

# Institutional Research Report

Workforce Development:  
M-TEC Participation Survey Analysis  
July 2002 – June 2003



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**WORKFORCE DEVELOPMENT: M-TEC Participation Survey Analysis**  
**July 2002 – June 2003**

Prepared by:  
The Office of Institutional Research  
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July 2003

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**Oakland Community College**  
**Workforce Development: M-TEC Participation Survey Analysis**  
**July 2003**

**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 with their courses. Information was gathered at the end of each respective class. This study consists of responses from 29 sections held on M-TEC premises between July 2002 and June 2003. Listed below are the courses and their section numbers referenced in this report:

	<b>Course Title</b>	<b>Section Number</b>
1	Positive Negotiations	COMM-1004-P2069
2	Problem Solving	BUSN-1025-P0386
3	Problem Solving / Conflict Resolution	BUSN-1003-M1521
4	Master Student	CGCO-1002-M1517
5	Time Management	BUSN-1002-M1220
6	Group Dynamics	BUSN-1001-M1516
7	Customer Service / Telephone Techniques	BUSN-1004-M1222
8	Microsoft (MS) Outlook	SFAP-1092-P0802
9	ISO 9001: 2000 Internal Auditor Training	SFAP1087M2318
10	Rotary Fill Cam Die	CSCI1026M2219
11	Advanced Bridgeport EZ-PathLathe Programming+Operations	CSCI1027M0323
12	Intro to E-mail	CSCI1027 CSCI1027M0323
13	Intro to Computer Literacy	CSCI-1026 CSCI1026M2219
14	Intro to Keyboarding	SFAP-1087 SFAP1087M2318 SFAP-1087-M2318
15	Career Development	CGCO-1001-M0915
16	Time Management in the PC Suer Supp	CGCO-1007-P0288
17	Phase I ATP / IT	(missing)
18	Phase II ATP / IT	(missing)
19	Phase III ATP / IT	(missing)
20	CS #1 Listening and Communication Styles	BUSN-1021-P0381
21	Real Careers in Information Technology	CGCO-1006-PO387
22	CS #3 Fact Finding and Problem Solving	BUSN-1023-P0384
23	PCST CS #2 Evaluating Your People Skills	BUSN-1022-P0382
24	PC Support Tech Real Careers Workshop	CGCO-1006-P0387
25	PCST CS #4 Handling Difficult Customer Situations	BUSN-1024-P0385

A copy of the survey instrument can be found on page six of this report.



## MAJOR FINDINGS

- A total of 188 surveys were analyzed.
- Seventy-six percent of respondents attended their respective course because they wanted to gain skills to obtain employment.
- Sixty-four percent of participants indicated that this was their first training experience at OCC through Workforce Development Services.
- In general, respondents were pleased with their experience attending a course at M-TEC. (See Figures 1 and 2 on pages 4-5.)
  - Ninety-nine percent agreed that objectives for the course were clear (84.5% selected 'strongly agree' while 15.0% selected 'somewhat agree'). (Average Score = 3.83/4.00.)
  - Ninety-eight percent agreed that the course material was adequate (82.9% selected 'strongly agree' while 15.0% selected 'somewhat agree'). (Average Score = 3.79/4.00.)
  - Ninety-eight percent agreed that the pace of instruction was adequate (83.3% selected 'strongly agree' while 15.1% selected 'somewhat agree'). (Average Score = 3.81/4.00.)
  - Ninety-five percent agreed that the time allowed for the course was appropriate (78.1% selected 'strongly agree' while 17.1% selected 'somewhat agree'). (Average Score = 3.72/4.00.)
  - Ninety-six percent agreed that they achieved competency for the course topic (76.5% selected 'strongly agree' while 19.8% selected 'somewhat agree'). (Average Score = 3.71/4.00.)
- Respondents' **overall satisfaction** with their entire course experience was relatively high. (See Figures 1 and 2 on pages 4-5.)
  - Ninety-nine percent of the participants indicated that they were satisfied with the overall aspects of their course (83.4% selected 'strongly agree' while 15.5% selected 'somewhat agree'). (Average Score = 3.81/4.00.)
  - Ninety-nine percent agreed that they were satisfied overall with the instructor (88.8% selected 'strongly agree' while 10.2% selected 'somewhat agree'). (Average Score = 3.87/4.00.)
  - Ninety-nine percent agreed that they were satisfied overall with the facilities (81.8% selected 'strongly agree' while 17.1% selected 'somewhat agree'). (Average Score = 3.79/4.00.)

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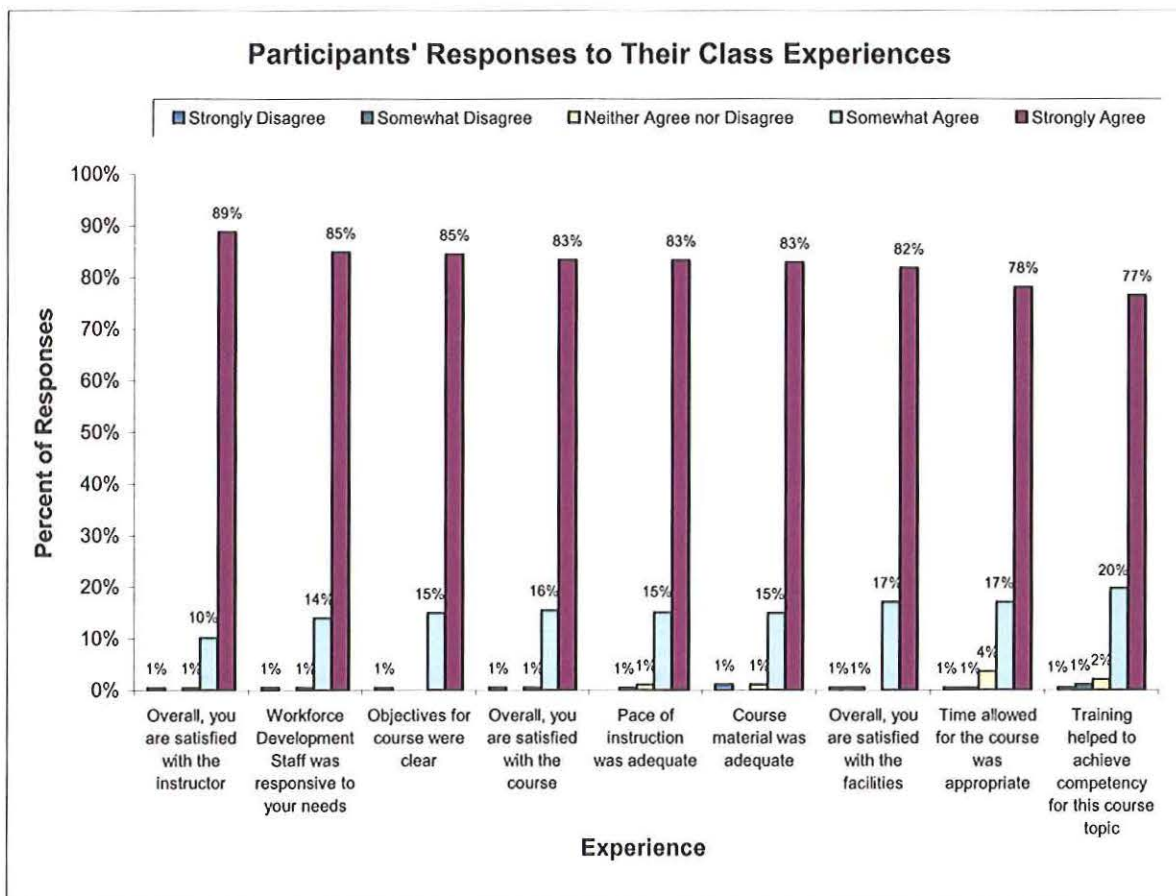
**MAJOR FINDINGS (Continued)**

- Ninety-nine percent of respondents agreed that the Workforce Development Staff were responsive to their needs (84.9% selected 'strongly agree' while 14% selected 'somewhat agree'). (See Figures 1 and 2 on pages 4-5.)
- All participants indicated that they would recommend the course they attended to others (100%).
- Final comments about respondents' experiences included:
  - Positive comments/praise about course (41%)
  - Positive comments/praise about instructor (30%)
  - Too much material covered in time allowed; extend course time (7%)
  - Negative comments about course (6%)
  - Negative comments about facility (1%)
  - Classroom was too cold (1%)
  - More breaks during class were needed (1%)
  - Instruction manuals would help; supply additional literature (1%)

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**Figure 1: Participants' Responses to Their Class Experiences**

	Number of Responses	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree
Overall, you are satisfied with the instructor	187	.5%	0%	.5%	10.2%	88.8%
Workforce Development Staff was responsive to your needs	186	.5%	0%	.5%	14.0%	84.9%
Objectives for course were clear	187	.5%	0%	0%	15.0%	84.5%
Overall, you are satisfied with the course	187	.5%	0%	.5%	15.5%	83.4%
Pace of instruction was adequate	186	0%	.5%	1.1%	15.1%	83.3%
Course material was adequate	187	1.1%	0%	1.1%	15.0%	82.9%
Overall, you are satisfied with the facilities	187	.5%	.5%	0%	17.1%	81.8%
Time allowed for the course was appropriate	187	.5%	.5%	3.7%	17.1%	78.1%
Training helped to achieve competency for this course topic	187	.5%	1.1%	2.1%	19.8%	76.5%



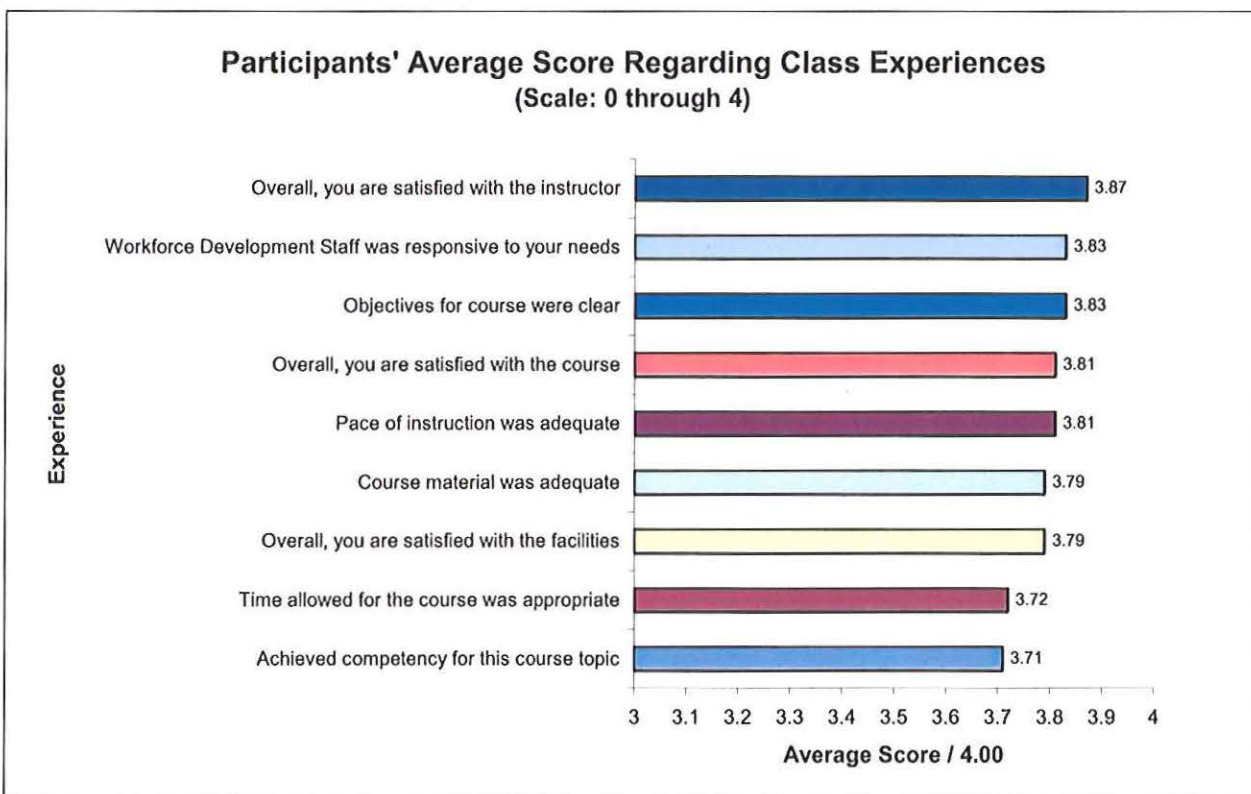


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**Figure 2: Participants' Average Score Regarding Class Experiences**

A series of statements were presented to the participants regarding their class experiences. These individuals were asked whether they 'Strongly Disagreed,' 'Somewhat Disagreed,' 'Neither Agreed 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>
Overall, you are satisfied with the instructor	3.87	Overall, you are satisfied with the facilities	3.79
Objectives for course were clear	3.83	Course material was adequate	3.79
Workforce Development Staff was responsive to your needs	3.83	Time allowed for the course was appropriate	3.72
Pace of instruction was adequate	3.81	Achieved competency for this course topic	3.71
Overall, you are satisfied with the course	3.81		



**WORKFORCE DEVELOPMENT SERVICES**  
**Participant Satisfaction Survey**



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Company: \_\_\_\_\_  
 Course Section #: \_\_\_\_\_  
 Course End Date: \_\_\_\_\_  
 Course Title: \_\_\_\_\_  
 Instructor: \_\_\_\_\_  
 Unit (CD, CUST, EDJT): \_\_\_\_\_  
 M-TEC Location (Yes, No): \_\_\_\_\_

**Please take a moment to answer a few questions regarding this course. Your answers will help us in our efforts to identify and best meet your needs, as well as the needs of other students participating in the Workforce Development Program through OCC.**

1. Why did you attend this course?  
 My employer sponsored the course.                       To gain skills to obtain employment.  
 Other (please specify) \_\_\_\_\_

2. Is this the first training you have received at OCC through Workforce Development Services?    Yes    No

3. Please indicate to what extent you agree with the following:

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neither Agree or Disagree</i>	<i>Agree</i>	<i>Strongly Agree</i>
a. The objectives for the course were clear.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The course material was adequate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The pace of instruction was adequate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The time for the course was appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. You feel that you achieved competency for this course topic.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Overall, you are satisfied with the course.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Overall, you are satisfied with the instructor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Overall, you are satisfied with the facilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. The OCC Workforce Development Staff was responsive to your needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Would you recommend this course to others?                       Yes                       No

5. Do you have any other comments with regards to this course?

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Institutional Research Report/Project Summation	
<i>Fill-in the information on this form in spaces provided and print a copy for the file.</i>	
<b>Analyst:</b> Eleanor Swanke Fox	
<b>Report/Project Name:</b> Workforce Development M-TEC Participation Survey Analysis (July 2002 - June 2003)	<b>Date Completed:</b>  07/30/03
<b>Requested by:</b> Workforce Development: Sharon Miller (Director)	<b>Purpose/Objective:</b> Report M-TEC activity and satisfaction to State Agency
<b>Audience/Report Destination Check list</b>	<i>(Highlight your choices and use column on right for additional information)</i>
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 July 2002-03. Only M-TEC classes.	<b>Sources: (I Drive files, websites, etc)</b> Hard copy participation surveys received from Workforce Development Department
	<b>File Pathway:</b> I:\Institutional Effectiveness\Previous Institutional Effectiveness Efforts (1998-2002)\Workforce Development\Report\M-Tec (August 2003)

Syntax:	Additional comments on data usage:
<b>Summary of findings:</b>	
29 sections were held at M-TEC between July 2002 and June 2003.	
188 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. Almost all respondents indicated that WF staff were responsive to their need, and all participants would recommend the course to others.	
<b>Subsequent action updates:</b>	