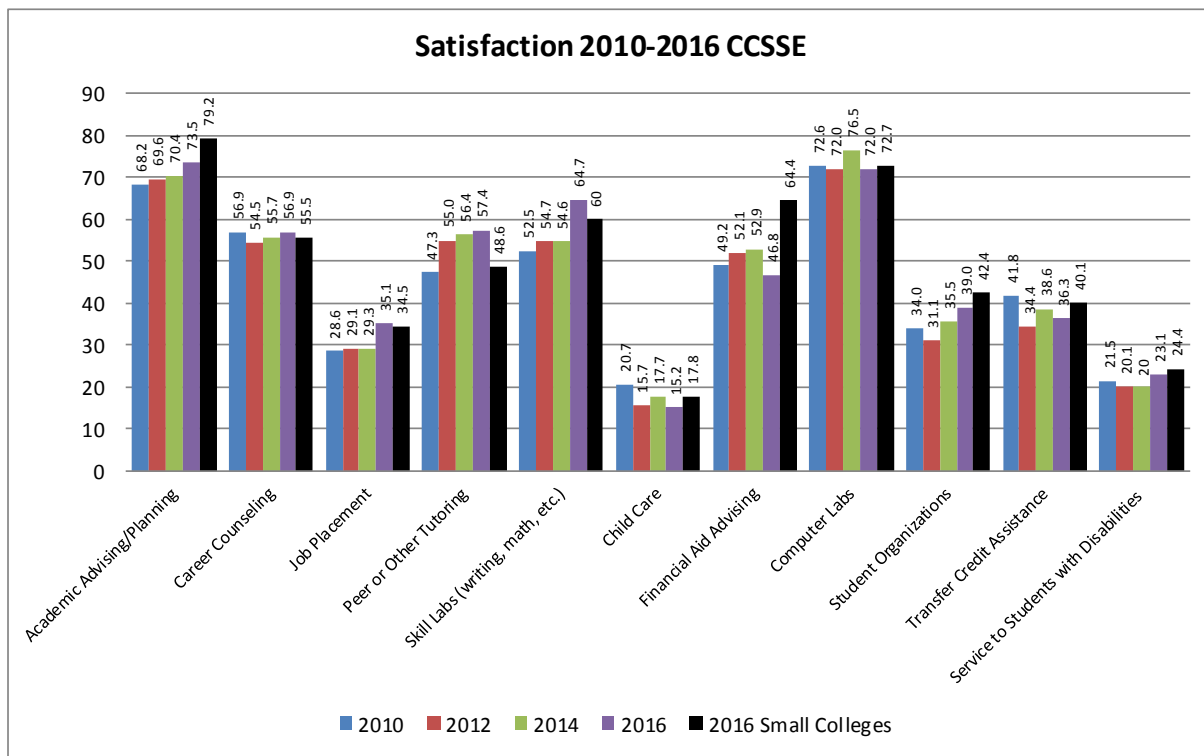
CCSSE Satisfaction with Programs and Services

The following table displays satisfaction results with programs and services from the administration of the 2016 CCSSE survey along with comparison results for Texas small colleges and the entire CCSSE sample of colleges. Texas small colleges are those with fall enrollments fewer than 4,500. Data are reported based on percentages of students who indicate that they were “somewhat satisfied” or “very satisfied” with the following survey items.

CCSSE Satisfaction Constructs	BC 2014	BC 2016	TX Small Colleges 2016	CCSSE 2016
Academic Advising/Planning	70.4	↑ 73.5	79.2	75.8
Career Counseling	55.7	↑ 56.9	55.5	46.2
Job Placement	29.3	↑ 35.1	34.5	25.2
Peer or Other Tutoring	56.4	↑ 57.4	48.6	46.7
Skill Labs (writing, math, etc.)	54.6	↑ 64.7	60.0	54.2
Child Care	17.7	15.2	17.8	13.0
Financial Aid Advising	52.9	46.8	64.4	58.6
Computer Labs	76.5	72.0	72.7	71.7
Student Organizations	35.5	↑ 39.0	42.4	33.7
Transfer Credit Assistance	38.6	36.3	40.1	39.1
Service to Students with Disabilities	20.0	↑ 23.1	24.4	20.3

The green arrows represent the seven Brazosport College constructs that showed an increase from 2014 to 2016. Some of the increases are small; however, “Job Placement” and “Skill Labs” showed increases by 19.8% and 18.5% respectively in satisfaction ratings. The four 2016 BC constructs in bold represent areas that have higher satisfaction than both the 2016 TX small colleges and the 2016 CCSSE cohort.

The table below displays all BC satisfaction results since 2010 by CCSSE construct. The black bar in each construct represents the 2016 TX small college result. This bar could be viewed as a measuring stick. For four out of the eleven constructs, BC’s measures are greater than the small college average. Seven of the eleven constructs increased from 2014.



Two other survey items from 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 percentage of respondents who replied “yes” to the first item is shown in the following table. A very large number of our students would recommend our institution.

Survey Item	2012	2014	2016
Would you recommend this college to a friend or family?	96.4%	96.6%	97.2%

The percentage of students responding “Good” or “Excellent” to the second item is shown in the table below. The respondents rated their educational experience at Brazosport College highly.

Survey Item	2012	2014	2016
How would you evaluate your entire educational experience at this college?	90.5%	89.2%	88.8%



**Course/Instructor Evaluations
Satisfaction Report
September 2015 to August 2016**

Community Education (CE) course instructors administer course evaluation surveys to selected classes at the last class meeting to determine satisfaction with course delivery. These student responses are summarized by the Office of Institutional Research. Students were asked to rate each question using a scale from 1 to 5 where 1 = ‘Strongly Disagree’ and 5 = ‘Strongly Agree.’ The mean score for each question is included in this report.

**Community Education – Class Evaluation
Academic Year 2015-16**

Questions	Total Mean (n = 263)
1. My instructor covers content in an orderly manner	4.68
2. My instructor uses teaching methods that help me learn	4.73
3. My instructor seems well-prepared for class	4.76
4. My instructor is inconsistent in following classroom policies	4.79
5. My instructor provides clear, written copies of classroom policies	4.70
6. My instructor maintains a classroom free of disruptions	4.77
7. My instructor begins class on time	4.78
8. My instructor uses class time well	4.77
9. My instructor consistently ends class at the scheduled time	4.73
10. This course meets my needs (prepares me for an exam, a job skill, etc.)	4.65
11. My instructor uses audio-visual aids effectively (chalkboard, video, projector, etc.)	4.78
12. My instructor is enthusiastic about teaching	4.82
13. My instructor helps me improve my ability to think and solve problems	4.69

14. This is a high quality course	4.65
15. My instructor encourages students to ask questions and express opinions	4.78
16. My instructor communicates at a level that is easy for me to understand	4.79
17. My instructor relates course content to everyday life and/or the workplace	4.79
18. Materials, supplies, and equipment related to the class meet my expectations	4.73
19. My instructor conducts him/herself in a professional manner	4.81
20. I am satisfied with this course	4.60

Would you recommend this course to a friend?	91% Yes	8% No
--	---------	-------

In general, these averages indicate that students rate CE instructors and courses highly and would recommend the course to their friends.



Satisfaction Report
September 2015 – August 2016

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

- Safety Training
- Grant Training
- Facilities Arrangements
- Course Development
- Computer Training
- Professional Development
- Web-based Training
- Consulting

The responses below are from all course surveys, which include internal CBIT instructors as well as external client and vendor instructors. From September 2015 through August 2016, over 650 participants in training classes responded to these items. These questionnaires were given to students at the end of the course to evaluate different categories of course delivery.

Satisfaction with Courses and Instruction - CBIT Classes

Survey Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Strongly Agree + Agree
1. Overall, I was satisfied with the pre-course activities.	59%	36%	6%	0%	0%	95%
2. I had the information required to register and begin this course.	62%	36%	2%	0%	0%	98%
3. The facility was satisfactory.	70%	29%	1%	0%	0%	99%
4. From the time I first tried to register – the timeframe was reasonable.	60%	35%	4%	1%	0%	95%
5. I clearly understood the course objectives.	64%	34%	2%	1%	0%	98%
6. The course met all of its stated objectives.	67%	31%	2%	1%	0%	98%
7. The delivery method(s) was an effective way for me to learn this subject matter.	71%	26%	2%	1%	1%	97%
8. Participant materials were useful during this course.	69%	28%	3%	1%	0%	97%
9. Total time in class was appropriate for this course.	57%	34%	5%	3%	0%	91%
10. The course content was logically organized.	64%	34%	2%	0%	0%	98%
11. The balance of time between lecture and other learning methods was effective.	64%	31%	4%	1%	0%	95%
12. Overall, the instructor was effective.	77%	20%	2%	1%	0%	97%
13. My knowledge &/or skills increased as a result of this course.	65%	32%	2%	0%	0%	97%
14. The knowledge &/or skills gained through this course are directly applicable to my job.	63%	34%	2%	0%	0%	97%
15. Overall, I was satisfied with this course.	67%	30%	2%	0%	0%	97%

The responses to these items reflect a high level of satisfaction with all fifteen items. The “Strongly Agree” and “Agree” choices were calculated and their sum appears in the last column of the table. Overall, 97% of the respondents indicated that they were satisfied with their courses.



**Satisfaction Report on Advising Services
FY 2015 - 2016**

The Small Business Development Center (SBDC) offers services to small business clients. The mission of the SBDC is to help businesses become established, grow, and succeed by providing free confidential business consulting, low cost training seminars, and market/industry research. The goal of the SBDC Network is to assist clients in creating jobs, starting and expanding businesses, and accessing capital when required.

SBDC Client Satisfaction in FY 2015-2016 shows that over 98% of our clients rated our services as “Excellent” or “Very Good” and would recommend the SBDC to family and friends in the Brazoria County area.

For the FY 2015-2016 period, 29 clients responded to the SBDC client satisfaction surveys with 100% in the current year indicating that they would recommend Brazosport College SBDC services. The SBDC is conveniently located and is an invaluable resource to small businesses. The table below details summary data from the client ratings of our advising services.

***SBDC Client Satisfaction Summary Data**

Client Satisfaction Business Advising	2015-2016
Excellent Rating	21 (73%)
Very Good Rating	7 (25%)
Good Rating	1 (2%)
Satisfied and would recommend	29 (100%)

Survey comments include the following:

- *The SBDC Advisors are professional, friendly, encouraging, and knowledgeable in their field.*
- *They helped with business planning, funding, accounting and marketing.*

As indicated by the above data, Brazosport College Small Business Development Center is providing professional advising services that business clients rate very highly.