



OKLAHOMA CITY COMMUNITY COLLEGE

**American College Testing (ACT)
Student Opinion Survey Results
August 2010**

**Prepared by
Office of Institutional Effectiveness**

Student Opinion Survey

INTRODUCTION

The ACT Student Opinion Survey has been administered at Oklahoma City Community College every other year since 1996. The results of this survey are analyzed to determine the areas which need to be addressed. This analysis is used to develop plans to improve various services across the campus.

METHODOLOGY

Faculty administered the survey in class to a stratified random sample of classes based on meeting time and type of class (remedial, technical/occupational, university parallel). This technique provides a sample of students which reflects the College's on-campus credit student population. The Survey was administered during the last week in February and the first week in March of 2010.

RESULTS

There were 1136 survey forms completed in the Spring of 2010. This response represented 8% of the total credit student population for the semester. This response rate was the same response rate of 2008.

Demographics

The demographic information included the following:

- 40% under the age of 21
- 60% white, 9% Hispanic, 10% black, 7% Asian, and 7% Native American
- 57% females
- 78% unmarried
- 68% working (20% working 31 to 40 hrs a week and 10% working over 40 hrs a week)
- 70% enrolled full-time
- 71% taking day classes
- 51% intend to transfer and 31% intend to obtain an associate degree
- 32% entered directly from High School and 27% entered after working a period of time
- 69% OCCC was first choice
- 78% would choose OCCC again
- Top five reasons for attending
 1. Low cost
 2. Offered the courses I wanted
 3. Could work while attending
 4. Good chance of personal success
 5. Convenient location

The overall impression of the quality of Education at OCCC included 88% of the students who selected good or excellent.

OCCC Compared to the National Norm

The survey was divided into seven categories including college services, academic, admissions, rules and regulations, admissions, facilities, and general. The average for OCCC 2010, 2008,

and 2006 and national average for 2010 is included in Appendix A. Also included in Appendix A is the statistical significance of OCCC 2010 compared to OCCC 2008 and OCCC 2010 compared to the national 2010 mean.

Historically, the College has identified the items in which the results were statistically significant between the College average and the national norm. Thirty-three items were statistically significant with seven new items added to the list. In addition, 20 of these items were statistically significant to the .001 level.

Table I
Positive Statistical Significance
2010 OCCC Compared to the National Norm

2010	2008	2006	2004	2002	2000	Item
√	√		√	√	√	Academic calendar
√		√				Accuracy of college information received prior to enrolling
√						Assistance provided by college staff when entered this college
√	√	√	√	√	√	Athletic facilities
√	√		√	√		Attitude of teaching staff
√	√			√	√	Availability of courses
√	√	√	√	√	√	Cafeteria/food services
√	√	√	√	√	√	Class size
√	√		√		√	Classroom facilities
√		√	√		√	College bookstore
√				√	√	College catalog/admissions publications
√	√	√	√	√	√	College media
√						College orientation program
√	√	√	√	√	√	Computer services
√	√	√	√			Condition of buildings and grounds
√						Credit by examination
√						Cultural programs and activities
√						Day care services
√	√	√	√	√	√	Flexibility in designing program
√		√				General admissions procedures
√						General registration procedures
√	√	√	√	√	√	Laboratory facilities
√	√	√	√	√	√	Library/learning resources center
√	√	√	√	√	√	OCCC in general
√	√	√	√			Opportunities for involvement in College activities
√		√				Opportunities for student employment
√	√	√			√	Parking facilities and services
√						Purpose for which student fees are used
√	√			√		Rules governing student conduct
√	√	√	√	√	√	Student union

2010	2008	2006	2004	2002	2000	Item
√				√		Student voice in college policies
√	√	√	√	√	√	Study areas
√	√			√	√	Variety of courses offered

Difference statistically significant at the .001 level

There were three items which declined statistically significantly when compared to the national norm in 2010. These three items were availability of advisor, financial aid services and personal security/safety at this college. The personal security/safety was statistically significant to the .001 level. It is important to note that during the administration of this survey the college had a shooting incident on campus. All four of the items which had declined statistically significantly from 2006 to 2008 were no longer on the list including 1) financial aid information provided before enrolling (on this list consecutively from 2000 to 2008), 2) Industrial arts / shop facilities, 3) quality of instruction in the student's major, and 3) student employment services which was on the list in 2004, 2006 and 2008.

OCCC 2010 Compared to OCCC 2008

The College also reviewed the statistical significance tests on changes which occurred within the College from 2008 to 2010. There were twenty one items which increased significantly from 2008 to 2010 compared to two in 2008 (financial aid services and classrooms). Three items were statistically significant at the .001 level including: assistance provided by the college staff when you entered this college; availability of financial aid information when enrolling in this college; and industrial arts/shop facilities. All items which increased statistically significantly from 2008 compared to 2010 are listed below.

1. Academic Advising
2. Accuracy of college information you received before enrolling
- 3. Assistance provided by the college staff when you entered this college**
4. Athletic facilities
5. Attitude of nonteaching staff
6. Availability of courses
- 7. Availability of financial aid information prior to enrolling**
8. Cafeteria/Food services
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 (woodworking, mechanical, etc.)**
16. Laboratory facilities
17. Purposes 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

There was only one item in which the College declined statistically significantly when compared to the previous year which was personal security/safety at this college at the .00001 level. This compares to five items which declined significantly from 2006 to 2008 (cafeteria/food services, College Bookstore, parking facilities and services, library/learning resources center, and the testing/grading system).

Additional Questions

OCCC also asked 30 additional questions. These detailed results are in Appendix B. A few highlights include the following:

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 service.
3. 83% of the students who completed the new student orientation indicated that the session was definitely or somewhat helpful.
4. 45% would most likely withdraw from class to transfer to another 4-year institution.
5. 23% of the respondents indicated that they would not visit with their faculty advisor this year.
6. 45% of the respondents work more than 20 hours per week.
7. 74% of the respondents indicated that their writing greatly or somewhat improved.
8. 78% of the respondents indicated that their critical thinking greatly or somewhat improved.
9. 62% of the respondents indicated that their speaking skills greatly or somewhat improved.
10. 51% of the respondents indicated that their developmental reading class helped them to a great extent or to some extent in their subsequent courses.
11. 64% of the respondents indicated that their developmental writing class helped them to a great extent or to some extent in their writing assignments.
12. 72% of the respondents indicated that their mathematics courses were very valuable or somewhat valuable.

APPENDICES

Appendix A Student Response by Category

College Services

Natl ¹ 2010	OCCC ² 2010	OCCC 2008	OCCC 2006	Item
3.91	3.89*	3.72	3.71	Academic advising/course planning
3.67*	3.90*	3.75	3.94	Cafeteria/Food services
3.92*	4.06	3.95	3.80	College orientation program
4.08	4.16	4.23	4.09	College-sponsored social activities
4.15	4.27*	4.06	4.06	College-sponsored tutorial services
4.27*	4.38	4.37	4.40	Computer services
3.95*	4.21*	3.80	3.74	Credit by examination program
4.12*	4.33*	4.05	4.22	Cultural programs and activities
3.91*	4.56	4.50	4.50	Day care services
4.02*	3.93	3.82	3.65	Financial Aid services
3.77	3.55	3.31	3.33	Job placement services
4.26*	4.43	4.36	4.44	Library/learning resources center
3.49*	3.64	3.58	3.68	Parking facilities and services
3.96	4.07	3.80	3.90	Personal counseling services
4.10	4.16	4.11	4.12	Recreational and intramural programs
4.00	3.72	3.53	3.42	Student employment services
4.02	4.27	4.03	4.04	Student health services
4.03	4.14	4.00	4.03	Veterans' services
3.98	3.94	3.82	3.81	Vocational guidance/career planning

Academic

Natl 2010	OCCC 2010	OCCC 2008	OCCC 2006	Item
4.17*	4.23	4.21	4.21	Attitude of teaching staff
3.85*	3.76	3.74	3.75	Availability of advisor
4.02	4.00	3.97	4.01	Challenge offered by your program
4.24*	4.34	4.37	4.38	Class size
4.03	4.01	4.00	4.03	Course content in major
3.94*	4.07	4.07	4.10	Flexibility in designing program
3.91	3.90	3.88	3.90	Instructor out of class availability
3.95	3.94	3.90	3.91	Preparation for occupation
4.07	4.08*	3.99	4.04	Quality of instruction in major
3.96	4.00	3.94	4.01	Testing/grading system
3.87	3.84	3.77	3.76	Value of advisor information
3.97*	4.15*	4.07	4.09	Variety of courses offered

¹ The * represents a statistically significant change at OCCC in 2010 compared to the National norm in 2010

² The * represents a statistically significant change at OCCC from 2008 to 2010

Admissions

Natl 2010	OCCC 2010	OCCC 2008	OCCC 2006	Item
3.94*	4.06	4.00	4.05	College Catalog/Admission publications
3.86*	3.96*	3.81	3.89	College staff assistance
3.79	3.77*	3.60	3.60	Financial aid information provided before enrolling
3.92*	3.98*	3.90	3.96	General admissions/entry procedures
3.90*	3.96*	3.88	3.92	Information accuracy received before enrolling

Rules and Regulations

Natl 2010	OCCC 2010	OCCC 2008	OCCC 2006	Item
3.64	3.67	3.62	3.64	Academic probation and suspension
3.93*	3.71*	3.91	3.87	Personal security/safety
3.90*	3.97	3.94	3.94	Rules governing student conduct
3.59*	3.67*	3.58	3.65	Student voice in college policies
3.51*	3.60*	3.46	3.50	Use of student activity fees

Facilities

Natl 2010	OCCC 2010	OCCC 2008	OCCC 2006	Item
3.59*	3.81*	3.71	3.72	Athletic facilities
3.95	3.98	3.94	3.96	Business-Training facilities
4.00*	4.06	4.07	3.95	Classrooms
3.79*	3.90*	3.79	3.90	College Bookstore
4.01*	4.09	4.13	4.10	Condition of buildings and grounds
3.65	3.72*	3.54	3.58	Industrial arts/shop
3.86*	4.10*	4.00	3.99	Laboratory facilities
3.77*	3.95	3.92	3.95	Student Union
3.93*	4.10	4.10	4.05	Study areas

Registration

Natl 2010	OCCC 2010	OCCC 2006	OCCC 2008	Item
3.97*	4.03	4.00	4.01	Academic calendar
3.67*	3.83*	3.75	3.74	Availability of courses
3.83	3.87	3.80	3.79	Billing and fee payment
3.91*	4.01*	3.91	3.89	General registration procedures

General

Natl 2010	OCCC 2010	OCCC 2006	OCCC 2008	Item
3.78	3.78*	3.71	3.68	Attitude of nonteaching faculty
4.09*	4.22	4.20	4.22	College in general
3.58*	3.79	3.81	3.75	College media
3.73	3.76	3.70	3.69	Concern for you as an individual
3.71*	3.82	3.71	3.75	Opportunities for involvement in College activities
3.61*	3.69	3.56	3.60	Opportunities for student employment
3.94	3.98	3.95	4.01	Racial harmony
3.54	3.57*	3.48	3.47	Student government

Appendix B

Additional Questions

1. Did you begin college at this college or elsewhere?
688 65.0% A. Began Here at OCCC
148 14.0% B. Began Elsewhere at a different 2-year college
222 21.0% C. Began at a 4-year college
1058

2. When do you plan to take classes at this college again?
125 11.9% A. I will accomplish my goals during this term and will not be returning to OCCC.
48 4.6% B. I have no current plan to return to OCCC
735 69.7% C. Next semester
47 4.4% D. Within the next 12 months
100 9.5% E. Uncertain
1055

3. How many classes are you presently taking at other institutions?
825 78.3% A. None
27 2.6% B. One class
46 4.4% C. 2 classes
44 4.2% D. 3 classes
112 10.6% E. 4 classes or more
1054

4. When you purchase your textbooks, do you?
581 55.1% A. Buy most of my textbooks before classes begin.
321 30.5% B. Buy most of my textbooks after classes begin but during the first week.
79 7.5% C. Buy most of my textbooks after classes begin but during the second week.
33 3.1% D. Buy most of my textbooks after classes begin but after the second week.
40 3.8% E. Generally do not buy textbooks and use the books in the library or share with a friend.
1054

5. At your home, what is your level of access to a computer and internet service?
743 70.5% A. I have a computer less than 3 years old and I have high speed internet service.
34 3.2% B. I have a computer less than 3 years old and I have dial up internet service.
40 3.8% C. I have a computer less than 3 years old and I do not have any internet service.
165 15.7% D. I have a computer more than 3 years old and I have high speed internet service.
14 1.3% E. I have a computer more than 3 years old and I have dial up internet service.
15 1.4% F. I have a computer more than 3 years old and I do not have any internet service.
43 4.1% G. I do not have a computer at home.
1054

6. Do you believe attending new student orientation positively contributed to your success as a student?
189 18.0% A. Yes, it was definitely helpful.
177 16.9% B. Yes, it was somewhat helpful.
77 7.3% C. No, it was not helpful.
605 57.7% D. I did not attend new student orientation.
1048

7. Which is most likely to attract your attention to attend a campus activity or event? Chose only one.
- | | | |
|------|-------|--|
| 308 | 29.4% | A. Flyers and Posters |
| 40 | 3.8% | B. Pioneer (school newspaper) |
| 32 | 3.0% | C. Monthly Activities Calendar |
| 79 | 7.5% | D. Banners |
| 114 | 10.9% | E. College web site |
| 90 | 8.6% | F. College faculty, or staff |
| 192 | 18.3% | G. Other Students |
| 75 | 7.2% | H. OCCC student email |
| 89 | 8.5% | I. Facebook/Twitter |
| 29 | 2.8% | H. Other Ways (specify in comment section) |
| 1048 | | |
8. What type of campus activity would you be most interested in?
- | | | |
|------|-------|---|
| 78 | 7.6% | A. Leadership programs such as student organization involvement and leadership related workshops. |
| 230 | 22.4% | B. Social/entertainment, such as bands, tye-dye t-shirts and coffee houses. |
| 85 | 8.3% | C. Student success strategies, such as study skills, transfer preparation and test taking strategies. |
| 54 | 5.3% | D. Cultural events, such as Hispanic Heritage Month, American Indian Celebrations or Black History Month lectures and performances. |
| 250 | 24.4% | E. Presentation related to your field of study. |
| 34 | 3.3% | F. Presentations for personal benefit, such as budgeting, job seeking skills or depression. |
| 80 | 7.8% | G. Family events, such as the Halloween Carnival or a children's concert. |
| 42 | 4.1% | H. Community service projects. |
| 172 | 16.8% | I. Sports related, such as intramural teams or the aquatic and wellness center. |
| 1025 | | |
9. What would be the most likely reason for you to withdraw from class or from this college?
- | | | |
|------|-------|---|
| 474 | 45.4% | A. Transfer to a 4-year college or university |
| 164 | 15.7% | B. Lack of finances |
| 66 | 6.3% | C. Caring for dependents |
| 47 | 4.5% | D. Not prepared for college-level work |
| 141 | 13.5% | E. Working full-time |
| 153 | 14.6% | F. Other |
| 1045 | | |
10. What do you see as the main purpose for the academic advising process?
- | | | |
|------|-------|---------------------------------------|
| 200 | 19.1% | A. Scheduling classes |
| 24 | 2.3% | B. Learning about college |
| 230 | 22.0% | C. Creating a plan for a major/career |
| 26 | 2.5% | D. Understanding the transfer process |
| 519 | 49.6% | E. All of the above |
| 45 | 4.3% | F. Other |
| 1046 | | |

11. From whom do you receive most of your academic advisement?
- | | | |
|-----|-------|--|
| 307 | 29.5% | A. An advisor/counselor in Advising & Career Services |
| 132 | 12.7% | B. My faculty advisor |
| 57 | 5.5% | C. A faculty member who is <u>not</u> my assigned advisor |
| 17 | 1.6% | D. A staff member who is <u>not</u> an advisor/counselor in Advising & Career Services |
| 61 | 5.9% | E. A fellow student |
| 97 | 9.3% | F. The college catalog and/or website |
| 262 | 25.2% | G. Myself |
| 31 | 3.0% | H. Former student |
| 75 | 7.2% | I. Other |
- 1039
12. Regarding the Office of Academic Advising, how satisfied are you with the information and guidance provided by the advisors/counselors?
- | | | |
|-----|-------|--|
| 216 | 20.7% | A. Very satisfied |
| 442 | 42.4% | B. Satisfied |
| 90 | 8.6% | C. Dissatisfied |
| 62 | 5.9% | D. Very Dissatisfied |
| 115 | 11.0% | E. I do not have an advisor/counselor |
| 118 | 11.3% | F. I do not use the Advising & Career Services (skip to questions #13) |
- 1043
13. If you have a faculty advisor, how many times will you visit your faculty advisor this year?
- | | | |
|-----|-------|---|
| 239 | 23.0% | A. None |
| 186 | 17.9% | B. 1 time |
| 269 | 25.9% | C. 2-3 times |
| 70 | 6.8% | D. 4 or more times |
| 102 | 9.8% | E. I have not declared a major and do not have a faculty advisor yet. |
| 171 | 16.5% | F. I have declared a major and do not have a faculty advisor. |
- 1037
14. If you did not fill out the Free Application for Federal Student Aid (FAFSA), what was the main reason you did not? Mark only one response.
- | | | |
|-----|-------|---|
| 29 | 4.0% | A. Did not want to provide sensitive, personal information (such as tax or immigration information) |
| 42 | 5.9% | B. The form was too complex or complicated to fill out. |
| 195 | 27.2% | C. Did not think I would qualify for financial aid |
| 112 | 15.6% | D. Did not need any financial aid. |
| 338 | 47.2% | E. Other |
- 716
15. If you did not fill out the FAFSA because you thought that you would not qualify for financial aid, what was the main reason you thought you would not receive any financial aid? Mark only one response.
- | | | |
|-----|-------|--|
| 212 | 31.2% | A. My income and/or family's income or savings are too much for me to qualify for financial aid. |
| 43 | 6.3% | B. I would not qualify for financial aid due to the number of credit hours I am taking. |
| 45 | 6.6% | C. I would not qualify for financial aid due to poor grades. |
| 46 | 6.7% | D. Someone told me I would not be eligible. |
| 338 | 49.3% | E. Other |
- 686

16. From what source did you receive your initial financial aid information? Choose only one.
- | | | |
|-----|-------|----------------------------------|
| 245 | 24.3% | A. High School Counselors |
| 97 | 9.6% | B. OCCC Recruitment & Admissions |
| 292 | 28.9% | C. OCCC Financial Aid Office |
| 29 | 2.9% | D. OCCC Orientation Program |
| 346 | 34.3% | E. Other |
- 1009
17. How did you find out that the college provides services for students with disabilities?
- | | | |
|-----|-------|---|
| 425 | 41.5% | A. Course syllabus |
| 90 | 8.8% | B. Web site |
| 163 | 15.9% | C. Student handbook or catalog |
| 84 | 8.2% | D. From other students |
| 65 | 6.3% | E. I've seen or visited the office |
| 196 | 19.2% | F. I did not know the college provides services for students with disabilities. |
- 1023
18. What is the highest academic credential that your father earned?
- | | | |
|-----|-------|--|
| 111 | 9.8% | A. Not a high school graduate |
| 320 | 30.8% | B. High school diploma or GED |
| 160 | 15.4% | C. Some college, did not complete degree |
| 91 | 8.8% | D. Associate's degree |
| 169 | 16.3% | E. Bachelor's degree |
| 69 | 6.6% | F. Master's degree/1st professional |
| 20 | 1.9% | G. Doctorate |
| 99 | 9.5% | H. Unknown |
- 1039
19. What is the highest academic credential that your mother earned?
- | | | |
|-----|-------|--|
| 120 | 11.5% | A. Not a high school graduate |
| 304 | 29.2% | B. High school diploma or GED |
| 184 | 17.7% | C. Some college, did not complete degree |
| 127 | 12.2% | D. Associate's degree |
| 160 | 15.4% | E. Bachelor's degree |
| 66 | 6.3% | F. Master's degree/1st professional |
| 5 | 0.5% | G. Doctorate |
| 75 | 7.2% | H. Unknown |
- 1041
20. About how many hours do you spend in a typical 7-day week providing care for dependents living with you (parents, children, spouse, etc.)?
- | | | |
|-----|-------|-----------------------|
| 473 | 45.6% | A. None |
| 145 | 14.0% | B. 1 to 5 hours |
| 96 | 9.3% | C. 6 to 10 hours |
| 81 | 7.8% | D. 11 to 20 hours |
| 51 | 4.9% | E. 21 to 30 hours |
| 191 | 18.4% | F. More than 30 hours |
- 1034
21. About how many hours do you spend in a typical 7-day week working for pay?
- | | | |
|-----|-------|-----------------------|
| 308 | 29.6% | A. None |
| 57 | 5.5% | B. 1 to 5 hours |
| 63 | 6.1% | C. 6 to 10 hours |
| 141 | 13.6% | D. 11 to 20 hours |
| 190 | 18.3% | E. 21 to 30 hours |
| 280 | 26.9% | F. More than 30 hours |
- 1039

- 22 How much has YOUR EXPERIENCE AT THIS COLLEGE contributed to your knowledge, skills, and personal development in writing clearly and effectively?
 344 33.3% A. Greatly improved
 419 40.5% B. Somewhat improved
 149 14.4% C. Little improvement
 53 5.1% D. No improvement
 69 6.7% E. Not applicable
 1034
- 23 How much has YOUR EXPERIENCE AT THIS COLLEGE contributed to your knowledge, skills, and personal development in thinking critically and analytically?
 346 33.4% A. Greatly improved
 459 44.3% B. Somewhat improved
 136 13.1% C. Little improvement
 53 5.1% D. No improvement
 42 4.1% E. Not applicable
 1036
- 24 How much has YOUR EXPERIENCE AT THIS COLLEGE contributed to your knowledge, skills, and personal development in solving numerical problems?
 319 30.9% A. Greatly improved
 391 37.8% B. Somewhat improved
 145 14.0% C. Little improvement
 95 9.2% D. No improvement
 84 8.1% E. Not applicable
 1034
- 25 How much has YOUR EXPERIENCE AT THIS COLLEGE contributed to your knowledge, skills, and personal development in speaking clearly and effectively?
 256 24.7% A. Greatly improved
 383 36.9% B. Somewhat improved
 170 16.4% C. Little improvement
 106 10.2% D. No improvement
 122 11.8% E. Not applicable
 1037
- 26 How much has YOUR EXPERIENCE AT THIS COLLEGE contributed to your knowledge, skills, and personal development in using computing and information technology?
 231 22.3% A. Greatly improved
 327 31.6% B. Somewhat improved
 209 20.2% C. Little improvement
 125 12.1% D. No improvement
 143 13.8% E. Not applicable
 1035
- 27 How much has YOUR EXPERIENCE AT THIS COLLEGE contributed to your knowledge, skills, and personal development in understanding people of other racial and ethnic backgrounds?
 240 23.4% A. Greatly improved
 296 28.8% B. Somewhat improved
 170 16.6% C. Little improvement
 147 14.3% D. No improvement
 174 16.9% E. Not applicable
 1027

28. If you have taken a developmental reading class at OCCC, how did it prepare you for the reading required in subsequent courses?

149 22.1% A. To a great extent

193 28.6% B. To some extent

86 12.8% C. To a little extent

246 36.5% D. To no extent

674

29. If you have taken a developmental writing class at OCCC, how did it prepare you for the writing assignments required in subsequent courses?

215 29.9% A. To a great extent

242 33.6% B. To some extent

82 11.39% C. To a little extent

181 25.1% D. To no extent

720

30. How valuable were the mathematics course(es) you took at OCCC?

410 40.6% A. Very valuable

317 31.4% B. Somewhat valuable

90 8.9% C. Not valuable

194 19.2% D. I have not taken any mathematics courses at OCCC.