

## DOCUMENT RESUME

ED 448 853

JC 010 132

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TITLE Rogue Community College Student Satisfaction Survey, Winter 2000. Management Report: Workforce Training Center.  
INSTITUTION Rogue Community Coll., Grants Pass, OR.  
PUB DATE 2000-00-00  
NOTE 62p.  
PUB TYPE Reports - Research (143)  
EDRS PRICE MF01/PC03 Plus Postage.  
DESCRIPTORS Access to Information; College Attendance; Community Colleges; Feedback; \*Institutional Evaluation; \*Participant Satisfaction; School Effectiveness; School Orientation; \*Student Surveys; Two Year Colleges; \*Vocational Education  
IDENTIFIERS \*Student Satisfaction

## ABSTRACT

Each year, Rogue Community College (Oregon) conducts a student satisfaction survey measuring the college's achievements in the areas of services, classes, and facilities. This document reports findings from the winter 2000 administration of the survey, including, for the second time, students from the Workforce Training Center (WFTC). The study's primary areas of interest include: (1) adequate access to information about the college and WFTC (services and programs offered); (2) getting started at the WFTC (placement testing, registration, advising, buying books, paying for classes, etc.); (3) attending classes (time, location, class schedules, parking, etc.); and (4) other comments/suggestions for improvement. The study, based on survey responses collected from 176 Welfare Training Center students, found that attending classes received the highest proportion of positive comments (85 percent), followed by adequate access to information (80 percent), and getting started at the WFTC (64 percent). Across the WFTC student subgroups surveyed, with few exceptions, positive comments outweighed negative comments and suggestions for improvement. Contains representative verbatim comments, suggestions for improvement, sample summary, and survey questionnaire. (KS)



# STUDENT SATISFACTION SURVEY WINTER 2000

## ROGUE COMMUNITY COLLEGE WORKFORCE TRAINING CENTER

### MANAGEMENT REPORT

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Prepared by Nancy Wild  
for  
Rogue Community College  
Institutional Effectiveness Task Force

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## **INTRODUCTION**

### **Background and Purpose**

Rogue Community College's annual Student Satisfaction Survey is a primary tool by which the college measures its achievement in the areas of services, classes, and facilities. The primary purpose of the study is to obtain feedback from attending students regarding the issues that impact their ability to focus on learning.

The Winter 2000 version of the Student Satisfaction Survey is the fourth survey in the series college-wide (the first survey occurring in Fall 1997, followed by Spring 1998 and Fall 1998), but it is the second time that the Workforce Training Center has been included (the first time being Fall 1998). In both WFTC surveys, the areas of primary interest are the same:

- *Adequate access to information about RCC and the WFTC (services and programs that we offer)*
- *Getting started at the WFTC (placement testing, registration, advising, buying books, paying for classes, etc.)*
- *Attending classes (time, location, class schedules, parking, etc.)*
- *Other comments/suggestions for improvement*

The Institutional Effectiveness Task Force (IETF) oversees the development, administration, and tabulation of the survey, as well as distribution of the survey management reports and recommendations to appropriate RCC managers and others. Following distribution and presentation of the management reports, managers respond to IETF with action plans and progress reports based on management report recommendations.

Other versions of this Student Satisfaction Survey are conducted at the Redwood and Riverside Campuses and at the various ABE/GED centers in Josephine and Jackson Counties. Separate management reports are generated for RWC/RVC and the ABE/GED Program.

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## **INTRODUCTION (cont)**

### **Methodology**

Questionnaires and instructions for survey administration were given to instructors of selected WFTC classes, as follows:

- Apprenticeship Training
- Commercial Truck Driving
- Computer Technology
- Dental Technician
- Driver Training, High School
- Welding

Students completed the surveys in class during the last week of January in Winter quarter, 2000. A total of 176 questionnaires were collected from the WFTC students. Refer to the Sample Summary at the back of this report for more detail on sample composition. A copy of the questionnaire is also located at the end of this report.

### **Analysis**

This Management Report provides findings for the Winter 2000 Student Satisfaction Survey for the Workforce Training Center. Results are analyzed by total WFTC (data from all classes combined) and by individual class for comparison purposes.

Following the Executive Summary and Recommendations sections, data tables and representative verbatim responses to the open-ended questions are presented.

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## **EXECUTIVE SUMMARY**

Based on total responses from the WFTC students surveyed, attending classes receives the highest proportion of positive comments (85%), followed by adequate access to information (80%) and getting started at the WFTC (64%). Across the WFTC student subgroups surveyed, with few exceptions, positive comments outweigh negative comments and suggestions for improvement.

On the whole, the Welding, Commercial Truck Driving, Dental Radiology, and Electrical Apprentice students are most satisfied with their RCC/WFTC experience, while other students are relatively less pleased overall. Regardless of subgroup, nearly all students seem happy with the RCC/WFTC instructors and staff.

### **Access to Information about RCC and the WFTC**

- The majority of comments in this area are positive. Most students overall have no trouble accessing information about RCC and the WFTC, finding the information generally helpful, complete, and timely.
- None of the Welding, Plumbing Apprentice, or Dental Radiology students, and only one Commercial Truck Driving student, gives a negative comment about accessing information.
- Notable negative comments and suggestions for improvement from Dental Exam Prep and Computer Tech students center on wanting more complete information about classes and programs and a desire for a central place for students to access information. Driver Training students express a desire to have more information available at high schools.

### **Getting Started at the WFTC**

- All students in the Welding class offer a positive comment about getting started at the WFTC. Above-average proportions of positive comments are also evident for the Electrical Apprentice, Dental Radiology, and Driver Training classes.
- All of the negative comments from Commercial Truck Driving students center on the placement test, particularly a belief that the math portion is too advanced and, moreover, inappropriate for the program. Negative comments from students of other classes primarily revolve around the cost of tuition and registration problems.

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## **EXECUTIVE SUMMARY (cont)**

### **Attending Classes**

- Commercial Truck Driving and Welding students are most satisfied with attending classes, while Dental Exam Prep students offer the fewest positive comments. Commercial Truck Driving, Dental Radiology, and Welding students, in particular, praise their instructors.
- Negative comments and suggestions for improvement primarily center on class scheduling, class length (driver training), and location.
- Uncomfortable chairs is a major issue for Commercial Truck Driving students.

### **Other Comments/Suggestions for Improvement**

- Thirty students overall offer additional comments or suggestions for improvement. Many students express general satisfaction with their RCC/WFTC experience and with the helpfulness of the staff.
- The few specific suggestions for improvement have to do with lab access and additional equipment, financial aid, and off-campus Internet connections.



## **RECOMMENDATIONS**

As these recommendations and the verbatim comments are reviewed, one should keep in mind that, in many cases, the comment was made by only a few students. However, many students may not voice their thoughts, so all negative comments or suggestions for improvement should be considered and not necessarily discounted. The recommendations that follow focus on the most outstanding issues that may be acted upon.

### **Access to Information**

- Review how information on services and programs is placed at the VA Domiciliary. If no central information site for students is available, consider establishing one.
- Especially for Dental Technology, review the completeness of available information.
- Review the availability at high schools of information on driver training classes.

### **Getting Started**

- Especially for the Apprenticeship program, review the ease with which students can register for classes and pay tuition, particularly with respect to “off-hours” access to services for daytime working students.
- Review the efficiency with which students are informed of changes in class and testing locations, starting times, and so on.
- Review how appropriate the content of the placement test is to the requirements of the Commercial Truck Driving program, especially with regard to the math component.

### **Attending Classes**

- As resources allow, replace the chairs in the Commercial Truck Driving classroom with more comfortable seating.
- Explore alternative locations for the Dental Radiology class.

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**DATA TABLES**

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**Q1 - Adequate access to information about RCC and the WFTC (services and programs that we offer)**

	Total WFTC (n=176)	Apprenticeship		Comm Truck Driving (n=16)	Comp Tech (n=10)	Dental Tech		Driver Trng, H.S. (n=63)	Welding (n=6)
		Tot (n=57)	Elect (n=38)			Pimng (n=19)	Tot (n=24)		
Positive comments, no problems, helpful, complete information, easy access, timely	80 %	82 %	87 %	74 %	60 %	71 %	44 %	79 %	100 %
Negative comments, suggestions (net)	9 %	4 %	5 %	- %	20 %	13 %	33 %	13 %	- %
More/better information	5	-	-	-	-	8	22	8	-
Confusing	2	2	3	-	-	-	-	3	-
Special place for information	1	-	-	-	20	-	-	-	-
Miscellaneous	2	2	3	-	-	4	11	2	-
No answer	14 %	14 %	8 %	26 %	30 %	17 %	22 %	11 %	- %

Note: Percentage totals may not equal 100% because of multiple answers/rounding.

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**Q2 - Getting started at the WFTC (placement testing, registration, advising, buying books, paying for classes, etc.)**

	Total WFTC (n=176)	Apprenticeship		Comm Truck Driving (n=16)	Comp Tech (n=10)	Dental Tech		Driver Trng, H.S. (n=63)	Welding (n=6)	
		Tot (n=57)	Elect (n=38)			Pimng (n=19)	Tot (n=24)			DEP (n=9)
Positive comments, easy, well organized, helpful staff, no problems	64 %	63 %	74 %	42 %	50 %	54 %	33 %	67 %	71 %	100 %
Negative comments, suggestions (net)	32 %	40 %	32 %	58 %	10 %	17 %	11 %	20 %	27 %	17 %
Tuition, paying for classes	10	11	5	21	-	8	-	13	14	17
Placement tests	6	-	-	69	-	-	-	-	-	-
Long lines/more reg staff	5	12	11	16	-	-	-	-	3	-
Confusing	3	2	3	-	-	4	-	7	6	-
Room # on reg confirm	2	4	-	11	-	4	11	-	-	-
"Off-hours" registration	2	7	8	5	10	4	-	-	-	-
Bookstore/books	1	2	3	-	-	-	-	-	2	-
Financial aid	1	2	3	-	-	-	-	-	-	-
Miscellaneous	1	2	-	5	-	-	-	-	2	-
No answer	14 %	11 %	8 %	16 %	6 %	29 %	56 %	13 %	10 %	- %

Note: Percentage totals may not equal 100% because of multiple answers/rounding.

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**Q3 - Attending classes (time, location, class schedules, parking, etc.)**

Total WFTC (n=176)	Apprenticeship		Comm Truck Driving (n=16)	Comp Tech (n=10)	Dental Tech		Driver Trng, H.S. (n=63)	Welding (n=6)
	Tot (n=57)	Elect (n=38)			Plmng (n=19)	Tot (n=24)		
85 %	89 %	89 %	125 %	80 %	75 %	44 %	73 %	117 %
Positive comments; times, locations, and schedules good; instruction and teachers good								
44 %	16 %	18 %	11 %	40 %	58 %	67 %	62 %	17 %
Negative comments, suggestions (net)								
Schedule, class times	15	3	6	-	8	22	35	17
Location	14	8	19	10	46	33	11	-
Parking	5	3	-	-	4	11	10	-
Facilities	5	3	38	-	-	-	2	-
More classes	2	-	-	10	-	-	3	-
More "off-hour" classes	1	-	-	-	-	-	-	-
Miscellaneous	3	3	6	20	-	-	2	-
No answer	3 %	4 %	- %	11 %	30 %	- %	2 %	- %

Note: Percentage totals may not equal 100% because of multiple answers/rounding.

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**Q4 - Other comments/suggestions**

	Total WFTC (n=176)	Apprenticeship		Comm Truck Driving (n=16)	Comp Tech (n=10)	Dental Tech		Driver Trng, H.S. (n=63)	Welding (n=6)
		Tot (n=57)	Elect (n=38)			Pimng (n=19)	Tot (n=24)		
Positive comments	17 %	21 %	26 %	11 %	- %	8 %	- %	13 %	67 %
Negative comments, suggestions (net)	4 %	4 %	5 %	- %	- %	- %	- %	- %	17 %
More equipment	1	-	-	-	-	-	-	-	17
More programs/classes	1	-	-	-	-	-	-	-	-
Miscellaneous	2	4	5	-	-	-	-	-	-
No answer	81 %	75 %	68 %	89 %	100 %	92 %	100 %	87 %	50 %

Note: Percentage totals may not equal 100% because of multiple answers/rounding.

## **REPRESENTATIVE VERBATIM COMMENTS AND SUGGESTIONS FOR IMPROVEMENT**

These comments represent approximately 90% or more of all written feedback, given with spelling and punctuation edited, but otherwise left unchanged. Certain comments (when limited to a single word, or a clear duplicate of ideas already presented) have been eliminated for reasons of length. Because of the frank nature of many of these remarks, it is understood that this material is to remain an internal document, with circulation limited within divisions to those who have the responsibility for making appropriate adjustments to improve institutional quality.

**Question 1: Adequate Access to Information about RCC and the WFTC**

***Apprenticeship – Electrical***

*Access through the web is great and convenient.*

*Access to information seems to be adequate.*

*Information on the programs seems adequate.*

*No problem in this area.*

*Yes, I have had access to information for both RCC and WFTC.*

*Good.*

*Yes.*

*Adequate availability.*

*All information needed before and during class is provide in a timely manner.*

*Access to all the information I have needed has been available.*

*I have had no problems accessing information.*

*I feel access to information was readily accessible.*

*The first time I went to RCC, they were very helpful in pointing me in the right direction.  
I was very pleased.*

*Yes, we have adequate access.*

*I am happy with RCC.*

*Fine.*

*Very good.*

*Access to information seems to be okay.*

*The information that I reviewed was good and accessible.*



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**Question 1: Adequate Access to Information about RCC and the WFTC (cont)**

***Apprenticeship – Electrical (cont)***

*Well, it works for me!*

*I had access to plenty of information.*

*Yes, but I have not had to access much information yet.*

*Do any of them apply to inside electrical?*

*I experienced difficulty finding net access to use my PIN# to access grades and transcripts.*

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**Question 1: Adequate Access to Information about RCC and the WFTC (cont)**

***Apprenticeship – Plumbing***

*Well, it works for me!*

*Plenty of information.*

*The information that I reviewed was good and accessible.*

*Seems to be okay.*

*Fine.*

*Good.*

*Yes.*

**Question 1: Adequate Access to Information about RCC and the WFTC (cont)**

***Commercial Truck Driving***

*Absolutely! I received answers to all my questions and some I hadn't even thought of.*

*The information is nice and easy to receive. All and all, I think it's a great experience.*

*I went through Job Council, and there was RCC information everywhere.*

*Everyone I talked with was very accommodating and informative.*

*Access to information is good and very informative on what to expect.*

*Information was very easy to get.*

*Very good!*

*Good. In fact, I was sent three information packets.*

*Excellent.*

*I think this was more than adequate.*

*Just fine.*

*Very good! I got all the information I needed and was looking for.*

*The placement test was a little rough, but other than that, the process of getting into the class was very smooth.*

*The information available was great, but there was some that could be updated.*

**Question 1: Adequate Access to Information about RCC and the WFTC (cont)**

***Computer Technology***

*It's like 1st class here at RCC.*

*There is information scattered around the VA Domiciliary. Once I took the initiative and spoke to a counselor; he helped me with my goals and mated them with the classes offered.*

*I found information in the Winter schedule.*

*Very adequate.*

*Very good.*

*Yes.*

*I agree.*

*RCC needs a special place where people can go for information.*

**Question 1: Adequate Access to Information about RCC and the WFTC (cont)**

***Dental Technician – Dental Exam Prep***

*Great.*

*Great!*

*Yes.*

*I don't think there has been enough information distributed about services and programs offered. I've heard more from word-of-mouth than anything else.*

*I have not had that experience yet.*

*I would like more of the information sent to my house regarding continuing dental assistant classes.*

*I think you need class descriptions in the book you send out.*

**Question 1: Adequate Access to Information about RCC and the WFTC (cont)**

***Dental Technician – Radiology***

*Really good and very handy.*

*I had no problem finding information.*

*There was adequate access, and it was easy to find.*

*Information was easy to obtain.*

*Very easy to understand – Great.*

*Great.*

*Satisfactory.*

*Yes.*

*I think so.*

**Question 1: Adequate Access to Information about RCC and the WFTC (cont)**

***Driver Training, High School***

*It's really helpful when you have someone you can talk about any information you would like to know, and they actually know what they are talking about and not just guessing or pretending.*

*I've never taken a class here before, but getting information about this course was really easy to get, and they had all the right information.*

*There was adequate access to information about RCC and WFTC as far as I know. Having a facility in the mall is good too.*

*They're all great programs. Thank you for all that you offer.*

*There are many places I can go to get information about classes. I had enough time to get signed up.*

*Yes, I got information fast enough to get into the class I wanted.*

*I got the information in plenty of time to take the class.*

*Yes, I got the information I needed to start this class and had enough time.*

*Yes, we were informed early enough to sign up for the class.*

*The access to information was very good, and I got it in enough time.*

*I think everything worked smoothly. All my mom had to do was call and ask about it, and then get the paperwork filled out, and that was it.*

*I got enough information and knew enough to come over here.*

*It think it is a very good idea to offer teens driving classes because, by informing new drivers, then the roads are much safer.*

*Yes, it was just fine.*

*Good, it was easy to get in.*

*Yes, good.*

**Question 1: Adequate Access to Information about RCC and the WFTC (cont)**

***Driver Training, High School (cont)***

*Good, I wanted to take driver's education, and I found out about it.*

*My mom signed me up.*

*I was able to get information on the class easily when I needed it.*

*It was easy to get information because my sisters went through this program.*

*I was able to find information on driver's education easily.*

*Really, there is nothing I would change.*

*Yes, I have adequate access to any information I need relating to these topics.*

*I found out about this class in plenty of time to sign up for it.*

*Easy access to get information on programs.*

*Yes, very easy to receive information.*

*I got adequate information because, on my first day of school, I was pretty much prepared.*

*You have a wide variety of classes that I might want to take.*

*I think that there is a pretty good way to find out information, but I really haven't tried.*

*I don't know, mommy hooked me up.*

*Not really, because most people I know don't know what classes RCC has to offer.*

*Not too many to choose from.*

*I barely got the information in time. I think I signed up two days before the class started.*

*I only had one day to turn in my forms and stuff after I heard about it. It would have been nice to get the information earlier.*



**Question 1: Adequate Access to Information about RCC and the WFTC (cont)**

***Driver Training, High School (cont)***

*It seems difficult for me to get information by myself. My parents seem to have more access to scheduling, etc. It might be good if the students themselves had access to the information about programs.*

*You should have information at the high schools.*

*You need to advertise your program to the local high schools (driver's ed).*

*It was okay. I just needed the driver education class, and I got the letter in the mail. Maybe that was because I registered for a 2+2 credit at South Medford High School; I don't know.*

*I got all the information I needed to go to this class, but I had some problems understanding the schedule.*

**Question 1: Adequate Access to Information about RCC and the WFTC (cont)**

***Welding***

*Everything I needed to know Candice answered for me.*

*I found out about the RCC WFTC from Steve and Mike at Airgas. From there, I got a catalog at the mall and called Larry, who referred me to Jack – the whole process worked smoothly. I expect that when I need more training, I'll be able to find the program.*

*I found the information on RCC readily accessible and well organized.*

*I think the program and service are very good.*

*Yes.*

*Excellent.*

**Question 2: Getting Started at the WFTC (cont)**

***Apprenticeship – Electrical***

*The instructors in Grants Pass are very friendly and helpful.*

*Getting started and continuing education has been simple.*

*Excellent enrollment help.*

*It has been my experience that all the above have been provided adequately.*

*Very helpful.*

*Very good.*

*Good experience!*

*Have had no problems getting started.*

*I have no problems each time I register.*

*Getting started was easy.*

*Good.*

*Adequate.*

*Okay.*

*Lucky for me, my company takes care of tuition, registration, and buying books over the phone, so for me, it was easy.*

*Registration was easy. I would have liked to know how much the books cost before starting.*

*It would be helpful to be able to buy required books locally instead of having to order them.*

*Registration the first time out was a bit of a fiasco, and going to the college to register was nerve-racking.*

**Question 2: Getting Started at the WFTC (cont)**

***Apprenticeship – Electrical (cont)***

*The waiting lines are too long at registration.*

*Registration is inconvenient for working people.*

*The people that work during the day have trouble making it to pay tuition.*

*It was a smooth process, except you need to stay open past 4:30-5:00.*

*For the most part, it's been pretty good. My only complaint would be getting my tuition paid. I work during the day, and it's hard to pay my tuition when they close at 5:00. It would be nice if the offices were open later.*

*It would be nice to be able to register a little earlier. A later time to pay tuition would also be nice.*

*It would be nice to pay tuition in class. Tuition is also getting steep.*

*I submitted my application for the apprenticeship in April, and it was lost. Otherwise, everything has gone well.*

*When do I need to? How much is it? Let us know in advance.*

**Question 2: Getting Started at the WFTC (cont)**

***Apprenticeship – Plumbing***

*The help was great that they had.*

*Well advised, with plenty of notice.*

*Fine.*

*Good.*

*No problems.*

*Okay.*

*I don't know.*

*Takes too long to get in the Plumbing program, but it's understandable for reasons why.*

*I think we pay too much for how much we attend class.*

*I think we pay too much for class now. When I first started, it was only \$76.*

*The price is a bit stiff.*

*Registration forms are fine, but registration hours are conflicting with work schedule.*

*More registration clerks.*

*More registration clerks needed during this time of service.*

*Registration and paying for class is a pain. The registration clerks need to be more informed of the procedures with the Apprenticeship program.*

*I didn't think the address for the Domiciliary was adequate, and once I finally found out I was looking for the Domiciliary, it didn't seem like there were signs to direct you.*

*I wasn't informed when classes started, and one hand at the college doesn't seem to know what is truly happening.*

**Question 2: Getting Started at the WFTC (cont)**

***Commercial Truck Driving***

*With a lot of help from Cheryl and Angela at Job Council, they really made it easy.*

*Everything went smooth – a lot to do for this class, but went well, with no problems. Advisors followed up often.*

*Getting started was very easy – a lot of paperwork, but I guess all registrations involve that.*

*The tests weren't very hard. I think you guys did a real good job putting this program together.*

*Good.*

*Everything went smoothly, except finding a place to park for placement tests.*

*The placement test was hard for me, but it was a positive one.*

*I liked all the help that I received. Although everything at RCC that I know of is done well, the placement test sucked.*

*Cheryl was a great help (testing information, funding information etc.). The placement test has too much algebra. It can make a person feel dumb. I love basic math.*

*It was very quick and easy to get signed in. Math on placement test was too advanced for what was needed in driving school.*

*I did not understand anything on the placement test. I don't need to change authors' books if they know their job. If they don't, go figure! I am not going into a field of study or career that I need algebra for either, and that was 90% on the math section.*

*Would like better directions to placement testing area. The placement test was not good. Math test on placement test not right for truck drivers!*

*I think that the placement testing for truck driving is not necessary.*

**Question 2: Getting Started at the WFTC (cont)**

***Commercial Truck Driving (cont)***

*Placement tests sucked. It was very degrading and left me with low self-esteem.*

*I thought this [placement test] was degrading to my self-esteem as far as the math and writing. The reading I can see because of the classes I am taking, but I thought it was a waste of my time. (I paid for this course with my money.)*

*Need more than 10 cents a mile for mileage, extra equipment, (gloves, boots, etc.) – and I didn't have the money.*

**Question 2: Getting Started at the WFTC (cont)**

**Computer Technology**

*Registration went very well, and the advice was given with kindness.*

*I was very efficiently assisted by Larry.*

*All I did was let Larry know which classes I wanted to take.*

*I had to go through my care manager. At first, he was aghast at the amount of classes I wanted to take, but after he found out that this was what I really wanted, he okayed it.*

*I have only sent personnel for WFTC computer classes and had no problem.*

*Indicate room number on registration confirmation.*

*Does not apply to me.*

*This question does not apply.*



**Question 2: Getting Started at the WFTC (cont)**

***Dental Technician – Dental Exam Prep***

*Good experience.*

*Has gone well.*

*Fine.*

*When you change the building, the classes, or placement testing, you need to let us know. When I took the placement test, I waited in the wrong building for 20 minutes before someone told me.*

**Question 2: Getting Started at the WFTC (cont)**

***Dental Technician – Radiology***

*Had no problem, found everything just fine.*

*It was easy.*

*Easy to get started.*

*Easy registration and advising.*

*Very easy.*

*Easy – very efficient.*

*Great!*

*Yes, fine.*

*No one contacted me about my class. No class schedule, no one informed me if my registration was received.*

*I found it difficult to pay in cash at certain locations.*

*It was kind of a pain to go to Grants Pass to pay for class.*

**Question 2: Getting Started at the WFTC (cont)**

***Driver Training, High School***

*It was very easy for me to register, and the people were very helpful.*

*Registration for his course was really easy – it only took one visit.*

*So far it's been fun and educational, and I've had no problem getting started.*

*There was easy access to registration and payment.*

*It was easy – just sign up and show up.*

*Yes, registration was easy, and that is all that has happened so far.*

*Getting started was easy.*

*The payment for classes is fine. I had enough time to sign up.*

*It was very easy. My mom took care of it all.*

*It was easy and fast.*

*Registering at the mall was pretty easy, or registering at all for that matter.*

*Those aspects seem pretty well organized to me.*

*I think that everything went well for me as I was applying for this class.*

*Good, no changes need to be made.*

*Good, everything went well when I registered for this class.*

*The registration was fine, but the first time I asked for information about driver's education, they sent me the wrong schedule, but that was just a simple error.*

*It seemed simple enough.*

*Everything went smoothly.*

*They all seem all right to me; I didn't find any problems.*

**Question 2: Getting Started at the WFTC (cont)**

***Driver Training, High School (cont)***

*There wasn't really anything to purchase besides the class itself, so it wasn't complicated.*

*Getting started at the WFTC was fine.*

*Yeah, I am excited.*

*I'm driving!*

*Okay.*

*Fine; easy and simple.*

*No problems.*

*I don't know.*

*The registration form was a little confusing. I don't know about payment – my parents took care of that. It was my dad, not me, who wanted me to take it now.*

*It was fairly easy. I picked up my registration and then returned it. The fee was a little steep.*

*I had to take this class at this time because we had the money now to pay for it.*

*This course costs too much money.*

*I think it costs too much to take this driver's education class.*

*I think it costs too much for the course.*

*More communication is needed, and it costs too much money.*

*Great, although it did cost quite a bit.*

*I think the class was a little expensive.*

*Class was too expensive.*

**Question 2: Getting Started at the WFTC (cont)**

***Driver Training, High School (cont)***

*I think that the books you buy should be lower in price, and the same for the class. They all are way too expensive.*

*Registration was a hassle because I didn't get the forms until the day before class.*

*It was hard to start, or to finally get in this class, but we really haven't done anything else, so I can't really reply on it.*

*I had problems getting registered. When I tried to register, I had to go home three times to get something I needed, like my social security number or my checkbook.*

*I think there should always be a good, clean directory, or someone to help, if you don't understand.*

*I have not heard about placement testing or buying books. So if it's something I need to know about, I'd like to be contacted.*

*I never heard about placement testing or paying for books, but registration and paying for classes wasn't really a problem.*

**Question 2: Getting Started at the WFTC (cont)**

***Welding***

*No problems. All questions were answered over the phone to RCC.*

*Registration went smoothly.*

*Job Council and RCC have been helpful.*

*It was easy; I had no trouble.*

*Excellent.*

*The staff was helpful and polite; someone even came in during the holidays to get me registered. The price of the course should be in an installment plan.*

**Question 3: Attending Classes**

***Apprenticeship – Electrical***

*It was very convenient.*

*Works well with my schedule.*

*Everything here is fine with me.*

*Time is great.*

*Time is good, and the location is close.*

*It is very convenient where it is now.*

*Time and location are very good for what I am doing as a trade. Plenty of parking.*

*The time, location, and parking are extremely convenient.*

*Adequate.*

*It was very accurate.*

*Fine.*

*Good.*

*Very good.*

*Good information.*

*Okay.*

*No problems.*

*I have had no problems attending class.*

*These criteria are also efficient.*

*Crater High School is a fair location to go to. White City would be too far in the future.*

**Question 3: Attending Classes**

***Apprenticeship – Electrical (cont)***

*Time is fine. Parking okay. Location could be better. I live in Grant Pass and have to drive to Crater High School.*

*Seems pretty good, location seems out of the way, but possibly closer for Grants Pass residents.*

*Parking is a bit wet (large puddles).*

*While attending class in Portland, we went every Monday for four hours, with an extended school year. This class schedule was way better than Tuesdays and Thursdays for everyone involved, instructors and students.*



**Question 3: Attending Classes (cont)**

***Apprenticeship – Plumbing***

*I like the way things are; they are very fine.*

*Fine.*

*Good to go.*

*Good.*

*Yes.*

*Not a problem.*

*No problems with any of the above.*

*Okay.*

*Plumbing classes after work hours.*

*Need more trade school classes, like welding apprentice.*

**Question 3: Attending Classes (cont)**

**Commercial Truck Driving**

*Everything for classes is great. Rich is a great instructor.*

*Rick Burdick is an excellent instructor.*

*The instructor was great.*

*Great program and class, also a great teacher.*

*Best class I've ever attended.*

*I think this is the best class for the valley.*

*All the above are very good to me. It all worked. I am learning a lot and feeling good about myself.*

*Living in White City, the locations were very good for me.*

*Location was great for me, and the time was good.*

*The time, location, etc., are fine.*

*Time okay, location okay, class schedule okay, parking okay.*

*Everything was fine.*

*Very good!*

*These are all adequate.*

*I did not see a problem.*

*Parking for classes is okay.*

*This is a good place, but it wouldn't hurt my feelings if it were closer to where I live (Grants Pass).*

*I would prefer class in Josephine County, but the class doesn't last long enough to be a real problem. I would prefer more comfortable chairs for an eight-hour class.*

**Question 3: Attending Classes (cont)**

***Commercial Truck Driving (cont)***

*The chairs are very uncomfortable – causes butt and back to hurt after eight hours.*

*Seven hours in chairs with no padding, and a room that is stuffy, can be hard, but I am enjoying the class. Wish me luck!*

*Chairs are hard after a long period of time.*

*The chairs are uncomfortable.*

*The only problem is the chairs are very uncomfortable.*

*Class is very easy to find, but I live in Ashland, so the miles are many.*

*Need to start classes later in the day in the winter.*

**Question 3: Attending Classes (cont)**

**Computer Technology**

*I have only attended a couple of computer classes at the Workforce Training Center at the VA White City campus, but my experiences so far have been positive.*

*Very good. The classes were offered through the Domiciliary, and I appreciate them greatly.*

*Great, at the Domiciliary.*

*Excellent class [Outlook for Windows].*

*No problems.*

*Just started my first class.*

*Windows 95, Level I, is too fast for people that don't have much experience with using a computer.*

*More open computer lab time.*

*No problem, except the WFTC is rather far out. Add MS Project or Primavera training.*

**Question 3: Attending Classes (cont)**

***Dental Technician – Dental Exam Prep***

*Good experience.*

*Things work out fine for me.*

*Great.*

*Need classes offered in Grants Pass.*

*Yes to everything, except classes offered on weekend need to be offered during week.*

*You need more night classes.*

*Parking is the hardest thing. During the day, downtown is impossible.*

*RCC in White City is out of the way for a lot of people.*

*Don't like classes at the VA Domiciliary. Location isn't so great.*

**Question 3: Attending Classes (cont)**

***Dental Technician – Radiology***

*I like the way we can ask our teacher whenever we want, and she always has time for all of us.*

*Great. Great teacher.*

*Yes, fine. Great teachers. Good hours for dental classes.*

*Time is okay. The rest great. Instructor is excellent!*

*Times are good since they are in the evening. Location is good also.*

*Great – perfect everything.*

*Fine.*

*Great access.*

*Scary location.*

*You should have more classes in Grants Pass.*

*Location is bad for Grants Pass people.*

*The location isn't very good. I live in Glendale and work in Grants Pass, so it's a very long drive. You should have more classes in Grants Pass.*

*I live in Merlin – wish it was closer, BUT easy to find.*

*Yes to all of the above, except the location of the dental x-ray class.*

*Location is in an odd place.*

*The location would be better in downtown Medford.*

*The location is too far to drive to. Time is good.*

**Question 3: Attending Classes (cont)**

***Driver Training, High School***

*Seems like it is going to be a good class, and it is well organized.*

*It seems that, so far, your program is run well. I've had no problems.*

*Just fine and dandy.*

*The time is good.*

*Yes, the time is good, and the location is good.*

*The time, location, and parking are all fine.*

*The location at which this class takes place is fairly good in my opinion.*

*Location is fine, and class times are good.*

*The classes are easy to get to.*

*It's been easy getting here on time and finding the class.*

*I'm fine with attending classes.*

*Attending class is fine.*

*Attending class is no problem for me. It actually fits well into my schedule.*

*It's just fine because I don't drive.*

*The class has been fine so far.*

*Good. A regular schedule that takes place.*

*I think that it is a good time to hold class on Mondays. I am not overloaded with schoolwork early in the week, so I have time to spare.*

*The time that this class takes place at is good because it usually doesn't interfere with other activities.*

**Question 3: Attending Classes (cont)**

***Driver Training, High School (cont)***

*It seems like there are enough choices, as far as scheduling goes, that it is not very difficult to get into the classes.*

*I feel good about all of these.*

*Good parking.*

*Great.*

*It's all great.*

*No problems.*

*Fine.*

*Yes.*

*Okay.*

*I don't like the time. Monday is difficult to handle with homework – Friday would be better, and three hours is too long. I'd rather have shorter classes. Parking is difficult.*

*It should start right after school, we should have more condensed work sessions, and like 15-20 minute breaks. You need more classes throughout the week.*

*Class too long; otherwise, fine.*

*Make the class shorter.*

*Some of the classes are too long.*

*I think that three hours is a little too long for one class.*

*The classes are a little long. They could be shorter, but everything else has been okay.*

*I don't drive my own car yet, so I can't really complain about parking, but I think the classes should be shorter because we can't stay focused for that long of time.*



**Question 3: Attending Classes (cont)**

***Driver Training, High School (cont)***

*Too long, way too long; three hours is bad. Location us too far away from me, parking is bad, no place to park. Three hours – try one hour or one and a half hours.*

*The building is nice. Three hours is kind of long on a school night sometimes, but that may be needed. There isn't a lot of parking.*

*Need more parking.*

*I am able to attend all the classes that are scheduled for this course. There are not enough parking spaces.*

*I think that the time, location, and schedule are good, but parking is kind of hard.*

*The time is okay. I do think the class is a bit long. The location is really out of the way.*

*This White City location is far away from most homes, but it's not that much trouble.*

*The location is kind of funny, but everything else is fine.*

*Yes, the time, location, class schedule, and parking are very satisfactory. I only attend one class, driver's ed. I feel that it should be placed at a different location; otherwise, I feel the time and length are adequate.*

*Could have Medford students take the class actually in Medford.*

*The time is not the best, but it works fine. I think it's good that there are a few options for classes.*

*I would prefer to be in Monday night's driver training.*

*Sometimes I can't always make the times that my class is scheduled at, so I might need to come to this class to make up for it.*

*Some people are going to be late no matter what, and you shouldn't scorn them for it.*

*I don't like having the classes on Saturday morning. The classes are a little too long.*

*Saturday class is a little early.*

**Question 3: Attending Classes (cont)**

***Driver Training, High School (cont)***

*Time is too early in the morning, but everything else is okay.*

*The class is good on Saturday – a little early, but it's okay.*

*If you offered a Saturday class in Grants Pass, that would've been better for my friend and me.*

*I don't particularly like taking classes on Saturday, but that was the only time I could take the class, so it's fine.*

*I don't exactly like the fact that I have to wake up early on Saturday morning, but this is fine, I suppose.*

*The time and class schedule are all right, but I would have rather taken this during the week. The location is hard because it takes about 30 minutes to get here.*

*The class is timed so-so, but the driving part is not scheduled well.*

*Get some bigger chairs for the driver's ed class; they are too small for me.*

**Question 3: Attending Classes (cont)**

***Welding***

*The location is convenient; I would prefer classes with extended hours. The instructor is highly skilled and easily understood; he is always available for questions.*

*It is a long drive for me, but the training is worth it.*

*The six-week format works well.*

*I take the bus, and that is helpful. Time, location, and schedules are good.*

*Simple.*

*Good.*

**Question 4: Other Comments/Suggestions for Improvement**

***Apprenticeship – Electrical***

*There is a very friendly staff.*

*RCC is a great place to further one's education – the staff is very helpful and friendly.*

*Everything has gone smoothly for me.*

*Great program!*

*No problems.*

*Good.*

*It would be nice to have a place we could use for lab, i.e., conduct bending, battery testing, meter reading, etc.*

*Federal and state financial aid should be available for technical skills through the college. Not just regular college courses.*

***Apprenticeship – Plumbing***

*Everything is great. I love school and can't wait to be a real plumber.*

*I'm from Bend, working in Grants Pass. No complaints; tuition seems reasonable.*

*Keep up the good work. I think the people who complain about things are people who are not very responsible, so things will be tougher if you don't take care of things in advance.*

*Doing a fine job.*

*Very good.*

*On the whole, pretty good.*

*I'm too new at this to know if there is a better way.*

*Communication is the key.*

*They need off-site, dial-up connections to the Internet.*

**Question 4: Other Comments/Suggestions for Improvement (cont)**

***Commercial Truck Driving***

*[No additional comments.]*

***Computer Technology***

*[No additional comments.]*

**Question 4: Other Comments/Suggestions for Improvement (cont)**

***Dental Technician – Dental Exam Prep***

*[No additional comments.]*

***Dental Technician – Radiology***

*I am happy.*

*Fine.*

***Driver Training, High School***

*I think pretty much everything on here is just fine.*

*I wish there were more activities.*

*I didn't get this page.*

*The questions didn't make much sense.*

***Welding***

*I'll know at the end if I met my goal of learning to weld aluminum. The blueprint reading is an excellent bonus, and I'm happy to be getting more comprehensive training than I expected.*

*Additional equipment would be nice, but the facilities are sufficient to the purpose of the course.*

## **SAMPLE SUMMARY**

*Rogue Community College  
Student Satisfaction Survey, Winter 2000  
Management Report – Workforce Training Center*

**Sample Summary - Workforce Training Center**

<u>Class</u>	<u>Title</u>	<u>Section</u>	<u>Day</u>	<u>Time</u>	<u>Sample</u>	<u>% Total Sample</u>	
<b>Apprenticeship Training</b>							
9.112	Electrical	R5	n/a	n/a	38	22	%
9.111	Plumbing	R2	n/a	n/a	19	11	
<i>Subtotal:</i>					57	32	%
<b>Commercial Truck Driving</b>							
TD101	Commercial Truck Driving	T13	M-F	8:00 AM - 4:00 PM	7	4	%
TD101	Commercial Truck Driving	T23	M-F	8:00 AM - 4:00 PM	9	5	
<i>Subtotal:</i>					16	9	%
<b>Computer Technology</b>							
9.723	Outlook for Windows	T13	W	8:00-Noon	3	2	%
9.718	Windows 95 - Level I	T13	T	8:00-Noon	3	2	
9.742	Word 97 - Level I	T13	TR	8:00-Noon	4	2	
<i>Subtotal:</i>					10	6	%
<b>Dental Technician</b>							
9.465	Dental Exam Preparation	T13	M	6:00-9:00 PM	9	5	%
9.467	Dental Radiology	T13	R	6:00-9:00 PM	15	9	
<i>Subtotal:</i>					24	14	%
<b>Driver Training, High School</b>							
0.499	High School Driver Training	T53/T63	M	6:00-9:00 PM	24	14	%
0.499	High School Driver Training	T73/T83	R	6:00-9:00 PM	16	9	
0.499	High School Driver Training	T93/TA3	S	9:00-Noon	23	13	
<i>Subtotal:</i>					63	36	%
<b>Welding</b>							
WLD40	Arc and Gas Welding for Aluminum	T13	M-F	8:00 AM - 4:00 PM	6	3	%
<i>Total:</i>					176	100	%



## **QUESTIONNAIRE**

**Student Satisfaction Survey, Winter 2000**  
**Rogue Community College, Workforce Training Center**

In a continuing effort to improve our services to students, we are interested in your opinions on various issues that impact your ability to focus on learning. All replies, whether of a negative or positive nature, are welcome. Improvements will be made based on comments and suggestions we receive, and will be communicated back to students. We appreciate your participation and value your input highly. Please comment on the following areas of interest...

*Adequate access to information about RCC and the WFTC (services and programs that we offer)*

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*Getting started at the WFTC (placement testing, registration, advising, buying books, paying for classes, etc.)*

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*Attending classes (time, location, class schedules, parking, etc.)*

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*Other comments/suggestions*

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Would you like to discuss any of these comments with a college representative?  Yes ⇨ fill in below  No

Your name: \_\_\_\_\_ Phone: \_\_\_\_\_ Time to call: \_\_\_\_\_

Our goal is to provide the best learning environment possible. Your comments and suggestions are extremely helpful to us. Thank you for taking time to complete this survey.



*U.S. Department of Education  
Office of Educational Research and Improvement (OERI)  
National Library of Education (NLE)  
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