

Iowa State University
Dean of Students Office
Supplemental Instruction-Academic Success Center

Supplemental Instruction Student Feedback, 2007-2008

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Abstract

Students enrolled in courses for which Supplemental Instruction (SI) is offered are eligible to complete a program evaluation during the final weeks of each semester. This report uses descriptive statistics to highlight the results of the program evaluation from fall 2007 and spring 2008, and suggest additional uses for this data.

Executive Summary

Purpose

- ◆ To learn from SI participants about their perceptions of SI Leaders, use of the SI website, and educational achievement.
- ◆ To learn from non-participants about their of the SI website, reasons for not attending SI, and educational achievement.

Methodology

Course rosters are obtained from the Registrar's office each semester without students' prior consent under the following provision in the Family Education Rights to Privacy Act: 34 CFR Part 99. Using these rosters, all students enrolled in the courses received an e-mail invitation, from the SI Coordinator, to complete a program evaluation about Supplemental Instruction. SI Leaders continue promotion using the website, class time, and SI sessions.

Students were directed to two online program evaluations—one for participants and one for non-participants—and they self selected which evaluation to complete. Following conclusion of data collection, frequency data were compiled and reported.

Findings

Table 1 and Table 2 summarize frequency data for participants and non-participants. Minor changes in wording of questions occurred between fall and spring semester, as noted in Tables 1 and 2.

Discussion and Recommendations

The low return rate (12.7%) provides reason to cautiously evaluate the results. Further efforts need to be made to improve sampling during future distribution of this evaluation. Regardless, of the return rate, certain conclusions are particularly useful to describe students' perceptions of SI.

SI Leader Evaluation. The following results indicate a generally high evaluation of SI Leaders' skills.

	% SI Participants Indicating "Good" or "Excellent"
Promptness and reliability	88.19%
Approachability	87.13%
Patience in explaining the subject matter	85.47%
Knowledge of the subject matter	84.80%
Effectiveness in involving participants	80.09%
Effectiveness in communicating subject matter	79.36%

Based on these results, we will modify our on-going SI Leader training to improve Leaders' skills. We are also working towards helping individual SI Leaders recognize and develop skills fitting their own growth needs.

Use of the Website. The website is used by SI participants slightly less than once per week on average, and non-participants use the website approximately once per month. We rely heavily on the website to

communicate information to students. Hence, we must improve/increase promotion of the web contents.

Academic Achievement. Based on final grades, SI participants earned approximately a B- average grade (2.63) for the academic year. Within this survey, SI participants predicted a B average grade (2.97). Non-participants earned a C+ (2.41), but predicted a B average (2.94).

81.7% of SI participants self-report that SI helped them improve their final grade at least ½ letter grade. 70.7% of non-participants (spring 2008 only) stated SI *could have* helped them improve their final grade.

84% of SI participants indicate participation in SI helped improve overall academic achievement.

Reasons for not attending SI. We have been able to predict the common reasons students to do not attend SI sessions, but we are doing our best to minimize reasons why students do not attend SI. Based on the percent of students who agreed or strongly agreed with statements provided, results produced the following order of emphasis:

	% Indicating Reason for Not Attending
I didn't attend SI because I was not concerned about my grade in this course.	79.06%
I would be more likely to attend SI if the location of the sessions was changed.	74.58%
I didn't attend SI because I don't really know what SI could do for me.	65.86%
I would be more likely to attend SI if we change the time of the sessions.	59.48%
I intended to go to SI but couldn't due to schedule conflicts.	58.73%
I would be more likely to attend SI If there were more sessions held per week.	56.83%
I didn't attend SI because I didn't need assistance for the course.	52.81%
I would be more likely to attend SI if I knew a specific agenda or topics for each session.	40.29%

Understanding why students do not attend SI will help us emphasize specific promotional efforts based on what was previously emphasized.

Finally, students who complete an evaluation also have an opportunity to voluntarily identify themselves using their ISU NetId. Feedback from these students has been added to the master SI database, providing opportunities for further assessment.

Table 1

SI Participant Responses

Course: All
 SI Leader: All
 Instructor: All
 Semester: 2007-2008

Course Enrollment: 22228
 % Completed by Participants: 6.78%
 % Completed by Non-Participants: 5.93%
 Total % Completed: 12.71%

Number of Surveys Completed: 1507

	Frequencies					N	Mean*
	0	1	2	3	4		
ATTENDANCE							
	0	1-2	3-5	6-10	More than 10		
Q(A): How many SI sessions did you attend this semester for this course?	0	391	509	294	313	1507	2.35
	0	25.95%	33.78%	19.51%	20.77%		

* Mean based on scale of 0 to 4 (0="zero sessions;" 1="1-2 Sessions;" 2="3-5 Sessions;" 3="6-10 Sessions;" 4="More than 10 Sessions"

RESIDENCE					N
	RCA	UDA	TRA	Greek House	
Q(B): Where do you live?	371	347	18	122	1507
	24.62%	23.03%	1.19%	8.10%	
	BUCH		FC		Off Campus
	11	6	149	483	
	0.73%	0.40%	9.89%	32.05%	

SI LEADER EVALUATION: Please rate the qualities of your SI Leader.						N	Mean*
	1	2	3	4	5		
Q(C): Knowledge of the subject matter.	Poor	Fair	Satisfactory	Good	Excellent	1507	4.25
	15	59	155	588	690		
	1.00%	3.92%	10.29%	39.02%	45.79%		
Q(D): Effectiveness in communicating subject matter.	31	70	210	576	620	1507	4.12
	2.06%	4.64%	13.93%	38.22%	41.14%		
Q(E): Patience in explaining the subject matter.	17	52	150	460	828	1507	4.35
	1.13%	3.45%	9.95%	30.52%	54.94%		
Q(F): Promptness and reliability.	10	27	141	503	826	1507	4.40
	0.66%	1.79%	9.36%	33.38%	54.81%		
Q(G): Approachability.	7	40	147	468	845	1507	4.40
	0.46%	2.65%	9.75%	31.06%	56.07%		
Q(H): Effectiveness in involving participants.	24	51	225	586	621	1507	4.15
	1.59%	3.38%	14.93%	38.89%	41.21%		

* Mean based on scale of 1 to 5 (1="Poor;" 2="Fair;" 3="Satisfactory;" 4="Good;" 5="Excellent"

SI WEBSITE USE:					N	Mean*
	1	2	3	4		
Q(I): How often did you go to the SI website for information regarding SI session times and locations?	Never	Once a Month	Once a Week	Several times a week	1507	1.97
	555	532	336	84		
	36.83%	35.30%	22.30%	5.57%		
Q(J): How often did you print off handouts from the SI webpage?	783	374	262	88	1507	1.77
	51.96%	24.82%	17.39%	5.84%		
Q(K): How often did you check the SI webpage for SI session agendas or topics?	784	371	280	72	1507	1.76
	52.02%	24.62%	18.58%	4.78%		

* Mean based on scale of 1 to 4 (1="Never;" 2="Once a Month;" 3="Once a Week;" 4="Several times a Week"

EDUCATIONAL ACHIEVEMENT:						N	Mean*
	0	1	2	3	4		
Q(L): What grade do you expect to earn in this course?	F	D+, D, D-	C+, C, C-	B+, B, B-	A, A-	1498	2.97
	4	50	323	664	457		
	0.27%	3.34%	21.56%	44.33%	30.51%		
Mean value based on calculable grades of a 4.0 scale							
Incalculable grades: Incomplete	Incomplete		N/A		Pass		
N/A (implies course was dropped)	1		6		2		
Pass (corresponding to Pass/Fail Grading)	11.11%		66.67%		22.22%		

* Mean based on scale of 0 to 4.00 corresponding to a traditional 4.0 GPA scale.

Q(L) response options included the categorical grade options only. For spring 2008, options were specific: A, A-, B+, B, B-, C+, C, C-, D+, D, D-, F, I, N/A, Pass.

					N	Mean*
	1	2	3	4		
Q(M): To what degree do you think your final course grade improved due to SI?	None	1/2 letter grade	1 letter grade	more than 1 letter grade	1507	2.28
	276	671	420	140		
	18.31%	44.53%	27.87%	9.29%		

* Mean based on scale of 1 to 4 (1="None;" 2="1/2 Letter Grade;" 3="1 Letter Grade;" 4="More than 1 Letter Grade"

					N	Mean*
	1	2	3	4		
Q(N): Participating in SI has improved my overall academic achievement.	Strongly Disagree	Disagree	Agree	Strongly Agree	1507	2.98
	58	183	994	272		
	3.85%	12.14%	65.96%	18.05%		
Q(O): I would recommend SI to a friend.	33	85	791	598	1507	3.30
	2.19%	5.64%	52.49%	39.68%		

* Mean based on scale of 1 to 4 (1="Strongly Agree;" 2="Disagree;" 3="Agree;" 4="Strongly Agree"

Table 2:

SI Non-Participant Responses

Course: All
 SI Leader: All
 Professor: All
 Semester: 2007-2008

Course Enrollment: 22228
 % Evaluations Completed: 5.93%

Number of Evaluations Completed: 1318

KNOWLEDGE OF SI:		Frequencies		N	Mean*
		1 No	2 Yes		
Q(A):	Were you aware SI was offered for this course?	251 19.04%	1067 80.96%	1318	1.81
Q(B):	Did you know when the SI sessions were held?	459 34.83%	859 65.17%	1318	1.65

* Mean based on scale of 1 or 2 (1="No," 2="Yes")

		1	2	3	4	N	Mean*
		Never	Once a Month	Once a Week	Several times a week		
Q(C):	How often did the SI Leader make announcements or write information on the board about SI?	434 32.93%	254 19.27%	268 20.33%	362 27.47%	1318	0.71

* Mean based on scale of 1 to 4 (1="Never," 2="Once a Month," 3="Once a Week," 4="Several Times a Week")

SI WEBSITE USE:		1	2	3	4	N	Mean*
		Never	Once a Month	Once a Week	Several times a week		
Q(D):	How often did you go to the SI website for information regarding SI session times and locations?	1075 81.56%	166 12.59%	65 4.93%	12 0.91%	1318	1.07
Q(E):	How often did you print off handouts from the SI webpage?	1146 86.95%	114 8.65%	39 2.96%	19 1.44%	1318	1.04
Q(F):	How often did you check the SI webpage for SI session agendas or topics?	1141 86.57%	119 9.03%	45 3.41%	13 0.99%	1318	1.05

* Mean based on scale of 1 to 4 (1="Never," 2="Once a Month," 3="Once a Week," 4="Several Times a Week")

PLEASE INDICATE TO WHAT EXTENT YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:		1	2	3	4	N	Mean*
		Strongly Disagree	Disagree	Agree	Strongly Agree		
Q(G):	I intended to go to SI but couldn't due to schedule conflicts.	337 25.57%	437 33.16%	401 30.42%	143 10.85%	1318	0.92
Q(H):	I didn't attend SI because I didn't need assistance for the course.	246 18.66%	450 34.14%	420 31.87%	202 15.33%	1318	0.87
Q(I):	I didn't attend SI because I was not concerned about my grade in this course.	576 43.70%	466 35.36%	216 16.39%	60 4.55%	1318	1.14
Q(J):	I didn't attend SI because I don't really know what SI could do for me.	301 22.84%	567 43.02%	394 29.89%	56 4.25%	1318	1.09
Q(K):	I would be more likely to attend SI if there were more sessions held per week.	214 16.24%	535 40.59%	432 32.78%	137 10.39%	1318	0.97
Q(L):	I would be more likely to attend SI if the location of the sessions was changed.	259 19.65%	724 54.93%	274 20.79%	61 4.63%	1318	1.30
Q(M):	I would be more likely to attend SI if we change the time of the sessions.	202 15.33%	582 44.16%	397 30.12%	137 10.39%	1318	1.04
Q(N):	I would be more likely to attend SI if I knew a specific agenda or topics for each session.	163 12.37%	368 27.92%	585 44.39%	202 15.33%	1318	0.68

* Mean based on scale of 1 to 4 (1="Strongly Agree," 2="Disagree," 3="Agree," 4="Strongly Agree")

EDUCATIONAL ACHIEVEMENT:		0	1	2	3	4	N	Mean*
		F	D+, D, D-	C+, C, C-	B+, B, B-	A, A-		
Q(O):	What grade do you expect to earn in this course? <i>Mean value based on calculable grades of a 4.0 scale</i>	9 0.69%	36 2.75%	252 19.24%	532 40.61%	481 36.72%	1310	2.94
	<i>Incalculable grades: Incomplete</i>	Incomplete		N/A		Pass	N	
	<i>N/A (implies course was dropped)</i>	0		6		2	8	
	<i>Pass (corresponding to Pass/Fail Grading)</i>	0.00%		75.00%		25.00%		

* Mean based on scale of 0 to 4.00 corresponding to a traditional 4.0 GPA scale.

		1	2	3	4	N	Mean*
		None	1/2 letter grade	1 letter grade	more than 1 letter grade		
Q(P):	To what degree do you think SI could have helped you improve your final grade in this course? <i>(Question asked Spring 2008 only.)</i>	106 30.29%	152 43.43%	77 22.00%	15 4.29%	350	1.17

* Mean based on scale of 1 to 4 (1="None," 2="1/2 Letter Grade," 3="1 Letter Grade," 4="More than 1 Letter Grade")

Q(P) did not appear on the fall 2007 version of the program evaluation.