



Office of Research & Planning

Graduating Students Opinion Survey Spring 2018

October, 4 2018

Graduating Student Opinion Survey
Spring Semester, 2018
October 4, 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, *with the exception of Summer 2017 and Fall 2017 semesters*. 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 **204** 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, 98.6% 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, 94.7% of the graduating students' grades for all personnel were “As” or “Bs”. Since the Fall 2005 semester, 92.2% 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 2018

| Item | A | B | C | D | F | Not Rated | Total A - F | Percent Favorable | | |
|--------------------------|-----|----|----|---|---|-----------|-------------|-------------------|---------|-------|
| | | | | | | | | (A & B & C) | (A & B) | |
| Faculty - Competent | 147 | 34 | 11 | 2 | 3 | 7 | 197 | 97.5% | 91.9% | |
| Staff - Competent | 155 | 31 | 7 | 1 | 3 | 7 | 197 | 98.0% | 94.4% | |
| Faculty - Courteous | 163 | 30 | 7 | 1 | 0 | 3 | 201 | 99.5% | 96.0% | |
| Faculty - Available | 151 | 32 | 9 | 3 | 2 | 7 | 197 | 97.5% | 92.9% | |
| Staff - Courteous | 168 | 26 | 7 | 1 | 0 | 2 | 202 | 99.5% | 96.0% | |
| Staff - Available | 160 | 32 | 5 | 0 | 1 | 6 | 198 | 99.5% | 97.0% | |
| Totals/Average Percents: | | | | | | | | | 98.6% | 94.7% |

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

Projects1\Surveys\GSOS\GSOS_discrepancy_analysis.xls:rate faculty-staff

Cumulative -- Fall 2005 through Spring 2018*
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 | 5,875 | 1,702 | 410 | 70 | 21 | 79 | 8,078 | 98.9% | 93.8% | |
| Staff - Courteous | 5,722 | 1,453 | 371 | 77 | 33 | 79 | 7,656 | 98.6% | 93.7% | |
| Staff - Available | 5,332 | 1,673 | 441 | 80 | 29 | 128 | 7,555 | 98.6% | 92.7% | |
| Faculty - Competent | 4,889 | 1,982 | 586 | 85 | 29 | 99 | 7,571 | 98.5% | 90.8% | |
| Staff - Competent | 5,258 | 1,732 | 451 | 84 | 54 | 131 | 7,579 | 98.2% | 92.2% | |
| Faculty - Available | 4,865 | 1,948 | 619 | 117 | 35 | 109 | 7,584 | 98.0% | 89.8% | |
| Averages: | | | | | | | | | 98.4% | 92.2% |

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

*Graduating Student Opinion Surveys were not completed in Summer 2017 and Fall 2017 semesters.

Projects1\Surveys\GSOS\GSOS_discrepancy_analysis.xls:cumulative fac-staff

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 80.0%. 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 96.4% 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 2018

| 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 | 42 | 16 | 10 | 1 | 135 | 69 | 98.6% | 84.1% |
| Academic Instruction | 93 | 64 | 39 | 2 | 6 | 198 | 99.0% | 79.3% |
| Learning Center Classes | 51 | 19 | 13 | 0 | 121 | 83 | 100.0% | 84.3% |
| Testing Center | 121 | 52 | 24 | 3 | 4 | 200 | 98.5% | 86.5% |
| Cashier | 106 | 48 | 29 | 2 | 19 | 185 | 98.9% | 83.2% |
| Computer Labs | 96 | 54 | 29 | 3 | 22 | 182 | 98.4% | 82.4% |
| Library | 86 | 43 | 23 | 6 | 46 | 158 | 96.2% | 81.6% |
| Enrollment Services: Admissions | 104 | 46 | 27 | 8 | 19 | 185 | 95.7% | 81.1% |
| Disability Support Services | 46 | 17 | 10 | 2 | 129 | 75 | 97.3% | 84.0% |
| Records & Registration | 107 | 46 | 26 | 7 | 18 | 186 | 96.2% | 82.3% |
| Financial Aid | 99 | 31 | 20 | 7 | 47 | 157 | 95.5% | 82.8% |
| Bookstore | 96 | 49 | 44 | 10 | 5 | 199 | 95.0% | 72.9% |
| Student Activities | 60 | 36 | 20 | 5 | 83 | 121 | 95.9% | 79.3% |
| Writing Labs | 70 | 31 | 19 | 0 | 84 | 120 | 100.0% | 84.2% |
| Tutoring--Professional | 53 | 19 | 14 | 1 | 117 | 87 | 98.9% | 82.8% |
| Campus Police Department (JCCPD) | 82 | 35 | 24 | 4 | 59 | 145 | 97.2% | 80.7% |
| Math Labs | 73 | 29 | 16 | 2 | 84 | 120 | 98.3% | 85.0% |
| Tutoring--Peer | 58 | 18 | 15 | 3 | 110 | 94 | 96.8% | 80.9% |
| Café (Student Center) | 62 | 28 | 29 | 10 | 75 | 129 | 92.2% | 69.8% |
| Enrollment Services: Advising | 100 | 48 | 27 | 15 | 14 | 190 | 92.1% | 77.9% |
| Parking | 75 | 51 | 49 | 17 | 12 | 192 | 91.1% | 65.6% |
| Job Placement/Employment | 57 | 21 | 15 | 5 | 106 | 98 | 94.9% | 79.6% |
| Totals/Average Percents | | | | | | | 96.4% | 80.0% |

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

Projects1\Surveys\GSOS\GSOS_discrepancy_analysis.xls:Rate services

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 84.2% of the respondents, and 70.3% indicated that the Hillsboro campus was their primary location.
- “Stop-Out” students accounted for 13.7% of the total.
- One hundred three of the graduates were earning an AA, AAT, or AS degree, and another 76 were earning an AAS. The remaining 25 students were certificate level graduates.
- Of the students who responded, 32 students (15.6%) reported that they gave little or no effort on the exit exam. Student opinion regarding the appropriateness of the exit exam is not positive: 33.8% of the respondents felt the exit exam was appropriate, and 66.2% felt it was not.
- The majority of respondents (89.2%) rated their experiences with Jefferson as an “A” (60.8%) or “B” (28.4%).
- The majority of graduating students, (84.3%), rated All (18.6%) or Most (65.7%) of their courses as being of high quality.

- Half of the respondents (51.5%) reported that the curriculum made them feel “somewhat prepared” for their future career endeavors or transfer programs, and another 42.6% felt “very prepared.”
- Most respondents would choose Jefferson College again (84.3%) and would recommend it to a friend (82.4%).
- Most respondents (97.1%) 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 | 171 | 84.2% |
| Part-Time | 32 | 15.8% |
| Total Rated | 203 | 100.0% |

Primary Student Location

| | Frequency | Percent |
|-------------|-----------|---------|
| Arnold | 33 | 16.3% |
| Hillsboro | 142 | 70.3% |
| Imperial | 10 | 5.0% |
| Online | 17 | 8.4% |
| Total Rated | 202 | 100.0% |

Take Off Any Semesters?

| | Frequency | Percent |
|-------------|-----------|---------|
| Yes | 28 | 13.7% |
| No | 176 | 86.3% |
| Total Rated | 204 | 100.0% |

Degree Earned This Semester

| | Frequency | Percent |
|-------------|-----------|---------|
| AA | 91 | 44.6% |
| AAT | 3 | 1.5% |
| AS | 9 | 4.4% |
| AAS | 76 | 37.3% |
| Certificate | 25 | 12.3% |
| Total Rated | 204 | 100.0% |

Effort Level on Exit Exam

| | Frequency | Percent |
|--------------------|-----------|---------|
| A. Tried my best | 87 | 42.6% |
| B. Moderate effort | 85 | 41.7% |
| C. Little effort | 26 | 12.7% |
| D. No effort | 6 | 2.9% |
| Total Rated | 204 | 100.0% |

Appropriateness of Exit Exam

| | Frequency | Percent |
|---------------------------|-----------|---------|
| A. Very appropriate | 6 | 2.9% |
| B. Appropriate | 63 | 30.9% |
| C. Not very appropriate | 95 | 46.6% |
| D. Not appropriate at all | 40 | 19.6% |
| Total Rated | 204 | 100.0% |

Rate Faculty Courtesy 3.77

| | Frequency | Percent |
|-------|-----------|---------|
| A | 163 | 81.1% |
| B | 30 | 14.9% |
| C | 7 | 3.5% |
| D | 1 | 0.5% |
| F | 0 | 0.0% |
| Total | 201 | 100.0% |

Rate Staff Courtesy 3.79

| | Frequency | Percent |
|-------|-----------|---------|
| A | 168 | 83.2% |
| B | 26 | 12.9% |
| C | 7 | 3.5% |
| D | 1 | 0.5% |
| F | 0 | 0.0% |
| Total | 202 | 100.0% |

Rate Faculty Competence 3.62

| | Frequency | Percent |
|-------|-----------|---------|
| A | 147 | 74.6% |
| B | 34 | 17.3% |
| C | 11 | 5.6% |
| D | 2 | 1.0% |
| F | 3 | 1.5% |
| Total | 197 | 100.0% |

Rate Staff Competence 3.70

| | Frequency | Percent |
|-------|-----------|---------|
| A | 155 | 78.7% |
| B | 31 | 15.7% |
| C | 7 | 3.6% |
| D | 1 | 0.5% |
| F | 3 | 1.5% |
| Total | 197 | 100.0% |

Rate Faculty Availability 3.66

| | Frequency | Percent |
|-------|-----------|---------|
| A | 151 | 76.6% |
| B | 32 | 16.2% |
| C | 9 | 4.6% |
| D | 3 | 1.5% |
| F | 2 | 1.0% |
| Total | 197 | 100.0% |

Rate Staff Availability 3.77

| | Frequency | Percent |
|-------|-----------|---------|
| A | 160 | 80.8% |
| B | 32 | 16.2% |
| C | 5 | 2.5% |
| D | 0 | 0.0% |
| F | 1 | 0.5% |
| Total | 198 | 100.0% |

**Rate Overall Experiences with
Jefferson College 3.47**

| | Frequency | Percent |
|-------|-----------|---------|
| A | 124 | 60.8% |
| B | 58 | 28.4% |
| C | 17 | 8.3% |
| D | 4 | 2.0% |
| F | 1 | 0.5% |
| Total | 204 | 100.0% |

**Rate Percentage of Courses
High in Quality**

| | Frequency | Percent |
|---------|-----------|---------|
| A. All | 38 | 18.6% |
| B. Most | 134 | 65.7% |
| C. Some | 29 | 14.2% |
| D. Few | 3 | 1.5% |
| Total | 204 | 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 | 26 | 12.9% |
| B. Very Well | 29 | 14.4% |
| C. Quite Well | 36 | 17.8% |
| D. Fairly Well | 50 | 24.8% |
| E. Very Little | 30 | 14.9% |
| F. Not at all | 31 | 15.3% |
| Total | 202 | 100.0% |

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

| | Frequency | Percent |
|---------------------------|-----------|---------|
| A. Very prepared | 87 | 42.9% |
| B. Somewhat prepared | 105 | 51.7% |
| C. Not very well prepared | 6 | 3.0% |
| D. Not sure | 5 | 2.5% |
| Total | 203 | 100.0% |

**Would you Choose
Jefferson College Again?**

| | Frequency | Percent |
|----------|-----------|---------|
| Yes | 172 | 84.3% |
| No | 13 | 6.4% |
| Not Sure | 19 | 9.3% |
| Total | 204 | 100.0% |

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

| | Frequency | Percent |
|------------|-----------|---------|
| Yes | 168 | 82.4% |
| It depends | 3 | 1.5% |
| No | 33 | 16.2% |
| Total | 204 | 100.0% |

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

| | Frequency | Percent |
|---------------|-----------|---------|
| Yes-Fully | 139 | 68.1% |
| Yes-Partially | 63 | 30.9% |
| No | 2 | 1.0% |
| Total | 204 | 100.0% |

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

| | Frequency | Percent |
|-------|-----------|---------|
| Yes | 198 | 97.1% |
| No | 6 | 2.9% |
| Total | 204 | 100.0% |