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Transfer Center Workshop Evaluations Fall 2012

Overview: In fall 2012, the Crafton Hills College Transfer Center offered a variety of hands-on workshops intended to provide students with assistance in filling out applications for University of California (UC) schools, apply for Transfer Admission Guarantees (TAG) and write personal statements, as well as fill out applications for California State Universities (CSU). At the conclusion of the workshops, attendees were asked to complete the evaluation in an effort to obtain feedback from the students who attended the workshops. This report is a summary of the responses collected from those surveys.

Methodology: The Office of Institutional Effectiveness, Research and Planning (OIERP) in collaboration with the Transfer Center coordinator developed a brief online evaluation. The survey asked respondents to include their student ID number and the date. Following were six Likert-scale questions that asked respondents to rate their level of satisfaction with the workshop. Two open-ended questions asked students if there were any topics related to the workshop about which they needed or expected more information. The final question was also open-ended and asked for any comments or suggestions.

Sample: From September 28 through November 21, 2012, a total of 40 online surveys were completed, and the results of those responses are summarized in this report. It should be noted that although all students at the workshops had the opportunity to complete the survey, not all students chose to do so. Furthermore, there were three students who attended two workshops each. These students evaluated each of the workshops separately.

Findings: Students' responses to the satisfaction questions are summarized in Table 1. These questions were scored on a Likert scale, on which 4 = Strongly Agree; 3 = Agree; 2 = Disagree; 1 = Strongly Disagree. This table is arranged by mean score in descending order. A higher mean score indicates students were more likely to agree or strongly agree with the statement. The first column, N, refers to the number of students who answered the question. The second column, "Min," indicates the lowest response given, and the third column, "Max," indicates the highest response. The "Mean" column shows the average rating, and "SD" shows the standard deviation.

In general, respondents agreed or strongly agreed with all of the statements related to satisfaction with the workshops. Specifically, they agreed that they were well informed about the workshop, that the workshop met their expectations, and that the information they received at the workshop would help them meet their educational goals (means = 3.93). Students were somewhat less likely to agree that the pace of the workshop was appropriate (mean = 3.78).

Table 1: Student Satisfaction with Workshops

Please rate the level to which you agree or disagree with the following statements:	N	Min	Max	Mean	SD
I was well informed about this workshop (date, time, location, etc.)	40	1	4	3.93	.47
This workshop met my expectations	40	1	4	3.93	.47
The information I received at this workshop will help me meet my educational goals	40	1	4	3.93	.47
Overall, I was satisfied with this workshop	40	1	4	3.85	.66
The information in this workshop was clearly presented	40	1	4	3.85	.66
The pace of this workshop was appropriate	40	1	4	3.78	.80

The first open-ended question was, "Are there any areas covered in this workshop that you still feel confused about or would like more information on?" Students listed the following topics:

- Foreign transcripts and units completed
- Requirements for workshop and TAG application
- AP Credit

Another open-ended question asked students if there was anything that they expected to learn in the workshop but did not. Although two students wrote "yes," these students did not give any more information as to what they expected to learn that was not covered in the workshop.

The final open-ended question asked for "any additional information, comments, or suggestions." The responses to this question are listed below, grouped under "Compliments" and "Suggestions."

Compliments:

- Thank you (4 students)
- This workshop was very helpful. (4 students)
- Good workshop (2 students)
- Should have more workshops like this
- Workshop was well organized and presented in a clear, concise manner. Facilitator was well informed on specifics for all universities involved.
- Mariana is amazing. 😊
- This was a thoughtful workshop that provided me what to expect for higher college admissions.
- Plenty of useful information that helped me get ready to apply
- Mariana Moreno was very helpful, providing very helpful information overall.
- She addressed everyone and every question that was asked.
- This workshop was very helpful in filling out my TAG application. It was step by step but at my own pace.

Suggestions:

- It is very difficult to understand what is being lectured on when the instructor is speaking and eating at the same time, and it would be more helpful if the instructor answers everyone's questions clearly and not say "we will get back to it."
- I would like a little more focus on the second prompt for the UC personal statement (the prompt for all applicants).
- Too fast