

Student Satisfaction Survey

Spring
2002 - 2003

JOLIET
Junior College

Prepared by Institutional Effectiveness

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Executive Summary

Student Satisfaction Survey, Spring 2003

INTRODUCTION:

The Student Satisfaction Survey was distributed to credit students in the Spring 2003 term to help Joliet Junior College move forward in assessing its ability to meet student needs. The purpose of the questionnaire was to examine how satisfied current students were with the academic programs, services, and facilities at the college. In addition, students were also asked about their employment, study habits, computer usage, and availability of internet and email.

More than 15 services, facilities, and academic areas were surveyed including: Admissions, Registration, Financial Aid, Service Center, Classroom Instruction, Academic Advising, Career Services, Bookstore, Learning Resource Center, Food Service, Computer Labs, Academic Skills, Student Activities, Athletics, Child Care, Switchboard, Overall Campus (examples – Security, Maintenance, and Signage), and an All Other category (examples – Graduation Office, Cyber Café, and Multi-Cultural Transfer Center).

METHODOLOGY:

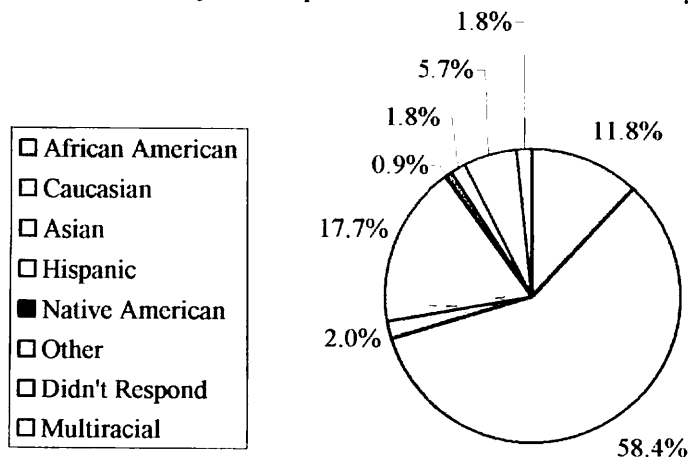
Over 50 credit sections were randomly sampled in the Spring 2003 term stratified by the following characteristics: time-of-day, campus and location, course level, department, type of delivery method, and full/part time instructor. Prior to administering the survey, the instructors for each section were contacted and asked if an Institutional Effectiveness staff member could administer the survey during class time. Of the 51 instructors, 43 instructors allowed Institutional Effectiveness to administer the survey to their class. The surveys were distributed between the eighth and eleventh week of the Spring 2003 term. Over 450 surveys were completed.

RESULTS:

Demographics:

Fifty-five percent (55.1%) of the respondents reported they were full-time, which is significantly higher when compared to the Spring 2003 full-time enrollment (32.0%). The average age of those surveyed was 26, slightly less when compared to the average age of our 2003 Spring term students (28). The ethnicity for the respondents is detailed in Chart 1.

Chart 1 - Ethnicity of the Respondents of the Student Satisfaction Survey, Spring 2003



Over ninety percent (90.4%) of the respondents indicated that they did own a computer or one was available to them at work or other location. Eighty-four and one half percent (84.5%) had access to email at home, which is down almost four percent (-3.7%) compared to last year's survey. Nearly ten percent (9.6%) responded they had no access to a computer. Seventy percent (70.1%) of the survey takers indicated they worked while attending JJC. From those responding, almost seventy-one percent (70.8%) indicated they worked more than 20 hours per week. Nearly half (46.8%) indicated they worked more than 30 hours per week.

Over forty-six percent (46.6%) of the survey takers indicated they studied less than 5 hours per week, yet over forty-five percent (45.2%) reported a GPA at JJC of 3.5 or greater.

RATINGS:

The ratings for Spring 2003 were compared to the Student Satisfaction Survey results for the Spring 2002 term.

Registration Area

In Spring 2003, the percent of students who rated the knowledge and friendliness of staff, timeliness of response, and convenience of hours of operation as good or excellent nearly exceeded 75%. This was true for Admissions, Registration, Financial Aid, Bookstore, and the Service Center, which is detailed in Table 1. Compared to Spring 2002, the student respondents rated these much more favorable for the Spring 2003 term.

Table 1 - Registration Area Summary			
<u>Item</u>	<u>Percent of Excellent or Good Responses</u>		<u>Percent Change</u>
	<u>2003</u>	<u>2002</u>	<u>2003-2002</u>
<u>Admissions</u>			
Friendliness	75.2%	73.0%	2.2%
Knowledge of Staff	76.7%	69.3%	7.4%
Convenience of Hours Open	77.9%	70.3%	7.6%
<u>Registration</u>			
Friendliness	75.9%	72.1%	3.8%
Knowledge of Staff	77.5%	71.2%	6.3%
Convenience of Hours Open	76.8%	69.0%	7.8%
<u>Financial Aid</u>			
Friendliness	75.4%	61.8%	13.6%
Knowledge of Staff	73.2%	59.8%	13.4%
Convenience of Hours Open	78.0%	65.2%	12.8%
<u>Bookstore</u>			
Friendliness	86.8%	84.8%	2.0%
Knowledge of Staff	84.2%	86.1%	-1.9%
Convenience of Hours Open	81.0%	74.5%	6.5%
<u>Service Center</u>			
Friendliness	75.7%	76.9%	-1.2%
Knowledge of Staff	77.6%	75.4%	2.2%
Convenience of Hours Open	77.2%	74.4%	2.8%

Student Services

Similar increases were observed in the Student Services area. The percent of students rating the knowledge and friendliness of the staff, timeliness of response, and convenience of hours of operation as good or excellent exceeded 70% for the Student Services Area in Spring 2003. However, only around one quarter of the students rated the Student Activities area in 2002 and 2003 (2002 Spring – 119, 2003 Spring – 90). Less than 20% of those surveyed responded to these items under the Athletics section of the survey for both 2002 and 2003.

Academic Services

Those surveyed were asked to rate the quality of instruction along with a multitude of items under the Classroom Instruction area. A summary of the percent of good and excellent responses is listed in Table 2 below for both the 2002 and 2003 Student Satisfaction Survey.

<u>Item</u>	<u>Percent of Excellent or Good Responses</u>		<u>Percent Change</u>
	2003	2002	2003-2002
Quality of Instruction	83.0%	79.2%	3.8%
Course Content	76.5%	73.3%	3.2%
Convenience of Course Times	71.6%	64.4%	7.2%
Availability of Internships	66.4%	65.9%	0.5%

Also rated under this area were Academic Advising, Computer Laboratories, the Learning Resource Center, and the Academic Skills Center. As seen with the Registration and the Student Services areas, the majority of these ratings were also more positive for the 2003 respondents versus those who participated in 2002.

SUMMARY:

Over 450 students completed the 2003 Student Satisfaction Survey. For the most part, the satisfaction ratings for the college's academic programs, services, and facilities increased versus that of the 2002 Student Satisfaction Survey data. The majority of items rated good or excellent by students ranged between 70%-80%. Nearly ninety-three percent (92.9%) of the students responding would recommend JJC to others. Not only has a benchmark been established by administering the Student Satisfaction Survey in the both the 2002 and 2003 Spring terms, but continuing to administer the survey will give the specific student service and facility managers comparative data to not only meet our student needs, but to exceed their expectations.