

# Student Opinion Survey Results Fall 2003

(N=543 from Day classes, 141 from Evening)

## Demographics

- 42.5% of Day respondents were “new this semester,” 34% of Evening
- 89% of Day respondents were full-time, 50% of Evening
- **56% of Evening respondents were enrolled “as a combination day and evening student, 18% of Day respondents were (up from 13% in '99)**
- 78% of Day respondents were traditional age (18-22), 51% of the Evening ones were
- 41% of Day respondents do NOT work, 47% of Evening respondents work 30 or more hours
- **The top reasons students enroll at ABAC are cost, location, and academic reputation/academic programs**
- 90% would recommend ABAC to others (up from 82% in '99)
- Clearly the Day students enrolled to transfer to another college (50%) and to earn a two-year degree (22%) while Evening respondents enrolled to learn skills to advance in present job (43%) and improve basic skills (28%)

## Looking at items with more than 10% of students responding “Fair” or “Poor” to specific items reveals the following.

- There were overall lower ratings for items dealing with advising
  - Announcement of meetings prior to pre-registration – 44% Evening, 32% Day
  - Understanding of advising process – 23% Evening, 25% Day (15% in '99)
  - Understanding your role – 27% Evening, 24% Day (14% in '99)
- **Availability of courses received low ratings – 51% Evening, 38% Day**
- Approx. half of students indicate they will take online courses, approx. 40% of Evening students would take Friday or Saturday classes but Day respondents wouldn't – neither group would take Sunday classes
- Responses indicate general satisfaction with library holdings and materials, however, the same cannot be said for library personnel -- 21% Evening, 31% Day rated them “Fair” or “Poor.” (Same ratings were at 14% in '99) In addition, 23 students commented that library personnel is unfriendly.

- Responses indicate general satisfaction with the computer labs although Day respondents expressed issues with the “staff’s help in resolving problems and answering questions”
- Students indicate they would like to see MORE use of email and the internet to enhance the classroom experience
- Items dealing with the residence halls got generally favorable responses (could be they know they are moving and there is no need to complain!)
- Evening students expressed dissatisfaction with the availability of books and supplies in a timely manner – 22%
- Both Day and Evening students indicate dissatisfaction with Bookstore personnel (friendly, helpful, courteous) – Evening 19%, Day 16%
- As always, students indicate dissatisfaction with FOOD in the dining hall – 34% -- although it is slightly more positive than 37% in '99. Snack Bar had similar ratings.
- The satisfaction with the Staff of the Business Office improved from 13% Fair or Poor in '99 to 8% in 2003
- Approximately 50% of students are NOT comfortable with paying fees online
- Students indicate dissatisfaction with the visibility of public safety officers – 23% Evening, 22% Day (22% in '99)
- Ratings for Feeling of safety on campus improved from 22% in '99 – 19% Evening, 17% Day
- The greatest dissatisfaction expressed in the area of physical facilities was with temperature; room temperature in classrooms received 38% negative ratings from Day students and 31% negative ratings from Evening. (36% in '99) Similar dissatisfaction was expressed for residence halls.
- **Lighting on campus received negative ratings from 24% of Evening students and 20% of Day students. (18% in '99) Note: North end of Front parking lot received comment.**
- In the area of financial aid, Communication with students concerning rights and responsibilities received negative satisfaction ratings – 20% Evening, 21% Day (21% in '99)
- When asked the services they had used in the Student Development Center the majority of students indicated testing and job placement, very few had received personal or career counseling

- Students do not express dissatisfaction with the overall student activities program, but very few participate in activities – From 6% – 30% indicate Always or Often in contact with student activities. Comments indicate students are interested in different activities and activities to attract commuter students
- “College’s concern for you as an individual” received negative ratings of 30% from Evening students and 20% from Day. (26% in ’99)
- Faculty attitudes towards students are perceived more favorably than attitudes of non-teaching staff and administration.
- Students expressed dissatisfaction with the press coverage of ABAC in surrounding counties – 27% Evening, 20% Day
- Students’ satisfaction with racial harmony on campus has improved from 19% negative responses in ’99 to 13% Evening response, 15% Day.
- **Bottom line --- ABAC in general received 87% Excellent/Good ratings from Day students and 85% from Evening (82% in ’99)**

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