



**FOOTHILL COLLEGE**

# Community College Survey of Student Engagement Results

Classified Senate

November 8, 2012

E. Kuo & T. Margesson  
FH IR&P

# Overview

- Survey Administration
- Survey Respondents
- Student Characteristics
- Institutional Learning Outcomes
- Student Services
- General Student Experiences





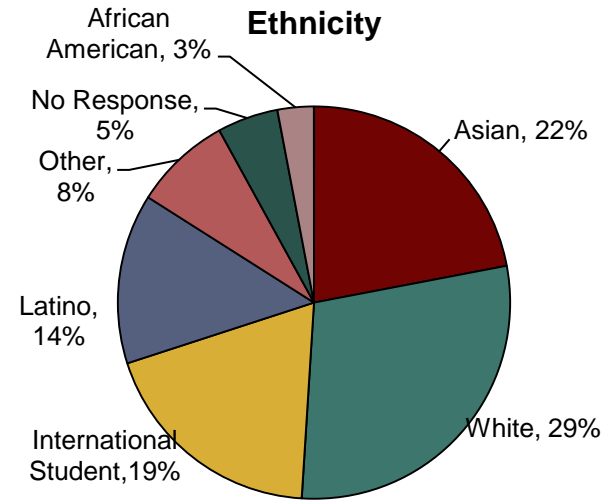
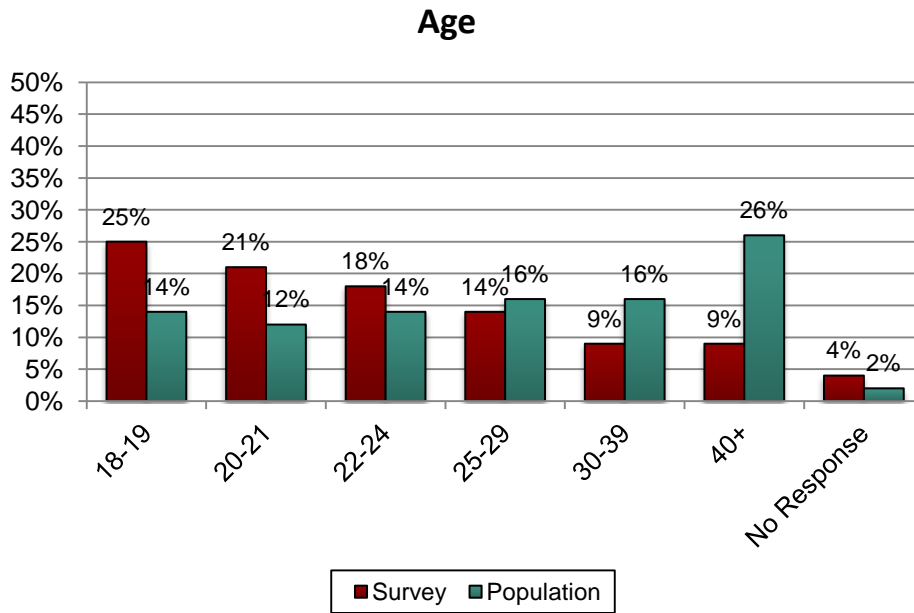
# Respondents

- 925 completed surveys out of 1,874 (50%)
- 43 out of 58 selected sections administered survey
- 73% response rate among all surveyed sections
- Survey does favor full-time students, GE courses, face-to-face instruction.



# Student Characteristics

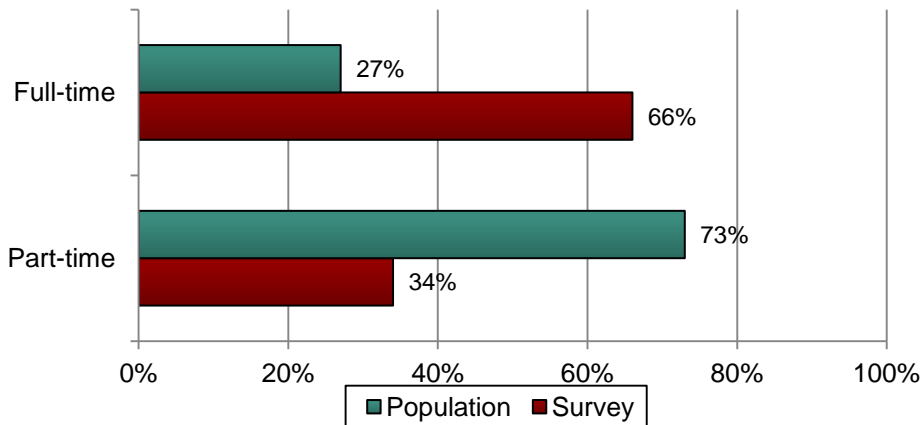
# Demographics



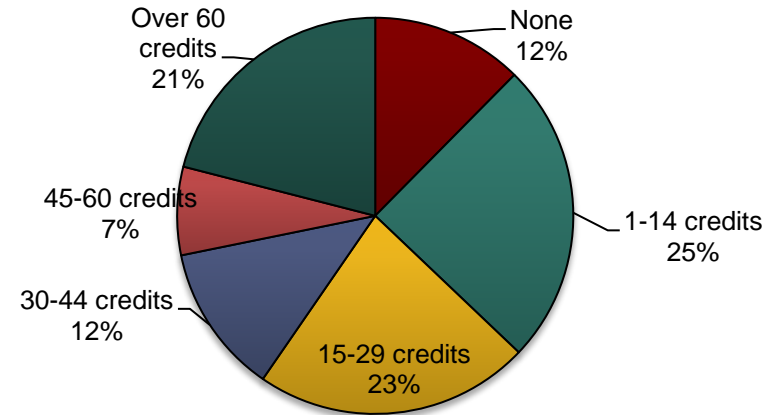
- While almost two-thirds of respondents are between ages 18-24 (64%); less than half of the student population fits the same age range (40%).
- International students comprised a higher rate among the survey respondents compared to the student population (19% vs. 5%).
- White students comprised a lower rate among the survey respondents compared to the student population (29% vs. 42%).

# Demographics

Enrollment Status



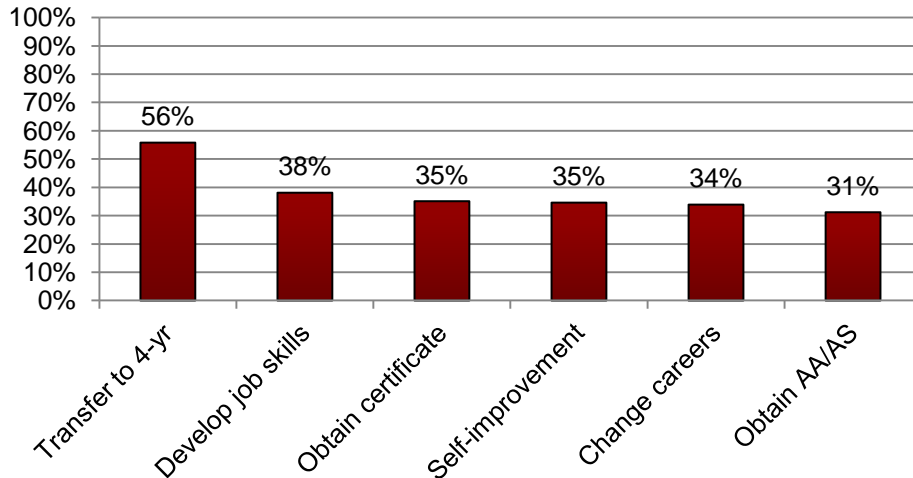
How many credits have you earned at Foothill?



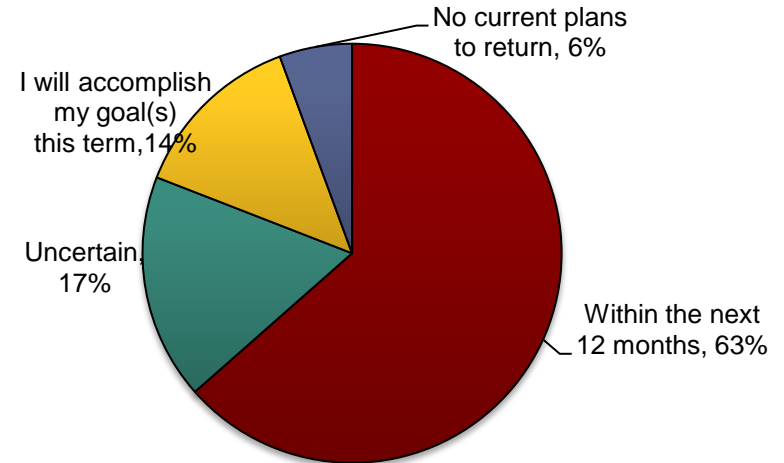
- Survey respondents were primarily full-time students compared to our student population, which is composed of primarily part-time students.
- Almost half of respondents have completed between 1-29 credits while another 21% completed over 60 credits.
- Females represented 53% of respondents while males represented 43%. Gender breakdown in student population is more evenly divided (51% vs. 49%).

# Demographics

Primary reason for attending Foothill



When do you plan to take classes at this college again?



- At least half of the survey respondents indicated that their primary reason for attending Foothill is to transfer (56%).
- Over half of the respondents plan on taking classes again within the coming year (63%). About a quarter of students were uncertain or had no immediate plans to take classes again at Foothill.
- Over half of the respondents have earned a high school diploma as their highest degree (60%) while roughly a quarter earned a bachelor's degree or higher (26%).



# Institutional Learning Outcomes



# Communication

How much has your experience at this college contributed to your knowledge, skills and personal development in the following areas?

Communication ILO		Very much	Quite a bit	Some	Very Little	Total
Communicate your opinion/viewpoint clearly	N	173	236	230	155	794
	%	22%	30%	29%	20%	100%
Writing clearly and effectively	N	181	284	216	193	874
	%	21%	33%	25%	22%	100%
Speaking clearly and effectively	N	167	244	249	216	876
	%	19%	28%	28%	25%	100%

- At least half of survey respondents felt that the college had contributed very much or quite a bit to their ability to communicate their opinions clearly (52%) and to write clearly and effectively (54%).
- A higher percentage rate of students at other ex-large institutions (over 15,000) report their college contributed very much or quite a bit to their ability to write (63% vs. 54%) and speak (59% vs. 47%) clearly and effectively.



# Computation

How much has your experience at this college contributed to your knowledge, skills and personal development in the following areas?

Computation ILO		Very much	Quite a bit	Some	Very Little	Total
Using computing and information technology	N	203	244	279	154	880
	%	23%	28%	32%	18%	100%
Solving numerical problems	N	172	251	245	206	874
	%	20%	29%	28%	24%	100%
Your mathematical skills	N	152	179	194	255	780
	%	20%	23%	25%	33%	100%
Your ability to solving problems	N	153	276	240	128	797
	%	19%	35%	30%	16%	100%

- Over half of the respondents felt that the college had contributed very much and quite a bit to their ability to use computing and information technology (51%).
- A higher percentage rate of students at other ex-large institutions report their college contributed very much or quite a bit to using technology (59% vs. 51%) and solving numerical problems (56% vs. 49%).



# Critical Thinking

How much has your experience at this college contributed to your knowledge, skills and personal development in the following areas?

Critical thinking ILO		Very much	Quite a bit	Some	Very Little	Total
Learning effectively on your own	N	253	305	236	85	879
	%	29%	35%	27%	10%	100%
Thinking critically and analytically	N	246	319	245	71	881
	%	28%	36%	28%	8%	100%
Interpret ideas or issues thoughtfully and logically	N	168	283	219	117	787
	%	21%	36%	28%	15%	100%
Synthesize information from various formats into a final product	N	143	254	252	133	782
	%	18%	33%	32%	17%	100%

- Over half of the survey respondents felt that the college contributed very much or quite a bit to their ability to learn on their own (64%), think critically (64%), interpret ideas or issues (57%), and synthesize information from various formats (51%).
- A higher percentage rate of students at other ex-large institutions report their college contributed very much or quite a bit to learning effectively on their own (69% vs. 64%) and thinking critically and analytically (70% vs. 64%).

# Community

How much has your experience at this college contributed to your knowledge, skills and personal development in the following areas?

Community ILO		Very much	Quite a bit	Some	Very Little	Total
Working effectively with others	N	222	306	248	102	878
	%	25%	35%	28%	12%	100%
Value different ways of seeing and doing	N	193	257	195	134	779
	%	25%	33%	25%	17%	100%
Understanding yourself	N	205	244	264	164	877
	%	23%	28%	30%	19%	100%
Understanding people of other racial and ethnic backgrounds	N	182	241	266	181	870
	%	21%	28%	31%	21%	100%
Developing a personal code of values and ethics	N	155	226	253	230	864
	%	18%	26%	29%	27%	100%
Understanding of the relevance of current events in your daily life	N	138	223	234	186	781
	%	18%	29%	30%	24%	100%
Contributing to the welfare of your community	N	97	184	255	330	866
	%	11%	21%	29%	38%	100%

- Students felt that the college contributed very much or quite a bit to working effectively with others (60%) and value different ways of seeing and doing (58%).
- A higher percentage rate at other ex-large institutions report their college contributed very much or quite a bit to working effectively with others (60% vs. 50%) and understanding themselves (56% vs. 51%) but a lower rate of contributing to the welfare of your community (29% vs. 32%).

# ILO Comparisons

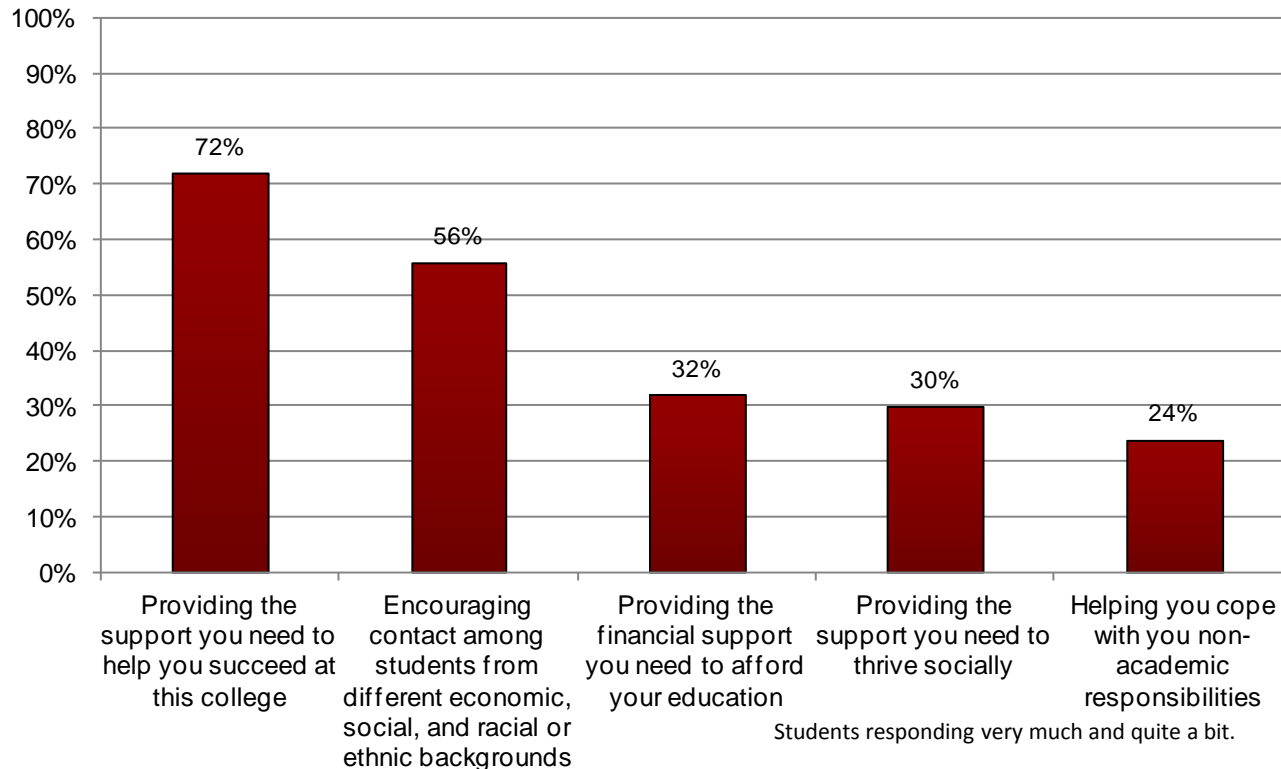
How much has your experience at this college contributed to your knowledge, skills and personal development in the following areas?

Institutional Learning Outcomes	<u>Very much/Quite a bit</u>			
	Foothill		Ex-Large	
<b>Communication</b>	N	%	N	%
Writing clearly and effectively	465	53%	51,240	63%
Speaking clearly and effectively	411	47%	47,784	59%
<b>Computation</b>				
Using computing and information technology	447	51%	48,513	60%
Solving numerical problems	423	48%	45,742	56%
<b>Critical thinking</b>				
Thinking critically and analytically	565	64%	57,154	70%
Learning effectively on your own	558	64%	56,895	70%
<b>Community</b>				
Working effectively with others	528	60%	48,877	60%
Understanding yourself	449	51%	45,798	56%
Understanding people of other racial and ethnic backgrounds	423	49%	39,730	49%
Developing a personal code of values and ethics	381	44%	37,779	47%
Contributing to the welfare of your community	281	33%	23,557	29%

# Student Services

# Support for Learners

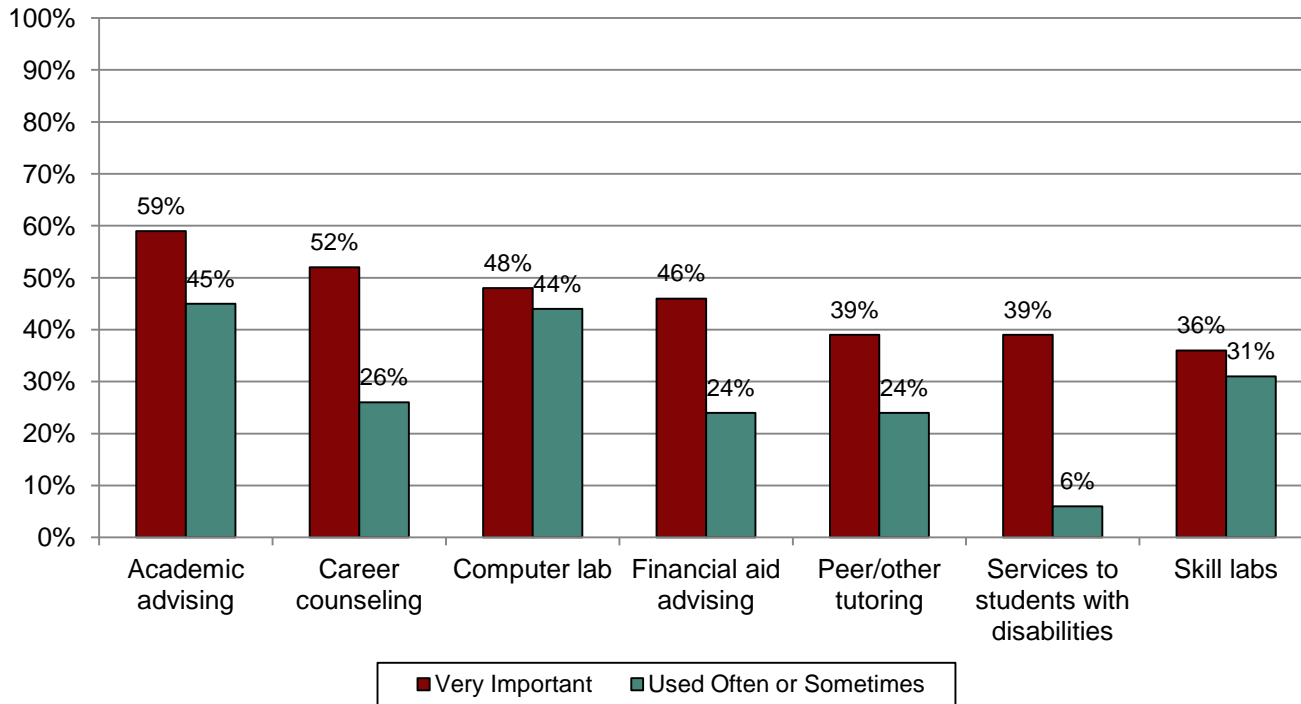
How much does this college emphasize the following?



- Consider college's role in providing support regarding social support and coping with non-academic issues?
- Consider college's role in encouraging contact among diverse groups, especially as it relates to equity plan?

# Support Services

How important are the following services to you at this college?  
How often do you use the following services at this college?

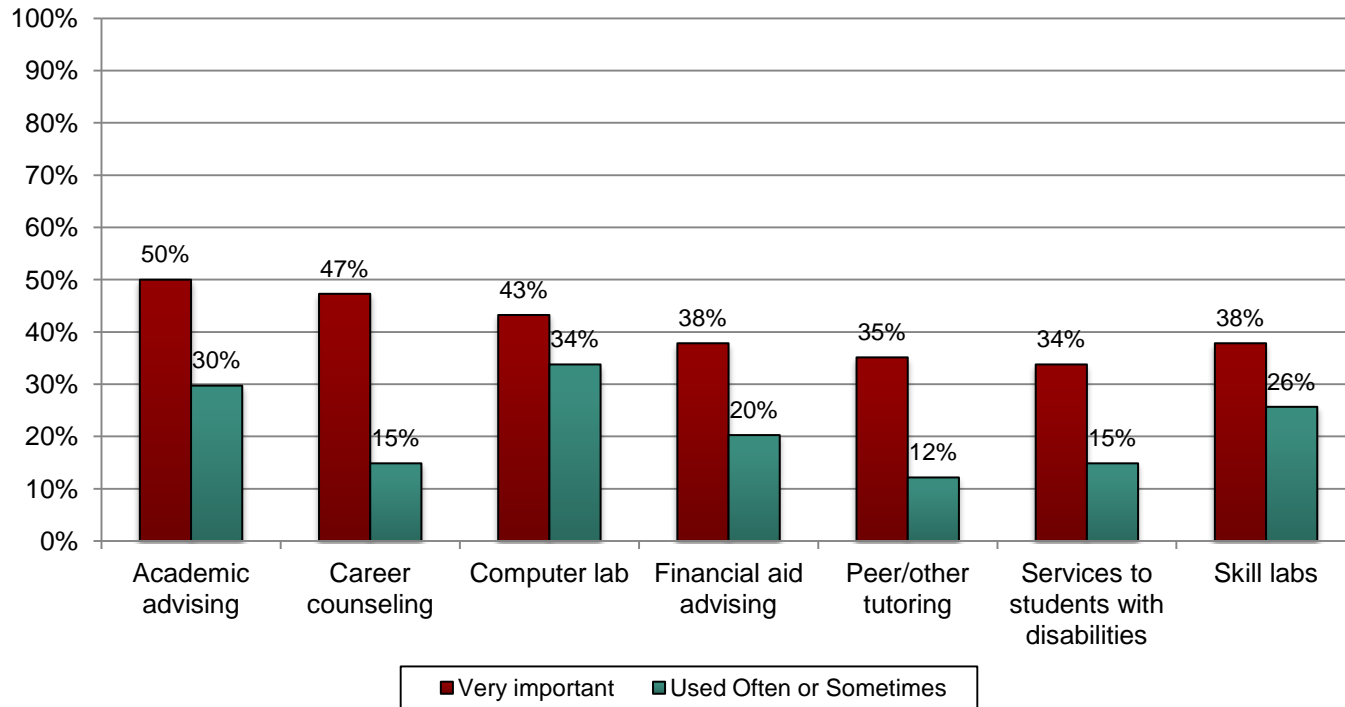


- Compare importance vs. usage.
- Consider outcomes of those who use services compared to those who do not.



# Middlefield Campus

How important are the following services to you at this college?  
How often do you use the following services at this college?

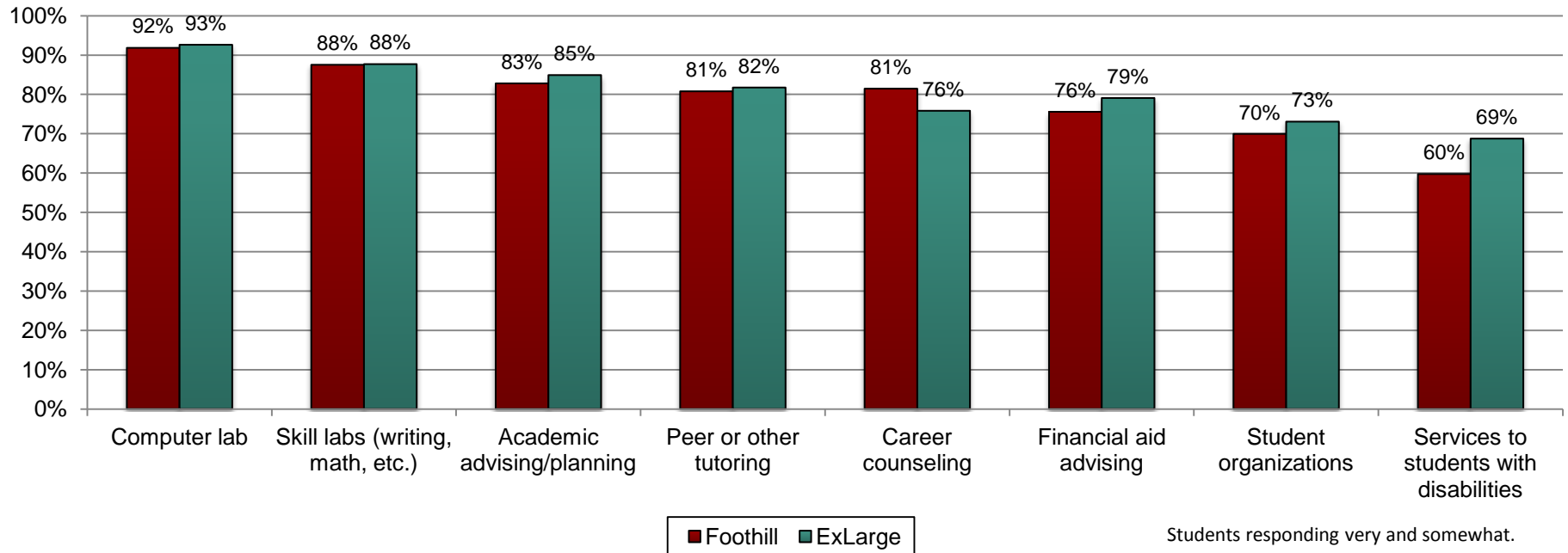


- Similar pattern to other students surveyed regarding importance of services.
- Middlefield students more likely to use disability services compared to other students (15% vs. 6%) but less likely to use academic advising (30% vs. 45%).



# Support Services

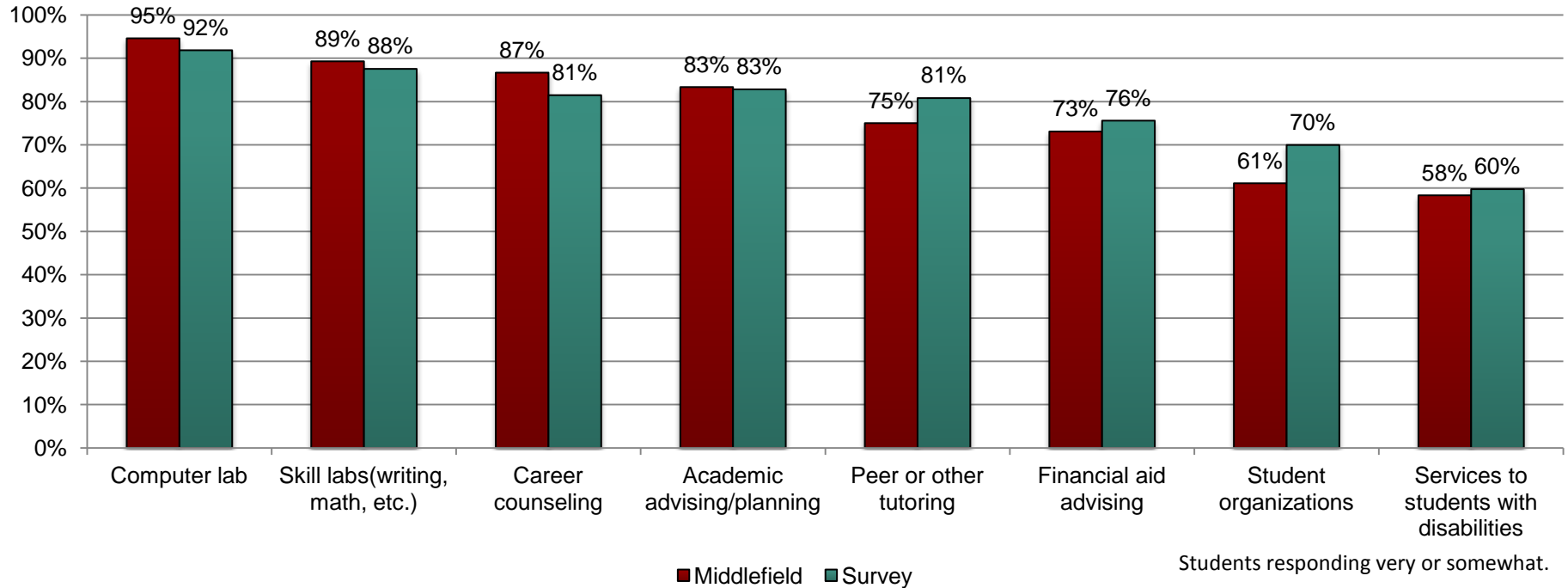
How satisfied are you with the following services at this college?



- Compared to other ex-large institutions, Foothill generally ranks lower in satisfaction across a variety of services.
- Consider additional data collection regarding satisfaction issues?
- Consider limitations to satisfaction questions?

# Middlefield Campus

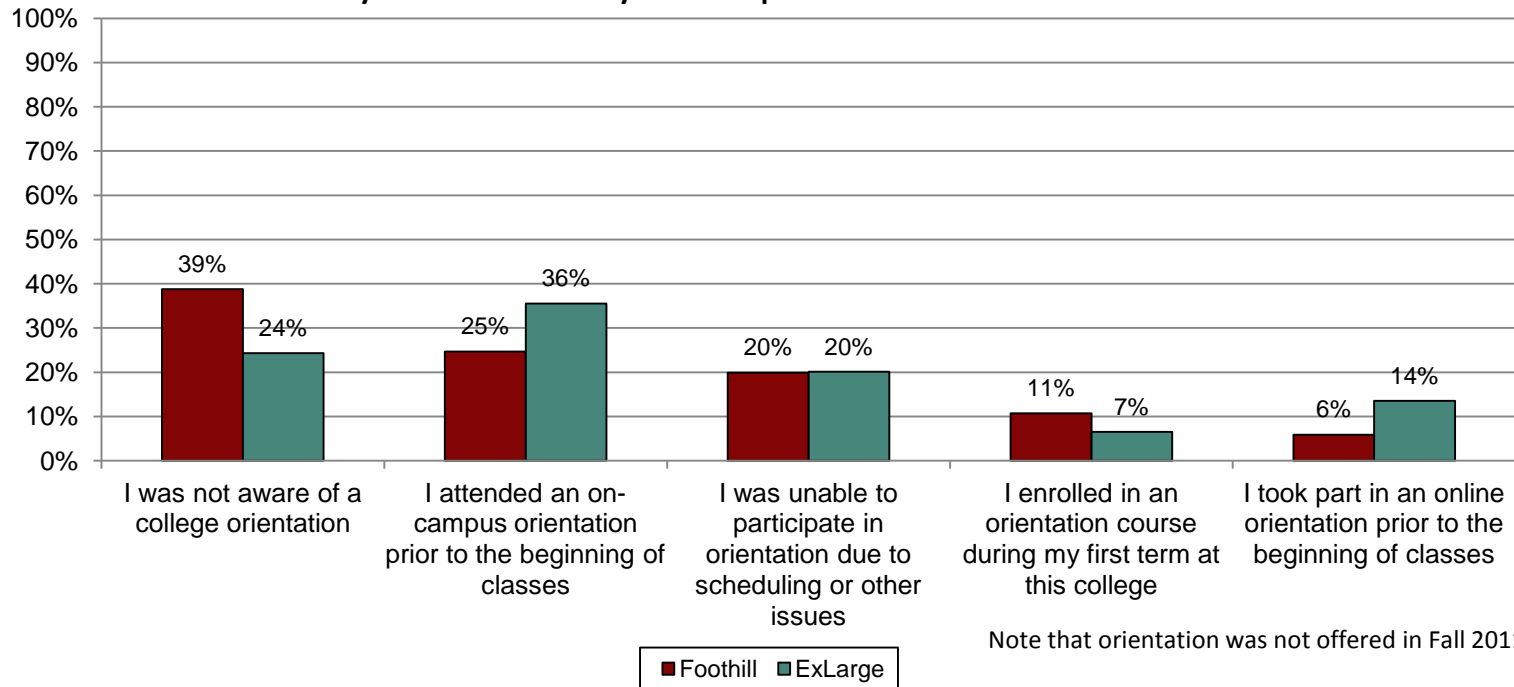
How satisfied are you with the services at this college?



- Compared to all surveyed respondents, Middlefield students are more likely to be satisfied with services except for peer or other tutoring (-6%), financial aid counseling (-3%), student organizations (-9%) and disability services (-2%).
- Should satisfaction with disability services be higher?

# Orientation

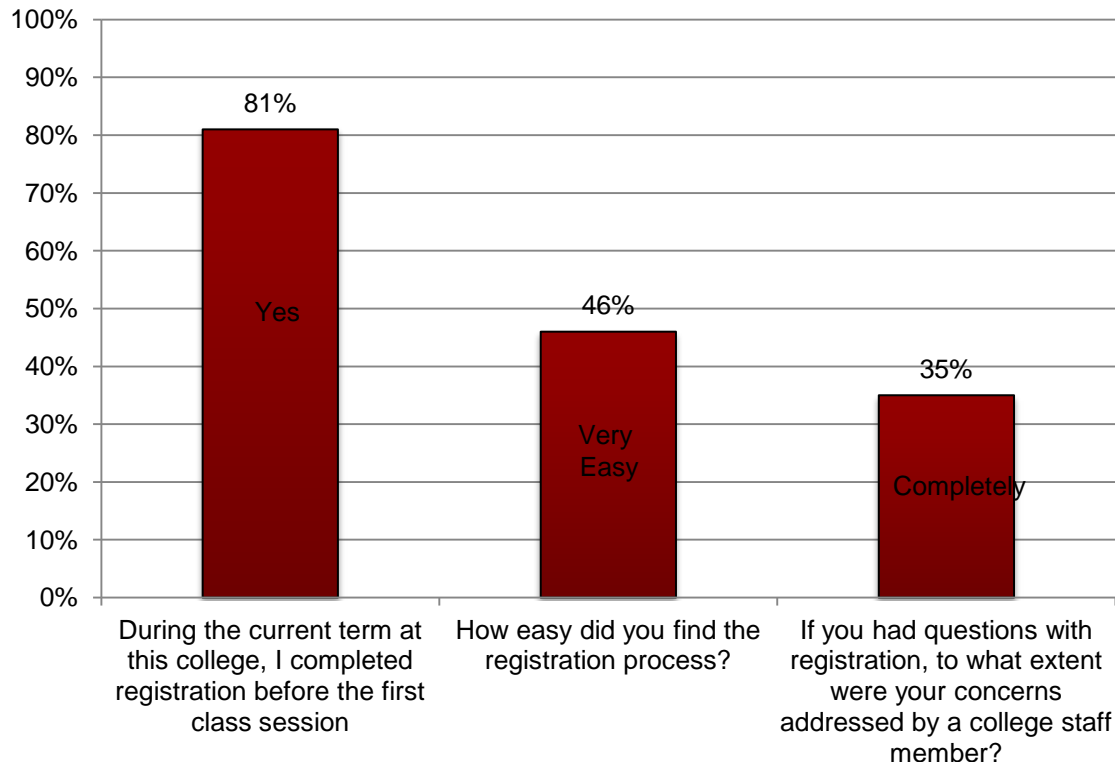
How would you describe your experience with orientation at Foothill?



- Less than half of the students report participating in orientation (43%).
- Compared to other ex-large colleges, more students at Foothill were not aware of a college orientation (39% vs. 24%).



# Registration

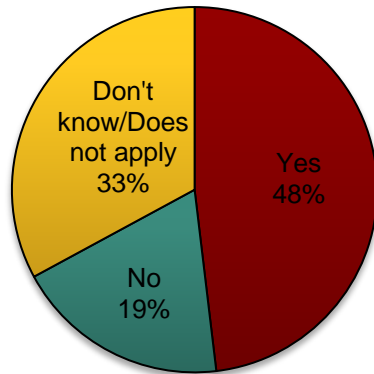


- 91% of respondents stated that they had completed or mostly completed registering before the first day of class.
- 82% of students reported that registration was very easy or somewhat easy.
- 80% indicated that their registration questions were completely or somewhat answered

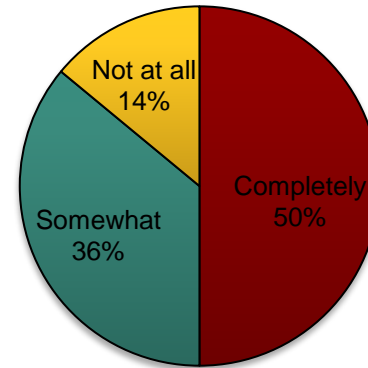


# Counseling

If you met with a counselor, did you formulate an educational plan as a result of your conversation?



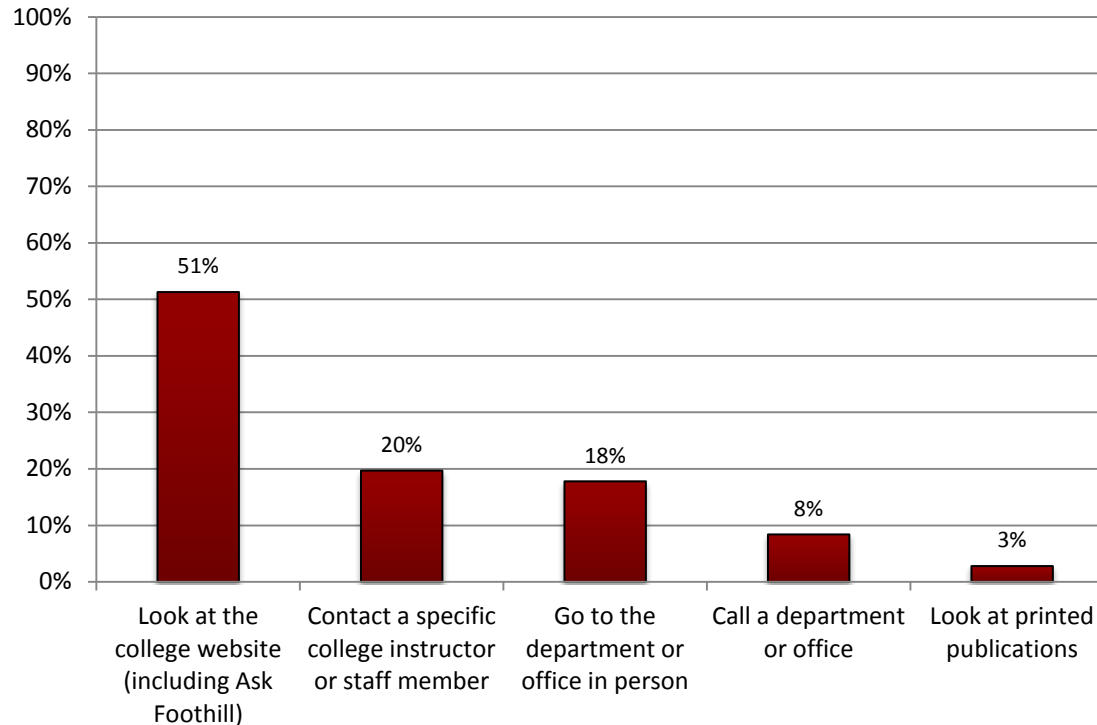
After meeting with Foothill staff, do you know the consequences of receiving a poor grade and/or withdrawing from a class?



- One-third of respondents did not meet with a counselor.
- Only half of those who met with staff completely understood the consequences of receiving a poor grade and/or withdrawing from a class.

# Questions at Foothill

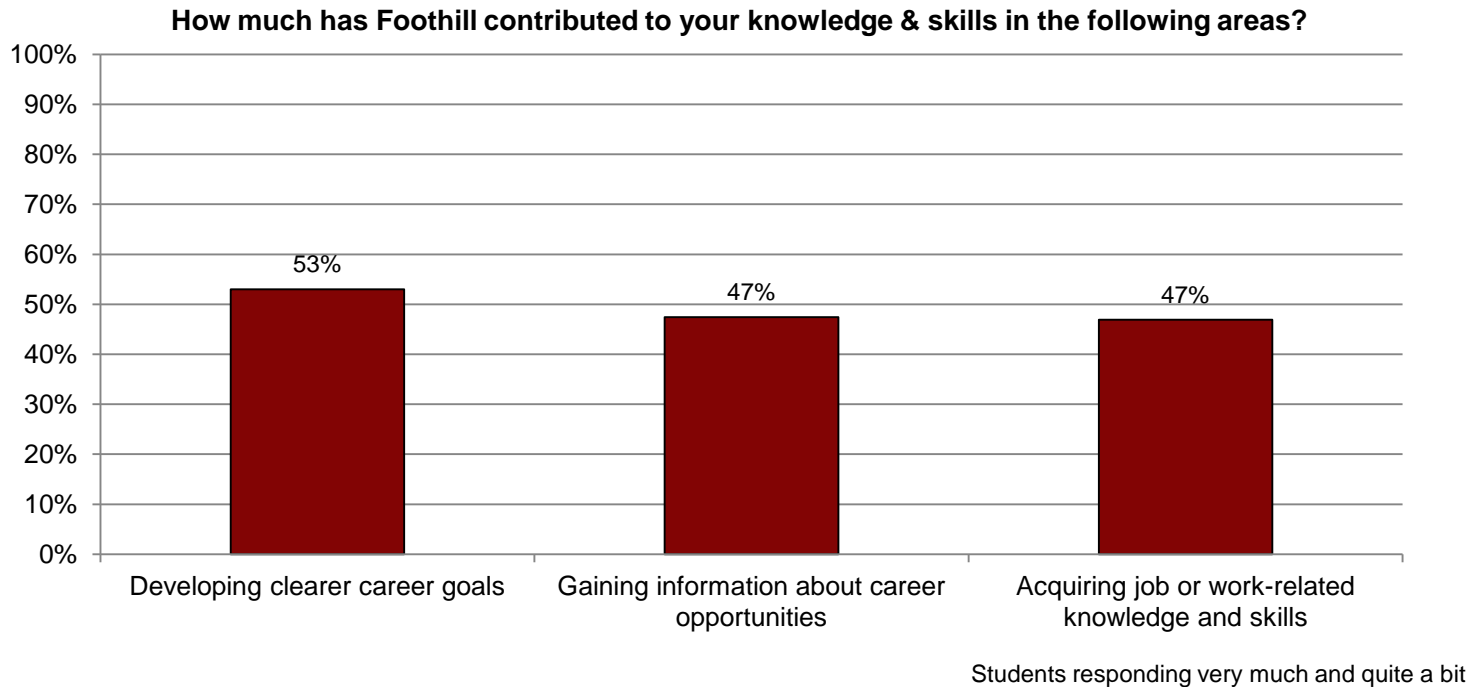
If you have a question related to your experience at this college, what are you most likely to do?



- Consider importance of student use of technology in helping navigate their experiences.



# Career Development



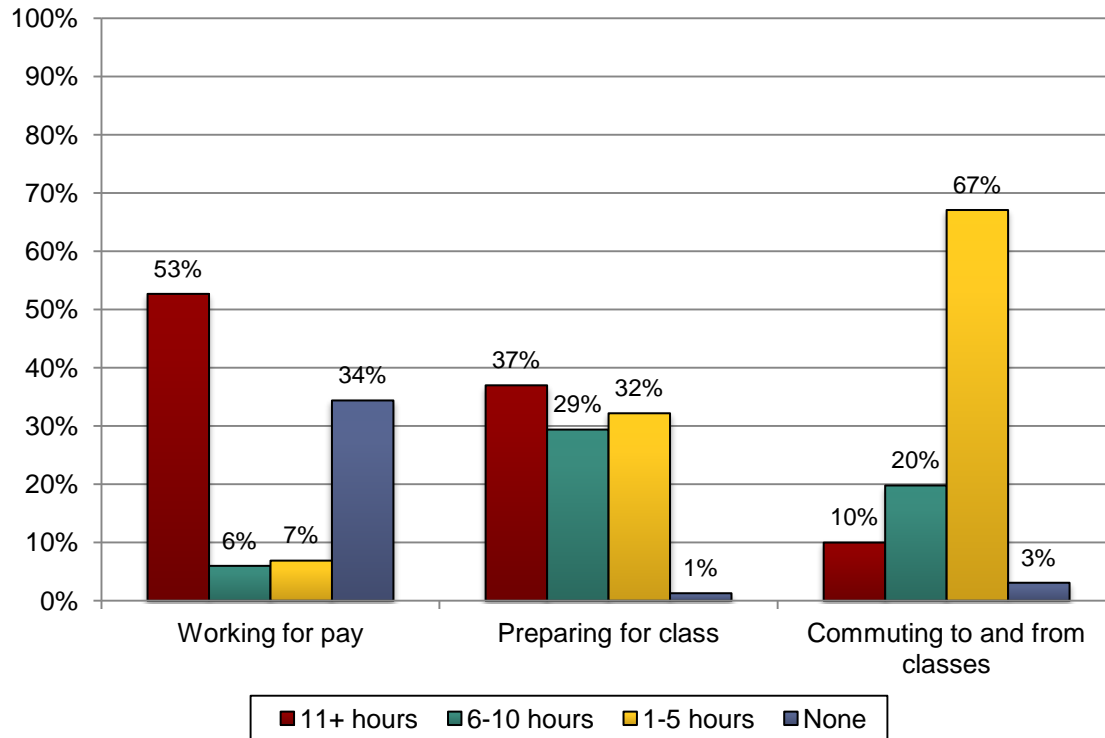
- About half of the students report that their Foothill experience has contributed very much or quite a bit to their career goals, interests and preparation.



# General Student Experiences

# How Students Spend Time

About how many hours do you spend in a typical 7-day week doing each of the following?

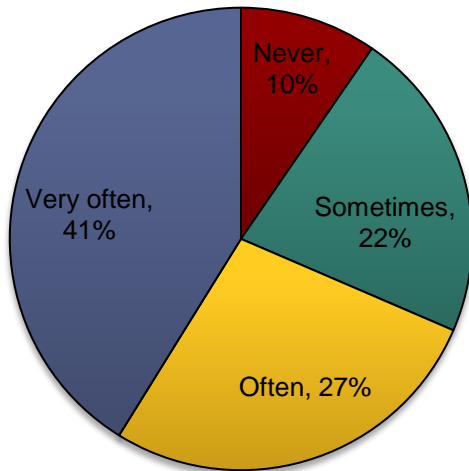


- More students report spending 11 or more hours working for pay and preparing for class.
- A lower percentage of students at other ex-large colleges spend 11 or more hours preparing for class compared (28% vs. 37%).

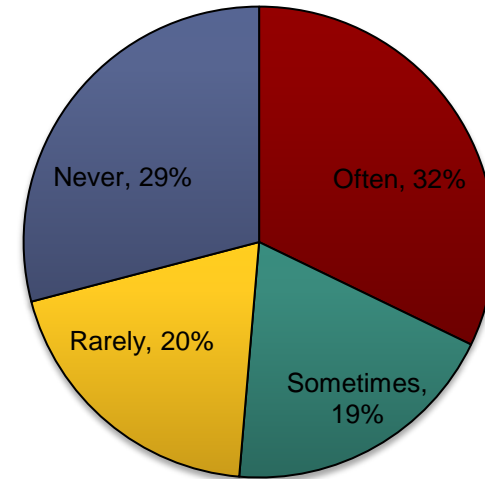


# Technology

Used the internet or instant messaging to work on an assignment



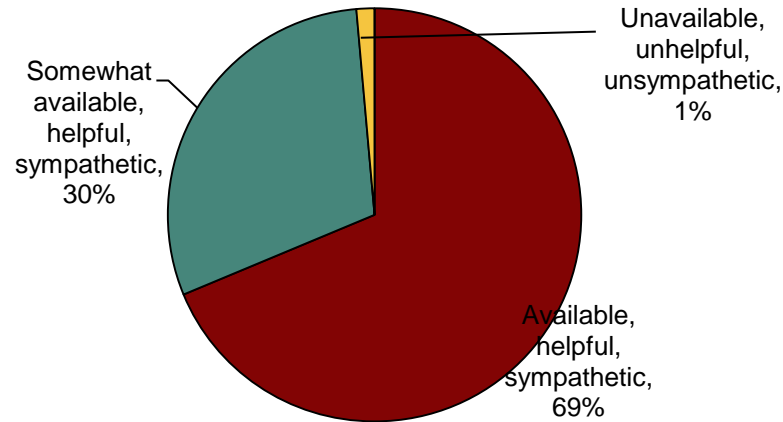
How often do you use social networking tools to communicate with instructors, staff or students about coursework or student activities (do not include email)?



- Over half of the students reported that they very often or often used the internet or instant messaging (68%) for an assignment and to communicate with instructors, staff and students (51% often or sometimes).
- Consider how to continue to leverage technology as way to inform and support students?

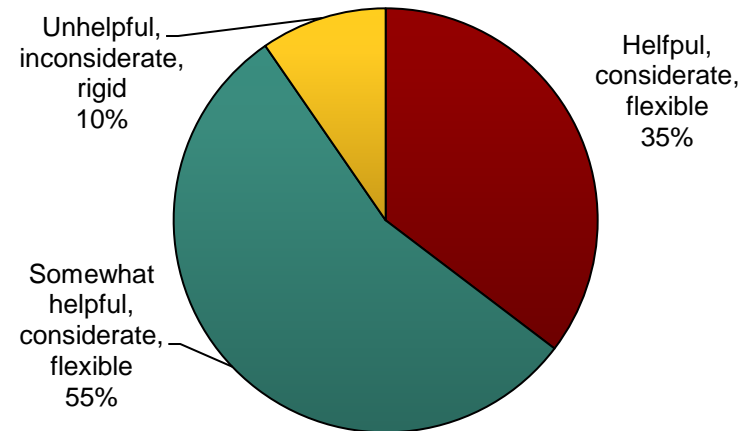
# Faculty and Staff

Rate the the quality of your relationships with instructors at this college



Responses are scaled from 1-7 such that 1-2=Unavailable, unhelpful, unavailable; 3-5=Somewhat available, helpful, sympathetic; 6-7=Available, helpful, sympathetic.

Rate the the quality of administrative personnel & officers at this college



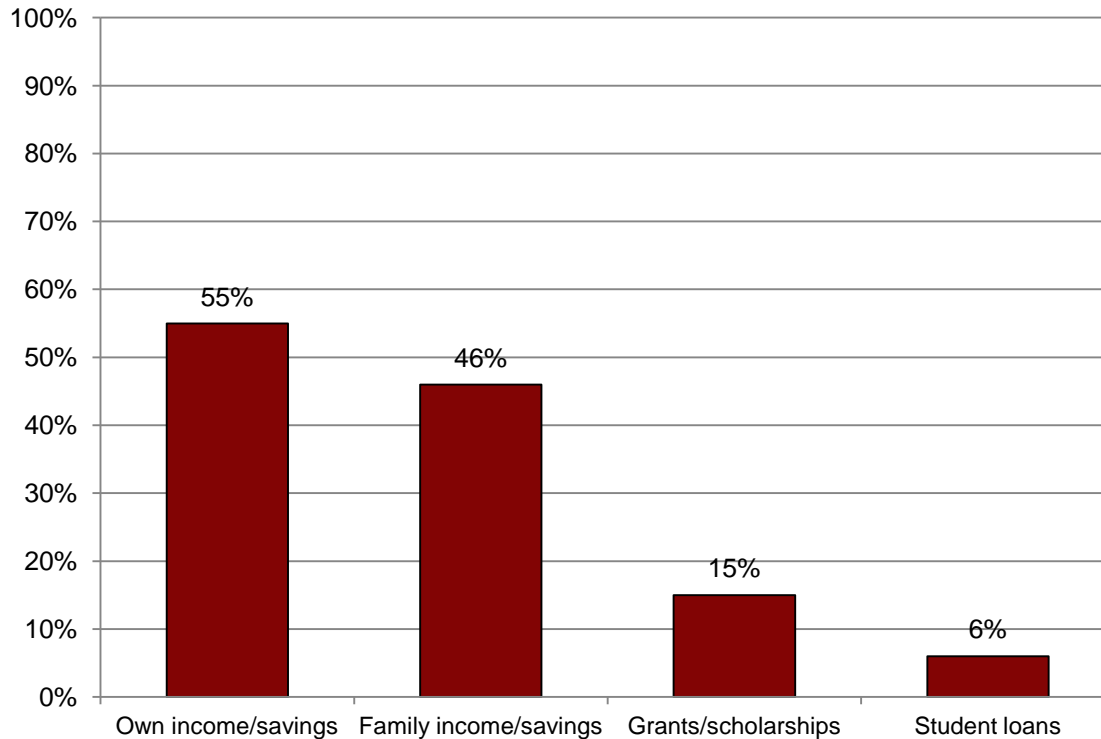
Responses are scaled from 1-7 such that 1-2=Unhelpful, inconsiderate, rigid; 3-5=Somewhat helpful, considerate, flexible; sympathetic; 6-7=Helpful, considerate, flexible; sympathetic

- Almost all students report that instructors and administrators/staff are at least somewhat available, helpful and sympathetic (99% vs. 90%).
- A higher percentage of students report instructors are available, helpful and sympathetic compared to students at other ex-large colleges (69% vs. 60%).
- A slightly lower percentage of students report administrators/staff are available, helpful and sympathetic compared to ex-larges colleges (35% vs. 37%).



# Paying for Foothill

Indicate which of the following are a major source you use to pay your tuition at this college?

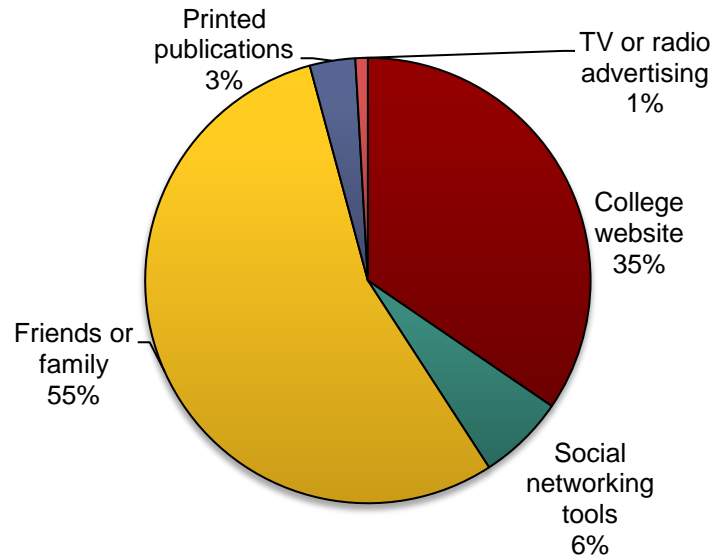


- A major tuition source for roughly half of the respondents are either their own or their family's income or savings (56% vs. 46%).
- Compared to other ex-large colleges, 37% rely primarily on their own income and 30% on their family's income. Another 21% cite student loans and 37% report grants and scholarships as a major tuition source.

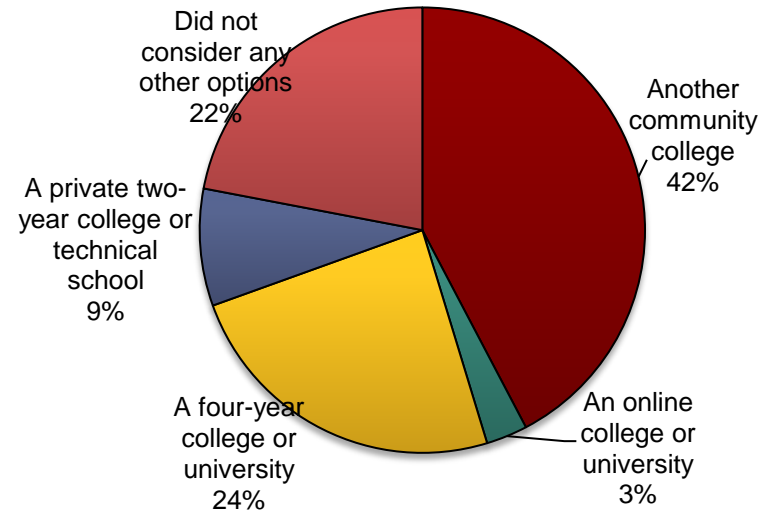


# Choosing Foothill

What was the primary source of information that influenced your decision to attend this college?



What other educational options did you consider prior to attending this college?

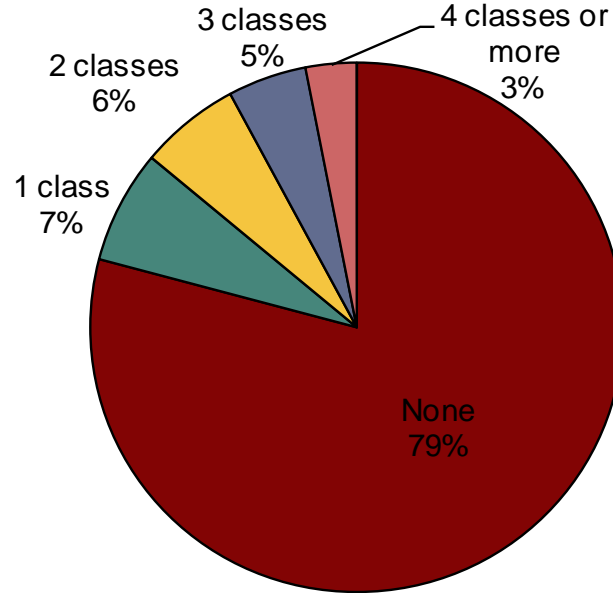


- A majority of students reported that friends and family along with the college website served as their primary source of information that helped them decide to attend Foothill (91%).
- Almost a quarter of respondents did not consider any other options other than attending Foothill (22%).



# Concurrent Enrollment

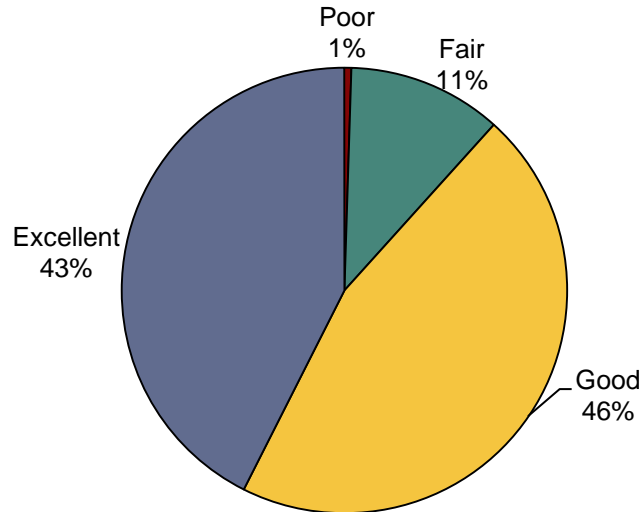
How many classes are you presently taking at other institutions?



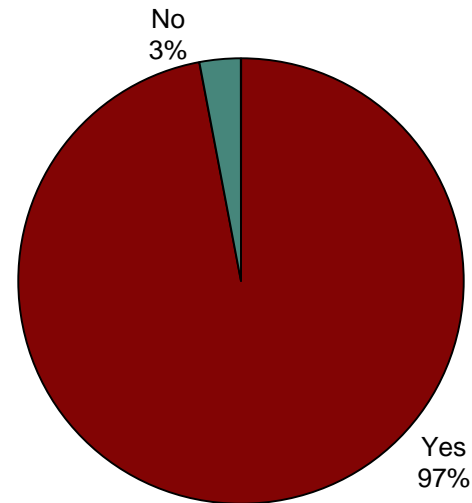
- About one-fourth of respondents are enrolled at another institution (20%).
- 12% are taking courses at another community college while another 4% are concurrently enrolled at a four-year college or university.

# Overall Foothill Experience

How would you evaluate your entire educational experience at this college?



Would you recommend this college to a friend or family member?



- 90% of survey respondents reported that their educational experience at Foothill was excellent or good.
- Compared to other ex-large colleges, only 84% evaluated their educational experience as excellent or good.





# Summary

- Measuring our institutional learning outcomes.
- Use of student support services.
- Role of technology.
- Almost half evaluate their Foothill experience as excellent (43% compared to 29% at other ex-large colleges).

# Next Steps

- Disaggregation of international and basic skills students.
- Ideas for further exploration?
- How to apply to program review and program improvement?