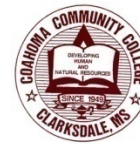


Institutional Effectiveness Overview 2014-15 Student Opinion Survey



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Summary of Student Opinion Survey

The purpose of the Student Opinion Survey is to measure students' perceptions related to personal development and overall quality and effectiveness throughout Coahoma Community College's campus. During the year 2014-15, the Office of Institutional Effectiveness administered the Student Opinion Survey online using Class Climate and two hundred and fifty-five students participated. The Student Opinion Survey consisted of twelve sections: Section I Background Information, Section II College Quality Enhancement Plan (data will be published on a separate report), Section III Registration Services, Section IV College Programs and Services, Section V-VIII College Environment for Admissions to the College, Facilities, Rules & Policies, and General; Section IX Childcare Services, Section X Housing Services, Section XI Food Services (Cafeteria and Grill) and Comments.

SECTION I: Background Information

Section I of the Survey consisted of ten items on demographics of the respondents who completed the survey in areas of campus location of majority of classes, gender, age, race/ethnicity, class level, enrollment status, resident classification, financial status, number of hours worked per week.

Table 1. Coahoma Community College Demographics of Student Opinion Survey Participants

| Characteristics | Subgroup | Percent (%) |
|----------------------------|--|-------------|
| Majority of Classes | Main Campus | 76.3% |
| | Charleston | 0.8% |
| | Marks | 2% |
| | Mound Bayou | 2.4% |
| | Rosedale | 0.8% |
| | Tunica | 1.2% |
| | Online | 11.9% |
| | Two or more locations, online included | 4.7% |
| Gender | Male | 33.7% |
| | Female | 66.3% |
| Age | 18 or under | 19.8% |
| | 19 | 15.8% |
| | 20 | 17.0% |
| | 21-23 | 18.2% |
| | 24-25 | 2.0% |
| | 26-29 | 7.1% |
| | 30-39 | 11.1% |
| | 40-61 | 7.9% |
| 62 or over | 1.2% | |

| Characteristics | Subgroup | Percent (%) |
|---|------------------------|-------------|
| Ethnicity | Hispanic or Latino | 2.6% |
| | Not Hispanic or Latino | 97.4% |
| Race | African American/Black | 86.5% |
| | Asian | 0.4% |
| | White | 10.3% |
| | Two or more races | 1.6% |
| | I prefer not to answer | 1.2% |
| Class Level | Freshmen | 86.5% |
| | Sophomore | 0.4% |
| | Transfer | 10.3% |
| | Dual Enrolled | 1.6% |
| | Other/Classified | 1.2% |
| Enrollment Status | Full-time | 79.1% |
| | Part-time | 20.9% |
| Residence Classification | In-state | 97.2% |
| | Out-of-State | 2.8% |
| Financial Status | Yes | 78.3% |
| | No | 21.7% |
| (Received federal, state, college or community sponsored aid) | | |
| Number of Hours Worked Per Week | 0 | 42.4% |
| | 1-10 | 14.1% |
| | 11-20 | 13.3% |
| | 21-30 | 11.4% |
| | 31-40 | 11.0% |
| | Over 40 | 7.8% |

Below are the analysis of **Sections II - XI** based on students' level of agreement, satisfaction, and level of excellence ratings for Coahoma Community College's quality and services.

SECTION II: Level of Satisfaction with REGISTRATION SERVICES

The results reported below (in rank order) are based on a 4-point Likert scale with 4 = Strongly Agree, 3=Agree, 2=Disagree, and 1=Strongly Disagree. The "registration" services items that received the highest "Satisfaction" scores were "***I made the right choice to attend Coahoma Community College***" (93.5%) and "***Registration at Coahoma Community College was available at convenient times.***" was rated as the second highest level of agreement (93.3%).

| Section III. Registration Services | 2014-15 | |
|--|----------------|-------------|
| | % | Avg. |
| I made the right choice to attend Coahoma Community College. | 93.5% | 3.4 |
| Registration at Coahoma Community College was available at convenient times. | 93.3% | 3.4 |
| Staff members made me feel welcome during the registration process. | 90.8% | 3.3 |
| Coahoma Community College's Schedule Planner of classes was easy to use. | 90.4% | 3.3 |
| I was able to get the classes I needed with little difficulty. | 89.3% | 3.3 |
| The registration process was efficient and organized. | 86.9% | 3.3 |

Note: The results will be used to *improve the quality and services offered by the institution.*

SECTION III: Level of Satisfaction with COLLEGE PROGRAMS OR SERVICES

The results reported below (in rank order) are based on a 5-point Likert scale with 5 = Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, and 1=Strongly Dissatisfied. The “college programs and services” items that received the highest “Satisfaction” scores were “**Library facilities and services**” and “**Computer services (email, MyCCC, internet, etc.)**” with the highest ratings of “Satisfaction” (80%).

| Section IV. College Programs and Services | 2014-15 | |
|--|----------------|-------------|
| | % | Avg. |
| Library facilities and services | 80% | 4.2 |
| Computer services (email, MyCCC, internet, etc.) | 80% | 4.2 |
| Academic advising services | 77% | 4.1 |
| Career planning services | 76% | 4.1 |
| College orientation program | 71% | 4.0 |
| Counseling services | 70% | 4.0 |
| Student health services | 70% | 4.1 |
| College-sponsored tutorial services | 69% | 4.0 |
| Cultural programs | 69% | 4.0 |
| Recreational and intramural programs and services | 68% | 4.0 |
| Scholarship services | 66% | 3.9 |
| Job placement services | 64% | 3.9 |
| Veteran services | 63% | 3.9 |
| Parking facilities | 58% | 3.6 |

SECTION IV: Level of Satisfaction with College Environment (ADMISSION TO COLLEGE)

The results reported below (in rank order) are based on a 5-point Likert scale with 5 = Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, and 1=Strongly Dissatisfied. The college environment “general admission” services items that received the highest “Satisfaction” scores were “**General admission procedures**” (76%) and “**Availability of financial aid information prior to enrolling**” received the second highest ratings of “Satisfaction” (72%).

| Section V. College Environment: Admissions to College | 2014-15 | |
|---|----------------|-------------|
| | % | Avg. |
| General admissions procedures | 76% | 4.0 |
| Availability of financial aid information prior to enrolling | 72% | 4.0 |
| Accuracy of college information you received before and during enrollment | 68% | 3.9 |
| Billing and fee payment procedures | 62% | 3.7 |

SECTION V: Level of Satisfaction with College Environment (FACILITIES)

The results reported below (in rank order) are based on a 5-point Likert scale with 5 = Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, and 1=Strongly Dissatisfied. The college environment “classroom facilities” services items that received the highest “Satisfaction” scores were “**Classroom Facilities**” (75%) and “**Study areas**” received the second highest rating of “Satisfaction” (71%).

| Section V. College Environment: Facilities | 2014-15 | |
|---|----------------|-------------|
| | % | Avg. |
| Classroom facilities | 75% | 4.1 |
| Study areas | 71% | 4.0 |
| Student Union | 71% | 4.0 |
| Campus Bookstore | 71% | 4.0 |
| Laboratory facilities | 69% | 4.0 |
| Athletic facilities | 67% | 4.0 |
| General condition of buildings and grounds | 67% | 3.9 |
| Student housing | 57% | 3.7 |

Note: Note: *The results will be used to improve the quality and services offered by the institution.*

SECTION VI: Level of Satisfaction with College Environment (RULES AND POLICIES)

The results reported below (in rank order) are based on a 5-point Likert scale with 5 = Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, and 1=Strongly Dissatisfied. The college environment “**rules and policies**” services items that received the highest “Satisfaction” scores were “**Personal security/safety at this campus**” (64%) and “**Rules governing student conduct**” received the second highest rating of “Satisfaction” (59%).

| Section V. College Environment: Rules and Policies | 2014-15 | |
|---|----------------|-------------|
| | % | Avg. |
| Personal security/safety at this campus | 64% | 3.8 |
| Rules governing student conduct | 59% | 3.7 |
| Academic probation and suspension policies | 56% | 3.7 |
| Student voice in college policies | 51% | 3.6 |
| Purposes for which student activity fees are used | 54% | 3.6 |

SECTION VII: Level of Satisfaction with College Environment (GENERAL)

The results reported below (in rank order) are based on a 5-point Likert scale with 5 = Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, and 1=Strongly Dissatisfied. The college environment “**general**” services items that received the highest “Satisfaction” scores were “**Attitude of the college staff toward students**” (67%) and “**Campus media (student newspaper, Facebook, Twitter, website, etc.)**” received the second highest rating of “Satisfaction” (66%).

| Section VII. College Environment: General | 2014-15 | |
|--|----------------|-------------|
| | % | Avg. |
| Attitude of the college staff toward students | 67% | 3.8 |
| Campus media (student newspaper, Facebook, Twitter, website, etc.) | 66% | 3.9 |
| Concern for you as an individual | 65% | 3.8 |
| Opportunities for personal involvement in campus activities | 55% | 3.7 |
| Student government | 54% | 3.6 |
| Religious activities and programs | 54% | 3.6 |

SECTION VIII: Level of Satisfaction with College Environment (CHILDCARE SERVICES)

The results reported below (in rank order) are based on a 5-point Likert scale with 5 = Strongly Agree, 4=Agree, 3=Neutral, 2=Disagree, and 1=Strongly Disagree. The college environment “**childcare**” services items that received the highest “Agreement” percent scores were “**Affordable childcare should be available on campus for employee/student use**” (71%) and “**I will benefit from campus single-parent housing**” received the second highest rating of “Agreement” (53%).

| Section VIII. College Environment: Childcare Services | 2014-15 | |
|---|----------------|-------------|
| | % | Avg. |
| Affordable childcare should be available on campus for employee/student use | 71% | 4.1 |
| I will benefit from campus single-parent housing | 53% | 3.7 |
| I need childcare for at least one or more children. | 52% | 3.7 |
| I need childcare for less than 6 hours each school/work day. | 52% | 3.7 |
| I need funding for childcare through PELL grant or other funding sources | 52% | 3.7 |
| Childcare services will improve my attendance at school/work. | 50% | 3.9 |

Note: Note: The results will be used to improve the quality and services offered by the institution.

SECTION XI: Level of Satisfaction with College Environment (HOUSING SERVICES)

The results reported below (in rank order) are based on a 5-point Likert scale with 5 = Strongly Agree, 4=Agree, 3=Neutral, 2=Disagree, and 1=Strongly Disagree. The college environment “housing” services items that received the highest “Agreement” percent scores were **“I feel secure living in the residence hall.”** (71%) and **“My residence hall Director is approachable, friendly, and helpful”** received the second highest rating of “Agreement” (53%).

| Section XI. College Environment: Housing Services | 2014-15 | |
|--|----------------|-------------|
| | % | Avg. |
| I feel secure living in the residence hall. | 71% | 4.1 |
| My residence hall Director is approachable, friendly and helpful. | 53% | 3.7 |
| My residence hall Resident Assistant (RA) is approachable, friendly and helpful. | 52% | 3.7 |
| My residence hall bathrooms and hallways are cleaned in a timely manner | 52% | 3.7 |
| The noise is maintained to a level where I can study in my room. | 52% | 3.7 |
| I am well-informed about campus activities and other important information | 50% | 3.9 |

SECTION X: HOUSING SERVICES (Demographics)

| Dormitory Demographics | Subgroup | Percent (%) |
|--|----------------------------|--------------------|
| What dormitory you live in? | McLaurin | 4.2% |
| | Friends Hall | 4.6% |
| | George Moore | 7.1% |
| | I do not live in the dorm. | 84.1% |
| What floor do you live on? Total Responses - 227 | First | 6.0% |
| | Second | 7.7% |
| | Third | 2.1% |
| | N/A | 84.3% |

SECTION XI: FOOD SERVICES (Cafeteria and Grill)

| Quality and Services of Cafeteria and Grill | Subgroup | Percent (%) |
|---|--|--------------------|
| On an average, how often do you eat at the cafeteria or grill? | Daily | 13.6% |
| | 1-3 times per/wk. | 19.8% |
| | Never | 66.7% |
| Of the three meals served in the cafeteria or grill, which one do you eat most often? | Breakfast | 6.8% |
| | Lunch | 23.6% |
| | Dinner | 3.6% |
| | I do not eat in the Cafeteria or grill | 66.0% |
| What is the ONE most important thing about cafeteria and grill services you would like to see changed? | Breakfast | 6.8% |
| | Lunch | 23.6% |
| | Dinner | 3.6% |
| | I do not eat in cafeteria or grill. | 66% |
| Which meal needs the most improvement? | Breakfast | 7.7% |
| | Lunch | 18.6% |
| | Dinner | 16.6% |
| | Have not used services | 57.1% |

Note: The results will be used to improve the quality and services offered by the institution.

SECTION XII: Level of Excellence in CAFETERIA SERVICES

The results reported below (in rank order) are based on a 5-point Likert scale with 5 = Excellent, 4=Very Good, 3=Good, 2=Fair, and 1=Poor. The college environment “cafeteria” services items that received the highest “Excellence” percent scores were “**facility cleanliness**” (39%) and “**courteous service**” received the second highest rating of “Excellence” (37%).

| Section XII. College Environment: Housing Services Total Number of Respondents – 139 | 2014-15 | |
|---|----------------|-------------|
| | % | Avg. |
| Facility Cleanliness | 39% | 3.2 |
| Courteous Service | 37% | 3.1 |
| Facility Layout | 37% | 3.1 |
| Food Quality | 33% | 3.0 |
| Facility Noise Level | 33% | 3.0 |
| Serving Size | 30% | 2.9 |
| Menu Variety | 28% | 2.7 |

Note: *The results will be used to improve the quality and services offered by the institution.*