

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, the Institutional Research and Planning Office has made most survey results available on its departmental 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
- Graduate Survey
- Library User Survey (Faculty)
- Library User Survey (Student)
- New Student Survey
- Non-Returning Student Survey
- Student Climate Survey (not administered in same years as CCSSE 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, and Spring Semester, 2008

Overview of Results for 2007-08

Surveys administered in 2007-08 reflected generally high satisfaction levels on most areas by students, graduates, employers of graduates and faculty/staff.

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 2006-07 graduates indicated higher satisfaction levels on such areas as the quality of instruction in program area courses (increased five percentage points over the prior year), the quality of instruction in other courses, and the overall quality of their academic program. Also, the percentage of graduates who indicated they would choose to attend SCC if they were to begin again was significantly higher than the prior year. However, there was a slight decline in the percentage of graduates who indicated they met their goals for attending SCC.

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 2007 over prior years with some aspects of the entry-level services at SCC, such as the quality of information about SCC programs, the quality of information about financial aid, and the quality of information about careers. There was a slight decline in the satisfaction level with some services such as the quality of academic advising and the efficiency of 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. This survey is based upon a four-point scale, with one representing the lowest score and four representing the highest score. Out of a total of 139 questions, 125 had a mean of 3.0 or higher. This represents 90 percent of all questions on the survey. Of these, 62 experienced an increase in the mean score over the prior year, 8 were unchanged, 11 were new questions and were not comparable to prior years, and 58 questions experienced a decline in the mean compared to the previous year.

Also, the college participated in the Community College Survey of Student Engagement (CCSSE) in Spring Semester 2008. This survey enabled Southwestern to compare its results with those of over 500 other community colleges across the nation. In addition, the 2008 results were compared to those for 2005 (the last time the college participated in this survey) to assess any changes in student satisfaction levels with college programs or services. The 2008 results of this survey indicated Southwestern exceeded national and statewide norms for all five benchmark areas in the CCSSE report. These five benchmark areas are- Active and Collaborative Learning, Student Effort, Academic Challenge, Faculty-Student Interaction, and Support for Learners. Survey results also indicated that student satisfaction increased in the majority of categories from 2005 to 2008.

Finally, the 2008 results for the two annual Library surveys (one for students and one for faculty) were somewhat mixed. Student survey results were mixed- although over half registered declines from the 2007 survey, most were higher than the 2005 survey, which serves as the benchmark for this survey. Questions which exhibited the greatest **increases** from 2005 to 2008 included the helpfulness of the library orientation, and the extent to which computer workstations in the Library are maintained and

repaired. Questions which exhibited the greatest **declines** from 2005 to 2008 included the sufficiency in the number of computers available for Internet access and the satisfaction with the services and assistance provided by the library staff.