

**Closing the Gaps
Board of Regents Fall 2015**

In October 2000, the Texas Higher Education Coordinating Board (THECB) adopted *Closing the Gaps by 2015: The Texas Higher Education Plan* (CTG). The goal of the Plan was to close educational gaps by focusing on the critical areas of participation, success, excellence, and research. At the Plan's inception, a primary goal and a number of supporting objectives were adopted for each of the CTG goals. Periodically, the goals are adjusted to reflect changes in population. All colleges were required to adopt similar goals and establish milestones to assist the State in reaching the goals set by the THECB. The following information reflects the status of Brazosport College's effort to assist the State in the attainment of key goals.

Goal 1: Participation:

Increase the enrollment at Brazosport College to 4,413 by 2015. Supporting objectives include increases in the participation of the three ethnic groups: White, African American, and Hispanic. The targets are analyzed annually as directed by the Texas Higher Education Coordinating Board and if necessary, targets are revised.

Enrollment – All Students:

Fall Semester	Target	Enrollment
2002	4,137	4,097
2003	4,275	3,679
2004	3,937	3,503
2005	3,598	3,606
2006	3,680	3,808
2007	3,752	3,751
2008	3,920	3,887
2009	4,000	3,866
2010	3,936	4,174
2011	4,220	4,194
2012	4,263	4,033
2013	4,306	4,218
2014	4,359	4,211
2015	4,413	4,241

*Enrollment as of 09/14/2015

Enrollment (percentages) for ethnic groups:

Ethnicity	2002 Actual	2010 Actual	2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015*	2015 Goal
White	66.88	57.71	54.0	52.7	55.8	52.5	53.5	57.0
African American	6.81	6.88	7.7	8.3	7.7	8.0	7.2	9.0
Hispanic	23.80	27.29	32.0	33.8	34.8	35.7	37.3	31.5

*As of 09/14/2015

Source: Actual data gathered from THECB Accountability Report.

The fall 2015 Hispanic population exceeded the 2015 CTG goal by 5.8 percentage points. The White student population did not meet the 2015 CTG goal, but increased from 2014 by 1 percentage

point. The African American population percentage also did not meet the 2015 CTG goal, but has been higher in recent years than in 2002.

Goal 2: Success

Increase the awarding of degrees and certificates from high quality programs. The supporting objectives are to increase the number of degrees and certificates of three ethnic groups: White, African American, and Hispanic.

Increase the number of degrees and certificates:

Academic Year	Number of Degrees and Certificates				Target
	White	African-American	Hispanic	Total	
2001-02	257	27	108	397	370
2002-03	273	32	107	416	377
2003-04	297	45	102	458	383
2004-05	221	33	101	364	390
2005-06	206	22	92	322	396
2006-07	222	15	103	345	413
2007-08	270	18	116	417	375
2008-09	249	25	102	380	381
2009-10	296	26	137	468	459
2010-11	281	40	128	537	489
2011-12	369	31	203	609	548
2012-13	347	42	237	679	607
2013-14	342	51	234	671	666
2014-15	424	68	234	741	696

Source: Actual data gathered from THECB Accountability Report.

Increasing the number of degrees and certificates is an institutional goal that has been established by Brazosport College, and the efforts of the college community have been effective. For example, during the 2014-2015 academic year, there was a 33.3 percent increase in the number of degrees and certificates awarded to African American students. In the same timeframe the number of degrees and certificates awarded to White students increased by 24% while among Hispanic students the number has remained steady. Over time, however, degrees and certificates earned by Hispanic students have increased. Total number of degrees and certificates continues to exceed targets.



Satisfaction Report October 2015

Background

Satisfaction data for the 2015 Board of Regents Report comes from the Ruffalo Noel-Levitz Student Satisfaction Inventory (SSI) that was conducted during the spring 2015 semester. This survey was previously conducted and reported to the Board in 2008, 2010, and 2013.

The Ruffalo Noel-Levitz SSI was developed to assess the satisfaction and importance of a number of key items to students. The survey includes questions in areas such as academic advising/counseling, registration effectiveness, instructional effectiveness, academic success, and safety and security. In 2015, the SSI included 185,186 student respondents from 208 two-year colleges. The local survey included 395 Brazosport College credit students. Comparison data to other community college respondents is also provided. This information is shared with the college community and plays a key role in the work of the College's Planning and Institutional Effectiveness Council. The complete report can be accessed at <http://www.brazosport.edu/pier/> on the Survey Results webpage.

SSI Satisfaction with Programs and Services

The Noel-Levitz SSI provides measures related to the satisfaction and importance of college services. Students rated 95 items on these two measures (**importance** and **satisfaction**), and a difference was calculated (importance – satisfaction = performance gap) to determine the extent to which Brazosport College is meeting student expectations. Survey items are based upon the following areas:

- Academic Advising and Counseling
- Academic Success
- Admissions and Financial Aid
- Campus Climate
- Campus Support Services
- Concern for the Individual
- Instructional Effectiveness
- Registration Effectiveness
- Responsiveness to Diverse Populations
- Safety and Security
- Service Excellence
- Student Centeredness

Overall, students rated Brazosport College well compared to students who responded from all community colleges. In fact, Brazosport College student responses were more positive in all categories when compared to student responses from other community colleges in the survey. Some highlights from the survey are listed in the following points:

Survey Highlights:

- Student responses to satisfaction items were, on average, higher on all of the survey areas in 2015 than the comparison group of community colleges.
- Three of the highest rated satisfaction items were in the areas of *Instructional Effectiveness* (“I am able to experience intellectual growth here;” $M = 5.93, SD = 1.18$); *Campus Climate* (“This institution has a good reputation within the community;” $M = 5.90, SD = 1.23$); and *Academic Services* (“Computer labs are adequate and accessible;” $M = 5.90, SD = 1.30$).
- Within the area of *Registration Effectiveness*, students rated the item “Classes are scheduled at times that are convenient for me” as most important.
- Students continue to be highly satisfied with the Brazosport College campus. Facility-related items such as “*The campus is safe and secure for all students,*” “*Computer labs are adequate and accessible,*” and “*On the whole, the campus is well-maintained*” each received high satisfaction scores.
- Student respondents in the 2015 survey were satisfied with the quality of instruction they receive in most classes, the level of faculty knowledge in their fields, and the fair and unbiased treatment of students.
- An area that indicated opportunity for improvement was in the *Registration Effectiveness* category. The items “*Classes are scheduled at times that are convenient for me*” and “*I am able to register for classes I need with few conflicts*” received the lowest satisfaction rating overall and had the largest performance gaps.

**SSI Satisfaction Means
Brazosport College 2015 Means Comparison**

Survey Area	BC 2008 Means	BC 2010 Means	BC 2013 Means	BC 2015 Means	BC Trends	Natl CC 2015 Means
Academic Services	5.38	5.66	5.92	5.78		5.62
Registration Effectiveness	5.37	5.60	5.79	5.66		5.53
Responsiveness to Diverse Populations	5.34	5.52	5.77	5.71		5.60
Instructional Effectiveness	5.21	5.51	5.67	5.66		5.51
Service Excellence	5.22	5.51	5.71	5.63		5.40
Student Centeredness	5.23	5.49	5.67	5.66		5.48
Academic Advising/Counseling	5.07	5.46	5.54	5.46		5.32
Campus Climate	5.18	5.45	5.65	5.63		5.43
Concern for the Individual	5.11	5.42	5.54	5.55		5.34
Admissions and Financial Aid	5.08	5.29	5.48	5.45		5.30
Campus Support Services	4.94	5.18	5.44	5.36		5.11
Safety and Security	5.05	5.17	5.59	5.52		5.23

Scale: 1=Not satisfied at all, 2=Not very satisfied, 3=Somewhat dissatisfied, 4=Neutral, 5=Somewhat satisfied, 6=Satisfied, 7=Very satisfied

Brazosport College student responses on the SSI compare favorably to responses given by students at other community colleges. Based on data over time, Brazosport College students continue to report positively across the survey areas.

Also, our average responses exceed responses given by students at other community colleges in items related to student expectations (BC $M = 5.71$, National Community Colleges $M = 4.86$), overall satisfaction (BC $M = 5.73$, National Community Colleges $M = 5.51$), and if they had to do it all over again would they enroll in Brazosport College (BC $M = 5.96$, National Community Colleges $M = 5.74$).



**Course/Instructor Evaluations
Satisfaction Report
September 2014 to August 2015**

Community Education (CE) course instructors administer course evaluation surveys to selected classes at the last class meeting to determine satisfaction with course delivery. These student responses are summarized by the Office of Institutional Research. During academic year 2014-15 a new survey form was administered that combined questions from the previous short and long CE survey forms. Students were asked to rate each question using a scale from 1 to 5 where 1 = ‘Strongly Disagree’ and 5 = ‘Strong Agree.’ The mean score for each question is included in this report.

**Community Education – Class Evaluation
Academic Year 2014-15**

Questions	Total
	Mean n = 240
1. My instructor covers content in an orderly manner	4.55
2. My instructor uses teaching methods that help me learn	4.53
3. My instructor seems well-prepared for class	4.57
4. My instructor is inconsistent in following classroom policies	4.73
5. My instructor provides clear, written copies of classroom policies	4.67
6. My instructor maintains a classroom free of disruptions	4.62
7. My instructor begins class on time	4.71
8. My instructor uses class time well	4.62
9. My instructor consistently ends class at the scheduled time	4.75
10. This course meets my needs (prepares me for an exam, a job skill, etc.)	4.54
11. My instructor uses audio-visual aids effectively (chalkboard, video, projector, etc.)	4.62
12. My instructor is enthusiastic about teaching	4.66
13. My instructor helps me improve my ability to think and solve problems	4.53

14. This is a high quality course	4.47
15. My instructor encourages students to ask questions and express opinions	4.69
16. My instructor communicates at a level that is easy for me to understand	4.68
17. My instructor relates course content to everyday life and/or the workplace	4.66
18. Materials, supplies, and equipment related to the class meet my expectations	4.53
19. My instructor conducts him/herself in a professional manner	4.77
20. I am satisfied with this course	4.56

Would you recommend this course to a friend?	98% Yes	2% No
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In general, these averages indicate that students rate CE instructors and courses highly, and would recommend the course to their friends.



Satisfaction Report
September 2014 – August 2015

The Center for Business/Industry Training (CBIT) provides a number of services for local business and industry. These services include:

- Safety Training
- Grant Training
- Facilities Arrangements
- Course Development
- Computer Training
- Professional Development
- Web-based Training
- Consulting

The responses below are from all course surveys, which include internal CBIT instructors as well as external client and vendor instructors. From September 2014 through August 2015, over 1,400 participants in training classes responded to the majority of these items. These questionnaires were given to students at the end of the course to evaluate different categories of course delivery.

Satisfaction with Courses and Instruction - CBIT Classes

Survey Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Strongly Agree + Agree
1. Overall, I was satisfied with the pre-course activities.	58%	35%	6%	1%	0%	93%
2. I had the information required to register and begin this course.	60%	36%	3%	1%	0%	96%
3. The facility was satisfactory.	65%	32%	2%	1%	1%	97%
4. From the time I first tried to register – the timeframe was reasonable.	58%	35%	5%	2%	1%	93%
5. I clearly understood the course objectives.	61%	35%	3%	0%	0%	96%
6. The course met all of its stated objectives.	62%	34%	3%	1%	0%	96%
7. The delivery method(s) was an effective way for me to learn this subject matter.	63%	33%	3%	1%	0%	96%
8. Participant materials were useful during this course.	61%	33%	4%	1%	0%	94%
9. Total time in class was appropriate for this course.	57%	34%	5%	3%	1%	91%
10. The course content was logically organized.	62%	34%	3%	1%	0%	96%
11. The balance of time between lecture and other learning methods was effective.	61%	33%	4%	2%	1%	94%
12. Overall, the instructor was effective.	70%	26%	3%	0%	0%	96%
13. My knowledge &/or skills increased as a result of this course.	60%	34%	5%	1%	0%	94%
14. The knowledge &/or skills gained through this course are directly applicable to my job.	60%	34%	5%	1%	0%	94%
15. Overall, I was satisfied with this course.	62%	33%	4%	1%	0%	95%

The responses to these items reflect a high level of satisfaction with all fifteen items. The “Strongly Agree” and “Agree” choices were calculated and their sum appears in the last column of the table. Overall, 95% of the respondents indicated that they were satisfied with their courses.



**Satisfaction Report on Consulting/Advising Services
July 2014 to June 2015**

The Small Business Development Center (SBDC) offers services to small business clients. The mission of the SBDC is to help businesses become established, grow, and succeed by providing free confidential business consulting, low cost training seminars, and market/industry research. The goal of the SBDC Network is to assist clients in creating jobs, starting and expanding businesses, and accessing capital when required.

SBDC Client Surveys received from July 2014 to June 2015 shows that a large majority of our clients rated our services as Excellent or Very Good and would recommend the SBDC to family and friends in the Brazoria County area.

Survey comments include the following: the SBDC Advisors are very prompt, courteous, professional, friendly, and extremely knowledgeable in their field. They helped us figure out financing and a business plan. The SBDC is conveniently located and is an invaluable resource to small businesses.

Item	Excellent	Very Good	Good	Fair	Poor	No Response
1. My working relationship with the SBDC Advisor was	18 (78%)	3 (13%)	1 (4%)	1 (4%)		
2. The business knowledge of the SBDC Advisor was	18 (78%)	1 (5%)	3 (13%)	1 (4%)		
3. The SBDC Advisor's response to my needs was	18 (78%)	4 (17%)		1 (4%)		
4. The SBDC Advisor's suggestions were	18 (78%)	4 (17%)		1 (4%)		
5. Rate the SBDC Advisor Services you received	18 (78%)	4 (17%)		1 (4%)		

Would you recommend SBDC services?	96% Yes	4% No
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As indicated by the above data, Brazosport College Small Business Development Center is providing professional advising services that business clients rate very highly.