OKLAHOMA CITY COMMUNITY COLLEGE

**American College Testing (ACT)
Student Opinion Survey Results
June 2012**

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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 2012.

LIMITATIONS

One of the primary limitations of the survey is that the national data is taken from an average of the years 2007 through 2010. There could have an effect on the comparisons of OCCC means to the national means due to this comparison of data.

RESULTS

There were 1001 survey forms completed in the Spring Semester of 2012. This response represented 8% of the total credit student population for the semester.

Demographics

The demographic information included the following:
- 37% entered directly from High School and 27% entered after working a period of time
- 68% OCCC was first choice
- 78% would choose OCCC again
- Top five reasons for attending
    1. Low cost
    2. Offered the courses I wanted
    3. Good chance of personal success
    4. Could work while attending
    5. Convenient location
- 68% enrolled full-time
- 75% taking day classes
- 51% intend to transfer to a 4-year college and 31% intend to obtain an associate degree
- Some of the key demographic characteristics included
    1. 39% under the age of 21
    2. 62% white, 9% Mexican, 11% black, 8% Asian, 7% Native American, 3% Hispanic
    3. 58% females
    4. 79% unmarried

5. 71% working (23% working 31 to 40 hrs a week and 9% working over 40 hrs a week)

The overall impression of the quality of education at OCCC included 84% of the students who selected good or excellent or an average rating of 4.20 on a five point scale.

OCCC Compared to the National Norm
The survey was divided into seven categories: college services, academic, admissions, rules and regulations, facilities, registration and general. Appendix A includes OCCC means compared to the national norm.

Historically, the College has identified the items in which the results were statistically significant between the College average and the national norm. Thirty-seven of the 62 items were statistically significant. There were seven new items in the list this year including: 1) assistance provided by the college staff; 2) attitude of nonteaching staff; 3) college sponsored tutorial services; 4) concern for you as an individual; 5) industrial arts/shop facilities; 6) personal security and safety at this college; and 7) student government.

Table I
Positive Statistical Significance
2012 OCCC Compared to the National Norm

2012	2010	2008	2006	2004	2002	2000	Item
√	√	√		√	√	√	Academic calendar
√							Assistance provided by college staff
√	√	√	√	√	√	√	Athletic facilities
√	√	√		√	√		Attitude of teaching staff
√							Attitude of nonteaching staff
√	√	√			√	√	Availability of courses
√			√	√	√	√	Business training facilities
√		√	√	√	√	√	Cafeteria/food services
√	√	√	√	√	√	√	Class size
√	√	√		√		√	Classrooms
√	√		√	√		√	College bookstore
√	√				√	√	College catalog/admissions publications
√	√	√	√	√	√	√	College media
√	√						College orientation program
√							College sponsored tutorial services
√	√	√	√	√	√	√	Computer services
√							Concern for you as an individual
√	√	√	√	√			Condition of buildings and grounds
√	√						Cultural programs and activities
√	√	√	√	√	√	√	Flexibility in designing program
√	√						General registration procedures

2012	2010	2008	2006	2004	2002	2000	Item
√							Industrial arts/shop facilities
√	√	√	√	√	√	√	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
√							Personal security/safety at this college
√		√		√	√		Racial harmony
√	√	√			√		Rules governing student conduct
√							Student government
√	√	√	√	√	√	√	Student union
√	√	√	√	√	√	√	Study areas
√	√	√			√	√	Variety of courses offered
√					√		Veterans' services

There was only one item which declined statistically significantly when compared to the national norm in 2012. This was financial aid services for a second year in a row. Personal security and safety went from a negative significance in 2010 to a positive statistical significance in 2012.

OCCC 2012 Compared to OCCC 2010
The College also reviewed the statistical significance tests on changes which occurred within the College from 2010 to 2012. Detailed information is included in Appendix B. There were three items which increased statistically significantly from 2010 compared to 2012 including:
1. Classrooms
2. Condition of buildings and grounds
3. Personal security and safety

There were five items in which the College declined statistically significantly when compared to the previous year. One important point is that four of the five items had increased statistically significantly from 2008 to 2010. These items are starred at the end of each statement. The five items include:
1. Academic advising and course planning*
2. Cafeteria and food service*
3. College staff assistance provided when you entered the college*
4. Financial aid services
5. General registration procedures*

Additional Questions
OCCC also asked 30 additional questions of the students. These detailed results are in Appendix C. A few highlights include the following:
1. 43% are first generation college students as defined by neither their mother nor their father attended college.

2. 60% of the students spend some time during the week caring for dependents.
3. 75% of the students work.
4. 71% have a computer at home which is less than three years old and has high speed internet service.
5. Students continue to believe that they are the best resources for academic advisement with 28% saying themselves.
6. 41% will visit their faculty advisor this year with 37% indicating they do not have a faculty advisor.
7. 23% are taking classes at other institutions.
8. 70% plan to take classes next semester at OCCC.
9. The top three activities students would like to engage in include presentation related to your field of study, social entertainment, and intramural sports.
10. New questions included:
    a. 89% have reliable transportation for commuting to OCCC.
    b. The use of the test center is preferred during the weekdays.
    c. Most students, 80%, check their OCCC email at least once a week.
    d. 60% of the students believe that enrolling in courses in the upcoming semester is the primary purpose of academic advising.
    e. Although 32% of the students read about the college's services to students with disabilities in their syllabus, 24% did not know the college had an office to assist students with disabilities.
    f. 89% of the students indicated they used MineOnline.
    g. 89% of the students indicated their mathematics courses at OCCC were very valuable or somewhat valuable.
    h. Of those students who took developmental reading, 77% indicated that this course prepared them to a great extent or some extent for reading in their subsequent courses. Results for the writing developmental course was 75% indicating that this course prepared them to a great extent or some extent for writing in their subsequent courses.

Students were asked a series of questions regarding how their experiences at OCCC contributed to their educational development. Below is a summary of students who indicated greatly improved or somewhat improved due to their experiences at OCCC.

	2008	2010	2012
Writing clearly and effectively	3.11	3.09	3.24*
Thinking critically and analytically	3.09	3.10	3.16
Solving numerical problems	2.93	2.98	2.98
Speaking clearly and effectively	2.81	2.86	2.89
Using computing and information technology	2.75	2.74	2.79
Understanding people of other racial and ethnic backgrounds	2.63	2.74	2.68

Scale: 4 = greatly improved, 3 = somewhat improved, 2 = little improvement, and 1 = no improvement
*Statistically significant from 2010 to 2012.

Financial aid was another area that was added to the questions this year. There were 65% of the students who completed a FASFA. A follow-up question on what would be most beneficial in completing the FASFA resulted in 32% preferring a FASFA workshop on campus. Although 38% heard about the FASFA through their high school counselors, 30% heard about it through the OCCC Financial Aid Office.

One of the more interesting changes in the results was the response to the type of media which would most attract the student's attention. Last year the number one item identified was flyers and posters rated at 29%. This year this item was rated at 40%. The second highest last year was other students rated at 18% compared to 7% this year. The second highest rating this year was banners with a 22% response.

Comments

Students had an opportunity to comment at the end of the survey. There were 170 students who wrote a comment. There were 37 students who provided positive comments. A sample of these comments is included below:

1. I like this school and appreciate the faculty and staff very much.
2. I do love OCCC: I'm planning to attend UCO by fall.
3. You guys are doing alright, keep it up.
4. I like OCCC very much and strongly recommend to friends or acquaintances. Reasons are the following: 1) varieties of classes offered. 2) user friendly website approach, 3) neat environment, especially bathrooms, 4) friendly and knowledgeable instructors, and 5) flexible class hours.
5. In my opinion, every department I have had contact with thus far seems extremely supportive and knowledgeable, not to mention eager to help. I believe that this college and its faculty are eager to see you be successful and graduate.
6. Thanks for the Starbucks coffee shop.

The top five negative comments included the following. Each item includes samples of the comments.

1. Advising (20 comments)
   a. The academic advising area is a little confusing. It's kind of like a catch-all for students who don't know where else to go. Maybe having a check in system before the students get to the desk, where someone asks the students name and what they need to accomplish, that way if they're in the wrong line they can be directed to the right one.
   b. I believe that Student Life, Academic Advising, and the New Student Orientation should collaborate to provide a more adequate preparatory experience for new students. I felt initially unprepared.
   c. My wife and I set up our classes online and got most of our academic advising from each other.
2. Financial aid (15 comments)
   a. Hire or train people who work in financial aid . . . They seem like they could care less about the students.

    b. The biggest problem I have had at OCC was dealing with financial aid. It is hard to contact them by telephone, and they turn their telephones off during the day.

    c. I may not be aware, but the thing that has affected me the most, is the new Financial Aid Policy. Not knowing this was going to affect me, I may have not attended this semester to re-route my planning for higher learning. Now I have to attend and pay in full out of my pocket to not be further affected by this policy by withdrawing from my classes.

3. Food service (14 comments)
    a. More raw/vegan choices in the food court.
    b. Breakfast and lunch is too expensive.
    c. The union has very little food choices.

4. Course selection (13 comments)
    a. Wish there was a pathogens course (prerequisite) and subsequent 2 year Medical Coding course offered here at OCCC.
    b. I wish the college would introduce a Biochemistry course to the majors.
    c. A great concern is the non-standardization of some course content . . . Standardizing course content would be greatly beneficial to students and an instructor giving a clear and concise plan on what is to be expected for the course.

5. Parking (10)
    a. We need more parking lots. I am having to park in another parking lot away from my classes.
    b. Get shuttle services to the furthest parking lots, they're ridiculously far away.

APPENDICES

Appendix A
Student Response by Category
OCCC Means Compared to the National Means

College Services

OCCC 2012	Natl[1] 2012	Item
3.76	3.76	Academic advising/course planning
3.72*	3.55	Cafeteria/Food services
4.14*	3.89	College orientation program
4.19	4.00	College-sponsored social activities
4.25*	4.08	College-sponsored tutorial services
4.35*	4.23	Computer services
4.04	3.88	Credit by examination program
4.28*	4.04	Cultural programs and activities
4.44	3.95	Day care services
3.74*	3.89	Financial Aid services
3.58	3.52	Job placement services
4.42*	4.29	Library/learning resources center
3.73*	3.28	Parking facilities and services
3.79	3.83	Personal counseling services
4.13	4.06	Recreational and intramural programs
3.77	3.72	Student employment services
4.24	4.01	Student health services
4.45*	3.93	Veterans' services
3.90	3.83	Vocational guidance/career planning

Academic

OCCC 2012	Natl 2012	Item
4.20*	4.13	Attitude of teaching staff
3.72	3.71	Availability of advisor
3.98	3.94	Challenge offered by your program
4.36*	4.19	Class size
4.05	4.00	Course content in major
4.10*	3.94	Flexibility in designing program
3.92	3.90	Instructor out of class availability
3.90	3.88	Preparation for occupation
4.05	4.04	Quality of instruction in major
3.93	3.92	Testing/grading system
3.80	3.74	Value of advisor information
4.12*	4.06	Variety of courses offered

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

Admissions

OCCC 2012	Natl 2012	Item
3.99*	3.93	College Catalog/Admission publications
3.87*	3.73	Assistance provided by college staff
3.71	3.68	Financial aid information provided before enrolling
3.91	3.86	General admissions/entry procedures
3.89	3.84	Information received before enrolling is accurate

Rules and Regulations

OCCC 2012	Natl 2012	Item
3.60	3.57	Academic probation and suspension
4.03*	3.86	Personal security/safety
3.96*	3.84	Rules governing student conduct
3.60	3.55	Student voice in college policies
3.55*	3.47	Purpose for which student fees are used

Facilities

OCCC 2012	Natl 2012	Item
3.79*	3.67	Athletic facilities
4.00*	3.88	Business training facilities
4.14*	3.96	Classrooms
3.83*	3.75	College Bookstore
4.17*	3.94	Condition of buildings and grounds
3.71*	3.62	Industrial arts/shop facilities
4.05*	3.85	Laboratory facilities
3.96*	3.77	Student Union
4.14*	3.94	Study areas

Registration

OCCC 2012	Natl 2012	Item
4.03*	3.93	Academic calendar
3.76*	3.59	Availability of courses
3.80	3.79	Billing and fee payment
3.90*	3.83	General registration procedures

General

OCCC 2012	Natl 2012	Item
3.77*	3.66	Attitude of nonteaching faculty
3.78*	3.58	College media
3.71*	3.63	Concern for you as an individual
3.82*	3.65	Opportunities for involvement in College activities
3.68*	3.52	Opportunities for student employment
4.04*	3.87	Racial harmony
3.53*	3.46	Student government
4.20*	4.07	College in general

Appendix B
Student Response by Category
OCCC Means Compared to Previous Years

College Services

OCCC 2012	OCCC[2] 2010	OCCC 2008	Item
3.76*	3.89*	3.72	Academic advising/course planning
3.72*	3.90*	3.75	Cafeteria/Food services
4.14	4.06	3.95	College orientation program
4.19	4.16	4.23	College-sponsored social activities
4.25	4.27*	4.06	College-sponsored tutorial services
4.35	4.38	4.37	Computer services
4.04	4.21*	3.80	Credit by examination program
4.28	4.33*	4.05	Cultural programs and activities
4.44	4.56	4.50	Day care services
3.74*	3.93	3.82	Financial Aid services
3.58	3.55	3.31	Job placement services
4.42	4.43	4.36	Library/learning resources center
3.73	3.64	3.58	Parking facilities and services
3.79	4.07	3.80	Personal counseling services
4.13	4.16	4.11	Recreational and intramural programs
3.77	3.72	3.53	Student employment services
4.24	4.27	4.03	Student health services
4.45	4.14	4.00	Veterans' services
3.90	3.94	3.82	Vocational guidance/career planning

Academic

	OCCC 2010	OCCC 2008	Item
4.20	4.23	4.21	Attitude of teaching staff
3.72	3.76	3.74	Availability of advisor
3.98	4.00	3.97	Challenge offered by your program
4.36	4.34	4.37	Class size
4.05	4.01	4.00	Course content in major
4.10	4.07	4.07	Flexibility in designing program
3.92	3.90	3.88	Instructor out of class availability
3.90	3.94	3.90	Preparation for occupation
4.05	4.08*	3.99	Quality of instruction in major
3.93	4.00	3.94	Testing/grading system
3.80	3.84	3.77	Value of advisor information
4.12	4.15*	4.07	Variety of courses offered

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

Admissions

OCCC 2012	OCCC 2010	OCCC 2008	Item
3.89	3.96*	3.88	Accuracy of info received before enrolling
3.99	4.06	4.00	College Catalog/Admission publications
3.87*	3.96*	3.81	College staff assistance provided when you entered the college
3.71	3.77*	3.60	Financial aid info provided before enrolling
3.91	3.98*	3.90	General admissions/entry procedures

Rules and Regulations

OCCC 2012	OCCC 2010	OCCC 2008	Item
3.60	3.67	3.62	Academic probation and suspension
4.03*	3.71*	3.91	Personal security/safety
3.96	3.97	3.94	Rules governing student conduct
3.60	3.67*	3.58	Student voice in college policies
3.55	3.60*	3.46	Use of student activity fees

Facilities

OCCC 2012	OCCC 2010	OCCC 2008	Item
3.79	3.81*	3.71	Athletic facilities
4.00	3.98	3.94	Business training facilities
4.14*	4.06	4.07	Classrooms
3.83	3.90*	3.79	College Bookstore
4.17*	4.09	4.13	Condition of buildings and grounds
3.71	3.72*	3.54	Industrial arts/shop
4.05	4.10*	4.00	Laboratory facilities
3.96	3.95	3.92	Student Union
4.14	4.10	4.10	Study areas

Registration

OCCC 2012	OCCC 2010	OCCC 2008	Item
4.03	4.03	4.01	Academic calendar
3.76	3.83*	3.74	Availability of courses
3.80	3.87	3.79	Billing and fee payment
3.90*	4.01*	3.89	General registration procedures

General

OCCC 2012	OCCC 2010	OCCC 2008	Item
3.77	3.78*	3.68	Attitude of nonteaching faculty
3.78	3.79	3.75	College media
3.71	3.76	3.69	Concern for you as an individual
3.82	3.82	3.75	Opportunities for involvement in College activities
3.68	3.69	3.60	Opportunities for student employment
4.04	3.98	4.01	Racial harmony
3.53	3.57*	3.47	Student government
4.20	4.22	4.22	College in general

Appendix C
Additional Questions
2010

2012   2010   2008

1.   How many classes are you presently taking at <u>other</u> institutions?

2012	2010	2008	
77.5%	78.3%	78.6%	A. None
3.5%	2.6%	3.5%	B. One class
3.4%	4.4%	4.7%	C. 2 classes
4.3%	4.2%	4.2%	D. 3 classes
11.4%	10.6%	8.9%	E. 4 classes or more

2.   When do you plan to take classes at OCCC again?

2012	2010	2008	
10.1%	11.9%	9.2%	A. I will accomplish my goals during this term and will not be returning to OCCC.
5.2%	4.6%	4.7%	B. I have no current plan to return to OCCC
70.0%	69.7%	69.9%	C. Next semester
4.4%	4.4%	4.4%	D. Within the next 12 months
10.3%	9.5%	11.7%	E. Uncertain

3.   In addition to going to college and work, about how many hours do you spend in a typical 7-day week providing care for dependents living with you (parents, children, spouse, etc.)?

2012	2010	2008	
38.8%	45.6%	46.3%	A. None
17.8%	14.0%	12.7%	B. 1 to 5 hours
11.9%	9.3%	10.4%	C. 6 to 10 hours
9.5%	7.8%	7.6%	D. 11 to 20 hours
5.5%	4.9%	4.3%	E. 21 to 30 hours
16.5%	18.4%	18.7%	F. More than 30 hours

4.   Do you have a reliable and consistent transportation to the OCC campus?

89.0%	A. Yes, I have a reliable vehicle of my own.
1.5%	B. Yes, I ride the bus.
5.3%	C. Yes, I car pool with another student or employee of OCC or have a parent, spouse or friend drop me off every day.
0.1%	D. I rely on walking, riding a bike or other non-motorized form of transportation.
2.2%	E. I have a vehicle, but it breaks down a lot.
1.9%	F. No, I depend on asking for rides, but nothing consistent.

2012   2010   2008

5.   At your home, what is your level of access to a computer and internet service?

2012	2010	2008	
71.3%	70.5%		A. I have a computer <u>less</u> than 3 years old and I have high speed internet service.
1.5%	3.2%		B. I have a computer <u>less</u> than 3 years old and I have dial up internet service.
3.2%	3.8%		C. I have a computer <u>less</u> than 3 years old and I do not have any internet service.
17.1%	15.7%		D. I have a computer <u>more</u> than 3 years old and I have high speed internet service.
1.3%	1.3%		E. I have a computer <u>more</u> than 3 years old and I have dial up internet service.
1.7%	1.4%		F. I have a computer <u>more</u> than 3 years old and I do not have internet service.
3.8%	4.1%		G. I do not have a computer at home.

6.   Which is most likely to attract your attention to attend a campus activity or event? Chose only one.

2012	2010	2008	
39.6%	29.4%		A. Flyers and posters
5.0%	3.8%		B. Pioneer (school newspaper)
5.7%	3.0%		C. Monthly Activities Calendar
21.9%	7.5%		D. Banners
7.1%	10.9%		E. College web site
3.7%	8.6%		F. College faculty or staff
6.9%	18.3%		G. Other students
4.3%	7.2%		H. OCCC student e-mail
4.5%	8.5%		I. Facebook/Twitter
1.2%	2.8%		J. Other ways (specify in comment section)

7.   What type of campus activity would you be most interested in?

2012	2010	2008	
8.6%	7.6%	6.5%	A. Leadership programs such as student organization involvement and leadership related workshops.
22.4%	22.4%	20.2%	B. Social/entertainment, such as bands, tye-dye t-shirts and coffee houses.
8.4%	8.3%	16.4%	C. Students success strategies, such as study skills, transfer preparation and test taking strategy workshops.
7.1%	5.3%	6.9%	D. Cultural events, such as Hispanic Heritage Month, American Indian Celebrations or Black History Month lectures and performances.
24.5%	24.4%	6.1%	E. Presentation related to your field of study.
4.0%	3.3%	27.4%	F. Presentations for personal benefit, such as budgeting, job seeking skills, or depression.
7.7%	7.8%	3.3%	G. Family events, such as the Halloween Carnival or a children's concert.
5.7%	4.1%	8.1%	H. Community service projects.
11.6%	16.8%	5.0%	I. Intramural sport teams or the aquatic and wellness center.

8.   What days/times **would be the** most convenient for you to use the Test Center?

2012	
24.0%	A. Monday through Friday mornings
35.8%	B. Monday through Friday afternoons
25.8%	C. Monday through Friday evenings
5.1%	D. Saturday Mornings
9.2%	E. Saturday afternoons
0.0%	F. Sunday afternoons

2012   2010   2008

9. How often do you check your email account?
    28.1%   a. Once a day or more
    26.3%   b. Once every three days
    25.2%   c. Once a week
    11.1%   d. Once a month
     9.3%   e. Never

10. What is the highest academic credential that your father earned?

2012	2010	2008	
14.7%	9.8%	11.5%	A. Not a high school graduate
27.8%	30.8%	27.2%	B. High school diploma or GED
13.8%	15.4%	17.8%	C. Some college, did not complete degree
8.3%	8.8%	7.2%	D. Associate's degree
16.0%	16.3%	17.6%	E. Bachelor's degree
7.7%	6.6%	6.4%	F. Master's degree/1st professional
2.7%	1.9%	3.7%	G. Doctorate
8.9%	9.5%	8.5%	H. Unknown

11. What do you see as the primary purpose of academic advisement?
    59.6%   A. Assistance in selecting classes for enrollment in the upcoming semester
    11.1%   B. Understanding the process of transferring to a university
     7.3%   C. Deciding upon a career
     7.5%   D. Help selecting a major
     6.4%   E. Learning about college resources
     8.0%   F. Other

12. From whom do you receive most of your academic advisement?

2012	2010	2008	
26.7%	29.5%	22.5%	A. An advisor in the Office of Academic Advising
11.7%	12.7%	13.3%	B. My faculty advisor
6.0%	5.5%	5.4%	C. A faculty member who is <u>not</u> my assigned advisor
2.6%	1.6%	3.7%	D. A staff member who is <u>not</u> an advisor in the office of Academic Advising
4.5%	5.9%	5.7%	E. A fellow student
9.7%	9.3%	8.2%	F. The college catalog and/or website
27.8%	25.2%	30.6%	G. Myself
3.3%	3.0%	3.5%	H. Former student
7.6%	7.2%	7.0%	I. Other

13. If you have a faculty advisor, how many times will you visit your faculty advisor this year?

2012	2010	2008	
13.0%	9.8%	7.0%	A. I have not declared a major and do not have a faculty advisor yet.
23.9%	16.5%	12.7%	B. I have declared a major and do not have a faculty advisor.
22.4%	23.0%	24.2%	A. None
16.1%	17.9%	22.1%	B. 1 time
17.5%	25.9%	25.8%	C. 2-3 times
7.0%	6.8%	8.1%	D. 4 or more times

2012   2010   2008

14. If you <u>did not</u> fill out the Free Application for Federal Student Aid (FAFSA), what was the main reason? Please check only one.

64.7%	A. I did complete the FAFSA.
13.0%	B. I did not need any financial assistance.
1.4%	C. I did not want to provide sensitive, personal information (such as tax or immigration information).
3.7%	D. The FAFSA was too complex to complete.
14.1%	E. I did not think I would qualify for Financial Aid.
3.0%	F. I am a part-time student and understand that you must be full time to receive financial assistance.

15. What kind of resources would you find more beneficial in completing the FASFA application?

32.4%	A. FASFA workshop on campus
17.6%	B. Computer stations
22.2%	C. Online tutorials
20.5%	D. FASFA fact sheet
7.2%	E. Social media such as Facebook and Twitter

16. From what source did you receive your <u>initial</u> financial aid information? Choose only one.

37.6%	A. High School Counselors
12.2%	B. OCCC Recruitment & Admissions
29.8%	C. OCCC Financial Aid Office
4.2%	D. OCCC Orientation Program
12.8%	E. Financial Aid Office Webpage
3.5%	F. OCCC Success in College and Life Class

17. How did you find out that the college provides services for students with disabilities?

24.1%	A. I did not know the college provides services for students with disabilities.
31.6%	B Course syllabus
5.8%	C. Web site
10.0%	D. Student handbook or catalog
4.2%	E. From other students
4.7%	F. I've seen or visited the office.
4.4%	G. Faculty or staff referral
7.6%	H. Student Orientation
7.7%	I. OCCC Success in College and Life Class

18. What is the highest academic credential that your mother earned?

14.9%	11.5%	10.3%	A. Not a high school graduate
28.2%	29.2%	30.3%	B. High school diploma or GED
17.8%	17.7%	21.4%	C. Some college, did not complete degree
9.9%	12.2%	9.5%	D. Associate's degree
15.2%	15.4%	15.3%	E. Bachelor's degree
7.0%	6.3%	7.1%	F. Master's degree/1st professional
1.1%	0.5%	1.4%	G. Doctorate
6.0%	7.2%	5.0%	H. Unknown

2012   2010   2008

19. What would be the most likely reason for you to use MineOnline?
10.6%			A. I do not use MineOnline.
34.3%			B. Add or Drop Courses
29.4%			C. Check Grades
6.9%			D. Pay Bursar/College Bill
9.9%			E. Check Financial Aid Status/Award
8.8%			F. Use Program Evaluation to Check on the Progress Toward Your Degree

20. Why do you not use MineOnline to add and drop classes?
61.8%			A. Nothing, I normally use MineOnline to add and drop classes.
4.9%			B. Hold on my record
4.5%			C. MineOnline is not user friendly/difficult to navigate
17.9%			D. Prefer to add and drop classes in person rather than on the computer
0.8%			E. Transfer credits are not evaluated so I must add and drop classes in person
10.1%			F. Unaware that MineOnline could be used to add and drop classes

21. About how many hours do you spend in a typical 7-day week working for pay?
25.2%	29.6%	22.7%	A. None
7.0%	5.5%	5.1%	B. 1 to 5 hours
4.3%	6.1%	6.3%	C. 6 to 10 hours
15.1%	13.6%	13.6%	D. 11 to 20 hours
20.6%	18.3%	19.1%	E. 21 to 30 hours
27.5%	26.9%	33.1%	F. More than 30 hours

22 How much has YOUR EXPERIENCE AT THIS COLLEGE contributed to your knowledge, skills, and personal development in writing clearly and effectively?
42.6%	35.6%	36.5%	A. Greatly improved
42.7%	43.4%	44.0%	B. Somewhat improved
10.8%	15.4%	13.3%	C. Little improvement
3.9%	5.5%	6.2%	D. No improvement
61	69	84	E. Not applicable
3.24	3.09	3.11	Average

23 How much has YOUR EXPERIENCE AT THIS COLLEGE contributed to your knowledge, skills, and personal development in thinking critically and analytically?
36.8%	34.8%	32.9%	A. Greatly improved
46.7%	46.2%	48.5%	B. Somewhat improved
11.9%	13.7%	13.2%	C. Little improvement
4.6%	5.3%	5.3%	D. No improvement
34	42	57	E. Not applicable
3.16	3.10	3.09	Average

24 How much has YOUR EXPERIENCE AT THIS COLLEGE contributed to your knowledge, skills, and personal development in solving numerical problems?
33.2%	33.6%	30.7%	A. Greatly improved
40.5%	41.2%	41.7%	B. Somewhat improved
17.1%	15.3%	18.1%	C. Little improvement
9.1%	10.0%	9.6%	D. No improvement
64	84	97	E. Not applicable
2.98	2.98	2.93	Average

| 2012 | 2010 | 2008 |

25 How much has YOUR EXPERIENCE AT THIS COLLEGE contributed to your knowledge, skills, and personal development in speaking clearly and effectively?

2012	2010	2008		
30.2%	28.0%	25.5%	A.	Greatly improved
39.2%	41.9%	43.3%	B.	Somewhat improved
19.7%	18.6%	18.0%	C.	Little improvement
10.9%	11.6%	13.3%	D.	No improvement
93	122	125	E.	Not applicable
2.89	2.86	2.81		Average

26 How much has YOUR EXPERIENCE AT THIS COLLEGE contributed to your knowledge, skills, and personal development in using computing and information technology?

2012	2010	2008		
28.4%	25.9%	25.7%	A.	Greatly improved
36.7%	36.7%	39.9%	B.	Somewhat improved
20.3%	23.4%	17.8%	C.	Little improvement
14.6%	14.0%	16.6%	D.	No improvement
99	143	139	E.	Not applicable
2.79	2.74	2.75		Average

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?

2012	2010	2008		
26.8%	28.1%	24.2%	A.	Greatly improved
33.4%	34.7%	32.3%	B.	Somewhat improved
20.7%	19.9%	25.1%	C.	Little improvement
19.0%	17.2%	18.3%	D.	No improvement
145	174	178	E.	Not applicable
2.68	2.74	2.63		Average

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

2012	2010		
33.6%	22.1%	A.	To a great extent
43.2%	28.6%	B.	To some extent
14.3%	12.8%	C.	To a little extent
8.9%	36.5%	D.	To no extent
582	NA	E.	Not applicable
3.02	2.36		Average

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

2012	2010		
35.9%	29.9%	A.	To a great extent
39.1%	33.6%	B.	To some extent
17.5%	11.4%	C.	To a little extent
7.5%	25.1%	D.	To no extent
497	NA	E.	Not applicable
3.03	2.68		Average

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

2012	2010	2008		
45.3%	50.2%	48.4%	A.	Very valuable
43.4%	38.8%	39.2%	B.	Somewhat valuable
11.3%	11.0%	12.4%	C.	Not valuable
151	194	185	D.	I have not taken any mathematics courses at OCCC.
2.34	2.39	2.36		Average