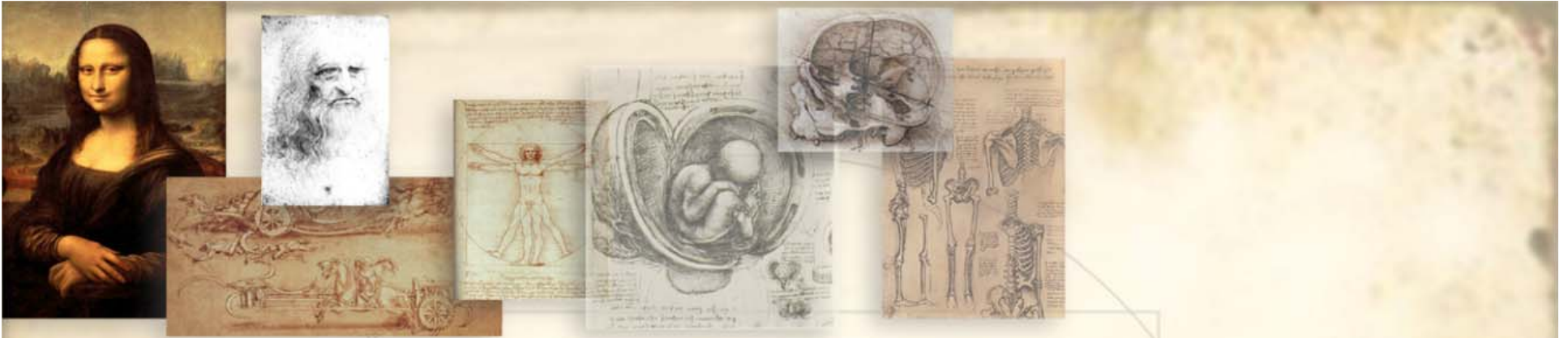




# WASC: Street Interviews

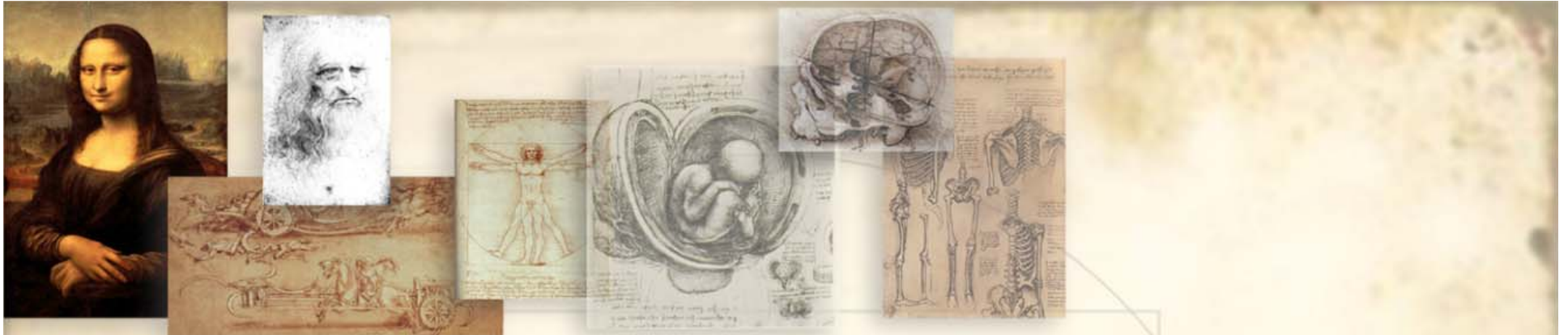
Summary of Report Prepared by Kaye Bragg,  
Ph.D.

Director of the CSUB Assessment Center



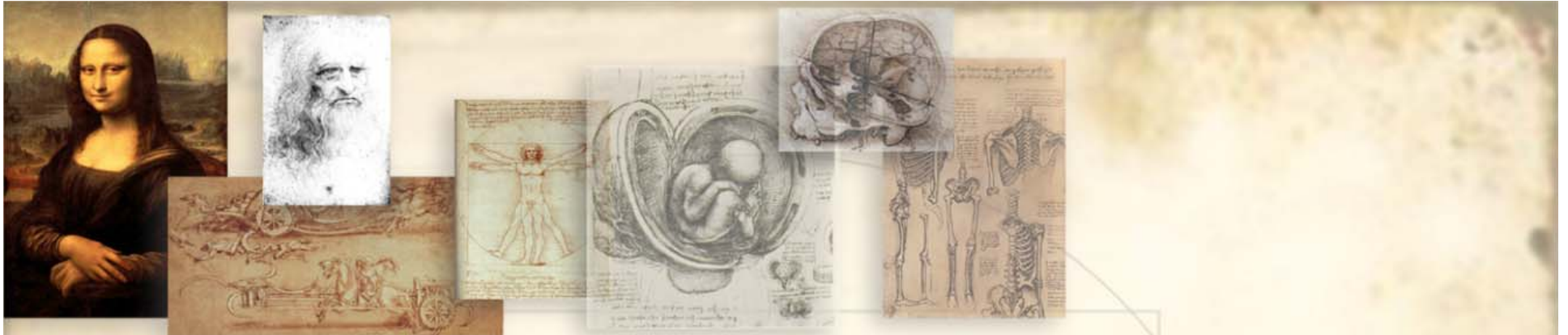
# Background

- CSUB is beginning its campus discussions about the important issues that will be explored and key questions that will be examined in our accreditation review, WASC.
- The Assessment Office was asked to conduct a basic survey among students and staff at California State University, Bakersfield (CSUB) about some of what they value most and find most obtrusive to their experience at CSUB.



# Method

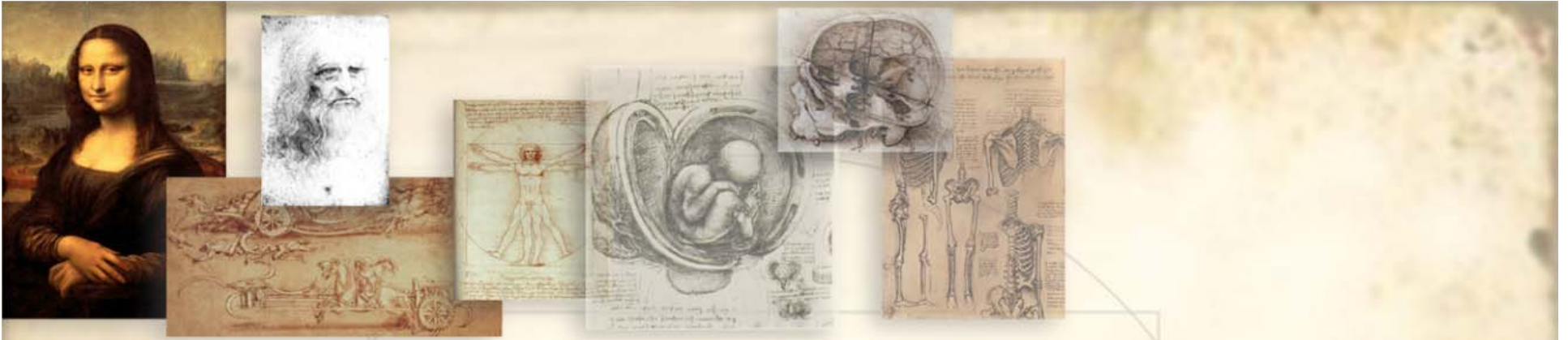
- **Participants**
  - Our participants consisted of 213 California State University, Bakersfield (CSUB) students and staff.
- **Instruments**
  - A five question short partial open-ended, partial multiple choice survey was developed. The survey asked two open-ended questions: "What do you value most about your CSUB experience" and "What was one major obstacle affecting your CSUB experience".



# Method

- **Procedures**

- Staff members from The Assessment Center went out around campus at varying times for two weeks randomly asking students and other persons on campus to answer a few short questions.
- This process usually required no more than two minutes of the participants time.
- To increase freshmen participation, the Assessment Center survey several introductory courses.



## Results

- "What do you value most about your CSUB experience?"
  - My education.
  - Helpfulness of faculty/staff.



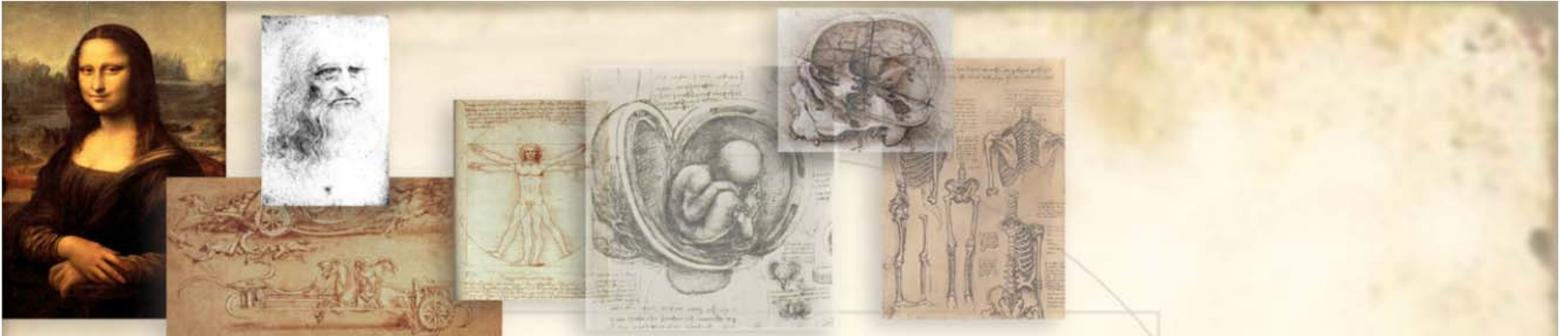
# Results

- Breakdown by level.
  - Freshmen – Relationships; class size; real-world experience.
  - Sophomore – No additional categories.
  - Junior – Relationships.
  - Senior – Real-world experience.
  - Graduates, staff – No variation from above.



## Results

- "What was one major obstacle affecting your CSUB experience?"
  - Financial aid/ financial aid office.
  - Availability of courses.
  - Course variety.



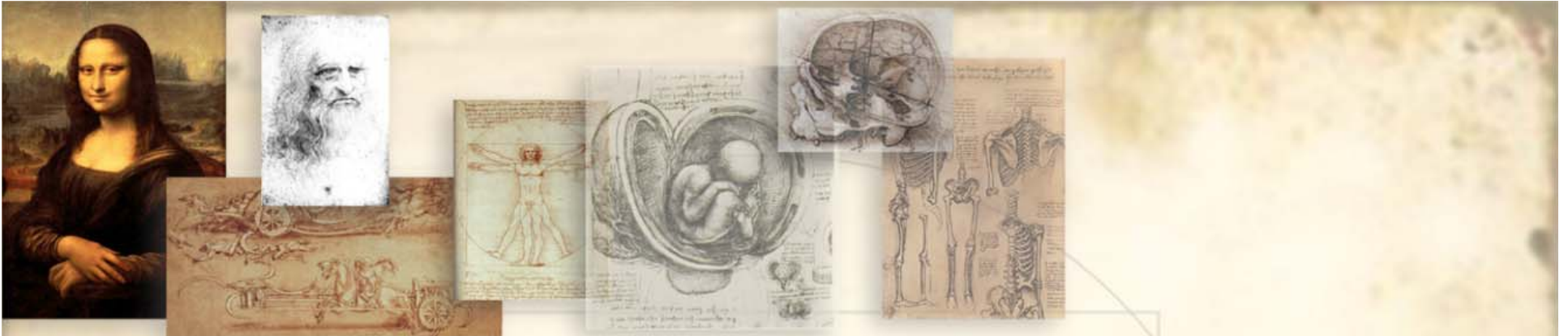
# Results

- Breakdown by level.
  - Freshman – Switching from high school and time/work obligations.
  - Sophomore – Family and other external problems.
  - Junior, Senior, Graduate, Staff – Red tape; lack of organization across departments; time-work obligations.



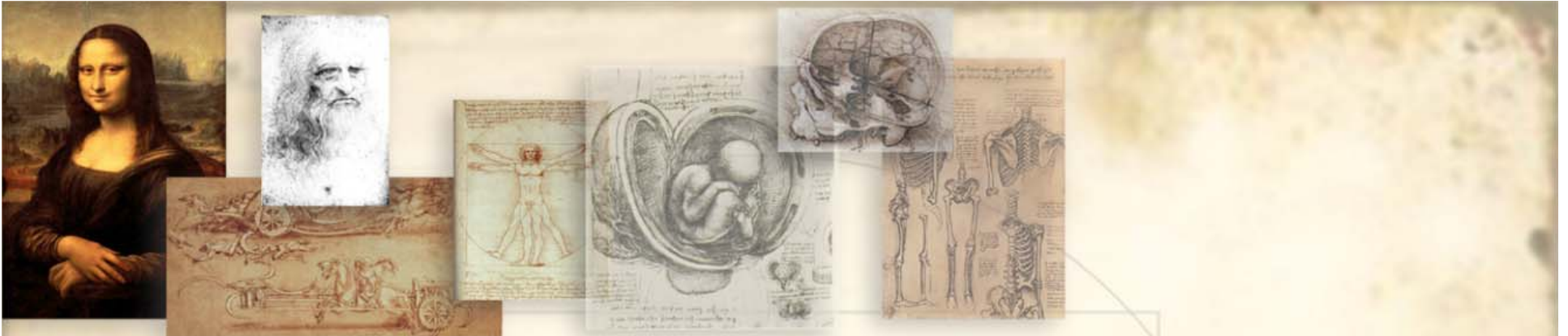
## Discussion

- Things valued.
  - Small campus feel.
  - Close interaction with faculty.
  - Education and real life experiences they are receiving on campus.



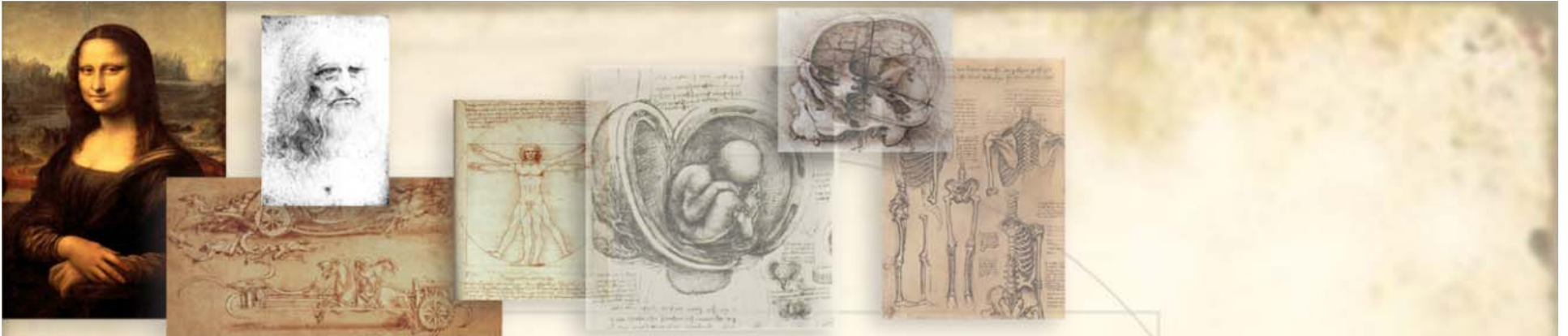
# Discussion

- Major problems.
  - Financial aid problems and availability.
  - Availability and variety of courses.
  - Managing work and other time obligations.
  - Balancing school and outside life.
  - Disorganization between departments.
  - Political red tape in issues such as registration and graduation.



# Suggestions

- **Education**
  - Continue providing a good learning environment for all students.
  - Educate students on resources available for stress/time management.



# Suggestions

- **Organize**
  - Organize processes that require multiple departments for greater ease and decreased frustration for all students.
  - Increase ease of financial aid assistance as well as friendliness from those in the department.



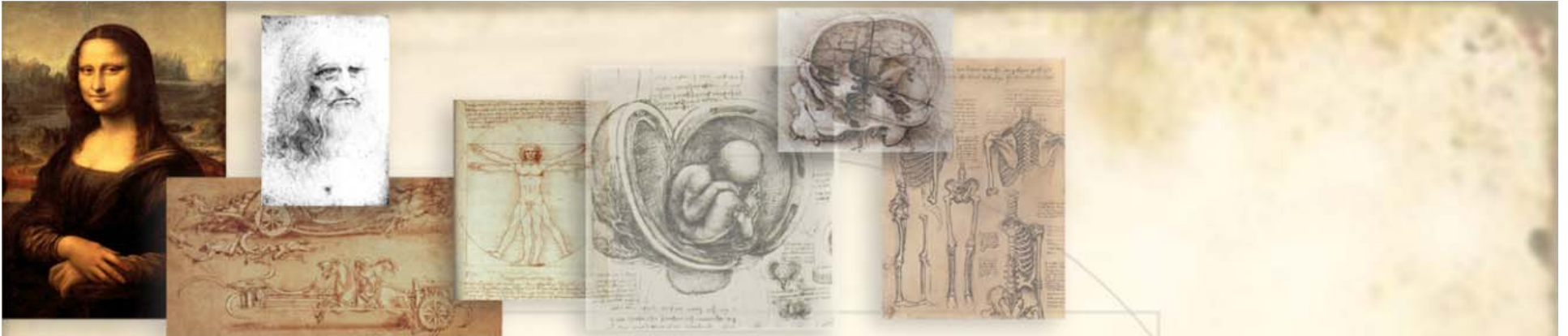
# Suggestions

- **Course Availability**
  - Increase the number of courses available each quarter.
  - Increase the variety and types of courses available across majors.
  - Increase accessibility and knowledge of what is available for students as courses.



## Concluding Comments

- In conclusion there are some obvious trends and agreements between what seems to be most valuable and also what seem to be the biggest obstacles for students at CSUB.



## Concluding Comments

- Some of the suggestions could be rather easy fixes whereas others would take much time and financial backing in order to make a change to correct the problem and make life easier for students and faculty on campus.