



COLORADO COMMUNITY
COLLEGE SYSTEM

Colorado Community College System

SPRING 2010 STUDENT SURVEY SUMMARY

APRIL 2010



Colorado Community College System Spring 2010 Student Survey Summary

In spring 2010, currently enrolled Colorado Community College System (CCCS) students were surveyed regarding their experiences at CCCS colleges. A similar survey was conducted in the spring of 2008. Nearly 5,500 students responded to the online survey in 2010, up 10% from the 5,000 respondents in 2008. This report summarizes the results of the survey:

- 44% of students attend a Colorado Community College System college in order to gain university or college transfer credit (Exhibit 1). An additional 35% of students responded that they are attending in order to prepare for job entry and employment or to improve their existing job skills. There have not been significant changes in these responses since 2008.
- 33% of respondents indicated their goal was to obtain an associate's degree for college transfer, and another 19% intend to take one or more courses for college transfer (Exhibit 2). A large number of students intend to obtain a career and technical education associate (AAS) degree or certificate, at 22% and 11% of respondents, respectively. These results also closely align with the 2008 responses.
- 93% of students surveyed were satisfied or very satisfied with their overall community college experience. Satisfaction levels are very similar to the 2008 results.
- A large percentage of students come to the Colorado Community College System with previous college experience: 32% of respondents indicated that they had completed some college prior to enrollment, and another 6% said they had a degree from a two-year institution, while 12% indicated that they had a degree from a four-year institution (Exhibit 3).

- Not surprisingly, considering current economic factors, a significantly larger percentage of students (35%) indicated that they were unemployed, compared to 23% in 2008 (Exhibit 4). This increase is due to the number of respondents who are unemployed and seeking employment: 22% in 2010, vs. 10% in 2008. 13% of respondents were unemployed and not seeking employment in both years. Of those employed, 33% of respondents indicated that they were employed in a job not related to their education, and 23% were employed in a job related to their training. A large share, 26%, of our students work full time, as they are employed 40 or more hours per week (Exhibit 5).
- While there is no consensus among students about what time of day is preferred for scheduling class times, only 13% of respondents indicated that they prefer taking a class on the weekend (Exhibit 6). One third of students indicated a preference for taking classes online.

Exhibit 1

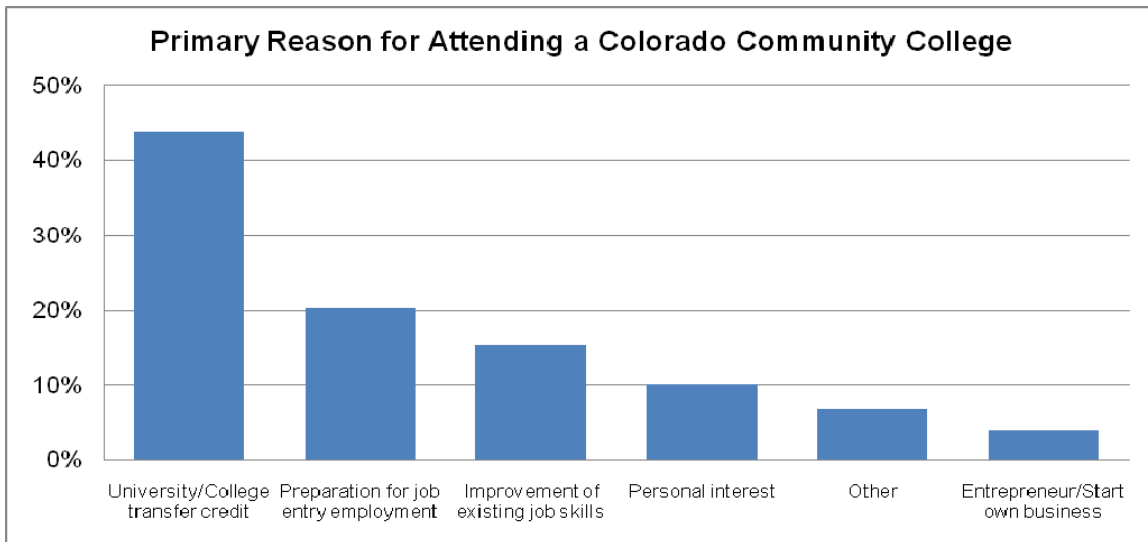


Exhibit 2

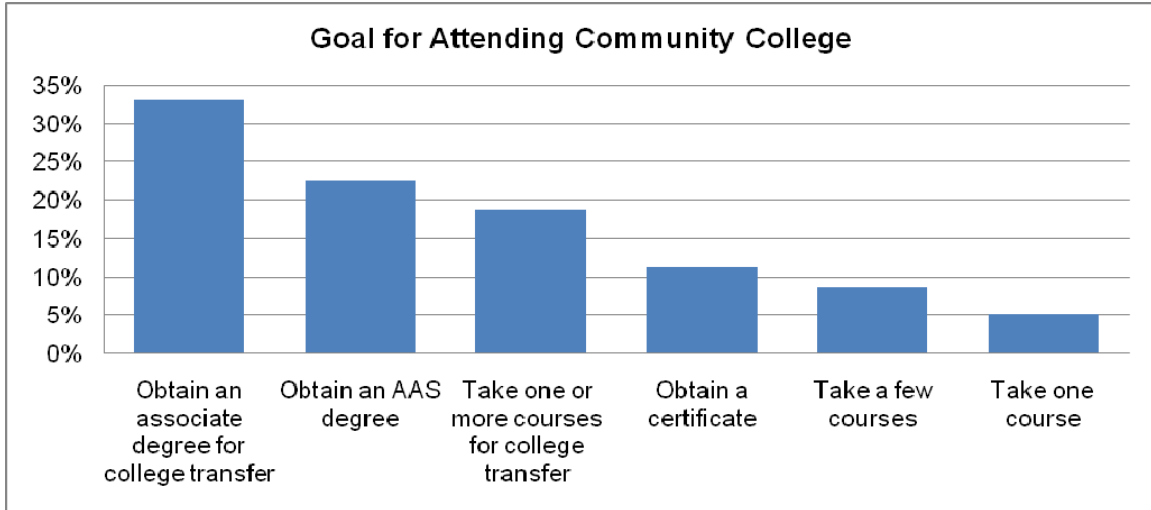


Exhibit 3

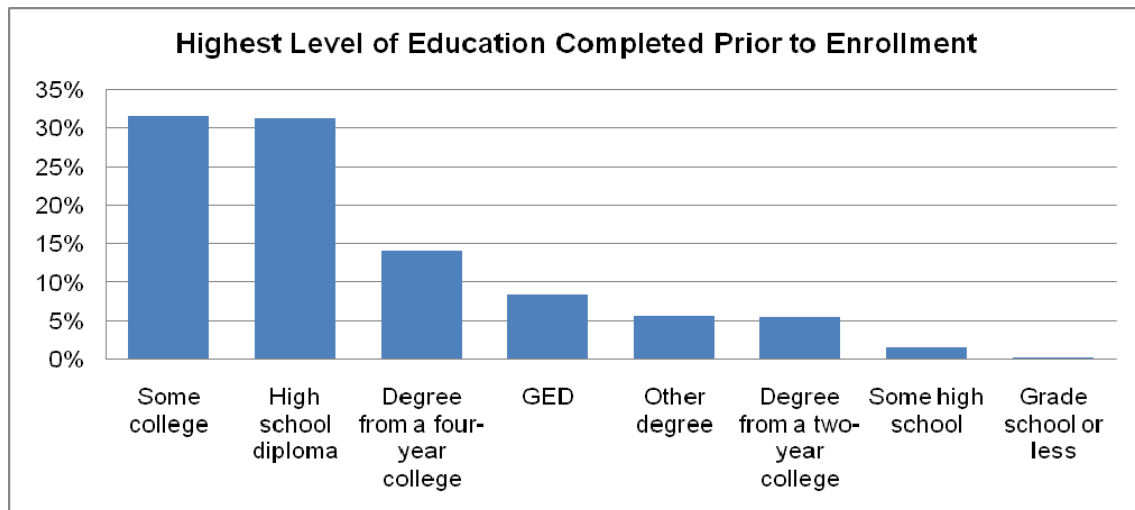


Exhibit 4

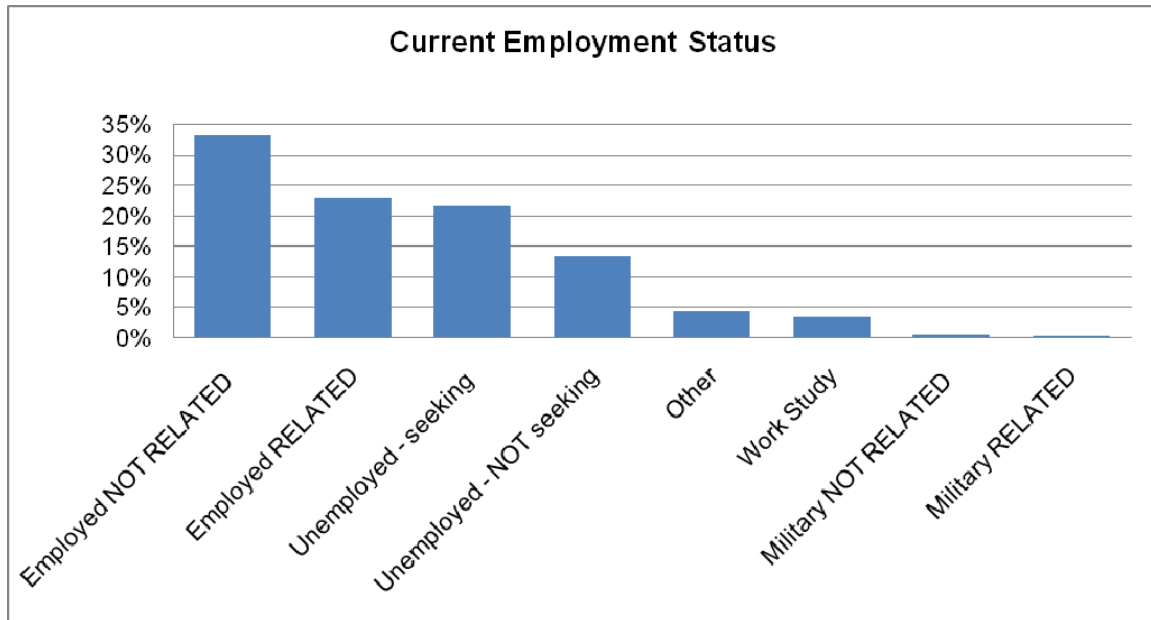


Exhibit 5

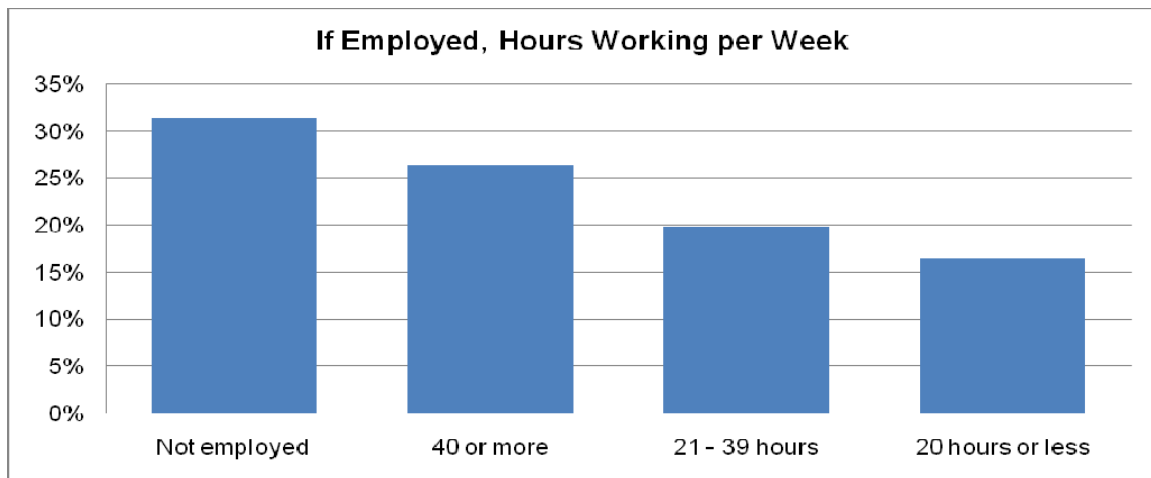
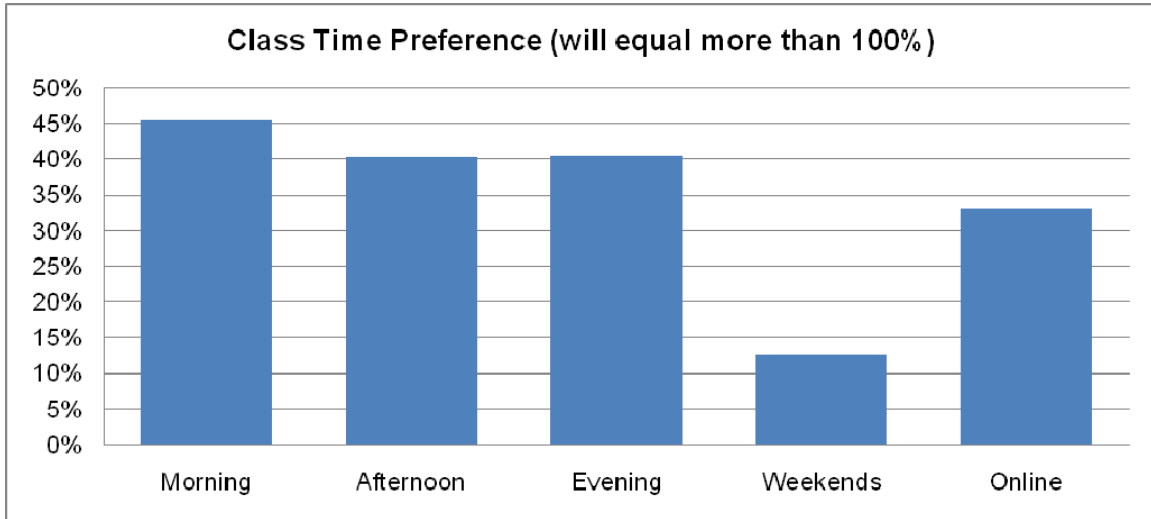


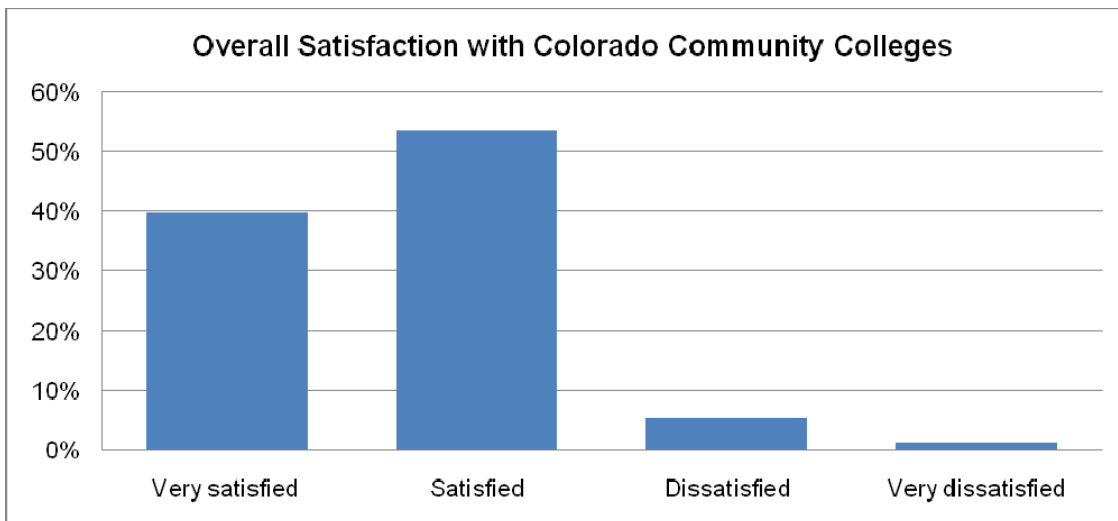
Exhibit 6



General Satisfaction with Community Colleges

Overall, 93% of students responded that they are satisfied with their community college, up 1 percentage point from 2008 (Exhibit 7). Correspondingly, 90% of students indicated that they are likely to or have already recommended their college to others. This is up from 88% in the survey two years ago. This is extremely significant, as 34% of respondents indicated that they first became aware of their community college through a family member or friend. Large numbers of students also answered that they became aware of their school by previously noticing the campus location (26%), while 17% became aware of the college online or at the school’s website.

Exhibit 7



By and large, the programs offered at community colleges are one of the biggest factors influencing a student’s decision to enroll, with 90% of students indicating that programs available contributed to their decision. This is a change from the 2008 survey where geographic location was the top reason. Still, geographic location is also very important (86%), as well as the low cost of tuition (82%). Significant numbers of students also indicated that the academic reputation of their college, small sizes of both courses and the college itself, and transfer agreements with four year colleges were factors contributing to



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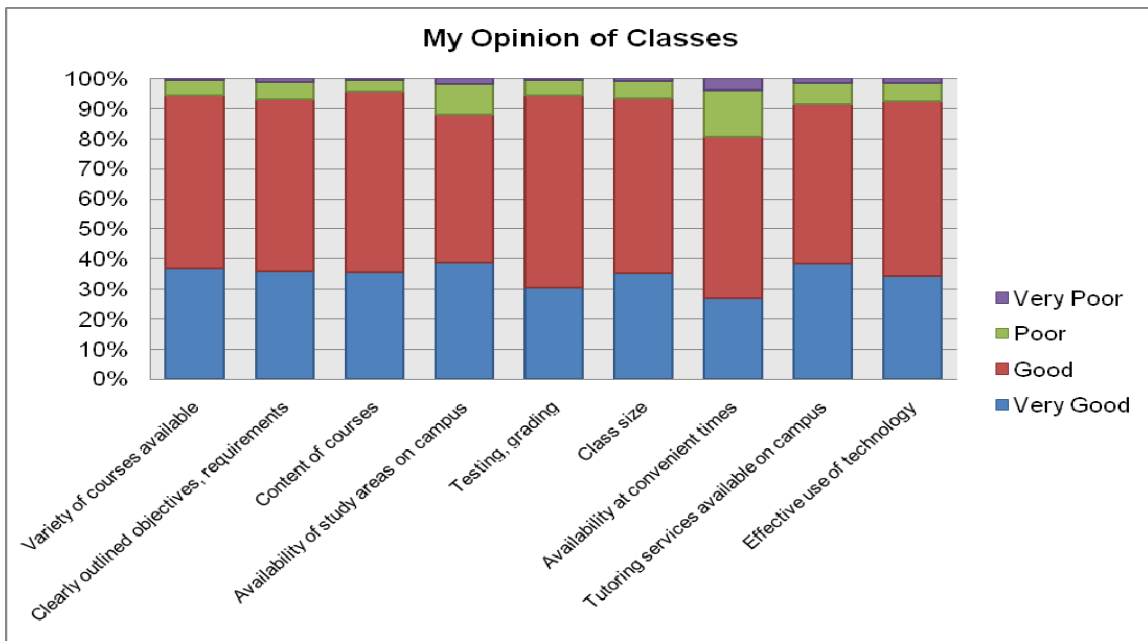
their enrollment. Students identified similar factors in the 2008 survey, though more students now agree that tuition costs and location are a contributing feature.

The mission of the Colorado Community College System is to provide an accessible, responsive environment that embraces academic excellence, and 93% of respondents agreed that their college is committed to the quality of their education. Students also overwhelmingly agreed that their institution is committed to current technology (86%), and offering training relevant to today's job market (84%). As unemployment has increased and enrollments have risen, it is also important to note that 82% of respondents feel their college shows a commitment to older, returning learners, up from 70% in 2008.

Satisfaction with Instruction

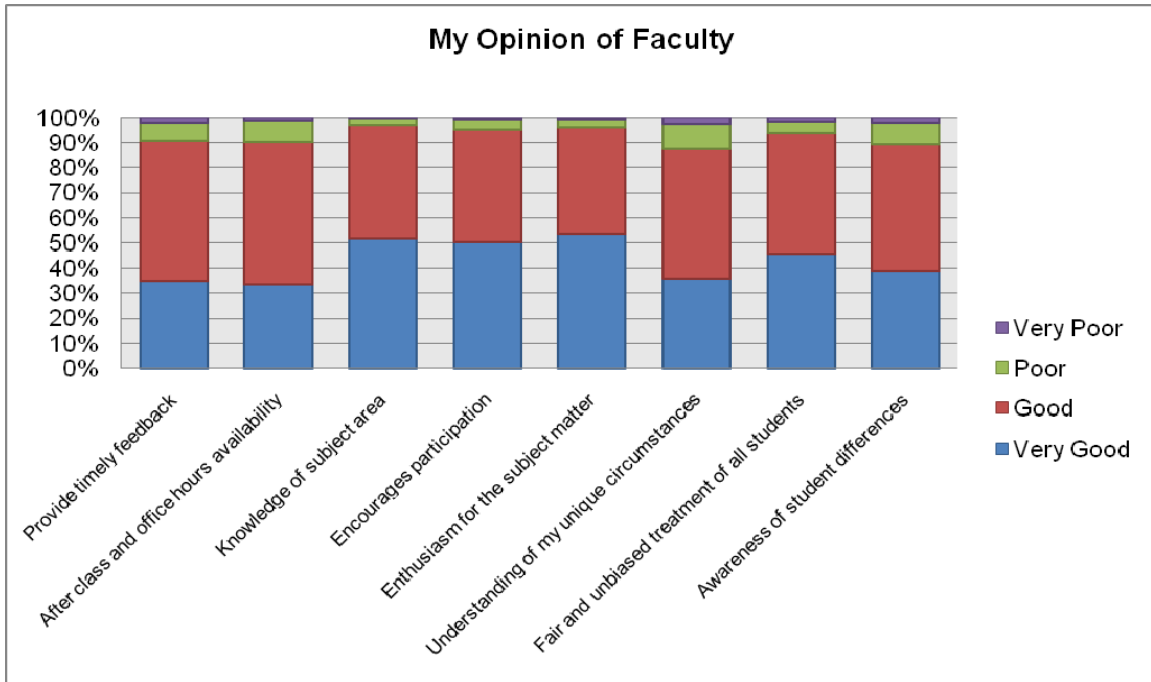
Colorado Community College System students had overwhelmingly positive opinions regarding their classes. When asked their opinion on a number of instruction related issues, at least 87% had good or very good opinions on all but one issue (Exhibit 8). These issues included the variety of courses available, testing and grading, and effective use of technology in classes. While not as highly rated as the other issues, 80% of students still had a good or very good opinion regarding the availability of classes at convenient times.

Exhibit 8



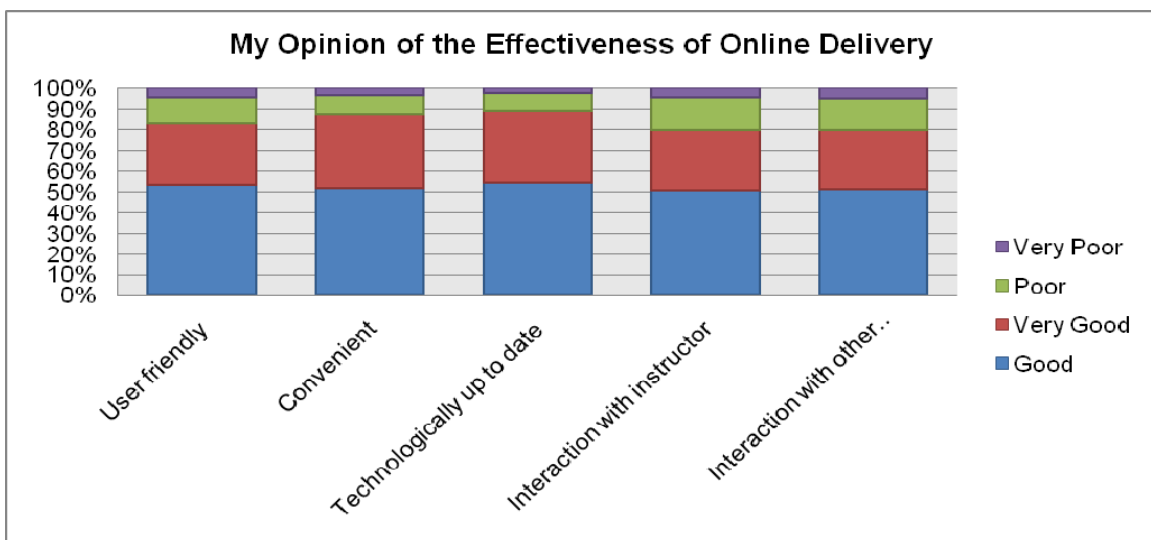
Students also had positive opinions of their college’s faculty. Students were asked for their opinion on subjects including after class and office hours availability, enthusiasm for the subject matter, and fair and unbiased treatment of students, and no area received less than 87% good or very good responses (Exhibit 9). Notably, 97% of respondents had a good or very good opinion of their faculty’s knowledge of their subject area.

Exhibit 9



Students generally have positive opinions about the effectiveness of online delivery, especially when asked about convenience and how up to date the technology is (Exhibit 10.) 20% of students had a poor or very poor opinion of the level of interaction with both the instructor and other students in the class.

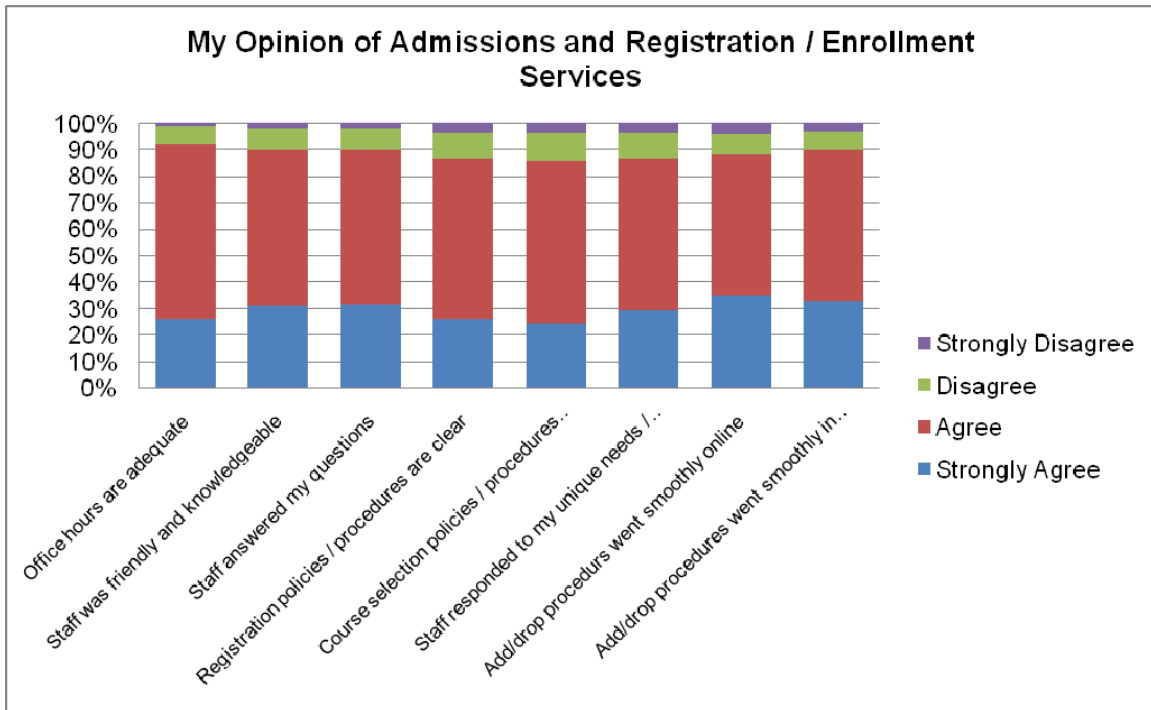
Exhibit 10



Satisfaction with Student Services

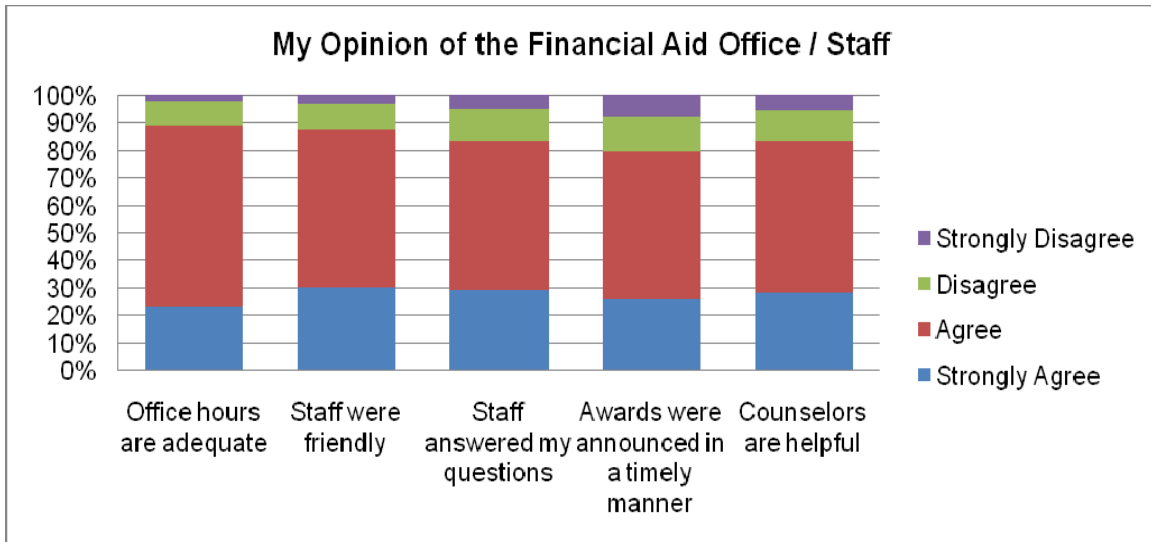
Overall, students have a very positive impression of admissions and registration / enrollment services. When asked their opinions on a variety of subjects in this area, 86% or greater responded that they agreed that office hours are adequate, staff was friendly and answered questions, policies and procedures were clear, and that registration went smoothly (Exhibit 11).

Exhibit 11



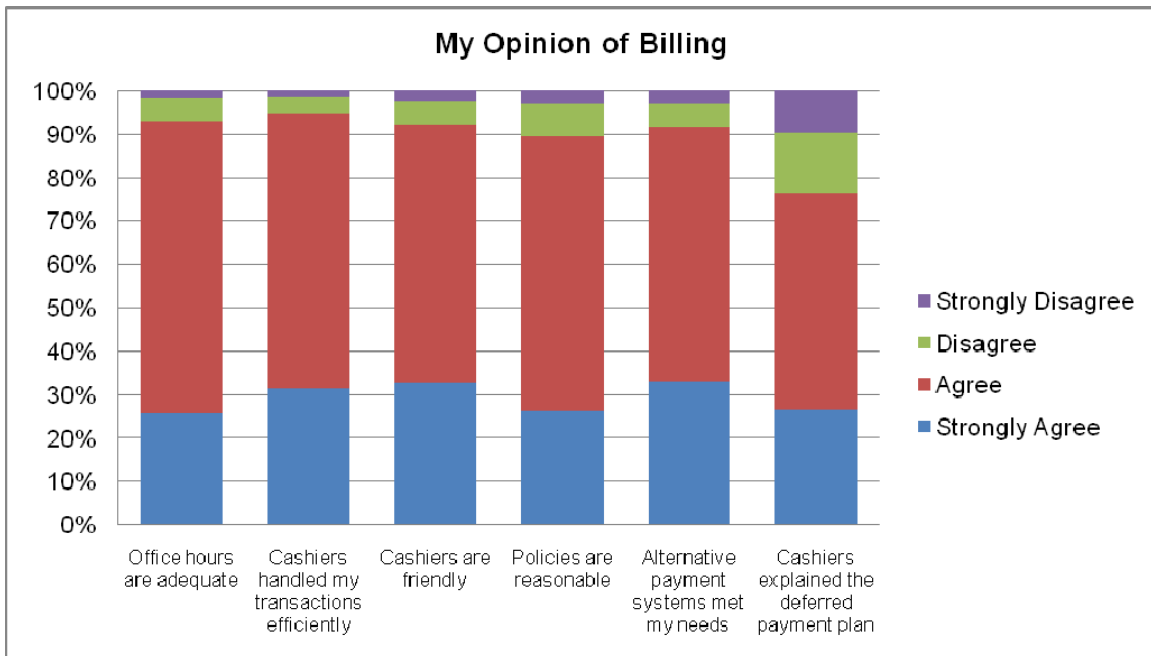
While the majority of students agreed that the financial aid office had adequate hours and friendly staff, 21% of students disagreed that awards were announced in a timely manner (Exhibit 12).

Exhibit 12



Students had a very positive opinion of the billing office and cashiers; however, 24% of respondents disagreed that they had been provided with an explanation of the deferred payment plan (Exhibit 13). A similar percentage responded negatively in 2008.

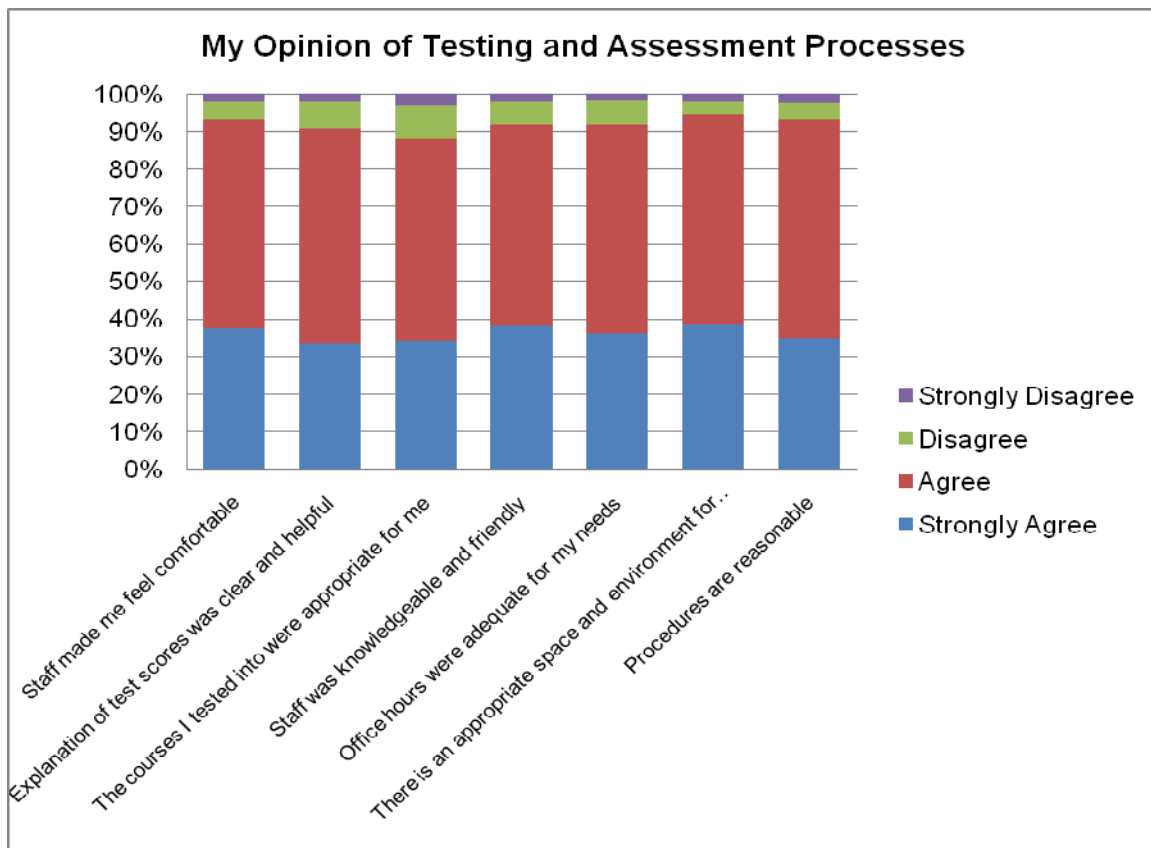
Exhibit 13



Satisfaction with Assessment and Advising

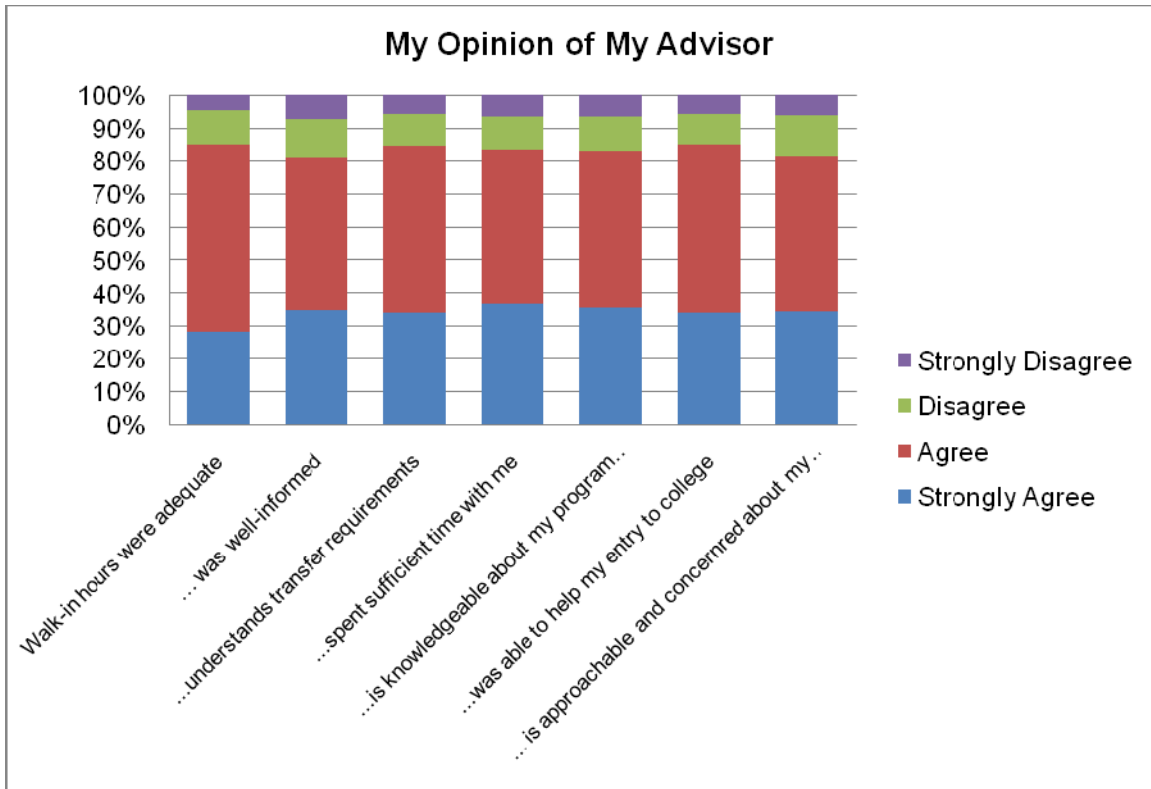
Students generally had positive opinions of the testing and assessment processes, agreeing that staff was knowledgeable and made students feel comfortable, test scores were clearly explained, and processes were reasonable (Exhibit 14). Only 12% of students disagreed that the courses they tested into were appropriate.

Exhibit 14



When asked their attitudes towards academic advising, the majority of students responded positively (Exhibit 15). More than 80% of students agreed that their advisors were well informed and provided information students needed, understood transfer requirements of other schools, and were knowledgeable about program requirements.

Exhibit 15





Conclusion

Overall, this survey shows that students at Colorado Community College System schools are very satisfied with their college experience. They have very positive attitudes towards instruction, including both courses and faculty. They specifically have high regard for how knowledgeable and enthusiastic faculty members are. Respondents to the survey felt their needs were being met through the student services available, and were satisfied with the availability of assistance and knowledge provided by Admissions, Enrollment Services, Financial Aid, the Cashier, Assessment & Testing, and Academic Advising. Even in times of increased enrollment and limited funding, students find that their college is meeting their needs, and feel strongly enough to recommend their college to family and friends.