



**OAKLAND
COMMUNITY
COLLEGE**

**College Wide Outcomes Assessment
Students' Satisfaction With Progress Toward Achieving Their
Educational Goals
Preliminary Report**

**Requested by
Student Outcomes Assessment Committee**

**Prepared by
The Office of Institutional Research**

May 1999

Oakland Community College
College Wide Student Outcomes
Measure #2: Students Will Achieve Their Educational Goals
Report 1

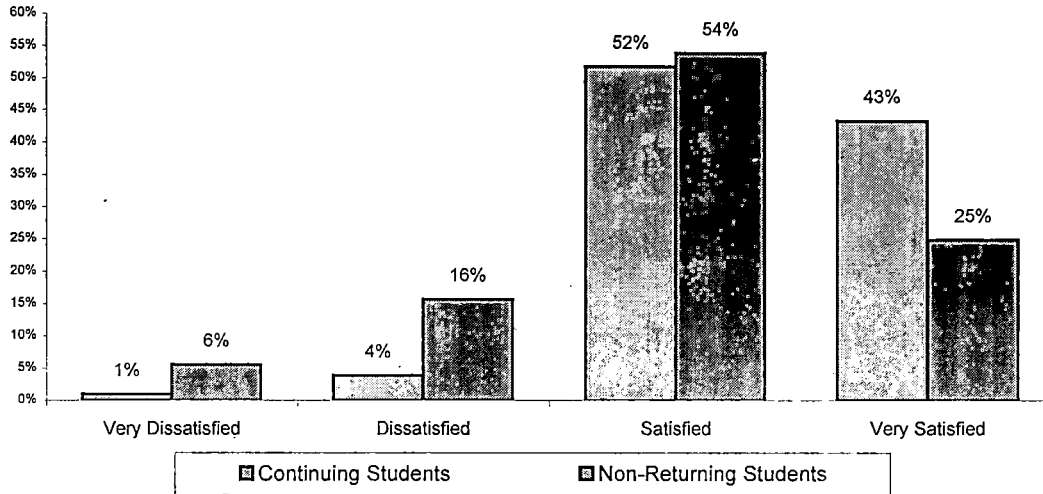
- What this report is providing is a look at satisfaction or dissatisfaction of personal progress toward educational goal. The findings show that most people are satisfied. Most students who are dissatisfied tend to be Non-Returning students. Of these students, more African Americans and younger students reported being dissatisfied. There were very few differences across income or gender.
- There are two groups of students: Continuing Students (those who returned to Oakland Community College in the Winter '99 semester) and Non-Returning students (those who did not return to OCC in the Winter '99 semester).
- There were 1307 Continuing students who responded to the Continuing Student Survey (CSS). Most of these students were either "satisfied" (52%) or "very satisfied" (43%) with their personal progress toward educational goal. There were 413 Non-Returning students who responded to the Non-Returning Student Survey (NRS). Most were "satisfied" (54%) or "very satisfied" (25%) with their personal progress toward achieving their educational goals. However, 16% of Non-Returning Students reported being dissatisfied with their progress.
- While most students in a developmental course are satisfied (56% of Continuing students and 53% of Non-Returning students), 21% of Non-Returning students reported being dissatisfied, while 38% of Continuing students reported being very satisfied.
- Along academic intent, most "Other" students seem to be the most satisfied with their personal progress, with 60% of Continuing students reporting "very satisfied."
- For Non-returning students, the only difference across gender is that 29% of Non-Returning females reported being very satisfied versus 20% of Non-Returning males. The same pattern holds true for Continuing Students, with 47% of Continuing females reporting "very satisfied" compared to 39% of Continuing males.
- In terms of race, 22% of Non-Returning African American students indicated that they were dissatisfied. This is in comparison to 15% of whites and 12% of "other" students who are not returning and reported being dissatisfied with their personal progress toward their educational goal. More African Americans Continuing reported being dissatisfied (7%), but the difference across races is minuscule (4% for whites and 2% for "other").
- Along age categories, 16-22 year-old Non-Returning students were the highest group of students who indicated that they were dissatisfied (21%). This same age group was also the highest in terms of being satisfied (58%). For Continuing students, 16-22 year-old students reported being satisfied (56%), while older students reported being very satisfied (60% 23-29 and 30-39). Seventy-one percent (71%) of Continuing students 40 and older were very satisfied.
- For income, 69% of Non-Returning students whose family income was \$30,000- \$49,999 stated that they were satisfied. For Continuing students, 56% of students whose family income was \$75,000 or more reported being satisfied.

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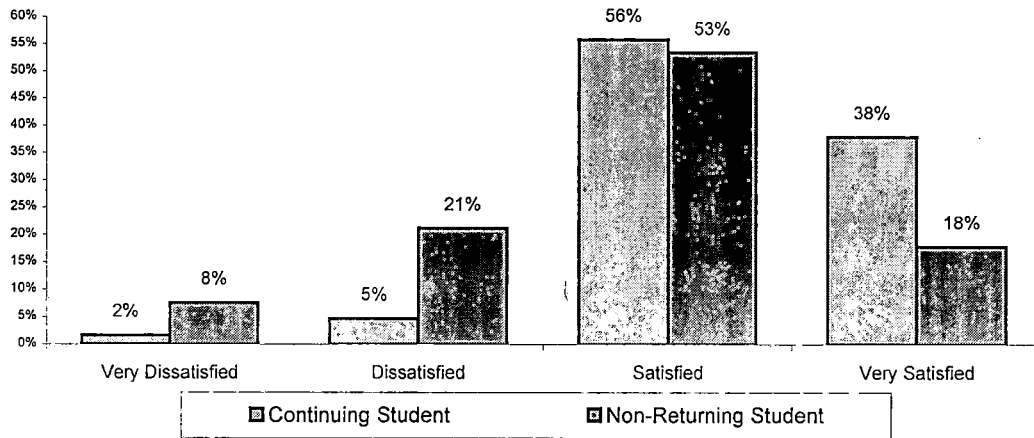
- There are potential problems with this measure. First, the measure looks at personal progress, but the issue of assignment of responsibility is never addressed. Do dissatisfied students feel dissatisfied with themselves or with OCC? If they are dissatisfied with themselves, is this the responsibility of the individual or of OCC, as perceived by the individual? As this is unclear, it may produce different interpretations by various students, which will invalidate the results.
- Second, how is "progress" defined? It is potentially unclear, as some students may measure progress in terms of grades or of credit hours, while others may view it in terms of personal enrichment (which is evidenced by the high percentage of continuing students whose academic intent is Other who reported being very satisfied with their progress (60%)). Since academic intent is different, satisfaction with progress is not measured along the same metric.
- Student identification of personal progress lends itself to many problems, which are addressed above. This measure is not so much an outcome, unless simple identification of their progress is the intended outcome, as it is a measure of personal satisfaction. To measure whether or not a student achieves their educational goal is beyond the scope of this measure at this time.

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Satisfaction With Progress Toward Educational Goals (Overall)

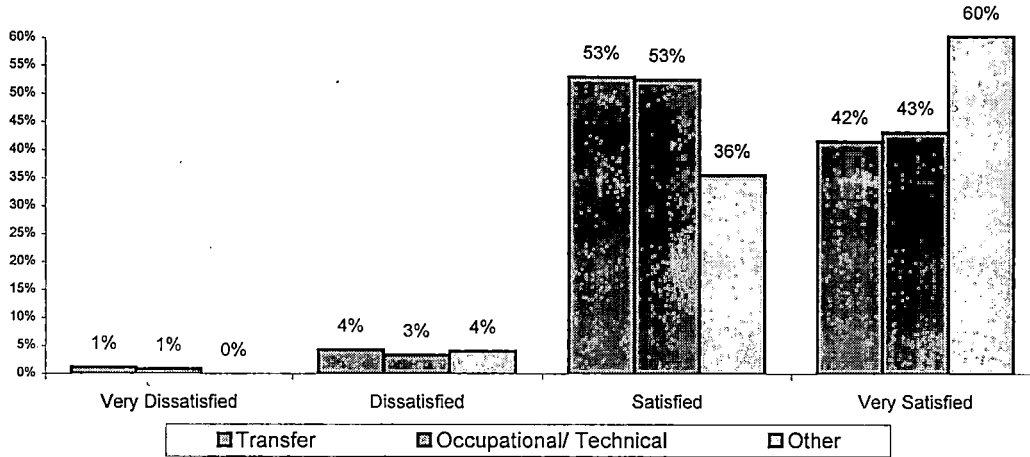


**Satisfaction With Progress Toward Educational Goal Of Students
Who Were Enrolled In A Developmental Course**

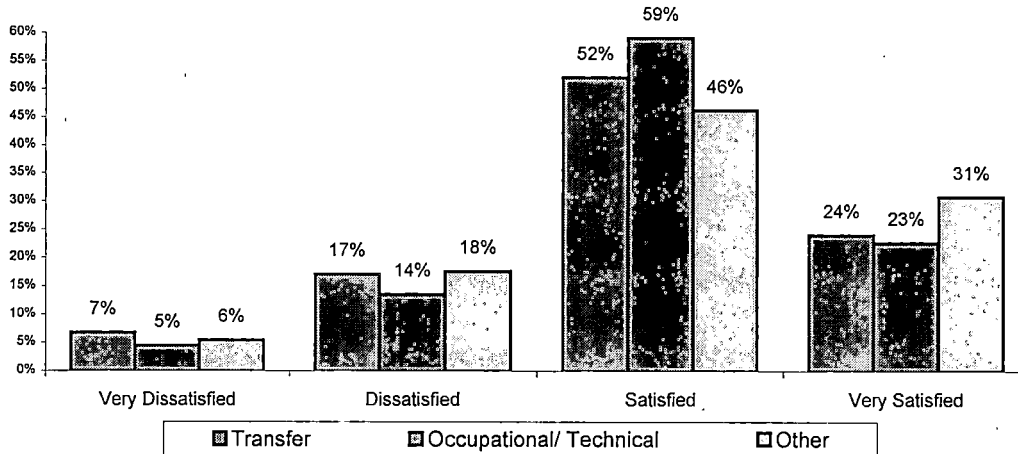


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**Continuing Students' Satisfaction With Progress Toward
Achieving Educational Goals By Academic Intent**

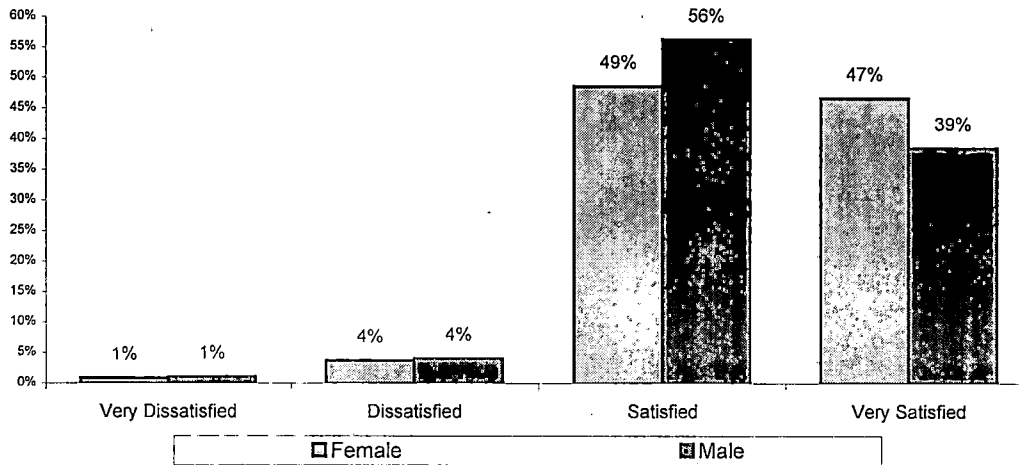


**Non-Returning Students' Satisfaction With Progress Toward
Achieving Educational Goals By Academic Intent**

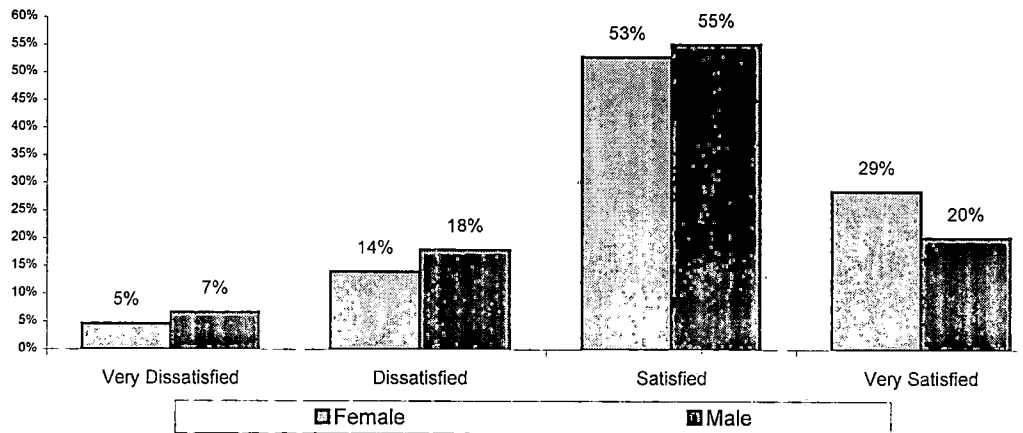


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**Continuing Students' Satisfaction With Progress Toward
Achieving Educational Goals By Gender**

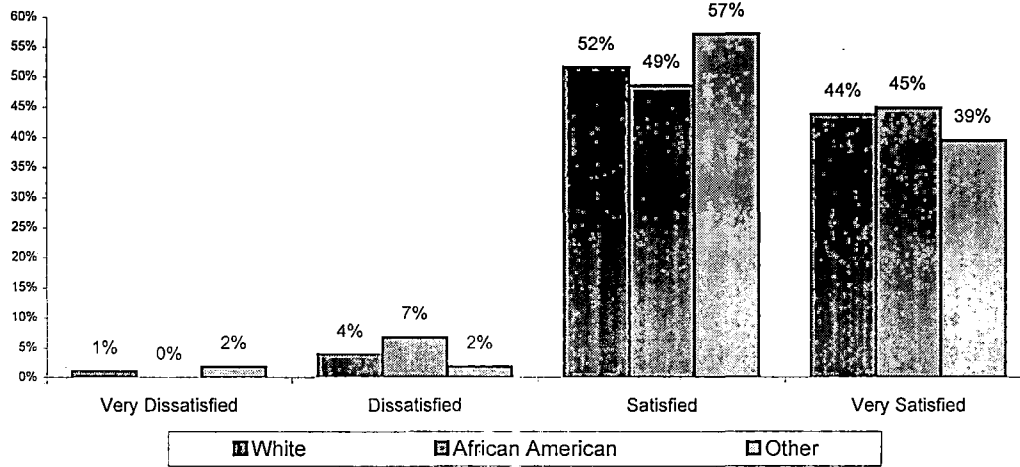


**Non-Returning Students' Satisfaction With Progress Toward
Achieving Educational Goals By Gender**

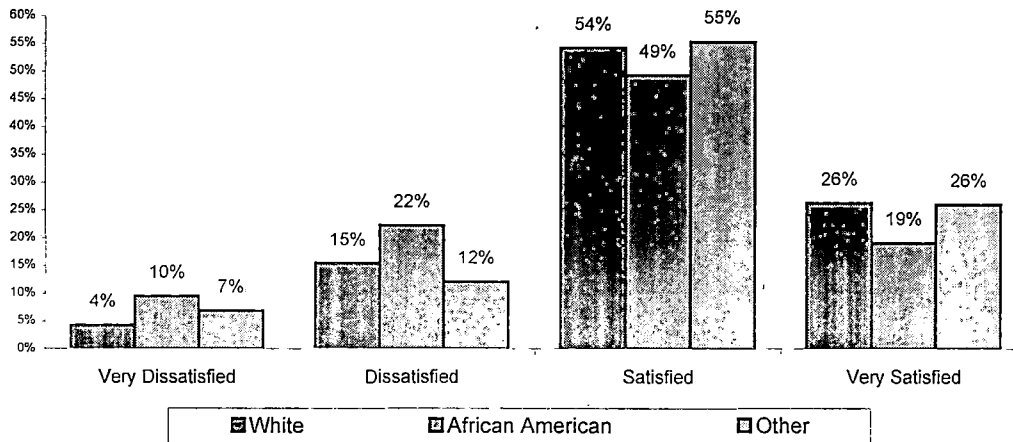


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**Continuing Students' Satisfaction With Progress Toward
Achieving Educational Goals By Race**

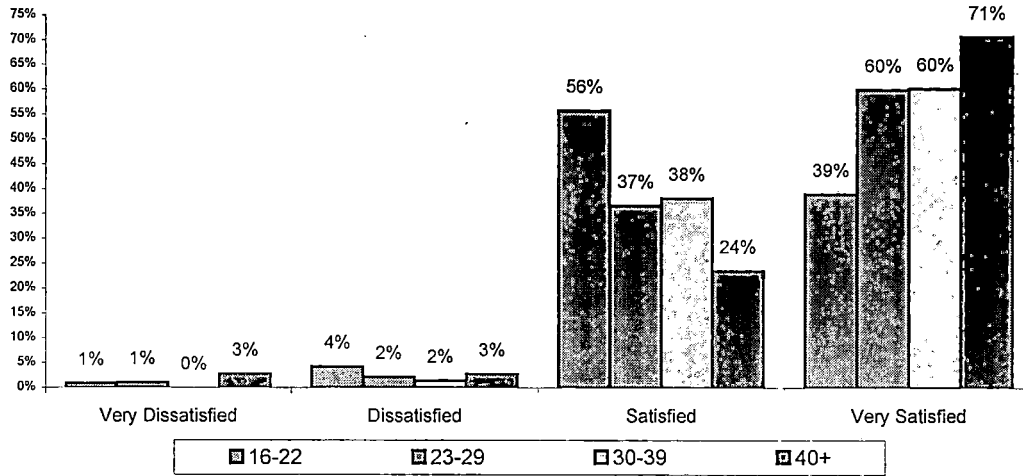


**Non-Returning Students' Satisfaction With Progress Toward
Achieving Educational Goals By Race**

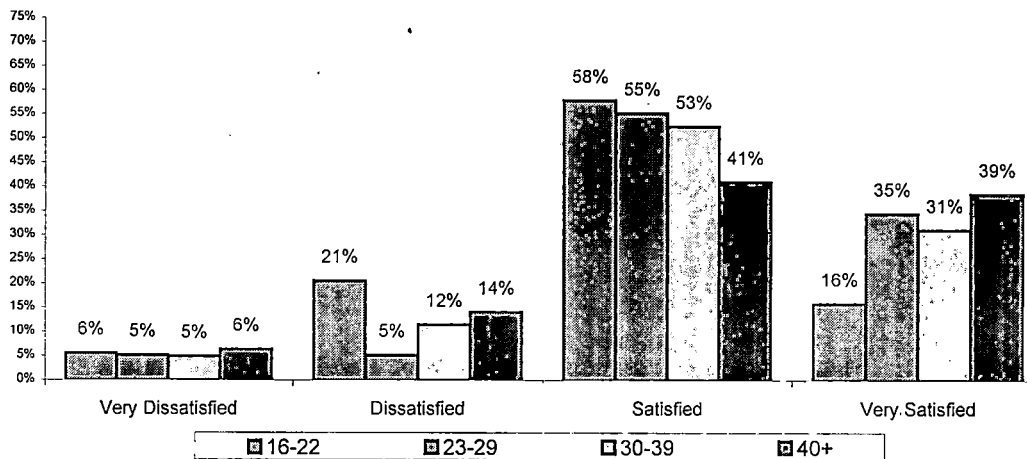


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**Continuing Students' Satisfaction With Progress Toward
Achieving Educational Goals By Age Group**

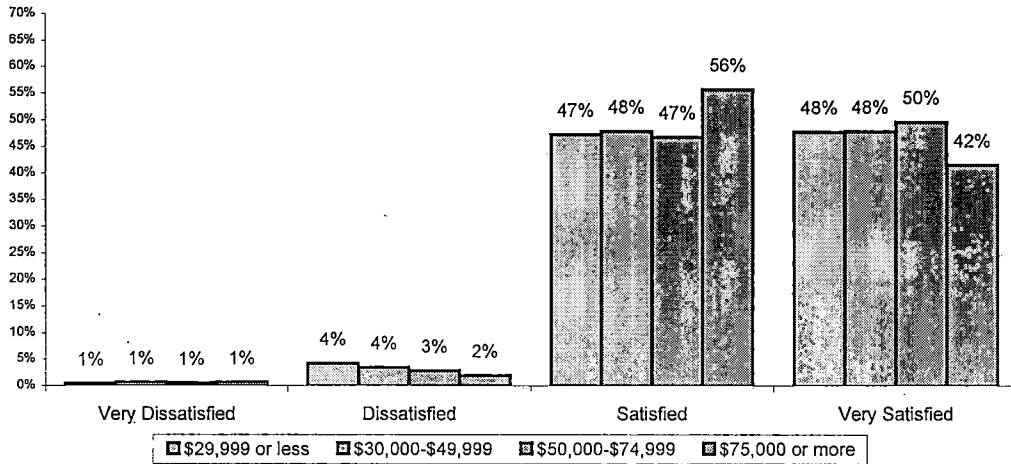


**Non-Returning Students' Satisfaction With Progress Toward
Achieving Educational Goals By Age Group**

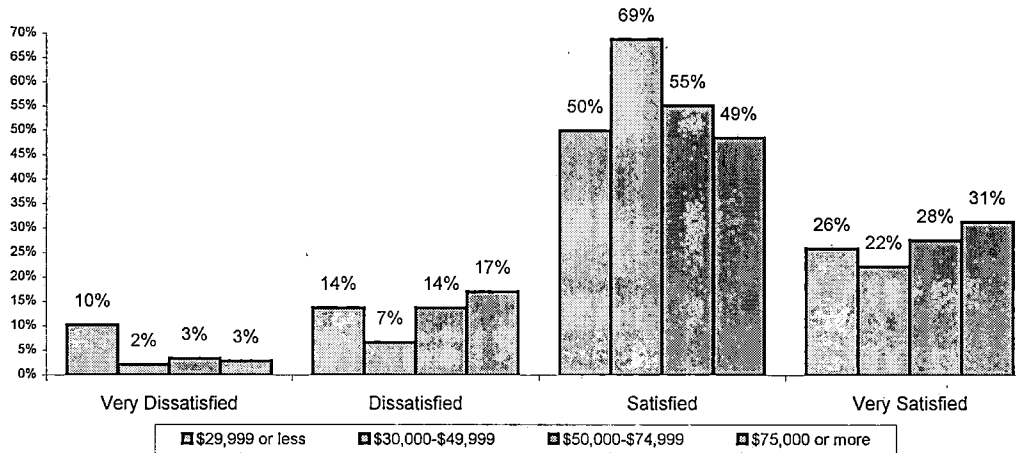


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**Continuing Students' Satisfaction With Progress Toward
Achieving Educational Goals By Income**



**Non-Returning Students' Satisfaction With Progress Toward
Achieving Educational Goals By Income**



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Measure #2: Students Will Identify Their Progress Toward Educational Goals

Number of Students Within Groups

Groups	Continuing Students	Non-Returning Students
Overall	1307	413
Gender	1307	413
Female	765	235
Male	542	178
Race	1287	400
White	983	279
African American	134	63
Other	170	58
Academic Intent	1307	413
Transfer	676	146
Occ/Tech	558	176
Other	73	91
Age	1300	411
16-22	1070	214
23-29	90	58
30-39	68	61
40+	72	78
Developmental	597	118
Income	669	167
\$29,999 or less	207	58
\$30,000-\$49,999	142	45
\$50,000-\$74,999	171	29
\$75,000 or more	149	35