
Class Schedule Survey

Fall 2008

Prepared by:
Office of Institutional Research & Planning

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INTRODUCTION

The three colleges (City, Mesa, and Miramar) in the San Diego Community College District advertise their programs and services directly to the community using the class schedules and college catalogs. Prior to Summer 2008, three class schedules were available as tools to help students make registration decisions: 1) the individual college class schedule, 2) the combined class schedule, and 3) the online class schedule. Recent enrollment data showed a trend of students registering for classes at multiple colleges/campuses. To respond to this demand, in Fall 2007, two proposals were made to 1) distribute the combined schedule to all zip codes within the San Diego Community College District service area, and 2) to eventually phase out the individual paper schedule beginning in Summer 2008. Prior to making the decisions, a baseline survey was administered in Spring 2008 to collect evidence to evaluate the proposals. The survey was developed to obtain baseline information from students on the effectiveness of the three schedules. The survey explored the use of and preference for schedule modality, satisfaction with schedule modality, reasons for schedule use, and student interest in courses not offered at their original college.

The baseline survey results revealed that there was a general preference to use the online schedule to register, with over half of the students choosing to use the online schedule. While the majority of students districtwide used just one schedule, nearly one-third of students chose to use more than one schedule to make registration decisions. In addition, students attending one college used the individual printed schedule at a greater rate, and students attending more than one college used the combined printed schedule at a greater rate. Regarding the functional features of the three class schedules, the combined paper schedule was rated significantly higher overall than the individual printed and online schedules. The baseline survey results also revealed that the majority of students reported that they found classes at another college that they were unable to find in the schedule from their original choice of college.

In Summer 2008, the individual college class schedule was eliminated and only the combined paper schedule and the online class schedule remained in use. It was decided that the combined paper schedule would be distributed to all zip codes within the SDCCD service area. Functional changes have also been made to both the online schedule and the combined schedule for the purpose of helping students bridge the steps between searching for classes and enrolling.

In Fall 2008, a second survey, incorporating questions intended to measure student satisfaction with the two modalities, as well as the altered functions of the online schedule and the combined schedule was administered. The purpose of this survey was to assess students' preferred modality, to evaluate the students' satisfaction with the various schedule modalities, and to determine whether the new schedule influenced students' decision to take classes. The results obtained from the survey are presented in this report and are compared to the baseline survey from Spring 2008, to enable continued and improved decision-making for the college class schedule options.

METHODOLOGY

In August 2008, a survey instrument was designed to determine how the class schedules (the online schedule and the combined schedule) were being used. The instrument contained 6 multiple-choice, 18 rating-scaled questions, and 2 open-ended questions. The survey was administered via an online survey to a randomly sampled group of 9,384 students from City College, Mesa College, Miramar College, and ECC. This random sample was selected using a stratified random sampling procedure (See Table 1. for the sample scheme). The sampling scheme helped to generate a representative sample based on a 95% confidence level, +/- 5% confidence interval, so that the results can be generalized to the entire student population. An adequate sample was obtained through oversampling within each college. In this procedure, all students in the population were stratified by college. Within each college, students were oversampled based on an expected response rate of 15%.

Table 1. Sampling Scheme for the Fall 2008 Survey.

College	Unduplicated Headcounts	Target Sample Size	Over-Sample Sample Size
City	14,115	403	3,164
Mesa	18,620	376	3,132
Miramar	8,987	368	3,088
Total	41,722	1,147	9,384

Invitations to fill out the survey were sent with two reminder emails to the randomly selected students. Data were collected for approximately 2 weeks. Of the 9,384 surveys sent, 1,493 students responded with a response rate of 16%. However, through the oversampling technique we were able to achieve over 100% of the target sample size or 1,147, rendering the sample results representative of the student population as a whole. It should be noted that there is an inherent bias in the online survey methodology. Students who respond to an online survey are more inclined to use the Internet and online services or tools. Therefore, the sample from both the Spring 2008 and Fall 2008 surveys likely represent the opinions and attitudes of students who regularly use the Internet.

Highlight of the Findings

- Students reported in the Fall 2008 survey a general preference for using the online schedule modality to register, with over half of the students choosing to use only the online schedule.
- A greater percentage of students who used the online class schedule resided outside the service area (69%), compared to inside the service area (64%) across college average.
- Students who attended more than one college preferred the joint use of the online class schedule and the combined paper schedule modality. This may be an indication that students remain loyal users to the paper-based survey even though the online version is available.
- Students who attended more than one college reported a high rate of use of both the online class schedule modality, and the combination of the online and the combined paper schedule modalities.
- Students reported high levels of satisfaction with the new features included both in the online class schedule and the combined paper schedule modalities. Overall, students rated the online class schedule features slightly higher than the combined paper schedule features.
- Students rated the combined schedule favorably and seemed to have migrated from using the individual paper schedule to using the combined schedule without any problems or complaints.
- Students reported that they found classes of interest at a college other than their primary college from the combined schedule, thus, encouraging cross-enrollment.

RESULTS

Colleges Students Attended in Fall 2008

Table 2 illustrates the percent of surveyed student respondents who attended only one college versus those who attended more than one college. Among the 1,493 respondents, 85% attended one college and 15% attended more than one college, which is slightly lower than the general population of spring 2008 (see previous report). A further breakdown of those who attended only one college revealed that 27% attended City College/ECC, 35% attended Mesa College, and 23% attended Miramar College which is fairly representative of the general student population (see Table 2).

Table 2. Distribution of Colleges Attended in Fall 2008 Sample

College Attended	Count	Percent
City\ECC	404	27%
Mesa	519	35%
Miramar	348	23%
More Than One	220	15%
Unreported	2	<1%
Total	1493	100%

Schedule Modality Preference

Students who were sampled for the Fall 2008 survey had the option to indicate how many modes of schedules (e.g. online class schedule and/or combined paper schedule) they used to register for classes in Fall 2008. Table 3 shows that, on average, two-thirds of survey respondents (66%) used the online class schedule mode to make registration decisions in Fall 2008. This trend is consistent across all colleges. Among students attending only one college, Mesa students (70%) used the online class schedule mode more often than those who attended City/ECC (61%) or Miramar College (62%). A greater proportion of City/ECC students (24%) used the combined paper schedule mode when compared to Mesa (12%) and Miramar students (18%). The majority of students who attended more than one college (69%) used the online class schedule mode to make registration decisions. Furthermore, the same group of students (22%) also reported using both the online class schedule and the combined paper schedule modes more often than students who only attended either City/ECC (15%), Mesa (17%), or Miramar (19%) College.

Table 3. Distribution of Schedule Use by College in Fall 2008.

Schedule Use	Attended City/ECC		Attended Mesa		Attended Miramar		Attended More Than One College		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Online Only	247	61%	364	70%	216	62%	152	69%	979	66%
Combined Only	97	24%	62	12%	64	18%	19	9%	242	16%
Combined and Online	59	15%	88	17%	67	19%	49	22%	263	18%
Unreported	1	<1%	5	1%	1	<%	0	0%	9	1%
Total	404	100%	519	100%	348	100%	220	100%	1493	100%

The results of the Spring 2008 baseline survey, which examined students' preference for schedule modalities (the individual college schedule, the combined paper schedule, and the online class schedule), also showed that the online class schedule was the most frequently used modality for selecting classes. On average, about 57% of students surveyed in the Spring 2008 used the online class schedule modality to make registration decisions. The use of the online schedule modality increased by 9% from 57% in Spring 2008 to 66% in Fall 2008.

Student Schedule Use

Students' schedule use prior to the elimination of the individual paper schedule was also examined in the Fall 2008 survey. Students had a chance to indicate the type of schedule (e.g. online class schedule, combined paper schedule and/or individual paper schedule) that they typically used in the past to find classes. Table 4 indicates that the online class schedule was the most popular modality. On average, nearly half (48%) of the students surveyed typically used the online class schedule modality to find classes. Approximately 19% of students used the combined paper schedule mode to find classes, and 17% of students used both the online class schedule and the combined paper schedule modalities to make registration decisions. The individual paper schedule modality was used less often when compared to other schedule modalities. On average, 8% of students reported that they had previously used the individual paper schedule modality to find class information, and 7% (across college average) reported that they typically used the individual paper schedule modality together with other types of schedule modalities to make registration decisions.

Table 4. Schedule Use by Schedule Modalities Prior to the Elimination of the Individual Paper Schedule

Schedule Use	Attended City\IECC		Attended Mesa		Attended Miramar		Attended More Than One College		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Online Only	173	43%	272	52%	154	44%	115	52%	715	48%
Combined Only	103	25%	87	17%	65	19%	26	12%	281	19%
Individual Only	38	9%	45	9%	38	11%	3	1%	125	8%
Online and Individual	14	3%	12	2%	9	3%	4	2%	39	3%
Online and Combined	55	14%	83	16%	55	16%	67	30%	260	17%
Individual and Combined	3	1%	4	1%	6	2%	0	0%	13	1%
Online and Individual and Combined	17	4%	13	3%	18	5%	4	2%	52	3%
Unreported	1	<1%	3	1%	3	1%	1	<1%	8	1%
Total	404	100%	519	100%	348	100%	220	100%	1493	100%

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On average, students who attended only one college reported a higher use of the combined paper schedule mode compared to students who attended more than one college, (20% compared to 12%), and the individual paper schedule by itself (10% compared to 1%). However, students who attended more than one college reported higher rates of use of the online class schedule by itself (52% compared to 47%), and both the online and combined class schedule (30% compared to 15%) than students who attended only one college.

Table 5 shows which type of schedule modality survey respondents preferred to use the most, prior to the elimination of the individual paper schedule. The majority of survey respondents (62%) rated the online class schedule mode as their highest preference prior to the elimination of the individual paper schedule. On average, 30% of respondents preferred to use the combined paper schedule and 7% of students preferred to use the individual paper schedule. It should be noted that of those students who attended more than one college, almost no students preferred the individual paper schedule mode for making registration decisions prior to the elimination of the individual paper schedule, while an average of 8% of students who attended only one college preferred the individual paper schedule modality.

Table 5. Preferred Schedule Type Prior to Elimination of Printed Schedule

Class Schedules	Attended City/ECC		Attended Mesa		Attended Miramar		Attended More Than One College		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Online	218	54%	346	67%	211	61%	156	71%	932	62%
Combined	140	35%	138	27%	108	31%	63	29%	449	30%
Individual Paper	42	10%	31	6%	28	8%	1	0%	103	7%
Unreported	4	1%	4	1%	1	<1%	0	0%	9	1%
Total	404	100%	519	100%	348	100%	220	100%	1493	100%

Schedule Modality Impact on Enrollment

The use of schedule modalities was examined among students who resided inside and outside of the district service areas. In the Fall 2008 survey, both groups of students used the online schedule modality to a greater extent than other schedule modalities across all colleges. (see Table 6). A greater percentage of students who used the online class schedule resided outside the service area (69%), compared to inside the service area (64%) across college average. Among those residing inside the college service areas, Mesa College service area had the largest portion (67%) of students who used the online class schedule mode, followed by City College service area (64%) and Miramar College service area (61%). In contrast, a greater percentage of students who used the combined paper schedule mode resided inside the college service areas (17%) compared to outside the service areas (14%). Among those residing inside the college service areas, City College service area had the largest portion (20%) of students who used the combined paper schedule, followed by Miramar College service area (18%) and Mesa College service area (12%). Students residing inside or outside the service areas reported similar rates of use of both the combined and online class schedule modalities (17% compared to 18%, across college average, respectively). Among all service areas, Miramar College service area included the largest portion (21%) of students who used both the online schedule and the combined paper schedule modalities, followed by Mesa College service area (19%) and City College service area (16%).

Comparisons were made between students who attended more than one college and students who attended only one college. Additionally, comparisons were made between schedule mode survey studies conducted in Spring 2008 and Fall 2008. Within the service areas, on average, students who attended more than one college reported a higher rate of use of the online class schedule mode (68%) and both the combined paper and online schedule modalities (22%) than students who attended only one college (64% and 18%, respectively). This is in direct opposition to findings observed in the Spring 2008 study among students who used the online schedule only. The Spring 2008 study found that within the service areas, on average, survey respondents who attended more than one college reported a lower rate of use of the online class schedule mode (50%) than students who attended only one college (57%).

For the Fall 08 study, approximately 8% more students who attended only one college used the combined paper schedule compared to the students who attended more than one college. This finding is consistent with the finding in the baseline study.

Outside the service areas, students who attended more than one college reported a lower rate (6%) of use of the combined paper schedule compared to those who attended only one college (16%). This finding is consistent with the Spring 2008 survey. However, in Fall 2008, students who attended more than one college reported a higher rate of use of the online class schedule modality (71%) and both the online schedule and the combined paper schedule modality (23%) than students who attended only one college (68% and 16%, respectively). Whereas, in Spring 2008, compared to students who attended only one college, students who attended more than one college reported an equal rate of use of the online class schedule modality and a lower rate of use of the combined paper schedule modality.

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Table 6. Schedule Modality Used by College Service Area.

Service Area	Schedule Used	Attended City_ECC		Attended Mesa		Attended Miramar		Attended More Than One College		Total	
		Count	%	Count	%	Count	%	Count	%	Count	%
Outside Service Area	Online Only	62	65%	93	74%	100	66%	50	71%	305	69%
	Combined Only	20	21%	13	10%	26	17%	4	6%	63	14%
	Combined and Online	14	15%	19	15%	25	17%	16	23%	74	17%
	Unreported		0%	1	1%		0%		0%	2	0%
	Total	96	100%	126	100%	151	100%	70	100%	444	100%
City College Service Area	Online Only	135	58%	92	70%	12	80%	45	69%	284	64%
	Combined Only	61	26%	17	13%	2	13%	7	11%	87	20%
	Combined and Online	36	15%	23	17%	1	7%	13	20%	73	16%
	Unreported	1	0%		0%		0%		0%	2	0%
	Total	233	100%	132	100%	15	100%	65	100%	446	100%
Mesa College Service Area	Online Only	28	70%	124	67%	14	56%	18	82%	184	67%
	Combined Only	8	20%	20	11%	3	12%	2	9%	33	12%
	Combined and Online	4	10%	39	21%	8	32%	2	9%	53	19%
	Unreported		0%	3	2%		0%		0%	3	1%
	Total	40	100%	186	100%	25	100%	22	100%	273	100%
Miramar College Service Area	Online Only	8	89%	35	73%	79	56%	34	61%	156	61%
	Combined Only	1	11%	6	13%	32	23%	6	11%	45	18%
	Combined and Online		0%	7	15%	31	22%	16	29%	54	21%
	Unreported		0%		0%		0%		0%		0%
	Total	9	100%	48	100%	142	100%	56	100%	255	100%
Unreported	Online Only	14	54%	20	74%	11	73%	5	71%	50	67%
	Combined Only	7	27%	6	22%	1	7%		0%	14	19%
	Combined and Online	5	19%		0%	2	13%	2	29%	9	12%
	Unreported		0%	1	4%	1	7%		0%	2	3%
	Total	26	100%	27	100%	15	100%	7	100%	75	100%
Total	Online Only	247	61%	364	70%	216	62%	152	69%	979	66%
	Combined Only	97	24%	62	12%	64	18%	19	9%	242	16%
	Combined and Online	59	15%	88	17%	67	19%	49	22%	263	18%
	Unreported	1	0%	5	1%	1	0%		0%	9	1%
	Total	404	100%	519	100%	348	100%	220	100%	1493	100%

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Table 7 shows that the impact on enrollment, as influenced by the receipt of the combined paper schedule in the mail, was minimal. Based on the Fall 2008 survey two-thirds of students (66%) had already planned to attend one of the colleges prior to receiving the combined paper schedule in the mail. Approximately 68% of students who attended more than one college responded that they planned to attend one of the colleges before receiving the combined paper schedule in the mail. This is a slightly higher rate compared to those who attended only one college with an across college average of 65%. Based on the question that asked students whether they had planned to attend college prior to receiving the combined schedule, approximately 10% reported they had not, which indicates that students' registration decisions were affected by the receipt of the combined paper schedule.

Table 7. Students' Plans to Attend College Prior to Receipt of the Combined Paper Schedule.

Planned to Register	Attended City/ECC		Attended Mesa		Attended Miramar		Attended More Than One College		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Yes	268	66%	343	66%	221	64%	149	68%	982	66%
No	43	11%	46	9%	38	11%	20	9%	147	10%
Undecided	26	6%	39	8%	28	8%	15	7%	108	7%
Never Received Schedule by Mail	66	16%	86	17%	58	17%	36	16%	247	17%
Unreported	1	<1%	5	1%	3	1%	0	0%	9	1%
Total	404	100%	519	100%	348	100%	220	100%	1493	100%

Student Satisfaction with Schedule Feature

Students completed a series of questions asking them to rate their satisfaction of a particular schedule modality on a five point scale ranging from 1 (Strongly Disagree) to 5 (Strongly Agree). Students rated statements that described major features of the online class schedule and/or the combined paper schedule modalities. The features rated include user-friendliness of the schedule, organization of the information contained in the schedule, speed of finding information, ease of use, convenience of the schedule, and an overall rating of the schedule.

Overall, students were highly satisfied with the online class schedule modality (overall mean=4.0) (see Table 8a). The item that stated overall satisfaction with the online schedule yielded a mean of 4.11, which indicates a high level of satisfaction among students. Across all items, the majority of students responded either “5” (strongly agree) or “4” (agree) to statements such as the schedule was user-friendly, convenient to access, useful for planning classes, the class information is well organized and can be found quickly, the worksheet feature is useful, and the schedule is easier to use than in past years.

Table 8a. Student Satisfaction with the Online Class Schedule.

Items	Strongly Disagree		Disagree		Somewhat		Agree		Strongly Agree		Total		Mean Response
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	Total %	
The schedule is user-friendly	27	3%	22	2%	114	12%	486	50%	329	34%	978	100%	4.09
The way I access the schedule is convenient	34	3%	35	4%	116	12%	432	44%	357	37%	974	100%	4.07
The class information is well organized	26	3%	21	2%	149	15%	463	48%	315	32%	974	100%	4.05
I find classess and other information quickly	33	3%	34	3%	176	18%	438	45%	295	30%	976	100%	3.95
The schedule is useful for planning my classes	30	3%	21	2%	94	10%	465	48%	363	37%	973	100%	4.14
The worksheet feature is useful	34	4%	32	3%	285	31%	328	35%	252	27%	931	100%	3.79
The online schedule is easier to use than in past years	25	3%	22	2%	254	28%	375	41%	235	26%	911	100%	3.85
Overall, I am satisfied with the online schedule	31	3%	15	2%	108	11%	482	50%	337	35%	973	100%	4.11

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Similarly to the online schedule modality, students were highly satisfied with the combined paper schedule modality (overall mean = 3.88) (see Table 8b). The item that stated overall satisfaction with the combined paper schedule yielded a mean of 4.13, which indicates a high level of satisfaction among students. Across all items, the majority of students responded either “5” (strongly agree) or “4” (agree) to statements such as the schedule is user-friendly, convenient to access, useful for planning classes, the class information is well organized and can be found quickly, the class description is helpful, the icons and symbols are useful to notice the pre-requisites, the online courses section are helpful, and the schedule is easier to use than in past years.

Table 8b. Student satisfaction with the combined paper schedule.

Items	Strongly Disagree		Disagree		Somewhat		Agree		Strongly Agree		Total		Mean Response
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	Total %	
The schedule is user-friendly	3	1%	7	3%	24	10%	137	57%	69	29%	240	100%	4.09
The way I access the schedule is convenient	9	4%	8	3%	33	14%	111	46%	78	33%	239	100%	4.01
The class information is well organized	4	2%	11	5%	30	13%	123	51%	72	30%	240	100%	4.03
I find classes and other information quickly	4	2%	5	2%	36	15%	128	53%	67	28%	240	100%	4.04
The schedule is useful for planning my classes	4	2%	5	2%	35	15%	112	47%	84	35%	240	100%	4.11
The class description is helpful	5	2%	22	9%	68	28%	96	40%	48	20%	239	100%	3.67
The ONLINE COURSES section of the schedule helps me to find online classes	5	2%	11	5%	65	28%	113	49%	36	16%	230	100%	3.71
The icons and symbols are helpful for me to notice the pre-requisites	8	3%	17	7%	69	29%	105	45%	36	15%	235	100%	3.61
The combined paper schedule is easier to use than in past years	5	2%	8	3%	73	31%	109	47%	38	16%	233	100%	3.72
Overall, I am satisfied with the combined printed schedule of classes	3	1%	7	3%	22	9%	130	55%	76	32%	238	100%	4.13

Students who responded to using both types of schedule modalities reported similar levels of satisfaction (see Table 8c). Overall, students were highly satisfied with the online class schedule modality and the combined paper schedule modality (overall mean=4.0). The items that stated overall satisfaction with the schedule modalities yielded a mean of 4.1, which indicate a high level of satisfaction among students. Across all items, the majority of students responded either “5” (strongly agree) or “4” (agree) to statements such as the schedule was user-friendly, convenient to access, useful for planning classes, the class information is well organized and can be found quickly, the worksheet feature is useful, the class description is helpful, the icons and symbols are useful to notice the pre-requisites, the online courses section are helpful, and the schedule is easier to use than in past years.

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Table 8c. Satisfaction of students who used both the Online and Combined Schedule.

Items	Strongly Disagree		Disagree		Somewhat		Agree		Strongly Agree		Total		Mean Response
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	Total %	
Online Class Schedule													
The schedule is user-friendly	5	2%	7	3%	34	13%	141	54%	74	28%	261	100%	4.04
The way I access the schedule is convenient	5	2%	7	3%	26	10%	140	54%	83	32%	261	100%	4.11
The class information is well organized	8	3%	7	3%	38	15%	128	49%	79	30%	260	100%	4.01
I find classes and other information quickly	7	3%	12	5%	43	17%	123	47%	75	29%	260	100%	3.94
The schedule is useful for planning my classes	8	3%	6	2%	34	13%	123	47%	88	34%	259	100%	4.07
The worksheet feature is useful	11	4%	7	3%	80	33%	95	39%	52	21%	245	100%	3.69
The online schedule is easier to use than in past years	6	2%	3	1%	80	33%	101	41%	54	22%	244	100%	3.8
Overall, I am satisfied with the online schedule	6	2%	6	2%	32	12%	136	52%	80	31%	260	100%	4.07
Combined Paper Schedule													
The schedule is user-friendly	5	2%	1	0%	31	12%	136	53%	84	33%	257	100%	4.14
The way I access the schedule is convenient	6	2%	2	1%	24	9%	134	52%	92	36%	258	100%	4.18
The class information is well organized	6	2%	2	1%	27	11%	135	53%	86	34%	256	100%	4.14
I find classes and other information quickly	5	2%	8	3%	37	14%	133	51%	76	29%	259	100%	4.03
The schedule is useful for planning my classes	6	2%	2	1%	30	12%	126	50%	89	35%	253	100%	4.15
The class description is helpful	10	4%	11	4%	33	13%	128	50%	73	29%	255	100%	3.95
The ONLINE COURSES section of the schedule helps me to find online classes	4	2%	4	2%	46	18%	121	48%	75	30%	250	100%	4.04
The icons and symbols are helpful for me to notice the pre-requisites	6	2%	4	2%	58	23%	119	47%	64	25%	251	100%	3.92
The combined paper schedule is easier to use than in past years	5	2%	2	1%	70	29%	103	42%	65	27%	245	100%	3.9
Overall, I am satisfied with the combined printed schedule of classes	4	2%	1	0%	24	9%	142	56%	83	33%	254	100%	4.18

Distribution of the Combined Paper Schedule

Table 9 shows that students who attended only one college and more than one college obtained the combined paper schedule either at home or at the recreational center (33% and 39%, respectively). Among students who attended one college, Miramar had the largest portion of students (44%) who reported the recreational center as the most popular location to receive the combined paper schedule. Mesa had the highest portion of students (39%) rate their home as the most popular place they received the combined paper schedule. Coffee house and college campus were the locations where almost no students went to get the combined paper schedule.

Table 9. Preferred Location to Obtain Combined Paper Schedule.

Locations	Attended City\ECC		Attended Mesa		Attended Miramar		Attended More Than One		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%
Coffee House	2	1%	0	0%	0	0%	0	0%	2	0%
College Campus	0	0%	0	0%	1	1%	0	0%	1	0%
Friend	2	1%	4	3%	3	2%	0	0%	9	2%
Home	60	38%	58	39%	30	23%	17	25%	165	33%
Library	2	1%	1	1%	5	4%	1	1%	9	2%
Recreational Center	56	36%	55	37%	57	44%	28	41%	196	39%
Other	9	6%	0	0%	4	3%	1	1%	14	3%
Multiple Places	25	16%	30	20%	31	24%	20	29%	106	21%
Unreported	0	0%	2	1%	0	0%	1	1%	3	1%
Total	156	100%	150	100%	131	100%	68	100%	505	100%

SUMMARY AND CONCLUSIONS

Schedule Preference

Students reported a general preference for using the online schedule modality to register, with over half of the students choosing to use only the online schedule. However, it should be noted that the online schedule was used at a greater rate for Mesa students than for City/ECC and Miramar students. Students who attended more than one college showed a greater use for the online and combined paper schedule modalities than students who attended only one college. The combined paper schedule modality had a much higher rate of use by survey students in Fall 08 (16%) compared to survey students in Spring 08 (3%).

Prior to the elimination of the individual paper schedule, the online class schedule was generally the most preferred schedule modality, with almost half of the students choosing to use the online class schedule to make registration decisions. Students who attended only one college preferred to use the combined paper schedule and the individual paper schedule compared to students who attended more than one college. However, students who attended more than one college preferred the joint use of the online class schedule and the combined paper schedule modality. Approximately 8% of students reported that they used the individual paper schedule to find class information, and almost no students who attended more than one college preferred the individual paper schedule modality for making registration decisions.

Impact on Enrollment

Students residing in and outside of the district service area used the online schedule more often than other schedule modalities. However, students residing outside of the district service area reported a greater percentage of use of the online class schedule.

Among both students residing in and outside of the college service areas, students who attended more than one college reported a higher rate of use of the online class schedule modality and both the online and the combined paper schedule modalities. However, Fall 2008 survey respondents who attended only one college had a higher rate of use of the combined paper schedule regardless of whether the students resided in or outside of the college service areas.

Student Satisfaction with Schedule Features

Across all colleges, students revealed a higher level of satisfaction with the class schedule options they had to make registration decisions in Fall 2008 than in the previous spring term. Students also reported high levels of satisfaction with the new features included in the online class schedule and the combined paper schedule modality. Overall, students rated the online class schedule features slightly higher than the combined paper schedule features.

Students obtained the combined paper schedule either at home or at the recreational center. Coffee House and College Campus were the locations where almost no students obtain the combined paper schedule. Among students who attended one college, Miramar had the largest portion of students (44%) who reported the recreational center as the most popular location to receive the combined paper schedule. Mesa had the highest portion of students (39%) rate their home as the most popular place they received the combined paper schedule.

APPENDIX A. VERBATIM OPEN ENDED RESPONSES

Q7g Other Place(s) Students got the Combined Paper Schedule

Work

wife

VVSD - Veterans Village of San Diego

US mail

Son

Scripps clinic in Mount Carmel

Outside the admissions office, on the rack

Outside admin

Online

Office

Navy College

Navy Campus

My teacher passed it out in class once.

My sister

My office

My mother receives the combined paper schedule.

MCAS Miramar Ed. Office

Mailroom at the Classic Residence by Hyatt

Mailed to me at work

Mailed to me

Mailed at home

Magzine

It was sent to my house

It was delivered to my mail box, which is great!

Internet

I've never used the combined paper schedule, but I get through mail.

I wish they would send that instead of just the City one. based on my past history of enrollment They should notice I take classes at

Mesa and ECC as well as City and send the combined one.

I wasn't available ANYWHERE. I couldn't believe it.

I signed up for my classes 3 weeks before school was about to start, and I couldn't find any open classes. They need to have open classes.

I received duplicate combined paper catalogues.

However, I do not use it at all.

Friend's apartment complex

Educational Cultural Complex

CanyonSide Rec Center

Admission office

APPENDIX B. SURVEY INSTRUMENT ADMINISTERED IN FALL 2008

Class Schedule Survey

Fall 2008

This survey is being sent out to students enrolled in the Fall 2008 term to find out how the class schedule is being used. Information from this survey will help improve the class schedule in the future. All responses are strictly confidential.

What college(s) are you attending for Fall 2008?

(Please check all that apply.)

- City College*
- Mesa College*
- Miramar College*
- Educational Cultural Complex (ECC)*

What is your zip code?

(e.g. 92111)

Which type of schedule have you typically used to find classes?

(Please check all that apply.)

- the online schedule*
- the combined paper schedule (Combines all campuses: City, Mesa, Miramar, and ECC.)*
- the individual paper schedule (Includes only one campus.)*

Which type of schedule did you use to register for classes in the Fall 2008 semester?

- the online schedule*
- the combined paper schedule*
- both the online and combined paper schedule*

You indicated that you used the ONLINE schedule of classes.

Please rate the ONLINE schedule.

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Somewhat Agree/ Disagree</i>	<i>Agree</i>	<i>Strongly Agree</i>
The schedule is user-friendly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The way I access the schedule is convenient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The class information is well organized.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can find classes and other information quickly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The schedule is useful for planning my classes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The worksheet feature is useful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The online schedule is easier to use than in past years.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I am satisfied with the online schedule.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

You indicated that you used the COMBINED PAPER schedule of classes.

Please rate the COMBINED PAPER schedule.

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Somewhat Agree/ Disagree</i>	<i>Agree</i>	<i>Strongly Agree</i>
The schedule is user-friendly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

San Diego Community College District

The way I receive the schedule is convenient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Class information is well organized.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can find courses and other information quickly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The schedule is useful for planning my classes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The class description is helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ONLINE COURSES section of the schedule helps me to find online classes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The icons and symbols are helpful for me to notice the pre-requisites.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The combined paper schedule is easier to use than in past years.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I am satisfied with the combined printed schedule of classes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Where did you get your COMBINED PAPER schedule?
(Please check all that apply.)**

- Coffee House*
- Recreation center*
- Library*
- My home*
- Friend/Co-worker*
- College campus*
- Other (Please specify:)*

Which type of schedule would you most prefer to use?

(Please select one.)

- The online schedule*
- The combined paper schedule*
- The individual paper schedule*

Did you plan to attend one of the colleges prior to receiving the combined schedule in the mail?

- Yes*
- No*
- Undecided*
- Never received schedule by mail*

Thank you for taking the time to complete this survey. Your responses will help shape the course schedule in the future.

APPENDIX C. SURVEY INSTRUMENT ADMINISTERED IN SPRING 2008

**Course Schedule Questionnaire
Spring 2008**

This survey is being sent out to students enrolled in the Spring 2008 term to find out how the course schedule is being used. Information from this survey will help improve the course schedule in the future. All responses are strictly confidential.

<Q1> What college(s) are you attending for Spring 2008?

1. City College
2. Mesa College
3. Miramar College
4. Educational Cultural Complex (ECC) College
5. Not taking a class this semester [GO TO THE ENDING 2]

<Q2> Which type of schedule did you use to register for classes in the Spring 2008 semester?

1. the online schedule [ASK SECTION 1]
2. the printed schedule
3. both the online and printed schedule [ASK SECTION 1]
4. other (Please Specify) [GO TO ENDING 1]

[IF Q2 = 2 OR 3, ASK Q3; IF Q2 ≠ 2 OR 3 SKIP TO Q4]

<Q3> Was the printed schedule that you used...

[Select all that apply]

1. an individual schedule for just one college (City or Mesa or Miramar) [ASK SECTION 2]
2. a combined schedule including all three colleges (City, Mesa, and Miramar) [ASK SECTION 3]
3. don't know [GO TO ENDING 1]

[ASK THE NEXT SERIES OF QUESTIONS FOR EACH MODALITY SELECTED]

[SECTION 1]

The following items ask you to rate the type of schedule you used.

You indicated that you used the **online schedule** of classes.

<Q4> Using a scale from 0 to 10, where a 0 means very slow and a 10 means very fast, rate the **speed** of finding information using the online schedule.

<Q5> Using a scale from 0 to 10, where a 0 means difficult to use and a 10 means very easy to use, rate the **ease** of using the online schedule.

<Q6> Using a scale from 0 to 10, where a 0 means confusing and a 10 means very clear, rate the **clarity** of using the online schedule.

<Q7> Using a scale from 0 to 10, where a 0 means not at all informative and a 10 means extremely informative, rate how **informative** you thought the online schedule was.

<Q8> Using a scale from 0 to 10, where a 0 means poor and a 10 means excellent, **overall**, how would you rate the online schedule.

[SECTION 2]

The following items ask you to rate the type of schedule you used.

You indicated that you used an **individual printed schedule** for just one college (City or Mesa or Miramar).

<Q9 > Using a scale from 0 to 10, where a 0 means very slow and a 10 means very fast, rate the **speed** of finding information using the individual paper schedule.

<Q10> Using a scale from 0 to 10, where a 0 means difficult to use and a 10 means very easy to use, rate the **ease** of using the individual paper schedule.

<Q11> Using a scale from 0 to 10, where a 0 means confusing and a 10 means very clear, rate the **clarity** of using the individual paper schedule.

<Q12> Using a scale from 0 to 10, where a 0 means not at all informative and a 10 means extremely informative, rate how **informative** you thought the individual paper schedule was.

<Q13> Using a scale from 0 to 10, where a 0 means poor and a 10 means excellent, **overall**, how would you rate the individual paper schedule.

[SECTION 3]

The following items ask you to rate the type of schedule you used.

You indicated that you used the **combined printed schedule** which included all three colleges (City, Mesa, and Miramar).

<Q14> Using a scale from 0 to 10, where a 0 means very slow and a 10 means very fast, rate the **speed** of finding information using the combined paper schedule.

<Q15> Using a scale from 0 to 10, where a 0 means difficult to use and a 10 means very easy to use, rate the **ease** of using the combined paper schedule.

<Q16> Using a scale from 0 to 10, where a 0 means confusing and a 10 means very clear, rate the **clarity** of using the combined paper schedule.

<Q17> Using a scale from 0 to 10, where a 0 means not at all informative and a 10 means extremely informative, rate how **informative** you thought the combined paper schedule was.

<Q18> Using a scale from 0 to 10, where a 0 means poor and a 10 means excellent, **overall**, how would you rate the combined paper schedule.

[RANDOMIZE CHOICES FOR Q19-21]

[IF Q2 =1]

<Q19> Students use class schedules in a number of different ways. For the Spring 2008 term did you use the **online schedule** to... (choose all that apply)

1. look for specific classes you want to take
2. find the date and times of the classes you want to take
3. see what classes are being offered
4. to register for classes
5. other (Please Specify)

[IF Q3 =1]

<Q20> Students use class schedules in a number of different ways. For the Spring 2008 term did you use the **individual paper schedule** to...(choose all that apply)

1. look for specific classes you want to take
2. find the date and times of the classes you want to take
3. see what classes are being offered
4. to register for classes
5. other (Please Specify)

[IF Q3 =2]

<Q21> Students use class schedules in a number of different ways. For the Spring 2008 term did you use the **combined paper schedule** to...(choose all that apply)

1. look for specific classes you want to take
2. find the date and times of the classes you want to take
3. see what classes are being offered
4. to register for classes
5. other (Please Specify)

[IF Q3 =2]

<Q22> When you were selecting classes for this semester, did you find classes at one of the other colleges listed in the combined schedule that differed from your original choice of college?

1. Yes
2. No
3. Don't Know

<ENDING 1>

Thank you for taking the time to complete this survey. Your responses will help shape the course schedule in the future.

<ENDING 2>

Thank you for your willingness to participate in this survey. Unfortunately we are only surveying those who are currently enrolled at the college.