

NORCO COLLEGE ANNUAL ADMINISTRATIVE PROGRAM REVIEW

Unit: Academic Affairs

Please give the full title of your unit.

Contact Person: Diane Dieckmeyer

Due: AUGUST 31, 2015

Please send an electronic copy to your area Vice President



Form Last Revised: AUGUST 2015

Norco College

Web Resources: <http://www.norcollege.edu/about/president/strategic-planning/programreview/Pages/index.aspx>

Annual Administrative Program Review Update

Instructions

The Annual Administrative Program Review is conducted by each unit and consists of an analysis of changes within the unit as well as significant new resource needs for staff, resources, facilities, and equipment. It should be **submitted or renewed every year** in anticipation of budget planning for the fiscal year, which begins July 1 of the *following* calendar year.

The questions on the subsequent pages are intended to assist you in planning for your unit.

The forms that follow are separated into pages for ease of distribution to relevant subcommittees. **Please keep the pages separated** if possible (though part of the same electronic file), **with the headers as they appear**, and be sure to include your unit, contact person (this may change from topic to topic) and date on each page submitted. Don't let formatting concerns slow you down. If you have difficulty with formatting, Nicole C. Ramirez can adjust the document for you. Simply add responses to those questions that apply and forward the document to nicole.ramirez@norccollege.edu with a request to format it appropriately.

If you cannot identify in which category your requests belong or if you have complex-funding requests please schedule an appointment with your college's Vice President for Business Services right away. They will assist you with estimating the cost of your requests. It is vital to include cost estimates in your request forms. Each college uses its own prioritization system. Inquiries regarding that process should be directed to your Vice President.

The college has adopted a Total Cost of Ownership calculator for the use of determining cost of faculty, personnel and other needs related to a department or program. The calculator is located under the Office of the Vice President, Business Services, as "Total Cost of Ownership (TCO) Spreadsheet" at the following link: <http://www.norccollege.edu/about/business-services/Pages/index.aspx>

Mission

Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Vision

Norco – creating opportunities to transform our students and community for the dynamic challenges of tomorrow.

Educational Master Plan/Strategic Goals and Objectives 2013-2018

Goal 1: Increase Student Achievement and Success

Objectives:

1. Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher).
2. Improve transfer rate by 10% over 5 years.
3. Increase the percentage of basic skills students who complete the basic skills pipeline by supporting the development of alternatives to traditional basic skills curriculum.
4. Improve persistence rates by 5% over 5 years (fall-spring; fall-fall).
5. Increase completion rate of degrees and certificates over 6 years.
6. Increase success and retention rates.
7. Increase percentage of students who complete 15 units, 30 units, 60 units.
8. Increase the percentage of students who begin addressing basic skills needs in their first year.
9. Decrease the success gap of students in online courses as compared to face-to-face instruction.
10. Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.

Goal 2: Improve the Quality of Student Life

Objectives:

1. Increase student engagement (faculty and student interaction, active learning, student effort, support for learners).
2. Increase frequency of student participation in co-curricular activities.
3. Increase student satisfaction and importance ratings for student support services.
4. Increase the percentage of students who consider the college environment to be inclusive.
5. Decrease the percentage of students who experience unfair treatment based on diversity-related characteristics.
6. Increase current students' awareness about college resources dedicated to student success.

Goal 3: Increase Student Access

Objectives:

1. Increase percentage of students who declare an educational goal.
2. Increase percentage of new students who develop an educational plan.
3. Increase percentage of continuing students who develop an educational plan.
4. Ensure the distribution of our student population is reflective of the communities we serve.
5. Reduce scheduling conflicts that negatively impact student completion of degrees and programs.

Goal 4: Create Effective Community Partnerships

Objectives:

1. Increase the number of students who participate in summer bridge programs or boot camps.
2. Increase the number of industry partners who participate in industry advisory council activities.
3. Increase the number of dollars available through scholarships for Norco College students.
4. Increase institutional awareness of partnerships, internships, and job opportunities established with business and industry.
5. Continue the success of Kennedy Partnership (percent of students 2.5 GPA+, number of students in co-curricular activities, number of students who are able to access courses; number of college units taken).
6. Increase community partnerships.
7. Increase institutional awareness of community partnerships.
8. Increase external funding sources which support college programs and initiatives.

Goal 5: Strengthen Student Learning

Objectives:

1. 100% of units (disciplines, Student Support Service areas, administrative units) will conduct systematic program reviews.
2. Increase the percentage of student learning and service area outcomes assessments that utilize authentic methods.
3. Increase the percentage of programs that conduct program level outcomes assessment that closes the loop.
4. Increase assessment of student learning in online courses to ensure that it is consistent with student learning in face-to-face courses.
5. Increase the number of faculty development workshops focusing on pedagogy each academic year.

Goal 6: Demonstrate Effective Planning Processes

Objectives:

1. Increase the use of data to enhance effective enrollment management strategies.
2. Systematically assess the effectiveness of strategic planning committees and councils.
3. Ensure that resource allocation is tied to planning.
4. Institutionalize the current Technology Plan.
5. Revise the Facilities Master Plan.

Goal 7: Strengthen Our Commitment To Our Employees

Objectives:

1. Provide professional development activities for all employees.
2. Increase the percentage of employees who consider the college environment to be inclusive.
3. Decrease the percentage of employees who experience unfair treatment based on diversity-related characteristics.
4. Increase participation in events and celebrations related to inclusiveness.
5. Implement programs that support the safety, health, and wellness of our college community.

COLLEGE ADMINISTRATIVE UNIT ANNUAL REVIEW WORKSHEETS

DUE: AUGUST 31, 2015

Administrative Unit: Academic Affairs

Prepared by: Diane Dieckmeyer

Date: 8-13-2015

Submit only your Worksheets. Do not alter the forms, or eliminate pages. If a page does not apply simply mark N/A.

I. The Unit PROGRAM REVIEW

The Administrative (Unit Program Review) is meant to provide a broad understanding of the unit, current trends related to the unit's mission, and how the unit serves to meet the overall mission or goals of Norco College and the Riverside Community College District.

1. What is the mission of your unit?

The mission of Academic Affairs is to strengthen excellence in teaching and learning; to implement integrated planning, and to support students on their pathways to success.

2. Identify or outline how your unit serves the mission of Norco College. Please limit to a single paragraph.

Academic Affairs serves the mission of the college by ensuring that the educational programs, services, and learning environments of the institution are innovative and creative, while maintaining the highest standards of academic rigor and integrity. The office of Academic Affairs also ensures that pathways exist to meet students' educational goals to strengthen foundational skills, transfer, or complete a certificate or degree. Central to supporting excellence in teaching and learning, Academic Affairs works collaboratively with every aspect of the institution and partners with the community to promote student achievement.

3. **List the major functions of your unit.**

<u>Function</u>
Guide Strategic Enrollment Management
Strengthen Institutional Strategic Planning
Provide leadership in meeting accreditation requirements.
Participate in shared governance in areas of curriculum development, program review, planning, and assessment.
Collaborate and partner with external entities such as the district, the community, and industry on behalf of the college.

4. **Briefly comment on the status of your 2015 goals and objectives.**

1. **Implement Teaching and Learning Excellence Initiative:** The VPAA & then Senate president collaborated to hold a Brown Bag workshop to discuss the initiative. The Brown bag event was well attended and there was much enthusiasm expressed. The senate subsequently appointed a faculty member to work as the lead with the VPAA on the project; however, the faculty member later resigned from the position and no replacement was appointed. One of the elements of the initiative, digital stories, was implemented with two retiring faculty members being filmed. These two digital stories will be soon posted to a new T & L portion of the college website.

2. **Increase equity efforts focusing especially on African American students:** An administrative lead was appointed to implement the Equity Plan. This administrator collaborated with T3p to host an orientation/recruitment event. The college also sent a number of African American students on a tour of HBCU's. Lastly, a two-day Completion Initiative event was held to address the low completion rates of students, in particular part-time, African American, Hispanic and older students.
3. **Increase integration of the art gallery with cross disciplinary pedagogy:** Art and music faculty brought students together to collaborate in both creating art to music, and writing music to art. The gallery subsequently hosted an art exhibition in which the art was featured and students performed their original musical pieces. In addition, art faculty collaborated with the VPAA in developing a survey to assess faculty involvement and interest in further cross disciplinary collaboration with the art gallery. Results are discussed below.
4. **Explore possibilities for new CTE degrees and certificates:** A previously dormant degree in Crime Scene Investigation was reinvigorated with the help of CTE enhancement funds and the collaboration between the DOI, CTE and an anthropology faculty member. In addition, some conversation is occurring regarding the possibility of establishing health and wellness related certificates, such as in personal training or massage therapy.

5. **MAJOR Goals and Objectives 2015 – 2016 (do not include normal functions of your unit). In order from 1 – 5 is best. With 1 as the most important.**

Before writing your goals and objectives be sure to review other Program/Unit Review documents related to your unit to discern if there are service needs you wish to address.

Major Goal and/or Objective	Start Date	Status: ongoing, completed, or date completion anticipated	Need Assistance in order to complete goal or objective (reference applicable resource request page)	EMP GOALS
1. Maintain positive accreditation status (no special report, special monitoring, warning)	August 2015	ongoing	College community & NAC.	1 - 7
2. Meet FTES targets	June 2015	ongoing	APC, DOI's	1, 3, 6
3. Continue implementation of Completion Initiative	July 2015	ongoing	College community	1 – 7

4. Build institutional capacity via professional dev., organization structure, hiring, use of existing grant funds.	2015-2016	ongoing	President, VP's, senate, PDC, administrative cabinet	1-7
5. Support teaching & learning excellence	2015-2016	ongoing	Senate, faculty at large, PDC	1, 2, 5, 6, 7

Previous Year's Assessment

SAO Assessed:	Assessment method used:	What was your target or benchmark?	What were the results?	How do you anticipate using these results?
Usability of the college website for student users.	Website Survey	The desired target outcome of the usability testing was to identify areas of the website that need improvement based on real user scenarios.	<p>226 people responded: 15% prospective students/52% current students/30% employees/ 5% community, parent or other.</p> <p>Overall, 68% of respondents found the website to be well-organized, easy to navigate, and were satisfied with the website. 65% reported being able to find what they were looking for and 75% found the information to be useful.</p> <p>Numerous comments noted the need to make the website more mobile friendly. Despite 68% agreeing that it is well-organized easy to navigate, numerous comments requested better organization, more links to specific information, and a more updated look and feel related to color, graphics, and fonts.</p>	Though the overall responses to the survey were positive, the numerous comments requesting areas for improvement in design and layout and mobile phone compatibility make an excellent case to designate resources for a FT Webmaster or Web Developer position.

<p>Increase integration of gallery exhibitions to student learning in cross disciplinary fields of study. (This is the beginning of gathering baseline data on the gallery)</p>	<p>Fall Pre/ Spring Post faculty Survey</p>	<p>The desired outcome was for faculty to indicate an increase in integrating the gallery exhibitions into their instruction and assignments.</p>	<p>Overall the results were somewhat inconclusive because there was such a drop off in responses from the pre to the post survey (Pre = 51/post = 18). In both pre/post more FT faculty responded to the survey: Pre:56% FT and 44% PT faculty. Post: 67% FT and 33% PT. Despite the drop off in survey responses, post results indicated <u>substantially higher rates of attendance at gallery exhibitions (83% vs. 59%), encouraging students to attend (72% vs. 46%), attending with a class (28% vs. 8%), linking assignments to exhibitions (28% vs. 16%), and being aware of the gallery website (61% vs. 40%).</u></p>	<p>The art faculty/director worked diligently to increase in-reach to other faculty and held a professional development activity. These data, though technically inconclusive demonstrate that faculty have an increasing desire to engage with the gallery. Thus, the data can support the art director's efforts int his area.</p>
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- **Reflective Question: What did you learn that will impact your unit for the future?**

One of the unintended positive consequences of the assessment on the art gallery was the opportunity to hone in on, and better understand, the art faculty's vision for integrating gallery exhibitions across disciplines. The art faculty/gallery director's interest in integrating gallery exhibitions into teaching and learning excellence efforts, assessment, and equity was evidenced in the questions that were requested by them/him on the survey; and the survey itself brought awareness to FT/PT faculty about the gallery and the opportunities to better integrate exhibitions with various classes. In the future, I think the gallery exhibitions will continue to become an increasingly integral aspect of the college community.

The website assessment revealed a wide variety of frustrations our users find with using the website, though surprisingly, most respondents indicated positive responses to its organization, overall design, and usefulness. That said, the need to make it more mobile friendly as well as having the look and feel updated was a recurring theme in the comments. The results of the survey revealed a undeniable need for a fully dedicated position to support the website.

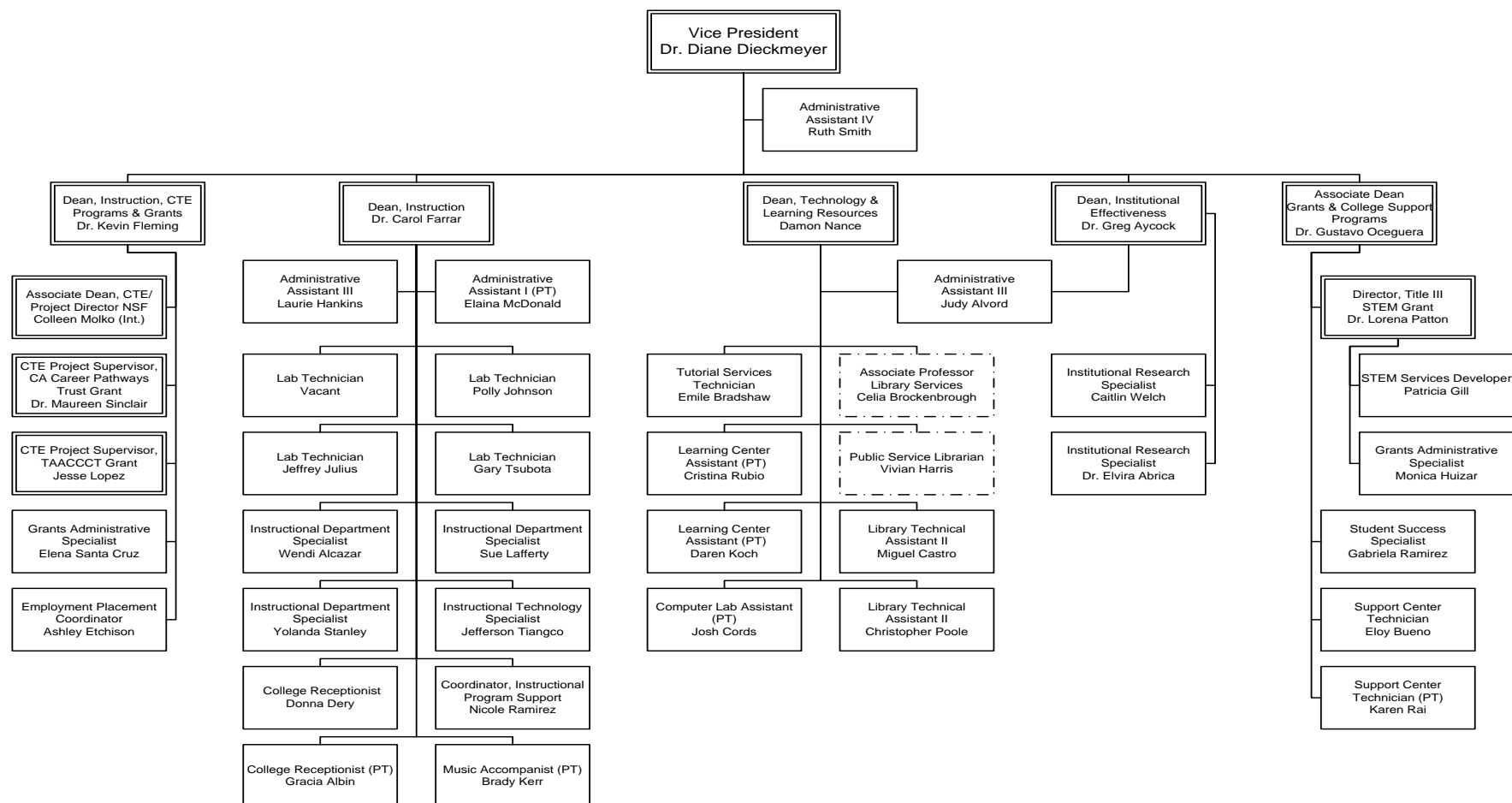
Directions: The primary purpose of this update is to provide an overview of your unit’s assessment activities (plans, data, responses to data, etc.) for the previous academic year as well as your plans for assessment in the upcoming academic year. If you have any questions regarding the assessment process on this aspect of the report, please contact your vice president, or the Assessment Co-chairs, Sarah Burnett at sarah.burnett@norcocollege.edu or Greg Aycock at greg.aycock@norcocollege.edu. See Appendix 1 for more information about assessment.

Current year’s assessment plan

SAO to be assessed:	What assessment methods do you plan to use?	When Will Assessment Be Conducted and Reviewed?	What result, target, or value will represent success at achieving this outcome?	How do you anticipate using the results from the assessment?	EMP GOALS
Positive accreditation status will be maintained as demonstrated by acceptance of the Follow Up Report, with visit.	ACCJC Action Letter on Follow Up Report/visit.	The Follow Up Report is due to ACCJC Oct. 2015 with the visit occurring on Nov. 4 th .	ACCJC Action Letter accepting the Follow Up Report (no sanction).	Results will be used to continue to strengthen the capacity of the college.	1-7
The college will meet its FTES target within according to its term-by-term FTES Distribution Plan.	District’s published FTES report.	Ongoing throughout 15-16, but finalized during summer 2016.	Within .05% of target	Results will be used to effectively plan for future scheduling and to support the ability for NC to manage increased FTES.	1, 6, 7

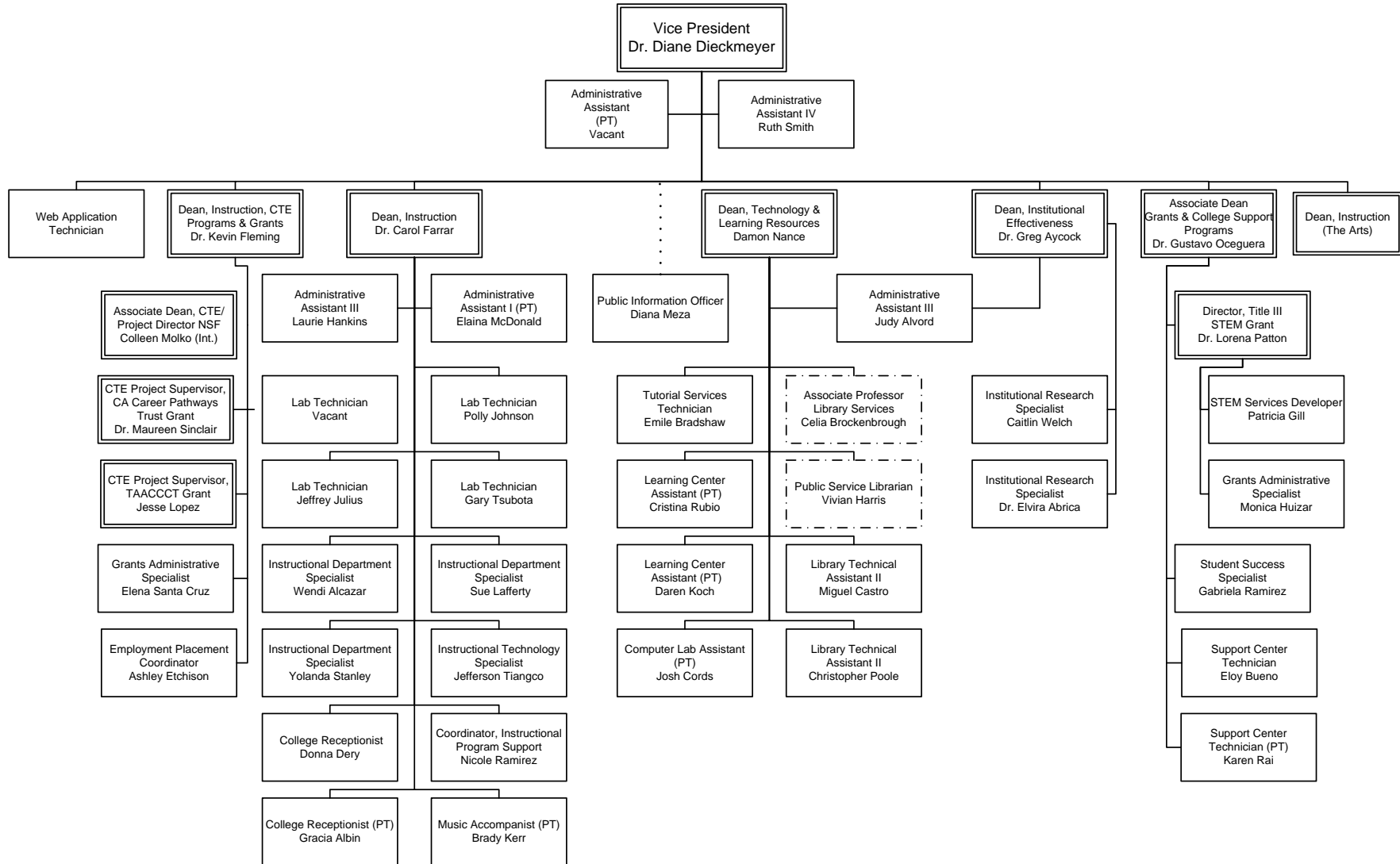
Provide the official Organizational Chart of your unit which includes all levels of services and positions. If necessary, provide very brief narrative descriptions by numbering the chart and including a numbered list with clarifications on a subsequent page. The official chart can be obtained from Human Resources.

Norco College Academic Affairs



REV 08/18/15

Reorganized
Norco College
Academic Affairs



REV 08/18/15

6. **Staffing Profile (Please indicate the number in terms of FTE. In other words a full time staff person is a 1, and a half time person is a .5)**

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2011	2012	2013	2014	2015	2016-2017	2017-2018
Administration	6	6	8	8	10	13	14
Classified Staff FT	1	1	1	1	1	2	2
Classified Staff PT	0	0	0	.5	.5	2	2
Confidential Staff FT	0	0	0	0	0	0	0
Faculty Reassigned FTE Full time	0	6	7.5	7	8	8	8
Faculty Reassigned FTE Part time	N/A						
Total Full Time Equivalent Staff	7	13	16.5	16.5	19.5	25	26

Complete the Management and/or Staff request form that follow if new employees are needed.

When filling out the form on the next page please **consider** the following in framing your “reason:”

- a. *Has the workload of your unit increased in recent years?*
- b. *Has technology made it possible to do more work with the same staff? Or, has technology increased your work load (adding web features which need updating for example)?*
- c. *Does the workload have significant peaks and valleys during the fiscal year that would be best filled by part time staff?*

Unit Name: _____

7. Staff Needs

NEW OR REPLACEMENT STAFF (Administrator, Faculty or Classified)¹

List Staff Positions Needed for Academic Year <u>4</u> Place titles on list in order (rank) or importance.	Indicate (N) = New or (R) = Replacement	Annual TCO*	EMP GOALS
<p>1. Dean of Instruction (the arts) Reason: Growing programs in music, commercial music and art require specialized administrative leadership to support the special needs performance-based programs, such as in the areas of marketing, equipment & software, facilities needs and scheduling.</p>	N	\$117,571	1,2,4, 5,6
<p>2. Web Application Technician (current RCCD position) Reason: Currently, the college does not have a webmaster or web applications technician and thus relies on the Instructional Technology Specialist and PT PIO along with district staff to keep the college website updated. With an increased focus on student users and social media the college needs a FT dedicated position to maintain the constant and ongoing needs of the website, as evidenced by the website survey data reported early.</p>	N	\$65,000 + benefits	2,3,4,7
<p>3. Dean, Community Partnerships and Workforce Development Reason: Recent legislation has resulted in an increased push for building community partnerships, and strengthening partnerships with K-12 systems and industry. This, coupled with Norco's own accelerated CTE programs and community partnership grants makes it necessary for a fully dedicated administrative leader to champion these initiatives.</p>	N	\$117,571	1,2,4,6
<p>4. Administrative Assistant IV (part time) Reason: This PT Admin Assistant position would be dedicated to supporting academic affairs in the VPAA's office to provide additional support to accreditation, strategic planning, and enrollment management.</p>	N	\$23,730	5-7
<p>5. Reason:</p>			
<p>6. Reason:</p>			

¹ If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the "reason" section of this form.

* TCO = “Total Cost of Ownership” for one year is the cost of an average salary plus benefits for an individual. Use space for language or linking resources to assessment.

TCO: <http://www.norcollege.edu/about/business-services/Pages/index.aspx>

Unit Name: Academic Affairs

Equipment (including technology) Needs Not Covered by Current Budget²

List Equipment or Equipment Repair & Technology Needed for Academic Year_____ Please be as specific and as brief as possible. Place items on list in order (rank) or importance.	Annual TCO**			EMP GOALS
	Cost per item	Number Requested	Total Cost of Ownership	
1. <u>Reason:</u>				
2. <u>Reason:</u>				
3. <u>Reason:</u>				
4. <u>Reason:</u>				
5. <u>Reason:</u>				
6. <u>Reason:</u>				

** TCO = “Total Cost of Ownership” for one year is the cost of an average cost for one year.

TCO: <http://www.norcollege.edu/about/business-services/Pages/index.aspx>

² If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the “reason” section of this form.

Unit Name: Academic Affairs

8. Space Needs Not Covered by Current Building or Remodeling Projects*³

List Space Needs for Academic Year _____ (Office space, storage, etc.,) Place items on list in order (rank) or importance.	Annual TCO*
	Total Cost of Ownership
1. <u>Reason:</u>	
2. <u>Reason:</u>	
3. <u>Reason:</u>	
4. <u>Reason:</u>	
5. <u>Reason:</u>	
6. <u>Reason:</u>	

*Please contact your campus VP of Business or your Director of Facilities, Operations and Maintenance to obtain an accurate cost estimate and to learn if the facilities you need are already in the planning stages.

TCO: <http://www.norccollege.edu/about/business-services/Pages/index.aspx>

³ If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the “reason” section of this form.

Unit Name: _____

9. Professional or Organizational Development Needs*⁴

<p>List Professional Development Needs. Reasons might include in response to assessment findings or the need to update skills to comply with state, federal, professional organization requirements or the need to update skills/competencies. Please be as specific and as brief as possible. Some items may not have a direct cost, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.</p>	Annual TCO		
	Cost per item	Number Requested	Total Cost of Ownership
1. <u>Reason:</u>			
2. <u>Reason:</u>			
3. <u>Reason:</u>			
4. <u>Reason:</u>			
5. <u>Reason:</u>			
6. <u>Reason:</u>			

TCO: <http://www.norcocollege.edu/about/business-services/Pages/index.aspx>

⁴ If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the “reason” section of this form.

Unit Name: _____

10. OTHER NEEDS⁵

List Other Needs that you are certain do not fit elsewhere. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Ownership
1. <u>Reason:</u>			
2. <u>Reason:</u>			
3. <u>Reason:</u>			
4. <u>Reason:</u>			
5. <u>Reason:</u>			
6. <u>Reason:</u>			

TCO: <http://www.norcollege.edu/about/business-services/Pages/index.aspx>

⁵ If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the “reason” section of this form.

Unit Name: _____

11. Long Term Planning Needs⁶

If your unit anticipates significant additional needs for personnel, equipment or facilities will occur two to five years from now please list those here*			
	Fiscal Year Needed	Number Requested	Total Cost of Ownership
1. <u>Reason:</u>			
2. <u>Reason:</u>			
3. <u>Reason:</u>			
4. <u>Reason:</u>			
5. <u>Reason:</u>			
6. <u>Reason:</u>			

TCO: <http://www.norcollege.edu/about/business-services/Pages/index.aspx>

**Significant needs are generally those with annual costs over \$20,000. They may be the result, for example, of institutionalizing a grant, anticipated growth, or major equipment coming to the end of its life.*

⁶ If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the “reason” section of this form.

Assessment

Why Administrative Units Conduct Assessments: Research indicates that collecting and analyzing evidence leads to improvement of institutional or unit level effectiveness. In addition it:

- Ensures units are examining their services and programs
- Documents outcomes assessment and internal improvement efforts
- Allows each unit to demonstrate how well it is performing
- Allows for requesting resources
- Relies on fact, not perception
- Allows unit staff to prioritize improvements.

Steps to Developing Assessment Plans & Reports

- 1. Unit develops measurable Service Area Outcomes (SAO).** An SAO is a “specific statement that describes the benefit that a [unit] hopes to achieve or the impact [. . .] that is a result of the work that your unit performs. Outcomes should be:
 - Challenging but attainable”
 - Articulate what the unit wants to achieve
 - Indicate end results for the unit rather than actions
 - Relate to the unit’s mission and vision
 - Focus on the benefit to the recipient of the service
 - Be stable over a number of years. If it is time dependent, it is most likely a goal not an outcome; and
 - Be measurable and directly related to the work of your unit.⁷

Stems for writing outcomes can include:

- “In support of student learning, staff will _____”
- “Students are aware of _____”
- “Administrators (or staff) have the _____”

⁷ Source: The American University in Cairo. “A guide to developing and implementing effective outcomes assessment: Academic support and administrative units.” December 1, 2007. Retrieved on the internet at <http://ipart.aucegypt.edu>

2. **Unit defines how it will assess progress (non-evaluative) towards the outcomes.** The unit might consider taking an inventory of current tools being used. For example:
- What information is being collected already?
 - What assessment are you already using?

Methods that can be used to measure progress include, for example:

- Student satisfaction surveys
- Number and type of complaints
- Growth in a specific function
- Comparisons to professional organizations' best practices
- Focus groups
- Opinion surveys
- Time to complete a task

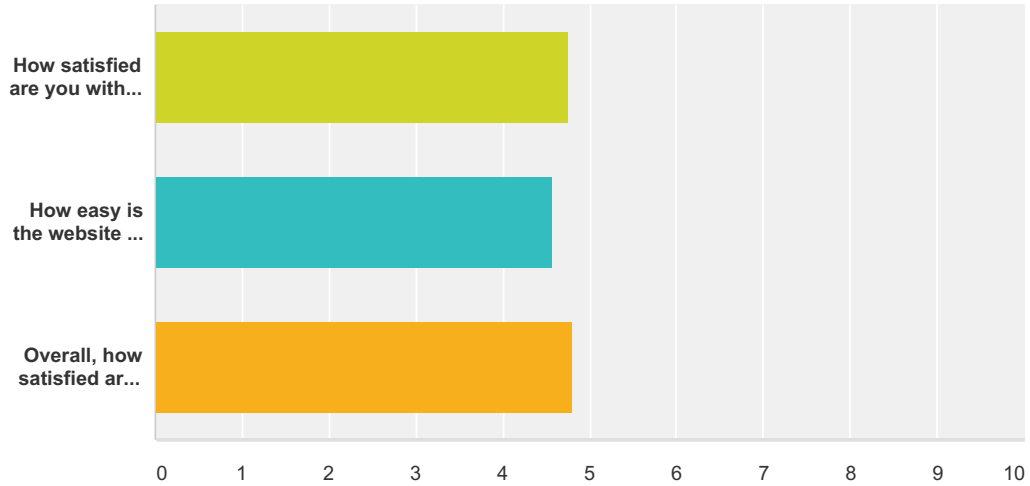
3. **Unit completes the assessment plan and carries out the assessment.** In order to ensure the plan is completed:
- Designate a coordinator for the assessment project and/or assign responsibility for individual components.
 - Develop a timeline indicating when work will be collected, results tabulated, analysis completed, and subsequent dialogues.

Unit gathers information, analyzes results, communicates findings, and takes action. This step is important as it is used to identify changes needed to improve efficiency, effectiveness, and unit performance. It should also be applied to for planning and budgeting and resource allocation requests (short term and long term). Ultimately it may be tied to the institution's ability to achieve its mission.

Norco College Website Survey

Q1 Please answer the following questions regarding your overall experience with the Norco College Website:

Answered: 226 Skipped: 0



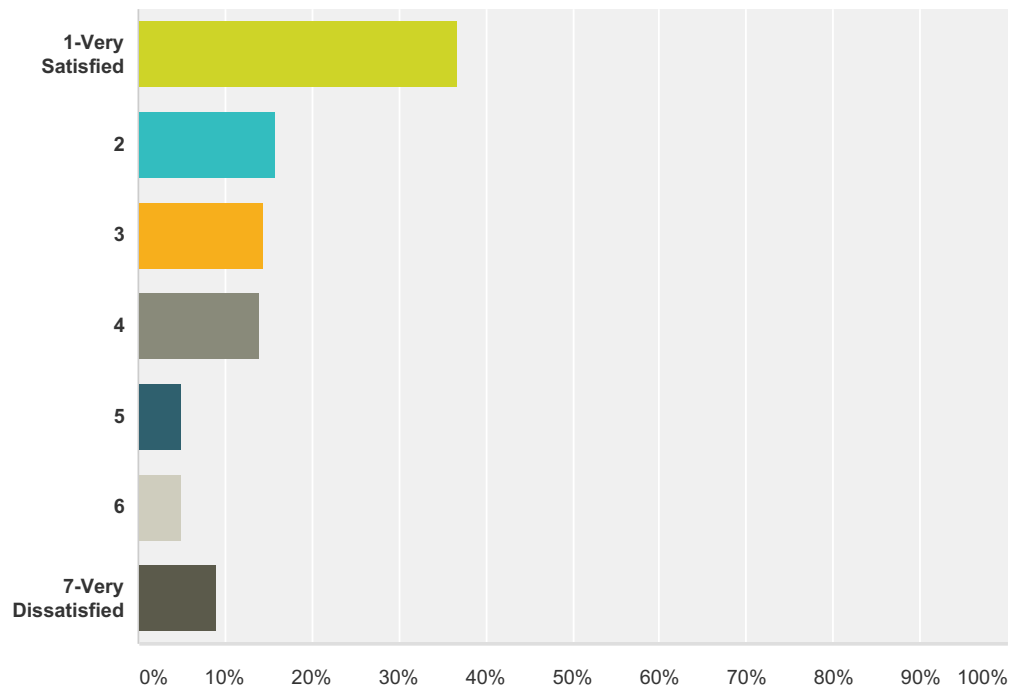
	1-Very Satisfied	2	3	4	5	6	7-Very Dissatisfied	Total	Weighted Average
How satisfied are you with the website's organization?	25.78% 58	27.56% 62	14.22% 32	11.11% 25	9.33% 21	4.00% 9	8.00% 18	225	4.77
How easy is the website to navigate?	26.99% 61	20.80% 47	19.03% 43	12.39% 28	6.64% 15	3.54% 8	10.62% 24	226	4.58
Overall, how satisfied are with the Norco College website?	29.20% 66	25.22% 57	13.72% 31	10.18% 23	8.41% 19	4.87% 11	8.41% 19	226	4.81

Q2 What was the purpose of your most recent visit to the website?

Answered: 167 Skipped: 59

Q3 How satisfied were you with your most recent visit?

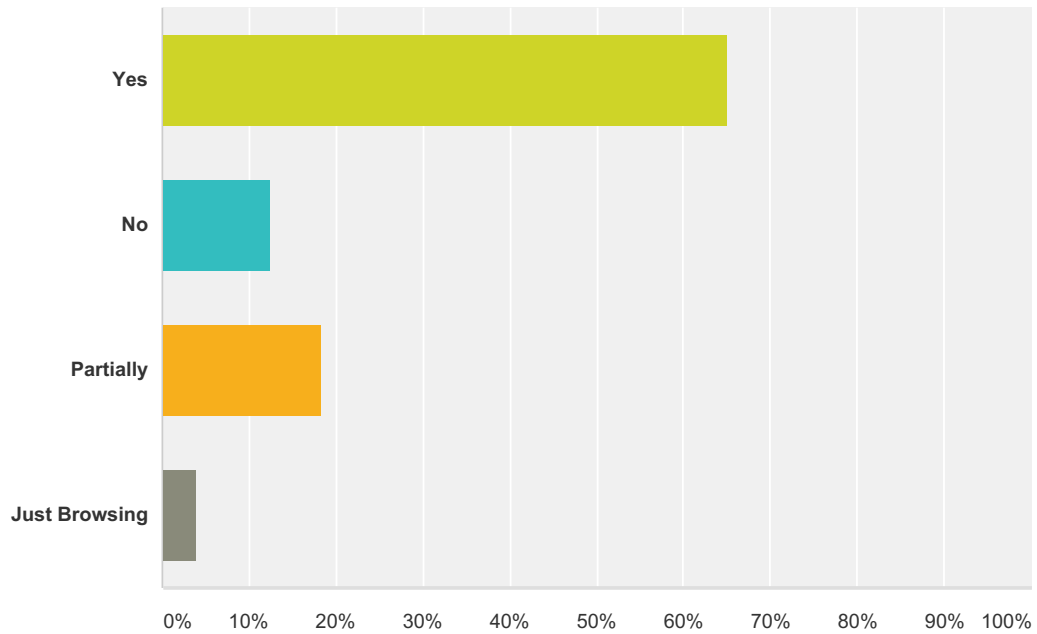
Answered: 201 Skipped: 25



Answer Choices	Responses
1-Very Satisfied	36.82% 74
2	15.92% 32
3	14.43% 29
4	13.93% 28
5	4.98% 10
6	4.98% 10
7-Very Dissatisfied	8.96% 18
Total	201

Q4 If you were looking for specific information during your most recent visit, did you find it?

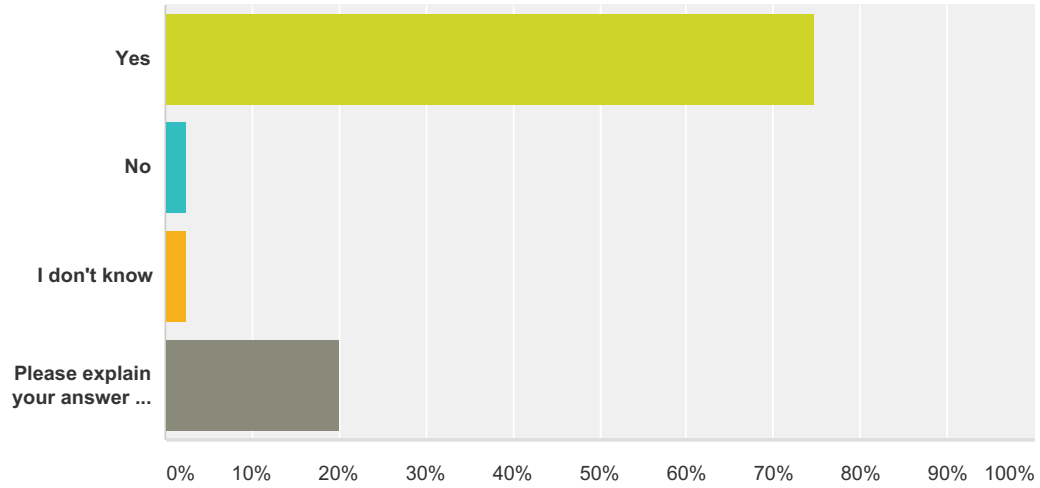
Answered: 201 Skipped: 25



Answer Choices	Responses	
Yes	65.17%	131
No	12.44%	25
Partially	18.41%	37
Just Browsing	3.98%	8
Total		201

Q5 If you found all or some of the information you were looking for, was it helpful?

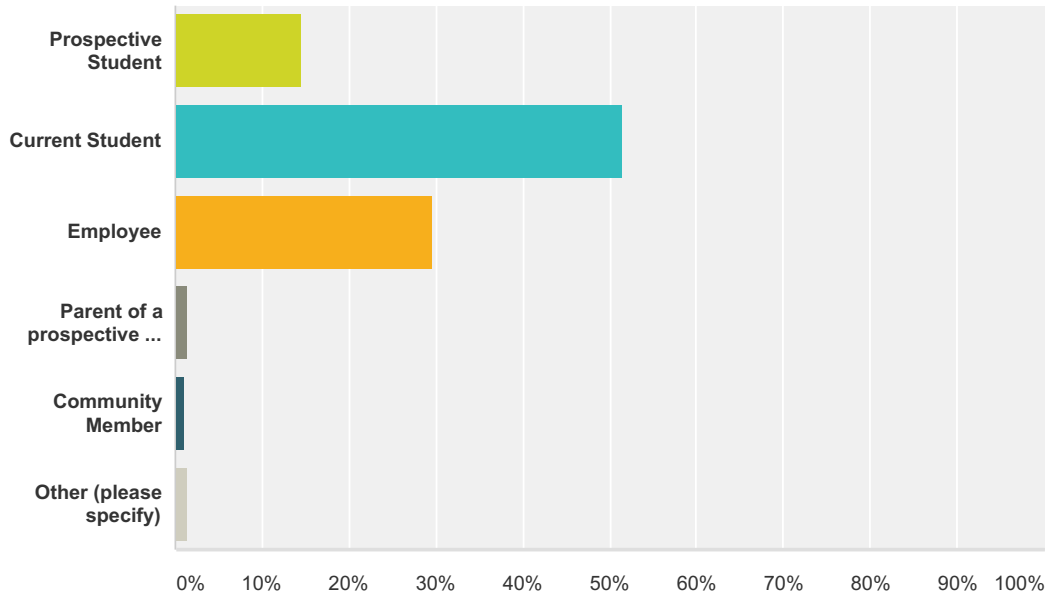
Answered: 159 Skipped: 67



Answer Choices	Responses
Yes	74.84% 119
No	2.52% 4
I don't know	2.52% 4
Please explain your answer to let us know why this information was/was not helpful:	20.13% 32
Total	159

Q6 Who are you

Answered: 192 Skipped: 34



Answer Choices	Responses
Prospective Student	14.58% 28
Current Student	51.56% 99
Employee	29.69% 57
Parent of a prospective or current student	1.56% 3
Community Member	1.04% 2
Other (please specify)	1.56% 3
Total	192

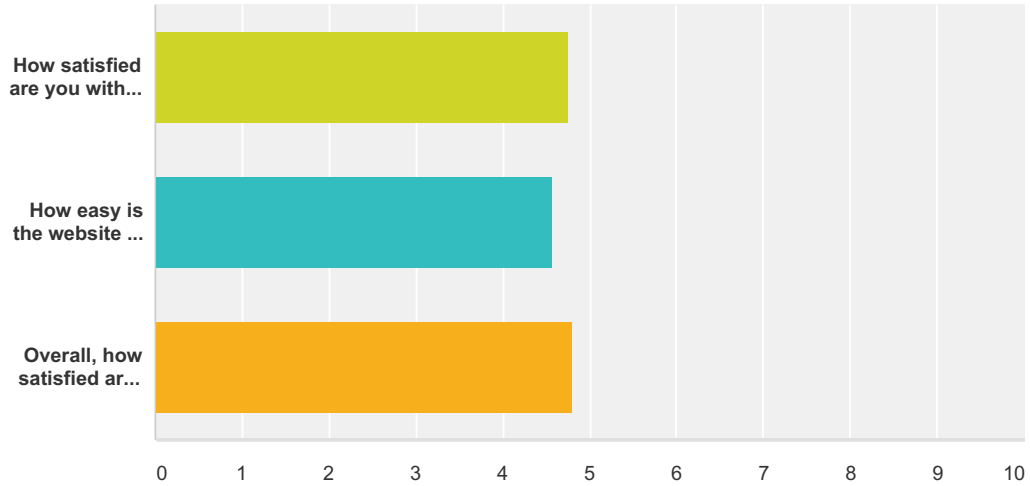
Q7 Please provide additional comments on how the website might be of better use to you.

Answered: 78 Skipped: 148

Norco College Website Survey

Q1 Please answer the following questions regarding your overall experience with the Norco College Website:

Answered: 226 Skipped: 0



	1-Very Satisfied	2	3	4	5	6	7-Very Dissatisfied	Total	Weighted Average
How satisfied are you with the website's organization?	25.78% 58	27.56% 62	14.22% 32	11.11% 25	9.33% 21	4.00% 9	8.00% 18	225	4.77
How easy is the website to navigate?	26.99% 61	20.80% 47	19.03% 43	12.39% 28	6.64% 15	3.54% 8	10.62% 24	226	4.58
Overall, how satisfied are with the Norco College website?	29.20% 66	25.22% 57	13.72% 31	10.18% 23	8.41% 19	4.87% 11	8.41% 19	226	4.81

Norco College Website Survey

Q2 What was the purpose of your most recent visit to the website?

Answered: 167 Skipped: 59

#	Responses	Date
1	To figure out how to log in to Web visor	6/15/2015 3:44 PM
2	summer advantage	6/14/2015 9:20 PM
3	personal reasons	6/13/2015 10:28 AM
4	Find out admission office hours	6/13/2015 8:36 AM
5	Scheduling	6/12/2015 3:05 PM
6	Webadvisor	6/12/2015 12:56 AM
7	check my emails	6/11/2015 2:15 PM
8	Schedule information	6/11/2015 9:25 AM
9	Find information on Financial Aid	6/10/2015 6:04 PM
10	WENADVISOR	6/10/2015 1:06 PM
11	to take this survey for summer advantage program	6/10/2015 11:13 AM
12	search for classes,registration and student email.	6/9/2015 2:19 PM
13	Visit the online library database for a fallacy research!	6/8/2015 2:06 PM
14	admission	6/7/2015 12:40 PM
15	checking my registration date	6/6/2015 7:36 PM
16	Check up on some phone numbers. PS The next question is biased because I already have experience with the site so it was fine. When I first used it, it was hard af	6/6/2015 10:13 AM
17	search of contact information	6/5/2015 6:10 PM
18	webaviser	6/4/2015 10:21 AM
19	Webadvisor	6/3/2015 7:31 PM
20	Finals schedule	6/2/2015 5:55 PM
21	information	6/2/2015 4:24 PM
22	register for classes. Find access to webadvisor/class schedual	5/29/2015 12:17 PM
23	Register for classes	5/28/2015 12:06 PM
24	Prof Prior	5/28/2015 10:57 AM
25	Directory	5/27/2015 4:44 PM
26	Webadvisor	5/27/2015 3:17 PM
27	blackboard	5/26/2015 7:27 PM
28	Looking for Community college near me	5/26/2015 7:06 PM
29	registration	5/25/2015 9:46 AM
30	Apply for summer class	5/22/2015 2:13 PM
31	Browsing	5/21/2015 8:39 PM
32	web advisor link	5/21/2015 4:32 PM

Norco College Website Survey

33	webadvisor	5/21/2015 1:28 PM
34	locate a program	5/21/2015 10:34 AM
35	Looking for the Summer Schedule	5/21/2015 10:28 AM
36	Class schedule	5/21/2015 1:33 AM
37	WebAdvisor	5/20/2015 3:06 PM
38	Reserve my spot for summer advantage	5/20/2015 1:12 PM
39	when are grades due	5/20/2015 7:41 AM
40	Webadvisor	5/19/2015 2:00 PM
41	webadvisor access	5/19/2015 1:33 PM
42	to schedule an appointment	5/19/2015 11:12 AM
43	Information	5/19/2015 10:11 AM
44	admissions & records questions	5/19/2015 9:13 AM
45	summer class schedule	5/18/2015 9:18 PM
46	To get more information about classes	5/18/2015 4:04 PM
47	LIBRARY CATALOG	5/18/2015 11:38 AM
48	admissions	5/18/2015 11:00 AM
49	Academic Calender	5/18/2015 10:44 AM
50	To check my email.	5/18/2015 10:35 AM
51	I was looking for a faculty member's web site, which I could not find.	5/16/2015 11:10 PM
52	game development information	5/15/2015 5:58 PM
53	To check for the transfer center schedule for workshops on transferring to CSU and UC schools.	5/15/2015 12:30 PM
54	webadvisor	5/14/2015 6:03 PM
55	online classes	5/14/2015 1:11 PM
56	Summer advantage	5/14/2015 12:07 PM
57	programs & degrees	5/13/2015 4:44 PM
58	admissions	5/13/2015 12:51 PM
59	online class	5/13/2015 8:32 AM
60	faculty web sites	5/12/2015 7:57 PM
61	look up program	5/12/2015 6:06 PM
62	Find information on transferring	5/12/2015 11:17 AM
63	Curricunet	5/12/2015 10:24 AM
64	i wanted to see what coruses and classes they had	5/11/2015 9:00 PM
65	To check calendar dates	5/11/2015 11:24 AM
66	Work	5/10/2015 6:59 PM
67	online class	5/10/2015 4:20 PM
68	As a faculty member, I was looking for a link to the RCC District CTA. Couldn't find it without going to the Riverside City College web site.	5/10/2015 3:21 PM
69	check student e mail	5/9/2015 9:40 PM

Norco College Website Survey

70	news	5/9/2015 7:12 PM
71	staff email	5/8/2015 9:08 PM
72	Assessment test	5/8/2015 2:09 PM
73	class schedule	5/8/2015 1:41 PM
74	schedules	5/8/2015 12:37 PM
75	To access Webadvisor and staff mail.	5/8/2015 12:04 PM
76	Doing the survey	5/8/2015 10:13 AM
77	RSVP for Summer Advantage Program	5/8/2015 9:16 AM
78	To look at the Florence trip	5/8/2015 8:59 AM
79	apply to norco college	5/7/2015 10:30 PM
80	admission	5/7/2015 9:46 PM
81	to regester for the summer advantage program	5/7/2015 9:25 PM
82	summer advantage	5/7/2015 8:30 PM
83	Class schedule for summer courses	5/7/2015 7:09 PM
84	summer advantage	5/7/2015 6:42 PM
85	This Survey	5/7/2015 6:06 PM
86	to take this survey	5/7/2015 5:14 PM
87	Summer advantage	5/7/2015 4:56 PM
88	RSVP	5/7/2015 3:45 PM
89	for the summer advantage	5/7/2015 3:43 PM
90	R25	5/7/2015 2:11 PM
91	Email	5/7/2015 1:28 PM
92	information	5/7/2015 10:08 AM
93	Looking for information about math 90 A-F course series	5/7/2015 9:20 AM
94	To look for contact information	5/6/2015 8:52 PM
95	To look up information on how to login to lynda.com	5/6/2015 7:00 PM
96	WEBADVISOR	5/6/2015 4:28 PM
97	home page	5/6/2015 4:10 PM
98	To try and find the final exam schedule and the number for tutorial services	5/6/2015 2:25 PM
99	looking for the academic calender	5/6/2015 2:16 PM
100	Email	5/6/2015 1:26 PM
101	Checking Dates for Faculty Recitals.	5/6/2015 12:41 PM
102	schedule counseling appointment	5/6/2015 12:09 PM
103	Degrees & Certificates Updates	5/6/2015 11:07 AM
104	Find the Read 2 Succeed workshops	5/6/2015 9:49 AM
105	I was just gathering information on the schools clubs and what they offered	5/6/2015 9:15 AM
106	to see the financial aid disbursement schedule	5/5/2015 11:22 PM
107	For link to webadvisor	5/5/2015 6:20 PM

Norco College Website Survey

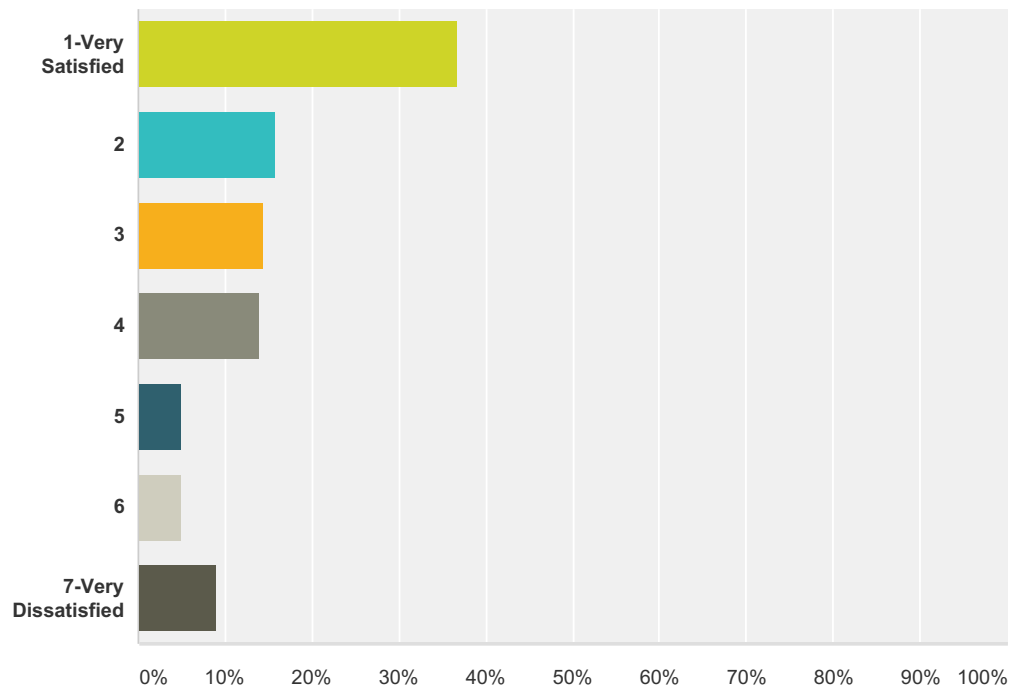
108	Apply for Norco College	5/5/2015 4:53 PM
109	graduation requirements	5/5/2015 4:14 PM
110	Program Review docs	5/5/2015 4:07 PM
111	To access the Norco College Library Database.	5/5/2015 2:49 PM
112	blackboard	5/5/2015 11:35 AM
113	web advisor link	5/5/2015 11:35 AM
114	Calendar of events	5/5/2015 10:06 AM
115	Staff Webmail	5/5/2015 10:02 AM
116	blackboard	5/5/2015 9:31 AM
117	to look up course description	5/5/2015 8:40 AM
118	To find the academic calendar	5/4/2015 11:31 PM
119	information	5/4/2015 10:30 PM
120	student email link	5/4/2015 7:02 PM
121	find contact information for an office/department	5/4/2015 5:37 PM
122	Webasvisor	5/4/2015 5:17 PM
123	I'm constantly looking on it for some bit of information.	5/4/2015 5:06 PM
124	find out about the upcoming health fair	5/4/2015 4:54 PM
125	Checking the dates of the Summer 2015 Semester	5/4/2015 4:16 PM
126	looking up admisions and records dates	5/4/2015 2:45 PM
127	locate program review data	5/4/2015 12:38 PM
128	Access CTE programs	5/4/2015 11:52 AM
129	To check to class schedule for summer 2015	5/4/2015 11:34 AM
130	Look up final exam schedule	5/4/2015 11:15 AM
131	To access RCCD website	5/4/2015 10:57 AM
132	follow the link to email	5/4/2015 10:03 AM
133	To check the calendar.	5/4/2015 9:17 AM
134	Try to find ASNC events, information, etc - This was hard to find, move to home page	5/4/2015 8:53 AM
135	Check Class Schedule	5/4/2015 8:10 AM
136	Check registration status	5/4/2015 8:09 AM
137	To look for specific department information.	5/3/2015 5:18 PM
138	webadvisor	5/3/2015 4:41 PM
139	Blackboard	5/3/2015 4:20 PM
140	View Scholarships	5/3/2015 2:37 PM
141	ASNC	5/3/2015 11:34 AM
142	financial aid info	5/3/2015 11:16 AM
143	R25	5/3/2015 9:44 AM
144	tutorial, counseling, admissions	5/2/2015 7:26 PM
145	to look for student activities	5/2/2015 12:48 PM

Norco College Website Survey

146	to login to blackboard	5/2/2015 11:27 AM
147	email	5/2/2015 8:31 AM
148	CTE	5/2/2015 8:06 AM
149	online assignments	5/2/2015 7:20 AM
150	Library services	5/1/2015 9:03 PM
151	Find the FULL catalog of classes	5/1/2015 9:00 PM
152	Student email, Webadvisor, checking available classes for summer, academic calendar.	5/1/2015 8:56 PM
153	student email	5/1/2015 7:33 PM
154	looking for schedule of classes	5/1/2015 6:06 PM
155	WebAdvisor	5/1/2015 4:06 PM
156	Checking The Programs Offered	5/1/2015 12:10 PM
157	webadvisor	5/1/2015 11:21 AM
158	Summer Schedule of classes and WebAdvisor	5/1/2015 11:02 AM
159	Go to curricunet	5/1/2015 10:54 AM
160	Information about programs	5/1/2015 10:00 AM
161	Looking for a link to one of our other sites.	5/1/2015 9:56 AM
162	R25	5/1/2015 9:43 AM
163	blackboard	4/30/2015 6:33 PM
164	To get committee information	4/30/2015 3:47 PM
165	Trying to find te DRC	4/30/2015 2:46 PM
166	To look for the name of the Bookstore manager.	4/30/2015 2:25 PM
167	transfer	4/30/2015 2:18 PM

Q3 How satisfied were you with your most recent visit?

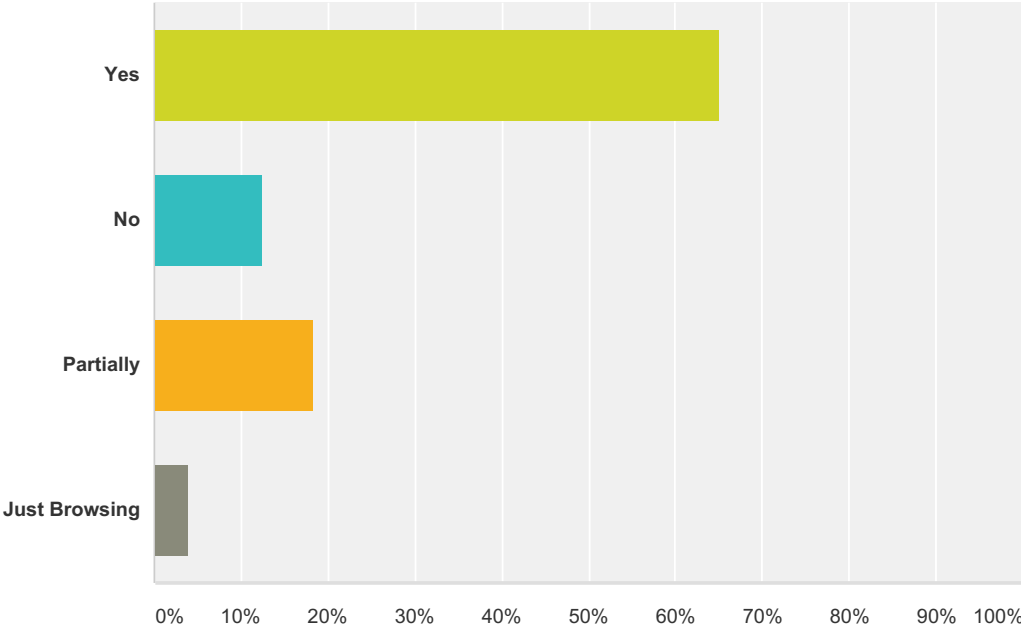
Answered: 201 Skipped: 25



Answer Choices	Responses	Count
1-Very Satisfied	36.82%	74
2	15.92%	32
3	14.43%	29
4	13.93%	28
5	4.98%	10
6	4.98%	10
7-Very Dissatisfied	8.96%	18
Total		201

Q4 If you were looking for specific information during your most recent visit, did you find it?

Answered: 201 Skipped: 25

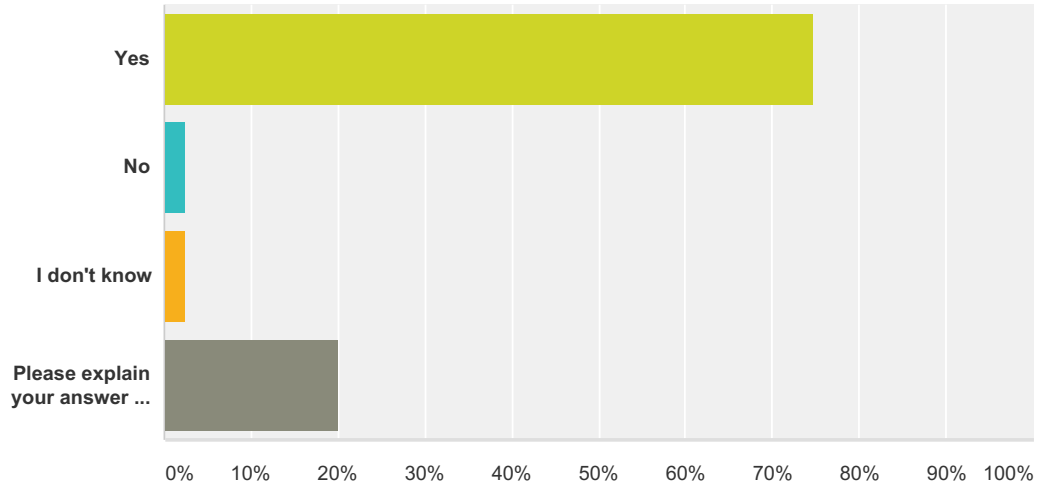


Answer Choices	Responses
Yes	65.17% 131
No	12.44% 25
Partially	18.41% 37
Just Browsing	3.98% 8
Total	201

Norco College Website Survey

Q5 If you found all or some of the information you were looking for, was it helpful?

Answered: 159 Skipped: 67



Answer Choices	Responses
Yes	74.84% 119
No	2.52% 4
I don't know	2.52% 4
Please explain your answer to let us know why this information was/was not helpful:	20.13% 32
Total	159

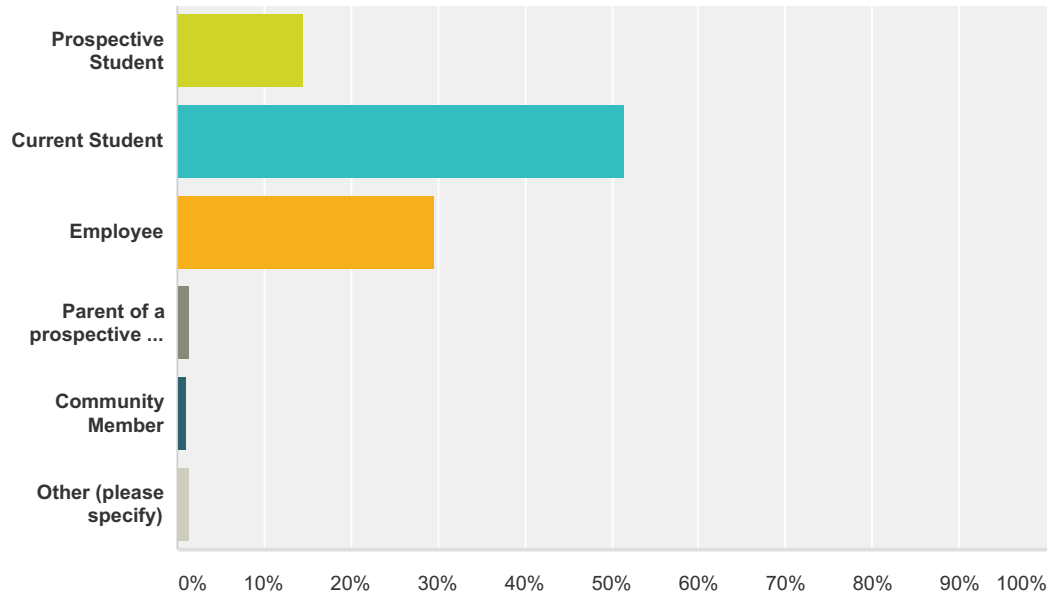
#	Please explain your answer to let us know why this information was/was not helpful:	Date
1	the web adviser will not connect, and i cant access my account.	6/12/2015 12:56 PM
2	The information I needed was easy to fond because I had previously found it and know where to look. Many things are hard to find and the search tool does not produce good results. It is usually easier to start with Google to find information at of the colleges' websites than to actually browse or search from the school home page. Here are a couple realistic scenarios to consider in testing the site Pretend you are a student a new student who is trying to figure out how to sign into the online class for the first time. There is nothing under STUDENT or LINKS on the home page. Try searching for "online class login" or "online class". Imagine you are a student who has forgotten the password to their student email account. If they can get into WebAdvisor the instructions say to wait up to 5 days. Imagine that they have also forgotten their student ID (and WebAdvisor login)	6/11/2015 9:42 AM
3	It gave me all the answers I needed without any difficulty.	6/10/2015 6:05 PM
4	I found out what my grade was before midnight	6/10/2015 1:07 PM
5	Easy navigation.	6/2/2015 11:00 AM
6	everything you need to know is available, and searching is easy.	6/2/2015 9:42 AM
7	I had to use google to find the class schedule PDF	5/29/2015 12:19 PM
8	There were too many links that didn't work and the information was clearly labeled in the section	5/21/2015 1:37 AM

Norco College Website Survey

9	The information was helpful once I found it, but it took me too long to navigate through the Norco College website. The Cerritos College website was much more easier to navigate through.	5/20/2015 3:08 PM
10	No it isnt	5/18/2015 4:06 PM
11	RESEARCH PAPER	5/18/2015 11:38 AM
12	The placement test calendar seems to only show appointment times 2 weeks in advance, all times and dates should be posted.	5/18/2015 11:01 AM
13	Yes, but it is difficult to bring up from home, and it is difficult to find unless you know what you are looking for already.	5/18/2015 10:37 AM
14	It was very	5/14/2015 12:11 PM
15	Somr body helped me	5/12/2015 7:58 PM
16	It really didn't matter one way or the other I was just checking my mail	5/9/2015 9:41 PM
17	It was helpful because the quick links made it faster to find a page I was looking for.	5/8/2015 10:15 AM
18	It was very simple to RSVP	5/8/2015 9:17 AM
19	Very easy to find	5/7/2015 7:09 PM
20	I knew the survey was on the website, so the information was helpful.	5/7/2015 5:15 PM
21	It told me who to contact about the login infor for Lynda.com, though nobody replied back.	5/6/2015 7:02 PM
22	I saw that there is an Audio Production section in the Degrees page but there was no information about it.	5/6/2015 11:09 AM
23	Yes, it was helpful, but it took a while for me to find where the information was on the website. I tried a search and had to go to the library's link to find the information instead of on the "News" section of the home page.	5/6/2015 9:50 AM
24	I found what I was looking for because the website was easy to navigate.	5/4/2015 4:17 PM
25	it was helpful; however, it took multiple attempts to locate the information	5/4/2015 12:40 PM
26	It said there is a form I need to complete, but I cannot find a link to the form. It would be helpful if the notification that I need to complete the form were a link to the form, as it is with Fullerton College.	5/3/2015 11:18 AM
27	The website is kind of confusing	5/2/2015 12:49 PM
28	It was helpful, but it took awhile to find it. I'd like to know what classes you receive for the degree chosen.	5/1/2015 12:14 PM
29	There isn't a lot of updated information for the current year and it's difficult to figure out.	5/1/2015 9:04 AM
30	it was easy to locate everything.	4/30/2015 9:04 PM
31	Just too many clicks. I am a staff member so I know where to go but would have a hard time navigating if I didn't know where I was going.	4/30/2015 3:47 PM
32	I got my info	4/30/2015 2:47 PM

Q6 Who are you

Answered: 192 Skipped: 34



Answer Choices	Responses
Prospective Student	14.58% 28
Current Student	51.56% 99
Employee	29.69% 57
Parent of a prospective or current student	1.56% 3
Community Member	1.04% 2
Other (please specify)	1.56% 3
Total	192

#	Other (please specify)	Date
1	Student	5/28/2015 10:58 AM
2	High School Student	5/26/2015 7:07 PM
3	Staff	5/4/2015 10:58 AM

Norco College Website Survey

Q7 Please provide additional comments on how the website might be of better use to you.

Answered: 78 Skipped: 148

#	Responses	Date
1	If maybe on the website, there were an ask a question and answer.	6/15/2015 3:46 PM
2	Please update it more frequently. Office hours listed are not always accurate and detail pages to some programs are outdated	6/13/2015 8:37 AM
3	is there any way to talk to a person on here?	6/12/2015 12:56 PM
4	The website itself is easily navigable, but at the same time appears dated, and uninviting.	6/12/2015 1:01 AM
5	The font of the webpage, on right hand side, "Apply Now, Webadvisor and Commencement 2015" is really huge and unreasonable for the words to be extreme larger compared to the rest of the list. Very childish and unprofessional look.	6/11/2015 2:20 PM
6	The site NEEDS to be mobile friendly. This is how our students use the Internet -- and as of this year Google will not show search results for mobile users if the site is not compliant with mobile standards. Students will be inconvenienced when using the site and the content they search for will be pushed down in Google's results	6/11/2015 9:42 AM
7	it could be better if it looked more appealing things look all over the place	6/10/2015 11:14 AM
8	The "Latest News" and "Events" sections I feel should rotate like the main banner. Clicking the numbered pages can be irritating and they are not very noticeable.	6/9/2015 12:07 PM
9	it is not very organized, in my opinion. as an incoming student, there's no specific tab for us. other colleges provide an entirely different section for incoming students but i dont see one for this.	6/7/2015 12:41 PM
10	Shit looks like it's from 1997. Look into Material Design or something.	6/6/2015 10:14 AM
11	It would be very useful if you could provide links to the different departments as well as contact information about the department chairs and faculty to make it easier to know whom I should contact in a certain department.	6/5/2015 6:12 PM
12	the web speed is kind of slow somethimes	6/4/2015 10:22 AM
13	The website needs consistency and logic.	6/2/2015 4:26 PM
14	make larger, static icons for activities that would be relevant at certain times (webadvisor, acedmic calendar, and class schedule PDF during registration)	5/29/2015 12:19 PM
15	Locating Disability Student Services	5/28/2015 10:58 AM
16	update it more often	5/26/2015 7:27 PM
17	Tuition costs and disability center	5/26/2015 7:07 PM
18	The Wifi needs to improve and the system is always down when I need to register for classes	5/25/2015 9:46 AM
19	Have numbers and web site links to all the things you offer	5/22/2015 2:14 PM
20	more specific links.	5/21/2015 4:32 PM
21	provide the ability to book our own tutorial appointments reminders of webadvisor dates such as registration dates and holds, buying parking permits	5/21/2015 1:29 PM
22	Easier user interface that has direct links to exactly what it's labeled as. You shouldn't have to click 5 different sections to get to the final page that was suppose to be the original page in the first place. Fix graphics and make it more aesthetically pleasing to the eye and easier to use so students are more likely to use the website first rather than call or visit the campus to ask a million questions and stand in long lines	5/21/2015 1:37 AM
23	Enrolling into classes is much more complicated then it needs to be.	5/20/2015 3:08 PM

Norco College Website Survey

24	a clearer user interface, the information all blends together..maybe a change in font or bold or categorization of the menus would be easier to find what i am looking for without having to zoom in and intently search the page	5/19/2015 11:13 AM
25	Maybe I'm just not seeing it in an obvious place, but it would be nice to have a link to an address book of faculty, staff, and administration email and office phones on the front page, or in a primary drop down menu.	5/19/2015 10:13 AM
26	Spend some money and hire good web developer to design website	5/18/2015 4:06 PM
27	I have a difficult time with the entire website. There have been many times I could not find what I was looking for, and searching still does not help. I find the entire website arduous.	5/18/2015 10:37 AM
28	There does not seem to be a simple to find page listing links to faculty member personal web sites.	5/16/2015 11:11 PM
29	I can't think of anything to improve	5/15/2015 5:59 PM
30	I personally believe that the website is well organized and easy to use. I have been to many different school websites and they are very difficult to find anything. I wouldn't change anything	5/14/2015 1:12 PM
31	Will be very important to know what I will be studying in each class and what I will be learning, will be great if you have more computer classes (computer repair, networking, lan, wam, wireless, routers, bridges, MCSC programs, programing, AAS degrees and engineering classes	5/13/2015 4:47 PM
32	is Norco college website is good to check your grade an check the class u want to take	5/13/2015 4:35 PM
33	It is very good site	5/12/2015 7:58 PM
34	I like ours better than the other 2 colleges in our district.	5/12/2015 10:48 AM
35	It needs to be simplified. There are so many links from the main page. We really need the portal.	5/12/2015 10:25 AM
36	As a faculty member, I was looking for a link to the RCC District CTA. Couldn't find it without going to the Riverside City College web site.	5/10/2015 3:21 PM
37	I think it is just fine	5/9/2015 9:41 PM
38	The search engine could use some work.	5/8/2015 1:33 PM
39	Nothig it was really helpful.	5/8/2015 10:15 AM
40	its very confusing, not organized, not helpful	5/7/2015 10:30 PM
41	if any event is organizing .must tell about what are the benfits of this event why this event is helding what is the purpose of this event how much important is that ? because some students who are new want to learn something from the events and want to volunteer but they dont know where to go whom to ask .	5/7/2015 9:51 PM
42	Need to be more clear of where every thing is like summer advantage and student e-,mail login	5/7/2015 9:27 PM
43	Nothing, I was pleased with the website.	5/7/2015 8:34 PM
44	Norco College's website is user-friendly. I've visited many other college websites, and I find Norco College's site to be one of the easiest to navigate. Also, it has a crisp, clean appearance--it's not cluttered or overly busy.	5/7/2015 5:15 PM
45	It's helpful because I needed information on summer advantage	5/7/2015 4:56 PM
46	everything on this website has been very helpful	5/7/2015 3:44 PM
47	I cannot see the ad rotator fully I have to scroll down to see the information	5/7/2015 10:09 AM
48	Ran a general search for information on MAT 90 A-F courses and found nothing. Looked on the Math/Science department site for math requirements/placement and found nothing. Searched the counseling department. Nothing. Even the course catalog has sketchy information about math placement and enrollment alternatives. Extremely difficult and frustrating to find specific information. Even the places (like the dept. site) where it would seem obvious to place those requirements lacked ANY information.	5/7/2015 9:23 AM
49	As an internal user I find it quite easy to use.	5/6/2015 8:53 PM
50	What I did didn't work so maybe some up to date information on some services if they change	5/6/2015 7:02 PM
51	I would love to see the final exam schedule clearly posted on the homepage, or at least a link to it directly. It is not easy to find. Also, no one would think to look for Tutorial Services under "Mustang Tutoring," and when you click on "Tutorial Services" from the A-Z list, the site is down.	5/6/2015 2:29 PM

Norco College Website Survey

52	The norco college website should be more mobile friendly, when ever I visit the website on my phone, it is really hard to tap on one of the links on the right hand side. Any improvements in making the site more friendly to mobile phones would be great. As far as organization, its pretty organized, the only complaint I have about the organization would be the search function not really taking me where I want to go. It wont pick up on the key words im using, it also seems to have a hard time if I use any other word except the exact wording the norco college website uses. For example, finding the calendar, if I type school calender, nothing comes up. Thanks for reading my comments.	5/6/2015 2:26 PM
53	Webadvisor, student email, blackboard. Thats usually all I use the site for and it can be hard to pick these links out from the crowd sometimes. Also the calender with all the holidays and such can be very hard to find.	5/6/2015 10:40 AM
54	The amount of information on the webpage seems to be increasing and it's taking on a more "crowded" look. I'm wondering if increasing the width of the site might open things up? Also, it takes a bit of time to notice the distinct categories. Perhaps a more defined separation between various areas of content??	5/5/2015 6:23 PM
55	easier to navigate	5/5/2015 4:08 PM
56	The Norco College Library Database would not permit me to use the website and I could not research further into the topics I needed to. It was very irritable and inconvenient.	5/5/2015 2:50 PM
57	It is organized better than the riverside city campus site.	5/5/2015 11:35 AM
58	provide a status/completion bar for surveys with more than 2 pages :)	5/4/2015 5:38 PM
59	The design is boring	5/4/2015 5:18 PM
60	The search capability in the website so rarely finds what I need that I've learned to google Norco College plus whatever I'm looking for and it's almost always one of the first few links.	5/4/2015 5:07 PM
61	Maybe the use of better keywords on the search processes	5/4/2015 3:01 PM
62	clearer link to ALLY and a better page	5/4/2015 12:40 PM
63	A link for Webadvisor for Faculty in the Faculty section would be helpful	5/4/2015 11:19 AM
64	I would like to see a link to the campus map on the front page.	5/4/2015 10:58 AM
65	I honestly don't know. I think that a website with this much information is always going to be problematic. I accept it as it is, even though it is not great. Seeing less would be good-- only show the bare minimum and then click on links to move deeper into the website.	5/4/2015 10:05 AM
66	Move ASNC / Student Activities to home page...it was very hard to find. Had to ask a Student Services staff member to help me (they were very nice)	5/4/2015 8:53 AM
67	The website is fairly easy to navigate. It is not overloaded with information as some websites are, but the Norco website seems to lack the interactive feel of college websites that are exceptional. For students and employees, some type of portal may help to personalize the experience. Overall, it is clean and the banner feature really helps me stay informed.	5/3/2015 5:21 PM
68	n/a	5/3/2015 4:42 PM
69	it is too difficult to find information and programs. i went to many websites before i finally found what i was looking for. keywords also needs to be fixed. when i entered something on the search field, i still couldn't find what i was looking for. the website needs to be more student centered not staff centered.	5/2/2015 7:28 PM
70	Very difficult to find employee phone numbers and locations. Search function does not work well.	5/2/2015 8:32 AM
71	I have no complaints.. user friendly	5/2/2015 7:21 AM
72	I am a part-time faculty member for the District, teaching at more than one college. The Norco College website is professional, easy to navigate, and provides a wealth of information! I cannot think of how it can be better...it works quite well for my purposes.	5/1/2015 9:05 PM
73	This website should have larger font, more pictures, and a sleeker profile in general especially during this time, 2015.	5/1/2015 8:58 PM
74	Please bold the WebAdvisor label on the left hand navigation pane and/or place it at the top of the list as it is one of the most used features of the website.	5/1/2015 4:08 PM

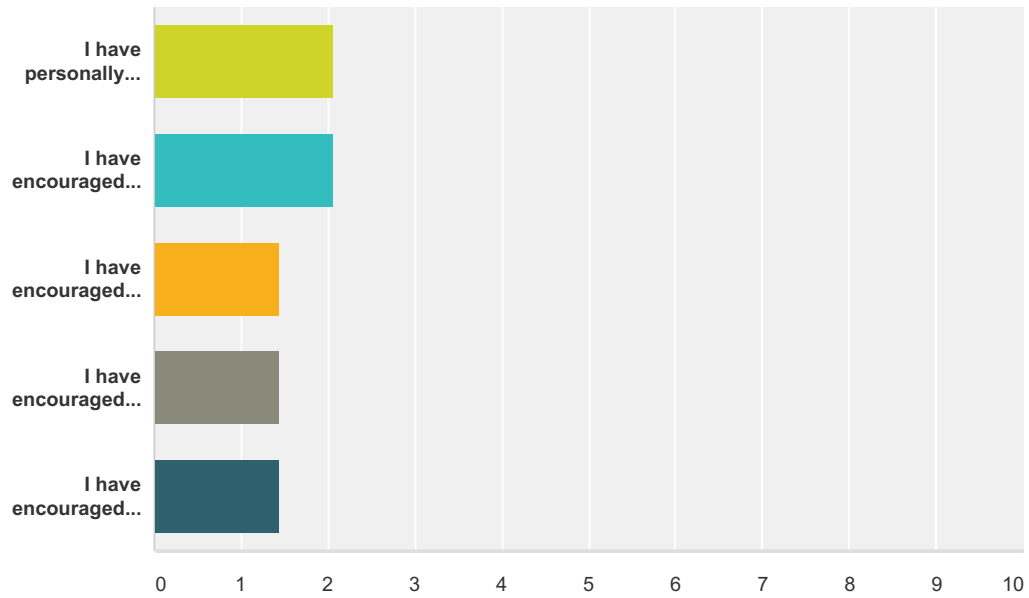
Norco College Website Survey

75	It's somewhat difficult to find specific information for me. I also don't like how there is a long list on the right of what you can look at. That makes it a bit less organized than it can be. It would be better with more specific categories at the top tabs, and lists of what you can find under them, that belong in the category.	5/1/2015 12:14 PM
76	Mobile app	5/1/2015 10:02 AM
77	Perhaps you could look at other college websites to get ideas on how to improve ours.	5/1/2015 9:58 AM
78	A Site Map would be good. Thanks!	4/30/2015 2:33 PM

Art Gallery Faculty Survey

Q1 How frequently have you engaged in the following?

Answered: 18 Skipped: 0

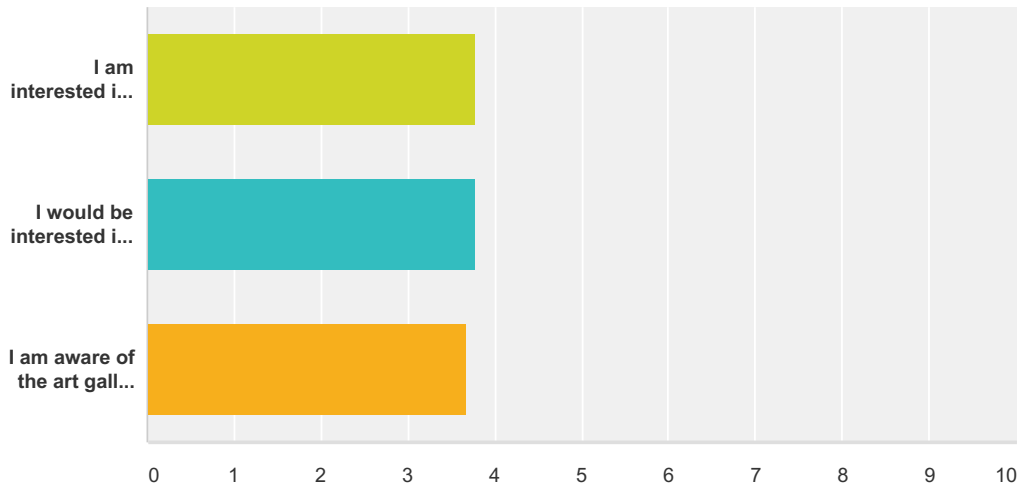


	Frequently	Sometimes	Never	Total	Weighted Average
I have personally attended a gallery exhibition.	22.22% 4	61.11% 11	16.67% 3	18	2.06
I have encouraged students to attend art gallery exhibitions by making announcements in class about exhibitions.	33.33% 6	38.89% 7	27.78% 5	18	2.06
I have encouraged students to attend art gallery exhibitions by offering extra credit for proof of attendance	11.11% 2	22.22% 4	66.67% 12	18	1.44
I have encouraged students to attend art gallery exhibitions by attending an exhibition with my class.	16.67% 3	11.11% 2	72.22% 13	18	1.44
I have encouraged students to attend art gallery exhibitions by designing an assignment that is tied to an exhibition.	16.67% 3	11.11% 2	72.22% 13	18	1.44

Art Gallery Faculty Survey

Q2 Rate your agreement with the following statements.

Answered: 18 Skipped: 0



	Strongly Agree	Agree	Neither Disagree Nor Agree	Disagree	Strongly Disagree	Total	Weighted Average
I am interested in integrating my classroom assignments with ideas and topics related to art gallery exhibitions.	38.89% 7	11.11% 2	38.89% 7	11.11% 2	0.00% 0	18	3.78
I would be interested in attending a professional development workshop about ways in which I can integrate art gallery exhibitions into my existing curriculum and/or assignments.	38.89% 7	11.11% 2	38.89% 7	11.11% 2	0.00% 0	18	3.78
I am aware of the art gallery website.	27.78% 5	33.33% 6	16.67% 3	22.22% 4	0.00% 0	18	3.67

**Q3 What types of art or design exhibitions
would be of most interest to you?**

Answered: 6 Skipped: 12

Art Gallery Faculty Survey

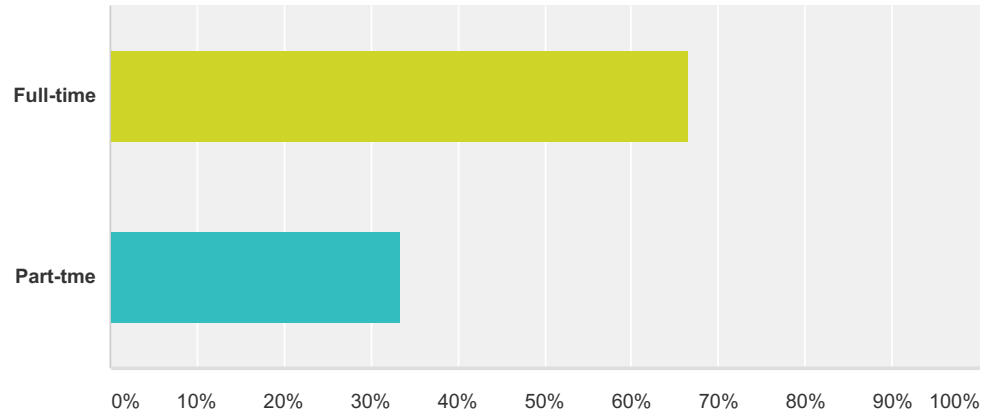
Q4 Is there anything else you would like to comment on in regards to the art gallery or exhibitions?

Answered: 5 Skipped: 13

Art Gallery Faculty Survey

Q5 What is your faculty status?

Answered: 18 Skipped: 0

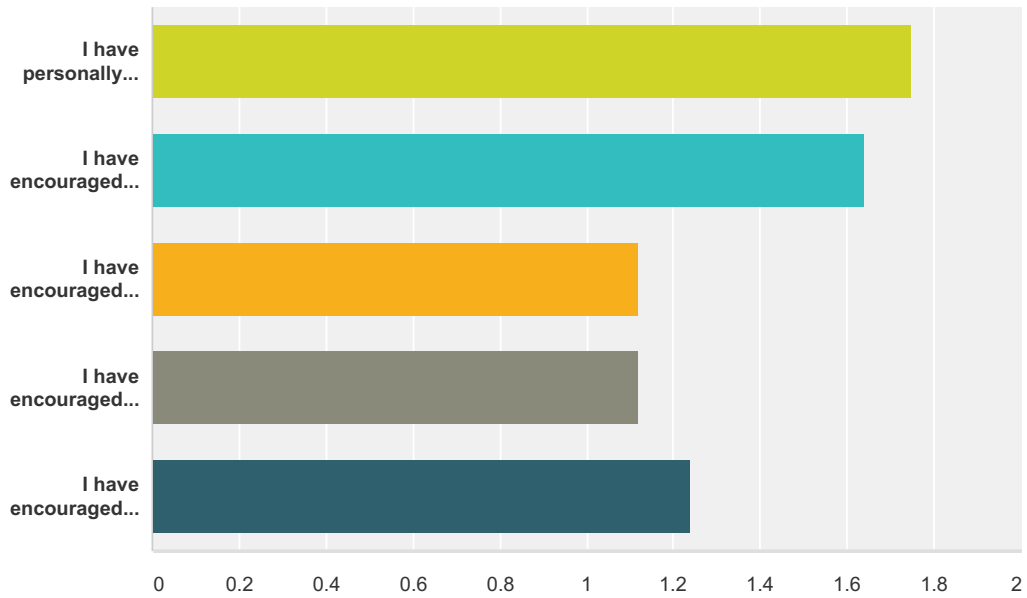


Answer Choices	Responses
Full-time	66.67% 12
Part-time	33.33% 6
Total	18

Art Gallery Faculty Survey

Q1 How frequently have you engaged in the following?

Answered: 51 Skipped: 0

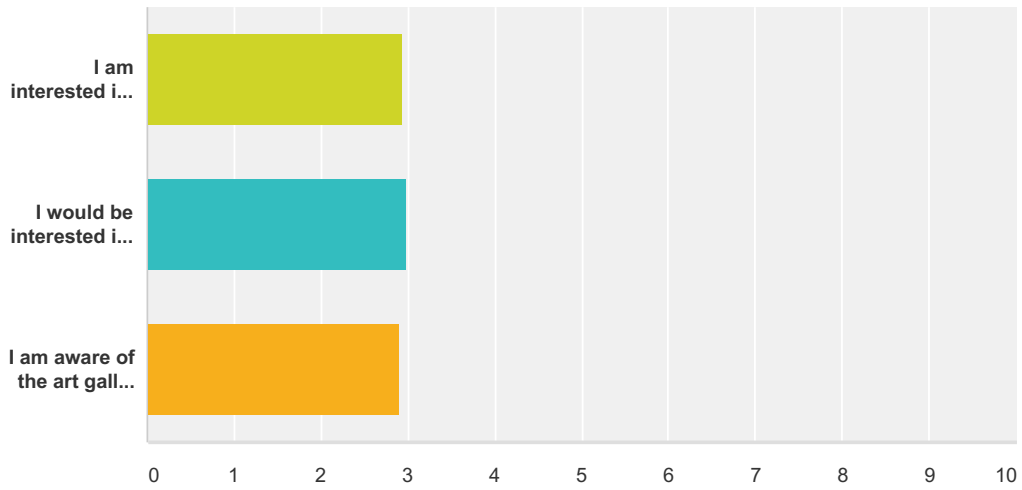


	Frequently	Sometimes	Never	Total	Weighted Average
I have personally attended a gallery exhibition.	15.69% 8	43.14% 22	41.18% 21	51	1.75
I have encouraged students to attend art gallery exhibitions by making announcements in class about exhibitions.	18.00% 9	28.00% 14	54.00% 27	50	1.64
I have encouraged students to attend art gallery exhibitions by offering extra credit for proof of attendance	4.08% 2	4.08% 2	91.84% 45	49	1.12
I have encouraged students to attend art gallery exhibitions by attending an exhibition with my class.	4.00% 2	4.00% 2	92.00% 46	50	1.12
I have encouraged students to attend art gallery exhibitions by designing an assignment that is tied to an exhibition.	8.00% 4	8.00% 4	84.00% 42	50	1.24

Art Gallery Faculty Survey

Q2 Rate your agreement with the following statements.

Answered: 50 Skipped: 1



	Strongly Agree	Agree	Neither Disagree Nor Agree	Disagree	Strongly Disagree	Total	Weighted Average
I am interested in integrating my classroom assignments with ideas and topics related to art gallery exhibitions.	12.00% 6	22.00% 11	28.00% 14	24.00% 12	14.00% 7	50	2.94
I would be interested in attending a professional development workshop about ways in which I can integrate art gallery exhibitions into my existing curriculum and/or assignments.	12.00% 6	32.00% 16	12.00% 6	30.00% 15	14.00% 7	50	2.98
I am aware of the art gallery website.	18.00% 9	22.00% 11	8.00% 4	36.00% 18	16.00% 8	50	2.90

**Q3 What types of art or design exhibitions
would be of most interest to you?**

Answered: 22 Skipped: 29

Art Gallery Faculty Survey

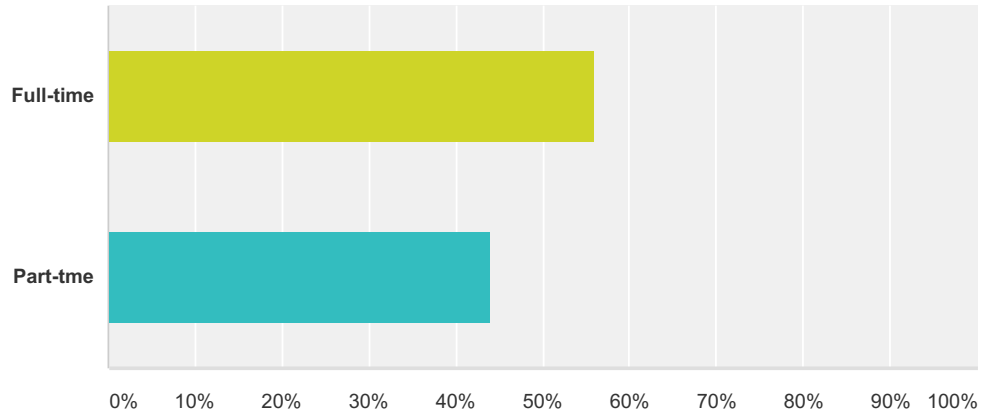
Q4 Is there anything else you would like to comment on in regards to the art gallery or exhibitions?

Answered: 11 Skipped: 40

Art Gallery Faculty Survey

Q5 What is your faculty status?

Answered: 50 Skipped: 1

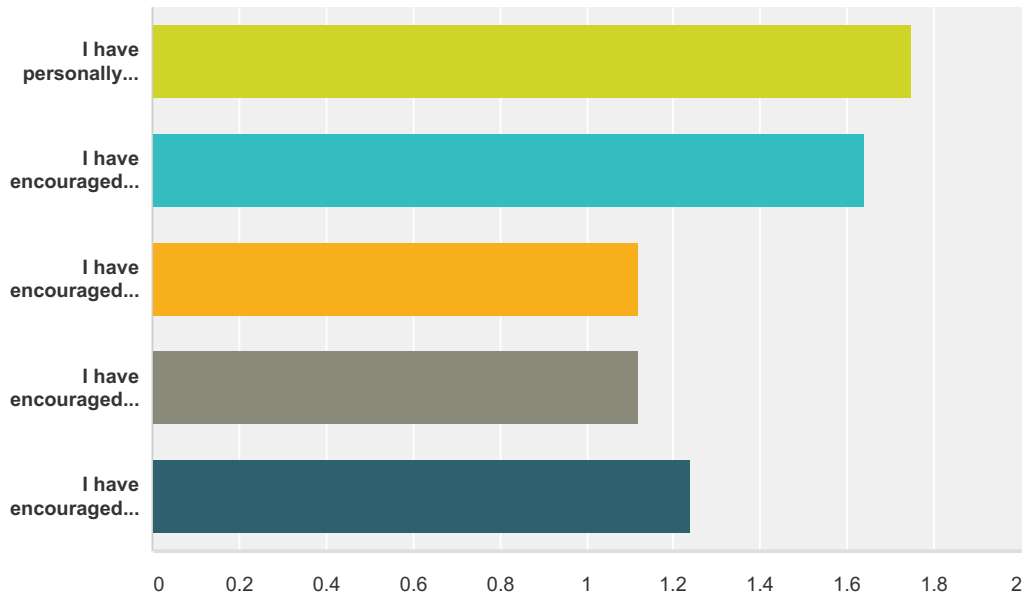


Answer Choices	Responses	
Full-time	56.00%	28
Part-time	44.00%	22
Total		50

Art Gallery Faculty Survey

Q1 How frequently have you engaged in the following?

Answered: 51 Skipped: 0

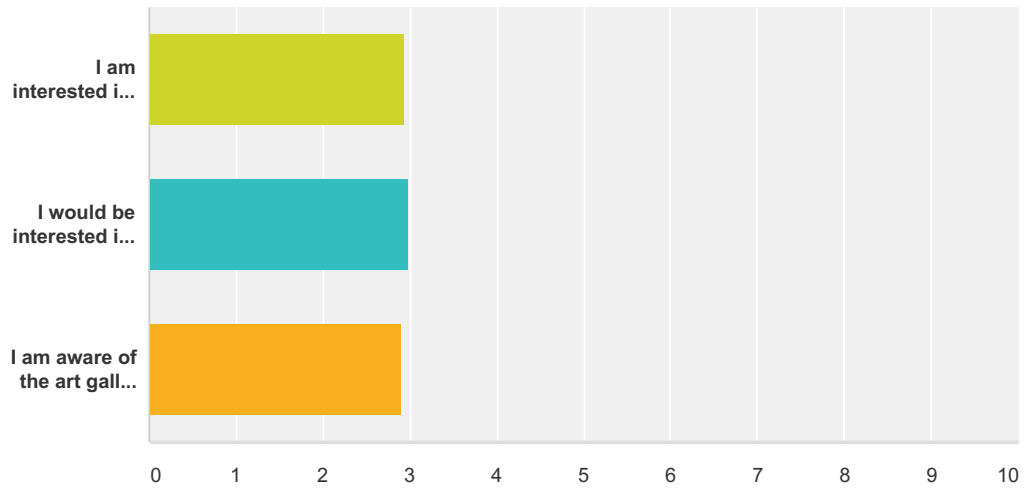


	Frequently	Sometimes	Never	Total	Weighted Average
I have personally attended a gallery exhibition.	15.69% 8	43.14% 22	41.18% 21	51	1.75
I have encouraged students to attend art gallery exhibitions by making announcements in class about exhibitions.	18.00% 9	28.00% 14	54.00% 27	50	1.64
I have encouraged students to attend art gallery exhibitions by offering extra credit for proof of attendance	4.08% 2	4.08% 2	91.84% 45	49	1.12
I have encouraged students to attend art gallery exhibitions by attending an exhibition with my class.	4.00% 2	4.00% 2	92.00% 46	50	1.12
I have encouraged students to attend art gallery exhibitions by designing an assignment that is tied to an exhibition.	8.00% 4	8.00% 4	84.00% 42	50	1.24

Art Gallery Faculty Survey

Q2 Rate your agreement with the following statements.

Answered: 50 Skipped: 1



	Strongly Agree	Agree	Neither Disagree Nor Agree	Disagree	Strongly Disagree	Total	Weighted Average
I am interested in integrating my classroom assignments with ideas and topics related to art gallery exhibitions.	12.00% 6	22.00% 11	28.00% 14	24.00% 12	14.00% 7	50	2.94
I would be interested in attending a professional development workshop about ways in which I can integrate art gallery exhibitions into my existing curriculum and/or assignments.	12.00% 6	32.00% 16	12.00% 6	30.00% 15	14.00% 7	50	2.98
I am aware of the art gallery website.	18.00% 9	22.00% 11	8.00% 4	36.00% 18	16.00% 8	50	2.90

Art Gallery Faculty Survey

Q3 What types of art or design exhibitions would be of most interest to you?

Answered: 22 Skipped: 29

#	Responses	Date
1	I am very interested in the art gallery, but I haven't had time to visit this semester. If a particular exhibit fits with some work we're doing in class, I would certainly encourage the students to visit.	10/17/2014 9:05 PM
2	Local History	10/17/2014 4:19 PM
3	Abstract/Surreal	10/17/2014 12:57 PM
4	Interactive, intercultural, and multi-media.	10/17/2014 12:55 PM
5	Irish stuff	10/17/2014 12:39 PM
6	I personally enjoy paintings and photographs	10/17/2014 12:31 PM
7	None.	10/16/2014 9:24 AM
8	I am personally broadly interested in art in all its forms, but this does not relate to what I teach here. For the Norco Campus, we desperately need a small wattage radio station with a full time program director so we can actually (finally) become a VOICE in the community. After all, we ARE the TECHNOLOGY college, right?	10/15/2014 3:33 PM
9	Not at all	10/15/2014 1:33 PM
10	Photography; surrealism	10/15/2014 1:21 PM
11	Exhibitions that tie more strongly into the professional world the students will be entering instead of just personal fine art work	10/15/2014 9:00 AM
12	Student work.	10/15/2014 7:57 AM
13	Anything that exposes students to new ways of thinking about art and integrating art into their lives.	10/15/2014 12:11 AM
14	I have no preferences and it seems that the variety is getting broader as the gallery continues to have strong curators. I think panel discussions and artist talks are very valuable and maybe some more installation types of art could be considered...and we haven't begun to see fabrics and light sculptures...yet!	10/14/2014 11:21 PM
15	Faculty Show	10/14/2014 9:36 PM
16	Cross cultural art	10/14/2014 7:54 PM
17	Drafting and machine projects	10/14/2014 7:41 PM
18	multi-media, modern	10/14/2014 6:19 PM
19	family oriented, teaching and learning, anything about children, poverty, divorce or other types of social issues	10/14/2014 5:51 PM
20	Any and all!	10/14/2014 5:49 PM
21	I find all types of art / design interesting. No preference.	10/14/2014 4:46 PM
22	Just about anything; depending on courses I'm teaching, I could integrate painting, prints, sculpture, and photography from any era into curriculum.	10/14/2014 4:14 PM

Art Gallery Faculty Survey

Q4 Is there anything else you would like to comment on in regards to the art gallery or exhibitions?

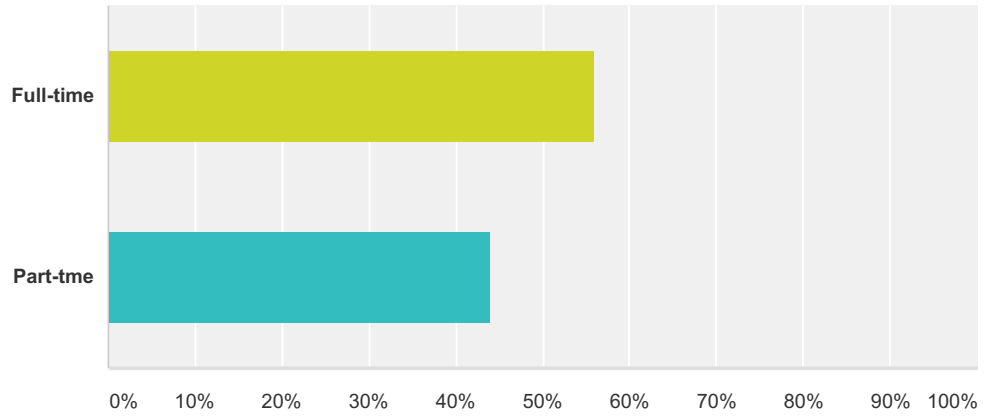
Answered: 11 Skipped: 40

#	Responses	Date
1	Students at the table get loud on occasion.	10/17/2014 12:57 PM
2	It is a great asset to the arts community at our college.	10/17/2014 12:55 PM
3	If there is an exhibit that would directly tie into the topics of one of my classes (Environmental Science, Ecology, Botany, or General Biology), I would be happy to set an extra credit assignment to my students.	10/17/2014 12:31 PM
4	None.	10/16/2014 9:24 AM
5	I am a fan of the gallery. I have enjoyed most of the exhibits. I would very much like to see our campus expand not only its art offerings but its math, science and engineering offerings. After all, we ARE the TECHNOLOGY college, right?	10/15/2014 3:33 PM
6	None	10/15/2014 1:33 PM
7	The art gallery does not tie in with my class, but this survey did bring it to my attention. I have never encouraged students to attend. I will do that from now on. Thank you,	10/15/2014 9:02 AM
8	More professional promotional materials for the exhibitions	10/15/2014 9:00 AM
9	I am surprised each semester to learn how few students know about the gallery. I wonder if some instructors also don't see the gallery as relevant to their disciplines...and I wonder if some do not realize we HAVE a gallery.	10/14/2014 11:21 PM
10	Since I'm new to Norco I answered these questions relative to my previous employment. Although I have visited the Norco gallery, I haven't yet assigned students to visit. Next semester I will teach Hum 5 and will integrate this into my curriculum as I have done in the past.	10/14/2014 4:14 PM
11	I believe that the space was better utilized to serve students when it was a computer/math lab. As an art gallery, the space is not often use for student learning and only serve a few students.	10/14/2014 3:54 PM

Art Gallery Faculty Survey

Q5 What is your faculty status?

Answered: 50 Skipped: 1



Answer Choices	Responses	
Full-time	56.00%	28
Part-time	44.00%	22
Total		50