



**ACHIEVEMENT** Next Measured in 2014-2015

**CORE THEME** Access

**OBJECTIVE** A.2: Students access services that support learning

**INDICATOR** A.2.3: Success Indicator 38 – Student Satisfaction and Opinion

This measure is under development and is an aggregate of data from surveys for the first stop, housing, and ESPS areas or will be a comprehensive survey similar to the ACT Student Opinion and Satisfaction Survey

**Indicator Thresholds** Green: Rating  $\geq 4$  Yellow: Rating between 3.00 and 3.99 Red: Rating  $< 3$

**Purpose and Meaning** Examines student perceptions of an aggregate of student support services accessed by students, including online support, allowing the institution to plan for and provide improvements where indicated.

### WHAT WAS ACHIEVED AND WHAT IS PLANNED FOR THE FUTURE

Currently the college does not have an overall student satisfaction survey. In the past surveys have been developed and implemented through various departments along with a general survey ACT Student Satisfaction Survey which was given years ago. These surveys focused on types of services offered, operational structure of departments i.e. hours of operation, customer service etc. Each department reviewed their survey and made appropriate changes. Rarely were the outcomes shared with other departments and the college in general. There was no recognition given to high performing departments or improvement plans implemented for under performing departments. In short, assessments were done and nothing was done with the results.

Since these surveys were “home grown” it was impossible to compare with other like institutions to compare our performance, set goals and to implement any sort of planning.

Steps that will be taken winter and spring of 2015 will be the following,

1. Members from ESSLT (Enrollment Student Services Leadership Team) will form a work group to determine the overall objective and purpose of the Student Satisfaction Survey.
2. This group will select the survey.
3. Various campus committee’s along with administration will be notified about the survey, it’s purpose and goal for their support and feedback.
4. Date will be chosen to implement the survey. In addition, it will be determined on how the survey will be implemented.
5. Results will be compared with like institutions in order to establish benchmarks.
6. Results will be shared with campus stakeholders.
7. Action items will be created based on the results.

Various departments may choose to do their own surveys to support their continuous improvement process. For example, Student Housing, Dining Services, First Stop may choose to do a yearly survey. The Student Satisfaction Survey, which will be broad by design, will complement these more specific surveys. The goal is to support the Strategic

Objective A2.

**Success Indicator Changes for 2014-15 supporting NWCCU accreditation standards: 1.B.2; 4.A.1; 4.B.1; 5.B.2**

How the indicator is measured will be finalized for 2014-15 reporting.

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**Planning Priorities**

**Strategic Objective A.2:** Students access services that support learning

**Project A.2.1:** Survey staffing needs and prioritize the hiring of faculty and staff to meet student needs

**Project A.2.2:** Assess testing and advising in order to facilitate the success of students in appropriate courses and programs

**Project A.2.3:** Conduct needs assessment of services and facilities to meet ADA

**Project A.2.4:** Expand College Now Program in all three areas: Dual Credit, Expanded Options, and Enhanced Options

**Unit Planning**

The Dean of Students unit will develop an appropriate method to measure this indicator. The Student Satisfaction Survey will provide an overarching umbrella to other unit surveys.

**Budget Impact**

***Budget Impact identifies the budget requests needed in the future year(s) to support the planned changes.***

Staff time to conduct survey. If a comprehensive survey is utilized from an outside agency, there may be an administration cost.

**Achievement Analysis**

Housing Department conducts an annual survey which they use internally. Typically it is given to students prior to checking out of the dorms. In the past, this survey has not typically been shared with other departments or committees on campus. However, it is available upon request from the Housing Department. Last spring Educational Support Programs and Services (ESPS) department sent out an advising survey to students. It went out to all full time degree seeking students. The survey was sent via email. The response rate was poor and no results could be concluded based on such low responses. The College also does a Graduation Survey to those students who are about to graduate. This survey does provide significant results. Those results were shared with the Counseling and Testing Departments along with the First Stop department. The results of these surveys have not been looked at collectively to determine overall student satisfaction.

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**DATA DOCUMENTATION**

***Documentation Posted:***

Portal: Resource Center Core Themes – Objectives – Success Indicator Page:

[https://mylakerlink.socc.edu/ICS/Resource\\_Center/Core\\_Themes\\_-\\_Objectives\\_-\\_Success\\_Indicators.jnz?portlet=Handouts\\_2014-09-17T12-15-51-67](https://mylakerlink.socc.edu/ICS/Resource_Center/Core_Themes_-_Objectives_-_Success_Indicators.jnz?portlet=Handouts_2014-09-17T12-15-51-67)

Assessment Software: Success Indicator 38 Report – execute report for specified year

***Data References:***

Graduate Survey data compiled within the survey software and tracked with the yearly graduate report. Data and report located on the network: it\institutionalresearch\surveys\graduation

**ABOUT THE DATA**

The report and chart information was prepared and coordinated by Tim Dailey, Dean of Students and Robin Bunnell, Institutional Researcher.

Contributions to the narrative were supplied by Tim Dailey, Dean of Students.

## **DETERMINING MEASUREMENT AND SETTING THRESHOLD LEVELS**

This section to be completed with the 2014-2015 reports

### **Requirements**

NWCCU Accreditation; Mission Fulfillment; Program Review.

For more detailed information, contact the Institutional Research office - [ir@socc.edu](mailto:ir@socc.edu)

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