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ABSTRACT

This document describes the development of the Mid-Plains Community College Area (MPCCA) community services outcomes and measurement instrument, and presents a summary of survey results from the 1997-98 year. As part of MPCCA's role and mission, students in continuing education will expand occupational, intellectual, cultural, social, and/or personal development; and students in continuing education courses or workshops that are customized for employers will achieve training as agreed with requesting business, industry, organization, or agency. To provide one measure of the stated outcomes common to all three MPCCA campus locations, a survey instrument was jointly developed. Students completed the survey at the close of their respective workshops in the 1997-98 academic year, and results indicated that those who took non-credit workshops or classes were (on average) very satisfied with their instructors and reasonably satisfied with the workshop content and material. (Contains the survey instrument.) (YKH)

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# Institutional Research Memo 151 Summer 1998

## MPCCA Community Services Data

Ford M. Craig  
Editor

Mid-Plains Community College Area  
Office of Institutional Research

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**Institutional Research Memo 151**  
**Summer 1998**

**MPCCA Community Services Data**

The purpose of this memo is to (1) briefly describe the development of MPCCA community services outcomes and a measurement instrument and (2) present a summary of survey results from the 1997-98 year.

**Development of Outcomes and Survey Instrument**

Community services/continuing education is part of MPCCA's role and mission, and as such, is included in the MPCCA Assessment Plan. In the spring of 1993, MPCCA's deans of community services developed two curriculum outcomes:

1. Students in credit/noncredit continuing education will expand occupational, intellectual, cultural, social, and/or personal development.
2. Students in credit/non-credit continuing education courses/workshops which are customized for employers and organizations will achieve training outcomes as agreed with requesting business, industry, organization, or agency.

To provide **one measure** (common to all three campus locations) of the stated outcomes, the MPCCA director of institutional research and the three deans of community service met in June of 1993 and jointly developed a survey instrument (see Appendix). The instrument received limited use and was refined during the 1993-94 academic year. By the spring of 1994, it appeared that the MPCCA community services deans were generally satisfied with the survey as an assessment tool, and it has been regularly used since that time.

## Summary of Survey Results From the 1997-98 Academic Year

During the 1997-98 academic year, a total of 761 community services Surveys were completed by non-credit students across the Area.\* Analysis of the surveys and reporting of the results were conducted in the following manner.

Each community service dean provided the appropriate number of survey copies to each non-credit instructor. At the close of the workshop, students completed the survey, returned them to the dean, and dean sent them to the institutional research office to be tabulated and summarized. After the surveys were processed, the director of research returned a copy of the summary results to each community service dean. Thus, results were specific to a particular on or off-campus location and to a particular instructor.

After close of fiscal year on June 30, 1998, summary statistics for non-credit offerings at MCC and MPCC McDonald-Belton were prepared. Results follow.

### Summary Statistics for Non-credit offerings at MCC

#### Location: MCC - 1997-98

Rank	No. Stu	<u>Course-Related</u> Comm Serv Survey Items	Satisf. Ave.	S. D.
1	381	Overall content of the course/workshop	4.30	0.75
2	379	Effective utilization of the course time	4.28	0.87
3	380	Effectiveness of the teaching methods, activities, and media	4.24	0.81
4	379	Usefulness of the course/workshop materials, handouts.	4.21	0.82
5	381	The content of the course/workshop meets my needs.	4.12	0.86
6	357	Length of the workshop/course	4.10	0.86

**Location: MCC - 1997-98**

<b>Rank</b>	<b>No. Stu</b>	<b><u>Instructor-Related</u> Comm Serv Survey Items</b>	<b>Satisf. Ave.</b>	<b>S. D.</b>
1	379	Instructor was enthusiastic and interested in teaching	4.64	0.60
1	378	Overall rating of instructor	4.64	0.60
3	377	Instructor's flexibility and sensitivity to student's needs.	4.53	0.67
4	379	Instructor's organization and preparation of course material.	4.52	0.68
4	380	Instructor's organization and preparation of course material.	4.52	0.71
6	378	Instructor encouraged student participation	4.49	0.72

**Summary Statistics for Non-credit offerings at MPCC - McDonald-Belton**

**Location: McDonald-Belton - 1997-98**

<b>Rank</b>	<b>No. Stu</b>	<b><u>Instructor-Related</u> Comm Serv Survey Items</b>	<b>Satisf. Ave.</b>	<b>S. D.</b>
1	259	Overall content of the course/workshop	4.45	0.78
2	259	Effectiveness of the teaching methods, activities, and media	4.39	0.78
3	256	Effective utilization of the course time	4.30	0.77
4	258	Usefulness of the course/workshop materials, handouts.	4.29	0.81
5	259	The content of the course/workshop meets my needs.	4.22	0.88
6	242	Length of the workshop/course	4.05	0.85

**Location: McDonald-Belton - 1997-98**

<b>Rank</b>	<b>No. Stu</b>	<b><u>Instructor-Related</u> Comm Serv Survey Items</b>	<b>Satisf. Ave.</b>	<b>Stu. Dev.</b>
1	254	Instructor was enthusiastic and interested in teaching	4.74	0.53
2	255	Overall rating of instructor	4.60	0.64
3	255	Instructor's ability to stimulate interest In the subject	4.52	0.70
4	254	Instructor's organization and preparation of course material.	4.48	0.74
4	249	Instructor's flexibility and sensitivity to a students needs.	4.48	0.80
4	247	Instructor encouraged student participation	4.48	0.82

## Summary Comments

1. For the period of time under consideration, it appears that MPCCA patrons/students who took non-credit workshops/classes were, on the average, very satisfied with their instructors and reasonably satisfied with the workshop content/material.

\* Note: In some situations, an employer will request that their own in-house survey be used. The deans of community service honor these requests and do not use the MPCCA survey.

APPENDIX A  
SURVEY INSTRUMENT

COURSE/WORKSHOP NAME: \_\_\_\_\_  
 LOCATION: \_\_\_\_\_  
 INSTRUCTOR'S NAME: \_\_\_\_\_ DATE \_\_\_\_\_

COURSE/WORKSHOP EVALUATION

**INSTRUCTIONS**  
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Please rate the following item using the following scale :  
 1 -- Marginal                      4 -- Good  
 2 -- Fair                              5 -- Excellent  
 3 -- Satisfactory                      N/A -- Not applicable

**1. Course/Workshop Evaluation**

	1	2	3	4	5	N/A
a. Overall content of the course/workshop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The content of this course/workshop meets my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Usefulness of the course/workshop materials, handouts etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Effectiveness of the teaching methods activities and media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Effective utilization of course/workshop time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Length of the course/workshop (if marginal or fair please suggest an appropriate length _____)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**2. Instructor Evaluation**

	1	2	3	4	5	N/A
a. Instructor's organization and preparation of course/workshop material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Instructor's ability to stimulate interest in the subject	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Instructor encouraged student participation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Instructor's flexibility and sensitivity to student's needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Instructor was enthusiastic and interested in teaching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Overall rating of instructor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. What was your general impression of this class? How is the training valuable to you?

\_\_\_\_\_

\_\_\_\_\_

4. Did the instructor demonstrate the material clearly? What would be some suggestions you could give to him/her to help improve the course? Are there any other comments you would like to make?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please list other courses/workshops you would be interested in taking if offered by MPCC/MCC

\_\_\_\_\_

\_\_\_\_\_

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