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ABSTRACT

This report provides the results of a standardized survey of student opinions and satisfaction at Rogue Community College (RCC) (Oregon). In the spring of 2000, the Student Opinion Survey was conducted among students at both the Redwood Campus (RWC) in Grants Pass and the Riverside Campus (RVC) in Medford. Results include: (1) students at both Redwood and Riverside campuses perceived a high level of quality of education at RCC; (2) in naming major reasons for selecting RCC, seven out of ten (71%) of the students selected the college for its convenient location, and more than half also listed having the courses they wanted and the low cost of attending as major reasons for selection; (3) students at Redwood and Riverside were happiest with financial aid services (44%), tutorial services (41%), attitude of teaching staff toward students (41%), and computer lab services (40%); (4) students were least satisfied with the purposes for which activity fees were used, recreational and intramural programs, student government, and athletic facilities; (5) students indicated that they were under 40 years old (79%), female (60%), white (80%), unmarried (66%), working (61%), and/or attending day classes (91%); and (6) four out of five students college-wide believed the courses they were required to take would contribute to their future success. (EMH)



A.C.T. STUDENT OPINION SURVEY SPRING 2000

ROGUE COMMUNITY COLLEGE REDWOOD AND RIVERSIDE CAMPUSES

MANAGEMENT REPORT

Prepared by Nancy Wild
Rogue Community College
Institutional Effectiveness Committee

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Sample Summaries

OVERVIEW

In the spring of even-numbered years, Rogue Community College (RCC) conducts a standardized survey of student opinions on a variety of subjects. The survey is sponsored and reported by the RCC Institutional Effectiveness Committee (IEC) and is administered by RCC staff. The preprinted questionnaire is furnished by American College Testing Service (ACT). Results of the survey provide broad insight into the strengths and weaknesses of the college's programs, services, and image. Results are tabulated for RCC and also for other community colleges in Oregon and community colleges nationwide. This report summarizes findings from this survey, the ACT Student Opinion Survey, conducted during Spring term, 2000.

METHODOLOGY

This year and in 1998, the Student Opinion Survey was conducted among students at both the Redwood Campus in Grants Pass (RWC) and the Riverside Campus in Medford (RVC). Using a representative cross-section of classes, questionnaires were distributed and completed during class time from April 17, 2000, through May 4, 2000. A rainbow-colored, RCC pencil was given as a token incentive to each participating student.

As a reflection of the similar population sizes between campuses, 250 questionnaires were completed by students at the two campus sites in Grants Pass and Medford, for a total of 500 survey documents. A representative cross-section of Oregon transfer, professional/technical, developmental studies, and Discovery classes was used for sampling. Sample summaries are attached to this report.

Students rated 62 attributes covering aspects of college services, programs, and environment by using a five-point rating scale (very satisfied, satisfied, neutral, dissatisfied, and very dissatisfied). In this report, scores on these 62 attributes are based to those students who actually provided ratings. (Students were able to indicate on the questionnaire if a particular attribute was not available/not used or did not apply to them, and calculations were made without these students.)

The main questionnaire also asked summary questions about reasons for selecting RCC, overall perceptions of quality, likelihood of re-enrolling, and demographics. The final section allowed the inclusion of questions specific to RCC issues.

Eighty-two (33%) of the RWC respondents and ninety-nine (40%) of the students from RVC offer written comments (for a total of 181 responses, 36% of the total sample of 500). Details of these remarks are presented separately in the Report of Verbatim Comments.

ANALYSIS

Data are analyzed by RCC as a whole and by the Redwood Campus (Grants Pass) versus Riverside Campus (Medford). Comparisons are also made with Oregon community colleges in the aggregate. Many data tables in this report present findings in terms of “Very Satisfied” ratings (“top box” scores) because they provide the most score differentiation and the most challenging picture of the level of excellence achieved in each area.

The analysis in this report is divided into three major sections: Executive Summary, Recommendations, and Detailed Findings. Sample summaries are located at the back of the report. A separate Report of Verbatim Comments summarizes open-ended comments that students offer.

EXECUTIVE SUMMARY

Results of the Spring 2000 ACT Student Opinion Survey reflect the different features and problems of the Redwood and Riverside Campuses, such as parking, food service, childcare, proximity to SOU, urban vs. rural, self-contained or not, newer vs. older. A few important considerations should be kept in mind as these report results are read. This survey was administered prior to the opening of the Wards Building in Medford (Fall 2000) and prior to the advent of college-wide online registration (Summer 2000) and telephone registration (Fall 2000). It is expected that these improvements will result in perceptibly higher levels of student satisfaction in the spring of 2002 when this study is repeated.

- Overall, regardless of marked differences between the two campuses, students at both Redwood and Riverside perceive a high level of the quality of education at RCC and exhibit a strong likelihood of choosing to attend RCC again if they could start college over.

Perception of Overall Quality of Education at RCC Likelihood of Attending RCC Again

	Total Rogue			2000		Oregon (n=6004)
	1996 (n=337)	1998 (n=398)	2000 (n=500)	RWC (n=248)	RVC (n=249)	
<i>Excellent/good quality of education (net)</i>	83 %	88 %	81 %	84 %	80 %	82 %
Excellent	34	35	30	34	27	28
Good	49	53	51	50	53	54
<i>Definitely/Probably <u>would</u> attend again (net)</i>	78 %	78 %	72 %	73 %	72 %	70 %
Definitely would attend again	44	40	35	39	32	34
Probably would attend again	34	38	36	34	40	36

Legend:

Grayed numbers indicate a difference of at least five percentage points between Total Rogue 1998 and 2000.

Boxed numbers indicate a difference of at least five percentage points between RWC and RVC ratings.

- Redwood students perceive a slightly higher level of quality, but have similar intent to attend again compared with Riverside. Both overall RCC totals are close to total Oregon ratings.
- In naming major reasons for selecting RCC, seven out of ten (71%) of the students selected the college for its *convenient location*. More than half of the students also listed having the *courses they wanted* and the *low cost of attending* as major reasons for choosing RCC (53% and 51%, respectively). Other leading reasons are being *able to work while attending* classes (39%) and a *good chance of personal success* (37%). These are the same leading reasons cited in the 1998 study, with similar proportions and in identical rank order.

EXECUTIVE SUMMARY (cont)

- Seven out of ten students (70%) say that RCC was their first choice, with the proportion not surprisingly lower among Riverside students compared with Redwood (66% v. 75%, respectively), most likely because of the closeness of SOU to the Riverside Campus.
- Looking overall at the 62 attributes measured for college services, programs, and environment, in terms of ratings of “very satisfied,” students at Redwood and Riverside are happiest with:

financial aid services	44%
tutorial services	41
attitude of teaching staff toward students	41
computer lab services.....	40
quality of instruction in major area of study	33
library/learning center services	32
class size.....	31
condition/appearance of buildings/grounds	30
this college in general.....	28

- Overall, RWC/RVC students provide the fewest ratings of “very satisfied” for:

purposes for which activity fees are used*.....	4%
recreational and intramural programs	4
student government.....	6
athletic facilities	6
college media (newspapers, radio, etc.)	7
parking facilities and services	7
student voice in college policies	8
cultural programs and activities	8

*Separate activity fees are not actually charged at RCC.

Several of the lowest-ranking attributes center on student life issues and fall below the Oregon averages.

- Comparing 2000 and 1998 for total RCC, ratings of “very satisfied” on nearly all of the 62 attributes are lower, most noticeably for:

classroom facilities	-10 pts
preparation to transfer to another college.....	-10
class size.....	- 9
college orientation program	- 8
study areas.....	- 8
condition/appearance of buildings/grounds	- 8

EXECUTIVE SUMMARY (cont)

- As one may expect because of the varying characteristics of the Redwood and Riverside Campuses, there are many differences in ratings between students of the two sites. The areas where Riverside students are most noticeably more satisfied are:

financial aid services	+16 pts
availability of financial aid/scholarship info.....	+13

Riverside students report lower levels of satisfaction most notably on:

childcare services*	-33 pts
tutorial services	-28
condition/appearance of buildings/grounds	-26
cafeteria/food service*	-20
library/learning center services	-18
library/learning center facilities	-17

*Childcare services and a cafeteria are not available at the Riverside Campus.

- Comparing total RCC with total Oregon, attribute ratings of “very satisfied” are most often within four points of each other. Only on *recreational and intramural programs* do the scores vary by more than nine points.
- The “typical” student attending Rogue Community College at Redwood or Riverside Campus is most likely to be:

under 40 years old.....	79%
and most often 23 to 39 years old.....	40
female	60
white.....	80
unmarried	66
childless	61
working	68
and most often 11 to 30 hours per week.....	40
receiving some type of financial aid	59
a full-time student.....	62
attending day classes	91
taking courses for transfer to a 4-year college.....	45
followed by obtaining an Associate degree.....	21
entering RCC after working for some time.....	45
followed by entering directly from high school.....	23

EXECUTIVE SUMMARY (cont)

- Riverside students are far more likely than Redwood students to attend classes at the WFTC. About half of the RVC students say they would attend classes at the WFTC.
- Nine out of ten students at both campuses have Internet access if they want it.
- Four out of five students college-wide believe the courses they are required to take will contribute to their future personal and/or academic success.
- At both campuses, more than four out of five students believe that their writing and math classes have improved their abilities in those areas. About one-fifth of the RWC and RVC students have not taken a writing or math class thus far.
- Almost nine out of ten students at Redwood, and about eight out of ten students at Riverside, never use bus service to attend RCC.
- While the great majority of students at both campuses do not need childcare, students at Riverside are notably more likely to need this service.
- About half of the students have had neither parent graduate from college, with the incidence higher at Redwood than at Riverside.

Greater detail and additional tables are located in the Detailed Findings section, which follows this Executive Summary and the Recommendations section.

RECOMMENDATIONS

- Each department at the college should review this report, paying particular attention to those areas that are directly related to its functional responsibilities.
- Each department should compile a table of the ratings for its functional areas. Scores should be examined in terms of relative rank order in the 2000 study, differences from 1998 findings, and variations between campus (Redwood vs. Riverside) and between total RCC and the Oregon composite. Summary tables may be requested from the IEC, as this committee maintains the data. (Summary tables already exist for the Counseling Center, Financial Aid Office, and Employment Center.)

Comparisons of ratings between the two campuses and with the Oregon averages are likely to yield the best information for creating action plans. Overall, in the pursuit of excellence, RCC staff and faculty should be concerned about being graded at least “average,” or below, compared with the state.

- Managers from each department should provide a response to the findings of this report to the President’s Office, with a copy to the IEC, within a reasonable amount of time after this report’s release date.
- Because three out of five RCC students are women, the data from this report should be further analyzed by gender. Differences in perceptions, levels of satisfaction, and needs may be evident between men and women attending the college. Tailoring programs and services in light of any differences may be warranted.

DETAILED FINDINGS

In the analysis that follows, topic areas are normally discussed first in terms of the 2000 overall RCC scores posted, followed by a comparison with the 1998 overall RCC scores. Next, differences in results between the Redwood and Riverside Campuses are examined. Finally, total RCC scores are compared with scores for total Oregon community colleges. Many data tables in this section present findings in terms of “top box” scores (i.e., “Very Satisfied” ratings) because they provide more differentiation among the areas surveyed, and they represent the clearest and most challenging picture of the level of excellence achieved in each area.

Overall Quality of Education at RCC

This year, four out of five students rate the overall quality of education at RCC as excellent or good, with close to one-third of the students giving ratings of excellent. Compared with 1998 results, the proportion of excellent/good ratings drops by seven percentage points in 2000, while the proportion of excellent ratings is five percentage points lower.

The perception of quality is somewhat greater among students who primarily attend RWC compared with RVC students. The most noticeable difference is in the comparative levels of excellent ratings, where the percentages differ by seven points.

Compared with Oregon community colleges overall, RCC students give nearly an identical proportion of excellent/good ratings.

Perception of Overall Quality of Education at RCC

	Total Rogue			2000		Oregon (n=6004)
	1996 (n=337)	1998 (n=398)	2000 (n=500)	RWC (n=248)	RVC (n=249)	
<i>Excellent/good (net)</i>	83 %	88 %	81 %	84 %	80 %	82 %
Excellent	34	35	30	34	27	28
Good	49	53	51	50	53	54
Average	16 %	10 %	17 %	15 %	19 %	16 %

Legend:

Grayed numbers indicate a difference of at least five percentage points between Total Rogue 1998 and 2000.

Boxed numbers indicate a difference of at least five percentage points between RWC and RVC ratings.

DETAILED FINDINGS (cont)

Likelihood of Attending RCC Again

Approximately three-fourths of the students in the 2000 study indicate they definitely/probably would attend RCC again if they were starting over, a somewhat lower proportion than in 1998. More than one-third of the students say they definitely would attend again.

Comparing RWC with RVC, the likelihood of re-enrolling at RCC appears strongest among Redwood students.

The likelihood of RCC students definitely/probably attending RCC again is on a par with Oregon community colleges overall.

Likelihood of Attending RCC Again

	Total Rogue			2000		Oregon (n=6004)
	1996 (n=337)	1998 (n=398)	2000 (n=500)	RWC (n=248)	RVC (n=249)	
<i>Definitely/Probably <u>would</u> attend again (net)</i>	78 %	78 %	72 %	73 %	72 %	70 %
Definitely would attend again	44	40	35	39	32	34
Probably would attend again	34	38	36	34	40	36
<i>Uncertain whether would attend again</i>	15 %	14 %	17 %	18 %	17 %	18 %

Legend:

Grayed numbers indicate a difference of at least five percentage points between Total Rogue 1998 and 2000.

Boxed numbers indicate a difference of at least five percentage points between RWC and RVC responses.

DETAILED FINDINGS (cont)

Satisfaction with RCC Services, Programs, and Environment

Looking overall at the 62 attributes measured for college services, programs, and environment, *financial aid services, tutorial services, faculty attitude toward students, and computer lab services* rank highest among RWC/RVC students, with about two out of five students providing ratings of very satisfied in these areas. For the remaining 58 attributes, very satisfied ratings range from 33% to 4%. The lowest-ranked attributes are *purposes for which activity fees are used, recreational/intramural programs, student government, and athletic facilities*. Across all 62 attributes, the overall very satisfied rating average is 20%; that is, on average, one out of five RWC/RVC students are very satisfied with the RCC services, programs, and environment attributes measured.

Satisfaction with RCC Services, Programs, and Environment
(Rank Order by Total Rogue 2000 Ratings)

	% Rated in 2000	Total Rogue "Very Satisfied"			2000 "Very Satisfied"		
		1996	1998	2000	RWC	RVC	Oregon
Financial aid services	71 %	47 %	47 %	44 %	35 %	51 %	37 %
College-sponsored tutorial services	46	42	44	41	54	26	33
Attitude of teaching staff toward students	100 %	46 %	47 %	41 %	42 %	40 %	40
Computer lab services	84	41	41	40	42	37	34
Quality of instruction in major area of study	96	43	36	33	38	28	35
Library/learning center services	87	40	35	32	41	23	35
Class size	99	31	40	31	33	29	32
Condition/appearance of buildings/grounds	100 %	38 %	38 %	30 %	43 %	17 %	26
This college in general	100 %	35 %	34 %	28 %	32 %	24 %	27
Student employment services	27	23	29	25	26	22	20
Course-related work opportunities (CWE)	36	29	29	25	28	21	28
Challenge offered by program of study	95	31	28	25	28	23	27
Value of information provided by advisor	92	25	24	25	28	23	24
Availability of financial aid/scholarship info	80 %	29 %	31 %	25 %	18 %	31 %	22
Library/learning center facilities	95	33	30	25	33	16	28
Racial harmony	91	29	28	25	24	25	22
Flexibility to design own program of study	89	24	28	24	24	25	26
Assistance provided by college staff	96	26	27	24	24	24	22
Cafeteria/food services	59	11	26	23	29	9	14
Scholarship services	39	24	23	23	24	21	25
Availability of advisor	92	23	20	23	28	18	22
Out-of-class availability of instructors	94	26	25	23	31	16	24
Personal counseling services	37	26	25	22	22	22	22
Course content in major area of study	96	28	26	22	25	20	27
Rules governing student conduct	92 %	26 %	28 %	22 %	23 %	22 %	18
Personal security/safety	95	21	24	22	24	20	20

Table continued...

*Rogue Community College – Redwood and Riverside Campuses
ACT Student Opinion Survey, Spring 2000 – Management Report*

Satisfaction with RCC Services, Programs, and Environment (cont)
(Rank Order by Total Rogue 2000 Ratings)

	% Rated in 2000	Total Rogue "Very Satisfied"			2000 "Very Satisfied"		
		1996	1998	2000	RWC	RVC	Oregon
Career planning services/guidance	58	25	21	21	27	16	20
College catalog	95	25	25	21	19	22	24
Attitude of nonteaching staff toward students	95	18	21	21	21	22	17
Preparation receiving for chosen occupation	90	27	25	20	24	17	24
Variety of courses offered	98	22	23	19	20	19	25
Class schedule	99	21	22	19	19	19	22
Academic advising/course planning	89	25	23	17	20	15	19
Child care services	13	18	16	17	33	-	15
Testing/grading system	99	19	22	17	19	14	18
Billing and fee payment procedures	90	18	20	17	15	19	21
Accuracy of information prior to enrolling	94	18	22	17	17	17	19
Technical program facilities/equipment	71	21	20	17	20	15	18
Concern for student as individual	95	16	18	17	22	13	16
Opportunities for student employment	68	14	15	17	18	15	12
Registration procedures	99	16	16	16	17	15	23
Study areas	91	24	24	16	19	13	20
Student center	90	20	21	16	19	13	16
Other laboratory facilities (science, art, etc.)	67	19	21	15	16	14	16
Preparation to transfer to another college	71	19	24	14	15	14	19
General admissions/entry procedures	96	19	20	14	14	14	20
Classroom facilities	99	17	24	14	13	16	16
College bookstore	100	18	17	14	17	12	18
College orientation program	62	18	20	12	17	7	14
Opportunities for personal involvement in college activities	68	8	12	12	14	10	12
College-sponsored social activities	24	9	12	11	17	4	12
Availability of courses wanted at times wanted	99	15	13	10	11	10	14
Job placement services	22	12	12	9	12	6	16
Academic probation/suspension policies	65	10	12	9	8	10	9
Cultural programs and activities	27	21	11	8	11	5	15
Student voice in college policies	75	9	12	8	9	7	9
Parking facilities and services	95	13	11	7	12	1	12
College media (newspapers, radio, etc.)	68	9	9	7	6	8	10
Athletic facilities	45	14	12	6	10	-	15
Student government	59	8	8	6	8	5	8
Recreational and intramural programs	22	10	8	4	7	-	16
Purposes for which activity fees are used	70	9	10	4	4	4	7

Note: "% Rated" represents the proportion of students who gave ratings on a particular attribute in the 2000 survey.

Legend:

Grayed numbers indicate a difference of at least five percentage points between Total Rogue 1998 and 2000.

Boxed numbers indicate a difference of at least five percentage points between RWC and RVC ratings.

DETAILED FINDINGS (cont)

Satisfaction with RCC Services, Programs, and Environment (cont)

For the majority of the 62 college services, programs, and environment attributes measured, RCC's 2000 ratings of very satisfied vary by four points or less from 1998 ratings. The areas of greatest difference (with 2000 ratings lower in each case) are *classroom facilities, preparation to transfer to another college, class size, college orientation program, study areas, and condition/appearance of buildings/grounds.*

Satisfaction with RCC Services, Programs, and Environment (Rank Order by Total Rogue Point Differences – 2000 vs. 1998 Ratings)

	% Rated in 2000	Total Rogue			2000		
		"Very Satisfied" 1998	2000	Pt. Diff.	"Very Satisfied" RWC	RVC	Pt. Diff.
Availability of advisor	92 %	20 %	23 %	3	28 %	18 %	-10
Opportunities for student employment	68	15	17	2	18	15	-3
Value of information provided by advisor	92	24	25	1	28	23	-5
Child care services	13	16	17	1	33	0	-33
Scholarship services	39	23	23	0	24	21	-3
Career planning services/guidance	58	21	21	0	27	16	-11
Attitude of nonteaching staff toward students	95	21	21	0	21	22	1
Registration procedures	99	16	16	0	17	15	-2
Opportunities for personal involvement in college activities	68	12	12	0	14	10	-4
Computer lab services	84	41	40	-1	42	37	-5
Concern for student as individual	95	18	17	-1	22	13	-9
College-sponsored social activities	24	12	11	-1	17	4	-13
Out-of-class availability of instructors	94	25	23	-2	31	16	-15
Personal security/safety	95	24	22	-2	24	20	-4
College media (newspapers, radio, etc.)	68	9	7	-2	6	8	2
Student government	59	8	6	-2	8	5	-3
Financial aid services	71	47	44	-3	35	51	16
College-sponsored tutorial services	46	44	41	-3	54	26	-28
Quality of instruction in major area of study	96	36	33	-3	38	28	-10
Library/learning center services	87	35	32	-3	41	23	-18
Challenge offered by program of study	95	28	25	-3	28	23	-5
Racial harmony	91	28	25	-3	24	25	1
Assistance provided by college staff	96	27	24	-3	24	24	0
Cafeteria/food services	59	26	23	-3	29	9	-20
Personal counseling services	37	25	22	-3	22	22	0
Class schedule	99	22	19	-3	19	19	0
Billing and fee payment procedures	90	20	17	-3	15	19	4
Technical program facilities/equipment	71	20	17	-3	20	15	-5

Table continued...

*Rogue Community College – Redwood and Riverside Campuses
ACT Student Opinion Survey, Spring 2000 – Management Report*

Satisfaction with RCC Services, Programs, and Environment (cont)
(Rank Order by Total Rogue Point Differences – 2000 vs. 1998 Ratings)

	% Rated in 2000	Total Rogue "Very Satisfied"			2000 "Very Satisfied"		
		1998	2000	Pt. Diff.	RWC	RVC	Pt. Diff.
College bookstore	100	17	14	-3	17	12	-5
Availability of courses wanted at times wanted	99	13	10	-3	11	10	-1
Job placement services	22	12	9	-3	12	6	-6
Academic probation/suspension policies	65	12	9	-3	8	10	2
Cultural programs and activities	27	11	8	-3	11	5	-6
Student employment services	27	29	25	-4	26	22	-4
Course-related work opportunities (CWE)	36	29	25	-4	28	21	-7
Flexibility to design own program of study	89	28	24	-4	24	25	1
Course content in major area of study	96	26	22	-4	25	20	-5
College catalog	95	25	21	-4	19	22	3
Variety of courses offered	98	23	19	-4	20	19	-1
Student voice in college policies	75	12	8	-4	9	7	-2
Parking facilities and services	95	11	7	-4	12	1	-11
Recreational and intramural programs	22	8	4	-4	7	0	-7
Library/learning center facilities	95	30	25	-5	33	16	-17
Preparation receiving for chosen occupation	90	25	20	-5	24	17	-7
Testing/grading system	99	22	17	-5	19	14	-5
Accuracy of information prior to enrolling	94	22	17	-5	17	17	0
Student center	90	21	16	-5	19	13	-6
Attitude of teaching staff toward students	100	47	41	-6	42	40	-2
This college in general	100	34	28	-6	32	24	-8
Availability of financial aid/scholarship info	80	31	25	-6	18	31	13
Rules governing student conduct	92	28	22	-6	23	22	-1
Academic advising/course planning	89	23	17	-6	20	15	-5
Other laboratory facilities (science, art, etc.)	67	21	15	-6	16	14	-2
General admissions/entry procedures	96	20	14	-6	14	14	0
Athletic facilities	45	12	6	-6	10	0	-10
Purposes for which activity fees are used	70	10	4	-6	4	4	0
Condition/appearance of buildings/grounds	100	38	30	-8	43	17	-26
Study areas	91	24	16	-8	19	13	-6
College orientation program	62	20	12	-8	17	7	-10
Class size	99	40	31	-9	33	29	-4
Preparation to transfer to another college	71	24	14	-10	15	14	-1
Classroom facilities	99	24	14	-10	13	16	3

Note: "% Rated" represents the proportion of students who gave ratings on a particular attribute in the 2000 survey.

Legend:

Grayed numbers indicate a difference of at least five percentage points between Total Rogue 1998 and 2000.

Boxed numbers indicate a difference of at least five percentage points between RWC and RVC ratings.

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DETAILED FINDINGS (cont)

Satisfaction with RCC Services, Programs, and Environment (cont)

Comparing RWC and RVC on the 62 services, programs, and environment attributes, Riverside students are considerably more satisfied than Redwood students with *financial aid services* and the *availability of financial aid/scholarship info*. On the other hand, Riverside students are less satisfied most noticeably with *child care services*, *tutorial services*, *condition/appearance of buildings/grounds*, and *cafeteria/food services*. Overall, Riverside ratings are higher on 10 attributes, lower on 46, and equal to Redwood on 6 attributes.

Satisfaction with RCC Services, Programs, and Environment (Rank Order by Point Differences – Redwood vs. Riverside Ratings)

	% Rated in 2000	Total Rogue			2000		
		1998	2000	Pt. Diff.	RWC	RVC	Pt. Diff.
Financial aid services	71 %	47 %	44 %	-3	35 %	51 %	16
Availability of financial aid/scholarship info	80	31	25	-6	18	31	13
Billing and fee payment procedures	90	20	17	-3	15	19	4
Classroom facilities	99	24	14	-10	13	16	3
College catalog	95	25	21	-4	19	22	3
Academic probation/suspension policies	65	12	9	-3	8	10	2
College media (newspapers, radio, etc.)	68	9	7	-2	6	8	2
Flexibility to design own program of study	89	28	24	-4	24	25	1
Racial harmony	91	28	25	-3	24	25	1
Attitude of nonteaching staff toward students	95	21	21	0	21	22	1
General admissions/entry procedures	96	20	14	-6	14	14	0
Purposes for which activity fees are used	70	10	4	-6	4	4	0
Accuracy of information prior to enrolling	94	22	17	-5	17	17	0
Assistance provided by college staff	96	27	24	-3	24	24	0
Personal counseling services	37	25	22	-3	22	22	0
Class schedule	99	22	19	-3	19	19	0
Preparation to transfer to another college	71	24	14	-10	15	14	-1
Rules governing student conduct	92	28	22	-6	23	22	-1
Variety of courses offered	98	23	19	-4	20	19	-1
Availability of courses wanted at times wanted	99	13	10	-3	11	10	-1
Attitude of teaching staff toward students	100	47	41	-6	42	40	-2
Other laboratory facilities (science, art, etc.)	67	21	15	-6	16	14	-2
Student voice in college policies	75	12	8	-4	9	7	-2
Registration procedures	99	16	16	0	17	15	-2
Student government	59	8	6	-2	8	5	-3
Scholarship services	39	23	23	0	24	21	-3
Opportunities for student employment	68	15	17	2	18	15	-3

Table continued...

*Rogue Community College – Redwood and Riverside Campuses
ACT Student Opinion Survey, Spring 2000 – Management Report*

Satisfaction with RCC Services, Programs, and Environment (cont)
(Rank Order by Point Differences – Redwood vs. Riverside Ratings)

	% Rated in 2000	Total Rogue			2000		
		"Very Satisfied" 1998	2000	Pt. Diff.	"Very Satisfied" RWC	RVC	Pt. Diff.
Class size	99	40	31	-9	33	29	-4
Student employment services	27	29	25	-4	26	22	-4
Personal security/safety	95	24	22	-2	24	20	-4
Opportunities for personal involvement in college activities	68	12	12	0	14	10	-4
Academic advising/course planning	89	23	17	-6	20	15	-5
Testing/grading system	99	22	17	-5	19	14	-5
Course content in major area of study	96	26	22	-4	25	20	-5
Challenge offered by program of study	95	28	25	-3	28	23	-5
Technical program facilities/equipment	71	20	17	-3	20	15	-5
College bookstore	100	17	14	-3	17	12	-5
Computer lab services	84	41	40	-1	42	37	-5
Value of information provided by advisor	92	24	25	1	28	23	-5
Study areas	91	24	16	-8	19	13	-6
Student center	90	21	16	-5	19	13	-6
Job placement services	22	12	9	-3	12	6	-6
Cultural programs and activities	27	11	8	-3	11	5	-6
Preparation receiving for chosen occupation	90	25	20	-5	24	17	-7
Course-related work opportunities (CWE)	36	29	25	-4	28	21	-7
Recreational and intramural programs	22	8	4	-4	7	0	-7
This college in general	100	34	28	-6	32	24	-8
Concern for student as individual	95	18	17	-1	22	13	-9
College orientation program	62	20	12	-8	17	7	-10
Athletic facilities	45	12	6	-6	10	0	-10
Quality of instruction in major area of study	96	36	33	-3	38	28	-10
Availability of advisor	92	20	23	3	28	18	-10
Parking facilities and services	95	11	7	-4	12	1	-11
Career planning services/guidance	58	21	21	0	27	16	-11
College-sponsored social activities	24	12	11	-1	17	4	-13
Out-of-class availability of instructors	94	25	23	-2	31	16	-15
Library/learning center facilities	95	30	25	-5	33	16	-17
Library/learning center services	87	35	32	-3	41	23	-18
Cafeteria/food services	59	26	23	-3	29	9	-20
Condition/appearance of buildings/grounds	100	38	30	-8	43	17	-26
College-sponsored tutorial services	46	44	41	-3	54	26	-28
Child care services	13	16	17	1	33	0	-33

Note: "% Rated" represents the proportion of students who gave ratings on a particular attribute in the 2000 survey.

Legend:

Grayed numbers indicate a difference of at least five percentage points between Total Rogue 1998 and 2000.

Boxed numbers indicate a difference of at least five percentage points between RWC and RVC ratings.

DETAILED FINDINGS (cont)

Satisfaction with RCC Services, Programs, and Environment (cont)

On most of the 62 college services, programs, and environment attributes measured, there are differences of 4 percentage points or less between RCC ratings and the Oregon composite ratings. RCC ranks higher on 20 attributes, is equal to Oregon on 5, and ranks lower on 37 attributes. The areas where RCC outperforms the Oregon average by five points or more are: *cafeteria/food services, tutorial services, financial aid services, computer lab services, student employment services, and opportunities for student employment*. RCC lags behind the Oregon ratings most noticeably in the areas of *recreational/intramural programs, athletic facilities, cultural programs and activities, job placement services, and registration procedures*.

Satisfaction with RCC Services, Programs, and Environment (Rank Order by Point Differences – RCC vs. Oregon Ratings)

	2000 Ratings of "Very Satisfied"								
	Total Rogue		Oregon		Pt. Diff.		RWC	RVC	
	%	2000	%	2000	%	Pt. Diff.	RWC	RVC	
Cafeteria/food services	59 %	23	%	14	%	-9	29	%	9
College-sponsored tutorial services	46	41		33		-8	54		26
Financial aid services	71	44		37		-7	35		51
Computer lab services	84	40		34		-6	42		37
Student employment services	27	25		20		-5	26		22
Opportunities for student employment	68	17		12		-5	18		15
Condition/appearance of buildings/grounds	100	30		26		-4	43		17
Rules governing student conduct	92	22		18		-4	23		22
Attitude of nonteaching staff toward students	95	21		17		-4	21		22
Availability of financial aid/scholarship info	80	25		22		-3	18		31
Racial harmony	91	25		22		-3	24		25
Assistance provided by college staff	96	24		22		-2	24		24
Personal security/safety	95	22		20		-2	24		20
Child care services	13	17		15		-2	33		-
Attitude of teaching staff toward students	100	41		40		-1	42		40
This college in general	100	28		27		-1	32		24
Value of information provided by advisor	92	25		24		-1	28		23
Availability of advisor	92	23		22		-1	28		18
Career planning services/guidance	58	21		20		-1	27		16
Concern for student as individual	95	17		16		-1	22		13
Personal counseling services	37	22		22		0	22		22
Student center	90	16		16		0	19		13
Opportunities for personal involvement in college activities	68	12		12		0	14		10
Academic probation/suspension policies	65	9		9		0	8		10
Class size	99	31		32		1	33		29

Table continued...

*Rogue Community College – Redwood and Riverside Campuses
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Satisfaction with RCC Services, Programs, and Environment (cont)
(Rank Order by Point Differences – RCC vs. Oregon Ratings)

	2000 Ratings of "Very Satisfied"				RWC	RVC
	Total Rogue % Rated	2000	Oregon	Pt. Diff.		
Out-of-class availability of instructors	94	23	24	1	31	16
Testing/grading system	99	17	18	1	19	14
Technical program facilities/equipment	71	17	18	1	20	15
Other laboratory facilities (science, art, etc.)	67	15	16	1	16	14
College-sponsored social activities	24	11	12	1	17	4
Student voice in college policies	75	8	9	1	9	7
Quality of instruction in major area of study	96	33	35	2	38	28
Challenge offered by program of study	95	25	27	2	28	23
Flexibility to design own program of study	89	24	26	2	24	25
Scholarship services	39	23	25	2	24	21
Academic advising/course planning	89	17	19	2	20	15
Accuracy of information prior to enrolling	94	17	19	2	17	17
Classroom facilities	99	14	16	2	13	16
College orientation program	62	12	14	2	17	7
Student government	59	6	8	2	8	5
Library/learning center services	87	32	35	3	41	23
Course-related work opportunities (CWE)	36	25	28	3	28	21
Library/learning center facilities	95	25	28	3	33	16
College catalog	95	21	24	3	19	22
Class schedule	99	19	22	3	19	19
College media (newspapers, radio, etc.)	68	7	10	3	6	8
Purposes for which activity fees are used	70	4	7	3	4	4
Preparation receiving for chosen occupation	90	20	24	4	24	17
Billing and fee payment procedures	90	17	21	4	15	19
Study areas	91	16	20	4	19	13
College bookstore	100	14	18	4	17	12
Availability of courses wanted at times wanted	99	10	14	4	11	10
Course content in major area of study	96	22	27	5	25	20
Preparation to transfer to another college	71	14	19	5	15	14
Parking facilities and services	95	7	12	5	12	1
Variety of courses offered	98	19	25	6	20	19
General admissions/entry procedures	96	14	20	6	14	14
Registration procedures	99	16	23	7	17	15
Job placement services	22	9	16	7	12	6
Cultural programs and activities	27	8	15	7	11	5
Athletic facilities	45	6	15	9	10	-
Recreational and intramural programs	22	4	16	12	7	-

Note: "% Rated" represents the proportion of students who gave ratings on a particular attribute in the 2000 survey.

Legend:

Grayed numbers indicate a difference of at least five percentage points between Total Rogue and Total Oregon.

Boxed numbers indicate a difference of at least five percentage points between RWC and RVC ratings.

DETAILED FINDINGS (cont)

Satisfaction with RCC Services, Programs, and Environment (cont)

College Services and Programs

Out of the 18 college services measured, the accompanying table shows that RCC students are most satisfied with *financial aid services*, followed by *college-sponsored tutorial services*, *computer lab services*, and *library/learning center services*. One-quarter of the students are very satisfied with *student employment services* and *CWE opportunities*. Students are least satisfied with *recreational and intramural programs*, *parking facilities and services*, *cultural programs and activities*, and *job placement services*. Across all attributes, 2000 ratings are within four points or less of 1998 scores, except for *college orientation program* and *academic advising/course planning*. Comparing RWC with RVC, with the exception of *financial aid services* and *personal counseling services*, Riverside ratings are lower on all services and programs attributes. Compared with Oregon community colleges overall, RCC rates higher on a little less than half of the attributes.

**Satisfaction with RCC Services and Programs
(Rank Order by Total Rogue 2000 Ratings)**

	% Rated in 2000	Total Rogue "Very Satisfied"			2000 "Very Satisfied"		
		1996	1998	2000	RWC	RVC	Oregon
Financial aid services	71 %	47 %	47 %	44 %	35 %	51 %	37 %
College-sponsored tutorial services	46	42	44	41	54	26	33
Computer lab services	84	41	41	40	42	37	34
Library/learning center services	87	40	35	32	41	23	35
Student employment services	27	23	29	25	26	22	20
Course-related work opportunities (CWE)	36	29	29	25	28	21	28
Cafeteria/food services	59	11	26	23	29	9	14
Scholarship services	39	24	23	23	24	21	25
Personal counseling services	37	26	25	22	22	22	22
Career planning services/guidance	58	25	21	21	27	16	20
Academic advising/course planning	89	25	23	17	20	15	19
Child care services	13	18	16	17	33	-	15
College orientation program	62	18	20	12	17	7	14
College-sponsored social activities	24	9	12	11	17	4	12
Job placement services	22	12	12	9	12	6	16
Cultural programs and activities	27	21	11	8	11	5	15
Parking facilities and services	95	13	11	7	12	1	12
Recreational and intramural programs	22	10	8	4	7	-	16

Note: "% Rated" represents the proportion of students who gave ratings on a particular attribute in the 2000 survey.

Legend:

Grayed numbers indicate a difference of at least five percentage points between Total Rogue 1998 and 2000.

Boxed numbers indicate a difference of at least five percentage points between RWC and RVC ratings.

DETAILED FINDINGS (cont)

Satisfaction with RCC Services, Programs, and Environment (cont)

College Environment – Academic

Within the Academic area, RCC students are most satisfied with the *attitude of teaching staff toward students, quality of instruction in major area of study, and class size*. Of the remaining attributes in this area, ratings of very satisfied range from 25% to 14%. Compared with 1998 results, lower ratings are seen on nearly all of the 13 attributes, with *preparation to transfer to another college* ranking lowest and showing the greatest drop (down 10 percentage points). Ratings are notably different between RWC and RVC, with Riverside students usually rating these Academic aspects lower. Compared with overall Oregon scores, RCC ranks lower on nearly all attributes, and is only one percentage point higher on the remaining attributes.

Satisfaction with RCC Environment - Academic (Rank Order by Total Rogue 2000 Ratings)

	% Rated in 2000	Total Rogue "Very Satisfied"			2000 "Very Satisfied"		
		1996	1998	2000	RWC	RVC	Oregon
Attitude of teaching staff toward students	100 %	46 %	47 %	41 %	42 %	40 %	40 %
Quality of instruction in major area of study	96	43	36	33	38	28	35
Class size	99	31	40	31	33	29	32
Challenge offered by program of study	95	31	28	25	28	23	27
Value of information provided by advisor	92	25	24	25	28	23	24
Flexibility to design own program of study	89	24	28	24	24	25	26
Availability of advisor	92	23	20	23	28	18	22
Out-of-class availability of instructors	94	26	25	23	31	16	24
Course content in major area of study	96	28	26	22	25	20	27
Preparation receiving for chosen occupation	90	27	25	20	24	17	24
Variety of courses offered	98	22	23	19	20	19	25
Testing/grading system	99	19	22	17	19	14	18
Preparation to transfer to another college	71	19	24	14	15	14	19

Note: "% Rated" represents the proportion of students who gave ratings on a particular attribute in the 2000 survey.

Legend:

Grayed numbers indicate a difference of at least five percentage points between Total Rogue 1998 and 2000.

Boxed numbers indicate a difference of at least five percentage points between RWC and RVC ratings.

DETAILED FINDINGS (cont)

Satisfaction with RCC Services, Programs, and Environment (cont)

College Environment – Admissions/Registration

As in the 1998 study, *availability of financial aid/scholarship info* earns the greatest proportion of very satisfied ratings among the Admissions/Registration attributes, followed by *assistance provided by college staff* and *college catalog*, while *availability of courses wanted at times wanted* rank lowest. Scores on the remaining attributes range from 19% to 14%. Very satisfied ratings are lower on nearly all attributes compared with 1998. RWC and RVC scores are very close on most attributes, with Redwood scores tending to be slightly higher. 1998 RCC scores meet or exceed Oregon scores on most attributes, most notably *availability of financial aid/scholarship info* (31% vs. 23%, respectively). RCC outperforms the Oregon composites on only two attributes, *availability of financial aid/scholarship info* and *assistance provided by college staff*.

Satisfaction with RCC Environment – Admissions/Registration (Rank Order by Total Rogue 2000 Ratings)

	% Rated in 2000	Total Rogue			2000		
		"Very Satisfied"			"Very Satisfied"		
		1996	1998	2000	RWC	RVC	Oregon
Availability of financial aid/scholarship info	80 %	29 %	31 %	25 %	18 %	31 %	22 %
Assistance provided by college staff	96	26	27	24	24	24	22
College catalog	95	25	25	21	19	22	24
Class schedule	99	21	22	19	19	19	22
Billing and fee payment procedures	90	18	20	17	15	19	21
Accuracy of information prior to enrolling	94	18	22	17	17	17	19
Registration procedures	99	16	16	16	17	15	23
General admissions/entry procedures	96	19	20	14	14	14	20
Availability of courses wanted at times wanted	99	15	13	10	11	10	14

Note: "% Rated" represents the proportion of students who gave ratings on a particular attribute in the 2000 survey.

Legend:

Grayed numbers indicate a difference of at least five percentage points between Total Rogue 1998 and 2000.

Boxed numbers indicate a difference of at least five percentage points between RWC and RVC ratings.

DETAILED FINDINGS (cont)

Satisfaction with RCC Services, Programs, and Environment (cont)

College Environment – Rules and Policies

Rules governing student conduct and personal security/safety rank highest among the Rules and Policies attributes. RCC students show the least satisfaction with *purposes for which activity fees are used*. Compared with 1998 ratings of very satisfied, 2000 scores on the attributes are all lower, ranging from 22% to 4% this year. Comparing RWC with RVC, and Total Rogue with the Oregon composites, ratings show little variation.

Satisfaction with RCC Environment – Rules and Policies *(Rank Order by Total Rogue 2000 Ratings)*

	% Rated in 2000	Total Rogue			2000		
		"Very Satisfied"			"Very Satisfied"		
		1996	1998	2000	RWC	RVC	Oregon
Rules governing student conduct	92 %	26 %	28 %	22 %	23 %	22 %	18 %
Personal security/safety	95	21	24	22	24	20	20
Academic probation/suspension policies	65	10	12	9	8	10	9
Student voice in college policies	75	9	12	8	9	7	9
Purposes for which activity fees are used	70	9	10	4	4	4	7

Note: "% Rated" represents the proportion of students who gave ratings on a particular attribute in the 2000 survey.

Legend:

Grayed numbers indicate a difference of at least five percentage points between Total Rogue 1998 and 2000.

DETAILED FINDINGS (cont)

Satisfaction with RCC Services, Programs, and Environment (cont)

College Environment – Facilities

Nearly one-third of the RWC/RVC students are very satisfied with RCC's *condition/appearance of buildings/grounds*, while one-quarter of the students are very satisfied with the *library/learning center facilities*. *Athletic facilities* ranks lowest. Ratings on the remaining attributes range from 17% to 14%, and all scores represent losses from 1998 ratings. There are marked differences between RWC and RVC scores on all but one of the Facilities attributes. RCC outranks overall Oregon on only two attributes, although ratings are very close in most cases.

**Satisfaction with RCC Environment – Facilities
(Rank Order by Total Rogue 2000 Ratings)**

	% Rated in 2000	Total Rogue "Very Satisfied"			2000 "Very Satisfied"		
		1996	1998	2000	RWC	RVC	Oregon
Condition/appearance of buildings/grounds	100 %	38 %	38 %	30 %	43 %	17 %	26 %
Library/learning center facilities	95	33	30	25	33	16	28
Technical program facilities/equipment	71	21	20	17	20	15	18
Study areas	91	24	24	16	19	13	20
Student center	90	20	21	16	19	13	16
Other laboratory facilities (science, art, etc.)	67	19	21	15	16	14	16
Classroom facilities	99	17	24	14	13	16	16
College bookstore	100	18	17	14	17	12	18
Athletic facilities	45	14	12	6	10	-	15

Note: "% Rated" represents the proportion of students who gave ratings on a particular attribute in the 2000 survey.

Legend:

Grayed numbers indicate a difference of at least five percentage points between Total Rogue 1998 and 2000.

Boxed numbers indicate a difference of at least five percentage points between RWC and RVC ratings.

DETAILED FINDINGS (cont)

Satisfaction with RCC Services, Programs, and Environment (cont)

College Environment – General

Among the General attributes, *this college in general* and *racial harmony* earn the highest levels of very satisfied ratings, whereas *student government* and *college media* rank lowest. Scores for the remaining attributes range from 21% to 12%, and nearly all attributes are rated lower this year by RWC/RVC students. Redwood students provide higher ratings on most attributes, with the widest gaps noted for *concern for student as individual* and *this college in general*. Compared with total Oregon very satisfied ratings, RCC outranks Oregon on five of the eight attributes, but all scores are close.

**Satisfaction with RCC Environment – General
(Rank Order by Total Rogue 2000 Ratings)**

	% Rated in 2000	Total Rogue "Very Satisfied"			2000 "Very Satisfied"		
		1996	1998	2000	RWC	RVC	Oregon
This college in general	100 %	35 %	34 %	28 %	32 %	24 %	27 %
Racial harmony	91	29	28	25	24	25	22
Attitude of nonteaching staff toward students	95	18	21	21	21	22	17
Concern for student as individual	95	16	18	17	22	13	16
Opportunities for student employment	68	14	15	17	18	15	12
Opportunities for personal involvement in college activities	68	8	12	12	14	10	12
College media (newspapers, radio, etc.)	68	9	9	7	6	8	10
Student government	59	8	8	6	8	5	8

Note: "% Rated" represents the proportion of students who gave ratings on a particular attribute in the 2000 survey.

Legend:

Grayed numbers indicate a difference of at least five percentage points between Total Rogue 1998 and 2000.

Boxed numbers indicate a difference of at least five percentage points between RWC and RVC ratings.

DETAILED FINDINGS (cont)

In Section V of the survey questionnaire, each participating college is given the opportunity to ask customized questions that are specific to its issues and needs. In the 2000 study, nine additional questions were developed that span a wide range of topics. The first question asks where the student most often attends classes: at the Redwood Campus in Grants Pass or Riverside Campus in Medford. With this question as a filter, tables comparing RWC with RVC are generated. Answers to the remaining eight questions follow next.

Likelihood of Attending Classes at WFTC

RVC students are far more likely than RWC students to attend classes at the WFTC. About half of the RVC students say they would attend classes at the WFTC.

Likelihood of Attending Classes at WFTC

	Total Rogue (n=500)	RWC (n=248)	RVC (n=249)
Yes, I would attend	31 %	17 %	46 %
No, I would not attend	67	82	53
No answer	2	1	1

Legend:

Boxed numbers indicate a difference of at least five percentage points between RWC and RVC responses.

DETAILED FINDINGS (cont)

Internet Access Capability

Nine out of ten students at both the Redwood and Riverside Campuses have Internet access if they want it.

Internet Access Capability

	Total Rogue (n=500)	RWC (n=248)	RVC (n=249)
Yes, I can access the Internet	90 %	90 %	92 %
No, I cannot access the Internet	8	9	7
No answer	2	2	2

Note:

Totals may not sum to 100% because of rounding.

Required Courses and Personal/Academic Success

Four out of five students college-wide believe the courses they are required to take will contribute to their future personal and/or academic success.

Required Courses and Personal/Academic Success

	Total Rogue (n=500)	RWC (n=248)	RVC (n=249)
Yes, they contribute to my success	81 %	81 %	82 %
No, they do not contribute to my success	2	3	1
I am not sure	16	15	17
No answer	1	1	-

DETAILED FINDINGS (cont)

Effect of Writing and Math Classes

At both campuses, more than four out of five students believe that the writing and math classes taken at RCC have improved their abilities in those areas. About one-fifth of the RWC and RVC students have not taken a writing or math class thus far.

Effect of Writing Classes
(Based to those who have taken a writing class at RCC)

	Total Rogue (n=390)	RWC (n=197)	RVC (n=193)
Yes, my writing has improved	81 %	82 %	80 %
No, my writing has not improved	19	18	20

Effect of Math Classes
(Based to those who have taken a math class at RCC)

	Total Rogue (n=402)	RWC (n=207)	RVC (n=195)
Yes, my math has improved	82 %	82 %	83 %
No, my math has not improved	18	18	17

DETAILED FINDINGS (cont)

Bus Service Usage

Almost nine out of ten students at RWC, and about eight out of ten students at RVC, never use bus service to attend RCC.

Bus Service Usage

	Total Rogue (n=500)	RWC (n=248)	RVC (n=249)
I use bus service frequently	5 %	4 %	6 %
I use bus service occasionally	8	7	9
I never use bus service	84	87	81
No answer	3	2	3

Legend:

Boxed numbers indicate a difference of at least five percentage points between RWC and RVC responses.

Note:

Totals may not sum to 100% because of rounding.

DETAILED FINDINGS (cont)

Impact of Childcare on Student Attendance

While the great majority of students at both campuses do not need childcare, students at RVC are notably more likely to need this service.

Impact of Childcare on Student Attendance

	Total Rogue (n=500)	RWC (n=248)	RVC (n=249)
I always need childcare	8 %	4 %	13 %
I occasionally need childcare	4	5	4
I can find my own childcare	10	8	12
I don't need childcare	75	82	70
No answer	2	2	2

Legend:

Boxed numbers indicate a difference of at least five percentage points between RWC and RVC responses.

Note:

Totals may not sum to 100% because of rounding.

DETAILED FINDINGS (cont)

College Graduation of Parents

About half of the RWC/RVC students have had neither parent graduate from college, with the incidence higher at Redwood than at Riverside.

College Graduation of Parents

	Total Rogue (n=500)	RWC (n=248)	RVC (n=249)
My mother graduated from college	14 %	13 %	15 %
My father graduated from college	14	12	17
Both graduated from college	15	15	15
Neither graduated from college	52	56	49
No answer	5	4	5

Legend:

Boxed numbers indicate a difference of at least five percentage points between RWC and RVC responses.

Note:

Totals may not sum to 100% because of rounding.

DETAILED FINDINGS (cont)

Major Reason for Selecting RCC

Convenient location is clearly the leading reason that RWC/RVC students select RCC to attend. A little more than half of the students also cite *offered courses wanted* and *low cost of attending* as major selection criteria. *Could work while attending* is a major consideration for about four out of ten students, as is a *good chance of personal success*. These are the identical leading selection criteria compared with 1998, with little change in percentages. Comparing RWC and RVC, *low cost of attending* and *availability of scholarship/financial aid* seems notably more important to Riverside students. At both RCC campuses and across Oregon, the rank order of selection reasons is virtually identical.

Major Reason for Selecting RCC

	Total Rogue			2000		Oregon (n=6004)
	1996 (n=337)	1998 (n=398)	2000 (n=500)	RWC (n=248)	RVC (n=249)	
Convenient location	66 %	68 %	71 %	74 %	71 %	59 %
Offered courses wanted	53	54	53	54	59 %	53
Low cost of attending	43	54	51	44	65	52
Could work while attending	30	42	39	41	42	38
Good chance of personal success	44	38	37	42	40	33
Availability of scholarship/financial aid	34	28	31	30	38	23
Good prof/tech or academic reputation	23	22	21	26	20	24
Liked size of college	20	16	15	19	13	15
Advice of parents/relatives	8	8	9	12	8	10
Liked social atmosphere	12	8	7	9	8	8
Advice of high school teacher	2	2	2	3	1	2
Advice of high school counselor	2	1	1	2	*	2
Wanted to be with friends	2	1	1	2	1	3

* Less than 0.5%.

Legend:

Boxed numbers indicate a difference of at least five percentage points between RWC and RVC responses.

DETAILED FINDINGS (cont)

RCC as First Choice

As in 1998, seven out of ten students this year say RCC was their first choice of college. A noticeably higher proportion of Redwood students chose RCC first compared with Riverside students.

RCC as First Choice

	Total Rogue			2000		Oregon (n=6004)
	1996 (n=337)	1998 (n=398)	2000 (n=500)	RWC (n=248)	RVC (n=249)	
Yes, college was first choice	75 %	71 %	70 %	75 %	66 %	67 %
No, college was not first choice	25	29	29	25	34	32

Legend:

Boxed numbers indicate a difference of at least five percentage points between RWC and RVC responses.

Note:

Totals may not sum to 100% because of no answers/rounding.

DETAILED FINDINGS (cont)

Demographic Profile

- Since enrollment figures at the time this study was conducted were similar between Redwood and Riverside Campuses, equal proportions of students at each site responded to the Student Opinion Survey in Spring 2000.
- As in 1998, the bulk of students attend day classes rather than evening classes; however, the proportion of day attendance reported is greater in Spring term, 2000.
- Also compared with 1998, there appears to be a marked increase in the proportion of full-time students versus part-time students in Spring 2000.
- Similar to 1998, two out of five students are between the ages of 23 and 39, while the same proportion is aged 22 years or less. One out of five students is 40 years old or more.
- Three out of five students are women.
- The current ethnic/racial mix at RCC is nearly identical to the mix reported in 1998, with students being predominantly white (four out of five), followed in rank order by Native American and Mexican-American.
- Two-thirds of the student body is unmarried, and most students have no children.
- In Spring 2000, the same proportion of students are working as in 1998, although they apparently work less hours per week. One-third of the students report having no job or only occasional jobs, and far fewer students in 2000 report working 31 hours or more per week.
- About three out of five students receive any type of financial aid.
- The majority of students entered RCC for the purpose of taking courses to transfer to a four-year college, followed by obtaining an associate degree and completing a professional/technical program. The fewest students enrolled to take self-improvement courses.
- The majority of students first entered RCC after working for a period of time (excluding summer). Many other students indicate that they came to RCC directly from high school. Few students transferred from other colleges.

DETAILED FINDINGS (cont)

Demographic Profile (cont)

- Comparing RWC and RVC, the student body at Riverside tends to be younger. The ratio of women to men students is greater at Riverside, and more Riverside students are likely to have children. Riverside students are also likely to work more hours per week, and are more likely to receive financial aid and to be preparing for transfer to a four-year college. More students at Redwood have enrolled directly from high school.
- Looking at noticeable differences compared with total Oregon, RCC students tend to be older and, thus, are less likely to be unmarried and more likely to have children. RCC students receive more financial aid and attend fewer evening classes. More students statewide enter their college directly from high school.

*Rogue Community College – Redwood and Riverside Campuses
ACT Student Opinion Survey, Spring 2000 – Management Report*

Demographic Profile

	Total Rogue			2000		Oregon (n=6004)
	1996 (n=337)	1998 (n=398)	2000 (n=500)	RWC (n=248)	RVC (n=249)	
Where attend classes primarily						
Redwood Campus	n/a %	62 %	50 %	100 %	n/a %	n/a %
Riverside Campus	n/a	38	50	n/a	100	n/a
Age						
18 years or less	4 %	7 %	8 %	9 %	7 %	10 %
19-22 years	26	33	31	30	32	38
23-39 years	46	42	40	34	46	35
40 years or more	24	18	21	27	15	16
Gender						
Male	35 %	39 %	40 %	45 %	36 %	42 %
Female	64	61	60	55	64	57
Ethnic/racial group						
White	79 %	80 %	80 %	82 %	81 %	76 %
Native American	4	3	4	5	4	2
Mexican-American	2	4	3	1	4	2
Puerto Rican, Cuban, other Latino or Hispanic	1	2	1	*	1	2
Asian, Pacific Islander	2	1	1	*	2	4
African-American or Black	1	1	1	1	1	2
Other	1	2	1	2	1	3
Prefer not to respond	6	7	8	9	6	7
Marital status						
Unmarried	62 %	64 %	66 %	67 %	65 %	71 %
Married	32	31	28	26	30	24
Separated	3	3	4	4	4	2
Prefer not to respond	2	2	2	3	1	3
Number of dependent children						
None	50 %	59 %	61 %	64 %	59 %	71 %
1 child	21	18	15	13	18	11
2 children	16	16	13	13	12	11
3 children	7	4	7	7	7	4
4 or more children	7	3	3	2	4	2

* Less than 0.5%.

Legend:

Boxed numbers indicate a difference of at least five percentage points between RWC and RVC responses.

Note:

Totals may not sum to 100% because of no answers/rounding.

*Rogue Community College – Redwood and Riverside Campuses
ACT Student Opinion Survey, Spring 2000 – Management Report*

Demographic Profile (cont)

	Total Rogue			RWC (n=248)	2000	Oregon (n=6004)
	1996 (n=337)	1998 (n=398)	2000 (n=500)		RVC (n=249)	
Number of hours work per week						
None or occasional jobs	46 %	33 %	33 %	33 %	33 %	31 %
1-10 hours	8	6	9	9	8	9
11-20 hours	11	17	21	21	21	17
21-30 hours	12	16	19	21	17	17
31-40 hours	15	20	12	8	16	16
40 or more hours	8	9	7	8	5	9
Receive any type of financial aid						
Yes	63 %	52 %	59 %	56 %	61 %	45 %
No	37	48	41	44	38	54
Current enrollment status						
Full-time student	70 %	55 %	62 %	63 %	62 %	64 %
Part-time student	30	45	38	37	38	36
Type of classes usually attend						
Day classes	83 %	82 %	91 %	92 %	89 %	81 %
Evening classes	17	15	7	5	8	15
Purpose for entering RCC						
Courses for transfer to 4-year college	28 %	44 %	45 %	41 %	49 %	41 %
Obtain Associate degree	20	19	21	20	21	21
Complete prof/tech program	14	8	9	12	6	12
Obtain/maintain certification	17	7	7	9	6	4
Courses for transfer to 2-year college	7	6	5	6	5	6
Few job-related/required courses	4	4	3	3	2	4
No definite purpose in mind	1	1	3	3	2	2
Few self-improvement courses	2	4	2	2	2	3
Other	3	6	4	3	5	4
From where first entered college						
After working (excluding summer)	44 %	43 %	45 %	42 %	48 %	38 %
Directly from high school	18	19	23	27	18	30
After completing military service	5	4	4	4	5	3
Transferred from 4-year college	3	7	3	2	4	5
Transferred from 2-year college	2	2	3	3	3	4
Other	28	25	21	20	22	19

Legend:

Grayed numbers indicate a difference of at least five percentage points between Total Rogue 1998 and 2000.

Boxed numbers indicate a difference of at least five percentage points between RWC and RVC responses.

Note:

Totals may not sum to 100% because of no answers/rounding.

SAMPLE SUMMARIES

**Sample Summary
Redwood and Riverside Campuses**

Campus	Course #	Course Title	Time	M	T	W	R	F	Comp
RWC	AM141	Manual Transmissions and Axles	AM		X		X		18
RWC	ART206	History of Western Art I	AM		X		X		19
RWC	BA101	Introduction to Business	AM	X		X			12
RWC	BA214	Business Communications	PM	X		X			6
RWC	BA240	Filing & Record Management	EVE			X			9
RWC	CHEM223	General Chemistry III	AM	X		X			14
RWC	CS101	Fundamentals I: Intro to the PC	AM		X		X		26
RWC	CS299	Web Mastering	PM	X		X			20
RWC	EET235A	Microwave Circuits & System Architecture	AM		X		X		14
RWC	GS108	Oceanography	PM			X			6
RWC	MT110	Polarity Therapy	AM					X	7
RWC	MTH243	Probability & Statistics	PM	X	X	X	X		9
RWC	MUS203	Introduction to Music and Its Literature	AM		X		X		13
RWC	RD30	College Reading II	PM		X		X		16
RWC	SOC213	Minorities	PM		X		X		18
RWC	WR123	English Composition III	AM		X		X		16
RWC	WR227	Technical Writing	PM	X		X			9
RWC	WR30	Fundamentals of Composition II	AM		X		X		18

Total RWC Completes: 250

RVC	BI233	Anatomy & Physiology III	PM	X		X		X	14
RVC	BT113	Business English I	PM		X		X		6
RVC	CJ225	Corrections Law	EVE	X					6
RVC	CS101	Fundamentals I: Intro to the PC	PM		X		X		24
RVC	CS101G	Fundamentals I: G Lab	EVE	X					14
RVC	CS133H	HTML I	PM	X		X			18
RVC	ENG109	World Literature III	AM		X		X		24
RVC	FR103	First-Year French III	PM	X		X			12
RVC	GS107	Astronomy	PM		X		X		21
RVC	MO200	The Disease Process	PM	X		X			9
RVC	MTH60	Fundamentals of Algebra I	AM	X	X	X	X		21
RVC	PSY101	Psychology of Human Relations	PM	X		X		X	18
RVC	RT154	Non-Invasive Cardiography	AM	X		X			9
RVC	SK50	Reading/Writing Connections	AM	X	X	X	X		15
RVC	SOC204	Introduction to Sociology	PM	X		X		X	21
RVC	SP111	Fundamentals of Public Speaking	AM	X		X			18

Total RVC Completes: 250

Total RWCIRVC Completes: 500

**Sample Summary by Department
Redwood and Riverside Campuses**

<u>Campus</u>	<u>Course #</u>	<u>Course Title</u>	<u>Dept</u>
RWC	ART206	History of Western Art I	Art
RWC	AM141	Manual Transmissions and Axles	Automotive
RVC	BI233	Anatomy & Physiology III	Biology
RVC	BT113	Business English I	Business
RWC	BA101	Introduction to Business	Business
RWC	BA214	Business Communications	Business
RWC	BA240	Filing & Record Management	Business
RWC	CS101	Fundamentals I: Intro to the PC	Computer Science
RWC	CS299	Web Mastering	Computer Science
RVC	CS101	Fundamentals I: Intro to the PC	Computer Science
RVC	CS101G	Fundamentals I: G Lab	Computer Science
RVC	CS133H	HTML I	Computer Science
RVC	CJ225	Corrections Law	Criminal Justice
RWC	RD30	College Reading II	Dev Studies (Reading)
RVC	SK50	Reading/Writing Connections	Dev Studies (Study)
RWC	WR30	Fundamentals of Composition II	Dev Studies (Writing)
RWC	EET235A	Microwave Circuits & System Architecture	Electronics
RVC	ENG109	World Literature III	English
RVC	FR103	First-Year French III	French
RWC	MT110	Polarity Therapy	Massage Therapy
RWC	MTH243	Probability & Statistics	Mathematics
RVC	MTH60	Fundamentals of Algebra I	Mathematics
RVC	MO200	The Disease Process	Medical Office
RWC	MUS203	Introduction to Music and Its Literature	Music
RWC	CHEM223	General Chemistry III	Physical Science
RWC	GS108	Oceanography	Physical Science
RVC	GS107	Astronomy	Physical Science
RVC	PSY101	Psychology of Human Relations	Psychology
RVC	RT154	Non-Invasive Cardiography	Respiratory Therapy
RWC	SOC213	Minorities	Sociology
RVC	SOC204	Introduction to Sociology	Sociology
RVC	SP111	Fundamentals of Public Speaking	Speech
RWC	WR123	English Composition III	Writing
RWC	WR227	Technical Writing	Writing

Sample Summary by Department

Redwood Campus

<u>Campus</u>	<u>Course #</u>	<u>Course Title</u>	<u>Dept</u>
RWC	ART206	History of Western Art I	Art
RWC	AM141	Manual Transmissions and Axles	Automotive
RWC	BA101	Introduction to Business	Business
RWC	BA214	Business Communications	Business
RWC	BA240	Filing & Record Management	Business
RWC	CS101	Fundamentals I: Intro to the PC	Computer Science
RWC	CS299	Web Mastering	Computer Science
RWC	RD30	College Reading II	Dev Studies (Reading)
RWC	WR30	Fundamentals of Composition II	Dev Studies (Writing)
RWC	EET235A	Microwave Circuits & System Architecture	Electronics
RWC	MT110	Polarity Therapy	Massage Therapy
RWC	MTH243	Probability & Statistics	Mathematics
RWC	MUS203	Introduction to Music and Its Literature	Music
RWC	CHEM223	General Chemistry III	Physical Science
RWC	GS108	Oceanography	Physical Science
RWC	SOC213	Minorities	Sociology
RWC	WR123	English Composition III	Writing
RWC	WR227	Technical Writing	Writing

Riverside Campus

<u>Campus</u>	<u>Course #</u>	<u>Course Title</u>	<u>Dept</u>
RVC	BI233	Anatomy & Physiology III	Biology
RVC	BT113	Business English I	Business
RVC	CS101	Fundamentals I: Intro to the PC	Computer Science
RVC	CS101G	Fundamentals I: G Lab	Computer Science
RVC	CS133H	HTML I	Computer Science
RVC	CJ225	Corrections Law	Criminal Justice
RVC	SK50	Reading/Writing Connections	Dev Studies (Study)
RVC	ENG109	World Literature III	English
RVC	FR103	First-Year French III	French
RVC	MTH60	Fundamentals of Algebra I	Mathematics
RVC	MO200	The Disease Process	Medical Office
RVC	GS107	Astronomy	Physical Science
RVC	PSY101	Psychology of Human Relations	Psychology
RVC	RT154	Non-Invasive Cardiography	Respiratory Therapy
RVC	SOC204	Introduction to Sociology	Sociology
RVC	SP111	Fundamentals of Public Speaking	Speech



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