

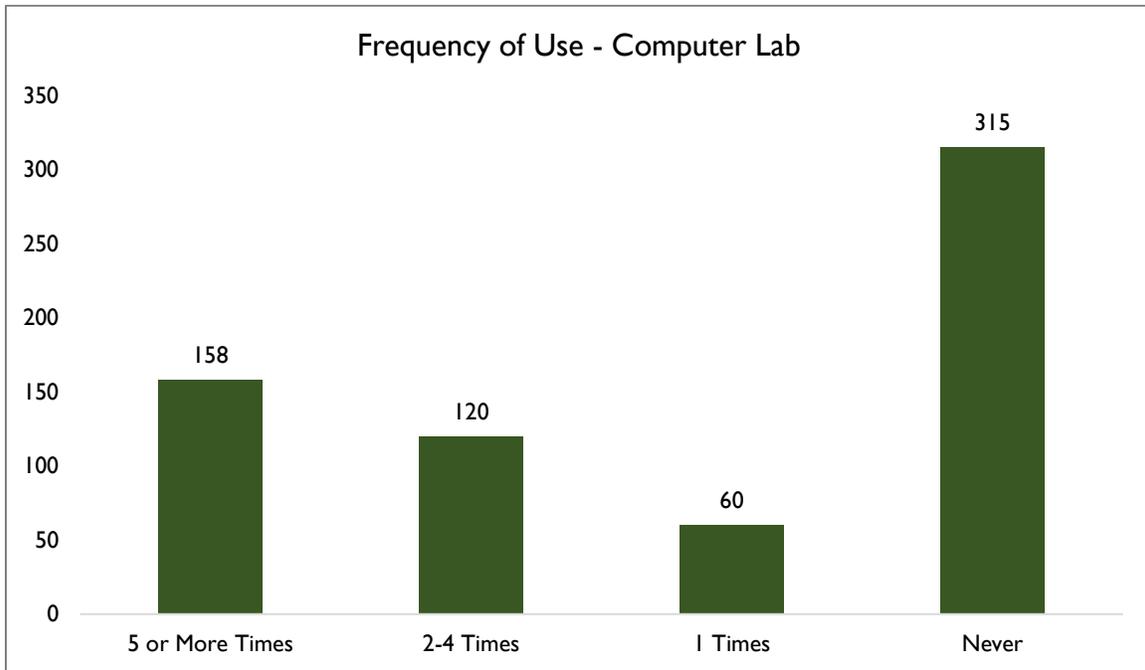


The following report is divided into two parts. Part one includes findings from the Community College Survey of Student Engagement (CCSSE), particularly stemming from questions pertaining to the Technology Center at Crafton Hills College (CHC). The second part includes findings from the Spring 2018 Student Satisfaction Survey, particularly stemming from four questions pertaining to the Technology Center at CHC.

Part One

The CCSSE was administered in the Spring of 2017 by the Office of Institutional Effectiveness, Research & Planning to CHC students. CCSSE results can help community colleges with planning, evidence-based decision making, and help to identify improvements in student learning and persistence. The findings included in this brief can be applied to goals, objectives, or efficiency measures of each department.

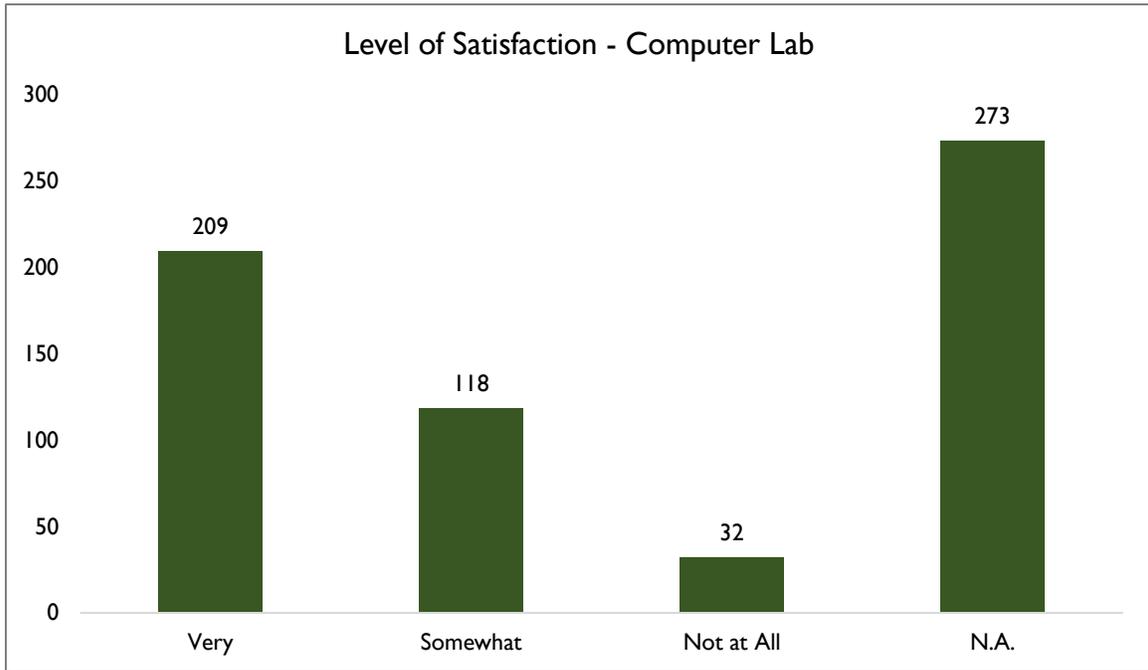
I. How frequently have you used the Computer lab during the current academic year?



Total Responses = 653

- Respondents were most likely to indicate they have never used the Computer lab (48%).

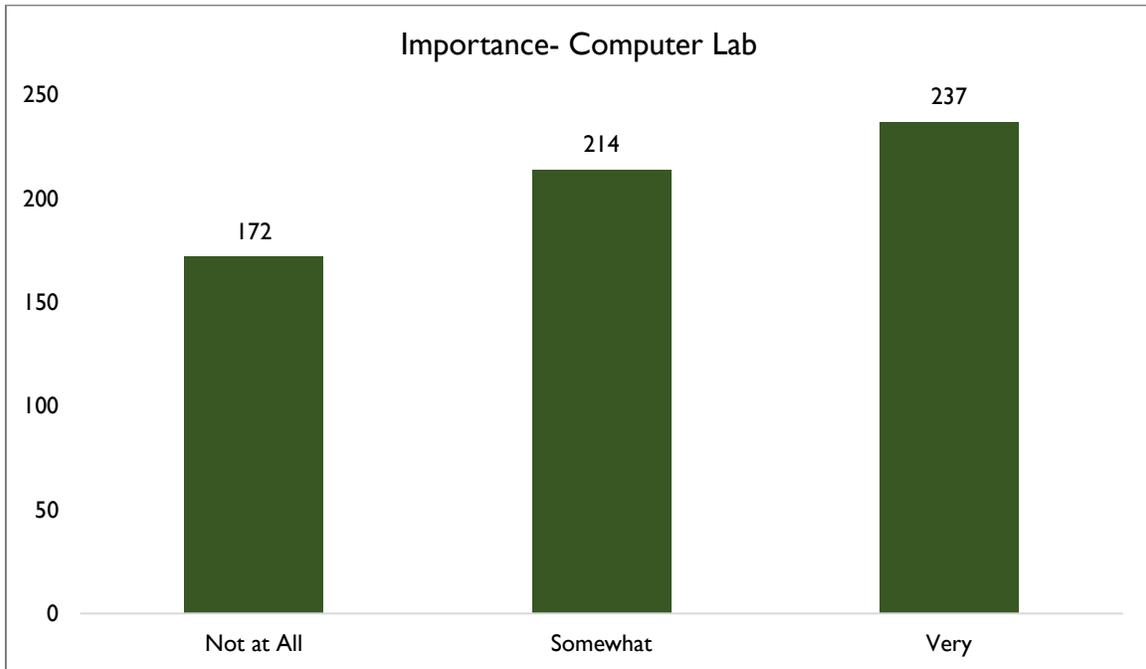
2. How satisfied are you with the services? - Computer lab



Total Responses = 632

- Thirty-three percent of respondents indicated they were very satisfied with the Computer lab.

3. How important are these services to you? - Computer lab



Note: Due to a lack of an "N.A." option all respondents could have answered this question without using or visiting Computer lab.

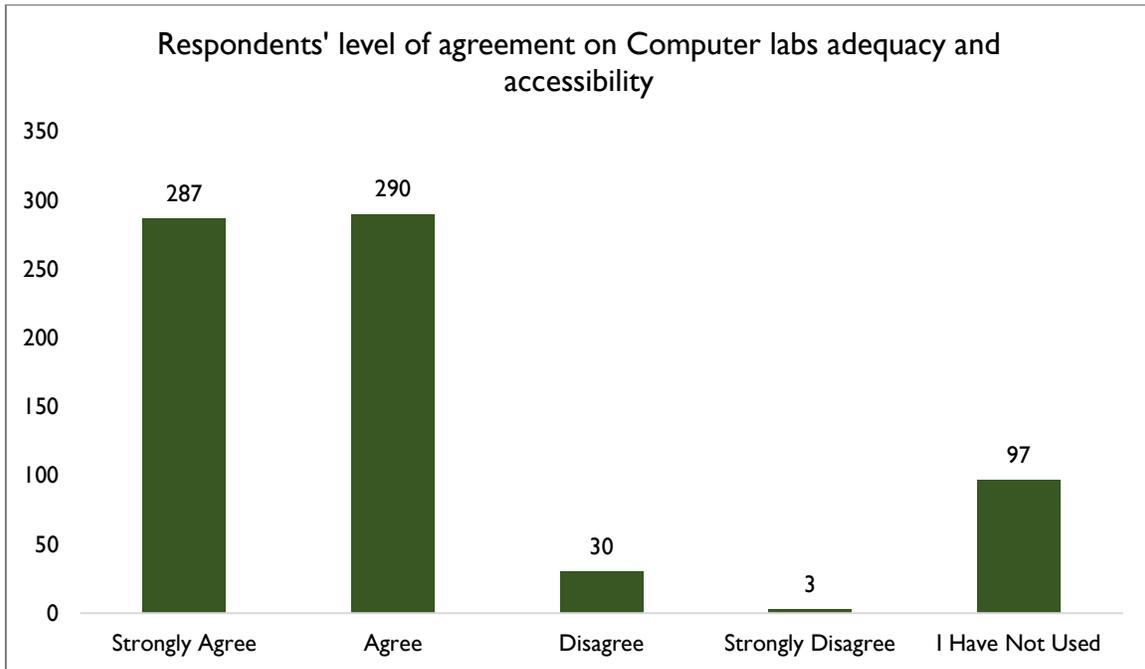
Total Responses = 623

- Respondents were most likely to indicate the Computer lab being a very important service to them (48%).

Part Two

In Spring 2018, a student satisfaction assessment instrument was developed by the Office of Institutional Effectiveness, Research and Planning in collaboration with the Crafton Council. The survey was administered to students enrolled in sixty-six sections at Crafton Hills College through the use of random sampling. To assess student perception of various aspects of the college, participants responded to over 100 items ranging from satisfaction with education and services to demographic information. This report includes findings stemming from the student satisfaction survey pertaining to the Technology Center at CHC.

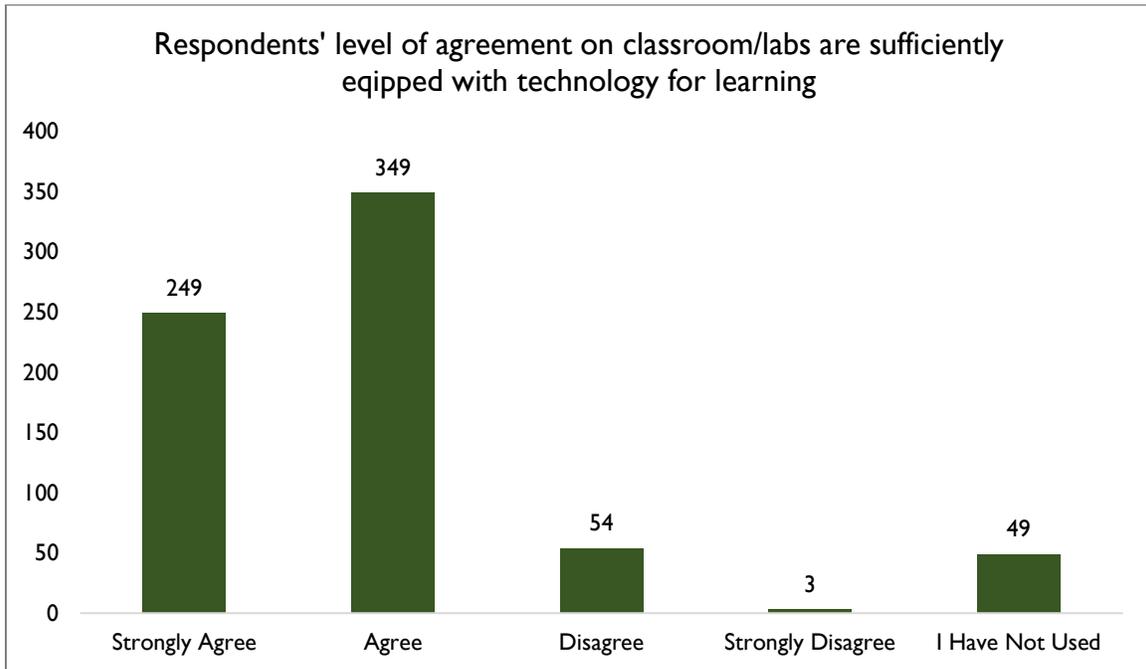
I. Please rate your level of agreement with the following statement: Computer labs are adequate and accessible.



Total Respondents = 707

- Respondents were most likely to agree or strongly agree Computer labs were adequate and accessible (82%).

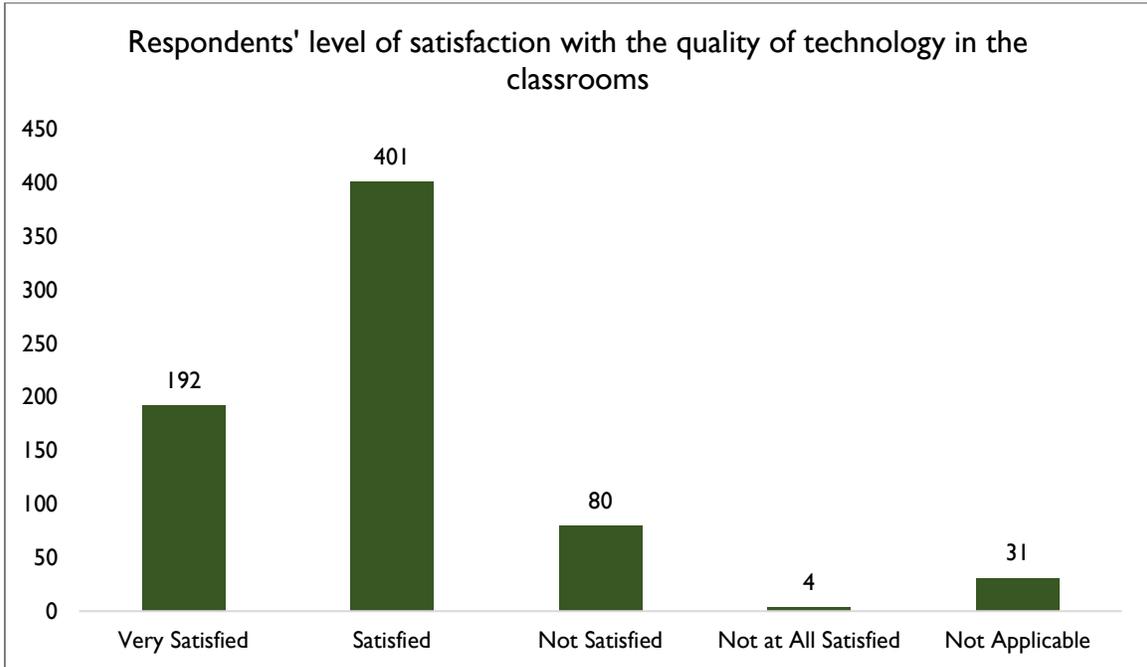
2. Please rate your level of agreement with the following statement: **Classrooms/labs are sufficiently equipped with technology for learning.**



Total Respondents = 704

- Respondents were most likely to agree or strongly agree classrooms/labs were sufficiently equipped with technology for learning (85%).

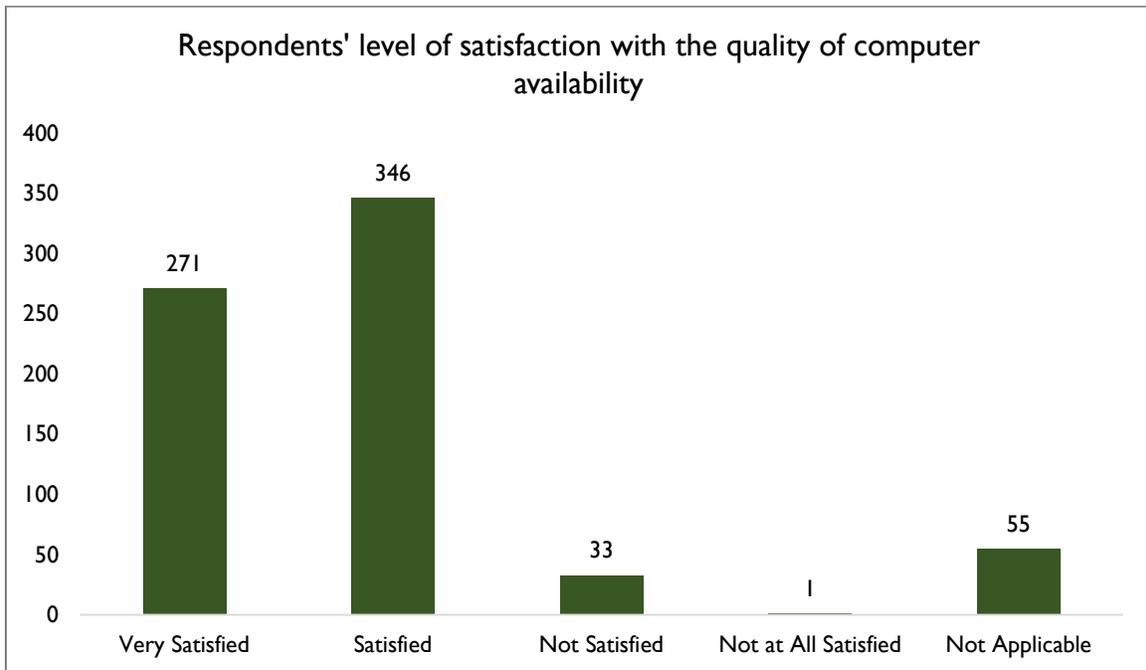
3. Please rate your level of satisfaction with the quality of: Technology in the classrooms



Total Responses = 708

- Respondents were most likely to indicate they were satisfied or very satisfied with quality of the technology in the classrooms (84%).

4. Please rate your level of satisfaction with the quality of: **Computer availability**



Total Responses = 706

- Respondents were most likely to indicate they were satisfied or very satisfied with the quality of computer availability (87%).

For questions, please contact Diana Vaichis, Research Analyst, at dvaichis@craftonhills.edu or (909) 389-3420.