

INSTRUCTIONAL SITE SURVEYS

SPRING 2008

**PROVIDED BY THE
INSTITUTIONAL RESEARCH
DEPARTMENT**

Table of Contents

Cover.....	1
Table of Contents.....	2
Introduction.....	3

EUREKA DOWNTOWN FINDINGS

Eureka DT Findings: Units.....	3-4
Eureka DT Findings: Schedule & Classes.....	4-6
Eureka DT Findings: Missed & Dropped Classes.....	7
Eureka DT Findings: Interest Online Courses	7
Eureka DT Findings: Purpose.....	8
Eureka DT Findings: Satisfaction w/ Student Services..	9-10
Eureka DT Findings: Service Usage.....	11-12
Eureka DT Findings: EOPS & DSPS.....	12-13
Eureka DT Findings: Decision to Attend.....	13-15
Eureka DT Findings: Demographic	15-17

ARCATA INSTRUCTIONAL SITE FINDINGS

AIS Findings: Units.....	18
AIS Findings: Schedule & Classes	18-21
AIS Findings: Missed & Dropped Classes.....	21-22
AIS Findings: Interest in Online Courses.....	22
AIS Findings: Purpose	23
AIS Findings: Satisfaction w/ Student Services.....	24-25
AIS Findings: Service Usage.....	26-27
AIS Findings: EOPS & DSPS.....	27-28
AIS Findings: Decision to Attend	28-29
AIS Findings: Demographic.....	29-32
Suggestions.....	33

Instructional Site Surveys

Introduction:

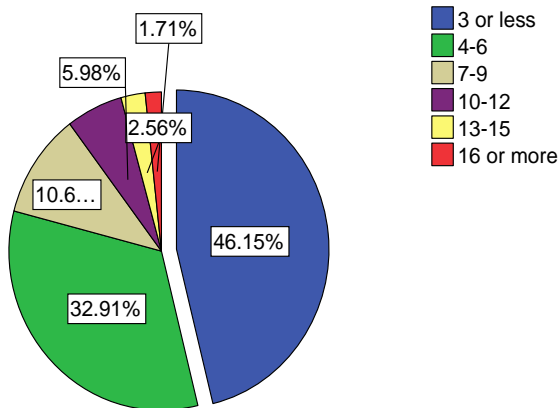
The instructional site surveys were employed to assess satisfaction with student services, class offerings, scheduling, and reasons for attending site campuses. In addition, the surveys were constructed to better understand instructional site student's educational goals and demographic characteristics.

Administration:

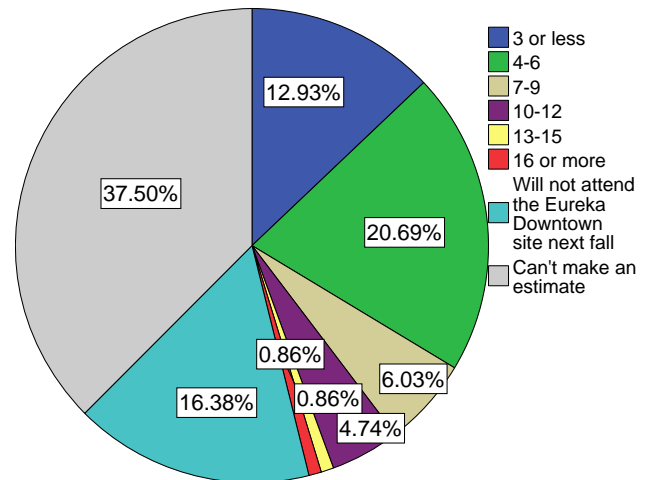
- The instructional site surveys were administered concurrently at the Eureka Downtown Instructional Site and the Arcata Instructional Site during a two week period starting on February 4th. A convenient sampling method was utilized.
- The sample size (n) from the Eureka Downtown Instructional Site was 234. The sample size encompassed 64.5% of students from the Eureka Downtown campus for the spring of 2008. The Arcata Instructional Site had a sample size (n) of 197, which represented over half (50.6%) of the Arcata Instructional Site students for the spring of 2008.
- The surveys are planned to be employed in the future to collect longitudinal data and assess satisfaction with services, changes in service usage, and shifts in the student population at the Eureka Downtown Instructional Site and the Arcata Instructional Site.

Findings: Eureka Downtown Instructional Site, Units

Current Amount of Units at Eureka Downtown



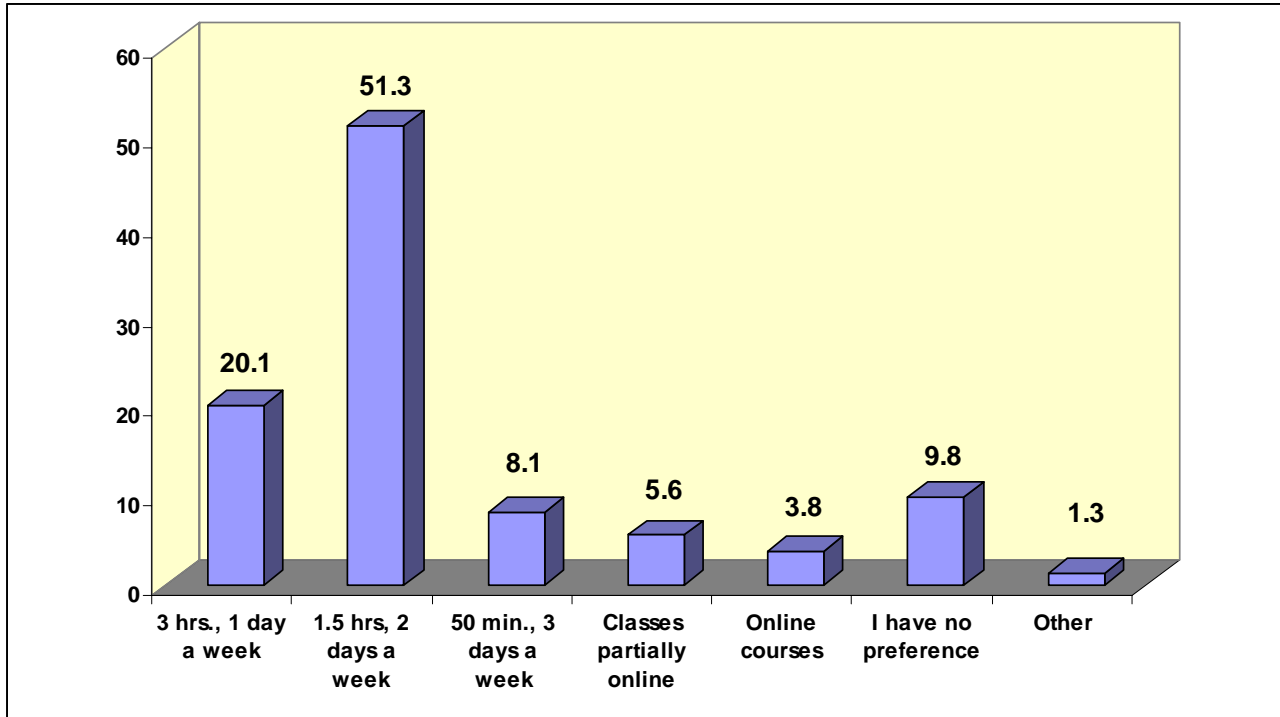
Planned Units at Eureka Downtown for Fall 2008



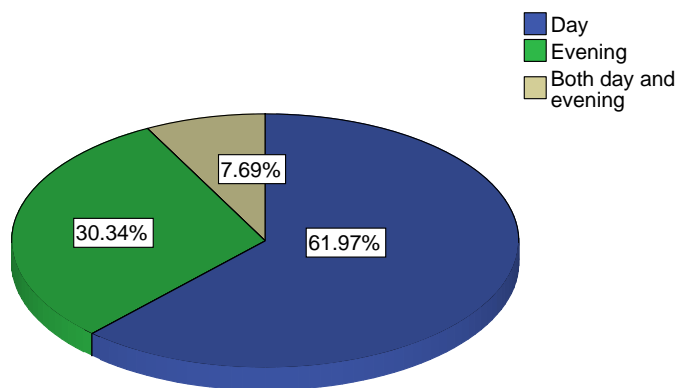
- The majority (79.1%) of respondents at the Eureka Downtown Instructional Site were taking 6 units or less. Small percentages (10.3%) of respondents were taking 10 units or more. Most of respondents (62.8%) worked while they went to school and took 6 units or less at the Eureka Downtown Site. **Of the respondents who worked and took 6 units or less at the Eureka Downtown Site, 85.1% worked 20 hours or more.**

Findings: Schedule & Classes

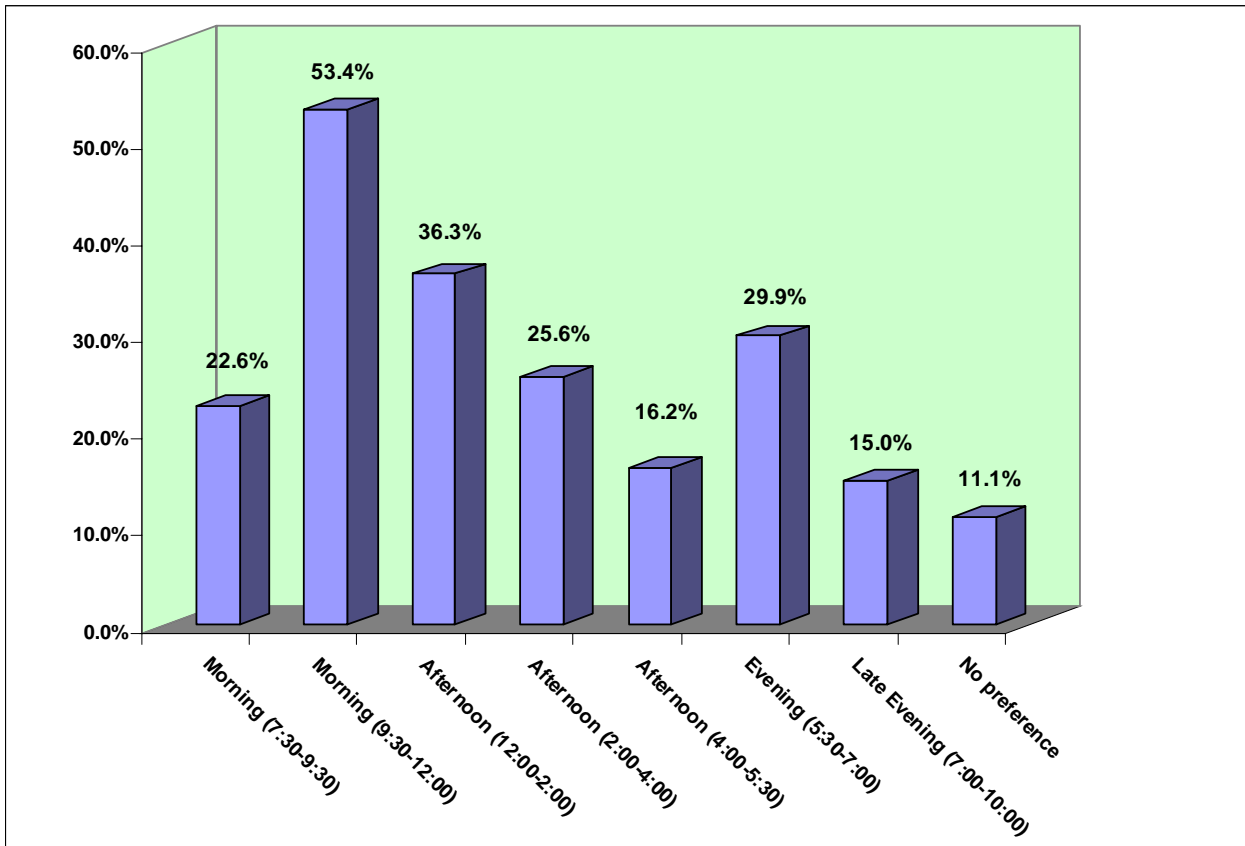
Preferred Format for 3-Unit Courses



Preferred Time of Day Taking Classes at Eureka Downtown

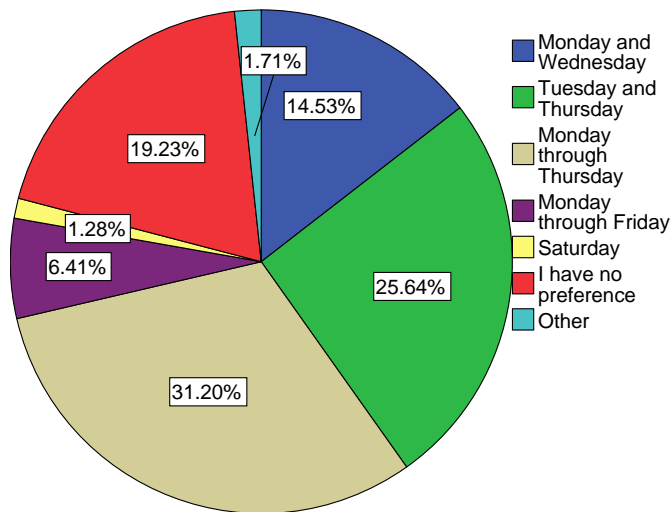


Preferred Time of Day Taking Classes

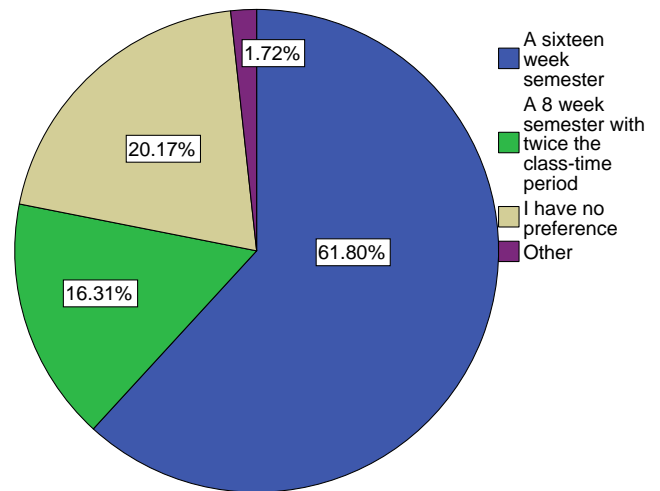


* Respondents were asked to choose all of the preferred times of day that fit their needs.

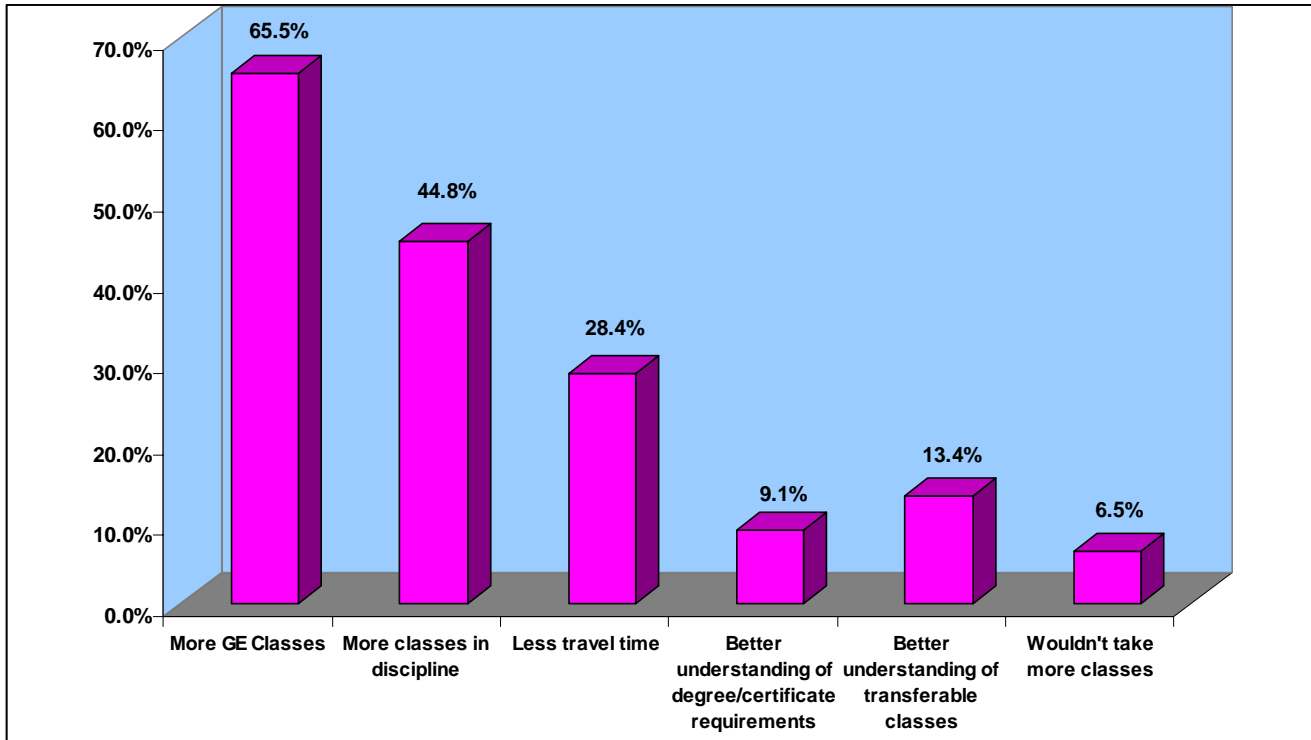
Preferred Days of Week for Classes



Preferred Duration of Course Length

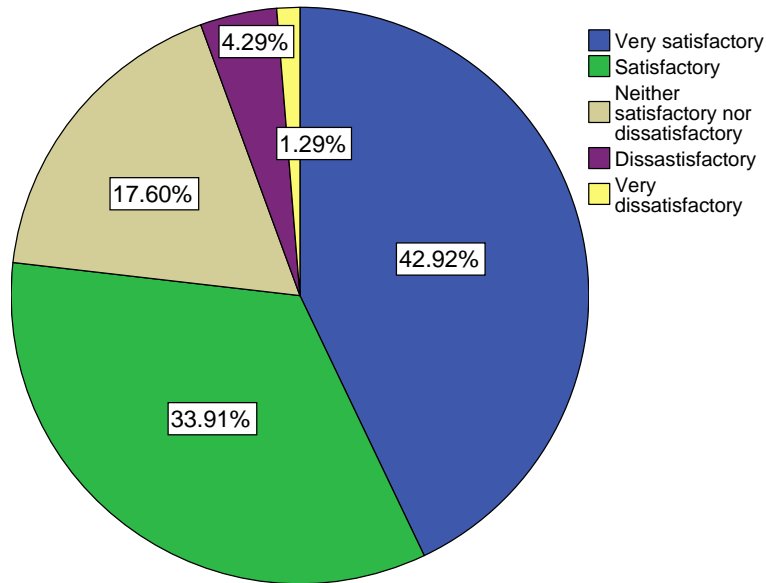


Respondents Reasons they Would Take More Classes at Eureka Downtown



* Respondents were asked to choose all of the reasons they would take more courses.

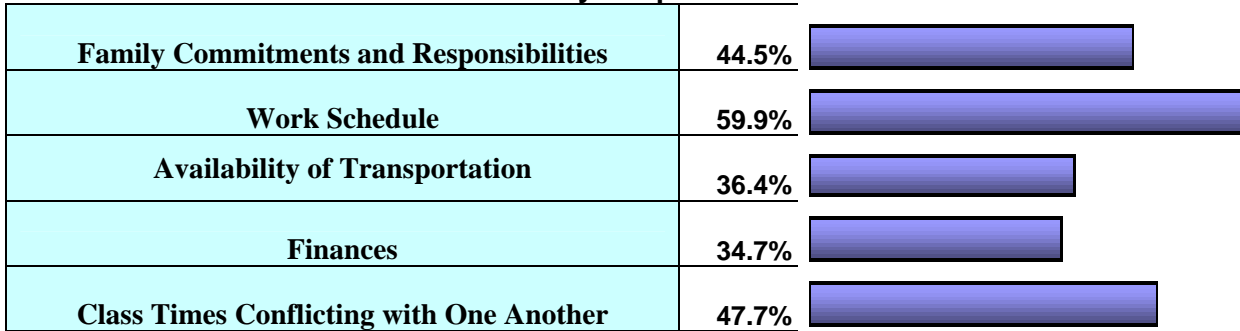
Satisfaction with Course Offerings at Eureka Downtown



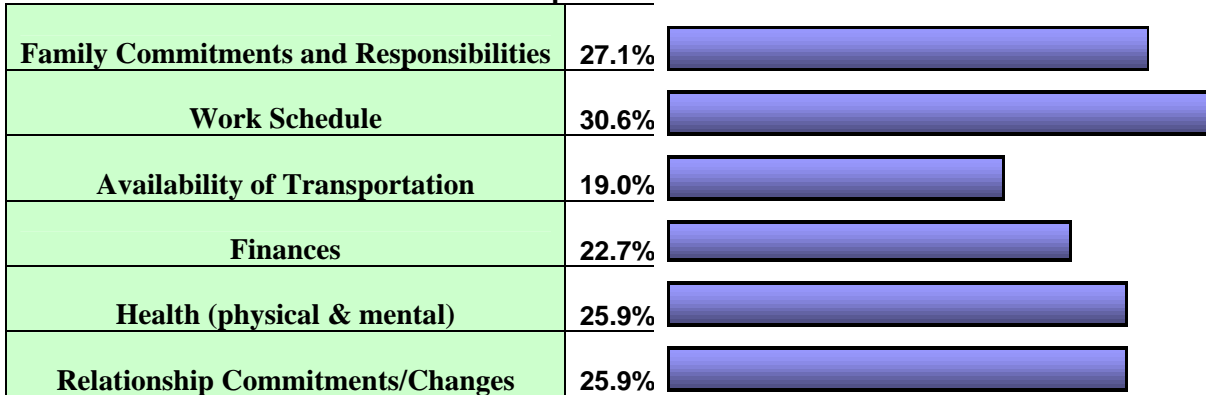
- Respondents who knew which courses they wanted to take at the Eureka Downtown Instructional Site for the fall of 2008 reported higher frequencies of satisfaction with course offerings (83.7%) than respondents who did not know which courses they wanted to take (76.5%). A Chi-Square test indicated that this relationship was not significant ($X^2(4, N=230)=5.754, p<.005$).

Findings: Scheduling & Missed or Dropped Classes

Issues that Affect the Way Respondents Schedule Classes (Aagree)

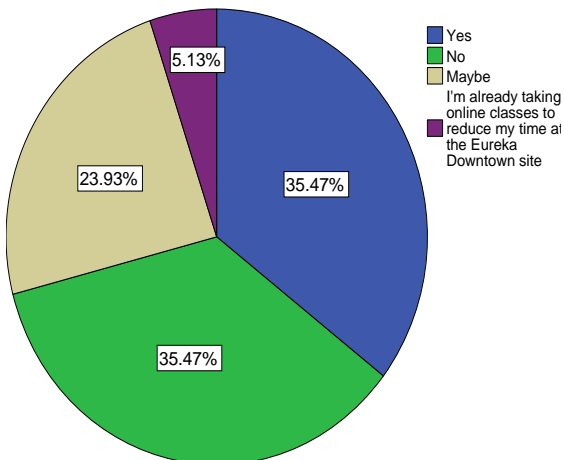


Reasons that Have Led to Respondents Missing or Dropping Classes (Aagree)

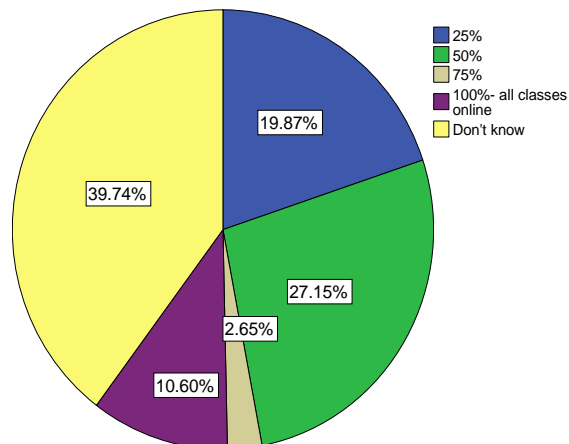


Findings: Interest in Online Courses

Respondents Willingness to Take Online Courses

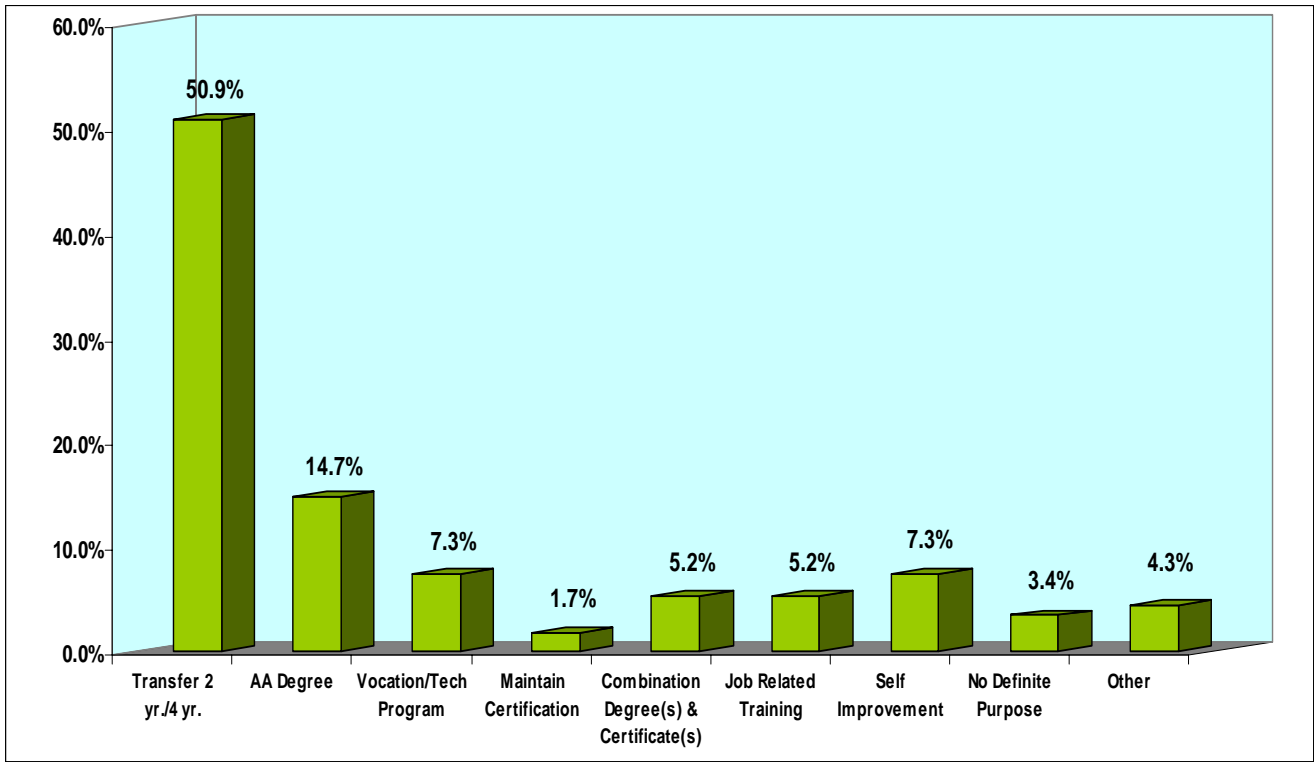


How Much Class Time Respondents Would Like to Reduce Taking Online Courses



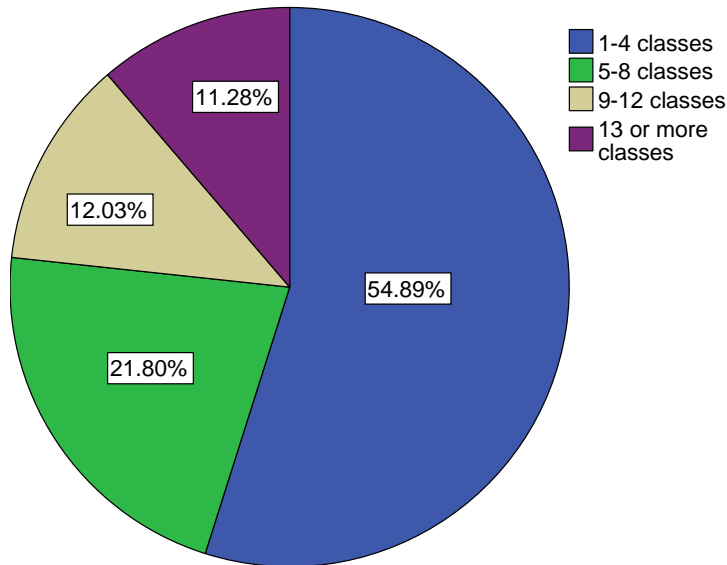
Findings: Purpose at Eureka Downtown

Purpose for Attending Eureka Downtown Site







- 72.0% of respondents who attended Eureka Downtown to earn a degree or certificate were aware of how many courses they needed to fulfill or maintain their degree/certificate.

Amount of Classes Needed to Fulfill Degree/Certificate Requirements









Findings: Satisfaction with Student Services & Resources








Summary of Satisfaction with Student Services & Resources

Mean Satisfaction with Application/Registration Process	63.3%	
Means Satisfaction with Student Testing	53.7%	
Mean Satisfaction with Student Discipline	72.3%	
Mean Satisfaction with Resources and Supplies	34.8%	





Administration/Registration Satisfaction Levels

Clarity of College Information Received before Enrolling	65.1%	
Availability of Financial Aid Information	51.5%	
Assistance Provided by the College Staff	61.4%	
Clarity of the Registration Process	69.9%	
Helpfulness of the Registration Staff	68.5%	
Mean Satisfaction: Application/Registration Process	63.3%	









Student Testing Satisfaction Levels

Helpfulness of Testing Staff	65.1%	
Clarity of Testing Procedures	52.3%	
Ease of Testing Process	56.9%	
Ease of English Placement Test	56.3%	
Ability of Testing Staff to Explain Scores	50.6%	
Ease of Math Placement Test Procedures	48.1%	
Mean Satisfaction with Testing	53.7%	

Student Discipline Satisfaction Levels

Clarity of the Student Discipline Process	73.9%	
Rules Governing Student Conduct at CR	73.6%	
Academic Probation/Suspension Policies	69.3%	
Mean Satisfaction with Student Discipline	72.3%	

Resources & Supplies Satisfaction Levels

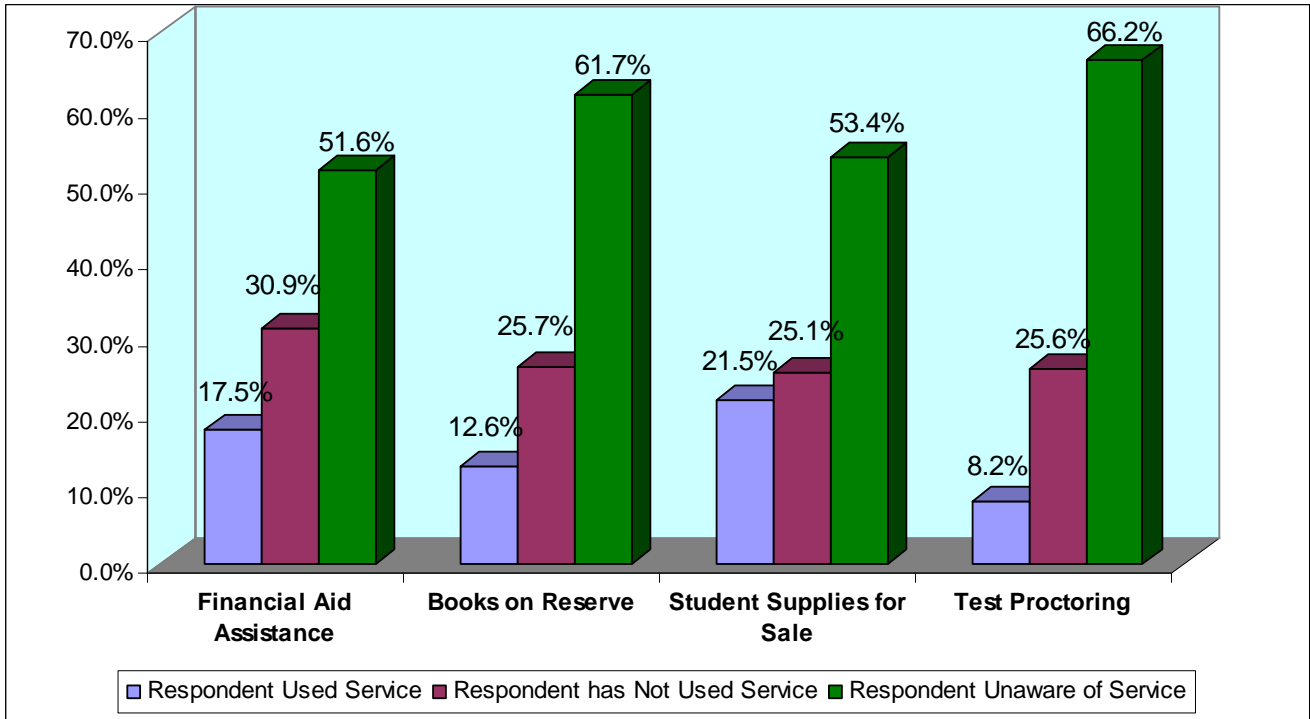
Computer Lab Equipment/Space	33.3%	
Computer Lab Hours	31.6%	
Number of Required Courses Offered	26.0%	
Faculty Office Hours	49.2%	
Student Supplies	30.5%	
Books on Reserve	33.1%	
Student Services Hours	39.6%	
Mean Satisfaction with Resources and Supplies	34.8%	

- Respondents indicated a 34.8% mean of satisfaction with resource and supplies at the Eureka Downtown Instructional site. Respondents indicated that they wanted more resources and supplies available in the open ended comments.
- Many respondents indicated that they were unaware of services offered to students.
- Respondents who attended the Eureka Downtown Instructional Site for 1-2 semesters expressed dissatisfaction with the number of required courses offered at higher frequencies (50.7%) than respondents who attended the site for 3-4 semesters (38.5%).
- Respondents 25 and under reported higher frequencies of overall dissatisfaction with testing services (28.4%, n 50) than respondents 26 and older (1.3%, n 26).

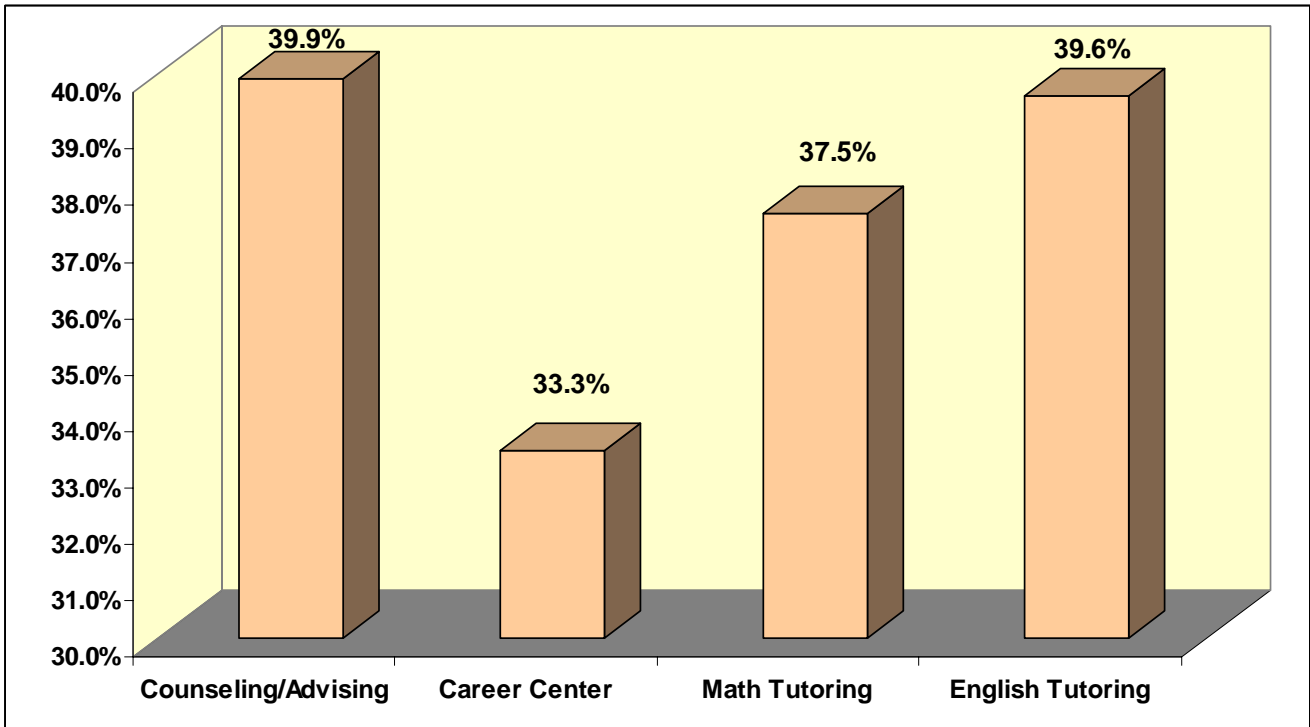
* n is used to depict the number of the sample relevant to a given category. For example, although 131 respondents were 25 and under, only 50 of the 25 and under respondents felt they had enough knowledge or experience with the testing center to rank it on a satisfaction scale (with 28.4% of the 50 respondents feeling dissatisfied with testing). n is used in this report where the number of respondents relevant to answer a question is considerably less than the number of respondents in the overall sample.

Findings: Service Usage

Usage and Awareness of Available Services



Anticipated Use (frequent/often) of Additional Services if Offered



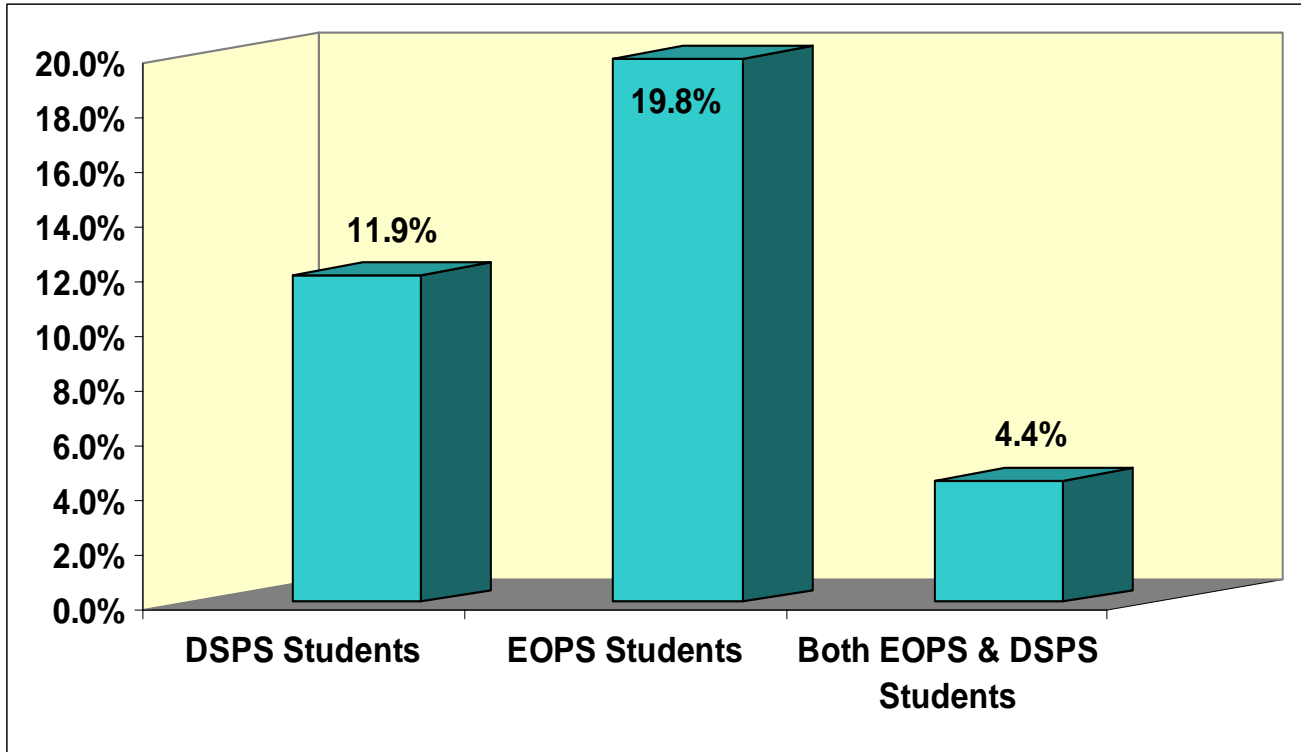
Percentage of Respondents Unaware of Available Site Services, Length of Time Attending Site

	1 Semester	2 Semesters	3-4 Semesters	5 or more Semesters
Financial Aid Assistance	46.4% (n) 166	60.7% (n) 28	68.4% (n) 19	50.0% (n) 4
Books on Reserve	58.8% (n) 165	57.1% (n) 28	84.2% (n) 19	50.0% (n) 4
Student Supplies	53.0% (n) 166	46.4% (n) 28	63.2% (n) 19	25.0% (n) 4
Test Proctoring	65.6% (n) 163	67.9% (n) 28	61.1% (n) 18	50.0% (n) 4

* The table indicates the percentage of respondents who were unaware of each service area by the length of time that they attended the Eureka Downtown Site. The (n) indicates the number of respondents who provided an answer for each category.

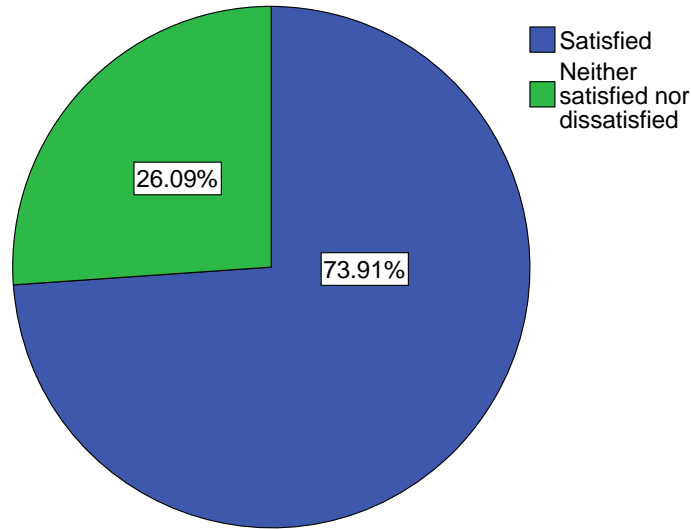
Findings: EOPS & DSPS Students

Percentage of EOPS Students, DSPS Students, and EOPS & DSPS Students



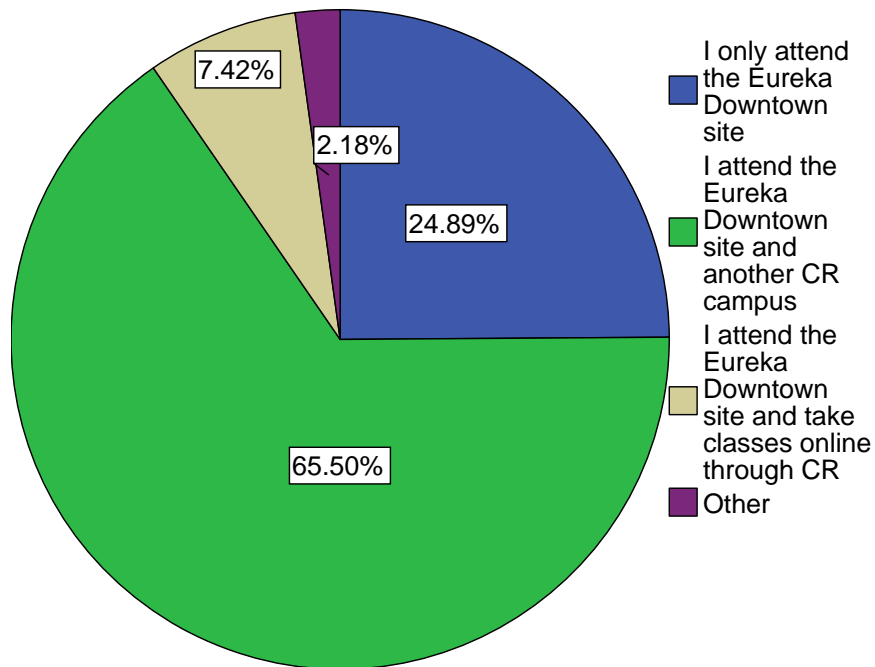
- Respondents who identified as EOPS or DSPS students used all of the services at the Eureka Downtown Instructional site at higher frequencies than respondents who did not identify as EOPS or DSPS students.

Satisfaction Level with Eureka Downtown's Site's Ability to Meet Disability Accommodation Needs



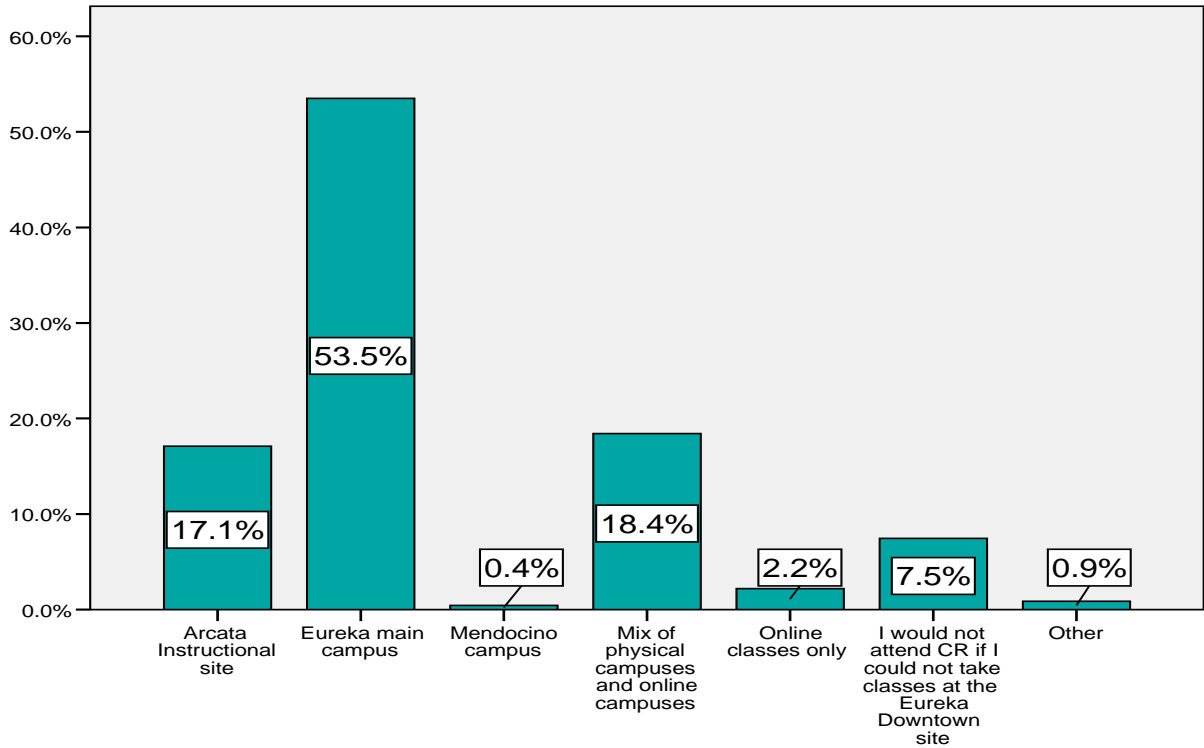
Findings: Decision to Attend Eureka Downtown

Campuses Attended by Eureka Downtown Site Respondents

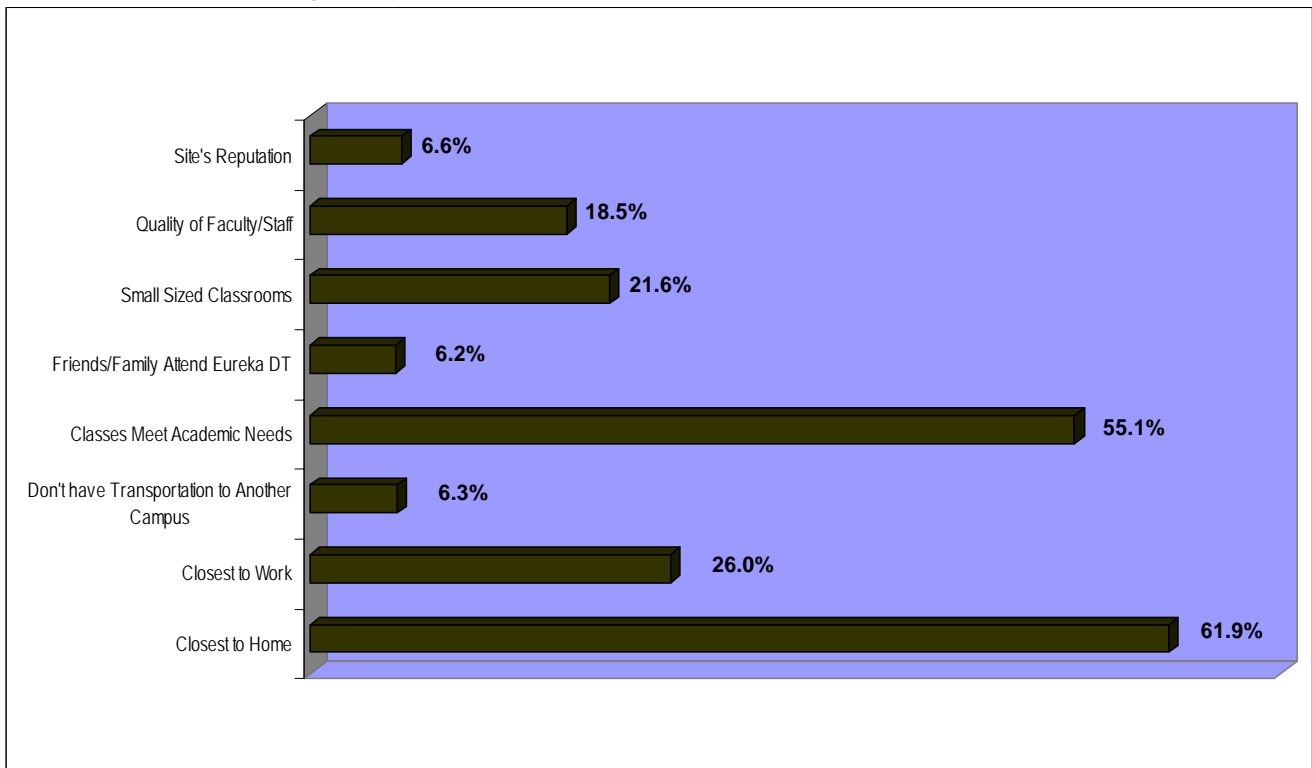


- Respondents who only attended the Eureka Downtown site reported higher frequencies of having used site services than respondents who attended multiple campuses or took additional classes online.

Campus(es) Respondents Would Attend if Eureka Downtown was not Available



Reasons why Respondents Attend the Eureka Downtown Instructional Site



- 72.5% of respondents from Eureka indicated that the Eureka Downtown campus was the closest college to their home.

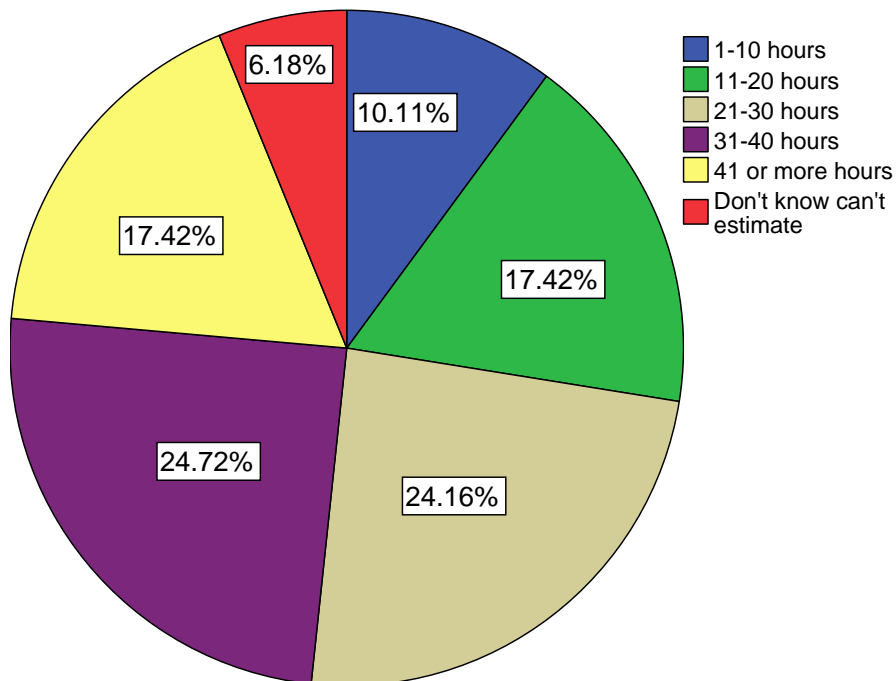
Percentage of Respondents who Mentioned Attending Eureka Downtown Because it Meets Academic Needs, Purpose for Attending Eureka Downtown

Purpose Attending Eureka DT	Mentioned Eureka DT Meets Academic Needs	Did not Mention that Eureka DT Meets Academic Needs
Transfer 2 yr./4 yr. College	55.2% n(64)	44.8% n(52)
AA Degree	57.6% n(19)	42.4% n(14)
Complete Certification	70.6% n(12)	29.4% n(5)
Self Improvement	50.0% n(8)	50.0% n(8)

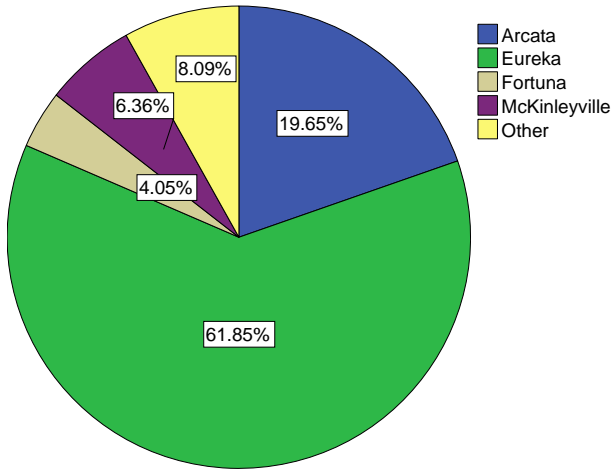
Findings: Demographic Information

- 81.3% of respondents indicated that they were working while attending the Eureka Downtown site. Of the respondents working, 42.1% indicated that they worked 31 or more hours in an average week.

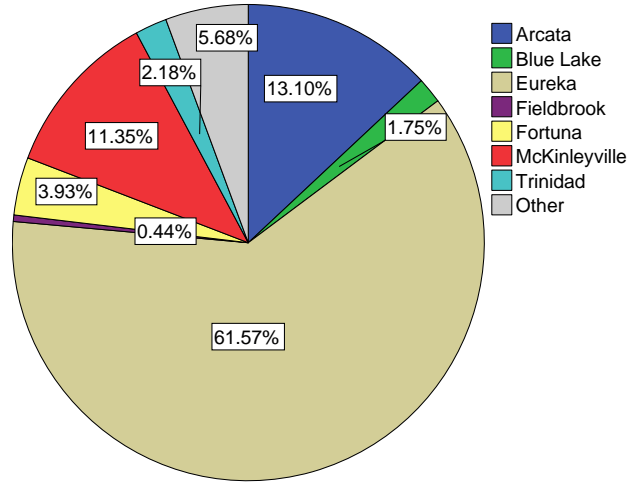
Hours Worked in an Average Week While Attending Eureka Downtown



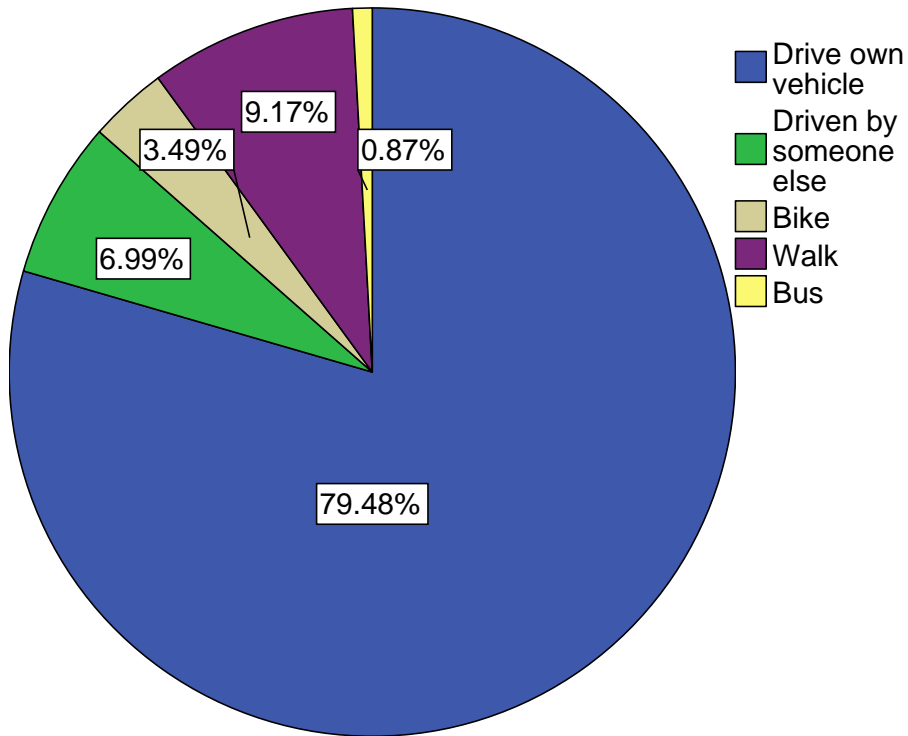
Where Respondents Work



Main Residence



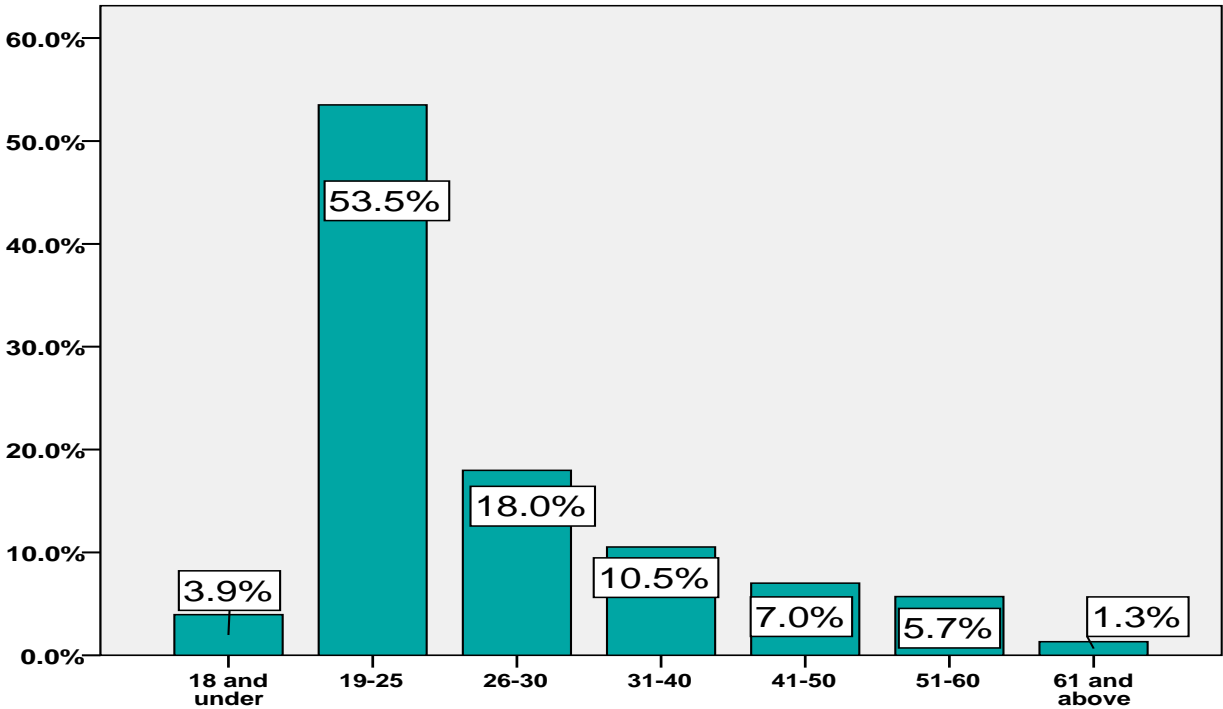
Main Method of Transportation to Eureka Downtown



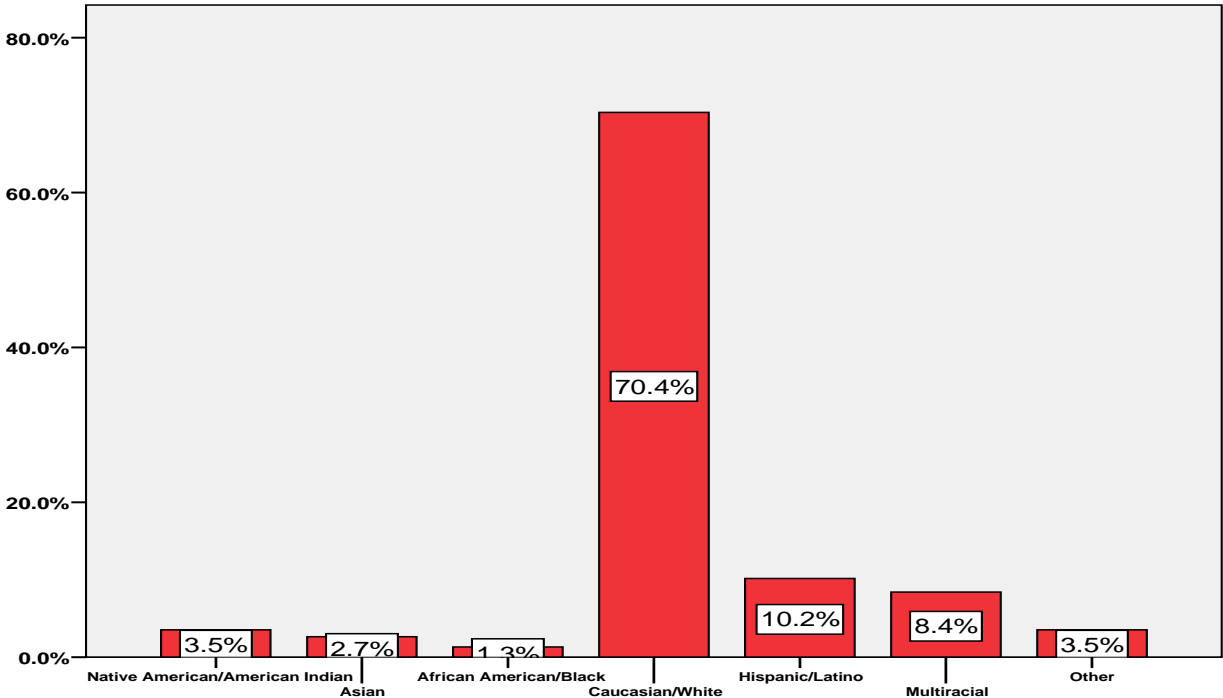
- Only two respondents reported that they took the bus as their main method of transportation to the Eureka Downtown site.
- 20.6% of respondents who lived in Eureka while attending the Eureka Downtown Site walked/rode a bike as their main method of transportation to the Eureka Downtown site.

➤ The majority of respondents were female (60.8%).

Age Group of Respondents

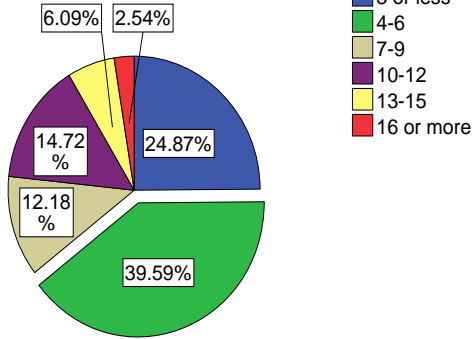


Primary Race/Ethnicity

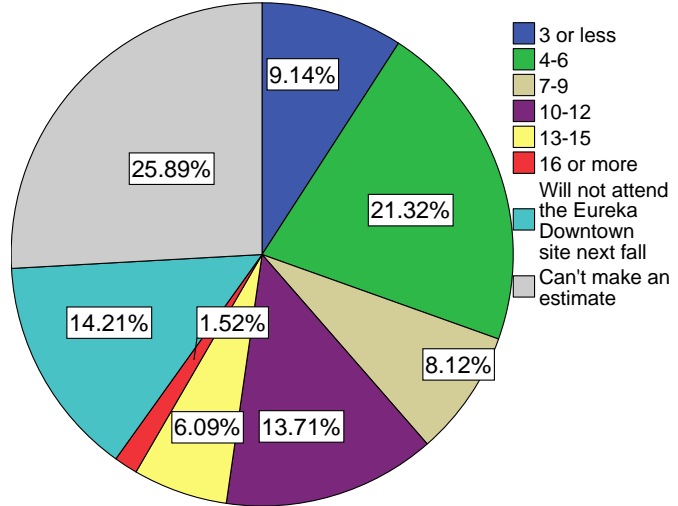


Findings: Arcata Instructional Site, Units

Current Amount of Units at Arcata Site



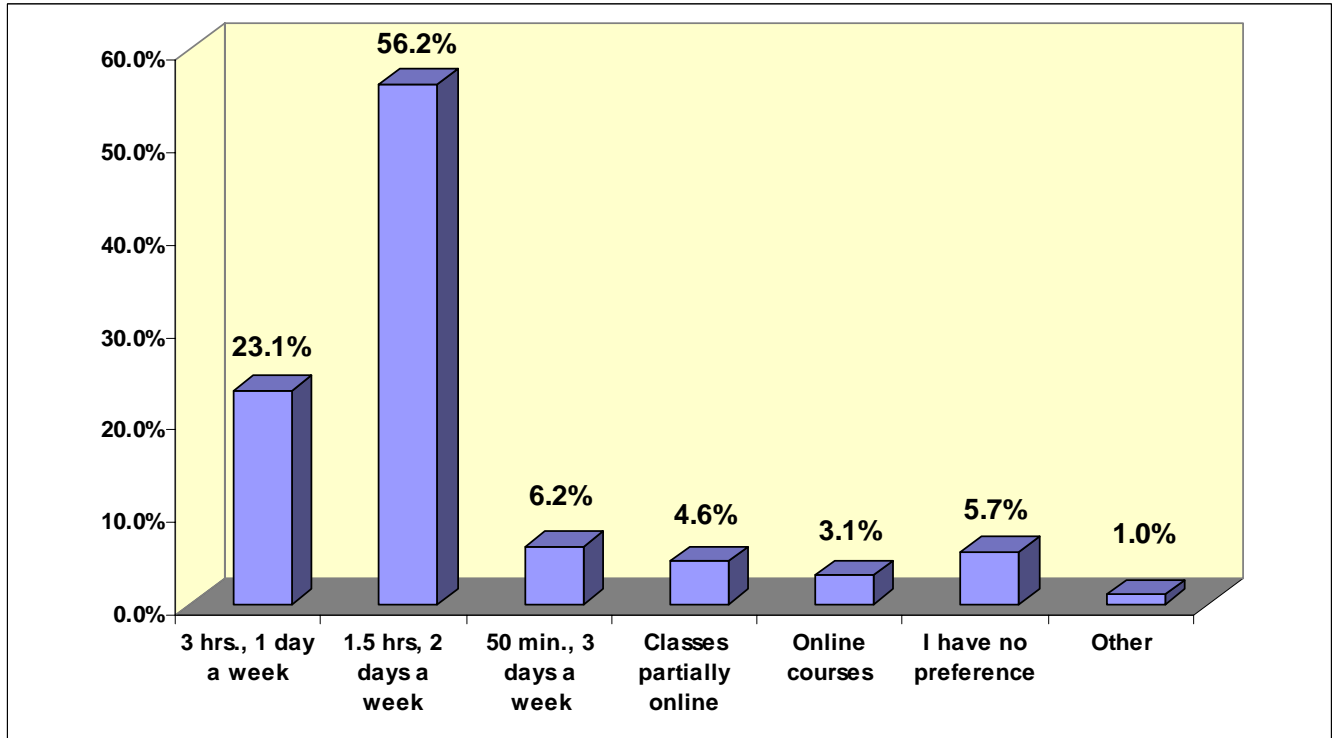
Planned Units at Arcata for Fall 2008



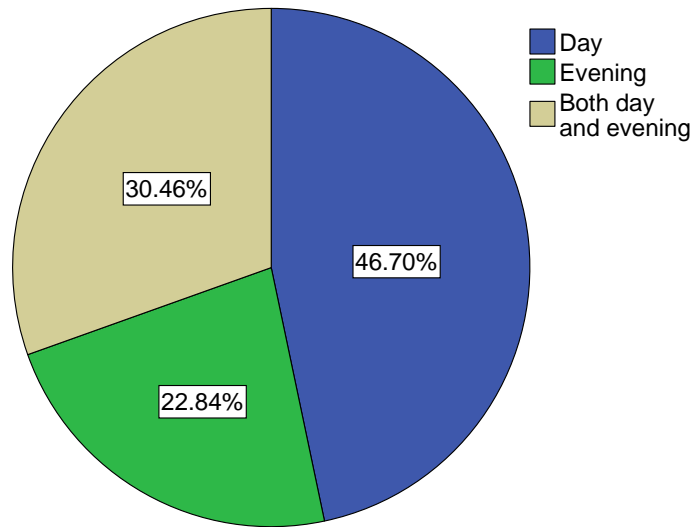
- 27.9% of respondents at the Arcata Instructional Site took 7 or more units at the Arcata Site while working 21 or more hours.

Findings: Schedule & Classes

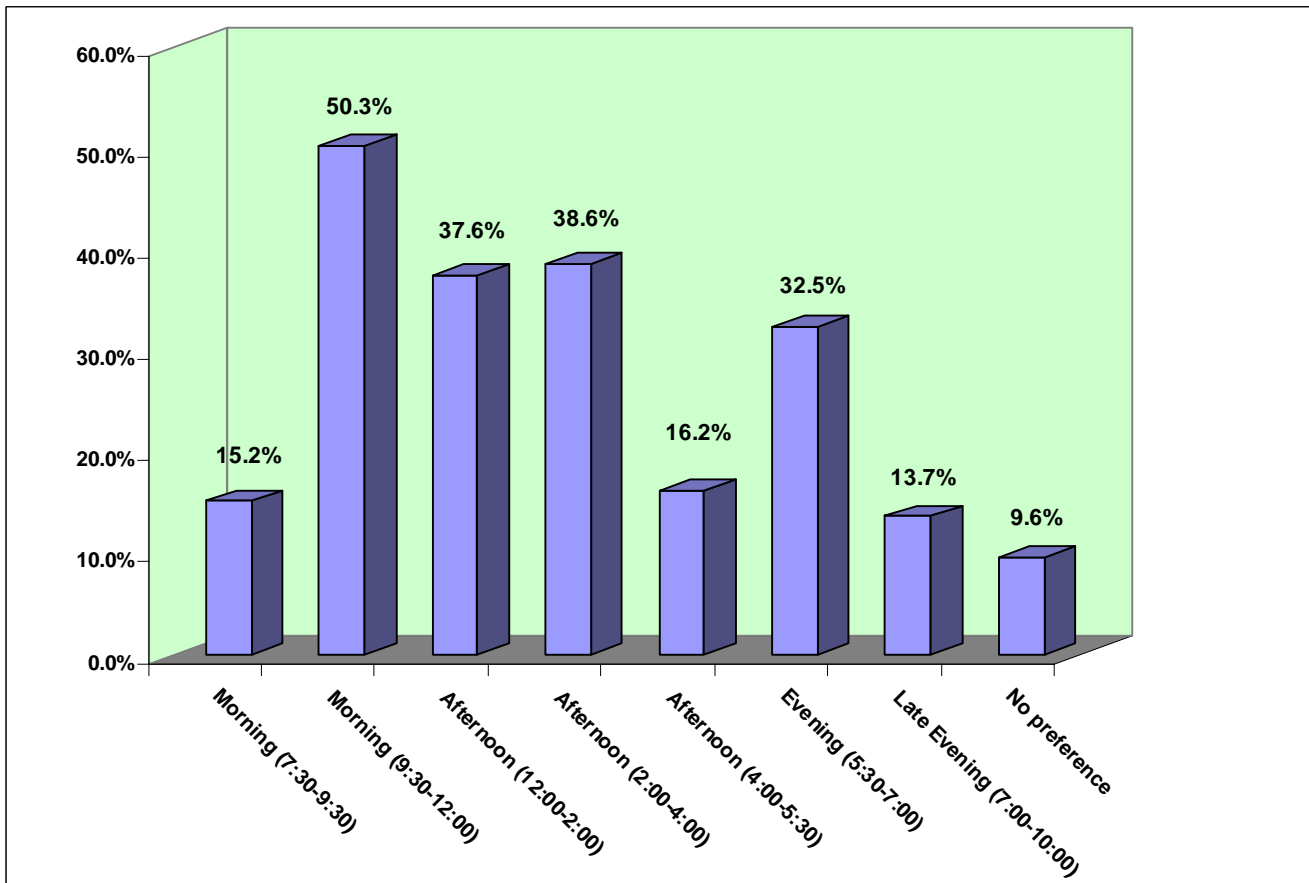
Preferred Format for 3-Unit Courses



Preferred Time of Day Taking Classes at the AIS



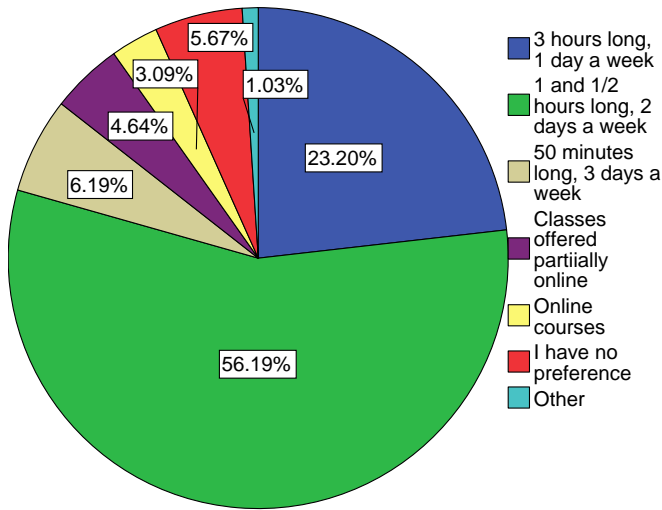
Preferred Time of Day Taking Classes



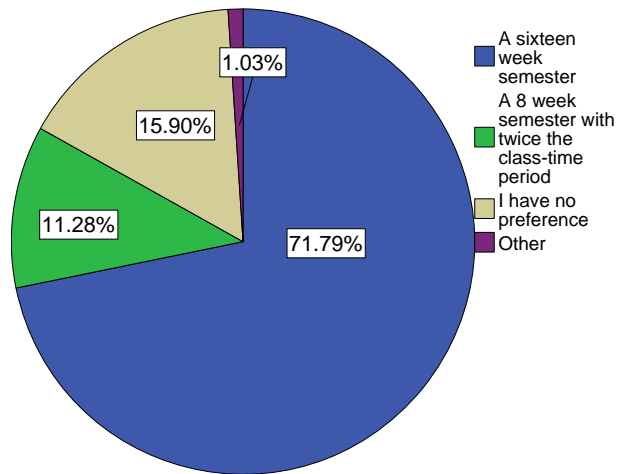
* Respondents were asked to choose all of the preferred times of day that fit their needs.

- 90.0% of respondents who preferred courses at 5:30 or later reported that they were working while attending the Arcata Instructional Site.

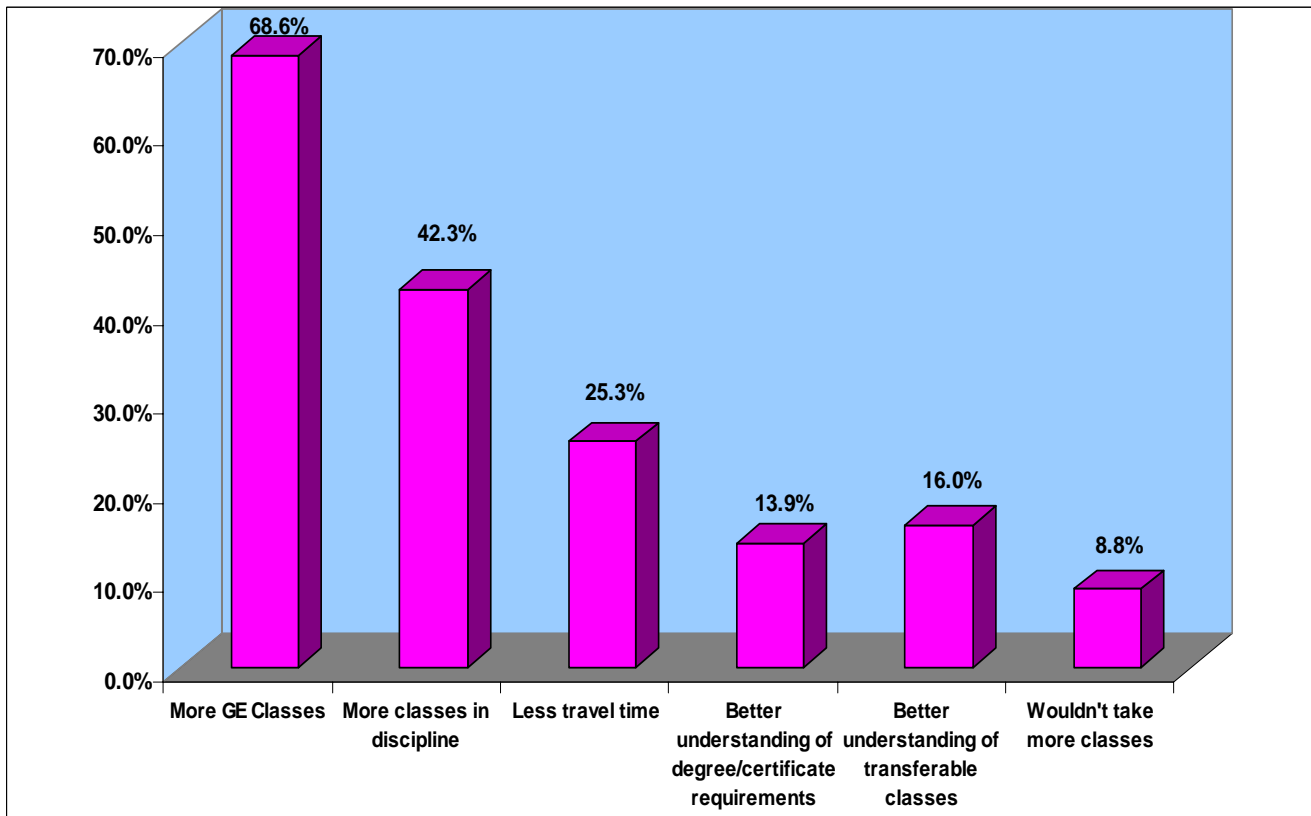
Preferred Days of Week for Classes



Preferred Duration of Course Length



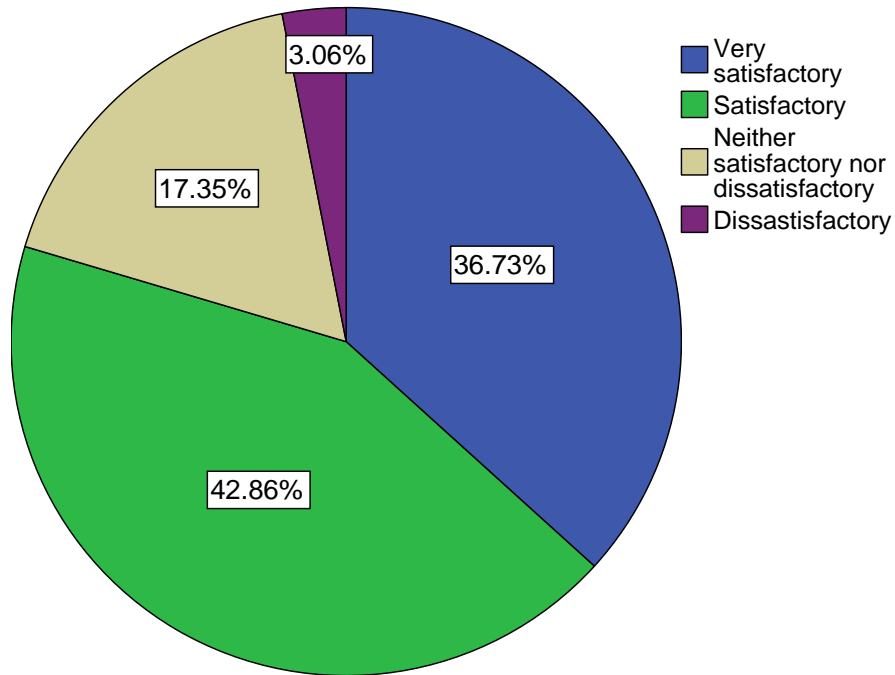
Respondents Reasons they Would Take More Classes at Arcata Instructional Site



* Respondents were asked to choose all of the reasons they would take more courses.

- 67.6% (n, 148) of respondents who took 9 units or less in spring of 2008 indicated that they would take more classes if additional GE requirements were offered in comparison to 76.1% (n, 45) of respondents who took 10 units or more.

Satisfaction with Course Offerings at the Arcata Instructional Site



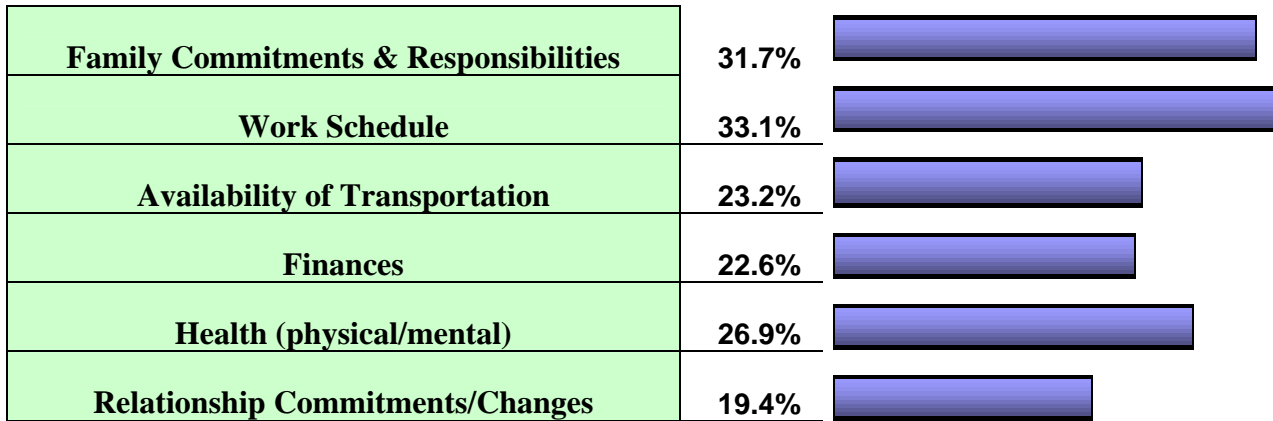
- Respondents who knew which courses they wanted to take at the Arcata Instructional Site for the fall of 2008 reported slightly higher frequencies of satisfaction with course offerings (82.5%) than respondents who did not know which courses they wanted to take (79.5%).

Findings: Scheduling & Missed or Dropped Classes

Issues that Affect the Way Respondents Schedule Classes (Agree)

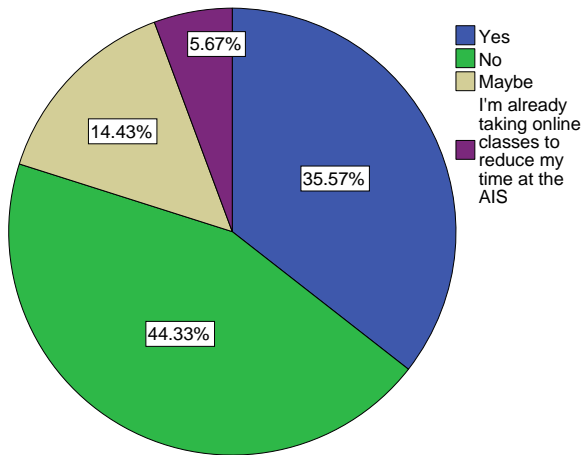
Family Commitments & Responsibilities	49.2%	
Work Schedule	63.2%	
Availability of Transportation	38.6%	
Finances	44.8%	
Class Times Conflicting with One Another	45.7%	

Reasons that Have Led to Respondents Missing or Dropping Classes (Agree)

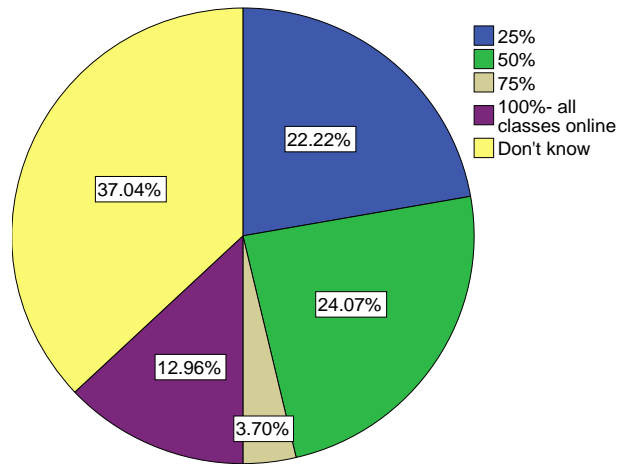


Findings: Interest in Online Courses

Respondents Willingness to Take Online Courses



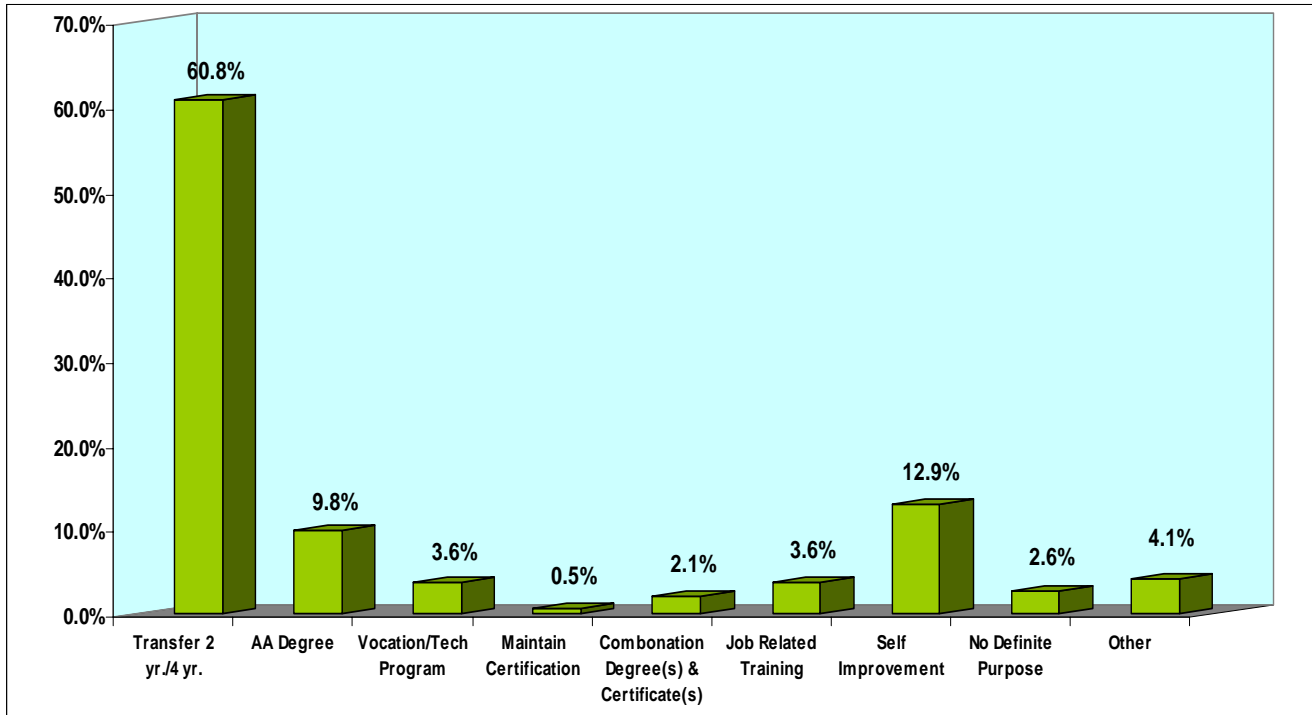
How Much Class Time Respondents Would Like to Reduce Taking Online Courses



- 57.1% of respondents who were taking classes online while attending the Arcata Instructional Site in the fall of 2008 indicated that they would take 100% all of their classes online if they were available. Respondents who were not taking classes online in the spring of 2008 reported much lower frequencies (21.4%) about taking all of their classes online.

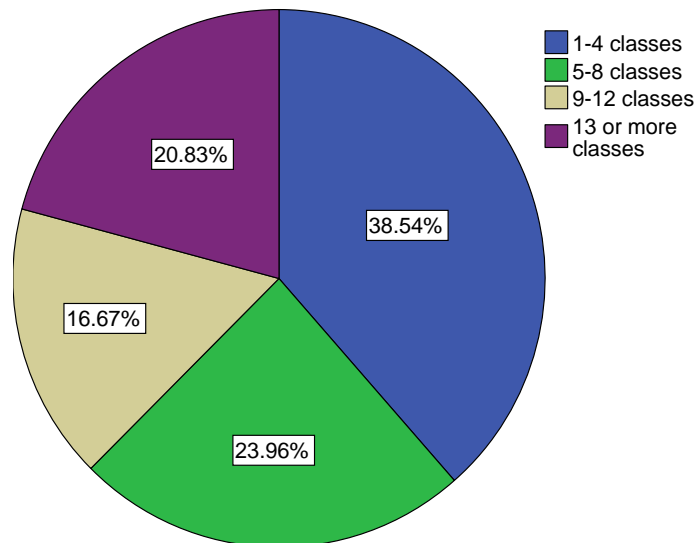
Findings: Purpose at the Arcata Instructional Site

Purpose for Attending Eureka Downtown Site







- 54.1% of respondents at the Arcata Instructional Site who indicated they wanted to earn a degree or certificate were aware of how many courses they needed to fulfill or maintain their degree/certificate.

Amount of Classes Needed to Fulfill Degree/Certificate Requirements









Findings: Satisfaction with Student Services & Resources








Summary of Satisfaction with Student Services & Resources

Mean Satisfaction with Application/Registration Process	57.8%	
Means Satisfaction with Student Testing	47.6%	
Mean Satisfaction with Student Discipline	70.8%	
Mean Satisfaction with Resources and Supplies	38.4%	

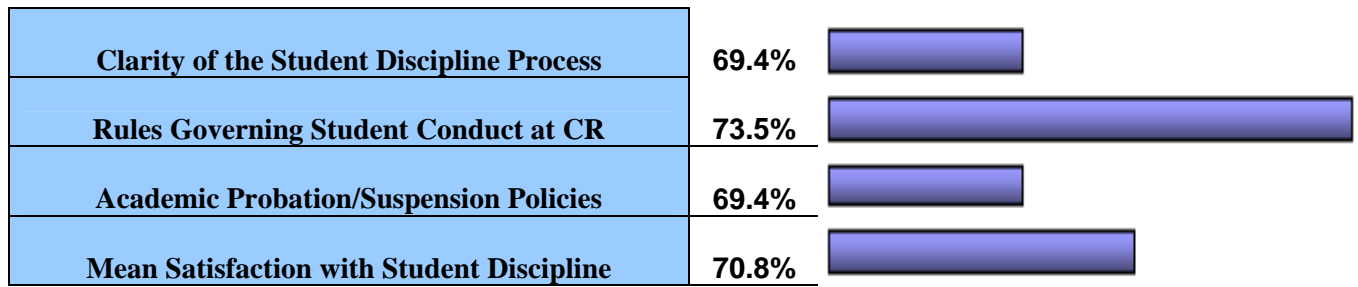
Administration/Registration Satisfaction Levels

Clarity of College Information Received before Enrolling	57.1%	
Availability of Financial Aid Information	40.0%	
Assistance Provided by the College Staff	58.1%	
Clarity of the Registration Process	68.9%	
Helpfulness of the Registration Staff	64.7%	
Mean Satisfaction with Application/Registration Process	57.8%	

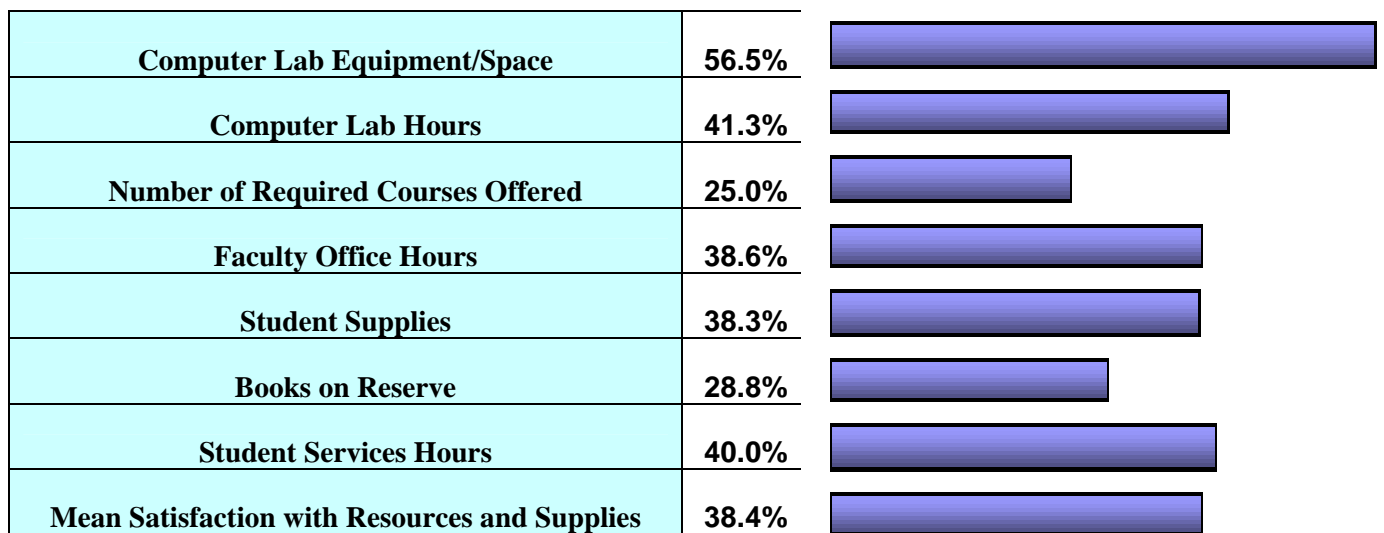
Student Testing Satisfaction Levels

Helpfulness of Testing Staff	46.6%	
Clarity of Testing Procedures	61.9%	
Ease of Testing Process	45.1%	
Ease of English Placement Test	42.5%	
Ability of Testing Staff to Explain Scores	42.5%	
Ease of Math Placement Test Procedures	47.2%	
Mean Satisfaction with Testing	47.6%	

Student Discipline Satisfaction Levels



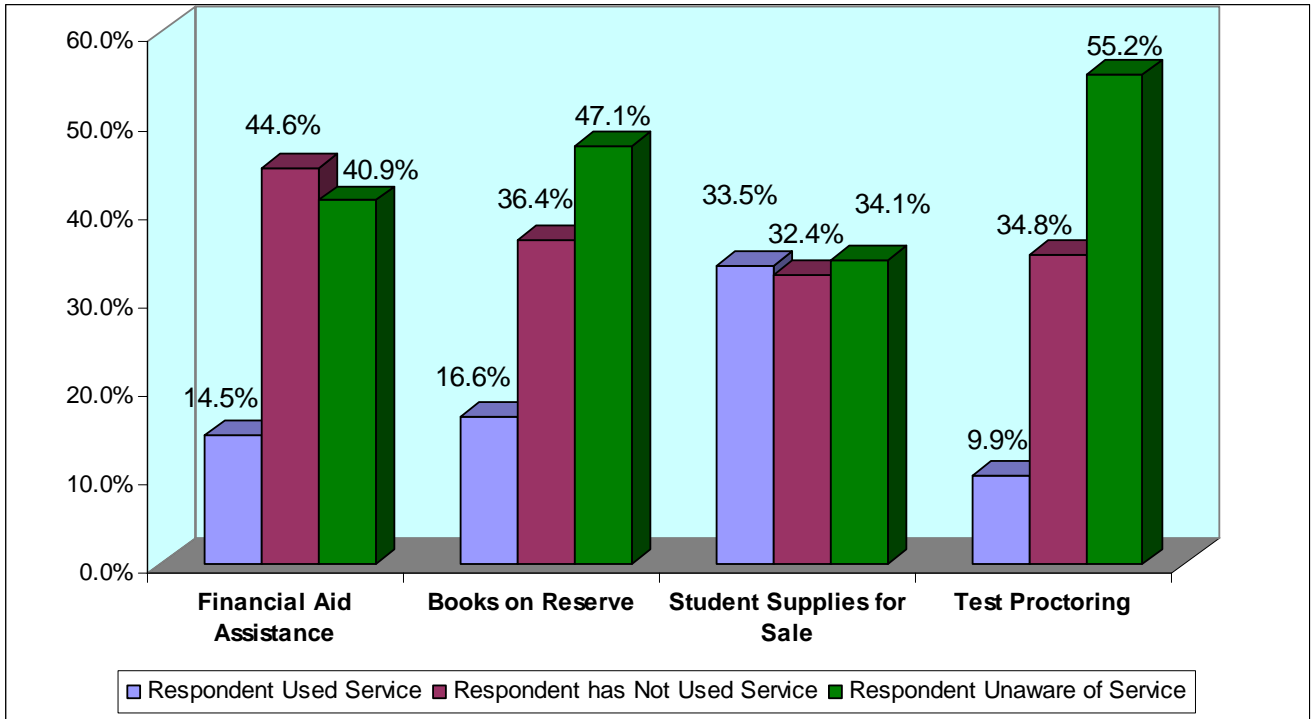
Resources & Supplies Satisfaction Levels



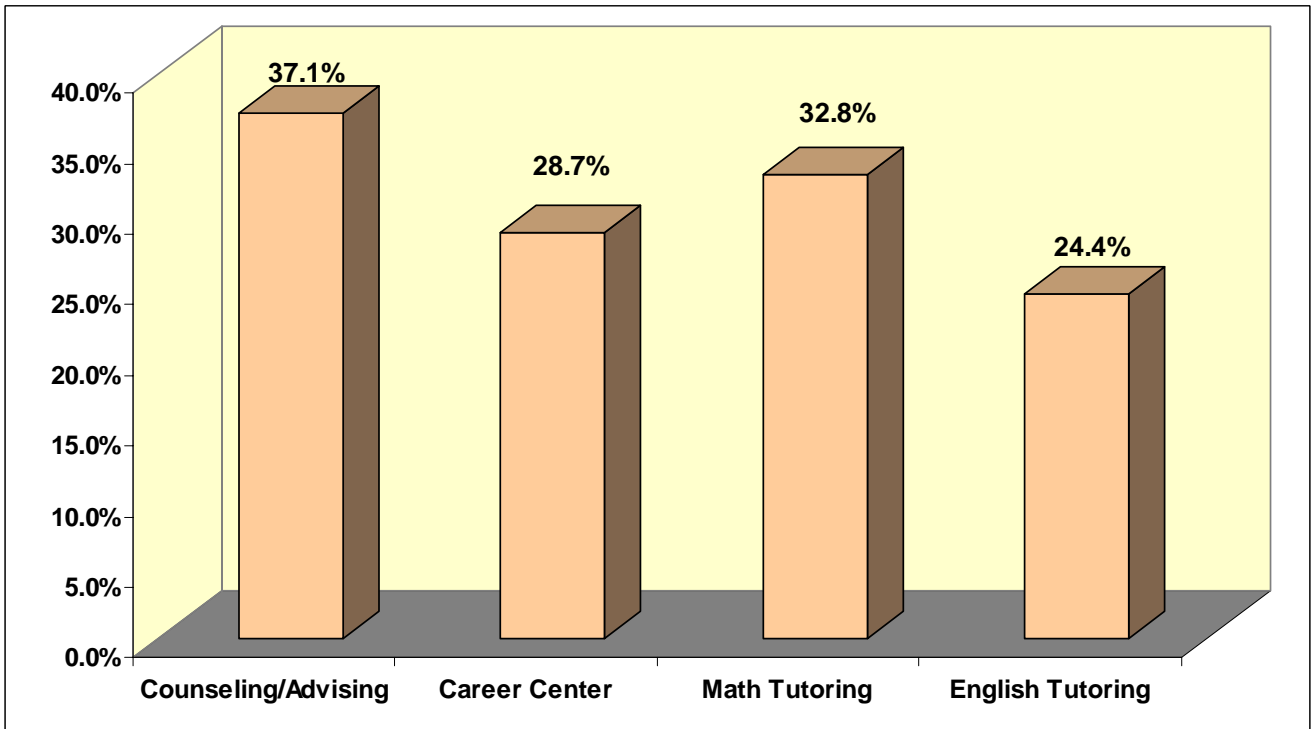
- Respondents indicated a 38.4% mean of satisfaction with resource and supplies at the Arcata Instructional site. Respondents indicated that they wanted more resources and supplies available in the open ended comments.
- Respondents who attended the Arcata Instructional Site for 1-2 semesters expressed dissatisfaction with the number of required courses offered at slightly lower frequencies (42.2%) than respondents who attended the site for 3-4 semesters (44.1%).
- Respondents 25 and under reported higher frequencies of overall dissatisfaction with testing services (51.7%, n 53) than respondents 26 and older (2.8%, n 18).

Findings: Service Usage

Usage and Awareness of Available Services



Anticipated Frequent/Often Use if Additional Services were Offered



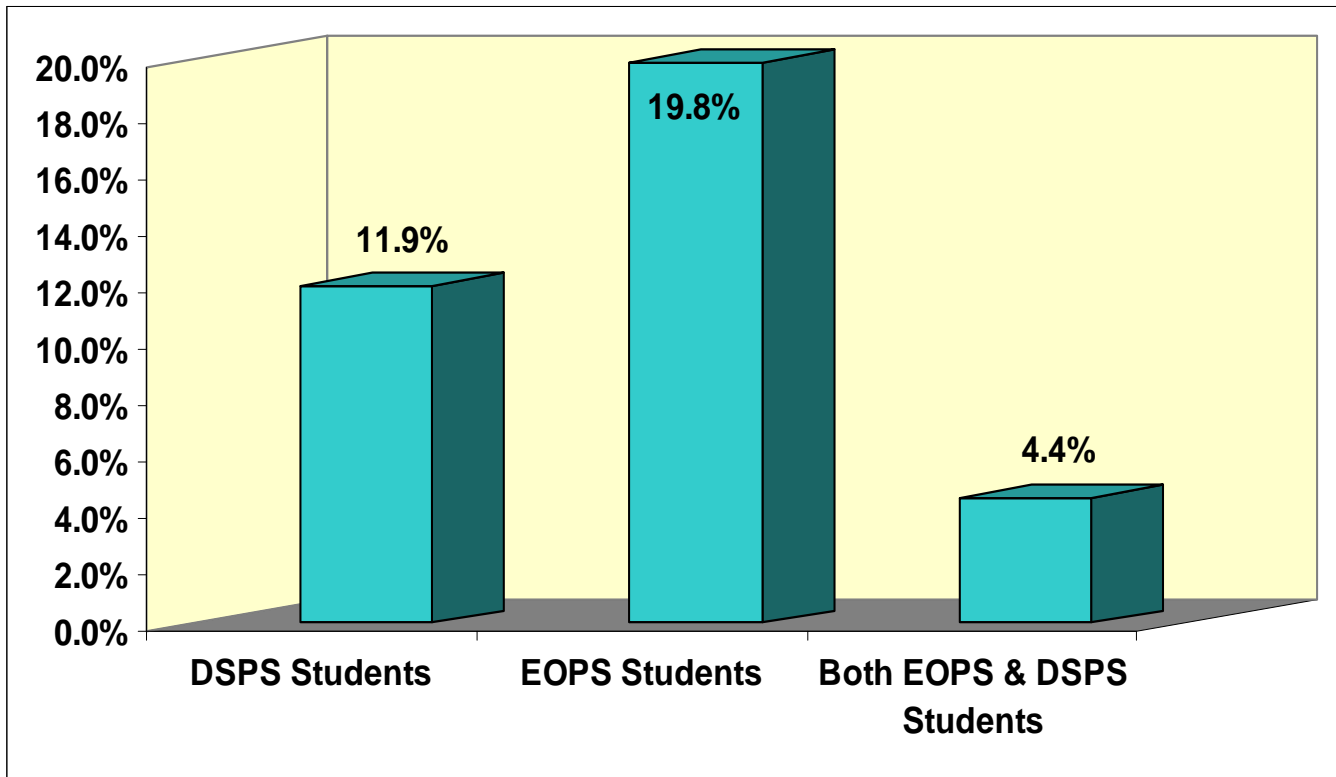
Percentage of Respondents Unaware of Available Site Services, Length of Time Attending Site

	1 Semester	2 Semesters	3-4 Semesters	5 or more Semesters
Financial Aid Assistance	41.2% (n) 40	42.9% (n) 18	50.0% (n) 17	20.0% (n) 1
Books on Reserve	48.0% (n) 47	42.9% (n) 18	47.1% (n) 16	80.0% (n) 4
Student Supplies	37.8% (n) 37	36.6% (n) 15	20.6% (n) 7	40.0% (n) 2
Test Proctoring	56.4% (n) 53	56.1% (n) 23	52.9% (n) 18	60.0% (n) 3

* The table indicates the percentage of respondents who were unaware of each service area by the length of time that they attended the Arcata Instructional Site. The (n) indicates the number of respondents who provided an answer for each category.

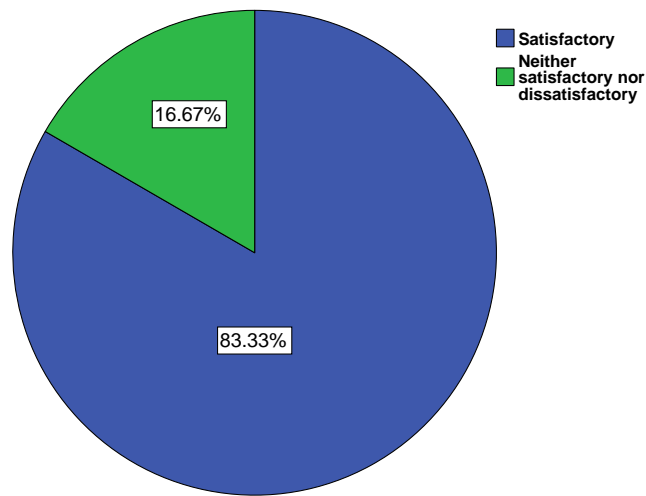
Findings: EOPS & DSPS Students

Percentage of EOPS Students, DSPS Students, and EOPS & DSPS Students



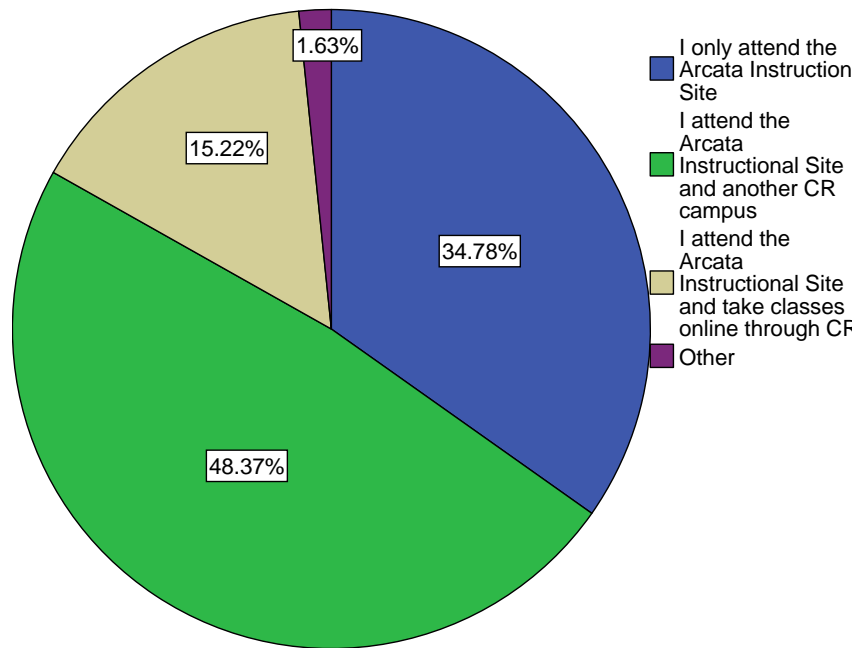
- 15.4% of DSPS students reported using test proctoring services at the Arcata Instructional Site.
- 28.6% of EOPS students reported using financial aid services at the Arcata Instructional Site.

Satisfaction Level with Arcata Instructional Site's Ability to Meet Disability Accommodation Needs



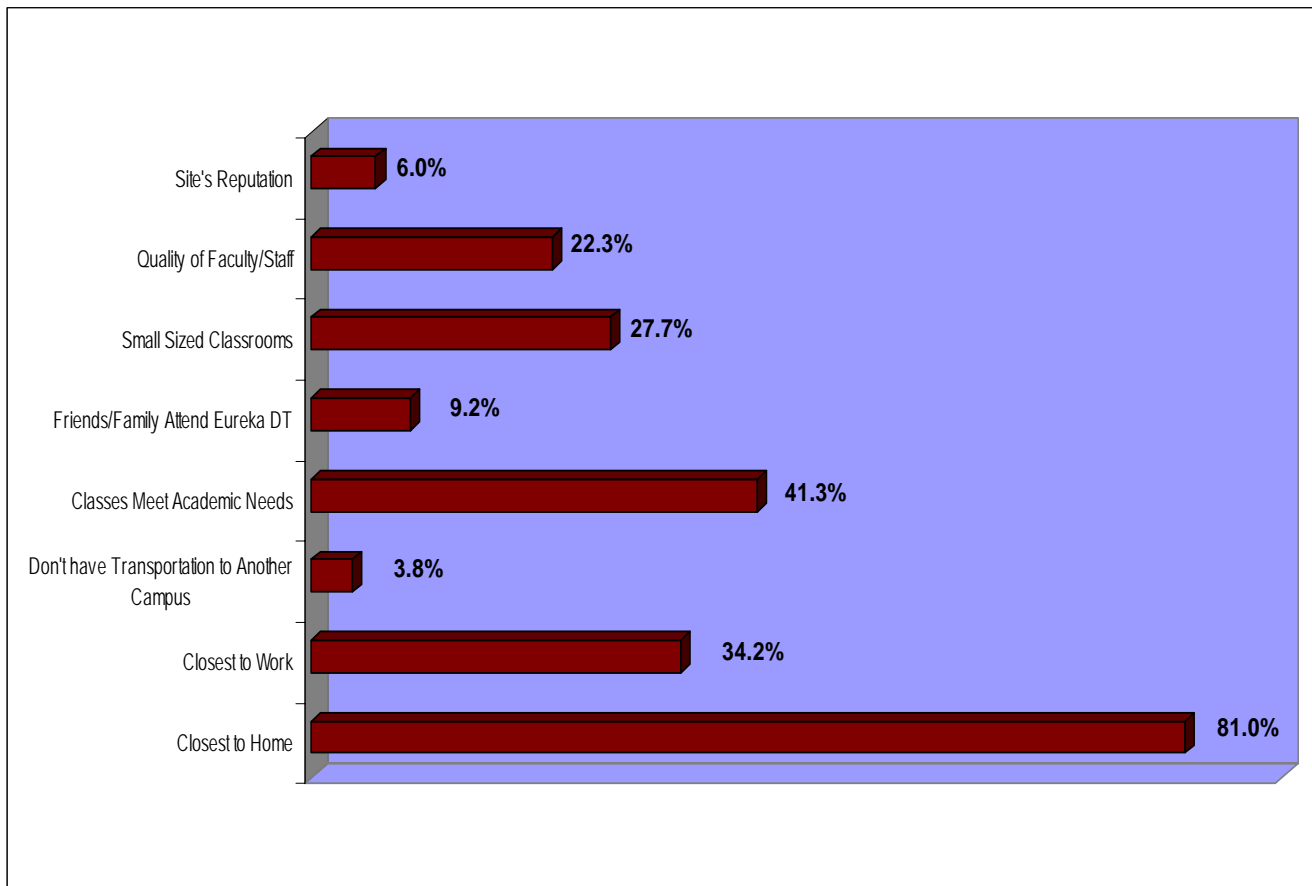
Findings: Decision to Attend the Arcata Instructional Site

Campuses Attended by Arcata Instructional Site Respondents



- Respondents who only attended the Arcata Instructional reported utilizing student supplies and test proctoring at higher frequencies than respondents who attended multiple campuses.

Campus(es) Respondents Would Attend if the Arcata Instructional Site was not Available



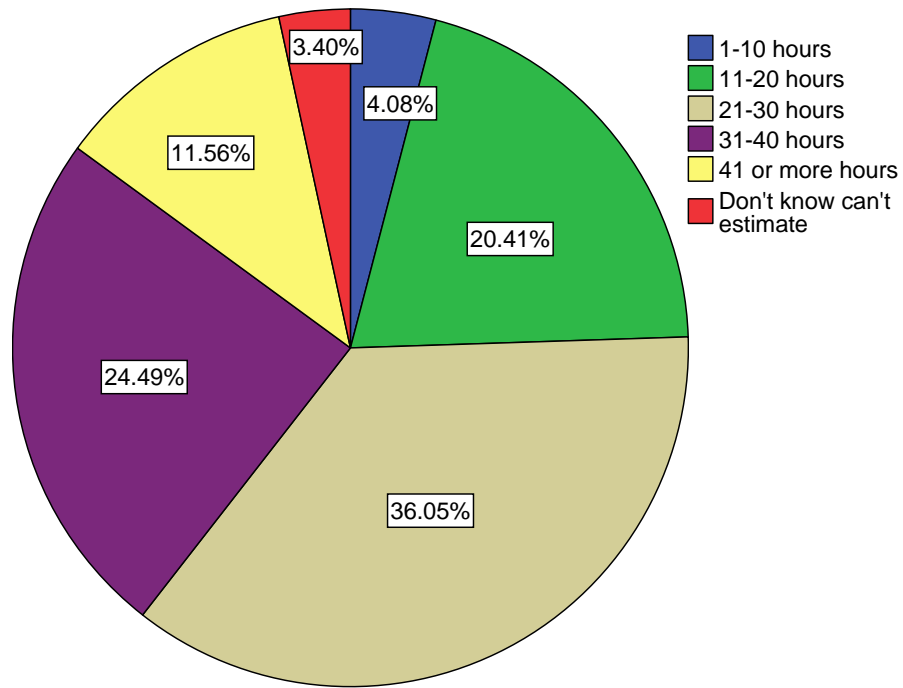
Percentage of Respondents who Mentioned Attending AIS Because it Meets Academic Needs, Purpose for Attending AIS

Purpose Attending AIS	Mentioned AIS Meets Academic Needs	Did not Mention that AIS Meets Academic Needs
Transfer 2 yr./4 yr. College	38.9% n(44)	61.1% n(69)
AA Degree	50.0% n(9)	50.0% n(9)
Complete Certification	16.7% n(1)	83.3% n(5)
Self Improvement	50.0% n(11)	50.0% n(11)

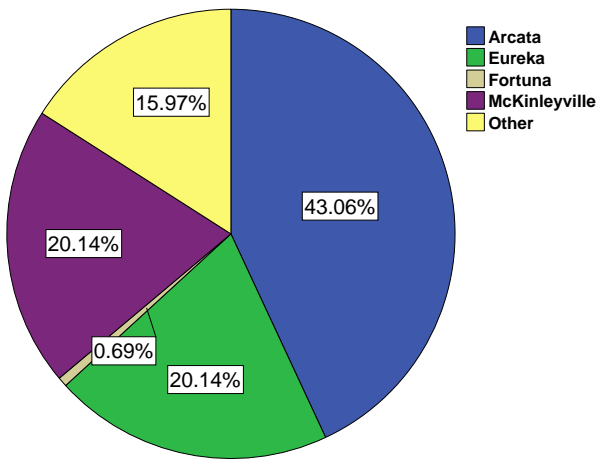
Findings: Demographic Information

- 82.31% of respondents indicated that they were working while attending the Arcata Instructional Site. Of the respondents working, 37.3% indicated that they worked 31 or more hours in an average week.

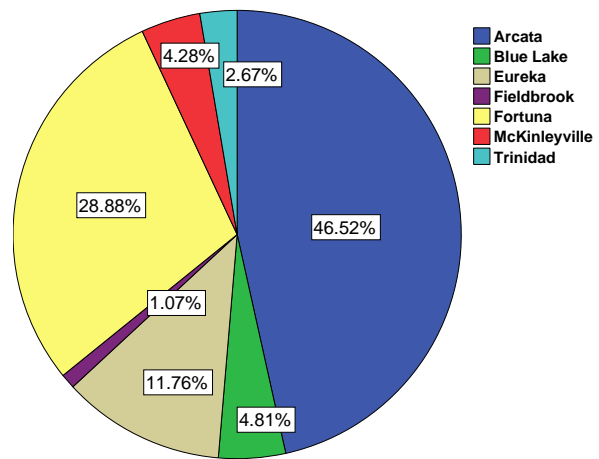
Hours Worked in an Average Week While Attending AIS



Where Respondents Work

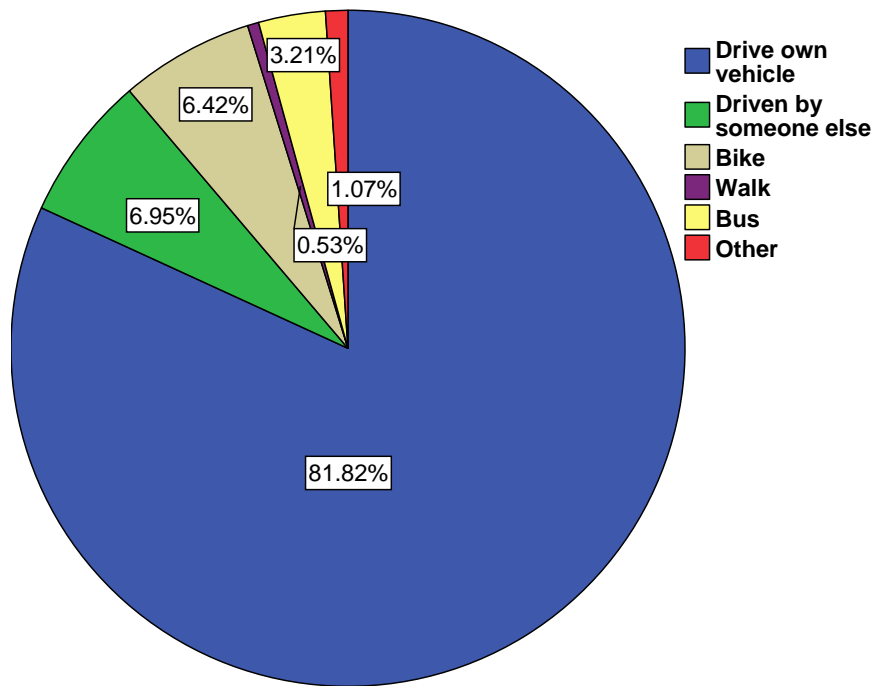


Main Residence



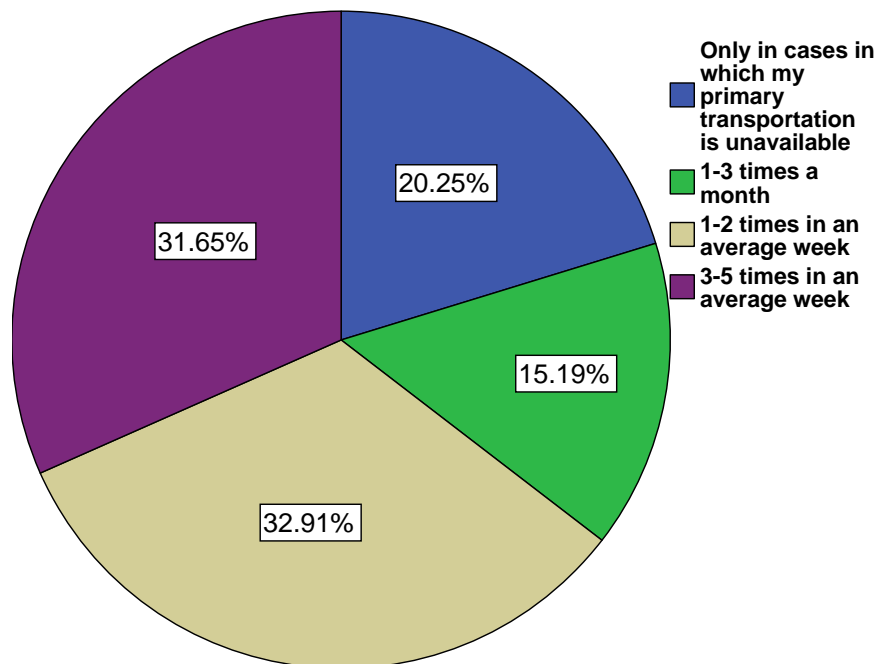
- The majority of respondents who lived in Arcata and Eureka while attending the Arcata Instructional Site worked in the town they lived. Respondents living in McKinleyville, Fortuna, Blue Lake, and Trinidad predominantly worked in other towns.

Main Method of Transportation to the Arcata Instructional Site

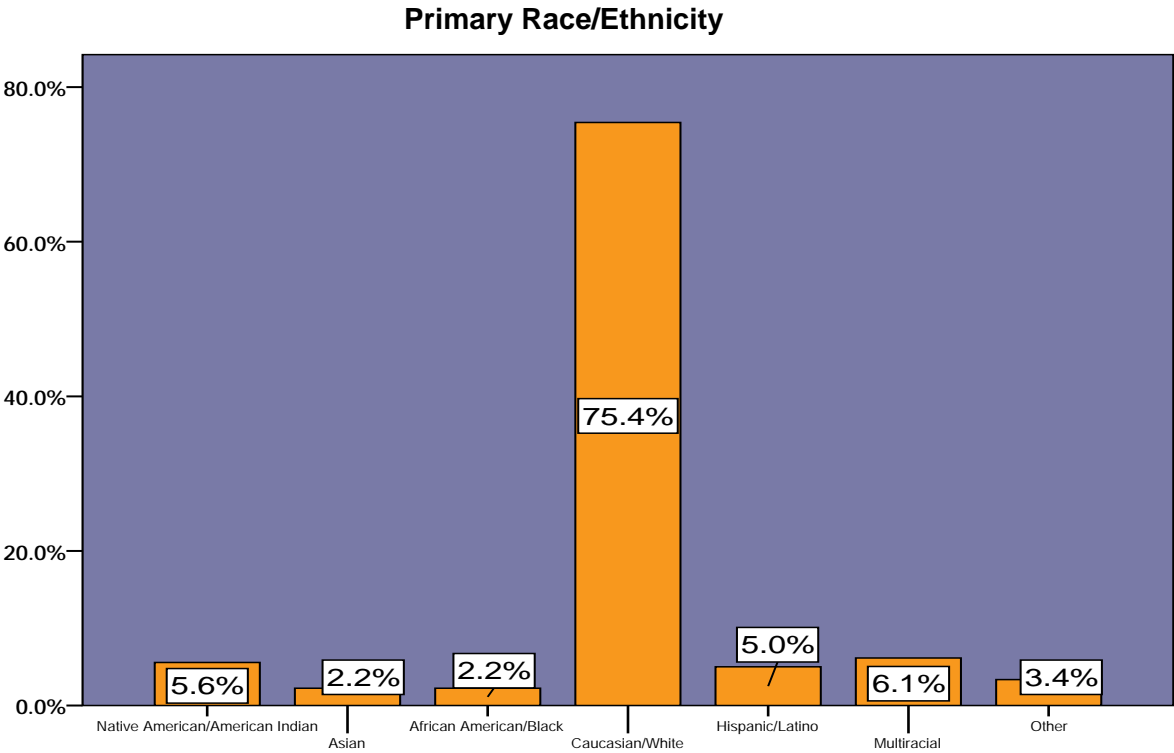
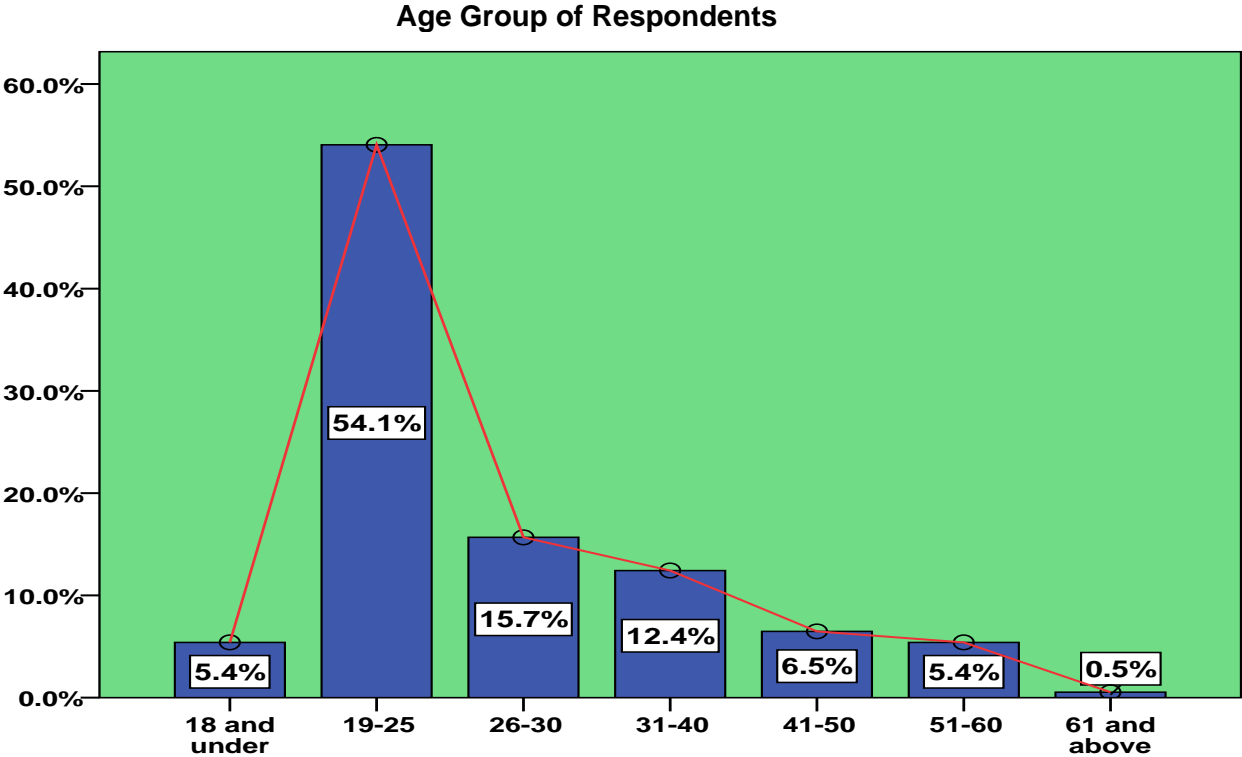


- 40.5% of respondents indicated that they would use bus service to the Arcata Instructional Site if it was available.

Expected Frequency of Bus Service Use to the Arcata Instructional Site



➤ The majority of respondents were female (60.1%).



Survey Suggestions

Improvements to the survey should be made to decrease nonresponse error and measurement error. Stakeholder of the survey should consider the questions and improve the instrument before administering the survey again. Specific changes might include:

- **Questions 1 and 2** might provide more useful data if the unit categories included a “12-15 category” instead of a “10-12” category. A 12-15 unit category would distinguish full time students from part time students.
- **Question 4** should include instructions to select the best answer.
- **Question 11** may want to replace “do you know what courses” with “do you know any courses” to encourage respondents have partial knowledge of their planned schedule to reply.
- A question should precede **question 14** that asks respondents if they have ever missed or dropped a class at the Instructional site. If they have not missed or dropped a class, they should be directed to skip question 14.
- Questions **20, 21, and 22** should be assessed. Many respondents did not answer the questions as they had only registered, applied, or tested at Eureka. The survey instrument might be improved by adding prequel questions that ask respondents whether or not they have utilized a service at the site and direct student who have used the given service at the site to rate their satisfaction while directing students who haven't used the service to skip the question.
- **Question 30** should be changed from “meet your accommodation needs” to meet your disability accommodation needs.” Many respondents who were directed to skip this question answered it even though they did not identify as a DSPS student.
- A question might be added that summarizes student satisfaction with overall services available at the Instructional sites.
- **Question 31** should include a response category for respondents who attend more than one campus and take classes online.