



Office of Research & Planning

Graduating Students Opinion Survey Spring 2017

October, 2 2018

**Graduating Student Opinion Survey
Spring Semester, 2017
October 2, 2018**

Introduction

Student assessment is an integral component of the College’s academic services. Assessment of student opinions and attitudes is an indirect measure of student achievement and a direct method for obtaining feedback for program improvement. The opinions of graduating students are routinely solicited as part of the outcome assessments each semester, and are reported on the MyJeffco College Reports tab for use by all administrators, faculty and staff.

Beginning with the Fall 2005 semester of graduating students a new version of the Graduating Student Opinion Survey, revised in cooperation with the Student Outcomes Committee, has been administered at the end of each term. Beginning with the Fall 2009 semester this survey was administered online through the Survey Monkey application. This online submission allows the students to type in their own comments which are transcribed verbatim and without any editing—the only exception being negative comments toward a specific person, which results in the deletion of that specific name. This identifying information is available in the Office of Research & Planning, per request. A total of **544** students responded to the survey this semester.

Faculty and Staff Ratings

Students are asked to grade the faculty and staff on the dimensions of courtesy, competence, and availability using the typical A to F grading scale. Generally speaking, the faculty and staff received high grades from the graduating students on these dimensions. This spring, 98.2% of the grades for faculty and staff were either “As,” “Bs,” or “Cs”. Since the fall of 2005, 98.4% of the grades have been “As,” “Bs,” or “Cs”.

Moreover, 92.6% of the graduating students’ grades for all personnel were “As” or “Bs”. Since the Fall 2005 semester, 92.0% of all the students’ grades for faculty and staff have been “As” or “Bs”. The next two tables summarize these data.

Graduating Students' Ratings of Faculty and Staff, Spring 2017

Item	A	B	C	D	F	Not Rated	Total A - F	Percent Favorable		
								(A & B & C)	(A & B)	
Faculty - Competent	379	109	41	7	0	6	542	97.6%	90.0%	
Staff - Competent	410	99	23	5	1	6	544	97.8%	93.6%	
Faculty - Courteous	410	104	26	2	0	1	543	99.4%	94.7%	
Faculty - Available	371	116	40	8	1	7	543	97.1%	89.7%	
Staff - Courteous	432	86	21	4	0	1	544	99.1%	95.2%	
Staff - Available	402	99	31	2	1	7	542	98.2%	92.4%	
Totals/Average Percents:									98.2%	92.6%

Key: Green = Above the Mean (Average)
Blue = Within one standard deviation of the Mean
Red = More than one standard deviation below of the Mean

**Cumulative -- Fall 2005 through Spring 2017
Graduating Students' Ratings of Faculty and Staff**

Item	A	B	C	D	F	Not Rated	Total A to F	Percent Favorable	
								(A & B & C)	(A & B)
Faculty - Courteous	5,302	1,672	403	69	21	76	7,467	98.8%	93.4%
Staff - Courteous	5,554	1,427	364	70	33	77	7,448	98.6%	93.7%
Staff - Available	5,172	1,641	436	80	28	122	7,357	98.5%	92.6%
Faculty - Competent	4,742	1,948	586	85	29	99	7,390	98.5%	90.5%
Staff - Competent	5,103	1,701	444	83	48	117	7,379	98.2%	92.2%
Faculty - Available	4,714	1,916	610	114	33	102	7,387	98.0%	89.8%
Averages:								98.4%	92.0%

Key: Green = Above the Mean (Average)
Blue = Within one standard deviation below the Mean
Red = More than one standard deviation below of the Mean

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College Services Ratings

The graduating students were also asked to rate 22 college service areas. The rating scale used these items is: Outstanding, Above Average, Satisfactory, or Needs Improvement. The Mean (average) percent of “Outstanding” and “Above Average” ratings was 72.2%. Sixteen of the twenty-two services areas were above the mean. Three were within one standard deviation of the mean, and three were below the mean.

Including the “Satisfactory” rating with the “Outstanding” and “Above Average” ratings resulted in an overall 95.5% favorable rating from the graduating students. Twelve of the twenty-two services areas were above the mean. Seven were within one standard deviation of the mean, and three were below the mean.

Again, the ratings are predominately positive and suggest overall satisfaction of college services. The areas that are consistently more than one standard deviation below the mean should be considered an area for continued improvement. The next table summarizes these findings.

Graduating Students' Ratings of College Services, Spring 2017

Item	A	B	C	D	Not Rated	Total Rated Responses	Percent Favorable	
	Outstanding	Above Average	Satisfactory	Needs Improvement			(A & B & C)	(A & B)
Daycare Center	79	30	43	2	390	154	98.7%	70.8%
Academic Instruction	204	210	106	17	7	537	96.8%	77.1%
Learning Center Classes	141	71	61	4	267	277	98.6%	76.5%
Testing Center	259	166	97	9	13	531	98.3%	80.0%
Cashier	223	162	111	7	41	503	98.6%	76.5%
Computer Labs	220	142	112	23	47	497	95.4%	72.8%
Library	202	117	119	17	89	455	96.3%	70.1%
Enrollment Services: Admissions	249	151	103	20	21	523	96.2%	76.5%
Disability Support Services	89	46	39	4	366	178	97.8%	75.8%
Records & Registration	237	152	96	20	39	505	96.0%	77.0%
Financial Aid	228	132	95	15	74	470	96.8%	76.6%
Bookstore	194	147	158	28	17	527	94.7%	64.7%
Student Activities	144	79	85	16	220	324	95.1%	68.8%
Writing Labs	154	89	64	6	231	313	98.1%	77.6%
Tutoring--Professional	115	60	53	5	311	233	97.9%	75.1%
Campus Police Department (JCCPD)	178	102	108	19	137	407	95.3%	68.8%
Math Labs	169	80	75	8	212	332	97.6%	75.0%
Tutoring--Peer	115	63	55	10	301	243	95.9%	73.3%
Café (Student Center)	133	102	122	31	156	388	92.0%	60.6%
Enrollment Services: Advising	253	125	104	39	23	521	92.5%	72.6%
Parking	167	123	153	76	25	519	85.4%	55.9%
Job Placement/Employment	102	59	55	16	312	232	93.1%	69.4%
Totals/Average Percents							95.5%	72.2%

Key: = More than one standard deviation above the Mean (Average)
 = Within one standard deviation of the Mean
 = More than one standard deviation below of the Mean

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Frequency Tables and Crosstab Table Analysis

A frequency table has been generated for each item. The tables are attached to this report. The highlights are summarized below.

- Fulltime students accounted for 80.5% of the respondents, and 75.7% indicated that the Hillsboro campus was their primary location.
- “Stop-Out” students accounted for 16.5% of the total.
- Three-hundred sixteen of the graduates were earning an AA, AAT, or AS degree, and another 172 were earning an AAS. The remaining 55 students were certificate level graduates.
- Of the students who responded, 51 students (9.4%) reported that they gave little or no effort on the exit exam. Student opinion regarding the appropriateness of the exit exam is not as positive: 37.3% of the respondents felt the exit exam was appropriate, and 59.1% felt it was not.
- The majority of respondents (90.9%) rated their experiences with Jefferson as an “A” (58%) or “B” (32.9%).
- The majority of graduating students, (86.8%), rated All (16.9%) or Most (69.8%) of their courses as being of high quality.

- Half of the respondents (50.3%) reported that the curriculum made them feel “somewhat prepared” for their future career endeavors or transfer programs, and another 43.1% felt “very prepared.”
- Most respondents would choose Jefferson College again (81.6%) and would recommend it to a friend (76.9%).
- Most respondents (98.1%) feel that Jefferson College provides a safe and secure environment.

Individual tables for each item on the survey follow.

Frequency Tables

Student Type

	Frequency	Percent
Full-Time	438	80.5%
Part-Time	106	19.5%
Total Rated	544	100.0%

Primary Student Location

	Frequency	Percent
Arnold	85	15.7%
Hillsboro	411	75.7%
Imperial	15	2.8%
Online	32	5.9%
Total Rated	543	100.0%

Take Off Any Semesters?

	Frequency	Percent
Yes	89	16.5%
No	449	83.5%
Total Rated	538	100.0%

Degree Earned This Semester

	Frequency	Percent
AA	267	49.2%
AAT	23	4.2%
AS	26	4.8%
AAS	172	31.7%
Certificate	55	10.1%
Total Rated	543	100.0%

Effort Level on Exit Exam

	Frequency	Percent
A. Tried my best	329	60.7%
B. Moderate effort	162	29.9%
C. Little effort	42	7.7%
D. No effort	9	1.7%
Total Rated	542	100.0%

Appropriateness of Exit Exam

	Frequency	Percent
A. Very appropriate	19	3.5%
B. Appropriate	202	37.3%
C. Not very appropriate	216	39.9%
D. Not appropriate at all	104	19.2%
Total Rated	541	100.0%

Rate Faculty Courtesy 3.70

	Frequency	Percent
A	410	75.6%
B	104	19.2%
C	26	4.8%
D	2	0.4%
F	0	0.0%
Total	542	100.0%

Rate Staff Courtesy 3.74

	Frequency	Percent
A	432	79.6%
B	86	15.8%
C	21	3.9%
D	4	0.7%
F	0	0.0%
Total	543	100.0%

Rate Faculty Competence 3.60

	Frequency	Percent
A	379	70.7%
B	109	20.3%
C	41	7.6%
D	7	1.3%
F	0	0.0%
Total	536	100.0%

Rate Staff Competence 3.70

	Frequency	Percent
A	410	76.2%
B	99	18.4%
C	23	4.3%
D	5	0.9%
F	1	0.2%
Total	538	100.0%

Rate Faculty Availability 3.58

	Frequency	Percent
A	371	69.2%
B	116	21.6%
C	40	7.5%
D	8	1.5%
F	1	0.2%
Total	536	100.0%

Rate Staff Availability 3.68

	Frequency	Percent
A	402	75.1%
B	99	18.5%
C	31	5.8%
D	2	0.4%
F	1	0.2%
Total	535	100.0%

**Rate Overall Experiences with
Jefferson College 3.47**

	Frequency	Percent
A	314	58.0%
B	178	32.9%
C	38	7.0%
D	11	2.0%
F	0	0.0%
Total	541	100.0%

**Rate Percentage of Courses
High in Quality**

	Frequency	Percent
A. All	92	16.9%
B. Most	379	69.8%
C. Some	68	12.5%
D. Few	4	0.7%
Total	543	100.0%

**How well did your First Year Experience course
(COL 100, 101, 136) help prepare you to be a
successful college student?**

	Frequency	Percent
A. Perfectly	54	10.7%
B. Very Well	79	15.7%
C. Quite Well	109	21.7%
D. Fairly Well	117	23.3%
E. Very Little	79	15.7%
F. Not at all	65	12.9%
Total	503	100.0%

**Rate How Well you Feel the Curriculum
Prepared you for Future Endeavors**

	Frequency	Percent
A. Very prepared	234	43.1%
B. Somewhat prepared	273	50.3%
C. Not very well prepared	21	3.9%
D. Not sure	15	2.8%
Total	543	100.0%

**Would you Choose
Jefferson College Again?**

	Frequency	Percent
Yes	444	81.6%
No	27	5.0%
Not Sure	73	13.4%
Total	544	100.0%

**Would you Recommend
Jefferson College to a Friend?**

	Frequency	Percent
Yes	416	76.9%
It depends	118	21.8%
No	7	1.3%
Total	541	100.0%

**Did you achieve your educational
objective at Jefferson College?**

	Frequency	Percent
Yes-Fully	382	70.5%
Yes-Partially	152	28.0%
No	8	1.5%
Total	542	100.0%

**Do you feel that Jefferson College provides
a safe and secure environment for you?**

	Frequency	Percent
Yes	530	98.1%
No	10	1.9%
Total	540	100.0%