

# **CHAPTER 10**

## FALL STUDENT SURVEY



## Methodology

In Fall 2008, the Institutional Planning and Research Office (IPRO) administered a 3-page survey to students in a random sample of classes. This was done in the 5th week of the 16-week semester. A total of 2,765 students in 112 class sections completed the survey. The survey respondents were then matched to the Student Records database to capture their ethnicity, gender, grades, and other information. This match occurred if either the student identification number or the last four digits of the social security number as well as the section number could uniquely identify that student. The total number of matched respondents was 2,470.

Compared to the population of PCC as a whole at Census for both credit and noncredit, this year's sample had a higher percentage of Asian/Pacific Islander students and a lower percentage of Hispanic students. Note that students who took more classes, such as four or five, were more likely to be sampled than students who took only one or two classes. Those under 20 years of age were over-represented in the sample compared to the overall PCC population. This is likely due to the fact that younger students tend to take more classes, which increases their likelihood of being sampled.

**Table 10-1**  
**Demographics of Survey Sample vs. Overall PCC**

		2007 Sample	2007 PCC	2008 Sample	2008 PCC
<b>Gender</b>					
<i>Percent</i>					
	Female	51.1	53.8	52.5	53.2
	Male	48.9	46.2	47.5	46.8
<b>Ethnicity</b>					
<i>Percent</i>					
	African American	4.7	5.3	4.3	5.6
	Asian/Pacific Islander	31.4	28.3	31.1	26.8
	Filipino	4.1	4.5	4.4	4.4
	Hispanic	29.5	31.8	29.2	32.8
	Native American	0.1	0.5	0.2	0.5
	White	18.1	18.1	16.8	17.9
	Other	3.1	4.0	4.7	3.8
	Unknown/Decline	9.0	7.5	9.3	8.2
<b>Age</b>					
<i>Percent</i>					
	Under 20	45.2	35.2	45.1	35.4
	20-24	34.4	34.5	34.6	34.4
	25-29	10.0	11.6	9.8	12.0
	30-34	3.5	5.8	3.9	5.6
	35-39	3.1	3.9	1.8	3.8
	40-49	2.7	5.2	2.7	5.0
	50 or older	1.1	3.8	2.1	3.7
	Unknown	0.0	0.0	0.0	0.0

## Evaluation of PCC

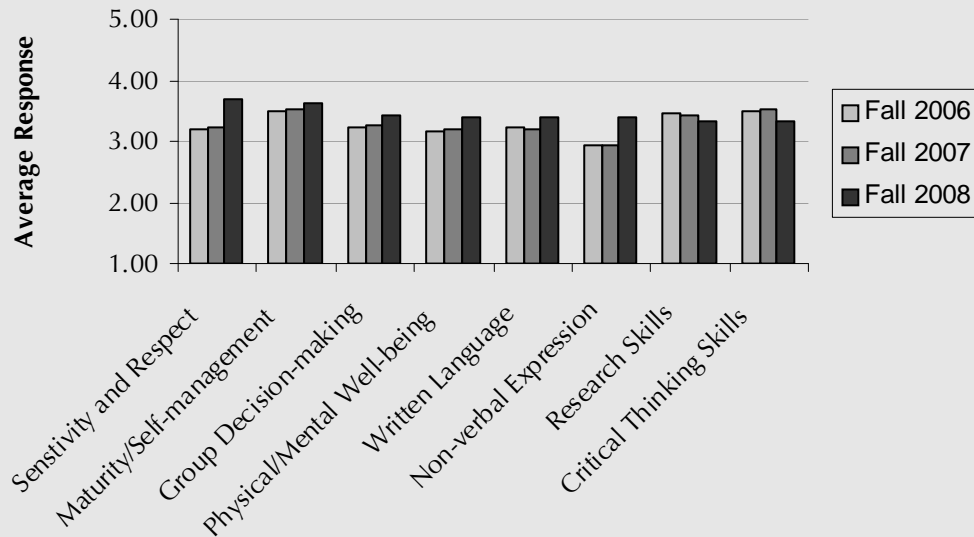
On the Fall Student Survey, students were asked to rate the effectiveness of the College as a whole in three different ways. Students were asked whether they would recommend PCC, how they would grade PCC on preparing them for meeting their educational goal, and whether their experience at PCC had improved their abilities listed on eight outcome measures.

The majority of students would recommend PCC to friends or family members. Over a third of the students (40%) said, "Definitely yes" to whether they would recommend PCC to friends or family. Another 47% answered "Yes."

On average, 33% of the students gave PCC an A (4.0) on how well PCC had prepared them for meeting their educational goal on a scale of A (4) to F (0). Forty one percent of the students gave PCC a B and 15% gave PCC a C. Only a handful of students gave PCC a D or F.

In the Fall 2006 Student Survey, the questions evaluating a student's academic experience at PCC were substantially changed. Therefore, no comparable data is available prior to Fall 2006. Students were asked to rate how their academic experience at PCC improved their abilities on eight outcome measures. Using a scale of Not at All (1), A Little (2), Some (3), A Lot (4), and Very Much (5), most students answered "Some" or "A Lot". Students' "Sensitivity and Respect" had the highest mean (3.69) with improved "Critical Thinking Skills" having the lowest mean (3.32).

**Figure 10-1**  
**Improved by Academic Experience at PCC**



**Table 10-2**  
**Improved by Academic Experience at PCC**

	Fall 2006	Fall 2007	Fall 2008
<i>Average Response</i>			
Sensitivity and Respect	3.20	3.24	3.69
Maturity/Self-management	3.49	3.51	3.61
Group Decision-making	3.23	3.25	3.42
Physical/Mental Well-being	3.17	3.20	3.40
Written Language	3.23	3.21	3.39
Non-verbal Expression	2.95	2.93	3.39
Research Skills	3.46	3.42	3.33
Critical Thinking Skills	3.48	3.52	3.32

## Instruction at the College

As in previous years, students were asked to rate different aspects of instruction on a scale of Very Dissatisfied (1) to Very Satisfied (5). Students reported that they were satisfied with most aspects of instruction. The items on Table 10-3 are arranged in descending order of means of the responses in 2008. The results indicate similar response trends with the previous year when rating instruction at PCC.

Of the 12 items, students were most satisfied with the instructors' openness to diverse opinions, instructors' encouragement to participate in class, and the variety of courses offered. Students were least satisfied with the availability of class offered and classroom facilities and equipment

**Table 10-3**  
**Instruction at the College**

	Fall 2004	Fall 2005	Fall 2006	Fall 2007	Fall 2008
<i>Average Response</i>					
Instructors' openness to diverse opinions	3.79	3.82	3.81	3.85	3.81
Instructors encouraged you to participate in class	3.74	3.77	3.75	3.77	3.76
Variety of courses offered	3.67	3.70	3.68	3.74	3.73
Instruction in your major area of study	3.65	3.71	3.70	3.78	3.70
Instructors motivated you to succeed	N/A	N/A	3.60	3.64	3.66
Instructors' testing/grading systems	3.59	3.63	3.65	3.66	3.64
Safety on campus	N/A	N/A	N/A	3.60	3.59
Instruction outside your major area of study	3.73	3.76	3.75	3.80	3.56
Class sizes	3.47	3.54	3.52	3.54	3.56
Availability of your instructors outside class	3.41	3.52	3.55	3.60	3.49
Classroom facilities and equipment	3.43	3.44	3.50	3.48	3.46
Availability of courses offered	2.94	3.13	3.17	3.24	3.07

## Engagement in the Classroom

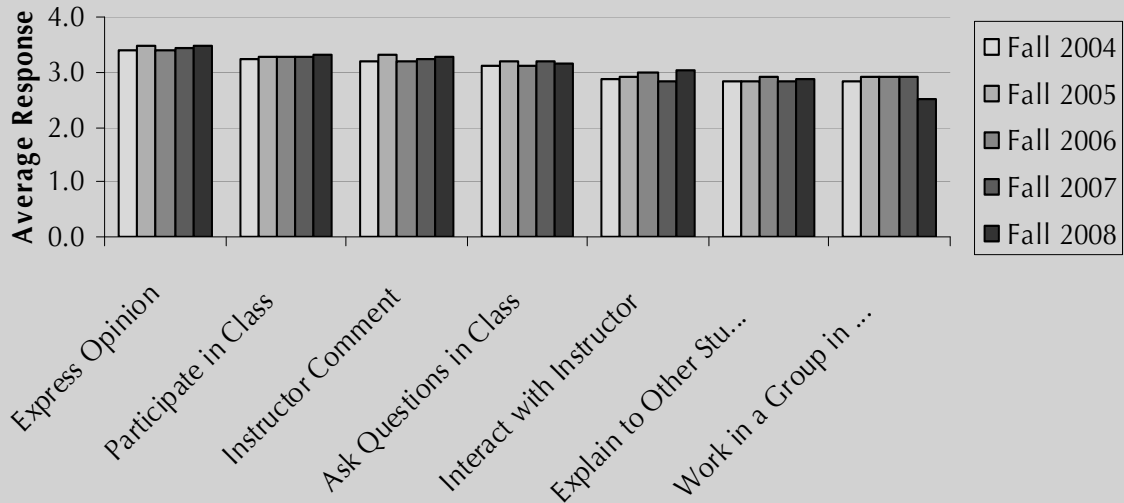
Students were asked about seven items pertaining to their level of engagement in a specific class on a scale of Never (1), Rarely (2), Sometimes (3), Often (4), and Very Often (5). Figure 10-2 illustrates the average level of engagement, ranked in descending order of means for activities students experienced in the classroom. These activities include: feeling comfortable expressing opinions in class (with the highest mean), participating in class discussions, receiving comments from instructor, asking questions in class, interacting with the instructor, explaining the class material to another student, and working in a group in class (with the lowest mean).

Similarly to last year, we found that overall, students who received higher grades were more involved in and outside of class. Figure 10-3 shows the average grade for the students who selected each of the five possible responses. Average grade is calculated similarly to grade point average. The average grade for students who answered they Never (1) feel comfortable expressing opinions in class was 2.07. The average grade for students who answered they Often (4) feel comfortable expressing opinions in class was 2.58.

We also explored the relationship between engagement and success rates as shown in Figure 10-4 and found that students who reported that they were more involved generally had higher success rates in the class where the survey was conducted. The success rates of the students who chose each of the five responses are shown. Success rate is defined as the number of students who succeeded (received an A, B, C, or CR) divided by the total number of students enrolled. The success rate is based upon the grades received in the specific class for which the student described his/her engagement behaviors. For example, the success rate for students who answered they Never (1) feel comfortable expressing their opinion in the class was 63%. The success rate for students who answered they Sometimes (3) feel comfortable expressing their opinion in the class was 82%.



**Figure 10-2**  
**Engagement In/Outside of Class**

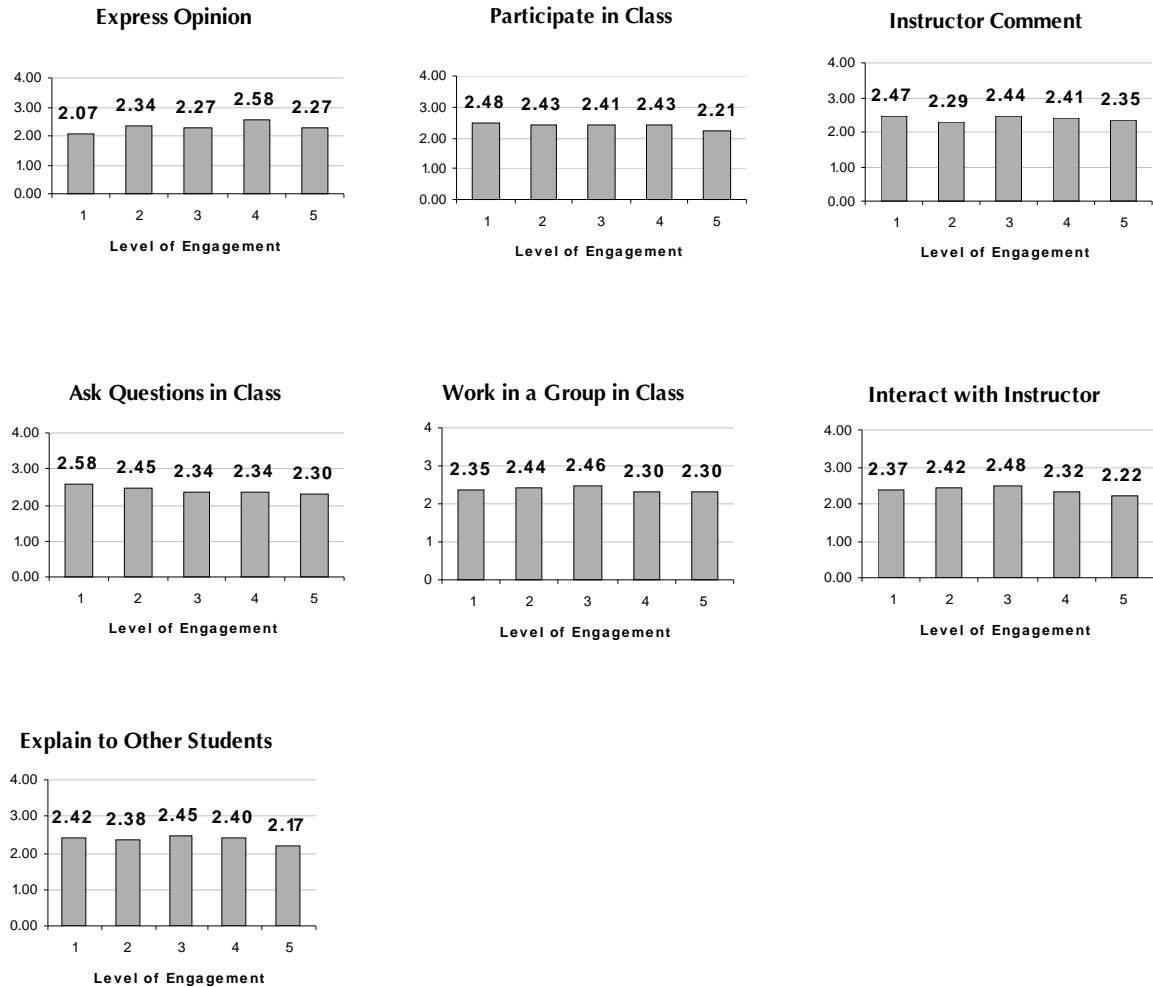


**Table 10-4**  
**Engagement In/Outside of Class**

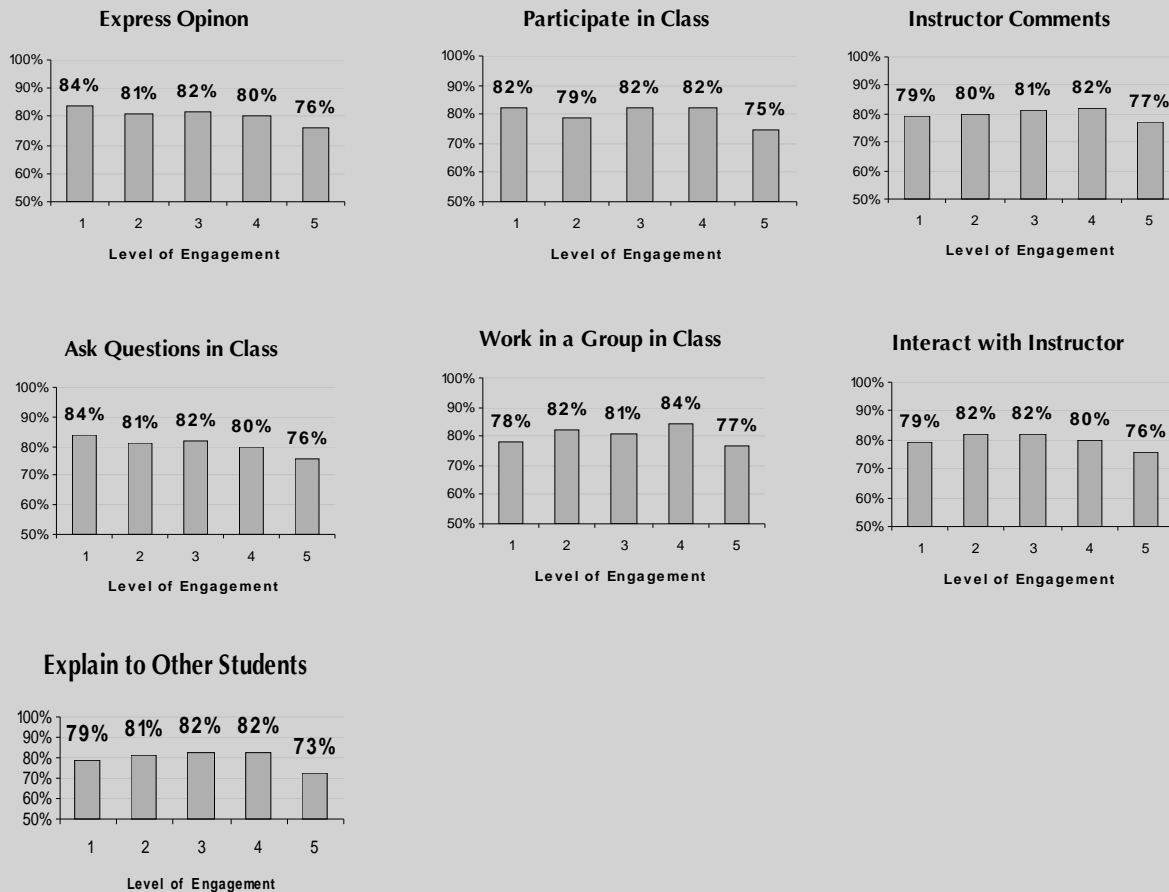
	Fall 2004	Fall 2005	Fall 2006	Fall 2007	Fall 2008
<i>Average Response</i>					
Express Opinion	3.38	3.46	3.41	3.43	3.47
Participate in Class	3.23	3.26	3.29	3.29	3.30
Instructor Comment	3.18	3.30	3.19	3.24	3.29
Ask Questions in Class	3.13	3.18	3.13	3.18	3.16
Interact with Instructor	2.88	2.89	3.00	2.81	3.02
Explain to Other Students	2.84	2.84	2.89	2.83	2.88
Work in a Group in Class	2.83	2.92	2.90	2.92	2.51

## Engagement in the Classroom

**Figure 10-3**  
**Fall 2008 Average Grade by**  
**Level of Engagement**  
 (A= 4, B=3, C=2, D=1, F=0)



**Figure 10-4**  
**Fall 2008 Success Rate by**  
**Level of Engagement**



## Usage of Support Services

Usage of PCC's support services varies greatly by the type of support service. The data in this section should be read with caution because the numbers are self-reported and are not necessarily reflective of actual usage. The error margin can be quite high.

Table 10-5 shows the percentage of students who used each of the 28 PCC's support services listed. In the 2005 Fall Student Survey, online registration services and online admissions application process were added. The Bookstore was the support service students reported using most in Fall 2008. Online registration ranked 2nd in usage, Shatford Library (Overall) ranked third, and parking ranked fourth. Online registration showed a slight increase over Fall 2007. The services students used the least were those that served select populations. Those services include Psychological Services, DSP&S, and the Child Development Center.

**Table 10-5**  
**Usage of Support Services**

	Fall 2004	Fall 2005	Fall 2006	Fall 2007	Fall 2008
<i>Percent</i>					
Bookstore	94.8	96.0	96.7	95.2	95.7
Online Registration Services	N/A	85.6	88.2	85.4	86.9
Shatford Library (Overall)	81.9	80.3	81.2	79.4	81.9
Parking	N/A	N/A	83.1	81.3	81.4
Online Admissions Application Process	N/A	75.5	81.1	80.2	81.4
Food Services	72.3	74.6	74.6	75.5	79.2
Admissions Office	84.3	82.1	78.7	78.6	77.9
Shatford Library (Reference Desk)	76.0	76.0	76.5	74.5	77.8
Testing Services/Assessment	70.6	71.4	71.2	71.2	70.0
Registration Office	83.6	76.6	75.9	71.3	68.5
Counseling Services	62.7	68.5	67.0	67.1	67.6
Orientation	49.1	57.1	58.8	60.1	62.8
Learning Assistance Center	41.3	58.6	51.5	56.2	58.8
Instructional Computing Center	35.5	51.2	59.9	50.3	53.7
Safety Office (Police)	40.0	53.2	50.1	47.2	52.3
Scholarships & Financial Aid Office	55.4	56.3	52.7	50.8	51.7
Transfer Center	40.0	44.6	42.5	40.9	42.7
Student Business Services	39.4	41.7	41.9	39.0	42.0
Records Office (Transcripts)	46.7	46.2	44.1	39.0	40.9
Telephone Registration System	74.6	65.1	51.3	36.7	36.4
Career/Job Placement Center	31.9	34.3	31.8	70.5	33.3
Student Affairs Office	27.4	32.5	31.0	29.0	31.5
Student Health Center	25.7	28.4	25.5	23.7	30.0
Telephone Access to Grades	51.3	44.4	34.2	24.9	27.4
EOP&S	22.6	25.9	26.3	23.3	25.8
Psychological Services	15.0	20.4	18.7	16.3	20.1
Child Development Center	9.9	18.4	15.1	14.2	19.9
DSP&S	13.1	20.1	16.8	15.5	18.5

## Satisfaction with Support Services

Students were asked to rate their satisfaction with support services on a scale of Dissatisfied (1), Neutral (2), and Satisfied (3). In general, students rated PCC's support services quite well. Table 10-6 shows the average satisfaction level for each support service for the past five years ranked by the highest to lowest level of satisfaction for Fall 2008. The Online Admissions Application Process was the support service students were most satisfied with. The Shatford Library (Overall) and the Shatford Library (Reference Desk) are the next highest respectively in terms of satisfaction. The Safety Office (Police) and Parking ranked lowest in satisfaction.

**Table 10-6**  
**Satisfaction with Support Services**

	Fall 2004	Fall 2005	Fall 2006	Fall 2007	Fall 2008
<i>Average Response</i>					
Online Admissions Application Process	N/A	2.61	2.61	2.59	2.86
Shatford Library (Overall)	2.80	2.78	2.80	2.80	2.81
Shatford Library (Reference Desk)	2.76	2.74	2.74	2.75	2.76
Online Registration Services	0.00	2.64	2.67	2.43	2.67
Instructional Computing Center	2.60	2.62	2.64	2.65	2.61
Registration Office	2.48	2.55	2.58	2.60	2.58
Learning Assistance Center	2.56	2.61	2.59	2.60	2.57
Student Health Center	2.55	2.52	2.54	2.54	2.55
Admissions Office	2.52	2.54	2.54	2.55	2.53
Records Office (Transcripts)	2.51	2.47	2.56	2.54	2.50
Student Business Services	N/A	N/A	2.51	2.50	2.50
Scholarships & Financial Aid Office	2.42	2.45	2.47	2.42	2.48
Psychological Services	2.25	2.39	2.46	2.43	2.45
EOP&S	2.50	2.42	2.48	2.38	2.45
Transfer Center	2.41	2.39	2.42	2.46	2.42
DSP&S	2.39	2.39	2.44	2.38	2.42
Student Affairs Office	2.45	2.41	2.40	2.44	2.41
Orientation	2.39	2.41	2.40	2.41	2.41
Testing Services/Assessment	2.40	2.42	2.44	2.41	2.40
Career/Job Placement Center	N/A	N/A	2.40	2.36	2.38
Telephone Access to Grades	2.54	2.49	2.53	2.41	2.37
Bookstore	2.41	2.37	2.33	2.38	2.37
Food Services	2.33	2.38	2.35	2.37	2.37
Telephone Registration System	2.51	2.50	2.50	2.39	2.35
Child Development Center	2.32	2.33	2.22	2.26	2.33
Counseling Services	2.29	2.39	2.36	2.34	2.30
Safety Office (Police)	2.31	2.31	2.27	2.31	2.30
Parking	1.45	2.15	2.09	1.90	1.83