IDEA CENTER SUPPLEMENTAL QUESTIONS
FALL 2010 SURVEY RESULTS

Seven supplemental questions were included to the Fall 2010 IDEA Center Course Evaluation Survey. The questions are a duplicate of those administered in spring 2010. The questions were designed to assess student perceptions of the new campus facility at Eastern Drive including adequacy of the new facility in supporting the needs of students with disabilities, 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 fall 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-seven percent of the students responding to the Survey stated that they were required to conduct library research as part of the course assignments. Thirty-six 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 16% being very satisfied and 51% being satisfied. Thirty-four percent of the students responding to this question were dissatisfied with the on-line library services. Sixty-nine 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, 33% of the students did respond that they were required by their instructors to use Internet services other than those provided by the College (See Tables 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. One student comment noted not being aware of any online library services, while the second response did use the online services preference was noted for a physical facility. The only comment regarding Internet services was related to slow speed.

Table 1: Courses Requiring Students to Conduct Library Research
N= 670

Required to Conduct Library Research	N	Percent
Yes	247	37%
No	423	63%
Total	670	100%

Table 2: Students Reporting Use of On-line Library Services Through Eastern
N= 672

Students Using On-line Library Services	N	Percent
Yes	240	36%
No	432	64%
Total	672	100%

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

N= 445

Satisfaction with On-line Library Services	N	Percent
Very Satisfied	70	16%
Satisfied	227	51%
Dissatisfied	70	16%
Very Dissatisfied	78	18%
Total	419	100%

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

N= 661

Students Reporting Use of Off Campus Internet Services	N	Percent
Yes	457	69%
No	204	31%
Total	661	100%

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

N= 661

Instructor Requires Internet Services not provided through College	N	Percent
Yes	215	33%
No	446	67%
Total	661	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. Eighty-six 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 66% of the students rating the facility as good (40%) or excellent (26%) (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 provided in the fall 2010 survey were comparable to those given in spring 2010. 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, and expansion of Resource Center. A comprehensive list of comments is provided in Appendix B.

Table 6: Student Perception of Adequacy of New Campus Facility to Support Needs of Students with Disabilities
N=623

Adequate Facilities to Support Students with Disabilities	N	Percent
Yes	536	86%
No	87	14%
Total	623	100%

Table 7: Student rating of the new campus facilities
N=617

Student Ratings of New Campus Facilities	N	Percent
Excellent	158	26%
Good	246	40%
Average	144	23%
Fair	41	7%
Poor	28	5%
Total	617	101%

A comparison of results for spring 2010 and fall 2010 are provided in Appendix C.

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APPENDIX A: Supplemental Questions for Fall 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

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

49. 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

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

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

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

53. 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.

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

New Facilities, Positive Comments
- I think the college is great and I can't think of a thing to change.
- Facilities are adequate.
- I really enjoy coming to this school.
- The facilities at EWVCTC are really nice. It would be great to get more build on to the college to add more room and offer more degrees.
- I like the new campus.
- …it is very nice.

New Facilities-Negative Comments
- In terms of the college itself, it is lacking in a few areas. The biggest would have to be the lack of offices for professors. I realize that this is due to the lack of space and that the campus will be expanding in the future but this does not excuse the possible lack of communication between professors and their students.
- Lighting could be better going out towards the highway.
- It would be great to get more build on to the college to add more room and offer more degrees.
- Larger/More classrooms
- Please place the handicap button where the handicap people can get to it. Thank you!

Library
- The lack of an effective library is another obvious problem which is slightly (helped) with an online library service. However this does not help with students who need information on a specific book rather … rapidly for an assignment.
- I don't know anything about an on-line library from Eastern. But I have used the computers in our library a whole lot.

Resource Center
- I don't know anything about an on-line library from Eastern. But I have used the computers in our library a whole lot. (repeat of comment included in library section)

Computer Labs and Technology
- Faster internet it really slow!
- Electric outlets for lap tops (excerpt from comments about Lounge).

Lounge and Recreational Facilities
- A place where students can go to study as a group. An actual break/lunchroom where you can put a lunch or heat your food.
- We need a shelter outside to go to so the wind can be blocked while we are out there to socialize, study, etc.
- Have a covered area outside. We need a lounge.
- A fixed eating area with tables and chairs and an enclosure for the smokers.
- It would be great if the lounge area was bigger.

- Bigger area for students to study, sit and eat and have group study.
- I feel Eastern should have a specified "meeting room" for clubs, activities, etc.
- Eastern needs a boardroom for students for their extracurricular activities
- I also believe that a small outside food service would help the stay at campus. This does not mean vending machines.
- Fill up the snack machine and get red bull and monster machines.
- Fill up snack machines.
- Keep machines stocked, cafeteria, smoke lounge
- The snack machines also (need to) be stocked more frequently.
- Better snack machines and drink options
- Lower the soda machine prices and fill it up more frequently
- Fill snack machines regularly. Could use a small cafeteria to sit and eat our meals here on campus
- Lower machine food prices!!! Especially drinks!!!! Were in college to in the future make money not to spend it now!!!!!!
- Meat and potatoes
- Sugar packs at the snack area and more choice of healthy food. Maybe some napkins.
- Cafeteria, microwave
- BETTER COFFEE MACHINE!!
- Eastern's need more snack machine and a microwave. (The ones available are usually empty) a cafeteria would be great.
- Maybe KFC or Long John Silver's, better healthier snack machines.

Smoking
- A fixed eating area with tables and chairs and an enclosure for the smokers
- Better pavilion outside for smokers when it's raining.

Parking
- Put up surveillance cameras in parking lot.
- Move handicap parking!
- More parking
- More parking
- Eastern needs a better parking area.
- Eastern needs a better parking area.

Climate Control
- Temperature in the building is freezing upstairs and hot downstairs. I could use more help with my room for students.
- It's either too hot or too cold in the classrooms.

Scheduling and Course Offerings
- It would be great if 4-year degrees were offered.
- The facilities at EWVTC are really nice. It would be great to get more build on to the college to add more room and offer more degrees.
- Give more online courses at H.H.S. More facts about degrees and not so many maybes and should.

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- It would be great to … offer more degrees.
- Friday classes are tough.

Student Involvement
- I feel Eastern should have a specified "meeting room" for clubs, activities, etc.
- Eastern needs a boardroom for students for their extracurricular activities

Student Support
- I have had a personal problem with registering for classes. My transcripts were needed in order for me to sign up for classes next semester. I provided the transcripts, filling the requirement, however I was told to spend more money on another transcript. In short, the communication between administrative staff and students needs to be increased and clarified.
- Have your employees know what they are actually doing.
- I had trouble this semester which had nothing to do with the teacher. A semester goes by fast and after being out of school for a long time it's difficult to get back into. I love the drop in tutoring it is great.
- …Not using textbooks for course
- Have instructors that have an interest in students wanting to learn instead of having instructors who care less if you pass or fail if you don't understand things.
- Poor communication between students and facility
- I dislike it because it's through the polycom. Can't learn as well.
- EWVCTC personnel not helpful at all.
- The staff at eastern have no idea how to run a college. The school is a joke.
- The hours advertised for math tutoring were not available. This made it very difficult to get help for such limited time.
- I really appreciate your approach to this community college. As an individual with a bachelor's degree already, I found that the pace was much slower that I expected but was thankful being that I am a working professional. You are approachable for help and offered lass that reinforced learning objectives and timed assignments as well.
- Series of comments (12) regarding problems related to financial aid; comments address concern that office is understaffed, degree of expertise/experience; late distribution of funds, and communication with students.
- I do wish to comment on something the school did while showing the school to high school students. There was no indication to the instructor or students that this event would happen. That day the classroom atmosphere was ruined and no deeply engaging class discussion occurred due to this. This lack of communication between administration and professors causes the students education to suffer. I also understand that a class had to be removed in order to provide a common meeting place for the high schoolers. That is just horrible. That is not ruining the atmosphere of a classroom instead it is completely destroying it. I realize that this was due to space but there also seemed to be a lack of planning. I t seems as though there is a lack of planning of events. Most likely there (are) more communication errors which hurts the students more that the school.

Additional comment about survey:
- A survey should be given for each teacher not just both together.

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APPENDIX C: Comparison of Responses for Spring 2010 and Fall 2010

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

	Spring 2010		Fall 2010		% Change
Required to Conduct Library Research	N	Percent	N	Percent	
Yes	217	34%	247	37%	+3%
No	412	66%	423	63%	-3%
Total	629	100%	670	100%	--

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

	Spring 2010		Fall 2010		% Change
Students Using On-line Library Services	N	Percent	N	Percent	
Yes	246	39%	240	36%	-3%
No	391	61%	432	64%	+3%
Total	637	100%	672	100%	--

Table 3: Student Reported Level of Satisfaction with On-line Library Services Provided through Eastern
N= 419

	Spring 2010		Fall 2010		% Change
Satisfaction with On-line Library Services	N	Percent	N	Percent	
Very Satisfied	61	15%	70	16%	+1%
Satisfied	194	46%	227	51%	+5%
Very Dissatisfied	91	22%	70	16%	-6%
Dissatisfied	73	17%	78	18%	+1%
Total	419	100%	419	100%	--

Table 4: Students Reported Use of Internet Services Other Than Those Provided by Eastern
N= 615

	Spring 2010		Fall 2010		% Change
Students Reporting Use of Off Campus Internet Services	N	Percent	N	Percent	
Yes	421	68%	457	69%	+1%
No	194	32%	204	31%	-1%
Total	615	100%	661	100%	--

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Table 5: Instructors' Requirements to Use Internet Services Not Provided by College for Library Research
N= 622

	Spring 2010		Fall 2010		% Change
Instructor Requires Internet Services not provided through College	N	Percent	N	Percent	
Yes	196	32%	215	33%	+1%
No	426	68%	446	67%	-1%
Total	622	100%	661	100%	--

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

	Spring 2010		Fall 2010		% Change
Adequate Facilities to Support Students with Disabilities	N	Percent	N	Percent	
Yes	484	88%	536	86%	-2%
No	68	12%	87	14%	+2%
Total	552	100%	623	100%	--

Table 7: Student rating of the new campus facilities
N=528

	Spring 2010		Fall 2010		% Change
Student Ratings of New Campus Facilities	N	Percent	N	Percent	
Excellent	175	33%	158	26%	-7%
Good	200	38%	246	40%	+2%
Average	72	14%	144	23%	+6%
Fair	52	10%	41	7%	-3%
Poor	29	5%	28	5%	0%
Total	528	100%	617	101%	--