

Hartnell College

Workforce and Community Development 2007 Pathways Student Survey Report

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Hartnell College

Workforce and Community Development 2007 Pathways Student Survey Report

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**Hartnell College
Workforce and Community Development
2007 Pathways Student Survey Report**

In spring 2007, the Institutional Research and Planning Office surveyed a sample of students who were previously enrolled in not-for-credit courses offered by Workforce and Community Development (WaCD) through the Pathways catalog. The purpose of the survey was to assess student perceptions of courses and programs offered, as well as provide feedback as to how WaCD can improve its courses, programs, and services.

Method

The Institutional Research and Planning Office developed the research procedures and the scannable survey questionnaire in collaboration with WaCD staff. A random sample of 1,533 students who had taken a Pathways course within the last three years were selected to receive questionnaires. Students who were duplicated in the sample because they had taken more than one Pathways course during this time period were replaced with other randomly selected students. The sample was categorized into groups by seven course types: computers, kids programs, leisure and recreation, professional development, sports camps, traffic school, and water technology program. A cover letter from the Dean of WaCD (Appendix A), a questionnaire (Appendix B), and a postage paid return envelope were mailed to those selected, except that surveys were mailed to the parents of children selected for the sample.

Response frequencies and typical (average) responses are reported for questions having quantitative ratings, broken down by course type. Responses to open-ended questions were categorized and summarized.

Survey Results

Respondents

As shown in Table 1, completed questionnaires were received from 136 students (9% of those surveyed). This included the following number of respondents from each course type: computer courses (11), kids programs (16), leisure and recreation courses (63), professional development course (17), sports camps (16), traffic school (1), and water technology program (12). Because there is only one traffic school student represented, that person's responses are not broken out separately but are included in the totals of subsequent tables.

2007 Pathways Student Survey Table 1. Respondents by Course Type		
Course Type	Respondents	
	N	%
Computers	11	8%
Kids Programs	16	12%
Leisure & Recreation	63	46%
Professional Development	17	13%
Sports Camps	16	12%
Traffic	1	1%
Water Technology	12	9%
Total	136	100%

Overall Quality of Pathways Courses/Programs

Table 2 shows that typical survey respondents within every course type rated the overall quality of Pathways courses as “very good”. Eighty percent of the total respondents rated the quality as “excellent” or “very good”.

2007 Pathways Student Survey Table 2. Overall Quality of Pathways Course(s)/Program(s) by Course Type											
Course Type	Excellent		Very Good		Good		Fair		Poor		Typical Response
	N	%	N	%	N	%	N	%	N	%	
Computers	4	36%	5	45%	2	18%	0	0%	0	0%	Very Good
Kids Programs	6	38%	4	25%	6	38%	0	0%	0	0%	Very Good
Leisure & Recreation	26	41%	27	43%	6	10%	3	5%	1	2%	Very Good
Professional Development	10	59%	5	29%	2	12%	0	0%	0	0%	Very Good
Sports Camps	6	38%	7	44%	2	13%	1	6%	0	0%	Very Good
Water Technology	3	25%	6	50%	3	25%	0	0%	0	0%	Very Good
Total	55	40%	54	40%	22	16%	4	3%	1	1%	Very Good

Assessment of Interactions with Pathways Staff

Interactions with Pathways staff were judged to be “very good” by typical respondents (see Table 3). This was true for respondents within all course types, except that professional development students judged their interactions with Pathways staff as “excellent”, on average.

2007 Pathways Student Survey												
Table 3. Assessment of Interactions with Pathways Staff by Course Type												
Course Type	Excellent		Very Good		Good		Fair		Poor		Typical Response	
	N	%	N	%	N	%	N	%	N	%		
Computers	5	45%	5	45%	1	9%	0	0%	0	0%	Very Good	
Kids Programs	4	29%	4	29%	5	36%	1	7%	0	0%	Very Good	
Leisure & Recreation	22	38%	25	43%	9	16%	2	3%	0	0%	Very Good	
Professional Development	12	71%	4	24%	1	6%	0	0%	0	0%	Excellent	
Sports Camps	4	25%	8	50%	4	25%	0	0%	0	0%	Very Good	
Water Technology	4	33%	3	25%	5	42%	0	0%	0	0%	Very Good	
Total	51	40%	50	39%	25	19%	3	2%	0	0%	Very Good	

Assessment of Facilities Where Pathways Courses/Programs Are Taught

As depicted in Table 4, the facilities where Pathways courses and programs are taught were assessed as being “very good”, on average, by the respondents as a whole. However, typical respondents for kids programs and the water technology program rated the facilities as being “good”.

2007 Pathways Student Survey											
Table 4. Assessment of Facilities Where Pathways Course(s)/Program(s) Are Taught by Course Type											
Course Type	Excellent		Very Good		Good		Fair		Poor		Typical Response
	N	%	N	%	N	%	N	%	N	%	
Computers	3	27%	5	45%	1	9%	2	18%	0	0%	Very Good
Kids Programs	1	6%	6	38%	7	44%	2	13%	0	0%	Good
Leisure & Recreation	10	16%	26	42%	20	32%	5	8%	1	2%	Very Good
Professional Development	5	29%	5	29%	6	35%	1	6%	0	0%	Very Good
Sports Camps	3	19%	8	50%	4	25%	1	6%	0	0%	Very Good
Water Technology	3	25%	1	8%	6	50%	2	17%	0	0%	Good
Total	25	19%	51	38%	44	33%	14	10%	1	1%	Very Good

Assessment of Registration Process

The Pathways registration process was judged to be “very good”, on average, as shown in Table 5. This was true for respondents within all course types, except that typical professional development respondents assessed the registration process as “excellent”.

2007 Pathways Student Survey											
Table 5. Assessment of Pathways Registration Process by Course Type											
Course Type	Excellent		Very Good		Good		Fair		Poor		Typical Response
	N	%	N	%	N	%	N	%	N	%	
Computers	3	30%	4	40%	3	30%	0	0%	0	0%	Very Good
Kids Programs	2	13%	9	56%	4	25%	1	6%	0	0%	Very Good
Leisure & Recreation	23	37%	21	33%	17	27%	2	3%	0	0%	Very Good
Professional Development	9	56%	4	25%	3	19%	0	0%	0	0%	Excellent
Sports Camps	7	44%	5	31%	3	19%	1	6%	0	0%	Very Good
Water Technology	2	17%	7	58%	3	25%	0	0%	0	0%	Very Good
Total	46	34%	50	37%	34	25%	4	3%	0	0%	Very Good

How Well Pathways Courses/Programs Meet Student Needs

Table 6 shows that Pathways courses and programs “mostly” meet student needs, on average, while the typical professional development respondents indicated that their needs were “entirely” met. Overall, nine out of 10 survey respondents indicated that their needs were “entirely” or “mostly” met.

2007 Pathways Student Survey									
Table 6. How Well Pathways Course(s)/Program(s) Meet Student Needs by Course Type									
Course Type	Entirely		Mostly		Somewhat		Not at All		Typical Response
	N	%	N	%	N	%	N	%	
Computers	3	27%	7	64%	1	9%	0	0%	Mostly
Kids Programs	5	31%	10	63%	1	6%	0	0%	Mostly
Leisure & Recreation	22	35%	33	52%	8	13%	0	0%	Mostly
Professional Development	11	65%	5	29%	1	6%	0	0%	Entirely
Sports Camps	6	38%	9	56%	1	6%	0	0%	Mostly
Water Technology	1	8%	9	75%	2	17%	0	0%	Mostly
Total	48	35%	74	54%	14	10%	0	0%	Mostly

Assessment of How Often Pathways Courses/Programs Are Offered

Approximately three-fourths of the survey respondents indicated that the frequency with which Pathways courses and programs are offered is “about right” (see Table 7). However, 23% of the students responded that the frequency with which courses and programs are offered was “not often enough”.

2007 Pathways Student Survey							
Table 7. Assessment of How Often Pathways Course(s)/Program(s) Are Offered by Course Type							
Course Type	Too Often		About Right		Not Often Enough		Typical Response
	N	%	N	%	N	%	
Computers	0	0%	7	64%	4	36%	About Right
Kids Programs	0	0%	12	75%	4	25%	About Right
Leisure & Recreation	0	0%	49	78%	14	22%	About Right
Professional Development	1	6%	15	88%	1	6%	About Right
Sports Camps	0	0%	13	81%	3	19%	About Right
Water Technology	0	0%	8	67%	4	33%	About Right
Total	1	1%	104	76%	31	23%	About Right

Preferred Method of Receiving Pathways Course/Program Information

As shown in Table 8, the vast majority of survey respondents (92%) indicated that their preferred method of receiving Pathways course and program information was through the mail.

2007 Pathways Student Survey							
Table 8. Preferred Method of Receiving Pathways Course/Program Information by Course Type							
Course Type	Mail		Online		Other ¹		Typical Response
	N	%	N	%	N	%	
Computers	10	91%	1	9%	0	0%	Mail
Kids Programs	14	88%	2	13%	0	0%	Mail
Leisure & Recreation	61	97%	2	3%	0	0%	Mail
Professional Development	14	82%	1	6%	2	12%	Mail
Sports Camps	13	81%	3	19%	0	0%	Mail
Water Technology	12	100%	0	0%	0	0%	Mail
Total	125	92%	9	7%	2	1%	Mail

¹ Other = email.

What Students Liked Most about Pathways Courses/Programs

Survey respondents were asked to rate all of those things that they liked most about Pathways courses and programs. Table 9a shows that the largest proportion of respondents liked the course content (71% of total respondents), followed by the instructor (63%), how the course was taught (47%), when the course was taught (42%) and facilities/location (32%). Several other things that students liked most are listed in Table 9b, including the registration process and the convenience of when the courses were offered.

2007 Pathways Student Survey												
Table 9a. What Students Liked Most about Pathways Course(s)/Program(s) ¹												
Course Type	Course Content		Instructor		How Course Taught		When Course Taught		Facilities/ Location		Other	
	N	%	N	%	N	%	N	%	N	%	N	%
Computers	10	91%	9	82%	5	45%	4	36%	4	36%	0	0%
Kids Programs	12	75%	5	31%	5	31%	7	44%	7	44%	0	0%
Leisure & Recreation	44	70%	43	68%	30	48%	26	41%	18	29%	4	6%
Professional Development	12	71%	11	65%	8	47%	7	41%	2	12%	1	6%
Sports Camps	9	56%	9	56%	8	50%	9	56%	7	44%	1	6%
Water Technology	10	83%	7	58%	7	58%	4	33%	5	42%	0	0%
Total	97	71%	85	63%	64	47%	57	42%	43	32%	6	4%

¹ Responses are duplicated. Respondents were asked to mark all that apply.

Table 9b. Other Things Students Liked Most about Pathways Course(s)/Program(s)		
Comment	N	% ¹
Registration process: easy; courteous staff	2	1%
When course taught: evening is convenient; time of day is great	2	1%
Other: very clear and easy to understand; other kids in course	5	4%

¹ Percent of total respondents (n=136).

What Students Liked Least about Pathways Courses/Programs

Tables 10a and 10b list those things that respondents liked least about Pathways courses and programs. The largest proportion of students (19%) specified that they liked facilities/location least, including having inappropriate classrooms and not knowing where to park. Sixteen percent of the respondents liked when courses were taught least, including classes meeting too infrequently. One-tenth of the students liked how the course was taught the least, including not having enough time for the instructor to teach all of the material. Other things that respondents liked the least included the instructor (7%), the course content (4%), and the course cost being too high (4%). In addition, 22% of the respondents indicated that there was “nothing” they liked least.

2007 Pathways Student Survey												
Table 10a. What Students Liked Least about Pathways Course(s)/Program(s) ¹												
Course Type	Facilities/ Location		When Course Taught		How Course Taught		Instructor		Course Content		Other	
	N	%	N	%	N	%	N	%	N	%	N	%
Computers	0	0%	0	0%	0	0%	0	0%	0	0%	5	45%
Kids Programs	1	6%	4	25%	2	13%	2	13%	1	6%	4	25%
Leisure & Recreation	17	27%	6	10%	8	13%	4	6%	3	5%	17	27%
Professional Development	2	12%	4	24%	2	12%	2	12%	0	0%	5	29%
Sports Camps	2	13%	4	25%	1	6%	1	6%	0	0%	5	31%
Water Technology	4	33%	3	25%	0	0%	1	8%	2	17%	1	8%
Total	26	19%	22	16%	13	10%	10	7%	6	4%	37	27%

¹ Responses are duplicated. Respondents were asked to mark all that apply.

Table 10b. Other Things Students Liked Least about Pathways Course(s)/Program(s)

Comment ²	N	% ¹
Nothing	30	22%
Facilities: inappropriate facility for class (3); inform student where to park (2); did not like last minute room change	8	6%
Cost too high	5	4%
How course taught: not enough time to teach material (2); instructor to student ratio; material taught too fast; add prerequisite to enroll	5	4%
When course taught: class met too infrequently (2); class too long; class offered when student not available	4	3%
Instructor: did not like instructor (2); need instructor who is polite, respectful, clear	3	2%
Course was cancelled	2	1%
Other: instructor came to student's house to check course payment; notary public exam; paying instructor directly; some students were slow learners; students' computer skills were too high	5	4%

¹ Percent of total respondents (n=136).

² Number within parentheses denotes response frequency, if greater than 1.

How the Pathways Registration Process Can be Improved

When asked how the Pathways registration process can be improved, the largest proportion of respondents (5%) indicated that there was a need for improved service, including having the staff be more helpful, friendly, and prepared, and increasing the number of hours that telephone registration and assistance is available (see Table 11). Four percent of the respondents specified that there is a need for online registration that is less confusing, more streamlined, and more user friendly. An additional four percent requested that students be notified when classes are cancelled.

2007 Pathways Student Survey		
Table 11. How the Pathways Registration Process Can be Improved		
Comment²	N	%¹
Improved service: have staff be more helpful, friendly and prepared (2); increase hours of telephone registration and assistance (2); make registration easier	7	5%
Better online registration: less confusing; more streamlined and user friendly	5	4%
Notify students when classes are cancelled	5	4%
Payment: make online payment easier; allow direct payment to instructor; speedier process	3	2%
Improve online catalog/website: make more user friendly (2)	2	1%
Notify students of other problems: location change; lost registration	2	1%
Other: better directions to office; provide confirmation of registration; notify instructor of students enrolled; send out course offerings sooner	5	4%

¹ Percent of total respondents (n=136).

² Number within parentheses denotes response frequency, if greater than 1.

Pathways Courses/Programs Recommended to Others

As shown in Table 12, Pathways courses and programs that survey respondents would most recommend to others are: computer courses (12% of respondents), including Photoshop and Excel; exercise classes (12%), including yoga, pilates, and tennis; and professional development courses (12%), including notary public and supervisor. Other courses recommended are: dance (10% of respondents), including ballroom and Latin; art (10%), including drawing; sports camps (9%); kids programs (8%), including crafts and music; and the water technology program (8%), including wastewater techniques, water distribution, and water treatment.

2007 Pathways Student Survey		
Table 12. Pathways Course(s)/Program(s) Recommended to Others		
Comment ²	N	% ¹
Computer courses: Photoshop (4); Excel (3); Access; online courses; Quick Books; Word	16	12%
Exercise: yoga (8); pilates (4); tennis (2); martial arts	16	12%
Professional development courses: notary public (6); supervisor (4); business (2); science (2)	16	12%
Dance: ballroom (6); Latin (3)	14	10%
Art: drawing (4); crafts	13	10%
Sports: baseball (2); basketball; football; softball; volleyball	12	9%
Kids programs: crafts (2); music (2); computers; camp; recreation	11	8%
Water Technology courses: wastewater techniques (3); water distribution (3); water treatment (3)	11	8%
Music courses: African hand drum; harmonica; piano	5	4%
Finance courses: investment (2); budget	3	2%
Language courses: Spanish (2); ESL	3	2%
Real estate courses	3	2%
Other: cooking/food (2); health (2); retirement planning (2); self improvement (2); theatre (2); child development; framing pictures	16	12%

¹ Percent of total respondents (n=136).

² Number within parentheses denotes response frequency, if greater than 1.

Pathways Courses/Programs Students Would Like Offered

Table 13 lists courses and programs that survey respondents would like offered by Pathways in the future. They include: art classes (18% of respondents), such as ceramics, painting, and stained glass; exercise classes (10%), such as tennis and yoga; and professional development courses (10%), such as medical related classes. Other courses that the students would like offered are: computer courses (7% of respondents), including Photoshop; water technology courses (7%), including certification courses and supervisor courses; and dance classes (6%).

2007 Pathways Student Survey		
Table 13. Other Pathways Course(s)/Program(s) Students Would Like Offered		
Comment ²	N	% ¹
Art: ceramics (4); drawing (3); painting (3); stained glass (3); mosaics; calligraphy; quilting/sewing; sculpture	24	18%
Exercise: tennis (2); yoga (2); adult volleyball; outdoor biking; golf; Tai Chi; healthy back	14	10%
Professional development courses: medical (2); chemistry; dealing with regulatory agencies; forklift certification; industrial electrical; insurance agent; math; management; business; acting; shorthand; vocational	13	10%
Computer courses: Photoshop (3); Macintosh; Sigma Plot; CT; Microsoft Moviemaker	10	7%
Water Technology courses: certification/state certified (3); management/supervisor (2); sewer treatment; water laboratory	10	7%
Dance: flamenco; hula; swing; country	8	6%
Kids programs: offer more (2); guitar; piano 3 & 4; Spanish; speech writing	6	4%
Music: higher level piano; music theory; singing; steel drums	6	4%
Finance: bookkeeping; investing; personal finance; managing money	5	4%
Home: composting; interior decorating; landscaping; solar energy	4	3%
Language courses: Latin; Italian; Mandarin; Spanish	4	3%
Photography: camera use-digital, traditional; outdoor photography	4	3%
Real estate courses	4	3%
Outdoor courses: bird watching; fishing	3	2%
Other: humanities (2); astronomy; sewing; cooking; floristry; genealogy; local historical tours; health; jewelry making; massage; meditation; recording history; scrap booking; sports	16	12%

¹ Percent of total respondents (n=136).

² Number within parentheses denotes response frequency, if greater than 1.

Improvements Recommended to Pathways Courses/Services

Survey respondents' suggestions for improving Pathways courses and services are specified in Table 14. They are: changing when courses are taught (7% of respondents), including offering more evening and weekend classes; offering more courses targeting specific age groups (4%), such as seniors; and offering more courses (4%).

2007 Pathways Student Survey		
Table 14. Improvements Recommended to Pathways Course(s)/Service(s)		
Comment ²	N	% ¹
When courses taught: more evening courses (6); more variety (2); more weekend (2)	10	7%
Offer more age specific courses: seniors (2); adolescents; adults; kids courses longer than 1 week	5	4%
Offer more courses	5	4%
Facilities: larger classroom (2); unlock classroom	3	2%
How courses taught: offer ways to make up missed classes (2); offer more online courses	3	2%
Other: advertise more (2); offer courses in other locations-Marina, South County (2); allow students to email instructor; provide better signs to find office; hire better instructors; provide free food for kids; offer more vocational courses; offer self paced courses; allow checkout/purchase of videos of classes/lessons; offer Spanish traffic school classes; offer college transfer courses; better coordinate amount of materials with class time	21	15%

¹ Percent of total respondents (n=136).

² Number within parentheses denotes response frequency, if greater than 1.

Other Comments

As shown in Table 15, other comments made by the survey respondents, include: respondents enjoyed the class and/or instructor (9% of respondents); and WaCD is doing a great job (4%).

2007 Pathways Student Survey Table 15. Other Comments		
Comment²	N	%¹
Enjoyed class/instructor	12	9%
Doing a great job	5	4%
Thanks	3	2%
Other: online registration is great (2); survey is good (2); satisfied with quality of services; appreciate escort by campus security; no improvement needed; office staff is helpful; registration is easy and quick	9	7%

¹ Percent of total respondents (n=136).

² Number within parentheses denotes response frequency, if greater than 1.

Summary and Conclusions

The 2007 Pathways student survey results show that Pathways students are generally very satisfied with the courses, programs, and services offered to them by Workforce and Community Development (WaCD). Overall, 80% of the survey respondents rated the quality of Pathways courses as being “excellent” or “very good”. Other areas in which the respondents rated Pathways high were interactions with Pathways staff, the registration process, and meeting student needs. Although the assessments by all subgroups were positive, students who took professional development courses were especially complimentary.

The vast majority of survey respondents indicated that the frequency with which Pathways courses are offered is about right and that the preferred method of receiving the Pathways catalog is through the mail. Those areas in which the respondents would most like to have courses offered in the future include art, exercise, and professional development.

There were two areas in which a minority of respondents indicated that improvement was needed. These included having more appropriate facilities for some classes and offering more courses in the evenings and on weekends.

Appendix A
Cover Letter from Dean of Workforce and Community
Development

Appendix B
2007 Workforce and Community Development Survey

