

Meeting of the
OKLAHOMA CITY COMMUNITY COLLEGE BOARD OF REGENTS
August 16, 2010

AGENDA ITEM 11:

Incidental Report on the 2010 ACT Student Opinion Survey

Since 1996, the college has administered the *ACT Two-Year College Student Opinion Survey* on a biennial basis to learn about student satisfaction and determine areas for improvement. The *Survey* provides student satisfaction measures for 19 college services (i.e., academic advising, food service, and parking) and 43 college environmental factors (i.e., class size, student voice in college policies, and course availability). The results of the *Survey* allow for external and internal comparisons; how are we doing compared to similar two-year institutions and to ourselves. Consistent with the last five *Survey* administrations, the Spring 2010 results indicate that in general, OCCC students are significantly more satisfied than the national norm.

During the last week of February and the first week of March, 2010, the *ACT Two-Year College Student Opinion Survey* was administered by faculty to a stratified random sample of classes based upon meeting time and type of class (remedial, technical/occupational, university parallel).

There were 1,136 Surveys completed, representing about 8% of the total credit student population for the Spring 2010 semester. Reviewing the demographic information obtained from the students completing the survey, it appears that the sample was representative of the general student population with respect to gender and ethnicity. However, the sample had a somewhat greater proportion of full-time students and a slightly lower average age than the general student body.

Historically, the College has identified the items in which the results were statistically significant between the College average and the national norm. In 2010, OCCC students were significantly more satisfied than the norm on thirty-three items; with thirteen new items added to the list. (Appendix A) However, there were three items with which OCCC students were significantly less satisfied than the national norm. None of these items were identified as negative compared to the national norm during the 2008 Survey administration. These three items were (1) availability of an advisor, financial aid services, and personal security/safety at this college. (It is important to note that during the two week period the *Survey* was administered, there was a major security event on the campus.)

Student satisfaction significantly improved on twenty - one items from 2008 to 2010 at OCCC. They were:

1. Academic advising
2. Accuracy of college information you received before enrolling
3. Assistance provided by the college staff when you entered this college (α .001)

4. Athletic facilities
5. Attitude of nonteaching staff
6. Availability of courses
7. Availability of financial aid information prior to enrolling (α .001)
8. Cafeteria/food service
9. College bookstore
10. College sponsored tutorial services
11. Credit by examination program (CLEP, etc.)
12. Cultural programs and activities
13. General admission/entry procedures
14. General registration procedures
15. Industrial arts/shop facilities (α .001)
16. Laboratory facilities
17. Purpose for which student activity fees are used
18. Quality of instruction in your major area of study
19. Student government
20. Student voice in college policies
21. Variety of courses offered

Only one item declined significantly in student satisfaction from the previous administration and that was personal security/safety at this college.

The *Survey* allows for 30 locally developed questions. A few of the insights gained from those questions include:

1. 22% are taking classes at other institutions
2. 71% have a computer at home which is less than three years old and has high speed internet; 4% do not have a computer at home; 5% do not have internet service at home
3. 83% of the students who completed the new student orientation indicated that the session was either definitely or somewhat helpful
4. 68% are working and attending school; 45% work more than 20 hours per week
5. 40% are first generation college students as defined by neither their mother nor their father attended college
6. 23% will not visit with a faculty advisor this semester
7. 74% indicated that their writing skills greatly or somewhat improved
8. 78% indicated that their critical thinking skills greatly or somewhat improved
9. 62% indicated that their speaking skills greatly or somewhat improved
10. 72% indicated that their mathematics courses were very valuable or somewhat valuable

As noted earlier, overall student satisfaction with the College in general remains significantly higher than the national norm. For those areas in which satisfaction is below the norm or has declined since the 2008 administration of the *Survey*, appropriate personnel have been notified and these factors are being addressed as part of the annual planning process.

Appendix A
**Ten Year Summary of Student Opinion Survey
for Areas Significantly Higher Than the Norm**

AREA	Significantly Higher than Norm Group					
	2000	2002	2004	2006	2008	2010
Academic calendar	X	X	X		X	X
Athletic facilities	X	X	X	X	X	X
Attitude of teaching staff toward students		X	X		X	X
Availability of courses	X	X			X	X
Cafeteria/food services	X	X	X	X	X	X
Class size relative to the type of course	X	X	X	X	X	X
Classroom facilities	X		X		X	X
College media	X	X	X	X	X	X
Computer services	X	X	X	X	X	X
Flexibility to design a program of study	X	X	X	X	X	X
General condition and appearance of buildings and grounds			X	X	X	X
Laboratory facilities	X	X	X	X	X	X
Library/learning resources center and services	X	X	X	X	X	X
OCCC in general	X	X	X	X	X	X
Opportunities for personal involvement in college activities			X	X	X	X
Parking facilities and services	X			X	X	X
Rules governing student conduct		X			X	X
Student community center/student union	X	X	X	X	X	X
Study areas	X	X	X	X	X	X
Variety of courses offered	X	X			X	X
Accuracy of college information you received prior to enrolling				X		X
Assistance provided by college staff when entered this college						X
College bookstore	X		X	X		X
College catalog/admissions publications	X	X				X
College orientation program						X
Credit by examination						X
Cultural programs and activities						X
Day care services						X
General admissions and entry procedures				X		X
General registration procedures						X
Opportunities for student employment				X		X
Purpose for which student fees are used						X
Student voice in college policies		X				X
Racial harmony		X	X		X	
Student media	X	X	X	X	X	
Academic probation and suspension policies	X	X				
Billing and fee payment procedures	X					
Business/training facilities	X	X	X	X		
Course content in major area of study		X				
Testing/grading system	X		X	X		
Value of the information provided by your advisor				X		
Veterans services		X				
TOTAL	22	23	20	21	21	33

