



Quick Facts

| Fall 2000 (unless otherwise stated) | Alameda | Laney | Merritt | Vista |
|--|---------|--------|---------|-------|
| What percentage of students want to transfer? | 30% | 30% | 21% | 27% |
| How many degrees and certificates were awarded in 99-00? | 404 | 623 | 592 | 154 |
| What percentage of students are on academic probation? | 6% | 5% | 4% | 4% |
| What percentage of students are on the Dean's or Honor's list? | 9% | 8% | 6% | 6% |
| What percentage of students are not native English speakers? | 21% | 22% | 13% | 8% |
| How many students are served by EOPS? | 511 | 786 | 466 | 228 |
| *How many students are served by DSPS? | 351 | 325 | 212 | 241 |
| What percentage of students are New or New Transfer? | 40% | 34% | 37% | 47% |
| What percentage of students are enrolled full-time (12 or more units)? | 19% | 20% | 15% | 13% |
| **What percentage of students enroll at more than one Peralta College? | 35% | 26% | 28% | 23% |
| ***Fall Enrollment (unduplicated students) | 6,030 | 13,527 | 6,873 | 4,581 |

*Total served—a student may have been served, but not enrolled in a class. **In a single term. ***All who enrolled for a class, excluding no-shows.

Basic Skills Quiz

| | Alameda | Laney | Merritt | Vista |
|---|---------|-------|---------|-------|
| Percentage of Students in Basic Skills | | | | |
| Overall College | 14% | 15% | 12% | 6% |
| What Percentage of students enrolled in basic skills courses in Fall 2000? | | | | |
| English | 8% | 4% | 3% | 3% |
| Math | 6% | 7% | 8% | 3% |
| ESL | 4% | 7% | 2% | 0% |
| *Number of students Assessed | | | | |
| Overall College | 753 | 3,286 | 800 | 711 |
| How many students were assessed in Fall 2000? | | | | |
| English | 589 | 1,708 | 644 | 539 |
| Math | 593 | 2,464 | 651 | 642 |
| ESL | 101 | 692 | 63 | 74 |
| **Percentage Assessed at Basic Skills Level | | | | |
| English | 39% | 46% | 39% | 30% |
| What percentage of students were assessed in the basic skills range in Fall 2000? | | | | |
| Math | 58% | 34% | 66% | 46% |
| ESL | 44% | 48% | 76% | 34% |
| Basic Skills Assessed Students Who Take Basic Skills | | | | |
| English | 68% | 67% | 57% | 65% |
| What is the percentage of students assessed at the basic skills level who actually take Basic Skills (tested in English, take English course, tested in Math, take Math, etc.)? | | | | |
| Math | 59% | 89% | 87% | 82% |
| ESL | 95% | 91% | 98% | 46% |

*Unduplicated count in each category. Testing period: April through September 2000. **English: basic skills for reading and writing. All Math: percent in basic skills level of students tested with any MDTP test. ESL: Percent of students in CELSA scoring in levels 1 or 2 (score below 42).

FTES—Full-Time Equivalent Students FTES is calculated by multiplying the number of students in a course by the number of hours per week for the course, by the number of weeks (17.5) in the semester. This product is divided by 525 (525 is derived from an instructor load of 5 classes at 3 hours per week with 35 students each). The recommended overall college ratio between FTES and instructor load (FTEF, full-time equivalent faculty) is 17.5.

Student Surveys

Background

The Office of Research and Institutional Development regularly conducts the following student surveys:

- < Student Climate
- < Student Satisfaction
- < Graduate Follow-up

The Student Satisfaction Survey is conducted in the fall in odd years (since 1995), the last time being Fall

1999. It is scheduled to be conducted again this fall. The Student Climate Survey is scheduled for the fall in even years (since 1994). The Graduate Follow-up Survey is year-round (since 1990). The satisfaction and climate surveys are conducted in randomly selected classes; the Graduate Follow-up is given to all students each semester when they apply for a degree or certificate.

Please note, the **Student Satisfaction Survey will be conducted this November**. In preparation, the survey process and survey instrument will be reviewed by the Vice Presidents of Student Services. Input from student focus groups, as well as input from faculty and staff will be used to generate the new instrument. The questions which were used in 1999 are available on the web at <www.peralta.cc.ca.us/index/surveys.htm>. Please send suggestions to the Vice President of Student Services at your college.

Student Satisfaction Survey

The Student Satisfaction Survey given in fall of 1999 shows that although students are generally satisfied with their education, there is room for improvement. It is important to note that this is a snapshot in time and many of the issues raised in 1999 have since been addressed by the colleges.

College of Alameda (N=337) Students were pleased with instructors' help with goal/major (88%), Admissions Office (84%), ESL (80%), Library Services (79%), Disabled Student Services (81%), and Learning Resources (79%). Services for which the satisfaction level of Good/Excellent was at or below 65% were CalWORKS (63%), Veterans Services (63%), and Financial Aid (65%).

Students commented that the number of classes and scope of the curriculum was not wide enough to be attractive. Some suggestions included adding classes in E-commerce, SQL, or Oracle.

Laney College (N=525) Students were pleased with the ability to get the classes they wanted (88%) and Disabled Student Services (84%), but satisfaction levels of Good/Excellent were below 65% for Health Services (64%) and Assessment/Placement (59%). Fifty percent of respondents felt that it would be helpful if A & R staff spoke Cantonese, Spanish or Vietnamese.

Comments indicated that the waiting time for counselors was too long and transfer counselors should be informed about transfer information and procedures.

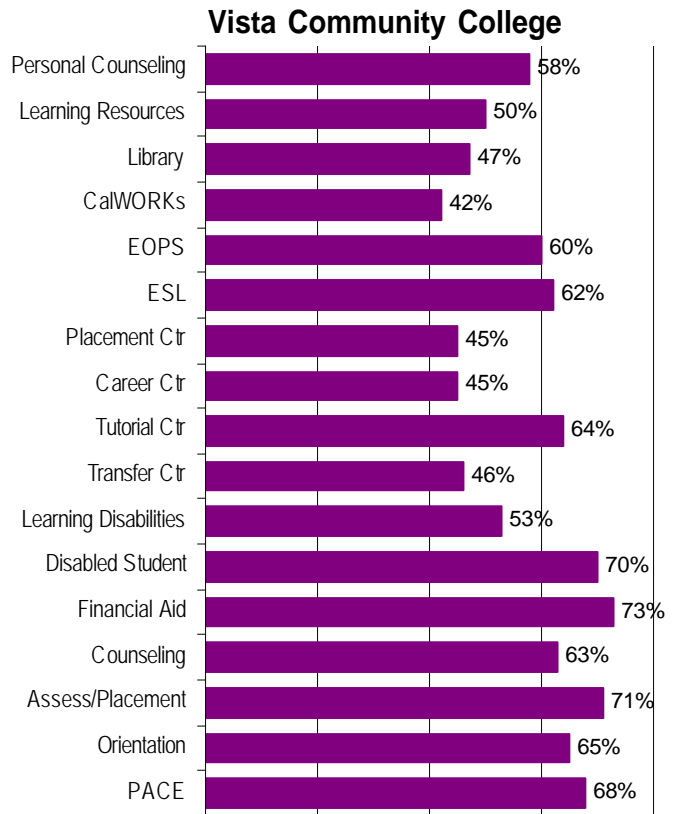
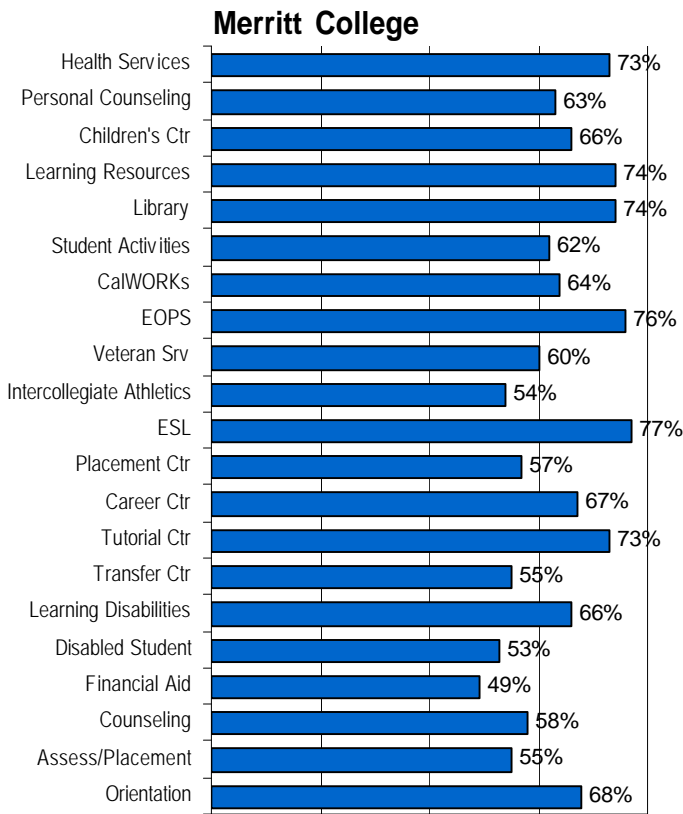
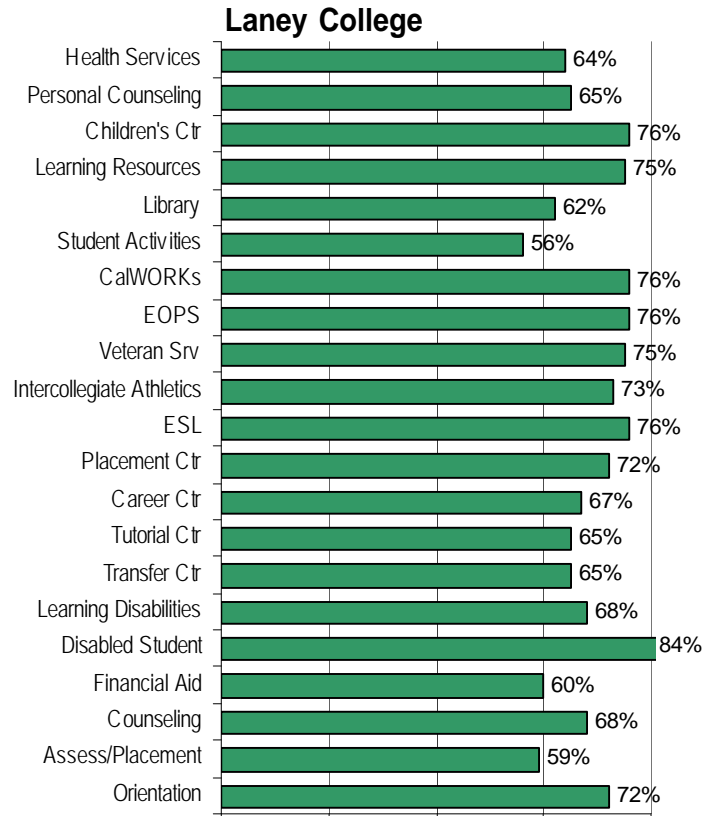
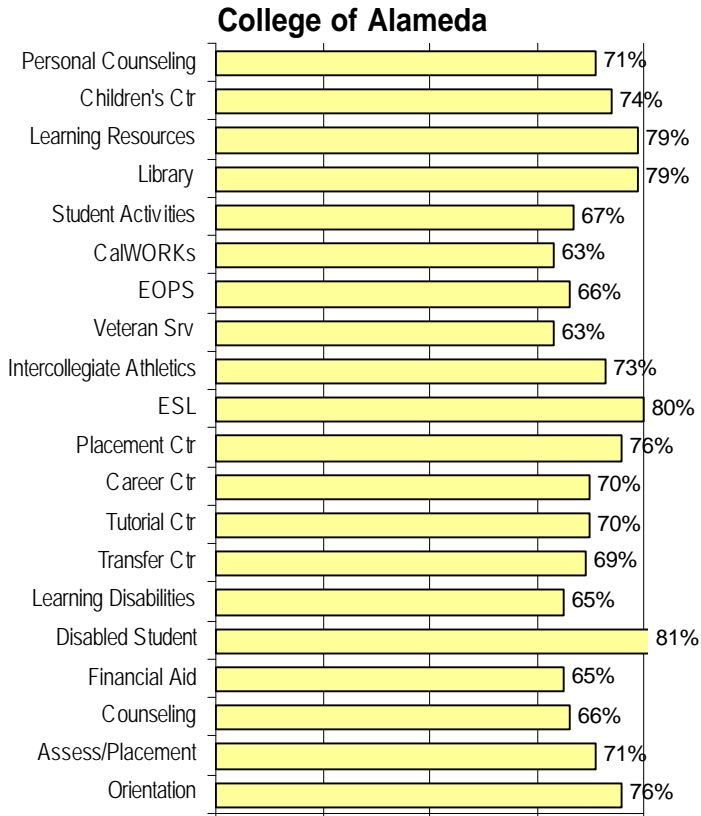
Merritt College (N=506) Students were pleased with the Admissions Office (88%), EOPS (76%), and the ESL department (77%), but satisfaction levels of Good/Excellent were below 65% for the Financial Aid Office (49%), Disabled Student Services (53%), Intercollegiate Athletics (54%), and Assessment/Placement Services (55%). A third of students surveyed felt that it would be helpful if A & R staff spoke Spanish or Cantonese.

Students commented that they were worried about campus security. They also felt that there should be more classes offered.

Vista Community College (N=311) Students were moderately pleased with the Admissions Office (77%) and Financial Aid Services (73%), but satisfaction levels of Good/Excellent were below 65% for the Career Center (45%), Placement Center (45%), Transfer Center (46%), Library (47%), Learning Resources (50%), and Learning Disabilities (53%). Twenty-seven percent of those surveyed felt that it would be helpful to have bilingual A & R staff that spoke Spanish.

Student Satisfaction Survey Fall 1999 Favorable Response Rates

Respondents indicating "Good" or "Excellent" to the question: "Please rate the helpfulness of the following services or programs."



Student Climate Survey

Areas of High Satisfaction in Fall 2000

| Fall 2000 Compared to Fall 1994 | Alameda | | Laney | | Merritt | | Vista | |
|---|-------------------------------|---------------------|-------------------------------|---------------------|-------------------------------|---------------------|-------------------------------|---------------------|
| | % Agree/ Strongly Agree | %Ch from 1994 | % Agree/ Strongly Agree | %Ch from 1994 | % Agree/ Strongly Agree | %Ch from 1994 | % Agree/ Strongly Agree | %Ch from 1994 |
| In general, the classes I took have been excellent. (Q2) | 82% (N=233) | 0.2% | 81% (N=404) | -2.8% | 83% (N=321) | 0.4% | 86% (N=211) | -4.3% |
| I am pleased with the instruction I am receiving at this college. (Q35) | 79% (N=227) | 0.2% | 84% (N=393) | 1.8% | 86% (N=310) | 3.1% | 88% (N=197) | -1.9% |
| I have been able to enroll in the courses I need. (Q9) | 74% (N=230) | 0.2% | 84% (N=398) | 7.0% | 86% (N=314) | 0.8% | 88% (N=210) | -0.8% |
| The staff on this campus makes a genuine effort to help students. (Q1) | 80% (N=231) | 0.2% | 84% (N=396) | -5.2% | 84% (N=320) | 2.7% | 88% (N=211) | -1.5% |
| I really enjoyed attending this college. (Q3) | 85% (N=229) | -0.1% | 83% (N=401) | -5.9% | 82% (N=320) | -4.1% | 86% (N=210) | -2.8% |

(Qnn) indicates the survey question number.

Areas Cited as Needing Improvement

College of Alameda (N=240) Alameda students noted a number of areas in which the college could do better. A third or more said that parking spaces are not readily available (34%)(Q39), bathrooms are not generally clean (34%)(Q37), counseling, financial aid and admissions and records hours are not sufficient to meet their needs (33%)(Q8), food services are not readily available and do not offer a variety of satisfying choices (34%)(Q42), and police services were not visible on campus (36%)(Q40).

There has been little or no significant change in the response rates between fall of 1994 and fall of 2000 for the College of Alameda.

Laney College (N=414) More than forty percent of students surveyed at Laney expressed dissatisfaction with the availability of parking spaces (48%)(Q39) and the cleanliness of the bathrooms (43%)(Q37). More than one-quarter said that courses could be offered at more convenient hours (25%)(Q10) and that the campus is not clean and well maintained (26%)(Q36). Compared to six years ago, the level of dissatisfaction with bookstore services has increased eight percent, from 18% in 1994 to 26% in 2000 (Q45). While still a significant number, nearly a third, students who said they are afraid to be on campus in the evening fell 12%, from 43% in 1994 to 31% in 2000 (Q27).

Merritt College (N=329) Areas in which students said the college can do better are: food services, course times and safety. Nearly a third said that food services are not readily available and do not offer a variety of satisfying choices (31%)(Q42). Twenty-six percent said that courses are not offered at convenient times (Q10). More than a third said that police services are not visible on campus (36%)(Q40) and thirty percent said they feel afraid on campus in the evenings (Q27).

Between 1994 and 2000 improvement has been seen. The number of students who said the bathrooms are generally clean increased 20%, from 56% to 76% (Q37) and the number of students who noted that instructors refer to contributions made by women and diverse persons in the field of study increased 14%, from 37% to 51% (Q34).

Vista Community College (N=213) More than half of students surveyed were dissatisfied with the availability of parking spaces (57%)(Q39) and nearly half said that they would like to see more comfortable places on campus where students can meet and study (47%)(Q47).

Satisfaction has declined in a number of areas between 1994 and 2000: the number of students who said that counselors are readily accessible to students declined 14%, from 59% in 1994 to 45% in 2000 (Q5); the number of students who said the bathrooms are generally clean decreased 14%, from 69% in 1994 to 55% in 2000 (Q37).

Graduate Follow-Up Survey

The following are questions taken from the Graduate Follow-up Survey for three academic years. If you would like more information, please contact the Office of Research and Institutional Development.

Why did you choose this college?

| ALAMEDA | N=170 | N=133 | N=232 |
|--------------------------------|-------|-------|-------|
| | 97-98 | 98-99 | 99-00 |
| Courses offered in what I want | 23.8% | 18.6% | 18.8% |
| Convenient campus location | 20.8% | 20.7% | 20.8% |
| Low tuition/low fee | 12.7% | 12.8% | 12.8% |
| Visited and liked the campus | 10.5% | 11.9% | 9.7% |
| Excellent academic reputation | 9.9% | 11.3% | 12.1% |
| Had friends who attended here | 9.4% | 10.7% | 9.0% |
| Advice of teacher/counselor | 4.7% | 4.0% | 6.7% |
| Advice of parents/relatives | 3.6% | 5.8% | 5.4% |
| College literature interesting | 2.8% | 2.7% | 2.5% |

| LANEY | N=245 | N=284 | N=266 |
|--------------------------------|-------|-------|-------|
| | 97-98 | 98-99 | 99-00 |
| Convenient campus location | 23.6% | 24.3% | 22.8% |
| Courses offered in what I want | 20.3% | 22.1% | 19.9% |
| Low tuition/low fee | 13.3% | 13.9% | 13.2% |
| Excellent academic reputation | 10.9% | 10.1% | 10.4% |
| Had friends who attended here | 8.5% | 8.6% | 11.3% |
| Advice of teacher/counselor | 7.2% | 5.2% | 6.4% |
| Visited and liked the campus | 7.0% | 6.2% | 7.0% |
| College literature interesting | 4.0% | 3.7% | 2.4% |
| Advice of parents/relatives | 3.8% | 3.7% | 4.0% |

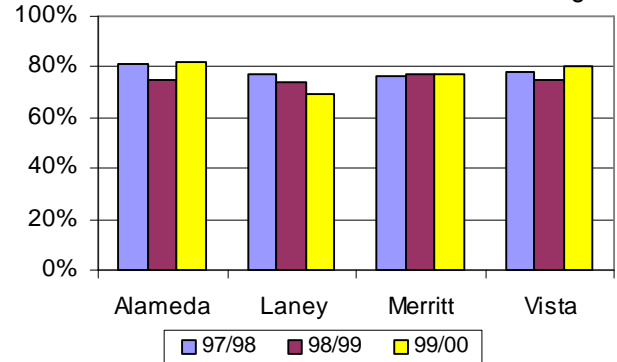
| MERRITT | N=225 | N=114 | N=143 |
|--------------------------------|-------|-------|-------|
| | 97-98 | 98-99 | 99-00 |
| Courses offered in what I want | 30.6% | 31.6% | 22.7% |
| Convenient campus location | 16.3% | 15.2% | 18.4% |
| Low tuition/low fee | 14.7% | 18.0% | 14.8% |
| Excellent academic reputation | 11.8% | 10.2% | 12.5% |
| Visited and liked the campus | 8.8% | 7.8% | 8.9% |
| Had friends who attended here | 5.9% | 7.0% | 7.9% |
| Advice of teacher/counselor | 4.5% | 2.9% | 2.3% |
| Advice of parents/relatives | 3.1% | 3.3% | 5.9% |
| College literature interesting | 2.4% | 1.6% | 2.3% |

| VISTA | N=36 | N=67 | N=110 |
|--------------------------------|-------|-------|-------|
| | 97-98 | 98-99 | 99-00 |
| Convenient campus location | 23.0% | 24.6% | 19.7% |
| Courses offered in what I want | 19.5% | 19.2% | 17.0% |
| Low tuition/low fee | 18.4% | 16.2% | 18.9% |
| Excellent academic reputation | 12.6% | 9.6% | 11.7% |
| Had friends who attended here | 6.9% | 6.6% | 11.0% |
| College literature interesting | 5.7% | 6.0% | 3.8% |
| Advice of parents/relatives | 4.6% | 3.0% | 4.5% |
| Advice of teacher/counselor | 3.4% | 3.6% | 2.3% |
| Visited and liked the campus | 3.4% | 3.0% | 3.4% |

Tables are ranked by 1997-98 year.

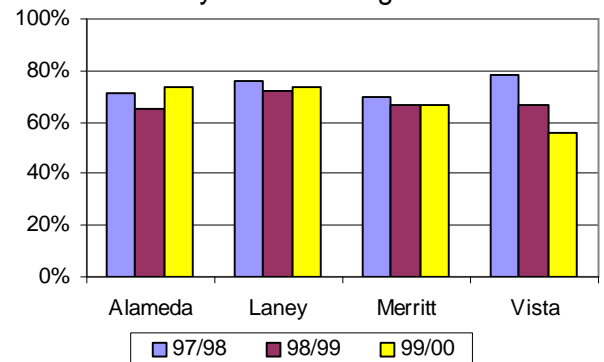
How would you rate the overall quality of:

The Education You Received at this College



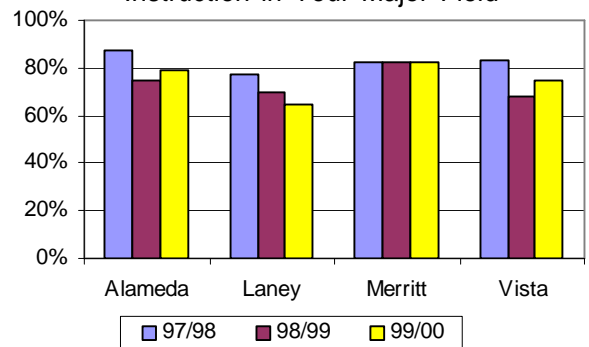
Students responding Excellent/Above Average to the question, "please rate the overall quality of the education you received."

Quality of Counseling Services



Students responding Excellent/Above Average to the question, "please rate the overall quality of the counseling services you received."

Instruction in Your Major Field



Students responding Excellent/Above Average to the question, "please rate the overall quality of instruction in your major."

Student Success

Outcomes

| Outcome Measures — Fall 2000 | Alameda | Laney | Merritt | Vista |
|-----------------------------------|---------|-------|---------|-------|
| Student Success Rate | 66% | 63% | 69% | 61% |
| Successful Course Completion Rate | 66% | 63% | 71% | 61% |
| Average GPA | 2.99 | 2.89 | 3.05 | 2.94 |
| Student Retention Rate | 72% | 70% | 75% | 69% |
| Student Drop Rate | 28% | 30% | 25% | 31% |
| Persistence Rate (Fall to Spring) | 52% | 53% | 47% | 46% |

Success Rate: Success units / success+nonsuccess units (ABC CR units/ABC CR,DFNWI units).

Successful Course Completion Rate: The number of course completions with a success grade over the total number of courses attempted.

Retention Rate: Number of students who completed at least one class with a grade other than W over total number of students.

Drop Rate: Number of students who dropped all classes over total number of students.

Persistence Rate: Number of students who persisted to the next term over the number enrolled at census date. A student is considered to have persisted to the next term if any enrollment, except a no-show, is found in the next term.

A Success Strategy

The Peralta Early Alert System

The Early Alert System is an important and positive strategy, which can contribute to students' success by, in a regular and timely manner, identifying those students who need follow-up services.

How it works:

- On the first census day of every term, census rosters are distributed to instructors.
- In the EARLY ALERT column of the roster, the instructor indicates which students seem to be experiencing problems and suggests appropriate referrals, using the codes listed on top of the roster (listed below under "Roster Codes"). Special attention should be paid to matriculating students (marked with an '*' in front of their SSN). Up to five codes may be entered for each student.
- Rosters are returned to A & R and the staff enters the Early Alert codes for each flagged student into the mainframe.*
- When the data entry has been completed, A & R requests the Data Center to produce the **Early Alert Calling List and mailing labels. The report and labels are sent to the office of the Vice President of Student Services at each campus.
- Student services staff contact students listed on the Early Alert Calling List and refer them to the appropriate



Early Alert resource centers (Counseling, DSPS, EOPS, Financial Aid and Tutoring). The result of the contact is recorded into the mainframe.***

- When all contacts have been made and recorded, the V. P. of Student Services requests the Data Center to run the ^Early Alert Referral Lists. These lists are distributed to the Early Alert resource centers at each campus for follow-up.



Roster Codes

- A = Absence
- D = DSPS
- E = ESL
- F = Financial Aid / EOPS
- I = Instructor action
- O = Other
- R = Academic readiness
- S = Tardiness
- T = Tutorial
- U = Unable to notify

Response Codes

- A = Student made appointment with appropriate resource
- B = Student made appointment with other resource
- C = Student dropping class
- D = Student dropping school
- E = No appointment, but staying in class
- F = Ambivalent response
- G = Other
- H = No answer to phone call
- I = Phone disconnected, wrong number
- J = Letter sent

*Screen: /CVR (Class Verification Roster) **Report SB497 ***Screen: /EAC (Early Alert Calls) ^Report SB498