



VENTURA COLLEGE
CCRAA-HSI Grant
U.S. Department of Education
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SUMMER 2009
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STEM POWER
STUDENT SATISFACTION SURVEY

Presented to

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Office of Research and Evaluation

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SUMMER 2009 – STEM POWER ♦ STUDENT SATISFACTION SURVEY

■ **BACKGROUND**

In September 2008, Ventura College was awarded a CCRAA–HSI Grant through the U.S. Department of Education. One requirement of the **Strengthening STEM Pathways at Ventura College** grant is to conduct a survey each year to ascertain the impact of the grant on students who have received grant-funded services. The “Summer 2009 – STEM Power ♦ Student Satisfaction Survey”, conducted between July 31, 2009 and September 1, 2009, meets that requirement for the 2008 – 2009 grant year.

The survey was administered in an electronic format via SurveyMonkey, an internet-based company that provides on-line survey capabilities. Survey questions were created by the Student Outreach Specialist and the Institutional Research Officer, using surveys previously developed by the Research Office as a template for the STEM survey. On July 31, 2009, invitations to complete the survey were e-mailed to **94** students (survey population) who had received STEM services in spring or summer 2009. The e-mail invitation included a link to the survey and students were assured that their responses would be completely anonymous. Follow-up reminders were e-mailed by the Student Outreach Specialist to **all** of the **94** students, thanking those who had completed the survey and encouraging non-completer to do so.

A hardcopy of the STEM – Student Satisfaction Survey and the e-mail correspondence are **attached**.

■ **SUMMARY**

A total of **60** surveys were completed, for a response rate of **64%**. From a statistical perspective, the sample size is too small to meet educational research standards which usually require a **95%** confidence level and $\pm .05$ confidence interval (a survey population of 94 requires a minimum of 76 respondents).

The STEM survey consists of **fourteen** questions: **nine** program-related questions; **four** demographic questions, and **one** question requesting comments related to the STEM Program. In the table, response percentages for selected demographics are compared to those of the survey population. Differences between respondent and population percentages are expressed in percentage points. Positive numbers reflect an over representation by survey respondents; negative numbers indicate under representation.

<u>Characteristic</u>	<u>Group</u>	<u>Respondents</u>	<u>Population</u>	<u>Difference (in percentage points)</u>	
▪ Gender	Male	62%	61%	+1	Gender: Respondents are virtually proportional to the population
	Female	37%	39%	-2	
▪ Ethnicity	Hispanic	58%	50%	+8	Hispanics are over represented
	White	30%	30%	0	Whites are equally represented
▪ Age (in years)	18 – 19	23%	32%	-9	18 – 19s are under represented
	20 – 24	43%	37%	+6	20 – 24s are over represented
	30 – 34	15%	9%	+6	30 – 34s are over represented

Response percentages for selected survey questions are highlighted below.

Question 3. Did the Student Outreach Specialist fully describe the Program before you decided to enroll?
97% answered Yes

Question 4. How helpful was the Student Outreach Specialist?
98% responded **Very Helpful (85%)** or **Somewhat Helpful (13%)**

Question 5. How easy was it for you to complete the STEM Application?
99% responded **Very Easy (87%)** or **Fairly Easy (12%)**

Question 6. Is it reasonable to ask students to follow most of the Guidelines on the STEM Student Contract?
88% answered Yes

Question 9. To date, how would you rate your overall experience with the STEM Power Program?
90% responded **Very Satisfied (53%)** or **Satisfied (37%)**

Response distributions and a chart (for each question) and students’ comments are presented below.

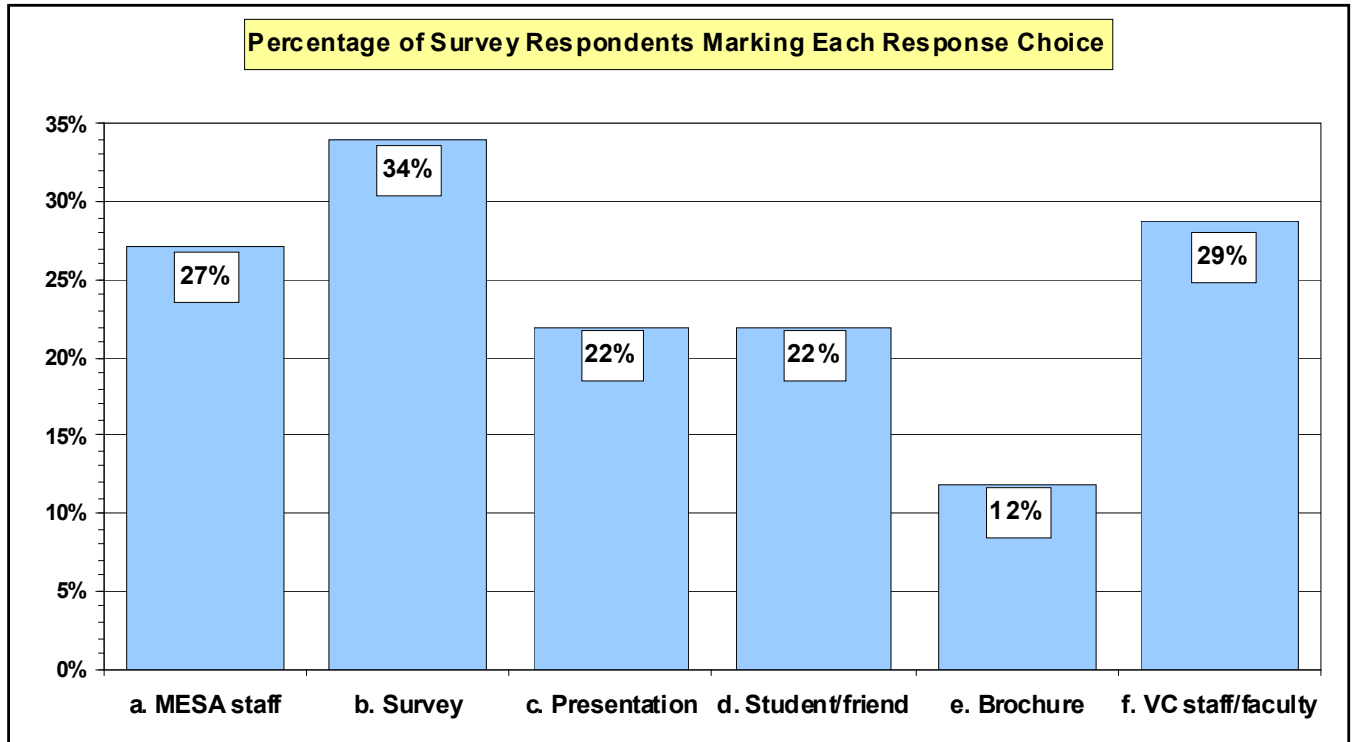
SUMMER 2009 – STEM POWER ♦ STUDENT SATISFACTION SURVEY

■ **SURVEY RESULTS**

• **Question 1**

How did you become aware of the Ventura College STEM Power Program?

(Check all that apply)



Respondents were asked to mark **all** of the ways in which they became aware of the Ventura College STEM Power Program. The survey listed **six** specific ways in which respondents might have become aware of the Program.

Of the **60** total respondents, **59** marked **one** or more of the **six** response choices. Data in the **Percent** column in the table below indicate the percentages of the **59** respondents that chose each of the response categories. Since some respondents marked more than one response category, the sum of the percentages exceed 100%.

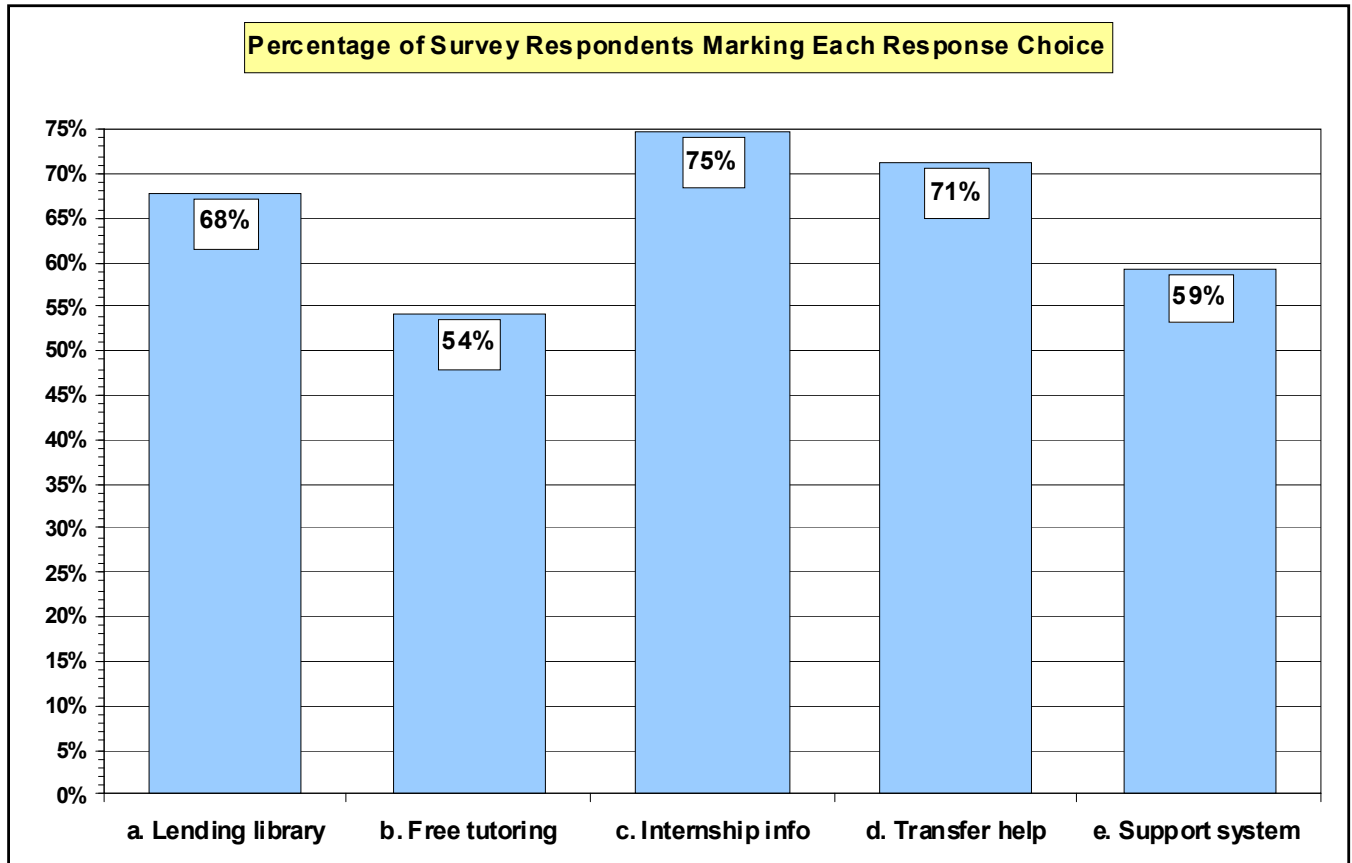
Question 1. Distribution of Survey Respondents

How did you become aware of the Ventura College STEM Power Program? (Please mark all that apply.)	Respondents	
	Number	Percent
a. I was referred to the Program by a MESA staff member	16	27.1%
b. I filled out a survey in one of my classes and someone from the Program contacted me	20	33.9%
c. I heard a presentation about the Program in one of my classes	13	22.0%
d. Another student / friend referred me to the Program	13	22.0%
e. I saw a brochure about the Program and it seemed interesting	7	11.9%
f. I was referred to the Program by a VC staff or faculty member	17	28.8%

VENTURA COLLEGE
Office of Research and Evaluation
SUMMER 2009 – STEM POWER ♦ STUDENT SATISFACTION SURVEY

• **Question 2**

Why did you enroll with the Ventura College STEM Power Program?
(Check all that apply)



Respondents were asked to mark **all** of the reasons that contributed to their decision to enroll in the Ventura College STEM Power Program. The survey provided **five** different reasons that might have contributed to a respondent's decision to enroll in the Program.

Of the **60** total respondents, **59** marked **one** or more of the **six** response choices. Data in the **Percent** column in the table below indicate the percentages of the **59** respondents that chose each of the response categories. Since some respondents marked more than one response category, the sum of the percentages exceed 100%.

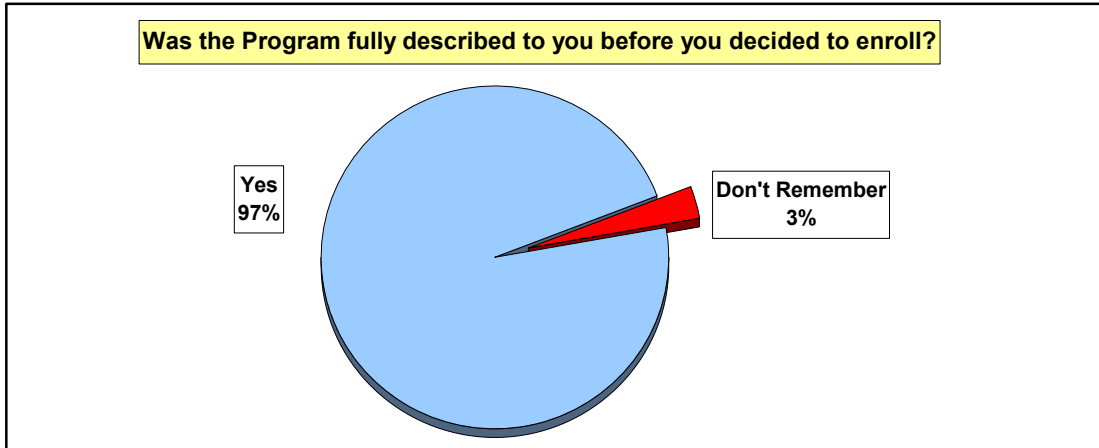
Question 2. Distribution of Survey Respondents

Why did you enroll with the Ventura College STEM Power Program? (Please mark all that apply.)	Respondents	
	Number	Percent
a. The Program offers textbooks through its lending library	40	67.8%
b. The Program offers free tutoring	32	54.2%
c. The Program provides internship information and opportunities	44	74.6%
d. The Program provides assistance with transfer to a university	42	71.2%
e. The Program provides good overall support for my academic & personal goals at VC	35	59.3%

SUMMER 2009 – STEM POWER ♦ STUDENT SATISFACTION SURVEY

• **Question 3**

Did the Student Outreach Specialist fully describe the Program before you decided to enroll?

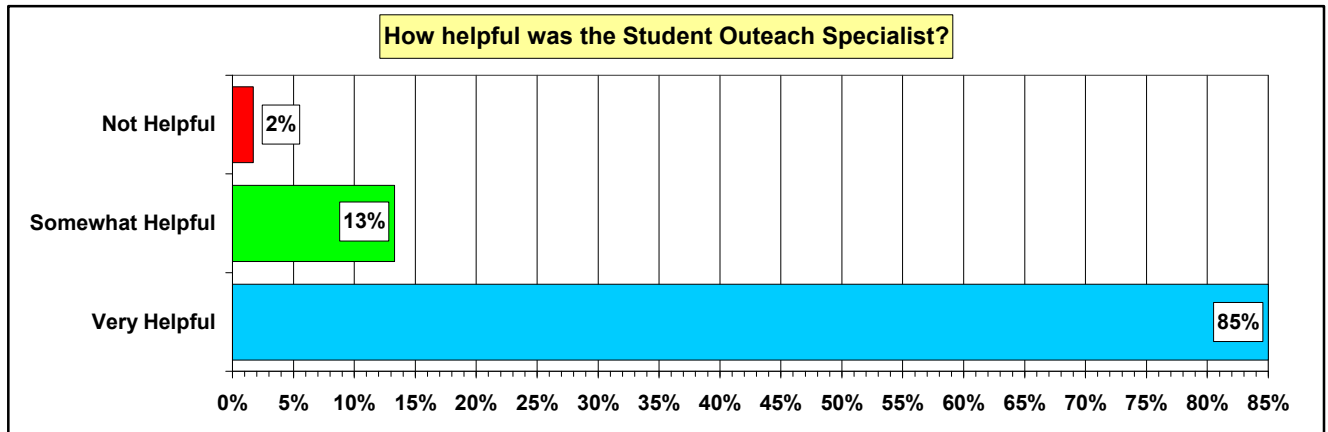


Question 3. Distribution of Survey Respondents

Did the Student Outreach Specialist fully describe the Program before you decided to enroll?	Total Respondents	
	Number	Percent
a. Yes	58	96.7%
b. No	-0	0.0%
c. Don't Remember	2	3.3%
Totals	60	100.0%

• **Question 4**

How helpful was the Student Outreach Specialist in answering any questions/doubts you had about the Program?



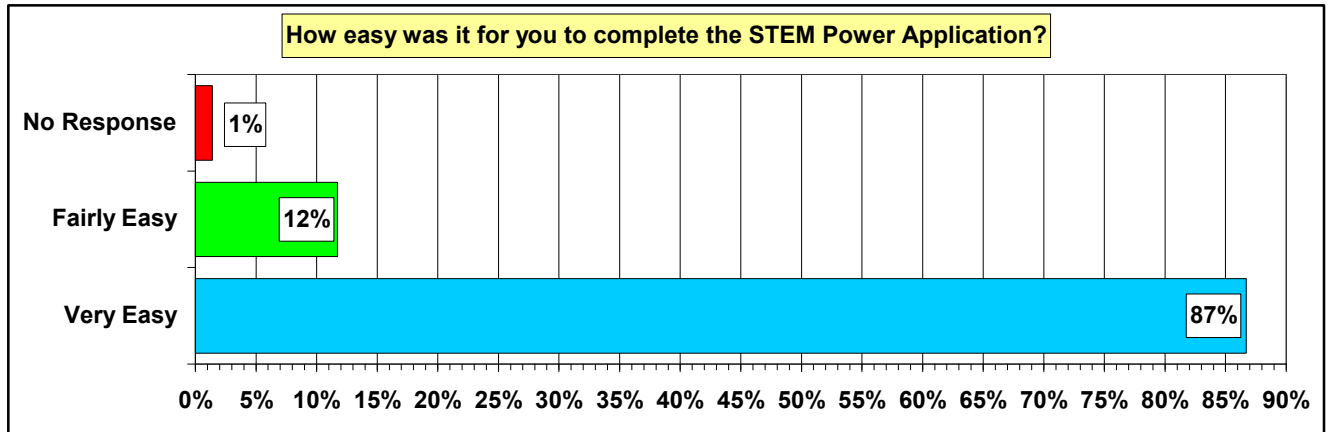
Question 4. Distribution of Survey Respondents

How helpful was the Student Outreach Specialist in answering any questions or doubts you had about the Program?	Respondents	
	Number	Percent
a. Very Helpful	51	85.0%
b. Somewhat Helpful	8	13.3%
c. Not Helpful	1	1.7%
Totals	60	100.0%

SUMMER 2009 – STEM POWER ♦ STUDENT SATISFACTION SURVEY

• Question 5

How easy was it for you to complete the STEM Power Application?

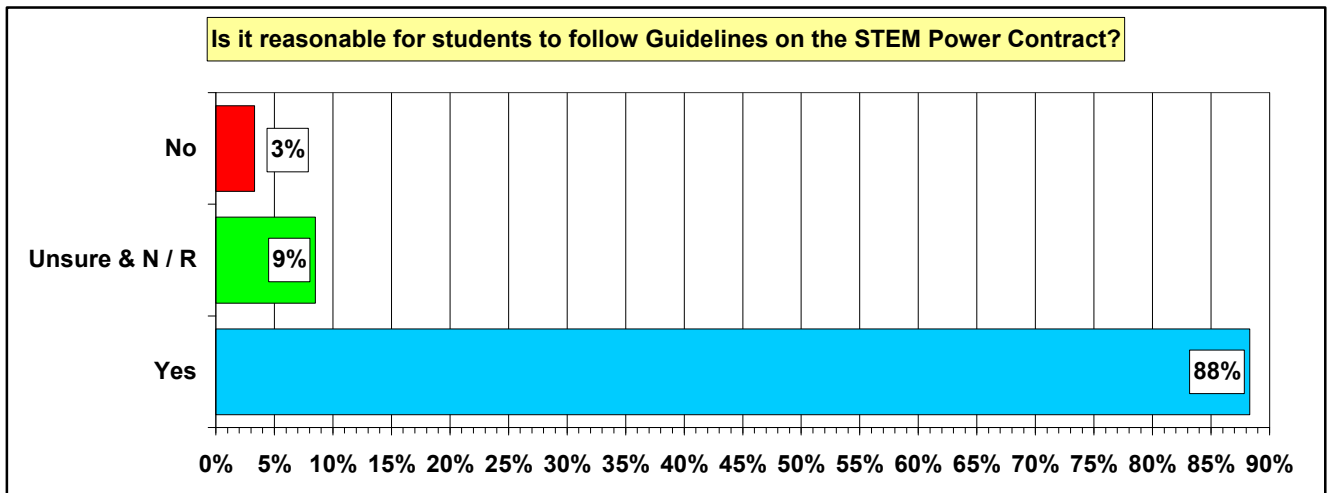


Question 5. Distribution of Survey Respondents

How easy was it for you to complete the STEM Power Application?	Respondents	
	Number	Percent
a. Very Easy	52	86.7%
b. Fairly Easy	7	11.7%
c. Fairly Difficult	-0	0.0%
d. Very Difficult	-0	0.0%
No Response	1	1.6%
Totals	60	100.0%

• Question 6

Is it reasonable to ask students to follow most of the Guidelines on the STEM Power Student Contract?



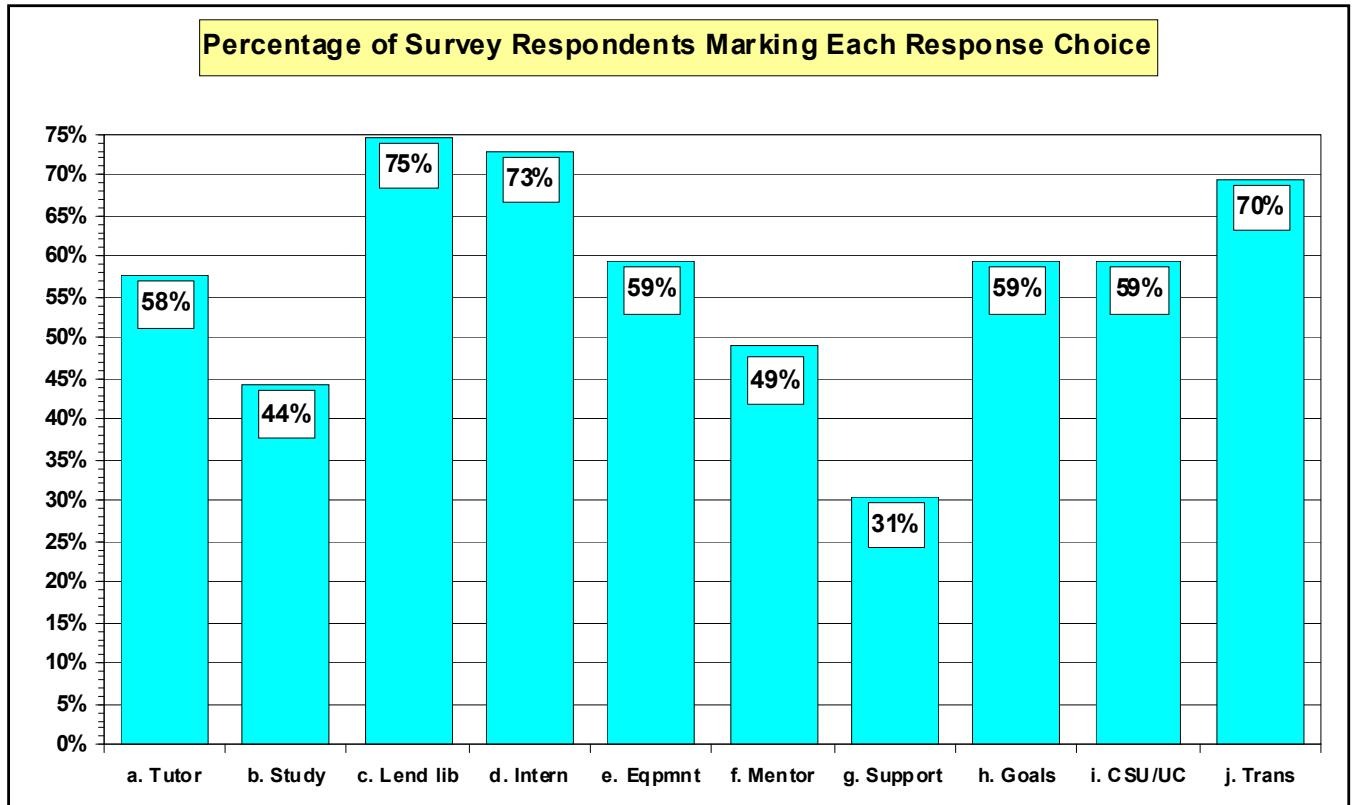
Question 6. Distribution of Survey Respondents

Is it reasonable to ask students to follow most the Guidelines on the STEM Power Student Contract?	Total Respondents	
	Number	Percent
a. Yes	53	88.3%
b. No	2	3.3%
c. Unsure	4	6.7%
No Response (N / R)	1	1.7%
Totals	60	100.0%

SUMMER 2009 – STEM POWER ♦ STUDENT SATISFACTION SURVEY

• Question 7

Which of the following STEM Power services are you particularly interested in?
(Check all that apply)



Respondents were asked to mark any of the ten STEM Power services in which they are particularly interested. Of the **60** total respondents, **59** marked **one** or more of the **ten** STEM services.

Data in the **Percent** column in the table below indicate the percentages of the **59** respondents that chose each of the response categories. Since some respondents marked more than one response category, the sum of the percentages exceed 100%.

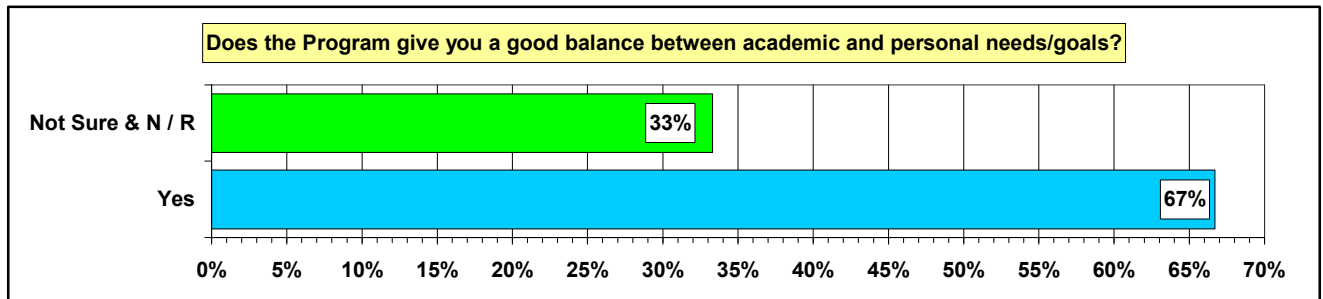
Question 7. Distribution of Survey Respondents

Which of the following STEM Power services are you particularly interested in? (Please mark all that apply.)	Respondents	
	Number	Percent
a. Tutoring	34	57.6%
b. Study groups	26	44.1%
c. Lending library / book vouchers	44	74.6%
d. Internship opportunities	43	72.9%
e. Opportunity to be trained in the use of state-of-the-art scientific equipment	35	59.3%
f. Mentoring from STEM faculty members	29	49.2%
g. Ongoing support from the STEM Outreach Specialist	18	30.5%
h. Counselor assistance in setting academic / transfer goals	35	59.3%
i. Workshops on preparing CSU / UC admission applications	35	59.3%
j. Assistance with transferring to a CSU or UC campus	41	69.5%

SUMMER 2009 – STEM POWER ♦ STUDENT SATISFACTION SURVEY

• Question 8

Does the STEM Power Program give you a good balance between your academic and personal needs / goals?

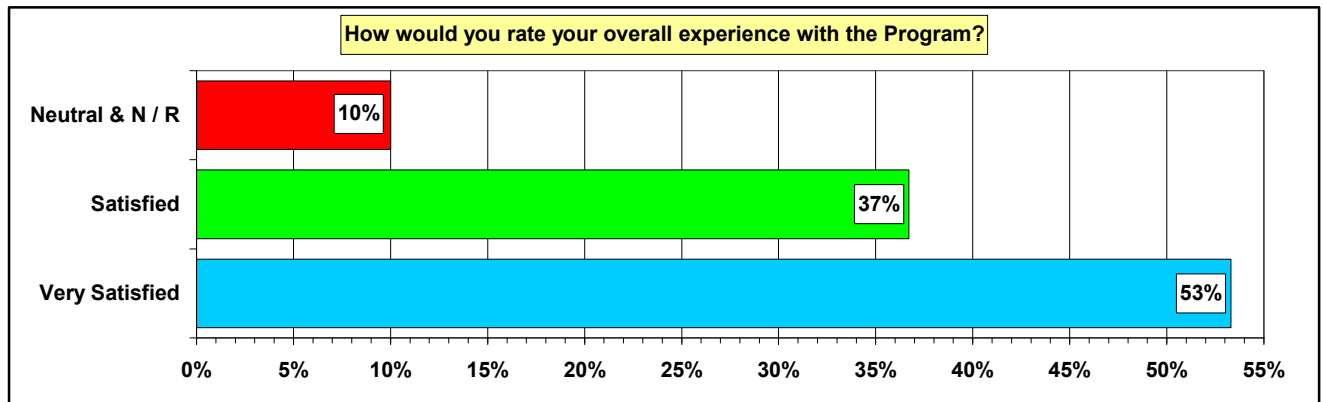


Question 8. Distribution of Survey Respondents

Does the STEM Power Program give you a good balance between your academic and personal needs / goals?	Respondents	
	Number	Percent
a. Yes	40	66.7%
b. No	-0	0.0%
c. Not Sure	19	31.7%
No Response (N / R)	1	1.6%
Totals	60	100.0%

• Question 9

To date, how would you rate your overall experience with the STEM Power Program?



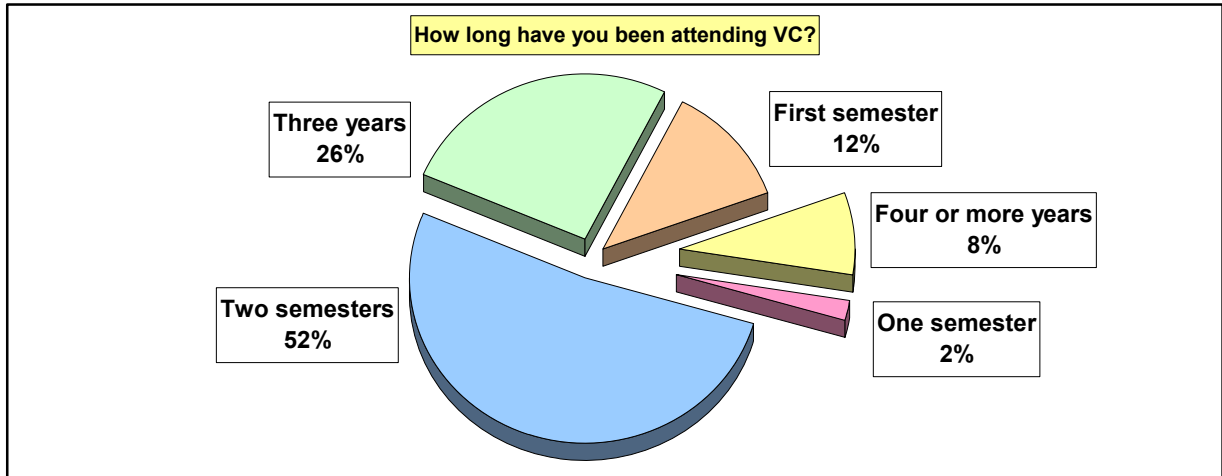
Question 9. Distribution of Survey Respondents

To date, how would you rate your overall experience with the STEM Power Program?	Total Respondents	
	Number	Percent
a. Very Satisfied	32	53.3%
b. Satisfied	22	36.7%
c. Neutral	5	8.3%
d. Dissatisfied	-0	0.0%
e. Very Dissatisfied	-0	0.0%
No Response (N / R)	1	1.7%
Totals	60	100.0%

SUMMER 2009 – STEM POWER ♦ STUDENT SATISFACTION SURVEY

• **Question 10**

How long have you been attending Ventura College (don't count Summer Session 2009)?

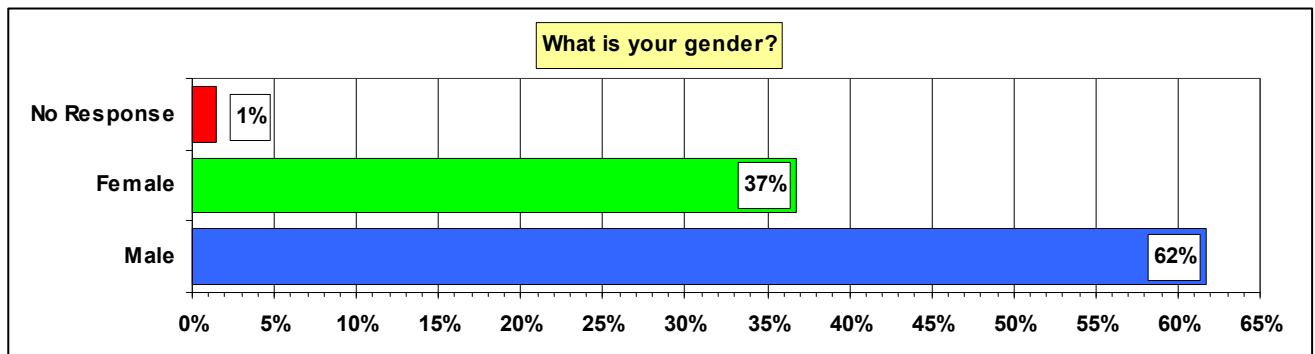


Question 10. Distribution of Survey Respondents

How long have you been attending Ventura College (don't count Summer Session 2009)?	Total Respondents		Relevant Respondents	
	Number	Percent	Number	Percent
a. Fall 2009 will be my first semester	7	11.7%	7	12.1%
b. One semester	1	1.7%	1	1.7%
c. Two semesters / one year	30	50.0%	30	51.7%
d. Three years	15	25.0%	15	25.9%
e. Four or more years	5	8.3%	5	8.6%
No Response	2	3.3%	--	---
Totals	60	100.0%	58	100.0%

• **Question 12**

What is your gender?



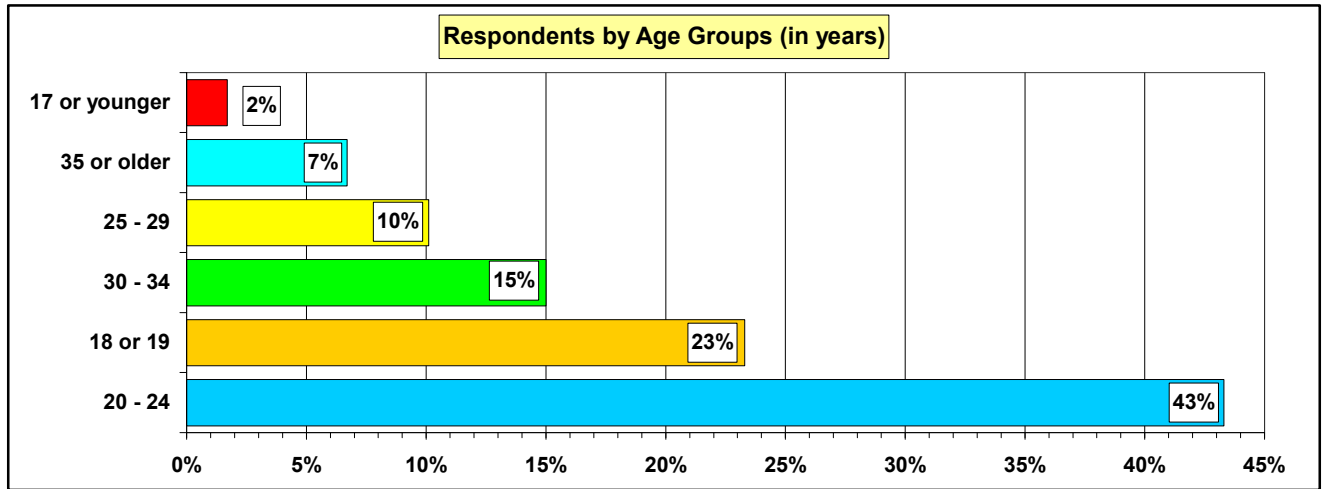
Question 12. Distribution of Survey Respondents

What is your gender?	Total Respondents	
	Number	Percent
a. Female	22	36.7%
b. Male	37	61.7%
No Response	1	1.6%
Totals	60	100.0%

SUMMER 2009 – STEM POWER ♦ STUDENT SATISFACTION SURVEY

• Question 11

What is your age?

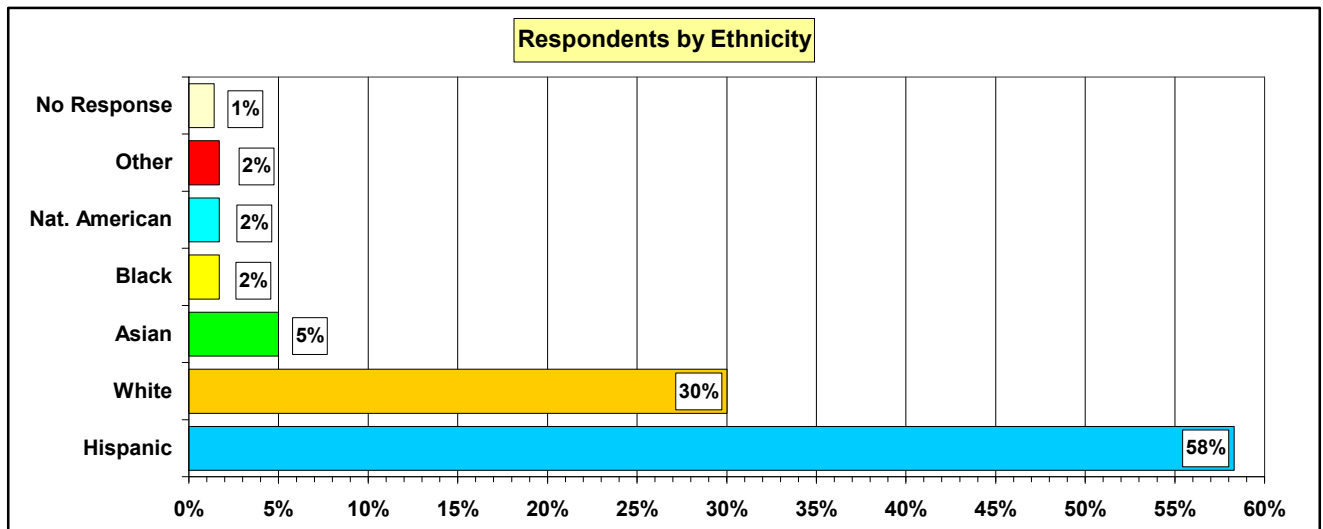


Question 11. Distribution of Survey Respondents

What is your age?	Respondents		What is your age?	Respondents	
	Number	Percent		Number	Percent
a. 17 years of age or younger	1	1.7%	d. 25 to 29 years of age	6	10.0%
b. 18 or 19 years of age	14	23.3%	e. 30 to 34 years of age	9	15.0%
c. 20 to 24 years of age	26	43.3%	f. 35 years of age or older	4	6.7%
			Totals	60	100.0%

• Question 13

What is your ethnicity?



Question 13. Distribution of Survey Respondents

What is your ethnicity?	Respondents		What is your ethnicity?	Respondents	
	Number	Percent		Number	Percent
a. Asian (Pacific Islander)	3	5.0%	e. Other, Non-white	1	1.7%
b. Black (African American)	1	1.7%	f. White	18	30.0%
c. Hispanic (Latino)	35	58.3%	No Response	1	1.6%
d. Native American	1	1.7%	Totals	60	100.0%

VENTURA COLLEGE
Office of Research and Evaluation

SUMMER 2009 – STEM POWER ♦ STUDENT SATISFACTION SURVEY

• **Question 14**

If you have any comments regarding the Ventura College STEM Power Program, please write them below.

To answer **Question 14**, students were asked to type-in their responses from the computer keyboard. There were **19** written responses, which represent **32%** of all respondents. The comments are reproduced verbatim in the table below. Reference Numbers are unique numbers that SurveyMonkey automatically assigns to each survey; the numbers are for internal use – surveys **are** anonymous.

Reference Number	Comments
856060020	The most difficult part of the STEM requirements for me are the extracurricular involvements. I work at two jobs, so squeezing in school is already a challenge. Having a requirement to be involved with extracurricular groups is difficult for me. Also, I'm a student who is interested in attending graduate school, not just transferring into an undergrad program, so the extracurriculars have a different priority for me. Otherwise, I'm very pleased with my experience.
853871755	The stem program doesn't offer books or tutoring for computer science and software engineering classes. Even though it is a very important kind of science and engineering please consider offering them.
852376235	Gema informed me of an internship over the summer that I was accepted to participate with. It was an amazing learning experience and helped me academically. I appreciate the staff for keeping me well informed of what is being offered with STEM.
851717560	STEAM is very helpful and provides a lots of information to the students
851605250	The program is a complete necessity!
850394249	I will lke there was more causelig available
850365892	very nice program! and gema is nice aswell!
850095418	It is a great program and i wish more incoming freshmen knew about it.
850033440	I didn't really qualify for anything in the STEM program other than they would help with finding an internship. However, due to guidelines limiting the student outreach specialist, nothing amounted of it.
849587602	I'd like to learn how to apply to UC's and CSUs
849570973	I don't agree with the reasoning that the book vouchers do not cover Comp. Science books, but does cover Environmental science and Architecture books.
844959450	Gema Espinoza is amazing. Her dedication, passion, and professionalism have been paramount. Her encouragement and support have been instrumental in the success of numerous students. Thank you.
838877269	the student outreach specialist needs to be more proactive and needs to do reach out to students and help them in more concrete steps.
838837902	very great program with helpful assistance
838637065	i think that the stem program is the helpful program students majoring in math science and engerning program. i think that students who needs tutoring and need books. its going to be the very helpful program. I love the stem program that ventura college had. thanks for having a stem program in vc.
838610265	The STEM POWER PROGRAM has help me alot and i believe that without the program my college expierance as a biggener would have been much harder and stressfull. thank you STEM POWER!
841559383	For question number 10, there is no choice for students that have been there for 2 years
839679263	Thanks for all the help. I think this is a excellent oppertunity that I am receiving. Excellent program! Thank you god!!!
839492760	I hope the program become more popular and more connected with outside resources so that STEM students have internship oppurtunities to get valuable experience.

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1. How did you become aware of the Ventura College STEM Power Program? (Check all that apply)
 - a. I was referred to the Program by a MESA staff member
 - b. I filled out a survey in one of my classes and someone from the Program contacted me
 - c. I heard a presentation about the Program in one of my classes
 - d. Another student / friend referred me to the Program
 - e. I saw a brochure about the Program and it seemed interesting
 - f. I was referred to the Program by a VC staff or faculty member
 2. Why did you enroll with the Ventura College STEM Power Program? (Check all that apply)
 - a. The Program offers textbooks through its lending library
 - b. The Program offers free tutoring
 - c. The Program provides internship information and opportunities
 - d. The Program provides assistance with transfer to a university
 - e. The Program provides a good overall support system for my academic and personal goals at VC
 3. Did the Student Outreach Specialist fully describe the Program before you decided to enroll?
 - a. Yes
 - b. No
 - c. Don't remember
 4. How helpful was the Student Outreach Specialist in answering any questions/doubts you had about the Program?
 - a. Very helpful
 - b. Somewhat helpful
 - c. Not helpful
 5. How easy was it for you to complete the STEM Power Application?
 - a. Very easy
 - b. Fairly easy
 - c. Fairly difficult
 - d. Very difficult
 6. Is it reasonable to ask students to follow most of the Guidelines on the STEM Power Student Contract?
 - a. Yes
 - b. No
 - c. Not sure
 7. Which of the following STEM Power services are you particularly interested in? (Check all that apply)
 - a. Tutoring
 - b. Study groups
 - c. Lending library / book vouchers
 - d. Internship opportunities
 - e. Opportunity to be trained in the use of state-of-the-art scientific equipment
 - f. Mentoring from STEM faculty members and staff
 - g. Ongoing support from the STEM Outreach Specialist
 - h. Counselor assistance in setting academic / transfer goals
 - i. Workshops on preparing CSU or UC admission applications
 - j. Assistance with transferring to a CSU or UC campus
 8. Does the STEM Power Program give you a good balance between your academic and personal needs / goals?
 - a. Yes
 - b. No
 - c. Not sure
 9. To date, how would you rate your overall experience with the STEM Power Program?
 - a. Very satisfied
 - b. Satisfied
 - c. Neutral
 - d. Dissatisfied
 - e. Very dissatisfied
 10. How long have you been attending Ventura College (don't count Summer Session 2009)?
 - a. Fall 2009 will be my 1st semester
 - b. One semester
 - c. Two semesters/one year
 - d. Three years
 - e. Four or more years
 11. What is your age?
 - a. 17 years of age or younger
 - b. 18 or 19 years of age
 - c. 20 to 24 years of age
 - d. 25 to 29 years age
 - e. 30 to 34 years of age
 - f. 35 years of age or older
 12. What is your gender?
 - a. Female
 - b. Male
 13. What is your ethnicity?
 - a. Asian / Pacific Islander
 - b. Black (African American)
 - c. Hispanic / Latino
 - d. Native American
 - e. Other, Non-white
 - f. White
 14. If you have any comments regarding the Ventura College STEM Power Program, please write them below.

E-Mail Invitation to Complete the Ventura College – STEM Power Survey

The text of the e-mail is reproduced below; it was sent on **July 31, 2009**.

Hello STEM Power Students,

Ventura College faculty and staff are interested in the success and services of our college programs, and we are constantly looking for ways to improve these programs. For this reason, we invite you to give us feedback about your experience with our newest program for STEM students, **Ventura College STEM Power**.

Please take a few minutes to complete the attached online survey. Your responses are **very important!** They will be used to help us determine how we are doing and what we need to change – or add – to ensure that our students are successful.

The survey will take you five minutes or less and it is **completely anonymous**. If you have any questions or concerns about the survey, please respond to this email. The survey can be accessed by clicking on the link below.

Thank you for taking the time to complete this survey!

Survey Link:

http://www.surveymonkey.com/s.aspx?sm=jL3YRMwczcr1MIPXyr_2fZhA_3d_3d

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