

### Survey Highlights #3

#### Segment Analysis of Item 008: Classes are scheduled at times that are convenient for me.

This analysis focuses on selected characteristics of students responding to this item, which is classified as an area of “Challenge” for the College because students perceived it as having high Importance and either low Satisfaction or high Gap. The boxed figures highlight areas of exceptionally large Gap, that is,  $\geq 0.90$ .

8. Classes are scheduled at times that are convenient for me.

	Imp	Sat	Gap
<b>Average for this Item</b>	<b>6.16</b>	<b>5.36</b>	<b>0.80</b>
Challenge Criteria	<b><math>\geq 5.81</math></b>	<b><math>\leq 5.11</math></b>	<b><math>\geq 0.66</math></b>

	N	%	Imp	Sat	Gap
Male	383	42.8%	5.92	5.29	0.63
Female	512	57.2%	6.33	5.42	0.91
Total	895	100.0%			
No Response	24				

$\leq 18$	229	25.8%	5.67	5.00	0.67
19-24	158	17.8%	6.37	4.97	1.40
25-34	175	19.8%	6.28	5.74	0.54
35-44	150	16.9%	6.34	5.61	0.73
45 $\geq$	174	19.6%	6.36	5.73	0.63
Total	886	100.0%			
No Response	33				

The large Gap between Importance and Satisfaction in the 19-24 age segment recurs in numerous Challenge Items in addition to class scheduling. Other problem areas are counseling, career planning services, transfer, and others.

Afri-Amer	87	9.8%	6.19	5.57	0.62
Amer Ind	31	3.5%			
Asian Pac	27	3.1%			
Cauc/Wh	323	36.5%	6.20	5.37	0.83
Hispanic	329	37.2%	6.26	5.47	0.79
Other race	32	3.6%			
Pref not	55	6.2%			
Total	884	100.0%			
No Response	35				

Students seeking associate degrees and transfer, like the 19-24 age segment, indicate large Gaps between Importance and Satisfaction on several Challenge Items.

Assoc Deg	298	34.3%	6.19	5.11	1.08
Voc/Tech	54	6.2%	6.00	5.63	0.37
Transfer	107	12.3%	6.39	5.12	1.27
Certif	55	6.3%	6.22	5.31	0.91
Self-Improve	87	10.0%	6.59	6.18	0.41
Job-Related	62	7.1%	6.24	5.78	0.46
Other goal	205	23.6%	5.81	5.37	0.44
Total	868	100.0%			
No Response	51				

0001-Main Campus	361	39.5%	6.34	5.14	1.20
0002-PVHS	79	8.7%	5.67	5.06	0.61
0003-Spring St.	174	19.1%	6.50	6.24	0.26
0004-Needles Ctr	95	10.4%	6.37	5.61	0.76
0005-Corr Fac	125	13.7%	5.83	5.51	0.32
0006-Needles HS	79	8.7%	5.21	4.42	0.79
Total	913	100.0%			
No Response	6				

Main campus students indicate an especially large Gap on the class scheduling issue, particularly when compared to other location segments.