

ACT STUDENT OPINION SURVEY

***Executive Summary
2006***

Office of Institutional Research, Effectiveness, & Planning

Section 1 — Background Information

- **Overall**, demographics indicate a highly representative sample of credit students
- **Age**: recent enrollment trends are reflected: age ≥ 30 declined, age ≤ 22 increased
- **Hispanic Students**: segment proportionally reflected in study (9.6% participation)
- **Marital Status**: proportions remained largely unchanged; about 22% are married
- **Children**: 27% of students have children; 11% are single parents (10% female)
- **Employment**: 59% work on average ≥ 20 per week; 39% over 30 hours/week
- **Commuting**: 49% of students travel >10 miles (+5%); 4% travel >40 miles (+2%)
- **Financial Aid**: 50% receive financial aid (no increase), $>4\%$ below national norm
- **Purpose of Study**: 37.1% towards AA (+3%), 38.5% towards transfer to SUS (-3%)
- **Enrollment Status**: 63.5% FT (+3.4%), that is still 7.5% below the norm (71%)
- **College Attendance**: 26.2% are 3+ years at PCC, compared to 21.0% in 2003
- **Classes**: Attendance of day classes has increased from 65.6% to 70.1% (Norm=70.2%)
- **Transfers**: Transfers from 2- or 4-year institutions increased from 10.7% to 13.1%
- **Pre-Enrollment**: Students entering college after working a while declined by 3% to 23%

Section 2 — General College Impressions

- **Selecting PCC**: Two top reasons, *Location* (58.4%) & *Courses Offered* (58.5%)
- **Courses Offered**: The only reason for selecting PCC with significant increase (3.2%)
- **Other Reasons**: All other reasons either declined in importance or remained the same
- **Most Decline <2003**: *Low Cost* (50% vs. 54%), *Could Work While Attending* (49% vs. 53%)
- **Below Norm >5%**: *Low Cost of Attending* (50% vs. 56%) & *College Size* (17% vs. 24%)
- **Above Norm >4%**: Advice by adults in family (19% vs. 14%) and in school (12% vs. 7%)
- **PCC 1st Choice**: PCC was the first choice for 70% of students (down from 72%)
- **Would Select PCC Again**: *Definitely Yes*: 32% (-4%); *Probably/Definitely No*: 15% (+3%)
- **Education Quality Rating**: *Good/Excellent* by 79.8% (1.6% below 2003, 2.9% below Norm)

Section 3 — Satisfaction With College Services

The following tables display student satisfaction ratings of core college services. For that purpose, summary scores have been translated into percentages, with 100 as the highest and 0 the lowest possible value (please also see pages 19-22 of the full report for more detail). The columns are:

- **2006:** Percentage scores of the most recent student ratings from Spring 2006
- **% Used:** Percentage of students indicating that they used this service at PCC
- **2003 & 2001:** Percentage scores from the 2001 and 2003 surveys at PCC
- **Norm:** Average student rating across peer colleges during the same year
- **Δ 01/03:** Difference between 2006 PCC ratings and the 2001-2003 PCC rating average
- **Δ Norm:** Difference between 2006 PCC ratings and the National Norm rating average

Top 4 Satisfaction Ratings of College Core Services

Not unexpectedly, the most positive ratings show also high rating consistency over time and score above the established national norms for those service areas. Compared to the 2001-03 average, only ratings tutorial services show a slight decline among the high scoring items. It is noteworthy that all top rated services are also significantly (up to 20%) more utilized at PCC than at peer colleges of the national sample (see also page 19 of the full report).

	Service Area	2006	% Used	2003	2001	Norm	Δ 01/03	Δ Norm
1	Library/learning resources center	84.5	85.3	85.0	82.3	81.0	0.9	3.5
2	Computer services	83.5	73.2	83.5	81.5	81.3	1.0	2.3
3	College sponsored tutorial services	79.5	27.7	81.3	78.5	78.0	-0.4	1.5
4	Cultural programs and activities	79.0	14.0	76.0	80.0	78.0	1.0	1.0

Bottom 4 Satisfaction Ratings of College Core Services

College services receiving the lowest student satisfaction ratings show also the largest negative differential (except for parking) with the national norm. In addition, student satisfaction with all of these services has declined compared to the 2001-03 average, some of them significantly. Cafeteria service ratings (largely reflecting food quality, selection, and price) declined by over 22 percent points since 2001. Parking continues to be an issue, but scores 4.8% above the norm for this area. Student perceptions that require immediate attention concern the service levels in *Financial Aid* and *Advising*. Both show a continuous decline in ratings and a widening gap with national norms. In addition, both ratings are highly correlated with student perceptions of overall educational quality at PCC and factor significantly into student decisions about recommending the college to others or selecting it again for their own education.

	Service Area	2006	% Used	2003	2001	Norm	Δ 01/03	Δ Norm
1	Cafeteria/food services	57.8	72.4	62.5	80.0	74.0	-13.5	-16.3
2	Parking facilities and services	62.5	90.4	60.8	65.0	57.8	-0.4	4.8
3	Financial aid services	67.0	52.9	70.3	70.8	75.5	-3.5	-8.5
4	Academic advising/course planning	68.0	76.9	69.5	69.5	72.3	-1.5	-4.3

Section 4 — Satisfaction With College Environment

Academic Context

Almost all of the 12 survey items in this area show little change compared to 2003. Class Size received the highest satisfaction rating in this category. Two items show significantly higher scores than the national norm (green highlights) while 3 items show a significant negative gap (pink highlights). Particularly the advising related dissatisfaction draws attention since student satisfaction has dropped below 70% for these items. Please see also page 23 of the full report.

<i>Academic Context</i>	<i>2006</i>	<i>2003</i>	<i>Norm</i>
Class size relative to the type of course	81.1	82.0	80.3
Course content in major area of study	75.8	74.0	75.0
Out-of-class availability of instructors	75.2	74.8	72.8
Testing/grading system	71.3	73.5	74.3
Availability of your advisor	69.2	70.3	71.0
Value of information provided by advisor	68.3	70.0	71.3

Admissions & Registration

Satisfaction with the catalog & admissions publications was slightly above the norm; ratings of general admissions procedures dropped marginally. 3 of the 5 admissions ratings show significant declines compared to 2003 and larger gaps compared to the national norm (see pink highlights below). While registration items show no significant differences with norm values, there is a clear drop in satisfaction with 3 of the 4 items compared to 2003 (see page 24 & 27 of the full report).

<i>Admissions</i>	<i>2006</i>	<i>2003</i>	<i>Norm</i>
College catalog/admissions publications	75.5	75.5	74.5
Accuracy of college information	69.2	71.0	72.0
Assistance provided by the college staff	66.1	69.3	71.5
Availability of financial aid information	63.5	65.3	69.5
<i>Registration</i>	<i>2006</i>	<i>2003</i>	<i>Norm</i>
Academic calendar for this college	73.7	75.0	73.8
General registration procedures	71.1	73.0	72.0
Billing and fee payment procedures	69.4	72.3	70.8

Rules & Policies

Overall, student satisfaction with rules and policies was comparable to 2003 and National Norm values. While not statistically significant, the drop of 2 items (see table below) compared to the 2003 survey seems notable since it concerns two areas where student expectations are highly correlated with the overall perception of the college (please see also page 25 of the full report).

<i>Rules & Policies</i>	<i>2006</i>	<i>2003</i>	<i>Norm</i>
Personal security/safety at this campus	71.8	73.3	73.3
Student voice in college policies	63.0	65.0	64.3

Facilities

Of the 10 student Rating Facilities, 6 showed a positive differential with peer scores, 4 of those where significantly more positive than the norm (green highlights). For two of those items we note a slight decline from 2003 (Study Areas & Labs), and for one item (Bookstore) many additional improvement recommendations were expressed in the students comments section of the survey. Two items scored significantly below the National Norm; however, the first, *Athletic Facilities*, received only ratings from 50% of respondents, and the second, *Student Housing* only from 28% of the sample. In both cases negative ratings were given by less than 100 students of the sample, representing only between 4 and 5 percent of the student population

<i>Facilities</i>	<i>2006</i>	<i>2003</i>	<i>Norm</i>
Classroom facilities	76.3	75.0	74.0
Study areas	75.6	77.5	73.5
Laboratory facilities	73.5	74.5	71.3
College bookstore	70.6	68.3	68.0
Athletic facilities	61.6	64.3	64.3
Availability of adequate housing for students	55.3	56.8	58.8

Social/General

The last *College Environment* section of the student survey reflects on the general/social context at PCC. All but one item in this area – Racial Harmony – score significantly lower than national averages (Δ Norm); most of them show also a clear decline compared to 2003. While some of these items (pink highlights) appear to be less tangible or contingent upon other factors, they strongly influence college impressions that impact how students talk about PCC to others.

<i>Social/General</i>	<i>2006</i>	<i>2003</i>	<i>Norm</i>	Δ Norm
Racial harmony at this college	74.1	74.8	73.0	1.1
Opportunities for personal involvement	65.0	66.5	67.0	-2.0
Student government	60.9	62.8	63.0	-2.1
This college in general	74.7	76.3	77.0	-2.3
Opportunities for student employment	62.0	62.3	64.3	-2.3
Attitude of non-teaching staff toward students	66.3	68.3	69.0	-2.7
Concern for you as an individual	64.4	66.3	67.8	-3.4
College media (student paper, campus radio, etc.)	60.4	63.8	64.0	-3.6

Section 5 — Additional PCC Items

Since results for PCC's custom items are without normative comparison and most of them are only relevant to selected functional areas, they are largely excluded from this summary. The majority of items show either stability or slight improvements. The most relevant changes are noted in the table below. Please see also pages 30-43 of the full report for further detail.

- **I Would Recommend PCC:** Strongly Agree 31% (-4%); Disagree/Strongly Disagree 5% (+3%)
- **Prefer Mail to get PCC Information:** Declined to 48% from 61%; e-mail + web are now 45%
- **Internet Access:** *High-Speed Access at Home* increased to 66.9% from 36.5% in 2003
- **Overall Satisfaction (PCC Services):** 80.2% Very/Somewhat Satisfied; 4.6% V/S Dissatisfied
- **Personal Growth Impact of Education at PCC:** Consistent gains across all areas (see p. 42)