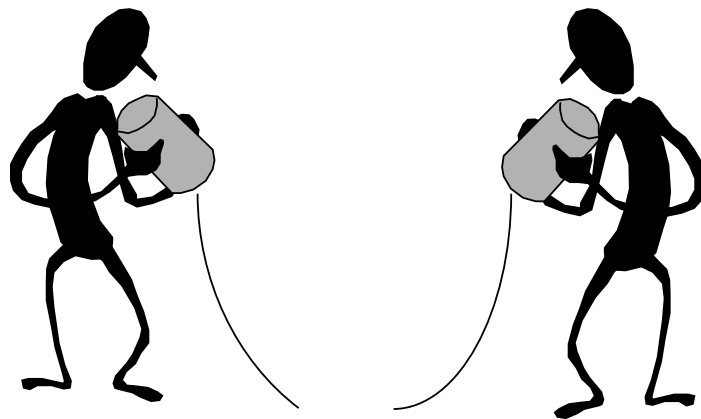


# **Spring 2004 Student Opinion Survey Overview Report**



*Prepared by*

**North Idaho College  
Office of Planning, Assessment & Research**

**Fall 2004**

## **NIC Student Opinion Survey Overview Report Fall 2004**

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, 2004. Of the 1407 surveys that were distributed in credit classes both on and off campus, 906 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.

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 906 students responding to the survey, 55.3% of the students were 22 or younger.

**FULL-TIME / PART-TIME** – Of the 906 students responding to the survey, 80.9% of the students were full-time and 19.1% were part-time.

**STUDENT PURPOSE FOR ATTENDING** - Of the 906 students responding to the survey, 39.8% indicated their purpose was to take courses necessary for transferring to a 4 year college/university, and 6%, to take courses necessary for transferring to another 2-year college. 24.2% indicated their purpose was to obtain an Associate's Degree and 14.3% indicated their purpose was to complete a Vocational- Technical Program. 15.7% 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 906 students responding to the survey, 40.3% entered directly from high school; 34.5% entered after working a period of time (excluding summer work); 6.1% transferred from another college and 3% entered after completing military service.

**HOW FAR FROM NIC DO STUDENTS LIVE** - Of the 906 students responding to the survey, 61.9% live within 10 miles of NIC; 16.8% live between 11 and 20 miles; 9.6% live between 21 and 40 miles and 11.8% live over 40 miles from NIC.

NUMBER OF HOURS PER WEEK STUDENTS ARE EMPLOYED - Of the 906 students responding to the survey, 34.1% indicated they were not working or were working only on occasion; 23.6% indicated they were working up to 20 hours a week; and 42.2% indicated they were working from 21 to 40+ hours a week.

NUMBER OF YEARS STUDENTS HAVE ATTENDED NIC - Of the 906 students responding to the survey, 54.9% indicated they have attended NIC one year; 26.7% indicated they have attended two years and 12.4% indicated they have attended three years and 6.1% indicated they have attended four or more years.

## College Impressions

MAJOR REASON FOR SELECTING NIC – Of the 906 students responding to the survey, the top three major reasons for selecting NIC were “convenient location”, “low cost of attending” and “offered the courses I wanted.”

NIC FIRST CHOICE - Of the 906 students responding to the survey, at the time they applied for admission to NIC, 80.3% indicated that NIC was their first choice of colleges.

WOULD STUDENTS CHOOSE NIC AGAIN - Of the 906 students responding to the survey, 74.8% indicated they would ‘definitely yes’ or ‘probably yes’ choose to attend NIC again if they could start college over.

QUALITY OF EDUCATION AT NIC - Of the 906 students responding to the survey, 78.8% indicated that their overall impression of the quality of education at NIC was ‘excellent’ or ‘good’. 19.1% rated the quality as ‘average’ and 2% 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 906 responses)	<b>Level of Satisfaction</b> (5=Very Satisfied ; 4 = Satisfied; 3=Neutral 2= Dissatisfied; 1=Very Dissatisfied)
1. Computer Services	550	4.31
2. Library Facilities and Services	700	4.29
3. Academic Advising	684	3.78
4. Cafeteria/Food Services	544	3.71
5. Parking Facilities	751	2.21

The only college service or program scoring in the dissatisfied range was ‘Parking Facilities and Services’ which received a 2.21.

## College Environment

The fourth 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 3.95 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	4.26
2. General condition and appearance of the buildings and grounds	4.18
3. Attitude of teaching staff toward students	4.13

**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	4.08
5. This college in general	4.08
6. Quality of instruction in your major area of study	4.00
7. Challenge offered by your program of study	3.95
8. Study areas	3.95

The lowest ranking aspects receiving a score of 3.6 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. Industrial Arts/shop facilities	3.60
4. Academic probation and suspension policies	3.48
2. Opportunities for student employment	3.47
5. Availability of courses you want at times you can take them	3.43
3. Student government	3.42
8. Student voice in college policies	3.42
7. Availability of adequate housing for students	3.39
9. Purposes for which student activity fees	3.31

are used

6. Athletic facilities

3.26

None of the 44 aspects scored in the dissatisfied range.

### **Student Comments**

Of the 906 students who completed the survey, 206 students or 23% of the respondents took time to add written comments to the survey form. The most number of comments written were about the dissatisfaction with parking on the campus. Other areas which prompted comments from students included financial aid, advising, bookstore, on-line registration, campus food service, campus housing/dorm, tuition, advising, times classes are offered. Students expressed concerns about the need for more classes and programs. Nine students specifically mentioned budget cuts, either those that have already taken place or to comment on any further budget cuts.

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, Assessment & Research, at 769-3403.

## **Outcomes Assessment Committee 2003-2004**

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Kathy Christie, Chair  
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Dwight Sederholm  
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Marilyn Wudarcki

### **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.