

A link to an online opinion survey was sent by email to all students with an IVC ID number on October 24, 2011 and was left open until November 11. Students were invited to register for a sweepstakes prize of an iPod Touch, which was awarded to a winner at the end of the survey. One reminder email was sent during the time the survey was open. In total 1319 students responded to the survey, which is more than double the 540 students that responded in 2010.

The majority of the students responding (63%) are female. 64.4% of the students are between the ages of 18 and 24. 23.6% are over the age of 30. 84.25% of the students responding are Hispanic. 63% of the students have no dependent to support. 13% support 1 dependent. This is the same as in 2010. 40% do not work outside of the home. 15% work more than 30 hours a week. 60% of students take classes in the morning. 25.9% take classes in the evenings beginning at 6:30 p.m.

Overall students are pleased with IVC:

- 71% agree or strongly agree they get the classes they need
- 72% prefer traditional classroom instruction. 5% prefer online instruction and of those 36% agree they are satisfied with their online classes. 14% of students have not taken an online course.
- 85% agree or strongly agree that an IVC education improves critical thinking skills. 2010=82.7%
- 81% agree or strongly agree that IVC has helped improve information literacy skills. 2010=79.8%
- 77% agree or strongly agree that an IVC education improves their global awareness. 2010=72.2%
- 85% agree or strongly agree that an IVC education helped them become more responsible.
- 91% agree or strongly agree that IVC helps them achieve their goals. 2010=76.1%

When asked about employees at IVC students responded:

- 88% agree or strongly agree that Instructors are conscientious & professional
- 71% agree or strongly agree that counselors are helpful to them as students
- 76% agree or strongly agree that staff is professional & courteous

Students utilize Webstar (81%) and Student Portal (87%) for most of their information. 93% of the students have access to computers away from campus. This is up from 83.6% in 2010. 54% of students use laptops and 44% have a smart phone. Laptop use in 2010 was 24.8%. When asked which sites are regularly used they responded: YouTube (52%) and Facebook (71%) and the IVC Student Portal (73%).

Overall, 94% of the students feel safe at IVC. They made comments that additional lighting in the parking lots and increased security presence in the evenings is needed.

In 2011 the students responded that the classrooms (80%) and the building & restrooms (75%) are well maintained. 92% responded that the grounds are well maintained. In 2010 63.6% responded the classrooms and restrooms are well maintained and 91% stated the grounds were well maintained, showing a significant increase.

In both 2010 and 2011, 46% agree or strongly agree that ASG effectively represents students. In 2011 41% were undecided and in 2010 43% per undecided. 42% are aware of clubs on campus. In 2011 9%

of students always or regularly attend campus events. 34% never attend. In 2010 10% always or very frequently attend student activities and 42% never attend.

### Student Comments:

Six hundred and five students responded to question 38, *“Write any comment about this survey or your experience at IVC”*. A group of employees met to review and categorize the student comments. Duplicate comments and responses such as *“Thank you,” “Yes,” “OMG,”* and emotive icons were eliminated. Below is a table representing the topics of the comments.

2011 Student Survey Comments	
	Total
Internet-Computers	22
Book Costs	12
Safety	25
Student Overall Impression:	
Facility	19
Instructor	36
Staff	7
Cafeteria	1
Goals	45
Other	123
ASG	14
Access to Classes	65
Counseling	8
Survey	133
<i>Total</i>	<i>510</i>

Student made comments about their frustration and inability to work at their best due to the lack of campus wide Wi-Fi and suggested the need for more hotspots until the campus wide system is operational. Students stated additional computer labs are needed and the current labs should be monitored for non-school use.

Overall the comments related to books are that the books are expensive. One student expressed a need for a better link between Financial Aid pay dates and the beginning of sessions when books are purchased. There was a sense that the process surrounding purchasing books is daunting to first semester students but accepted and more comfortable after students do it once.

Students mostly feel safe at IVC but the need for additional lighting in the parking lots was mentioned a few times. Students appreciate the newly constructed, well lit bus stops. There were comments that the parking attendants could be more professional and kind. One comment was *“the parking army at IVC is a waste of time & money. The budget could be used elsewhere.”* Smoking sections could be added around campus. Students think the security/parking attendants on bicycles are a good idea.

The review committee decided to break down the students' overall impressions. Overall the students have a positive view of IVC, their classes, employees and their experiences here. One student responded "I never thought I would enjoy college this much." Several students reported that their initial, negative impression of IVC changed after they became students.

Students were positive about the facilities and excited about the construction. A few comments stated construction was inconvenient but worth it. The continual improvement of the facilities was noted. The 2600 building should be modernized as soon as possible. A baby changing station in the restrooms was suggested.

Students think the most instructors are prepared for classes and interested in the students and their success. Students feel close to some of their instructors and communicate with them long after the class is over. A couple of students thought that instructors allowed students to disrespect them, and this causes disruption in class. "Some teachers should not be teaching" was one comment.

Students said staff is helpful and courteous with one exception. A staff person was named and it was mentioned they are rude. Additional staff is needed at the beginning and the end of each session. The DSP&S note takers were mentioned as helpful.

Students think that IVC will help them reach their goals to transfer, graduate with an AA/AS or learn something new. The reduction in class offerings has slowed down the length of time it takes to reach their goal but not deterred them from continuing.

Students think that IVC clubs and ASG are self-interested with no connection to students. Additional information regarding clubs and activities is needed and a new way of promoting their activities should be used. The ASG electronic bulletin board is seen as a plus. One student commented that they were here to learn and not interested in ASG, clubs or the otherwise social aspect of college.

Access to classes or the lack of classes was commented on frequently. It was suggested to have additional classes in the late afternoon/early evening. The parking lots are full in the morning and more afternoon/evening classes could help with the parking problem. Students identifying themselves as employed want more late classes. The crashing process is seen as unfair and likened to a lottery. The new wait list and other recent procedures put in place should alleviate many of the things related to the crashing comments. Students would like the drop/add policy to be changed. It was suggested to move the drop date earlier so other students can get into classes. They commented this would get the non-serious students out of classes. The new registration payment plan may help. More evening access to staff, faculty office hours, labs and library was frequently noted. Students said larger desks and chairs are needed. A few students desire a winter and/or summer session. Some are glad there are none.

Some students responded that they do not use the counselors. One counselor was named for exchanging sexual favors for assistance.<sup>1</sup> Of the 7 comments regarding counselors, most were not positive. But as noted above 71% find counselors helpful.

Students enjoyed the survey and found it interesting. Many commented that it was fun. They found the process user friendly and hoped many students participated. Additional prizes could increase participation. They would like the results to be shared. A few students hope the information gathered through the survey is used and helps IVC make better decisions. One student asked if the survey would help IVC with their goals. The survey was informative about available campus services. One student commented that now they know what they are responsible for.

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<sup>1</sup> No complaint has ever been filed against this employee.