

# Institutional Research Report

**Workforce Development:  
M-TEC Participation Survey Analysis  
October 2000 – October 2001**



**OAKLAND  
COMMUNITY  
COLLEGE**



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## **WORKFORCE DEVELOPMENT: M-TEC Participation Survey Analysis**

Prepared by:  
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October 2001

## INTRODUCTION

The Workforce Development Department of Oakland Community College (OCC) has implemented an In-Class Participation Satisfaction Survey in order to obtain feedback regarding their students' satisfaction of their courses. Information was gathered at the end of each respective class. From October 2000 to October 2001, 32 M-TEC sections were taught, of which surveys from three sections were obtained for analysis. The information provided represents the responses of students who participated in these courses:

### Microsoft Outlook – Overview

- Section: CZ9789FA00 – dated 10/25/00
- Section: CZ9790FA00 – dated 10/25/00

### Lotus Notes Mail

- Section: CZ9417W01 - dated 1/29/01

## MAJOR FINDINGS

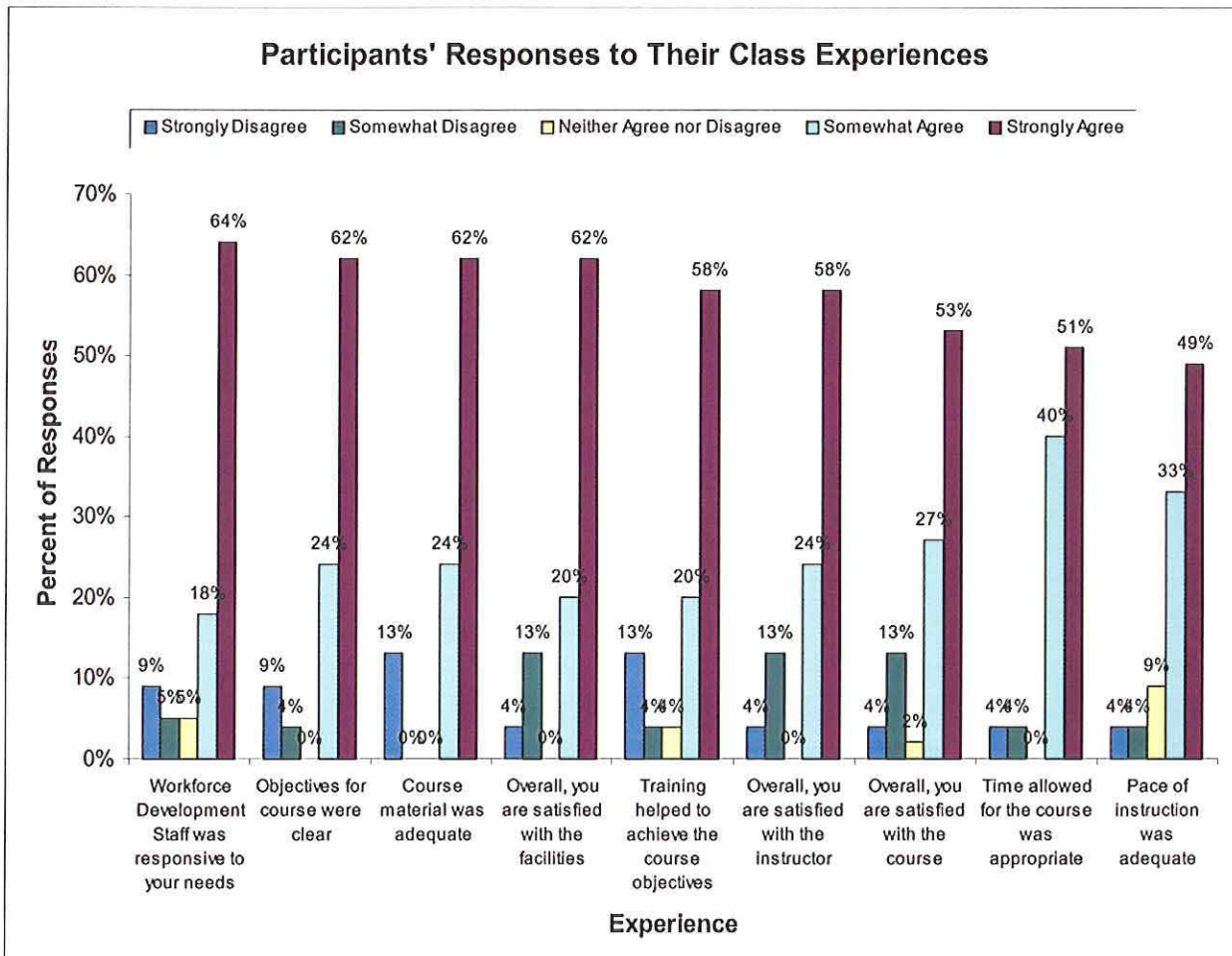
- A total of 45 surveys were analyzed.
- Eighty-four percent of respondents attended their respective course because their employer sponsored the course.
- In general, respondents were pleased with their experience attending a course at M-TEC. (See Figures 1 & 2.)
  - Eighty-seven percent agreed that objectives for course were clear (62% selected 'strongly agree'). (Average Score = 3.27/4.00.)
  - Eighty-seven percent agreed that the course material was adequate (62% selected 'strongly agree'). (Average Score = 3.22/4.00.)
  - Seventy-eight percent of the participants agreed that training helped them achieve the course objectives (58% selected 'strongly agree'). (Average Score = 3.04/4.00.)
  - Eighty-two percent agreed that the pace of instruction was adequate (49% selected 'strongly agree'). (Average Score = 3.18/4.00.)
  - Ninety-one percent agreed that the time allowed for course was appropriate (51% selected 'strongly agree'). (Average Score = 3.33/4.00.)

### **MAJOR FINDINGS (Continued)**

- Respondents' overall satisfaction of entire course experience was relatively high. (See Figures 1 & 2.)
  - Eighty percent of the participants indicated that they were satisfied with the overall aspects of their course (53% selected 'strongly agree'). (Average Score = 3.11/4.00.)
  - Eighty-two percent agreed that they were overall satisfied with the instructor (58% selected 'strongly agree'). (Average Score = 3.18/4.00.)
  - Eighty-two percent agreed that they were overall satisfied with the facilities (62% selected 'strongly agree'). (Average Score = 3.22/4.00.)
- Eighty-two percent of respondents agreed that the Workforce Development Staff were responsive to their needs (64% selected 'strongly agree'). (See Figures 1 & 2.)
- Most participants indicated that they would recommend their course to others (96%).
- Final comments about respondents' experiences included:
  - Positive comments about course (31%)
  - Need to upgrade class equipment; teach updated version of course (25%)
  - Too much material covered in time allowed; extend course time (13%)
  - Negative comment about instructor (13%)
  - Negative comments about course (13%)
  - Negative comments about facility (6%)

**Figure 1: Participants' Responses Regarding Their Course Experiences**

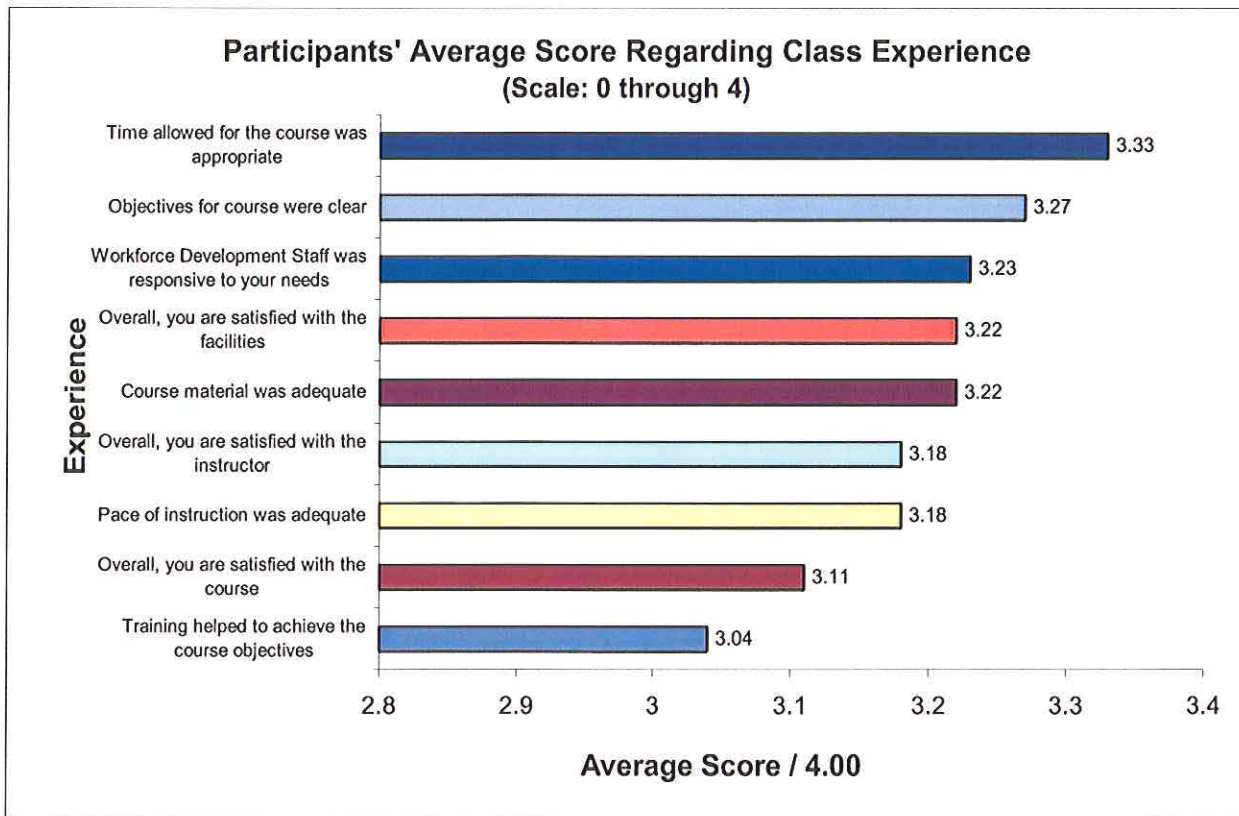
	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree
Workforce Development Staff was responsive to your needs	9%	5%	5%	18%	64%
Objectives for course were clear	9%	4%	0%	24%	62%
Course material was adequate	13%	0%	0%	24%	62%
Overall, you are satisfied with the facilities	4%	13%	0%	20%	62%
Training helped to achieve the course objectives	13%	4%	4%	20%	58%
Overall, you are satisfied with the instructor	4%	13%	0%	24%	58%
Overall, you are satisfied with the course	4%	13%	2%	27%	53%
Time allowed for the course was appropriate	4%	4%	0%	40%	51%
Pace of instruction was adequate	4%	4%	9%	33%	49%



**Figure 2: Participants' Average Response Scores Regarding Class Experiences**

A series of statements were presented to the participants regarding their class experience. These individuals were asked whether they 'Strongly Disagreed,' 'Somewhat Disagreed,' 'Neither Agree nor Disagreed,' 'Somewhat Agreed,' or 'Strongly Agreed' to the stated experiences. For analysis, 'Strongly Disagree' = 0; 'Somewhat Disagree' = 1; 'Neither Agree nor Disagree' = 2; 'Somewhat Agree' = 3; and 'Strongly Agree' = 4. A score of 4.00 would indicate the highest level of agreement.

<u>Experience</u>	<u>Average Score / 4.00</u>	<u>Experience</u>	<u>Average Score / 4.00</u>
Time allowed for the course was appropriate	3.33	Pace of instruction was adequate	3.18
Objectives for course were clear	3.27	Overall, you are satisfied with the instructor	3.18
Workforce Development Staff was responsive to your needs	3.23	Overall, you are satisfied with the course	3.11
Course material was adequate	3.22	Training helped to achieve the course objectives	3.04
Overall, you are satisfied with the facilities	3.22		





**Institutional Research Report/Project Summation**

*Fill-in the information on this form in spaces provided and print a copy for the file.*

<b>Analyst:</b> Eleanor Swanke Fox	
<b>Report/Project Name:</b> Workforce Development M-TEC Participation Survey Analysis (Oct 2000 - Oct 2001)	<b>Date Completed:</b>  October 2001

<b>Requested by:</b> Workforce Development: Sharon Miller (Director)	<b>Purpose/Objective:</b> Report M-TEC activity and satisfaction to State Agency
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<b>Audience/Report Destination Check list</b>	<i>(Highlight your choices and use column on right for additional information)</i>
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- |  |   |
|--|---|
| Administration                               |   |
| CASSC  |   |
| Chancellor's Council                         |   |
| Cluster                                      |   |
| Curriculum Committee                         |   |
| CPC  |   |
| CRC  |   |
| Deans  |   |
| Department Chairs                            |   |
| Enrollment Services                          |   |
| External                                     | X ~ Sharon will forward results to the State Agency |
| Faculty                                      |   |
| Gen Ed                                       |   |
| Marketing and/or Institutional Effectiveness |   |
| Presidents                                   |   |
| Recruitment                                  |   |
| Resource Development                         |   |
| SOAC   |   |
| Workforce Development                        | X ~ Sharon Miller                                   |
| Other:                                       |   |

<b>Methodology:</b> Report responses from In-Class Participation Survey from October 2000 - October 2001. Only M-TEC classes.	<b>Sources: (I Drive files, websites, etc)</b> Hard copy participation surveys received from Workforce Development Department
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	<b>File Pathway:</b> I:\Institutional Effectiveness\Previous Institutional Effectiveness Efforts (1998-2002)\Workforce Development\Report\M-Tech (Oct 01)
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Syntax:	Additional comments on data usage:
Summary of findings:	
32 sections were held at M-TEC between October 2000 - October 2001.	
45 surveys were analyzed	
Respondents in general were pleased with their experience attending a course at M-TEC, and their overall satisfaction with their entire course experience was relatively high. Many respondents indicated that WF staff were responsive to their needs, and almost all participants would recommend the course to others.	
Subsequent action updates:	