

I. Overview

The Currently Enrolled Student Survey was administered over a period of several months in the fall of 2006. The purpose of this survey is to obtain the views of all currently enrolled students on their experiences at Eastern Shore Community College. Students answered questions pertaining to their educational objectives, the quality and extent of their engagement and participation while attending ESCC, the quality of their academic experience, their satisfaction with campus services and facilities, and their use of educational technology. This survey serves as the primary tool in our effort to assess administrative services and ascertain student satisfaction with their educational experience at ESCC.

All currently enrolled students were eligible to participate in the survey, 331 of the 835 students enrolled responded. Of those who responded, 69% were female, 54% were White, 43% were African-American, and 69% were under age 25, which closely approximates the general student body enrolled at ESCC during the fall of 2006. An attempt was made to see how students of different race, gender, age, or program of study differed in their responses, but no noticeable differences were noted.

II. Major Findings/Executive Summary

- Most of the respondents (82%) were enrolled in a degree or certificate program. The majority (58%) participating in the survey stated that their educational objective at ESCC was to either complete an Associate Degree or obtain a Certificate/CSC; 32% indicated that they are attending ESCC to obtain university transfer credit.
- Over 65% of respondents are currently employed, working an average of 29 hours per week.
- Concerning opportunities for Student Involvement, approximately 70% of students are either “very satisfied” or “generally satisfied” with their opportunities to participate in extracurricular activities, student government, clubs, and leadership related programs.
- Approximately 90% of students are either “very satisfied” or “generally satisfied” with the quality of their academic experience at ESCC. Students are most satisfied with the quality of faculty advising (94%), and the quality of the interaction they had with faculty members and other students (93% satisfied). The greatest dissatisfaction was with the availability of courses that they wanted to take, with 25% indicating that they were either “generally dissatisfied” or “very dissatisfied.”
- Student satisfaction with campus services and facilities at ESCC is also quite high. Approximately 90% of students responding indicated that they were “very satisfied” or “generally satisfied” with the Financial Aid Office, overall administrative responsiveness, the Registrar’s Office, computer facilities and resources, counseling and advising, campus appearance, ESCConnect, the Learning Resources Center, and the welcoming atmosphere of the college. The greatest student dissatisfaction is related to campus security (18% dissatisfied), and food services (46% dissatisfied).
- Approximately 56% of students reported that orientation prepared them for their college experience either “substantially” or “somewhat,” compared to about 20% who felt that orientation prepared them “slightly” or “not at all.” Over 23% indicated that they did not attend orientation.
- Concerning the use of educational technology, 81% of currently enrolled students have access to the internet at home, and of those, 87% use the internet for college

related work. Approximately 46% of students indicate that they have used the college library databases from off-campus. Over 30% of students responding indicate that they have taken an online course from ESCC, and over 50% indicate that they would be interested in learning how to take an online course.

- Approximately 82% of students enrolled during the fall of 2006 characterize their overall educational experience at ESCC as either “very satisfying” or “generally satisfying.”

III. Responses to the Currently Enrolled Student Survey

Gender	Response Percent
Female	69.2%
Male	30.8%

Are you currently enrolled in a certificate or degree program?	Response Percent
Yes	81.6%
No	18.4%

Ethnic/Racial Identity	Response Percent
White, not of Hispanic Origin	53.9%
Black, not of Hispanic Origin	43.0%
Hispanic	1.5%
Asian or Pacific Islander	1.2%
American Indian/Alaskan Native	0.3%

Age	Response Percent
16-19	45.7%
20-24	23.8%
25-29	8.3%
30-34	6.7%
35-44	10.2%
45-54	3.8%
55-64	1.3%
65+	0.3%

Educational Objective at ESCC	Response Percent
Complete an Associate Degree	42.1%
Obtain university transfer credit	32.2%
Complete a Certificate or CSC	16.4%
Personal/other reasons	9.0%
Improve current job skills	0.3%

How long have you been enrolled at ESCC	Response Percent
This is my first semester	52.2%
This is my second semester	11.2%

This is my third semester	16.9%
This is my fourth semester	4.4%
More than four semesters	15.3%

Are you currently employed?	Response Percent
Yes	65.5%
No	34.5%

If yes, how many hours per week are you working?	Response
Mean	29 Hours/Week
Median	30 Hours/Week
Mode	40 Hours/Week
Range	4-60 Hours/Week

I attend ESCC during the (allowed to check all that apply):	Response Percent
Daytime (8AM-5PM)	84%
Evening (5PM-Midnight)	43%
Distance Learning	11.3%

Are you receiving financial aid to attend ESCC?	Response Percent
Yes	61.1%
No	38.9%

Program	Response Percent
ASSOCIATE IN APPLIED SCIENCE:	
Business Technology	
<input type="checkbox"/> Business Management	5.6%
<input type="checkbox"/> Information Systems Technology	1.9%
Engineering Technology	
<input type="checkbox"/> Electronics	2.3%
<input type="checkbox"/> Computer Technician	1.5%
<input type="checkbox"/> Nursing	8.3%
<input type="checkbox"/> Administrative Support Technology	5.3%
<input type="checkbox"/> Early Childhood Development	1.5%
ASSOCIATE IN ARTS AND SCIENCES:	
<input type="checkbox"/> Business Administration	6.8%
<input type="checkbox"/> Education	5.6%
<input type="checkbox"/> General Studies	27.1%
<input type="checkbox"/> Science	8.6%
CERTIFICATES:	
<input type="checkbox"/> Administrative Assistant	3.4%
<input type="checkbox"/> Computer-Aided Drafting and Design	2.6%
<input type="checkbox"/> Electronics	0.4%
<input type="checkbox"/> Information Systems Technology	0.4%

Program	Response Percent
() Medical Assistant Program	9.8%
() Welding	0.0%
CAREER STUDIES CERTIFICATES (CSC):	
() Heating, Ventilation and Air Conditioning	0.0%
() Early Childhood Development	0.8%
() Real Estate	0.0%
() Long-Term Care Assistant	7.9%
() Small Business Management	0.0%
() Computer-Aided Drafting and Design	0.4%
() Welding	0.0%

Opportunities for Student Involvement					
Please indicate the extent to which you are satisfied with each of the following:					
	Very Satisfied	Generally Satisfied	Generally Dissatisfied	Very Dissatisfied	Not Relevant
a. Opportunities to participate in extracurricular activities (e.g., speakers, cultural offerings)	22% (68)	53% (163)	6% (17)	1% (4)	17% (53)
b. Opportunities to participate in student government	19% (57)	48% (147)	7% (22)	3% (9)	23% (70)
c. Opportunities to participate in programs that develop leadership skills.	23% (69)	47% (142)	9% (27)	2% (7)	20% (60)
d. Opportunities to participate in student clubs and activities	26% (78)	44% (134)	10% (29)	5% (14)	16% (48)

Quality of Your Academic Experience at Eastern Shore Community College					
Please indicate the extent to which you are satisfied with each of the following:					
	Very Satisfied	Generally Satisfied	Generally Dissatisfied	Very Dissatisfied	Not Relevant
a. Quality of faculty advising	51% (155)	43% (131)	2% (6)	2% (5)	3% (9)
b. Clarity of degree objectives	38% (115)	48% (147)	7% (22)	1% (4)	6% (17)
c. The quantity and quality of the interactions you have with faculty members	52% (158)	41% (123)	5% (15)	1% (3)	1% (4)
d. The quantity and quality of the interactions you have with other students	47% (142)	46% (139)	4% (11)	1% (4)	3% (9)
e. Quality of tutorial help or other academic assistance	29% (89)	48% (148)	10% (31)	2% (6)	10% (32)
f. Availability of courses you want to take	29% (88)	46% (142)	18% (54)	7% (21)	1% (2)
g. Overall quality of instruction	47% (142)	48% (146)	4% (13)	1% (3)	0% (1)
h. Quality of instruction within your major	40% (124)	44% (135)	4% (12)	3% (10)	8% (26)
i. Relevance of coursework	42%	53%	4% (11)	1% (2)	1% (3)

	(127)	(161)			
j. Quality of course content	43% (132)	53% (160)	3% (8)	1% (3)	0% (1)

Quality of Campus Services and Facilities at Eastern Shore Community College

Please indicate the extent to which you are satisfied with each of the following:

	Very Satisfied	Generally Satisfied	Generally Dissatisfied	Very Dissatisfied	Not Relevant
a. Classrooms	36% (109)	56% (171)	5% (14)	1% (3)	2% (6)
b. Laboratory facilities and equipment	36% (108)	44% (132)	4% (13)	1% (2)	15% (46)
c. Computer facilities and resources	61% (181)	31% (92)	3% (9)	2% (5)	4% (11)
d. Quality and availability of LRC (Library) resources (books, databases, magazines, newspapers, etc.)	58% (177)	36% (109)	2% (6)	0% (1)	3% (10)
e. LRC (Library) facilities (computers, printing, seating, hours, signage)	59% (180)	33% (99)	3% (10)	1% (3)	4% (12)
f. LRC (Library) overall service quality (staff, checkout, reserves, holds)	55% (166)	38% (114)	2% (6)	0% (1)	5% (15)
g. Administration's responsiveness to students	41% (125)	47% (143)	6% (19)	2% (6)	4% (11)
h. Campus security	27% (82)	49% (150)	13% (40)	5% (16)	5% (16)
i. Career counseling and placement	34% (102)	48% (146)	8% (23)	2% (7)	8% (25)
j. Financial Aid Office	48% (145)	32% (96)	6% (17)	1% (3)	14% (43)
k. Advising/counseling on initial registration	44% (131)	45% (136)	5% (15)	2% (6)	4% (13)
l. Food services	12% (35)	26% (79)	23% (69)	23% (69)	16% (48)
m. Personal counseling services	28% (85)	47% (143)	6% (17)	2% (7)	17% (50)
n. Registrar's Office	38% (115)	51% (155)	2% (7)	2% (5)	7% (22)
o. Services for students with disabilities	30% (89)	32% (97)	5% (16)	1% (3)	31% (94)
p. ESCConnect on-line student information system	49% (146)	43% (129)	5% (14)	1% (4)	2% (7)
q. Workforce Investment Act Services	21% (64)	38% (114)	3% (9)	1% (3)	37% (113)
r. Services for veterans	16% (48)	34% (101)	2% (7)	2% (5)	46% (138)
s. Campus appearance (grounds, buildings, walkways, parking lots)	47% (144)	45% (138)	4% (12)	2% (5)	2% (5)
t. Welcoming atmosphere of the College	47% (143)	44% (135)	6% (19)	1% (3)	1% (4)
u. Counseling or other information related to college transfer	35% (106)	46% (137)	7% (21)	1% (2)	12% (35)

v. ESCC Webpage	47% (141)	45% (136)	3% (10)	2% (5)	4% (11)
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Educational Participation at Eastern Shore Community College				
During your time at ESCC, how often do you participate in the following activities:				
	Frequently	Occasionally	Rarely	Never
a. Discussing course contents with other students outside of class	38% (116)	44% (134)	13% (40)	4% (13)
b. Discussing course contents with faculty outside of class	16% (49)	39% (119)	31% (93)	14% (42)
c. Discussing grades or assignments with an instructor	29% (87)	50% (152)	16% (50)	5% (15)
d. Talking about career plans with a faculty member or advisor	20% (62)	35% (107)	31% (94)	13% (40)
e. Working with other students on class projects during class	31% (94)	42% (127)	20% (61)	7% (21)
f. Working with other students on class projects outside of class	22% (66)	30% (90)	29% (89)	19% (58)
g. Studying course contents outside of class	63% (190)	29% (87)	7% (20)	2% (7)
h. Using the Internet for academic research or homework	67% (201)	23% (68)	8% (23)	3% (10)
i. Reading books or articles about my major beyond what was assigned in class	33% (99)	38% (114)	20% (61)	10% (30)
j. Using the Learning Resources Center (Library)	40% (121)	35% (107)	18% (54)	7% (22)
k. Participating in extracurricular activities offered at ESCC	15% (45)	24% (72)	31% (94)	30% (92)
l. Participating in volunteer work as part of a regular course.	18% (53)	23% (69)	30% (90)	30% (90)
m. Feeling that I am actively involved as a student at ESCC	28% (86)	41% (123)	21% (63)	10% (30)
n. Asking questions in class or contributing to class discussion	48% (131)	40% (109)	10% (27)	2% (6)
o. Making presentations in class	22% (60)	34% (92)	27% (74)	17% (46)
p. Working on an assignment that required integrating ideas or information from more than one class	32% (88)	32% (88)	20% (54)	16% (43)
q. Feeling intellectually challenged by the coursework assigned	43% (119)	45% (123)	9% (26)	2% (6)
r. Feeling that the college is providing the support I require to succeed in college	53% (145)	41% (111)	5% (14)	1% (2)

➤ **Note: The questions above are commonly used in surveys such as the Community College Survey of Student Engagement as indicators of student involvement or engagement. Their research indicates that those colleges whose students score high on these survey questions have higher retention/graduation rates. Our students often responded that they “rarely” or “never” participated in many of the activities used as measures of student engagement. See the table below:**

During your time at ESCC, how often do you participate in the following activities:	Percent Answering Rarely or Never
Participating in extracurricular activities offered at ESCC	61.0%
Participating in volunteer work as part of a regular course.	60.0%
Working with other students on class projects outside of class	48.0%
Discussing course contents with faculty outside of class	45.0%
Talking about career plans with a faculty member or advisor	44.0%
Making presentations in class	44.0%
Working on an assignment that required integrating ideas or information from more than one class	36.0%
Feeling that I am actively involved as a student at ESCC	31.0%
Reading books or articles about my major beyond what was assigned in class	30.0%
Working with other students on class projects during class	27.0%
Using the Learning Resources Center (Library)	25.0%
Discussing grades or assignments with an instructor	21.0%
Discussing course contents with other students outside of class	17.0%
Asking questions in class or contributing to class discussion	12.0%
Using the Internet for academic research or homework	11.0%
Feeling intellectually challenged by the coursework assigned	11.0%
Studying course contents outside of class	9.0%
Feeling that the college is providing the support I require to succeed in college	6.0%

Orientation					
	Substantially	Somewhat	Slightly	Not at All	Did not Attend
To what extent did SDV 100 (Orientation) prepare you for your college experience?	26.5%	29.9%	12.8%	7.4%	23.5%

Use of Educational Technology		
	Yes	No
a) Do you have access to the Internet at home?	81% (247)	19% (57)
b) If yes, do you use the Internet for college related work?	87% (233)	13% (34)
c) Have you taken an online course from ESCC?	32% (97)	68% (206)
From another college?	12% (36)	88% (255)
d) Would you be interested in learning how to take an online course?	53% (154)	47% (138)
e) Have you used the college library databases from off-campus?	46% (138)	54% (162)
f) Have you taken a class that uses Blackboard?	71% (215)	29% (87)
g) Would you like to see Blackboard used in other classes?	70% (204)	30% (87)

Overall my educational experience at ESCC can be described as:

All Respondents					
	Very Satisfying	Generally Satisfying	Average	Disappointing	Very Disappointing
Overall my educational experience at ESCC can be described as:	38%	43.6%	17.2%	1%	0.3%

Satisfaction with overall experience by Term

	1st Semester	2nd Semester	3rd Semester	4th Semester	More than 4 Semesters
Very Satisfying	39.6%	28.6%	42.6%	50.0%	37.8%
Generally Satisfying	42.9%	48.6%	38.3%	50.0%	44.4%
Average	15.6%	22.9%	19.1%	0.0%	15.6%
Disappointing	1.3%	0.0%	0.0%	0.0%	2.2%
Very Disappointing	0.6%	0.0%	0.0%	0.0%	0.0%

