IDEA CENTER SUPPLEMENTAL QUESTIONS
Spring 2015 SURVEY RESULTS
Draft 10-5-15

Nine supplemental questions were included in the Spring 2015 IDEA Center Course Evaluation Survey. Five of the questions are duplicates of those administered Spring 2010 through Spring 2014. 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 2015 courses, courses requiring library research, and students' use and satisfaction with Eastern's online library resources. Forty-one percent of the students responding to the survey stated that they were required to conduct library research as part of the course assignments. Forty percent used the Eastern on-line library services provided through contractual agreements. Students reported satisfaction with the available services with 22% being very satisfied and 39% being satisfied. In all, 61% 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 2015 results).

Table 1: Courses Requiring Students to Conduct Library Research
N=786

Required to Conduct Library Research	N	Percent
Yes	321	41%
No	465	59%
Total	786	100%

Table 2: Students Reporting Use of On-line Library Services Through Eastern
N=786

Students Using On-line Library Services	N	Percent
Yes	313	40%
No	473	60%
Total	786	100%

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Table 3: Student Reported Level of Satisfaction with On-line Library Services Provided through Eastern
N= 504

Satisfaction with On-line Library Services	N	Percent
Very Satisfied	110	22%
Satisfied	197	39%
Dissatisfied	61	12%
Very Dissatisfied	136	27%
Total	504	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. Eighty-four 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 64% of the students rating the facility as good (40%) or excellent (24%) (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=744

Adequate Facilities to Support Students with Disabilities	N	Percent
Yes	626	84%
No	118	16%
Total	744	100%

Table 5: Student Ratings of Eastern Facilities
N= 778

Student Ratings of Eastern Facilities	N	Percent
Excellent	190	24%
Good	315	40%
Average	122	16%
Fair	109	14%
Poor	42	5%
Total	778	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. Twenty-nine 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, 78% percent expressed satisfaction with the tutoring services with 37% stating they were very satisfied and 41% being satisfied. (See Tables 6 and 7).

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Table 6: Student Use of Tutoring Services Provided by Eastern.
N=775

Student Use of Tutoring Services	N	Percent
Yes	227	29%
No	548	71%
Total	775	100%

Table 7: Student satisfaction with Eastern's tutoring services
N= 264 (Valid Percent)

Student Ratings of Eastern's tutoring services	N	Valid Percent
Very Satisfied	98	37%
Satisfied	109	41%
Dissatisfied	27	10%
Very Dissatisfied	30	11%
Total	264	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-two 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=672

Student Perceived Benefit of Basic Computer Skills Workshop Prior to Beginning Classes	N	Percent
Yes	214	32%
No	458	68%
Total	672	100%

Sixty-five 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=664

Student Use of Tutoring Services	N	Percent
Yes	430	65%
No	234	35%
Total	664	100%

A comparison of results for Fall 2010 through Spring 2015 is provided in Appendix C.

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APPENDIX A: Supplemental Questions for Spring 2015 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.

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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:

- If you are going to require computer courses, you should provide computers that work properly at least 90% of the time.
- Computers and printer were constantly malfunctioning.

Support Services

General Comments

- Everyone I have encountered at Eastern has been very helpful
- Eastern is a great college
- So far, I have enjoyed all my classes and instructors. I'm looking forward to what next semester brings.
- Eastern is cool
- Eastern is kool
- Eastern is cool

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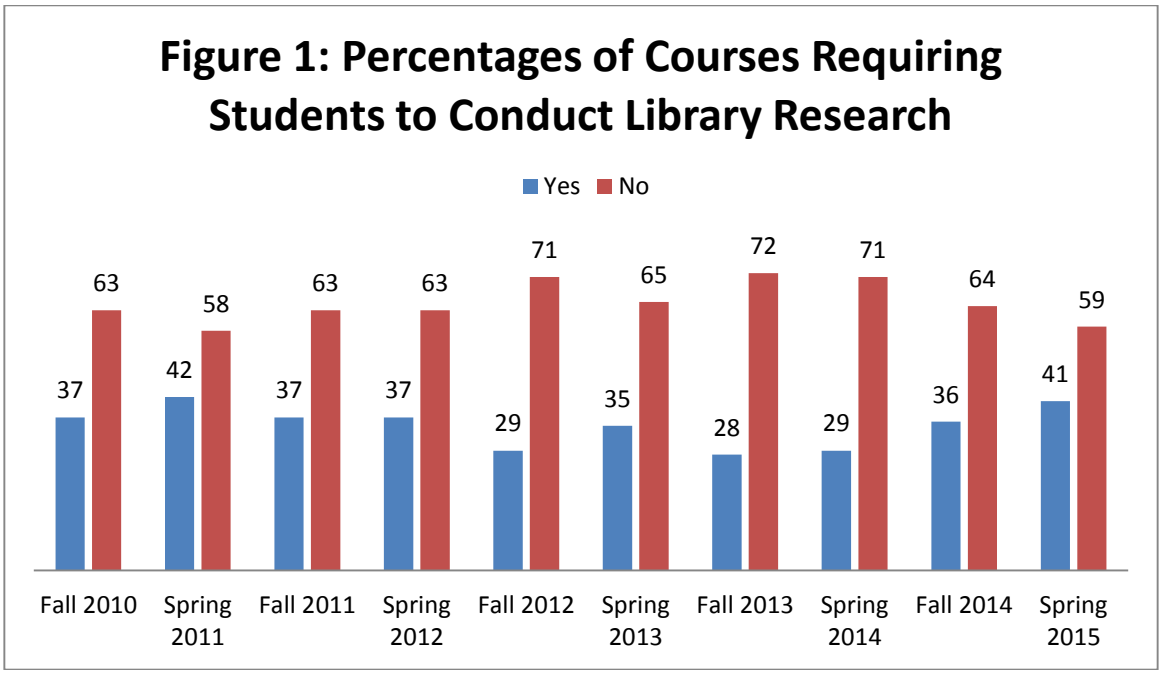
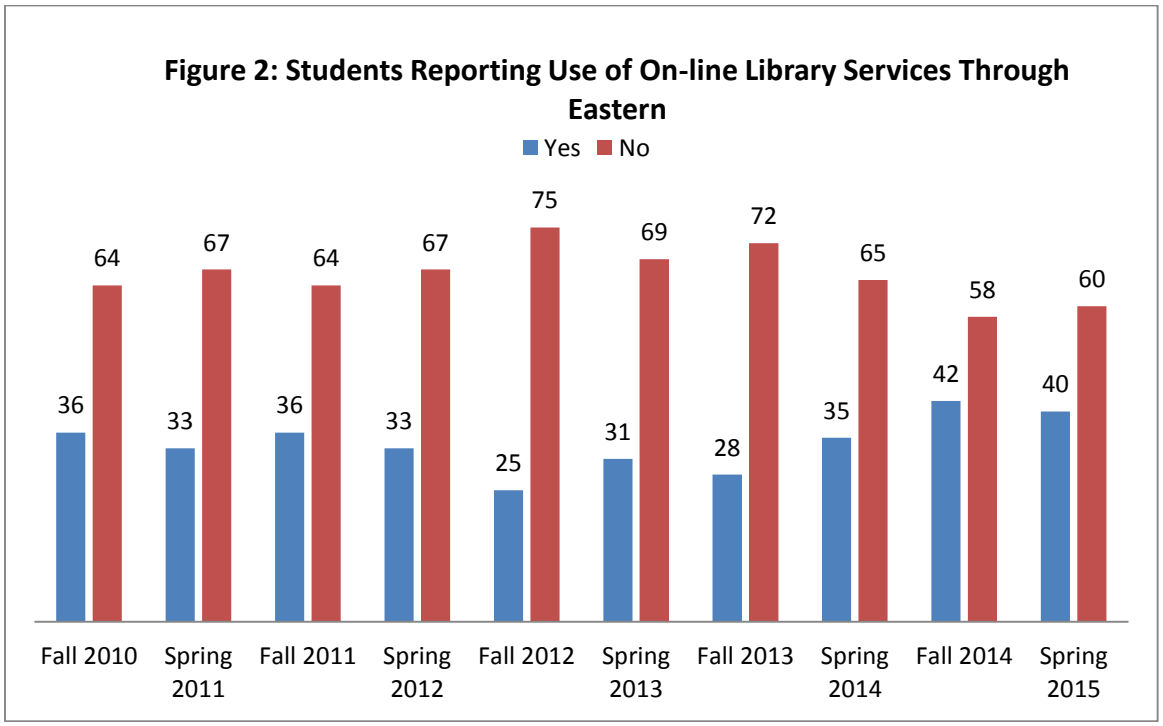
APPENDIX C: Comparison of Responses for Spring 2010 through Spring 2014





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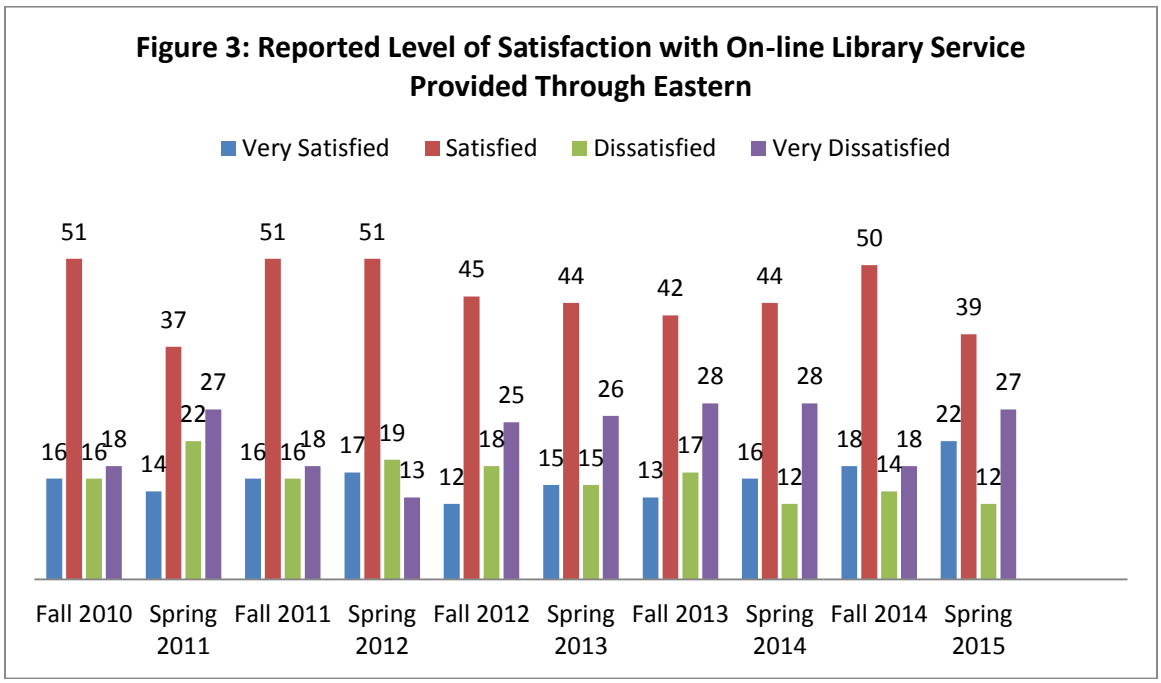

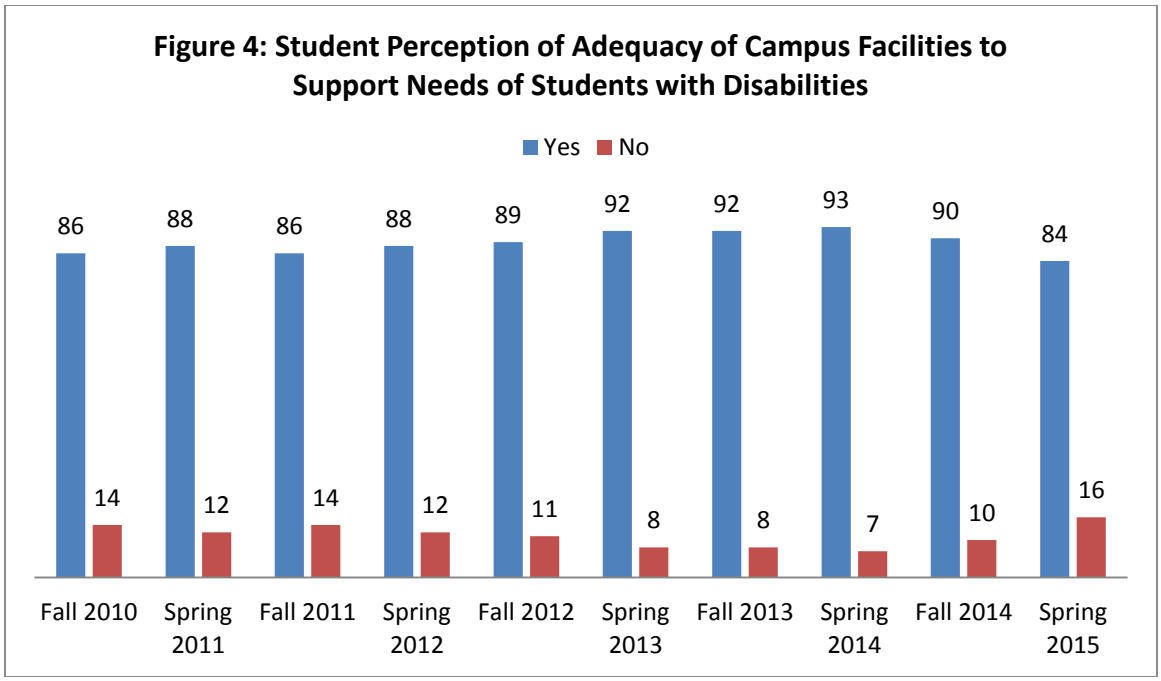

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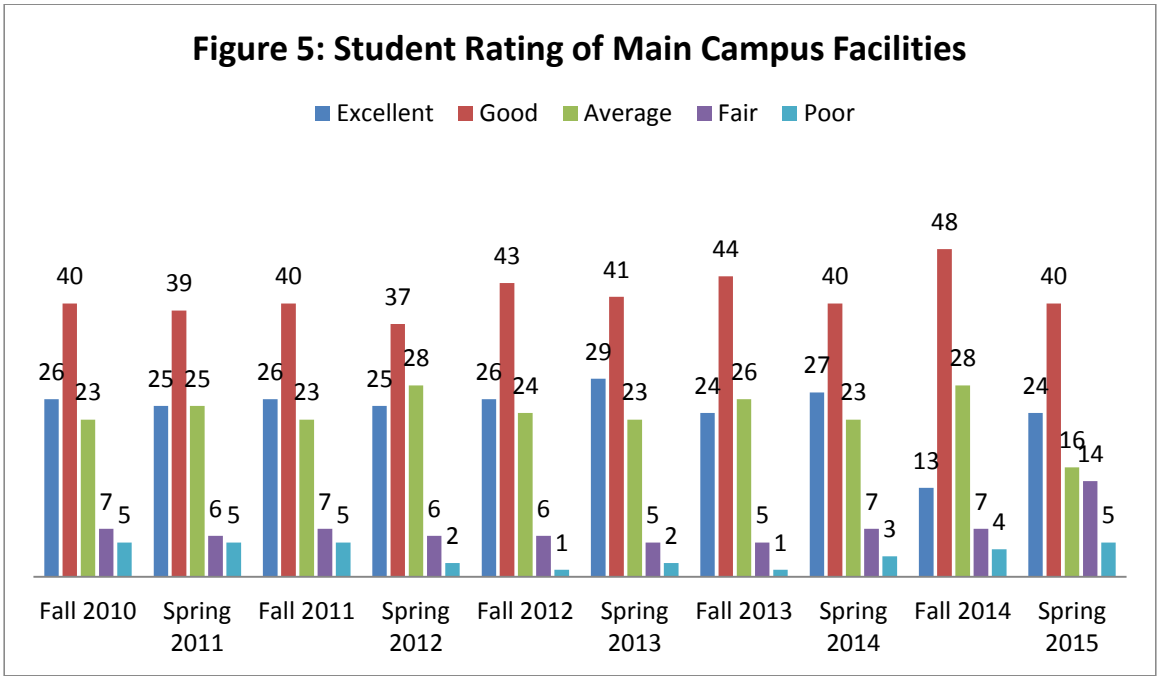

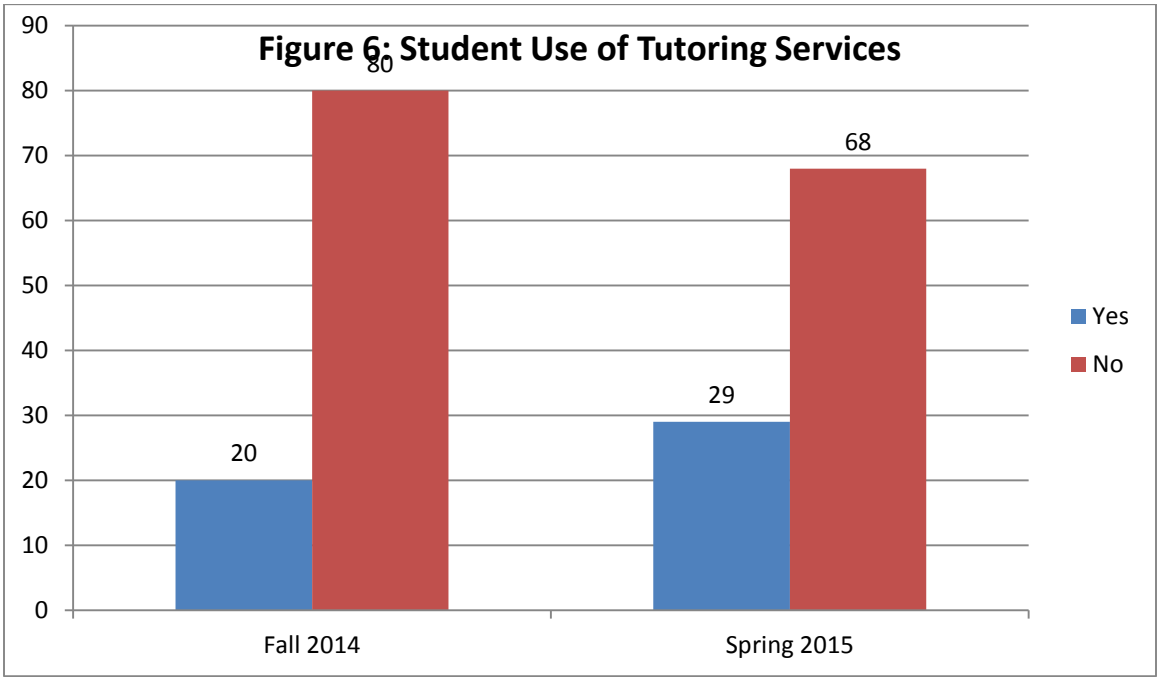

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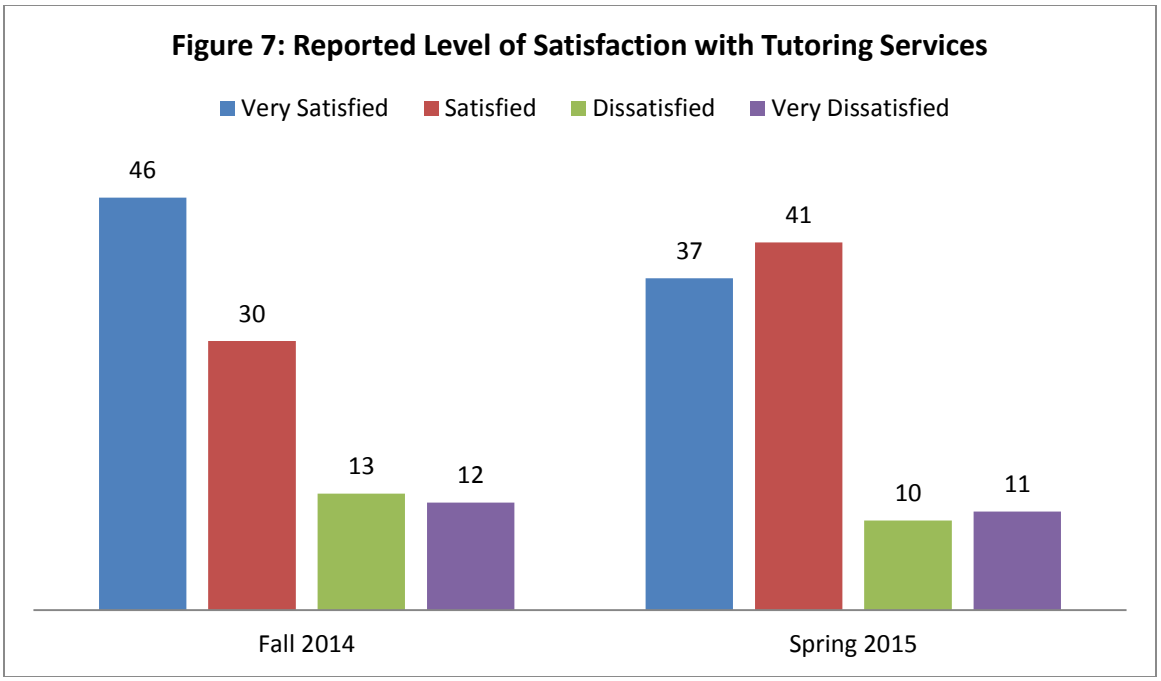
Figure 7: Reported Level of Satisfaction with Tutoring Services
Very Satisfied
Satisfied
Dissatisfied
Very Dissatisfied
46
30
13
12
37
41
10
11
Fall 2014
Spring 2015

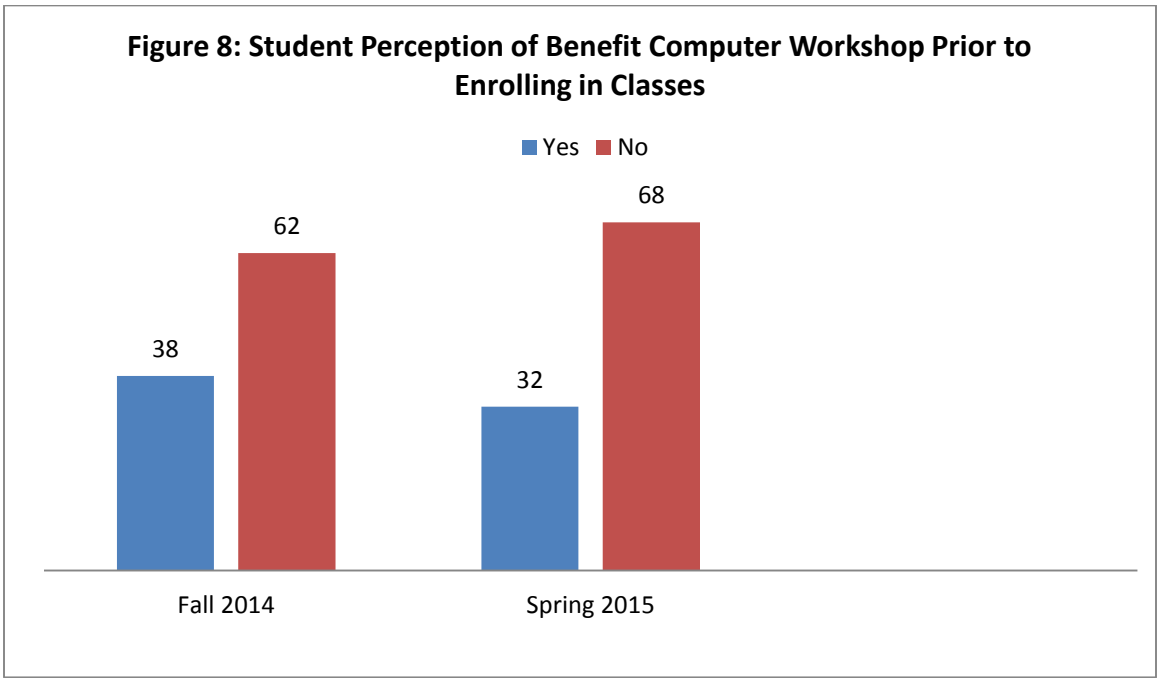
Figure 8: Student Perception of Benefit Computer Workshop Prior to Enrolling in Classes
Yes
No
38
62
32
68
Fall 2014
Spring 2015

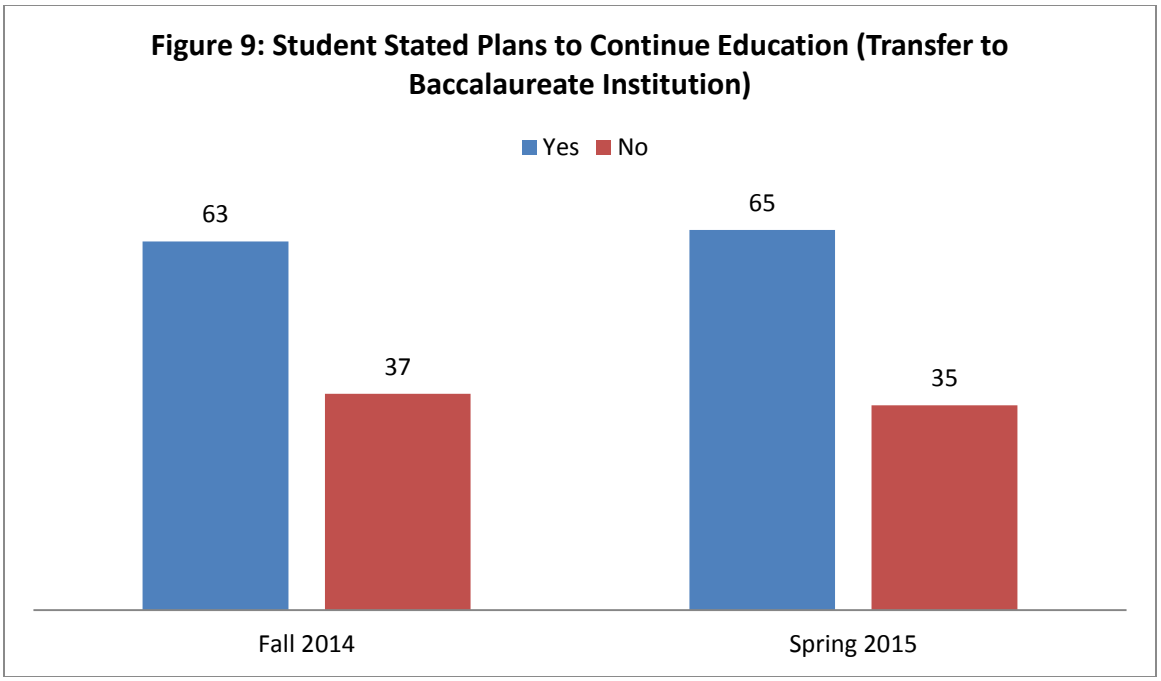
Figure 9: Student Stated Plans to Continue Education (Transfer to Baccalaureate Institution)
Yes
No
63
37
65
35
Fall 2014
Spring 2015