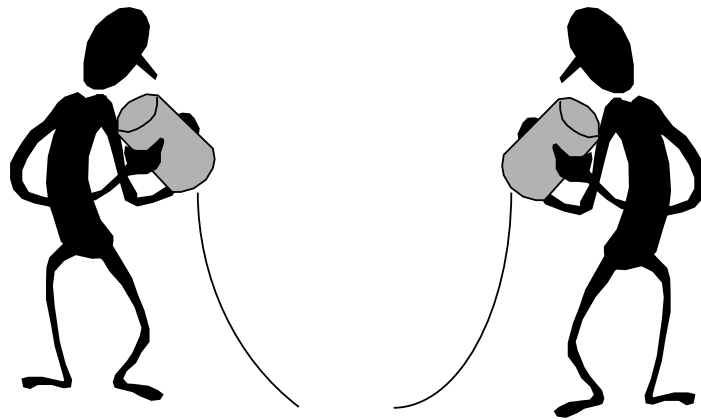


# **Spring 2000 Student Opinion Survey Overview Report**



*Prepared by*

**North Idaho College  
Office of Planning and Assessment**

**Fall 2000**

## **NIC Student Opinion Survey**

### **Overview Report**

**October 2000**

As part of the College's outcomes assessment activities, a student opinion survey was given to a stratified random sample of NIC students at the end of spring semester, 2000. Of the 1200 surveys that were distributed in credit classes both on and off campus, 904 student responses were returned. Those responses have provided the Outcomes Assessment Committee with a wealth of information about the opinions of NIC students and their satisfaction with NIC's college services and programs.

The survey instrument which was used is a nationally recognized instrument published by the American College Testing (ACT) Service. It is designed to gather demographic data as well as user satisfaction data from students in two year colleges. The survey was chosen by the Outcomes Assessment Committee due to its overall design and its manageable length. Students were able to complete the survey in about 10-15 minutes. The survey asked students to rate a variety of college services based on whether the students had used the service or not. Students were also asked to rate various aspects of the College's environment.

In April of 2000, the survey was distributed to academic transfer students and professional technical students in both day and night classes, and in both Monday/Wednesday/Friday sections as well Tuesday/Thursday sections. The Outcomes Assessment Committee believes that the results of the survey generally represent the student population as a whole. It should be noted that the results did show a somewhat higher percentage of responses from full-time students and a slightly higher percentage of responses from younger students than appear in the overall student population during the spring semester 2000. (See percentages in the Demographic Data section below)

Following the return of the survey results, a sub-committee of the Outcomes Assessment Committee reviewed five different ACT reports. These reports were based on the NIC data and included a Graphics Report, a Summary Report, a Statistical Comparison Report, a Normative Data Report, and a report which isolated the responses of several subgroups of NIC students (such as full-time and part-time students, male and female students, older and younger students, day and night students, etc.)

Based on the review of these reports, the sub committee has chosen the following items of interest to share in this overview report.

### **Demographic Data**

**AGE** – Of the 904 students responding to the survey, 60% of the students were 22 or younger. In the student population as a whole during spring semester 2000, 54% of the students were 22 or younger. Thus, the survey results represent a slightly younger population than the general population of students in the spring semester, 2000.

**FULL-TIME / PART-TIME** – Of the 904 students responding to the survey, 79% of the students were full-time and 21% were part-time. In the student population as a whole during spring semester 2000, 60% of the students full-time and 40% were part-time. Thus, the survey results represent a student population with more full-time students than were found in the general population of students in the spring semester, 2000.

**STUDENT PURPOSE FOR ATTENDING**- Of the 904 students responding to the survey, 45.6% indicated their purpose was to take courses necessary for transferring to another 4 year college/university. 20.9% indicated their purpose was to obtain an Associate's Degree and 12.2% indicated their purpose was to complete a Vocational- Technical Program. 21.3% indicated their purposes were to take job related or self improvement courses, to obtain or maintain a certificate or other reasons not stated.

**AT THE TIME STUDENTS FIRST ENTERED NIC** - Of the 904 students responding to the survey, 43% entered directly from high school; 31.4% entered after working a period of time (excluding summer work); 7.8% transferred from another college and 2.8% entered after completing military service.

**HOW FAR FROM NIC DO STUDENTS LIVE** - Of the 904 students responding to the survey, 58.9% live within 10 miles of NIC; 13.6% live between 11 and 20 miles; 13.5% live between 21 and 40 miles and 14% live over 40 miles from NIC.

**NUMBER OF HOURS PER WEEK STUDENTS ARE EMPLOYED** - Of the 904 students responding to the survey, 26.5% indicated they were not working; 27.6% indicated they were working up to 20 hours a week; and 45.9% indicated they were working from 21 to 40+ hours a week.

**NUMBER OF YEARS STUDENTS HAVE ATTENDED NIC** - Of the 904 students responding to the survey, 52.5% indicated they have attended NIC one year; 29.1% indicated they have attended two years and 12.1% indicated they have attended three years and 6.3% indicated they have attended four or more years.

## **College Impressions**

**MAJOR REASON FOR SELECTING NIC** – Of the 904 students responding to the survey, the top three major reasons for selecting NIC were “convenient location”, “offered the courses I wanted” and “low cost of attending”.

**NIC FIRST CHOICE** - Of the 904 students responding to the survey, at the time they applied for admission to NIC, 78.2% indicated that NIC was their first choice of colleges.

**WOULD STUDENTS CHOOSE NIC AGAIN** - Of the 904 students responding to the survey, 75% indicated they would definitely or probably choose NIC again. (40.6% definitely and 34.4% probably)

**QUALITY OF EDUCATION AT NIC** - Of the 904 students responding to the survey, 83.4% indicated that their overall impression of the quality of education at NIC was Excellent or Good. (34% Excellent and 49.4% Good) 14.8% rated the quality as average and 1.8% rated the quality as below average or very inadequate.

## **College Services**

Out of 20 college services listed, the five services most used at NIC are shown below in order of greatest satisfaction.

<b>College Service or Program</b>	<b>Number Who Used Service</b> (out of 904 responses)	<b>Level of Satisfaction</b> (5=Very Satisfied ; 4 = Satisfied; 3=Neutral 2= Dissatisfied; 1=Very Dissatisfied)
1. Library Facilities and Services	718	4.24
2. Computer Services	608	4.22
3. Cafeteria/Food Services	610	4.01
4. Academic Advising	596	3.81

5. Parking Facilities	760	2.41
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The highest satisfaction score (a 4.32) was given to Cultural Programs (167 students responding). The only college service or program scoring in the dissatisfied range was Parking which received a 2.41.

## College Environment

The third and last section of the survey asked students their level of satisfaction with 44 aspects of the college environment. Those aspects which received a score of 4.0 and above are shown below.

### Highest Ranking College Aspects

#### Level of Satisfaction

(5=Very Satisfied ; 4 = Satisfied; 3=Neutral  
2= Dissatisfied; 1=Very Dissatisfied)

1. Class size relative to type of course	4.37
2. General condition and appearance of the buildings and grounds	4.30
3. Attitude of teaching staff toward students	4.24

### Highest Ranking College Aspects

#### Level of Satisfaction

(5=Very Satisfied; 4 = Satisfied; 3=Neutral  
2= Dissatisfied; 1=Very Dissatisfied)

4. Student community center/student union	4.23
5. This college in general	4.11
6. Quality of instruction in your major area of study	4.09
7. College catalog/admissions publications	4.05
8. Challenge offered by your program of study	4.02
9. Classroom facilities	4.02
10. Study areas	4.00

The lowest ranking aspects receiving a score of 3.5 or lower are shown below.

### Lowest Ranking College Aspects

#### Level of Satisfaction

(5=Very Satisfied ; 4 = Satisfied; 3=Neutral  
2= Dissatisfied; 1=Very Dissatisfied)

1. Opportunities for student employment	3.54
2. Student voice in college policies	3.52

3. Availability of courses you want at times you can take them	3.45
4. Student government	3.44
5. Purposes for which student activity fees are used	3.43
6. Athletic facilities	3.31
7. Availability of adequate housing for students	2.65

Only 1 of the 44 aspects (the availability of adequate student housing) scored in the dissatisfied range. There were 394 of the 904 students who responded to this question.

### **Student Comments**

Of the 904 students who completed the survey, 176 students or 19% of the respondents took time to add written comments to the survey form. The highest number of comments by far was made by students who wrote about their dissatisfaction with parking on the campus.

Other areas which prompted comments from students included financial aid, registration, bookstore, campus food service, campus housing/dorm, tuition, advising, attendance policies, times classes are offered and the need for more classes and programs. Ten students offered high praise for their instructors while 8 students offered complaints about instructors. Only three students commented that NIC had not been a good experience while 15 students commented on what a good experience NIC had been for them.

### **Additional Insights**

The Outcomes Assessment sub committee members (Bob Bohac, Kathy Christie, Margaret Fedje, Matt Gallatin, Lucy Hein and Larry Hunter) offer these additional insights which were gleaned from the data.

1. Part-time students are typically more satisfied than full-time students. Part-time students were more satisfied on 17 of the 20 items in the College Services Section, and on 35 of the 44 items in the College Environment Section.
2. Age seems to be a significant factor in satisfaction. Students who were 23 or older were more satisfied on 17 of the 20 items in the College Services Section, and on 40 of the 44 items in the College Environment Section.
3. Women students were more satisfied than men students on 16 of the 20 items in the College Services Section, and on 40 of the 44 items in the College Environment Section.
4. The longer students are here, the more frustrated they grow with non-academic services. Fortunately, they also grow more satisfied with academic services, specifically, those that are faculty delivered.
5. The greatest dissatisfaction with student housing comes from those students who are full-time, first-year, and working under 21 hours a week.
6. The more hours per week students work, the more satisfied students seem to be with the College.

The wealth of information in the survey reports is extensive. If you have questions about the survey or its results, please contact Kathy Christie, Assistant Vice President for Planning and Assessment, at 769-3403.

## **Outcomes Assessment Committee 2000-2001**

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**NOTE:**

The Outcomes Assessment Committee would like to thank the NIC instructors who made time in their classes for the Student Opinion Survey to be given and the NIC students who took time to complete the survey. Your willingness to help the College gather data such as this is greatly appreciated.