



Prepared by:  
Riki Garvin

## Transfer Center Workshop Evaluations, 2011-2012

**Overview:** In the 2011-2012 academic year, 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 evaluation which was available in a paper version or on-line. The survey asked respondents to include their student ID number, the date, and the name of the workshop. 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 August, 2011 through May, 2012, a total of 87 surveys were collected, 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 five students who attended two workshops each, and one student who attended three workshops. 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, students felt that the information was clearly presented (mean = 3.87); that they were satisfied with the workshop (mean = 3.87); and that the information received at the workshop would help them meet their educational goals (mean = 3.86).

**Table 1: Student Satisfaction with Workshops**

| <b>Please rate the level to which you agree or disagree with the following statements:</b> | <b>N</b> | <b>Min</b> | <b>Max</b> | <b>Mean</b> | <b>SD</b> |
|--------------------------------------------------------------------------------------------|----------|------------|------------|-------------|-----------|
| The information in this workshop was clearly presented                                     | 86       | 3          | 4          | 3.87        | .34       |
| Overall, I was satisfied with this workshop                                                | 87       | 3          | 4          | 3.87        | .33       |
| The information I received at this workshop will help me meet my educational goals         | 87       | 3          | 4          | 3.86        | .35       |
| This workshop met my expectations                                                          | 87       | 3          | 4          | 3.82        | .39       |
| The pace of this workshop was appropriate                                                  | 87       | 2          | 4          | 3.80        | .45       |
| I was well informed about this workshop (date, time, location, etc.)                       | 87       | 2          | 4          | 3.68        | .52       |

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?” and the second was “Was there anything you expected to learn by attending this workshop, but did not?” There were 50 responses along the lines of “no, everything was covered” or “all of my questions were answered.” Students asked for more information on the following topics:

- The GPA calculation (two respondents)
- Completely fill out application (two respondents)
- Scholarship specifics, especially how to fill out an application for different scholarships (two respondents)
- Fee waiver application
- More about talents, in develop performing arts
- AB540 students
- If CLEP can be used for transferring for my major
- More information on fastweb.com would be really helpful.
- UC Personal Statement
- I would like more information about the nursing program at CSUSB
- More info on what I classes I really need to transfer
- I am not completely confident about what is to come next. Although Mariana walked with me throughout the process, I feel somewhat confused and lost at some points.
- I will be coming back to get more info on specifics

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:**

- I feel much better about everything related to the application process.
- Mariana is very helpful and is an excellent advisor.
- This was a good workshop. It was nice to see what the USC application needed to know.
- Was a great help in filling out my application. Thank you!
- Very helpful, and well informed on the process of transferring to a U.C.
- Helped me calculate my GPA. <3
- Good appointment
- Overall excellent
- Our facilitator was great, she was insightful

- This is a cool lady.
- Great resource for students
- This is a wonderful tool for students nearing the end of their CHC career. I hope that more students use the center.
- Great workshop! (two respondents)
- The information was presented in an organized manner. I was able to ask and have my questions answered. Thank you.
- The information was very helpful. I will use this info to further my goals.
- It was helpful. Thank you.
- The instructor tailored the workshop according to the needs of the attendees that I greatly appreciated
- The information was well rounded.
- It had great information.
- Thank you for helping me.
- Thank you so much! Very encouraging! :-)
- It helped me out.
- Good workshop. Very informative.
- Very good info given. rather helpful

**Suggestions:**

- The class should be longer for additional questions.
- More encouragement for new students. Encouragement goes a long way :-)
- Need a bigger room