

IDEA CENTER SUPPLEMENTAL QUESTIONS
Spring 2016 SURVEY RESULTS
Draft 7-7-16

Nine supplemental questions were included in the Spring 2016 IDEA Center Course Evaluation Survey. Five of the questions are duplicates of those administered since Spring 2010. Four additional questions were added in Fall 2014 regarding tutoring services, need for basic computer skill training and plans for continuing education. The five questions administered in prior years were designed to assess student perceptions of the campus facility at Eastern Drive, adequacy of the facility in supporting the needs of students with disabilities, course requirements for library based assignments and students’ level of satisfaction with the College’s virtual library services. The survey questions are available in Appendix A. Results from the surveys are presented in the following tables.

Three questions were used to determine the amount of library based assignments in the Spring 2016 courses, courses requiring library research, and students’ use of and satisfaction with Eastern’s online library resources. Twenty-eight percent of the students responding to the survey stated that they were required to conduct library research as part of the course assignments. Thirty-nine percent used the Eastern on-line library services provided through contractual agreements. Students reported satisfaction with the available services with 24% being very satisfied and 59% being satisfied. In all, 83% of the students responding to this question expressed some degree of satisfaction with Eastern’s on-line library services. (See Tables 1 – 3 for Spring 2016 results).

Table 1: Courses Requiring Students to Conduct Library Research
N= 658

Required to Conduct Library Research	N	Percent
Yes	230	35%
No	428	65%
Total	658	100%

Table 2: Students Reporting Use of On-line Library Services Through Eastern
N=653

Students Using On-line Library Services	N	Percent
Yes	186	28%
No	467	72%
Total	653	100%

Table 3: Student Reported Level of Satisfaction with On-line Library Services Provided through Eastern
N= 320

Satisfaction with On-line Library Services	N	Percent
Very Satisfied	77	24%
Satisfied	190	59%
Dissatisfied	29	9%
Very Dissatisfied	24	8%
Total	320	100%

Two survey questions identified students' perception of the campus facilities. One question focused on evaluation of the campus in general while the other question targeted the perceived adequacy of facilities to support needs of students with disabilities. Ninety-five percent of the respondents believe the campus facilities effectively support the needs of students with disabilities. Overall, the ratings of the campus facilities were positive with 69% of the students rating the facility as good (41%) or excellent (28%) (See Tables 4 and 5 for details). Students provided a few additional comments regarding campus facilities.

Table 4: Student Perception of Adequacy of Campus Facilities to Support Needs of Students with Disabilities
N= 418

Adequate Facilities to Support Students with Disabilities	N	Percent
Yes	398	95%
No	20	5%
Total	418	100%

Table 5: Student Ratings of Eastern Facilities
N= 637

Student Ratings of Eastern Facilities	N	Percent
Excellent	179	28%
Good	262	41%
Average	143	22%
Fair	41	6%
Poor	12	2%
Total	637	99%*

* Total does not equal 100% due to rounding error

Beginning in Fall 2014 two questions were included to determine student use of and satisfaction with tutoring services. Sixteen percent of the students responding to the survey noted that they have used Eastern's tutoring services. Of those students reporting use of tutoring services, 74% percent expressed satisfaction with the tutoring services with 53% stating they were very satisfied and 21% being satisfied. (See Tables 6 and 7).

Table 6: Student Use of Tutoring Services Provided by Eastern.

N=651

Student Use of Tutoring Services	N	Percent
Yes	103	16%
No	548	84%
Total	651	100%

Table 7: Student satisfaction with Eastern’s tutoring services

N= 216 (Valid Percent)

Student Ratings of Eastern’s tutoring services	N	Valid Percent
Very Satisfied	115	53%
Satisfied	46	21%
Dissatisfied	31	14%
Very Dissatisfied	24	11%
Total	216	99%*

* Total does not equal 100% due to rounding error

To address concerns regarding students’ proficiency with basic technology skills, a question was included to determine if a short course or workshop addressing basic computer skills would have been beneficial prior to starting courses at Eastern. Thirty-nine percent of the respondents noted that a workshop would have been beneficial prior to starting classes (See Table 8).

Table 8: Student Perceived Benefit of Completing Basis Computer Skills Prior to Enrolling in Classes at Eastern.

N= 641

Student Perceived Benefit of Basic Computer Skills Workshop Prior to Beginning Classes	N	Percent
Yes	250	39%
No	391	61%
Total	641	100%

Sixty-six percent of the respondents plan to continue their education by transferring to a baccalaureate institution (See Table 9).

Table 9: Students’ Intention to Continue Education by Transferring to a Baccalaureate Institution

N= 641

Student Use of Tutoring Services	N	Percent
Yes	420	66%
No	221	34%
Total	641	100%

A comparison of results for Spring 2012 through Spring 2016 is provided in Appendix C.

APPENDIX A: Supplemental Questions for Spring 2016 IDEA Center Survey

Additional Questions for IDEA Center Survey

(Please designate a student to read the following questions to the class for completing the survey process.)

NOTE: Do Not Write On This Paper—Color-in the circles on the Red Answer Sheet in order to mark your answers

For the following questions, color in the number code which corresponds to your selected response on the answer sheet.

19. Were you required to conduct library research in this course?
1) Yes 2) No
20. Have you used Eastern's on-line library services?
1) Yes 2) No
21. If you used Eastern's on-line library services, how satisfied were you with the services?
1) Very Dissatisfied 2) Dissatisfied 3) Satisfied 4) Very Satisfied
22. Do Eastern's facilities provide adequate services to support the needs of students with disabilities?
1) Yes 2) No
23. What is your rating of Eastern's facilities?
1) Poor 2) Fair 3) Average 4) Good 5) Excellent
24. Have you used Eastern's tutoring services this semester:
1) Yes 2) No
25. If you used Eastern's tutoring services, how satisfied were you with the tutoring services?
1) Very Dissatisfied 2) Dissatisfied 3) Satisfied 4) Very Satisfied 5) Did not use tutoring
26. Would a short course (workshop) in basic computers skills have been beneficial before you started your college classes?
1) Yes 2) No
27. Are you planning to continue your education by transferring to a 4-year institution to complete a bachelor's degree?
1) Yes 2) No

PLEASE FEEL FREE TO USE THE BACK OF THE RED ANSWER FORM TO PROVIDE ANY ADDITIONAL COMMENTS THAT MAY BE USEFUL TO THE COLLEGE. THANK YOU FOR YOUR PARTICIPATION. ALL RESPONSES ARE CONFIDENTIAL.

APPENDIX B:
Categorized List of Student Comments Related to Campus Facilities

Bookstore

- None listed

Library

- None listed

Resource Center

- None listed

Facilities: Student Lounge/Food

- None listed

Parking

- There needs to be better parking for people with disabilities closer to the main entrance.
- Eastern needs more handicapped parking closer to the main entrance.

Facilities:

- None listed

Support Services

- The online tutoring lacks a lot of information for the classes I truly needed assistance with. I was unable to find any help from online tutoring.

Online Courses

- None listed

General Comments

APPENDIX C: Comparison of Responses for Spring 2012 through Spring 2016

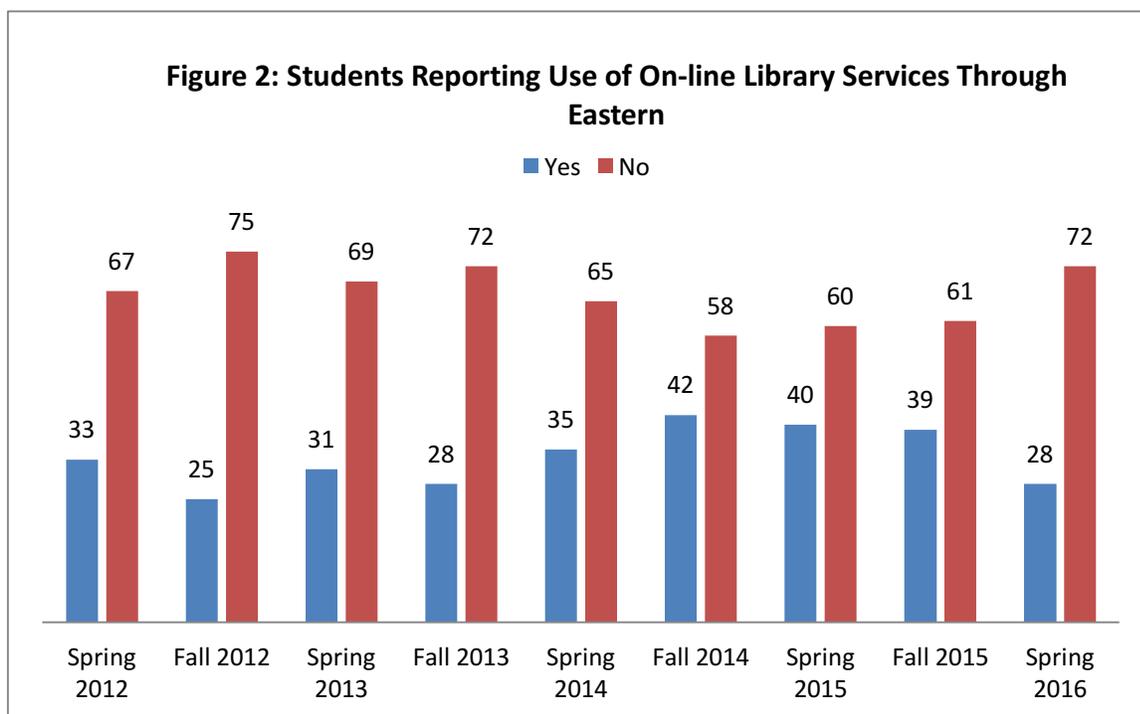
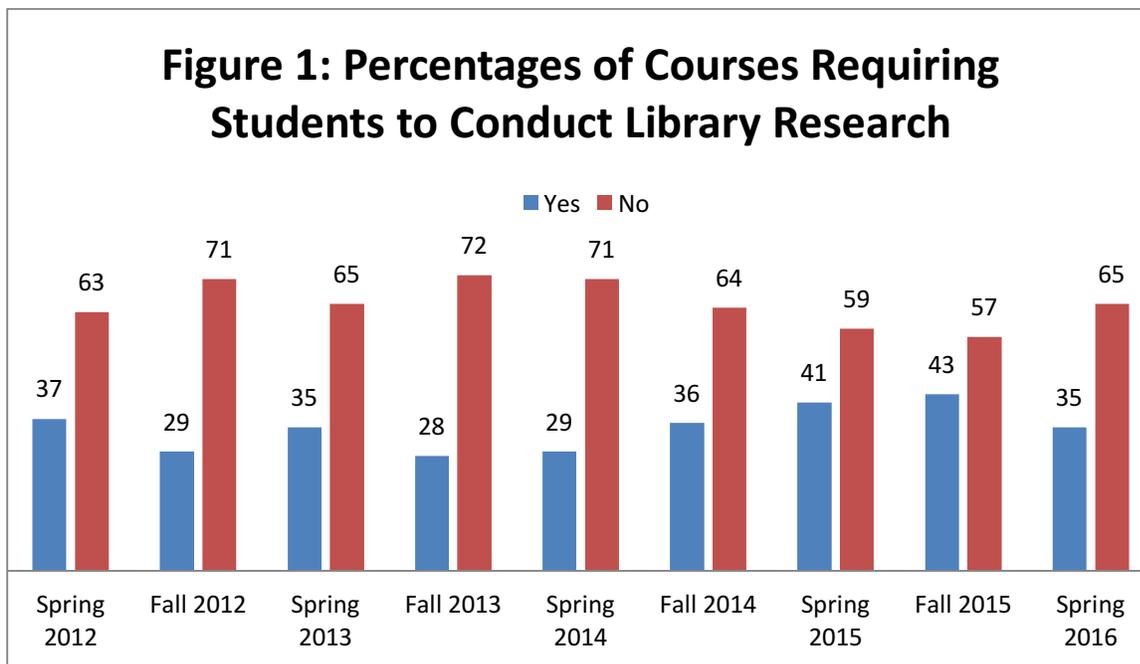


Figure 3: Reported Level of Satisfaction with On-line Library Service Provided Through Eastern

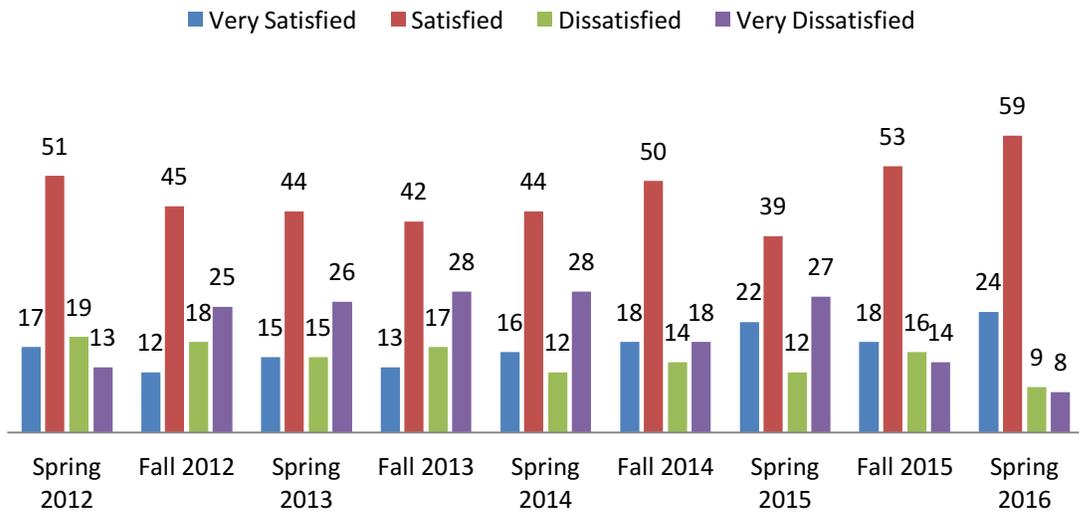


Figure 4: Student Perception of Adequacy of Campus Facilities to Support Needs of Students with Disabilities

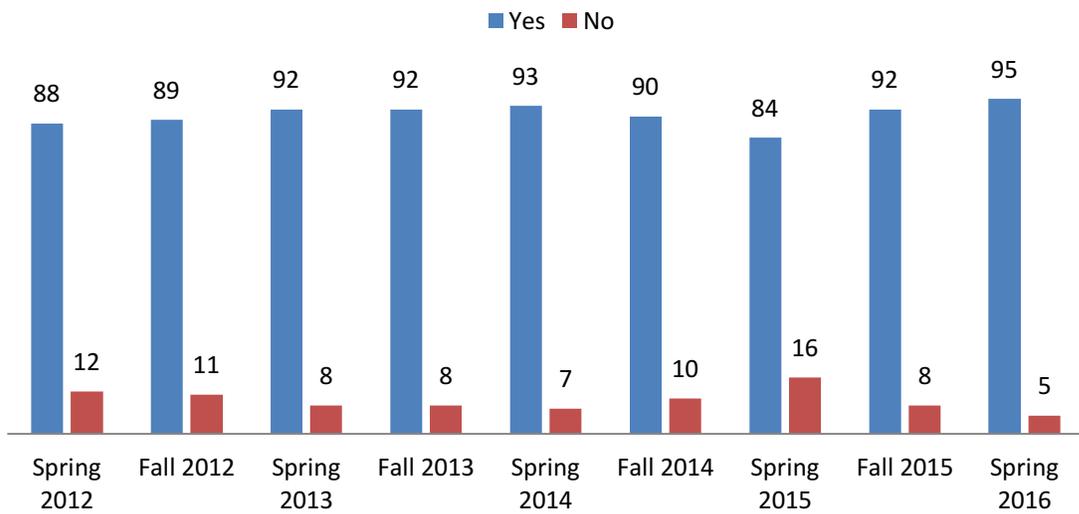


Figure 5: Student Rating of Main Campus Facilities

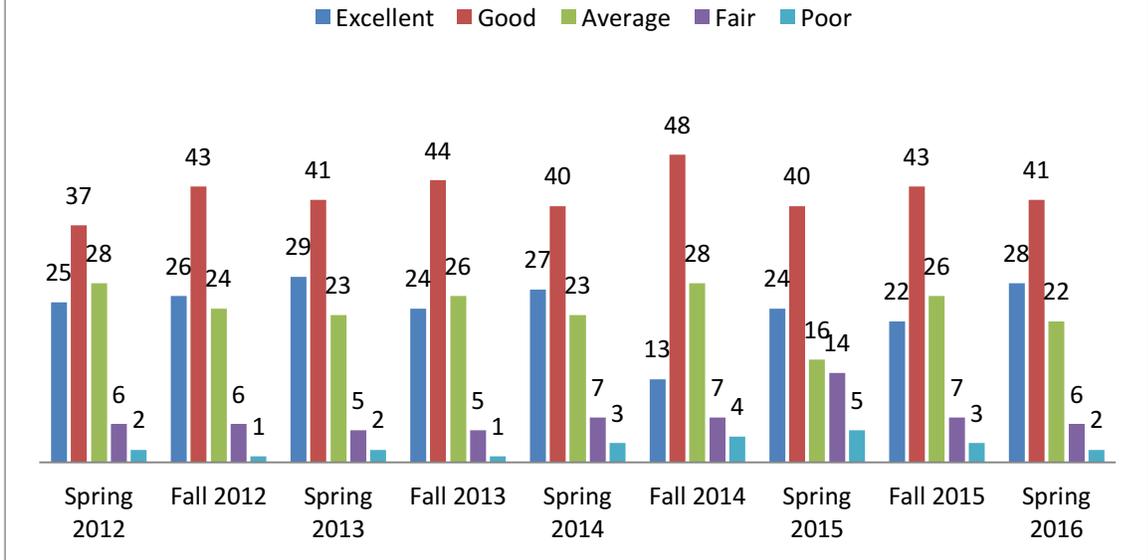


Figure 6: Student Use of Tutoring Services

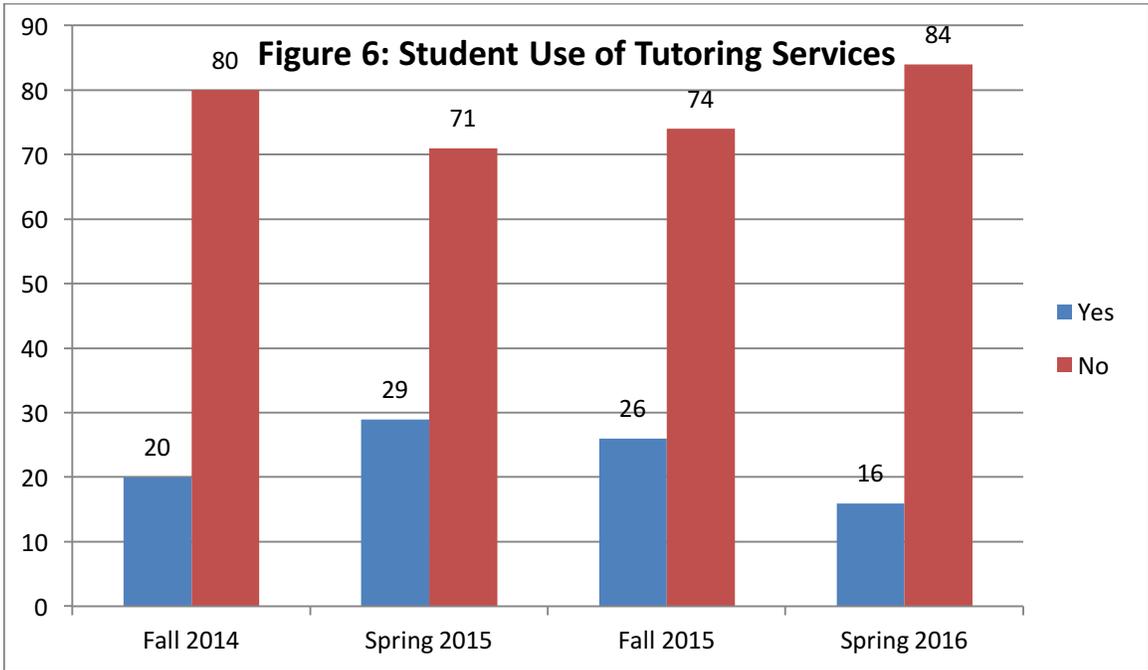


Figure 7: Reported Level of Satisfaction with Tutoring Services

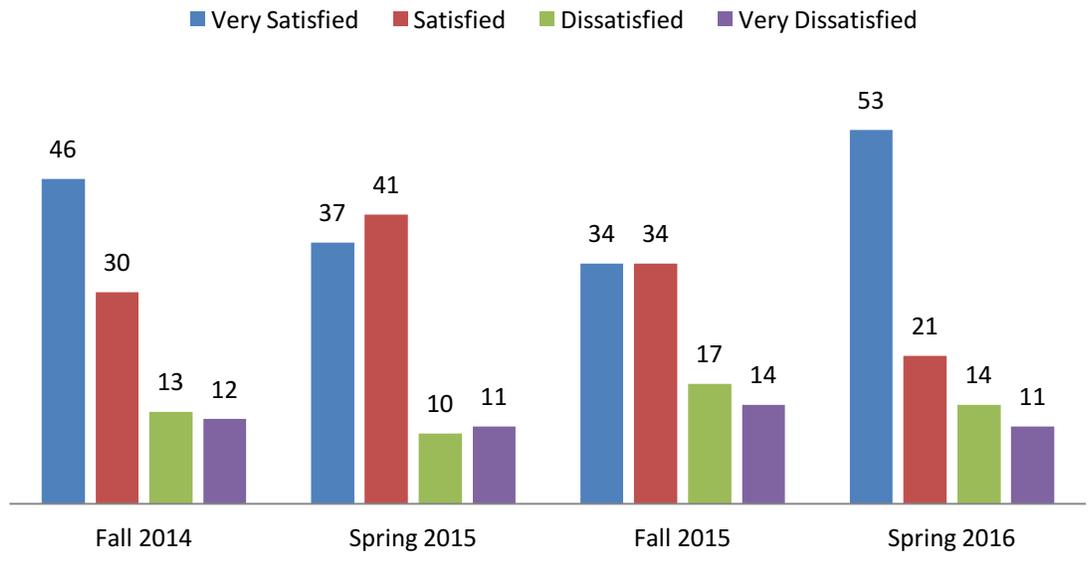


Figure 8: Student Perception of Benefit Computer Workshop Prior to Enrolling in Classes

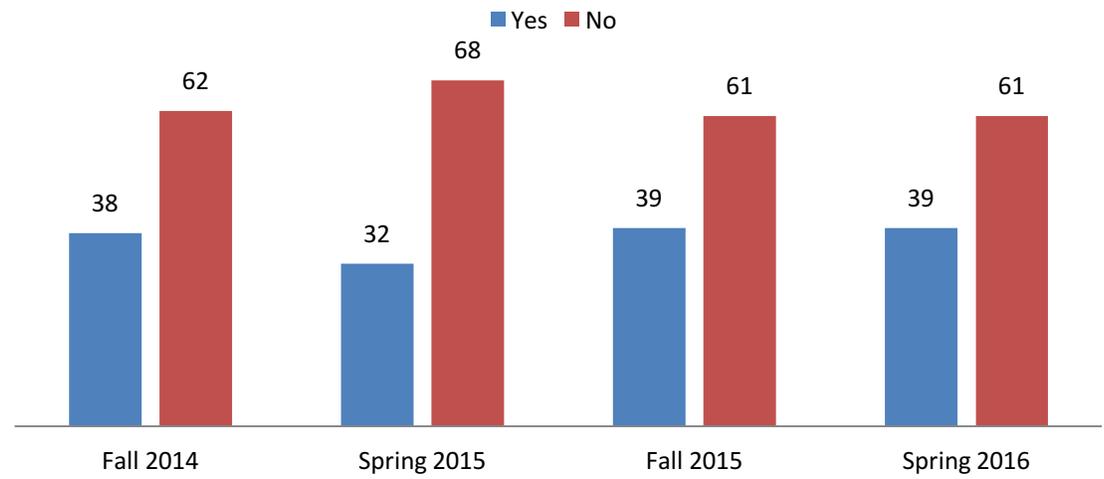


Figure 9: Student Stated Plans to Continue Education (Transfer to Baccalaureate Institution)

