

Delgado

COMMUNITY COLLEGE

**ACT Student Opinion Survey
Spring 2008**



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**By The Office of Institutional Research
Room 111W Bldg 1, City Park Campus
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Table of Contents	page no.
Summary	1
Ethnicity	4
Gender	4
Age	5
Number of Dependents	5
Hours Worked	6
Enrollment Status	6
Purpose for Entering Delgado	7
Number of Years Attended Delgado	7
Type of Classes Most Frequently Attended	8
Distance Currently Living from Delgado	8
Major	9
Satisfaction with College Environment	10
Academic	10
Admissions	11
Rules & Policy	11
Facilities	12
Registration	13
General	13
Satisfaction with College Environment for Spring 2008 Compared to National Averages and Ranked by Delgado Average	14
Satisfaction with Services used at College	17
Satisfaction with Services Used at College for Spring 2008 Compared to National Averages and Ranked by Delgado Average	18

Table of Contents(cont.)	page no.
Delgado's Top 5 Rated College Services	19
Delgado's Bottom 5 Rated College Services	20
Satisfaction Ratings by Campus	21
ACT Student Opinion Survey for Spring 2008: College Environment by Campus	21
ACT Student Opinion Survey for Spring 2008: Student Services by Campus	23
ACT Student Opinion Survey for Spring 2008: Reason for Selecting Delgado by Campus	24
ACT Student Opinion Survey for Spring 2008: Delgado Impressions by Campus	24
Additional Questions Posed by Delgado Community College College-wide & by Campus	25
Support Services	27
Admissions	28
Registration	30
Advising	30
Financial Aid	32
Campus Activities	33
Service Learning	34
Transfer Students	36
Appendix A:	
ACT Student Opinion Survey Results for 2008 Spring Semester	
Table 1: ACT Student Opinion Survey for Spring 2008: College Environment	37
Table 2: ACT Student Opinion Survey for Spring 2008: Student Services	38

SUMMARY

The ACT Student Opinion Survey has been conducted at Delgado Community College in the spring semesters of 2006 and 2008. This report focuses on the spring 2008 survey, compared to the spring 2006 survey. Web classes are included for the first time this year.

The survey is administered to a stratified random sample, which means that the sample was selected randomly but in such a way to get a sample that is proportionate to campus size and the number of day and evening classes.

The survey has been specifically designed for two-year colleges. It explores enrolled students satisfaction with programs, services, and other aspects of their college experience. It consists of 5 sections:

- Student background information
- College impressions
- College services
- College environment
- Additional Questions (supplied by Delgado)

Demographics

In the Student background section, the census column gives the percentage of Delgado students who are of the given demographic. The sample column gives the percentage of students taking the survey who are of that given demographic. The demographics of the sample mirror the demographics of Delgado fairly close except for the number of full-time and part-time students. This is because part-time students take fewer courses and are less likely to be selected in a random sample.

The percentage of African-American students responding to the survey is 6.4% higher than in 2006 . Although the sample was random, it does not guarantee that all populations will be representative.

A larger percentage of older students responded to the survey. The percentage of 23 and older responding increased while the percentage of students under 23 responding stayed the same. The ages of students attending in Spring 2008 did not significantly differ from Spring 2006

Twenty-eight percent of students report to working less than 10 hours or not at all. In Spring 2006 on 34.4% reported working less than 10 hours or not at all. Sixty percent reported working over 21 hours in Spring 2008 compared to 55% in Spring 2006.

Results

The Satisfaction with College Environment Section covers Academics, Admissions, Rules & Policies, Facilities, Registration and other general questions. Overall Delgado satisfaction ratings decreased in all areas. The greatest decrease was "Class size relative to the type of course" (4.25 to 3.97).

Delgado ranked below the national average on 72% of the items.

College Services have demonstrated large increases and decreases. Parking declined .32 points and Financial Aid Services gained .21 points.

Student employment services were rated .38 points lower.

The additional questions were developed by the Student Affairs Assessment Committee. By asking students to identify their campus, we have been able to provide results by campus for the years 2008. These results can be found starting on page 28.

In-Class Survey Highlights

- 43.6% of students surveyed reported that they entered Delgado to obtain an Associates Degree. Twenty-eight percent entered to take courses toward transfer to a 4-year College or University.
- 76% have attended Delgado 1 to 2 years.
- 54% were Health Sciences and Allied Health, 11% were Business and Management
- 66% would choose Delgado again
- 76% said the quality of education was excellent or good.

Over the past two years we have conducted the ACT Student Opinion Survey, the following items have had the greatest increases:

- Veterans Services increased .23 points, the largest increase.
- Financial Aid Services increased .21 points.
- Cafeteria/Food Services increased .17 points.
- Students Health Services increased .08 points.
- Cultural Programs and activities increased .07 points.

Over the past two years we have conducted the ACT Student Opinion Survey, the following items have had the greatest decreases:

- Student Employment Services decreased by .38 points, the largest decrease.
- Parking Facilities and Services decreased by .32 points.
- Recreational and Intramural Programs and Services decreased by .20 points.
- Job Placement Services decreased by .15 points.

Items on which Delgado rated significantly higher than the national average in 2008

- Cafeteria/Food Services
- Job Placement Services
- Student Health Services
- College Orientation Program

Items on which Delgado rated significantly lower than the national average in 2008

- Financial Aid Services
- Day Care Services
- Recreational and Intramural Programs and Services
- Student Employment Services
- Library/Learning Resources Center Facilities and Services

Web Survey

The ACT Student Opinion Survey For web students in Spring 2008 had 368 participants. The College census for that semester was 3,199 for students taking web classes, a 11.5% participation rate. The web survey was not random, but self-selective. The survey was sent to all students taking classes online. This should be kept in mind when comparing this data to the in-class survey. DL is used to indicate Distance Learning in the following

Web Survey Highlights

- 54.4% of web students surveyed reported that they entered Delgado to obtain an Associates Degree. Twenty-three percent entered to take courses toward transfer to a 4-year College or University.
- 63% have attended Delgado 1 to 2 years.
- 40% were Health Sciences and Allied Health, 21% were Business and Management
- 72% would choose Delgado again
- 80% said the quality of education was excellent or good.

Items on which web students rated significantly higher than the in-class students in 2008

- Credit by Examination Program (Clep, etc.)
- Job Placement Services
- Personal Counseling Services
- Veterans Services
- Vocational Guidance/Career Planning Services

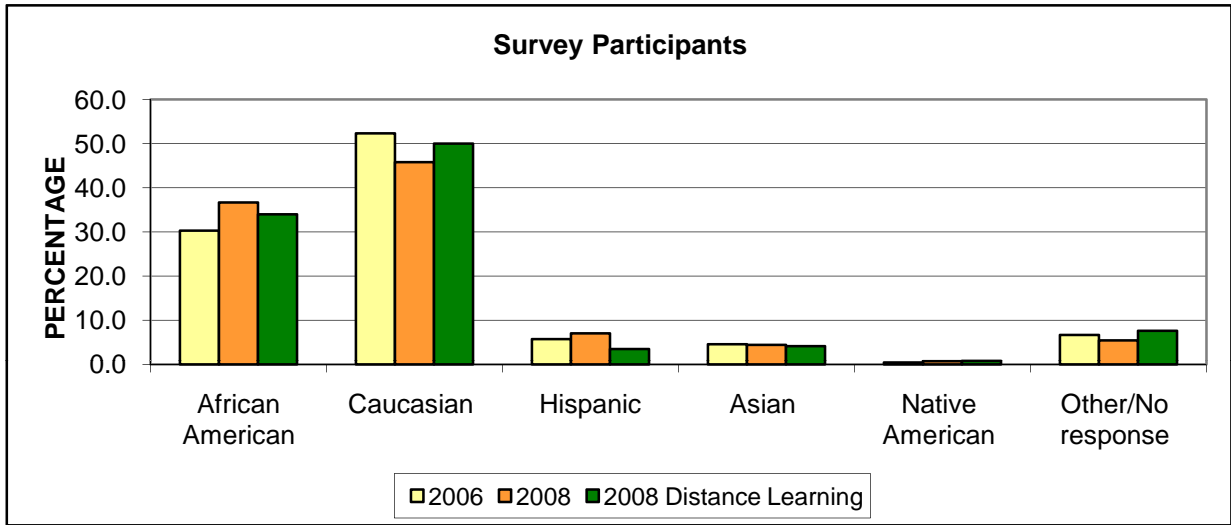
Items on which web students rated significantly lower than the in-class students in 2008

- Computer Services
- Day Care Services
- Recreational and Intramural Programs and Services
- College-Sponsored Social Activities

Student Demographics

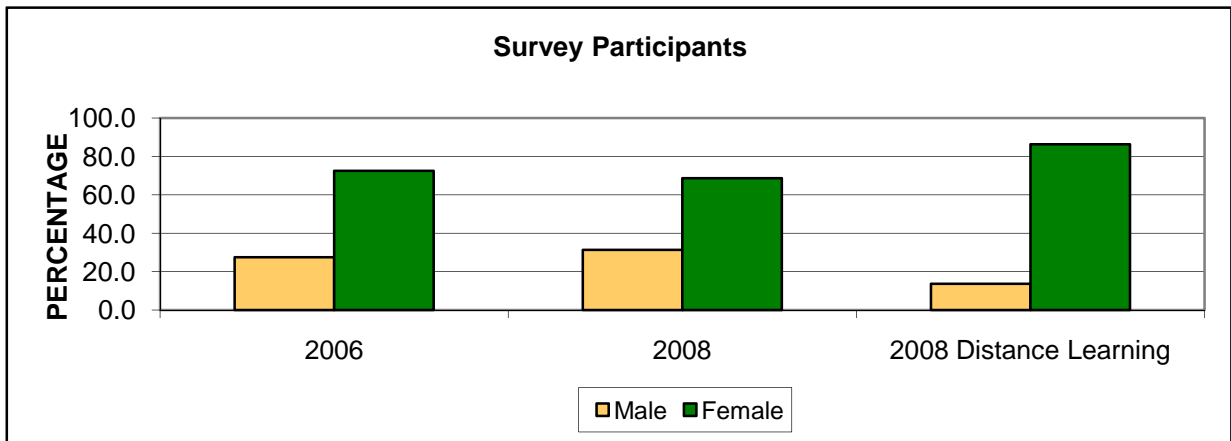
Ethnicity

Ethnicity	2006		2008		2008 Distance Learning	
	Census	Sample	Census	Sample	Census	Sample
	Percentage		Percentage		Percentage	
African American	34.3	30.3	38.0	36.7	38.5	34.0
Caucasian	45.4	52.3	40.4	45.8	44.6	50.0
Hispanic	6.1	5.7	6.1	7.0	4.1	3.5
Asian	2.9	4.6	3.1	4.4	3.0	4.1
Native American	0.9	0.4	0.7	0.7	0.7	0.8
Other/No response	10.5	6.7	11.7	5.4	9.2	7.6



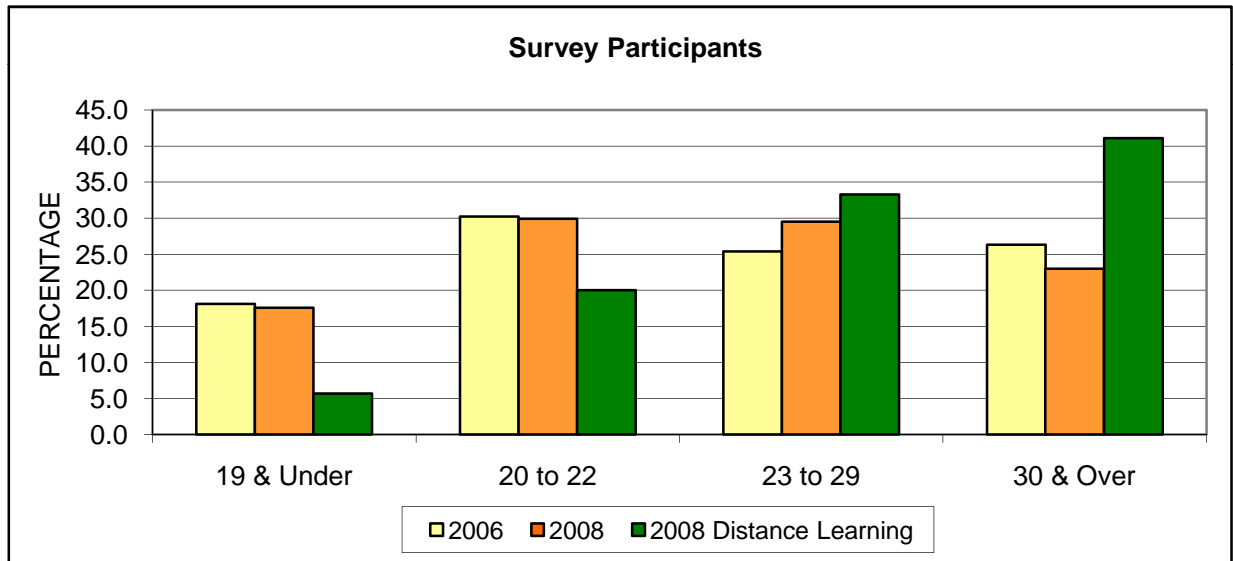
Gender

Gender	2006		2008		2008 Distance Learning	
	Census	Sample	Census	Sample	Census	Sample
	Percentage		Percentage		Percentage	
Male	28.8	27.5	31.5	31.3	22.3	13.6
Female	71.2	72.5	68.5	68.7	77.7	86.4



Age

Age	2006		2008		2008 Distance Learning	
	Census	Sample	Census	Sample	Census	Sample
	Percentage		Percentage		Percentage	
18 & Under	0.7	6.0	1.4	6.0	0.1	1.7
19	5.6	12.0	6.9	11.6	2.5	4.0
20	8.5	11.1	10.4	12.3	7.0	6.6
21	9.7	10.6	10.2	8.5	10.4	6.3
22	8.7	8.5	8.6	9.1	9.2	7.1
23 to 25	18.7	15.7	19.1	15.5	21.7	15.4
26 to 29	14.7	9.7	14.3	14.0	16.5	17.9
30 to 39	20.0	16.5	17.6	14.0	21.6	23.1
40 to 61	12.7	9.8	10.9	8.7	10.8	17.7
62 & over	0.8	0.0	0.6	0.3	0.1	0.3
19 & Under	6.3	18.1	8.3	17.6	2.6	5.7
20 to 22	26.9	30.2	29.2	29.9	26.6	20.0
23 to 29	33.4	25.4	33.4	29.5	38.2	33.3
30 & Over	33.5	26.3	29.1	23.0	32.6	41.1



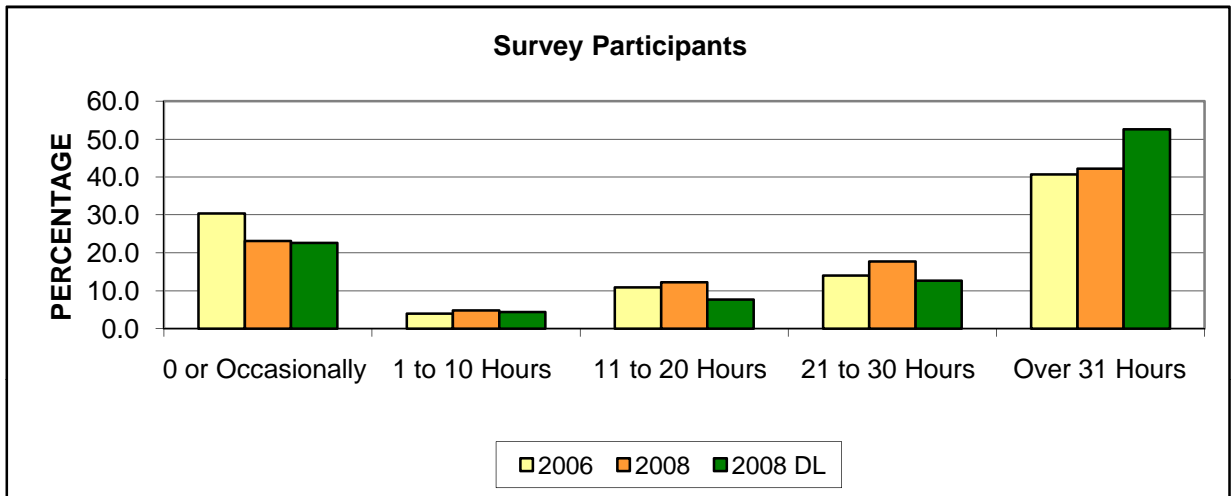
Number Of Dependents

Number of Dependent Children	2006	2008	2008 DL*
	Sample Percentage		
None	67.3	67.8	49.2
One	15.5	13.9	19.3
Two	9.3	9.8	19.6
Three	5.1	3.6	8.2
Four or more	1.3	1.6	2.2
No response	1.5	3.4	1.6

*DL = Distance Learning

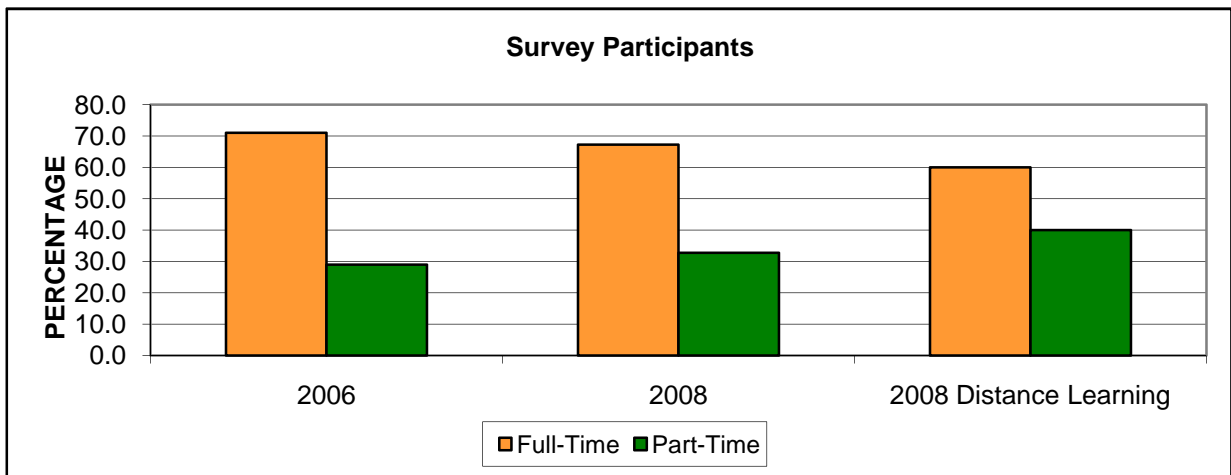
Hours Worked

Hours Worked		2006	2008		2008 DL
		Sample Percentage			
0 or Occasionally		30.4		23.1	22.6
1 to 10 Hours		4.0		4.8	4.4
11 to 20 Hours		10.9		12.2	7.7
21 to 30 Hours		14.0		17.7	12.7
Over 31 Hours		40.7		42.2	52.6



Enrollment Status

Enrollment Status	2006		2008		2008 Distance Learning	
	Census	Sample	Census	Sample	Census	Sample
	Percentage		Percentage		Percentage	
Full-Time	41.3	71.0	42.8	67.2	50.8	60.0
Part-Time	58.7	29.0	57.2	32.8	49.2	40.0

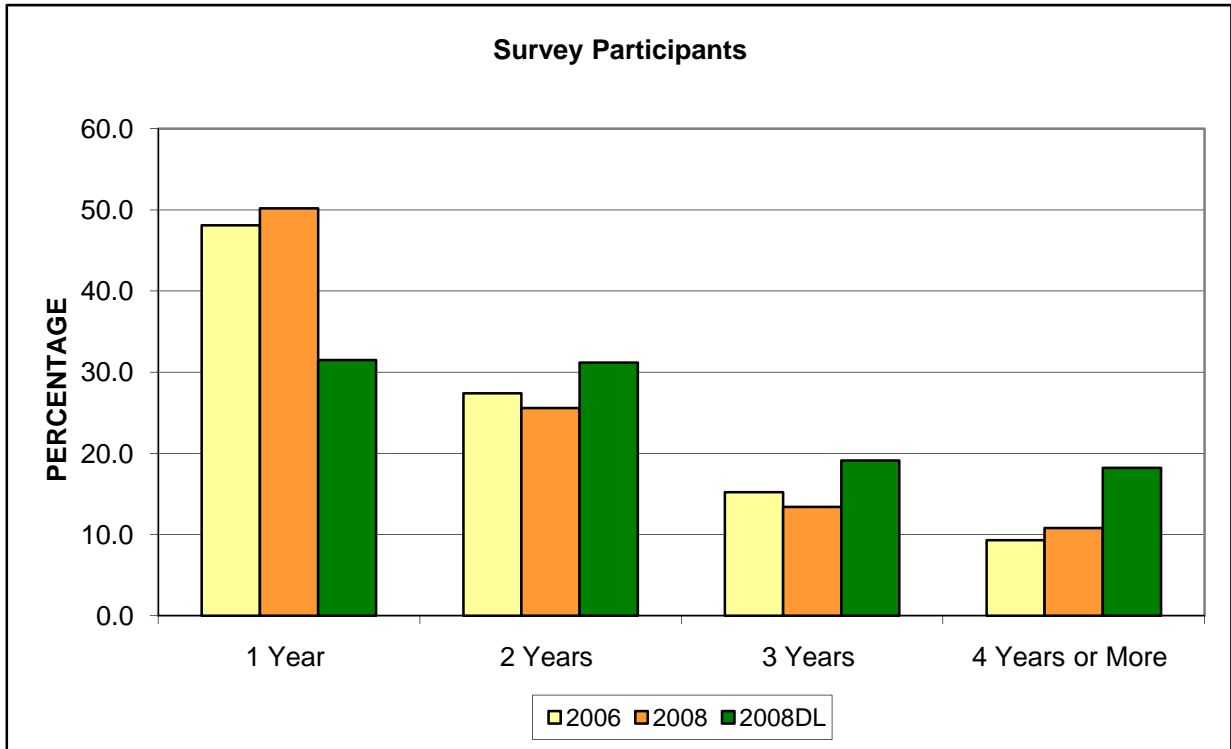


Purpose for Entering Delgado

Purpose for Entering Delgado	2006	2008	2008 DL
	Sample Percentage		
No Definite Purpose in Mind	2.0	2.9	0.8
To Take Courses for Self Improvement	1.8	2.8	1.9
To Take Job-Related Training or Job-Related Courses	1.7	1.4	1.1
To Take Courses Necessary for Transferring to Another 2-Year College	3.8	5.3	3.8
To Take Courses Necessary for Transferring to a 4-Year College or University	20.0	27.9	22.8
To Complete a Vocational/Technical Program	7.0	4.6	6.0
To Obtain or Maintain a Certification	6.2	5.1	6.0
To Obtain an Associate Degree	51.3	43.6	54.4
Other	6.2	6.5	3.0

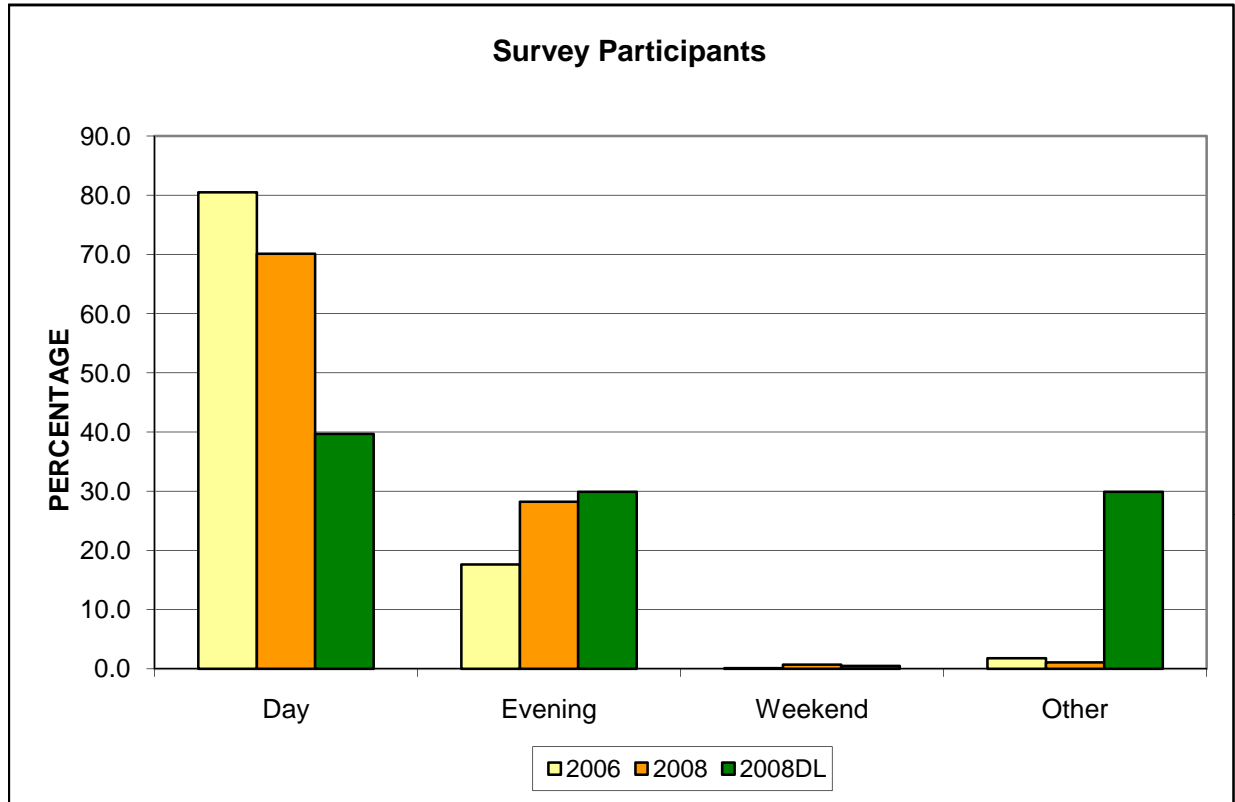
Number of Years Attended Delgado

Number of Years Attended Delgado	2006	2008	2008DL
	Sample Percentage		
1 Year	48.1	50.2	31.5
2 Years	27.4	25.6	31.2
3 Years	15.2	13.4	19.1
4 Years or More	9.3	10.8	18.2



Types of Classes Most Frequently Attended

Types of Classes Most Frequently Attended	2006	2008	2008DL
	Sample Percentage		
Day Classes (Morning or Afternoon)	80.5	70.1	39.7
Evening Classes	17.6	28.2	29.9
Weekend Classes	0.1	0.7	0.5
Other	1.8	1.1	29.9



Distance Currently Living from Delgado

Distance Currently Living from Delgado	2006	2008	2008DL
	Sample Percentage		
Less than one mile	3.0	3.1	2.7
1-5 miles	19.1	21.6	18.8
6-10 miles	28.2	28.0	26.1
11-20 miles	21.3	21.2	26.6
21-40 miles	15.9	14.0	15.5
Over 40 miles	11.0	8.9	9.2
No response	1.4	3.2	1.1

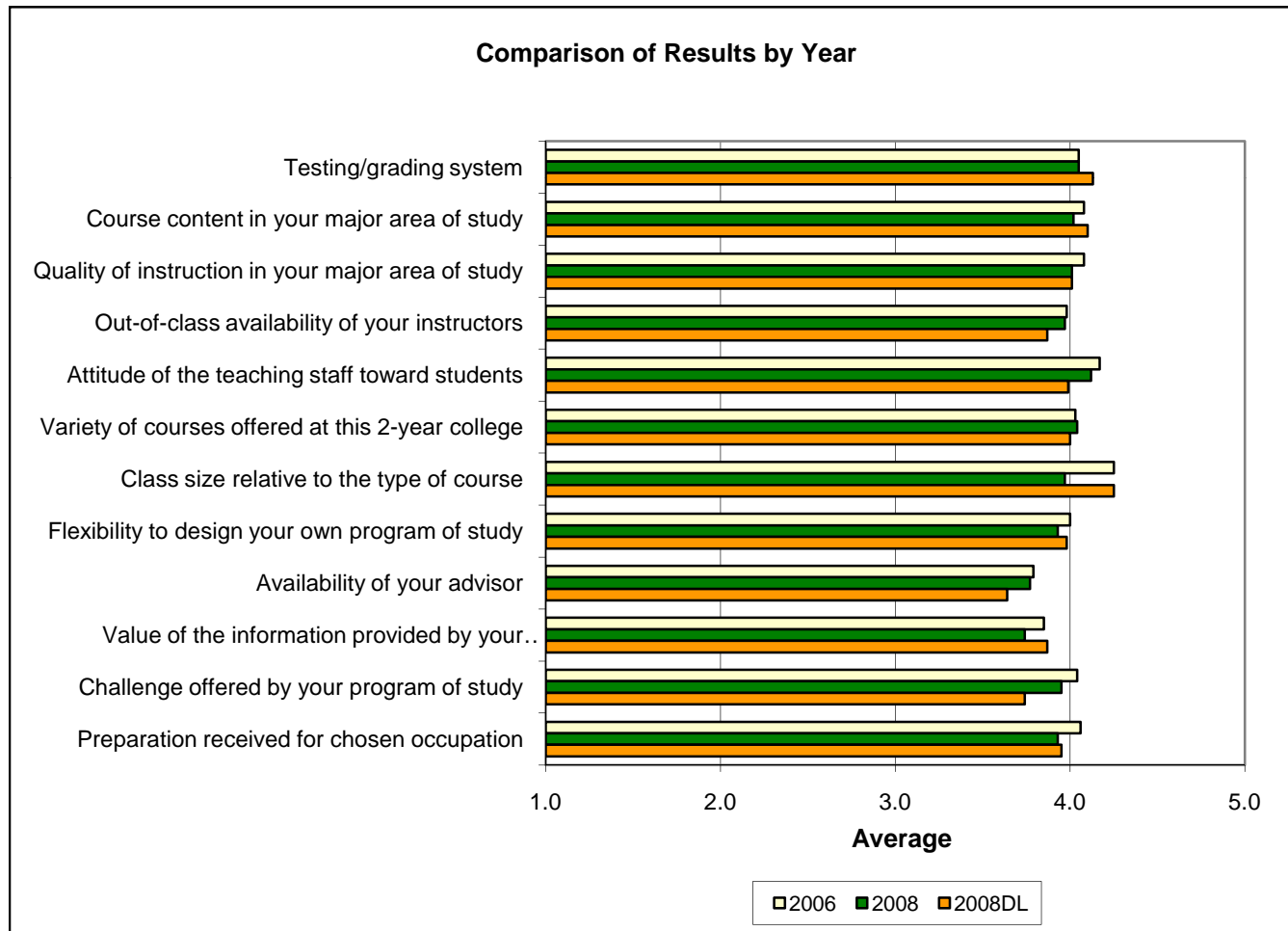
Major

Major	2006	2008	2008DL
	Sample Percentage		
Undecided	3.5	5.5	2.0
Agriculture & AG Technologies	0.0	0.5	0.9
Agriculture & Environ Design	0.9	2.0	2.0
Business & Management	6.9	11.1	21.4
Business & Office	0.5	0.2	5.2
Marketing & Distribution	0.2	0.2	0.0
Communications & Comm Tech	0.6	0.7	1.7
Communications & Personal Services	2.6	1.7	1.7
Computer & Information Sci	1.4	1.5	6.1
Cross-Disciplinary Studies	0.3	0.3	1.2
Education	4.3	4.4	4.1
Teacher Education	0.7	0.8	3.2
Engineering, Pre-Engineering	2.0	1.8	0.0
Engineering-Related Tech	2.7	2.3	0.9
Foreign Language	2.0	0.7	0.3
Health Sciences & Allied Health	60.9	53.9	39.7
Home Economics	1.5	2.8	0.3
Letters	0.0	0.3	0.3
Mathematics	0.1	0.2	0.0
Philosophy, Religion & Theology	0.1	0.0	0.0
Sciences (Bio & Physical)	2.4	2.8	4.6
Social Sciences	1.4	2.2	2.0
Trade & Industrial	2.8	1.4	0.0
Visual & Performing Arts	2.2	2.6	2.3

Satisfaction with College Environment

Item	2006	2008	2008DL	06 - 08	08 - 08DL	Question List
	AVG	AVG	AVG	Inc/(Dec)	Inc/(Dec)	
ACADEMIC						
1	4.05	4.05	4.13	0.00	-0.08	Testing/grading system
2	4.08	4.02	4.10	-0.06	-0.08	Course content in your major area of study
3	4.08	4.01	4.01	-0.07	0.00	Quality of instruction in your major area of study
4	3.98	3.97	3.87	-0.01	0.10	Out-of-class availability of your instructors
5	4.17	4.12	3.99	-0.05	0.13	Attitude of the teaching staff toward students
6	4.03	4.04	4.00	0.01	0.04	Variety of courses offered at this 2-year college
7	4.25	3.97	4.25	-0.28	-0.28	Class size relative to the type of course
8	4.00	3.93	3.98	-0.07	-0.05	Flexibility to design your own program of study
9	3.79	3.77	3.64	-0.02	0.13	Availability of your advisor
10	3.85	3.74	3.87	-0.11	-0.13	Value of the information provided by your advisor
11	4.04	3.95	3.74	-0.09	0.21	Challenge offered by your program of study
12	4.06	3.93	3.95	-0.13	-0.02	Preparation received for chosen occupation

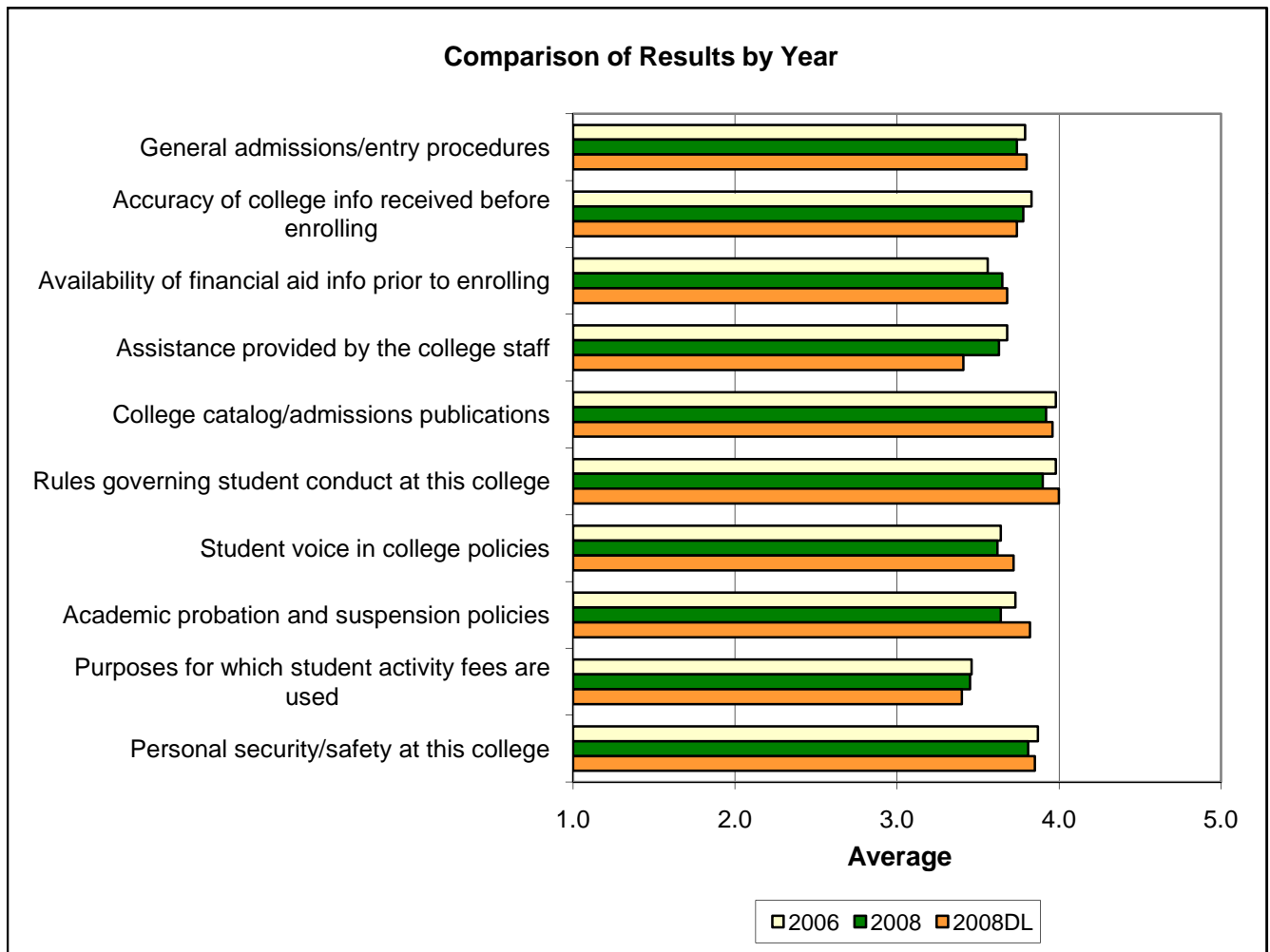
Scale: (5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very Dissatisfied)



Satisfaction with College Environment (cont.)

Item	2006	2008	2008DL	06 - 08	08 - 08DL	Question List
	AVG	AVG	AVG	Inc/(Dec)	Inc/(Dec)	
ADMISSIONS						
13	3.79	3.74	3.80	-0.05	-0.06	General admissions/entry procedures
14	3.83	3.78	3.74	-0.05	0.04	Accuracy of college info received before enrolling
15	3.56	3.65	3.68	0.09	-0.03	Availability of financial aid info prior to enrolling
16	3.68	3.63	3.41	-0.05	0.22	Assistance provided by the college staff
17	3.98	3.92	3.96	-0.06	-0.04	College catalog/admissions publications
RULES & POLICIES						
18	3.98	3.90	4.00	-0.08	-0.10	Rules governing student conduct at this college
19	3.64	3.62	3.72	-0.02	-0.10	Student voice in college policies
20	3.73	3.64	3.82	-0.09	-0.18	Academic probation and suspension policies
21	3.46	3.45	3.40	-0.01	0.05	Purposes for which student activity fees are used
22	3.87	3.81	3.85	-0.06	-0.04	Personal security/safety at this college

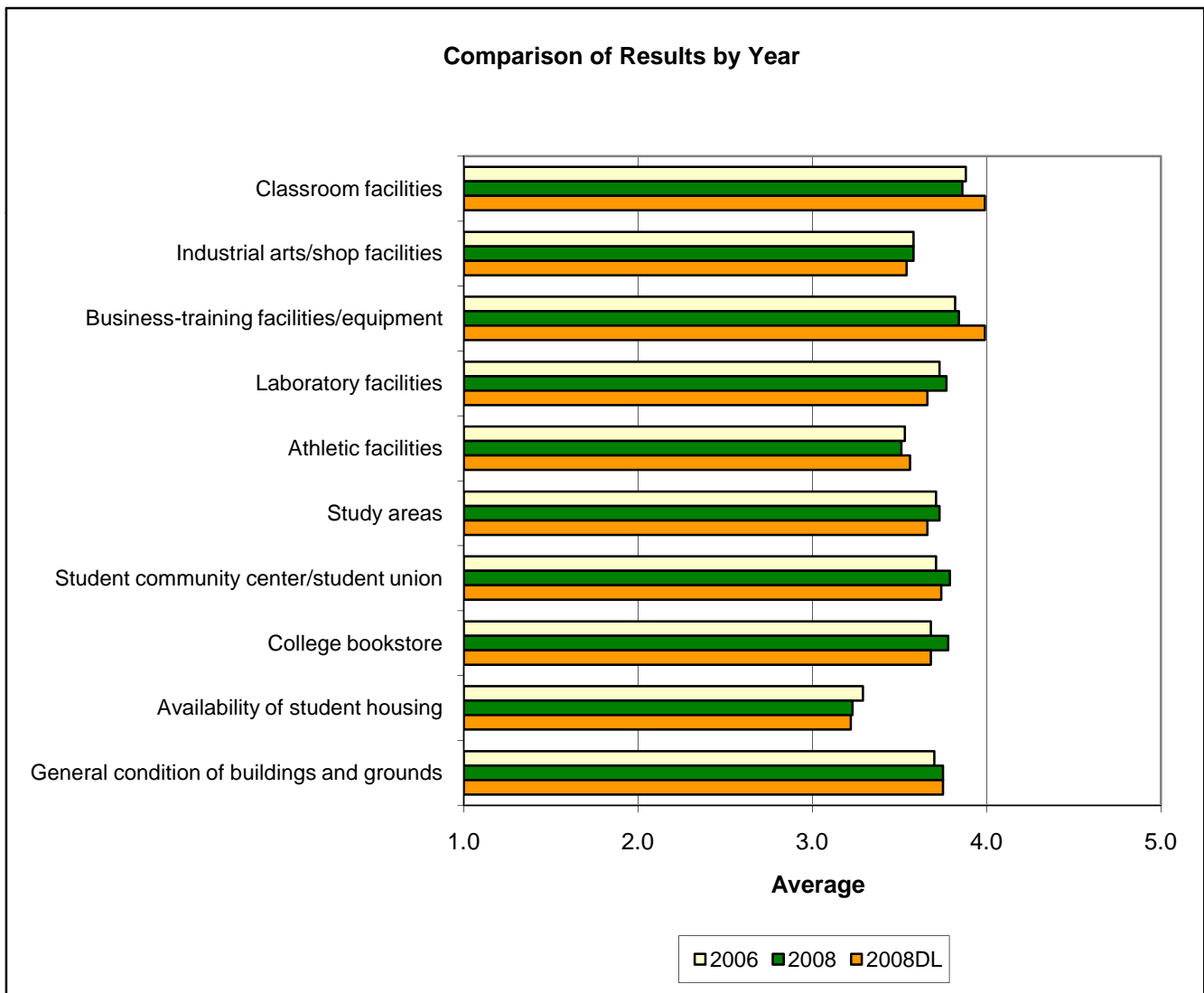
Scale: (5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very Dissatisfied)



Satisfaction with College Environment (cont.)

Item	2006	2008	2008DL	06 - 08	08 - 08DL	Question List
	AVG	AVG	AVG	Inc/(Dec)	Inc/(Dec)	
FACILITIES						
23	3.88	3.86	3.99	-0.02	-0.13	Classroom facilities
24	3.58	3.58	3.54	0.00	0.04	Industrial arts/shop facilities
25	3.82	3.84	3.99	0.02	-0.15	Business-training facilities/equipment
26	3.73	3.77	3.66	0.04	0.11	Laboratory facilities
27	3.53	3.51	3.56	-0.02	-0.05	Athletic facilities
28	3.71	3.73	3.66	0.02	0.07	Study areas
29	3.71	3.79	3.74	0.08	0.05	Student community center/student union
30	3.68	3.78	3.68	0.10	0.10	College bookstore
31	3.29	3.23	3.22	-0.06	0.01	Availability of student housing
32	3.70	3.75	3.75	0.05	0.00	General condition of buildings and grounds

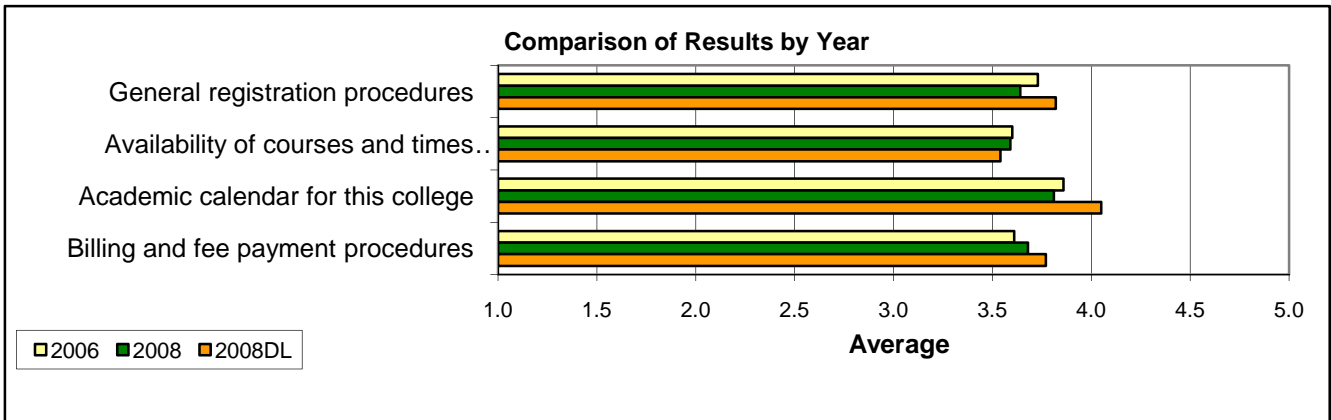
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Satisfaction with College Environment (cont.)

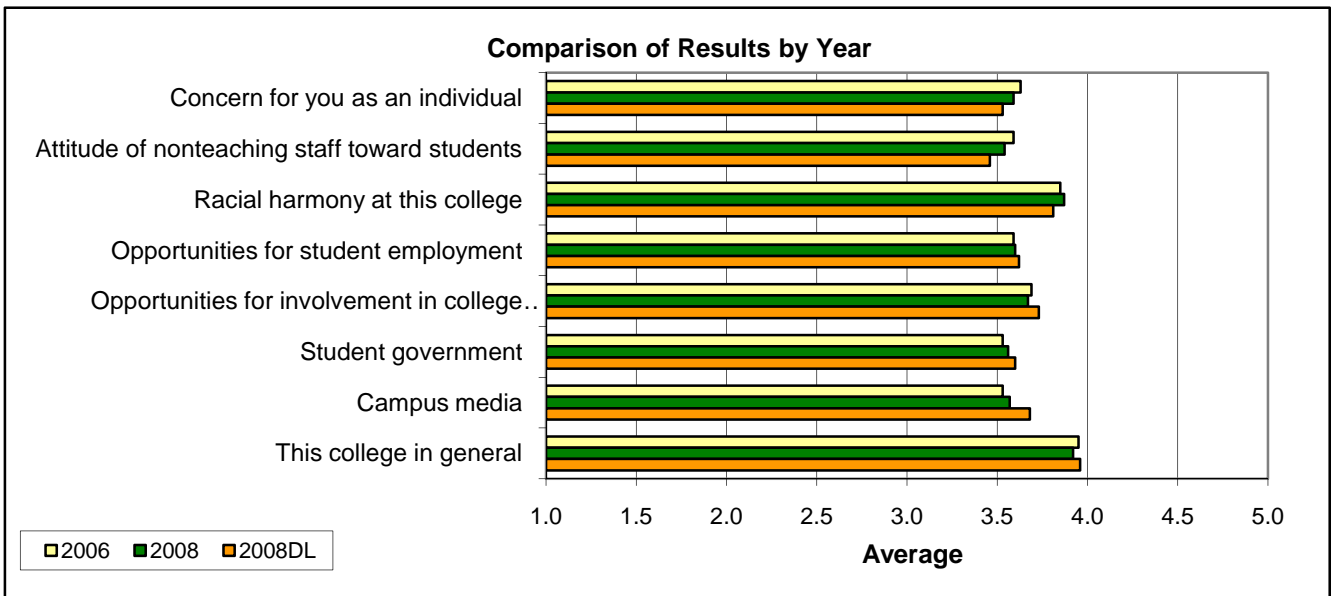
Item	2006	2008	2008DL	06 - 08	08 - 08DL	Question List
	AVG	AVG	AVG	Inc/(Dec)	Inc/(Dec)	
REGISTRATION						
33	3.73	3.64	3.82	-0.09	-0.18	General registration procedures
34	3.60	3.59	3.54	-0.01	0.05	Availability of courses and times wanted
35	3.86	3.81	4.05	-0.05	-0.24	Academic calendar for this college
36	3.61	3.68	3.77	0.07	-0.09	Billing and fee payment procedures

Scale: (5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very Dissatisfied)



GENERAL	2006	2008	2008DL	06 - 08	08 - 08DL	Question List
37	3.63	3.59	3.53	-0.04	0.06	Concern for you as an individual
38	3.59	3.54	3.46	-0.05	0.08	Attitude of nonteaching staff toward students
39	3.85	3.87	3.81	0.02	0.06	Racial harmony at this college
40	3.59	3.60	3.62	0.01	-0.02	Opportunities for student employment
41	3.69	3.67	3.73	-0.02	-0.06	Opportunities for involvement in college activities
42	3.53	3.56	3.60	0.03	-0.04	Student government
43	3.53	3.57	3.68	0.04	-0.11	Campus media
44	3.95	3.92	3.96	-0.03	-0.04	This college in general

Scale: (5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very Dissatisfied)

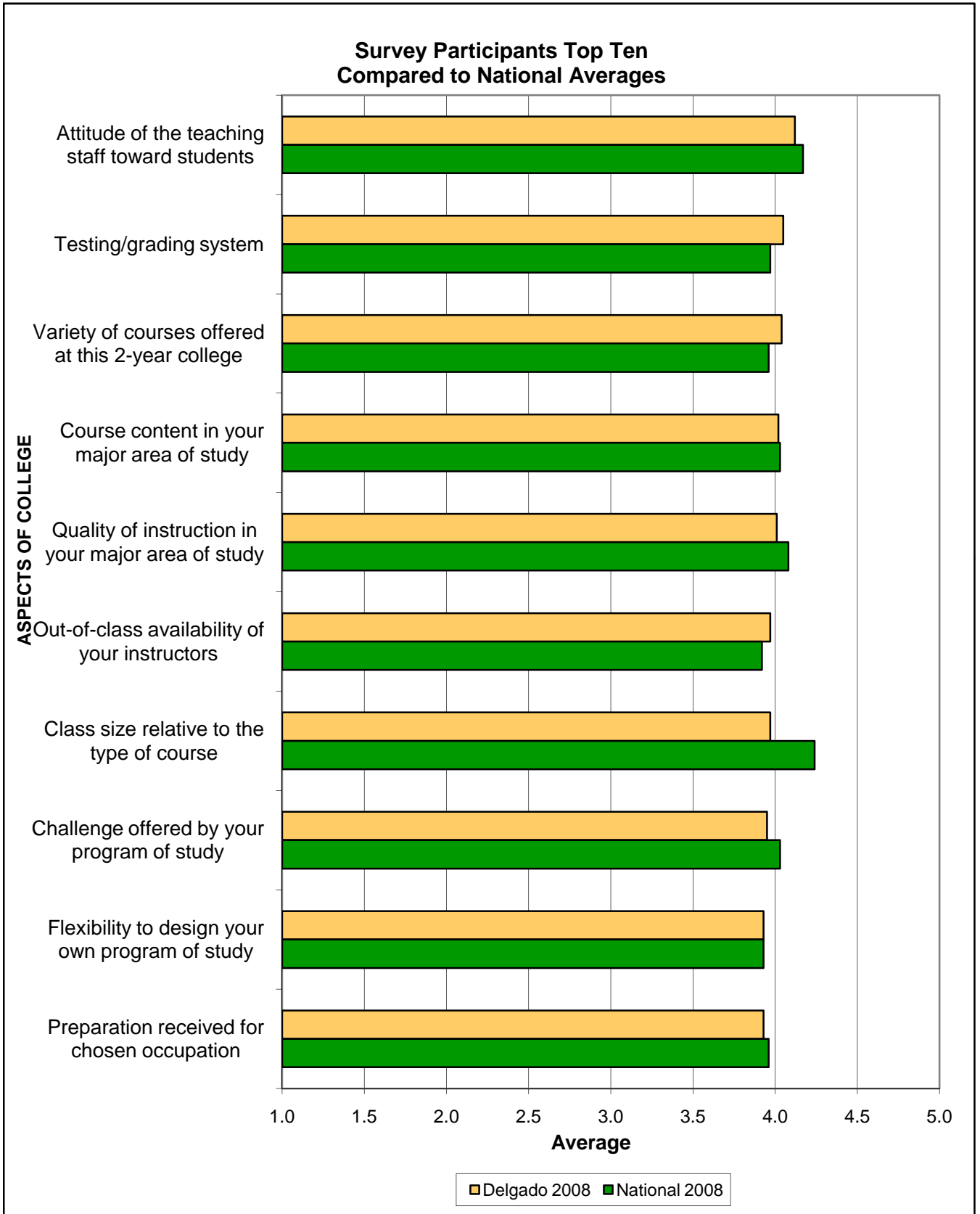


**Satisfaction with College Environment for Spring 2008
Compared to National Averages and Ranked by Delgado Average**

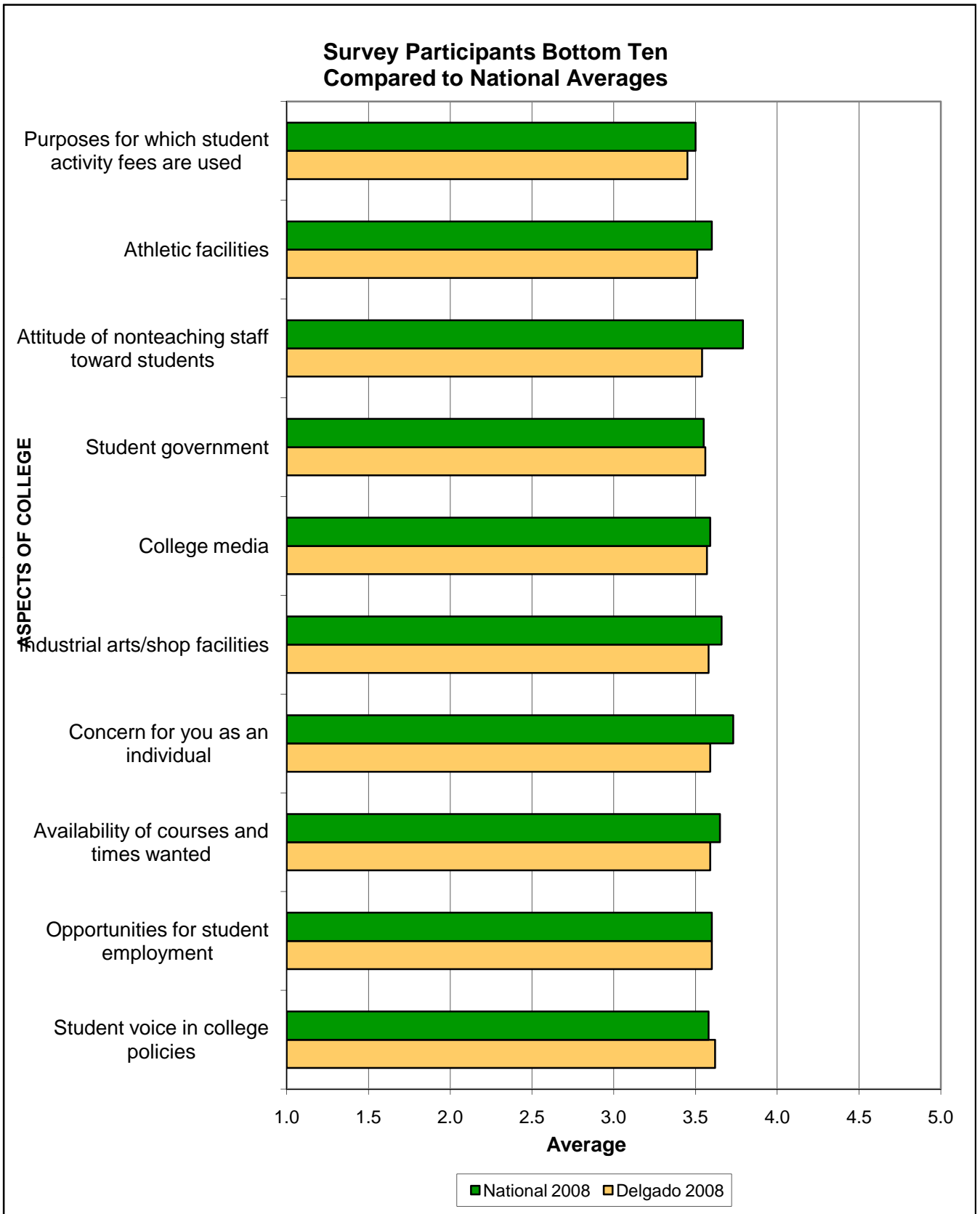
Item #	Delgado Average	National Average	Difference	Aspects of College
5	4.12	4.17	-0.05	Attitude of the teaching staff toward students
1	4.05	3.97	0.08	Testing/grading system
6	4.04	3.96	0.08	Variety of courses offered at this 2-year college
2	4.02	4.03	-0.01	Course content in your major area of study
3	4.01	4.08	-0.07	Quality of instruction in your major area of study
4	3.97	3.92	0.05	Out-of-class availability of your instructors
7	3.97	4.24	-0.27	Class size relative to the type of course
11	3.95	4.03	-0.08	Challenge offered by your program of study
8	3.93	3.93	0.00	Flexibility to design your own program of study
12	3.93	3.96	-0.03	Preparation received for chosen occupation
17	3.92	3.96	-0.04	College catalog/admissions publications
44	3.92	4.09	-0.17	This college in general
18	3.90	3.90	0.00	Rules governing student conduct at this college
39	3.87	3.94	-0.07	Racial harmony at this college
23	3.86	4.00	-0.14	Classroom facilities
25	3.84	3.96	-0.12	Business-training facilities/equipment
22	3.81	3.94	-0.13	Personal security/safety at this college
35	3.81	3.97	-0.16	Academic calendar for this college
29	3.79	3.78	0.01	Student community center/student union
30	3.78	3.78	0.00	College bookstore
14	3.78	3.89	-0.11	Accuracy of college info received before enrolling
9	3.77	3.86	-0.09	Availability of your advisor
26	3.77	3.87	-0.10	Laboratory facilities
32	3.75	4.02	-0.27	General condition of buildings and grounds
10	3.74	3.88	-0.14	Value of the information provided by your advisor
13	3.74	3.91	-0.17	General admissions/entry procedures
28	3.73	3.93	-0.20	Study areas
36	3.68	3.82	-0.14	Billing and fee payment procedures
41	3.67	3.71	-0.04	Opportunities for involvement in college activities
15	3.65	3.80	-0.15	Availability of financial aid info prior to enrolling
20	3.64	3.64	0.00	Academic probation and suspension policies
33	3.64	3.91	-0.27	General registration procedures
16	3.63	3.87	-0.24	Assistance provided by the college staff
19	3.62	3.58	0.04	Student voice in college policies
40	3.60	3.60	0.00	Opportunities for student employment
34	3.59	3.65	-0.06	Availability of courses and times wanted
37	3.59	3.73	-0.14	Concern for you as an individual
24	3.58	3.66	-0.08	Industrial arts/shop facilities
43	3.57	3.59	-0.02	College media
42	3.56	3.55	0.01	Student government
38	3.54	3.79	-0.25	Attitude of nonteaching staff toward students
27	3.51	3.60	-0.09	Athletic facilities
21	3.45	3.50	-0.05	Purposes for which student activity fees are used

Scale: (5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very Dissatisfied)

**Satisfaction with College Environment Comparison for Spring 2008
Ranked by Delgado Average (cont.)**



**Satisfaction with College Environment Comparison for Spring 2008
Ranked by Delgado Average (cont.)**



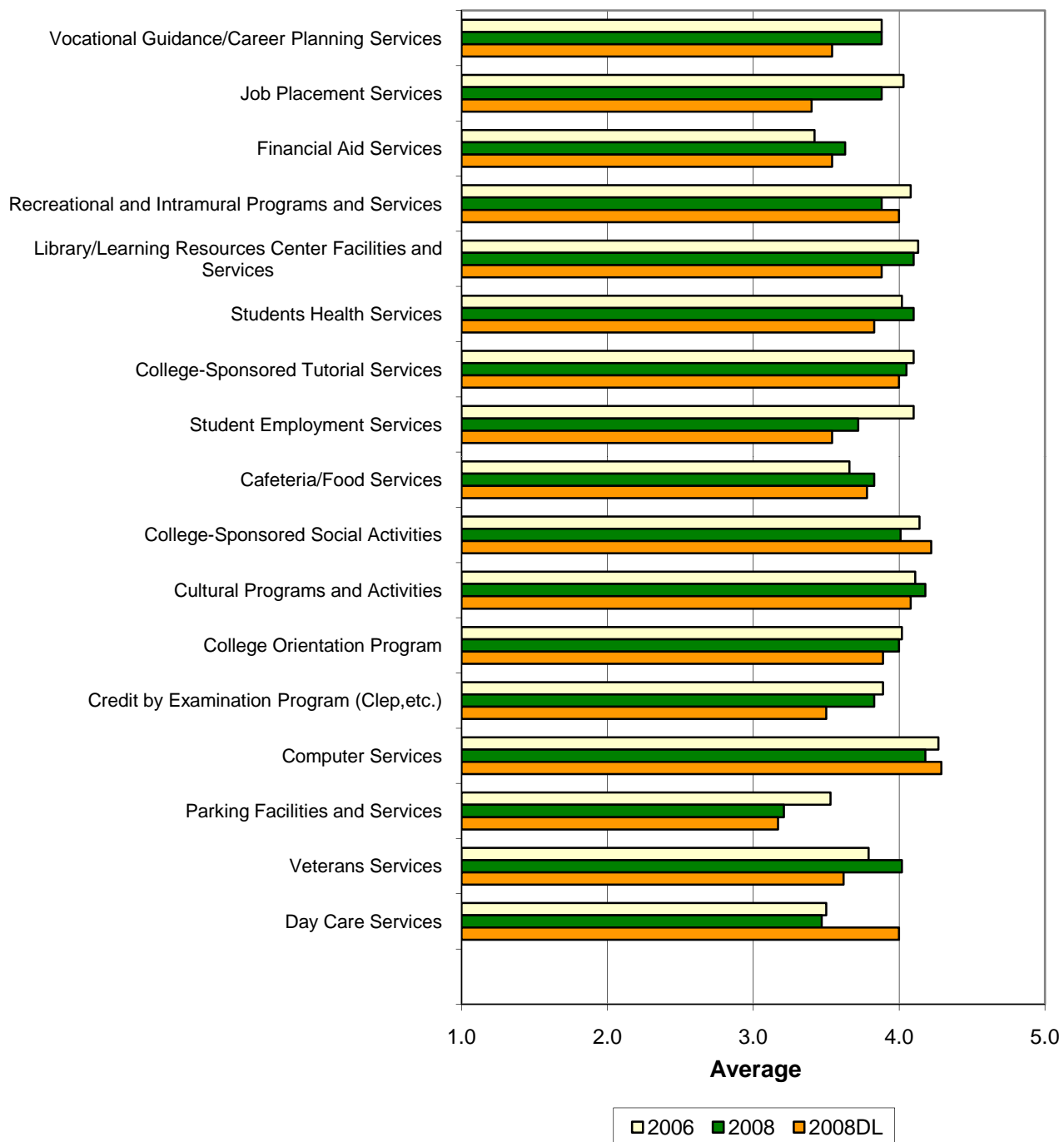
Satisfaction with Services Used at College

Item	2006	2008	2008DL	06 - 08	08 - 08DL	Question List
	AVG	AVG	AVG	Inc/(Dec)	Inc/(Dec)	
1	3.90	3.81	3.68	-0.09	0.13	Academic Advising/Course Planning Services
2	3.87	3.79	3.48	-0.08	0.31	Personal Counseling Services
3	3.88	3.88	3.54	0.00	0.34	Vocational Guidance/Career Planning Services
4	4.03	3.88	3.40	-0.15	0.48	Job Placement Services
5	3.42	3.63	3.54	0.21	0.09	Financial Aid Services
6	4.08	3.88	4.00	-0.20	-0.12	Recreational and Intramural Programs and Services
7	4.13	4.10	3.88	-0.03	0.22	Library/Learning Resources Center Facilities and Services
9	4.02	4.10	3.83	0.08	0.27	Students Health Services
10	4.10	4.05	4.00	-0.05	0.05	College-Sponsored Tutorial Services
11	4.10	3.72	3.54	-0.38	0.18	Student Employment Services
12	3.66	3.83	3.78	0.17	0.05	Cafeteria/Food Services
13	4.14	4.01	4.22	-0.13	-0.21	College-Sponsored Social Activities
14	4.11	4.18	4.08	0.07	0.10	Cultural Programs and Activities
15	4.02	4.00	3.89	-0.02	0.11	College Orientation Program
16	3.89	3.83	3.50	-0.06	0.33	Credit by Examination Program (Clep,etc.)
17	4.27	4.18	4.29	-0.09	-0.11	Computer Services
18	3.53	3.21	3.17	-0.32	0.04	Parking Facilities and Services
19	3.79	4.02	3.62	0.23	0.40	Veterans Services
20	3.50	3.47	4.00	-0.03	-0.53	Day Care Services

Scale: (5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very Dissatisfied)

Satisfaction with Services Used at College

Comparison of Results by Year

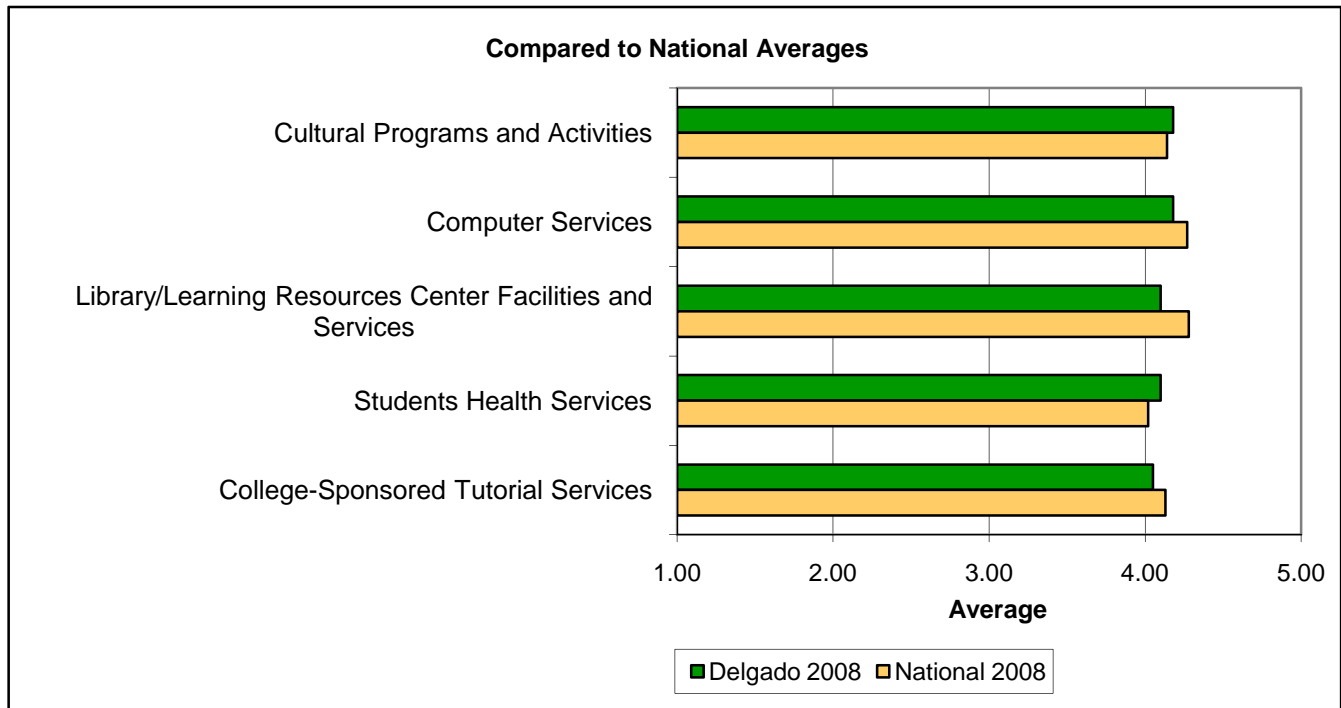


**Satisfaction with Services Used at College for Spring 2008
Compared to National Averages and Ranked by Delgado Average**

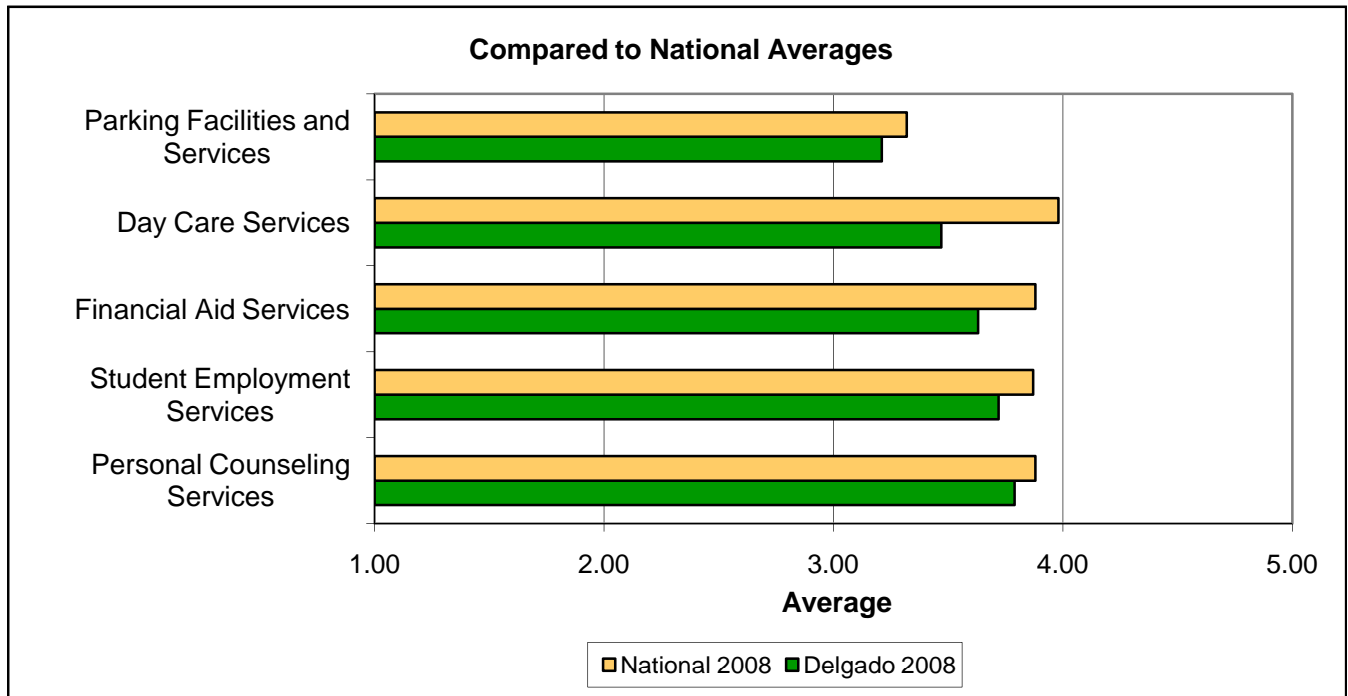
Item	Delgado Avg	National Avg	Difference	Service Used
14	4.18	4.14	0.04	Cultural Programs and Activities
17	4.18	4.27	-0.09	Computer Services
7	4.10	4.28	-0.18	Library/Learning Resources Center Facilities and Services
9	4.10	4.02	0.08	Students Health Services
10	4.05	4.13	-0.08	College-Sponsored Tutorial Services
19	4.02	4.05	-0.03	Veterans Services
13	4.01	4.07	-0.06	College-Sponsored Social Activities
15	4.00	3.91	0.09	College Orientation Program
3	3.88	3.88	0.00	Vocational Guidance/Career Planning Services
4	3.88	3.62	0.26	Job Placement Services
6	3.88	4.09	-0.21	Recreational and Intramural Programs and Services
12	3.83	3.65	0.18	Cafeteria/Food Services
16	3.83	3.91	-0.08	Credit by Examination Program (Clep,etc.)
1	3.81	3.78	0.03	Academic Advising/Course Planning Services
2	3.79	3.88	-0.09	Personal Counseling Services
11	3.72	3.87	-0.15	Student Employment Services
5	3.63	3.88	-0.25	Financial Aid Services
20	3.47	3.98	-0.51	Day Care Services
18	3.21	3.32	-0.11	Parking Facilities and Services

Scale: (5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very Dissatisfied)

Delgado's Top 5 Rated College Services Used



Delgado's Bottom 5 Rated College Services Used



Satisfaction Ratings by Campus

ACT Student Opinion Survey for Spring 2008: College Environment
By Campus

ITEM LIST		City Park	West Bank	Charity	North-Shore	
ACADEMIC		Avg				
1	Testing/grading system	2006	4.11	4.12	3.36	4.19
		2008	4.03	4.22	3.30	4.11
2	Course content in your major area of study	2006	4.15	4.04	4.18	3.91
		2008	4.03	4.00	4.05	3.99
3	Quality of instruction in your major area of study	2006	4.20	3.97	4.12	3.98
		2008	3.99	4.15	4.00	3.93
4	Out-of-class availability of your instructors	2006	4.06	3.88	4.13	3.92
		2008	3.94	4.01	4.13	4.02
5	Attitude of the teaching staff toward students	2006	4.27	4.08	3.81	4.26
		2008	4.09	4.25	3.87	4.22
6	Variety of courses offered at this 2-year college	2006	4.16	4.07	4.02	3.73
		2008	4.07	4.02	4.05	3.87
7	Class size relative to the type of course	2006	4.32	4.24	3.93	4.30
		2008	4.23	4.34	4.18	4.32
8	Flexibility to design your own program of study	2006	4.04	4.11	3.58	4.00
		2008	3.96	4.03	3.57	3.83
9	Availability of your advisor	2006	3.84	3.86	3.52	3.76
		2008	3.79	3.74	3.81	3.78
10	Value of the information provided by your advisor	2006	3.89	3.87	3.62	3.84
		2008	3.75	3.71	3.58	3.76
11	Challenge offered by your program of study	2006	4.06	4.04	4.13	4.02
		2008	3.97	3.93	4.03	3.90
12	Preparation you're receiving for your chosen occupation	2006	4.15	4.00	4.22	3.89
		2008	3.95	3.85	4.18	3.87
ADMISSIONS						
13	General admissions/entry procedures	2006	3.84	3.92	3.46	3.74
		2008	3.72	3.80	3.29	3.84
14	Accuracy of college info you received before enrolling	2006	3.83	3.93	3.67	3.81
		2008	3.78	3.88	3.47	3.79
15	Availability of financial aid information prior to enrolling	2006	3.61	3.64	3.39	3.40
		2008	3.67	3.81	3.44	3.47
16	Assistance provided by the college staff	2006	3.70	3.73	3.41	3.78
		2008	3.62	3.66	3.39	3.65
17	College catalog/admissions publications	2006	3.99	4.02	3.75	4.00
		2008	3.97	3.95	3.61	3.86
RULES & POLICIES						
18	Rules governing student conduct at this college	2006	3.96	4.06	3.80	4.05
		2008	3.90	3.89	3.74	4.01
19	Student voice in college policies	2006	3.63	3.67	3.56	3.68
20	Academic probation and suspension policies	2006	3.66	3.79	3.64	3.89
		2008	3.65	3.61	3.45	3.69
21	Purposes for which student activity fees are used	2006	3.42	3.43	3.30	3.71
		2008	3.48	3.37	3.38	3.42
22	Personal security/safety at this college	2006	3.87	3.85	3.72	4.04
		2008	3.80	3.72	3.95	3.94

Scale: (5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very Dissatisfied)

ACT Student Opinion Survey for Spring 2008: College Environment
By Campus (cont.)

ITEM LIST		City Park	West Bank	Charity	North-Shore	
FACILITIES						
23	Classroom facilities	2006	3.87	3.88	3.66	4.01
		2008	3.85	3.88	4.00	3.82
24	Industrial arts/shop facilities	2006	3.62	3.67	3.42	3.26
		2008	3.64	3.46	3.50	3.36
25	Business-training facilities/equipment	2006	3.83	3.87	3.71	3.78
		2008	3.88	3.80	3.79	3.71
26	Laboratory facilities	2006	3.70	3.75	3.83	3.70
		2008	3.78	3.72	4.00	3.70
27	Athletic facilities	2006	3.58	3.52	3.44	3.38
		2008	3.61	3.33	3.14	3.23
28	Study areas	2006	3.62	3.86	3.73	3.69
		2008	3.76	3.76	3.65	3.45
29	Student community center/student union	2006	3.81	3.65	3.63	3.53
		2008	3.89	3.63	3.59	3.40
30	College bookstore	2006	3.80	3.79	3.64	2.91
		2008	3.85	3.74	3.81	3.40
31	Availability of student housing	2006	3.33	3.40	3.12	3.15
		2008	3.27	3.05	2.92	3.31
32	General condition of buildings and grounds	2006	3.62	3.88	3.43	3.81
		2008	3.77	3.78	3.58	3.73
REGISTRATION						
33	General registration procedures	2006	3.68	3.89	3.32	3.84
		2008	3.63	3.77	2.58	3.74
34	Availability of courses and times wanted	2006	3.67	3.70	3.50	3.40
		2008	3.63	3.57	3.11	3.48
35	Academic calendar for this college	2006	3.88	3.93	3.74	3.84
		2008	3.81	3.82	3.68	3.83
36	Billing and fee payment procedures	2006	3.57	3.73	3.34	3.68
		2008	3.66	3.77	3.61	3.76
GENERAL						
37	Concern for you as an individual	2006	3.63	3.69	3.38	3.65
		2008	3.59	3.61	3.57	3.61
38	Attitude of college nonteaching staff toward students	2006	3.57	3.68	3.16	3.69
		2008	3.54	3.63	3.65	3.41
39	Racial harmony at this college	2006	3.81	3.91	3.63	4.04
		2008	3.87	3.87	3.89	3.94
40	Opportunities for student employment	2006	3.63	3.70	3.34	3.46
		2008	3.63	3.52	3.56	3.63
41	Opportunities for involvement in college activities	2006	3.73	3.79	3.52	3.51
		2008	3.71	3.57	3.66	3.62
42	Student government	2006	3.57	3.56	3.44	3.42
		2008	3.56	3.49	3.78	3.59
43	College media	2006	3.60	3.59	3.40	3.30
		2008	3.61	3.49	3.54	3.54
44	This college in general	2006	3.98	4.02	3.72	3.88
		2008	3.93	3.99	3.71	3.82

Scale: (5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very Dissatisfied)

ACT Student Opinion Survey for Spring 2008: Student Services by Campus

SERVICES LIST		City Park	West Bank	Charity	North-Shore
		Avg			
1 Academic Advising/Course Planning Services	2006	4.13	4.00	3.75	3.99
	2008	4.00	4.13	3.95	4.15
2 Personal Counseling Services	2006	3.94	3.86	3.71	4.05
	2008	3.84	3.74	3.60	4.07
3 Vocational Guidance/Career Planning Services	2006	4.06	4.18	3.80	3.96
	2008	3.89	4.18	3.00	4.21
4 Job Placement Services	2006	3.84	4.44	4.00	3.71
	2008	3.78	3.90	2.50	3.60
5 Financial Aid Services	2006	3.64	3.81	3.00	3.05
	2008	3.78	4.05	3.43	3.77
6 Recreational and Intramural Programs and Services	2006	4.00	3.94	4.00	3.50
	2008	4.05	4.23	3.67	3.86
7 Library/Learning Resources Center Facilities and Services	2006	4.27	4.38	4.17	4.06
	2008	4.19	4.46	4.26	3.88
8 Resident Hall Programs and Services	2006	4.10	4.00	4.00	3.80
	2008	4.10	3.56	0.00	3.33
9 Students Health Services	2006	4.19	3.87	4.17	3.71
	2008	4.17	4.20	2.50	4.00
10 College-Sponsored Tutorial Services	2006	4.35	4.19	4.00	4.05
	2008	4.14	4.29	4.20	4.42
11 Student Employment Services	2006	4.29	4.14	4.00	3.67
	2008	3.93	4.22	4.50	4.00
12 Cafeteria/Food Services	2006	3.94	3.08	3.85	3.00
	2008	4.10	2.96	2.93	3.67
13 College-Sponsored Social Activities	2006	4.20	4.39	4.43	4.13
	2008	4.22	4.24	4.14	4.67
14 Cultural Programs and Activities	2006	4.24	4.35	4.33	3.86
	2008	4.35	4.29	4.50	3.75
15 College Orientation Program	2006	4.24	4.22	3.90	4.28
	2008	4.27	4.26	4.10	4.37
16 Credit by Examination Program (Clep,etc.)	2006	4.14	4.05	4.00	4.20
	2008	4.13	3.89	3.00	3.75
17 Computer Services	2006	4.41	4.44	4.23	4.07
	2008	4.34	4.28	4.36	4.45
18 Parking Facilities and Services	2006	3.49	3.97	2.93	3.58
	2008	3.26	3.78	2.57	2.90
19 Veterans Services	2006	3.96	3.54	4.00	4.00
	2008	4.06	3.14	3.67	3.50
20 Day Care Services	2006	3.76	3.08	4.00	4.50
	2008	3.22	1.78	1.00	3.00

Scale: (5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very Dissatisfied)

ACT Student Opinion Survey for Spring 2008:
Reason for Selecting Delgado by Campus

REASON LIST		City Park	West Bank	Charity	North-Shore
		Avg			
1 Convenient Location	2006	2.02	2.43	1.82	2.56
	2008	2.14	2.46	2.32	2.51
2 Offered the Courses I Wanted	2006	2.68	2.53	2.81	2.53
	2008	2.62	2.58	2.81	2.52
3 Low Cost of Attending	2006	2.36	2.46	2.26	2.26
	2008	2.46	2.65	2.61	2.29
4 Could Work While Attending	2006	2.20	2.37	1.85	2.26
	2008	2.35	2.53	2.09	2.35
5 Good Vocational or Academic Reputation	2006	2.15	2.05	2.67	2.01
	2008	2.05	2.07	2.58	1.93
6 Liked the Social Atmosphere	2006	1.60	1.63	1.36	1.50
	2008	1.56	1.56	1.55	1.51
7 Liked the Size of the College	2006	1.84	1.96	1.51	1.80
	2008	1.74	1.96	1.79	1.86
8 Good Chance of Personal Success	2006	2.26	2.26	2.40	2.27
	2008	2.28	2.33	2.53	2.22
9 Availability of Scholarship or Financial Aid	2006	1.92	1.96	1.83	1.90
	2008	1.98	2.03	1.91	1.71
10 Advice of Parents or Relatives	2006	1.42	1.53	1.46	1.47
	2008	1.51	1.44	1.48	1.44
11 Advice of High School Counselor, Teacher, Principal, etc.	2006	1.28	1.32	1.09	1.18
	2008	1.33	1.22	1.13	1.18
12 Wanted to be with Friends	2006	1.17	1.18	1.22	1.12
	2008	1.13	1.09	1.03	1.03

Scale: (3=Major Reason, 2=Minor Reason, 1=Not a Reason)

ACT Student Opinion Survey for Spring 2008: Delgado Impressions by Campus

ITEM LIST		City Park	West Bank	Charity	North-Shore
		Avg			
1 Rating of This College When You Applied for Admission*	2006	3.59	3.46	3.65	3.56
	2008	3.38	3.44	3.79	3.42
2 Would You Choose This College Again?*	2006	3.86	3.85	4.17	4.06
	2008	3.74	3.94	3.85	3.76
3 Quality of Education at This College**	2006	4.09	4.02	4.25	4.01
	2008	3.94	4.04	4.05	3.89

*Scale: (4=First Choice, 3=Second Choice, 2=Third Choice, 1=Fourth Choice or Lower)

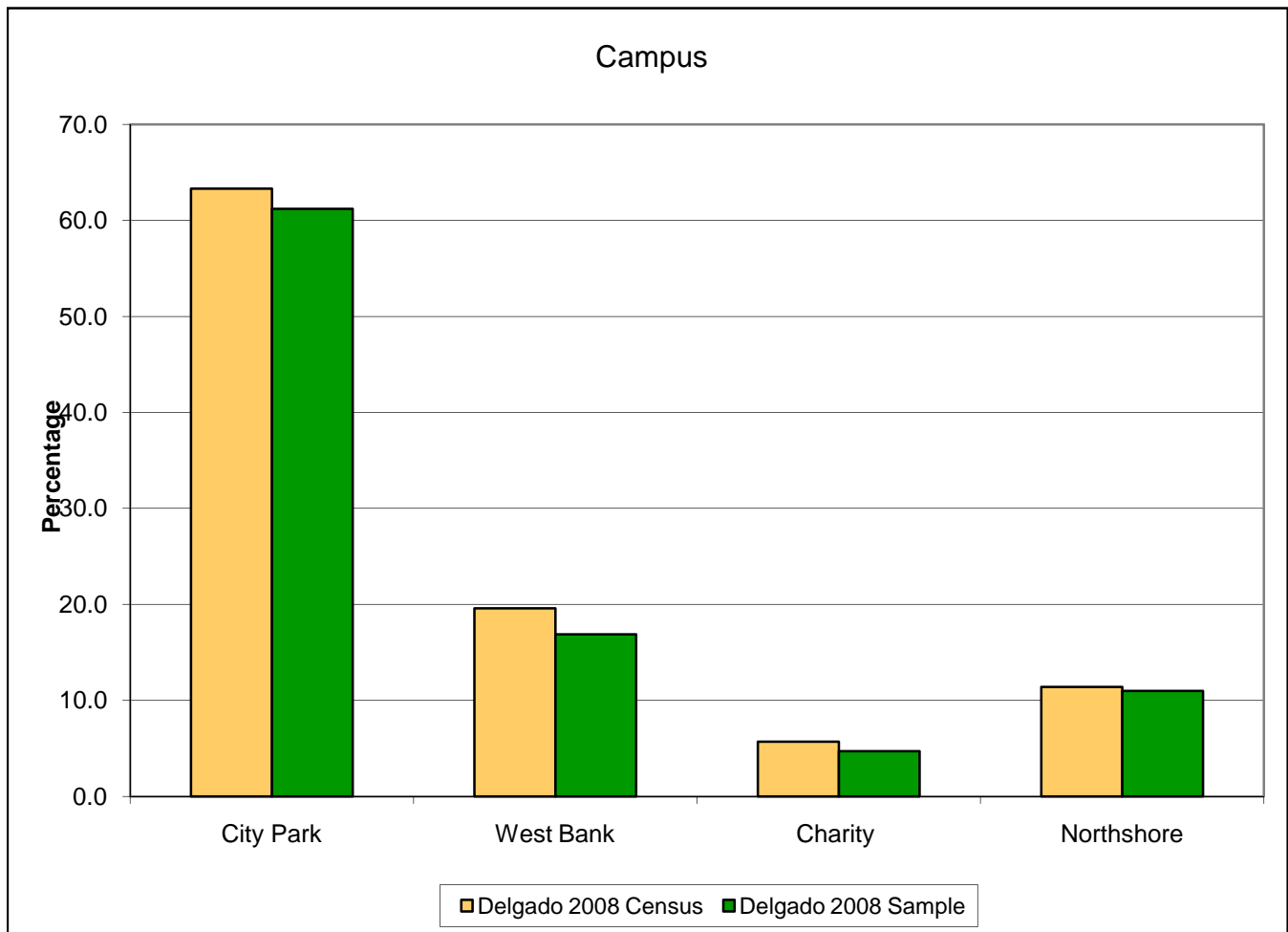
**Scale: (5=Definitely Yes, 4=Probably Yes, 3=Uncertain, 2=Probably No, 1=Definitely No)

***Scale: (5=Excellent, 4=Good, 3=Average, 2=Below Average, 1=Very inadequate)

Additional Questions Posed by Delgado Community College

What campus/site do you take most of your classes on?	2008	
	Census*	Sample
	Percentage	
City Park	63.3	61.2
West Bank	19.6	16.9
Charity	5.7	4.7
Northshore	11.4	11.0
Other	0.0	0.4
No response	0.0	5.8
Total	100.0	100.0

**Used Spring 2008 14th Class Day Data.



Additional Questions Posed by Delgado Community College

Support Services

College Wide Would you participate in a program designed to improve your study skills?	2008	
	Sample	
	Frequency	Percent
Yes	710	66.4
No	293	27.4
No response	67	6.3
Total	1070	100.0

Respondents By Campus Would you participate in a program designed to improve your study skills?	2008 Sample			
	City Park	West Bank	Charity	North-shore
	Percent			
Yes	71.3	73.5	76.0	59.3
No	28.4	25.4	22.0	39.8
No response	0.3	1.1	2.0	0.8
Total	100.0	100.0	100.0	100.0

College Wide What type of program designed to improve your study skills would you prefer to participate in?	2008	
	Sample	
	Frequency	Percent
Class	170	23.9
Lab	129	18.2
Tutoring	236	33.2
Advanced study skills workshop	163	23.0
None	11	1.5
No response	1	0.1
Total	710	100.0

Respondents By Campus What type of program designed to improve your study skills would you prefer to participate in?	2008 Sample			
	City Park	West Bank	Charity	North-shore
	Percent			
Class	24.4	23.3	15.8	27.1
Lab	21.6	9.8	13.2	14.3
Tutoring	32.1	39.8	36.8	25.7
Advanced study skills workshop	20.3	27.1	34.2	25.7
None	1.3	0.0	0.0	7.1
No response	0.2	0.0	0.0	0.0
Total	100.0	100.0	100.0	100.0

Additional Questions Posed by Delgado Community College

Support Services

College Wide How often do you use your DCC email account?	2008	
	Sample	
	Frequency	Percent
Very Often	318	29.7
Often	215	20.1
Occasionally	284	26.5
Never	172	16.1
No response	81	7.6
Total	1070	100.0

Respondents By Campus How often do you use your DCC email account?	2008 Sample			
	City Park	West Bank	Charity	North-shore
	Percent			
Very Often	30.7	28.2	46.0	35.6
Often	21.1	23.2	28.0	17.8
Occasionally	28.2	32.6	14.0	25.4
Never	17.7	14.9	8.0	20.3
No response	2.3	1.1	4.0	0.8
Total	100.0	100.0	100.0	100.0

College Wide Would you use a free online tutoring service if it was made available?	2008	
	Sample	
	Frequency	Percent
Definitely	418	39.1
Probably	257	24.0
Maybe	202	18.9
No	103	9.6
No response	90	8.4
Total	1070	100.0

Respondents By Campus Would you use a free online tutoring service if it was made available?	2008 Sample			
	City Park	West Bank	Charity	North-shore
	Percent			
Definitely	41.8	43.6	52.0	30.5
Probably	24.3	27.6	26.0	29.7
Maybe	19.4	19.3	18.0	26.3
No	11.0	7.7	0.0	12.7
No response	3.5	1.7	4.0	0.8
Total	100.0	100.0	100.0	100.0

Additional Questions Posed by Delgado Community College

Admissions

College Wide How did you apply for admission to the college?	2008	
	Sample	
	Frequency	Percent
Online	285	26.6
In person	641	59.9
By mail	51	4.8
Don't recall	29	2.7
No response	64	6.0
Total	1070	100.0

Respondents By Campus How did you apply for admission to the college?	2008 Sample			
	City Park	West Bank	Charity	North-shore
	Percent			
Online	29.5	28.2	18.0	26.3
In person	63.1	67.4	54.0	64.4
By mail	4.6	1.7	24.0	4.2
Don't recall	2.4	2.8	2.0	5.1
No response	0.5	0.0	2.0	0.0
Total	100.0	100.0	100.0	100.0

College Wide Once you submitted your application, was the information provided by the Admission's Office on the "next step" in the enrollment process helpful?	2008	
	Sample	
	Frequency	Percent
Very helpful	337	31.5
Somewhat helpful	478	44.7
Not very helpful	135	12.6
Not applicable	50	4.7
No response	70	6.5
Total	1070	100.0

Respondents By Campus Once you submitted your application, was the information provided by the Admission's Office on the "next step" in the enrollment process helpful?	2008 Sample			
	City Park	West Bank	Charity	North-shore
	Percent			
Very helpful	34.7	29.8	26.0	34.7
Somewhat helpful	44.6	54.7	48.0	50.8
Not very helpful	14.8	8.3	18.0	11.9
Not applicable	5.0	5.5	6.0	2.5
No response	0.9	1.7	2.0	0.0
Total	100.0	100.0	100.0	100.0

Additional Questions Posed by Delgado Community College

Admissions

College Wide If you attended the Freshman Orientation (OARS), was the information provided by the Admission's Office on the "next in the enrollment process helpful?"	2008	
	Sample	
	Frequency	Percent
Very helpful	244	22.8
Somewhat helpful	251	23.5
Not very helpful	50	4.7
Not applicable	448	41.9
No response	77	7.2
Total	1070	100.0

Respondents By Campus If you attended the Freshman Orientation (OARS), was the information provided by the Admission's Office on the "next in the enrollment process helpful?"	2008 Sample			
	City Park	West Bank	Charity	North-shore
	Percent			
Very helpful	26.6	25.4	16.0	13.6
Somewhat helpful	24.0	29.8	44.0	15.3
Not very helpful	5.0	5.0	8.0	3.4
Not applicable	42.6	39.2	30.0	66.1
No response	1.8	0.6	2.0	1.7
Total	100.0	100.0	100.0	100.0

College Wide How well has Delgado informed you of all the educational program choices?	2008	
	Sample	
	Frequency	Percent
I received little or no information	196	18.3
I am aware of some choices	541	50.6
I am very aware of my educational choices	267	25.0
No response	66	6.2
Total	1070	100.0

Respondents By Campus How well has Delgado informed you of all the educational program choices?	2008 Sample			
	City Park	West Bank	Charity	North-shore
	Percent			
I received little or on information	19.5	18.2	12.0	24.6
I am aware of some choices	51.1	59.7	54.0	55.9
I am very aware of my educational choices	28.9	21.5	32.0	19.5
No response	0.5	0.6	2.0	0.0
Total	100.0	100.0	100.0	100.0

Additional Questions Posed by Delgado Community College

Registration

College Wide Was the assistance you received in the Registrar Office helpful?	2008	
	Sample	
	Frequency	Percent
Very helpful	288	26.9
Somewhat helpful	438	40.9
Not very helpful	168	15.7
Not applicable	104	9.7
No response	72	6.7
Total	1070	100.0

Respondents By Campus Was the assistance you received in the Registrar Office helpful?	2008 Sample			
	City Park	West Bank	Charity	North-shore
	Percent			
Very helpful	29.0	33.7	24.0	20.3
Somewhat helpful	43.5	42.0	34.0	49.2
Not very helpful	15.4	18.8	26.0	16.1
Not applicable	10.8	5.0	14.0	13.6
No response	1.2	0.6	2.0	0.8
Total	100	100.0	100	100.0

Advising

College Wide Other than at orientation, have you ever been advised by an advisor (in the advising center)?	2008	
	Sample	
	Frequency	Percent
Many Times	123	11.5
Two or three	262	24.5
Once	247	23.1
Never	368	34.4
No response	70	6.5
Total	1070	100.0

Respondents By Campus Other than at orientation, have you ever been advised by an advisor (in the advising center)?	2008 Sample			
	City Park	West Bank	Charity	North-shore
	Percent			
Many Times	13.3	12.7	4.0	8.5
Two or three	23.2	33.7	20.0	31.4
Once	24.1	24.9	32.0	22.9
Never	38.6	27.1	42.0	36.4
No response	0.8	1.7	4.0	0.8
Total	100.0	100.0	100.0	100.0

Additional Questions Posed by Delgado Community College

Advising

College Wide In your most recent advising session, was the information you received helpful?	2008	
	Sample	
	Frequency	Percent
Very helpful	289	27.0
Somewhat helpful	287	26.8
Not very helpful	107	10.0
Not applicable	311	29.1
No response	76	7.1
Total	1070	100.0

Respondents By Campus In your most recent advising session, was the information you received helpful?	2008 Sample			
	City Park	West Bank	Charity	North-shore
	Percent			
Very helpful	28.9	30.9	22.0	26.3
Somewhat helpful	26.6	36.5	22.0	29.7
Not very helpful	11.5	7.2	14.0	9.3
Not applicable	31.6	24.3	40.0	33.1
No response	1.5	1.1	2.0	1.7
Total	100	100.0	100	100.0

College Wide Who were you advised by?	2008	
	Sample	
	Frequency	Percent
Faculty advisor	232	21.7
Other staff advisor	83	7.8
Self advisement	320	29.9
Peer advisement	109	10.2
Don't know	170	15.9
Other	87	8.1
No response	69	6.4
Total	1070	100.0

Respondents By Campus Who were you advised by?	2008 Sample			
	City Park	West Bank	Charity	North-shore
	Percent			
Faculty advisor	20.6	24.9	48.0	22.9
Other staff advisor	8.7	7.2	8.0	6.8
Self advisement	30.4	37.0	14.0	38.1
Peer advisement	13.0	8.3	6.0	5.1
Don't know	17.7	11.0	18.0	20.3
Other	8.5	11.0	6.0	5.9
No response	1.1	0.6	0.0	0.8
Total	100	100.0	100	100.0

Additional Questions Posed by Delgado Community College

Financial Aid

College Wide How many months before the semester did you apply for financial aid?	2008	
	Sample	
	Frequency	Percent
0-3 months	373	34.9
4-6 months	194	18.1
more than 6	95	8.9
Not applicable	336	31.4
No response	72	6.7
Total	1070	100.0

Respondents By Campus How many months before the semester did you apply for financial aid?	2008 Sample			
	City Park	West Bank	Charity	North-shore
	Percent			
0-3 months	37.6	44.8	16.0	32.2
4-6 months	18.2	22.7	40.0	11.9
more than 6	8.7	8.8	20.0	9.3
Not applicable	34.4	22.7	22.0	46.6
No response	1.2	1.1	2.0	0.0
Total	100.0	100.0	100.0	100.0

College Wide The earlier a student applies for financial aid, the more likely it is that the student will be approved in time for registration. Which of the following reminders would you pay the most attention to?	2008	
	Sample	
	Frequency	Percent
Email	504	47.1
Poster	251	23.5
Notice on web site	207	19.3
No response	108	10.1
Total	1070	100.0

Respondents By Campus The earlier a student applies for financial aid, the more likely it is that the student will be approved in time for registration. Which of the following reminders would you pay the most attention to?	2008 Sample			
	City Park	West Bank	Charity	North-shore
	Percent			
Email	48.4	52.5	60.0	50.8
Poster	25.3	26.0	14.0	25.4
Notice on web site	21.1	18.2	22.0	19.5
No response	5.2	3.3	4.0	4.2
Total	100.0	100.0	100.0	100

Additional Questions Posed by Delgado Community College

Campus Activities

College Wide	2008	
	Sample	
	Frequency	Percent
Would you attend any of the following college activities? A dance, drive-in movie on campus, music event, speaker, open mic event, online social activity.		
One or Two	242	22.6
A few	264	24.7
Many	122	11.4
None	355	33.2
No response	87	8.1
Total	1070	100.0

Respondents By Campus	2008 Sample			
	City Park	West Bank	Charity	North-shore
	Percent			
Would you attend any of the following college activities? A dance, drive-in movie on campus, music event, speaker, open mic event, online social activity.				
One or Two	25.8	22.7	30.0	11.9
A Few	27.0	26.5	26.0	22.0
Many	13.4	8.8	8.0	11.0
None	30.7	39.8	32.0	54.2
No response	3.1	2.2	4	0.8
Total	100.0	100.0	100.0	100.0

College Wide	2008	
	Sample	
	Frequency	Percent
I am most likely to attend a college event during these hours.		
8am to 10am	134	12.5
11am to 1pm	256	23.9
2pm to 4pm	117	10.9
5pm to 7pm	294	27.5
None	183	17.1
No response	86	8.0
Total	1070	100.0

Respondents By Campus	2008 Sample			
	City Park	West Bank	Charity	North-shore
	Percent			
I am most likely to attend a college event during these hours.				
8am to 10am	14.4	13.3	12.0	8.5
11am to 1pm	26.0	26.5	28.0	20.3
2pm to 4pm	12.5	8.3	14.0	11.0
5pm to 7pm	28.4	32.6	24.0	28.8
None	16.2	17.7	18.0	28.8
No response	2.6	1.7	4.0	2.5
Total	100.0	100.0	100.0	100.0

Additional Questions Posed by Delgado Community College

Service Learning

College Wide	2008	
	Sample	
	Frequency	Percent
Have you ever participated in a service project that was based on concepts learned in class?		
Often	69	6.4
Occasionally	137	12.8
Once	140	13.1
Never	632	59.1
No response	92	8.6
Total	1070	100.0

Respondents By Campus	2008 Sample			
	City Park	West Bank	Charity	North-shore
	Percent			
Have you ever participated in a service project that was based on concepts learned in class?				
Often	7.8	5.5	8.0	2.5
Occasionally	13.6	13.3	38.0	4.2
Once	14.8	9.4	30.0	8.5
Never	60.2	69.1	20.0	83.9
No response	3.7	2.8	4	0.8
Total	100.0	100.0	100.0	100.0

College Wide	2008	
	Sample	
	Frequency	Percent
Did the service learning experience increase your knowledge of course content?		
Very Much	123	35.5
Somewhat	167	48.3
Very Little	38	11.0
None	17	4.9
No response	1	0.3
Total	346	100.0

Respondents By Campus	2008 Sample			
	City Park	West Bank	Charity	North-shore
	Percent			
Did the service learning experience increase your knowledge of course content?				
Very Much	33.8	45.1	34.2	38.9
Somewhat	48.1	45.1	52.6	44.4
Very Little	12.2	5.9	10.5	11.1
None	5.5	3.9	2.6	5.6
No response	0.4	0.0	0.0	0.0
Total	100.0	100.0	100.0	100.0

Additional Questions Posed by Delgado Community College

Service Learning

College Wide	2008	
Did the experience enhance your willingness to be engaged in community service in the future?	Sample	
	Frequency	Percent
Very Much	99	28.6
Somewhat	164	47.4
Very Little	49	14.2
None	32	9.2
No response	2	0.6
Total	346	100.0

Respondents By Campus	2008 Sample			
Did the experience enhance your willingness to be engaged in community service in the future?	City Park	West Bank	Charity	North-shore
	Percent			
Very Much	28.7	33.3	31.6	11.1
Somewhat	45.1	52.9	52.6	50.0
Very Little	15.2	9.8	10.5	22.2
None	10.1	3.9	5.3	16.7
No response	0.8	0.0	0.0	0.0
Total	100.0	100.0	100.0	100.0

College Wide	2008	
Would you be interested in participating in a service learning project as part of a regular course?	Sample	
	Frequency	Percent
Very Interested	78	22.5
Somewhat Interested	171	49.4
Not Interested	89	25.7
No response	8	2.3
Total	346	100.0

Respondents By Campus	2008 Sample			
Would you be interested in participating in a service learning project as part of a regular course?	City Park	West Bank	Charity	North-shore
	Percent			
Very Interested	22.8	29.4	18.4	11.1
Somewhat Interested	48.9	45.1	57.9	55.6
Not Interested	24.9	25.5	23.7	33.3
No response	3.4	0.0	0.0	0.0
Total	100.0	100.0	100.0	100.0

Additional Questions Posed by Delgado Community College

Transfer Students

College Wide When did you initially seek transfer assistance from the college?	2008	
	Sample	
	Frequency	Percent
First Semester	89	8.3
Second Semester	54	5.0
Third Semester	41	3.8
I haven't asked for assistance	543	50.7
Other	78	7.3
No response	265	24.8
Total	1070	100.0

Respondents By Campus When did you initially seek transfer assistance from the college?	2008 Sample			
	City Park	West Bank	Charity	North-shore
	Percent			
First Semester	8.4	12.2	6.0	5.9
Second Semester	5.6	6.6	2.0	3.4
Third Semester	4.1	4.4	2.0	4.2
I haven't asked for assistance	51.9	55.8	60.0	60.2
Other	8.4	5.5	4.0	9.3
No response	21.5	15.5	26.0	16.9
Total	100.0	100.0	100.0	100.0

College Wide Do you plan on obtaining a degree from Delgado before you transfer?	2008	
	Sample	
	Frequency	Percent
Yes	555	51.9
No	217	20.3
No response	298	27.9
Total	1070	100.0

Respondents By Campus Do you plan on obtaining a degree from Delgado before you transfer?	2008 Sample			
	City Park	West Bank	Charity	North-shore
	Percent			
Yes	24.9	54.1	68.0	46.6
No	56.0	29.3	2.0	30.5
No response	19.1	16.6	30.0	22.9
Total	100.0	100.0	100.0	100.0

**APPENDIX A
Table 1**

ACT Student Opinion Survey for Spring 2008: College Environment

ITEM	AVG	SD*	# for AVG	ITEM LIST
ACADEMIC				
1	4.05	0.80	996	Testing/grading system
2	4.02	0.83	977	Course content in your major area of study
3	4.01	0.89	966	Quality of instruction in your major area of study
4	3.97	0.87	986	Out-of-class availability of your instructors
5	4.12	0.89	998	Attitude of the teaching staff toward students
6	4.04	0.87	986	Variety of courses offered at this 2-year college
7	3.97	0.74	1002	Class size relative to the type of course
8	3.93	0.88	926	Flexibility to design your own program of study
9	3.77	0.99	941	Availability of your advisor
10	3.74	1.02	936	Value of the information provided by your advisor
11	3.95	0.82	967	Challenge offered by your program of study
12	3.93	0.91	962	Preparation you're receiving for your chosen occupation
ADMISSIONS				
13	3.74	0.95	994	General admissions/entry procedures
14	3.78	0.92	994	Accuracy of college info you received before enrolling
15	3.65	1.06	917	Availability of financial aid information prior to enrolling
16	3.63	1.05	985	Assistance provided by the college staff
17	3.92	0.85	992	College catalog/admissions publications
RULES & POLICIES				
18	3.90	0.83	963	Rules governing student conduct at this college
19	3.62	0.84	892	Student voice in college policies
20	3.64	0.87	861	Academic probation and suspension policies
21	3.45	1.00	952	Purposes for which student activity fees are used
22	3.81	0.94	992	Personal security/safety at this college
FACILITIES				
23	3.86	0.83	1002	Classroom Facilities
24	3.58	0.81	554	Industrial arts/shop facilities
25	3.84	0.81	772	Business-training facilities/equipment
26	3.77	0.88	869	Laboratory facilities
27	3.51	0.92	584	Athletic facilities
28	3.73	0.96	923	Study areas
29	3.79	0.86	852	Student community center/student union
30	3.78	0.96	954	College bookstore
31	3.23	0.97	407	Availability of student housing
32	3.75	0.88	988	General condition of buildings and grounds
REGISTRATION				
33	3.64	0.96	991	General registration procedures
34	3.59	1.06	999	Availability of courses and times wanted
35	3.81	0.84	987	Academic calendar for this college
36	3.68	0.97	989	Billing and fee payment procedures

* SD indicates the standard deviation of the scores for the corresponding items. Standard deviation is a measure of dispersion which assists in determining the variety within a distribution of scores. The higher the SD, the greater the variety.

Scale: (5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very Dissatisfied)

ACT Student Opinion Survey for Spring 2008: College Environment

ITEM	AVG	SD*	# for AVG	ITEM LIST
GENERAL				
37	3.59	0.94	975	Concern for you as an individual
38	3.54	0.97	946	Attitude of college nonteaching staff toward students
39	3.87	0.85	955	Racial harmony at this college
40	3.60	0.87	731	Opportunities for student employment
41	3.67	0.81	808	Opportunities for involvement in college activities
42	3.56	0.82	742	Student government
43	3.57	0.85	778	College media
44	3.92	0.83	991	This college in general

* SD indicates the standard deviation of the scores for the corresponding items. Standard deviation is a measure of dispersion which assists in determining the variety within a distribution of scores. The higher the SD, the greater the variety.

Scale: (5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very Dissatisfied)

Table 2

ACT Student Opinion Survey for Spring 2008: Student Services

ITEM	AVG	SD*	# for AVG	ITEM LIST
1	3.81	0.95	553	Academic Advising/Course Planning Services
2	3.79	1.03	155	Personal Counseling Services
3	3.88	1.01	182	Vocational Guidance/Career Planning Services
4	3.88	1.02	48	Job Placement Services
5	3.63	1.19	574	Financial Aid Services
6	3.88	0.96	91	Recreational and Intramural Programs and Services
7	4.10	0.84	490	Library/Learning Resources Center Facilities and Services
8	4.13	0.80	62	Resident Hall Programs and Services
9	4.10	0.85	99	Students Health Services
10	4.05	0.97	209	College-Sponsored Tutorial Services
11	3.72	1.30	66	Student Employment Services
12	3.83	0.99	391	Cafeteria/Food Services
13	4.01	0.81	165	College-Sponsored Social Activities
14	4.18	0.82	127	Cultural Programs and Activities
15	4.00	0.84	328	College Orientation Program
16	3.83	0.91	63	Credit by Examination Program (Clep,etc.)
17	4.18	0.80	563	Computer Services
18	3.21	1.29	655	Parking Facilities and Services
19	4.02	0.96	65	Veterans Services
20	3.47	1.26	37	Day Care Services

* SD indicates the standard deviation of the scores for the corresponding items. Standard deviation is a measure of dispersion which assists in determining the variety within a distribution of scores. The higher the SD, the greater the variety.

Scale: (5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very Dissatisfied)