

**Section Two:**

## Survey Synopses

**I.**

**Category:** Reasons for attending summer school; satisfaction; kinds of offerings needed.

**Institution:** The Evergreen State College.

**Contact:** John Cushing, phone: 306-866-6000 X6234; e-mail: cushja@evergreen.edu; address: Library 2211, The Evergreen State College, Olympia, WA 98505.

**Date of Survey:** Summer 1995.

**Survey Description:** A survey was distributed to all enrolled students in class, asking a series of questions about why students attend summer school, patterns of registration, interest areas, satisfaction with courses and support services, and ways in which summer school could be improved. Forty-three percent of enrolled students responded. Useful information was obtained about who attends Evergreen's summer school, why, and what the students want and don't want.

**Number of completed Surveys:** 513.

**Number of surveys distributed:** 1194.

**Is a copy of the survey available to interested parties?** Yes.

**Is a summary of the survey report available to interested parties?** Yes.

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**II.**

**Category:** Satisfaction of Summer Session students.

**Institution:** State University of New York at Binghamton.

**Contact:** Sharon Randall, phone: 607-777-2505; fax: 607-777-6661; e-mail: srandall@binghamton.edu; address: Continuing Education & Summer Programs, P.O. Box 6000, Binghamton, NY 13902-6000.

**Date of Survey:** Summer 1997.

**Survey Description:** A survey of 33 questions distributed to randomly selected classes to be completed in class. Information gathered includes basic information regarding the student; student satisfaction with the bulletin, registration and payment processes, facilities, library services, bookstore, transportation, housing, campus life, their overall summer experience and use of the Web.

**Number of completed surveys:** 353.

**Number of surveys distributed:** Approximately 700.

**Is a copy of the survey available to interested parties?** Yes.

**Is a summary of the survey report available to interested parties?** Yes.

**III.**

**Category:** Summer Session marketing reaction.

**Institution:** The University of Manitoba.

**Contact:** Dr. Bill Kops, phone: 204-474-6198; fax: 204-275-5465; e-mail: b\_kops@umanitoba.co; address: Continuing Education Division, The University of Manitoba, Winnipeg, Manitoba, R37 2N2.

**Date of Survey:** March-May, 1997 (also in 1995 and 1996 Calendars).

**Survey Description:** A survey of Summer Session students distributed as part of the Summer Session Calendar inviting all students with a copy of a Calendar, whether registered or not, to complete the survey. Information gathered includes perceived marketing effectiveness, reasons students may or may not attend, and demographics.

**Number of completed surveys:** Approximately 100-150.

**Number of surveys distributed:** 25,000 (number of Calendars distributed).

**Is a copy of the survey available to interested parties?** Yes.

**Is a summary of the survey report available to interested parties?** Yes.

**IV.**

**Category:** Student perceptions of Summer Session.

**Institution:** the University of Manitoba.

**Contact:** Dr. Bill Kops, phone: 204-474-6198; fax: 204-275-5465; e-mail: b\_kops@umanitoba.ca; address: continuing Education Division, The University of Manitoba, Winnipeg, Manitoba, R3T 2N2.

**Date of Survey:** Summer Session 1993.

**Survey Description:** A survey of 96 questions distributed to students in randomly selected classes. Information gathered included demographics, academic information, registration information - past and present, reasons for withdrawing, marketing effectiveness, administrative experiences, access to university resources, scheduling opinions, and course quality.

**Number of completed surveys:** 700.

**Number of surveys distributed:** 850.

**Is a copy of the survey available to interested parties?** Yes.

**Is a summary of the survey report available to interested parties?** Yes.

**V.**

**Category:** Effectiveness of 1997 Summer Session programs.

**Institution:** Azusa Pacific University.

**Contact:** Les Eddington and Annette Kakimoto, phone: 626-812-3015; fax: 626-815-3807; e-mail: ledding@apu.edu; akakimoto@apu.edu; address: Azusa Pacific University, 901 E. Alost Avenue, Azusa, CA 91702-7000.

**Date of Survey:** Summer 1997.

**Survey Description:** Our survey was formulated only for undergraduate students who attended the 1997 Summer I and II sessions at Azusa Pacific University. It was intended to gather information as to whether we should change the format of the summer program, availability of course offerings and time slots, quality of educational experience, etc. so as to continually enhance the Summer Session program at APU.

**Number of completed surveys:** Not sure.

**Number of surveys distributed:** Not sure.

**Is a copy of the survey available to interested parties?** Yes.

**Is a summary of the survey report available to interested parties?** Yes.

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**VI.**

**Category:** General Summer Session survey.

**Institution:** Indiana State University.

**Contact:** Allen Varner, phone: 812-237-2336; fax: 812-237-3495; e-mail: varner@cube.indstate.edu; address: Continuing Education, Erickson Hall, Room 125, Terra Haute, IN 47803.

**Survey Description:** Generic summer session questionnaire with 31 questions.

**Number of completed surveys:** 649.

**Number of surveys distributed:** NA.

**Is a copy of the survey available to interested parties?** Yes.

**Is a summary of the survey report available to interested parties?** Yes.

**VII.**

**Category:** Student participation motivation survey.

**Institution:** College of Extended Learning, California State University, Northridge.

**Contact:** Sari Small, phone: 818-677-7527; fax: 818-677-2288; e-mail: sari.small@csun.edu; address: College of Extended Learning, California State University, Northridge, 18111 Nordhoff Street, Northridge, CA 91330-8218.

**Date of Survey:** Summer 1993.

**Survey Description:** A survey of 16 questions distributed to students registered in lower division, upper division and graduate lecture, activity and laboratory courses. The survey was administered in classes at the beginning of the third week of each session. Information gathered is designed to give a general picture of who our customers are, why they are coming and where they are getting their Summer Session information. The completed surveys are available to colleges and departments to track specific course offerings.

**Number of completed:** 7,433 students in 461 courses.

**Number of surveys distributed:** 9,377 students in 513 courses.

**Is a copy of the survey available to interested parties?** Yes.

**Is a summary of the survey report available to interested parties?** Yes.

### VIII.

**Category:** Student Summer enrollment/perceptions.

**Institution:** Indiana University.

**Contact:** Nancy Webber, phone: 812-855-1283; fax: 812-855-3815; e-mail: nwebber@indiana.edu; address: Maxwell Hall 254, Indiana University, Bloomington, IN 47405-4601.

**Date of Survey:** Spring 1992.

**Survey Description:** A survey of 11 questions was mailed to a random sample of 800 spring semester students. Information gathered includes reasons why or why not students attend summer sessions. The effect of the introduction of a flat fee for tuition, level of satisfaction of the registration process, and general summer class perceptions are reviewed.

**Number of completed surveys:** 603.

**Number of surveys distributed:** 800.

**Is a copy of the survey available to interested parties?** Yes.

**Is a summary of the survey report available to interested parties?** Yes.

### IX.

**Category:** Satisfaction of Summer Session students.

**Institution:** Western Oregon University.

**Contact:** Michele Price, phone: 503-838-8493; fax: 503-838-8473; e-mail: pricemv@fsa.wou.edu; address: Division of Extended and Summer Studies, 345 N. Monmouth Ave., Monmouth, OR 97361.

**Date of Survey:** Summer 1997.

**Survey Description:** A survey of 27 questions distributed to all students, administered by faculty during class. Information gathered includes demographics; preferred summer session format and delivery methods; reasons for attending summer session and this university; course availability; course recommendations; satisfaction with courses, student services, university services, housing and food services; marketing effectiveness; quality of campus life in summer.

**Number of completed surveys:** 777.

**Number of surveys distributed:** 1,133.

**Is a copy of the survey available to interested parties?** Yes.

**Is a summary of the survey report available to interested parties?** Yes.

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**X.**

**Category:** Quality of service to students; Summer evening class survey.

**Institution:** Millersville University.

**Contact:** Robert J. Labriola, phone: 717-872-3030; fax: 717-871-2022; e-mail: labriola@marauder.millersu.edu; address: P.O. Box 1002, Millersville, PA 17551-0302.

**Date of Survey:** Summer 1996 and Summer 1997.

**Survey Description:** The office of Graduate Studies and Extended Programs at Millersville University is interested in evaluating the quality of its services to graduate students. We would like graduate students to suggest how we might improve our services. Also, how do we interact with you? How does Millersville University compare to other universities/colleges you have attended?

**Number of completed surveys:** 1,970.

**Number of surveys distributed:** 2,500.

**Is a copy of the survey available to interested parties?** Yes.

**Is a summary of the survey report available to interested parties?** No (Raw data is available, but no formal report.)

**XI.**

**Category:** Market research, satisfaction.

**Institution:** American University.

**Contact:** Ted Schmitt, phone: 202-885-2421; fax: 202-885-1505; e-mail: schmitt@american.edu; address: American University, 350 McKinley Building, 4400 Massachusetts Ave. N.W., Washington, DC 20016-8170.

**Date of Survey:** Summer 1997.

**Survey Description:** In beginning a planning process for summer 1998, which will mark a change from a seven-week to a six-week session, we started to ask ourselves questions for which we did not have any answers. The survey was designed to solicit students opinions on scheduling, campus services, summer work load/schedule, and also to gather selected information about our Non-Degree and Visiting Population.

**Number of completed survey:** 1,400.

**Number of surveys distributed:** 3,000.

**Is a copy of the survey available to interested parties?** Yes.

**Is a summary of the survey report available to interested parties?** Yes.

## XII.

**Category:** Satisfaction of Summer Session students.

**Institution:** University of California, Berkeley.

**Contact:** Raymond Daniels, phone: 510-643-0746; fax: 510-642-2877; e-mail: rdaniels@socrates.berkeley.edu; address: Berkeley Summer Sessions, 22 Wheeler Hall #1080, Berkeley, CA 94720-1080.

**Date of Survey:** Spring 1997.

**Survey Description:** A survey was given to all students who were registered for the Spring 1996 term but did not attend summer Session 1996. Consisted of about twenty questions. Mailed to all Berkeley undergrads in the aforementioned category. Surveyed group that did not attend summer session, attempting to find out why and what the respective students did with their summer.

**Number of completed surveys:** Approximately 10,000.

**Number of surveys distributed:** 18,313.

**Is a copy of the survey available to interested parties?** Yes.

**Is a summary of the survey report available to interested parties?** Yes.

## XIII.

**Category:** Student satisfaction, who our customer's are.

**Institution:** University College of the Cariboo.

**Contact:** Vlasta Dusil, phone: 250-828-5134; e-mail: vdusil@cariboo.bc.ca; address: Instructional Liaison Officer, University College of the Cariboo, Box 3010, Kamloops, B.C. V2C5N3.

**Date of Survey:** Summer 1997.

**Survey Description:** Survey distributed to sample summer classes (college prep, lower level and upper level). Feedback on satisfaction of various aspects of Summer Session (i.e., information available, course section, etc.) and areas for improvement. As well, information is collected on make-up of student population, why they take summer courses and preferred organization of summer session (i.e., times of classes, dates, etc.).

**Number of completed surveys:** 282.

**Number of surveys distributed:** 400.

**Is a copy of the survey available to interested parties?** Yes.

**Is a summary of the survey report available to interested parties?** Yes.

#### XIV.

**Category:** Satisfaction of 1996 Summer Sessions-University special students.

**Institution:** University of Wisconsin-Madison.

**Contact:** Howard Martin, Dean, phone: 608-262-5821; fax: 608-265-5627; e-mail: howard.martin@ccmail.adp.wisc.edu; address: Division of Continuing Studies, 905 University Avenue, Madison, WI 53715-1005.

**Date of Survey:** Summer 1996.

**Survey Description:** Purpose was to learn about university non-degree Special Students' summer session experiences in order to assist the division and the schools and colleges in planning curricula and services for summer sessions. The division was particularly interested in learning who enrolled, the major reasons why they enrolled and how they learned about the program. The survey also elicited their evaluation of various aspects of summer sessions, including services and facilities, overall academic experience, time preference for classes during the day and during the summer, and the length of session preferred.

**Number of completed surveys:** 571.

**Number of surveys distributed:** 937.

**Is a copy of the survey available to interested parties?** Yes.

**Is a summary of the survey report available to interested parties?** Yes.

#### XV.

**Category:** Key advisers' feedback on Summer Course offerings.

**Institution:** Colorado State University.

**Contact:** Barbara Gotshall, phone: 970-491-1590; fax: 970-491-2187; e-mail: bgotshall@vines.colostate.edu; address: summer Session Office, c/o CSMATE, Colorado State University, Fort Collins, CO 80523.

**Date of Survey:** Fall 1996.

**Survey Description:** Academic advisers are an invaluable resource for providing input and feedback about summer session course offerings. A survey of 10 questions was mailed to all key advisers. Advisers were asked to complete and return the survey to the Summer Session Office. Information gathered includes course scheduling conflicts, courses that should be offered to help transfer students, possible distant education summer courses, other specific courses that should be offered in the summer, courses in which more sections should be offered, satisfaction with the timeliness of the summer publications for advising



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students, perceived student satisfaction with class times and summer terms.

**Number of completed surveys:** 37.

**Number of surveys distributed:** 100.

**Is a copy of the survey available to interested parties?** Yes.

**Is a summary of the survey report available to interested parties?** Yes.

### XVI.

**Category:** Determine best programs and schedules to meet student needs.

**Institution:** University of North Carolina at Charlotte.

**Contact:** Ken Burrows, phone: 704-547-4446; fax: 704-547-3158; address: Office of Summer Programs, University of North Carolina at Charlotte 9201 University City Blvd., Charlotte, NC 28223-0001.

**Date of Survey:** August 18, 1992; October, 1993.

**Survey Description:** A survey of about 20 questions distributed to all students registered for summer classes via their instructors who typically administered the survey. Information gathered, as well as general information about the student—age, gender, employment, commute distance, and purpose for summer enrollment—includes preferred time periods, days, formats for summer classes; extent to which current offerings met schedule preference, convenience and efficiency.

**Number of completed surveys:** August 18, 1992—5,611; October, 1993—6,300.

**Number of survey distributed:** August 18, 1992—7,547; October, 1993—approximately 10,000.

**Is a copy of the survey available to interested parties?** Yes.

**Is a summary of the survey report available to interested parties?** Yes.

### XVII.

**Category:** Survey of student satisfaction.

**Institution:** The University of Arizona.

**Contact:** Anita D. McDonald, phone: (520) 623-3327; fax: (520) 621-3269; e-mail address: anitam@u.arizona.edu; mailing address: P.O. Box 210158, Tucson, AZ 85721-0158.

**Date of Survey:** Developed Summer 1994, Revised Summer 1997.

**Survey Description:** The survey has 37 questions with multiple choice responses and two open-ended questions. It is a single sheet

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printed back-to-back and is scanned for data entry. Students provide ratings of instruction, demographic information, marketing information, and indications of involvement in extra-curricular summer events. Questions also address preferences for class times and reasons for attending the Summer Session.

**Number of completed surveys:** 11,085.

**Number of survey distributed:** 17,274.

**Is a copy of the survey available to interested parties?** Yes.

**Is a summary of the survey report available to interested parties?** Yes.

**XVIII.**

**Category:** Satisfaction of summer session students.

**Institution:** Northwestern University.

**Contact:** David Schejbal, phone: 847-491-3745; fax: 847-491-3660; e-mail: schejbal@merle.acns.nwu.edu; address: 2115 North Campus Drive, Evanston, IL 60208-2650.

**Date of Survey:** Summer 1997.

**Survey Description:** A survey of 30 questions distributed along with teaching evaluations to all students registered for classes. Administered in class. Information gathered includes perceived quality of instruction, housing and food service; marketing effectiveness; quality of campus life in summer; diversity of courses offered.

**Number of completed surveys:** 1,750.

**Number of surveys distributed:** 3,000.

**Is a copy of the survey available to interested parties?** Yes.

**Is a summary of the survey report available to interested parties?** Yes.

**XVIX.**

**Category:** Needs assessment survey on part-time undergraduate programming in Canada and potential part-time students at two institutions.

**Institution:** University of Alberta, Edmonton, Alberta, Canada.

**Contact:** David Keast, phone: 403-492-9163; fax: 403-492-3764; e-mail: David.Keast@ualberta.ca; address, Special Sessions, 4-107A Education North, University of Alberta, Edmonton, AB, Canada, T6G 2G5.

**Date of Survey:** January to April, 1996.

**Survey Description:** The purpose was to examine part-time programming across the country and the needs and characteristics of

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undergraduate students with potential for degree completion on a part-time basis. Four populations were surveyed and four separate survey instruments were used: (1) Canadian universities; (2) part-time undergraduates at the University of Alberta; (3) university transfer students at a local community college; and (4) former University of Alberta Faculty of Arts students eligible for readmission. Data on students were collected in six categories: (1) demographics; (2) academic backgrounds; (3) finances and employment; (4) expectations and student services; (5) technology and alternative delivery; and (6) advantages and disadvantages of part-time attendance.

**Number of completed surveys:** In total, 876.

**Number of surveys distributed:** 1,583. Survey/sampling procedures differed for each population.

**Is a copy of the survey available to interested parties?** Yes, but comes as part of Research Report.

**Is a summary of the survey report available to interested parties?** Yes. Two documents—Research Report and Summary Report.