Institutional Research Report

**Workforce Development
M-TEC Participation Survey Analysis**

July 2004 – June 2005

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WORKFORCE DEVELOPMENT: M-TEC Participation Survey Analysis
July 2004 – June 2005

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Oakland Community College
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July 2004 – June 2005

Table of Contents

Oakland Community College
Workforce Development M-TEC Participation Survey Analysis
July 2004 – June 2005

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. This study consists of students' responses who attended classes held on M-TEC premises between July 2004 and June 2005. Information was gathered at the end of each respective class.

For this year, a total of 356 surveys were analyzed. Two different surveys were administered with different sets of questions. From the 356 surveys, 141 surveys were from the original survey and 215 surveys were from the revised survey. A copy of the survey instruments can be found in Appendices E and F of the report.

Listed below are the courses referenced in this report:

	Course Title
1	Advanced Concepts Of GD & T
2	CATIA V5 For V4 Users
3	CATIA V5 Fundamentals
4	Design for Assembly
5	Design Verification Plan and Report
6	Developing Leadership Skills
7	DFMEA
8	Error/Mistake Proofing
9	Geometric Dimensioning and Tolerancing
10	Implementing and Supporting Microsoft Windows XP Professional
11	Internetwork Security
12	MS Outlook
13	MS Project 2000
14	NASTRAN
15	PCST - People Skills
20	PCST CC# II Workshop
16	PCST CS#1 Listening & Communication Skills
17	PCST CS#2 Evaluating Your People Skills
18	PCST CS#3 Fact Finding & Problem Solving
19	PCST CS#4 Handling Difficult Customer Situations
21	PCST MS Outlook Workshop
22	PCST Problem Solving
23	PCST Time Management Workshop
24	Preparing for the Work Keys Assessment
25	Problem Solving
26	Problem Solving and Reporting It
27	Root Cause Analysis
28	Threaded Fasteners - Application Principles and Overviews
29	TS16949 Internal Auditing

KEY FINDINGS

After analyzing both sets of data, the following conclusions were made regarding the 2004-05 M-TEC classes:

- In general, respondents were pleased with their experience attending a course at M-TEC.

- Respondents' overall satisfaction of their entire course experiences were relatively high. This satisfaction was attributed to the course, instructors, and facilities.

- Most participants would recommend their course to others.

Due to the different survey instruments with varied questions, the remaining analysis is broken into two sections: 1) the original survey instrument; and 2) the revised survey instrument.

Results from Original Survey:

Most respondents attended their respective course because they wanted to gain skills to obtain employment (76.3%). Additionally, fifty-eight 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 Appendices A & B.)

- o Ninety-eight percent (97.8%) agreed that objectives for course were clear (27.0% selected 'somewhat agree' while 70.8% selected 'strongly agree'). (Average Score = 3.69/4.00.)

- o Ninety-eight percent (97.9%) agreed that the course material was adequate (30.7% selected 'somewhat agree' while 67.2% selected 'strongly agree'). (Average Score = 3.65/4.00.)

- o Ninety-nine percent (99.3%) agreed that the pace of instruction was adequate (30.9% selected 'somewhat agree' while 68.4% selected 'strongly agree'). (Average Score = 3.68/4.00.)

- o Ninety-five percent (94.9%) agreed that the time allowed for course was appropriate (28.5% selected 'somewhat agree' while 66.4% selected 'strongly agree'). (Average Score = 3.60/4.00.)

o Ninety-nine percent (98.5%) agreed that they achieved competency for the course topic (37.2% selected 'somewhat agree' while 61.3% selected 'strongly agree'). (Average Score = 3.59/4.00.)

Respondents' **overall satisfaction** with their entire course experience was relatively high. (See Appendices A & B.)

o Ninety-nine percent (98.6%) of the participants indicated that they were satisfied with the overall aspects of their **course** (33.6% selected 'somewhat agree' while 65.0% selected 'strongly agree'). (Average Score = 3.64/4.00.)

o All (100%) agreed that they were satisfied overall with the **instructor** (20.4% selected 'somewhat agree' while 79.6% selected 'strongly agree'). (Average Score = 3.80/4.00.)

o Ninety-nine percent (98.6%) agreed that they were satisfied overall with the **facilities** (33.6% selected 'somewhat agree' while 65.0% selected 'strongly agree'). (Average Score = 3.64/4.00.)

When asked if the Workforce Development Staff were responsive to their needs, ninety-eight percent (97.8%) of the respondents agreed (25.9% selected 'somewhat agree' while 71.9% selected 'strongly agree'). (See Appendices A & B.)

Final comments about respondents' experiences included:
o Positive comments/praise about course (25.8%)
o Positive comments/praise about instructor (41.9%)
o Saturday classes were good (9.7%)

In conclusion, all participants (100%) indicated that they would recommend their course to others.

Oakland Community College
Workforce Development M-TEC Participation Survey Analysis
July 2004 – June 2005

Results from Revised Survey:

In general, respondents were pleased with their experience attending a course at M-TEC. (See Appendices C & D.)

- o Ninety-four percent (93.9%) agreed that the instructor was prepared and organized (35.5% selected 'agree' while 58.4% selected 'strongly agree'). (Average Score = 3.51/4.00.)

- o Ninety-five percent (94.8%) agreed that the instructor demonstrated expertise in the subject (31.9% selected 'agree' while 62.9% selected 'strongly agree'). (Average Score = 3.57/4.00.)

- o Ninety percent (89.7%) agreed that the instructor stimulated interest in the subject (32.2% selected 'agree' while 57.5% selected 'strongly agree'). (Average Score = 3.46/4.00.)

- o Ninety-one percent (90.5%) agreed that the instructor adjusted the instruction to meet student's needs (32.9% selected 'agree' while 57.6% selected 'strongly agree'). (Average Score = 3.46/4.00.)

- o Ninety-two percent (92.0%) agreed that the instructor was sensitive to cultural and other differences (34.9% selected 'agree' while 57.1% selected 'strongly agree'). (Average Score = 3.49/4.00.)

- o Ninety-eight percent (98.1%) agreed that the instructor provided the opportunity for questions and discussion (26.6% selected 'agree' while 71.5% selected 'strongly agree'). (Average Score = 3.70/4.00.)

- o Ninety percent (90.0%) agreed that key concepts were clearly identified and explained (42.9% selected 'agree' while 47.1% selected 'strongly agree'). (Average Score = 3.36/4.00.)

- o Eighty-six percent (85.9%) of the students agreed that they gained skills and knowledge that they can apply to work (40.1% selected 'agree' while 45.8% selected 'strongly agree'). (Average Score = 3.31/4.00.)

- o Eighty-eight percent (87.6%) agreed that the course was appropriate to their organization's culture (38.8% selected 'agree' while 48.8% selected 'strongly agree'). (Average Score = 3.35/4.00.)

- o Ninety-two percent (91.8%) agreed that the instructor's use of technology was effective (39.2% selected 'agree' while 52.6% selected 'strongly agree'). (Average Score = 3.44/4.00.)

o Ninety-one percent (90.5%) agreed that the classroom was conducive to learning (37.4% selected 'agree' while 53.1% selected 'strongly agree'). (Average Score = 3.43/4.00.)

Various comments were made regarding what respondents liked about their course, as well as what could be improved. Some of the more frequent sentiments are listed below:

o Positive comments/praise about course (21.0%)
o Positive comments/praise about instructor (19.0%)

o Wanted more time for class (17.1%)
o Wanted more time to work on problems / exercises (15.8%)

In conclusion, most participants (96.5%) indicated that they would recommend their course to others.

DISCUSSION

After reviewing the results of the surveys, it appears that courses held in the M-TEC facility are regarded highly. Even though all topics averaged a positive score of agreement (scoring higher than a 3.0) (see Appendices B & D), there are a few topics that have room for improvement. It is recommended that the Workforce Development administrators work toward improving these factors:

1) Helping students gain skills / knowledge that can be applied to work (3.31)

2) Making the course(s) appropriate to students' organizations' culture (3.35)

3) Clearly identifying and explaining key concepts within each course (3.36)

At the same time, the department may consider assigning benchmarks for the various topics. Perhaps any topic that is below a 3.5 average score would receive additional attention toward improving the educational service. These steps will help the department quantify service improvement of the M-TEC facility going into the 2005-06 academic year.

Oakland Community College
Workforce Development M-TEC Participation Survey Analysis
July 2004 – June 2005

APPENDIX A: Participants' Responses Regarding Their Course Experiences (Original Survey)

|	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree
Overall, you are satisfied with the instructor	0%	0%	0%	20.4%	79.6%
Workforce Development Staff was responsive to your needs	0%	0%	2.2%	25.9%	71.9%
Objectives for course were clear	0%	0%	2.2%	27.0%	70.8%
Pace of instruction was adequate	0%	0%	.7%	30.9%	68.4%
Course material was adequate	0%	0%	2.2%	30.7%	67.2%
Time allowed for the course was appropriate	0%	1.5%	3.6%	28.5%	66.4%
Overall, you are satisfied with the facilities	0%	0%	1.5%	33.6%	65.0%
Overall, you are satisfied with the course	0%	0%	1.5%	33.6%	65.0%
Training helped to achieve competency for this course topic	0%	.7%	.7%	37.2%	61.3%
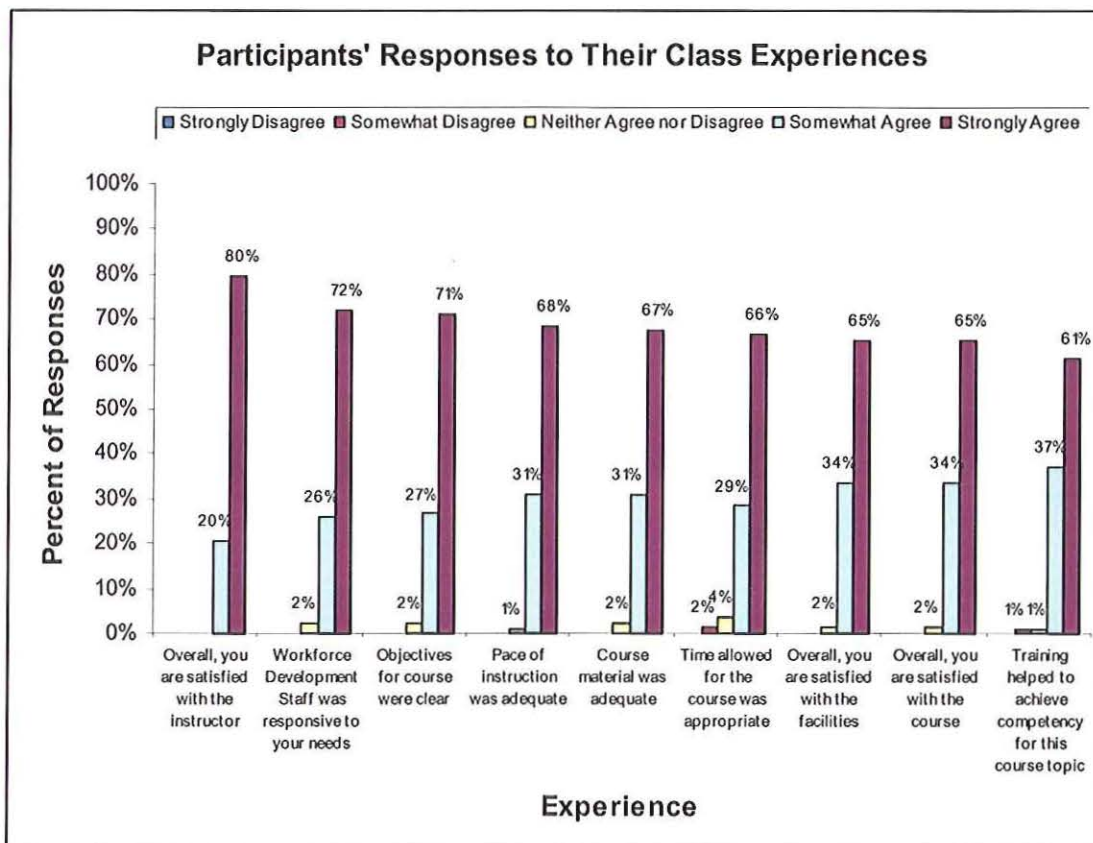
Participants' Responses to Their Class Experiences

Oakland Community College
Workforce Development M-TEC Participation Survey Analysis
July 2004 – June 2005

APPENDIX B: Participants' Average Response Scores Regarding Class Experiences (Original Survey)

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.
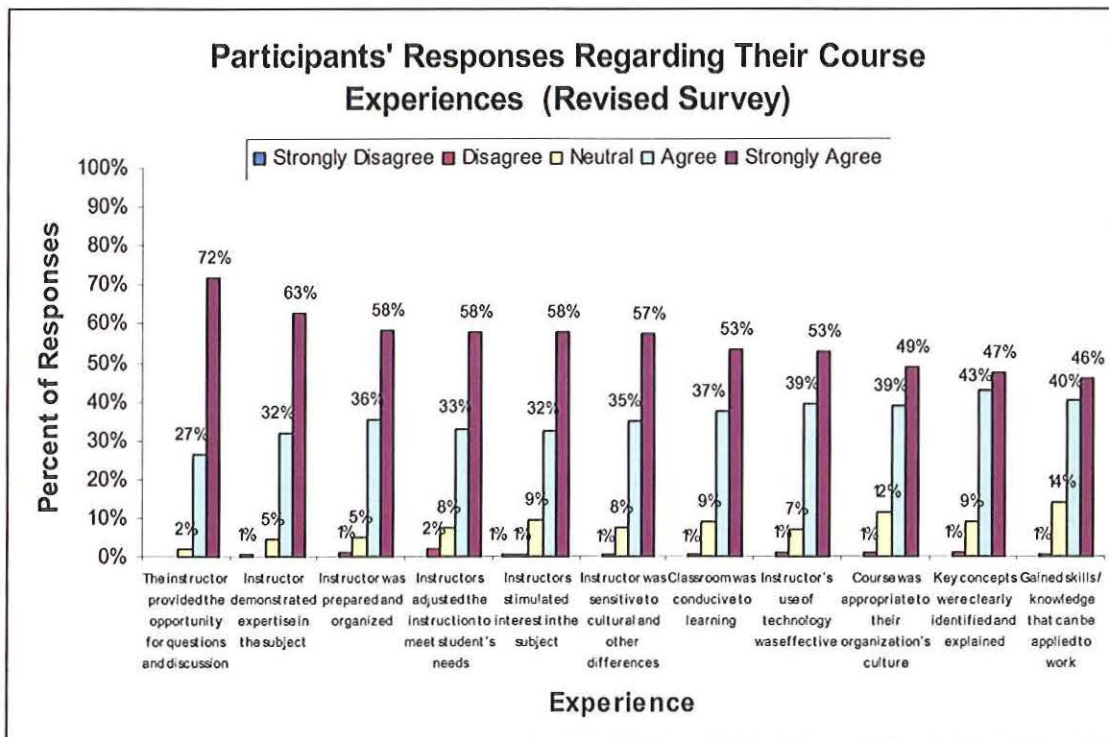
Experience	Average Score / 4.00	Experience	Average Score / 4.00
Overall, you are satisfied with the instructor	3.80	Overall, you are satisfied with the course	3.64
Workforce Development Staff was responsive to your needs	3.70	Overall, you are satisfied with the facilities	3.64
Objectives for course were clear	3.69	Time allowed for the course was appropriate	3.60
Pace of instruction was adequate	3.68	Achieved competency for this course topic	3.59
Course material was adequate	3.65		
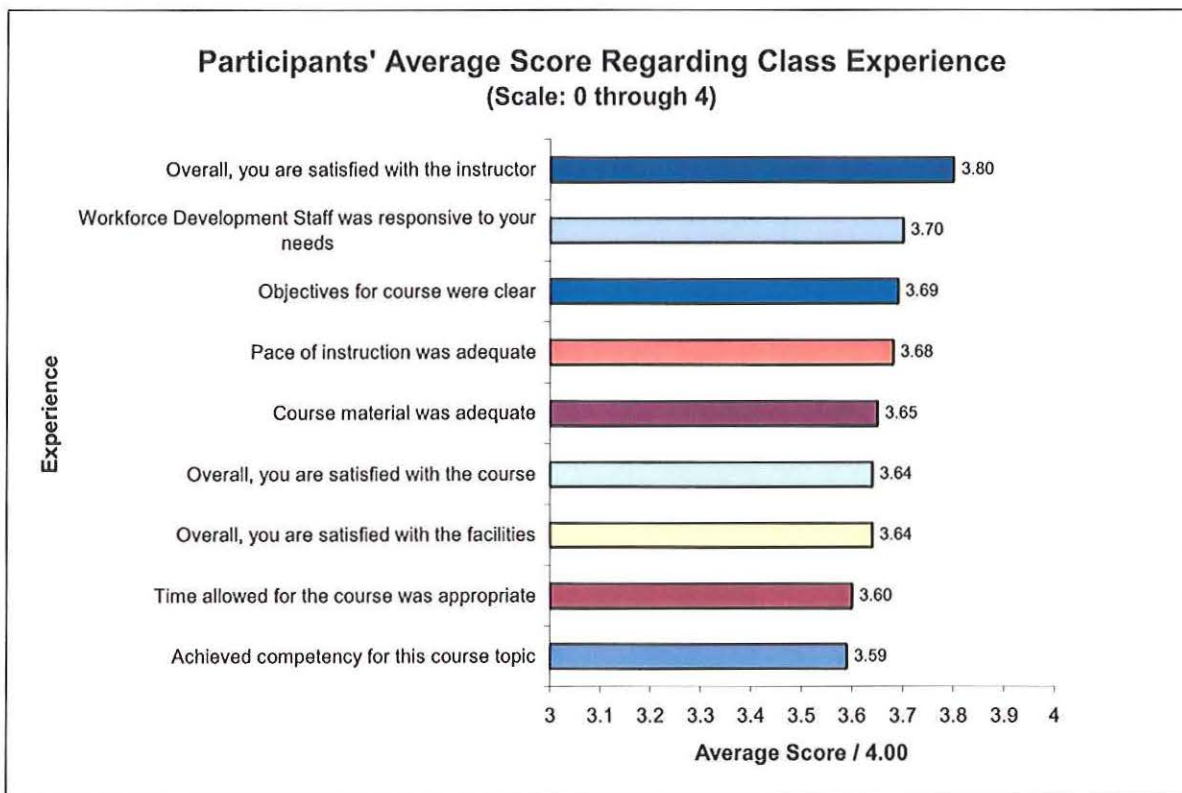
Participants' Average Score Regarding Class Experience (Scale: 0 through 4)

Oakland Community College
Workforce Development M-TEC Participation Survey Analysis
July 2004 – June 2005

APPENDIX C: Participants' Responses Regarding Their Course
Experiences (Revised Survey)

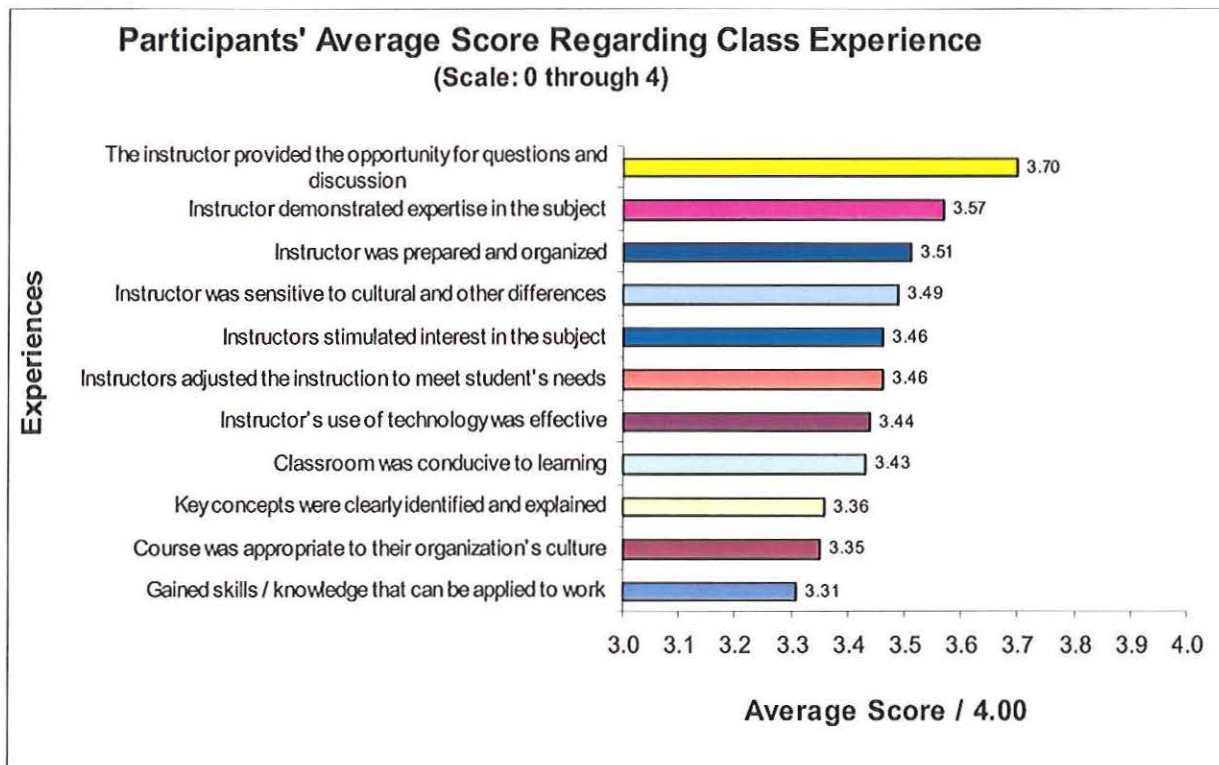|	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The instructor provided the opportunity for questions and discussion	0%	0%	1.9%	26.6%	71.5%
Instructor demonstrated expertise in the subject	.5%	0%	4.7%	31.9%	62.9%
Instructor was prepared and organized	0%	.9%	5.1%	35.5%	58.4%
Instructors adjusted the instruction to meet student's needs	0%	1.9%	7.6%	32.9%	57.6%
Instructors stimulated interest in the subject	.5%	.5%	9.3%	32.2%	57.5%
Instructor was sensitive to cultural and other differences	0%	.5%	7.5%	34.9%	57.1%
Classroom was conducive to learning	0%	.5%	9.0%	37.4%	53.1%
Instructor's use of technology was effective	0%	1.0%	7.2%	39.2%	52.6%
Course was appropriate to their organization's culture	0%	1.0%	11.5%	38.8%	48.8%
Key concepts were clearly identified and explained	0%	1.0%	9.0%	42.9%	47.1%
Gained skills / knowledge that can be applied to work	0%	.5%	13.7%	40.1%	45.8%

Participants' Responses Regarding Their Course Experiences (Revised Survey)

Oakland Community College
Workforce Development M-TEC Participation Survey Analysis
July 2004 – June 2005

APPENDIX D: Participants' Average Response Scores Regarding Class Experiences (Revised Survey)

A series of statements were presented to the participants regarding their class experience. These individuals were asked whether they 'Strongly Disagreed,' 'Disagreed,' 'Neutral,' 'Agree,' or 'Strongly Agreed' to the stated experiences. For analysis, 'Strongly Disagree' = 0; 'Disagree' = 1; 'Neutral' = 2; 'Agree' = 3; and 'Strongly Agree' = 4. A score of 4.00 would indicate the highest level of agreement.

Experience	Average Score / 4.00	Experience	Average Score / 4.00
The instructor provided the opportunity for questions and discussion	3.70	Instructor's use of technology was effective	3.44
Instructor demonstrated expertise in the subject	3.57	Classroom was conducive to learning	3.43
Instructor was prepared and organized	3.51	Key concepts were clearly identified and explained	3.36
The instructor was sensitive to cultural and other differences	3.49	Course was appropriate to their organization's culture	3.35
Instructors adjusted the instruction to meet student's needs	3.46	Gained skills / knowledge that can be applied to work	3.31
Instructors stimulated interest in the subject	3.46		

Participants' Average Score Regarding Class Experience
(Scale: 0 through 4)

Experience	Average Score / 4.00
The instructor provided the opportunity for questions and discussion	3.70
Instructor demonstrated expertise in the subject	3.57
Instructor was prepared and organized	3.51
Instructor was sensitive to cultural and other differences	3.49
Instructors stimulated interest in the subject	3.46
Instructors adjusted the instruction to meet student's needs	3.46
Instructor's use of technology was effective	3.44
Classroom was conducive to learning	3.43
Key concepts were clearly identified and explained	3.36
Course was appropriate to their organization's culture	3.35
Gained skills / knowledge that can be applied to work	3.31

Average Score / 4.00

WORKFORCE DEVELOPMENT SERVICES
Participant Satisfaction Survey

OAKLAND COMMUNITY COLLEGE

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:

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

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

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

_____

_____

_____

Thank you for your participation!

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Course Participation Survey

Name (optional) _____   Course Name: _____

Company: _____   Section Number: _____

Date of Class: _____   Instructor _____

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The instructor was prepared and organized.					
The instructor demonstrated expertise in the subject.					
The instructor stimulated interest in the subject.					
The instructor adjusted the instruction to meet student's needs.					
The instructor was sensitive to cultural and other differences.					
The instructor provided the opportunity for questions and discussion.					

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Key concepts were clearly identified and explained.					
I gained skills/knowledge that I can apply in my work.					
The course was appropriate to our organization's culture.					
The instructor's use of technology was effective.					
The classroom was conducive to learning.					

	Yes	No
Would you recommend this course to others?		

What did you like about this course? What could be improved?
If you enjoyed this course, would you please provide a quote for our marketing materials?
I give OCC permission to use this quote and my name in web site and other marketing materials.

Name and Title *(please print)* _____   Signature _____