To: $\quad$ Schedule Review Committee (see distribution list)
From: Martin A. Orlowski, birector, Institutional Planning \& Analysis

Subject: $\quad$ Schedule of Classes Focus Group Report
Date: $\quad$ October 4, 1995
The Office of Institutional Planning \& Analysis has prepared the attached report which illustrates findings from three focus group session held to review the Schedule of Classes. A total of 19 OCC students participated in the three sessions. In general, we found that students were eager to provide input into how the Schedule of Classes could be improved.

Once you have the opportunity to review the report, we would value the opportunity to discuss these findings with you in greater detail. Do not hesitate to contact Caitlin Hawkins (facilitator) or myself at 7746.

## Attachment: Schedule of Classes Focus Group Report

pc: C. Hawkins<br>D. Jaksen

# Oakland Community College 

Schedule of Classes
Focus Group Report

## Introduction

During August and September 1995, the Office of Planning \& Analysis conducted a series of student focus groups on the OCC Schedule of Classes. Designed to gather detailed student input on the ways in which this document could be modified to better meet their needs, the sessions included 4-9 students and one facilitator. These sessions were held on the Orchard Ridge, Auburn Hills, and Royal Oak campuses.

## Methodology

For each focus group, a sample of students was selec schedule with the time, date and location of the session. Potentia of invitation and a follow-up telephone call explaining the purpos students confirmed that they would attend. Actual attendance Ridge: 6, Auburn Hills: 9, and Royal Oak: 4.

Session issues were identified by the Schedule Review topic questions by the facilitator. With the consent of all part for reporting purposes.


RO: no preference

## Summary of Results

The following summary is organized around the questions posed to participants during the discussion. With the exception of instances where quotation marks appear, student responses are paraphrased.

## \#1: Would it be better to arrange the schedule of classes by subject area, or is the current listing by campus satisfactory?

Participants were given a mock OCC schedule in which classes were listed by subject area and asked to compare this format to the current schedule of classes. The majority of participants in the Orchard Ridge and Auburn Hills sessions agreed that arrangement by subject area would be easier to use. Most felt that this arrangement would allow them to more easily find a particular class at a certain time. A few students felt that the current arrangement is easier to use, noting that they are able to take classes only at a certain campus and that for this reason the arrangement by campus is preferable. Students in the Royal Oak session did not prefer one format over the other. While they recognized the advantages of each format, participants felt that both arrangements would be equally easy to use.

## \#2: How do you feel about the use of the "STAFF" listing in the schedule of classes?

In the Orchard Ridge and Auburn Hills sessions, all participants expressed frustration with the use of the "STAFF" listing. In many instances, these students are looking for a class taught by a specific instructor. Several noted that they have often decided to enroll in a particular instructor's section, even if it has meant rearranging work schedules or driving to a different campus. All felt that the "STAFF" listing does not give students enough information to make registration decisions.

Participants made a number of suggestions as to how the "STAFF" listing problem could be improved. Some wondered whether it would be possible for the college to establish a "hot-line" which students could call for the latest information on whether an instructor had yet been assigned to a particular class. On a related note, others suggested that the college make available more information about instructors' credentials. Information on full-time faculty is published in the college catalog, but several students reported that it is difficult to find comparable information on adjuncts.

Most of the students in the Royal Oak session were not bothered by the current "STAFF" listing in the schedule of classes. Because three of them were new to OCC this semester, they did not feel that knowing the name of a particular instructor would help them decide whether to take a particular class. However, they acknowledged that additional information about the instructor might have helped them if they already had some knowledge of the program or course.

## \#3: How does the OCC schedule of classes compare to others?

When asked to compare OCC's Schedule of Classes to th r GCMeralu .inns. participants in all three sessions noted that OCC's document is rel clear, the format is simple, and the information is well-organize footnotes are often confusing, but agreed that this information should Specific suggestions for improvement are noted below:

- EMU's schedule of classes lists the course name and nom in regular type below. Participants felt that this format n
- A number of institutions use bold lines between departnı.... the page. Participants noted that schedules employing this method wean than those that provided no visual "break" between departmental listings.
- MSU includes a bookstore order form with the schedule of classes, allowing students to pre-order books to be picked up at the start of the semester. This saves both the student and the bookstore staff time.
- Other institutions include a detailed academic calendar, often in color, with the schedule of classes. This calendar could include registration, payment, holiday and exam information for the entire semester or academic year.
- Most other schools have chosen to present their schedule of classes in an $8.5 \times 11$ format rather then newspaper style OCC uses. Participants feel that this magazine style is less awkward to use, particularly when flipping back and forth between pages.


## \#4: Are there any pieces of information missing from OCC's Schedule of Classes which you feel

 should be included?One participant who has worked as a student employee in OCC's counseling office noted that international students frequently call with questions about the procedures they need to go through to register for classes. It was suggested that OCC devote a section of the schedule to instructions for international students. Other participants noted that the college might consider printing in the schedule a welcome notice in several different languages, or even printing foreign language editions of the schedule if international student populations were justifiably large. An international student participant also noted that it would be helpful if the schedule of classes included more information on IIC programs and services.

Several participants noted that the schedule could print the frequently called phone numbers-counseling, records, registration, business office, etc--more prominently in the schedule.

A number of participants noted that info hours, child care options, and counseling process Often, students find that they need this informatio for those who participate in touchtone registration important.
\#5: $\quad$ Putting yourself in the position of a new of Classes?

Most agreed that OCC's schedule of ala students. Participants in the Royal Oak session, $m$

jkstore :lasses. cularly lace is schedule of classes is reasonably easy to use. Several participants in the Orchard Ridge and Auburn Hills sessions noted that the schedule would be more useful if available earlier. For example, mailing the fall and winter schedules together during the summer term would allow students to plan in advance for work and child care scheduling.

Special courses--such as telecourses, one-week classes, and off-campus courses--should be listed separately as well as within the regular schedule. In all three sessions, students reported that it is difficult to find these classes when they are included in the regular listings.

Participants agreed that making the schedule of classes available through other media--whether on-line or on community access cable television--would be beneficial. Several mentioned that doing so would allow the college to include additional information at a relatively low cost. For example, an electronic version could include more detailed faculty credentials as well as syllabus information for individual classes. However, most participants expressed concern that those without access to computers would be at a disadvantage. In general, participants are satisfied with the current printed version of the schedule.

## Conclusion

Most participants felt that organizing the schedule of classes by discipline or department rather than the current arrangement by campus would have distinct advantages. Particularly for those who are more concerned with finding a specific class offered at a specific time and able to travel to any campus, the arrangement by discipline is preferable. However, for those students who are only able to take classes a specific campus, the current arrangement has certain advantages.

Participants agreed that OCC's current schedule of classes compares favorably to those from other institutions. Overall, it is easy to read and understand, although there are a number of specific changes which would improve the document.

## Course Selection Survey

Summary of Results*

| Taking classes on a specific campus |  | Taking a class from a specific instructor |  |
| :---: | :---: | :---: | :---: |
| Major influence | 47.6 | Major influence | 14.0 |
| Minor influence | 33.4 | Minor influence | 30.1 |
| No influence | 19.0 | No influence | 55.4 |
| Taking classes at a certain time of day |  | Awareness of course notes |  |
| Major influence | 61.3 | Yes, aware | 37.8 |
| Minor influence | 26.7 | No, not aware | 61.8 |
| No influence | 12.0 |  |  |
| Taking classes on a certain day of week |  |  |  |
| Major influence 27.4 |  | Profile of Respondents: |  |
|  |  | Gender: 65 | emale |
| Minor influence | 41.6 |  | Male |
| No influence 30.9 |  | Race: $\quad 74 \%$ White |  |
|  |  |  |  |
| Taking a specific class |  | 12\% African-American <br> 8\% Asian |  |
| Major influence | 83.8 |  |  |
| Minor influence | 11.7 | *Data from survey of 401 students registering for classes June 1996 |  |
| No influence 4.5 |  |  |  |
| Taking a class within a specific department/discipline |  |  |  |
|  |  |  |  |  |  |
| Major influence | 42.6 |  |  |
| Minor influence | 27.1 |  |  |
| No influence | 30.3 |  |  |

## Script for phone calls:

My name is $\qquad$ and I'm calling from Oakland Community College. A few days ago, you probably received a letter from us inviting you to participate in an upcoming focus group on OCC's schedule of classes. Did you get this letter?

If they have received the letter: The reason for my call today is to extend this invitation to you again, and to find out whether you will be able to participate. As the letter mentioned, the session will be held Monday, September 18, on the Royal Oak campus, from $2: 45$ to 4:00, in B-117. Will you be able to join us for the session?

If they have not received letter:
Let me tell you a little about the focus group. A focus group is a way for the college to get detailed student input on ways to improve our services to you. We have invited a number of students (5-10) to participate in a group discussion on OCC's schedule of courses in order to get student input on how this publication can be improved. The discussion will be held Monday, September 18, on the Royal Oak campus, from 2:45-4:00, in B-117. We will provide refreshments, and you will receive a $\$ 20.00$ voucher for use in any OCC bookstore, Will you be able to join us for this session?

If they say they will attend:

If they cannot attend:

If they seem unsure:

Great! We will plan to give you a call next week to remind you about the time and location of the session. If you have any questions about the session between now and then, you can reach us at (810) 471-7746. Also, if you cannot make the session, please let us know in advance. We look forward to seeing you on the 14 th .18 lh .

I'm sorry you won't be able to participate, since students usually enjoy participating in these sessions. If you're interested, we'll try to reach you for another session in the future.

Try to convince them! Tell them that students usually enjoy participating in these sessions, that the information will only be used to improve the course schedule, and that their names will not be used. Remind them about the refreshments and the bookstore voucher.

OAKLAND
COMMUNITY COLLEGE

Orchard Ridge Campus
27055 Orchard Lake Road, Farmington Hills. MI 48334-4579

September 1, 1995

Katerina Golbiw
1901 Washington
Birmingham, MI 48009-4159
Dear Katerina,
As an OCC student, you may be aware that the College is committed to making an ongoing effort to improve our programs and services. In the past, we have sought and used student input to improve areas such as registration and the student handbook. Currently, we are looking for specific ways to improve the schedule of classes. To do so, we need your help.

We would like to invite you to participate in a focus group session designed to gather student input on the schedule of classes. The focus group will be an informal discussion led by a staff member from the Office of Planning \& Analysis, and will include approximately 1015 other students. We have chosen this discussion format because our conversations with students often provide us with very detailed and useful information about making improvements. The session will be held September 18 on the Royal Oak campus from 2:45 to 4:00 in room B-117.

In return for your participation in the session, you will receive a $\$ 20.00$ voucher for use in any OCC bookstore. We will also provide refreshments during the session. Our conversation will last 1-1.5 hours, and will be held during the day in a campus conference room. There is no preparation or "homework" involved.

In the next few days, a staff member from our office will be contacting you with more details about the focus group. We hope you will be able to attend and look forward to meeting you at the session.

Sincerely,


Martin Orlowski, Director
Institutional Planning and Analysis

## Course Schedule Focus Group Questions

1. Would it be better to arrange the classes by subject, or it the current format (arranged by campus) OK? Why or why not? (ability to take classes away from home campus a factor or not?)
2. How do you feel about using the "STAFF" listing for-adjuncts?
3. Compare the OCC schedule to the others--which do you find easier to use? Why?
4. How often do you need to find information in the footnotes? Are they easy to use or not?
5. Thinking back on your own experience with the OCC schedule,(and with others) are there any changes you would make? Are there pieces of information missing which should be included/excluded from the schedule to make it easier to use?
6. Trying to put yourself in the position of a new student, what are the pros and cons of the course schedule?

## cons:

Here are the focus let me know if you have other goons. sagqestrons.


## Taking classes at a specific campus



Taking classes on a certain day of week


Taking a class in a specific department


Taking classes at a certain time of day


Taking a specific class


Taking a class from a specific instructor


Preceding task required .82 seconds elapsed.
-> FREQUENCIES
-> VARIABLES=status entry .

Memory allows a total of 18,724 values accumulated across all variables. There may be up to 2,340 value labels for each variable.

```
This software is functional through August 31, 1997.
```

-> GET
$\rightarrow \quad$ FILE='I: \SRS\SU96\MASTER.SYS'.
File i:\srs\su96\master.sys
This is an SPSS/PC+ system file created on 19-JUL-96 at 10:06:46.
It contains 26 variables and 1305 cases.
Label: SPSS/PC+
-> EXECUTE .
Preceding task required. 17 seconds elapsed.
-> GET
-> FILE='I:\SRS\SU96\SURVEY.SAV'.
File i:\srs\su96\survey.sav
Label: SPSS/PC+
Created: 22 Jul 96 14:54:20-28 variables and 1,306 cases
-> EXECUTE .
Preceding task required .00 seconds elapsed.
-> SAVE TRANSLATE OUTFILE='I:\SRS\SU96\MASTER.SYS'
-> /TYPE=PC /MAP /REPLACE /COMPRESSED.
Data written to i:\srs\su96\master.sys.
28 variables and 1306 cases written.
Variable: SURVEY Type: Number Width: 8 Dec: 0
Variable: SSN Type: Number Width: 9 Dec: 0
Variable: CAMPUS Type: Number Width: 8 Dec: 0
Variable: DAY Type: Number Width: 8 Dec: 0
Variable: WEEK Type: Number Width: 8 Dec: 0
Variable: CLASS Type: Number Width: 8 Dec: 0
Variable: DEPART Type: Number Width: 8 Dec: 0
Variable: INSTRUCT Type: Number Width: 8 Dec: 0
Variable: COURSENO Type: Number Width: 8 Dec: 0
Variable: USE
Type: Number Width: 8 Dec: 0
Variable: VAR00003 Type: Number Width: 8 Dec: 2
Variable: PROGRAM TYpe: String Width: 3
Variable: GENDER Type: Number Width: 1 Dec: 0
Variable: RACE Type: Number Width: 1 Dec: 0
Variable: REASON Type: Number Width: 1 Dec: 0
Variable: YY Type: Number Width: 2 Dec: 0
Variable: MM Type: Number Width: 2 Dec: 0
Variable: DD Type: Number Width: 2 Dec: 0
Variable: AHC Type: Number Width: 2 Dec: 0
Variable: HLC Type: Number Width: 2 Dec: 0
Variable: ORC Type: Number Width: 2 Dec: 0
Variable: ROC Type: Number Width: 2 Dec: 0
Variable: SFC Type: Number Width: 2 Dec: 0
Variable: DOC Type: Number Width: 2 Dec: 0
Variable: STATUS Type: Number Width: 1 Dec: 0
Variable: ENTRY Type: Number Width: 1 Dec: 0
Variable: AGE Type: Number Width: 8 Dec: 2
Variable: FILTER_\$ Type: Number Width: 1 Dec: 0
Preceding task required 2.80 seconds elapsed.

```
File i:\srs\su96\master.sys
    This is an SPSS/PC+ system file created on 22-JUL-96 at 14:56:49.
    It contains 28 variables and 1306 cases.
    Label: Written by SPSS for Windows
-> EXECUTE .
Preceding task required . 00 seconds elapsed.
-> USE ALL.
-> COMPUTE filter_$=(survey = 1).
-> VARIABLE LABEL filter_$ 'survey = 1 (FILTER)'.
-> VALUE LABELS filter_$ 0 'Not Selected' 1 'Selected'.
-> FORMAT filter_$ (f1.0).
-> FILTER BY filter_$.
-> EXECUTE .
Preceding task required 2.36 seconds elapsed.
-> FREQUENCIES
-> VARIABLES=ahc hlc orc roc sfc.
Memory allows a total of 18,724 values accumulated across all variables.
There may be up to 2,340 value labels for each variable.
```


## Student Entry Status

Campus

| Taking classes on a specific campus | HS guest | College guest | Transfer | FTIAC | AH | HL | OR | RO | SF |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |  |  |  |  |  |
| Major influence | 37.5 | 23.5 | 33.3 | 45.5 | 48.5 | 44.2 | 62.1 | 58.8 | 66.7 |
| Minor influence | 37.5 | 64.7 | 40 | 36.4 | 32.3 | 37.2 | 25.8 | 28.2 | 33.3 |
| No influence | 25 | 11.8 | 26.7 | 18.2 | 19.2 | 18.6 | 12.1 | 12.9 | 0 |
| Taking classes at a certain time of day |  |  |  |  |  |  |  |  |  |
| Major influence | 31.3 | 64.7 | 73.3 | 54.5 | 60.6 | 58.1 | 30.3 | 29.4 | 0 |
| Minor influence | 43.8 | 23.5 | 16.7 | 32.7 | 27.3 | 37.2 | 42.4 | 32.9 | 77.8 |
| No influence | 25 | 11.8 | 10 | 12.7 | 12.1 | 4.7 | 27.3 | 37.6 | 22.2 |
| Taking classes on a certain day of week |  |  |  |  |  |  |  |  |  |
| Major influence | 25 | 5.9 | 26.7 | 20 | 25.3 | 20.9 | 91.7 | 83.5 | 66.7 |
| Minor influence | 37.5 | 58.8 | 46.7 | 32.7 | 44.4 | 60.5 | 6.8 | 11.8 | 33.3 |
| No influence | 37.5 | 35.3 | 26.7 | 47.3 | 30.3 | 18.6 | 1.5 | 4.7 | 0 |
| Taking a specific class |  |  |  |  |  |  |  |  |  |
| Major influence | 93.8 | 88.2 | 83.3 | 72.7 | 84.8 | 83.7 | 44.3 | 40.5 | 66.7 |
| Minor influence | 0 | 11.8 | 10 | 16.4 | 12.1 | 7 | 29 | 19 | 11.1 |
| No influence | 6.3 | 0 | 6.7 | 10.9 | 3 | 9.3 | 26.7 | 40.5 | 22.2 |
| Taking classes from a specific department |  |  |  |  |  |  |  |  |  |
| Major influence | 31.3 | 58.8 | 50 | 29.6 | 44.4 | 32.6 | 11.4 | 16.9 | 11.1 |
| Minor influence | 25 | 29.4 | 13.3 | 27.8 | 29.3 | 34.9 | 29.5 | 21.7 | 55.6 |
| No influence | 43.8 | 11.8 | 36.7 | 42.6 | 26.3 | 32.6 | 57.6 | 61.4 | 33.3 |
| Taking classes from a specific instructor |  |  |  |  |  |  |  |  |  |
| Major influence | 6.6 | 5.9 | 0 | 1.9 | 14.1 | 18.6 | 53.8 | 30.6 | 33.3 |
| Minor influence | 6.6 | 29.4 | 33.3 | 24.5 | 34.3 | 34.9 | 28 | 45.9 | 55.6 |
| No influence | 87 | 64.7 | 66.7 | 71.7 | 51.5 | 46.5 | 18.2 | 23.5 | 11.1 |
|  | $n=16$ | $\mathrm{n}=17$ | $\mathrm{n}=30$ | $n=53$ | $\mathrm{n}=99$ | $\mathrm{n}=43$ | $\mathrm{n}=132$ | $\mathrm{n}=83$ | $\mathrm{n}=9$ |

## Course Selection Survey

Summary of Results*

| Taking classes on a specific can |  |
| :--- | :---: |
| Major influence | 47.6 |
| Minor influence | 33.4 |
| No influence | 19.0 |

Taking classes at a certain time of day

| Major influence | 61.3 |
| :--- | :--- |
| Minor influence | 26.7 |

No influence $\quad 12.0$
Taking classes on a certain day of week
Major influence 27.4
Minor influence 41.6
No influence 30.9
Taking a specific class
Major influence
M3.8
Minor influence 11.7
No influence 4.5
Taking a class within a specific department/discipline

Major influence
42.6

Minor influence 27.1
No influence $\quad 30.3$

Taking a class from a specific instructor
Major influence $\quad 14.0$
Minor influence 30.1
No influence 55.4

Awareness of course notes
Yes, aware $\quad 37.8$
No, not aware $\quad 61.8$

Profile of Respondents:
Gender: $\quad 65 \%$ Female
35\% Male
Race: $\quad 74 \%$ White
12\% African-American
8\% Asian
*Data from survey of 401 students
registering for classes June 1996
(1) Jun:
nome campus? (RO/SF
in parncular)
(2) transfer / thai? sort separately
tare art guest students


## Course Selection Survey <br> Summary of Results*

Taking classes on a specific campus
Major influence $\quad 47.6$
Minor influence $\quad 33.4$
No influence 19.0

Taking classes at a certain time of day
Major influence 61.3
Minor influence $\quad 26.7$
No influence $\quad 12.0$
Taking classes on a certain day of week
Major influence 27.4
Minor influence 41.6
No influence $\quad 30.9$
Taking a specific class
Major influence 83.8
Minor influence 11.7
No influence 4.5
Taking a class within a specific department/discipline

Major influence 42.6
Minor influence 27.1
No influence 30.3

Taking a class from a specific instructor
Major influence 14.0
Minor influence 30.1
No influence 55.4
Awareness of course notes
Yes, aware $\quad 37.8$
No, not aware $\quad 61.8$

Profile of Respondents:
Gender: $\quad 65 \%$ Female
35\% Male
Race: $\quad 74 \%$ White
12\% African-American 8\% Asian
*Data from survey of 401 students
registering for classes June 1996


ENTRY Original Entry Status


SSA

070604416
275901897
281044100
363936040
368023069

$$
\begin{array}{cc}
370823055 & 378800042 \\
372805992 & 382749690 \\
372881376 & 382948107 \\
375948005 & 386933257 \\
376964739 & \\
377045122 & \\
377886419 & 378628640
\end{array}
$$

## SERVICE LEARNING COURSE - COURSE DESCRIPTION

## COURSE COMPONENTS

(4 credit hour course) This course will consist of two major components - 1) Classroom instruction and 2) Volunteer/Service Learning hours at specific clinical sites. At the clinical sites students will be rotated through various departments and interact with health care employees and patients.

## COURSE HOURS

2 hour class periods over a 15 week course $=30$ didactic hours
4 hours each week at specified clinical sites over 10 weeks of course $=40$ service learning hours

## CLASSROOM INSTRUCTION

Classroom instruction will be "team-taught" by representatives of selected academic disciplines with emphasis on how these disciplines are incorporated in the health care field. Also included early in the course will be an orientation to patient care, professionalism, and communication skills necessary to work in the health field.

Students will answer a questionaire concerning preconceived ideas about health care that will be reviewed and reflected upon after completing service learning hours.

The remaining weeks of classroom hours will feature OCC representatives of various allied health programs to describe their modality, future prospects and answer questions. This course segment is designed to inform and educate students so they may be better equipped to select an appropriate career.

## SERVICE LEARNING INSTRUCTION

The service learning hours will be spent observing and participating in various departments throughout hospitals, clinics, rehabilitation centers, and nursing homes. The students will be exposed to various departments (admitting, billing, diagnostic testing, rehabilitation services, etc.).

Through confidential journal writng, the student will reflect on positive and challenging experiences each week and how various academic disciplines may have been incorporated. Other major emphasis will also be placed on ways to improve patient care, the efficiency of the health care system, and the value of "volunteerism".

## COURSE OUTLINE

WEEK 1
-Introduce course instructor(s)
-Review syllabus
a. Course objectives
b. Course outline
c. Course grading/methodology
-Discuss how to maximize success from this course
a. Attendance
b. Initiative
c. Cooperation
d. Dedication

- Distribute student course expectations questionaire (to be completed outside of classroom and handed in Week 2)


## WEEK 2

## - Collect student course expectations questionaires

- Discuss qualities of the Health Care Worker

WEEK 7
Academic topic - Business
WEEK 8
Academic topic - Social Science/Psychology
WEEK 9
Academic topic - Humanities/Arts
WEEK 10-13
These classroom hours will consists of OCC representatives of various allied health careers to describe their field, its' academic requirements, rewards, challenges, employment outlook, future prospects, and salary. (Currently there are 14 OCC allied health courses)
3-4 allied health careers will be presented each week.
Each class will begin on 10-20 question quiz on previous weeks' lecture.
WEEK 14
Representative(s) of community volunteer services (ex. homeless shelters, hospices, hospitals) will lecture to educate and encourage students to continue community involvement. Emphasis will be placed on how "volunteerism" will impact the social and economic needs of the community.

WEEK 15
Overview and assessment of course. Students will complete a final questionaire to reflect and comment on their experiences and how their preconceived ideas may have changed as a result of this course.

Students will also have short individual conferences to discuss and comment on the final student evaluation from the clinical site.
7. What was your favorite rotation and why?
8. Did your projected favorite clinical area change from your prerotation expectations?
9. What was your area of greatest strength during the clinical site rotation?
10. Would you like to continue to volunteer in the community following this experience?

If so, where?
If not, why?
11. What changes would you implement in the delivery of the health care?
a. Improve patient care
b. Improve efficiency of health care facility
12. What role did family members play in patient care?
13. Would you recommend this course to a friend?
a. If yes, why?
b. If no, why?

ROC

| Value Label |  | Value | Frequency | Percent | Valid Percent | Cum <br> Percent |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 299 | 74.6 | 77.9 | 77.9 |
|  |  | 1 | 80 | 20.0 | 20.8 | 98.7 |
|  |  | 2 | 5 | 1.2 | 1.3 | 100.0 |
|  |  | . | 17 | 4.2 | Missing |  |
|  |  | Total | 401 | 100.0 | 100.0 |  |
| Valid cases | 384 | sing | ases 17 |  |  |  |

SFC

| Value Label |  | Value | Frequency | Percent | Valid Percent | Cum Percent |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 0 | 375 | 93.5 | 97.7 | 97.7 |
|  |  | 1 | 9 | 2.2 | 2.3 | 100.0 |
|  |  | . | 17 | 4.2 | Missing |  |
|  |  | Total | 401 | 100.0 | 100.0 |  |
| Valid cases | 384 | Missing | ases 17 |  |  |  |

Preceding task required 1.59 seconds elapsed.

List of variables on the working file
Name
SURVEY completed survey
Print Format: F8
Write Format: F8
Missing Values: 9
Value Label
0 no
1 yes
CAMPUS taking classes on a specific campus
Print Format: F8
Write Format: F8
Missing Values: 9
Value Label
1 no influence
2 minor influence
3 major influence
DAY
WEEK day of week
Print Format: F8
Write Format: F8
Missing Values: 9
Value Label
1 no influence
2 minor influence
3 major influence
CLASS specific class
Print Format: F8
Write Format: F8
Missing Values: 9
Value Label
1 no influence
2 minor influence
3 major influence

```
DEPART specific department or discipline
    Print Format: F8
    Write Format: F8
    Missing Values: 9
    Value Label
        no influence
        minor influence
        major influence
INSTRUCT specific instructor 7
    Print Format: F8
    Write Format: F8
    Missing Values: 9
    Value Label
        1 no influence
        minor influence
        major influence
COURSENO awareness of coursenotes
    Print Format: F8
    Write Format: F8
    Missing Values: 9
    Value Label
    0 no
    1 yes
USE ever used course notes
Print Format: F8
Write Format: F8
Missing Values: 9
Value Label
0 no
1 yes
8 does not apply
```

