

Standard Surveys Administered at Southwestern Community College

As part of its regular and on-going assessment efforts, Southwestern administers a number of surveys to students, faculty and staff. The surveys are designed to provide current and useful feedback on all major programs and services of the college. The results are tabulated, analyzed and shared with all appropriate stakeholders. In addition, during the past year the Institutional Research and Planning Office has made a major effort to list most survey results on its website. Some exceptions to this practice are the results of the Student Opinion Survey and the program-specific graduate and employer survey results. These results have elements of confidentiality and are only shared with the appropriate faculty, dean and/or vice-president. The following is a list of those surveys administered on a regular basis at the college.

Surveys Administered Each Semester

- Distance Learning Survey
- Student Opinion Survey (course evaluation)

Annual Surveys

- Employee Evaluation of College Services
- LRC User Survey (Faculty)
- LRC User Survey (Student)
- New Student Survey
- Non-Returning Student Survey
- Student Climate Survey
- Survey of Employers of SCC Graduates

Other Surveys

- Student Satisfaction Inventory Survey (Noel-Levitz)*
- Institutional Priorities Survey (Noel-Levitz/Faculty & Staff Survey)*
- Community College Survey of Student Engagement (CCSSE)**

*These Noel-Levitz surveys were administered Fall Semester 2001 and Fall Semester 2003

**CCSSE survey administered Spring Semester 2005

Overview of Results for 2005-06

Surveys administered in 2005-06 reflected generally high satisfaction levels on most areas by students, graduates, and faculty/staff. For example, the mean scores for 38 questions on the Student Climate Survey increased from 2004 to 2006. Only two questions registered declining scores during this period. The results for ten questions were either unchanged or the questions were new and data was unavailable for 2004. Questions generating the greatest improvement in student satisfaction levels from 2004 to 2006 included those associated with the Student Leadership Association, the quality of service at the college bookstore, the availability of parking, and the satisfaction with advising. One explanation for the marked increase in satisfaction levels for these areas is the result of initiatives undertaken by the college to address these areas. These initiatives were stimulated not only by the college's internal Student Climate Survey, but also as a result of the Noel-Levitz Survey. The results of the 2006 survey would indicate improvements in these areas have contributed to much higher student satisfaction levels. Questions which demonstrated declining satisfaction levels from 2004 through 2006 involved food service on campus and the services provided by the Admissions Office.

The results of the Graduate Survey were comparable to the satisfaction levels indicated by prior graduating classes. This survey is administered to all curriculum graduates approximately six months after they complete their program. The 2004-05 graduates indicated higher satisfaction levels on such areas as the quality of instruction in program area courses, the overall quality of their academic program, student activities, and campus security. However, there was a slight decline in the percentage of graduates who indicated they would choose to attend SCC if they were to begin again.

The results of the New Student Survey (administered to a cross-section of students entering the college in fall semester each year) indicated increased satisfaction in 2005 over prior years with some aspects of the entry-level services at SCC, such as Admissions, academic advising and placement testing.

The Faculty/Staff Evaluation of College Services Survey is administered in spring semester each year. The college recognizes that faculty and staff are the primary customers for a number of departments at the college (such as Institutional Research & Planning, Human Resources, Public Information, etc.). This survey is one method for gathering data on these areas which can be used for identifying opportunities for improvement. As was the case for student and graduate surveys during the past year, more questions than not on this survey showed improvement the prior year. The survey consists of 144 questions. Of these, 82 experienced an increase in the mean score over the prior year, 7 were unchanged, 2 were new questions and were not comparable to prior years, and 53 questions experienced a decline in the mean compared to the previous year.

Finally, the 2006 results for the two annual Library surveys (one for students and one for faculty) were somewhat mixed. Students indicated higher levels of satisfaction for most areas in 2006 as compared to 2005. Areas which were particularly higher included the extent to which students were able to find material in the library for their course projects, the helpfulness of the library orientation, the ease of finding materials using the Online Library Catalog, the sufficiency of the number of computers for Internet access, the extent to which the atmosphere is conducive for studying, the usefulness of the library webpage, and the extent to which computer workstations in the Library are maintained and repaired.

Results of the 2006 Library Survey for Faculty reflected generally lower satisfaction levels than for the prior year. Areas which experienced the greatest decline included the adequacy of reference sources in the library, the extent to which periodicals are adequate and up-to-date, the extent to which audiovisual materials are adequate and up-to-date, and the level of assistance to students on using resource materials effectively. Results from the Faculty Survey will be incorporated into the library's 2006-07 departmental planning process. Admittedly, addressing some of these concerns (such as more periodicals and more reference sources) require funding. The ability to address these concerns are dependent upon the level of financial funds available in 2006-07.