



VENTURA COLLEGE  
TITLE V – HSI COOPERATIVE GRANT  
U.S. DEPARTMENT OF EDUCATION  
GRANT AWARD NUMBER: P031S100053

VENTURA COLLEGE ♦ WELCOME CENTER  
APPLICATION WORKSHOPS

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SPRING 2012  
STUDENT SATISFACTION SURVEY

PRESENTED TO  
GWENDOLYN LEWIS HUDDLESTON, ED.D.  
DEAN  
DISTANCE EDUCATION, PROFESSIONAL DEVELOPMENT,  
SOCIAL SCIENCES, AND HUMANITIES  
PROJECT DIRECTOR  
TITLE V – HSI COOPERATIVE GRANT

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## ■ **BACKGROUND**

In fall 2010, Ventura College was awarded a Title V–HSI Cooperative Grant by the U.S. Department of Education. One of the objectives of the Grant is to provide outreach to Hispanic high school students, families, and community. In support of this objective, Gema Espinoza, Student Outreach Specialist, has been conducting college Application Workshops at local high schools. The most recent workshops were conducted in spring 2012.

The **purpose** of this survey is to obtain preliminary data regarding students' evaluations of the spring 2012 Application Workshops. Results of the survey will be used by Title V staff to help them assess the effectiveness of the Workshops and to determine whether they are meeting the needs and expectations of students who attended these meetings.

## ■ **SURVEY SPECIFICATIONS**

### • **Survey Instrument**

The Application Workshop **Spring 2012 – Student Satisfaction Survey** was created by Susan Bricker (Registrar) and Michael Callahan (Institutional Research Officer). Survey items were based on questions composed by Susan Bricker. The questions were refined by Michael Callahan, who created a draft of the survey instrument and provided copies to Susan Bricker and Gema Espinoza. Based on suggestions from Susan and Gema, changes were made to the survey and it was then rendered into an electronic format using SurveyMonkey.

The survey consists of **eleven** questions, including a request for comments regarding any aspect of the Application Workshops. **Two** of the questions relate to demographic characteristics of respondents, i.e., respondent gender and ethnicity.

A hardcopy version of the “Spring 2012 – Student Satisfaction Survey” is **attached**.

### • **Survey Population**

The survey population consists of students who participated in Application Workshops at local high schools in spring 2012. Gema Espinoza provided the Research and Evaluation Office with an Excel file of the students who attended these Workshops. The Excel file contained student names and VCCCD student IDs. Student IDs were matched to VCCCD Banner extracts in order to obtain student email addresses.

The total number of students in the survey population is 1,166.

Category	Call-In Students
Survey Population	1,166
Respondents	110
Response Rate	9.4%

### • **Response Rate**

The overall response rate is **9.4%**. Although the response rate is too small to be statistically significant, the results provide partial insight into student perceptions of the Application Workshops. The low response rate can probably be attributed to the extended period of time between the Application Workshops and the administration of the survey – a period of between three and twelve weeks (depending upon when the workshop was held).

### • **Survey Administration**

The survey was administered on May 29, 2012 via email which contained a hyperlink to SurveyMonkey.

■ **SUMMARY**

• **Demographics of Respondents**

In the table below, response percentages for selected demographic groups are compared to the related percentages for the Survey Population. Differences between Respondent and Survey Population percentages are expressed in percentage points. Positive numbers indicate an over representation by survey respondents; negative numbers reflect under representation.

Demographic Characteristic	Group	Survey Respondents	Survey Population	Difference	Proportional Representation Respondents versus Walk-Ins
▪ Gender	Female	61%	57%	+ 4	Over represented
	Male	38%	42%	- 4	Under represented
▪ Ethnicity	Hispanic/Latino	82%	79%	+ 3	Slightly over represented
	White	12%	13%	- 1	Under represented

• **High Schools (Question 1)**

A total of **110** high school students, from **thirteen** high schools, completed the survey. The **five** high schools with the **most** students completing the survey are listed in the table.

City	High School	Survey Respondents	Survey Population	Respondents as a Percent of Population
Oxnard	Oxnard HS	24	170	14%
Hueneme	Hueneme HS	22	160	14%
Oxnard	Pacifica HS	15	100	15%
Oxnard	Rio Mesa HS	14	108	13%
Santa Paula	Santa Paula HS	11	81	14%

• **Highlights**

▪ **Question 2**

After instruction from VC Outreach staff, did you successfully submit your VCCCD Application?

**83%** responded – Yes

▪ **Question 3**

How easy was it to complete the Application for Admission?

**80%** responded – Very easy (25%) **or** fairly easy (55%)

▪ **Question 4**

After instruction from VC Outreach staff, did you successfully set up your MyVCCCD account?

**86%** responded – Yes

▪ **Question 5**

How easy was it to set up your MyVCCCD Student account?

**82%** responded – Very easy (37%) **or** fairly easy (45%)

▪ **Question 6**

Have you written down your VC Student ID number in case you need it in the future?

**91%** responded – Yes

▪ **Question 7**

Have you taken the English and/or Math Assessment Tests for Ventura College?

**92%** responded – Yes

▪ **Question 8**

Have you a Ventura College Orientation?

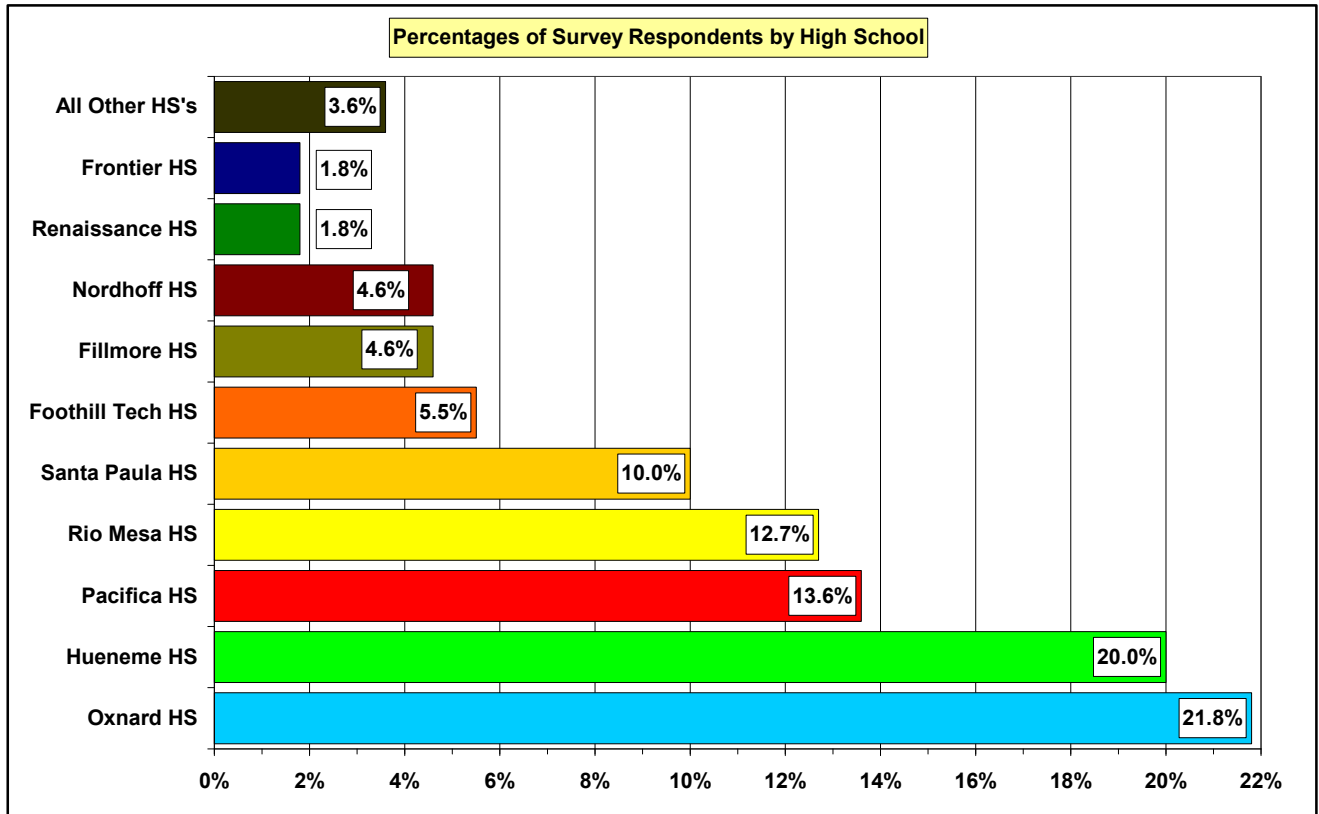
**44%** responded – Yes

Detailed **Survey Results** are presented on the pages that follow.

■ **SURVEY RESULTS**

• **Question 1**

What high school are you currently attending?

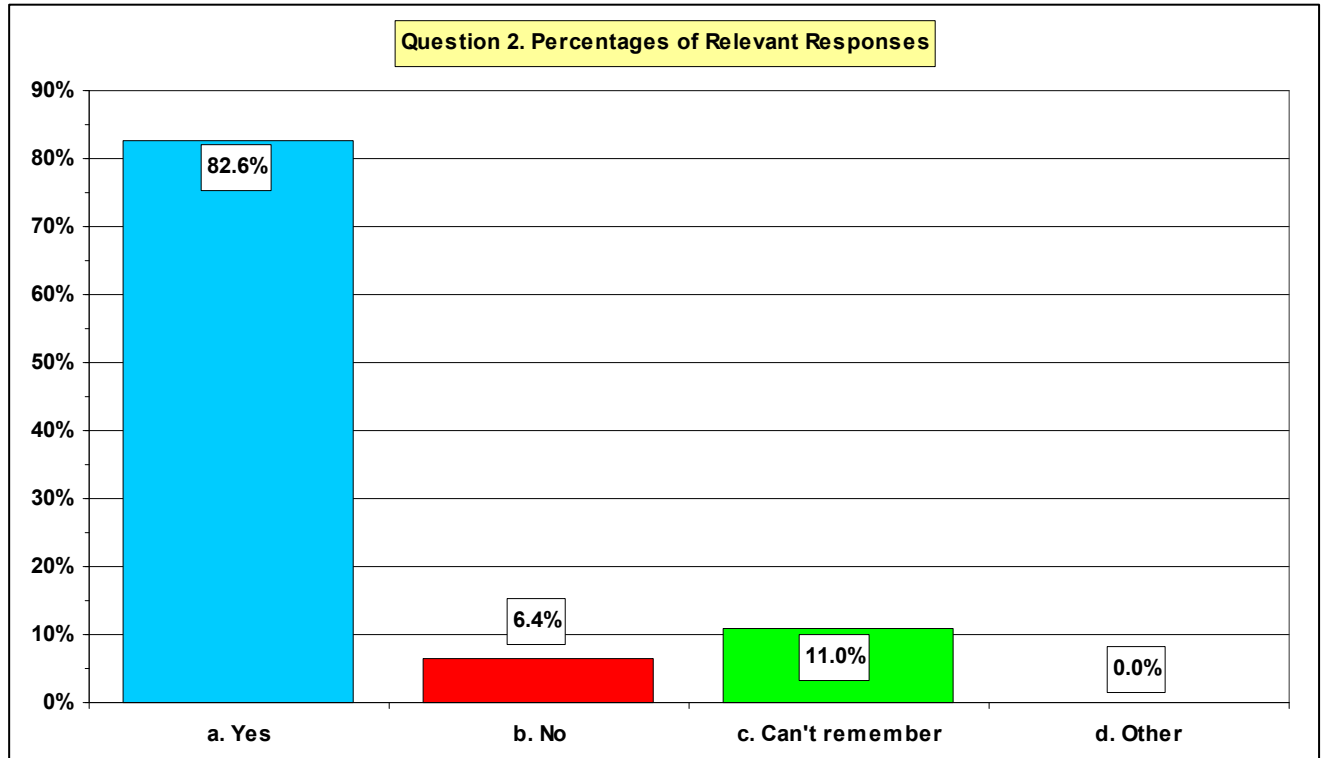


Students were asked to indicate the high school that they were currently attending. The numbers and percentages of survey respondents, by high school, are presented in the following table. Percentages of respondents by high school are graphically depicted in the chart above.

City	High School	Survey Respondents		Survey Population	Respondents as a Percent of Population
		Number	Percent		
Fillmore	Fillmore HS	5	4.6%	39	12.8%
Ventura	Foothill Technology HS	6	5.5%	56	10.7%
Camarillo	Frontier HS	2	1.8%	5	40.0%
Hueneme	Hueneme HS	22	20.0%	160	13.8%
Ojai	Nordhoff HS	5	4.6%	42	11.9%
Oxnard	Oxnard HS	24	21.8%	170	14.1%
Ventura	Pacific HS	1	0.9%	2	50.0%
Oxnard	Pacifica HS	15	13.6%	100	15.0%
Santa Paula	Renaissance HS	2	1.8%	14	14.3%
Oxnard	Rio Mesa HS	14	12.7%	108	13.0%
Oxnard	Santa Clara HS	1	0.9%	21	4.8%
Santa Paula	Santa Paula HS	11	10.0%	81	13.6%
Fillmore	Sierra HS	1	0.9%	0	---
Unknown	Not Reported	1	0.9%	0	---
<b>Totals</b>		<b>110</b>	<b>100.0%</b>	<b>798</b>	<b>---</b>

• **Question 2**

After receiving assistance and instruction from VC Outreach staff, did you successfully complete and submit your Application for Admission?



**Question 2** asked students whether they successfully completed and submitted their Application for Admission after receiving assistance and instruction from VC Outreach staff.

Of the **110** total survey respondents, **109** marked one of the **four** response choices – that is, Yes, No, Can't remember, or Other.

In the table below, the **overall** response distribution is shown in the **Respondents** section; the evaluative responses are presented in the **Relevant Responses** section.

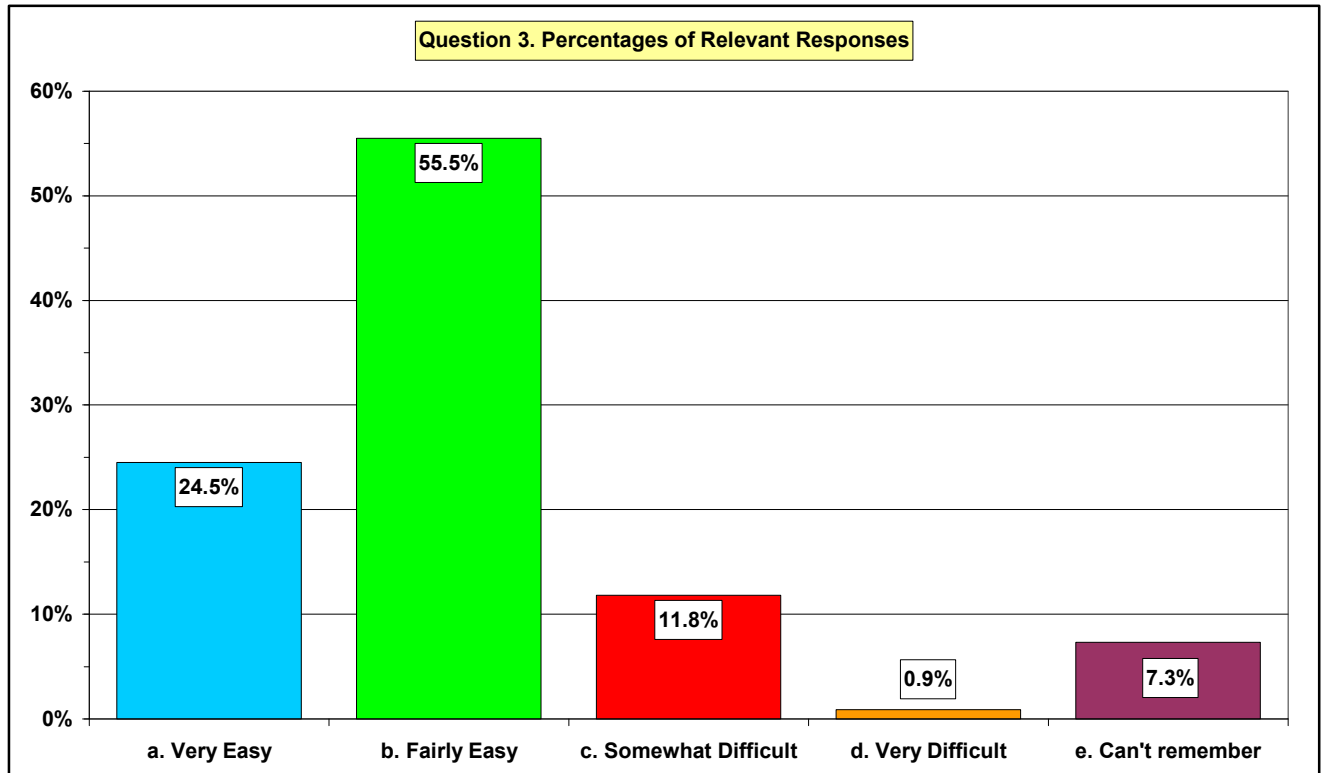
Almost **83%** of respondents indicated that they successfully completed and submitted their Application for Admission. Percentages of Relevant Responses are graphically depicted in the chart above.

**Question 2. Distribution of Survey Respondents**

Response Category	Respondents		Relevant Responses	
	Number	Percent	Number	Percent
a. Yes	90	81.8%	90	82.6%
b. No	7	6.4%	7	6.4%
c. Can't remember	12	10.9%	12	11.0%
d. Other (Please specify)	0	0.0%	0	0.0%
Blank response	1	0.9%	---	---
<b>Totals</b>	<b>110</b>	<b>100.0%</b>	<b>109</b>	<b>100.0%</b>

• **Question 3**

How easy was it to complete the Application for Admission?



**Question 3** asked students how easy it was to complete the Application for Admission. All of the **110** survey respondents answered the question (i.e., there were no “blank” responses).

In the table below, the **overall** response distribution is shown in the **Respondents** section; the evaluative responses are presented in the **Relevant Responses** section. Since there were no “blank” responses, all responses are relevant.

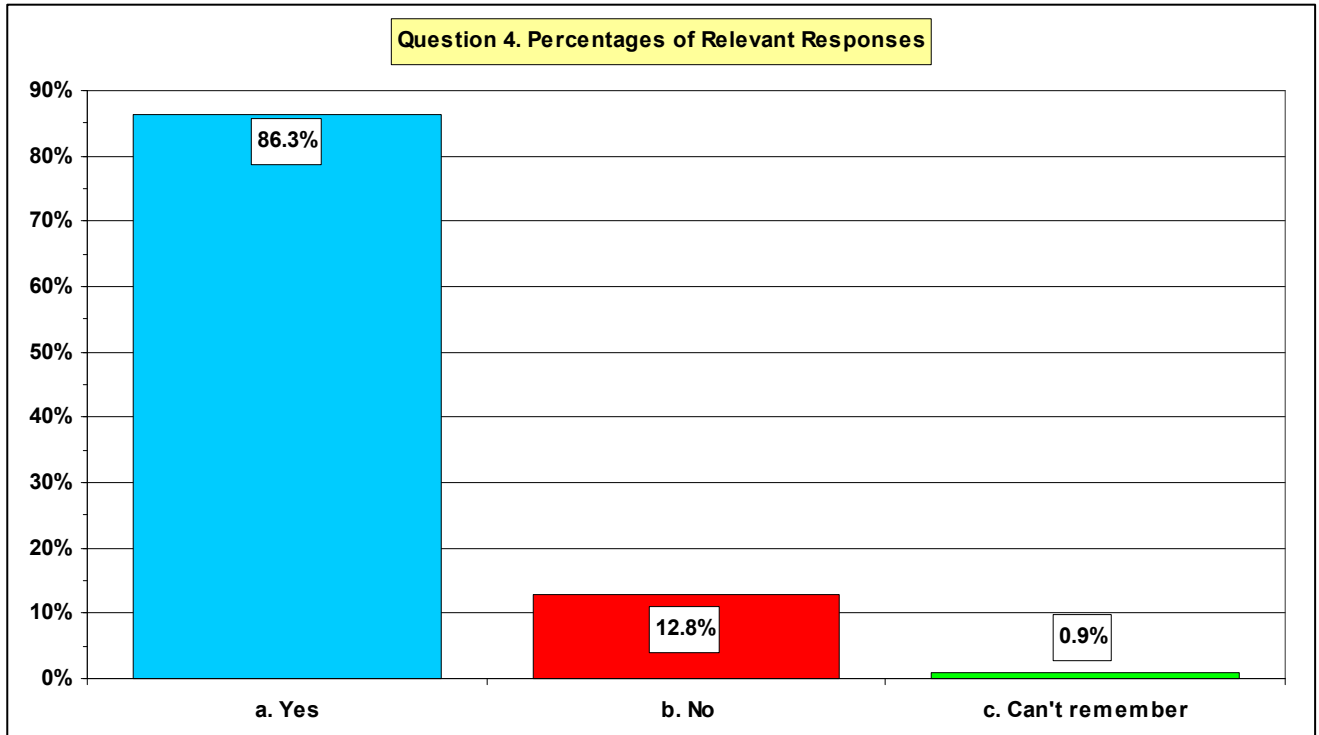
**Eighty percent (80%)** of the respondents felt that completing the Application for Admission was “very easy” or “fairly easy.” **Thirteen percent (13%)** thought that completing the Application for Admission was “somewhat difficult” or “very difficult.” Responses are graphically depicted in the chart above.

**Question 3. Distribution of Survey Respondents**

Response Category	Respondents		Relevant Responses	
	Number	Percent	Number	Percent
a. Very Easy	27	24.5%	27	24.5%
b. Fairly Easy	61	55.5%	61	55.5%
c. Somewhat Difficult	13	11.8%	13	11.8%
d. Very Difficult	1	0.9%	1	0.9%
e. Can't Remember	8	7.3%	8	7.3%
Blank response	0	0.0%	---	---
<b>Totals</b>	<b>110</b>	<b>100.0%</b>	<b>110</b>	<b>100.0%</b>

• **Question 4**

After receiving assistance and instruction from VC Outreach staff, did you successfully set up your MyVCCCD Student Portal account?



**Question 4** asked students whether they successfully set up their MyVCCCD Student Portal account after receiving assistance and instruction from VC Outreach staff.

Of the **110** total survey respondents, **109** marked one of the **three** response choices – that is, Yes, No, or Can't remember.

In the table below, the **overall** response distribution is shown in the **Respondents** section; the evaluative responses are presented in the **Relevant Responses** section.

**Eighty-six percent (86%)** of respondents indicated that they were successful in setting up their MyVCCCD Student Portal account.

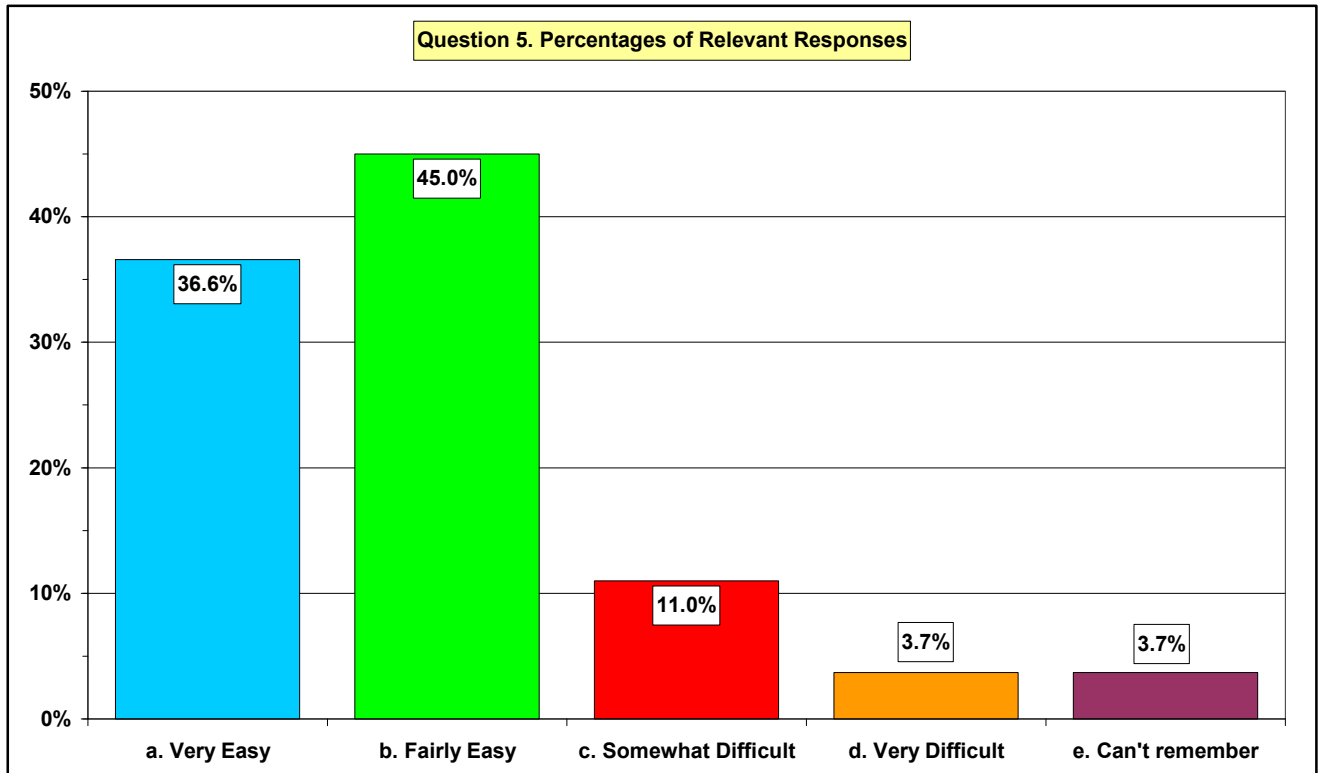
Percentages of Relevant Responses are graphically depicted in the chart above.

**Question 4. Distribution of Survey Respondents**

Response Category	Respondents		Relevant Responses	
	Number	Percent	Number	Percent
a. Yes	94	85.5%	94	86.3%
b. No	14	12.7%	14	12.8%
c. Can't remember	1	0.9%	1	0.9%
Blank response	1	0.9%	---	---
<b>Totals</b>	<b>110</b>	<b>100.0%</b>	<b>109</b>	<b>100.0%</b>

• **Question 5**

How easy was it to set up your MyVCCCD Student Portal account?



**Question 5** asked students how easy it was to set up their MyVCCCD Student Portal account. Of the **110** total survey respondents, **109** marked one of the **five** response choices.

In the table below, the **overall** response distribution is shown in the **Respondents** section; the evaluative responses are presented in the **Relevant Responses** section.

Almost **82%** of the respondents felt that setting up their MyVCCCD Student Portal account was “very easy” or “fairly easy.” **Fifteen percent (15%)** thought that setting up their MyVCCCD Student Portal account was “somewhat difficult” or “very difficult.”

Responses are graphically depicted in the chart above.

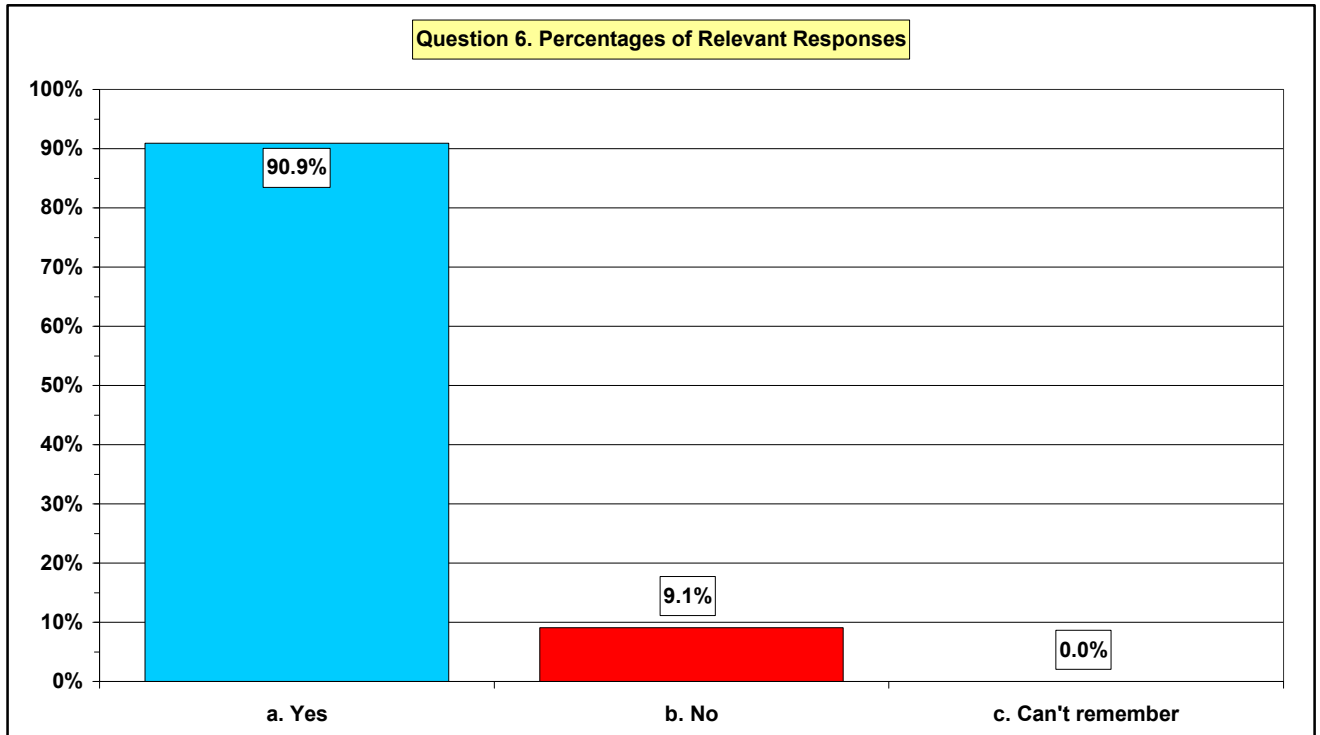
**Question 5. Distribution of Survey Respondents**

Response Category	Respondents		Relevant Responses	
	Number	Percent	Number	Percent
a. Very Easy	40	36.4%	40	36.6%
b. Fairly Easy	49	44.6%	49	45.0%
c. Somewhat Difficult	12	10.9%	12	11.0%
d. Very Difficult	4	3.6%	4	3.7%
e. Can't Remember	4	3.6%	4	3.7%
Blank response	1	0.9%	---	---
<b>Totals</b>	<b>110</b>	<b>100.0%</b>	<b>110</b>	<b>100.0%</b>



• **Question 6**

Have you written down your Ventura College Student ID number (900 number) in case you need it in the future?



**Question 6** asked students if they had written down their Ventura College Student ID number (900 number) in case they needed it in the future.

All of the **110** survey respondents answered the question (i.e., there were no “blank” responses).

In the table below, the **overall** response distribution is shown in the **Respondents** section; the evaluative responses are presented in the **Relevant Responses** section. Since there were no “blank” responses, all responses are relevant.

**Ninety-one percent (91%)** of respondents indicated that they had written down their Ventura College Student ID number (900 number).

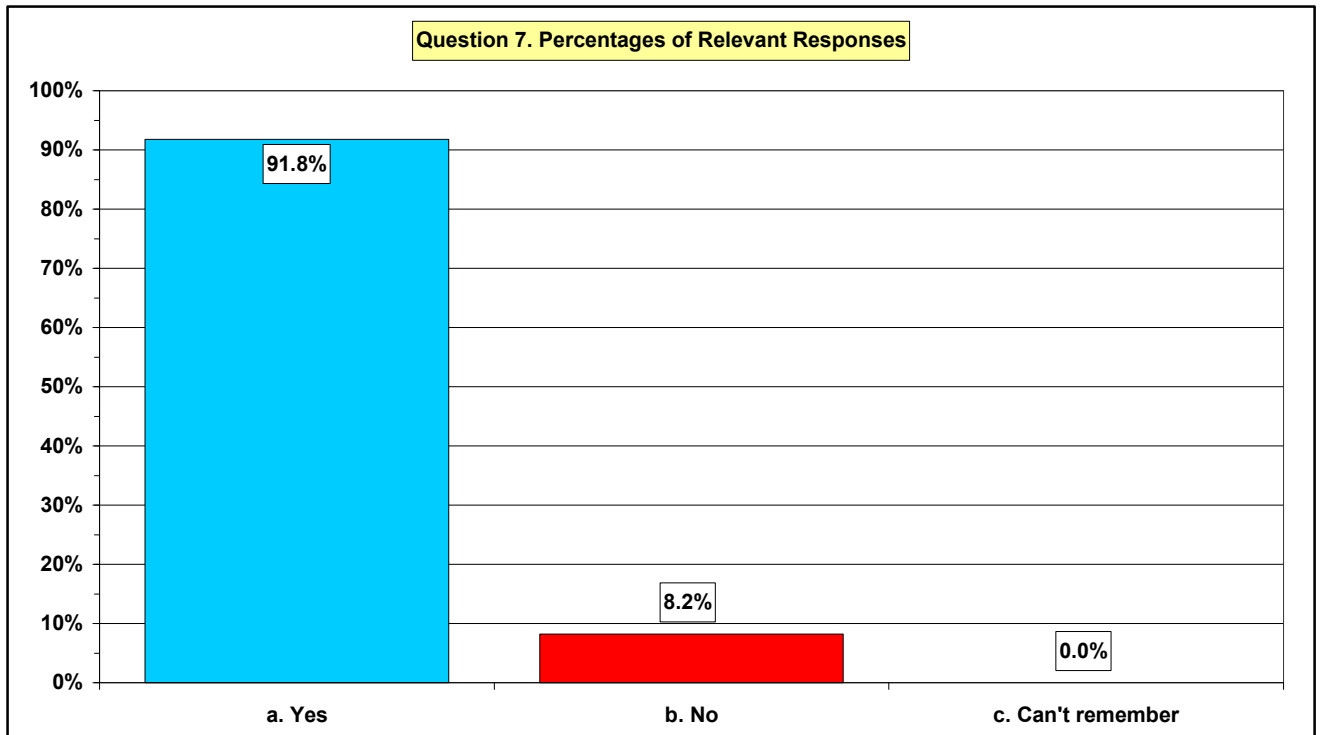
Percentages of Relevant Responses are graphically depicted in the chart above.

**Question 6. Distribution of Survey Respondents**

Response Category	Respondents		Relevant Responses	
	Number	Percent	Number	Percent
a. Yes	100	90.9%	100	90.9%
b. No	10	9.1%	10	9.1%
c. Can't remember	0	0.0%	0	0.0%
Blank response	0	0.0%	---	---
<b>Totals</b>	<b>110</b>	<b>100.0%</b>	<b>110</b>	<b>100.0%</b>

• **Question 7**

Have you taken the English and/or Math Assessment Tests for Ventura College?



**Question 7** asked students if they had taken the English and/or Math Assessment Tests for Ventura College.

All of the **110** survey respondents answered the question (i.e., there were no “blank” responses).

In the table below, the **overall** response distribution is shown in the **Respondents** section; the evaluative responses are presented in the **Relevant Responses** section. Since there were no “blank” responses, all responses are relevant.

**Ninety-two percent (92%)** of respondents indicated that they had taken the English and/or Math Assessment Tests for Ventura College.

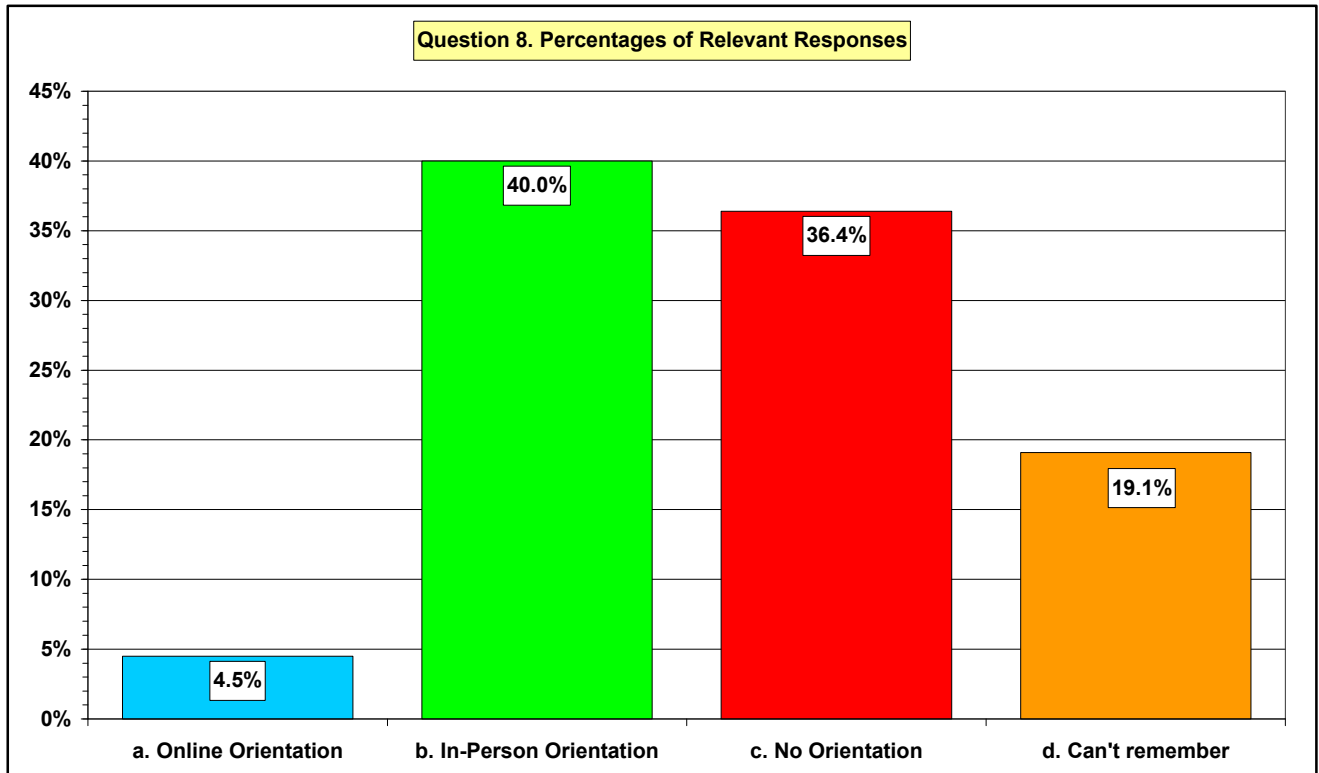
Percentages of Relevant Responses are graphically depicted in the chart above.

**Question 7. Distribution of Survey Respondents**

Response Category	Respondents		Relevant Responses	
	Number	Percent	Number	Percent
a. Yes	101	91.8%	101	91.8%
b. No	9	8.2%	9	8.2%
c. Can't remember	0	0.0%	0	0.0%
Blank response	0	0.0%	---	---
<b>Totals</b>	<b>110</b>	<b>100.0%</b>	<b>110</b>	<b>100.0%</b>

• **Question 8**

Have you completed a Ventura College Orientation?



**Question 8** asked students if they had you completed a Ventura College Orientation. All of the **110** survey respondents answered the question (i.e., there were no “blank” responses).

In the table below, the **overall** response distribution is shown in the **Respondents** section; the evaluative responses are presented in the **Relevant Responses** section. Since there were no “blank” responses, all responses are relevant.

Nearly **45%** of the respondents indicated that they had completed a Ventura College Orientation, either online or in-person. **Thirty-six percent (36%)** did not complete a Ventura College Orientation.

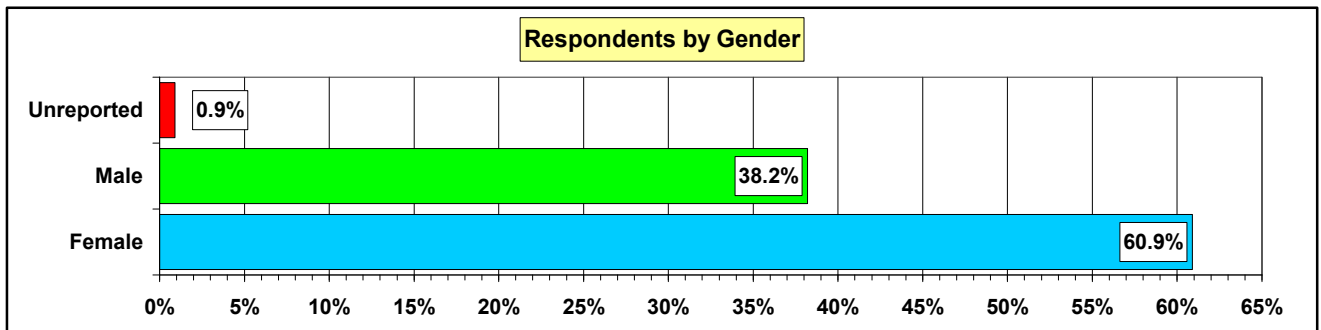
Responses are graphically depicted in the chart above.

**Question 8. Distribution of Survey Respondents**

Response Category	Respondents		Relevant Responses	
	Number	Percent	Number	Percent
a. Yes, Online Orientation	5	4.5%	5	4.5%
b. Yes, In-Person Orientation	44	40.0%	44	40.0%
c. No	40	36.4%	40	36.4%
d. Can't Remember	21	19.1%	21	19.1%
Blank response	0	0.0%	---	---
<b>Totals</b>	<b>110</b>	<b>100.0%</b>	<b>110</b>	<b>100.0%</b>

**• Question 9**

What is your gender?

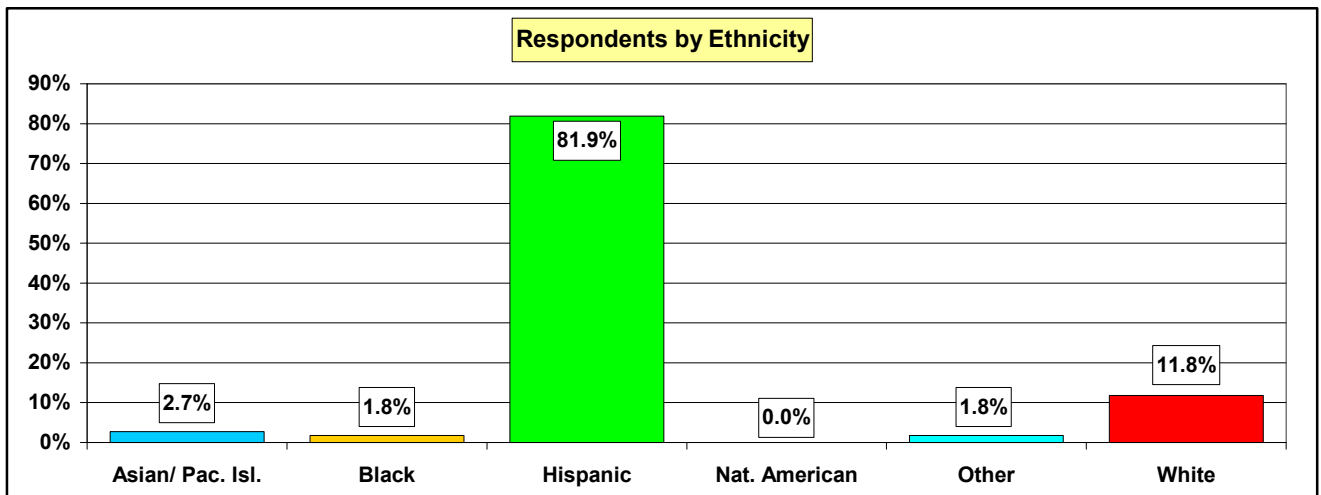


Question 9. Distribution of Survey Respondents

Gender	Respondents	
	Number	Percent
Female	42	60.9%
Male	67	38.2%
Unreported	1	0.9%
<b>Totals</b>	<b>110</b>	<b>100.0%</b>

**• Question 10**

What is your ethnicity?



Question 10. Distribution of Survey Respondents

Ethnicity	Respondents	
	Number	Percent
Asian / Pacific Islander	3	2.7%
Black (African American)	2	1.8%
Hispanic / Latino	90	81.9%
Native American	0	0.0%
Other, Non-white	2	1.8%
White	13	11.8%
Unreported	0	0.0%
<b>Totals</b>	<b>110</b>	<b>100.0%</b>

• **Question 11**

If you have any comments regarding the Application Workshops, please write them below.

There were **11** written responses, which represent **10%** of all respondents. Except for a few corrections to misspelled words, comments are reproduced verbatim in the table below. Reference Numbers were assigned to the survey forms by the Office of Research and Evaluation **after** receiving the completed surveys.

Reference Number	Comments
1	They did a great job explaining everything to us. I learned a lot from the Workshop. Thank you!
2	I think people need more explanation of what programs are offered at VC and scholarships and what comes with college and what you are trying to achieve at college and how to pay for it. how to get a job.
3	how can i get summer classes?
4	I did the application and I never received an email back
5	when can i know if i qualify for the vc promise?
6	Woo-hoo!
7	How can i get my password of my portal? I forgot account thank you.
8	more time with counselors
9	The orientation helped me understand the courses i need to complete in order to receive my AA. The woman which helped me one on one did a very good job, thanks to her explanation i have already signed up for summer course's. - Thanks you Michelle Magana
10	the workshop how the lady presented it seemed very difficult and long and i stopped paying attention after the first 5 min she just made it more complicated than it really is.
11	Update the powerpoints before the orientations...otherwise everything was stellar