



OAKLAND  
COMMUNITY  
COLLEGE

*Nancy's  
Edits*

**WORKFORCE DEVELOPMENT: M-TEC Participation Survey Analysis**  
July 2005 – June 2006

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Oakland Community College  
 Workforce Development M-TEC Participation Survey Analysis  
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## INTRODUCTION:

The Workforce Development Department at Oakland Community College has developed a Course Participation Satisfaction Survey to obtain feedback from students regarding their experiences and satisfaction with their courses. The Participation Survey Analysis consists of students who attended their classes at the M-TEC facility between July 2005 and June 2006, and their responses to the survey questions. The survey information was collected at the end of each class.

*It is important to note that*

For this year, a total of 429 surveys were analyzed. Two different surveys were with ~~total~~ different sets of questions were administered in the past year. From the 429 surveys, 22 surveys were from the original survey and 407 surveys were from the revised survey. ~~completed~~  
 A copy of the survey instruments can be found in Appendices E and F of the report.

Listed below are the courses analyzed in this report:

	<b>Course Title</b>
1	Application of Leadership Skill
2	CATIA Surfacing Design
3	CATIA V5
4	CATIA V5 Advanced Modeling
5	CATIA V5 Drafting
6	CATIA V5 for V5 Users
7	CATIA V5 Fundamentals
8	CATIA V5 Fundamentals MSC
9	CATIA V5 Structural Analysis
10	CATIA V5 Surfacing
11	Comprehensive Rational Unified Process
12	Cost Estimating
13	CS#1 and CS #2
14	CS #3
15	CS #4
16	CS #4 Fact Finding and Problem Solving
17	Design for Manufacturing
18	Geometric Dimensioning & Tolerancing
19	ITIL Foundation
20	Lean Operations
21	Management Leadership
22	Metal Stamping
23	MSC Software
24	PCST Time Management Workshop
25	Positive Negotiations
26	Preparing for Workeys
27	SPEOS CAAV5 Fundamentals
28	Team Development

*↓*  
 Did you agree which instrument to use next year?

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**KEY FINDINGS:**

After analyzing both surveys, the following conclusions were made with respect to the 2005-06 classes held at the M-TEC facility:

- Overall, respondents provided positive feedback regarding their experience attending course at M-TEC.
- Satisfaction of participants' entire course experiences was relatively high. Positive experiences were mainly attributed to the instructor.
- Almost all of the respondents would recommend their course to others.

*Good Key Findings*

As mentioned earlier, there are two sets of survey instruments with varied questions. The remaining analysis will be broken into two sections: 1) Results from Original Survey; and 2) Results from Revised Survey.

**Results from Original Survey (N=22):**

- More than half of the respondents attended their respective course because they wanted to gain skills to obtain employment (59.1%).
- Most indicated that this was their first training experience at OCC through Workforce Development Services (75.0%).
- Respondents were mainly pleased with their experience attending a course at M-TEC. (See Appendices A & B.)
  - All of the students (100.0%) agreed that objectives for the course were clear (81.8% selected 'strongly agree' while 18.2% selected 'somewhat agree'). (Average Score = 3.82/4.00.)\*
  - Almost all (95.4%) agreed that the course material was adequate (22.7% selected 'somewhat agree' while 72.7% selected 'strongly agree'). (Average Score = 3.68/4.00.)
  - Almost all of the respondents (90.9%) agreed that the pace of instruction was adequate (63.6% selected 'strongly agree' while 27.3% selected 'somewhat agree'). (Average Score = 3.55/4.00.)

*reverse to be consistent*

*Avq. (Auto) \* Mean score based on Likert scale where 1=Strongly disagree and 4=Strongly Agree.*

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*↓ more down 1 level*

- Almost all (95.4%) agreed that the time allowed for the course was appropriate (54.5% selected 'strongly agree' while 40.9% selected 'somewhat agree'). (Average Score = 3.50/4.00.)
- All of the students (100.0%) agreed that they achieved competency for the course topic (63.6% selected 'strongly agree' while 36.4% selected 'somewhat agree'). (Average Score = 3.64/4.00.)
- Respondents' **overall satisfaction** with their entire course experience was relatively high. (See Appendices A & B.)
  - Almost all of the respondents (95.4%) indicated that they were satisfied with the overall aspects of their **course** (72.7% selected 'strongly agree' while 22.7% selected 'somewhat agree'). (Average Score = 3.68/4.00.)
  - All (100%) agreed that they were satisfied, overall, with the **instructor** (77.3% selected 'strongly agree' while 22.7% selected 'somewhat agree'). (Average Score = 3.77/4.00.)
  - All of the students (100.0%) agreed that they were overall satisfied with the **facilities** (68.2% selected 'strongly agree' while 31.8% selected 'somewhat agree'). (Average Score = 3.68/4.00.)
- Respondents were asked if the Workforce Development Staff were responsive to their need. *(S)* Almost all (90.4%) agreed; (57.1% selected 'strongly agree' while 33.3% selected 'somewhat agree'). (Average Score = 3.48/4.00) (See Appendices A & B.)
- Students also offered very few final comments about their course experiences at the M-TEC facility. Some of these comments included:
  - Positive comments/praise about course (13.6%)
  - Positive comments/praise about instructor (4.5%)
  - Positive comments/praise about facility (4.5%)
- All (100%) indicated that they would recommend their course to others.

*A copy of these comments in their survey, xtra level. is avail. upon request.*

*all these included somewhere? they should be in an appendix.*

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**Results from Revised Survey (N=407):**

- In general, respondents were satisfied with their experience attending their course at the M-TEC facility. (See Appendices C & D.)
  - Almost all of the students (97.3%) agreed that the instructor was prepared and organized (68.5% selected 'strongly agree' while 28.8% selected 'agree'). (Average Score = 3.65/4.00.)
  - Almost all (97.3%) agreed that the instructor demonstrated expertise in the subject (72.4% selected 'strongly agree' while 24.9% selected 'agree'). (Average Score = 3.69/4.00.)
  - Almost all of the respondents (93.3%) agreed that the instructor stimulated interest in the subject (61.7% selected 'strongly agree' while 31.6% selected 'agree'). (Average Score = 3.54/4.00.)
  - Almost all (94.0%) agreed that the instructor adjusted the instruction to meet student's needs (60.6% selected 'strongly agree' while 33.4% selected 'agree'). (Average Score = 3.52/4.00.)
  - Almost all of the students (90.6%) agreed that the instructor was sensitive to cultural and other differences (55.3% selected 'strongly agree' while 35.3% selected 'agree'). (Average Score = 3.45/4.00.)
  - Almost all (98.8%) agreed that the instructor provided the opportunity for questions and discussion (76.4% selected 'strongly agree' while 22.4% selected 'strongly agree'). (Average Score = 3.75/4.00.)
  - Almost all of the respondents (96.1%) agreed that key concepts were clearly identified and explained (56.1% selected 'strongly agree' while 40.0% selected 'agree'). (Average Score = 3.51/4.00.)
  - Almost all (91.4%) agreed that they gained skills and knowledge that they can apply to work (46.7% selected 'strongly agree' while 44.7% selected 'agree'). (Average Score = 3.37/4.00.)
  - Almost all of the students (90.2%) agreed that the course was appropriate to their organization's culture (45.1% selected 'strongly agree' while 45.1% selected 'agree'). (Average Score = 3.33/4.00.)
  - Almost all (94.5%) agreed that the instructor's use of technology was effective (56.0% selected 'strongly agree' while 38.5% selected 'agree'). (Average Score = 3.50/4.00.)

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- Almost all of the respondents (93.4%) agreed that the classroom was conducive to learning (51.9% selected 'strongly agree' while 41.5% selected 'agree'). (Average Score = 3.45/4.00.)
- Respondents offered various comments regarding their experience with their course. Some of these comments included:

What students liked about the course:

- Positive comments/praise about the instructor (15.0%)
- Positive comments/praise about the course (13.5%)

What could be improved <sup>about</sup> with the course:

- Update/improve materials (5.4%)
  - Length of the course (2.9%)
  - The exercises (2.7%)
- Almost all (95.3%) indicated that they would recommend their course to others.

~~Some  
as  
previously~~

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**DISCUSSION:**

After careful analysis of the survey responses, the data suggest that, overall, courses held at the M-TEC facility are held with high regard. *nice statement*

Although all of the topics covered in the survey(s) averaged a high mean score of agreement (above a score of 3.0), there are a couple of topics that may require some improvement (see Appendices B & D). Based on the responses, it is recommended that the Workforce Development administrators work toward improving these factors:

- Help students gain skills / knowledge that can be applied to work (3.37) *⊙*
- Making <sup>e</sup>the course(s) appropriate to students' organizational culture (3.33) *⊙*

Workforce Development may want to consider tailoring the courses to the students' organizational and professional needs. The department may also want to use the findings, and the topics that have scored below 3.5, as guidelines to foster the valuable educational services the department offers. *} Great!*

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**APPENDIX A:**

**Participants' Responses Regarding Their Course Experiences  
(Original Survey) (N=22)**

Question	Strongly Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Strongly Agree
Objectives for course were clear	0.0%	0.0%	0.0%	18.2%	81.8%
Course material was adequate	0.0%	0.0%	4.5%	22.7%	72.7%
Pace of instruction was adequate	0.0%	0.0%	9.1%	27.3%	63.6%
Time allowed for the course was appropriate	0.0%	0.0%	4.5%	40.9%	54.5%
Training helped to achieve competency for this course topic	0.0%	0.0%	0.0%	36.4%	63.6%
Overall, you are satisfied with the course	0.0%	0.0%	4.5%	22.7%	72.7%
Overall, you are satisfied with the instructor	0.0%	0.0%	0.0%	22.7%	77.3%
Overall, you are satisfied with the facilities	0.0%	0.0%	0.0%	31.8%	68.2%
Workforce Development Staff was responsive to your needs	0.0%	0.0%	9.5%	33.3%	57.1%

*Can you move over?*

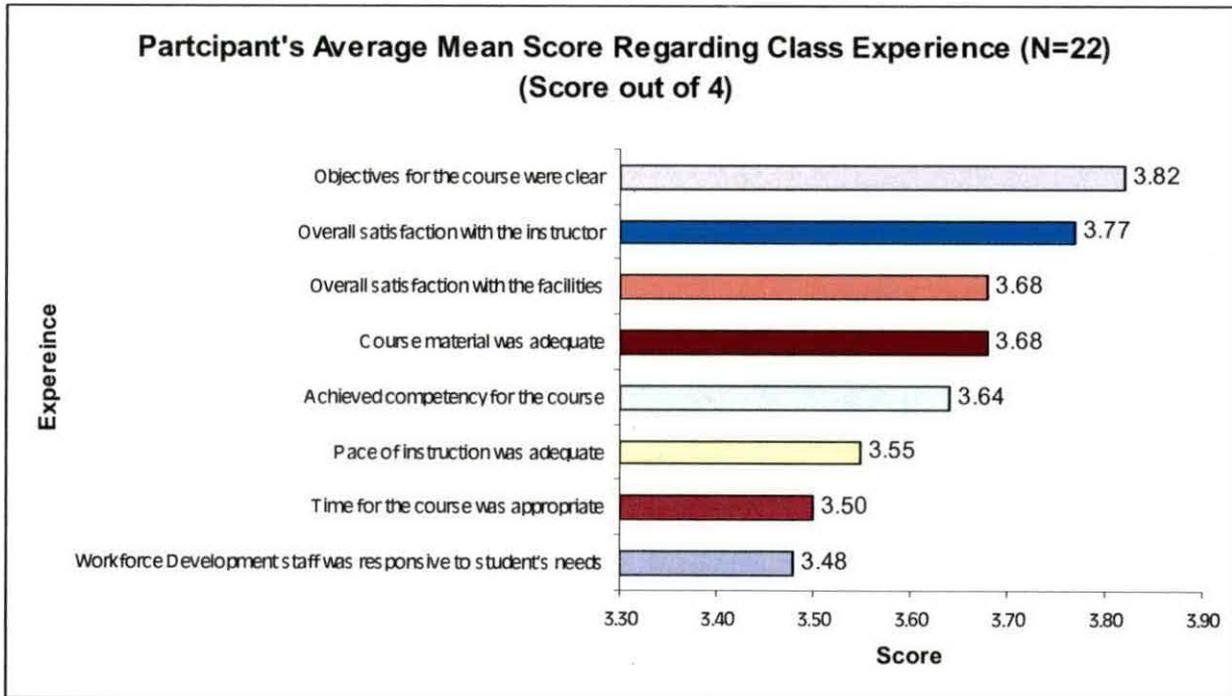
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**APPENDIX B: Participants' Average Mean Scores Regarding Class Experiences (Original Survey) (N=22)**

Respondents were presented <sup>with</sup> statements regarding their class experience. These individuals were asked whether they 'Strongly Disagreed,' 'Somewhat Disagreed,' 'Neither Agree nor Disagree,' 'Somewhat Agreed,' or 'Strongly Agreed' to the specific statements.

For analysis purposes, '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>
Objectives for course were clear	3.82	Overall, you are satisfied with the course	3.68
Course material was adequate	3.68	Overall, you are satisfied with the instructor	3.77
Pace of instruction was adequate	3.55	Overall, you are satisfied with the facilities	3.68
Time allowed for the course was appropriate	3.50	Workforce Development Staff was responsive to your needs	3.48
Achieved competency for this course topic	3.64		



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**APPENDIX C:**

**Participants' Responses Regarding Their Course Experiences (Revised Survey) (N=407)**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Instructor was prepared and organized	0.2%	0.2%	2.2%	28.8%	68.5%
Instructor demonstrated expertise in the subject	0.2%	0.0%	2.5%	24.9%	72.4%
Instructors stimulated interest in the subject	0.2%	1.0%	5.4%	31.6%	61.7%
Instructors adjusted the instruction to meet student's needs	0.5%	1.2%	4.2%	33.4%	60.6%
Instructor was sensitive to cultural and other differences	0.3%	0.3%	8.9%	35.3%	55.3%
The instructor provided the opportunity for questions and discussion	0.2%	0.0%	1.0%	22.4%	76.4%
Key concepts were clearly identified and explained	0.2%	0.7%	3.0%	40.0%	56.1%
Gained skills / knowledge that can be applied to work	0.2%	0.5%	7.9%	44.7%	46.7%
Course was appropriate to their organization's culture	0.5%	1.2%	8.0%	45.1%	45.1%
Instructor's use of technology was effective	0.2%	0.2%	4.9%	38.5%	56.0%
Classroom was conducive to learning	0.2%	0.0%	6.4%	41.5%	51.9%

*more over one*

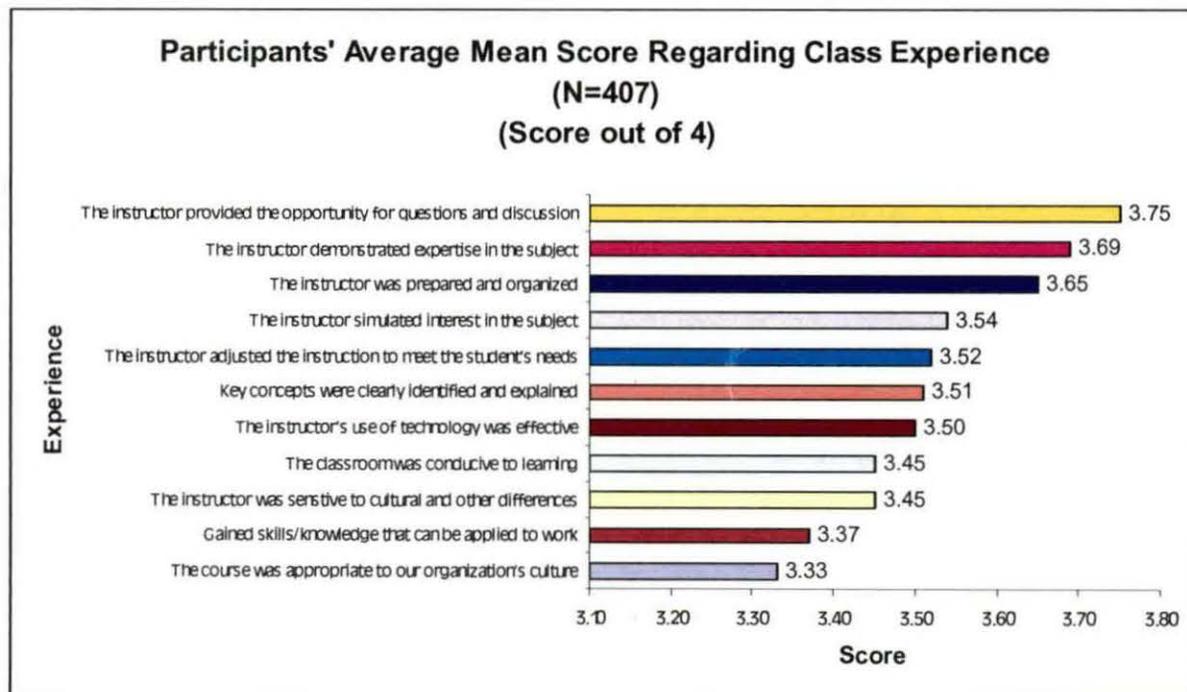
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**APPENDIX D: Participants' Average Mean Scores Regarding Class Experiences (Revised Survey) (N=407)**

Respondents were presented statements regarding their class experience. These individuals were asked whether they 'Strongly Disagreed,' 'Somewhat Disagreed,' 'Neither Agree nor Disagree,' 'Somewhat Agree,' or 'Strongly Agree' to the specific statements.

For analysis purposes, '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>
Instructor was prepared and organized	3.65	Key concepts were clearly identified and explained	3.51
Instructor demonstrated expertise in the subject	3.69	Gained skills / knowledge that can be applied to work	3.37
Instructors stimulated interest in the subject	3.54	Course was appropriate to their organization's culture	3.33
Instructors adjusted the instruction to meet student's needs	3.52	Instructor's use of technology was effective	3.50
The instructor was sensitive to cultural and other differences	3.45	Classroom was conducive to learning	3.45
The instructor provided the opportunity for questions and discussion	3.75		



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