IDEA CENTER SUPPLEMENTAL QUESTIONS
SPRING 2010 SURVEY RESULTS

Seven supplemental questions were included to the Spring 2010 IDEA Center Course Evaluation Survey. The questions were designed to assess student perceptions of the new campus facility at Eastern Drive, adequacy of the new facility in supporting the needs of students with disabilities and a series of questions (5) regarding 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 are presented in the following tables.

A series of five questions were used to determine the level of library based assignments in the spring 2010 courses, students' use and satisfaction with Eastern's online library resources, and degree of student use of Internet services not provided through the College. Thirty-four 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 on-line library services provided through a series of contractual agreements. Students reported a moderate level of satisfaction with the available services with 15% being very satisfied and 46% being satisfied. Thirty-nine percent of the students responding to this question were dissatisfied with the on-line library services. Sixty-eight percent of the students report using Internet services other than those provided by the College. Given the phrasing of the question, it is not clear if this is by personal choice or as a result of access from their home connections. However, 32% of the students did respond that they were required by their instructors to use Internet services other than those provided by the College (See Tabled 1 – 5 for results).

Very few students provided additional comments relating to library and Internet services. Those that did respond expressed interest in expansion of services. Two comments addressed the Resource Center facilities in relation to library services noting a desire to see more books, better selection of books and clearly noted dissatisfaction with the availability of physical resources on campus.

Table 1: Courses Requiring Students to Conduct Library Research
N= 629

Required to Conduct Library Research	N	Percent
Yes	217	34%
No	412	66%
Total	629	100%

Table 2: Students Reporting Use of On-line Library Services Through Eastern
N= 637

Students Using On-line Library Services	N	Percent
Yes	246	39%
No	391	61%
Total	637	100%

Approved by Assessment: 10-4-10
Approved by LOT 10-18-10

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

N= 419

Satisfaction with On-line Library Services	N	Percent
Very Satisfied	61	15%
Satisfied	194	46%
Very Dissatisfied	91	22%
Dissatisfied	73	17%
Total	419	100%

Table 4: Students Reported Use of Internet Services Other Than Those Provided by Eastern

N= 615

Students Reporting Use of Off Campus Internet Services	N	Percent
Yes	421	68%
No	194	32%
Total	615	100%

Table 5: Instructors' Requirements to Use Internet Services Not Provided by College for Library Research

N= 622

Instructor Requires Internet Services not provided through College	N	Percent
Yes	196	32%
No	426	68%
Total	622	100%

Two questions were included on the survey to assess students' perception of the new facilities. One question focused on evaluation of the campus in general, while the other question targeted perception of facilities in relation to supporting needs of students with disabilities. Eight-eight percent of the respondents believe the campus facilities effectively support the needs of students with disabilities. Overall, the ratings of the new campus facilities were positive with 71% of the students rating the facility as good (38%) or excellent (33%) (See Tables 6 and 7 for details). A review of students' comments regarding facilities also support the data provided in survey questions 53 and 54. However, students did provide additional recommendations that the College should consider. Comments addressed positive perception of the facility, need for more and larger classrooms, need for larger student lounge and recreational services, improved vending/snack machines, more course offerings, dissatisfaction with parking, larger computer labs, and expansion of Resource Center. A comprehensive list of comments is provided in Appendix B.

Approved by Assessment: 10-4-10
Approved by LOT 10-18-10

Table 6: Student Perception of Adequacy of New Campus Facility to Support Needs of Students with Disabilities
N=552

Adequate Facilities to Support Students with Disabilities	N	Percent
Yes	484	88%
No	68	12%
Total	552	100%

48. What is your rating of the new campus facilities?
N=528

Student Ratings of New Campus Facilities	N	Percent
Excellent	175	33%
Good	200	38%
Average	72	14%
Fair	52	10%
Poor	29	5%
Total	528	100%

APPENDIX A: Supplemental Questions for Spring 2010 IDEA Center Survey

Additional Questions for IDEA Center Survey
New Campus Facility and Library

NOTE: Do Not Write On This Paper—Mark your answers on the Answer Sheet

48. Were you required to conduct library research in this course?
    1) Yes   2) No

49. Have you used the on-line library services through Eastern?
    1) Yes   2) No

50. If you used on-line library services through Eastern, how satisfied were you with the services?
    1) Very Dissatisfied 2) Dissatisfied 3) Satisfied   4) Very Satisfied

51. Have you used Internet services other than those provided by Eastern to conduct your library research?
    1) Yes   2) No

52. Does you instructor require you to use Internet services for your library research other than those provided by the College?
    1) Yes   2) No

53. Does Eastern's new campus facility provide adequate services to support the needs of students with disabilities?
    1) Yes   2) No

54. What is your rating of the new campus facilities?
    1) Poor 2) Fair 3) Average 4) Good 5) Excellent

In the comment section on the answer sheet (located at the bottom of the form), please provide us with your suggestions to improve the College's facilities.

Approved by Assessment: 10-4-10
Approved by LOT 10-18-10

Appendix B:
Categorized List of Student Comments Related to New Campus Facilities

Positive Comments
- New college is nice.
- Campus is in good shape. Inside facilities are adequate and computers are plentiful and available. This is the only facility I have been to so I have no other to compare with. Overall, I am satisfied with this school.
- The college is nice
- The campus is really nice
- I really enjoy the campus. It really suits my needs
- The college is great the way it is.
- I think the new facility is very nice.
- I really like the new school
- The facilities at Eastern are fine as they are.
- I think you have great facilities.
- I believe the college's facilities are great as they are right now

Larger/More classrooms
- It would have been better to make a building with larger classrooms seeing as this college supplies several counties.
- On the other hand I fell that the facility is not large enough to accommodate a lot of different classes at the same time.
- In regards to the facility I think we need more classrooms
- The new college is nice to a point but not enough class rooms.
- There could be lots more room for students It would be great to have the extra building like was planned at first
- The college needed more classrooms!
- I believe there needs to be more class rooms to accommodate all courses I think it's a little small over all.
- Just needed more classrooms.

Computer Labs and Technology
- Computer lab is a bit tight, would like more room between rows.
- Also our computer technology was all messed up. Things were not resolved until 1 week after our midterm—very unorganized!!! The computers would not work or even print once began to work.
- I believe there should be more computers in the resource center.

Lounge and Recreational Facilities
- There is not enough lounge area for students. I have hours to wait in between classes and there are usually no seats available in lounge area.
- Need more vending machines!
- Food! Fix vending machine when broke and refill them!
- Eastern/a better eating area would be nice (larger) and health snacks in vending machines would be nice.

Approved by Assessment: 10-4-10
Approved by LOT 10-18-10

- Outside seating would be nice. need outside seating around for smoking area
- a bigger area for eating lunch + vending services. I would also like to see a gazebo + picnic tables outside.
- Outside seating where you can eat outside +smoke
- I thought there was a lot of wasted space in the building and saw that the lunch area could've been extended to make it bigger. It would be nice to have a picnic table or a gazebo outside for students to work on their studies when it's nice out.
- The College needs more student services a place where students can go outside and study, relax.
- Keep vending machines full and working!
- I think a nice place for students to go maybe watch TV and shoot pool or lounge type would be nice just to relax more during classes.
- We need a payphone like the old college.

Smoking
- Need to relocate the smoking area. The smoke comes in the hallway
- Note: A few comments regarding need for smoking facilities are noted in Student Lounge and Recreation section

Parking
- Parking lot is too far from college!
- Parking space is horrible anyway, add the pathetic attempt of snow removal in the winter causes an unsafe learning environment.
- Need more parking spots.

Library and Resource Center
- I believe there should be more computers in the resource center.
- Could use a larger resource center with more computers.
- I would love to see the library and its available resources expanded.
- The library needs a much bigger + better selection of books. Not just for this course but for every course. The library is very dissatisfying when it comes to books.
- The library needs a much bigger + better selection of books. Not just for this course but for every course. The library is very dissatisfying when it comes to books (Note, this statement was repeated on 2 course sections).

Climate Control
- Fix the heating/cooling system. Always too hot in the classroom!!!
- Needs something done with the heat in 206.
- The resource center should somehow be kept warmer. It's freezing in there.
- The college could use a little greenery inside of the building bring the outdoors in, and the plants would also help purify the air a little bit depending on how many there are.
- Rooms still too small air + heating problems not comfortable upstairs for students
- It seems to be hot in the classroom always.

Approved by Assessment: 10-4-10
Approved by LOT 10-18-10

Scheduling and Course Offerings
- Would like to see the college be more accessible to Adult Ed students. More night/evening classes, Would also like to see a bigger variety of night classes to accommodate adult ed students.
- Eastern should make more classes twice a week instead of once a week and three hours long. Three hours is too much to cram into people's heads.
- Perhaps a few more science classes would be in the college's best interest. The room 205 could use gas connections for labs.
- I was very disappointed that my instructor for this course chose to teach via Web cam from the access center in Romney instead of physically being in the classroom as my class scheduled listed and tuition paid for.
- VDL: The equipment had many faulty mess-ups that may require more training w/the staff to keep it up + running.
- Not enough classes offered.
- I would like to have more classes offered@ the new school.
- Offer more classes + times to take them for more convenience. + more times other than two years to get into a program.

Student Involvement
- I wish student body would be more involved. Maybe more activities.
- needs baseball

Student Support
- Some of the staff needs to be nicer and be willing to help the students out without an attitude.
- Wish there was a daycare. Eastern offers an excellent early childhood program, it's a shame those students couldn't put their knowledge to practical use.
- Make tutors and tutor sessions more readily available.
- More after hours tutors.
- The college should also make it easier to set up appointments with our student advisers. Ex: sign-up sheets for times to meet.
- Hours of operation should be later on Fridays.
- Everything needs to be operated in a better and more efficient system + way when starting a class.

Approved by Assessment: 10-4-10
Approved by LOT 10-18-10