



Survey on Institutional Student Learning Outcomes

July 2018

Office of Institutional Research

SAN DIEGO CITY COLLEGE

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Background

The purpose of the 2018 ISLO survey of students who completed an associate degree at San Diego City College was to assess student perceptions of the college's contribution to their growth in three of the college's seven Institutional Student Learning Outcomes (ISLOs). The 2018 survey focused on the areas of:

- Communication/Interpersonal Skills
- Critical Thinking
- Analyses/Computation

The results will be shared with college stakeholders to engage in dialogue around student learning and student success in the service of inquiry and ongoing improvement.

Methodology

The methodological approach (student survey) and targeted ISLOs were selected through consultation with governance groups on campus¹. The ISLO survey was designed by the Office of Institutional Research, informed by the VALUE rubrics developed by the Association of American Colleges and Universities², as well as program-level SLOs at the college. Input provided by the consulted governance groups was used to improve the survey design.

The survey was sent to all students completing an associate degree in Fall 2017, Spring 2018, or Summer 2018. The initial invitation was sent on May 10, 2018, and two reminder emails were sent. Students were offered the chance to win one of four \$25 gift cards to amazon.com for their participation. A total of 1,060 students were invited to complete the survey, and 321 responses were received, for a 30.3% response rate.

Characteristics of the survey respondents appear in Appendix A next to the characteristics of the population invited to respond (i.e., students graduating with an associate degree). Distributions of the respondents aligned fairly well with distributions of the population, though spring graduates, Latino students, and female students were all overrepresented among survey respondents. In comparison to the college's entire student population³, students invited to complete the survey were older and more female.

Results

The full survey results appear in Appendix B.

Communication/Interpersonal Skills

- *Confidence in abilities.* Students showed strong agreement with statements regarding their abilities, with over 85% agreeing with each statement in Q1 assessing their communication and interpersonal skills.
- *City College's contribution to abilities.* Though students were slightly less likely to agree that City College contributed to their abilities, more than 80% of respondents agreed with each statement in Q2 assessing the college's contributions. Ratings did not vary widely by statement, with mean ratings ranging from 4.15 to 4.29. When asked about overall impact, 89% of respondents agreed that their experiences at the college improved their communication and interpersonal skills and abilities (see Q10).

¹ Groups consulted included the Accreditation Steering Committee, Academic Senate, Master Planning and Resource Oversight Council, and Executive Cabinet. The campus SLO coordinator was also consulted.

² <https://www.aacu.org/value/rubrics>

³ <https://www.sdccd.edu/about/departments-and-offices/student-services-department/institutional-research-and-planning/research-reports/facts-on-file.aspx>

- *Qualitative themes.* Students primarily reported growth in the areas of public speaking/presentations and writing. Less primary but also common were cultural sensitivity, confidence, and adjusting their communication to fit their audience. Students attributed their growth mostly to courses and professors, specifically naming the communications and English departments. Additionally, many reported developing their skills through participation in extracurricular activities, giving presentations, group work, and campus diversity.

Critical Thinking

- *Confidence in abilities.* Students showed strong agreement with statements regarding their abilities, with over 90% agreeing with each statement in Q4 assessing their critical thinking skills.
- *City College's contribution to abilities.* Though students were slightly less likely to agree that City College contributed to their abilities, more than 85% of respondents agreed with each statement in Q5 assessing the college's contributions. Ratings did not vary widely by statement, with mean ratings ranging from 4.23 to 4.34. When asked about overall impact, 92% of respondents agreed that their experiences at the college improved their critical thinking skills and abilities (see Q10).
- *Qualitative themes.* Students primarily reported growth in the areas of open-mindedness, evaluating reasoning, and critically consuming resources. Less primary but also common were analysis/processing information and self-reflection. Students attributed their growth mostly to courses and professors, specifically naming the English department, as well as philosophy and nursing. Additionally, many also reported developing through their exposure to campus diversity, critical reading, and writing papers.

Analyses/Computation

- *Confidence in abilities.* A majority of respondents demonstrated agreement with statements regarding their abilities, with over 75% agreeing with each statement in Q7 assessing their skills related to analysis and computation.
- *City College's contribution to abilities.* More than 75% of respondents agreed with each statement in Q8. Ratings did not vary widely by statement, with mean ratings ranging from 3.95 to 4.06. When asked about overall impact, 85% of respondents agreed that their experiences at the college improved their analysis and computation skills and abilities (see Q10).
- *Qualitative themes.* Students primarily reported growth in the areas of basic math and mathematical theory/concepts. Less primary but also common were applying analysis/computation to the real world, technological literacy, and data analysis/interpretation. Students attributed their growth mostly to courses and professors, specifically naming the math department, as well as tutoring and psychology.

Disaggregated Results

The responses submitted in Q10 regarding the college's overall contribution to each of the three ISLOs were disaggregated to explore differences by student subgroups. Results were disaggregated by degree type, graduation term, age group, ethnicity, and gender. No statistically significant differences between groups were observed (based on one-way ANOVA tests for three or more groups and independent samples *t*-test for gender). Differences may still be of practical interest, especially those persisting across the ISLOs. Disaggregated results appear in Appendix C.

Appendix A: Respondent Characteristics

Table 1. Degree Types of Survey Respondents

	Respondents	Population
AA	25%	28%
AA-T	27%	25%
AS	37%	36%
AS-T	11%	12%
total respondents		321

Table 2. Graduation Term of Survey Respondents

	Respondents	Population
Fall 2017	9%	14%
Spring 2018	85%	79%
Summer 2018	5%	6%
total respondents		321

Table 3. Age of Survey Respondents

	Respondents	Population
18 - 24	44%	40%
25 - 29	24%	28%
30 - 39	18%	19%
40 - 49	8%	8%
50 and >	6%	5%
Unreported	0%	0%
total respondents		321

Table 4. Ethnicity of Survey Respondents

	Respondents	Population
African American	11%	12%
American Indian	0%	0%
Asian/Pacific Islander	5%	6%
Filipino	2%	3%
Latino	56%	51%
White	20%	21%
Other	4%	4%
Unreported	2%	2%
total respondents		321

Table 5. Gender of Survey Respondents

	Respondents	Population
Female	71%	62%
Male	28%	38%
Unreported	0%	0%
total respondents		321

Appendix B: Survey Results

Q1. Please indicate the extent to which you agree with the following statements about your skills and abilities. I feel confident in my ability to...

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average (1 to 5)	Response Count
Demonstrate and recognize accurate grammar in writing, speaking, and listening.	2%	1%	4%	39%	54%	4.43	321
Organize my communication so others can understand.	2%	1%	5%	38%	55%	4.42	320
Precisely state my central message in a presentation or piece of writing.	2%	1%	3%	44%	50%	4.38	321
Research, organize, and present a developed viewpoint.	2%	1%	4%	43%	50%	4.40	320
Use supporting resources to enhance a message I am trying to convey.	1%	0%	3%	43%	52%	4.44	321
Demonstrate verbal and non-verbal presentational skills for a variety of communication situations.	1%	1%	9%	42%	47%	4.32	321
Change the way I communicate to fit my audience.	1%	1%	8%	42%	47%	4.33	321
Demonstrate interpersonal skills (e.g., leadership, delegation of authority, consensus building, communication, conflict resolution, team building).	2%	1%	8%	40%	49%	4.34	319

Q2. Please indicate the extent to which you agree with the following statements about City College's contribution to your skills and abilities. My experience at City College (including courses, clubs, events, etc.) has contributed to my ability to...

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average (1 to 5)	Response Count
Demonstrate and recognize accurate grammar in writing, speaking, and listening.	2%	2%	10%	44%	42%	4.23	321
Organize my communication so others can understand.	2%	3%	8%	45%	43%	4.25	321
Precisely state my central message in a presentation or piece of writing.	1%	2%	10%	45%	42%	4.26	320
Research, organize, and present a developed viewpoint.	2%	2%	8%	45%	44%	4.29	321
Use supporting resources to enhance a message I am trying to convey.	1%	2%	8%	45%	44%	4.28	319
Demonstrate verbal and non-verbal presentational skills for a variety of communication situations.	2%	2%	13%	43%	40%	4.18	321
Change the way I communicate to fit my audience.	2%	2%	15%	41%	40%	4.15	320
Demonstrate interpersonal skills (e.g., leadership, delegation of authority, consensus building, communication, conflict resolution, team building).	2%	2%	13%	41%	43%	4.20	320

Q3. In a few sentences, please describe how your experiences at City College (including courses, clubs, events, etc.) have contributed to the development of your communication/interpersonal skills and abilities. You may provide examples of specific events, activities, or assignments.

190 responses

- Skills gained
 - Primary: Public speaking/presentations, Writing
 - Secondary: Cultural sensitivity, Confidence, Adjusting for audience
- Source of skills gained
 - Primary: Courses, Professors
 - Secondary: Extracurricular activities, Giving presentations, Group work, Campus diversity
- Programs named
 - Primary: Communications, English

Response samples:

My experiences at City College have helped the development of my communication and interpersonal skills and abilities by helping me become a more confident public speaker. In the Spring of 2016, I took Communication 103 at City where we had to present four different speeches of the topic of our choice. This helped me improve my public speaking skills such as using the appropriate tone, examining my audience, and making sure I give eye contact to my audience. Another experience at City College that has really helped me in my communication skills is being a part of MEChA, and taking Personal Growth 130. From writing emails to giving speeches, and 30 second job interviews, I have advanced immensely in my communication skills.

I was part of the first year service program as an advocate and it helped me develop stronger communication and writing skills by having me present to student of all ages. I had to adjust to my audience every time I presented.

Working as a teacher assistant, communication classes have helped me in this field to get out of my comfort zone and talk in front of others.

The cultural diversity in city college has helped me to develop the essential skills (cultural awareness). I learned to communicate verbally and not verbally with students of different cultures. Also, to listen respectfully and nonjudgmentally to their points of view.

First of all, I am a Spanish speaker who barely talked in English when I started at SDCCD. In my English class, I learned to organize my words in English, by writing sentences, paragraphs, and even essays. I really appreciate all my professors who helped me follow my dreams.

San Diego City College has made me confident in my skills and abilities by making me interact with many different students and complete projects, tests and tasks.

I used to be really shy. I wouldn't talk much, I was almost not social at all. But the courses I've taken at City not only helped me create friendships, but also made me a more comfortable person when i had to do presentations or speeches.

Q4. Please indicate the extent to which you agree with the following statements about your skills and abilities. I feel confident in my ability to...

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average (1 to 5)	Response Count
Interpret information produced by someone else.	1%	0%	5%	53%	42%	4.35	274
Identify the assumptions underlying a point of view.	1%	0%	6%	51%	42%	4.31	269
Evaluate an author's/speaker's backgrounds, motives, and attitudes.	1%	0%	5%	48%	46%	4.36	272
Identify and evaluate an author's strategies, purpose, perspective, and argument.	1%	0%	6%	49%	44%	4.35	272
Understand points of view that differ from my own.	1%	0%	2%	42%	55%	4.49	273
Describe, explain, and analyze multiple perspectives on an issue.	1%	0%	3%	47%	49%	4.44	273
Draw a conclusion using multiple sources of information.	1%	0%	3%	49%	47%	4.40	272

Q5. Please indicate the extent to which you agree with the following statements about City College's contribution to your skills and abilities. My experience at City College (including courses, clubs, events, etc.) has contributed to my ability to...

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average (1 to 5)	Response Count
Interpret information produced by someone else.	2%	0%	9%	45%	43%	4.26	274
Identify the assumptions underlying a point of view.	1%	1%	11%	46%	40%	4.23	273
Evaluate an author's/speaker's backgrounds, motives, and attitudes.	2%	1%	9%	46%	41%	4.24	274
Identify and evaluate an author's strategies, purpose, perspective, and argument.	1%	1%	7%	46%	44%	4.31	272
Understand points of view that differ from my own.	2%	1%	8%	39%	50%	4.34	273
Describe, explain, and analyze multiple perspectives on an issue.	2%	1%	7%	43%	47%	4.31	273
Draw a conclusion using multiple sources of information.	1%	1%	8%	42%	47%	4.31	274

Q6. In a few sentences, please describe how your experiences at City College (including courses, clubs, events, etc.) have contributed to the development of your critical thinking skills and abilities. You may provide examples of specific events, activities, or assignments.

139 responses

- Skills gained
 - Primary: Open-mindedness, Evaluating reasoning, Critically consuming resources
 - Secondary: Analysis/processing information, Self-reflection
- Source of skills gained
 - Primary: Courses, Professors
 - Secondary: Campus diversity, Critical reading, Writing papers
- Programs named
 - Primary: English
 - Secondary: Philosophy, Nursing

Response samples:

I have been taught to analyze information more thoroughly. Also to fact check, making sure the information is provided by a reliable source with credible research. I can now see things presented such as advertisement more in depth, acknowledging the audience that's targeted.

My critical thinking skills have improved, I have had some practice thinking outside the box, gathering information and doing research.

City College is one of the most diverse schools I have ever come across. It has allowed me to open my eyes and see things from so many different perspectives.

One of the most eyeopening courses I took at city college were the english courses. They were very eyeopening because it was about topics that most english professors would be scared to bring up. For instace we got in depth about mass incarceration in the US and much more, which were topics that had me asking questions, thinking, and realizing so much about our world.

Courses such as English 101 and Philosophy 100 helped to better understand how to interpret a well written argument. By taking these courses, I've become a better listener and I am able to make my own conclusion without being easily persuaded.

Because of the course of instruction that I took up at the college, I found that many of the conclusions I made in the past were made on outdated information. Attending SDCC allowed me to realize this.

The teachers at city college pah their students to not just take information at face value but analyze and apply it to the situation its given in. It has given me the ability to ask the right questions and then suss out answers to those, and the others that arise in the process.

City College has helped me see a lot of things from different perspectives. Including those which I may not fully agree with. I have come across great professors that understand the importance to teach students to be open to different perspectives and what to gain from them.

Q7. Please indicate the extent to which you agree with the following statements about your skills and abilities. I feel confident in my ability to...

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average (1 to 5)	Response Count
Perform mathematical calculations.	2%	5%	16%	44%	34%	4.03	260
Analyze, model, and communicate a solution to a math problem.	2%	5%	15%	45%	34%	4.06	259
Create visual representations of quantitative information (e.g., graphs, diagrams, tables).	1%	4%	12%	47%	37%	4.16	260
Interpret information conveyed in mathematical forms (e.g., graphs, diagrams, tables).	1%	2%	12%	48%	36%	4.16	260
Apply mathematical skills to solve real-world problems.	1%	6%	15%	43%	35%	4.05	260
Draw conclusions from quantitative information.	1%	5%	14%	48%	32%	4.05	260
Apply technology (e.g., calculator, Excel) to enhance mathematical thinking and understanding, and to solve mathematical problems.	2%	3%	11%	46%	38%	4.13	258

Q8. Please indicate the extent to which you agree with the following statements about City College's contribution to your skills and abilities. My experience at City College (including courses, clubs, events, etc.) has contributed to my ability to...

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average (1 to 5)	Response Count
Perform mathematical calculations.	2%	3%	19%	41%	35%	4.03	263
Analyze, model, and communicate a solution to a math problem.	2%	2%	17%	44%	34%	4.05	263
Create visual representations of quantitative information (e.g., graphs, diagrams, tables).	2%	3%	18%	43%	34%	4.03	263
Interpret information conveyed in mathematical forms (e.g., graphs, diagrams, tables).	2%	3%	16%	45%	34%	4.06	263
Apply mathematical skills to solve real-world problems.	3%	5%	17%	44%	31%	3.95	262
Draw conclusions from quantitative information.	2%	3%	19%	44%	32%	4.00	262
Apply technology (e.g., calculator, Excel) to enhance mathematical thinking and understanding, and to solve mathematical problems.	3%	2%	19%	41%	35%	4.03	262

Q9. In a few sentences, please describe how your experiences at City College (including courses, clubs, events, etc.) have contributed to the development of your analysis/computation skills and abilities. You may provide examples of specific events, activities, or assignments.

125 responses

- Skills gained
 - Primary: Basic math, Mathematical theory/concepts
 - Secondary: Real-world applications, Technological literacy, Data analysis/interpretation
- Source of skills gained
 - Primary: Courses, Professors
 - Secondary: Student support programs
- Programs named
 - Primary: Math
 - Secondary: Tutoring, Psychology

Response samples:

I pursue a civil engineering degree, so math and science is my bread and butter and city college, along with its challenging math and science courses, helped me to become confident and proficient with my math and computation skills. I would argue that City college has the most challenging STEM courses in the San Diego community college district, and I truly appreciate that.

We're able to use our skills that we acquired while here at city to our everyday situations while in the nursing programs. We calculate medicine, make presentations, and apply it to our computer programs to excel in the nursing program.

After having taken symbolic logic, which is a philosophy course, I have been able to grasp mathematical concepts much easier and am confident about completing Statway 115 with a pretty strong grade!

The amount of math that I was required to take has made me able to compute and apply a lot of mathematical concepts

Although my mathematics courses were taken at a different campus, the city college math tutoring center was a vital resource for me. The support I have received on this campus is the reason for my success.

When I started at city college I was in math 46, by the end of my time there I had moved up through Calculus and I attribute that in part to the skills that city college gave me through rigorous teachers such as **** and ****.

Q10. Please indicate the extent to which you agree with the following statements:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average (1 to 5)	Response Count
My experiences at San Diego City College have improved my communication/interpersonal skills and abilities.	1%	2%	8%	39%	50%	4.37	260
My experiences at San Diego City College have improved my critical thinking skills and abilities.	1%	1%	7%	36%	55%	4.44	261
My experiences at San Diego City College have improved my analysis/computation skills and abilities.	1%	3%	10%	41%	44%	4.24	260

Appendix C: Disaggregated Results

Table 1. Mean Ratings for Q10 by Degree Type

		N	Mean
My experiences at San Diego City College have improved my communication/interpersonal skills and abilities.	AA	64	4.41
	AA-T	74	4.35
	AS	95	4.38
	AS-T	27	4.26
My experiences at San Diego City College have improved my critical thinking skills and abilities.	AA	64	4.50
	AA-T	75	4.51
	AS	95	4.42
	AS-T	27	4.19
My experiences at San Diego City College have improved my analysis/computation skills and abilities.	AA	63	4.14
	AA-T	75	4.19
	AS	95	4.38
	AS-T	27	4.15

Note. Differences between groups not statistically significant ($p > 0.05$).

Table 2. Mean Ratings for Q10 by Graduation Term

		N	Mean
My experiences at San Diego City College have improved my communication/interpersonal skills and abilities.	Fall 2017	27	4.48
	Spring 2018	220	4.36
	Summer 2018	13	4.23
My experiences at San Diego City College have improved my critical thinking skills and abilities.	Fall 2017	27	4.44
	Spring 2018	221	4.45
	Summer 2018	13	4.23
My experiences at San Diego City College have improved my analysis/computation skills and abilities.	Fall 2017	27	4.15
	Spring 2018	220	4.27
	Summer 2018	13	4.00

Note. Differences between groups not statistically significant ($p > 0.05$).

Table 3. Mean Ratings for Q10 by Age Group

		N	Mean
My experiences at San Diego City College have improved my communication/interpersonal skills and abilities.	18 - 24	109	4.39
	25 - 29	66	4.33
	30 - 39	48	4.25
	40 - 49	21	4.76
	50 and >	15	4.20
My experiences at San Diego City College have improved my critical thinking skills and abilities.	18 - 24	110	4.44
	25 - 29	66	4.41
	30 - 39	48	4.33
	40 - 49	21	4.86
	50 and >	15	4.40
My experiences at San Diego City College have improved my analysis/computation skills and abilities.	18 - 24	109	4.21
	25 - 29	66	4.30
	30 - 39	48	4.23
	40 - 49	21	4.38
	50 and >	15	4.07

Note. Differences between groups not statistically significant ($p > 0.05$).

Table 4. Mean Ratings for Q10 by Ethnicity

		N	Mean
My experiences at San Diego City College have improved my communication/interpersonal skills and abilities.	African American	26	4.08
	Asian/Pacific Islander	13	4.00
	Filipino	6	3.83
	Latino	148	4.45
	White	50	4.44
	Other	10	4.20
	Unreported	7	4.43
My experiences at San Diego City College have improved my critical thinking skills and abilities.	African American	26	4.19
	Asian/Pacific Islander	13	4.00
	Filipino	6	4.17
	Latino	149	4.49
	White	50	4.50
	Other	10	4.60
	Unreported	7	4.71
My experiences at San Diego City College have improved my analysis/computation skills and abilities.	African American	26	4.12
	Asian/Pacific Islander	13	4.15
	Filipino	6	4.33
	Latino	149	4.26
	White	50	4.26
	Other	9	4.22
	Unreported	7	4.43

Note. Differences between groups not statistically significant ($p > 0.05$).

Table 5. Mean Ratings for Q10 by Gender

		N	Mean
My experiences at San Diego City College have improved my communication/interpersonal skills and abilities.	Female	188	4.36
	Male	71	4.39
My experiences at San Diego City College have improved my critical thinking skills and abilities.	Female	188	4.43
	Male	72	4.49
My experiences at San Diego City College have improved my analysis/computation skills and abilities.	Female	187	4.22
	Male	72	4.31

Note. Differences between groups not statistically significant ($p > 0.05$).