

# **Delgado**

## **Community College**

**ACT Student Opinion Survey for the years 2000-2002**



**Published on October 21st, 2002**

**By The Office of Institutional Research**

<b>Table of Contents</b>	<b>page no.</b>
Summary	1
Item I: Ethnicity	2
Item II: Gender	2
Item III: Age	3
Item IV: Hours Worked	4
Item V: Enrollment Status	4
Item VI: Purpose for Entering Delgado	5
Item VII: Number of Years Attended Delgado	5
Item VIII: Type of Classes Most Frequently Attended	6
Item IX: Major	6
Item X: Satisfaction with College Environment	7
Item XI: Satisfaction with College Environment Comparison for Spring 2002 Ranked by Delgado Average	13
Item XII: Satisfaction with Services used at College	15
Item XIII: Satisfaction with Services Used at College for Spring 2002 Ranked by Delgado Average	17
Item XIV: Delgado's Top 5 Rated College Services	18
Item XV: Delgado's Bottom 5 Rated College Services	18
Appendix A: ACT Student Opinion Survey Results on College Environment	
Table 1: 2000 ACT Student Opinion Survey	19
Table 2: 2001 ACT Student Opinion Survey	21
Table 3: 2002 ACT Student Opinion Survey	23

**Table of Contents(cont.)**

**page no.**

Appendix B: ACT Student Opinion Survey Results on College Services

Table 1: 2000 ACT Student Opinion Survey 25

Table 2: 2001 ACT Student Opinion Survey 26

Table 3: 2002 ACT Student Opinion Survey 27

## SUMMARY

The following analysis is derived from the data collected from the students who filled out the ACT Student Opinion Survey between the years 2000 through 2002.

- A sample of approximately 1000 students was selected for each year's survey.
- The demographic breakdown of the sample is in line with the college demographics except for the percentage of part-time students where the sample contained 19% fewer part-time students than is enrolled at Delgado. This is most likely because part-time students attend fewer classes and are therefore less likely to be included in the sample.

### Student Services Section

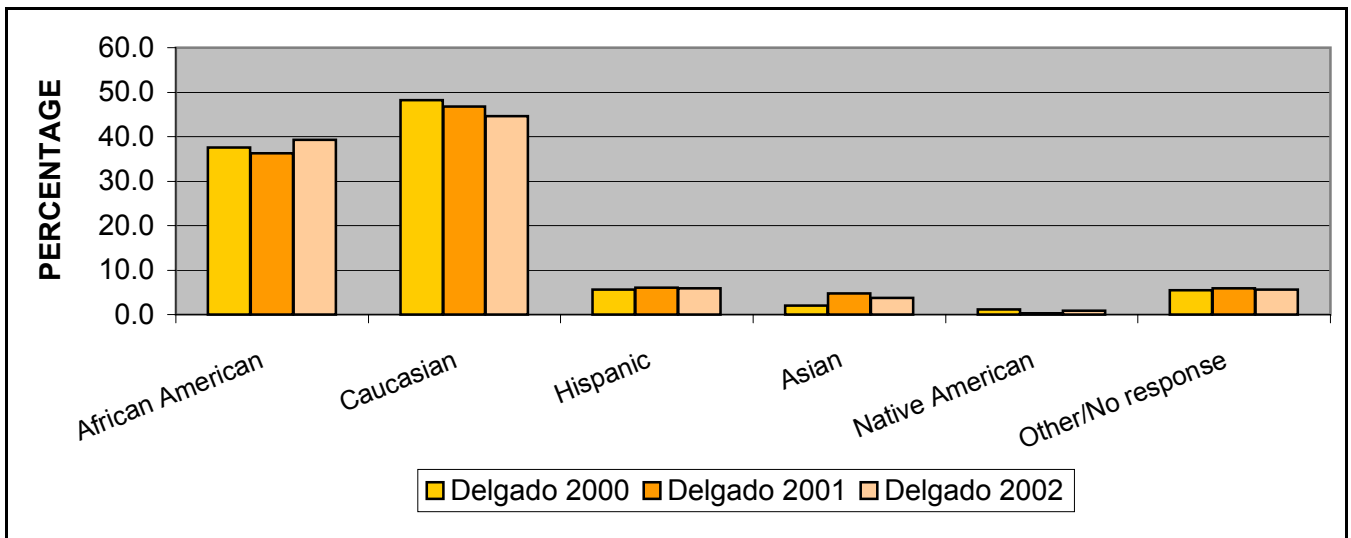
- Veterans Services and Day Care Services had the largest percentage increase in satisfaction. Employment Services and Job Placement Services also had significant increases in satisfaction although Job Placement Services remains in the five lowest rated services. These ratings are based on a small number of respondents (Less than fifty).
- Student Health Services had the largest percentage decrease in satisfaction. However, this rating is based on a small number of respondents.
- Among the highest rated student services are College-Sponsored Tutorial Services, Library/Learning Resources Center Facilities and Services.
- Among the lowest rated Student Services are Cafeteria/Food Services, Financial Aid and Parking.
- Cultural Programs and Activities, Computer Services, College-Sponsored Tutorial Services, Vocational Guidance/Career Planning Services, College Orientation Program and Cafeteria/Food Services received ratings greater than the state and national averages.

### College Environment Section

- Percent changes were small, except for the Student Community Center/Student Union, for which satisfaction increased almost 9%.
- The highest rated items were Class size relative to the type of course, Attitude of the teaching staff toward students, and Quality of instruction in ones major area of study.
- The lowest rated items were Attitude of college non-teaching staff toward students, and Purposes for which student activity fees are used.
- Items rating higher than the state and national averages are Quality of Instruction in your major area, Course content in ones major area, Testing/Grading, Variety of courses offered at this college, Preparation you are receiving for your chosen occupation and Student Community Center/Student Union.

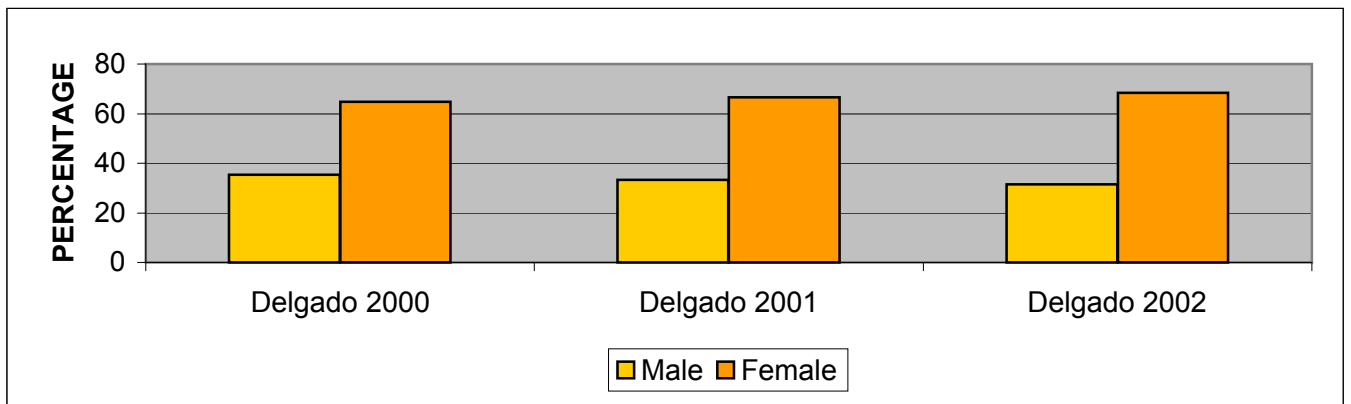
**Item I: Ethnicity**

Ethnicity	2000		2001		2002	
	Census	Sample	Census	Sample	Census	Sample
	Percentage		Percentage		Percentage	
African American	40.8	37.6	40.9	36.2	40.6	39.3
Caucasian	45.2	48.2	41.1	46.7	39.3	44.6
Hispanic	6.0	5.6	5.7	6.1	5.0	5.9
Asian	3.1	2.0	2.7	4.8	2.7	3.8
Native American	1.1	1.1	0.9	0.3	0.7	0.8
Other/No response	3.8	5.4	8.7	5.9	11.8	5.6



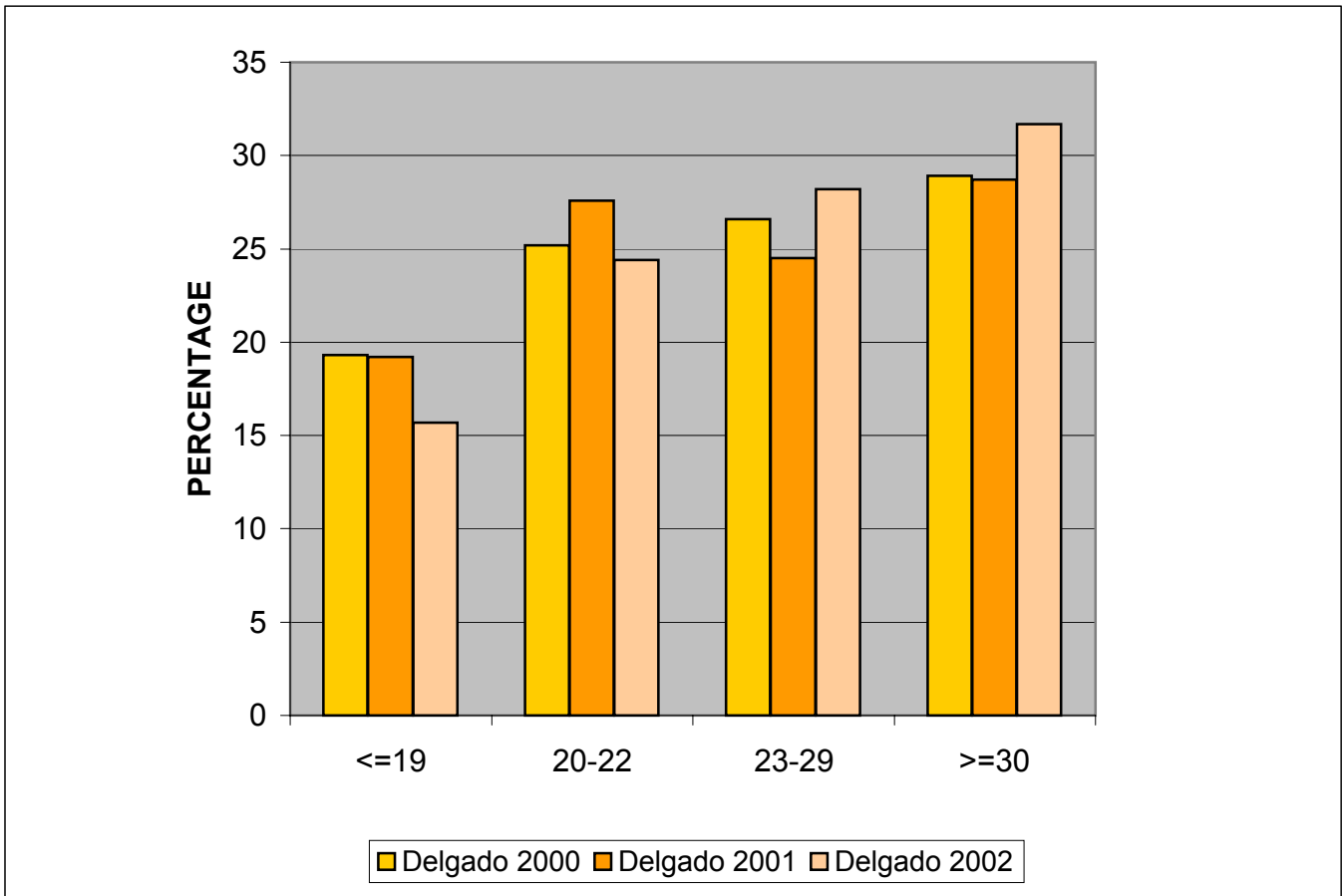
**Item II: Gender**

Gender	2000		2001		2002	
	Census	Sample	Census	Sample	Census	Sample
	Percentage		Percentage		Percentage	
Male	35.3	31.6	33.4	29.8	31.6	33.7
Female	64.7	68.4	66.6	70.2	68.4	66.3



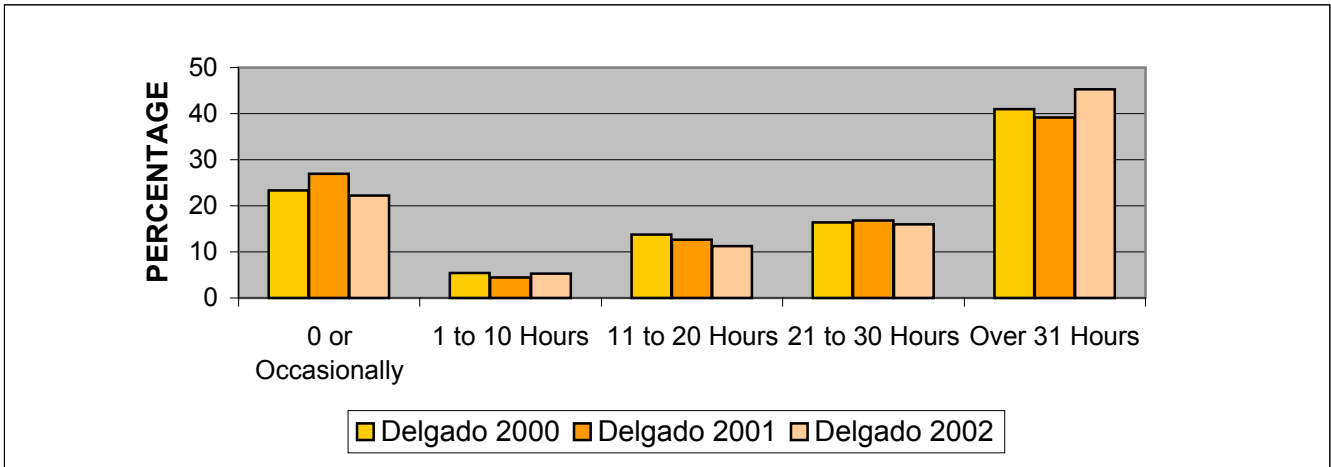
Item III: Age

Age	2000		2001		2002	
	Census	Sample	Census	Sample	Census	Sample
	Percentage		Percentage		Percentage	
18 & Under	8.6	7.9	8.7	8.4	8.3	5.1
19	9.6	11.4	9.7	10.8	9.9	10.7
20	9.2	11.0	9.3	12.8	9.3	8.2
21	8.1	8.9	8.3	8.1	7.9	7.4
22	6.3	5.3	6.4	6.7	7.0	8.7
23 to 25	14.5	13.7	14.1	12.4	14.3	13.8
26 to 29	12.4	12.9	12.7	12.2	12.9	14.3
30 to 39	17.9	18.4	17.8	18	17.9	18.6
40 to 61	12.4	10.5	12.0	10.4	11.6	12.7
62 or Over	1.0	0.1	1.0	0.2	0.9	0.4
<=19	18.2	19.3	18.4	19.2	18.2	15.7
20-22	23.6	25.2	24.0	27.6	24.2	24.4
23-29	26.9	26.6	26.8	24.5	27.2	28.2
>=30	31.3	28.9	30.8	28.7	30.4	31.7



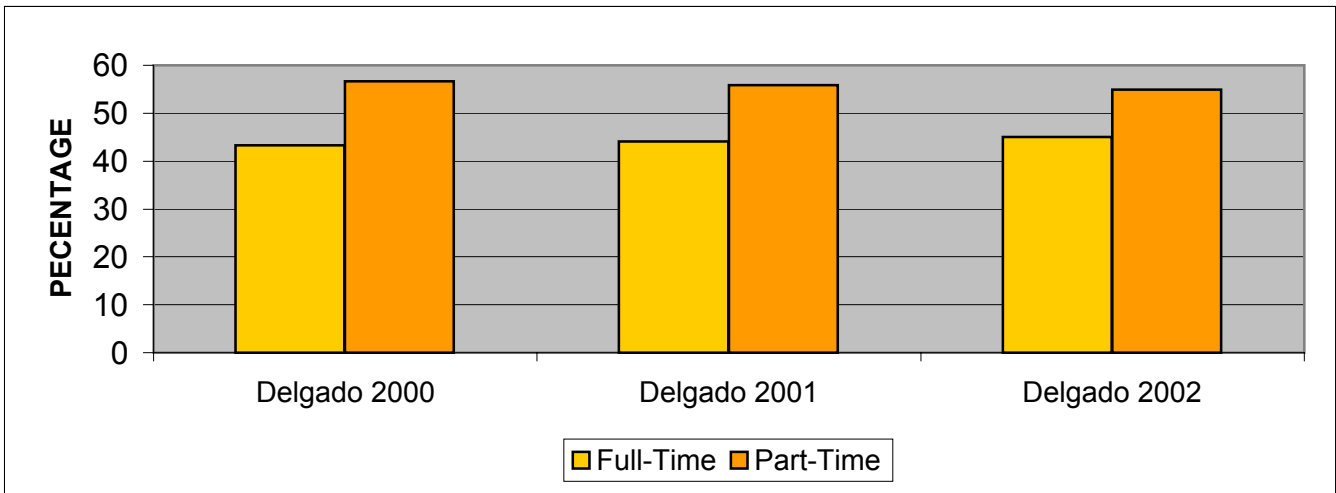
**Item IV: Hours Worked**

	2000	2001	2002
Hours Worked	Percent	Percent	Percent
0 or Occasionally	23.4	27.0	22.2
1 to 10 Hours	5.4	4.4	5.3
11 to 20 Hours	13.7	12.7	11.2
21 to 30 Hours	16.4	16.8	16.0
Over 31 Hours	41	39.2	45.3



**Item V: Enrollment Status**

Enrollment Status	2000		2001		2002	
	Census	Sample	Census	Sample	Census	Sample
	Percentage		Percentage		Percentage	
Full-Time	43.3	65.6	44.1	70.4	45.1	64.5
Part-Time	56.7	34.4	55.9	29.6	54.9	35.5

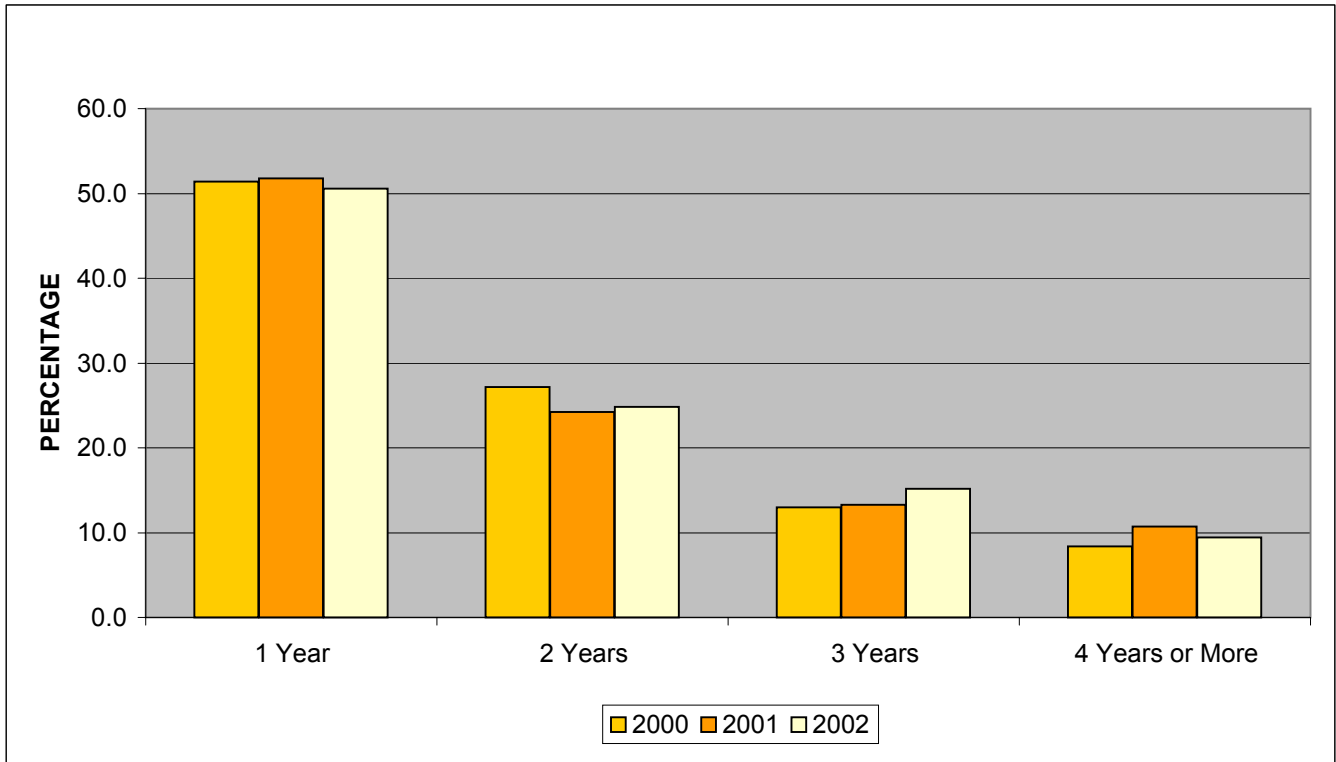


**Item VI: Purpose for Entering Delgado**

<b>Purpose for Entering Delgado</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>
	<b>Percent</b>	<b>Percent</b>	<b>Percent</b>
No Definite Purpose in Mind	2.5	3.0	1.3
To Take Courses for Self Improvement	2.0	4.1	3.1
To Take Job-Related Training or Job-Related Courses	2.2	1.8	2.6
To Take Courses Necessary for Transferring to Another 2-Year College	5.1	3.1	3.6
To Take Courses Necessary for Transferring to a 4-Year College or University	34.3	29.2	29.4
To Complete a Vocational/Technical Program	1.9	2.9	5.0
To Obtain or Maintain a Certification	2.7	6.7	5.4
To Obtain an Associate Degree	43.4	43.9	43.2
Other	5.7	5.3	6.3

**Item VII: Number of Years Attended Delgado**

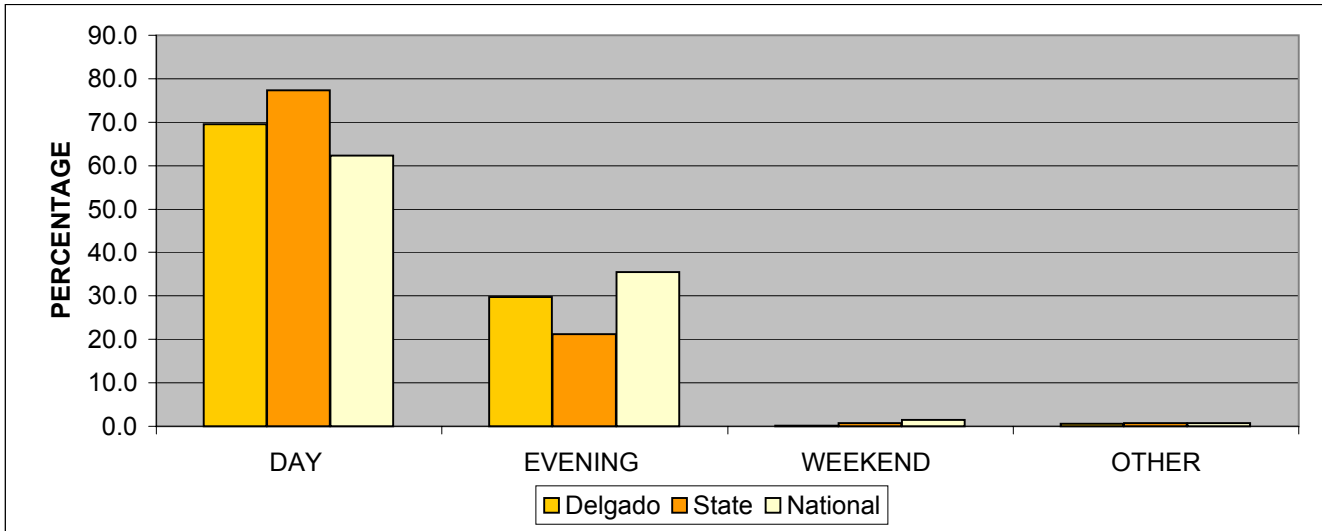
<b>Number of Years Attended Delgado</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>
	<b>Percent</b>	<b>Percent</b>	<b>Percent</b>
1 Year	51.4	51.8	50.6
2 Years	27.2	24.2	24.8
3 Years	13.0	13.3	15.2
4 Years or More	8.4	10.7	9.4





**Item VIII: Types of Classes Most Frequently Attended**

<b>Types of Classes Most Frequently Attended</b>	<b>2000 Percent</b>	<b>2001 Percent</b>	<b>2002 Percent</b>
Day Classes (Morning or Afternoon)	69.5	77.3	62.3
Evening Classes	29.7	21.2	35.5
Weekend Classes	0.2	0.8	1.4
Other	0.6	0.8	0.8



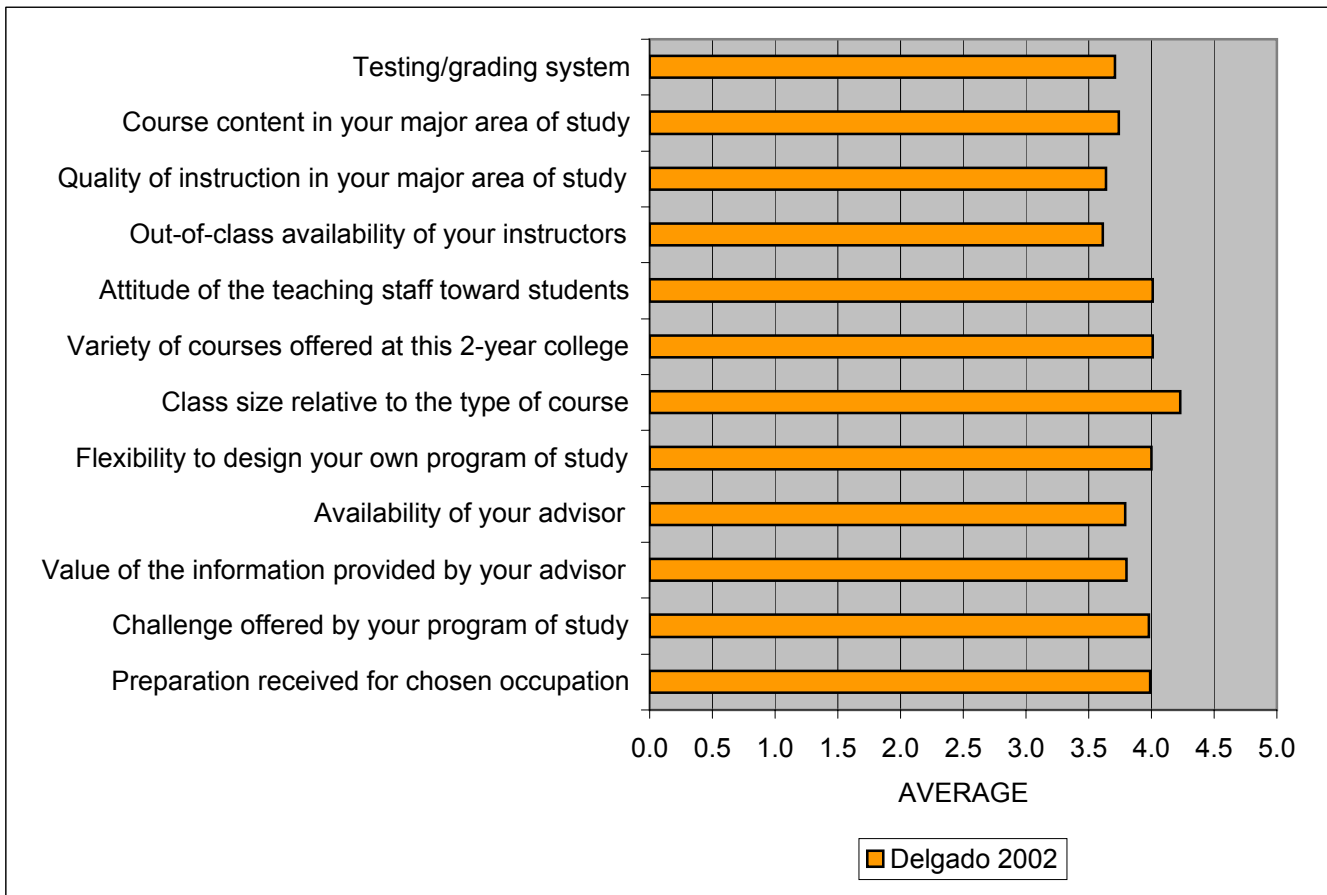
**Item IX: Major**

<b>Major</b>	<b>2000 Percent</b>	<b>2001 Percent</b>	<b>2002 Percent</b>
Undecided	4.0	6.7	3.3
Agriculture & AG Technologies	0.2	0.5	0.0
Agriculture & Environ Design	0.7	1.8	2.4
Business & Management	14.2	11.5	13.3
Business & Office	1.6	2.0	1.2
Marketing & Distribution	0.2	0.3	0.1
Communications & Comm Tech	2.4	1.9	1.4
Communications & Personal Services	3.9	4.1	5.4
Computer & Information Sci	5.7	5.2	4.1
Cross-Disciplinary Studies	0.6	0.2	0.7
Education	9.3	4.1	5.3
Teacher Education	3.5	1.0	0.9
Engineering, Pre-Engineering	2.0	1.6	3.4
Engineering-Related Tech	2.0	2.6	2.9
Foreign Language	0.1	0.0	1.5
Health Sciences & Allied Health	37.4	45.4	39.4
Home Economics	3.3	2.4	2.8
Letters	0.5	0.1	0.2
Mathematics	0.2	0.1	0.2
Philosophy, Religion & Theology	0.1	0.1	0.1
Sciences (Bio & Physical)	2.3	1.5	2.7
Social Sciences	2.8	2.8	1.7
Trade & Industrial	0.5	1.5	1.6
Visual & Performing Arts	2.1	2.4	5.3

### Item X: Satisfaction with College Environment

Item	2000	2001	00 - 01	2002	01 - 02	Question List
	AVG	AVG	Inc/(Dec)	AVG	Inc/(Dec)	
			Percent		Percent	
ACADEMIC						
1	4.04	4.09	1.24%	4.06	-0.73%	Testing/grading system
2	4.05	4.03	-0.49%	4.07	0.99%	Course content in your major area of study
3	4.05	4.04	-0.25%	4.08	0.99%	Quality of instruction in your major area of study
4	3.97	3.99	0.50%	3.95	-1.00%	Out-of-class availability of your instructors
5	4.11	4.09	-0.49%	4.08	-0.24%	Attitude of the teaching staff toward students
6	3.97	4.00	0.76%	4.01	0.25%	Variety of courses offered at this 2-year college
7	4.23	4.25	0.47%	4.23	-0.47%	Class size relative to the type of course
8	3.96	3.98	0.51%	4.00	0.50%	Flexibility to design your own program of study
9	3.76	3.80	1.06%	3.79	-0.26%	Availability of your advisor
10	3.81	3.81	0.00%	3.80	-0.26%	Value of the information provided by your advisor
11	3.98	3.98	0.00%	3.98	0.00%	Challenge offered by your program of study
12	3.96	3.97	0.25%	3.99	0.50%	Preparation received for chosen occupation

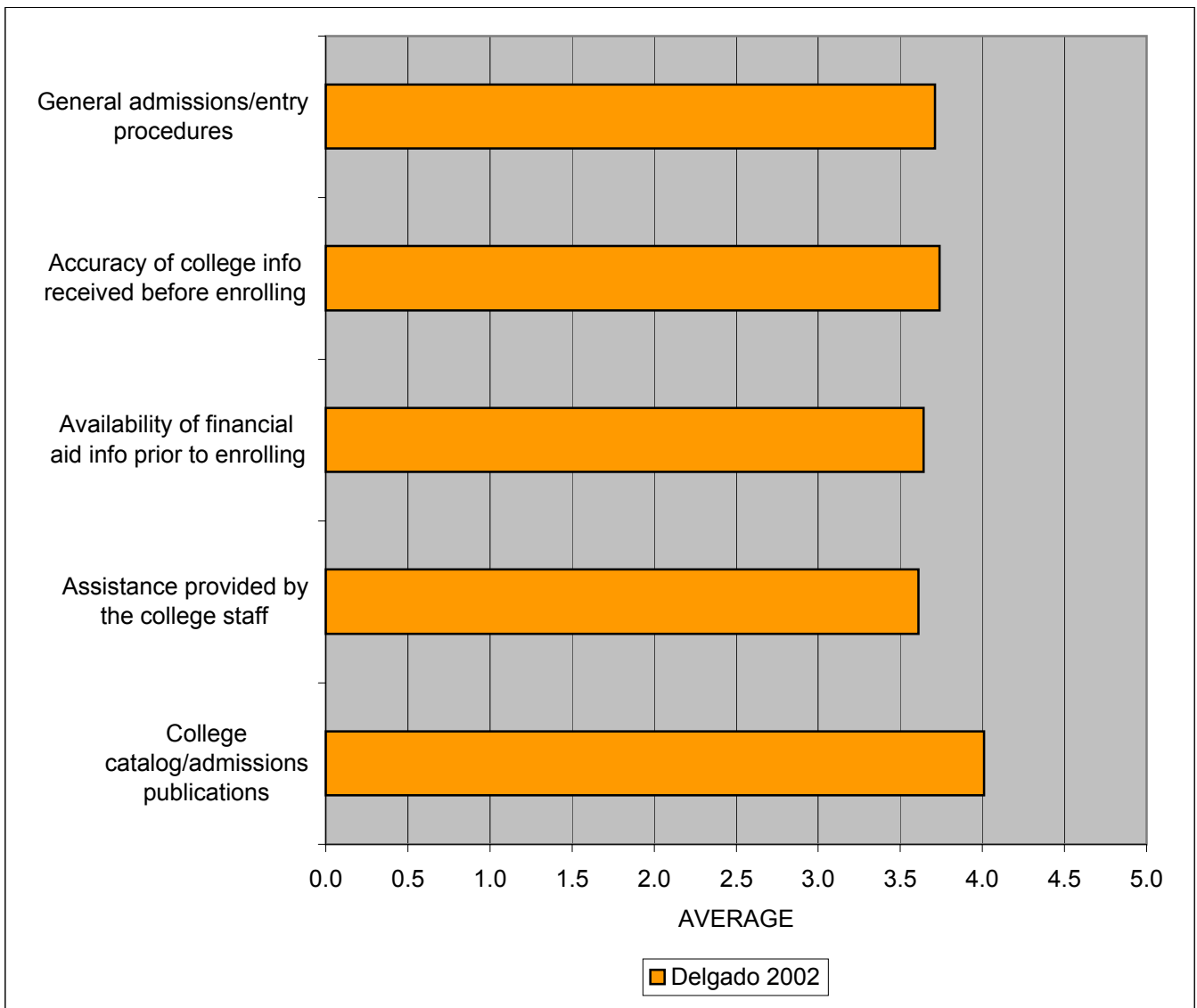
Scale: (5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very Dissatisfied)



**Item X (cont.): Satisfaction with College Environment**

Item	2000	2001	00 - 01	2002	01 - 02	Question List
	AVG	AVG	Inc/(Dec)	AVG	Inc/(Dec)	
			Percent		Percent	
<b>ADMISSIONS</b>						
13	3.75	3.74	-0.27%	3.71	-0.80%	General admissions/entry procedures
14	3.79	3.83	1.06%	3.74	-2.35%	Accuracy of college info received before enrolling
15	3.64	3.64	0.00%	3.64	0.00%	Availability of financial aid info prior to enrolling
16	3.63	3.61	-0.55%	3.61	0.00%	Assistance provided by the college staff
17	4.01	4.05	1.00%	4.01	-0.99%	College catalog/admissions publications

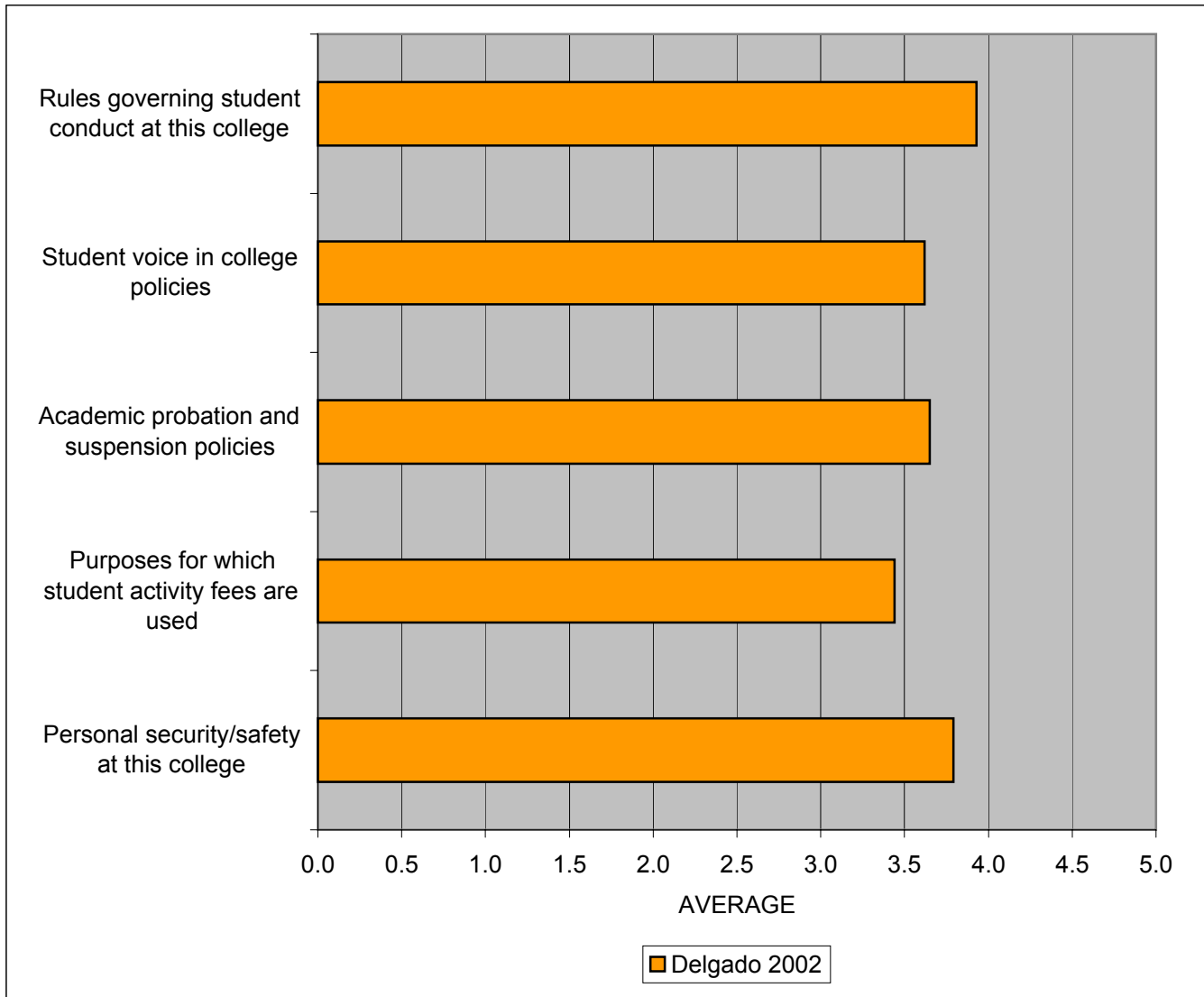
Scale: (5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very Dissatisfied)



**Item X (cont.): Satisfaction with College Environment**

Item	2000	2001	00 - 01	2002	01 - 02	Question List
	AVG	AVG	Inc/(Dec)	AVG	Inc/(Dec)	
			Percent		Percent	
<b>RULES &amp; POLICIES</b>						
18	3.90	3.90	0.00%	3.93	0.77%	Rules governing student conduct at this college
19	3.59	3.59	0.00%	3.62	0.84%	Student voice in college policies
20	3.67	3.66	-0.27%	3.65	-0.27%	Academic probation and suspension policies
21	3.45	3.49	1.16%	3.44	-1.43%	Purposes for which student activity fees are used
22	3.82	3.79	-0.79%	3.79	0.00%	Personal security/safety at this college

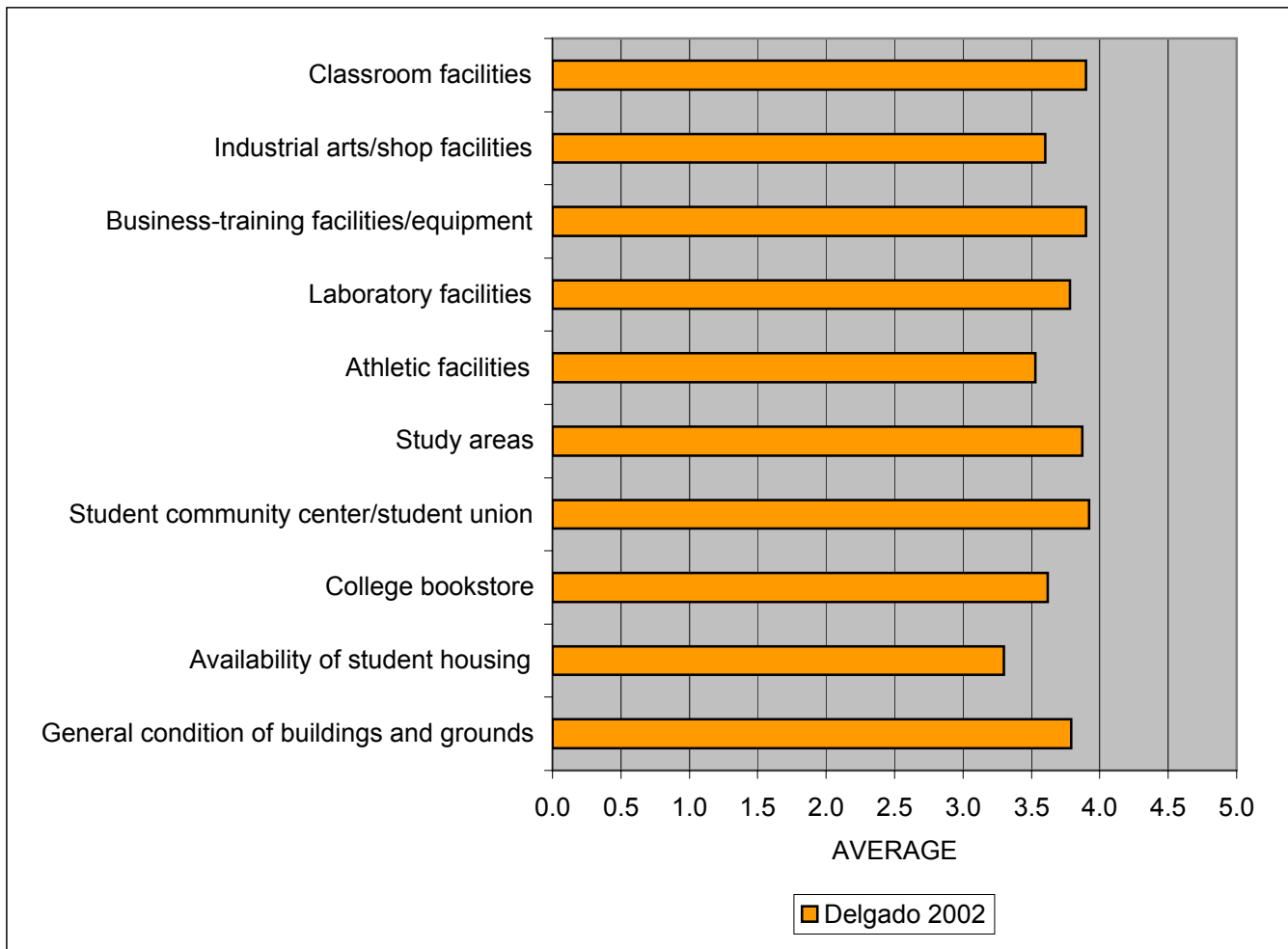
Scale: (5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very Dissatisfied)



**Item X (cont.): Satisfaction with College Environment**

Item	2000	2001	00 - 01	2002	01 - 02	Question List
	AVG	AVG	Inc/(Dec)	AVG	Inc/(Dec)	
			Percent		Percent	
<b>FACILITIES</b>						
23	3.87	3.85	-0.52%	3.90	1.30%	Classroom facilities
24	3.56	3.59	0.84%	3.60	0.28%	Industrial arts/shop facilities
25	3.89	3.87	-0.51%	3.90	0.78%	Business-training facilities/equipment
26	3.78	3.8	0.53%	3.78	-0.53%	Laboratory facilities
27	3.47	3.5	0.86%	3.53	0.86%	Athletic facilities
28	3.88	3.84	-1.03%	3.87	0.78%	Study areas
29	3.61	3.61	0.00%	3.92	8.59%	Student community center/student union
30	3.71	3.69	-0.54%	3.62	-1.90%	College bookstore
31	3.27	3.29	0.61%	3.30	0.30%	Availability of student housing
32	3.73	3.71	-0.54%	3.79	2.16%	General condition of buildings and grounds

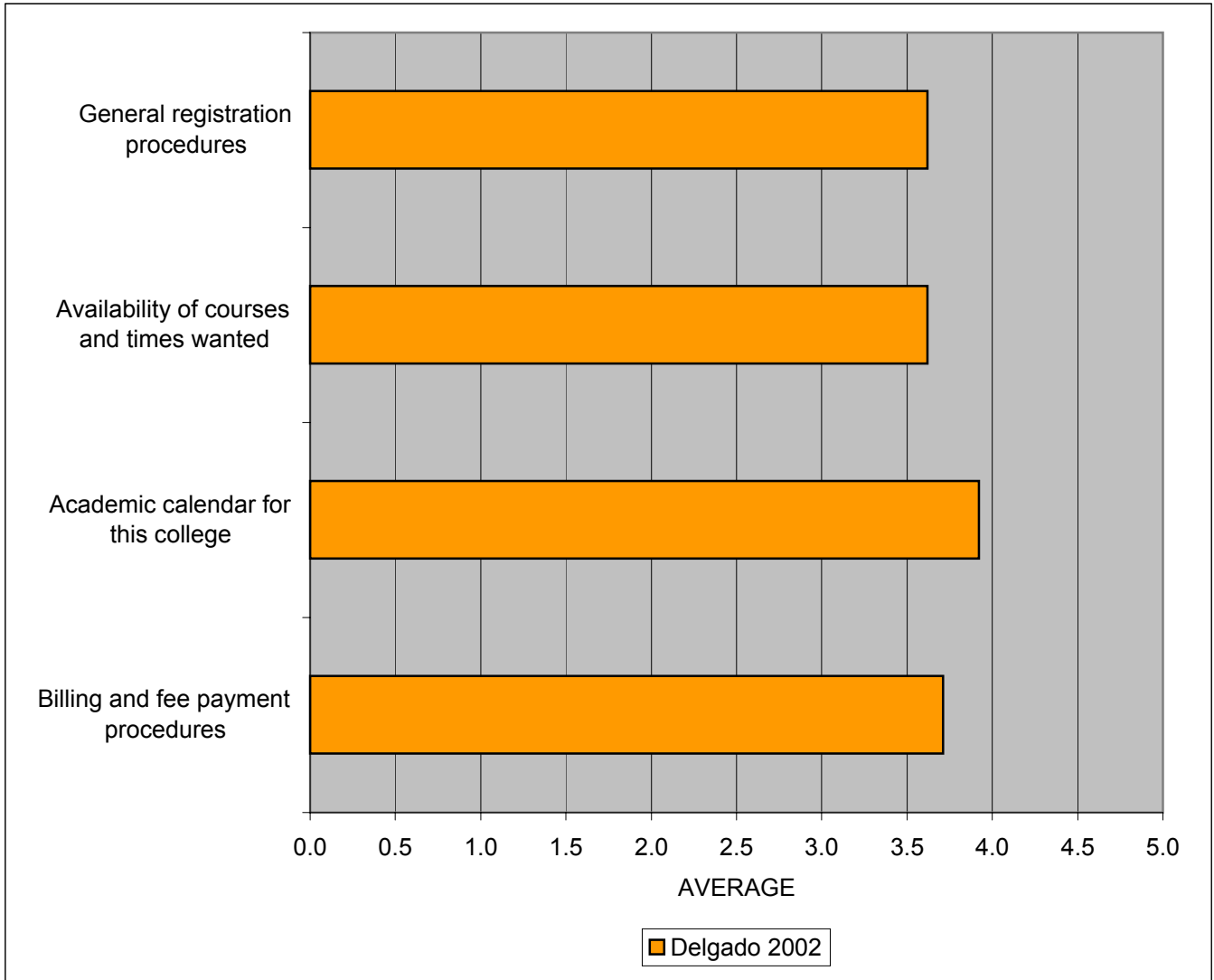
Scale: (5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very Dissatisfied)



**Item X (cont.): Satisfaction with College Environment**

Item	2000	2001	00 - 01	2002	01 - 02	Question List
	AVG	AVG	Inc/(Dec)	AVG	Inc/(Dec)	
			Percent		Percent	
REGISTRATION						
33	3.60	3.60	0.00%	3.62	0.56%	General registration procedures
34	3.60	3.62	0.56%	3.62	0.00%	Availability of courses and times wanted
35	3.92	3.89	-0.77%	3.92	0.77%	Academic calendar for this college
36	3.76	3.67	-2.39%	3.71	1.09%	Billing and fee payment procedures

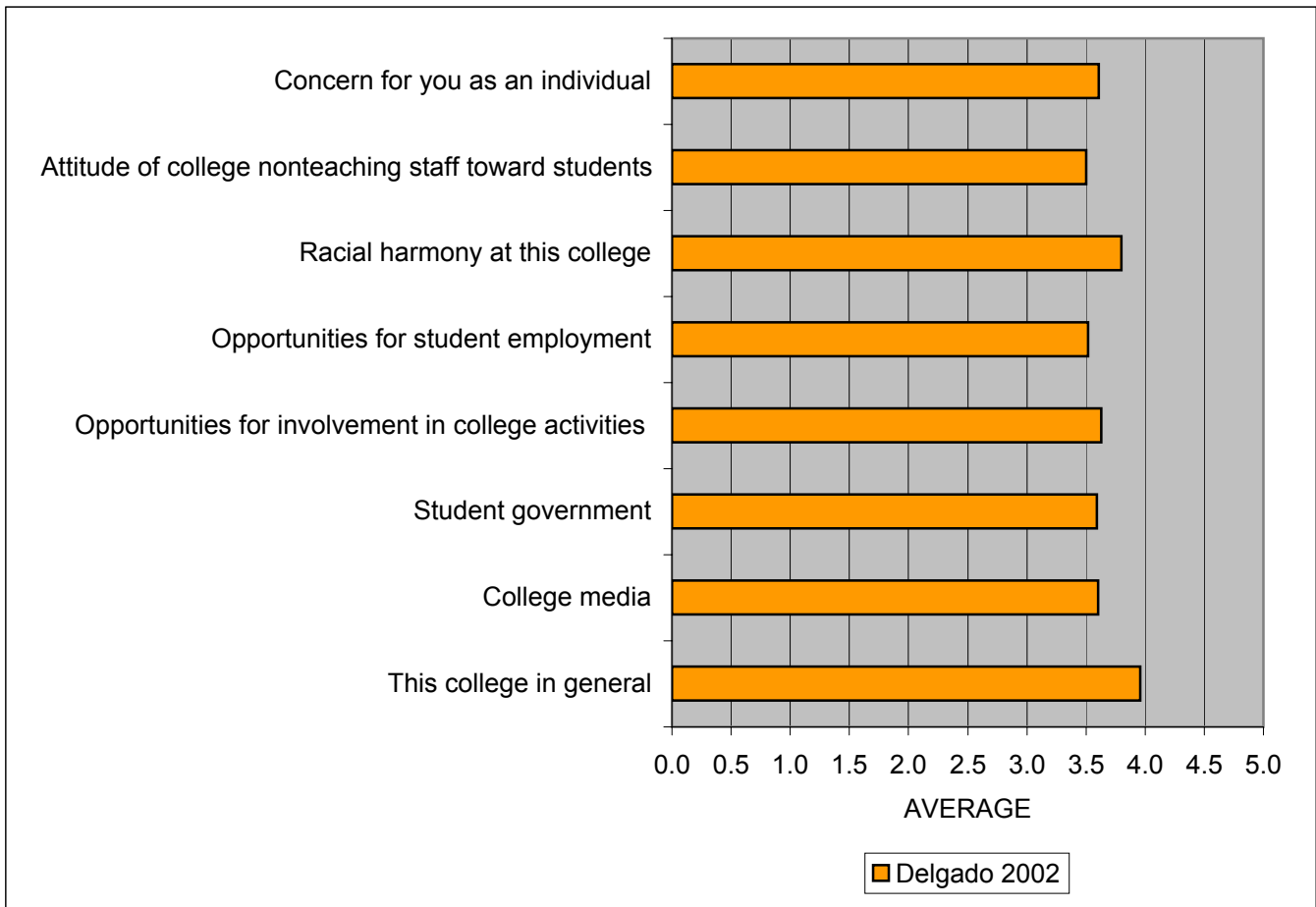
Scale: (5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very Dissatisfied)



**Item X (cont.): Satisfaction with College Environment**

Item	2000	2001	00-01	2002	01 - 02	Question List
	AVG	AVG	Inc/(Dec)	AVG	Inc/(Dec)	
			Percent		Percent	
<b>GENERAL</b>						
37	3.58	3.55	-0.84%	3.61	1.69%	Concern for you as an individual
38	3.55	3.48	-1.97%	3.50	0.57%	Attitude of nonteaching staff toward students
39	3.79	3.75	-1.06%	3.80	1.33%	Racial harmony at this college
40	3.53	3.48	-1.42%	3.52	1.15%	Opportunities for student employment
41	3.66	3.63	-0.82%	3.63	0.00%	Opportunities for involvement in college activities
42	3.55	3.51	-1.13%	3.59	2.28%	Student government
43	3.67	3.59	-2.18%	3.60	0.28%	College media
44	3.97	3.94	-0.76%	3.96	0.51%	This college in general

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



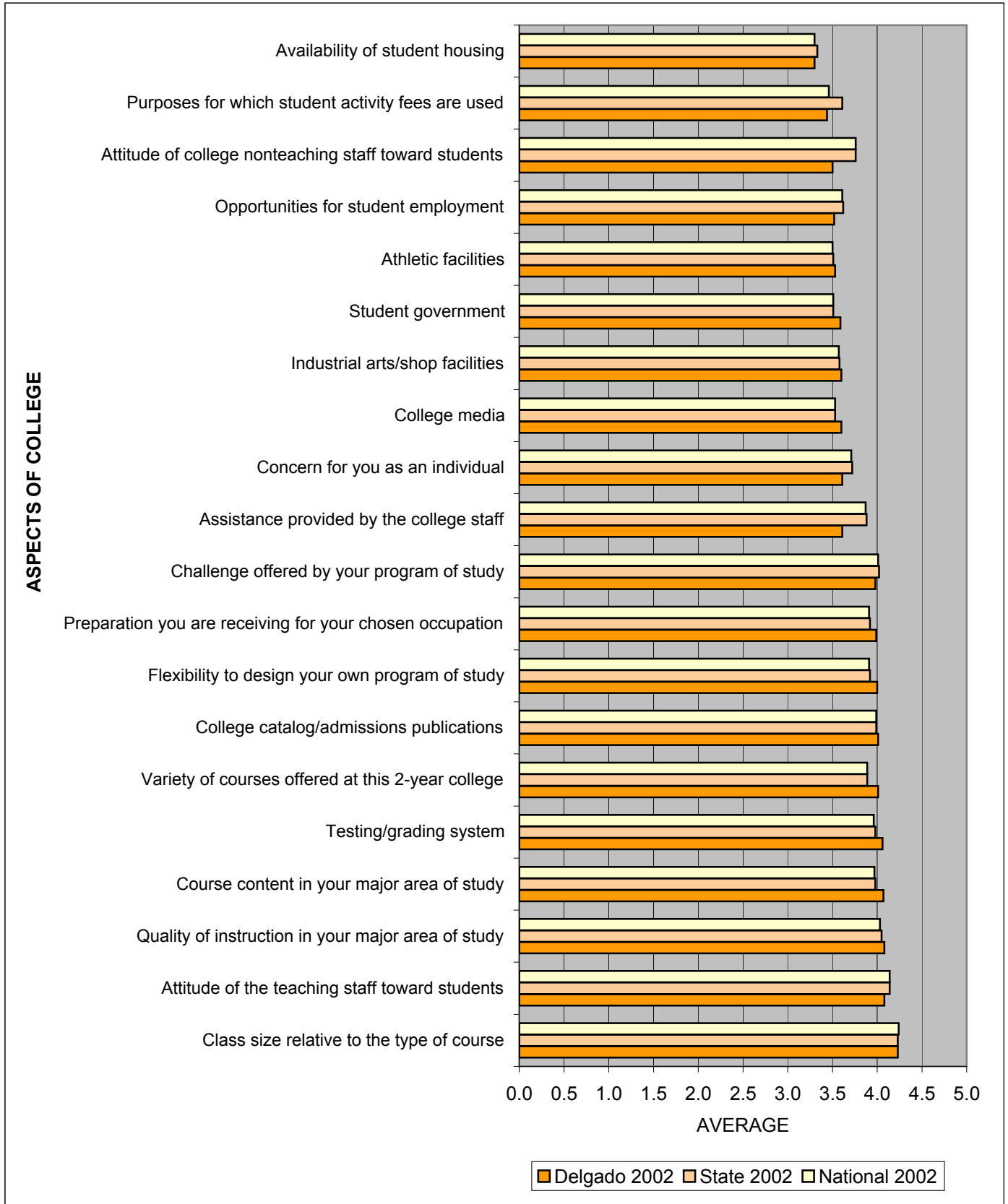
**Item XI: Satisfaction with College Environment Comparison for Spring 2002  
Ranked by Delgado Average**

Item #	Delgado Average	State Average	National Average	Aspects of College
7	4.23	4.23	4.24	Class size relative to the type of course
5	4.08	4.14	4.14	Attitude of the teaching staff toward students
3	4.08	4.05	4.03	Quality of instruction in your major area of study
2	4.07	3.98	3.97	Course content in your major area of study
1	4.06	3.98	3.96	Testing/grading system
6	4.01	3.89	3.89	Variety of courses offered at this 2-year college
17	4.01	3.99	3.99	College catalog/admissions publications
8	4.00	3.92	3.91	Flexibility to design your own program of study
12	3.99	3.92	3.91	Preparation you are receiving for your chosen occupation
11	3.98	4.02	4.01	Challenge offered by your program of study
44	3.96	4.07	4.06	This college in general
4	3.95	3.91	3.91	Out-of-class availability of your instructors
18	3.93	3.90	3.90	Rules governing student conduct at this college
29	3.92	3.71	3.71	Student community center/student union
35	3.92	3.94	3.94	Academic calendar for this college
23	3.90	3.93	3.95	Classroom facilities
25	3.90	3.93	3.93	Business-training facilities/equipment
28	3.87	3.90	3.90	Study areas
39	3.80	3.91	3.92	Racial harmony at this college
10	3.80	3.87	3.86	Value of the information provided by your advisor
32	3.79	4.05	4.03	General condition of buildings and grounds
9	3.79	3.86	3.85	Availability of your advisor
22	3.79	3.46	3.94	Personal security/safety at this college
26	3.78	3.85	3.84	Laboratory facilities
14	3.74	3.87	3.87	Accuracy of college info you received before enrolling
13	3.71	3.87	3.87	General admissions/entry procedures
36	3.71	3.84	3.83	Billing and fee payment procedures
20	3.65	3.54	3.61	Academic probation and suspension policies
15	3.64	3.77	3.77	Availability of financial aid information prior to enrolling
41	3.63	3.69	3.68	Chances for personal involvement in college activities
30	3.62	3.69	3.70	College bookstore
34	3.62	3.59	3.58	Availability of courses at times you can take them
33	3.62	3.87	3.86	General registration procedures
19	3.62	3.54	3.54	Student voice in college policies
16	3.61	3.88	3.87	Assistance provided by the college staff
37	3.61	3.72	3.71	Concern for you as an individual
43	3.60	3.53	3.53	College media
24	3.60	3.58	3.57	Industrial arts/shop facilities
42	3.59	3.51	3.51	Student government
27	3.53	3.51	3.50	Athletic facilities
40	3.52	3.62	3.61	Opportunities for student employment
38	3.50	3.76	3.76	Attitude of college nonteaching staff toward students
21	3.44	3.61	3.46	Purposes for which student activity fees are used
31	3.30	3.33	3.30	Availability of student housing

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



**Item XI (cont.): Satisfaction with College Environment Comparison for Spring 2002  
Ranked by Delgado Average**

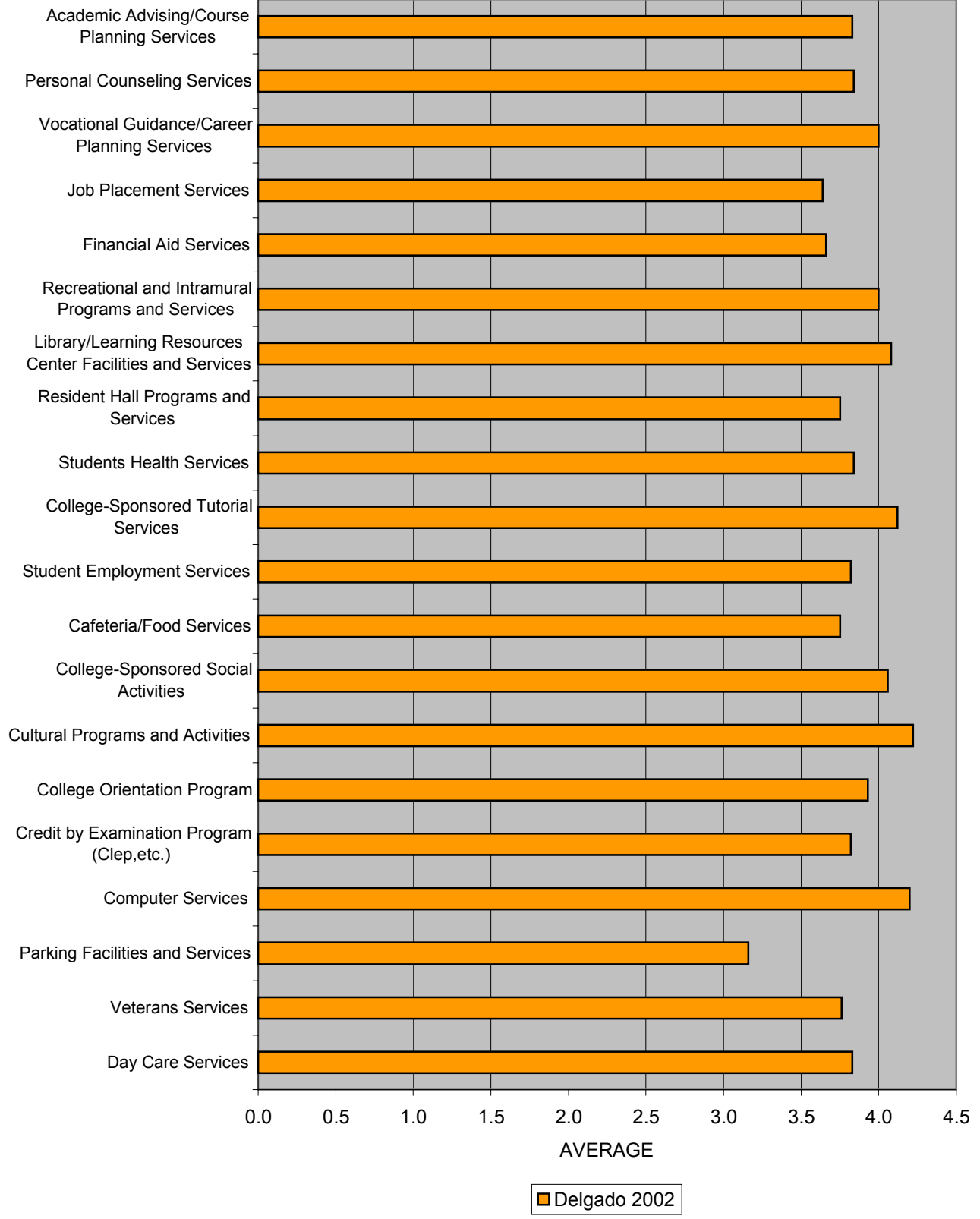


## Item XII: Satisfaction with Services Used at College

Item	2000	2001	00 - 01	2002	01 - 02	Service
	AVG	AVG	Inc/(Dec)	AVG	Inc/(Dec)	
			Percent		Percent	
1	3.86	3.93	1.81%	3.83	-2.54%	Academic Advising/Course Planning Services
2	3.71	3.96	6.74%	3.84	-3.03%	Personal Counseling Services
3	3.87	3.95	2.07%	4.00	1.27%	Vocational Guidance/Career Planning Services
4	3.41	3.39	-0.59%	3.64	7.37%	Job Placement Services
5	3.69	3.67	-0.54%	3.66	-0.27%	Financial Aid Services
6	3.94	4.06	3.05%	4.00	-1.48%	Recreational and Intramural Programs and Services
7	4.06	4.12	1.48%	4.08	-0.97%	Library/Learning Resources Center Facilities and Services
8	3.79	3.77	-0.53%	3.75	-0.53%	Resident Hall Programs and Services
9	3.89	4.06	4.37%	3.84	-5.42%	Students Health Services
10	4.16	4.17	0.24%	4.12	-1.20%	College-Sponsored Tutorial Services
11	3.82	3.58	-6.28%	3.82	6.70%	Student Employment Services
12	3.71	3.74	0.81%	3.75	0.27%	Cafeteria/Food Services
13	4.09	3.99	-2.44%	4.06	1.75%	College-Sponsored Social Activities
14	4.01	4.08	1.75%	4.22	3.43%	Cultural Programs and Activities
15	3.93	4.00	1.78%	3.93	-1.75%	College Orientation Program
16	3.51	3.81	8.55%	3.82	0.26%	Credit by Examination Program (Clep,etc.)
17	4.31	4.24	-1.62%	4.20	-0.94%	Computer Services
18	3.26	3.03	-7.06%	3.16	4.29%	Parking Facilities and Services
19	3.28	3.37	2.74%	3.76	11.57%	Veterans Services
20	3.75	3.36	-10.40%	3.83	13.99%	Day Care Services

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

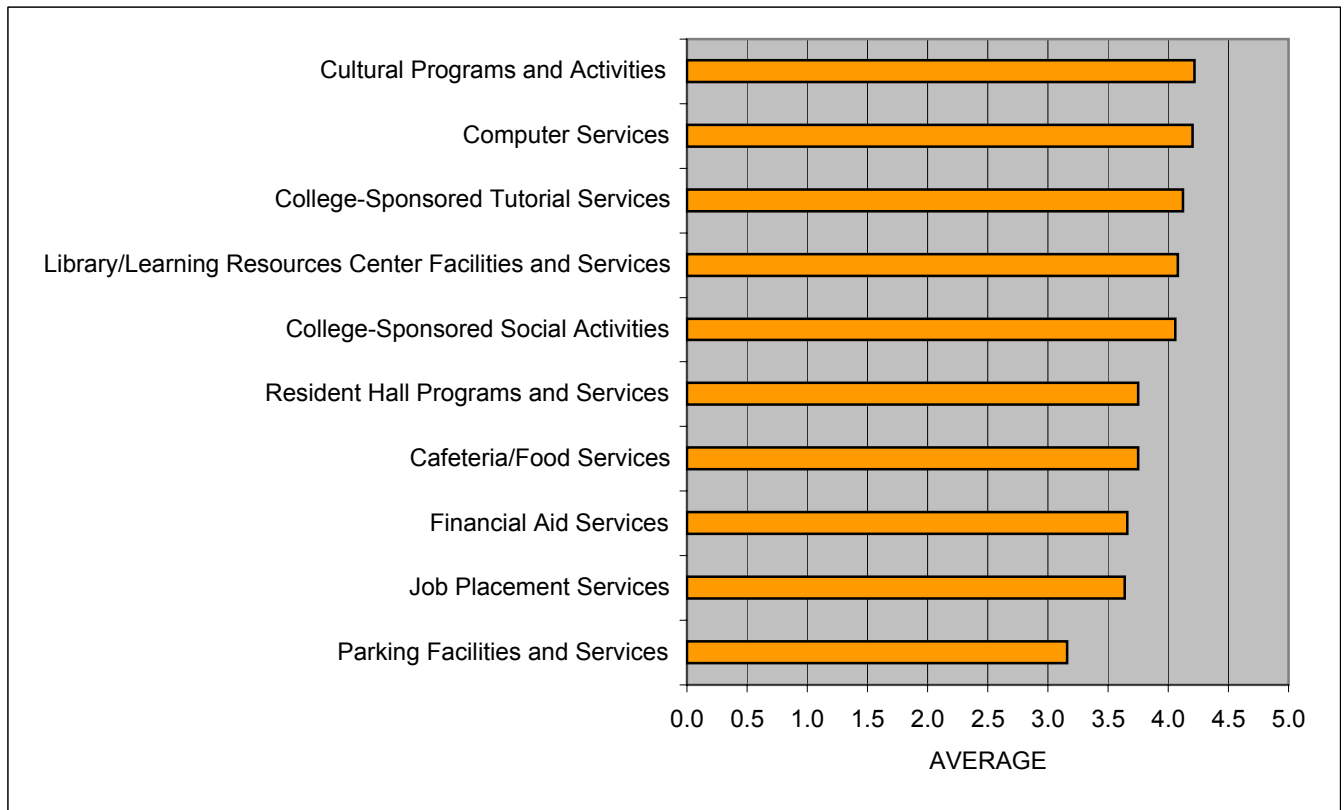
**Item XII (cont.): Satisfaction with Services Used at College**



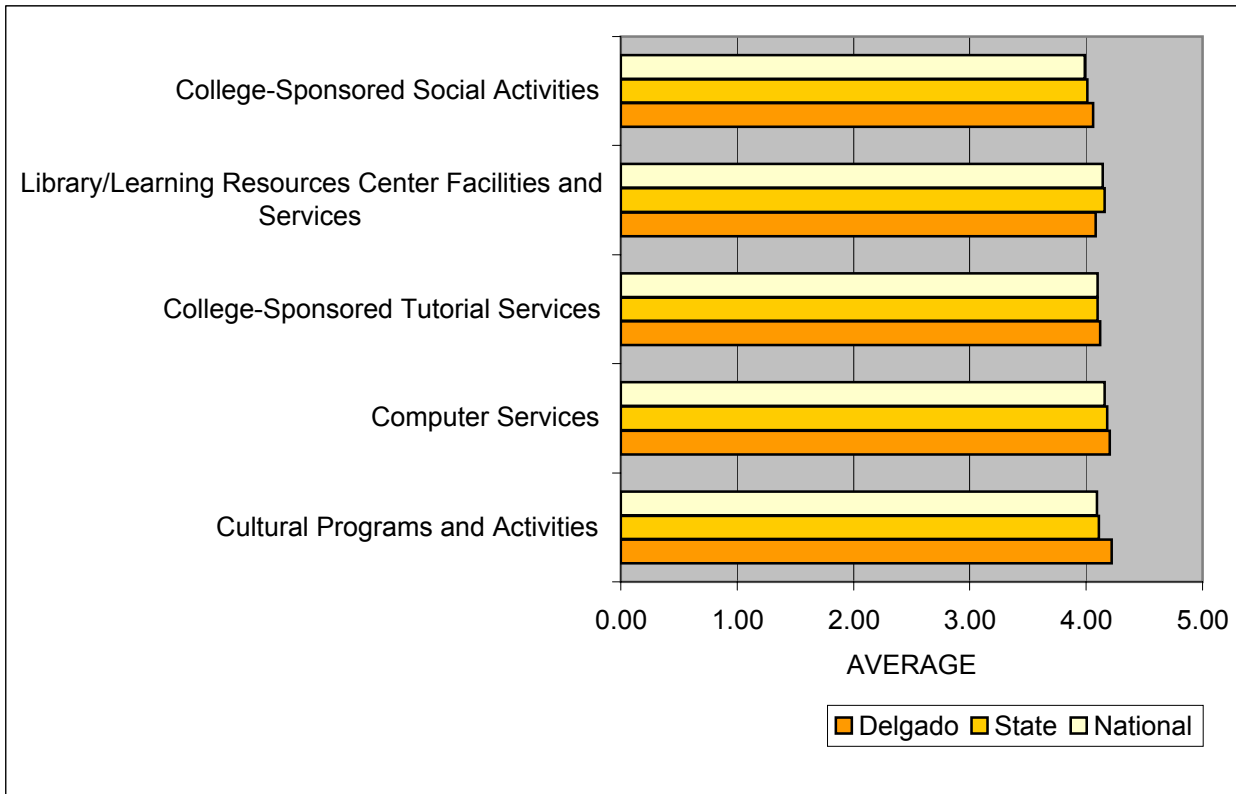
**Item XIII: Satisfaction with Services Used at College for Spring 2002  
Ranked by Delgado Average**

Item	Delgado Avg	State Avg	National Avg	Service Used
14	4.22	4.11	4.09	Cultural Programs and Activities
17	4.20	4.18	4.16	Computer Services
10	4.12	4.10	4.10	College-Sponsored Tutorial Services
7	4.08	4.16	4.14	Library/Learning Resources Center Facilities and Services
13	4.06	4.01	3.99	College-Sponsored Social Activities
3	4.00	3.99	3.89	Vocational Guidance/Career Planning Services
6	4.00	4.04	4.03	Recreational and Intramural Programs and Services
15	3.93	3.90	3.89	College Orientation Program
2	3.84	4.05	4.05	Personal Counseling Services
9	3.84	4.11	4.08	Students Health Services
1	3.83	3.93	3.93	Academic Advising/Course Planning Services
20	3.83	4.11	4.10	Day Care Services
11	3.82	4.09	4.06	Student Employment Services
16	3.82	3.88	3.87	Credit by Examination Program (Clep,etc.)
19	3.76	4.04	4.02	Veterans Services
8	3.75	3.62	3.59	Resident Hall Programs and Services
12	3.75	3.63	3.61	Cafeteria/Food Services
5	3.66	4.07	4.05	Financial Aid Services
4	3.64	3.85	3.80	Job Placement Services
18	3.16	3.46	3.46	Parking Facilities and Services

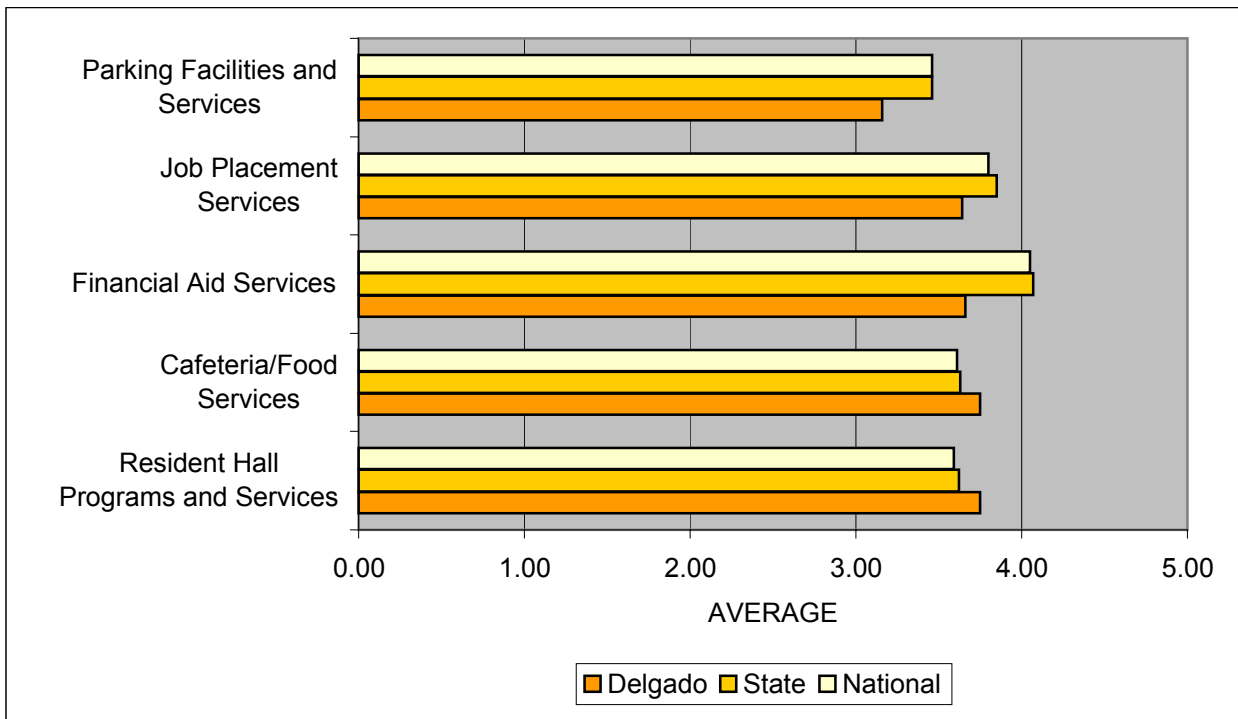
Scale: (5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very Dissatisfied)



**Item XIV: Delgado's Top 5 Rated College Services**



**Item XV: Delgado's Bottom 5 Rated College Services**



## APPENDIX A

**Table 1**  
ACT Student Opinion Survey for Spring 2000: College Environment

ITEM	AVG	SD*	# for AVG	ITEM LIST
<b>ACADEMIC</b>				
1	4.04	0.76	956	Testing/grading system
2	4.05	0.85	923	Course content in your major area of study
3	4.05	0.86	909	Quality of instruction in your major area of study
4	3.97	0.86	914	Out-of-class availability of your instructors
5	4.11	0.86	957	Attitude of the teaching staff toward students
6	3.97	0.89	944	Variety of courses offered at this 2-year college
7	4.23	0.73	954	Class size relative to the type of course
8	3.96	0.86	870	Flexibility to design your own program of study
9	3.76	0.94	867	Availability of your advisor
10	3.81	0.92	862	Value of the information provided by your advisor
11	3.98	0.80	919	Challenge offered by your program of study
12	3.96	0.88	920	Preparation you're receiving for your chosen occupation
<b>ADMISSIONS</b>				
13	3.75	0.96	953	General admissions/entry procedures
14	3.79	0.94	945	Accuracy of college info you received before enrolling
15	3.64	1.07	837	Availability of financial aid information prior to enrolling
16	3.63	1.05	941	Assistance provided by the college staff
17	4.01	0.84	948	College catalog/admissions publications
<b>RULES &amp; POLICIES</b>				
18	3.90	0.84	918	Rules governing student conduct at this college
19	3.59	0.86	812	Student voice in college policies
20	3.67	0.82	766	Academic probation and suspension policies
21	3.45	0.99	892	Purposes for which student activity fees are used
22	3.82	0.90	944	Personal security/safety at this college

\* 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 1 (cont.)**  
 ACT Student Opinion Survey for Spring 2000: College Environment

ITEM	AVG	SD*	# for AVG	ITEM LIST
<b>ACADEMIC</b>				
23	3.87	0.85	956	Classroom facilities
24	3.56	0.80	417	Industrial arts/shop facilities
25	3.89	0.84	692	Business-training facilities/equipment
26	3.78	0.92	743	Laboratory facilities
27	3.47	0.91	445	Athletic facilities
28	3.88	0.83	886	Study areas
29	3.61	0.91	686	Student community center/student union
30	3.71	0.95	908	College bookstore
31	3.27	0.93	285	Availability of student housing
32	3.73	0.90	936	General condition of buildings and grounds
<b>REGISTRATION</b>				
33	3.60	1.03	950	General registration procedures
34	3.60	1.05	954	Availability of the courses at times you can take them
35	3.92	0.79	935	Academic calendar for this college
36	3.76	0.90	941	Billing and fee payment procedures
<b>GENERAL</b>				
37	3.58	0.95	941	Concern for you as an individual
38	3.55	1.00	907	Attitude of college nonteaching staff toward students
39	3.79	0.91	921	Racial harmony at this college
40	3.53	0.86	647	Opportunities for student employment
41	3.66	0.84	730	Chances for personal involvement in college activities
42	3.55	0.88	671	Student government
43	3.67	0.85	715	College media
44	3.97	0.84	949	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 2001: College Environment

ITEM	AVG	SD*	# for AVG	ITEM LIST
<b>ACADEMIC</b>				
1	4.09	0.72	914	Testing/grading system
2	4.03	0.81	890	Course content in your major area of study
3	4.04	0.84	875	Quality of instruction in your major area of study
4	3.99	0.84	877	Out-of-class availability of your instructors
5	4.09	0.82	915	Attitude of the teaching staff toward students
6	4.00	0.87	910	Variety of courses offered at this 2-year college
7	4.25	0.68	917	Class size relative to the type of course
8	3.98	0.85	845	Flexibility to design your own program of study
9	3.80	0.96	848	Availability of your advisor
10	3.81	0.93	843	Value of the information provided by your advisor
11	3.98	0.82	885	Challenge offered by your program of study
12	3.97	0.88	888	Preparation you're receiving for your chosen occupation
<b>ADMISSIONS</b>				
13	3.74	0.98	910	General admissions/entry procedures
14	3.83	0.91	899	Accuracy of college info you received before enrolling
15	3.64	1.09	820	Availability of financial aid information prior to enrolling
16	3.61	1.07	896	Assistance provided by the college staff
17	4.05	0.78	907	College catalog/admissions publications
<b>RULES &amp; POLICIES</b>				
18	3.90	0.80	868	Rules governing student conduct at this college
19	3.59	0.87	774	Student voice in college policies
20	3.66	0.79	735	Academic probation and suspension policies
21	3.49	0.98	844	Purposes for which student activity fees are used
22	3.79	0.93	901	Personal security/safety at this college

\* 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 (cont.)**  
 ACT Student Opinion Survey for Spring 2001: College Environment

ITEM	AVG	SD*	# for AVG	ITEM LIST
<b>ACADEMIC</b>				
23	3.85	0.85	915	Classroom facilities
24	3.59	0.81	451	Industrial arts/shop facilities
25	3.87	0.81	660	Business-training facilities/equipment
26	3.80	0.89	722	Laboratory facilities
27	3.50	0.92	453	Athletic facilities
28	3.84	0.89	844	Study areas
29	3.61	0.93	680	Student community center/student union
30	3.69	0.98	882	College bookstore
31	3.29	0.87	292	Availability of student housing
32	3.71	0.92	895	General condition of buildings and grounds
<b>REGISTRATION</b>				
33	3.60	1.02	909	General registration procedures
34	3.62	1.03	915	Availability of the courses at times you can take them
35	3.89	0.79	895	Academic calendar for this college
36	3.67	0.96	896	Billing and fee payment procedures
<b>GENERAL</b>				
37	3.55	0.97	883	Concern for you as an individual
38	3.48	1.02	849	Attitude of college nonteaching staff toward students
39	3.75	0.89	863	Racial harmony at this college
40	3.48	0.89	640	Opportunities for student employment
41	3.63	0.81	685	Chances for personal involvement in college activities
42	3.51	0.82	644	Student government
43	3.59	0.85	678	College media
44	3.94	0.82	910	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 3**  
ACT Student Opinion Survey for Spring 2002: College Environment

ITEM	AVG	SD*	# for AVG	ITEM LIST
<b>ACADEMIC</b>				
1	4.06	0.74	899	Testing/grading system
2	4.07	0.80	875	Course content in your major area of study
3	4.08	0.80	861	Quality of instruction in your major area of study
4	3.95	0.83	863	Out-of-class availability of your instructors
5	4.08	0.81	901	Attitude of the teaching staff toward students
6	4.01	0.86	891	Variety of courses offered at this 2-year college
7	4.23	0.71	899	Class size relative to the type of course
8	4.00	0.82	828	Flexibility to design your own program of study
9	3.79	0.94	799	Availability of your advisor
10	3.80	0.94	782	Value of the information provided by your advisor
11	3.98	0.79	859	Challenge offered by your program of study
12	3.99	0.85	857	Preparation you're receiving for your chosen occupation
<b>ADMISSIONS</b>				
13	3.71	0.98	879	General admissions/entry procedures
14	3.74	0.97	885	Accuracy of college info you received before enrolling
15	3.64	1.04	799	Availability of financial aid information prior to enrolling
16	3.61	1.06	872	Assistance provided by the college staff
17	4.01	0.76	881	College catalog/admissions publications
<b>RULES &amp; POLICIES</b>				
18	3.93	0.77	844	Rules governing student conduct at this college
19	3.62	0.82	749	Student voice in college policies
20	3.65	0.77	709	Academic probation and suspension policies
21	3.44	0.95	828	Purposes for which student activity fees are used
22	3.79	0.89	871	Personal security/safety at this college

\* 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 3 (cont.)**  
 ACT Student Opinion Survey for Spring 2002: College Environment

ITEM	AVG	SD*	# for AVG	ITEM LIST
<b>ACADEMIC</b>				
24	3.60	0.81	429	Industrial arts/shop facilities
25	3.90	0.79	636	Business-training facilities/equipment
26	3.78	0.85	709	Laboratory facilities
27	3.53	0.88	446	Athletic facilities
28	3.87	0.84	797	Study areas
29	3.92	0.78	716	Student community center/student union
30	3.62	0.98	861	College bookstore
31	3.30	0.88	296	Availability of student housing
32	3.79	0.80	862	General condition of buildings and grounds
<b>REGISTRATION</b>				
33	3.62	0.96	883	General registration procedures
34	3.62	1.03	883	Availability of the courses at times you can take them
35	3.92	0.76	875	Academic calendar for this college
36	3.71	0.91	868	Billing and fee payment procedures
<b>GENERAL</b>				
37	3.61	0.90	848	Concern for you as an individual
38	3.50	0.98	826	Attitude of college nonteaching staff toward students
39	3.80	0.85	857	Racial harmony at this college
40	3.52	0.85	602	Opportunities for student employment
41	3.63	0.79	679	Chances for personal involvement in college activities
42	3.59	0.79	622	Student government
43	3.60	0.78	671	College media
44	3.96	0.79	898	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)

## APPENDIX B

**Table 1**  
ACT Student Opinion Survey for Spring 2000: Student Services

ITEM	AVG	SD*	# for AVG	ITEM LIST
1	3.86	0.96	458	Academic Advising/Course Planning Services
2	3.71	1.10	120	Personal Counseling Services
3	3.87	1.00	172	Vocational Guidance/Career Planning Services
4	3.41	1.24	51	Job Placement Services
5	3.69	1.24	507	Financial Aid Services
6	3.94	0.93	69	Recreational and Intramural Programs and Services
7	4.06	0.87	662	Library/Learning Resources Center Facilities and Services
8	3.79	0.91	24	Resident Hall Programs and Services
9	3.89	0.97	45	Students Health Services
10	4.16	0.77	508	College-Sponsored Tutorial Services
11	3.82	1.11	44	Student Employment Services
12	3.71	0.97	382	Cafeteria/Food Services
13	4.09	0.78	162	College-Sponsored Social Activities
14	4.01	0.87	101	Cultural Programs and Activities
15	3.93	0.93	247	College Orientation Program
16	3.51	1.22	61	Credit by Examination Program (Clep,etc.)
17	4.31	0.77	508	Computer Services
18	3.26	1.23	622	Parking Facilities and Services
19	3.28	1.37	36	Veterans Services
20	3.75	1.09	16	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)

**Table 2**  
 ACT Student Opinion Survey for Spring 2001: Student Services

ITEM	AVG	SD*	# for AVG	ITEM LIST
1	3.93	0.96	421	Academic Advising/Course Planning Services
2	3.96	1.02	130	Personal Counseling Services
3	3.95	1.08	173	Vocational Guidance/Career Planning Services
4	3.39	1.35	61	Job Placement Services
5	3.67	1.24	503	Financial Aid Services
6	4.06	0.95	68	Recreational and Intramural Programs and Services
7	4.12	0.82	539	Library/Learning Resources Center Facilities and Services
8	3.77	0.95	22	Resident Hall Programs and Services
9	4.06	1.10	50	Students Health Services
10	4.17	0.91	177	College-Sponsored Tutorial Services
11	3.58	1.30	66	Student Employment Services
12	3.74	0.93	399	Cafeteria/Food Services
13	3.99	0.89	145	College-Sponsored Social Activities
14	4.08	0.94	98	Cultural Programs and Activities
15	4.00	0.82	330	College Orientation Program
16	3.81	1.04	43	Credit by Examination Program (Clep,etc.)
17	4.24	0.73	446	Computer Services
18	3.03	1.33	585	Parking Facilities and Services
19	3.37	1.17	46	Veterans Services
20	3.36	1.29	14	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)

**Table 3**  
ACT Student Opinion Survey for Spring 2002: Student Services

ITEM	AVG	SD*	# for AVG	ITEM LIST
1	3.83	1.03	393	Academic Advising/Course Planning Services
2	3.84	1.18	107	Personal Counseling Services
3	4.00	1.06	125	Vocational Guidance/Career Planning Services
4	3.64	1.20	56	Job Placement Services
5	3.66	1.26	493	Financial Aid Services
6	4.00	1.06	48	Recreational and Intramural Programs and Services
7	4.08	0.87	523	Library/Learning Resources Center Facilities and Services
8	3.75	1.16	24	Resident Hall Programs and Services
9	3.84	1.09	49	Students Health Services
10	4.12	0.88	152	College-Sponsored Tutorial Services
11	3.82	1.12	56	Student Employment Services
12	3.75	1.00	315	Cafeteria/Food Services
13	4.06	0.90	120	College-Sponsored Social Activities
14	4.22	0.84	90	Cultural Programs and Activities
15	3.93	0.93	247	College Orientation Program
16	3.82	0.96	44	Credit by Examination Program (Clep,etc.)
17	4.20	0.83	441	Computer Services
18	3.16	1.29	556	Parking Facilities and Services
19	3.76	1.46	38	Veterans Services
20	3.83	1.52	12	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)