Ongoing Surveys Keep the College on Track

Porterville College has several surveys, conducted through the research office on an ongoing basis, usually every three years. These include:

- **The KCCD Climate Survey.** This is a district-wide employee survey, conducted every three years, (2011, 2013, 2016, etc.) evaluating the climate at the colleges and district office on issues like morale, trust, and communication. There was a two year gap initially to correspond with our district strategic planning cycle, then; from that point forward, the plan is to conduct the survey every three years.

- **The Community College Survey of Student Engagement (CCSSE).** This is a national student survey, with a corresponding faculty survey, which evaluates how engaged students are on campus using a variety of questions that have been linked in educational literature to student success. We conducted this survey first in the spring of 2011, then again in spring 2014. It is next scheduled for spring 2017.

- **The Student Satisfaction Survey.** This is a home-grown student survey providing students with the opportunity for input on services offered by the campus. It was first conducted in 2005 and the cycle was later changed to adapt to other surveys. It has been conducted in 2005, 2007, 2009, 2012, and most recently in 2015. The next version will be in spring 2018.

- **The Strategic Planning Survey.** This is a local survey, developed to monitor the quality of the college’s strategic planning, goal-setting, and budget processes. It was conducted in fall 2009, 2012, and 2015. It is next scheduled for fall 2018.

The Climate Survey is scheduled again for the upcoming fall term. This report provides a brief description of the other three, which are more recent.

**The Community College Survey of Student Engagement (CCSSE)**

- CCSSE provides several reports to the college, along with our raw data. Two of these reports are now posted to the [Survey Reports](#) web page. These include the [Key Findings](#), a brief overview of Porterville College results with a comparison to the rest of the nation and a [Student-Faculty Report](#), which provides comparisons in responses to similar questions between students and faculty.

- In 2011, Porterville College was above the national average on all five of the survey’s benchmarks. In 2014, the college was still above the national average on four of the five, and just barely below average on one, Student-Faculty Interaction.

- The data team reviewed the results of the 2011 and 2014 Key Findings reports. One thing these reports provide, in addition to comparisons to the national average, is the five questions on...
which the college had the highest level of student engagement and the five with the lowest.
The data team noticed that four of the five questions with the lowest student engagement were the same across the two surveys. These four include:

- Asking questions in class or contributing to class discussions
- Using email to communicate with instructors
- Discussing grades or assignments with instructors
- Number of books read on your own (not assigned) for personal enjoyment or academic enrichment.

- The data team reviewed these questions in greater detail, including demographic breakdowns showing which groups had higher engagement levels on these questions. The team provided several recommendations to the Success and Equity Committee, some of which focused on improving student-faculty interaction.
- One of those recommendations was that the college look for ways to encourage pleasure reading among students. The Cultural and Historical Awareness Program (CHAP) was already discussing its 2015-16 theme, which became “The Life of Books: Written Language Past and Present.”
- CCSSE is planned next for spring 2017.

The Student Satisfaction Survey

- The report on the Student Satisfaction Survey is now posted to the Survey Reports web page. A few notes on trends will be provided here.
- The Satisfaction Survey asks 34 questions about satisfaction with college offices and services along with an additional 9 about how well the college is preparing students in key areas. The services questions were divided into thematic groups in the report.
- One question asked about the quality of textbooks. Students’ ratings of textbooks declined after the 2009 surveys and have been lower in the most recent two surveys (2012, 2015).
- There are three questions about the library (books, online resources, staff service). Satisfaction has improved on all three questions in recent years.
- Some student services programs (counseling, admissions & records, assessment/placement testing, orientation, financial aid, the transfer center, learning center, child care center, and fitness center) showed modest improvement in recent surveys.
- The bookstore and cafeteria were outsourced in recent years. Since the change, the bookstore has improved its satisfaction ratings while the cafeteria’s ratings have declined.
- Questions on facilities have also shown improved satisfaction recently.
Security questions are typically among the lower rated questions in the survey, but have improved over time.

There are nine questions asking about how well the college prepares students, corresponding roughly with our Institutional Student Learning Outcomes (ISLOs). Responses to these questions have been very stable over time, though there is some improvement in how well students believe the college is preparing them in their speaking skills, use of technology, and respect for diversity. And, there were small declines in how well they believe the college prepares them for transfer and employment.

Women rated the college higher on several questions than men. One exception is the cafeteria, in which men expressed more satisfaction than women.

Hispanic students were more satisfied with many services than their white counterparts. An exception is the quality of instruction, which white students rate more positively.

First generation college students were more satisfied with a variety of college programs and services than their non-first generation counterparts.

Students familiar with the college mission statement (a proxy for connectedness to the college) were more likely to be satisfied with several programs and services than those who were not familiar with it.

The data team is still discussing this survey and may make recommendations in the fall.

The Student Satisfaction Survey is next scheduled for Spring 2018.

The Strategic Planning Survey

The report on the Strategic Planning Survey is now posted to the Survey Reports web page. A few notes on trends will be provided here.

This time, the survey was organized into three categories: Mission & Goals, College Planning Process, and Budget & Resource Allocation.

Several planning questions had shown improvement between the 2009 and 2012 versions of the survey, but declined slightly in 2015. The Strategic Planning Committee has discussed these recommendations and it believes the decline to be at least partly due the committee having been disbanded for a period of time as college committees were being reorganized. The group is in the process of discussing ways some planning processes can be made more clear to the college community.

One question showed a consistent decline through the three surveys: employees are recently more likely to believe that research and data are incorporated into the college planning process.

There were three new questions this year, added per discussion in the Strategic Planning Committee. The results of these are the following:
77% of respondents believe the college planning process includes community input.
93% believe the college strategic plan is linked with the KCCD district strategic plan.
78% believe that the college links its facilities decisions to institutional planning.
- The Strategic Planning Survey is next scheduled for fall 2018.

Questions, as always, are welcome. You can contact the research office at mcarley@portervillecollege.edu.