

**IDEA CENTER SUPPLEMENTAL QUESTIONS
Fall 2014 SURVEY RESULTS**

Nine supplemental questions were included in the Fall 2014 IDEA Center Course Evaluation Survey. Five of the questions are duplicates of those administered Spring 2010 through Spring 2014. Four additional questions were added 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 Fall 2014 courses, courses requiring library research, and students' use and satisfaction with Eastern's online library resources. Thirty-six percent of the students responding to the survey stated that they were required to conduct library research as part of the course assignments. Forty-two percent used the Eastern on-line library services provided through contractual agreements. Students reported satisfaction with the available services with 18% being very satisfied and 50% being satisfied. In all, 68% of the students responding to this question expressed some degree of satisfaction with Eastern's on-line library services. This is an increase in satisfaction as compared to the previous survey results (See Tables 1 – 3 for results for Fall 2014).

Table 1: Courses Requiring Students to Conduct Library Research
N=823

Required to Conduct Library Research	N	Percent
Yes	294	36%
No	529	64%
Total	823	100%

Table 2: Students Reporting Use of On-line Library Services Through Eastern
N=821

Students Using On-line Library Services	N	Percent
Yes	348	42%
No	473	58%
Total	821	100%

Table 3: Student Reported Level of Satisfaction with On-line Library Services Provided through Eastern
N= 495

Satisfaction with On-line Library Services	N	Percent
Very Satisfied	87	18%
Satisfied	250	50%
Dissatisfied	69	14%
Very Dissatisfied	89	18%
Total	495	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 in relation to supporting needs of students with disabilities. Ninety 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 61% of the students rating the facility as good (48%) or excellent (13%) (See Tables 4 and 5 for details). Students provided a few additional comments regarding campus facilities. Comments specifically addressed issues related to climate control in classrooms. A comprehensive list of comments is provided in Appendix B.

Table 4: Student Perception of Adequacy of Campus Facilities to Support Needs of Students with Disabilities
N=765

Adequate Facilities to Support Students with Disabilities	N	Percent
Yes	688	90%
No	77	10%
Total	765	100%

Table 5: Student Ratings of Eastern Facilities
N= 704

Student Ratings of Eastern Facilities	N	Percent
Excellent	91	13%
Good	338	48%
Average	195	28%
Fair	51	7%
Poor	29	4%
Total	704	100%

In Fall 2014 two questions were included to determine student use of and satisfaction with tutoring services. Twenty 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, seventy-six percent expressed satisfaction with the tutoring services with 46% stating they were very satisfied and 30% being satisfied. (See Tables 6 and 7).

Table 6: Student Use of Tutoring Services Provided by Eastern.
N=805

Student Use of Tutoring Services	N	Percent
Yes	159	20%
No	646	80%
Total	805	100%

Table 7: Student satisfaction with Eastern’s tutoring services
N= 198 (Valid Percent)

Student Ratings of Eastern’s tutoring services	N	Valid Percent
Very Satisfied	91	46%
Satisfied	59	30%
Dissatisfied	25	13%
Very Dissatisfied	23	12%
Total	198	101%*

* 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-eight 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=769

Student Use of Tutoring Services	N	Percent
Yes	295	38%
No	474	62%
Total	769	100%

Sixty-three 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=755

Student Use of Tutoring Services	N	Percent
Yes	473	63%
No	282	37%
Total	755	100%

A comparison of results for Spring 2010 through Fall 2014 is provided in Appendix C.

APPENDIX A: Supplemental Questions for Fall 2014 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.

48. Were you required to conduct library research in this course?
1) Yes 2) No
49. Have you used Eastern's on-line library services?
1) Yes 2) No
50. 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
51. Do Eastern's facilities provide adequate services to support the needs of students with disabilities?
1) Yes 2) No
52. What is your rating of Eastern's facilities?
1) Poor 2) Fair 3) Average 4) Good 5) Excellent
53. Have you used Eastern's tutoring services this semester:
1) Yes 2) No
54. 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
55. Would a short course (workshop) in basic computers skills have been beneficial before you started your college classes?
1) Yes 2) No
56. 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

- None listed

Facilities:

- The classroom is very cold!!!
- It is very cold in here!!!
- This classroom is cold!
- It's really cold in the classroom.

Support Services

- Financial aid staff needs to start answering and replying to missed calls.

APPENDIX C: Comparison of Responses for Spring 2010 through Spring 2014

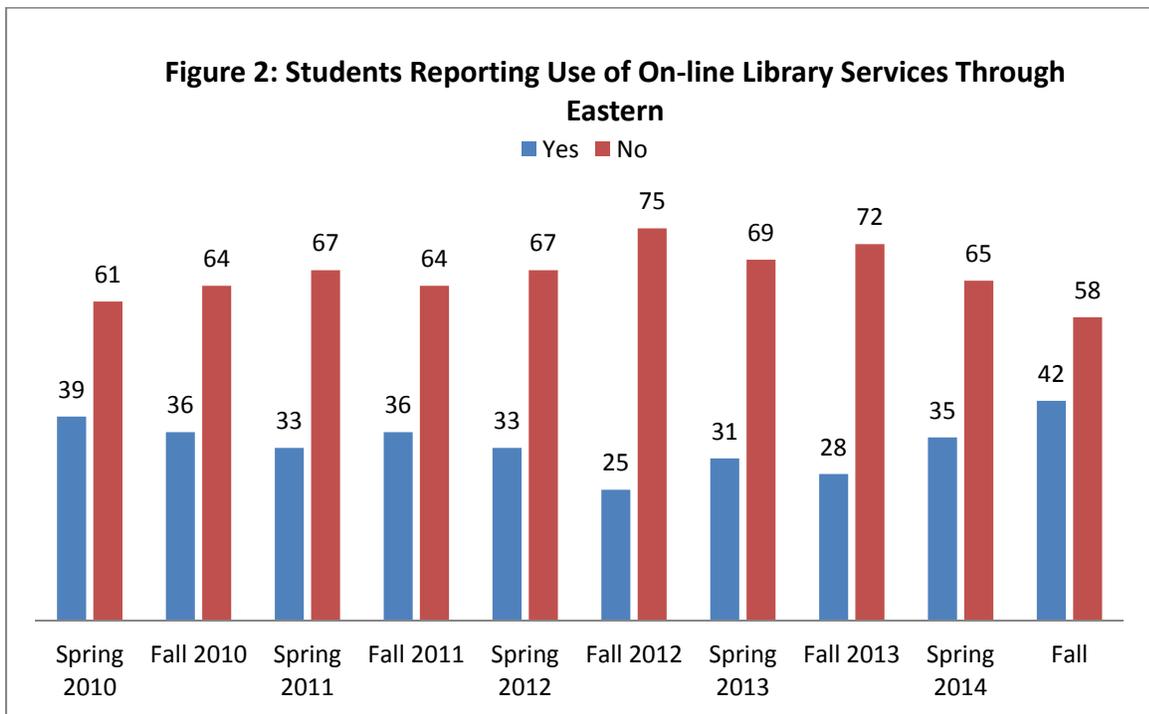
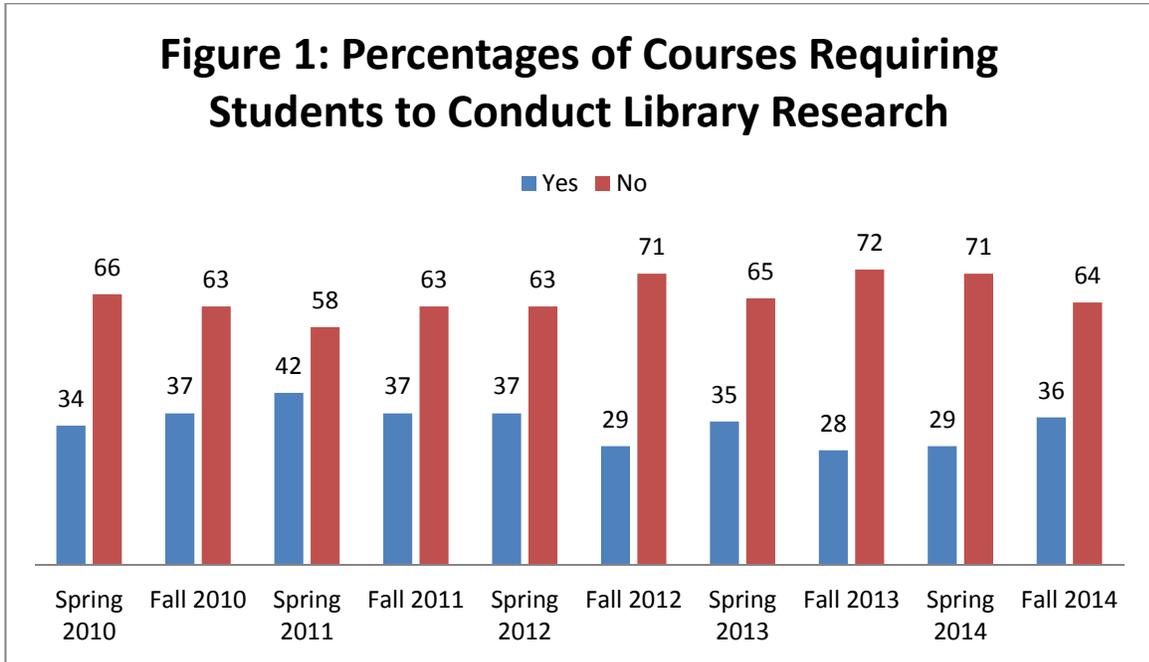


Figure 3: Reported Level of Satisfaction with On-line Library Service Provided Through Eastern

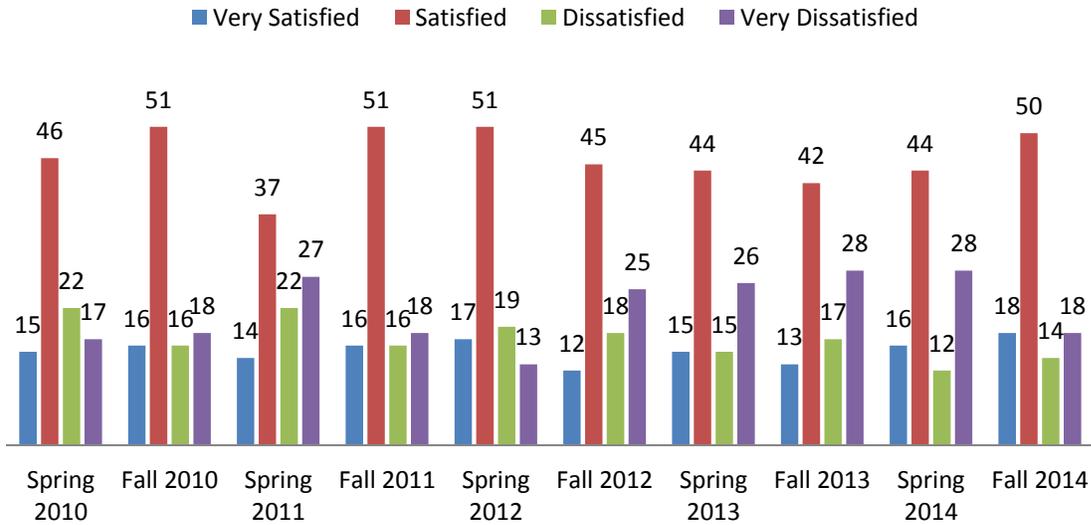


Figure 4: Student Perception of Adequacy of Campus Facilities to Support Needs of Students with Disabilities

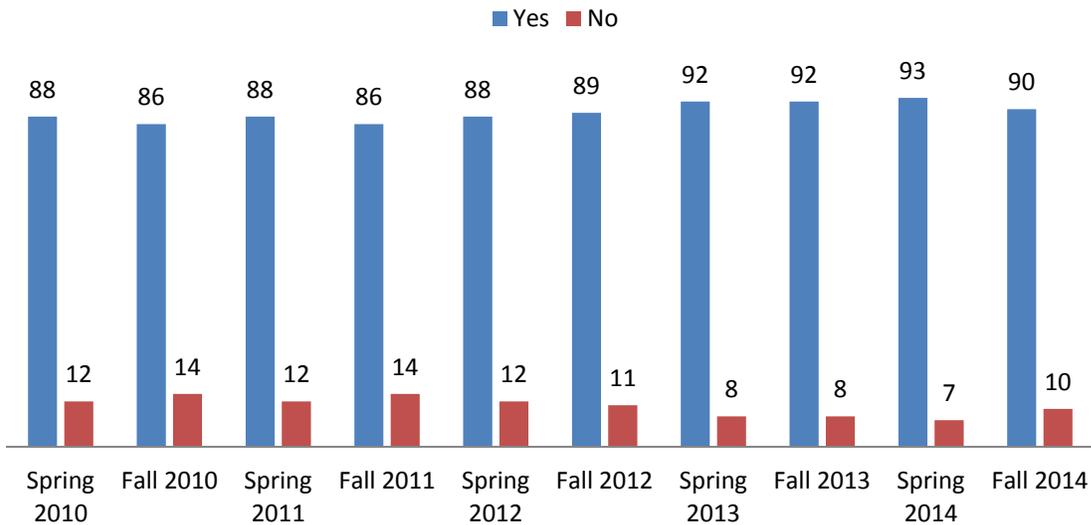


Figure 5: Student Rating of Main Campus Facilities

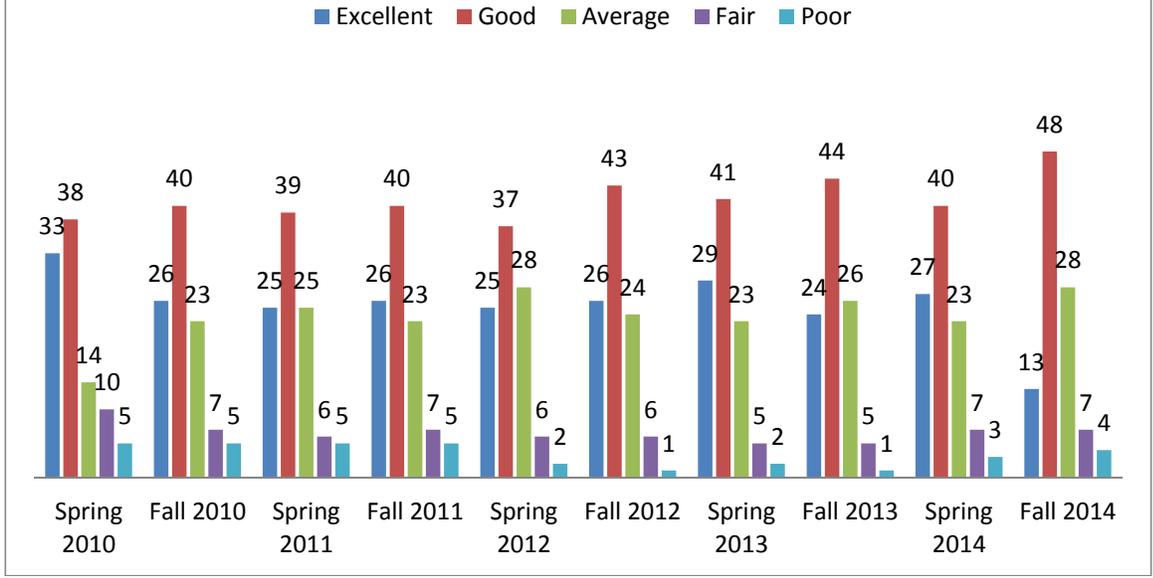


Figure 6: Student Use of Tutoring Services

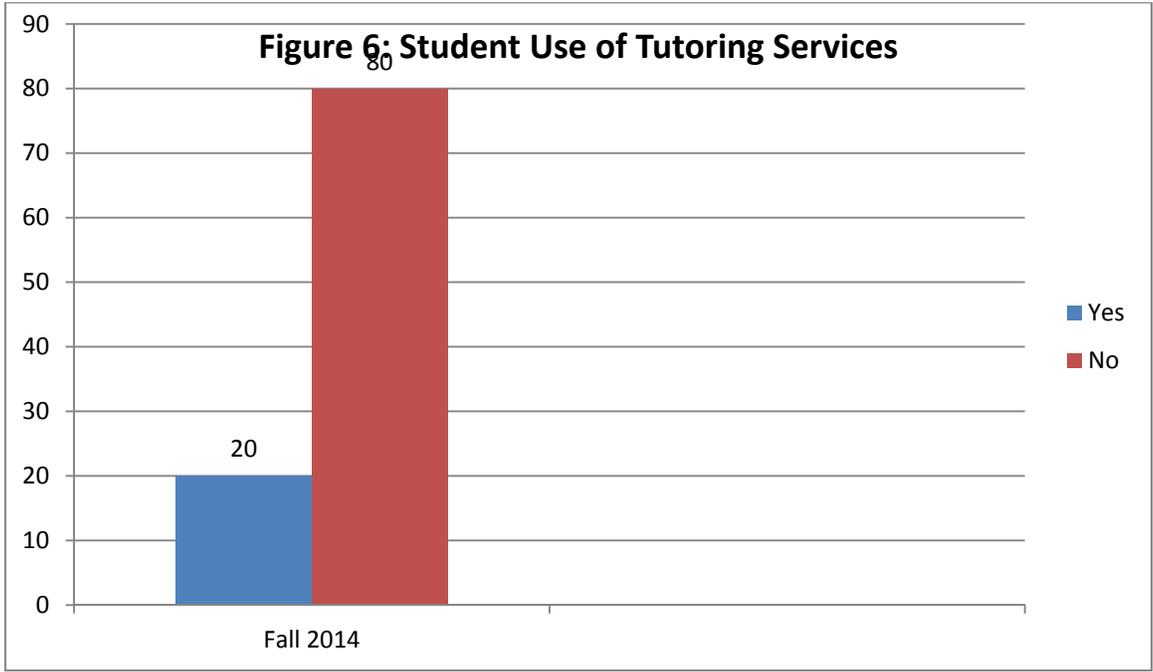


Figure 7: Reported Level of Satisfaction with Tutoring Services

■ Very Satisfied ■ Satisfied ■ Dissatisfied ■ Very Dissatisfied

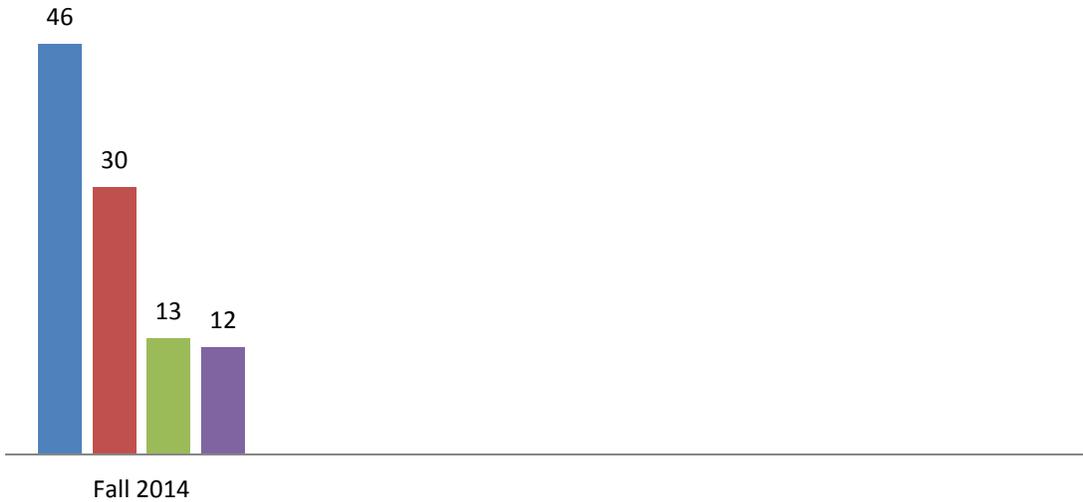


Figure 8: Student Perception of Benefit Computer Workshop Prior to Enrolling in Classes

■ Yes ■ No

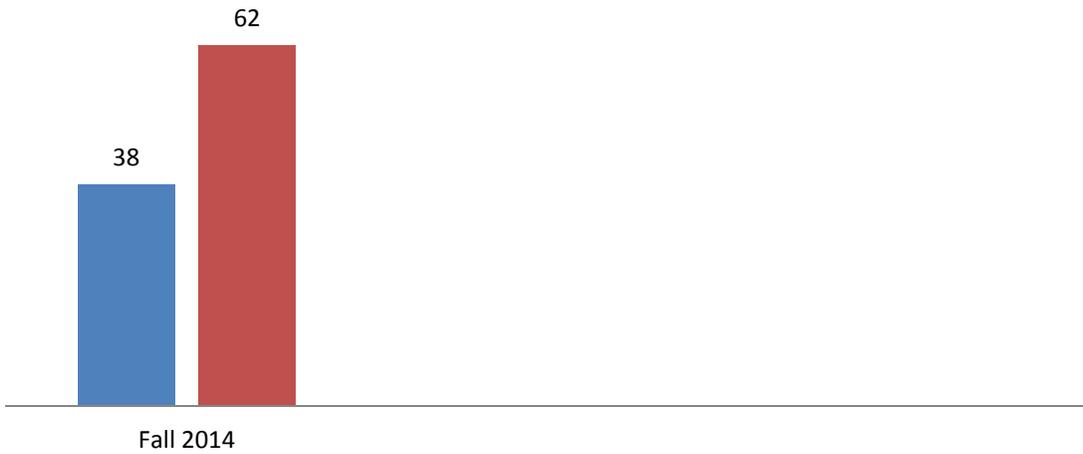


Figure 9: Student Stated Plans to Continue Education (Transfer to Baccalaureate Institution)

