

## Noel Levitz Survey Results Spring 2012

In the spring of 2012, 527 students completed the Noel Levitz Satisfaction Survey (See Appendix for demographic information on respondents). The survey was online and sent to student email addresses. Table 1 shows meaningful differences in student satisfaction based on several different comparison groups. Responses to all questions are shown in Table 4.

- Compared to Noel Levitz's national sample of 50,706 students, MCC students were more satisfied with:
  - Parking lot security
  - Tutoring services
  - The campus in general being safe and secure for all students
- Compared to adult students, traditional age students were less satisfied with:
  - The helpfulness of staff
  - The instruction they receive in the classroom (i.e., fairness, quality, practical uses of the information presented)
  - Tuition paid as a worthwhile investment
  - Personalized attention prior to enrollment by admissions staff
- There were no notable differences in satisfaction based on students' educational goal, GPA or racial/ethnic group.
- In general the students felt that our top strengths were: a safe campus, convenient ways to pay school bills, how well the campus is maintained, and the availability of faculty outside the classroom (Table 2).
- The students felt that some of our top challenges were: not enough classes within each term, convenience of class times, and their ability to register for classes without schedule conflicts (Table 3).
- Figure 1 is a Gap Analysis that categorizes the survey questions into four quadrants.
  - Quadrant I shows our strengths (areas very important to students, with which they are very satisfied). Examples of our strengths include safe parking lots, quick response of security staff and feedback on academic progress.
  - Quadrant II contains areas with which students are very satisfied, but are not very important to them. Some examples are Library services, the variety of technology and media used in the classroom and the amount of tutoring that is available.
  - Quadrant III has low priority improvement opportunities (areas which are not very important to students, but with which they are less satisfied). These include giving feedback to students on their progress on their academic goals, and making academic advisors more available to students.

- Quadrant IV contains our high priority improvement opportunities, areas that are very important to students, but with which they are dissatisfied. Our high priority improvement areas include making more classes available each term, registering with fewer conflicts, and the advising department being more aware of transfer requirements of other schools.

**Table 1 : Meaningful Group Differences on Student Satisfaction**

Meaningful Group Differences									
		MCC			National			Stat Sig	Effect Size
		Importance	Satisfaction	Gap	Importance	Satisfaction	Gap		
National	10.Parking lots are well-lighted and secure.	6.27	5.72	0.6	5.99	5.18	0.8	***0.49	0.54
	27.Tutoring services are readily available.	6.25	6.01	0.2	6.12	5.57	0.6	***0.44	0.30
	13.The campus is safe and secure for all students.	6.61	6.21	0.40	6.47	5.84	0.63	***0.37	0.30
		24 and younger			25 and older				
		Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Stat Sig	Effect Size
Age	1.The campus staff are caring and helpful.	6.47	5.40	1.1	6.47	5.89	0.6	***-0.49	-0.39
	12.Faculty are fair and unbiased on their treatment of individual students.	6.64	5.54	1.10	6.58	6.07	0.5	***-0.53	-0.37
	8.The quality of instruction I receive in most of my classes is excellent.	6.74	5.38	1.4	6.82	5.89	0.9	***-0.51	-0.36
	7.Admissions staff provides personalized attention prior to enrollment.	6.01	5.21	0.80	6.22	5.68	0.5	***-0.47	-0.31
	38.Most classes deal with practical experiences and applications.	6.50	5.44	1.1	6.62	5.86	0.8	***-0.42	-0.30
	36.Tuition paid is a worthwhile investment.	6.61	5.49	1.1	6.73	5.94	0.8	***-0.45	-0.30
		Associate Degree/Transfer			Vocational/Job training				
		Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Stat Sig	Effect Size
Education	21.The amount of student parking on campus is adequate.	6.48	4.63	1.9	6.50	6.00	0.50	***1.37	-0.72
		Ethnic			White				
		Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Stat Sig	Effect Size
Ethnic	5.Financial aid awards are announced in time to be helpful in college planning.	6.61	5.70	0.9	6.20	4.97	1.2	**0.73	0.40

Note: this table contains questions with meaningful differences between the indicated groups.

**Table 2 : Overall Strengths**

Strengths			
	Importance	Satisfaction	Gap
13. The campus is safe and secure for all students.	6.61	6.21	0.40
29. There are convenient ways of paying my school bill.	6.44	6.06	0.38
39. On the whole, the campus is well- maintained.	6.51	6.27	0.24
34. Faculty are usually available to students outside of class (during office hours, by phone, or by email).	6.46	5.97	0.49
18. Computer labs are adequate and accessible.	6.36	6.09	0.27
20. Students are made to feel welcome here.	6.44	5.86	0.58
12. Faculty are fair and unbiased in their treatment of individual students.	6.60	5.83	0.77
14. My academic advisor is knowledgeable about my program requirements.	6.56	5.45	1.11

**Table 3: Overall Challenges**

Challenges			
	Importance	Satisfaction	Gap
40. There are sufficient courses within my program of study available each term.	6.72	5.09	1.63
2. Classes are scheduled at time that are convenient for me.	6.72	5.31	1.41
9. I am able to register for the classes I need with few conflicts.	6.70	5.34	1.36
37. I seldom get the "run around" when seeking information on this campus.	6.54	5.27	1.27
23. This institution helps me identify resources to finance my education.	6.40	4.91	1.49
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.54	5.22	1.32
21. The amount of parking space on campus is adequate.	6.41	4.90	1.51
16. My advisor helps me apply for programs of study to my career goals.	6.40	5.27	1.16
8. The quality of instruction I receive in most of my classes is excellent.	6.78	5.66	1.12
25. Faculty provides timely feedback about my academic progress.	6.53	5.47	1.06



Table 4 : Gap Analysis Reference

		Survey Questions									
					MCC			National			
		Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Stat Sig	Effect Size		
Strengths	Campus Climate	1.The campus staff are caring and helpful.	6.46	5.66	0.8	6.35	5.68	0.67	-0.02	-0.01	
		36. Tuition paid is a worthwhile investment.	6.68	5.72	0.96	6.50	5.78	0.72	-0.06	-0.36	
		33. Administrators are available to hear students' concerns.	6.36	5.18	1.18	6.22	5.26	0.96	-0.08	-0.05	
	Safety	10. Parking lots are well-lighted and secure.	6.27	5.72	0.55	5.99	5.18	0.84	***0.49	0.54	
		13.The campus is safe and secure for all students.	6.61	6.21	0.40	6.47	5.84	0.63	***0.37	0.30	
		4. Security staff respond quickly to calls for assistance	6.22	5.67	0.55	6.13	5.37	0.76	***0.35	0.22	
	Register	29. There are convenient ways of paying my school bill.	6.44	6.06	0.38	6.33	5.77	0.56	***0.29	0.29	
		32. I am able to take care of college-related business at times that are convenient for me.	6.49	5.61	0.88	6.35	5.57	0.78	0.04	0.02	
	Instruct	19. Registration processes and procedures are convenient.	6.59	5.59	1.00	6.42	5.62	0.80	-0.03	-0.02	
		38. Most classes deal with practical experiences and applications.	6.57	5.68	0.89	6.30	5.66	0.64	0.02	0.01	
8. The quality of instruction I receive in most of my classes is excellent.		6.78	5.66	1.12	6.60	5.75	0.85	-0.09	-0.06		
Campus Services	25. Faculty provide timely feedback about my academic progress.	6.53	5.47	1.06	6.41	5.43	0.98	0.04	0.02		
	24. The equipment in the lab facilities is kept up to date.	6.41	5.75	0.66	6.33	5.63	0.70	0.12	0.08		
High Satisfaction Low Importance	Safety	28. This campus provides online access to services I need.	6.41	5.80	0.61	6.37	5.89	0.48	-0.09	-0.07	
		21.The amount of student parking space on campus is adequate.	6.41	4.90	1.51	6.34	4.36	1.98	***0.54	0.26	
	Campus Services	11. Counseling services are available if I need them.	6.03	5.70	0.33	5.95	5.39	0.56	***0.31	0.21	
		18. Computer labs are adequate and accessible.	6.36	6.09	0.27	6.32	5.76	0.56	***0.33	0.23	
		27. Tutoring services are readily available.	6.25	6.01	0.24	6.12	5.57	0.55	***0.44	0.30	
	Instruct	6. Library resources and services are adequate.	6.21	6.08	0.13	6.11	5.71	0.40	***0.37	0.28	
		12. Faculty are fair and unbiased in their treatment of individual students.	6.60	5.83	0.77	6.41	5.64	0.77	**0.19	0.13	
	Low priority improvement opportunities	Campus Climate	31. Faculty use a variety of technology and media in the classroom.	6.12	5.85	0.27	6.06	5.70	0.36	*0.15	0.11
			39. On the whole, the campus is well-maintained.	6.51	6.27	0.24	6.32	5.94	0.38	***0.33	0.27
		Campus Services	26. There are adequate services to help me decide upon a career.	6.29	5.21	1.08	6.23	5.38	0.85	*-0.17	-0.01
30. The assessment and course placement procedures are reasonable.			6.31	5.52	0.79	6.19	5.52	0.67	0	0	
Admission Financial Aid		23. This institution helps me identify resources to finance my education.	6.40	4.91	1.49	6.29	5.17	1.12	**-.026	-0.15	
		5. Financial aid awards are announced in time to be helpful in college planning.	6.26	5.06	1.20	6.24	5.17	1.07	-0.11	-0.06	
		15. Financial aid counseling is available if I need it.	6.41	5.35	1.06	6.25	5.43	0.82	-0.08	-0.05	
Advising		17.Admissions counselors accurately portray program offerings in their recruiting practices.	6.26	5.40	0.86	6.05	5.23	0.82	*0.17	0.11	
		7. Admissions staff provide personalized attention prior to enrollment.	6.12	5.46	0.66	6.09	5.32	0.77	0.14	0.09	
High priority improvement opportunities		Instruct	3. My academic advisor is available when I need help.	6.15	5.29	0.86	6.20	5.37	0.83	-0.08	-0.05
	16. My advisor helps me apply my program of study to career goals.		6.40	5.27	1.16	6.29	5.35	0.94	-0.11	-0.06	
	Campus Climate	35. I receive ongoing feedback about progress toward my academic goals.	6.37	5.09	1.28	6.25	5.09	1.16	0	0	
		40. There are sufficient courses within my program of study available each term.	6.72	5.09	1.63	6.49	5.43	1.06	***-0.34	-0.21	
	Advising	34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.46	5.97	0.49	6.36	5.79	0.57	**0.18	0.13	
		20. Students are made to feel welcome here.	6.44	5.86	0.58	6.40	5.86	0.54	0	0	
	Register	37. I seldom get the "run-around" when seeking information on this campus.	6.54	5.27	1.27	6.28	5.14	1.14	0.13	0.07	
		14. My academic advisor is knowledgeable about my program requirements.	6.56	5.45	1.11	6.46	5.60	0.86	-0.15	-0.09	
	Campus Climate	22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.54	5.22	1.32	6.25	5.23	1.02	-0.01	0	
		2. Classes are scheduled at times that are convenient for me.	6.72	5.31	1.41	6.54	5.56	0.98	***-0.25	-0.17	
Campus Climate	9. I am able to register for the classes I need with few conflicts.	6.70	5.34	1.36	6.53	5.48	1.05	*-0.14	-0.09		

## Appendix: Respondent Demographics

Demographics			
		N	%
Sex	Female	368	71%
	Male	150	29%
Age	18 and Under	24	5%
	19 to 24	204	39%
	25 to 34	86	17%
	35 to 44	84	16%
	45 and over	120	23%
Ethnicity/Race	Alaskan Native	0	0%
	American Indian	4	1%
	Asian	9	2%
	Black	7	1%
	Hispanic	28	5%
	Hawaiian	2	0%
	White	449	88%
	Multi-raced	10	2%
Other	4	1%	

Enrollment			
		N	%
Attend	Day	326	63%
	Evening	185	36%
	Weekend	4	1%
Class Load	Full time	233	45%
	Part time	284	55%
Class Level	1 year or less	187	36%
	2 years	177	34%
	3 years	75	15%
	4 years	76	15%
GPA	No credits earned	27	5%
	1.99 or less	6	1%
	2 - 2.49	26	5%
	2.5 - 2.99	46	9%
	3.0 - 3.49	137	27%
	3.5 or above	266	52%
This College was my	1st choice	400	79%
	2nd choice	62	12%
	3rd choice or lower	44	9%

Education			
		N	%
Goals	Associate degree	253	50%
	Vocational program	7	1%
	Transfer	137	27%
	Certificate	42	8%
	Self Improvement	34	7%
	Job training	18	4%
	Other	20	4%
	I plan to		
	Transfer	340	66%
	Not transfer	172	34%
Activities	No group membership	419	84%
	One or two groups	89	17%
	Three or four groups	5	1%
	Five or more groups	3	1%

Financial			
		N	%
Employment	Full time off campus	156	30%
	Part time off campus	192	37%
	Full time on campus	8	2%
	Part time on campus	18	4%
	Not employed	139	27%
	Residence	Own house	211
Rent off campus		55	11%
Parent's house		205	40%
Other residence		40	8%
State	In-state	507	99%
	Out- of-state	2	0%
	International	4	1%
Tuition	Scholarships	18	3%
	Financial aid	165	32%
	Family contributions	92	18%
	Self support	202	39%
	Other	40	8%