

To: Brian Murphy, President and Senior Staff Members

From: Mallory Newell, De Anza Research and Nergal Issaie, Student Assistant

Date: 2/11/2011

Subject: De Anza College Student Feedback Survey

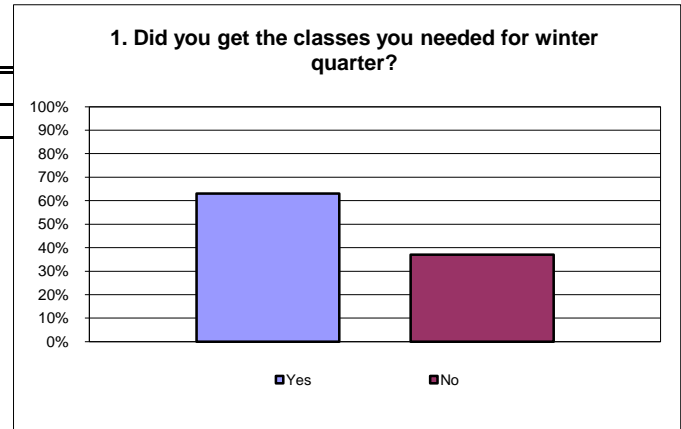
The web survey was administered to all enrolled students in winter 2010. An email was sent to students with a link to a web survey on February 4, 2011. The survey was sent successfully to 20,274 students. A reminder email was sent on February 7, 2011. The survey remained open for responses until February 10. This resulted in 2,895 responses for a response rate of 14.2%. Highlights include:

- Sixty-three percent of respondents stated they were able to get the classes they needed and 37% of respondents were unable to get the classes they needed for winter quarter.
- Of the respondents who stated they were not able to get the classes they needed, 42% reported the 'class was full', 23% stated 'the time they needed was not offered', 15% marked 'other' (see 2b. of open-ended responses), 11% stated they 'could not get on a waitlist', 5% stated they 'were on a waitlist but were dropped', 2% stated they 'could not get an add code from an instructor' and another 2% stated they 'did not meet the prerequisites'.
- Students were asked their preference for the days of the week classes should be offered, 35% of respondents chose 'Monday, Tuesday, Wednesday, Thursday', 30% chose 'Monday, Tuesday, Wednesday, Thursday, Friday', 17% chose 'Monday, Wednesday', 12% chose 'Tuesday, Thursday', 4% chose 'Saturday', and 2% chose 'Friday'.
- Students were asked to select their preference for course times, 34% of respondents marked 'Morning (between 8:30 a.m. and 11:30 a.m.)', 24% marked 'Late morning - early afternoon (between 11:30 a.m. and 1:30 p.m.)', 17% chose 'Evening (between 6:30 p.m. and 10:00 p.m.)', 12% chose 'Afternoon (between 1:30 p.m. and 4:30 p.m.)', 9% chose 'Late afternoon – early evening (between 4:30 p.m. and 6:30 p.m.)', and 4% chose 'Early morning (between 6:30 a.m. and 8:30 a.m.)'.
- Thirty-nine percent of respondents stated they 'would take an online course if the courses you need were offered' while 32% stated they would not take an online course and 29% were unsure.
- Students were asked if they faced any challenges registering online this winter quarter, 70% of respondents stated they 'did not have a problem registering', 10% 'had trouble logging onto MyPortal account', 9% stated they 'could not talk to anyone for assistance with the online system', 8% stated they 'had an add code but it did not work in MyPortal', and 3% 'got dropped for non-payment and could not re-enroll.
- Students were asked to write-in their top three choices for courses, some high rated responses include: ACCT 1A, 1B, 1C, 51, 58, 64; ART 2, 4, 52; BIO 1, 6, 26, 10, 11, 40; BUS 10, 6, 18, 56; CD 10, 50, 51, 52, 56; CHEM 1a, 1B, 1C, 30, 50; CIS 3, 14, 15, 26; ECON 1; ESL 234, 251, 252, 5, 6; EWRT 1A, 1B, 1C, 2; MATH 1A, 1B, 1C, 210, 212, 114, 10, 11, 12; PHYS 4A, 4B, 4C; POLI 1, 3; SPCH 1, 9, 10.

De Anza College Student Feedback Survey, Winter 2011

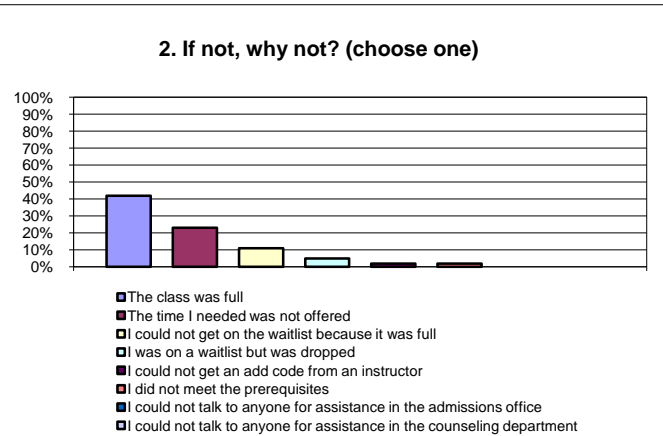
1. Did you get the classes you needed for winter quarter?

Response	N	%
Yes	1,816	63%
No	1,050	37%
Total	2,866	100%



2. If not, why not? (choose one)

Response	N	%
The class was full	458	42%
The time I needed was not offered	256	23%
I could not get on the waitlist because it was full	119	11%
I was on a waitlist but was dropped	52	5%
I could not get an add code from an instructor	17	2%
I did not meet the prerequisites	19	2%
I could not talk to anyone for assistance in the admissions office	5	0%
I could not talk to anyone for assistance in the counseling department	5	0%
Other	160	15%
Total	1,091	100%



*See 2b. of the open-ended responses for write-in responses.

De Anza College Student Feedback Survey, Winter 2011

3. What courses do you need the most to meet your educational goal?

Please fill in your top three choices listing the subject and course number, for example: MATH 10

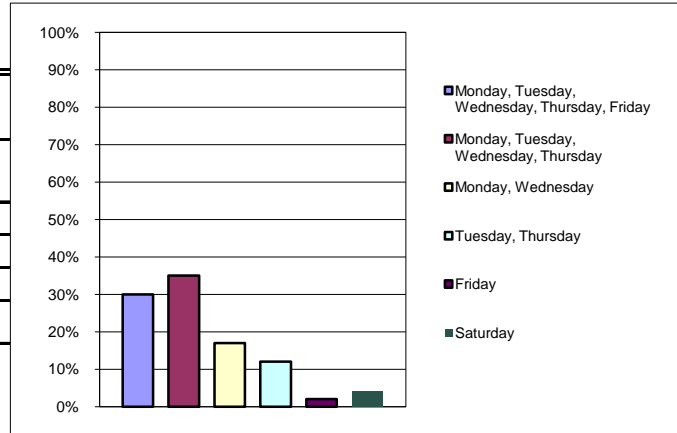
Groups	1st Choice		2nd Choice		3d Choice	
	N	%	N	%	N	%
Accounting	62	3%	62	4%	49	4%
Administration	9	0%	7	0%	7	1%
Antropology	11	1%	14	1%	9	1%
Art	33	2%	36	2%	28	2%
Astronomy	6	0%	7	0%	6	0%
Automotive	9	0%	8	0%	5	0%
Biology	210	10%	146	9%	112	9%
Business	29	1%	33	2%	40	3%
Child Development	59	3%	48	3%	42	3%
CAOS	8	0%	7	0%	6	0%
CDI	10	0%	10	1%	8	1%
Chemistry	186	9%	160	10%	85	7%
CIS	56	3%	60	4%	53	4%
E S	9	0%	8	0%	5	0%
Economy	28	1%	32	2%	34	3%
ELIT	12	1%	17	1%	12	1%
Engineering	8	0%	11	1%	9	1%
EWRT	233	11%	191	11%	116	9%
Math	608	29%	321	19%	197	16%
Physics	55	3%	66	4%	76	0%
Psychology	32	2%	35	2%	31	0%
Speech	27	1%	37	2%	27	2%
Other	391	19%	357	21%	296	24%
Total	2,091	100%	1,673	100%	1,253	100%

*See 3b. of the open-ended responses for a count of course choices.

De Anza College Student Feedback Survey, Winter 2011

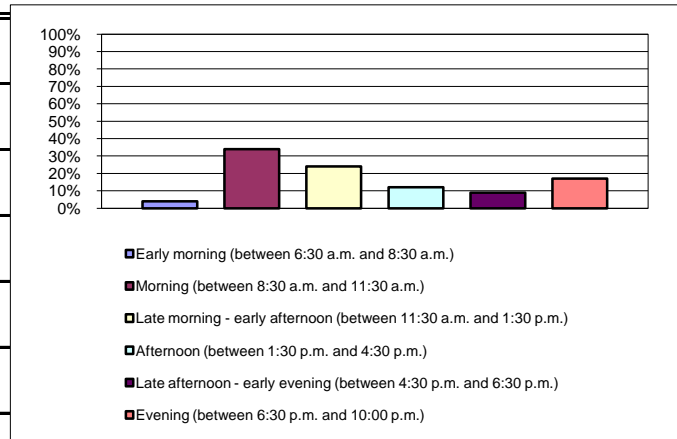
4. Which day(s) of the week would you need these courses to be offered? (select one)

Response	N	%
Monday, Tuesday, Wednesday, Thursday, Friday	780	30%
Monday, Tuesday, Wednesday, Thursday	904	35%
Monday, Wednesday	431	17%
Tuesday, Thursday	319	12%
Friday	47	2%
Saturday	109	4%
Total	2,590	100%



5. What times would you need this course to be offered? (select one)

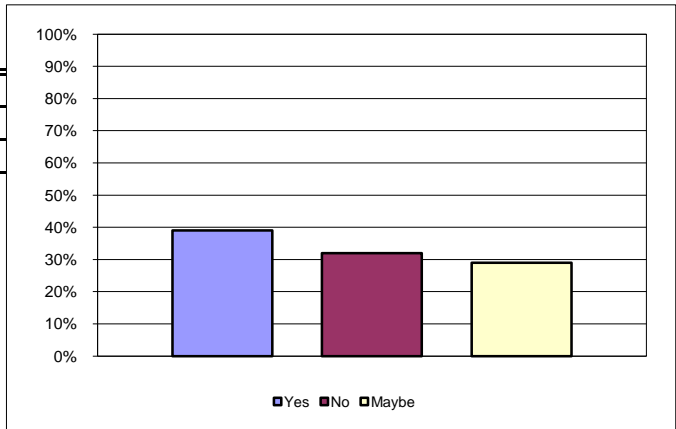
Response	N	%
Early morning (between 6:30 a.m. and 8:30 a.m.)	112	4%
Morning (between 8:30 a.m. and 11:30 a.m.)	898	34%
Late morning - early afternoon (between 11:30 a.m. and 1:30 p.m.)	633	24%
Afternoon (between 1:30 p.m. and 4:30 p.m.)	318	12%
Late afternoon - early evening (between 4:30 p.m. and 6:30 p.m.)	232	9%
Evening (between 6:30 p.m. and 10:00 p.m.)	465	17%
Total	2,658	100%



De Anza College Student Feedback Survey, Winter 2011

6. Would you take online courses if the courses you needed were offered?

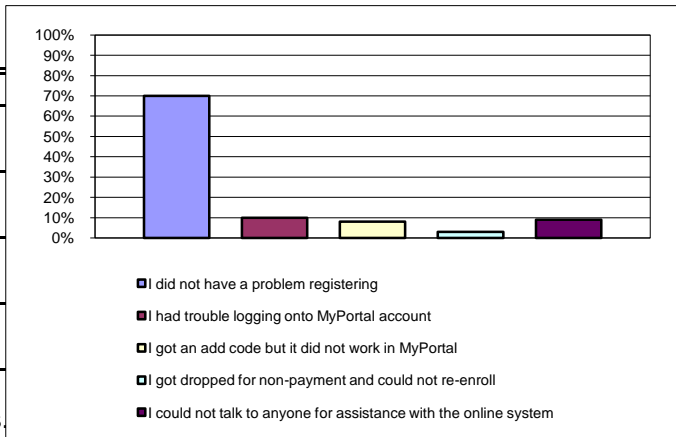
Response	N	%
Yes	1,072	39%
No	899	32%
Maybe	797	29%
Total	2,768	100%



7. Did you face any challenges registering online this winter quarter? (select all that apply)

Response	N	%
I did not have a problem registering	1,844	70%
I had trouble logging onto MyPortal account	265	10%
I got an add code but it did not work in MyPortal	211	8%
I got dropped for non-payment and could not re-enroll	98	3%
I could not talk to anyone for assistance with the online system	234	9%
Total	2,652	100%

*See 7b. of the open-ended responses for write-in responses.



De Anza College Student Feedback Survey, Winter 2011

7. Did you face any challenges registering online this winter quarter? (select all that apply)

This includes students who selected more than one option.

- 1= I had trouble logging onto MyPortal account
- 2= I got an add code but it did not work in MyPortal
- 3= I got dropped for non-payment and could not re-enroll
- 4= I could not talk to anyone for assistance with the online system

Groups of Selections	N
1	188
2	155
3	50
4	234
1, 2	54
1, 3	50
Total	731

Dear _____,

At De Anza College we care deeply about your education and want to add courses that meet your educational needs. In order to do this, we need your feedback.

This survey should take no more than 5 minutes to complete and will provide us with important information on how we can better serve you.

Survey participants will be entered into a random drawing for an iPod Nano from the De Anza College bookstore.

Please use this link to go to the survey:

<http://www.research.fhda.edu/cgi-bin/rws3.pl?FORM=feedbacksurvey>

Thank you for your time and help.

Sincerely,
Brian Murphy, President
De Anza College

If you have any questions about the survey, please contact Mallory Newell in the De Anza College Office of Institutional Research at newellmallory@deanza.edu.

Please do not reply to this email. Use the contact information above.

For information about this message, check out: You Need an E-Mail Address

De Anza College Student Feedback Survey

Thank you for taking the time to provide us with important information on how we can best meet your educational needs.

If you would like to be entered into a random drawing for an iPod Nano from the De Anza College bookstore, please provide your name and email in the space provided at the end of the survey.

1. Did you get the classes you needed for winter quarter?

- Yes
 No

2. If not, why not? (choose one)

If you chose 'Other' please fill in your answer in the space provided.

3. What courses do you need the most to meet your educational goal?

Please fill in your top three choices listing the subject and course number, for example: MATH 10

1st choice

2nd choice

3rd choice

4. Which day(s) of the week would you need these courses to be offered? (select one)

5. What times would you need this course to be offered? (select one)

6. Would you take online courses if the courses you needed were offered?

- Yes
- No
- Maybe

7. Did you face any challenges registering online this winter quarter? (select all that apply)

- I did not have a problem registering
- I had trouble logging onto MyPortal account
- I got an add code but it did not work in MyPortal
- I got dropped for non-payment and could not re-enroll
- I could not talk to anyone for assistance with the online system
- Other

If you chose 'Other' please fill in your answer in the space provided.

8. Is there anything else you would like us to know in order to best meet your educational needs?

Please provide your name and email if you would like to be entered into the drawing for an iPod Nano from the De Anza College bookstore.

Name

Email

Registration for spring quarter begins March 10.
Check MyPortal for your specific registration dates
and times.

Thank you!