



COLORADO COMMUNITY  
COLLEGE SYSTEM

# Colorado Community College System

## SPRING 2008 STUDENT SURVEY SUMMARY

MAY 2008

## Colorado Community College System Spring 2008 Student Survey Summary

In spring 2008, the Colorado Community College System surveyed students regarding their experience at our colleges. In total, 5,000 students responded to the survey. The following is a summary of the results of the survey:

- The primary reason that almost half of the respondents attend Colorado Community Colleges is to gain credit to transfer to a four-year institution. The second highest response indicated that students came to the community colleges to acquire skills for entry level employment, while the third most cited reason was to improve existing job skills (Exhibit 1).
- Consistent with the previous response, 35% of students were enrolled with the goal of obtaining an associate degree for transfer and an additional 19% of the students were enrolled to take one or more classes to transfer (Exhibit 2). Meanwhile, 22% of the students enrolled in order to obtain a career and technical education associate (AAS) degree.
- In terms of prior education level, 35% of the students had a high school diploma upon their entry into community colleges, a similar percentage (32%), had some prior college courses, while 12% had already obtained a four-year college degree (Exhibit 3).
- Most students were employed, with nearly 40% employed in a job not related to their training, while 30% were employed in a job related to their education (Exhibit 4). Of those employed, most (37%) were working 40 or more hours per week (Exhibit 5). Presumably because of their work commitments, the bulk of respondents were attending part-time and enrolled in 5-11 credit hours during the semester.
- There was no clear consensus among the students as to when they preferred to take courses, with nearly equal percentages preferring morning, afternoon, or evening courses (Exhibit 6).

Exhibit 1

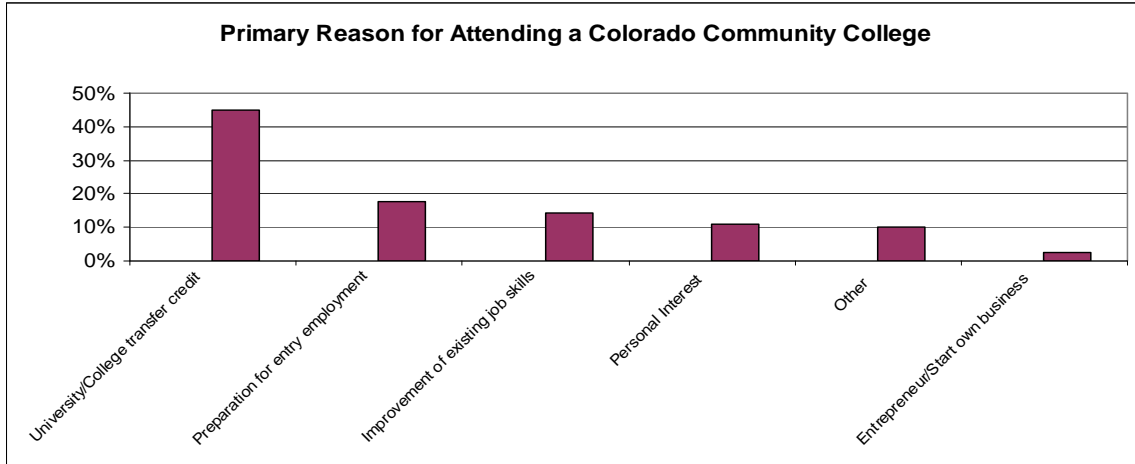


Exhibit 2

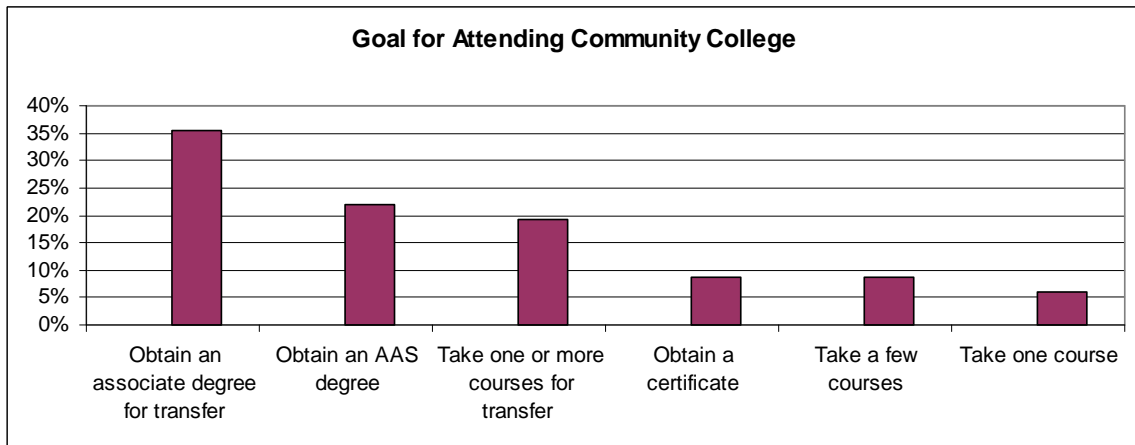


Exhibit 3

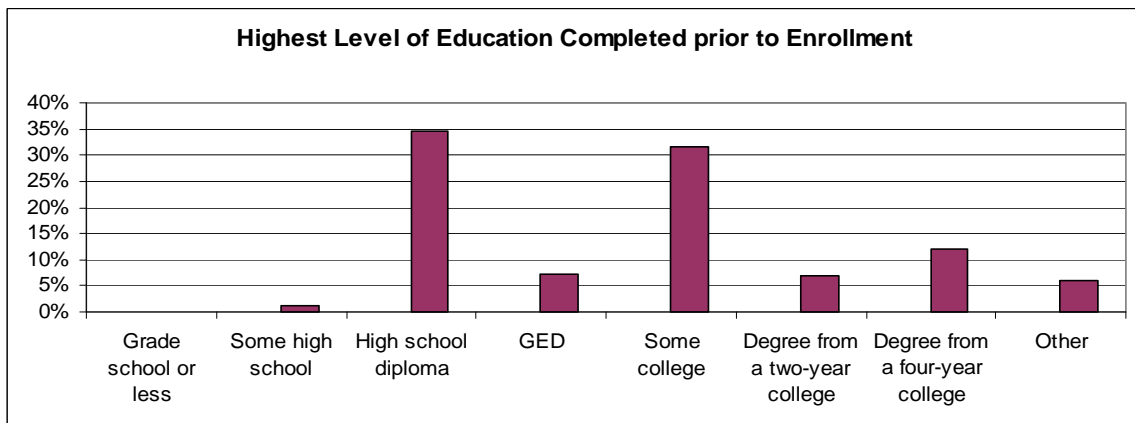


Exhibit 4

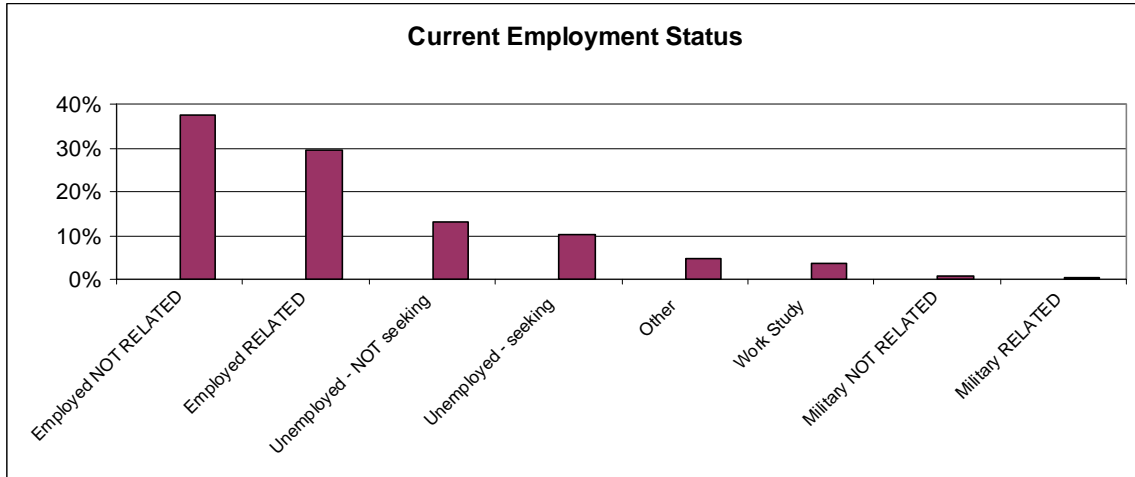


Exhibit 5

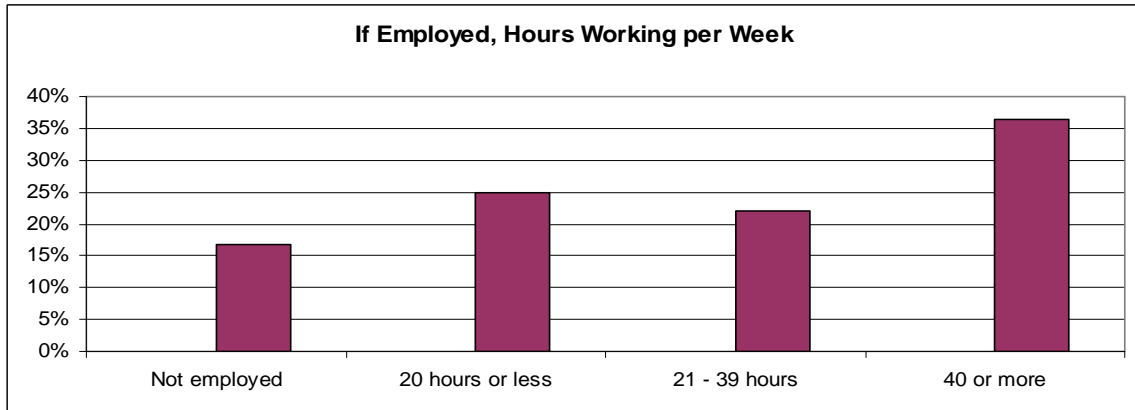
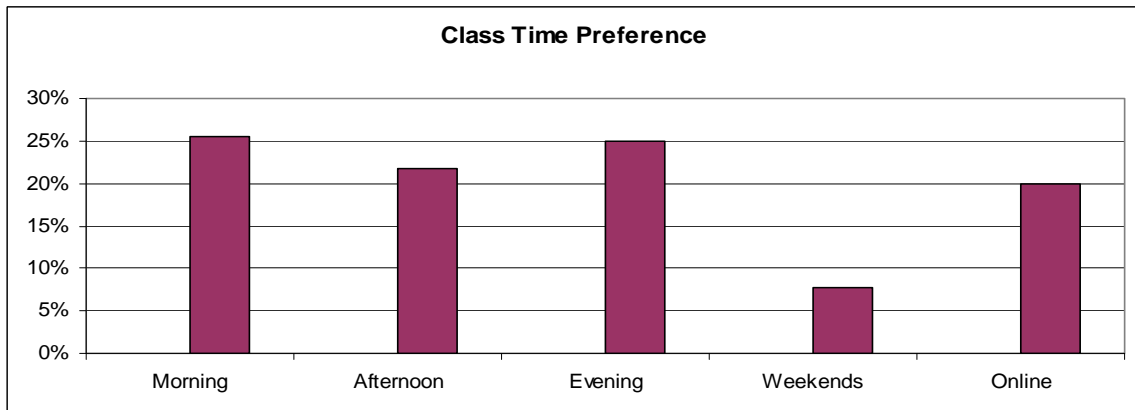


Exhibit 6

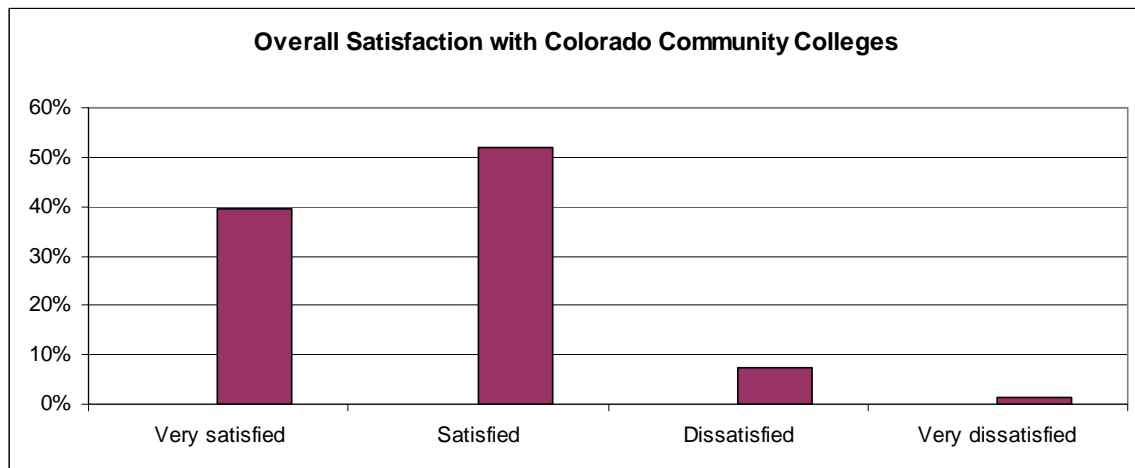


## General Satisfaction with Community Colleges

As the graph below shows, 92% of respondents reported that they were satisfied with their community college (Exhibit 7). As a result, more than 70% of students either already have or were very likely to recommend their college to others.

Referral by family or friends was the most common response students gave as to how they became aware of their college. When asked what factors contributed to their decision to enroll, the vast majority, 80%, indicated that geographic/setting location contributed to their decision to enroll in community college. A similarly high proportion of students (70%) indicated that the low cost of tuition played an important role in their decision to enroll. The small size of the college and small class sizes were also important reasons for enrolling at our colleges. Further, more than half reported that the academic reputation of their college contributed to their decision to enroll.

Exhibit 7



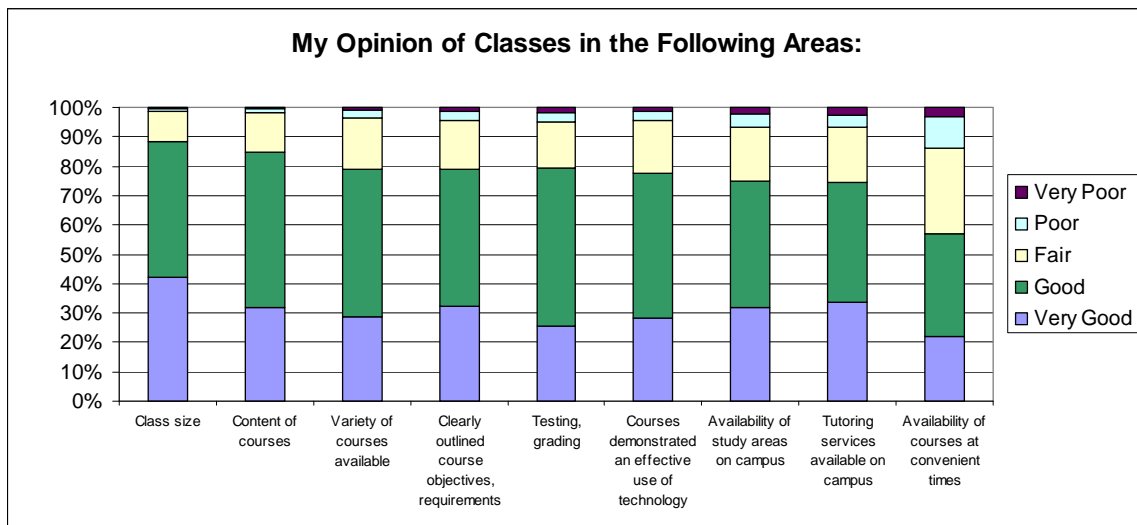
Consistent with the community college mission to provide quality, accessible, affordable education, more than 85% of students responded that their college was highly committed to quality of education and more than 70% indicated the college was committed to older learners.

## Satisfaction with Instruction

Students responded favorably concerning their opinion of courses and faculty: 74% or more of the student respondents said that the variety of courses available, course content, clear course objectives, availability of study areas, testing and grading policies, class size, availability of tutoring, and effective use of technology were “very good” or “good,” with

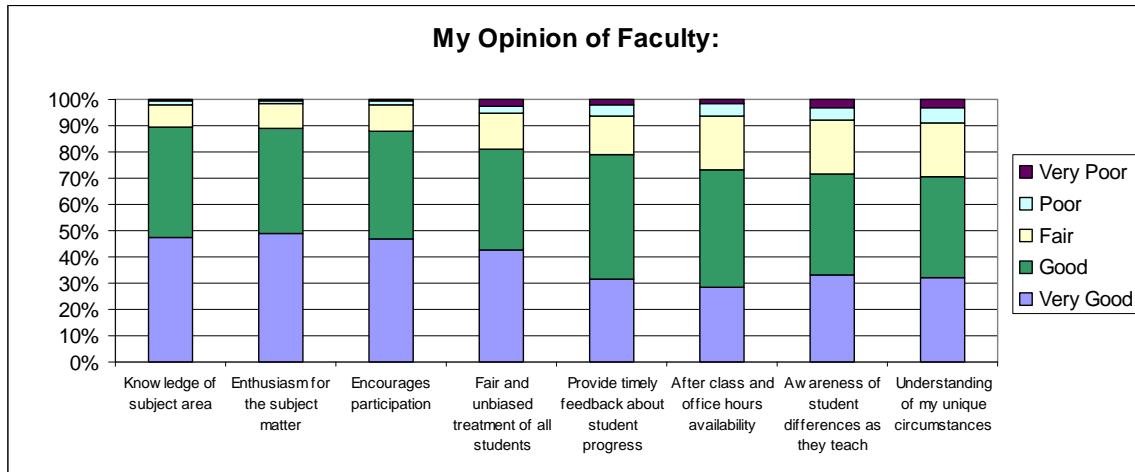
another 15% or more reporting “fair” (Exhibit 8). Only 14% of the students rated the “availability of courses at convenient times” “poor” or “very poor.” Regarding the effectiveness of online course delivery, students generally responded that online courses were convenient, user-friendly, and employed current technology. Roughly 10% of students reported that interaction with instructor and other students could be improved, while more than two-thirds said that this interaction was “good” or “very good.”

Exhibit 8



Student opinions of faculty were also favorable. Students responded “very good” or “good” at rates around 90% for faculty knowledge of subject area, enthusiasm for subject matter, and encouraging class participation (Exhibit 9). Students also indicated that the faculty was good or very good at providing timely feedback about student progress, being available outside of class hours, providing fair and unbiased treatment of all students, understanding of unique student circumstances, and awareness of student differences.

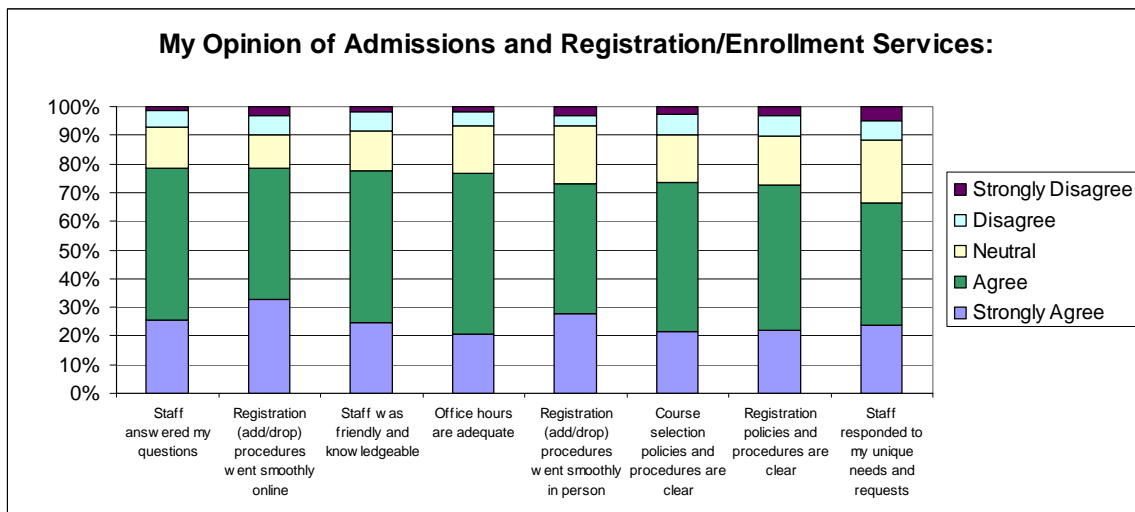
Exhibit 9



## Satisfaction with Student Services

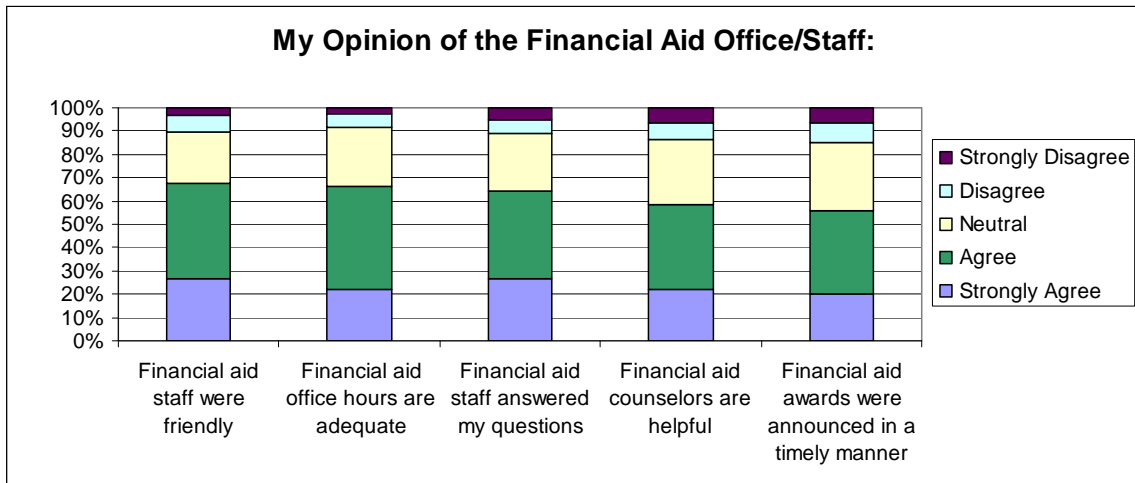
Students reported an overall positive response to the admissions and registration process, with nearly 80% responding “strongly agree” or “agree” that office hours are adequate, staff is friendly and knowledgeable, policies and procedures are clear, and registration went smoothly (Exhibit 10). However, 12% of students did not feel that admissions and enrollment services staff “responded to my unique needs and requests,” while 10% disagreed that policies and procedures about registration and course selection were clear.

Exhibit 10



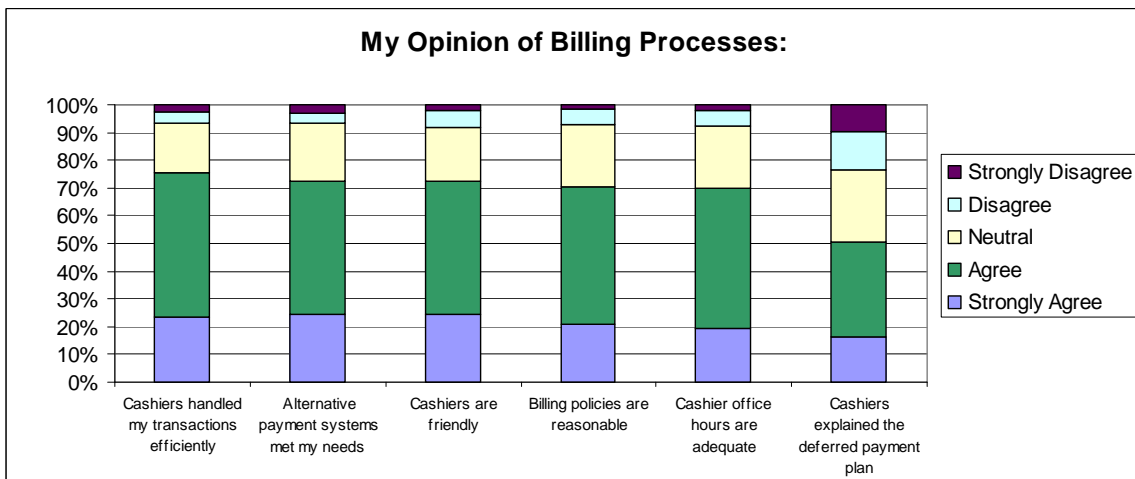
In the area of financial aid, the majority of students indicated the financial aid office hours were good or very good and that the staff was friendly, helpful, and answered questions (Exhibit 11).

Exhibit 11



Students found the billing process satisfactory in terms of adequate cashier office hours, efficient transactions, friendly staff, reasonable billing policies, and alternative payment systems (Exhibit 12). However, nearly a quarter of respondents did not feel that cashiers explained the deferred payment plan.

Exhibit 12

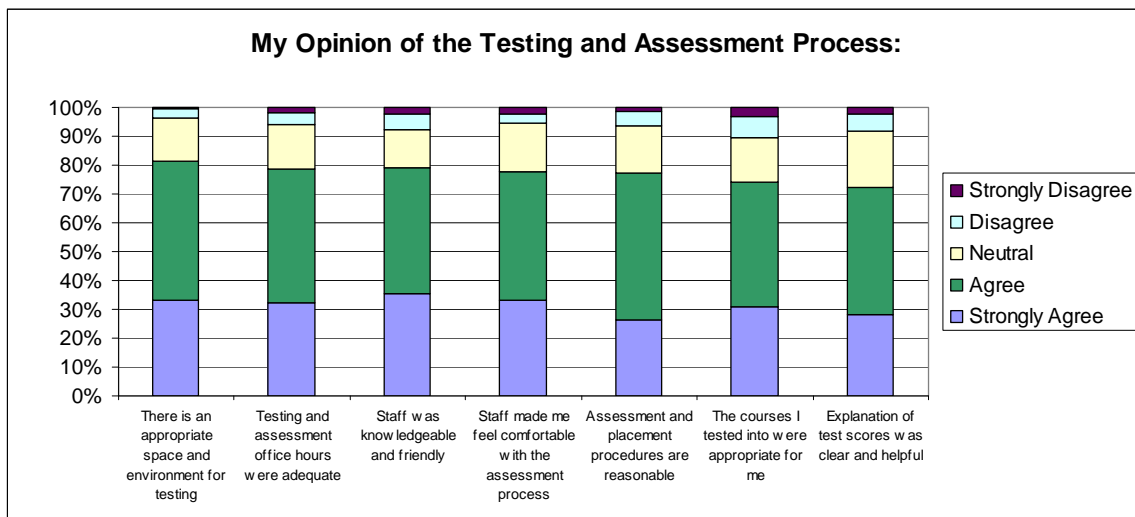




## Satisfaction with Assessment and Advising

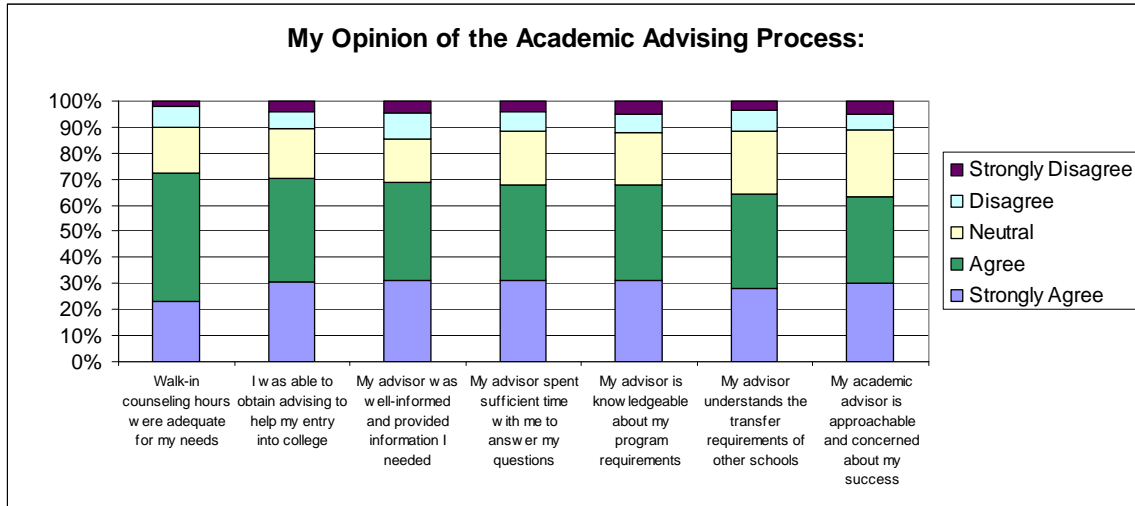
In terms of assessment and advising, more than 70% of the students regarded the assessment process favorably, including comfort with the assessment process, knowledgeable and friendly staff, adequate office hours, appropriateness of the testing environment, and reasonable assessment and placement procedures (Exhibit 13). Meanwhile, 10% did report that they disagreed with the appropriateness of the courses they tested into and 8% did not feel the explanation of test scores was adequate.

Exhibit 13



Student attitudes toward academic advising were also generally positive, with more than 60% of the students indicating that the advising hours were adequate, their advisors provided them the information they needed, their advisors were knowledgeable about the student program requirements, and their advisors understood the transfer requirements of other schools. There is room for improvement; however, as roughly ten percent of the students disagreed with the statements regarding academic advising (Exhibit 14). Fourteen percent of students disagreed that their advisor was “well-informed and provided the information I needed.”

Exhibit 14



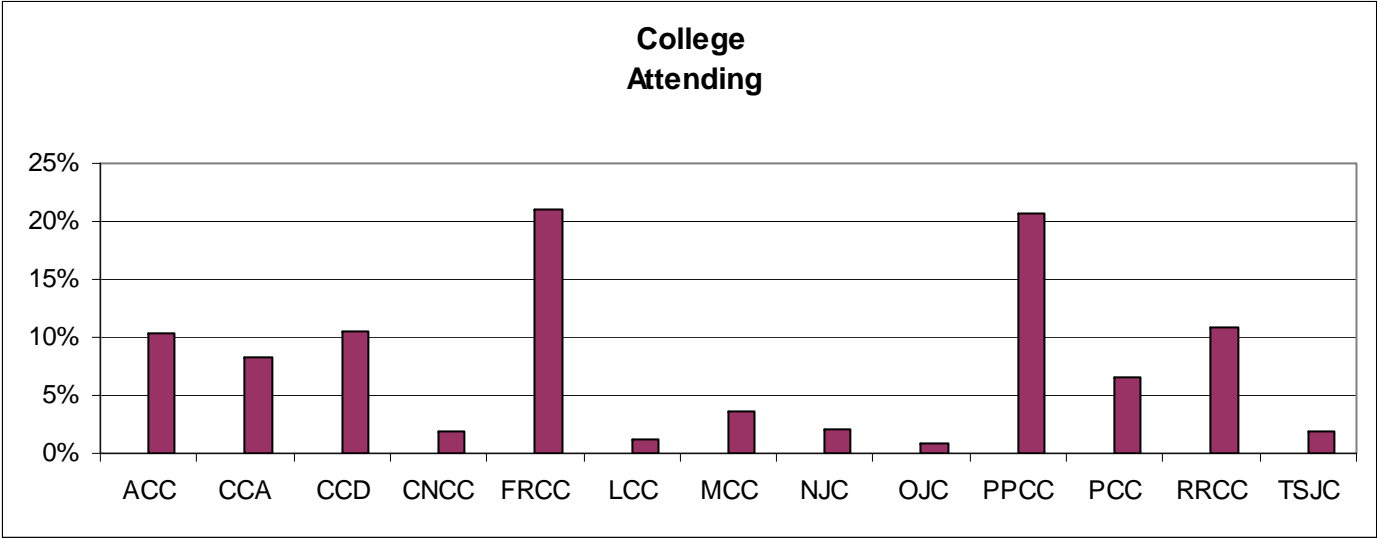
## Conclusion

Overall, the survey indicated that students are very pleased with their experience in Colorado Community Colleges, especially in the areas of instruction and learning. Student feedback indicates satisfaction with courses and confidence in faculty, as well as conviction of academic quality. These findings are consistent with the positive general satisfaction response, as well as the strong role referrals appear to play in student enrollment. This is particularly encouraging because this satisfaction came during a time when budget shortfalls have impacted our services.

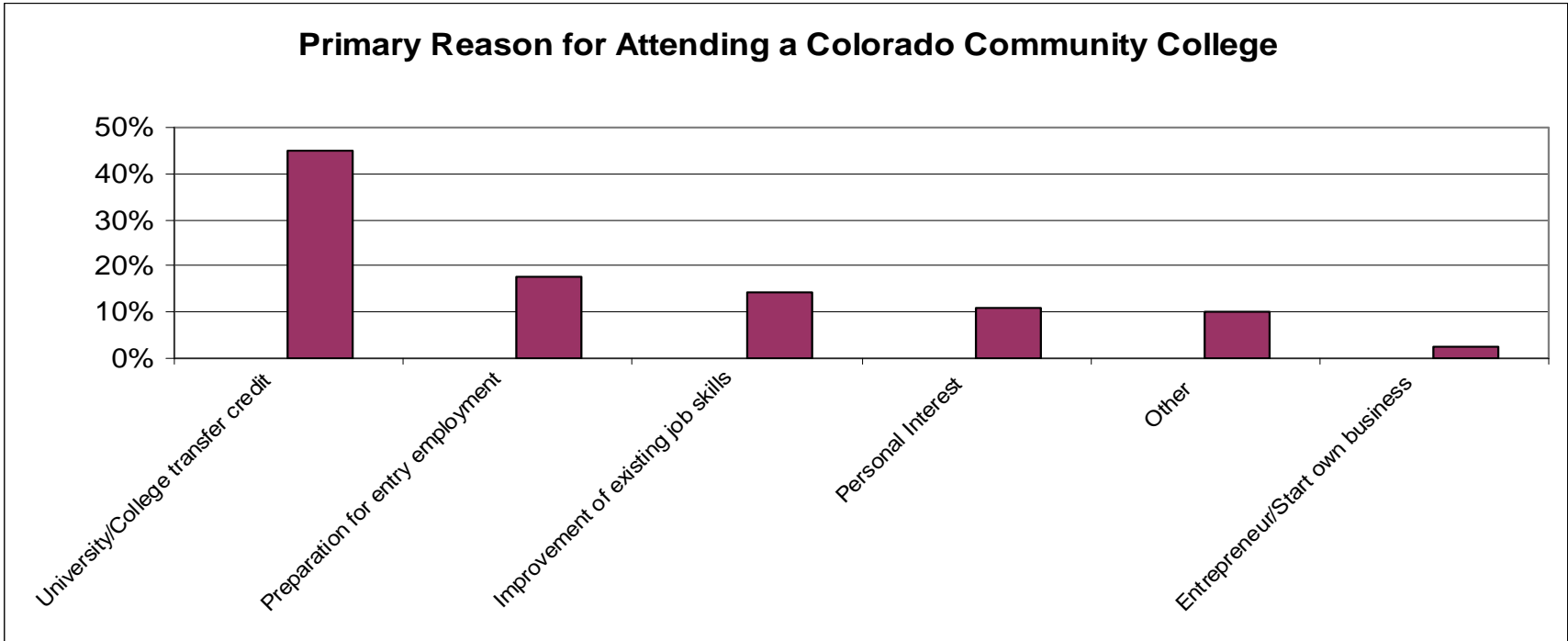


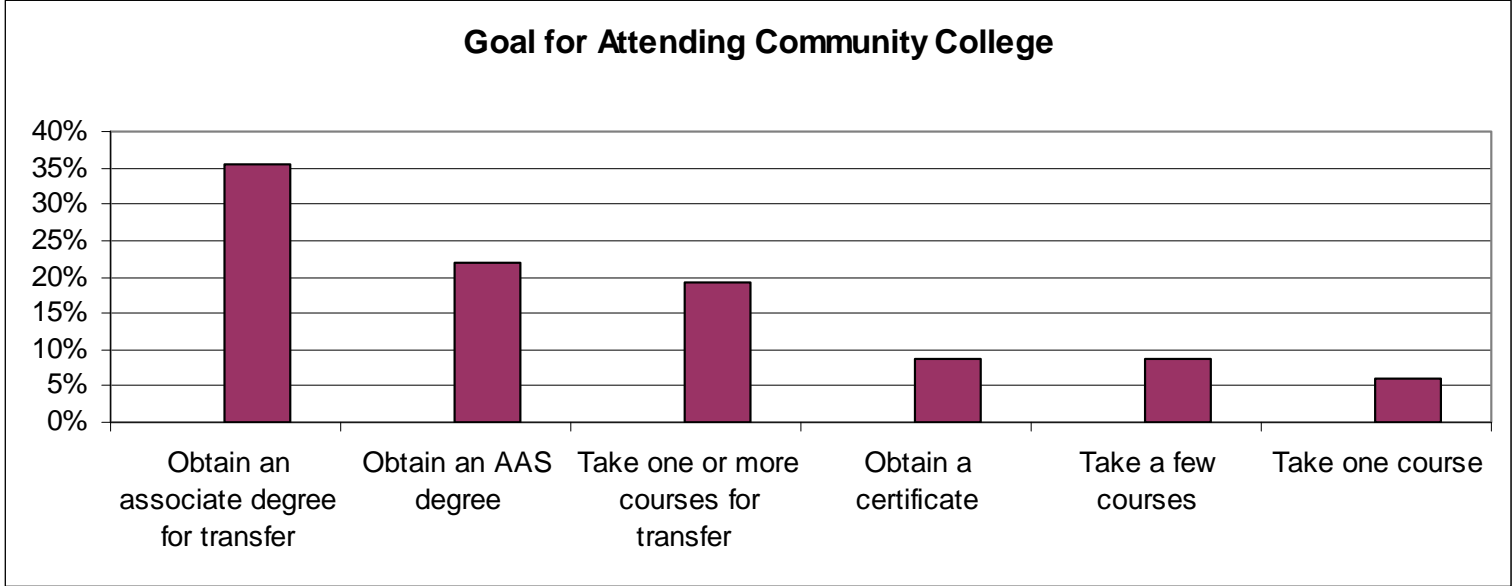
# *Colorado Community College System* Student Survey Charts - Appendix

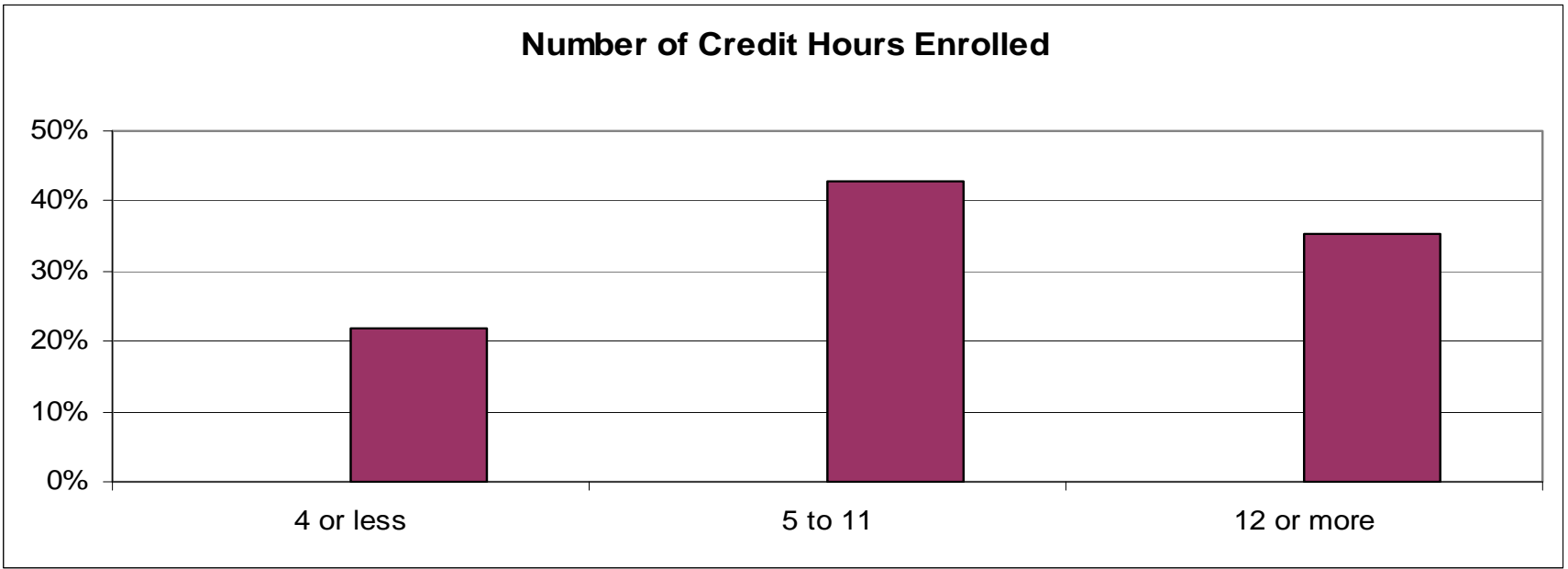
Spring 2008

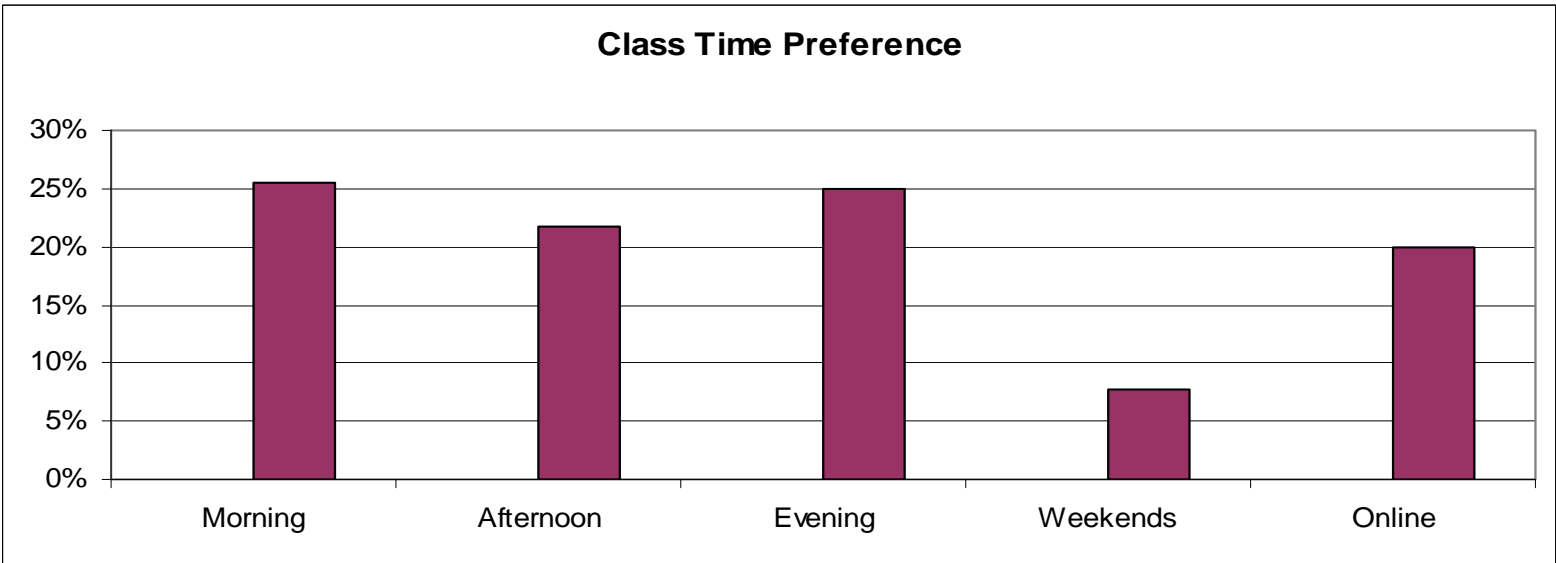


### Primary Reason for Attending a Colorado Community College



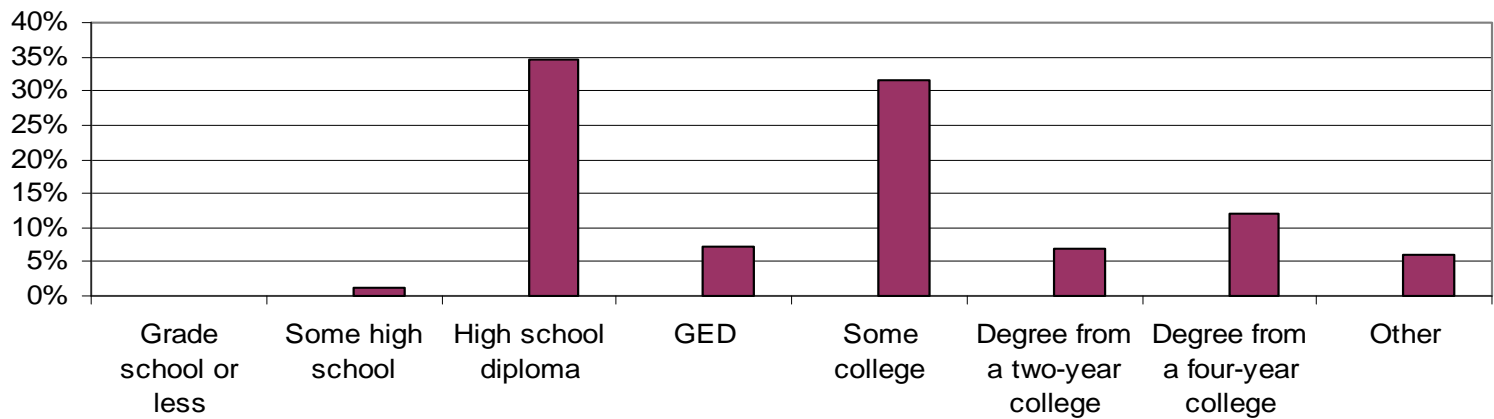


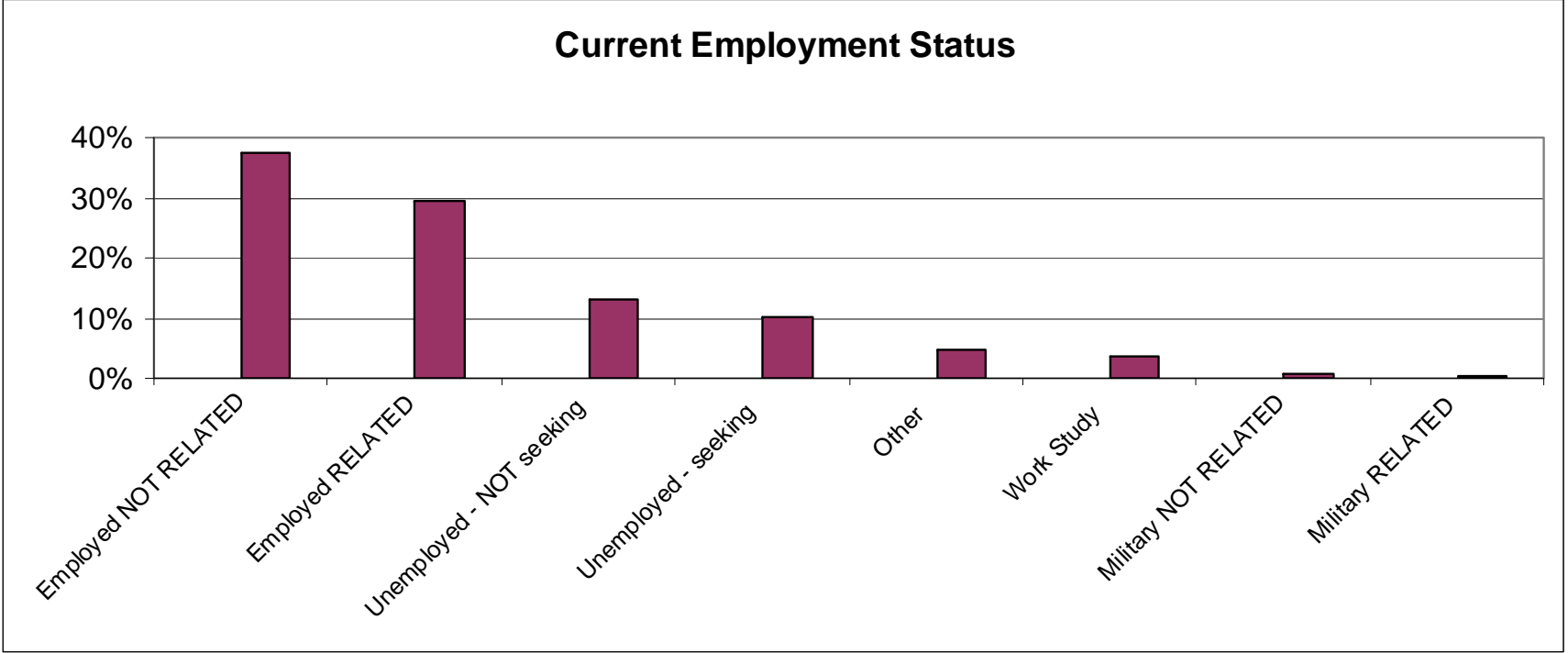




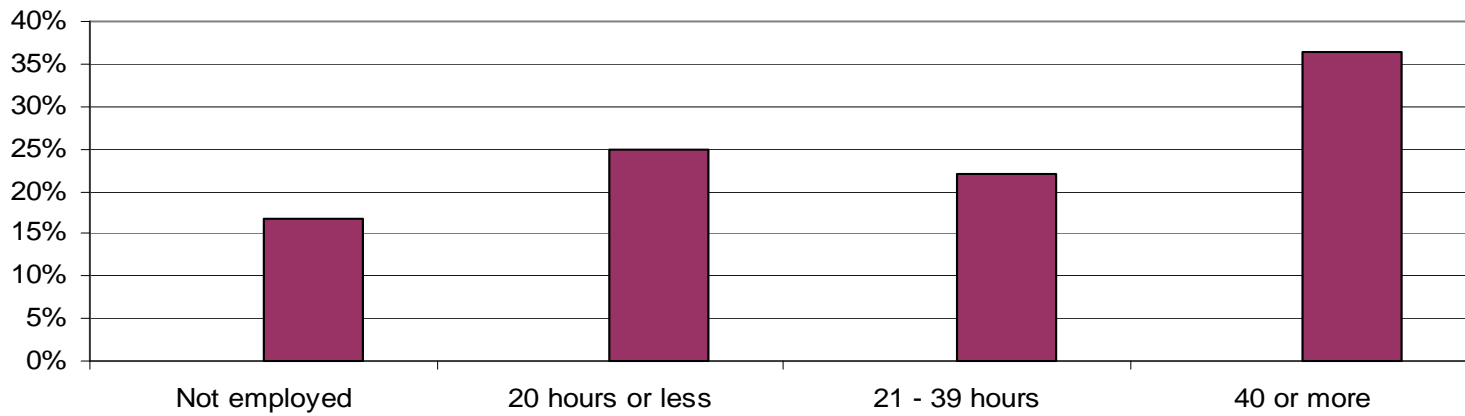


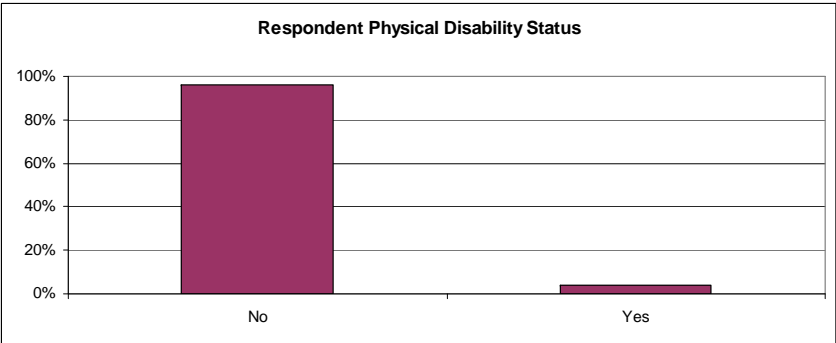
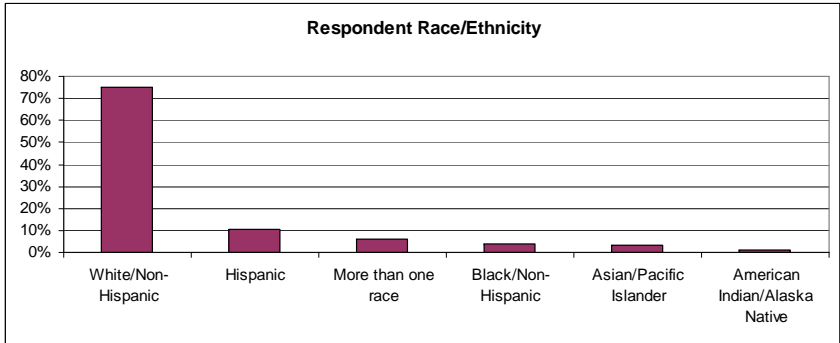
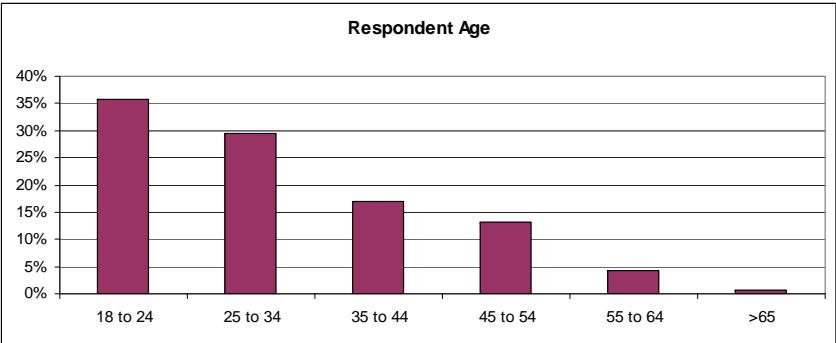
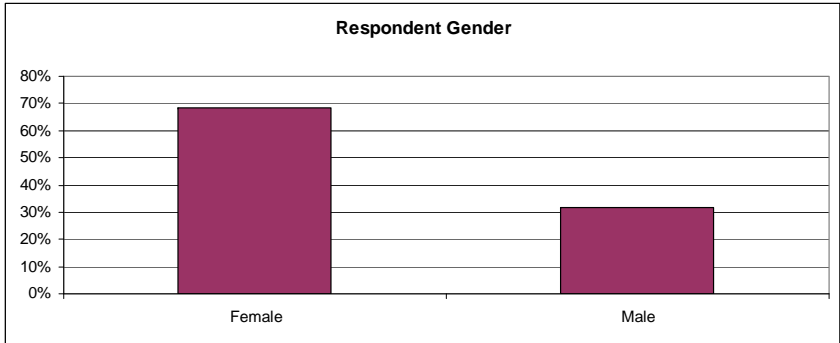
### Highest Level of Education Completed prior to Enrollment



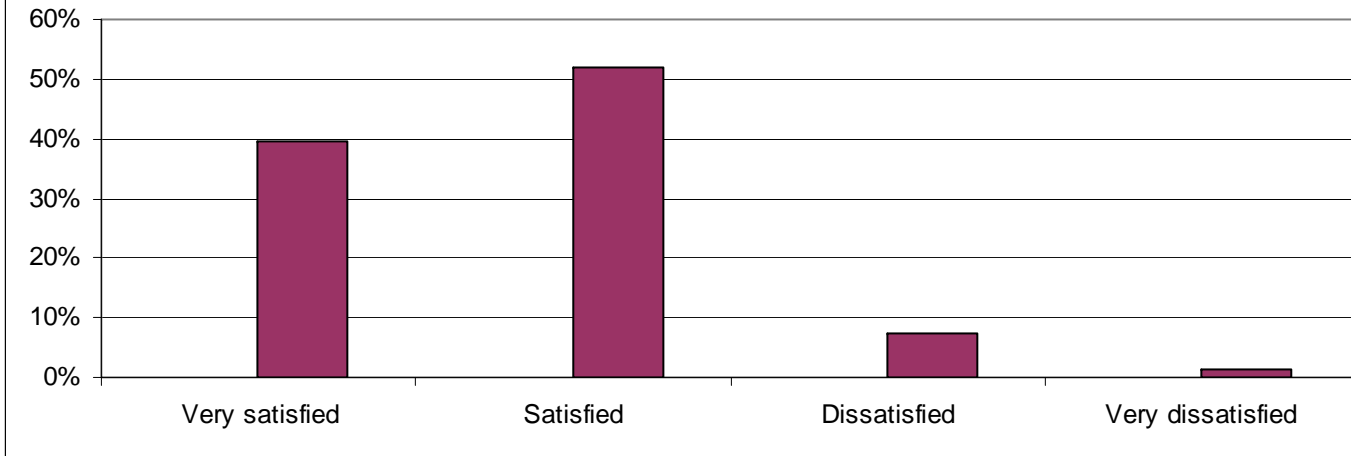


**If Employed, Hours Working per Week**

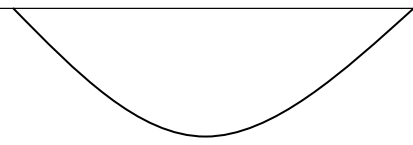
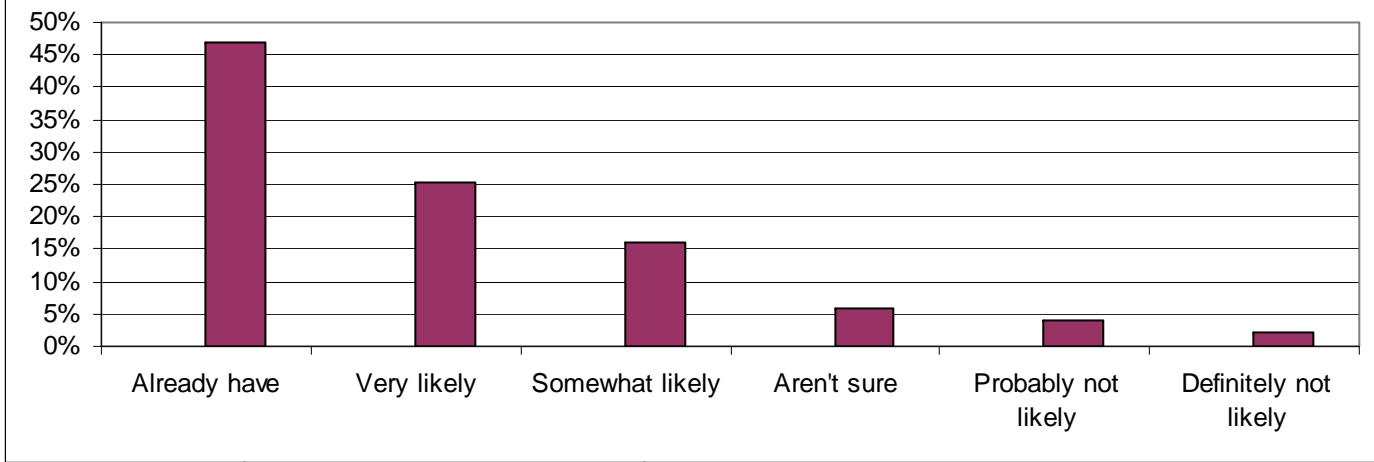




### Overall Satisfaction with Colorado Community Colleges

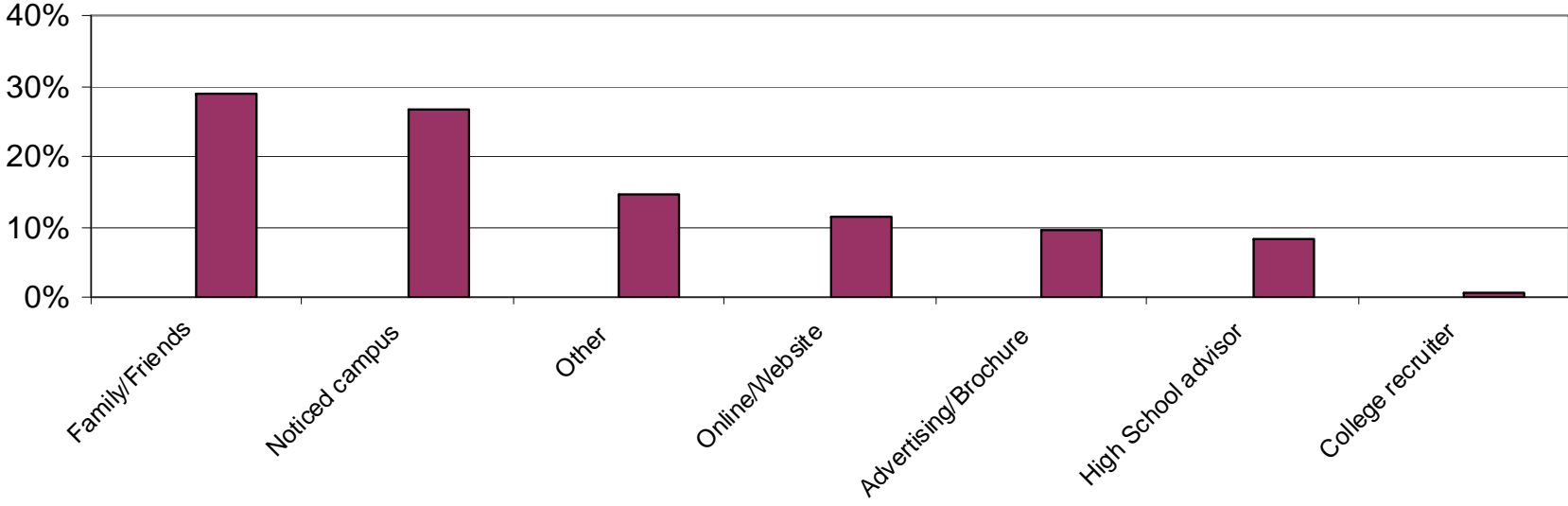


### Likelihood to Recommend College to Others

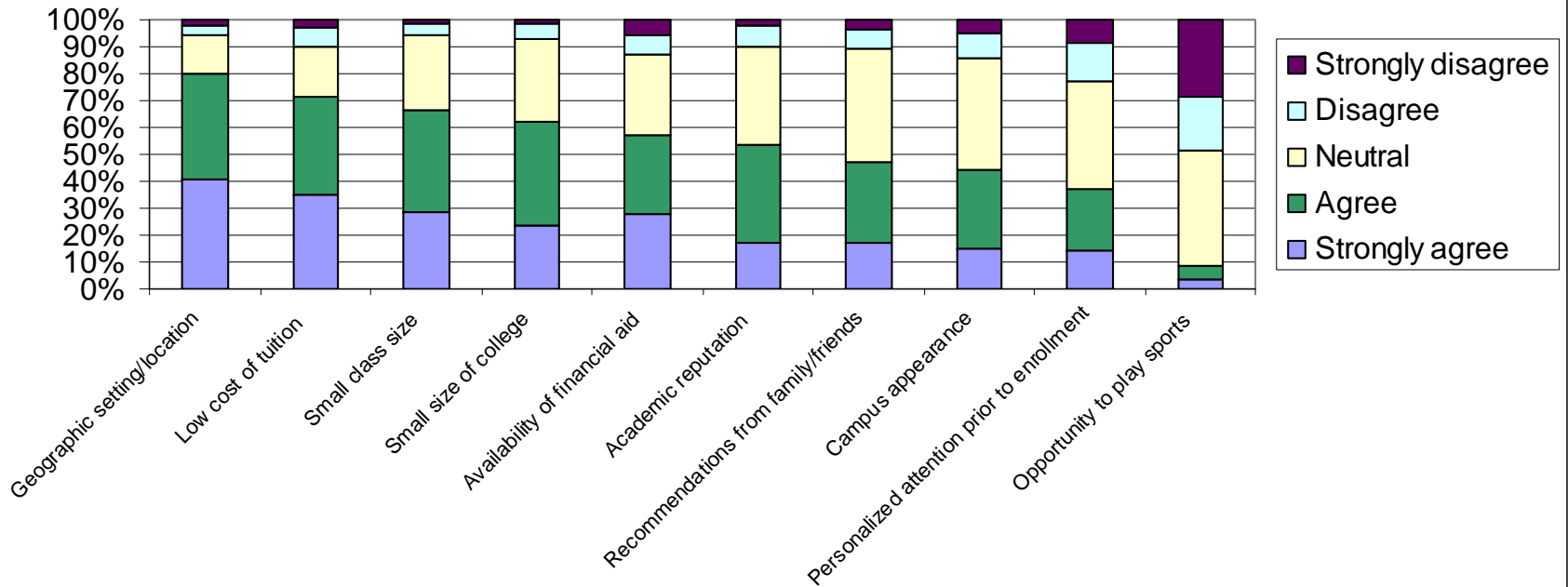


88%

### Means of College Awareness

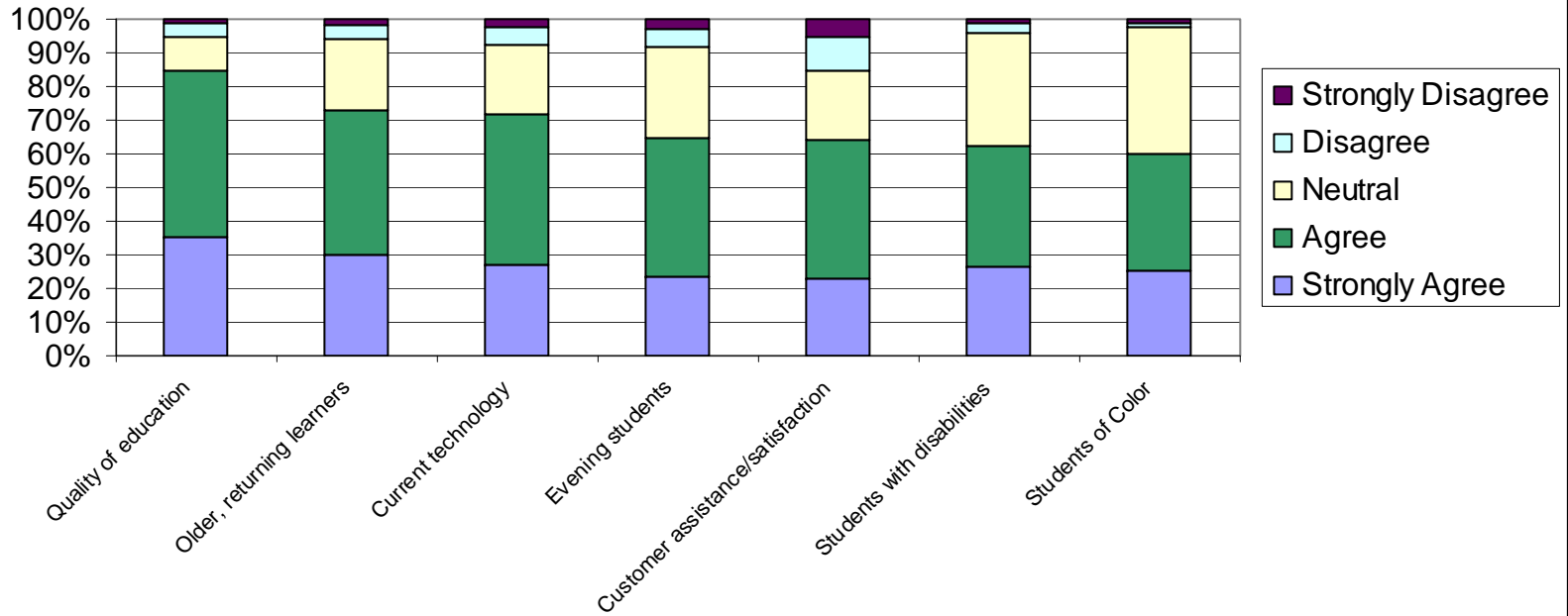


## The Following Contributed to my Decision to Enroll:

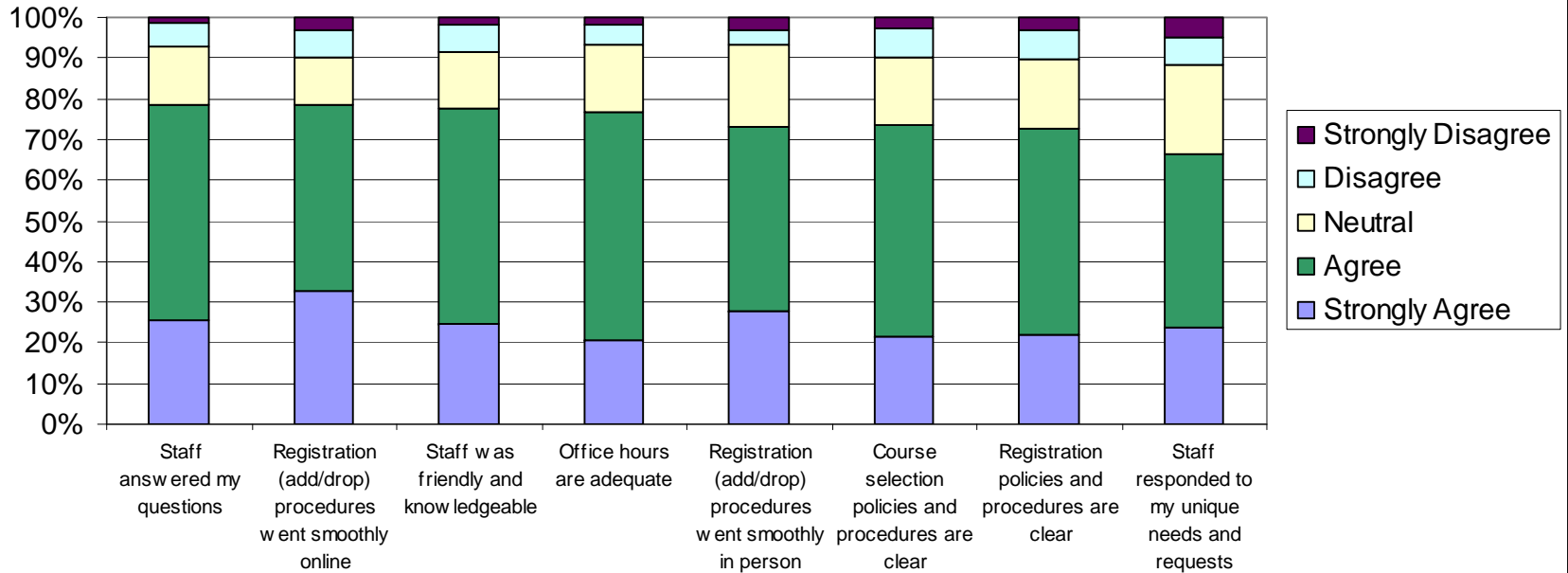




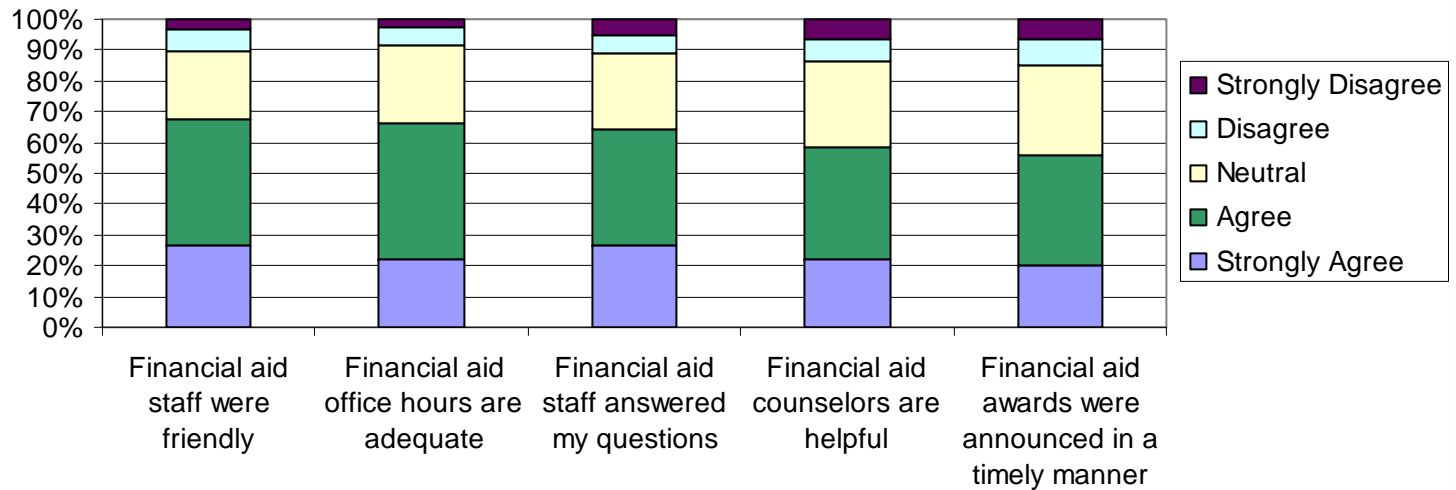
## My Opinion is that this College is Highly Committed to the Following:



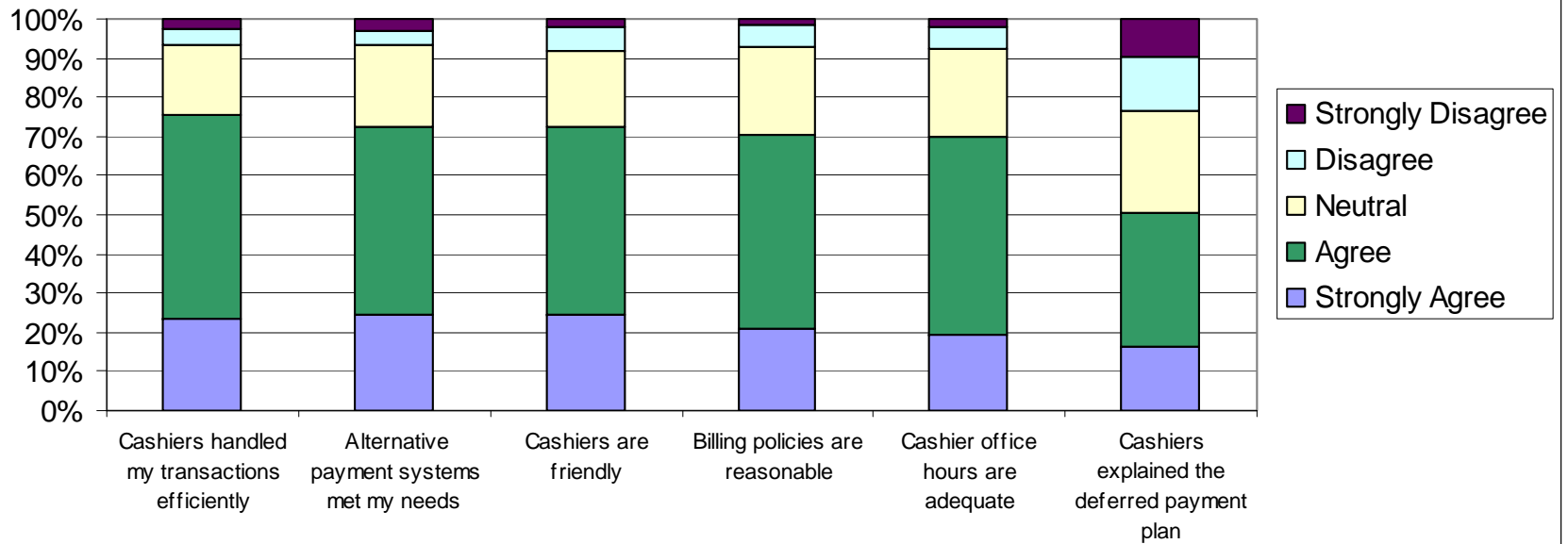
## My Opinion of Admissions and Registration/Enrollment Services:



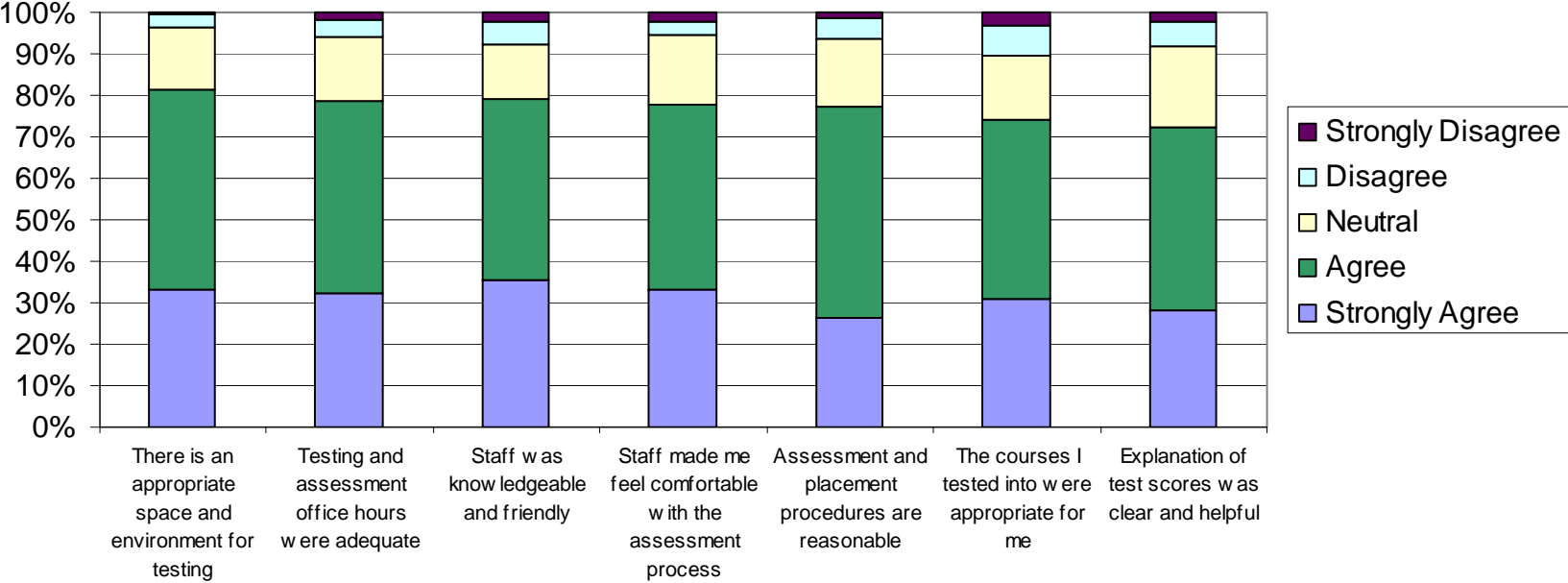
### My Opinion of the Financial Aid Office/Staff:



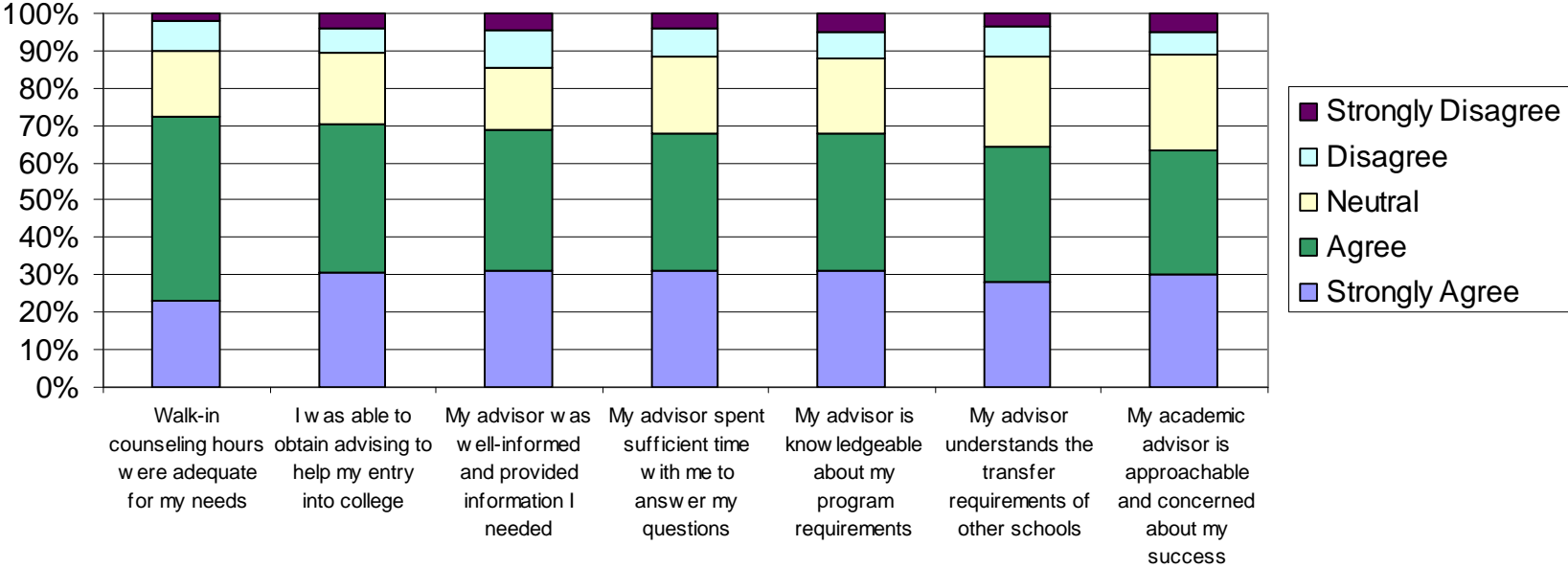
## My Opinion of Billing Processes:



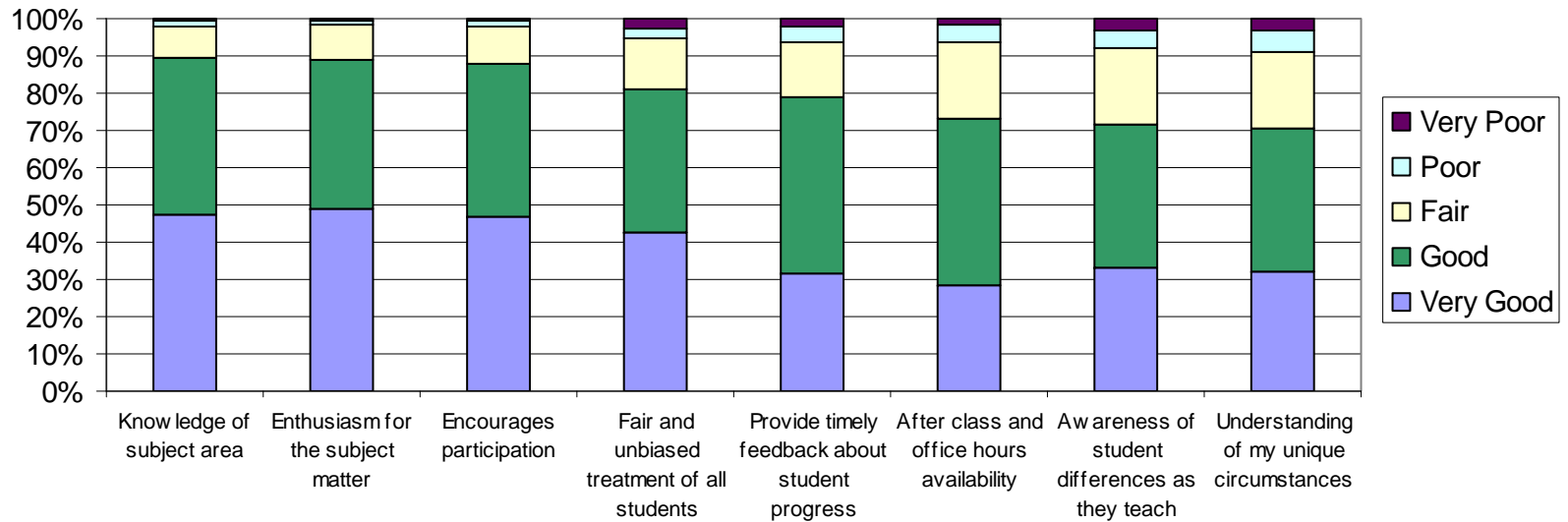
### My Opinion of the Testing and Assessment Process:



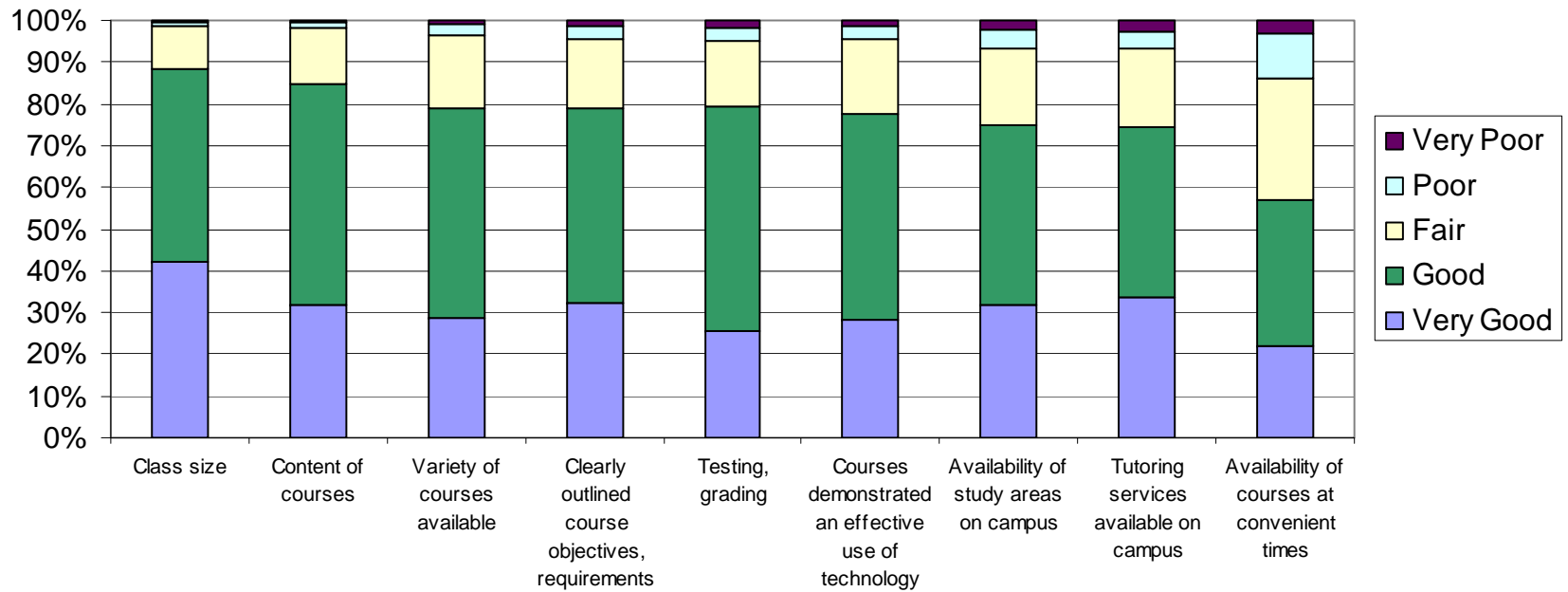
### My Opinion of the Academic Advising Process:



## My Opinion of Faculty:



## My Opinion of Classes in the Following Areas:





## My Opinion Regarding the Effectiveness of Online Course Delivery:

