



18th Annual Customer Satisfaction Survey Report

November

2014

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Introduction

This report covers the period from September 1, 2013 to August 31, 2014. Seven surveys were conducted throughout this period: Enrolled Students (Survey regarding their course facilitator); Enrolled Students (Survey regarding their program), Non-Facilitational Staff; Facilitational Staff; Employers of Practicum Students; Graduate Students; Students Who Withdraw from a program.

Responses to the survey questions were gathered, analysed and reported to the President. Survey responses are reviewed and discussed by College stakeholders for the purpose of determining where future changes should be considered or further information gathered. This process is directly related to Columbia College's quality management system and interest in continual improvement.

Statistical Significance

A summary report is generated and included for a particular survey category (i.e. an individual program or department) if it is considered to have a statistical significance based on the number of responses received. The statistical significance is determined by the following two criteria:

1. A response rate of more than or equal to 20% of the original number of surveys sent.
- AND
2. A survey category with more than or equal to 10 returned surveys.

Comparable Data

Each survey, when possible, will show a comparison with the previous two years. If a particular question did not exist or if a comparable question could not be found this was indicated by the word NONE.

Survey Evaluation Scale

Each survey is based on a scale of 1 to 5.

Description	Scale
ES=Extremely Satisfied	5
VS=Very Satisfied	4
S=Satisfied	3
LS=Little Satisfaction	2
NS=Not Satisfied	1
NC =No comment	NC

Please note that some surveys may use more than one scale. In these cases, the different scales used are displayed with the summary.

Annual Regulations and Procedures

TITLE OF SURVEY: Non-Facilitational Staff (Example: Student Services; Administration; Managers; Chairs; Accounting; Assistant Managers)	
Respondents will include:	All full-time and part-time staff employed for at least 6 months at the time of the survey.
When will surveys be completed:	At least once per year during the month of May.
Managed by:	Representative(s) of the President's office.
Respondent names will be supplied by:	Survey Coordinator.
Surveys will be distributed:	Columbia College electronically or via hard copy by request of Program Chairs/Managers.
Surveys will include a cover letter from the President stating:	The importance of the survey and how it will aid future decision making.
Surveys will include a return procedure:	Each staff member to submit survey to Survey Coordinator.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results will include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Program/Department Chairs/Managers, team members and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

Columbia College Customer Satisfaction Survey Annual Regulations and Procedures	
TITLE OF SURVEY: Facilitational Staff (Example: Those employed as facilitators)	
Respondents will include:	All facilitators who are employed by Columbia at least 6 months prior to the survey.
When will surveys be completed:	All facilitators will be surveyed once per year in April/May. Non-active facilitators will be mailed surveys.
Managed by:	Representative(s) of the President's office.
Respondent names will be supplied by:	Survey Coordinator.
Surveys will be distributed through:	Columbia College Web Server Coordinator or via hard copy.
Surveys will include a cover letter from the President stating:	The importance of the survey and how it will aid future decision making.
Surveys will include a return procedure:	Each staff member to submit survey to Survey Coordinator.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results will include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Department Chairs, team members and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

Columbia College Customer Satisfaction Survey Annual Regulations and Procedures	
TITLE OF SURVEY: Employers of Practicum Students	
Respondents will include:	All employers of Pre-Career and Professional program practicums and work experience. This includes CSSD Employment Services. This will normally not include short term government or corporate contracted programs.
When will surveys be completed:	Employers of practicum will normally complete the survey at the end of each practicum.
Managed by:	Department Chair or designate.
Employers names will be supplied by:	Program/Department Work Experience/Practicum Coordinator/Department Chair, CRS.
Surveys will be distributed through:	Public mail, e-mail, hand delivery.
Surveys will include a cover letter from the Department Chair stating:	The importance of the survey and how it will aid future student development and program planning.
Surveys will include a return procedure:	A self-addressed stamped envelope or e-mail address to the Coordinator or Program Chair.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages. Individual surveys will be used by the department to assess student progress.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results will include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Department Chairs, team members, Practicum Coordinators and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

Columbia College Customer Satisfaction Survey Annual Regulations and Procedures	
TITLE OF SURVEY: Facilitator Course Evaluation	
Respondents will include:	All students currently enrolled in Columbia's <u>courses</u> .
When will surveys be completed:	Students will complete a survey normally on the last day of a <u>COURSE</u> . Surveys will be completed at the beginning of the class.
Managed by:	Survey Coordinator.
Surveys will be distributed through:	The Survey Coordinator who will deliver survey to each Program/Department Chair. Each Chair will ensure each facilitator follows the directions noted on the front of the envelope.
The surveys will include a cover letter from the President stating:	The importance of the survey to the College and future decision making (Student's Role).
Surveys will include a return procedure:	The survey envelope will include the return procedures asking the selected <u>student</u> to place the surveys in one of the locked survey drop boxes located in the hallway in each building.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results may include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Program/Department Chairs, team members and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

Columbia College Customer Satisfaction Survey Annual Regulations and Procedures	
TITLE OF SURVEY: Enrolled Students (Survey regarding his/her program)	
Respondents will include:	All students currently enrolled in Columbia's <u>programs</u> .
When will surveys be completed:	Students will complete a survey normally on the last day of a <u>PROGRAM</u> or as scheduled by the Program Chair. These surveys will be completed at the beginning of the class.
Managed by:	Survey Coordinator.
Surveys will be distributed through:	The Survey Coordinator who will deliver survey to each Program/Department Chair. Each Manager will ensure each facilitator follows the directions noted on the front of the envelope.
Surveys will include a cover letter from the President stating:	The importance of the survey to the College and future decision making (Student's Role).
Surveys will include a return procedure:	The survey envelope will include the return procedures asking the selected <u>student</u> to place the surveys in one of the locked drop boxes located in the hallway in each building.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results may include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Program/Department Chairs, team members and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

Columbia College Customer Satisfaction Survey Annual Regulations and Procedures	
TITLE OF SURVEY: Students Who Withdraw from a Program	
Respondents will include:	All students who formally registered and later chose to or were asked to withdraw from the program.
When will surveys be completed:	This survey will be distributed once a year in late May or early June.
Managed by:	Survey Coordinator.
Respondent names will be supplied by:	The Registrar's office.
Surveys will be distributed through:	Public mail or e-mail.
Surveys will include a cover letter from the President stating:	The importance of the survey and how it will aid future decision making.
Surveys will include a return procedure:	Self-addressed stamped envelope or e-mail addressed to the President's office.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results may include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Program/Department Chairs, team members and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

Columbia College Customer Satisfaction Survey Annual Regulations and Procedures	
TITLE OF SURVEY: Graduate Students	
Respondents will include:	All students who graduated from Columbia within the past 12 months. This includes CSSD Employment Services.
When will surveys be completed:	This survey will be distributed once a year in late April or May.
Managed by:	Survey Coordinator.
Graduates names will be supplied by:	Registrar's Office.
Surveys will be distributed through:	Public mail or e-mail.
Surveys will include a cover letter from the President stating:	The importance of the survey and how it will aid future decision making.
Surveys will include a return procedure:	Self-addressed stamped envelope to the President's office.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	An outside consultant or inside personnel designated by the President.
Analyzed results may include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Program/Department Chairs, team members and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

Enrolled Students - Facilitator Course Evaluation

Introduction:

The "Facilitator Course Evaluation" survey was designed to gather relevant information associated with the current level of satisfaction of students with their courses and facilitation at Columbia College.

This survey was conducted throughout the year at the end of each course.

The following table indicates how many surveys were collected from students enrolled in Columbia College courses:

SURVEY CATEGORY	Number of Surveys
Business Management Department	263
Criminal Justice Department	323
College Prep	316
Dental Assistant Professional Program	479
Dental Assistant Professional Clinic Courses	469
* English As A Second Language / Academic Upgrading Programs	301
Health Care Aide Program	41
Health Care Aide Program- Practicum Courses	12
Human Services Professional Program	263
Integrated Training	184
* Language Instruction to New Comers (LINC)	115
Practical Nurse Program	664
TOTAL:	3167

* ESL and LINC had two different surveys distributed during the 2013/2014 survey year.

Business Management Program

Professional Approach	Change		2014	2013	2012
Demonstrates interest and enthusiasm	↑	3%	91%	88%	90%
Demonstrates knowledge and expertise	↑	2%	90%	88%	90%
Displays respect, courtesy, sincerity and is polite to all students.	↔	0%	92%	92%	90%
Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↑	2%	93%	91%	92%
Is objective and fair in the evaluation of my work	↑	2%	91%	89%	90%
Demonstrates a willingness to assist me on an individual basis	↑	1%	89%	88%	88%

□

Facilitating Learning					
Begins classes on time and is prepared to facilitate learning	↑	2%	93%	91%	90%
Sets a high level of expectation for students	↑	1%	91%	90%	NA
Contributed to students achieving the course objectives for the course	↑	4%	90%	86%	NA
Provides the amount of homework assignments students were told to expect	↑	1%	92%	91%	88%
Homework assignments were relevant and meaningful	↑	3%	91%	88%	86%
Spreads student workload evenly throughout the course	↑	2%	90%	88%	88%
Had students write a test during each class	↑	4%	95%	91%	NA
Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↑	2%	90%	88%	86%
Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↑	4%	88%	84%	84%
Encourages a high level of discussion among students during classes	↑	2%	89%	87%	88%
Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↑	3%	87%	84%	NA
Makes students aware of the method that will be used to assess them	↑	3%	89%	86%	88%
Returns assignments, tests, and other assessment material within one week	↔	0%	91%	91%	88%

Received prompt feedback (written or oral) from instructor/facilitator	↑	4%	89%	85%	NA
Ends each class at scheduled time (does not release early)	↔	0%	92%	92%	NA
<input type="checkbox"/>					
Method of Communication	<input type="checkbox"/>				
Communicates expectations and ideas clearly and effectively	↑	3%	89%	86%	86%
Asks students clear and appropriate questions	↑	4%	89%	85%	86%
Speaks/presents with volume and clarity	↑	1%	91%	90%	88%
Demonstrates willingness to listen to me	↑	2%	91%	89%	88%
<input type="checkbox"/>					
How often have you done each of the following while completing this course:	<input type="checkbox"/>				
Asked questions in class or contributed to class discussions	↑	3%	86%	83%	NA
Prepared two or more drafts of a paper, report or an assignment before turning it in	↑	2%	84%	82%	NA
Used e-mail to communicate with your instructor/facilitator	↑	3%	85%	82%	NA
Received prompt feedback (written or oral) from instructor/facilitator on your performance	↔	0%	85%	85%	NA
Worked harder than you thought you could to meet your instructor/facilitator's standards or expectations	↓	-1%	87%	88%	NA
<input type="checkbox"/>					
To what extent has your course emphasized the following mental activities:	<input type="checkbox"/>				
Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↓	-2%	81%	83%	NA
Analyzing the basic elements of an idea, an experience you had or a theory	↔	0%	84%	84%	NA
Synthesizing and organizing ideas, information or experiences in new ways	↔	0%	84%	84%	NA
Making judgements or arguments about the value or soundness of information you have read	↔	0%	83%	83%	NA
Applying theories, concepts to help solve practical problems (such as cases)	↓	-1%	83%	84%	NA
<input type="checkbox"/>					
Total Average Percentage:	↑	1.7%	88.6%	86.9%	87.6%

Criminal Justice Program

Professional Approach	Change		2014	2013	2012
Demonstrates interest and enthusiasm	↑	6%	93%	87%	90%
Demonstrates knowledge and expertise	↑	6%	94%	88%	90%
Displays respect, courtesy, sincerity and is polite to all students.	↑	3%	94%	91%	92%
Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↑	2%	95%	93%	94%
Is objective and fair in the evaluation of my work	↑	4%	93%	89%	90%
Demonstrates a willingness to assist me on an individual basis	↑	5%	93%	88%	90%

□

Facilitating Learning					
Begins classes on time and is prepared to facilitate learning	↑	3%	94%	91%	92%
Sets a high level of expectation for students	↑	5%	93%	88%	NA
Contributed to students achieving the course objectives for the course	↑	6%	93%	87%	NA
Provides the amount of homework assignments students were told to expect	↑	5%	93%	88%	90%
Homework assignments were relevant and meaningful	↑	4%	91%	87%	86%
Spreads student workload evenly throughout the course	↑	5%	91%	86%	88%
Had students write a test during each class	↑	6%	95%	89%	NA
Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↑	5%	91%	86%	86%
Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↑	8%	90%	82%	84%
Encourages a high level of discussion among students during classes	↑	5%	92%	87%	88%
Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↑	7%	91%	84%	NA
Makes students aware of the method that will be used to assess them	↑	7%	91%	84%	88%
Returns assignments, tests, and other assessment material within one week	↑	3%	92%	89%	88%

Received prompt feedback (written or oral) from instructor/facilitator	↑	4%	91%	87%	NA
Ends each class at scheduled time (does not release early)	↑	3%	92%	89%	NA
<input type="checkbox"/>					
Method of Communication	<input type="checkbox"/>				
Communicates expectations and ideas clearly and effectively	↑	6%	91%	85%	86%
Asks students clear and appropriate questions	↑	5%	92%	87%	86%
Speaks/presents with volume and clarity	↑	4%	93%	89%	88%
Demonstrates willingness to listen to me	↑	2%	93%	91%	90%
<input type="checkbox"/>					
How often have you done each of the following while completing this course:	<input type="checkbox"/>				
Asked questions in class or contributed to class discussions	↑	5%	86%	81%	NA
Prepared two or more drafts of a paper, report or an assignment before turning it in	↑	5%	80%	75%	NA
Used e-mail to communicate with your instructor/facilitator	↑	5%	81%	76%	NA
Received prompt feedback (written or oral) from instructor/facilitator on your performance	↑	4%	87%	83%	NA
Worked harder than you thought you could to meet your instructor/facilitator's standards or expectations	↑	4%	86%	82%	NA
<input type="checkbox"/>					
To what extent has your course emphasized the following mental activities:	<input type="checkbox"/>				
Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↑	3%	81%	78%	NA
Analyzing the basic elements of an idea, an experience you had or a theory	↑	3%	84%	81%	NA
Synthesizing and organizing ideas, information or experiences in new ways	↑	2%	84%	82%	NA
Making judgements or arguments about the value or soundness of information you have read	↑	5%	86%	81%	NA
Applying theories, concepts to help solve practical problems (such as cases)	↑	5%	86%	81%	NA
<input type="checkbox"/>					
Total Average Percentage:	↑	2.1%	87.5%	85.4%	87.9%

College Prep

Professional Approach	Change		2014	2013	2012
Demonstrates interest and enthusiasm	↑	1%	95%	94%	90%
Demonstrates knowledge and expertise	↑	1%	96%	95%	92%
Displays respect, courtesy, sincerity and is polite to all students.	↔	0%	97%	97%	92%
Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↓	-1%	96%	97%	92%
Is objective and fair in the evaluation of my work	↓	-1%	94%	95%	90%
Demonstrates a willingness to assist me on an individual basis	↑	2%	96%	94%	90%

□

Facilitating Learning					
Begins classes on time and is prepared to facilitate learning	↑	1%	98%	97%	94%
Sets a high level of expectation for students	↔	0%	94%	94%	NA
Contributed to students achieving the course objectives for the course	↔	0%	95%	95%	NA
Provides the amount of homework assignments students were told to expect	↔	0%	96%	96%	90%
Homework assignments were relevant and meaningful	↑	1%	96%	95%	88%
Spreads student workload evenly throughout the course	↑	1%	95%	94%	90%
Had students write a test during each class	↓	-1%	97%	98%	NA
Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↑	1%	96%	95%	88%
Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↑	1%	93%	92%	88%
Encourages a high level of discussion among students during classes	↑	2%	94%	92%	88%
Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↑	2%	93%	91%	NA
Makes students aware of the method that will be used to assess them	↑	1%	94%	93%	90%
Returns assignments, tests, and other assessment material within one week	↑	1%	95%	94%	88%

Received prompt feedback (written or oral) from instructor/facilitator	↔	0%	93%	93%	NA
Ends each class at scheduled time (does not release early)	↑	2%	96%	94%	NA

□

Method of Communication	□				
Communicates expectations and ideas clearly and effectively	↔	0%	95%	95%	88%
Asks students clear and appropriate questions	↓	-1%	95%	96%	90%
Speaks/presents with volume and clarity	↔	0%	95%	95%	92%
Demonstrates willingness to listen to me	↑	1%	97%	96%	92%

□

How often have you done each of the following while completing this course:	□				
Asked questions in class or contributed to class discussions	↑	3%	92%	89%	NA
Prepared two or more drafts of a paper, report or an assignment before turning it in	↑	7%	89%	82%	NA
Used e-mail to communicate with your instructor/facilitator	↑	3%	85%	82%	NA
Received prompt feedback (written or oral) from instructor/facilitator on your performance	↔	0%	91%	91%	NA
Worked harder than you thought you could to meet your instructor/facilitator's standards or expectations	↑	2%	91%	89%	NA

□

To what extent has your course emphasized the following mental activities:	□				
Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↑	1%	88%	87%	NA
Analyzing the basic elements of an idea, an experience you had or a theory	↑	3%	90%	87%	NA
Synthesizing and organizing ideas, information or experiences in new ways	↑	4%	91%	87%	NA
Making judgements or arguments about the value or soundness of information you have read	↑	8%	88%	80%	NA
Applying theories, concepts to help solve practical problems (such as cases)	↑	3%	89%	86%	NA

□

Total Average Percentage:	↑	1.5%	93.5%	92.0%	89.8%
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Dental Assistant Professional

Professional Approach	Change		2014	2013	2012
Demonstrates interest and enthusiasm	↓	-4%	89%	93%	94%
Demonstrates knowledge and expertise	↓	-4%	89%	93%	94%
Displays respect, courtesy, sincerity and is polite to all students.	↓	-6%	89%	95%	92%
Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↓	-2%	94%	96%	94%
Is objective and fair in the evaluation of my work	↓	-3%	92%	95%	94%
Demonstrates a willingness to assist me on an individual basis	↓	-6%	88%	94%	92%

□

Facilitating Learning					
Begins classes on time and is prepared to facilitate learning	↓	-1%	95%	96%	94%
Sets a high level of expectation for students	↓	-2%	91%	93%	NA
Contributed to students achieving the course objectives for the course	↓	-5%	88%	93%	NA
Provides the amount of homework assignments students were told to expect	↓	-2%	91%	93%	92%
Homework assignments were relevant and meaningful	↓	-2%	91%	93%	92%
Spreads student workload evenly throughout the course	↓	-4%	88%	92%	92%
Had students write a test during each class	↑	15%	97%	82%	NA
Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↓	-4%	85%	89%	88%
Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↓	-6%	84%	90%	88%
Encourages a high level of discussion among students during classes	↓	-3%	84%	87%	90%
Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↓	-7%	81%	88%	NA
Makes students aware of the method that will be used to assess them	↓	-4%	86%	90%	92%
Returns assignments, tests, and other assessment material within one week	↓	-2%	91%	93%	94%

Received prompt feedback (written or oral) from instructor/facilitator	↓	-4%	86%	90%	NA
Ends each class at scheduled time (does not release early)	↓	-5%	87%	92%	NA

□

Method of Communication	□				
Communicates expectations and ideas clearly and effectively	↓	-5%	86%	91%	90%
Asks students clear and appropriate questions	↓	-5%	87%	92%	92%
Speaks/presents with volume and clarity	↓	-2%	91%	93%	94%
Demonstrates willingness to listen to me	↓	-7%	87%	94%	92%

□

How often have you done each of the following while completing this course:	□				
Asked questions in class or contributed to class discussions	↔	0%	84%	84%	NA
Prepared two or more drafts of a paper, report or an assignment before turning it in	↓	-3%	75%	78%	NA
Used e-mail to communicate with your instructor/facilitator	↔	0%	74%	74%	NA
Received prompt feedback (written or oral) from instructor/facilitator on your performance	↓	-4%	80%	84%	NA
Worked harder than you thought you could to meet your instructor/facilitator's standards or expectations	↓	-2%	82%	84%	NA

□

To what extent has your course emphasized the following mental activities:	□				
Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↑	1%	88%	87%	NA
Analyzing the basic elements of an idea, an experience you had or a theory	↔	0%	86%	86%	NA
Synthesizing and organizing ideas, information or experiences in new ways	↔	0%	85%	85%	NA
Making judgements or arguments about the value or soundness of information you have read	↑	1%	82%	81%	NA
Applying theories, concepts to help solve practical problems (such as cases)	↓	-2%	84%	86%	NA

□

Total Average Percentage:	↓	-2.6%	86.6%	89.2%	90.4%
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Dental Assistant Professional Program – Clinical Courses

Facilitating Learning	Change		2014	2013	2012
Models professional behaviour	↔	0%	92%	92%	88%
Dresses appropriately as a professional	↑	2%	96%	94%	92%
Attempts to begin each class punctually	↓	-1%	93%	94%	90%
Prepared for instructing the skill(s)	↔	0%	92%	92%	88%
Demonstrates each skill effectively	↓	-1%	91%	92%	88%
Introduces each topic effectively	↓	-1%	91%	92%	88%
Displays respect, courtesy and sincerity to learners	↑	2%	92%	90%	86%
Topics or points reinforce the theory(s) information	↓	-1%	91%	92%	88%
Demonstrates knowledge of subject(s)	↑	1%	93%	92%	88%
Demonstrates interest and enthusiasm in course	↑	2%	93%	91%	88%
Demonstrates a willingness to listen to students	↑	1%	91%	90%	86%
Responds to student's questions in a polite manner	↑	1%	91%	90%	86%
Dental supplies related to each clinical component are explained	↔	0%	92%	92%	88%
Clinical time is used for effective development of necessary skill	↓	-1%	91%	92%	88%
Clinical evaluation process was clearly explained	↑	1%	91%	90%	88%
Is fair in evaluating or assessing the learner's acquisition of knowledge/skills	↑	1%	91%	90%	88%
Demonstrates a willingness to assist learners on an individual basis	↔	0%	91%	91%	88%
Theory information is accurate	↔	0%	92%	92%	88%
What is your overall rating of the facilitator	↑	1%	91%	90%	86%
Total Average Percentage:	↑	0.2%	91.8%	91.6%	87.9%

English As A Second Language / Academic Upgrading – Upper Level

Professional Approach	Change		2014	2013	2012
They are interested in and excited by what they teach	↔	-	89%	NA	NA
They know a lot about the course	↔	-	90%	NA	NA
Respect, courtesy and is honest and polite	↔	-	94%	NA	NA
Respect for all students from all countries, religions, ages and if they are male or female	↔	-	96%	NA	NA
Facilitating Learning					
Begins classes on time	↔	-	93%	NA	NA
Is prepared to start the class	↔	-	93%	NA	NA
Expects students to work hard and do well	↔	-	91%	NA	NA
Helps me learn skills, ideas and knowledge in the class	↔	-	90%	NA	NA
Gives me the right amount of homework	↔	-	91%	NA	NA
Gives me homework that helps me	↔	-	89%	NA	NA
Gives tests each week	↔	-	94%	NA	NA
Uses different ways of teaching (e.g., discussions, group work, presentations, use of the computer, reviews assignments and tests)	↔	-	89%	NA	NA
Uses different tools to help me learn (e. g., computers, the internet, whiteboard, handouts)	↔	-	86%	NA	NA
Allows students to work together and discuss what they are learning	↔	-	85%	NA	NA
Uses different ways to let me show my skills, attitudes, behavior and what I know (e.g., quizzes, tests, assignments, presentations, projects and rubrics)	↔	-	84%	NA	NA
Explains instructions and ideas clearly	↔	-	91%	NA	NA
Helps me find answers when I need help	↔	-	87%	NA	NA
Returns tests and assignments in one week	↔	-	90%	NA	NA
Keeps an organized classroom	↔	-	91%	NA	NA
Ends class on time	↔	-	96%	NA	NA

Tells me of due dates for tests and assignments	↔	-	93%	NA	NA
Shows me how to be organized	↔	-	82%	NA	NA
Shows me how to study	↔	-	84%	NA	NA
Is willing to help me	↔	-	88%	NA	NA

Methods of Communication

Asks me clear and helpful questions about what I am learning	↔	-	89%	NA	NA
Speaks clearly and at a reasonable speed	↔	-	91%	NA	NA
Listens to me when I have a question or problem	↔	-	89%	NA	NA

How often have you done the following while in this course?

Asked a question in class	↔	-	84%	NA	NA
Made a rough draft of an assignment before handing it in	↔	-	80%	NA	NA
Used e-mail to contact your facilitator	↔	-	65%	NA	NA
Been given a quick explanation from your facilitator on how you did on an assignment or test	↔	-	81%	NA	NA
Worked harder than you thought you could to meet your facilitator's expectations	↔	-	77%	NA	NA
Not had enough homework or classwork to do	↔	-	50%	NA	NA

How much have you had to use the following thinking skills?

Memorizing things so you could repeat them	↔	-	83%	NA	NA
Studying the details that make up an idea, rule, experience or a theory so you understand better	↔	-	84%	NA	NA
Combining different ideas and using them in different ways	↔	-	85%	NA	NA
Judging how correct or good the ideas are that you have read	↔	-	80%	NA	NA
Taking ideas, rules and theories you learned in class and using them outside of class in life to solve problems	↔	-	83%	NA	NA
Total Average Percentage:	↔	-	86%	NA	NA

English As A Second Language / Academic Upgrading – Lower Level

Professional Approach	Change		2014	2013	2012
My facilitator dresses in a professional way.	↔	-	98%	NA	NA
My facilitator shows interest and enthusiasm as they teach.	↔	-	98%	NA	NA
My facilitator knows what they are teaching.	↔	-	96%	NA	NA
My facilitator respects me.	↔	-	97%	NA	NA
My facilitator is willing to give me extra help.	↔	-	93%	NA	NA
My facilitator treats me as an adult.	↔	-	98%	NA	NA

Method of Facilitating the Course					
My facilitator tells me about what the class is about each day.	↔	-	98%	NA	NA
My facilitator uses different ways to teach me (e.g. case study, group work, class discussion, review of homework, presentations, uses computers).	↔	-	96%	NA	NA
My facilitator uses more than one learning way to teach me (e.g. videos, recordings, whiteboard, the computer, real objects, textbooks, hand-outs).	↔	-	93%	NA	NA
My facilitator uses different ways to see if I am learning (e.g. quizzes, hand-in assignments, presentations, one-on-one meetings, progress reports, tests).	↔	-	96%	NA	NA
My facilitator gives me homework that helps me learn.	↔	-	97%	NA	NA
My facilitator asks me to talk with and work with other students.	↔	-	94%	NA	NA
My facilitator reviews things I have learned in class.	↔	-	95%	NA	NA
The textbooks and workbooks I use in class help me learn.	↔	-	97%	NA	NA
I have learned the outcomes for the course as they are written in the course outline.	↔	-	88%	NA	NA
There was enough time in class for me to think about and understand what I learned.	↔	-	92%	NA	NA

Method of Communication					
My facilitator tells me their expectations for what I should learn.	↔	-	97%	NA	NA
My facilitator explains things clearly.	↔	-	96%	NA	NA
My facilitator helps me find answers to questions I have.	↔	-	96%	NA	NA
My facilitator asks me questions that are clear and about the topics we study.	↔	-	98%	NA	NA
My facilitator speaks clearly and in a way that I can understand.	↔	-	98%	NA	NA
My facilitator listens to me.	↔	-	95%	NA	NA

Organized Approach					
My facilitator begins each class on time.	↔	-	99%	NA	NA
My facilitator gives me enough homework to help me learn.	↔	-	97%	NA	NA
My facilitator returns my tests, quizzes and assignments in one week or less.	↔	-	98%	NA	NA
My facilitator meets with me to tell me how I am doing.	↔	-	91%	NA	NA

Fairness					
My facilitator treats everyone the same.	↔	-	97%	NA	NA
My facilitator tells me how they will grade my work.	↔	-	93%	NA	NA
My facilitator is fair when grading my work.	↔	-	94%	NA	NA

Total Average Percentage:	↔	-	96%	NA	NA
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Health Care Aide Program

Professional Approach	Change		2014	2013	2012
Demonstrates interest and enthusiasm	↑	5%	99%	94%	94%
Demonstrates knowledge and expertise	↑	2%	96%	94%	94%
Displays respect, courtesy, sincerity and is polite to all students.	↑	4%	98%	94%	96%
Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↑	1%	96%	95%	96%
Is objective and fair in the evaluation of my work	↑	5%	98%	93%	96%
Demonstrates a willingness to assist me on an individual basis	↑	7%	97%	90%	94%

□

Facilitating Learning					
Begins classes on time and is prepared to facilitate learning	↑	4%	99%	95%	94%
Sets a high level of expectation for students	↑	7%	98%	91%	NA
Contributed to students achieving the course objectives for the course	↑	6%	98%	92%	NA
Provides the amount of homework assignments students were told to expect	↑	4%	98%	94%	88%
Homework assignments were relevant and meaningful	↑	5%	98%	93%	90%
Spreads student workload evenly throughout the course	↑	6%	97%	91%	92%
Had students write a test during each class	↑	1%	97%	96%	NA
Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↑	7%	98%	91%	92%
Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↑	11%	96%	85%	92%
Encourages a high level of discussion among students during classes	↑	2%	94%	92%	92%
Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↑	5%	93%	88%	NA
Makes students aware of the method that will be used to assess them	↑	4%	95%	91%	94%
Returns assignments, tests, and other assessment material within one week	↑	6%	98%	92%	94%

Received prompt feedback (written or oral) from instructor/facilitator	↑	6%	96%	90%	NA
Ends each class at scheduled time (does not release early)	↓	-4%	90%	94%	NA

□

Method of Communication	□				
Communicates expectations and ideas clearly and effectively	↑	9%	99%	90%	94%
Asks students clear and appropriate questions	↑	7%	99%	92%	94%
Speaks/presents with volume and clarity	↑	4%	99%	95%	94%
Demonstrates willingness to listen to me	↑	7%	100%	93%	96%

□

How often have you done each of the following while completing this course:	□				
Asked questions in class or contributed to class discussions	↔	0%	92%	92%	NA
Prepared two or more drafts of a paper, report or an assignment before turning it in	↑	1%	89%	88%	NA
Used e-mail to communicate with your instructor/facilitator	↑	6%	89%	83%	NA
Received prompt feedback (written or oral) from instructor/facilitator on your performance	↑	5%	93%	88%	NA
Worked harder than you thought you could to meet your instructor/facilitator's standards or expectations	↑	3%	89%	86%	NA

□

To what extent has your course emphasized the following mental activities:	□				
Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↑	9%	91%	82%	NA
Analyzing the basic elements of an idea, an experience you had or a theory	↑	8%	94%	86%	NA
Synthesizing and organizing ideas, information or experiences in new ways	↑	3%	89%	86%	NA
Making judgements or arguments about the value or soundness of information you have read	↓	-2%	80%	82%	NA
Applying theories, concepts to help solve practical problems (such as cases)	↑	5%	92%	87%	NA

□

Total Average Percentage:	↑	4.5%	94.8%	90.3%	93.2%
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Health Care Aide – Practicum Courses

Facilitating Learning	Change		2014	2013	2012
Models professional behaviour	↑	3%	93%	90%	NA
Dresses appropriately as a professional	↑	3%	100%	97%	NA
Attempts to begin each class punctually	↓	-5%	92%	97%	NA
Prepared for instructing the skill(s)	□	-2%	95%	97%	NA
Demonstrates each skill effectively	↑	2%	95%	93%	NA
Introduces each topic effectively	□	5%	97%	92%	NA
Displays respect, courtesy and sincerity to learners	↑	4%	95%	91%	NA
Topics, discussions or examples reinforce the theory(s) / information learned	□	4%	92%	88%	NA
Demonstrates knowledge of clinical skills / theory	↑	2%	97%	95%	NA
Demonstrates interest and enthusiasm in course	↓	-2%	91%	93%	NA
Demonstrates a willingness to listen to students	↔	0%	95%	95%	NA
Responds to student's questions in a polite manner	↔	0%	97%	97%	NA
Health care supplies related to each clinical component are explained	↑	5%	95%	90%	NA
Clinical time is used for effective development of necessary skill	↑	1%	95%	94%	NA
Clinical evaluation process was clearly explained	↓	-5%	91%	96%	NA
Is fair in evaluating or assessing the learner's acquisition of knowledge/skills	↑	2%	95%	93%	NA
Demonstrates a willingness to assist learners on an individual basis	↑	4%	93%	89%	NA
Theory information is accurate / appropriate to experiences in clinical setting	↑	2%	93%	91%	NA
What is your overall rating of the facilitator	↔	0%	92%	92%	NA
□					
Total Average Percentage:	↑	1.2%	94.3%	93.1%	NA

Human Services Professional Program

Professional Approach	Change		2014	2013	2012
Demonstrates interest and enthusiasm	↓	-6%	88%	94%	94%
Demonstrates knowledge and expertise	↓	-5%	89%	94%	94%
Displays respect, courtesy, sincerity and is polite to all students.	↓	-1%	93%	94%	92%
Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↓	-2%	93%	95%	92%
Is objective and fair in the evaluation of my work	↓	-2%	91%	93%	92%
Demonstrates a willingness to assist me on an individual basis	↔	0%	90%	90%	92%

□

Facilitating Learning					
Begins classes on time and is prepared to facilitate learning	↑	-2%	93%	95%	94%
Sets a high level of expectation for students	↔	0%	91%	91%	NA
Contributed to students achieving the course objectives for the course	↓	-4%	88%	92%	NA
Provides the amount of homework assignments students were told to expect	↓	-2%	92%	94%	92%
Homework assignments were relevant and meaningful	↓	-3%	90%	93%	92%
Spreads student workload evenly throughout the course	↓	-1%	90%	91%	92%
Had students write a test during each class	↔	0%	96%	96%	NA
Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↓	-3%	88%	91%	90%
Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↑	2%	87%	85%	90%
Encourages a high level of discussion among students during classes	↓	-2%	90%	92%	92%
Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↓	-2%	86%	88%	NA
Makes students aware of the method that will be used to assess them	↓	-2%	89%	91%	90%
Returns assignments, tests, and other assessment material within one week	↓	-2%	90%	92%	92%

Received prompt feedback (written or oral) from instructor/facilitator	↓	-2%	88%	90%	NA
Ends each class at scheduled time (does not release early)	↑	1%	95%	94%	NA
<input type="checkbox"/>					
Method of Communication	<input type="checkbox"/>				
Communicates expectations and ideas clearly and effectively	↓	-3%	87%	90%	90%
Asks students clear and appropriate questions	↓	-3%	89%	92%	92%
Speaks/presents with volume and clarity	↓	-7%	88%	95%	92%
Demonstrates willingness to listen to me	↓	-3%	90%	93%	92%
<input type="checkbox"/>					
How often have you done each of the following while completing this course:	<input type="checkbox"/>				
Asked questions in class or contributed to class discussions	↓	-2%	90%	92%	NA
Prepared two or more drafts of a paper, report or an assignment before turning it in	↓	-1%	87%	88%	NA
Used e-mail to communicate with your instructor/facilitator	↑	3%	86%	83%	NA
Received prompt feedback (written or oral) from instructor/facilitator on your performance	↓	-2%	86%	88%	NA
Worked harder than you thought you could to meet your instructor/facilitator's standards or expectations	↑	2%	88%	86%	NA
<input type="checkbox"/>					
To what extent has your course emphasized the following mental activities:	<input type="checkbox"/>				
Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↑	3%	85%	82%	NA
Analyzing the basic elements of an idea, an experience you had or a theory	↑	1%	87%	86%	NA
Synthesizing and organizing ideas, information or experiences in new ways	↑	1%	87%	86%	NA
Making judgements or arguments about the value or soundness of information you have read	↑	4%	86%	82%	NA
Applying theories, concepts to help solve practical problems (such as cases)	↑	1%	88%	87%	NA
<input type="checkbox"/>					
Total Average Percentage:	↓	-6.2%	84.2%	90.4%	91.7%

Integrated Training Programs

Professional Approach	Change		2014	2013	2012
Demonstrates interest and enthusiasm	↓	-3%	88%	91%	NA
Demonstrates knowledge and expertise	↓	-2%	89%	91%	NA
Displays respect, courtesy, sincerity and is polite to all students.	↓	-1%	88%	89%	NA
Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↑	3%	89%	86%	NA
Is objective and fair in the evaluation of my work	↑	2%	89%	87%	NA
Demonstrates a willingness to assist me on an individual basis	↔	0%	88%	88%	NA

Facilitating Learning					
Begins classes on time and is prepared to facilitate learning	↓	-1%	94%	95%	NA
Sets a high level of expectation for students	↑	6%	89%	83%	NA
Contributed to students achieving the course objectives for the course	↑	2%	91%	89%	NA
Provides the amount of homework assignments students were told to expect	↓	-2%	89%	91%	NA
Homework assignments were relevant and meaningful	↓	-2%	89%	91%	NA
Spreads student workload evenly throughout the course	↓	-1%	85%	86%	NA
Had students write a test during each class	↓	-13%	79%	92%	NA
Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↓	-4%	87%	91%	NA
Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↓	-5%	88%	93%	NA
Encourages a high level of discussion among students during classes	↑	1%	85%	84%	NA
Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↓	-2%	88%	90%	NA
Makes students aware of the method that will be used to assess them	↓	-3%	88%	91%	NA
Returns assignments, tests, and other assessment material within one week	↓	-5%	87%	92%	NA

Received prompt feedback (written or oral) from instructor/facilitator	↓	-4%	87%	91%	NA
Ends each class at scheduled time (does not release early)	↑	1%	92%	91%	NA

Method of Communication					
Communicates expectations and ideas clearly and effectively	↓	-3%	90%	93%	NA
Asks students clear and appropriate questions	↔	0%	91%	91%	NA
Speaks/presents with volume and clarity	↔	0%	92%	92%	NA
Demonstrates willingness to listen to me	↓	-1%	90%	91%	NA

How often have you done each of the following while completing this course:					
Asked questions in class or contributed to class discussions	↓	-7%	86%	93%	NA
Prepared two or more drafts of a paper, report or an assignment before turning it in	↓	-11%	76%	87%	NA
Used e-mail to communicate with your instructor/facilitator	↓	-7%	75%	82%	NA
Received prompt feedback (written or oral) from instructor/facilitator on your performance	↓	-11%	82%	93%	NA
Worked harder than you thought you could to meet your instructor/facilitator's standards or expectations	↑	4%	87%	83%	NA

To what extent has your course emphasized the following mental activities:					
Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↓	-7%	76%	83%	NA
Analyzing the basic elements of an idea, an experience you had or a theory	↓	-7%	77%	84%	NA
Synthesizing and organizing ideas, information or experiences in new ways	↓	-5%	79%	84%	NA
Making judgements or arguments about the value or soundness of information you have read	↓	-4%	74%	78%	NA
Applying theories, concepts to help solve practical problems (such as cases)	↓	-2%	80%	82%	NA

Total Average Percentage:	↓	-2.8%	85.6%	88.4%	NA
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LINC

Professional Approach	Change		2014	2013	2012
My facilitator dresses in a professional way.	↔	-	92%	NA	NA
My facilitator shows interest and enthusiasm as they teach.	↔	-	95%	NA	NA
My facilitator knows what they are teaching.	↔	-	91%	NA	NA
My facilitator respects me.	↔	-	99%	NA	NA
My facilitator is willing to give me extra help.	↔	-	94%	NA	NA
My facilitator treats me as an adult.	↔	-	90%	NA	NA

Method of Facilitating the Course					
My facilitator tells me about what the class is about each day.	↔	-	99%	NA	NA
My facilitator uses different ways to teach me (e.g. case study, group work, class discussion, review of homework, presentations, uses computers).	↔	-	98%	NA	NA
My facilitator uses more than one learning way to teach me (e.g. videos, recordings, whiteboard, the computer, real objects, textbooks, hand-outs).	↔	-	98%	NA	NA
My facilitator uses different ways to see if I am learning (e.g. quizzes, hand-in assignments, presentations, one-on-one meetings, progress reports, tests).	↔	-	98%	NA	NA
My facilitator gives me homework that helps me learn.	↔	-	94%	NA	NA
My facilitator asks me to talk with and work with other students.	↔	-	95%	NA	NA
My facilitator reviews things I have learned in class.	↔	-	96%	NA	NA
The textbooks and workbooks I use in class help me learn.	↔	-	97%	NA	NA
I have learned the outcomes for the course as they are written in the course outline.	↔	-	92%	NA	NA
There was enough time in class for me to think about and understand what I learned.	↔	-	98%	NA	NA

Method of Communication					
My facilitator tells me their expectations for what I should learn.	↔	-	98%	NA	NA
My facilitator explains things clearly.	↔	-	93%	NA	NA
My facilitator helps me find answers to questions I have.	↔	-	97%	NA	NA
My facilitator asks me questions that are clear and about the topics we study.	↔	-	98%	NA	NA
My facilitator speaks clearly and in a way that I can understand.	↔	-	99%	NA	NA
My facilitator listens to me.	↔	-	98%	NA	NA

Organized Approach					
My facilitator begins each class on time.	↔	-	99%	NA	NA
My facilitator gives me enough homework to help me learn.	↔	-	99%	NA	NA
My facilitator returns my tests, quizzes and assignments in one week or less.	↔	-	96%	NA	NA
My facilitator meets with me to tell me how I am doing.	↔	-	96%	NA	NA

Fairness					
My facilitator treats everyone the same.	↔	-	97%	NA	NA
My facilitator tells me how they will grade my work.	↔	-	95%	NA	NA
My facilitator is fair when grading my work.	↔	-	90%	NA	NA

Total Average Percentage:	↔	-	96%	NA	NA
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Practical Nurse Program

Professional Approach	Change		2014	2013	2012
Demonstrates interest and enthusiasm	↑	1%	94%	93%	92%
Demonstrates knowledge and expertise	↑	2%	95%	93%	90%
Displays respect, courtesy, sincerity and is polite to all students.	↔	0%	95%	95%	92%
Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↔	0%	96%	96%	92%
Is objective and fair in the evaluation of my work	↑	2%	95%	93%	90%
Demonstrates a willingness to assist me on an individual basis	↔	0%	94%	94%	90%

Facilitating Learning					
Begins classes on time and is prepared to facilitate learning	↑	2%	96%	94%	92%
Sets a high level of expectation for students	↑	2%	96%	94%	NA
Contributed to students achieving the course objectives for the course	↑	1%	95%	94%	NA
Provides the amount of homework assignments students were told to expect	↑	1%	96%	95%	90%
Homework assignments were relevant and meaningful	↑	4%	95%	91%	90%
Spreads student workload evenly throughout the course	↑	3%	95%	92%	90%
Had students write a test during each class	↑	1%	96%	95%	NA
Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↑	5%	94%	89%	90%
Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↑	3%	91%	88%	90%
Encourages a high level of discussion among students during classes	↑	3%	94%	91%	90%
Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↑	3%	91%	88%	NA
Makes students aware of the method that will be used to assess them	↑	1%	93%	92%	90%
Returns assignments, tests, and other assessment material within one week	↑	1%	95%	94%	90%

Received prompt feedback (written or oral) from instructor/facilitator	↑	1%	94%	93%	NA
Ends each class at scheduled time (does not release early)	↑	1%	96%	95%	NA

Method of Communication					
Communicates expectations and ideas clearly and effectively	↑	1%	93%	92%	90%
Asks students clear and appropriate questions	↑	2%	94%	92%	90%
Speaks/presents with volume and clarity	↑	1%	95%	94%	90%
Demonstrates willingness to listen to me	↔	0%	95%	95%	90%

How often have you done each of the following while completing this course:					
Asked questions in class or contributed to class discussions	↓	-2%	88%	90%	NA
Prepared two or more drafts of a paper, report or an assignment before turning it in	↑	4%	86%	82%	NA
Used e-mail to communicate with your instructor/facilitator	↑	3%	78%	75%	NA
Received prompt feedback (written or oral) from instructor/facilitator on your performance	↑	3%	92%	89%	NA
Worked harder than you thought you could to meet your instructor/facilitator's standards or expectations	↑	2%	89%	87%	NA

To what extent has your course emphasized the following mental activities:					
Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↑	9%	89%	80%	NA
Analyzing the basic elements of an idea, an experience you had or a theory	↑	1%	90%	89%	NA
Synthesizing and organizing ideas, information or experiences in new ways	↑	1%	91%	90%	NA
Making judgements or arguments about the value or soundness of information you have read	↑	4%	90%	86%	NA
Applying theories, concepts to help solve practical problems (such as cases)	↔	0%	90%	90%	NA

Total Average Percentage:	↑	2.0%	92.7%	90.7%	90.2%
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Enrolled Students - Program Survey

Introduction:

The “Enrolled Students: Survey Regarding his/her Program” survey was designed to gather relevant information associated with the current level of satisfaction of students with their entire program of studies at Columbia College.

This survey was conducted throughout the year and normally given to students in the last quarter of their program.

The following table indicates how many surveys were collected from students enrolled in Columbia College programs:

SURVEY CATEGORY	Number of Surveys
Business Management Department	6
College Prep	34
Criminal Justice Department	34
Dental Assistant Professional Program	32
English As A Second Language / Academic Upgrading Programs	154
Health Care Aide Program	53
Human Services Professional Program	24
Integrated Training	125
Language Instruction for New Comers	51
Practical Nurse Program	58
TOTAL:	571

Professional Programs - Combined

During the previous 6 months, how many times have you done each of the following.	Change		2014	2013	2012
Attended a writing workshop (e.g. during orientation or at a special session)	↑	0.29	4.37	4.08	NA
Met with a tutor (received additional help outside the classroom)	↑	0.08	4.49	4.41	NA
Wrote more than 20 pages (e.g. wrote a number of 5-page papers and/or multiple reports)	↓	-0.40	2.72	3.12	NA

1 – 0
2 – 1 to 2
3 – 2 to 3
4 – 4 to 5
5 – 5 to 6

How many hours in a typical school week have you spent doing the following?					
Attending classes/labs	↑	0.10	2.72	2.62	NA
Studying (e.g. completing assignments)	↓	-0.04	3.32	3.36	NA
Using computer for schoolwork (in and out of class)	↓	-0.23	4.14	4.37	NA
Volunteering or helping others in the College or community	↓	-0.04	5.71	5.75	NA
Work that is related to your field of study (e.g. co-op education, practicum or part-time work)	↓	-1.25	3.86	5.11	NA
Work that is not related to your field of study	↑	0.07	5.63	5.56	NA

1 – 0
2 – 1 to 5
3 – 6 to 10
4 – 11 to 15
5 – 16 – 20
6 – 21 to 25
7 – Over 25

Which of the following have you done, are doing or do you plan to do while completing this program?					
Participated in a College Prep. Math Course	↑	0.57	2.89	2.32	NA
Participated in a College Prep. Science Course	↑	0.51	2.72	2.21	NA
Participated in a Study Skills course or workshop	↑	0.14	3.05	2.91	NA
Participated in a College Prep. English course	↓	-0.39	2.29	2.68	NA

4 – Have done
3 – I would benefit from
2 – Have not done
1 – Would not benefit from

To what extent does this program do the following?					
Encourage you to spend significant amounts of time studying	↑	0.24	3.60	3.36	NA
Provide the support you need to successfully complete your program	↑	0.14	3.32	3.18	NA
Use computers in academic work	↑	0.16	3.06	2.90	NA

4 – Very Often
3 – Often
2 – Sometimes
1 – Very Little

Mark the box that best represents the quality of your relationships with people in your program.					
Other Students	↑	0.13	4.50	4.37	NA
Instructors/Facilitators	↓	-0.01	4.40	4.41	NA
Administrative Personnel, Dept. Chair & Other Staff	↓	-0.41	3.97	4.38	NA

5 – Friendly, supportive, sense of belonging
1 – Unfriendly, unsupportive, alienating

To what extent has YOUR EXPERIENCE IN THIS COLLEGE contributed to your development in the following areas?					
Acquiring job or work-related knowledge and skills	↑	0.16	3.53	3.37	NA
Acquiring job or work-related attitudes and behaviors	↑	0.10	3.48	3.38	NA
Writing clearly and effectively	↑	0.15	3.26	3.11	NA
Speaking clearly and effectively	↑	0.11	3.27	3.16	NA
Listening effectively to others	↑	0.04	3.40	3.36	NA
Thinking critically and analytically	↑	0.06	3.50	3.44	NA
Solving problems more effectively	↑	0.16	3.45	3.29	NA
Learning effectively on your own	↑	0.13	3.50	3.37	NA
Working effectively with others	↑	0.09	3.52	3.43	NA
Understanding yourself	↑	0.15	3.43	3.28	NA
Completing assignments	↑	0.04	3.58	3.54	NA
Understanding people of other racial or ethnic backgrounds	↑	0.07	3.43	3.36	NA
Developing better work habits	↑	0.08	3.51	3.43	NA

4 – Very much
3 – Quite a bit
2 – Some
1 – Little

How often do you use the following services at the College?					
Academic and program advising/planning	↑	0.06	1.81	1.75	NA
Career or personal advising	↑	0.07	1.75	1.68	NA
Peer or other tutoring	↑	0.03	1.70	1.67	NA
Financial aid advising	↑	0.01	1.85	1.84	NA
Computers at the College	↑	0.04	1.87	1.83	NA
Library and library services	↑	0.03	1.86	1.83	NA
Services for people with disabilities	↑	0.04	1.45	1.41	NA
Co-operative Ed., practicum or workplaced activities	↑	0.35	2.29	1.94	NA

3 – Rarely/Never
2 – Sometimes
1 – Often

How satisfied are you with the following services at Columbia College?					
Academic and program advising/planning	↓	-0.14	2.31	2.45	NA
Career or personal advising	↓	-0.02	2.37	2.39	NA
Peer or other tutoring	↓	-0.06	2.24	2.30	NA
Financial aid advising	↓	-0.08	2.36	2.44	NA
Computers at the College	↓	-0.11	2.13	2.24	NA
Library and library services	↓	-0.20	2.07	2.27	NA
Services for people with disabilities	↓	-0.16	2.16	2.32	NA
Co-operative Ed., practicum or workplace activities	↑	0.07	2.47	2.40	NA

3 – Very
2 – Sometimes
1 – Not at all

How important are the following services to you?					
Academic and program advising/planning	↓	-0.02	2.60	2.62	NA
Career or personal advising	↓	-0.14	2.53	2.67	NA
Peer or other tutoring	↑	0.02	2.37	2.35	NA
Financial aid advising	↓	-0.01	2.55	2.56	NA
Computers at the College	↓	-0.02	2.28	2.30	NA
Library and library services	↓	-0.01	2.33	2.34	NA
Services for people with disabilities	↑	0.05	2.10	2.05	NA
Co-operative Ed., practicum or workplace activities	↑	0.05	2.63	2.58	NA

3 – Very
2 – Somewhat
1 – Not at all

Please rate the following statements that relate to your program.					
Students in my program have high academic aspirations.	↑	0.29	4.39	4.10	NA
Faculty members in my program have high expectations of students like me.	↑	0.18	4.66	4.48	NA
Faculty members in my program hold all students to high standards.	↑	0.28	4.44	4.16	NA
Students in my program help each other succeed.	↑	0.27	4.43	4.16	NA
Students in my program work hard to succeed academically.	↑	0.19	4.46	4.27	NA
My program has a strong commitment to success for all students.	↑	0.02	4.49	4.47	NA

5 – Strongly Agree

1 – Strongly Disagree

Business Management Program

During the previous 6 months, how many times have you done each of the following.	Change		2014	2013	2012
Attended a writing workshop (e.g. during orientation or at a special session)	↓	-0.34	3.83	4.17	NA
Met with a tutor (received additional help outside the classroom)	↑	0.40	4.40	4.00	NA
Wrote more than 20 pages (e.g. wrote a number of 5-page papers and/or multiple reports)	↑	0.55	3.17	2.62	NA

1 – 0
2 – 1 to 2
3 – 2 to 3
4 – 4 to 5
5 – 5 to 6

How many hours in a typical school week have you spent doing the following?					
Attending classes/labs	↓	-0.27	3.00	3.27	NA
Studying (e.g. completing assignments)	↓	-0.46	3.33	3.79	NA
Using computer for schoolwork (in and out of class)	↓	-1.26	3.67	4.93	NA
Volunteering or helping others in the College or community	↓	-1.91	4.17	6.08	NA
Work that is related to your field of study (e.g. co-op education, practicum or part-time work)	↓	-3.30	1.20	4.50	NA
Work that is not related to your field of study	↑	0.34	5.67	5.33	NA

1 – 0
2 – 1 to 5
3 – 6 to 10
4 – 11 to 15
5 – 16 – 20
6 – 21 to 25
7 – Over 25

Which of the following have you done, are doing or do you plan to do while completing this program?					
Participated in a College Prep. Math Course	↓	-0.36	2.50	2.86	NA
Participated in a College Prep. Science Course	↑	0.03	2.20	2.17	NA
Participated in a Study Skills course or workshop	↓	-0.74	2.83	3.57	NA
Participated in a College Prep. English course	↓	-0.07	3.00	3.07	NA

4 – Have done
3 – I would benefit from
2 – Have not done
1 – Would not benefit from

To what extent does this program do the following?					
Encourage you to spend significant amounts of time studying	↓	-0.30	3.17	3.47	NA
Provide the support you need to successfully complete your program	↓	-0.13	3.00	3.13	NA
Use computers in academic work	↓	-0.83	2.67	3.50	NA

4 – Very Often
3 – Often
2 – Sometimes
1 – Very Little

Mark the box that best represents the quality of your relationships with people in your program.					
Other Students	↓	-0.03	4.40	4.43	NA
Instructors/Facilitators	↑	0.34	4.20	3.86	NA
Administrative Personnel, Dept. Chair & Other Staff	↓	-0.97	3.60	4.57	NA

5 – Friendly, supportive, sense of belonging
1 – Unfriendly, unsupportive, alienating

To what extent has YOUR EXPERIENCE IN THIS COLLEGE contributed to your development in the following areas?					
Acquiring job or work-related knowledge and skills	↓	-0.64	2.67	3.31	NA
Acquiring job or work-related attitudes and behaviors	↓	-0.46	2.83	3.29	NA
Writing clearly and effectively	↓	-0.53	2.83	3.36	NA
Speaking clearly and effectively	↓	-0.50	2.83	3.33	NA
Listening effectively to others	↓	-0.67	2.83	3.50	NA
Thinking critically and analytically	↓	-0.50	3.00	3.50	NA
Solving problems more effectively	↓	-0.40	3.00	3.40	NA
Learning effectively on your own	↓	-0.31	3.00	3.31	NA
Working effectively with others	↓	-0.64	2.83	3.47	NA
Understanding yourself	↓	-0.76	2.67	3.43	NA
Completing assignments	↓	-0.36	3.50	3.86	NA
Understanding people of other racial or ethnic backgrounds	↓	-0.29	3.00	3.29	NA
Developing better work habits	↓	-0.21	3.33	3.54	NA

4 – Very much
3 – Quite a bit
2 – Some
1 – Little

How often do you use the following services at the College?					
Academic and program advising/planning	↓	-0.41	1.67	2.08	NA
Career or personal advising	↓	-0.11	1.60	1.71	NA
Peer or other tutoring	↑	0.31	2.00	1.69	NA
Financial aid advising	↓	-0.38	1.83	2.21	NA
Computers at the College	↓	-0.31	1.83	2.14	NA
Library and library services	↓	-0.34	1.80	2.14	NA
Services for people with disabilities	↑	0.56	2.00	1.44	NA
Co-operative Ed., practicum or workplaced activities	↓	-0.25	1.67	1.92	NA

3 – Rarely/Never
2 – Sometimes
1 – Often

How satisfied are you with the following services at Columbia College?					
Academic and program advising/planning	↑	0.03	2.17	2.14	NA
Career or personal advising	↑	0.25	2.17	1.92	NA
Peer or other tutoring	↑	0.28	2.20	1.92	NA
Financial aid advising	↑	0.04	2.40	2.36	NA
Computers at the College	↓	-0.14	2.00	2.14	NA
Library and library services	↓	-0.36	2.00	2.36	NA
Services for people with disabilities	↑	0.37	2.25	1.88	NA
Co-operative Ed., practicum or workplace activities	↔	0.00	2.00	2.00	NA

3 – Very
2 – Sometimes
1 – Not at all

How important are the following services to you?					
Academic and program advising/planning	↓	-0.29	2.50	2.79	NA
Career or personal advising	↓	-0.29	2.50	2.79	NA
Peer or other tutoring	↑	0.17	2.67	2.50	NA
Financial aid advising	↑	0.05	2.67	2.62	NA
Computers at the College	↔	0.00	2.50	2.50	NA
Library and library services	↔	0.00	2.50	2.50	NA
Services for people with disabilities	↑	0.60	2.33	1.73	NA
Co-operative Ed., practicum or workplace activities	↓	-0.25	2.50	2.75	NA

3 – Very
2 – Somewhat
1 – Not at all

Please rate the following statements that relate to your program.					
Students in my program have high academic aspirations.	↓	-0.04	4.17	4.21	NA
Faculty members in my program have high expectations of students like me.	↔	0.00	4.00	4.00	NA
Faculty members in my program hold all students to high standards.	↓	-0.08	4.00	4.08	NA
Students in my program help each other succeed.	↑	0.29	4.50	4.21	NA
Students in my program work hard to succeed academically.	↓	-0.14	4.17	4.31	NA
My program has a strong commitment to success for all students.	↑	0.10	4.17	4.07	NA

5 – Strongly Agree

1 – Strongly Disagree

College Prep

During the previous 6 months, how many times have you done each of the following.	Change		2014	2013	2012
Attended a writing workshop (e.g. during orientation or at a special session)	↓	-0.14	4.04	4.18	NA
Met with a tutor (received additional help outside the classroom)	↓	-0.23	4.05	4.28	NA
Wrote more than 20 pages (e.g. wrote a number of 5-page papers and/or multiple reports)	↓	-1.15	3.26	4.41	NA

1 – 0
2 – 1 to 2
3 – 2 to 3
4 – 4 to 5
5 – 5 to 6

How many hours in a typical school week have you spent doing the following?					
Attending classes/labs	↑	0.79	3.89	3.10	NA
Studying (e.g. completing assignments)	↓	-0.68	3.68	4.36	NA
Using computer for schoolwork (in and out of class)	↓	-0.92	4.39	5.31	NA
Volunteering or helping others in the College or community	↓	-0.40	6.00	6.40	NA
Work that is related to your field of study (e.g. co-op education, practicum or part-time work)	↓	-0.72	5.68	6.40	NA
Work that is not related to your field of study	↓	-0.84	5.54	6.38	NA

1 – 0
2 – 1 to 5
3 – 6 to 10
4 – 11 to 15
5 – 16 – 20
6 – 21 to 25
7 – Over 25

Which of the following have you done, are doing or do you plan to do while completing this program?					
Participated in a College Prep. Math Course	↑	0.66	2.88	2.22	NA
Participated in a College Prep. Science Course	↑	0.11	2.18	2.07	NA
Participated in a Study Skills course or workshop	↑	0.11	2.30	2.19	NA
Participated in a College Prep. English course	↑	1.09	3.52	2.43	NA

4 – Have done
3 – I would benefit from
2 – Have not done
1 – Would not benefit from

To what extent does this program do the following?					
Encourage you to spend significant amounts of time studying	↑	0.32	3.68	3.36	NA
Provide the support you need to successfully complete your program	↑	0.47	3.65	3.18	NA
Use computers in academic work	↑	0.67	3.12	2.45	NA

4 – Very Often
3 – Often
2 – Sometimes
1 – Very Little

Mark the box that best represents the quality of your relationships with people in your program.					
Other Students	↑	0.30	4.69	4.39	NA
Instructors/Facilitators	↑	0.28	4.77	4.49	NA
Administrative Personnel, Dept. Chair & Other Staff	↑	0.13	4.54	4.41	NA

5 – Friendly, supportive, sense of belonging
1 – Unfriendly, unsupportive, alienating

To what extent has YOUR EXPERIENCE IN THIS COLLEGE contributed to your development in the following areas?					
Acquiring job or work-related knowledge and skills	↑	0.12	3.25	3.13	NA
Acquiring job or work-related attitudes and behaviors	↓	-0.04	3.21	3.25	NA
Writing clearly and effectively	↑	0.42	3.68	3.26	NA
Speaking clearly and effectively	↑	0.43	3.80	3.37	NA
Listening effectively to others	↑	0.37	3.79	3.42	NA
Thinking critically and analytically	↑	0.81	3.96	3.15	NA
Solving problems more effectively	↑	0.62	3.81	3.19	NA
Learning effectively on your own	↑	0.60	3.80	3.20	NA
Working effectively with others	↑	0.46	3.72	3.26	NA
Understanding yourself	↑	0.17	3.65	3.48	NA
Completing assignments	↑	0.53	3.93	3.40	NA
Understanding people of other racial or ethnic backgrounds	↑	0.67	3.86	3.19	NA
Developing better work habits	↑	0.40	3.69	3.29	NA

4 – Very much
3 – Quite a bit
2 – Some
1 – Little

How often do you use the following services at the College?					
Academic and program advising/planning	↑	0.11	2.04	1.93	NA
Career or personal advising	↑	0.19	2.04	1.85	NA
Peer or other tutoring	↑	0.02	1.67	1.65	NA
Financial aid advising	↓	-0.04	1.73	1.77	NA
Computers at the College	↑	0.32	2.22	1.90	NA
Library and library services	↓	-0.14	1.76	1.90	NA
Services for people with disabilities	↓	-0.13	1.33	1.46	NA
Co-operative Ed., practicum or workplaced activities	↓	-0.09	1.59	1.68	NA

3 – Rarely/Never
2 – Sometimes
1 – Often

How satisfied are you with the following services at Columbia College?					
Academic and program advising/planning	↑	0.27	2.52	2.25	NA
Career or personal advising	↑	0.21	2.42	2.21	NA
Peer or other tutoring	↑	0.23	2.29	2.06	NA
Financial aid advising	↑	0.40	2.48	2.08	NA
Computers at the College	↑	0.32	2.56	2.24	NA
Library and library services	↑	0.17	2.33	2.16	NA
Services for people with disabilities	↑	0.01	2.11	2.10	NA
Co-operative Ed., practicum or workplace activities	↑	0.21	2.21	2.00	NA

3 – Very
2 – Sometimes
1 – Not at all

How important are the following services to you?					
Academic and program advising/planning	↑	0.19	2.85	2.66	NA
Career or personal advising	↑	0.21	2.81	2.60	NA
Peer or other tutoring	↑	0.31	2.72	2.41	NA
Financial aid advising	↑	0.12	2.62	2.50	NA
Computers at the College	↑	0.22	2.68	2.46	NA
Library and library services	↑	0.26	2.64	2.38	NA
Services for people with disabilities	↑	0.24	2.40	2.16	NA
Co-operative Ed., practicum or workplace activities	↑	0.01	2.42	2.41	NA

3 – Very
2 – Somewhat
1 – Not at all

Please rate the following statements that relate to your program.					
Students in my program have high academic aspirations.	↑	0.34	4.22	3.88	NA
Faculty members in my program have high expectations of students like me.	↑	0.24	4.36	4.12	NA
Faculty members in my program hold all students to high standards.	↑	0.49	4.52	4.03	NA
Students in my program help each other succeed.	↑	0.64	4.79	4.15	NA
Students in my program work hard to succeed academically.	↑	0.76	4.85	4.09	NA
My program has a strong commitment to success for all students.	↑	0.37	4.65	4.28	NA

5 – Strongly Agree

1 – Strongly Disagree

Criminal Justice Program

During the previous 6 months, how many times have you done each of the following.	Change		2014	2013	2012
Attended a writing workshop (e.g. during orientation or at a special session)	↓	-0.45	3.72	4.17	NA
Met with a tutor (received additional help outside the classroom)	↑	0.72	4.72	4.00	NA
Wrote more than 20 pages (e.g. wrote a number of 5-page papers and/or multiple reports)	↓	-1.18	1.44	2.62	NA

1 – 0
2 – 1 to 2
3 – 2 to 3
4 – 4 to 5
5 – 5 to 6

How many hours in a typical school week have you spent doing the following?					
Attending classes/labs	↑	0.20	3.47	3.27	NA
Studying (e.g. completing assignments)	↓	-0.29	3.50	3.79	NA
Using computer for schoolwork (in and out of class)	↓	-1.21	3.72	4.93	NA
Volunteering or helping others in the College or community	↓	-0.73	5.35	6.08	NA
Work that is related to your field of study (e.g. co-op education, practicum or part-time work)	↓	-0.56	3.94	4.50	NA
Work that is not related to your field of study	↓	-0.33	5.00	5.33	NA

1 – 0
2 – 1 to 5
3 – 6 to 10
4 – 11 to 15
5 – 16 – 20
6 – 21 to 25
7 – Over 25

Which of the following have you done, are doing or do you plan to do while completing this program?					
Participated in a College Prep. Math Course	↓	-0.79	2.07	2.86	NA
Participated in a College Prep. Science Course	↓	-0.17	2.00	2.17	NA
Participated in a Study Skills course or workshop	↓	-0.71	2.86	3.57	NA
Participated in a College Prep. English course	↑	0.05	3.12	3.07	NA

4 – Have done
3 – I would benefit from
2 – Have not done
1 – Would not benefit from

To what extent does this program do the following?					
Encourage you to spend significant amounts of time studying	↓	-0.36	3.11	3.47	NA
Provide the support you need to successfully complete your program	↓	-0.52	2.61	3.13	NA
Use computers in academic work	↓	-0.17	3.33	3.50	NA

4 – Very Often
3 – Often
2 – Sometimes
1 – Very Little

Mark the box that best represents the quality of your relationships with people in your program.					
Other Students	↓	-0.60	3.83	4.43	NA
Instructors/Facilitators	↑	0.61	4.47	3.86	NA
Administrative Personnel, Dept. Chair & Other Staff	↓	-0.63	3.94	4.57	NA

5 – Friendly, supportive, sense of belonging
1 – Unfriendly, unsupportive, alienating

To what extent has YOUR EXPERIENCE IN THIS COLLEGE contributed to your development in the following areas?					
Acquiring job or work-related knowledge and skills	↑	0.13	3.44	3.31	NA
Acquiring job or work-related attitudes and behaviors	↑	0.10	3.39	3.29	NA
Writing clearly and effectively	↓	-0.03	3.33	3.36	NA
Speaking clearly and effectively	↓	-0.11	3.22	3.33	NA
Listening effectively to others	↓	-0.11	3.39	3.50	NA
Thinking critically and analytically	↓	-0.11	3.39	3.50	NA
Solving problems more effectively	↑	0.04	3.44	3.40	NA
Learning effectively on your own	↑	0.19	3.50	3.31	NA
Working effectively with others	↓	-0.19	3.28	3.47	NA
Understanding yourself	↑	0.01	3.44	3.43	NA
Completing assignments	↓	-0.45	3.41	3.86	NA
Understanding people of other racial or ethnic backgrounds	↑	0.21	3.50	3.29	NA
Developing better work habits	↓	-0.04	3.50	3.54	NA

4 – Very much
3 – Quite a bit
2 – Some
1 – Little

How often do you use the following services at the College?					
Academic and program advising/planning	↓	-0.37	1.71	2.08	NA
Career or personal advising	↓	-0.06	1.65	1.71	NA
Peer or other tutoring	↓	-0.22	1.47	1.69	NA
Financial aid advising	↓	-0.21	2.00	2.21	NA
Computers at the College	↓	-0.20	1.94	2.14	NA
Library and library services	↓	-0.35	1.79	2.14	NA
Services for people with disabilities	↓	-0.02	1.42	1.44	NA
Co-operative Ed., practicum or workplaced activities	↑	0.30	2.22	1.92	NA

3 – Rarely/Never
2 – Sometimes
1 – Often

How satisfied are you with the following services at Columbia College?					
Academic and program advising/planning	↓	-0.03	2.11	2.14	NA
Career or personal advising	↑	0.19	2.11	1.92	NA
Peer or other tutoring	↑	0.02	1.94	1.92	NA
Financial aid advising	↓	-0.16	2.20	2.36	NA
Computers at the College	↑	0.04	2.18	2.14	NA
Library and library services	↓	-0.48	1.88	2.36	NA
Services for people with disabilities	↓	-0.15	1.73	1.88	NA
Co-operative Ed., practicum or workplace activities	↑	0.44	2.44	2.00	NA

3 – Very
2 – Sometimes
1 – Not at all

How important are the following services to you?					
Academic and program advising/planning	↓	-0.12	2.67	2.79	NA
Career or personal advising	↓	-0.18	2.61	2.79	NA
Peer or other tutoring	↓	-0.06	2.44	2.50	NA
Financial aid advising	↓	-0.01	2.61	2.62	NA
Computers at the College	↓	-0.17	2.33	2.50	NA
Library and library services	↓	-0.28	2.22	2.50	NA
Services for people with disabilities	↑	0.52	2.25	1.73	NA
Co-operative Ed., practicum or workplace activities	↓	-0.14	2.61	2.75	NA

3 – Very
2 – Somewhat
1 – Not at all

Please rate the following statements that relate to your program.					
Students in my program have high academic aspirations.	↓	-0.32	3.89	4.21	NA
Faculty members in my program have high expectations of students like me.	↑	0.47	4.47	4.00	NA
Faculty members in my program hold all students to high standards.	↑	0.20	4.28	4.08	NA
Students in my program help each other succeed.	↓	-0.54	3.67	4.21	NA
Students in my program work hard to succeed academically.	↓	-0.49	3.82	4.31	NA
My program has a strong commitment to success for all students.	↓	-0.07	4.00	4.07	NA

5 – Strongly Agree

1 – Strongly Disagree

Dental Assistant Professional Program

During the previous 6 months, how many times have you done each of the following.	Change		2014	2013	2012
Attended a writing workshop (e.g. during orientation or at a special session)	↑	0.32	4.57	4.25	NA
Met with a tutor (received additional help outside the classroom)	↓	-0.59	3.96	4.55	NA
Wrote more than 20 pages (e.g. wrote a number of 5-page papers and/or multiple reports)	↓	-0.06	4.47	4.53	NA

1 – 0
2 – 1 to 2
3 – 2 to 3
4 – 4 to 5
5 – 5 to 6

How many hours in a typical school week have you spent doing the following?					
Attending classes/labs	↑	1.26	2.86	1.60	NA
Studying (e.g. completing assignments)	↑	0.70	3.91	3.21	NA
Using computer for schoolwork (in and out of class)	↓	-0.01	4.95	4.96	NA
Volunteering or helping others in the College or community	↓	-0.23	5.70	5.93	NA
Work that is related to your field of study (e.g. co-op education, practicum or part-time work)	↓	-1.44	3.81	5.25	NA
Work that is not related to your field of study	↑	0.55	5.88	5.33	NA

1 – 0
2 – 1 to 5
3 – 6 to 10
4 – 11 to 15
5 – 16 – 20
6 – 21 to 25
7 – Over 25

Which of the following have you done, are doing or do you plan to do while completing this program?					
Participated in a College Prep. Math Course	↓	-0.12	1.91	2.03	NA
Participated in a College Prep. Science Course	↓	-0.17	1.91	2.08	NA
Participated in a Study Skills course or workshop	↓	-0.85	2.15	3.00	NA
Participated in a College Prep. English course	↔	0.00	2.00	2.00	NA

4 – Have done
3 – I would benefit from
2 – Have not done
1 – Would not benefit from

To what extent does this program do the following?					
Encourage you to spend significant amounts of time studying	↓	-0.04	3.30	3.34	NA
Provide the support you need to successfully complete your program	↑	0.09	3.33	3.24	NA
Use computers in academic work	↑	0.18	2.38	2.20	NA

4 – Very Often
3 – Often
2 – Sometimes
1 – Very Little

Mark the box that best represents the quality of your relationships with people in your program.					
Other Students	↓	-0.15	4.25	4.40	NA
Instructors/Facilitators	↑	0.38	4.57	4.19	NA
Administrative Personnel, Dept. Chair & Other Staff	↑	0.08	4.38	4.30	NA

5 – Friendly, supportive, sense of belonging
1 – Unfriendly, unsupportive, alienating

To what extent has YOUR EXPERIENCE IN THIS COLLEGE contributed to your development in the following areas?					
Acquiring job or work-related knowledge and skills	↑	0.12	3.59	3.47	NA
Acquiring job or work-related attitudes and behaviors	↑	0.08	3.53	3.45	NA
Writing clearly and effectively	↑	0.13	2.80	2.67	NA
Speaking clearly and effectively	↑	0.30	2.95	2.65	NA
Listening effectively to others	↑	0.42	3.39	2.97	NA
Thinking critically and analytically	↑	0.16	3.39	3.23	NA
Solving problems more effectively	↑	0.37	3.32	2.95	NA
Learning effectively on your own	↑	0.27	3.50	3.23	NA
Working effectively with others	↑	0.23	3.43	3.20	NA
Understanding yourself	↑	0.62	3.30	2.68	NA
Completing assignments	↑	0.36	3.57	3.21	NA
Understanding people of other racial or ethnic backgrounds	↑	0.14	2.83	2.69	NA
Developing better work habits	↑	0.18	3.26	3.08	NA

4 – Very much
3 – Quite a bit
2 – Some
1 – Little

How often do you use the following services at the College?					
Academic and program advising/planning	↑	0.32	1.75	1.43	NA
Career or personal advising	↑	0.47	1.76	1.29	NA
Peer or other tutoring	↑	0.53	2.00	1.47	NA
Financial aid advising	↑	0.19	1.68	1.49	NA
Computers at the College	↑	0.36	1.80	1.44	NA
Library and library services	↑	0.03	1.47	1.44	NA
Services for people with disabilities	↑	0.52	1.59	1.07	NA
Co-operative Ed., practicum or workplaced activities	↑	0.63	2.28	1.65	NA

3 – Rarely/Never
2 – Sometimes
1 – Often

How satisfied are you with the following services at Columbia College?					
Academic and program advising/planning	↑	0.08	2.53	2.45	NA
Career or personal advising	↓	-0.04	2.50	2.54	NA
Peer or other tutoring	↑	0.04	2.40	2.36	NA
Financial aid advising	↑	0.06	2.36	2.30	NA
Computers at the College	↓	-0.14	2.07	2.21	NA
Library and library services	↑	0.11	2.18	2.07	NA
Services for people with disabilities	↓	-0.08	2.23	2.31	NA
Co-operative Ed., practicum or workplace activities	↓	-0.09	2.27	2.36	NA

3 – Very
2 – Sometimes
1 – Not at all

How important are the following services to you?					
Academic and program advising/planning	↔	0.00	2.56	2.56	NA
Career or personal advising	↑	0.03	2.61	2.58	NA
Peer or other tutoring	↑	0.12	2.45	2.33	NA
Financial aid advising	↔	0.00	2.48	2.48	NA
Computers at the College	↑	0.05	2.14	2.09	NA
Library and library services	↑	0.02	2.00	1.98	NA
Services for people with disabilities	↑	0.22	2.11	1.89	NA
Co-operative Ed., practicum or workplace activities	↑	0.09	2.40	2.31	NA

3 – Very
2 – Somewhat
1 – Not at all

Please rate the following statements that relate to your program.					
Students in my program have high academic aspirations.	↑	0.36	4.36	4.00	NA
Faculty members in my program have high expectations of students like me.	↑	0.11	4.74	4.63	NA
Faculty members in my program hold all students to high standards.	↑	0.32	4.55	4.23	NA
Students in my program help each other succeed.	↑	0.21	4.23	4.02	NA
Students in my program work hard to succeed academically.	↑	0.24	4.47	4.23	NA
My program has a strong commitment to success for all students.	↑	0.17	4.60	4.43	NA

5 – Strongly Agree

1 – Strongly Disagree

English As A Second Language / Academic Upgrading

Does your program do the following:	Change		2014	2013	2012
Show you how to study and do homework	↔	-	2.87	NA	NA
Give you the help you need to finish the program	↔	-	2.81	NA	NA
Give you time to work on computers.	↔	-	2.57	NA	NA

Pick the response that best tells us about your relationship with ...					
Other Students	↔	-	2.62	NA	NA
Facilitators	↔	-	2.65	NA	NA
Department Head	↔	-	2.20	NA	NA

Pick the response that best tells us about your relationship with ...					
Other Students	↔	-	2.56	NA	NA
Facilitators	↔	-	2.66	NA	NA
Department Head	↔	-	2.30	NA	NA

Please rate the following statements about your program.					
Students have high goals for their education.	↔	-	2.49	NA	NA
Facilitators want students to do well.	↔	-	2.87	NA	NA
Facilitators set high goals for me.	↔	-	2.55	NA	NA
Students help each other do well.	↔	-	2.50	NA	NA
Students work hard to do well in school.	↔	-	2.68	NA	NA
My program helps all students do well.	↔	-	2.65	NA	NA
I like my textbooks.	↔	-	2.64	NA	NA

How much has your experience at Columbia College helped you in the following areas?					
Getting job or work-related knowledge	↔	-	3.00	NA	NA
Improving job or work-related attitudes	↔	-	3.14	NA	NA
Writing clearly	↔	-	3.61	NA	NA
Speaking clearly	↔	-	3.56	NA	NA
Improving your listening skills	↔	-	3.68	NA	NA
Improving your thinking skills	↔	-	3.55	NA	NA
Learning to solve problems	↔	-	3.55	NA	NA
Learning on your own	↔	-	3.61	NA	NA
Working with others	↔	-	3.61	NA	NA
Understanding yourself better	↔	-	3.66	NA	NA
Finishing assignments	↔	-	3.67	NA	NA
Understanding people from different countries	↔	-	3.64	NA	NA
Learning better work habits	↔	-	3.65	NA	NA
How often do you use the following services at the College?					
Advising about school and education	↔	-	2.87	NA	NA
Career or personal advising	↔	-	2.76	NA	NA
Tutoring	↔	-	2.49	NA	NA
Advising about money and finances	↔	-	2.50	NA	NA
Computers	↔	-	3.27	NA	NA
Study Areas	↔	-	2.72	NA	NA
Services for people with disabilities	↔	-	1.91	NA	NA
A work experience	↔	-	1.77	NA	NA

Lunch Room	↔	-	2.14	NA	NA
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How satisfied are you with the following services at Columbia College?					
Advising about school and education	↔	-	3.07	NA	NA
Career or personal advising	↔	-	2.96	NA	NA
Tutoring	↔	-	2.72	NA	NA
Advising about money and finances	↔	-	2.88	NA	NA
Computers	↔	-	3.09	NA	NA
Services for people with disabilities	↔	-	1.95	NA	NA
A work experience	↔	-	1.95	NA	NA
Lunch Room	↔	-	2.52	NA	NA
Study Areas	↔	-	2.52	NA	NA

How important are the following services at Columbia College to you?					
Advising about school and education	↔	-	2.75	NA	NA
Career or personal advising	↔	-	2.69	NA	NA
Tutoring	↔	-	2.30	NA	NA
Advising about money and finances	↔	-	2.46	NA	NA
Computers	↔	-	2.70	NA	NA
Services for people with disabilities	↔	-	2.17	NA	NA
A work experience	↔	-	2.36	NA	NA
Lunch Room	↔	-	2.01	NA	NA

Total Average Percentage:	↔	-	2.79	NA	NA
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Health Care Aide Program

During the previous 6 months, how many times have you done each of the following.	Change		2014	2013	2012
Attended a writing workshop (e.g. during orientation or at a special session)	↑	0.47	4.00	3.53	NA
Met with a tutor (received additional help outside the classroom)	↑	1.11	4.86	3.75	NA
Wrote more than 20 pages (e.g. wrote a number of 5-page papers and/or multiple reports)	↑	0.36	4.00	3.64	NA

1 – 0
2 – 1 to 2
3 – 2 to 3
4 – 4 to 5
5 – 5 to 6

How many hours in a typical school week have you spent doing the following?					
Attending classes/labs	↓	-0.17	2.69	2.86	NA
Studying (e.g. completing assignments)	↑	0.75	4.27	3.52	NA
Using computer for schoolwork (in and out of class)	↑	0.85	5.55	4.70	NA
Volunteering or helping others in the College or community	↓	-0.14	6.60	6.74	NA
Work that is related to your field of study (e.g. co-op education, practicum or part-time work)	↓	-0.25	5.89	6.14	NA
Work that is not related to your field of study	↓	-0.13	5.95	6.08	NA

1 – 0
2 – 1 to 5
3 – 6 to 10
4 – 11 to 15
5 – 16 – 20
6 – 21 to 25
7 – Over 25

Which of the following have you done, are doing or do you plan to do while completing this program?					
Participated in a College Prep. Math Course	↑	0.06	2.06	2.00	NA
Participated in a College Prep. Science Course	↑	0.04	2.09	2.05	NA
Participated in a Study Skills course or workshop	↓	-0.06	2.33	2.39	NA
Participated in a College Prep. English course	↑	0.18	2.54	2.36	NA

4 – Have done
3 – I would benefit from
2 – Have not done
1 – Would not benefit from

To what extent does this program do the following?					
Encourage you to spend significant amounts of time studying	↑	0.27	3.56	3.29	NA
Provide the support you need to successfully complete your program	↑	0.39	3.62	3.23	NA
Use computers in academic work	↑	0.20	2.85	2.65	NA

4 – Very Often
3 – Often
2 – Sometimes
1 – Very Little

Mark the box that best represents the quality of your relationships with people in your program.					
Other Students	↑	0.54	4.82	4.28	NA
Instructors/Facilitators	↑	0.03	4.71	4.68	NA
Administrative Personnel, Dept. Chair & Other Staff	↑	0.18	4.54	4.36	NA

5 – Friendly, supportive, sense of belonging
1 – Unfriendly, unsupportive, alienating

To what extent has YOUR EXPERIENCE IN THIS COLLEGE contributed to your development in the following areas?					
Acquiring job or work-related knowledge and skills	↑	0.24	3.60	3.36	NA
Acquiring job or work-related attitudes and behaviors	↑	0.39	3.63	3.24	NA
Writing clearly and effectively	↑	0.21	3.64	3.43	NA
Speaking clearly and effectively	↑	0.10	3.55	3.45	NA
Listening effectively to others	↑	0.04	3.67	3.63	NA
Thinking critically and analytically	↑	0.11	3.61	3.50	NA
Solving problems more effectively	↑	0.11	3.53	3.42	NA
Learning effectively on your own	↑	0.04	3.56	3.52	NA
Working effectively with others	↑	0.03	3.67	3.64	NA
Understanding yourself	↑	0.08	3.63	3.55	NA
Completing assignments	↑	0.01	3.74	3.73	NA
Understanding people of other racial or ethnic backgrounds	↓	-0.09	3.65	3.74	NA
Developing better work habits	↑	0.07	3.77	3.70	NA

4 – Very much
3 – Quite a bit
2 – Some
1 – Little

How often do you use the following services at the College?					
Academic and program advising/planning	↔	0.00	2.00	2.00	NA
Career or personal advising	↓	-0.37	1.91	2.28	NA
Peer or other tutoring	↓	-0.37	1.69	2.06	NA
Financial aid advising	↑	0.09	2.09	2.00	NA
Computers at the College	↓	-0.11	1.83	1.94	NA
Library and library services	↓	-0.04	1.90	1.94	NA
Services for people with disabilities	↓	-0.10	1.70	1.80	NA
Co-operative Ed., practicum or workplaced activities	↑	0.13	2.19	2.06	NA

3 – Rarely/Never
2 – Sometimes
1 – Often

How satisfied are you with the following services at Columbia College?					
Academic and program advising/planning	↓	-0.24	2.44	2.68	NA
Career or personal advising	↓	-0.12	2.46	2.58	NA
Peer or other tutoring	↓	-0.30	2.17	2.47	NA
Financial aid advising	↓	-0.19	2.36	2.55	NA
Computers at the College	↓	-0.11	2.33	2.44	NA
Library and library services	↓	-0.43	2.28	2.71	NA
Services for people with disabilities	↓	-0.38	2.20	2.58	NA
Co-operative Ed., practicum or workplace activities	↓	-0.10	2.50	2.60	NA

3 – Very
2 – Sometimes
1 – Not at all

How important are the following services to you?					
Academic and program advising/planning	↑	0.03	2.68	2.65	NA
Career or personal advising	↓	-0.12	2.65	2.77	NA
Peer or other tutoring	↓	-0.24	2.19	2.43	NA
Financial aid advising	↑	0.12	2.62	2.50	NA
Computers at the College	↑	0.36	2.54	2.18	NA
Library and library services	↓	-0.01	2.38	2.39	NA
Services for people with disabilities	↑	0.23	2.28	2.05	NA
Co-operative Ed., practicum or workplace activities	↑	0.38	2.67	2.29	NA

3 – Very
2 – Somewhat
1 – Not at all

Please rate the following statements that relate to your program.					
Students in my program have high academic aspirations.	↑	0.36	4.24	3.88	NA
Faculty members in my program have high expectations of students like me.	↑	0.34	4.69	4.35	NA
Faculty members in my program hold all students to high standards.	↑	0.21	4.39	4.18	NA
Students in my program help each other succeed.	↑	0.41	4.65	4.24	NA
Students in my program work hard to succeed academically.	↑	0.12	4.55	4.43	NA
My program has a strong commitment to success for all students.	↓	-0.13	4.54	4.67	NA

5 – Strongly Agree

1 – Strongly Disagree

Human Services Professional Program

During the previous 6 months, how many times have you done each of the following.	Change		2014	2013	2012
Attended a writing workshop (e.g. during orientation or at a special session)	↑	0.01	4.14	4.13	NA
Met with a tutor (received additional help outside the classroom)	↓	-0.12	4.36	4.48	NA
Wrote more than 20 pages (e.g. wrote a number of 5-page papers and/or multiple reports)	↓	-0.52	2.07	2.59	NA

1 – 0
2 – 1 to 2
3 – 2 to 3
4 – 4 to 5
5 – 5 to 6

How many hours in a typical school week have you spent doing the following?					
Attending classes/labs	↓	-0.77	3.08	3.85	NA
Studying (e.g. completing assignments)	↓	-0.18	3.71	3.89	NA
Using computer for schoolwork (in and out of class)	↓	-0.54	4.00	4.54	NA
Volunteering or helping others in the College or community	↓	-1.11	4.31	5.42	NA
Work that is related to your field of study (e.g. co-op education, practicum or part-time work)	↓	-1.27	3.93	5.20	NA
Work that is not related to your field of study	↑	0.15	5.27	5.12	NA

1 – 0
2 – 1 to 5
3 – 6 to 10
4 – 11 to 15
5 – 16 – 20
6 – 21 to 25
7 – Over 25

Which of the following have you done, are doing or do you plan to do while completing this program?					
Participated in a College Prep. Math Course	↓	-0.23	1.91	2.14	NA
Participated in a College Prep. Science Course	↓	-0.01	1.82	1.83	NA
Participated in a Study Skills course or workshop	↓	-0.59	2.27	2.86	NA
Participated in a College Prep. English course	↓	-0.55	2.29	2.84	NA

4 – Have done
3 – I would benefit from
2 – Have not done
1 – Would not benefit from

To what extent does this program do the following?					
Encourage you to spend significant amounts of time studying	↑	0.43	3.50	3.07	NA
Provide the support you need to successfully complete your program	↑	0.13	3.13	3.00	NA
Use computers in academic work	↑	0.44	3.27	2.83	NA

4 – Very Often
3 – Often
2 – Sometimes
1 – Very Little

Mark the box that best represents the quality of your relationships with people in your program.					
Other Students	↓	-0.28	3.93	4.21	NA
Instructors/Facilitators	↓	-0.39	4.20	4.59	NA
Administrative Personnel, Dept. Chair & Other Staff	↓	-0.45	3.93	4.38	NA

5 – Friendly, supportive, sense of belonging
1 – Unfriendly, unsupportive, alienating

To what extent has YOUR EXPERIENCE IN THIS COLLEGE contributed to your development in the following areas?					
Acquiring job or work-related knowledge and skills	↑	0.44	3.27	2.83	NA
Acquiring job or work-related attitudes and behaviors	↑	0.11	3.07	2.96	NA
Writing clearly and effectively	↑	0.13	3.13	3.00	NA
Speaking clearly and effectively	↑	0.14	3.14	3.00	NA
Listening effectively to others	↑	0.01	3.13	3.12	NA
Thinking critically and analytically	↑	0.12	3.40	3.28	NA
Solving problems more effectively	↑	0.12	3.33	3.21	NA
Learning effectively on your own	↑	0.09	3.27	3.18	NA
Working effectively with others	↑	0.17	3.40	3.23	NA
Understanding yourself	↓	-0.11	3.20	3.31	NA
Completing assignments	↑	0.02	3.47	3.45	NA
Understanding people of other racial or ethnic backgrounds	↑	0.29	3.53	3.24	NA
Developing better work habits	↑	0.02	3.27	3.25	NA

4 – Very much
3 – Quite a bit
2 – Some
1 – Little

How often do you use the following services at the College?					
Academic and program advising/planning	↑	0.17	2.00	1.83	NA
Career or personal advising	↑	0.36	2.00	1.64	NA
Peer or other tutoring	↓	-0.03	1.45	1.48	NA
Financial aid advising	↑	0.16	2.00	1.84	NA
Computers at the College	↑	0.36	2.21	1.85	NA
Library and library services	↑	0.57	2.42	1.85	NA
Services for people with disabilities	↑	0.17	1.70	1.53	NA
Co-operative Ed., practicum or workplace activities	↑	0.43	2.43	2.00	NA

3 – Rarely/Never
2 – Sometimes
1 – Often

How satisfied are you with the following services at Columbia College?					
Academic and program advising/planning	↓	-0.24	2.33	2.57	NA
Career or personal advising	↑	0.15	2.50	2.35	NA
Peer or other tutoring	↓	-0.10	2.00	2.10	NA
Financial aid advising	↓	-0.11	2.21	2.32	NA
Computers at the College	↑	0.18	2.43	2.25	NA
Library and library services	↑	0.15	2.38	2.23	NA
Services for people with disabilities	↑	0.08	2.43	2.35	NA
Co-operative Ed., practicum or workplace activities	↑	0.27	2.50	2.23	NA

3 – Very
2 – Sometimes
1 – Not at all

How important are the following services to you?					
Academic and program advising/planning	↑	0.24	2.80	2.56	NA
Career or personal advising	↑	0.12	2.80	2.68	NA
Peer or other tutoring	↓	-0.16	2.29	2.45	NA
Financial aid advising	↓	-0.05	2.73	2.78	NA
Computers at the College	↓	-0.15	2.27	2.42	NA
Library and library services	↑	0.06	2.60	2.54	NA
Services for people with disabilities	↑	0.25	2.40	2.15	NA
Co-operative Ed., practicum or workplace activities	↓	-0.06	2.64	2.70	NA

3 – Very
2 – Somewhat
1 – Not at all

Please rate the following statements that relate to your program.					
Students in my program have high academic aspirations.	↓	-0.06	3.67	3.73	NA
Faculty members in my program have high expectations of students like me.	↑	0.20	4.57	4.37	NA
Faculty members in my program hold all students to high standards.	↑	0.36	4.40	4.04	NA
Students in my program help each other succeed.	↓	-0.09	3.60	3.69	NA
Students in my program work hard to succeed academically.	↓	-0.29	3.80	4.09	NA
My program has a strong commitment to success for all students.	↓	-0.36	4.00	4.36	NA

5 – Strongly Agree

1 – Strongly Disagree

Integrated Training Programs

During the previous 6 months, how many times have you done each of the following.	Change		2014	2013	2012
Attended a writing workshop (e.g. during orientation or at a special session)	↓	-1.01	2.90	3.91	NA
Met with a tutor (received additional help outside the classroom)	↑	0.29	4.20	3.91	NA
Wrote more than 20 pages (e.g. wrote a number of 5-page papers and/or multiple reports)	↑	0.24	3.41	3.17	NA

1 – 0
2 – 1 to 2
3 – 2 to 3
4 – 4 to 5
5 – 5 to 6

How many hours in a typical school week have you spent doing the following?					
Attending classes/labs	↓	-2.01	2.46	4.47	NA
Studying (e.g. completing assignments)	↓	-0.25	4.32	4.57	NA
Using computer for schoolwork (in and out of class)	↓	-0.32	4.23	4.55	NA
Volunteering or helping others in the College or community	↑	0.06	6.00	5.94	NA
Work that is related to your field of study (e.g. co-op education, practicum or part-time work)	↑	1.16	6.58	5.42	NA
Work that is not related to your field of study	↑	0.40	6.40	6.00	NA

1 – 0
2 – 1 to 5
3 – 6 to 10
4 – 11 to 15
5 – 16 – 20
6 – 21 to 25
7 – Over 25

Which of the following have you done, are doing or do you plan to do while completing this program?					
Participated in a College Prep. Math Course	↓	-0.27	2.04	2.31	NA
Participated in a College Prep. Science Course	↓	-0.06	2.05	2.11	NA
Participated in a Study Skills course or workshop	↓	-0.19	2.38	2.57	NA
Participated in a College Prep. English course	↑	0.29	2.71	2.42	NA

4 – Have done
3 – I would benefit from
2 – Have not done
1 – Would not benefit from

To what extent does this program do the following?					
Encourage you to spend significant amounts of time studying	↑	0.23	3.52	3.29	NA
Provide the support you need to successfully complete your program	↑	0.10	3.54	3.44	NA
Use computers in academic work	↑	0.11	3.20	3.09	NA

4 – Very Often
3 – Often
2 – Sometimes
1 – Very Little

Mark the box that best represents the quality of your relationships with people in your program.					
Other Students	↓	-0.26	4.71	4.97	NA
Instructors/Facilitators	↓	-0.07	4.56	4.63	NA
Administrative Personnel, Dept. Chair & Other Staff	↓	-0.06	4.65	4.71	NA

5 – Friendly, supportive, sense of belonging
1 – Unfriendly, unsupportive, alienating

To what extent has YOUR EXPERIENCE IN THIS COLLEGE contributed to your development in the following areas?					
Acquiring job or work-related knowledge and skills	↔	0.00	3.68	3.68	NA
Acquiring job or work-related attitudes and behaviors	↑	0.07	3.71	3.64	NA
Writing clearly and effectively	↑	0.05	3.52	3.47	NA
Speaking clearly and effectively	↑	0.04	3.55	3.51	NA
Listening effectively to others	↑	0.05	3.62	3.57	NA
Thinking critically and analytically	↑	0.04	3.51	3.47	NA
Solving problems more effectively	↓	-0.03	3.49	3.52	NA
Learning effectively on your own	↑	0.18	3.62	3.44	NA
Working effectively with others	↑	0.06	3.58	3.52	NA
Understanding yourself	↓	-0.12	3.58	3.70	NA
Completing assignments	↑	0.03	3.61	3.58	NA
Understanding people of other racial or ethnic backgrounds	↑	0.32	3.55	3.23	NA
Developing better work habits	↑	0.21	3.68	3.47	NA

4 – Very much
3 – Quite a bit
2 – Some
1 – Little

How often do you use the following services at the College?					
Academic and program advising/planning	↓	-0.06	2.09	2.15	NA
Career or personal advising	↓	-0.11	2.10	2.21	NA
Peer or other tutoring	↓	-0.33	1.82	2.15	NA
Financial aid advising	↓	-0.06	2.06	2.12	NA
Computers at the College	↓	-0.40	2.27	2.67	NA
Library and library services	↓	-0.29	1.92	2.21	NA
Services for people with disabilities	↓	-0.33	1.78	2.11	NA
Co-operative Ed., practicum or workplaced activities	↓	-0.29	2.23	2.52	NA

3 – Rarely/Never
2 – Sometimes
1 – Often

How satisfied are you with the following services at Columbia College?					
Academic and program advising/planning	↑	0.11	2.64	2.53	NA
Career or personal advising	↑	0.03	2.55	2.52	NA
Peer or other tutoring	↓	-0.01	2.42	2.43	NA
Financial aid advising	↓	-0.08	2.31	2.39	NA
Computers at the College	↓	-0.09	2.62	2.71	NA
Library and library services	↓	-0.19	2.42	2.61	NA
Services for people with disabilities	↓	-0.09	2.24	2.33	NA
Co-operative Ed., practicum or workplace activities	↑	0.02	2.56	2.54	NA

3 – Very
2 – Sometimes
1 – Not at all

How important are the following services to you?					
Academic and program advising/planning	↑	0.27	2.86	2.59	NA
Career or personal advising	↑	0.07	2.75	2.68	NA
Peer or other tutoring	↓	-0.22	2.41	2.63	NA
Financial aid advising	↑	0.02	2.68	2.66	NA
Computers at the College	↓	-0.14	2.79	2.93	NA
Library and library services	↓	-0.18	2.67	2.85	NA
Services for people with disabilities	↑	0.33	2.54	2.21	NA
Co-operative Ed., practicum or workplace activities	↓	-0.08	2.59	2.67	NA

3 – Very
2 – Somewhat
1 – Not at all

Please rate the following statements that relate to your program.					
Students in my program have high academic aspirations.	↓	-0.10	4.22	4.32	NA
Faculty members in my program have high expectations of students like me.	↑	0.07	4.55	4.48	NA
Faculty members in my program hold all students to high standards.	↓	-0.02	4.27	4.29	NA
Students in my program help each other succeed.	↓	-0.01	4.47	4.48	NA
Students in my program work hard to succeed academically.	↑	0.02	4.52	4.50	NA
My program has a strong commitment to success for all students.	↑	0.07	4.62	4.55	NA

5 – Strongly
Agree

1 – Strongly
Disagree

LINC

Does your program do the following:	Change		2014	2013	2012
Show you how to study and do homework	↔	-	89%	NA	NA
Give you the help you need to finish the program	↔	-	83%	NA	NA
Give you time to work on computers.	↔	-	95%	NA	NA

Please rate the following statements about your program.					
English textbooks are...	↔	-	92%	NA	NA
Students have high goals for their education.	↔	-	91%	NA	NA
Facilitators want students to do well.	↔	-	93%	NA	NA
Facilitators set high goals for me.	↔	-	86%	NA	NA
Students help each other do well.	↔	-	90%	NA	NA
Students work hard to do well in school.	↔	-	85%	NA	NA
Facilitators are helpful.	↔	-	91%	NA	NA
Facilitators are friendly.	↔	-	95%	NA	NA

How much has your experience at Columbia College helped you in the following areas?					
Getting job or work-related knowledge	↔	-	89%	NA	NA
Improving job or work-related attitudes	↔	-	84%	NA	NA
Writing clearly	↔	-	92%	NA	NA
Speaking clearly	↔	-	88%	NA	NA
Improving your listening skills	↔	-	92%	NA	NA
Improving your thinking skills	↔	-	88%	NA	NA
Learning to solve problems	↔	-	82%	NA	NA

Learning on your own	↔	-	88%	NA	NA
Working with others	↔	-	88%	NA	NA
Understanding yourself better	↔	-	89%	NA	NA
Meeting deadlines	↔	-	84%	NA	NA
Understanding people from different countries	↔	-	89%	NA	NA
Learning study skills	↔	-	93%	NA	NA

How often do you use the following services at the College?					
Personal advice	↔	-	73%	NA	NA
Tutoring	↔	-	66%	NA	NA
Career advising	↔	-	68%	NA	NA
Computer work areas (not during class)	↔	-	70%	NA	NA
Services for people with disabilities	↔	-	65%	NA	NA

How satisfied are you with the following services at Columbia College?					
Personal advice	↔	-	80%	NA	NA
Tutoring	↔	-	78%	NA	NA
Career advising	↔	-	72%	NA	NA
Computer work areas (not during class)	↔	-	81%	NA	NA
Services for people with disabilities	↔	-	75%	NA	NA

How important are the following services at Columbia College to you?					
Personal advice	↔	-	90%	NA	NA
Tutoring	↔	-	89%	NA	NA

Career advising	↔	-	90%	NA	NA
Computer work areas (not during class)	↔	-	92%	NA	NA
Services for people with disabilities	↔	-	90%	NA	NA
Total Average Percentage:	↔	-	85%	NA	NA

Practical Nurse Program

During the previous 6 months, how many times have you done each of the following.	Change		2014	2013	2012
Attended a writing workshop (e.g. during orientation or at a special session)	↑	0.27	4.33	4.06	NA
Met with a tutor (received additional help outside the classroom)	↑	0.37	4.69	4.32	NA
Wrote more than 20 pages (e.g. wrote a number of 5-page papers and/or multiple reports)	↓	-0.60	1.92	2.52	NA

1 – 0
 2 – 1 to 2
 3 – 2 to 3
 4 – 4 to 5
 5 – 5 to 6

How many hours in a typical school week have you spent doing the following?					
Attending classes/labs	↑	0.73	2.52	1.79	NA
Studying (e.g. completing assignments)	↑	0.07	2.75	2.68	NA
Using computer for schoolwork (in and out of class)	↑	0.32	3.43	3.11	NA
Volunteering or helping others in the College or community	↑	1.26	6.09	4.83	NA
Work that is related to your field of study (e.g. co-op education, practicum or part-time work)	↓	-0.51	3.64	4.15	NA
Work that is not related to your field of study	↓	-0.65	5.65	6.30	NA

1 – 0
 2 – 1 to 5
 3 – 6 to 10
 4 – 11 to 15
 5 – 16 – 20
 6 – 21 to 25
 7 – Over 25

Which of the following have you done, are doing or do you plan to do while completing this program?					
Participated in a College Prep. Math Course	↑	0.12	3.73	3.61	NA
Participated in a College Prep. Science Course	↓	-0.05	3.45	3.50	NA
Participated in a Study Skills course or workshop	↑	0.14	3.72	3.58	NA
Participated in a College Prep. English course	↓	-0.18	3.62	3.80	NA

4 – Have done
 3 – I would benefit from
 2 – Have not done
 1 – Would not benefit from

To what extent does this program do the following?					
Encourage you to spend significant amounts of time studying	↑	0.02	3.88	3.86	NA
Provide the support you need to successfully complete your program	↓	-0.17	3.31	3.48	NA
Use computers in academic work	↓	-0.16	3.55	3.71	NA

4 – Very Often
 3 – Often
 2 – Sometimes
 1 – Very Little

Mark the box that best represents the quality of your relationships with people in your program.					
Other Students	↓	-0.26	4.69	4.95	NA
Instructors/Facilitators	↓	-0.32	4.30	4.62	NA
Administrative Personnel, Dept. Chair & Other Staff	↓	-0.74	3.70	4.44	NA

5 – Friendly, supportive, sense of belonging
1 – Unfriendly, unsupportive, alienating

To what extent has YOUR EXPERIENCE IN THIS COLLEGE contributed to your development in the following areas?					
Acquiring job or work-related knowledge and skills	↓	-0.14	3.68	3.82	NA
Acquiring job or work-related attitudes and behaviors	↓	-0.18	3.63	3.81	NA
Writing clearly and effectively	↓	-0.08	3.55	3.63	NA
Speaking clearly and effectively	↓	-0.28	3.49	3.77	NA
Listening effectively to others	↓	-0.31	3.54	3.85	NA
Thinking critically and analytically	↓	-0.22	3.64	3.86	NA
Solving problems more effectively	↓	-0.20	3.61	3.81	NA
Learning effectively on your own	↓	-0.08	3.65	3.73	NA
Working effectively with others	↓	-0.27	3.63	3.90	NA
Understanding yourself	↓	-0.13	3.63	3.76	NA
Completing assignments	↓	-0.21	3.68	3.89	NA
Understanding people of other racial or ethnic backgrounds	↓	-0.27	3.63	3.90	NA
Developing better work habits	↓	-0.21	3.69	3.90	NA

4 – Very much
3 – Quite a bit
2 – Some
1 – Little

How often do you use the following services at the College?					
Academic and program advising/planning	↓	-0.21	1.79	2.00	NA
Career or personal advising	↓	-0.11	1.64	1.75	NA
Peer or other tutoring	↓	-0.32	1.63	1.95	NA
Financial aid advising	↓	-0.06	1.88	1.94	NA
Computers at the College	↓	-0.04	1.90	1.94	NA
Library and library services	↔	0.00	1.94	1.94	NA
Services for people with disabilities	↓	-0.48	1.27	1.75	NA
Co-operative Ed., practicum or workplace activities	↓	-0.02	2.31	2.33	NA

3 – Rarely/Never
2 – Sometimes
1 – Often

How satisfied are you with the following services at Columbia College?					
Academic and program advising/planning	↓	-0.25	2.25	2.50	NA
Career or personal advising	↓	-0.25	2.25	2.50	NA
Peer or other tutoring	↓	-0.31	2.29	2.60	NA
Financial aid advising	↓	-0.20	2.41	2.61	NA
Computers at the College	↑	0.04	2.10	2.06	NA
Library and library services	↓	-0.18	1.94	2.12	NA
Services for people with disabilities	↓	-0.26	2.03	2.29	NA
Co-operative Ed., practicum or workplace activities	↓	-0.02	2.54	2.56	NA

3 – Very
2 – Sometimes
1 – Not at all

How important are the following services to you?					
Academic and program advising/planning	↓	-0.08	2.60	2.68	NA
Career or personal advising	↓	-0.11	2.47	2.58	NA
Peer or other tutoring	↑	0.08	2.40	2.32	NA
Financial aid advising	↓	-0.13	2.54	2.67	NA
Computers at the College	↑	0.04	2.39	2.35	NA
Library and library services	↓	-0.04	2.43	2.47	NA
Services for people with disabilities	↓	-0.26	2.00	2.26	NA
Co-operative Ed., practicum or workplace activities	↓	-0.12	2.71	2.83	NA

3 – Very
2 – Somewhat
1 – Not at all

Please rate the following statements that relate to your program.					
Students in my program have high academic aspirations.	↓	-0.29	4.60	4.89	NA
Faculty members in my program have high expectations of students like me.	↓	-0.17	4.67	4.84	NA
Faculty members in my program hold all students to high standards.	↓	-0.33	4.41	4.74	NA
Students in my program help each other succeed.	↓	-0.21	4.68	4.89	NA
Students in my program work hard to succeed academically.	↓	-0.05	4.58	4.63	NA
My program has a strong commitment to success for all students.	↓	-0.21	4.57	4.78	NA

5 – Strongly Agree

1 – Strongly Disagree

Non-Facilitational Staff

Introduction:

The “Non-Facilitational Staff” survey was designed to gather relevant information associated with the current level of satisfaction of staff at Columbia College.

This survey was conducted in June 2014. There were 73 invitations sent out to non-instructional staff to fill out the annual survey. 27 responses were returned, for a response rate of 37%.

Legend:

5 =Extremely Satisfied 4 =Very Satisfied 3 =Satisfied 2 =Limited Satisfaction 1 =Not Satisfied No Value = No comment

Professional Approach		Change		2014	2013	2012
1.1	I know what is expected of me	↓	-0.4	4.2	4.6	4.1
1.2	I am provided with the basic materials, equipment, and work environment, needed to do my work	↓	-0.4	4.0	4.4	3.9
1.3	my supervisor tries to provide me with an opportunity to do what I do best every day	↓	-0.2	4.4	4.6	4.3
1.4	in the last few weeks, I have received recognition and/or praise from someone for doing good work	↑	0.3	4.2	3.9	4.2
1.5	my supervisor, or someone at work, seems to care about me as a person	↓	-0.3	4.4	4.7	4.3
1.6	there is at least one person at work who encourages my development	↓	-0.1	4.4	4.5	4.3
1.7	at work, my opinion seems to count	↓	-0.1	4.3	4.4	4.1
1.8	the purpose of my program or department makes me feel what I do is important	↓	-0.1	4.5	4.6	4.4
1.9	my fellow employees are committed to providing quality work	↓	-0.3	4.0	4.3	4.1
1.10	I have a close or best friend at work	↓	-0.2	3.8	4.0	3.9
1.11	in the last six months someone has indicated how I am progressing/performing	↑	0.3	4.3	4.0	3.9
1.12	this last year, I have had opportunities to learn and grow at work	↔	0.0	4.4	4.4	4.1
1.13	I feel I can properly handle my work load	↔	0.0	4.3	4.3	3.9
1.14	I feel my compensation including salary and benefits is fair and competitive with similar positions in other organizations	↓	-0.2	3.6	3.8	3.4
1.15	overall I am satisfied with my position	↔	0.0	4.3	4.3	4.0

Your Current Program / Department					
2.1 communication within my department	↓	-0.1	4.4	4.5	4.0
2.2 department atmosphere, climate, culture	↓	-0.2	4.2	4.4	4.1
2.3 my level of satisfaction with the lighting in the classroom/lab/office (i.e. overhead lights, natural outside light) what location are you referring to: (Enter in comments at end of survey)	↑	0.2	3.9	3.7	3.5
2.4 my level of satisfaction with the temperature in the classroom/lab/office (i.e. heat, air conditioning) what location are you referring to: (Enter in comments at end of survey)	↑	0.5	3.6	3.1	3.2
2.5 design method of operating within my department	↔	0.0	4.1	4.1	3.8
2.6 direction and development of program and/or services in my department	↔	0.0	4.2	4.2	3.8
2.7 calibre of students enrolled	↓	-0.1	3.6	3.7	3.5
2.8 relevancy and currency of courses and their related material	↓	-0.1	3.9	4.0	3.9
2.9 classroom furnishings and equipment	↑	0.2	3.7	3.5	3.7
2.10 computer lab equipment and software	↑	0.2	3.9	3.7	3.7
2.11 practicum/clinical/cooperative education component of program	↓	-0.2	3.9	4.1	4.1
2.12 program ability to produce competent graduates employers value	↔	0.0	4.0	4.0	4.1
2.13 my program's or department's overall operation	↓	-0.1	4.2	4.3	4.0

The Program/Department Manager/Chairperson					
3.1 provides opportunities for me to be involved as an active team member (meetings, document review, feedback, problem solving)	↓	-0.2	4.5	4.7	4.4
3.2 listens to my suggestions for improvement	↔	0.0	4.5	4.5	4.4
3.3 displays positive energy, drive and enthusiasm	↓	-0.2	4.5	4.7	4.5
3.4 keeps me informed of changes in the department and the college	↓	-0.2	4.5	4.7	4.3
3.5 supports, coaches, advises and guides me	↓	-0.2	4.4	4.6	4.5
3.6 treats me with respect, sincerity and dignity	↔	0.0	4.7	4.7	4.7
3.7 displays efficiency, effectiveness and organizational skills	↓	-0.2	4.5	4.7	4.4
3.8 provides effective leadership, vision, and direction for the department	↓	-0.3	4.4	4.7	4.4
3.9 overall performance of manager/chairperson	↓	-0.1	4.6	4.7	4.6

The Program/Department Assistant Manager/Chairperson (If Applicable)					
4.1 provides opportunities for me to be involved as an active team member (meetings, document review, feedback, problem solving)	↑	0.2	4.6	4.4	4.5
4.2 listens to my suggestions for improvement	↔	0.0	4.4	4.4	4.4
4.3 displays positive energy, drive and enthusiasm	↓	-0.1	4.5	4.6	4.4
4.4 keeps me informed of changes in the department and the college	↓	-0.2	4.4	4.6	4.4
4.5 supports, coaches, advises and guides me	↔	0.0	4.5	4.5	4.4
4.6 treats me with respect, sincerity and dignity	↓	-0.1	4.5	4.6	4.4
4.7 displays efficiency, effectiveness and organizational skills	↑	0.1	4.5	4.4	4.4
4.8 overall performance of unit supervisor	↑	0.1	4.5	4.4	4.4

Unit Supervisor (if applicable)					
5.1 provides opportunities for me to be involved as an active team member (meetings, document review, feedback, problem solving)	↑	0.6	5.0	4.4	4.5
5.2 listens to my suggestions for improvement	↑	0.4	5.0	4.6	4.0
5.3 displays positive energy, dive and enthusiasm	↑	0.4	5.0	4.6	4.2
5.4 keeps me informed of changes in the department and the college	↑	0.3	4.7	4.4	4.2
5.5 supports, coaches, advises and guides me	↑	0.2	4.7	4.5	4.1
5.6 treats me with respect, sincerity and dignity	↑	0.5	5.0	4.5	4.3
5.7 displays efficiency, effectiveness and organizational skills	↑	0.6	5.0	4.4	4.3
5.8 overall performance of assistant manager/coordinator	↑	0.6	5.0	4.4	4.3

President					
6.1 seeks my input in college decisions (e.g. e-mail, surveys, requesting feedback to draft documents/materials made available by the Department Manager/Chair)	↓	-0.1	4.4	4.5	4.1
6.2 displays positive energy, drive and enthusiasm	↓	-0.2	4.5	4.7	4.7
6.3 keeps me informed of college changes (e.g. e-mail, minutes of AC meetings, newsletters, and other communication through the Department Manager/Chair)	↓	-0.2	4.5	4.7	4.1
6.4 supports, coaches, advises and guides me when I request said help	↑	0.1	4.8	4.7	4.5
6.5 treats me with respect, sincerity and dignity	↔	0.0	4.7	4.7	4.6
6.6 displays efficiency, effectiveness and organizational skills	↔	0.0	4.7	4.7	4.5
6.7 provides effective college leadership, vision, and direction for the college	↔	0.0	4.7	4.7	4.6

6.8 overall performance of the President	↓	-0.1	4.6	4.7	4.5
College As A Whole					
7.1 communication in the college as a whole (e.g. written memos, documents, manuals, policies, procedures, e-mails, newsletters, annual kick-offs, etc.)	↔	0.0	4.2	4.2	3.9
7.2 atmosphere of college (positive, friendly, supportive, helpful)	↓	-0.2	4.2	4.4	4.1
7.3 co-operation within the college (support, advice, assistance, teamwork)	↔	0.0	4.2	4.2	3.9
7.4 if a health related problem is reported, something is done about it	↔	0.0	4.2	4.2	3.9
7.5 if a safety related problem is reported, something is done about it	↔	0.0	4.2	4.2	3.9
7.6 reception services in student services	↓	-0.2	4.2	4.4	4.2
7.7 registrar's office (e.g. student registration, student records, student attendance, student graduation)	↓	-0.6	4.0	4.6	4.1
7.8 student services (admission advisors, student selection, student orientation)	↓	-0.2	4.1	4.3	3.9
7.9 marketing department services (promotion, presentations, advertising, website presentation, website content, academic calendar, open house, events)	↑	0.3	4.3	4.0	3.7
7.10 accounting department services	↑	0.1	4.3	4.2	4.0
7.11 library area and services	↔	0.0	4.1	4.1	3.8
7.12 college janitorial and cleaning services	↑	0.4	3.9	3.5	3.7
7.13 college maintenance services (eg. painting, repairs and minor renovations)	↑	0.3	3.6	3.3	3.4
7.14 facility manager services	↑	0.1	4.4	4.3	4.3
7.15 computer technical support services (IT)	↑	0.3	4.4	4.1	4.0
7.16 the overall operation of the college	↔	0.0	4.1	4.1	4.0
Net Increases/Decreases:	↑	0.6			
Total Average Percentage:	↑	0.1%	86.7%	86.6%	82.6%

Facilitational Staff

Introduction:

The “Facilitational Staff” survey was designed to gather relevant information associated with the current level of satisfaction of staff at Columbia College.

This survey was conducted in June 2014. There were 77 invitations sent out to Facilitational staff to fill out the annual survey. 24 responses were returned, for a response rate of 31%.

Legend:

5 =Extremely Satisfied 4 =Very Satisfied 3 =Satisfied 2 =Limited Satisfaction 1 =Not Satisfied No Value = No comment

Professional Approach		Change		2014	2013	2012
1.1	I know what is expected of me	↑	0.4	4.5	4.1	4.7
1.2	I am provided with the basic materials, equipment, and work environment, needed to do my work	↑	0.9	4.5	3.6	3.9
1.3	my supervisor tries to provide me with an opportunity to do what I do best every day	↑	0.4	4.6	4.2	4.5
1.4	in the last few weeks, I have received recognition and/or praise from someone for doing good work	↑	0.7	4.5	3.8	4.1
1.5	my supervisor, or someone at work, seems to care about me as a person	↑	0.6	4.7	4.1	4.4
1.6	there is at least one person at work who encourages my development	↑	0.9	4.6	3.7	3.9
1.7	at work, my opinion seems to count	↑	0.4	4.3	3.9	4.1
1.8	the purpose of my program or department makes me feel what I do is important	↑	0.4	4.6	4.2	4.6
1.9	my fellow employees are committed to providing quality work	↑	0.3	4.3	4.0	4.2
1.10	I have a close or best friend at work	↑	0.3	3.5	3.2	4.0
1.11	in the last six months someone has indicated how I am progressing/performing	↑	0.6	4.3	3.7	4.0
1.12	this last year, I have had opportunities to learn and grow at work	↑	0.4	4.3	3.9	3.8
1.13	I feel I can properly handle my work load	↑	0.4	4.4	4.0	4.5
1.14	I feel my compensation including salary and benefits is fair and competitive with similar positions in other organizations	↑	0.5	3.8	3.3	3.5
1.15	overall I am satisfied with my position	↑	0.3	4.2	3.9	4.1

Your Current Program / Department					
2.1 communication within my department	↑	0.5	4.2	3.7	3.9
2.2 department atmosphere, climate, culture	↑	0.5	4.3	3.8	3.7
2.3 my level of satisfaction with the lighting in the classroom/lab/office (i.e. overhead lights, natural outside light) what location are you referring to: (Enter in comments at end of survey)	↑	0.3	4.1	3.8	3.5
2.4 my level of satisfaction with the temperature in the classroom/lab/office (i.e. heat, air conditioning) what location are you referring to: (Enter in comments at end of survey)	↑	0.5	3.7	3.2	2.5
2.5 design method of operating within my department	↑	0.3	4.0	3.7	3.8
2.6 direction and development of program and/or services in my department	↑	0.3	4.0	3.7	3.7
2.7 calibre of students enrolled	↑	0.4	3.5	3.1	2.9
2.8 relevancy and currency of courses and their related material	↑	0.6	4.3	3.7	4.0
2.9 classroom furnishings and equipment	↑	0.6	3.7	3.1	3.1
2.10 computer lab equipment and software	↑	0.3	4.1	3.8	3.5
2.11 practicum/clinical/cooperative education component of program	↑	0.3	3.9	3.6	3.7
2.12 program ability to produce competent graduates employers value	↑	0.7	4.1	3.4	3.7
2.13 my program's or department's overall operation	↑	0.4	4.2	3.8	4.0

The Program/Department Manager/Chairperson					
3.1 provides opportunities for me to be involved as an active team member (meetings, document review, feedback, problem solving)	↑	0.6	4.6	4.0	4.2
3.2 listens to my suggestions for improvement	↑	0.2	4.5	4.3	4.4
3.3 displays positive energy, drive and enthusiasm	↑	0.3	4.5	4.2	4.4
3.4 keeps me informed of changes in the department and the college	↑	0.4	4.5	4.1	4.3
3.5 supports, coaches, advises and guides me	↑	0.4	4.4	4.0	4.1
3.6 treats me with respect, sincerity and dignity	↑	0.2	4.7	4.5	4.7
3.7 displays efficiency, effectiveness and organizational skills	↑	0.2	4.5	4.3	4.4
3.8 provides effective leadership, vision, and direction for the department	↑	0.2	4.5	4.3	4.3
3.9 overall performance of manager/chairperson	↑	0.3	4.6	4.3	4.3

The Program/Department Assistant Manager/Chairperson (If Applicable)					
4.1 provides opportunities for me to be involved as an active team member (meetings, document review, feedback, problem solving)	↓	-0.5	3.6	4.1	4.5
4.2 listens to my suggestions for improvement	↓	-0.5	3.6	4.1	4.4
4.3 displays positive energy, drive and enthusiasm	↓	-0.2	3.6	3.8	4.6
4.4 keeps me informed of changes in the department and the college	↓	-0.4	3.6	4.0	4.4
4.5 supports, coaches, advises and guides me	↓	-0.6	3.5	4.1	4.5
4.6 treats me with respect, sincerity and dignity	↓	-0.7	3.7	4.4	4.7
4.7 displays efficiency, effectiveness and organizational skills	↓	-0.6	3.6	4.2	4.6
4.8 overall performance of unit supervisor	↓	-0.5	3.6	4.1	4.5

Unit Supervisor (if applicable)					
5.1 provides opportunities for me to be involved as an active team member (meetings, document review, feedback, problem solving)	↓	-1.0	3.3	4.3	3.5
5.2 listens to my suggestions for improvement	↓	-0.3	4.0	4.3	3.8
5.3 displays positive energy, dive and enthusiasm	↑	0.3	4.3	4.0	3.5
5.4 keeps me informed of changes in the department and the college	↓	-0.3	3.7	4.0	3.3
5.5 supports, coaches, advises and guides me	↑	0.5	4.5	4.0	3.3
5.6 treats me with respect, sincerity and dignity	↓	-0.4	4.3	4.7	3.8
5.7 displays efficiency, effectiveness and organizational skills	↑	0.6	4.3	3.7	3.8
5.8 overall performance of assistant manager/coordinator	↔	0.0	4.0	4.0	3.8

President					
6.1 seeks my input in college decisions (e.g. e-mail, surveys, requesting feedback to draft documents/materials made available by the Department Manager/Chair)	↑	0.4	4.2	3.8	3.9
6.2 displays positive energy, drive and enthusiasm	↑	0.6	4.7	4.1	4.5
6.3 keeps me informed of college changes (e.g. e-mail, minutes of AC meetings, newsletters, and other communication through the Department Manager/Chair)	↑	0.6	4.5	3.9	3.8
6.4 supports, coaches, advises and guides me when I request said help	↑	0.5	4.3	3.8	4.1
6.5 treats me with respect, sincerity and dignity	↑	0.5	4.8	4.3	4.2
6.6 displays efficiency, effectiveness and organizational skills	↑	0.6	4.6	4.0	4.3
6.7 provides effective college leadership, vision, and direction for the college	↑	0.3	4.5	4.2	4.3

6.8 overall performance of the President	↑	0.4	4.5	4.1	4.3
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College As A Whole					
7.1 communication in the college as a whole (e.g. written memos, documents, manuals, policies, procedures, e-mails, newsletters, annual kick-offs, etc.)	↑	0.4	4.1	3.7	3.8
7.2 atmosphere of college (positive, friendly, supportive, helpful)	↑	0.2	4.0	3.8	4.0
7.3 co-operation within the college (support, advice, assistance, teamwork)	↑	0.5	4.0	3.5	4.0
7.4 if a health related problem is reported, something is done about it	↔	0.0	4.2	3.8	4.0
7.5 if a safety related problem is reported, something is done about it	↔	0.0	4.1	3.6	4.0
7.6 reception services in student services	↑	0.6	4.5	3.9	4.2
7.7 registrar's office (e.g. student registration, student records, student attendance, student graduation)	↑	0.4	4.2	3.8	3.9
7.8 student services (admission advisors, student selection, student orientation)	↑	0.5	3.9	3.4	3.9
7.9 marketing department services (promotion, presentations, advertising, website presentation, website content, academic calendar, open house, events)	↑	0.7	4.3	3.6	3.9
7.10 accounting department services	↑	0.4	4.2	3.8	4.2
7.11 library area and services	↑	0.8	4.3	3.5	3.8
7.12 college janitorial and cleaning services	↑	0.5	3.6	3.1	3.3
7.13 college maintenance services (eg. painting, repairs and minor renovations)	↑	0.7	3.3	2.6	2.9
7.14 facility manager services	↑	0.5	4.1	3.6	3.9
7.15 computer technical support services (IT)	↑	0.1	4.0	3.9	4.4
7.16 the overall operation of the college	↑	0.4	4.0	3.6	3.8
Net Increases/Decreases:	↑	21.8			
Total Average Percentage:	↑	0.3	4.2	3.9	4.0

Employers of Practicum Students

Introduction:

The “Employers of Practicum Students” survey was designed to gather relevant information from the employers of students who completed a final practicum from Columbia College throughout the year (from the period of September 1st, 2013 – August 31st, 2014).

SURVEY CATEGORY	Number of Surveys
Pre-Career Work Experience Evaluations (Academic Upgrading / ESL / Integrated Training)	20
Professional Programs Combined (BM/CJ/HSP)	52
Community Support Services Department – Employment Program	0
Criminal Justice Department	19
Dental Assistant Program	27
Human Services Professional Department	34
Business Management Department	7
Health Care Aide / IT-Health Care Aide	27
Practical Nurse	64
TOTAL:	250

** These programs did not have a survey component as part of their final practicum course skills evaluation used in 2013/2014. This survey component will be included in all final practicum courses for the 2012/2013 survey year.*

Student Performance Reviews from Employers					
<i>Pre-Career Work Experience Evaluations</i>		Change	2013-2014	2012-2013	2011-2012
Legend:					
5 =Exceptional 4 =Very Good 3 =Good 2 =Marginal 1 =Poor No Value = No comment					
1. Approaches work in a pleasant, co-operative, and positive way.	↓	-0.1	4.3	4.4	4.2
2. Presents an appropriate appearance regarding dress, grooming and hygiene.	↑	0.1	4.5	4.4	4.1
3. Demonstrates effective level of listening, speaking, and writing skills for the occupation.	↓	-0.2	3.7	3.9	3.4
4. Treats others in an equal, fair and just manner regardless of race or cultural origin.	↓	-0.1	4.6	4.7	4.2
5. Speaks to others in a sincere, respectful, and polite manner. Offers support, assistance, and help to others when appropriate.	↓	-0.2	4.3	4.5	4.2
6. Offers support, assistance, and help to others when appropriate.	↔	0.0	4.2	4.2	3.7
7. Displays an appropriate level of self-confidence and maintains a positive attitude, energy and drive.	↑	0.1	4.3	4.2	3.9
8. Exhibits a high level of motivation to learn and grow.	↑	0.3	4.1	3.8	3.6
9. Takes direction and follows through appropriately.	↓	-0.1	4.0	4.1	3.6
10. Handles constructive criticism in a proper manner and admits mistakes and learns from them.	↔	0.0	4.2	4.2	3.5
11. Displays sensitivity to confidential issues.	↔	0.0	4.4	4.4	3.7
12. Demonstrates a high level of morals, ethics, and honesty.	↓	-0.5	3.9	4.4	4
13. Effectively deals with change and unexpected situations.	↑	0.2	3.9	3.7	3.7
14. Handles stress in an appropriate manner.	↑	0.1	4.0	3.9	3.9
15. Deals with negative situations in a proper manner. (conflict resolution)	↑	0.2	4.1	3.9	3.4
16. Demonstrates physical ability to keep up with the demand of work.	↑	0.1	4.3	4.2	4
17. Demonstrates proper concern for a safe and secure work environment.	↔	0.0	4.4	4.4	3.9
18. Displays an appropriate level of team work and cooperation with others.	↑	0.1	4.3	4.2	3
19. Displays genuine interest in the needs of customer.	↑	0.1	4.1	4.0	3.7
20. Selects the most appropriate tools (equipment, devices) to complete a task as well as uses supplies and resources in an appropriate manner.	↑	0.3	4.1	3.8	3.4
21. Functions well with a limited level of supervision, yet understands their limitations and seeks appropriate assistance.	↑	0.2	4.1	3.9	3.3
22. Maintains a properly organized work area and completes assigned duties in a reasonable period. (time management)	↑	0.3	4.3	4.0	3.8

Student Performance Reviews from Employers					
<i>Pre-Career Work Experience Evaluations</i>	Change		2013-2014	2012-2013	2011-2012
23. Supports and/or contributes to continuous improvement and is committed to quality and takes pride in one's work.	↑	0.3	4.2	3.9	3.5
24. Is effective at identifying root causes and selecting appropriate solutions to problems.	↑	0.1	3.6	3.5	3.5
25. Displays initiative by offering to take on additional work when assigned responsibilities are completed.	↑	0.1	3.8	3.7	3.3
26. Demonstrates leadership by assessing changing circumstances and establishing new priorities or appropriate actions.	↑	0.1	3.7	3.6	2.9
Net Increases/Decreases:	↑	1.5			
Total Average Percentage:	↑	1.5%	82.6%	81.1%	73.4%

Student Performance Reviews from Employers						
All Professional Programs – CJ/BM/HSP		Change	2013-2014	2012-2013	2011-2012	
Legend:						
5 =Exceptional 4 =Very Good 3 =Good 2 =Marginal 1 =Poor No Value = No comment						
1 Workplace Behaviour						
1.1	Approaches work in a professional, pleasant, co-operative, and positive way and presents a professional appearance regarding dress and hygiene.	↓	-0.2	4.6	4.8	4.5
1.2	Treats others in an equal, fair and just manner regardless of race or cultural origin and speaks to others in a sincere, respectful, and polite manner.	↓	-0.1	4.6	4.7	4.6
1.3	Displays appropriate level of self-confidence and offers support, assistance, and help to others when appropriate.	↑	0.2	4.5	4.3	4.4
1.4	Maintains a positive attitude, energy and drive and motivation to learn and grow.	↓	-0.1	4.5	4.6	4.5
1.5	Handles constructive criticism in a proper manner and learns from it.	↓	-0.3	4.3	4.6	4.4
1.6	Effectively deals with change and unexpected situations as well as handles stress in an appropriate manner.	↔	0.0	4.4	4.4	4.2
1.7	Deals with negative situations in a proper manner. (conflict resolution)	↔	0.0	4.3	4.3	4.2
1.8	Demonstrates physical ability to keep up with the demand of work and maintains a properly organized work area.	↔	0.0	4.4	4.4	4.3
1.9	Demonstrates behaviour that contributes to a safe and secure work environment.	↑	0.1	4.6	4.5	4.5
1.10	Displays genuine interest in the needs of customer/patient, etc.	↓	-0.1	4.5	4.6	4.5
1.11	Selects most appropriate tools (equipment, devices) to complete a task and uses supplies and resources in an appropriate manner.	↓	-0.1	4.3	4.4	4.4
1.12	Functions well with limited level of supervision yet understands one's limitations and seeks appropriate assistance.	↓	-0.1	4.3	4.4	4.4
1.13	Supports and/or contributes to continuous improvement and is committed to quality and takes pride in one's work.	↓	-0.1	4.4	4.5	4.4
2 Computer Literacy						
2.1	Uses computers to effectively communicate, manage data, and process information.	↓	-0.1	4.3	4.4	4.1
2.2	Demonstrates competence in the use of occupation-specific technologies which operate on computers.	↔	0.0	4.3	4.3	4.1
2.3	Applies computing skills to new situations and environments.	↑	0.1	4.4	4.3	4.1

Student Performance Reviews from Employers						
<i>All Professional Programs – CJ/BM/HSP</i>		Change	2013-2014	2012-2013	2011-2012	
3 Communication						
3.1	Uses appropriate vocabulary, concepts, numbers, symbols, and charts that are appropriate to the occupation/position.	↓	-0.1	4.3	4.4	4.3
3.2	Communicates effectively using written, spoken, visual and/or media formats that are appropriate to purpose, situation and audience needs.	↓	-0.1	4.2	4.3	4.3
3.3	Displays effective interpersonal skills through listening, establishing rapport, and monitoring non-verbal signals while demonstrating respect for self and others.	↓	-0.2	4.3	4.5	4.4
4 Group Effectiveness						
4.1	Communicates effectively in a group setting by actively listening as well as giving and receiving feedback in a proper manner.	↔	0.0	4.3	4.3	4.2
4.2	Accepts and demonstrates personal responsibility for the success of a group.	↓	-0.1	4.3	4.4	4.2
4.3	Personally displays the ability to be an effective group member by being open, flexible, respectful of others and accepting of diversity.	↔	0.0	4.5	4.5	4.4
4.4	Demonstrates an understanding of group processes by participating in specific group tasks and by building relationships to support group success.	↑	0.1	4.4	4.3	4.3
5 Information Retrieval and Evaluation						
5.1	Identifies what information is required in a given situation and then identifies where it will be found.	↑	0.1	4.4	4.3	4.2
5.2	Identifies relevant sources of information and generates search methods in order to complete an effective search.	↑	0.1	4.4	4.3	4.3
5.3	Evaluates the quality of the information acquired (source, currency, accuracy, authenticity) and organizes it in order to assess its completeness. In addition, notes the sources of the information using a recognized format.	↓	-0.1	4.2	4.3	4.2
6 Problem Solving and Decision Making						
6.1	Identifies and considers underlying beliefs, values, and parameters when assessing a situation or problem.	↓	-0.1	4.2	4.3	4.1
6.2	Reviews current knowledge and then analyzes and evaluates this information in order to conclude a worthwhile or innovative solution to a problem or challenge.	↓	-0.1	4.2	4.3	4.3
6.3	Breaks down a complex problem into its basic elements and examines connections to the elements.	↓	-0.2	4.3	4.5	4.4
6.4	Achieves goals using objective thought processes to solve problems and overcome obstacles.	↔	0.0	4.3	4.3	4.2
6.5	Identifies and weighs alternatives in order to make an appropriate decision that is defensible.	↓	-0.1	4.3	4.4	4.2

Student Performance Reviews from Employers						
All Professional Programs – CJ/BM/HSP			Change	2013-2014	2012-2013	2011-2012
7 Ethical Reasoning						
7.1	Demonstrates awareness of one’s own values and beliefs and recognizes and understands others have a right to their own values and beliefs.	↔	0.0	4.5	4.5	4.4
7.2	Accepts diversity and diverse points of view from a wide range of individuals.	↑	0.1	4.4	4.3	4.3
7.3	Examines various assumptions and connections among beliefs, decisions, actions and consequences from a variety of perspectives (individual, community, national, and global).	↑	0.1	4.4	4.3	4.2
7.4	Analyzes and discusses issues from ethical perspectives and applies ethical principles and frameworks in making a decision.	↑	0.1	4.4	4.3	4.3
Net Increases/Decreases:		↓	-1.3			
Total Average Percentage:		↓	-0.6%	87.4%	88.0%	86.2%

Student Performance Reviews from Employers						
Business Management Programs		Change		2013-2014	2012-2013	2011-2012
Legend:						
5 =Exceptional		4 =Very Good		3 =Good		2 =Marginal
		1 =Poor		No Value = No comment		
1 Workplace Behaviour						
1.1	Approaches work in a professional, pleasant, co-operative, and positive way and presents a professional appearance regarding dress and hygiene.	↓	-0.1	4.8	4.9	4.2
1.2	Treats others in an equal, fair and just manner regardless of race or cultural origin and speaks to others in a sincere, respectful, and polite manner.	↓	-0.1	4.8	4.9	4.6
1.3	Displays appropriate level of self-confidence and offers support, assistance, and help to others when appropriate.	↔	0.0	4.6	4.6	4.2
1.4	Maintains a positive attitude, energy and drive and motivation to learn and grow.	↓	-0.3	4.6	4.9	4.4
1.5	Handles constructive criticism in a proper manner and learns from it.	↓	-0.2	4.3	4.5	4.2
1.6	Effectively deals with change and unexpected situations as well as handles stress in an appropriate manner.	↑	0.1	4.3	4.2	4.0
1.7	Deals with negative situations in a proper manner. (conflict resolution)	↑	0.4	4.4	4.0	4.1
1.8	Demonstrates physical ability to keep up with the demand of work and maintains a properly organized work area.	↑	0.3	4.6	4.3	4.2
1.9	Demonstrates behaviour that contributes to a safe and secure work environment.	↓	-0.3	4.6	4.9	4.6
1.10	Displays genuine interest in the needs of customer/patient, etc.	↓	-0.1	4.6	4.7	4.2
1.11	Selects most appropriate tools (equipment, devices) to complete a task and uses supplies and resources in an appropriate manner.	↑	0.4	4.6	4.2	4.4
1.12	Functions well with limited level of supervision yet understands one's limitations and seeks appropriate assistance.	↑	0.1	4.4	4.3	4.1
1.13	Supports and/or contributes to continuous improvement and is committed to quality and takes pride in one's work.	↓	-0.2	4.4	4.6	4.4
2 Computer Literacy						
2.1	Uses computers to effectively communicate, manage data, and process information.	↓	-0.2	4.4	4.6	4.2
2.2	Demonstrates competence in the use of occupation-specific technologies which operate on computers.	↓	-0.1	4.3	4.4	4.1

Student Performance Reviews from Employers						
<i>Business Management Programs</i>		Change		2013-2014	2012-2013	2011-2012
2.3	Applies computing skills to new situations and environments.	↓	-0.3	4.3	4.6	4.0
3 Communication						
3.1	Uses appropriate vocabulary, concepts, numbers, symbols, and charts that are appropriate to the occupation/position.	↓	-0.5	4.4	4.9	4.4
3.2	Communicates effectively using written, spoken, visual and/or media formats that are appropriate to purpose, situation and audience needs.	↓	-0.1	4.3	4.4	4.5
3.3	Displays effective interpersonal skills through listening, establishing rapport, and monitoring non-verbal signals while demonstrating respect for self and others.	↑	0.3	4.7	4.4	4.2
4 Group Effectiveness						
4.1	Communicates effectively in a group setting by actively listening as well as giving and receiving feedback in a proper manner.	↑	0.4	4.8	4.4	3.9
4.2	Accepts and demonstrates personal responsibility for the success of a group.	↑	0.3	4.9	4.6	3.9
4.3	Personally displays the ability to be an effective group member by being open, flexible, respectful of others and accepting of diversity.	↑	0.2	4.9	4.7	4.1
4.4	Demonstrates an understanding of group processes by participating in specific group tasks and by building relationships to support group success.	↑	0.9	4.9	4.0	4.0
5 Information Retrieval and Evaluation						
5.1	Identifies what information is required in a given situation and then identifies where it will be found.	↑	0.3	4.4	4.1	4.1
5.2	Identifies relevant sources of information and generates search methods in order to complete an effective search.	↔	0.0	4.4	4.4	4.2
5.3	Evaluates the quality of the information acquired (source, currency, accuracy, authenticity) and organizes it in order to assess its completeness. In addition, notes the sources of the information using a recognized format.	↓	-0.1	4.3	4.4	4.3
6 Problem Solving and Decision Making						
6.1	Identifies and considers underlying beliefs, values, and parameters when assessing a situation or problem.	↑	0.2	4.5	4.3	3.9
6.2	Reviews current knowledge and then analyzes and evaluates this information in order to conclude a worthwhile or innovative solution to a problem or challenge.	↑	0.4	4.8	4.4	4.5
6.3	Breaks down a complex problem into its basic elements and examines connections to the elements.	↑	0.3	4.7	4.4	4.2

Student Performance Reviews from Employers						
<i>Business Management Programs</i>		Change		2013-2014	2012-2013	2011-2012
6.4	Achieves goals using objective thought processes to solve problems and overcome obstacles.	↑	0.5	4.9	4.4	3.9
6.5	Identifies and weighs alternatives in order to make an appropriate decision that is defensible.	↓	-0.1	4.5	4.6	3.9
7 Ethical Reasoning						
7.1	Demonstrates awareness of one's own values and beliefs and recognizes and understands others have a right to their own values and beliefs.	↓	-0.2	4.5	4.7	4.1
7.2	Accepts diversity and diverse points of view from a wide range of individuals.	↑	0.9	4.9	4.0	4.0
7.3	Examines various assumptions and connections among beliefs, decisions, actions and consequences from a variety of perspectives (individual, community, national, and global).	↑	0.3	4.4	4.1	4.1
7.4	Analyzes and discusses issues from ethical perspectives and applies ethical principles and frameworks in making a decision.	↑	0.5	4.9	4.4	4.2
Net Increases/Decreases:		↑	3.9			
Total Average Percentage:		↑	2.3%	91.5%	89.2%	83.6%

Student Performance Reviews from Employers						
Criminal Justice Programs		Change		2013-2014	2012-2013	2011-2012
Legend:						
5 =Exceptional		4 =Very Good		3 =Good		2 =Marginal
		1 =Poor		No Value = No comment		
1 Workplace Behaviour						
1.1	Approaches work in a professional, pleasant, co-operative, and positive way and presents a professional appearance regarding dress and hygiene.	↔	0.0	4.6	4.6	4.7
1.2	Treats others in an equal, fair and just manner regardless of race or cultural origin and speaks to others in a sincere, respectful, and polite manner.	↑	0.1	4.6	4.5	4.8
1.3	Displays appropriate level of self-confidence and offers support, assistance, and help to others when appropriate.	↑	0.3	4.4	4.1	4.5
1.4	Maintains a positive attitude, energy and drive and motivation to learn and grow.	↔	0.0	4.3	4.3	4.6
1.5	Handles constructive criticism in a proper manner and learns from it.	↓	-0.1	4.3	4.4	4.5
1.6	Effectively deals with change and unexpected situations as well as handles stress in an appropriate manner.	↓	-0.1	4.3	4.4	4.4
1.7	Deals with negative situations in a proper manner. (conflict resolution)	↑	0.1	4.2	4.1	4.5
1.8	Demonstrates physical ability to keep up with the demand of work and maintains a properly organized work area.	↑	0.1	4.3	4.2	4.4
1.9	Demonstrates behaviour that contributes to a safe and secure work environment.	↑	0.4	4.5	4.1	4.6
1.10	Displays genuine interest in the needs of customer/patient, etc.	↔	0.0	4.5	4.5	4.7
1.11	Selects most appropriate tools (equipment, devices) to complete a task and uses supplies and resources in an appropriate manner.	↓	-0.2	4.3	4.5	4.5
1.12	Functions well with limited level of supervision yet understands one's limitations and seeks appropriate assistance.	↓	-0.1	4.2	4.3	4.6
1.13	Supports and/or contributes to continuous improvement and is committed to quality and takes pride in one's work.	↓	-0.2	4.3	4.5	4.4
2 Computer Literacy						
2.1	Uses computers to effectively communicate, manage data, and process information.	↑	0.5	4.3	3.8	4.3
2.2	Demonstrates competence in the use of occupation-specific technologies which operate on computers.	↑	0.6	4.2	3.6	4.2
2.3	Applies computing skills to new situations and environments.	↑	0.8	4.3	3.5	4.3

Student Performance Reviews from Employers						
Criminal Justice Programs		Change	2013-2014	2012-2013	2011-2012	
3 Communication						
3.1	Uses appropriate vocabulary, concepts, numbers, symbols, and charts that are appropriate to the occupation/position.	↓	-0.1	4.1	4.2	4.7
3.2	Communicates effectively using written, spoken, visual and/or media formats that are appropriate to purpose, situation and audience needs.	↑	0.1	4.1	4.0	4.5
3.3	Displays effective interpersonal skills through listening, establishing rapport, and monitoring non-verbal signals while demonstrating respect for self and others.	↑	0.1	4.2	4.1	4.7
4 Group Effectiveness						
4.1	Communicates effectively in a group setting by actively listening as well as giving and receiving feedback in a proper manner.	↑	0.3	4.3	4.0	4.6
4.2	Accepts and demonstrates personal responsibility for the success of a group.	↔	0.0	4.3	4.3	4.6
4.3	Personally displays the ability to be an effective group member by being open, flexible, respectful of others and accepting of diversity.	↑	0.3	4.4	4.1	4.8
4.4	Demonstrates an understanding of group processes by participating in specific group tasks and by building relationships to support group success.	↑	0.2	4.3	4.1	4.6
5 Information Retrieval and Evaluation						
5.1	Identifies what information is required in a given situation and then identifies where it will be found.	↑	0.1	4.3	4.2	4.6
5.2	Identifies relevant sources of information and generates search methods in order to complete an effective search.	↑	0.1	4.3	4.2	4.7
5.3	Evaluates the quality of the information acquired (source, currency, accuracy, authenticity) and organizes it in order to assess its completeness. In addition, notes the sources of the information using a recognized format.	↑	0.2	4.2	4.0	4.5
6 Problem Solving and Decision Making						
6.1	Identifies and considers underlying beliefs, values, and parameters when assessing a situation or problem.	↑	0.2	4.1	3.9	4.4
6.2	Reviews current knowledge and then analyzes and evaluates this information in order to conclude a worthwhile or innovative solution to a problem or challenge.	↑	0.2	4.2	4.0	4.5
6.3	Breaks down a complex problem into its basic elements and examines connections to the elements.	↔	0.0	4.1	4.1	4.7
6.4	Achieves goals using objective thought processes to solve problems and overcome obstacles.	↑	0.3	4.3	4.0	4.6

Student Performance Reviews from Employers						
<i>Criminal Justice Programs</i>		Change		2013-2014	2012-2013	2011-2012
6.5	Identifies and weighs alternatives in order to make an appropriate decision that is defensible.	↓	-0.1	4.2	4.3	4.6
7 Ethical Reasoning						
7.1	Demonstrates awareness of one's own values and beliefs and recognizes and understands others have a right to their own values and beliefs.	↑	0.3	4.4	4.1	4.8
7.2	Accepts diversity and diverse points of view from a wide range of individuals.	↑	0.4	4.5	4.1	4.6
7.3	Examines various assumptions and connections among beliefs, decisions, actions and consequences from a variety of perspectives (individual, community, national, and global).	↑	0.1	4.3	4.2	4.6
7.4	Analyzes and discusses issues from ethical perspectives and applies ethical principles and frameworks in making a decision.	↑	0.2	4.4	4.2	4.7
Net Increases/Decreases:		↑	5.1			
Total Average Percentage:		↑	3.0%	86.1%	83.1%	91.3%

Student Performance Reviews from Employers						
Human Services Programs		Change		2013-2014	2012-2013	2011-2012
Legend:						
5 =Exceptional		4 =Very Good	3 =Good	2 =Marginal	1 =Poor	No Value = No comment
1 Workplace Behaviour						
1.1	Approaches work in a professional, pleasant, co-operative, and positive way and presents a professional appearance regarding dress and hygiene.	↓	-0.2	4.6	4.8	4.5
1.2	Treats others in an equal, fair and just manner regardless of race or cultural origin and speaks to others in a sincere, respectful, and polite manner.	↓	-0.2	4.6	4.8	4.5
1.3	Displays appropriate level of self-confidence and offers support, assistance, and help to others when appropriate.	↑	0.1	4.5	4.4	4.3
1.4	Maintains a positive attitude, energy and drive and motivation to learn and grow.	↓	-0.2	4.4	4.6	4.5
1.5	Handles constructive criticism in a proper manner and learns from it.	↓	-0.3	4.3	4.6	4.4
1.6	Effectively deals with change and unexpected situations as well as handles stress in an appropriate manner.	↑	0.1	4.5	4.4	4.2
1.7	Deals with negative situations in a proper manner. (conflict resolution)	↓	-0.2	4.3	4.5	4.1
1.8	Demonstrates physical ability to keep up with the demand of work and maintains a properly organized work area.	↓	-0.2	4.3	4.5	4.3
1.9	Demonstrates behaviour that contributes to a safe and secure work environment.	↔	0.0	4.6	4.6	4.4
1.10	Displays genuine interest in the needs of customer/patient, etc.	↔	0.0	4.6	4.6	4.4
1.11	Selects most appropriate tools (equipment, devices) to complete a task and uses supplies and resources in an appropriate manner.	↓	-0.1	4.3	4.4	4.4
1.12	Functions well with limited level of supervision yet understands one's limitations and seeks appropriate assistance.	↓	-0.3	4.2	4.5	4.4
1.13	Supports and/or contributes to continuous improvement and is committed to quality and takes pride in one's work.	↔	0.0	4.5	4.5	4.4
2 Computer Literacy						
2.1	Uses computers to effectively communicate, manage data, and process information.	↓	-0.2	4.3	4.5	4.0
2.2	Demonstrates competence in the use of occupation-specific technologies which operate on computers.	↓	-0.2	4.2	4.4	4.0
2.3	Applies computing skills to new situations and environments.	↓	-0.1	4.3	4.4	4.0

Student Performance Reviews from Employers						
Human Services Programs		Change		2013-2014	2012-2013	2011-2012
3 Communication						
3.1	Uses appropriate vocabulary, concepts, numbers, symbols, and charts that are appropriate to the occupation/position.	↓	-0.2	4.1	4.3	4.1
3.2	Communicates effectively using written, spoken, visual and/or media formats that are appropriate to purpose, situation and audience needs.	↓	-0.4	3.9	4.3	4.1
3.3	Displays effective interpersonal skills through listening, establishing rapport, and monitoring non-verbal signals while demonstrating respect for self and others.	↓	-0.4	4.2	4.6	4.3
4 Group Effectiveness						
4.1	Communicates effectively in a group setting by actively listening as well as giving and receiving feedback in a proper manner.	↓	-0.2	4.2	4.4	4.2
4.2	Accepts and demonstrates personal responsibility for the success of a group.	↓	-0.1	4.3	4.4	4.2
4.3	Personally displays the ability to be an effective group member by being open, flexible, respectful of others and accepting of diversity.	↓	-0.1	4.5	4.6	4.4
4.4	Demonstrates an understanding of group processes by participating in specific group tasks and by building relationships to support group success.	↓	-0.1	4.3	4.4	4.3
5 Information Retrieval and Evaluation						
5.1	Identifies what information is required in a given situation and then identifies where it will be found.	↔	0.0	4.4	4.4	4.1
5.2	Identifies relevant sources of information and generates search methods in order to complete an effective search.	↑	0.1	4.4	4.3	4.1
5.3	Evaluates the quality of the information acquired (source, currency, accuracy, authenticity) and organizes it in order to assess its completeness. In addition, notes the sources of the information using a recognized format.	↓	-0.1	4.2	4.3	3.9
6 Problem Solving and Decision Making						
6.1	Identifies and considers underlying beliefs, values, and parameters when assessing a situation or problem.	↓	-0.3	4.1	4.4	4.1
6.2	Reviews current knowledge and then analyzes and evaluates this information in order to conclude a worthwhile or innovative solution to a problem or challenge.	↓	-0.1	4.2	4.3	4.1
6.3	Breaks down a complex problem into its basic elements and examines connections to the elements.	↓	-0.5	4.1	4.6	4.3
6.4	Achieves goals using objective thought processes to solve problems and overcome obstacles.	↓	-0.1	4.3	4.4	4.2

Student Performance Reviews from Employers						
<i>Human Services Programs</i>		Change		2013-2014	2012-2013	2011-2012
6.5	Identifies and weighs alternatives in order to make an appropriate decision that is defensible.	↓	-0.1	4.3	4.4	4.2
7 Ethical Reasoning						
7.1	Demonstrates awareness of one's own values and beliefs and recognizes and understands others have a right to their own values and beliefs.	↓	-0.1	4.5	4.6	4.4
7.2	Accepts diversity and diverse points of view from a wide range of individuals.	↑	0.2	4.6	4.4	4.3
7.3	Examines various assumptions and connections among beliefs, decisions, actions and consequences from a variety of perspectives (individual, community, national, and global).	↔	0.0	4.4	4.4	4.1
7.4	Analyzes and discusses issues from ethical perspectives and applies ethical principles and frameworks in making a decision.	↑	0.1	4.4	4.3	4.1
Net Increases/Decreases:		↓	-4.4			
Total Average Percentage:		↓	-2.6%	86.8%	89.4%	84.7%

Student Performance Reviews from Employers					
<i>Dental Assistant Practicum Evaluations</i>	Change	2013-2014	2012-2013	2011-2012	
Legend:					
Please rate the student's outcome from 1-10, or N/A (10 being best).					
Practice Management:					
1. Demonstrate competency in Dental Administration	↔	-	88%	N/A	N/A
Dental Sterilization:					
2. Demonstrate competency in Sterilization Protocols	↔	-	95%	N/A	N/A
Clinical Care:					
3. Preparing, setting up & cleaning the operatory following infection control standards	↔	-	95%	N/A	N/A
Assistant Skills:					
4. Greeting/seating patients, reviewing medical histories, taking & recording vital signs, performing oral inspections and charting dental conditions	↔	-	92%	N/A	N/A
5. Assisting with oral evacuation & instrument transfer	↔	-	89%	N/A	N/A
6. Handling dental materials	↔	-	89%	N/A	N/A
7. Assisting in restorative procedures, extraction, Crown & Bridge procedures, and perm. cementation of Crown & Bridge procedures	↔	-	89%	N/A	N/A
8. Assisting in endodontic procedures	↔	-	91%	N/A	N/A
9. Providing Oral Hygiene Instruction	↔	-	91%	N/A	N/A
Intra-Oral Duties:					
10. Application of topical anaesthetic, application & removal of dental dam, mixing & placing bases and liners, application & removal of matrices and wedges, temp/intermediate restorations, taking preliminary impressions & wax bites, application of desensitizing agents, probing & PSR recording, suture removal, gingival retraction cord, fabrication & temp. cement of provisional Crowns & Bridges	↔	-	87%	N/A	N/A
11. Exposing Intra-Oral & Extra-Oral Radiographs	↔	-	88%	N/A	N/A
12. Application of P&F Sealants	↔	-	90%	N/A	N/A
13. Performing selective polishing procedures	↔	-	91%	N/A	N/A
14. Application of topical fluoride	↔	-	95%	N/A	N/A
Laboratory Procedures:					
15. Pouring Stone Models, trimming Study Models	↔	-	93%	N/A	N/A
16. Fabrication of whitening trays	↔	-	96%	N/A	N/A
17. Fabrication of Custom Sports Guards	↔	-	100%	N/A	N/A
18. Fabrication of Custom Acrylic Impression Trays	↔	-	97%	N/A	N/A
Learning to Learn and Professionalism:					

Student Performance Reviews from Employers					
<i>Dental Assistant Practicum Evaluations</i>	Change		2013-2014	2012-2013	2011-2012
19. Consistently exhibited a positive, professional attitude	↔	-	95%	N/A	N/A
20. Consistently presented good professional appearance and hygiene	↔	-	97%	N/A	N/A
21. Exhibited a high level of motivation throughout this portion of the practicum	↔	-	93%	N/A	N/A
22. Maintained effective, professional communication with patients	↔	-	93%	N/A	N/A
23. Maintained effective, professional communication with the team	↔	-	94%	N/A	N/A
24. Maintained effective, professional communication with the dentist	↔	-	93%	N/A	N/A
25. Displayed an open willingness to learn from the team & dentist	↔	-	93%	N/A	N/A
26. Was able to follow directions accurately from the team & dentist	↔	-	94%	N/A	N/A
27. Was able to handle the pressure professionally	↔	-	88%	N/A	N/A
28. Was open to, and learned from constructive criticism	↔	-	93%	N/A	N/A
29. Was punctual and present throughout this portion of the practicum	↔	-	93%	N/A	N/A
30. Always notified the office if late or absent	↔	-	97%	N/A	N/A
31. Could become a proficient dental administrator with time, in your opinion	↔	-	94%	N/A	N/A
32. Overall performance in this portion of the practicum	↔	-	93%	N/A	N/A
Total Average Percentage:	↔	-	93%	N/A	N/A

Student Performance Reviews from Employers						
Health Care Aide Program		Change		2013-2014	2012-2013	2011-2012
Legend:						
5 =Exceptional		4 =Very Good		3 =Good		2 =Marginal
1 =Poor		No Value = No comment				
1 Workplace Behaviour						
1.1.	Approaches work in a professional, pleasant, co-operative, and positive way and presents a professional appearance regarding dress and hygiene.	↑	0.1	4.7	4.6	NA
1.2.	Treats others in an equal, fair and just manner regardless of race or cultural origin and speaks to others in a sincere, respectful, and polite manner.	↑	0.2	4.8	4.6	NA
1.3.	Displays appropriate level of self-confidence and offers support, assistance, and help to others when appropriate.	↑	0.1	4.5	4.4	NA
1.4.	Maintains a positive attitude, energy and drive and motivation to learn and grow.	↑	0.2	4.7	4.5	NA
1.5.	Handles constructive criticism in a proper manner and learns from it.	↑	0.2	4.6	4.4	NA
1.6.	Effectively deals with change and unexpected situations as well as handles stress in an appropriate manner.	↑	0.1	4.4	4.3	NA
1.7.	Deals with negative situations in a proper manner. (conflict resolution)	↑	0.1	4.5	4.4	NA
1.8.	Demonstrates physical ability to keep up with the demand of work and maintains a properly organized work area.	↔	-		NA	NA
1.9.	Demonstrates behaviour that contributes to a safe and secure work environment.	↑	0.1	4.6	4.5	NA
1.10.	Displays genuine interest in the needs of customer/patient, etc.	↑	0.1	4.7	4.6	NA
1.11.	Selects most appropriate equipment to complete a task and uses supplies and resources in an appropriate manner.	↑	0.2	4.6	4.4	NA
1.12.	Functions well with limited level of supervision yet understands one's limitations and seeks appropriate assistance.	↑	0.1	4.6	4.5	NA
1.13.	Supports and/or contributes to continuous improvement and is committed to quality and takes pride in one's work.	↔	0.0	4.6	4.6	NA
2 Computer Literacy						
2.1	Uses computers to effectively communicate, manage data, and process information.	↓	-0.5	3.8	4.3	NA
3 Communication						
3.1	Uses appropriate vocabulary, concepts, numbers, symbols, and charts that are appropriate to the occupation/position.	↑	0.3	4.4	4.1	NA
3.2	Communicates effectively using written, spoken, visual and/or media formats that are appropriate to purpose, situation and audience needs.	↑	0.2	4.3	4.1	NA

Student Performance Reviews from Employers						
<i>Health Care Aide Program</i>		Change		2013-2014	2012-2013	2011-2012
3.3	Displays effective interpersonal skills through listening, establishing rapport, and monitoring non-verbal signals while demonstrating respect for self and others.	↑	0.1	4.5	4.4	NA
4 Group Effectiveness						
4.1	Communicates effectively in a group setting by actively listening as well as giving and receiving feedback in a proper manner.	↑	0.3	4.6	4.3	NA
4.2	Accepts and demonstrates personal responsibility for the success of a group.	↑	0.4	4.6	4.2	NA
4.3	Personally displays the ability to be an effective group member by being open, flexible, respectful of others and accepting of diversity.	↑	0.1	4.6	4.5	NA
4.4	Demonstrates an understanding of group processes by participating in specific group tasks and by building relationships to support group success.	↑	0.1	4.6	4.5	NA
5 Information Retrieval and Evaluation						
5.1	Identifies what information is required in a given situation and then identifies where it will be found.	↔	0.0	4.4	4.4	NA
5.2	Identifies relevant sources of information and generates search methods in order to complete an effective search.	↔	0.0	4.3	4.3	NA
6 Problem Solving and Decision Making						
6.1	Identifies and considers underlying beliefs, values, and parameters when assessing a situation or problem.	↑	0.1	4.4	4.3	NA
6.2	Reviews current knowledge and then analyzes and evaluates this information in order to conclude a worthwhile or innovative solution to a problem or challenge.	↑	0.2	4.5	4.3	NA
6.3	Achieves goals using objective thought processes to solve problems and overcome obstacles.	↑	0.2	4.4	4.2	NA
6.4	Identifies and weighs alternatives in order to make an appropriate decision that is defensible.	↓	-0.1	4.3	4.4	NA
7 Ethical Reasoning						
7.1	Demonstrates awareness of one's own values and beliefs and recognizes and understands others have a right to their own values and beliefs.	↑	0.2	4.6	4.4	NA
7.2	Accepts diversity and diverse points of view from a wide range of individuals.	↑	0.1	4.5	4.4	NA
7.3	Examines various assumptions and connections among beliefs, decisions, actions and consequences from a variety of perspectives (individual, community, national, and global).	↔	0.0	4.4	4.4	NA
7.4	Analyzes and discusses issues from ethical perspectives and applies ethical principles and frameworks in making a decision.	↔	0.0	4.4	4.4	NA

Student Performance Reviews from Employers							
Health Care Aide Program			Change		2013-2014	2012-2013	2011-2012
8 Specific Skills							
8.1	Student maintained effective, professional verbal and written communication.		↑	0.1	4.6	4.5	NA
8.2	Student displayed willingness to learn, and was open to feedback from the preceptor & other members of the health care team.		↑	0.1	4.8	4.7	NA
8.3	Student is well prepared for the Graduate role as he/she progresses into the profession.		↑	0.1	4.7	4.6	NA
Net Increases/Decreases:			↑	3.5			
Total Average Percentage:			↑	2.3%	90.3%	88%	NA

Student Performance Reviews from Employers						
Health Care Aide – Integrated Training Program		Change		2013-2014	2012-2013	2011-2012
Legend:						
5 =Exceptional		4 =Very Good		3 =Good		2 =Marginal
		1 =Poor		No Value = No comment		
1 Workplace Behaviour						
1.1.	Approaches work in a professional, pleasant, co-operative, and positive way and presents a professional appearance regarding dress and hygiene.	↑	0.2	4.8	4.6	NA
1.2.	Treats others in an equal, fair and just manner regardless of race or cultural origin and speaks to others in a sincere, respectful, and polite manner.	↑	0.4	4.8	4.4	NA
1.3.	Displays appropriate level of self-confidence and offers support, assistance, and help to others when appropriate.	↔	0.0	4.5	4.5	NA
1.4.	Maintains a positive attitude, energy and drive and motivation to learn and grow.	↑	0.2	4.7	4.5	NA
1.5.	Handles constructive criticism in a proper manner and learns from it.	↑	0.3	4.7	4.4	NA
1.6.	Effectively deals with change and unexpected situations as well as handles stress in an appropriate manner.	↑	0.4	4.3	3.9	NA
1.7.	Deals with negative situations in a proper manner. (conflict resolution)	↑	0.7	4.3	3.6	NA
1.8.	Demonstrates physical ability to keep up with the demand of work and maintains a properly organized work area.	↔	0.0			NA
1.9.	Demonstrates behaviour that contributes to a safe and secure work environment.	↑	0.7	4.8	4.1	NA
1.10.	Displays genuine interest in the needs of customer/patient, etc.	↑	0.3	4.7	4.4	NA
1.11.	Selects most appropriate equipment to complete a task and uses supplies and resources in an appropriate manner.	↑	0.2	4.5	4.3	NA
1.12.	Functions well with limited level of supervision yet understands one's limitations and seeks appropriate assistance.	↑	0.1	4.6	4.5	NA
1.13.	Supports and/or contributes to continuous improvement and is committed to quality and takes pride in one's work.	↑	0.5	4.5	4.0	NA
2 Computer Literacy						
2.1	Uses computers to effectively communicate, manage data, and process information.	↔	0.0	4.0	4.0	NA
3 Communication						
3.1	Uses appropriate vocabulary, concepts, numbers, symbols, and charts that are appropriate to the occupation/position.	↔	0.0	4.3	4.3	NA
3.2	Communicates effectively using written, spoken, visual and/or media formats that are appropriate to purpose, situation and audience needs.	↓	-0.7	3.9	4.6	NA

Student Performance Reviews from Employers						
<i>Health Care Aide – Integrated Training Program</i>		Change		2013-2014	2012-2013	2011-2012
3.3	Displays effective interpersonal skills through listening, establishing rapport, and monitoring non-verbal signals while demonstrating respect for self and others.	↓	-0.1	4.5	4.6	NA
4 Group Effectiveness						
4.1	Communicates effectively in a group setting by actively listening as well as giving and receiving feedback in a proper manner.	↑	0.4	4.5	4.1	NA
4.2	Accepts and demonstrates personal responsibility for the success of a group.	↑	0.2	4.5	4.3	NA
4.3	Personally displays the ability to be an effective group member by being open, flexible, respectful of others and accepting of diversity.	↔	0.0	4.5	4.5	NA
4.4	Demonstrates an understanding of group processes by participating in specific group tasks and by building relationships to support group success.	↑	0.2	4.5	4.3	NA
5 Information Retrieval and Evaluation						
5.1	Identifies what information is required in a given situation and then identifies where it will be found.	↑	0.2	4.3	4.1	NA
5.2	Identifies relevant sources of information and generates search methods in order to complete an effective search.	↓	-0.2	4.1	4.3	NA
6 Problem Solving and Decision Making						
6.1	Identifies and considers underlying beliefs, values, and parameters when assessing a situation or problem.	↓	-0.3	4.1	4.4	NA
6.2	Reviews current knowledge and then analyzes and evaluates this information in order to conclude a worthwhile or innovative solution to a problem or challenge.	↓	-0.1	4.3	4.4	NA
6.3	Achieves goals using objective thought processes to solve problems and overcome obstacles.	↓	-0.1	4.3	4.4	NA
6.4	Identifies and weighs alternatives in order to make an appropriate decision that is defensible.	↓	-0.4	4.0	4.4	NA
7 Ethical Reasoning						
7.1	Demonstrates awareness of one's own values and beliefs and recognizes and understands others have a right to their own values and beliefs.	↑	0.2	4.6	4.4	NA
7.2	Accepts diversity and diverse points of view from a wide range of individuals.	↑	0.2	4.5	4.3	NA
7.3	Examines various assumptions and connections among beliefs, decisions, actions and consequences from a variety of perspectives (individual, community, national, and global).	↑	0.2	4.4	4.2	NA
7.4	Analyzes and discusses issues from ethical perspectives and applies ethical principles and frameworks in making a decision.	↑	0.1	4.4	4.3	NA

Student Performance Reviews from Employers						
<i>Health Care Aide – Integrated Training Program</i>		Change	2013-2014	2012-2013	2011-2012	
8 Specific Skills						
8.1	Student maintained effective, professional verbal and written communication.	↑	0.2	4.6	4.4	NA
8.2	Student displayed willingness to learn, and was open to feedback from the preceptor & other members of the health care team.	↑	0.5	4.9	4.4	NA
8.3	Student is well prepared for the Graduate role as he/she progresses into the profession.	↔	0.0	4.7	4.7	NA
Net Increases/Decreases:		↑	0.1			
Total Average Percentage:		↑	2.8%	89.2%	86.4%	NA

Graduate Students

Introduction:

The “Graduates Students” survey was designed to gather relevant information associated with graduates from Columbia College programs.

This survey was conducted in June 2014 and included students who graduated from a program at Columbia College between May 1st, 2013 and April 31st, 2014. 361 surveys were sent out and 39 were returned for a response rate of 10.5%.

Graduate Students					
	Change	2013-2014	2012-2013	2011-2012	
About the College					
the competency, knowledge and skills of faculty in their subject area	↔	-	75%	NA	NA
the quality of classroom instruction provided by faculty	↔	-	76%	NA	NA
willingness of faculty and staff to assist students	↔	-	78%	NA	NA
ability of faculty and staff to effectively communicate with students	↔	-	74%	NA	NA
overall organized nature of this program (eg. Orientation of students, delivery schedule, communication, coordination)	↔	-	70%	NA	NA
the quality and content of course materials, textbooks, pamphlets, handouts, etc.	↔	-	77%	NA	NA
the degree to which the courses increase my knowledge and skills	↔	-	79%	NA	NA
the degree to which the knowledge and skills acquired will help in the students future education and/or employment	↔	-	80%	NA	NA
the level of respect and courtesy shown to me by faculty and staff	↔	-	76%	NA	NA
support and assistance available to help me “learn how to search for a job” as well as assist me during my cooperative education, work experience, or practicum	↔	-	70%	NA	NA
the level of satisfaction with my cooperative education, clinical or work experience	↔	-	71%	NA	NA
the level of support and assistance available after graduation, i.e. help obtaining employment or acceptance to my next educational program	↔	-	68%	NA	NA

Students Who Withdrew

Introduction:

The “Students who Withdrew” survey was designed to gather information from students who were withdrawn from their program of studies.

This survey was conducted in June 2014 and included students who withdrew from their program prior to completion between May 1st, 2013 and April 31st, 2014. There were 79 surveys sent out to students during this period and no surveys returned. Due to the low response rate, survey summary results were not calculated.