

The Victoria College
STUDENT OPINION SURVEY
2001-2002
Results

136 total Student Opinion Surveys were completed and returned for 2001-2002.

500 Student Opinion Surveys were mailed via bulk mailout on 3/22/02.

The 500 included randomly-selected students (enrolled Fall 2001 or Spring 2002), plus additional students associated with unique departments/services (i.e., Child Care & Transportation Assistance, Special Populations, etc.) and students enrolled in alternative course formats (i.e., on-line, ITV, etc.).

74 paper surveys were completed and returned as of 4/23/02.

(The posted deadline for survey return was 4/19/02, but we accepted those that arrived after that date.)

The return percentage for the paper surveys is **14.80%**.

A web version of the same survey was also available, the link provided on the IRP home page, and notification of the URL was sent to all students currently enrolled in Spring 2002 via their e-mail addresses (approximately **3500**).

62 web surveys were completed (less than 2% return).

NOTE 1: It would be unfair to combine return percentages for each format since not all students received a paper survey, not all students make use of their e-mail privileges, and some students may have never known a survey was being conducted, despite publicity in the weekly FYI publication.

NOTE 2: Last year 800 paper surveys were distributed (with an e-mail version sent to approximately 3000-3500 students). 118 paper surveys and 49 web surveys were completed (167 total).

Victoria College Student Opinion Survey 2001-2002

How did you learn about Victoria College?	#	%
Always known	66	48.5%
Relatives/friends attended	25	18.4%
High school counselor/teacher	18	13.2%
Employer	2	1.5%
Advertisements (TV, radio, newspaper, billboards, etc.)	12	8.8%
VC Recruitment efforts (campus visits, college night, brochure, etc.)	7	5.1%
Agencies (Employment, TWC, Texas Rehab Com, etc.)	2	1.5%
Other	4	2.9%
Total	136	

Please rate how important each of the following was in your decision to attend Victoria College.	Major		Minor		Not a reason		Total
	#	%	#	%	#	%	#
1. Convenient Location	102	75.0%	18	13.2%	16	11.8%	136
2. Liked the size and atmosphere of the college	52	38.2%	39	28.7%	45	33.1%	136
3. Liked the campus facilities (Library, Sports Center, Computer Labs, etc.)	33	24.4%	52	38.5%	50	37.0%	135
4. Liked the college's use of computer technology (Internet access, e-mail, on-line and ITV courses, VC web site, etc.)	52	38.5%	41	30.4%	42	31.1%	135
5. Could work while attending	78	57.4%	31	22.8%	27	19.9%	136
6. Could live at home while attending	91	66.9%	18	13.2%	27	19.9%	136
7. Offered the courses I wanted at the times I wanted	70	51.5%	45	33.1%	21	15.4%	136
8. Reputation for quality instruction and good Allied Health or Workforce/Technical programs	49	36.0%	33	24.3%	54	39.7%	136
9. Reputation for quality instruction and good Academic transfer programs	71	52.6%	38	28.1%	26	19.3%	135
10. Low tuition & fees and/or availability of scholarships, financial aid, or student employment	90	67.2%	29	21.6%	15	11.2%	134

Administrative Services	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	%
	#	%	#	%	#	%	#	%	#	%	#	%	#	Satisfied
11. Personal security/safety at the College	42	30.9%	56	41.2%	20	14.7%	1	0.7%	3	2.2%	14	10.3%	136	96.7%
12. Condition/appearance of buildings and grounds	50	37.0%	58	43.0%	14	10.4%	3	2.2%	2	1.5%	8	5.9%	135	96.1%
13. College Bookstore	41	30.1%	62	45.6%	17	12.5%	8	5.9%	4	2.9%	4	2.9%	136	90.9%
14. Cafeteria and/or food services	17	12.5%	40	29.4%	23	16.9%	2	1.5%	2	1.5%	52	38.2%	136	95.2%
15. Fee payment policies and procedures	35	25.7%	62	45.6%	25	18.4%	6	4.4%	3	2.2%	5	3.7%	136	93.1%

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Recruiting/Marketing	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	%
	#	%	#	%	#	%	#	%	#	%	#	%	#	Satisfied
16. Accuracy, timeliness, and availability of VC information throughout campus and the VC web site	31	22.8%	67	49.3%	26	19.1%	2	1.5%	2	1.5%	8	5.9%	136	96.9%
17. Quality of information presented in the College Catalog and course schedules	36	26.5%	71	52.2%	22	16.2%	2	1.5%	1	0.7%	4	2.9%	136	97.7%
18. Accuracy, timeliness, and usefulness of information provided in the weekly FYI bulletin	29	21.3%	49	36.0%	24	17.6%	2	1.5%	1	0.7%	31	22.8%	136	97.1%
19. Routine and regularly scheduled appearances of VC-related information in local media	24	17.8%	47	34.8%	34	25.2%	3	2.2%	2	1.5%	25	18.5%	135	95.5%

Admissions and Records	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	%
	#	%	#	%	#	%	#	%	#	%	#	%	#	Satisfied
20. Admissions and registration information in college publications	40	29.4%	63	46.3%	22	16.2%	2	1.5%	2	1.5%	7	5.1%	136	96.9%
21. Advisor assisted registration process	39	28.9%	48	35.6%	21	15.6%	6	4.4%	5	3.7%	16	11.9%	135	90.8%
22. EZREG process (self-registration on campus computers)	54	39.7%	30	22.1%	11	8.1%	3	2.2%	3	2.2%	35	25.7%	136	94.1%
23. Services concerning transfer credit status	19	14.0%	39	28.7%	33	24.3%	5	3.7%	3	2.2%	37	27.2%	136	91.9%
24. Quality and usefulness of Admissions information on VC web site	30	22.1%	54	39.7%	24	17.6%	4	2.9%	2	1.5%	22	16.2%	136	94.7%
25. Overall quality of service and courtesy of Admissions and Records staff	49	36.3%	57	42.2%	15	11.1%	3	2.2%	4	3.0%	7	5.2%	135	94.5%

Career Counseling	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	%
	#	%	#	%	#	%	#	%	#	%	#	%	#	Satisfied
26. Quality and usefulness of DISCOVER program, career resource library, and job listings	12	8.8%	31	22.8%	20	14.7%	2	1.5%	1	0.7%	70	51.5%	136	95.5%
27. Annual Career Fair	8	5.9%	29	21.3%	24	17.6%	0	0.0%	3	2.2%	72	52.9%	136	95.3%
28. Quality and usefulness of Career Center information on VC web site	11	8.1%	29	21.3%	19	14.0%	3	2.2%	3	2.2%	71	52.2%	136	90.8%
29. Quality and usefulness of information about VC Workforce and Allied Health programs and related career opportunities	12	8.8%	28	20.6%	19	14.0%	3	2.2%	3	2.2%	71	52.2%	136	90.8%

College Work Study and Student Employment Program	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	%
	#	%	#	%	#	%	#	%	#	%	#	%	#	Satisfied
30. Quality of general office and computer skills training provided during student employment orientation	14	10.4%	16	11.9%	18	13.3%	1	0.7%	1	0.7%	85	63.0%	135	96.0%
31. The College as a work place and hours worked in relation to time needed for school	24	17.6%	21	15.4%	16	11.8%	0	0.0%	1	0.7%	74	54.4%	136	98.4%
32. Job placement in relation to skills and/or interests	17	12.5%	16	11.8%	18	13.2%	0	0.0%	2	1.5%	83	61.0%	136	96.2%
33. Quality and usefulness of Student Employment information on VC web site	15	11.1%	20	14.8%	18	13.3%	0	0.0%	1	0.7%	81	60.0%	135	98.1%
34. Overall quality of College Student Employment/ Work Study program	23	17.3%	13	9.8%	16	12.0%	0	0.0%	2	1.5%	79	59.4%	133	96.3%

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Child Care and Transportation Assistance (CCTA)	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	%
	#	%	#	%	#	%	#	%	#	%	#	%	#	Satisfied
35. Awareness of child care, transportation, and community resource referral services available	13	9.7%	12	9.0%	17	12.7%	5	3.7%	1	0.7%	86	64.2%	134	87.5%
36. Overall courtesy and helpfulness of CCTA Coordinator	13	9.8%	14	10.6%	17	12.9%	1	0.8%	1	0.8%	86	65.2%	132	95.7%

Counseling Services	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	%
	#	%	#	%	#	%	#	%	#	%	#	%	#	Satisfied
37. Availability and quality of academic counseling i.e. requirements for associate degrees/certificates, transfer admissions/baccalaureate degrees, and TASP	29	21.5%	48	35.6%	25	18.5%	6	4.4%	7	5.2%	20	14.8%	135	88.7%
38. Availability and quality of career counseling	22	16.3%	40	29.6%	24	17.8%	5	3.7%	7	5.2%	37	27.4%	135	87.8%
39. Availability and quality of personal counseling	24	17.8%	36	26.7%	20	14.8%	5	3.7%	6	4.4%	44	32.6%	135	87.9%
40. Quality and usefulness of Counseling information on VC web site	13	9.6%	41	30.4%	21	15.6%	2	1.5%	2	1.5%	56	41.5%	135	94.9%

Financial Aid	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	%
	#	%	#	%	#	%	#	%	#	%	#	%	#	Satisfied
41. Availability of information regarding financial aid programs	38	27.9%	39	28.7%	25	18.4%	5	3.7%	2	1.5%	27	19.9%	136	93.6%
42. Financial aid application procedures & information regarding financial aid application deadline	36	26.7%	34	25.2%	23	17.0%	5	3.7%	2	1.5%	35	25.9%	135	93.0%
43. Availability of financial aid staff to answer questions	36	26.5%	33	24.3%	22	16.2%	4	2.9%	4	2.9%	37	27.2%	136	91.9%
44. Communication regarding financial aid application status	34	25.2%	31	23.0%	21	15.6%	7	5.2%	4	3.0%	38	28.1%	135	88.7%
45. Quality and usefulness of Financial aid and Scholarship information on the VC web site.	24	17.6%	28	20.6%	20	14.7%	3	2.2%	2	1.5%	59	43.4%	136	93.5%
46. Having applied for financial aid, overall satisfaction with financial aid process	35	25.7%	28	20.6%	18	13.2%	5	3.7%	6	4.4%	44	32.4%	136	88.0%

Student Activities and Student Center	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	%
	#	%	#	%	#	%	#	%	#	%	#	%	#	Satisfied
47. Availability/quality of campus clubs, organizations, and diverse student activities	15	11.0%	23	16.9%	28	20.6%	4	2.9%	2	1.5%	64	47.1%	136	91.7%
48. Effectiveness of Student Government Association	10	7.4%	13	9.6%	27	19.9%	2	1.5%	6	4.4%	78	57.4%	136	86.2%
49. Usefulness of Club Week and Leadership Workshop	8	5.9%	18	13.2%	22	16.2%	2	1.5%	3	2.2%	83	61.0%	136	90.6%
50. Quality and usefulness of Student Activities information on VC web site	17	12.8%	19	14.3%	20	15.0%	2	1.5%	2	1.5%	73	54.9%	133	93.3%
51. Overall atmosphere of Student Center and quality of services	25	18.4%	39	28.7%	23	16.9%	3	2.2%	1	0.7%	45	33.1%	136	95.6%

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Testing	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	%
	#	%	#	%	#	%	#	%	#	%	#	%	#	Satisfied
52. Availability of testing opportunities/quality of administration (Certificate test, TASP, CLEP, etc.)	22	16.3%	46	34.1%	15	11.1%	2	1.5%	2	1.5%	48	35.6%	135	95.4%
53. Quality and usefulness of Testing information on VC web site	13	9.6%	36	26.7%	17	12.6%	1	0.7%	2	1.5%	66	48.9%	135	95.7%

Tutoring	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	%
	#	%	#	%	#	%	#	%	#	%	#	%	#	Satisfied
54. Knowledge and helpfulness of tutors	32	23.7%	26	19.3%	11	8.1%	6	4.4%	2	1.5%	58	43.0%	135	89.6%
55. Academic Resource Center hours, computers, tutorial software and video tapes	31	23.0%	26	19.3%	14	10.4%	6	4.4%	2	1.5%	56	41.5%	135	89.9%
56. TASP review sessions before each TASP test	22	16.4%	13	9.7%	17	12.7%	1	0.7%	1	0.7%	80	59.7%	134	96.3%
57. Quality of tutoring received via e-mail and video conferencing	6	4.4%	14	10.4%	13	9.6%	1	0.7%	1	0.7%	100	74.1%	135	94.3%
58. Quality and usefulness of Academic Resource Center/ Tutoring information on VC web site	15	11.3%	27	20.3%	10	7.5%	0	0.0%	1	0.8%	80	60.2%	133	98.1%

Computer Technology for Student Use	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	%
	#	%	#	%	#	%	#	%	#	%	#	%	#	Satisfied
59. Student e-mail services	30	22.2%	41	30.4%	19	14.1%	3	2.2%	3	2.2%	39	28.9%	135	93.8%
60. Quality of student computer labs (including computer hardware, software, and network reliability)	34	25.2%	50	37.0%	19	14.1%	10	7.4%	5	3.7%	17	12.6%	135	87.3%
61. Student computer lab hours	27	20.0%	50	37.0%	19	14.1%	8	5.9%	3	2.2%	28	20.7%	135	89.7%
62. Quality and usefulness of Student Computer Information on VC web site	24	17.8%	44	32.6%	19	14.1%	4	3.0%	2	1.5%	42	31.1%	135	93.5%
63. Quality of Help Desk assistance and courtesy/professionalism of personnel	23	17.0%	43	31.9%	28	20.7%	3	2.2%	2	1.5%	36	26.7%	135	94.9%
64. Quality of general orientation session for on-line course students	15	11.2%	27	20.1%	22	16.4%	2	1.5%	1	0.7%	67	50.0%	134	95.5%
65. Quality, quantity, and overall usefulness of the Victoria College Distance Education web site	18	13.4%	31	23.1%	16	11.9%	2	1.5%	2	1.5%	65	48.5%	134	94.2%

Library	Yes		No		Total
	#	%	#	%	#
66. Have you used the VC/UHV Library resources/services for assignments in one or more classes?	106	80.3%	26	19.7%	132
67. Did you find the materials/information you needed for your assignments?	96	87.3%	14	12.7%	110

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68. Where have you used the library's electronic resources? (Check all that apply)	#	%
Computers in the library	91	40.8%
From computer labs on campus	40	17.9%
From computer labs at off-campus site	29	13.0%
From home	59	26.5%
Other	4	1.8%
Total	223	

Library	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	%
	#	%	#	%	#	%	#	%	#	%	#	%	#	Satisfied
69. Availability and suitability of books, journals, and other materials	30	26.3%	58	50.9%	11	9.6%	6	5.3%	2	1.8%	7	6.1%	114	92.5%
70. Availability of computer resources	29	25.4%	60	52.6%	13	11.4%	4	3.5%	1	0.9%	7	6.1%	114	95.3%
71. Overall quality of services received and courtesy of library staff	47	41.2%	46	40.4%	9	7.9%	3	2.6%	2	1.8%	7	6.1%	114	95.3%

College-Wide	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		N/A		Total	%
	#	%	#	%	#	%	#	%	#	%	#	%	#	Satisfied
72. College efforts to provide and support up-to-date equipment for student computer technology needs	35	26.1%	62	46.3%	21	15.7%	3	2.2%	4	3.0%	9	6.7%	134	94.4%
73. Overall quality and usefulness of VC web site	30	22.4%	62	46.3%	21	15.7%	5	3.7%	1	0.7%	15	11.2%	134	95.0%
74. Overall quality of Victoria College	61	45.5%	57	42.5%	9	6.7%	3	2.2%	1	0.7%	3	2.2%	134	96.9%

College-Wide	Yes, definitely		Yes, probably		Uncertain		No, probably		No, definitely		Total
	#	%	#	%	#	%	#	%	#	%	#
75. If you could start college over, would you choose Victoria College again?	75	55.6%	36	26.7%	16	11.9%	3	2.2%	5	3.7%	135

76. Which of the following advertising mediums influence your daily decision- making? (check all that apply)	#	%
Newspaper	57	18.8%
Radio	61	20.1%
Outdoor Advertising (billboards)	35	11.6%
Television	66	21.8%
Direct-Mail	45	14.9%
None of the above	23	7.6%
Other	16	5.3%
Total	303	

77. How often do you access the VC web site for College-related information?	#	%
Daily	12	8.9%
Weekly	45	33.3%
Monthly	39	28.9%
Once a semester	25	18.5%
Never	14	10.4%
Total	135	