

Differentiated Tuition

Report on Campus Feedback

Introduction

The Board of Trustees requested that the Administration examine options which would provide more options for affordability and increase the availability of high demand classes.

Differentiating tuition rates for the peak and non-peak periods of the day was proposed. An evaluation of student services, financial impact and student feedback was conducted.

Proposal

Reduce tuition by 50% during non-peak periods and increase tuition by \$9 per credit hour to offset the lost revenue and pay for additional sections during the non-peak time periods.

Additional classes in the early morning and the late evening were also proposed. The tuition charges would be as follows:

Time Period	Tuition per credit hour
7 am to 7:59 am	\$33.50
8 am to 1:59 pm	\$67
2 pm to 5:59pm	\$33.50
6 pm to 8:59pm	\$67
9 pm and after	\$33.50

Feedback Methodology

Over the last two months, formal feedback on the proposal was obtained from many JJC constituencies. The feedback was obtained as follows:

1. Presentation to Student Government Association
2. Presentation to Student Club Council
3. Three focus groups with students chosen randomly and conducted by an outside facilitator
4. Two community forums one held at main campus during the day and one held at North Campus in the evening
5. On-line survey conducted over 8 days with 617 respondents.
6. Campus wide committee to make recommendation and evaluate the effect on student services

Results

The majority of students in most cases were opposed to the proposal. The quantitative and qualitative feedback came from the focus groups and survey which are summarized below.

Focus Groups

Three focus groups were conducted on main campus by an outside facilitator and one focus group was conducted at JTHS by staff. A total of 100 students were asked to participate and 12 students chose to attend the focus groups. Of the four groups, the majority of the first group was opposed, the majority of the second group was in favor, the third group had mixed feelings and the fourth group held at JTHS was largely in favor. Formal votes were not taken.

Typical comments that were made by those **opposed** include:

- Penalizes students with inflexible schedules
- Should not increase prices during peak class times
- Negatively affects adult students, especially those with children
- Does not help people in specific programs and who have to take specific classes only offered in peak time periods

Those in **favor** of the proposal commented as follows:

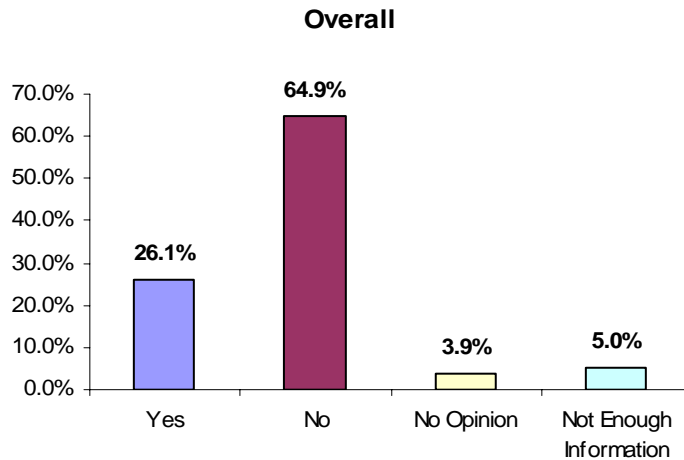
- Liked additional class sections especially early morning and late evenings
- Works well for people who have flexible schedules
- Parents of students will like ability to save money
- Students will likely change their schedules to save money
- Parking congestion would be alleviated

Survey

A survey was posted on the JJC web site which included 7 questions, 4 of which were related to demographics. A total of 617 people responded to the survey; 75% identified themselves as students. 45% were between the ages of 18 and 24.

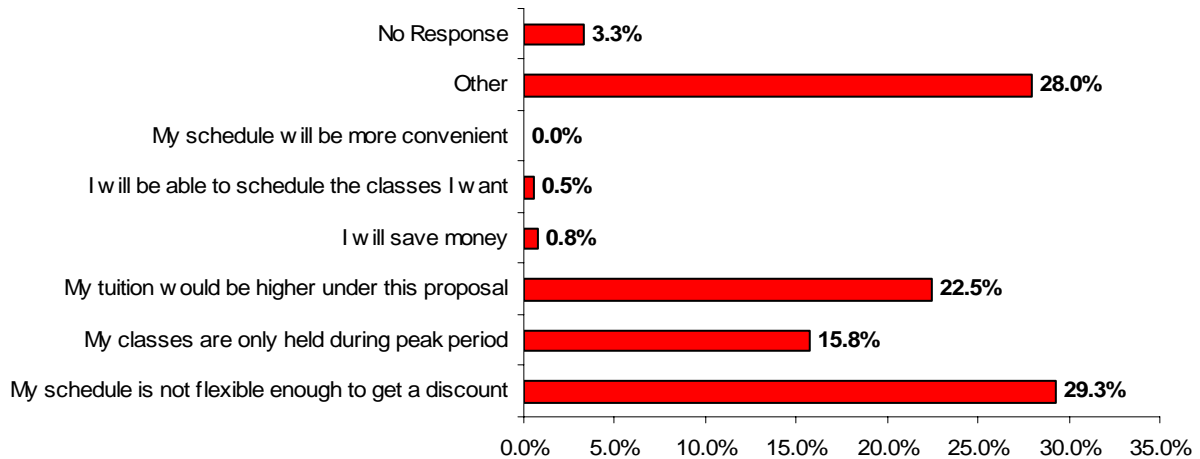
The results of the survey are as follows:

Should JJC Proceed with Differentiated Tuition	N	% of Total
Yes	161	26.1%
No	400	64.9%
No Opinion	24	3.9%
Not Enough Information	31	5.0%
Total	616	100.0%



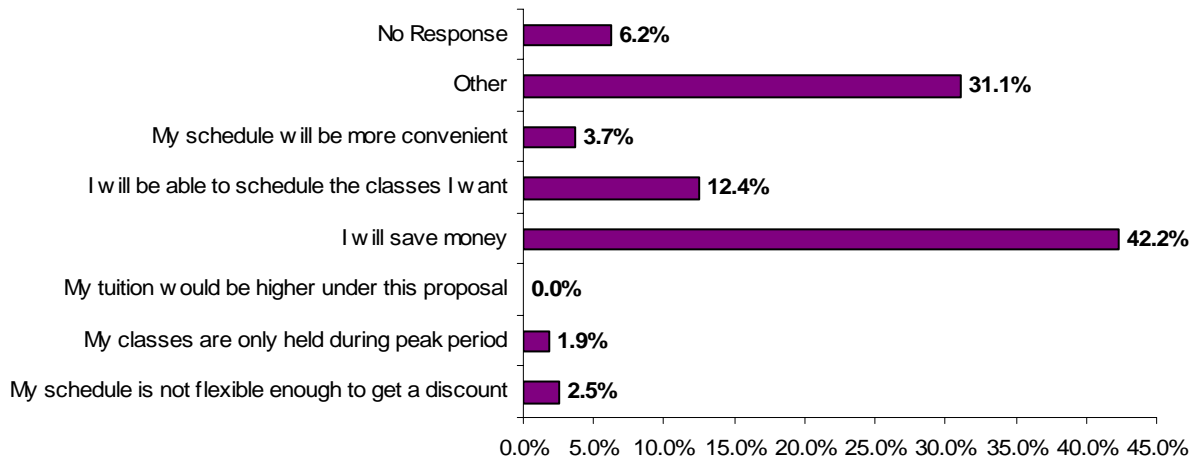
The top two reasons (excluding “other”) cited by respondents that were opposed to the plan were:

- My schedule is not flexible enough to get a discount
- My tuition would be higher under this proposal



The top two reasons (excluding “other”) cited by respondents that were in favor of the plan were:

- I will save money
- I will be able to schedule the classes I want



Community Forums

Two community forums were held, one during the lunch period on main campus and one at North Campus during the evening. Information on the plan was presented and questions and comments were taken from the audience. Approximately 25 people attended the main campus forum and one staff member attended the evening forum at north campus.

A total of 36 comments were made. The majority of attendees appeared to be opposed to the proposal (a vote was not taken.) Some common feedback is below.

- This is not done at other schools and failed at the one school where it was tried
- Students will be discriminated against
- Students will be penalized
- May send the wrong message to the community—cutting tuition while asking for referendums
- Parents may like because option to save money
- This will not help with science laboratory classes
- Scheduling in the afternoon can occur regardless of the tuition proposal

Campus Committee

A campus committee with representatives from Business, Student and Academic Affairs as well as two faculty members was assembled to make recommendations and evaluate the impact on campus services. Representatives from the affected departments were invited to the committee meetings and asked to communicate the impact on their department and the resources needed to

respond to the proposal. The departments interviewed included Counseling, Admissions, Registration, Financial Aid, Service Center, Food Service, Bookstore, Academic Skills and Academic Computing. A summary of findings follows.

- If this is implemented, all efforts to schedule classes in blocks, especially general education courses, should be made
- Review the purge process so those students who registered for off peak classes understand the consequences of the purge
- Students with limited financial aid awards will be affected by the proposal
- The enrollment committee is reviewing the scheduling of more classes in the afternoon
- New part-time staffing was requested by Academic Computing, Bookstore, Academic Skills, and Registration
- New full time staff was requested by Food Service and the Service Center.
- The volume of transactions related to payment and registration will increase as students move between the peak and non-peak class times
- Concerns were expressed that high demand classes have not yet been offered in the afternoon and that this may be sending the wrong message to referendum voters