

Eastern Shore Community College

Spring 2007 Student Satisfaction Survey

Prepared by the Office of Research, Planning and
Assessment

Table of Contents

Overview	3
Major Findings/Executive Summary	3
Demographic Characteristics.....	4
Program Characteristics	6
Use Of Educational Technology	7
Student Satisfaction with Academic Experience at Eastern Shore Community College	8
Student Satisfaction with Campus Services and Facilities	10
Educational Participation – Student Effort and Involvement.....	12
Orientation.....	16
To what extent did SDV 100 (Orientation) prepare you for your college experience?	16
Overall Student Satisfaction with ESCC	17
<i>All Respondents</i>	17
<i>Satisfaction with Overall Experience by Semester</i>	17
<i>Satisfaction with Overall Experience by Gender and Race</i>	17
<i>Satisfaction with Overall Experience by Age</i>	18
<i>Satisfaction with Overall Experience by Full-time vs. Part-time</i>	18

Overview

The Currently Enrolled Student Survey was administered over a period of several months in the spring semester of 2007. 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.

Eastern Shore Community College enrolls students that are very diverse in terms of their age, backgrounds, preparation, and educational objectives. Some have parents with lower levels of education, some have delayed entry into college after high school, and many enroll part time, work full time, have dependents, or do not have a high school diploma. Many of our students have significant adult responsibilities and demands, and classes are often filled with students from a wide range of backgrounds and experiences. Measures of student satisfaction should be interpreted with this diversity in mind.

Major Findings/Executive Summary

- Most of the respondents (85%) were enrolled in a degree or certificate program. The majority (64%) participating in the survey stated that their educational objective at ESCC was to either complete an Associate Degree or obtain a Certificate/CSC; 28% indicated that they are attending ESCC to obtain university transfer credit. Over half, 56%, are receiving financial aid to attend Eastern Shore Community College.
- Approximately 73% of respondents are currently employed, working an average of 30 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.

- At least 89% of the students enrolled in the spring of 2007 were either “very satisfied” or “generally satisfied” with the quality of their academic experience at ESCC in every category measured except one - course availability. Students were most satisfied with the quality and quantity of the interactions they have with other students (98% satisfied), the quality of course content (97%), and the relevance of the coursework (97%). The greatest dissatisfaction was with the availability of courses that they wanted to take, with 23% of students indicating that they were either “generally dissatisfied” or “very dissatisfied.”
- Student satisfaction with campus services and facilities at ESCC is also very high. Services with which students expressed the greatest satisfaction include the Learning Resources Center, the Business office, the Registrar’s office, the ESCC website, the information they receive about college programs and activities, and the welcoming atmosphere of the college, where at least 95% of students indicated that they were either “very satisfied” or “generally satisfied”. The area where students indicated the greatest general dissatisfaction was food services (only 37% of the student body indicated satisfaction).
- Of those students that attended Orientation, 72% reported that Orientation prepared them for college either “substantially” or “somewhat;” whereas 28% reported that Orientation prepared them only “slightly” or “not at all.”
- Concerning the use of educational technology, 84% of currently enrolled students have access to the internet at home, and of those, 89% use the internet for college related work. Approximately 48% of students indicate that they have accessed the college library databases from off-campus. About 39% of students responding indicate that they have taken an online course from ESCC, and 54% indicate that they would be interested in learning how to take an online course.
- Approximately 89% of students enrolled during the spring of 2007 characterize their overall educational experience at ESCC as either “very satisfying” or “generally satisfying.”

Demographic Characteristics

All currently enrolled students were eligible to participate in the survey, 208 of the 825 students enrolled provided responses. Of those who responded, 74% were female, 56% were White, 40% were African-American, and 69% were under age 25, which closely

approximates the general student body enrolled at ESCC during the spring of 2007. The majority of our students (73%) are employed and work an average of 30.2 hours per week. Over half, 56%, are receiving financial aid to attend Eastern Shore Community College.

Gender	Response Percent
Female	74%
Male	26%

Ethnic/Racial Identity	Response Percent
White, not of Hispanic Origin	56%
Black, not of Hispanic Origin	40%
Hispanic	2.4%
Asian or Pacific Islander	1.5%
American Indian/Alaskan Native	0.5%

Age	Response Percent
16-19	36%
20-24	34%
25-29	11%
30-34	6%
35-44	8%
45-54	5%
55-64	1%
65+	0%

Are you currently employed?	Response Percent
Yes	73%
No	27%

If yes, how many hours per week are you working?	Response
Mean	30.2 Hours/Week
Median	30 Hours/Week
Mode	40 Hours/Week
Range	1-70 Hours/Week

I attend ESCC during the (allowed to check all that apply):	Response Percent
Daytime (8AM-5PM)	76%
Evening (5PM-Midnight)	56%
Distance Learning	8%

Are you receiving financial aid to attend ESCC?	Response Percent
Yes	56%
No	44%

Program Characteristics

The majority of the students that responded to the survey were currently enrolled in a certificate or degree program, with the General Studies, Nursing and Education programs being the most popular. Several students from the Science, Administrative Support Technology, and Early Childhood Education programs also responded to the survey. The primary educational objectives of graduates were to obtain an Associate Degree (56%) or Certificate (8%), and to obtain university transfer credit (28%).

Are you currently enrolled in a certificate or degree program?	Response Percent
Yes	85%
No	15%

Educational Objective at ESCC	Response Percent
Complete an Associate Degree	56%
Obtain university transfer credit	28%
Complete a Certificate or CSC	8%
Personal/other reasons	6%
Improve current job skills	2%

How long have you been enrolled at ESCC	Response Percent
This is my first semester	15%
This is my second semester	39%
This is my third semester	15%
This is my fourth semester	11%
More than four semesters	20%

Program	Response Percent
ASSOCIATE IN APPLIED SCIENCE:	
Business Technology	
() Business Management	6%
() Information Systems Technology	2%
Engineering Technology	

Program	Response Percent
() Electronics	2%
() Computer Technician	1%
() Nursing	18%
() Administrative Support Technology	8%
() Early Childhood Development	8%
ASSOCIATE IN ARTS AND SCIENCES:	
() Business Administration	3%
() Education	11%
() General Studies	24%
() Science	8%
CERTIFICATES:	
() Administrative Assistant	1%
() Computer-Aided Drafting and Design	1%
() Electronics	
() Information Systems Technology	1%
() Medical Assistant Program	4%
() Welding	
CAREER STUDIES CERTIFICATES (CSC):	
() Heating, Ventilation and Air Conditioning	
() Early Childhood Development	1%
() Real Estate	
() Long-Term Care Assistant	2%
() Small Business Management	
() Computer-Aided Drafting and Design	
() Welding	

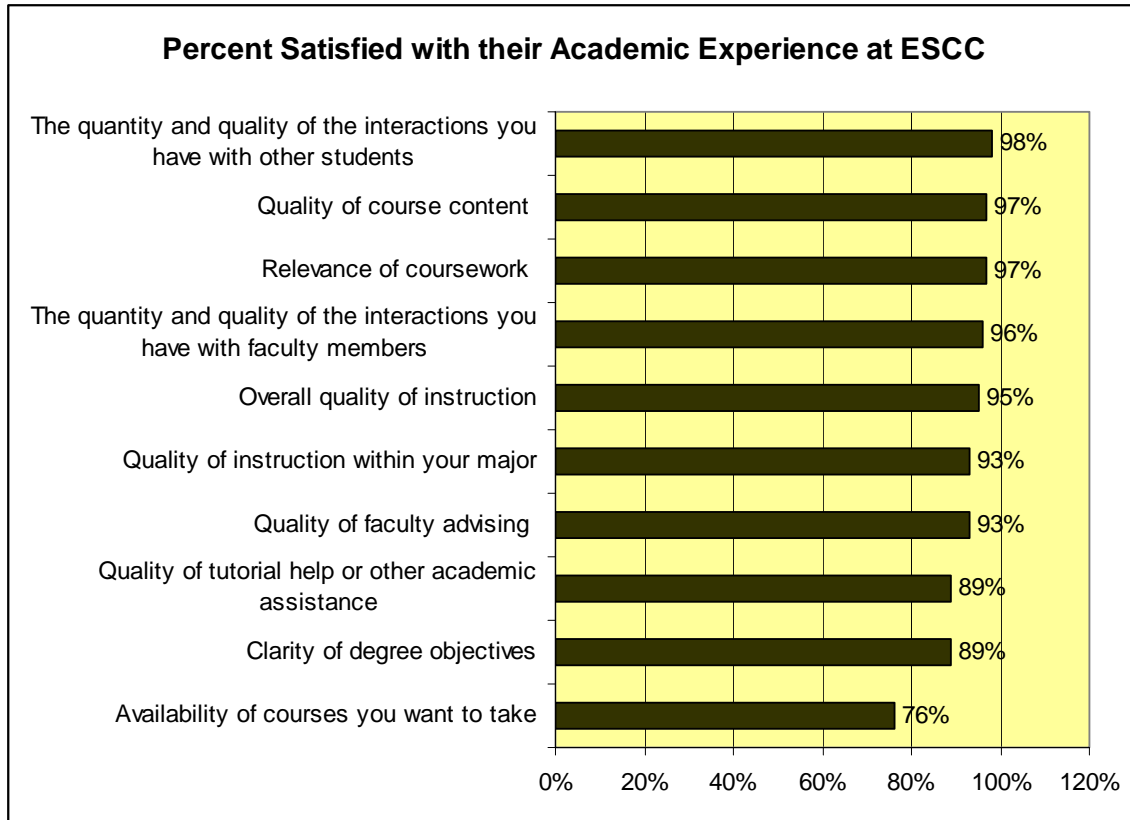
Use Of Educational Technology

Even though Eastern Shore Community College is located in a rural area, approximately 84% of the students responding to the survey indicate that they have access to the Internet from home. Of those who have home Internet access, 89% say they use their home Internet access for college related work. Almost half of those who responded to the survey indicate that they have used the college library databases from off-campus. About 39% of students responding indicate that they have taken an online course from ESCC, and 54% indicate that they would be interested in learning how to take an online course.

Use of Educational Technology		
	Yes	No
a) Do you have access to the Internet at home?	84%	16%
b) If yes, do you use the Internet for college related work?	89%	11%
c) Have you taken an online course from ESCC?	39%	61%
From another college?	13%	87%
d) Would you be interested in learning how to take an online course?	54%	46%
e) Have you used the college library databases from off-campus?	48%	52%
f) Have you taken a class that uses Blackboard?	76%	24%
g) Would you like to see Blackboard used in other classes?	72%	28%

Student Satisfaction with Academic Experience at Eastern Shore Community College

At least 76% of the students enrolled in the spring of 2007 were either "very satisfied" or "generally satisfied" with the quality of their academic experience at ESCC in every category measured, in most categories over 93% indicated satisfaction. Students were most satisfied with the quality and quantity of the interactions they have with other students (98% satisfied), the quality of course content (97%), and the relevance of the coursework (97%). The greatest dissatisfaction was with the availability of courses that they wanted to take, with 23% of students indicating that they were either "generally dissatisfied" or "very dissatisfied."



Student Satisfaction with Academic Experience

College Average (All Responses)

Mean Response; 4=Very Satisfied, 3=Generally Satisfied, 2=Generally Dissatisfied, 1=Very Dissatisfied

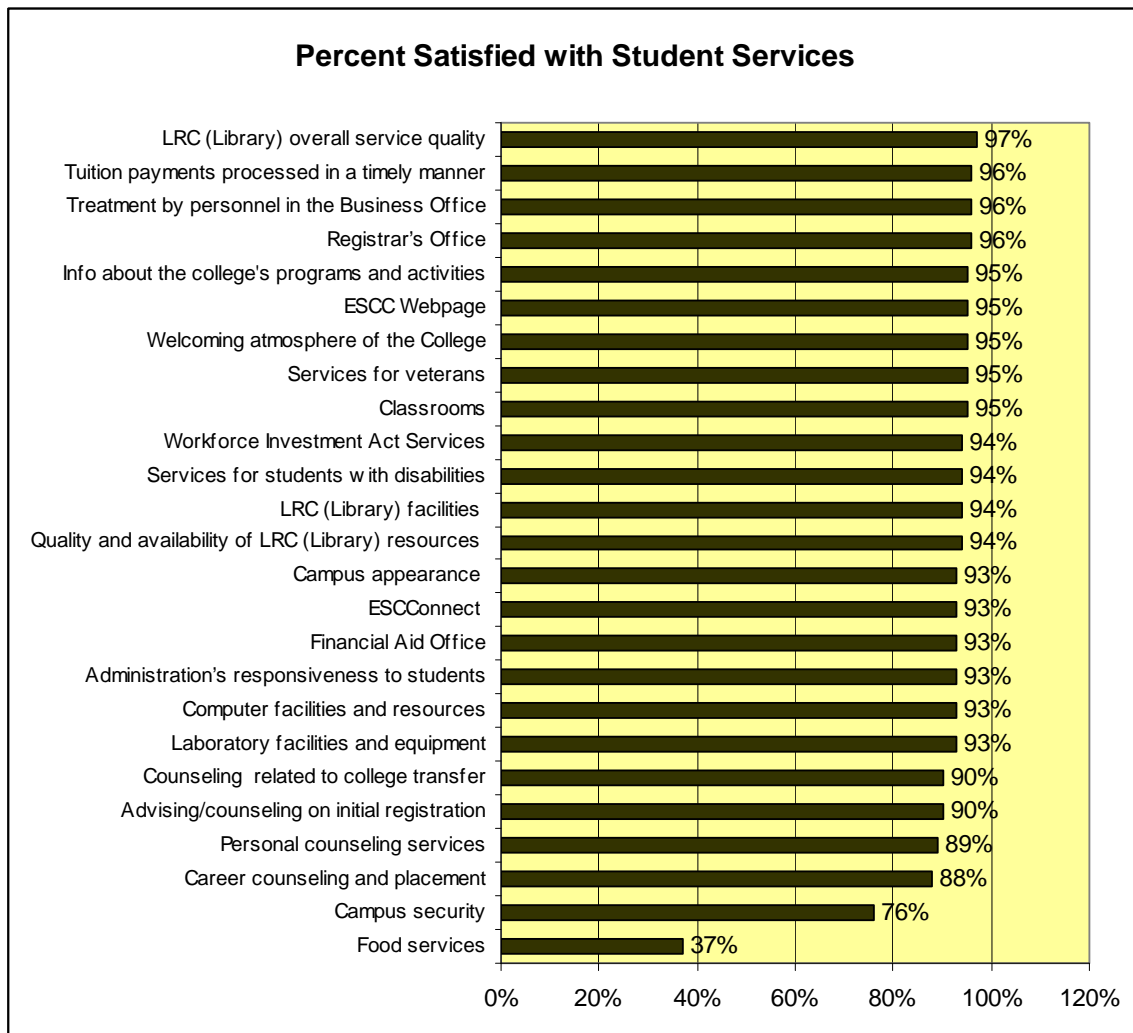
Quality of Your Academic Experience at Eastern Shore Community College

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

	Very Satisfied	Generally Satisfied	Generally Dissatisfied	Very Dissatisfied	Not Relevant
The quantity and quality of the interactions you have with faculty members	54%	42%	2%	2%	1%
Quality of faculty advising	52%	41%	5%	2%	0%
The quantity and quality of the interactions you have with other students	49%	46%	1%	1%	2%
Quality of course content	47%	50%	2%	0%	0%
Overall quality of instruction	46%	48%	4%	0%	1%
Quality of instruction within your major	42%	46%	5%	2%	5%
Relevance of coursework	41%	55%	1%	1%	0%
Clarity of degree objectives	40%	46%	8%	2%	3%
Quality of tutorial help or other academic assistance	34%	49%	6%	3%	7%
Availability of courses you want to take	28%	48%	15%	8%	1%

Student Satisfaction with Campus Services and Facilities

Student satisfaction with campus services and facilities at ESCC is quite high. At least 95% of students who provided responses to this question (eliminating those who responded "not relevant") indicated that they were "very satisfied" or "generally satisfied" with the Learning Resources Center, the Business office, the Registrar's office, the ESCC website, the information they receive about college programs and activities, and the welcoming atmosphere of the college. The area where students indicated the greatest general dissatisfaction was food services, where 55% indicated that they were "generally dissatisfied" or "very dissatisfied."



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
LRC (Library) facilities (computers, printing, seating, hours, signage)	58%	35%	4%	1%	1%
Quality and availability of LRC (Library) resources (books, databases, magazines, newspapers, etc.)	56%	37%	5%	1%	1%
LRC (Library) overall service quality (staff, checkout, reserves, holds)	55%	40%	1%	2%	2%
Computer facilities and resources	52%	38%	6%	1%	2%
ESCCConnect on-line student information system	47%	45%	4%	2%	2%
Advising/counseling on initial registration	45%	41%	8%	2%	4%
Campus appearance (grounds, buildings, walkways, parking lots)	45%	46%	5%	2%	1%
Welcoming atmosphere of the College	44%	50%	3%	2%	1%
ESCC Webpage	44%	50%	4%	2%	0%
Tuition payments processed in a timely manner	44%	48%	3%	1%	5%
Financial Aid Office	42%	41%	4%	2%	11%
Registrar's Office	42%	50%	2%	2%	4%
Treatment by personnel in the Business Office	41%	49%	3%	2%	6%
Administration's responsiveness to students	40%	50%	4%	2%	3%
Information you receive about the college's programs and activities	39%	53%	3%	2%	3%
Classrooms	38%	56%	3%	2%	0%
Laboratory facilities and equipment	36%	46%	6%	1%	10%

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
Counseling or other information related to college transfer	36%	46%	6%	3%	8%
Career counseling and placement	34%	48%	8%	4%	8%
Services for students with disabilities	34%	34%	4%	1%	27%
Personal counseling services	32%	44%	6%	3%	14%
Workforce Investment Act Services	32%	32%	3%	1%	32%
Campus security	27%	46%	15%	8%	3%
Services for veterans	26%	36%	3%	1%	35%
Food services	8%	24%	29%	26%	13%

Educational Participation – Student Effort and Involvement

Students indicated that they put a high level of effort into receiving their degree at ESCC. Approximately 72% of students “frequently” use the Internet for academic research or homework, 67% frequently study course materials outside of class, and 52% of graduates reported that they frequently asked questions in class or contributed to class discussions.

Student self-reported level of involvement or active engagement was not as high as their self-reported educational effort. Only 32% of graduates reported that they “frequently” felt actively involved as a student at ESCC. About 30% indicated that they “rarely” or “never” felt actively involved. Approximately 17% indicated that they “frequently” participated in volunteer work as part of a regular course, whereas approximately 58% reported that they “rarely” or “never” participated in volunteer work as part of their coursework.

Approximately 21% indicated that they “frequently” participated in extracurricular activities offered at ESCC, whereas approximately 51% indicated that they “rarely” or “never” participated in college sponsored extracurricular activity. However, concerning opportunities

for student involvement, approximately 70% of students indicate that they are either “very satisfied” or “generally satisfied” with their opportunities to participate in extracurricular activities, student government, clubs, and leadership related programs. This seeming disparity may be explained by the fact that many of our students have adult responsibilities and lifestyles that don’t allow them to spend their out-of-class time on the campus or engage in collegiate activities, yet as long as they are getting the education they desire, they remain satisfied with their college experience. Many may prefer community social and cultural activities, and other related personal or family engagements.

Feeling that I am actively involved as a student at ESCC					
	Frequently	Occasionally	Rarely	Never	Mean Response
Male	39%	39%	14%	8%	3.09
Female	29%	38%	22%	11%	2.85
Full-Time	34%	42%	17%	7%	3.03
Part-Time	29%	33%	23%	15%	2.76
Black	33%	37%	19%	10%	2.91
White	31%	41%	21%	7%	2.96

Educational Participation at Eastern Shore Community College Student Effort and Involvement College Average (All Responses) Mean Response; 4=Frequently, 3=Occasionally, 2=Rarely, 1=Never					
During your time at ESCC, how often do you participate in the following activities:					
	Frequently	Occasionally	Rarely	Never	Mean Response
Using the Internet for academic research or homework	72%	23%	4%	0%	3.65
Studying course contents outside of class	67%	26%	4%	3%	3.57
Feeling that the college is providing the support I require to succeed in college	55%	40%	4%	1%	3.49
Asking questions in class or contributing to class discussion	52%	40%	6%	2%	3.42
Discussing course contents with other students outside of class	50%	40%	9%	1%	3.39

Educational Participation at Eastern Shore Community College
Student Effort and Involvement
College Average (All Responses)
Mean Response; 4=Frequently, 3=Occasionally, 2=Rarely, 1=Never

During your time at ESCC, how often do you participate in the following activities:

	Frequently	Occasionally	Rarely	Never	Mean Response
Feeling intellectually challenged by the coursework assigned	52%	36%	9%	2%	3.36
Using the Learning Resources Center (Library)	49%	32%	16%	3%	3.27
Reading books or articles about my major beyond what was assigned in class	39%	41%	15%	4%	3.13
Working on an assignment that required integrating ideas or information from more than one class	38%	41%	14%	7%	3.1
Discussing grades or assignments with an instructor	29%	55%	14%	1%	3.1
Working with other students on class projects during class	35%	40%	23%	3%	3.09
Making presentations in class	29%	42%	22%	7%	2.93
Feeling that I am actively involved as a student at ESCC	32%	38%	20%	10%	2.92
Talking about career plans with a faculty member or advisor	23%	45%	25%	7%	2.84
Discussing course contents with faculty outside of class	21%	45%	29%	5%	2.82
Working with other students on class projects outside of class	22%	37%	30%	11%	2.7
Participating in extracurricular activities offered at ESCC	21%	27%	29%	22%	2.45
Participating in volunteer work as part of a regular course.	17%	25%	34%	24%	2.35

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
Opportunities to participate in extracurricular activities (e.g., speakers, cultural offerings)	26%	44%	11%	3%	15%
Opportunities to participate in student government	26%	42%	7%	3%	23%
Opportunities to participate in programs that develop leadership skills.	25%	43%	11%	3%	18%
Opportunities to participate in student clubs and activities	28%	42%	9%	4%	17%

Opportunities to participate in extracurricular activities (e.g., speakers, cultural offerings)

	Very Satisfied	Generally Satisfied	Generally Dissatisfied	Very Dissatisfied
Age 16-24	27%	55%	13%	5%
Age 25-64	40%	46%	12%	2%

Opportunities to participate in student government

	Very Satisfied	Generally Satisfied	Generally Dissatisfied	Very Dissatisfied
Age 16-24	27%	51%	10%	4%
Age 25-64	36%	42%	4%	4%

Opportunities to participate in programs that develop leadership skills

	Very Satisfied	Generally Satisfied	Generally Dissatisfied	Very Dissatisfied
Age 16-24	29%	51%	13%	2%
Age 25-64	30%	48%	12%	8%

Opportunities to participate in student clubs and activities

	Very Satisfied	Generally Satisfied	Generally Dissatisfied	Very Dissatisfied
Age 16-24	30%	52%	12%	5%
Age 25-64	40%	40%	8%	6%

Opportunities to participate in extracurricular activities (e.g., speakers, cultural offerings)

	Very Satisfied	Generally Satisfied	Generally Dissatisfied	Very Dissatisfied	Mean Response
First semester	44%	12%	12%	0%	2.36
Second semester	31%	55%	10%	5%	3.108
Third semester	33%	52%	15%	0%	3.182
Fourth semester	20%	60%	15%	5%	2.95
More than four semesters	30%	52%	13%	4%	3.08

Orientation

To what extent did SDV 100 (Orientation) prepare you for your college experience?

Of those students that attended Orientation, 72% reported that Orientation prepared them for college either substantially or somewhat; whereas 28% reported that Orientation prepared them only slightly or not at all.

Extent that Orientation Prepared Students College Average (All Responses)

	Substantially	Somewhat	Slightly	Not at All	Did not Attend
To what extent did SDV 100 (Orientation) prepare you for your college experience?	24%	28%	13%	8%	27%

Just Looking at Those Who Attended

To what extent did SDV 100 (Orientation) prepare you for your college experience?

Mean Response; 4=Substantially, 3=Somewhat, 2=Slightly, 1=Not at All

	Substantially	Somewhat	Slightly	Not at all	Mean
Male	47%	25%	13%	16%	3.05
Female	30%	42%	19%	9%	2.93
Full-Time	31%	34%	21%	15%	2.83
Part-Time	37%	45%	12%	7%	3.14
Black	40%	43%	15%	2%	3.21
White	27%	35%	19%	19%	2.70

Just Looking at Those Who Attended

To what extent did SDV 100 (Orientation) prepare you for your college experience?

Mean Response; 4=Substantially, 3=Somewhat, 2=Slightly, 1=Not at All

	Substantially	Somewhat	Slightly	Not at all	Mean Response
First semester	21%	53%	26%	0%	2.95
Second semester	43%	36%	15%	6%	3.16
Third semester	38%	29%	25%	8%	2.97
Fourth semester	25%	40%	15%	20%	2.70
More than four	29%	39%	13%	19%	2.78

Overall Student Satisfaction with ESCC

When asked, "Overall my educational experience at ESCC can be described as," 42% of students characterized their educational experience at ESCC as "very satisfying," and another 47% described their educational experience as "generally satisfying."

An attempt was made to see how students of different race, gender, age, or program of study differed in their overall educational experience, but no statistically significant differences were noted.

All Respondents

All Respondents					
	Very Satisfying	Generally Satisfying	Average	Disappointing	Very Disappointing
Overall my educational experience at ESCC can be described as:	42%	47%	9.5%	1.5%	0%

Satisfaction with Overall Experience by Semester

Satisfaction with overall experience by Number of Semesters

	Very Satisfying	Generally Satisfying	Average	Disappointing	Very Disappointing	Mean Response
1st Semester	50%	39%	11%	0%	0%	4.39
2nd Semester	45%	46%	5%	4%	0%	4.32
3rd Semester	38%	45%	17%	0%	0%	4.21
4th Semester	39%	48%	13%	0%	0%	4.26
More than 4 Semesters	34%	55%	11%	0%	0%	4.23

Satisfaction with Overall Experience by Gender and Race

Satisfaction with Overall Experience by Gender and Race

	Very Satisfying	Generally Satisfying	Average	Disappointing	Very Disappointing	Mean Response
Male	43%	49%	6%	2%	0%	4.33
Female	43%	46%	11%	1%	0%	4.34
Black	45%	43%	11%	1%	0%	4.32
White	39%	50%	9%	2%	0%	4.26

Satisfaction with Overall Experience by Age

Satisfaction with Overall Experience by Age

	Very Satisfying	Generally Satisfying	Average	Disappointing	Very Disappointing	Mean Response
16-19	41%	39%	17%	3%	0%	4.18
20-24	44%	48%	6%	2%	0%	4.34
25-29	52%	48%	0%	0%	0%	4.52
30-34	36%	64%	0%	0%	0%	4.36
35-44	33%	53%	13%	0%	0%	4.16
45-54	38%	50%	13%	0%	0%	4.29
55-64	100%	0%	0%	0%	0%	5

Satisfaction with Overall Experience by Full-time vs. Part-time

	Very Satisfying	Generally Satisfying	Average	Disappointing	Very Disappointing	Mean Response
Full-Time	40%	47%	11%	3%	0%	4.23
Part-Time	47%	45%	8%	0%	0%	4.39