

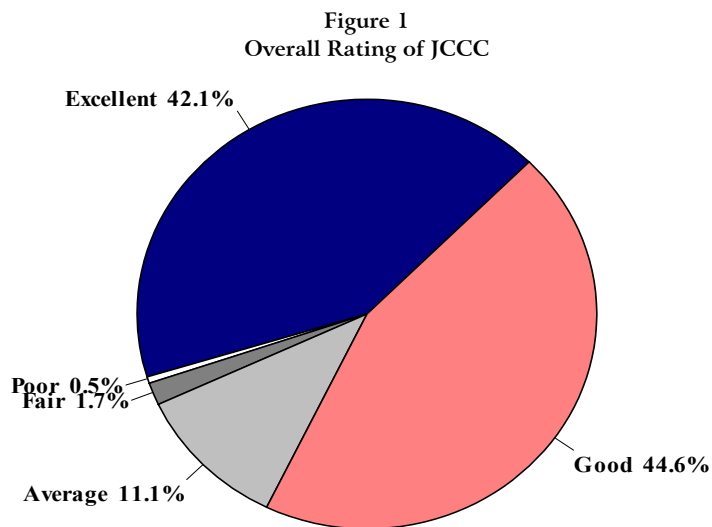
# JCCC Research in Brief

## Spring 2003 User Evaluation of Student and Auxiliary Services

**Background** The Office of Institutional Research at JCCC has conducted periodic user evaluations of Student/Auxiliary services since 1986. Results from these user evaluations have been used to provide a barometer of student perception and to inform improvements in these services.

**Methodology** The user evaluation was distributed in Spring 2003 to students in a sample of JCCC classes selected to generally represent career/transfer, day/evening, and freshman/sophomore courses. In total, 620 surveys were completed and returned.

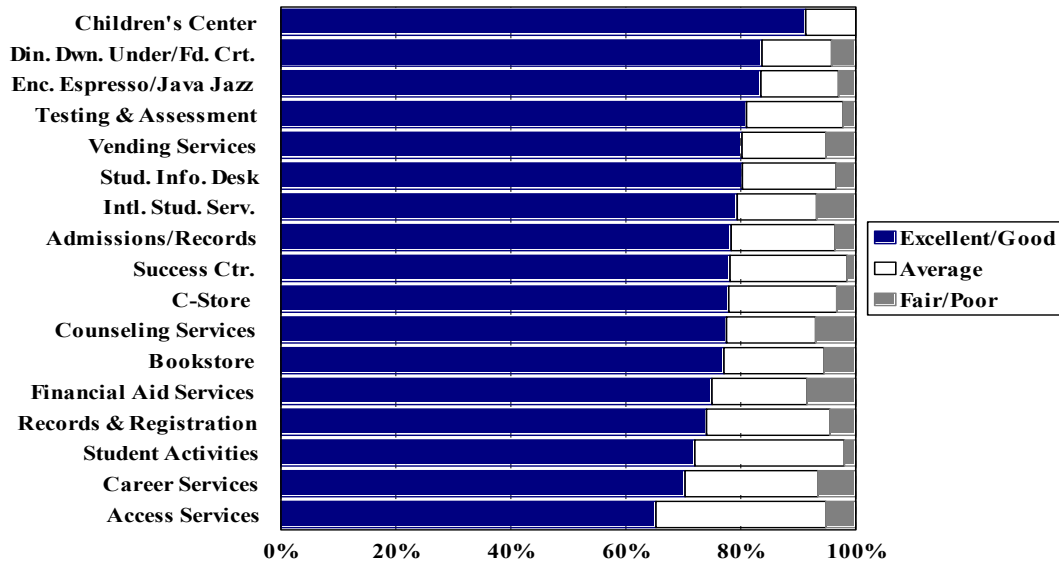
**Overall Rating of JCCC** The majority of the respondents rated JCCC overall as excellent or good while only 2% rated it as fair or poor. (See Figure 1.)



**Overall Evaluation of Services** Generally, respondents rated the seventeen student/auxiliary services very favorably. Over 65% of all respondents rated each of the services as excellent or good. (See Figure 2.)

Figure 2  
Evaluation of Service Overall

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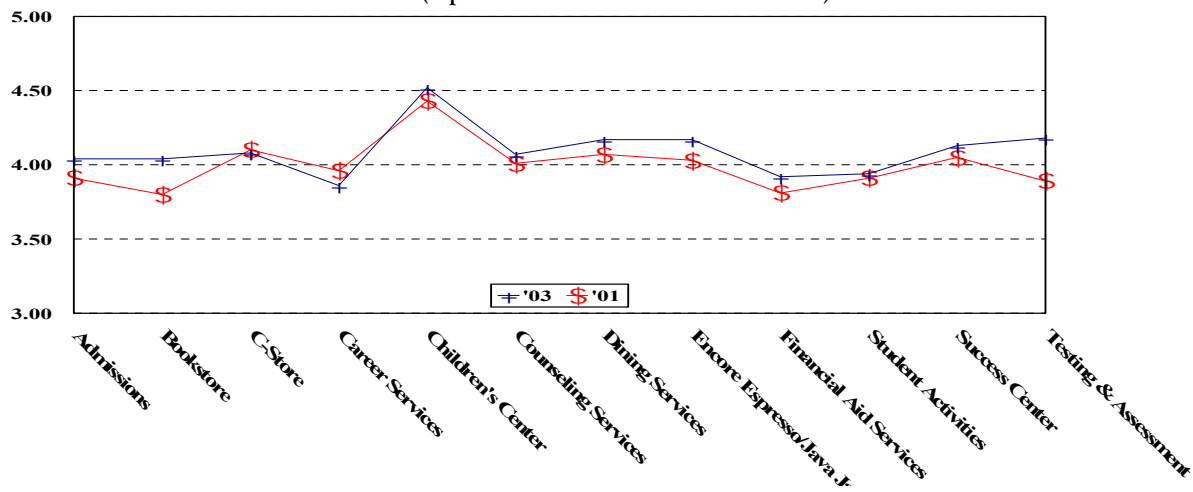


**Major Strengths** Although each of the seventeen student/auxiliary services had many noteworthy strengths, there were three services of particular interest since over 40% of their users concurred. “Convenient/good location” was identified as the major strength by 42.9% of users of the Children’s Center and by 40.2% of users of Vending Services. “Answer your questions/advise you” was cited as Counseling Services’ major strength by 41.4% of its responding users.

**Major Weaknesses** “Waiting in line” and “too expensive” were among the most common weaknesses reported for the seventeen student/auxiliary services. “Waiting in line” was the number one weakness for both Counseling Services (24.4%) and Fin. Aid (22.1%) while “too expensive” was the most significant weakness for the Bookstore (21.8%).

**Comparison of 2003 vs. 2001 Overall Ratings** The overall evaluations for most services increased slightly from 2001 to 2003. Testing and Assessment showed the most improvement (from 3.89 in 2001 to 4.18 in 2003) followed closely by the Bookstore (from 3.80 in 2001 to 4.04 in 2003). Mean overall ratings for only two services showed a slight decline in 2003 from 2001: Career Services (from 3.96 in 2001 to 3.86 in 2003) and the C-Store (from 4.10 in 2001 to 4.08 in 2003). (See Figure 3.)

Figure 3  
Comparison of Overall Evaluation of Student/Auxiliary Services for 2001 and 2003  
(5 point scale: 1=Poor to 5=Excellent)



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**Student Activities** According to 82.5% of respondents, JCCC does offer enough activities/events outside of class. Figure 4 illustrates participation in certain activities as reported by students. When asked what would make them more likely to participate, over half (53.6%) indicated that nothing could be done because they either have no interest or because they are too busy.

Figure 4  
Student Activities

