

## STATS OF THE WEEK

May 6, 2015

Greetings to all...

It's that time again...measures, numbers, and discussion.

As you likely are aware, this spring the Assessment Committee conducted four different measures. These included: Global and Cultural Awareness, Student Satisfaction: Services, Student Satisfaction: Facilities, and an Employee Feedback measure.

The Assessment Committee, with input from the campus, determined that the next Gen Ed outcome that we wanted to assess was Global and Cultural Awareness. It was decided that a goal of our General Education courses, regardless of major, should be to make student more aware and familiar with cultures and global issues. This measure is our benchmark. We will be striving to improve our student's awareness over time.

This is the third year that we have conducted the student satisfaction measures. The information gained will allow us to gain an understanding of how students perceive the facilities and services we provide. The findings, so far, have been very encouraging and impressive. More on that, later.

The Employee Feedback survey provides an opportunity for all employees to provide input into this process and provide guidance on our future efforts. Assessment of student learning and perceptions is a campus project and is for all of us to digest and provide input. I get to have all the fun...and then share. This week, and next, I will summarize the findings from the Services measure. Next fall, I will share the analyses from the Facilities, and Global and Cultural Awareness measure. First up...Services.

Thank you to all who participated this spring by collecting information from your classes. The committee has done all it can to simplify the process for the campus while providing useful and timely information.

### Student Satisfaction: Services

Attached you will find the measure used for 2015. I did not include the ten demographic questions we utilize for grouping comparisons. The values you find in the table are the scores from the 2015 measure. The measures are grouped by area, some I am more familiar with. I will summarize the interesting grouping comparisons next week, which will include comparisons of the scores over the last three years.

*Comments:*

*Student Services: The ratings were very favorable...and all showed an improvement over last year (more later). As noted, the highest rating was received from the Student Success Center.*

*Student Affairs: Again, very favorable responses. The questions that I pay attention to the most are those that relate to the perceptions of the campus to students. Q22, "I feel welcome on campus", is very high on the scale. Again, this is a campus perception, influenced by all offices, buildings, and personnel. Lastly, all scores were an improvement over last year.*

*Divisions -- BIT, ES, HS, HU and SS: All division measures were favorable with comparable scores. I will let the divisions compare their total scores and these will be discussed...but, the results were favorable. All scores were an improvement over last year (are you noticing a trend?).*

*LRC: Again, students love the LRC!! The services and staff are among the most highly rated.*

*Wellness Center: Same for the Wellness Center.*

*General Questions: The campus questions are, again, of the most interest to me. As indicated by #61, students feel safe on campus, which is very important. Also, the bookstore's staff is rated highly. The perceptions of our campus and faculty are very favorable. Faculty are perceived as friendly, which denotes a sense of caring and openness. Q66 and 67 indicate that our faculty are viewed favorably. Our classes are conveniently scheduled. We hear complaints from some, but, overall our scheduling meets the needs of our students.*

*Lastly, #74, which I believe is the most telling and important question on the entire measure. "I would recommend RSC to others", scores a 4.35 on the 5 point scale...the highest score on the instrument. This question encompasses every office, service, building, room, and point of contact with students. We are doing something right...and this is an improvement over last year's high score.*

*Overall, I find the scores to be very favorable. Sure, there are areas where the scores are concerning and should be reviewed, but, as a whole...I think they are very impressive.*

Next week, I will provide a comparison of the scores over the last three years. These, to me, are the most telling measures. Are we improving? Are we doing things correctly? What should we focus on?

See attachment...

## STATS OF THE WEEK

May 11, 2015

### Greetings

Today's edition of the Stats of the Week details the changes in student perception regarding services provided at RSC over the past three years. Last week, I reported on the scores for 2015. Beginning today, I will report on the difference in the scores on the items over the last three years.

This measure was first conducted in the spring of 2013 and has been distributed the spring of each year since. As you will note, some years are missing values. This indicates the question was not on that year's measure. We consistently make changes to the measures we distribute to gain a better description of our students and their views.

I will list the questions that were on the measure, provide the mean scores for each year (5 point Likert scale), and provide any comments or points of interest to me.

Please review the values, digest their meanings, and use these as a source of discussion.

### **STUDENT SERVICES**

1. Academic Advisement Office (academic advisors located in the Student Services Building).
2. Welcome Center (located in the Student Services Building).
3. Financial Aid and Scholarships Office.
4. Admissions and Records/Registrar Office.
5. Testing Center (for COMPASS, ACT, CLEP/DSST exams; located in the Student Services Building).
6. Graduation and Career Services Center (located in the Student Services Building).
7. TRiO (located in the Student Services Building).

		SS1	SS2	SS3	SS4	SS5	SS6	SS7
		Mean	Mean	Mean	Mean	Mean	Mean	Mean
Year	2013	3.75	3.87	3.68	3.85	.	.	.
	2014	3.91	3.94	3.74	3.94	3.99	3.95	.
	2015	4.07	4.11	4.00	4.10	4.14	4.03	3.98

*Comments: The values for 2015 are very positive, and the gains are encouraging. As noted, every item measure indicated an improvement over the previous year. Questions 1 – 5 improvement scores were statistically significant (.05 level). This can be interpreted to mean that the increases were very unlikely to have been due to simple random chance, and were far more likely due to other factors. I will argue that these increases are due to improvements in services, or at least the improvement in the student's perceptions of improvements, which, in and of itself, is an improvement.*

*One item of interest to me is the research that indicates how attitudes and student learning is impacted by the condition of the fixed inputs (buildings/property), and the impact change has on these same factors. Considerable research indicates that the condition of buildings are positively correlated to student learning and perceptions. This is very interesting. As will be noted in the fall's Stats of the Week report, the construction has had a positive impact on the perception of the Social Sciences' facilities. As we wrap up the construction next year, might these improvements result in increases in student perceptions, not only of the facilities, but also services, and ultimately impact student learning and retention? Wow...now, that is deep.*

*Another point should be made, as brought to my attention by the Assessment Committee. These measures were collected late in the spring semesters. As a result, those students who enrolled in*

*fall or spring, and were unhappy with the campus and left as a result, would not be included. However, this is the tradeoff we must accept. Conducting the measure early in the fall or spring gives less time for the students to experience the campus, its services, and facilities. Conducting it late in the spring allows for a more accurate measure by those students who are still enrolled. Since there are a multitude of reasons for why students drop out of college, and new students enter each semester, measuring the perceptions of students late in the spring allow for a more accurate measure of those students who are likely to complete the term. Their perceptions are of interest and should be a very good descriptor of our students' views, in my opinion.*

## **STUDENT SERVICES**

- 8. Veteran Student Services Office (located in the Student Services Building)
- 9. Student Success Center (located in the Student Center)
- 10. Disability Services (located in the LRC)
- 11. Counseling Services (located in the Student Services Building)

		SS8	SS9	SS10	SS11
		Mean	Mean	Mean	Mean
Year	2013	.	.	.	.
	2014	3.92	3.92	.	.
	2015	4.07	4.22	4.05	4.10

*Comments: Again, positive values were reported. Nothing of concern noted here. Q9 was statistically significant*



## STUDENT AFFAIRS

- 12. Rose State has enough intramural sports.
- 13. The admissions procedures were easy to follow.
- 14. I enjoy Raider Dayz activities.
- 15. I am familiar with campus clubs.
- 16. I enjoy working with campus clubs.
- 17. Enrollment at the college was a smooth process for me.
- 18. I received accurate information about scholarship availability from the Financial Aid and Scholarship Office.

		SA12	SA13	SA14	SA15	SA16	SA17	SA18
		Mean	Mean	Mean	Mean	Mean	Mean	Mean
Year	2013	3.28	3.96	3.57	3.14	2.50	4.01	3.27
	2014	2.93	3.93	3.52	2.97	3.15	3.98	3.22
	2015	3.29	4.11	3.90	3.36	3.46	4.10	3.54

*Comments: More of the same...positive and significant improvements. Q12, 13, 14, 15, 16, and 18 scores were significant. (Note: The analyses indicated a significant difference in the three years, but I did not compare the individual years). One might note that the scores from 2013, in most cases, were higher than those in 2014, but 2015 scores were higher in most instances.*

## STUDENT AFFAIRS

19. I received accurate information about federal financial aid from the Financial Aid and Scholarships  
20. The information contained in the *Student Handbook* is valuable.  
21. When I need assistance, I know whom to ask.  
22. I feel welcome on campus.  
23. Students have a voice in running this campus.

		SA19	SA20	SA21	SA22	SA23
		Mean	Mean	Mean	Mean	Mean
Year	2013	3.41	3.78	3.59	4.06	3.47
	2014	3.28	3.62	3.58	4.01	3.50
	2015	3.68	3.86	3.78	4.16	3.69

*Comments: Much of the same...improvements indicated. The one item that I was most interested in of these questions was "I view this item as doing on campus is positively perceived. As I will note in later reports, other questions provide further evidence that 19 and 20 were statistically significant.*

### Conclusion

To avoid over stimulation, I will report these findings in chunks over final exam week, concluding on Thursday. I will focus on the perceptions of the services provided by the various academic divisions.

Until then...happy days.



STATS OF THE WEEK #3  
STUDENT SATISFACTION – SERVICES

May 12, 2015

Greetings to all...

Today's Assessment Report will address some of the services provided by the various academic divisions. The same questions were asked for each of the divisions. To provide greater comparative analyses, I am displaying the descriptives for each division under the related question. For this reason, the question numbers are not sequential. Additionally, the letters listed prior to the question number identify the division (ex. BIT24 is the Business and Information Technology division, question 24).

As you will notice below, gains are observed on all items as compared to 2014. This is very impressive. I attribute most of these gains to improvements across divisions, but some gains on all questions may be attributable to the "change" effect, as I mentioned yesterday. "The campus is changing....change is improvement...I am more satisfied." I have no basis for this other than research that indicates similar "honeymoon effects". New is good...and I am happier. Again, I believe improvement is real across campus, and improvement in attitudes are real regardless of the source.

**ACADEMIC AFFAIRS**

**The office staff in the \_\_\_\_\_ Division office is helpful.**

	BIT24	ES30	HS36	HU42	SS48
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		Mean	Mean	Mean	Mean	Mean
Year	2013	3.70	3.82	3.85	3.84	4.06
	2014	3.69	3.78	3.79	3.87	3.94
	2015	3.94	3.98	4.00	4.13	4.15

*Comments: This question is designed to assess student views of the assistance they receive in the division offices. I am uncertain how many students truly have had the opportunity to experience help in the division office, but, we can assume the experiences are equal across all divisions. As you notice, the values generally declined in 2014 for most divisions, but they increased for all divisions in 2015 as compared to 2014. BIT and HU had the largest increase over the last two years. The values, overall, are very positive. As displayed, HU and SS had the highest scores across the division in 2015.*

**The \_\_\_\_\_ Division academic advisor(s) provide accurate information.**

		BIT25	ES31	HS37	HU43	SS49
		Mean	Mean	Mean	Mean	Mean
Year	2013	3.69	3.78	3.67	3.93	3.95
	2014	3.66	3.80	3.73	3.87	3.92
	2015	3.95	3.99	3.84	4.08	4.12

*Comments: This question directs the students towards the various division advisors. The trends were very similar to the previous questions over time, with increases across all divisions in 2015. The BIT Division had the largest gain above, with HU and SS still the highest, overall.*

The faculty in the \_\_\_\_\_ Division are supportive.

		BIT26	ES32	HS38	HU44	SS50
		Mean	Mean	Mean	Mean	Mean
Year	2013	3.87	3.81	3.90	3.99	4.08
	2014	3.82	3.88	3.85	3.98	4.01
	2015	3.99	4.07	3.99	4.20	4.12

*Comments: The scores are very impressive, overall, in reference to the faculty support measure, and the gains are very similar across divisions. HU had the largest gain over the last two years with HU and SS still the highest. Every item on this measure referencing faculty and their support, attitudes, and overall campus satisfaction is very, very high. HU experienced the largest gain, with HU and SS still the highest, but ES is very close.*

The \_\_\_\_\_ faculty are available to me outside of class.

		BIT27	ES33	HS39	HU45	SS51
		Mean	Mean	Mean	Mean	Mean
Year	2013	3.79	3.75	3.92	3.91	4.01
	2014	3.70	3.83	3.85	3.92	3.94

		BIT27	ES33	HS39	HU45	SS51
		Mean	Mean	Mean	Mean	Mean
Year	2013	3.79	3.75	3.92	3.91	4.01
	2014	3.70	3.83	3.85	3.92	3.94
	2015	3.93	4.02	3.94	4.03	4.06

*Comment: These scores are very similar across all divisions, and impressively high. There is nothing alarming on this, or the previous questions. The scores indicate that our faculty are supportive and available, which are related, to some degree. Yes, HU and SS were again, the highest...*

**The schedule of classes in the \_\_\_\_\_ Division meets my needs.**

		BIT28	ES34	HS40	HU46	SS52
		Mean	Mean	Mean	Mean	Mean
Year	2013	3.73	3.79	3.91	3.95	4.04
	2014	3.67	3.75	3.79	3.98	3.98
	2015	3.88	3.99	4.04	4.16	4.11

*Comment: Scheduling...the consistent question. Are we offering classes to students when they want them? According to these scores, we are, and the scores have improved over the years. It should be noted that we have increased the number of 8-week offerings, online courses, and hybrid classes in recent semesters. The scores indicate that the satisfaction was relatively high in 2013, and generally declined in 2014, but all increased in 2015. We should continue to offer alternatives (after careful planning) and let the market tell us what students want...Adam Smith's*

*Invisible Hand Theory at work. Economics 101 tells us that if we let the individual customer/student decide what is best for them, the ultimate outcome will be best for all. One should note that we must make the opportunities available to determine what is best...which we have done repeatedly over the years. If we offer an alternative, and no one enrolls...oops. Try something else...nothing lost, and information gained. Believe me, I have offered many alternatives to students over 30 years thinking it was the savior of the campus only to fail miserably.*

*Overall, good work on scheduling is indicated here.*

**The labs are adequately equipped.**

		BIT29	ES35	HS41	HU47	SS53
		Mean	Mean	Mean	Mean	Mean
Year	2013	.	3.84	4.01	.	3.91
	2014	3.85	3.75	3.80	3.93	3.92
	2015	4.05	4.05	4.00	4.08	4.15

*Comments: This question has evolved over the years. In 2013, we did not ask the question of BIT and HU because it focused on the reading and science labs. Over the last two years, we have broadened it to measure all labs – computer, science, reading. The trend and pattern is the same as the previous questions, but the satisfaction is among the highest of any of these measures. One should note that it is a stretch to compare across divisions since we are comparing different types of labs...but, it is still insightful.*

**Conclusion**

As with the previous report, these values were all positive, and some more so than others. One should note that while the values may not indicate a glaring issue, there is the question as to why the division scores differ. Are there real differences....or are they random differences?

Tomorrow, we will conclude with the LRC, Wellness Center and the views of the overall campus. Again, I view these scores as favorable, but each division should compare themselves with previous years and other divisions to see what, or if, improvement is possible. Continued improvement will eventually be a significant challenge...but, doable.

Regards