

# HIGHLAND LAKES ANALYSIS OF STUDENT UTILIZATION OF SERVICES

## INTRODUCTION

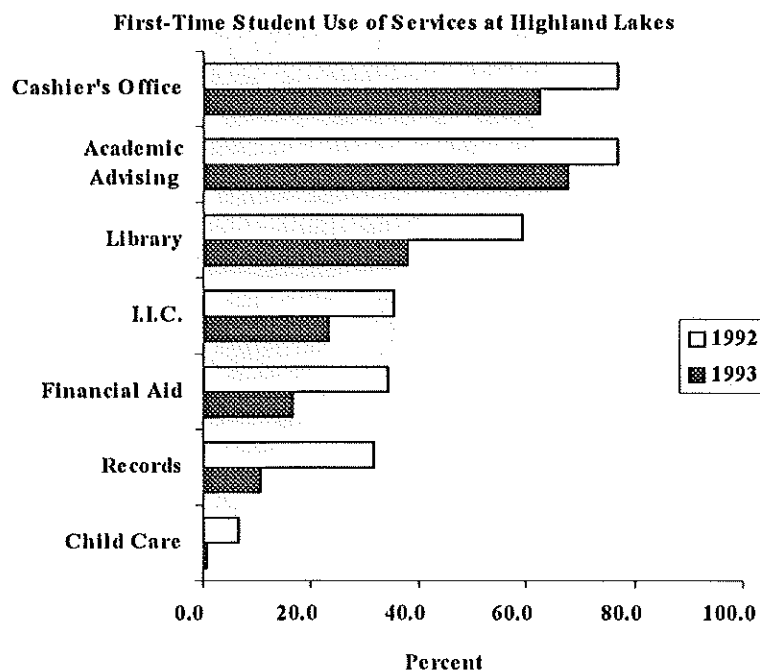
· Further analysis of data illustrating use of and satisfaction with student services was conducted at the request of Highland Lakes Counseling department. Data used in this analysis was compiled from responses obtained to the First-time student, Continuing student, Graduate Exit and Graduate Follow-up surveys.

· Data was analyzed in two categories; by "campus utilized" by students or "campus assigned" to students. Although the data was similar in both formats, for the purposes of this study it was decided to concentrate on "campus utilized" as being the most representative of student use of services available to them. In addition, it should be noted that data from the graduate follow-up survey is available only by "home campus".

## ANALYSIS

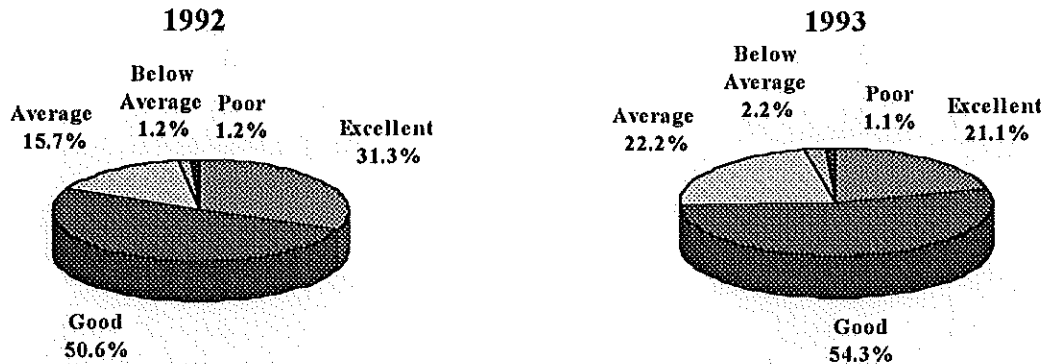
### *First-Time Students*

· Services most used by the responding first-time students at Highland Lakes in 1993 were academic advising (68%), cashier's office (62%) and the library (38%). Academic advising was reportedly used by a higher percentage of first-time students at Highland Lakes (68%) than at other campuses (54%). A comparison with services used by responding first-time students in 1992 shows a similar pattern with 1993 data, although overall usage levels were lower in 1993. In 1992 a higher percentage (77%) used the cashier's office than in 1993. Services least used by this group of students, both at Highland Lakes and other campuses, were child care and records.



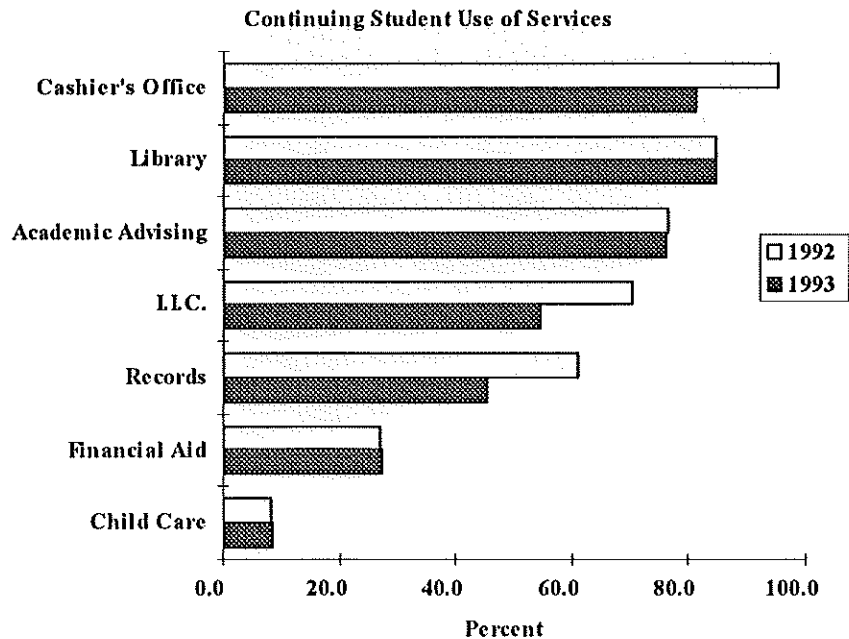
When asked to rate their satisfaction with academic advising fewer first-time students (21%) rated it as "excellent" in 1993 than in 1992 (31%). However, a slightly higher number (54%) rated it as "good" than in 1992 (51%). In comparison with other campuses the percentage of students at Highland Lakes (21% in 1993) who rated advising as "excellent" was lower than at the other campuses (31% in 1993) but a higher percentage judged it "good" (53% at Highland Lakes compared with 46% at other campuses).

### First-Time Student Satisfaction with Academic Advising



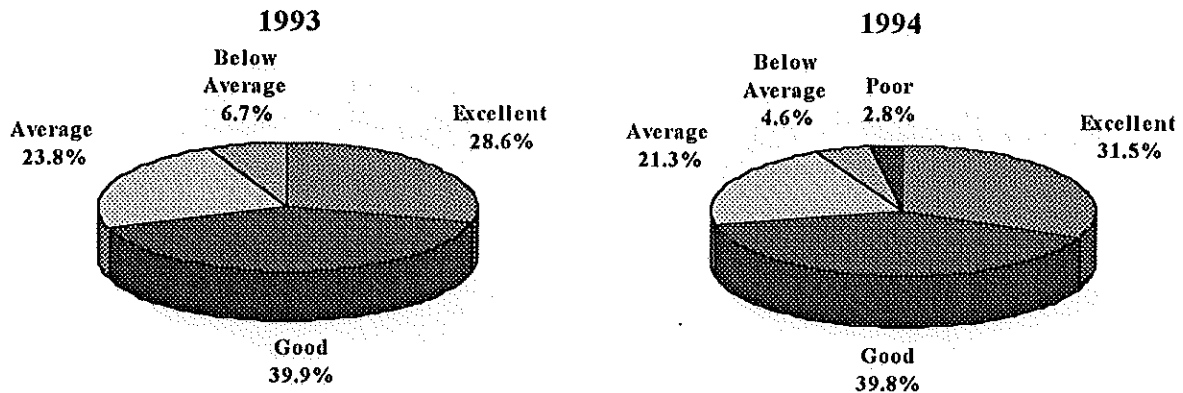
### Continuing Students

Services most used by continuing students at Highland Lakes in 1994, who responded to the survey, were the library (85%), the cashier's office (81%), and academic advising (76%). This pattern of usage was similar to that seen college-wide. A comparison with the previous year showed a decrease in the percentage of students using records and the cashier's office in 1994. In addition, students reporting that they used the IIC also dropped from 70% in 1993 to 55% in 1994.



When asked to comment on their satisfaction with academic advising a higher percentage (27% in 1993 and 32% in 1994) of continuing than first-time students (21% in 1993) gave an "excellent" rating. However, the percentage rating it as "good" was lower among continuing (39% in 1993 and 40% in 1994) than among first-time students. The ratings varied only slightly from 1993 to 1994 for this group of continuing students.

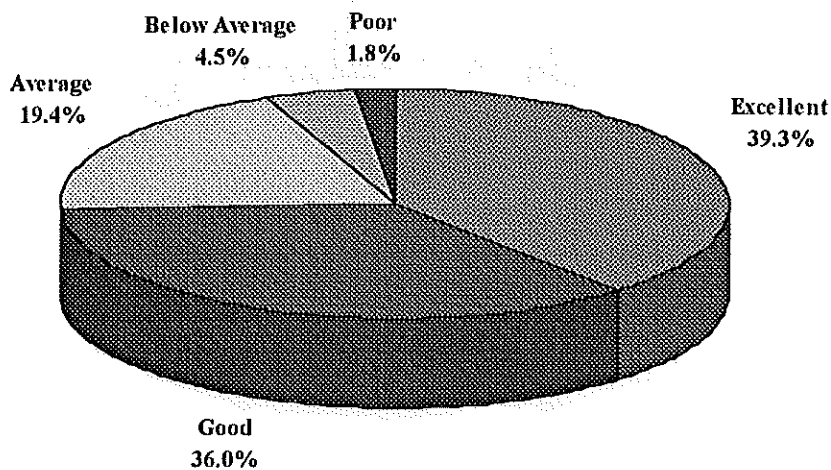
### Continuing Student Satisfaction with Academic Advising



### Exiting Students

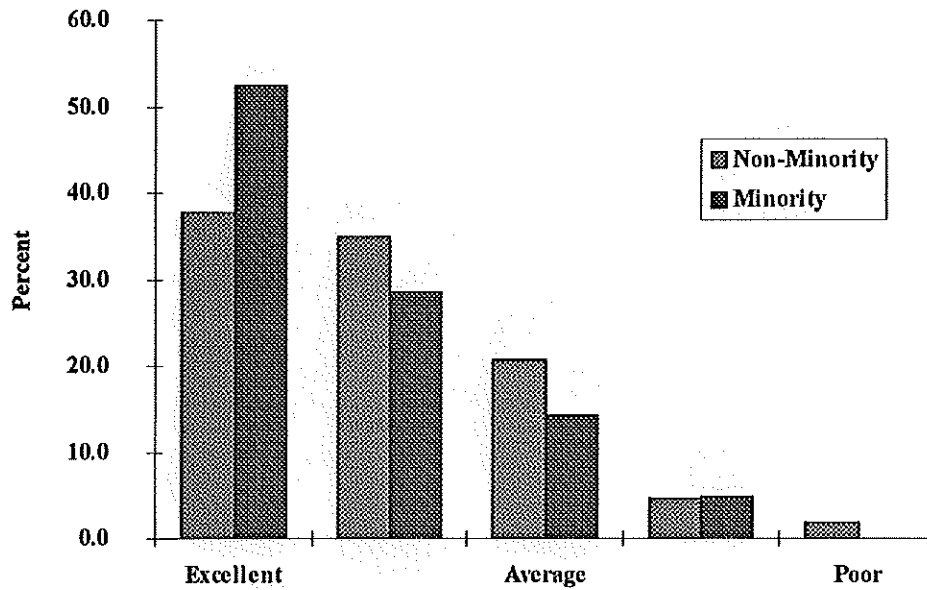
The percentage of students exiting from Highland Lakes who rated the counseling services as excellent (38%) was lower than that for all other campuses (56%). A larger group at Highland Lakes (19%) than at other campuses (8%) rated the services "average".

### Exiting Student Satisfaction with Counselling Services



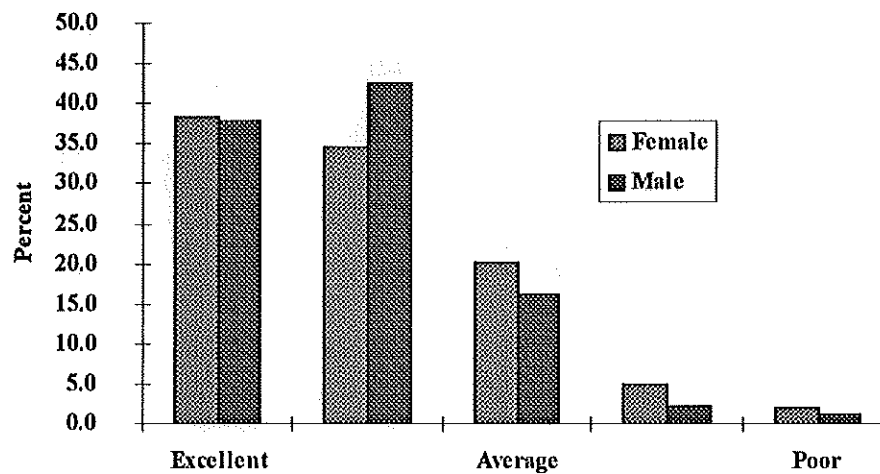
Minority students at Highland Lakes (21 of the 423 ) typically had a higher level of satisfaction with counseling services than non-minority. Fifty-two percent of minority students rated these services as "excellent".

**Exiting Student Satisfaction with Counselling Services by Non-Minority and Minority**



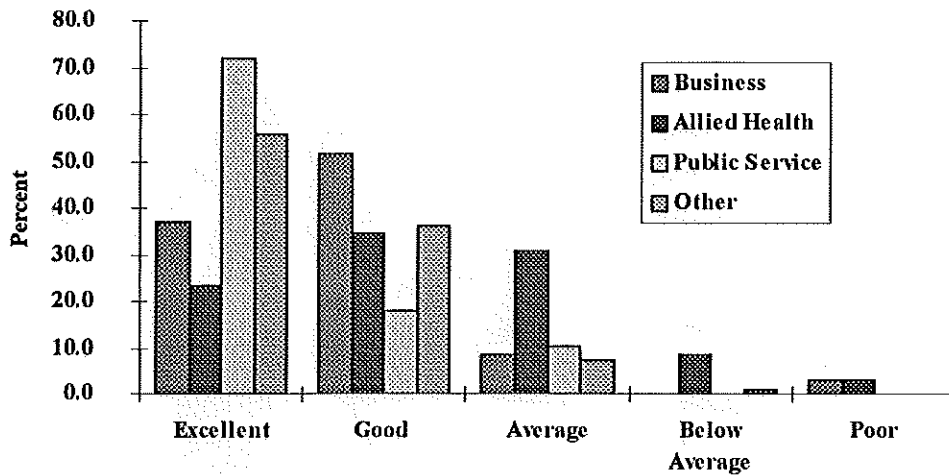
Male and female exiting students rated counseling services similarly, although more males (43%) than females (38%) graded counseling as "good".

**Exiting Student Satisfaction with Counselling Services by Gender**



When analyzed by curriculum cluster, considerable differences in satisfaction levels appear. Seventy-two percent of responding Public Service students rated counseling services "excellent", in comparison with 24% of Allied Health, 38% of Business and 56% of "other" students.

**Exiting Student Satisfaction with Counselling by Curriculum Cluster**



*Graduates*

The level of Highland Lakes graduate satisfaction with counseling services has shown a consistent pattern since 1989-90 with between 12-16% of graduates reporting themselves as "very satisfied". A higher percentage of graduates of all other campuses (between 18-19%) report this level of satisfaction. However, it should be noted that percentages of both groups (Highland Lakes and all other campuses) reporting themselves "dissatisfied" or "very dissatisfied" were at similar levels. More of Highland Lakes' graduates than of the college as a whole reported themselves "neutral".

**Exiting Student Satisfaction with Counselling by Curriculum Cluster**

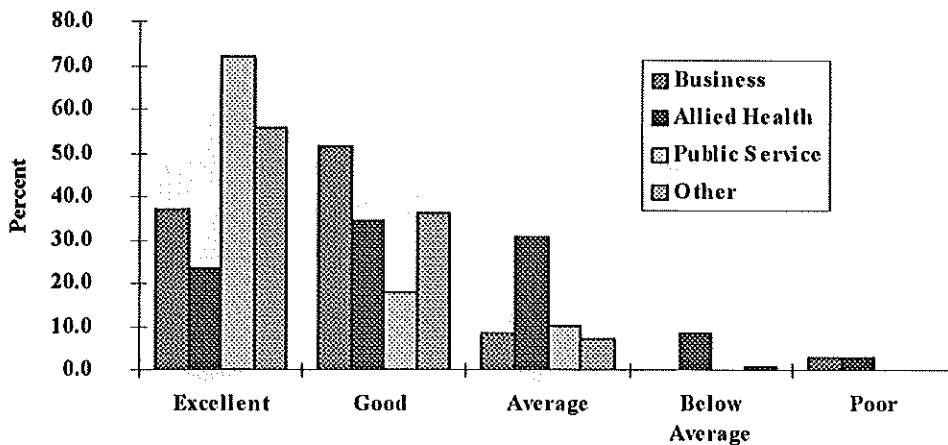


Table 1: First-Time Students Use of Services (Assigned Campus)

	Highland Lakes				Other Campuses			
	1992		1993		1992		1993	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
<b>Records</b>								
Have Used	35	31.5%	14	10.3%	225	29.8%	106	16.0%
Not Used	76	68.5%	122	89.7%	530	70.2%	556	84.0%
<b>Cashier's Office</b>								
Have Used	85	75.9%	85	63.0%	582	77.5%	428	64.7%
Not Used	27	24.1%	50	37.0%	169	22.5%	234	35.3%
<b>Financial Aid</b>								
Have Used	35	31.3%	24	17.6%	214	28.5%	157	23.8%
Not Used	77	68.8%	112	82.4%	538	71.5%	504	76.2%
<b>Academic Advising</b>								
Have Used	83	74.1%	91	66.9%	486	64.6%	359	54.3%
Not Used	29	25.9%	45	33.1%	266	35.4%	302	45.7%
<b>Library</b>								
Have Used	61	54.5%	50	36.8%	411	54.3%	297	45.0%
Not Used	51	45.5%	86	63.2%	346	45.7%	363	55.0%
<b>I.I.C.</b>								
Have Used	39	34.8%	29	21.3%	298	39.4%	186	28.2%
Not Used	73	65.2%	107	78.7%	459	60.6%	473	71.8%
<b>Child Care</b>								
Have Used	8	7.1%	1	0.7%	57	7.5%	18	2.7%
Not Used	104	92.9%	133	99.3%	699	92.5%	640	97.3%

Table 3: First-Time Students Satisfaction with Academic Advising (Assigned Campus)

	Highland Lakes				Other Campuses			
	1992		1993		1992		1993	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Excellent	27	32.5%	20	22.0%	176	36.2%	111	30.9%
Good	42	50.6%	49	53.8%	199	40.9%	163	45.4%
Average	12	14.5%	18	19.8%	72	14.8%	67	18.7%
Below Average	1	1.2%	2	2.2%	28	5.8%	13	3.6%
Poor	1	1.2%	2	2.2%	11	2.3%	5	1.4%
Total	83	100.0%	91	100.0%	486	100.0%	359	100.0%

Table 6: Continuing Student Satisfaction with Academic Advising (Assigned Campus)

	Highland Lakes				Other Campuses			
	1993		1994		1993		1994	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Excellent	31	26.5%	31	29.2%	108	24.4%	129	27.4%
Good	50	42.7%	46	43.4%	196	44.2%	200	42.5%
Average	24	20.5%	22	20.8%	92	20.8%	112	23.8%
Below Average	6	5.1%	5	4.7%	25	5.6%	14	3.0%
Poor	6	5.1%	2	1.9%	22	5.0%	16	3.4%
Total	117	100.0%	106	100.0%	443	100.0%	471	100.0%



Table 8: Continuing Student Use of Services (Assigned Campus)

	Highland Lakes				Other Campuses			
	1993		1994		1993		1994	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Records								
Have Used	87	58.4%	68	48.6%	262	47.7%	272	43.4%
Not Used	62	41.6%	72	51.4%	287	52.3%	355	56.6%
Cashier's Office								
Have Used	140	94.0%	110	79.1%	469	85.6%	508	81.4%
Not Used	9	6.0%	29	20.9%	79	14.4%	116	18.6%
Financial Aid								
Have Used	49	32.7%	37	26.4%	157	28.6%	188	30.0%
Not Used	101	67.3%	103	73.6%	391	71.4%	439	70.0%
Academic Advising								
Have Used	117	78.5%	106	76.3%	443	80.8%	471	75.2%
Not Used	32	21.5%	33	23.7%	105	19.2%	155	24.8%
Library								
Have Used	128	85.9%	118	84.3%	470	85.8%	500	80.0%
Not Used	21	14.1%	22	15.7%	78	14.2%	125	20.0%
I.I.C.								
Have Used	106	71.1%	71	50.7%	293	53.5%	316	50.5%
Not Used	43	28.9%	69	49.3%	255	46.5%	310	49.5%
Child Care								
Have Used	12	8.0%	12	8.6%	43	7.9%	38	6.1%
Not Used	138	92.0%	128	91.4%	504	92.1%	589	93.9%

Table 10: Exiting Student Satisfaction with Counseling Services (As

	Highland Lakes		All Other Campuses	
	Number	Percent	Number	Percent
Excellent	192	38.6%	901	56.2%
Good	172	34.6%	564	35.2%
Average	102	20.5%	116	7.2%
Below Average	21	4.2%	16	1.0%
Poor	10	2.0%	5	0.3%
Total	497	100.0%	1602	100.0%

Table 15: Existing Student Satisfaction with Counseling Services by  
(Assigned to Highland Lakes Campus)

	Femal		Male	
	Number	Percent	Number	Percent
Excellent	156	38.2%	36	40.4%
Good	136	33.3%	36	40.4%
Average	88	21.6%	14	15.7%
Below Average	19	4.7%	2	2.2%
Poor	9	2.2%	1	1.1%
Total	408	100.0%	89	100.0%

Table 16: Exiting Student Satisfaction with Counseling Services by Curriculum Cluster  
 (Assigned to Highland Lakes Campus)

	Business		Alieid Health		Public Service		Other	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Excellent	29	38.7%	62	24.7%	20	62.5%	81	58.3%
Good	37	49.3%	80	31.9%	9	28.1%	46	33.1%
Average	6	8.0%	82	32.7%	3	9.4%	11	7.9%
Below Average	0	0.0%	20	8.0%	0	0.0%	1	0.7%
Poor	3	4.0%	7	2.8%	0	0.0%	0	0.0%
Total	75	100.0%	251	100.0%	32	100.0%	139	100.0%

Table 14: Existing Student Satisfaction with Counseling Services by  
 (Assigned to Highland Lakes Campus)

	Non-Mino		Minority	
	Number	Percent	Number	Percent
Excellent	155	37.8%	9	47.4%
Good	140	34.1%	5	26.3%
Average	88	21.5%	4	21.1%
Below Average	18	4.4%	1	5.3%
Poor	9	2.2%	0	0.0%
Total	410	100.0%	19	100.0%

Table 2: First-Time Students Use of Services (Campus Utilized Most)

	Highland Lakes				Other Campuses			
	1992		1993		1992		1993	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Records								
Have Used	34	31.5%	14	10.5%	226	29.8%	106	15.9%
Not Used	74	68.5%	119	89.5%	532	70.2%	559	84.1%
Cashier's Office								
Have Used	83	76.9%	83	62.4% <sup>2</sup>	584	77.4%	430	64.8% <sup>-1</sup>
Not Used	25	23.1%	50	37.6%	171	22.6%	234	35.2%
Financial Aid								
Have Used	37	34.3%	22	16.5%	212	28.0%	159	23.9%
Not Used	71	65.7%	111	83.5%	544	72.0%	505	76.1%
Academic Advising								
Have Used	83	76.9%	90	67.7% <sup>1</sup>	486	64.3%	360	54.2% <sup>-2</sup>
Not Used	25	23.1%	43	32.3%	270	35.7%	304	45.8%
Library								
Have Used	64	59.3%	50	37.9% <sup>3</sup>	408	53.6%	297	44.7% <sup>-3</sup>
Not Used	44	40.7%	82	62.1%	353	46.4%	367	55.3%
I.I.C.								
Have Used	38	35.2%	31	23.3%	299	39.3%	184	27.8%
Not Used	70	64.8%	102	76.7%	462	60.7%	478	72.2%
Child Care								
Have Used	7	6.5%	1	0.8%	58	7.6%	18	2.7%
Not Used	101	93.5%	130	99.2%	702	92.4%	643	97.3%

2  
 Table A: First-Time Students Satisfaction with Academic Advising (Campus Utilized)

	Highland Lakes			
	1992		1993	
	Number	Percent	Number	Percent
Excellent	26	31.3%	19	21.1%
Good	42	50.6%	48	53.3%
Average	13	15.7%	20	22.2%
Below Average	1	1.2%	2	2.2%
Poor	1	1.2%	1	1.1%
Total	83	100.0%	90	100.0%

	Other Campuses			
	1992		1993	
	Number	Percent	Number	Percent
Excellent	177	36.4%	112	31.1%
Good	199	40.9%	164	45.6%
Average	71	14.6%	65	18.1%
Below Average	28	5.8%	13	3.6%
Poor	11	2.3%	6	1.7%
Total	486	100.0%	360	100.0%

3  
Table 7: Continuing Student Use of Services (Campus Utilized)

	Highland Lakes				Other Campuses			
	1993		1994		1993		1994	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Records								
Have Used	88	61.1%	65	45.5%	255	46.7%	275	44.1%
Not Used	56	38.9%	78	54.5%	291	53.3%	349	55.9%
Cashier's Office								
Have Used	137	95.1%	116	81.1% (2)	465	85.3%	502	81.0%
Not Used	7	4.9%	27	18.9%	80	14.7%	118	19.0%
Financial Aid								
Have Used	39	26.9%	39	27.3%	162	29.7%	186	29.8%
Not Used	106	73.1%	104	72.7%	383	70.3%	438	70.2%
Academic Advising								
Have Used	110	76.4%	108	76.1% (3)	442	81.1%	469	75.3%
Not Used	34	23.6%	34	23.9%	103	18.9%	154	24.7%
Library								
Have Used	122	84.7%	121	84.6% (1)	469	86.1%	497	79.9%
Not Used	22	15.3%	22	15.4%	76	13.9%	125	20.1%
I.I.C.								
Have Used	101	70.1%	78	54.5%	291	53.4%	309	49.6%
Not Used	43	29.9%	65	45.5%	254	46.6%	314	50.4%
Child Care								
Have Used	12	8.3%	12	8.4%	41	7.5%	38	6.1%
Not Used	133	91.7%	131	91.6%	503	92.5%	586	93.9%



4  
 Table 5: Continuing Student Satisfaction with Academic Advising (Campus Utilized)

	Highland Lakes				Other Campuses			
	1993		1994		1993		1994	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Excellent	30	27.3%	34	31.5%	107	24.2%	126	26.9%
Good	43	39.1%	43	39.8%	201	45.5%	203	43.3%
Average	25	22.7%	23	21.3%	87	19.7%	111	23.7%
Below Average	7	6.4%	5	4.6%	24	5.4%	14	3.0%
Poor	5	4.5%	3	2.8%	23	5.2%	15	3.2%
Total	110	100.0%	108	100.0%	442	100.0%	469	100.0%

5  
 Table 9: Existing Student Satisfaction with Counseling Services (Surv

	Highland Lakes		All Other Campuses	
	Number	Percent	Number	Percent
Excellent	189	38.3%	904	56.3%
Good	178	36.0%	558	34.8%
Average	96	19.4%	122	7.6%
Below Average	22	4.5%	15	0.9%
Poor	9	1.8%	6	0.4%
Total	494	100.0%	1605	100.0%

Table 11: Exiting Student Satisfaction with Counseling Services by  
 (Surveyed at Highland Lakes)

	Non-Mino		Minority	
	Number	Percent	Number	Percent
Excellent	155	37.7%	11	52.4%
Good	144	35.0%	6	28.6%
Average	85	20.7%	3	14.3%
Below Average	19	4.6%	1	4.8%
Poor	8	1.9%	0	0.0%
Total	411	100.0%	21	100.0%

4

Table 12: Existing Student Satisfaction with Counseling Services by  
(Surveyed at Highland Lakes)

	Female		Male	
	Number	Percent	Number	Percent
Excellent	156	38.3%	33	37.9%
Good	141	34.6%	37	42.5%
Average	82	20.1%	14	16.1%
Below Average	20	4.9%	2	2.3%
Poor	8	2.0%	1	1.1%
Total	407	100.0%	87	100.0%

Table 13: Existing Student Satisfaction with Counseling Services by Curriculum Cluster  
 (Surveyed at Highland Lakes)

	Business		Alieid Health		Public Service		Other	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Excellent	26	37.1%	58	23.5%	28	71.8%	77	55.8%
Good	36	51.4%	85	34.4%	7	17.9%	50	36.2%
Average	6	8.6%	76	30.8%	4	10.3%	10	7.2%
Below Average	0	0.0%	21	8.5%	0	0.0%	1	0.7%
Poor	2	2.9%	7	2.8%	0	0.0%	0	0.0%
Total	70	100.0%	247	100.0%	39	100.0%	138	100.0%

9

Table 17: Graduate Satisfaction with Counseling Services by Graduating Year (Home Campus)

	Highland Lakes									
	1988-89		1989-90		1990-91		1991-92		1992-93	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Very Satisfied	19	9.9%	35	14.0%	44	13.5%	49	15.5%	46	12.1%
Satisfied	75	39.1%	86	34.4%	129	39.7%	119	37.5%	126	33.2%
Neutral	68	35.4%	92	36.8%	101	31.1%	111	35.0%	141	37.2%
Dissatisfied	22	11.5%	30	12.0%	41	12.6%	28	8.8%	42	11.1%
Very Dissatisfied	8	4.2%	7	2.8%	10	3.1%	10	3.2%	24	6.3%
Total	192	100.0%	250	100.0%	325	100.0%	317	100.0%	379	100.0%