



Institutional Effectiveness Overview 2015-16 Student Opinion Survey



May 25, 2016

Coahoma Community College
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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. Using Class Climate, the Office of Institutional Effectiveness administered the *Student Opinion Survey* online, and hardcopies of the *Student Opinion Survey* were administered at the off-campus sites. Three hundred fifty-four students participated in the *Student Opinion Survey* during the year 2015-16.

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 Section XII Level of Excellence in Cafeteria Services.

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	69.1%
	Charleston	5%
	Marks	.40%
	Mound Bayou	5.1%
	Rosedale	.40%
	Shaw	.10%
	Tunica	5.4%
	Webb	7%
	Online	2.7%
	Two or more locations, online included	4.7%
Gender	Male	37.3%
	Female	62.7%
Age	18 or under	24.3%
	19	16.7%
	20	10.8%
	21-23	17.6%
	24-25	4.6%
	26-29	6.2%
	30-39	10.4%
	40-61	8%
	62 or over	1.4%

Characteristics	Subgroup	Percent (%)
Ethnicity	Hispanic or Latino	1.7%
	Not Hispanic or Latino	98.3%
Race	African American/Black	92%
	Native American	0.4%
	White	5.9%
	Two or more races	0.7%
	I prefer not to answer	1%
Class Level	Freshmen	37%
	Sophomore	44%
	Transfer	3%
	Dual Enrolled	13.3%
	Other/Classified	2.7%
Enrollment Status	Full-time	82%
	Part-time	18%
Residence Classification	In-state	98%
	Out-of-State	2%
Financial Status	Yes	80.4%
	No	19.6%
(Received federal, state, college or community sponsored aid)		
Number of Hours Worked Per Week	0	35.8%
	1-10	19.2%
	11-20	18.9%
	21-30	9.7%
	31-40	11.7%
	Over 40	4.8%

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 **"Registration at Coahoma Community College was available at convenient times"** and **"I made the right choice to attend Coahoma Community College"** was rated as the second highest level of agreement (94.1%).

Section II. Registration Services Number of Responses:	2015-16		
	N	%	Avg.
Registration at Coahoma Community College was available at convenient times.	276	95%	3.5
I made the right choice to attend Coahoma Community College.	269	94%	3.5
Coahoma Community College's Schedule Planner of classes was easy to use.	266	91%	3.4
Staff members made me feel welcome during the registration process.	267	90%	3.4
I was able to get the classes I needed with little difficulty.	274	88%	3.4
The registration process was efficient and organized.	272	87%	3.3
TOTAL AVERAGE	271	91%	3.42

Note: Based on the results of the college's programs, admissions, and facilities services, the results will be used **for the department's 2015-16 Institutional Effectiveness Plan, Program Review and any other assessments 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 “*Academic advising services*” and “*Library facilities and services*” with the highest ratings of “Satisfaction” (80%).

Section III. College Programs and Services	2015-16		
	N	%	Avg.
Academic advising services	249	80%	4.2
Library facilities and services	247	80%	4.2
Computer services (email, MyCCC, internet, etc.)	258	78%	4.2
Counseling services	220	77%	4.2
College orientation program	226	76%	4.2
Career planning services	212	75%	4.1
Student health services	195	75%	4.1
Cultural programs	183	73%	4.1
Job placement services	179	71%	3.9
College-sponsored tutorial services	180	69%	4.1
Recreational and intramural programs and services	191	68%	4.0
Scholarship services	196	67%	3.9
Veteran services	172	66%	4.0
Parking facilities	236	63%	3.8
TOTAL AVERAGE	210	73	4.1

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*” (74%) and “*Availability of financial aid information prior to enrolling*” received the second highest rating of “Satisfaction” (70%).

Section IV. College Environment: Admissions to College	2015-16		
	N	%	Avg.
General admissions procedures	294	74%	4.0
Availability of financial aid information prior to enrolling	290	70%	4.0
Accuracy of college information you received before and during enrollment	286	69%	4.0
Billing and fee payment procedures	280	60%	3.8
TOTAL AVERAGE	288	68%	3.95

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*” (79%) and “*Campus Bookstore*” received the second highest rating of “Satisfaction” (78%).

Section V. College Environment: Facilities	2015-16		
	N	%	Avg.
Classroom facilities	277	79%	4.2
Campus Bookstore	249	78%	4.1
Laboratory facilities	234	77%	4.1
Student Union	223	73%	4.0
Study areas	216	73%	4.0
Athletic facilities	187	70%	4.0
Student housing	187	66%	3.8
General condition of buildings and grounds	242	64%	3.8
TOTAL AVERAGE	202	64%	3.57

Note: Based on the results of the college’s programs, admissions, and facilities services, the results will be used **for the department’s 2015-16 Institutional Effectiveness Plan, Program Review and any other assessments 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** (59%).

Section VI. College Environment: Rules and Policies	2015-16		
	N	%	Avg.
Personal security/safety at this campus	282	64%	3.7
Rules governing student conduct	285	59%	3.7
Academic probation and suspension policies	283	57%	3.7
Purposes for which student activity fees are used	279	57%	3.7
Student voice in college policies	280	55%	3.7
TOTAL AVERAGE	289	58%	3.7

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 “**Concern for you as an individual**” (70%) and “**Attitude of the college staff toward students**” received the second highest rating of “Satisfaction” (68%).

Section VII. College Environment: General	2015-16		
	N	%	Avg.
Concern for you as an individual	285	70%	4.0
Attitude of the college staff toward students	273	68%	3.8
Opportunities for personal involvement in campus activities	278	63%	3.8
Campus media (student newspaper, Facebook, Twitter, website, etc.)	281	58%	3.8
Student government	276	57%	3.7
Religious activities and programs	280	55%	3.7
TOTAL AVERAGE	279	62%	3.8

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**” (79%) and “**I will benefit from campus single-parent housing**” and “**I need childcare for less than 6 hours each school/work day**” received the second highest rating of “Agreement” (67%).

Section VIII. College Environment: Childcare Services	2015-16		
	N	%	Avg.
Affordable childcare should be available on campus for employee/student use	180	79%	4.3
Childcare services will improve my attendance at school/work.	160	67%	4.0
I need childcare for less than 6 hours each school/work day.	151	67%	3.9
I will benefit from campus single-parent housing.	151	66%	4.0
I need funding for childcare through PELL grant or other funding sources	144	62%	3.9
I need childcare for at least one or more children.	148	61%	4.0
TOTAL AVERAGE	156	67%	4.02

Note: Based on the results college’s rules, policies, general and childcare services, the results will be used to **for the department’s 2015-16 Institutional Effectiveness Plan, Program Review and any other assessments used to improve the quality and services offered by the institution.**

SECTION IX: 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 ***“My residence hall Director is approachable, friendly, and helpful”*** (67%) and ***“I feel secure living in the resident hall”*** received the second highest rating of “Agreement” (61%).

Section IX. College Environment: Housing Services	2015-16		
	N	%	Avg.
My residence hall Director is approachable, friendly and helpful.	125	67%	3.9
I feel secure living in the residence hall.	124	61%	3.8
I am well-informed about campus activities and other important information	138	58%	3.7
My residence hall Resident Assistant (RA) is approachable, friendly and helpful.	123	56%	3.7
The noise is maintained to a level where I can study in my room.	120	56%	3.7
My residence hall bathrooms and hallways are cleaned in a timely manner.	119	51%	3.5
The cable, phone, and internet services in my residence hall are acceptable.	119	46%	3.3

SECTION X: HOUSING SERVICES (Demographics)

Dormitory Demographics	Subgroup	Percent (%)
<i>What dormitory you live in?</i> Total Responses=250 Average=3.7	McLaurin	2.4%
	Friends Hall	7.6%
	George Moore	9.1%
	I do not live in the dorm.	81%
<i>What floor do you live on?</i> Total Responses=253 Average=3.5	First	9.7%
	Second	10.8%
	Third	2.8%
	N/A	77%

SECTION XI: FOOD SERVICES (Cafeteria and Grill)

Quality and Services of Cafeteria and Grill	Subgroup	Percent (%)
<i>On an average, how often do you eat at the cafeteria or grill?</i> Total Responses=262 Average=2.5	Daily	15.5%
	1-3 times per/wk.	18.6%
	Never	65.9%
<i>Of the three meals served in the cafeteria or grill, which one do you eat most often?</i> Total Responses=256 Average=3.3	Breakfast	6.1%
	Lunch	23.7%
	Dinner	6.2%
	I do not eat in the Cafeteria or grill	64%
<i>What is the ONE most important thing about cafeteria and grill services you would like to see changed?</i> Total Responses=261 Average=3.9	Food Quality	13.3%
	Variety	14.4%
	Serving Size	9.4%
	Service	4%
	Have not used services	59%
<i>Which meal needs the most improvement?</i> Total Responses=264 Average=3.2	Breakfast	8.6%
	Lunch	18.2%
	Dinner	16%
	Have not used services	57%

Note: Based on the results of the college’s programs, admissions, and facilities services, the results will be used **for the department's 2015-16 Institutional Effectiveness Plan, Program Review and any other assessments 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*” (37%) and “*facility noise level*” received the second highest rating of “Excellence” (33%).

Section XII. College Environment: Housing Services Total Number of Respondents – 144	2015-16		
	N	%	Avg.
Facility Cleanliness	143	37%	3.1
Facility Noise Level	135	33%	3.0
Facility Layout	142	32%	3.0
Courteous Service	138	31%	2.9
Food Quality	139	28%	2.9
Menu Variety	138	27%	2.7
Serving Size	137	25%	2.6
TOTAL AVERAGE	139	30%	2.89

Note: Based on the results of the college’s programs, admissions, and facilities services, the results will be used **for the department’s 2015-16 Institutional Effectiveness Plan, Program Review and any other assessments used to improve the quality and services offered by the institution.**