

## MCC Satisfaction Scores Compared to Other Cohorts

This section compares MCC mean satisfaction scores with those of each comparison cohort: MCCCCD, large community colleges, western community colleges, and national community colleges. A statistically significant difference in scores is indicated with asterisks or plus signs next to the score using the following scale. An asterisk indicates that the comparison group's score is higher than MCC's score. A plus sign indicates that MCC's score was higher than the comparison group score. For example, a score that is statistically significant at a level of 0.01 means that there is only a 1% probability that the difference between the scores occurred by chance.

Other cohort higher than MCC	MCC higher than other cohort	Significance Level
*	+	statistically significant at the 0.05 level
**	++	statistically significant at the 0.01 level
***	+++	statistically significant at the 0.001 level

Overall, MCC mean scores were similar to those of MCCCCD, but generally lower than those in the other three comparison cohorts. Out of the 70 items, MCC's mean satisfaction scores were lower by a statistically significant margin for 37 items (53%) compared to the national college cohort, 34 items (49%) compared to the large college cohort, 20 items (29%) compared to the western college cohort, and 8 items (11%) compared to the MCCCCD cohort. MCC did score higher with statistical significance in 2 items (3%) compared to the western colleges cohort.

### Academic Advising / Counseling

Item	MCC	MCCCCD	Large Colleges	Western Colleges	National Colleges
This school does whatever it can to help me reach my educational goals.	5.07	5.12	5.23*	5.18	5.24*
My academic advisor is approachable.	4.95	5.08	5.26***	5.30***	5.39***
My academic advisor is knowledgeable about my program requirements.	4.91	5.08	5.18**	5.22***	5.35***
Counseling staff care about students as individuals.	4.84	5.00*	5.13***	5.13***	5.18***
My academic advisor is knowledgeable about the transfer requirements of other schools.	4.78	4.96*	5.05**	5.06***	5.12***
My academic advisor helps me set goals to work toward.	4.66	4.79	4.97***	4.95***	5.01***
My academic advisor is concerned about my success as an individual.	4.56	4.72	4.93***	4.95***	5.06***

Scale: 1 (not important / not satisfied at all) – 4 (neutral) – 7 (very important / very satisfied)

### Academic Services

Item	MCC	MCCCCD	Large Colleges	Western Colleges	National Colleges
Library resources and services are adequate.	5.64	5.61	5.72	5.58	5.59
Library staff are helpful and approachable.	5.54	5.54	5.62	5.54	5.51
Computer labs are adequate and accessible.	5.54	5.60	5.62	5.60	5.57
The equipment in the lab facilities is kept up to date.	5.53	5.42	5.42	5.42	5.43
There are a sufficient number of study areas on campus.	5.49	5.49	5.46	5.39	5.38
Tutoring services are readily available.	5.22	5.40*	5.46***	5.41**	5.41**
Academic support services adequately meet the needs of students.	5.10	5.14	5.23	5.20	5.26*

Scale: 1 (not important / not satisfied at all) – 4 (neutral) – 7 (very important / very satisfied)

### Admissions and Financial Aid

Item	MCC	MCCCD	Large Colleges	Western Colleges	National Colleges
Admissions staff are knowledgeable.	5.07	5.20	5.29**	5.33***	5.37***
Admissions counselors accurately portray the campus in their recruiting practices.	4.93	4.92	5.05	5.04	5.12**
Financial aid counselors are helpful.	4.87	4.78	4.93	4.92	5.04*
Adequate financial aid is available for most students.	4.83	4.93	5.01*	4.94	5.12***
Admissions counselors respond to prospective students' unique needs and requests.	4.83	4.98	5.12***	5.10***	5.17***
Financial aid awards are announced to students in time to be helpful in college planning.	4.49	4.56	4.84***	4.70*	4.90***

Scale: 1 (not important / not satisfied at all) – 4 (neutral) – 7 (very important / very satisfied)

### Campus Climate

Item	MCC	MCCCD	Large Colleges	Western Colleges	National Colleges
This institution has a good reputation within the community.	5.55	5.49	5.70*	5.62	5.63
It is an enjoyable experience to be a student on this campus.	5.51	5.55	5.52	5.55	5.51
The campus is safe and secure for all students.	5.50	5.54	5.56	5.45	5.53
Students are made to feel welcome on this campus.	5.46	5.49	5.52	5.54	5.56
Faculty care about me as an individual.	5.33	5.27	5.30	5.34	5.37
The campus staff are caring and helpful.	5.29	5.35	5.37	5.40	5.45*
Most students feel a sense of belonging here.	5.25	5.22	5.24	5.26	5.30
People on this campus respect and are supportive of each other.	5.22	5.23	5.27	5.29	5.27
Students are made to feel welcome on this campus.	5.15	5.13	5.18	5.17	5.25
This school does whatever it can to help me reach my educational goals.	5.07	5.12	5.23*	5.18	5.24*
New student orientation services help students adjust to college.	4.97	5.05	5.20**	5.15*	5.24***
The college shows concern for students as individuals.	4.87	4.95	5.03*	5.07**	5.13***
Channels for expressing student complaints are readily available.	4.76	4.80	4.85	4.77	4.91
I generally know what's happening on campus.	4.71	4.67	4.87*	4.76	4.94**
I seldom get the "run-around" when seeking information on this campus.	4.71	4.98**	5.06***	5.07***	5.10***

Scale: 1 (not important / not satisfied at all) – 4 (neutral) – 7 (very important / very satisfied)

### Campus Support Services

Item	MCC	MCCCD	Large Colleges	Western Colleges	National Colleges
The student center is a comfortable place for students to spend their leisure time.	5.24	5.26	5.26**	5.17	5.22**
There are adequate services to help me decide upon a career.	4.99	5.05	5.20	5.08	5.21
New student orientation services help students adjust to college.	4.97	5.05	5.20**	5.15*	5.24***
The career services office provides students with the help they need to get a job.	4.75	4.80	4.98**	4.91*	5.00**
This campus provides effective support services for displaced homemakers.	4.70	4.64	4.80	4.70	4.77
Child care facilities are available on campus.	4.59	4.48	4.52	4.47	4.46
Personnel in the Veterans' Services program are helpful.	4.58	4.53	4.66	4.55	4.60

Scale: 1 (not important / not satisfied at all) – 4 (neutral) – 7 (very important / very satisfied)

### Concern for the Individual

Item	MCC	MCCCD	Large Colleges	Western Colleges	National Colleges
Faculty are fair and unbiased in their treatment of individual students.	5.33	5.35	5.38	5.38	5.36
Faculty care about me as an individual.	5.33	5.27	5.30	5.34	5.37
The college shows concern for students as individuals.	4.87	4.95	5.03*	5.07**	5.13***
Counseling staff care about students as individuals.	4.84	5.00*	5.13***	5.13***	5.18***
My academic advisor is concerned about my success as an individual.	4.56	4.72	4.93***	4.95***	5.06***

Scale: 1 (not important / not satisfied at all) – 4 (neutral) – 7 (very important / very satisfied)

### Instructional Effectiveness

Item	MCC	MCCCD	Large Colleges	Western Colleges	National Colleges
I am able to experience intellectual growth here.	5.76	5.71	5.78	5.72	5.70
There is a good variety of courses provided on this campus.	5.65	5.57	5.75	5.48+	5.59
Nearly all of the faculty are knowledgeable in their fields.	5.64	5.57	5.63	5.65	5.66
The quality of instruction I receive in most of my classes is excellent.	5.57	5.54	5.58	5.62	5.59
Faculty are usually available after class and during office hours.	5.45	5.49	5.61*	5.57	5.60*
Faculty are fair and unbiased in their treatment of individual students.	5.33	5.35	5.38	5.38	5.36
Faculty care about me as an individual.	5.33	5.27	5.30	5.34	5.37
Nearly all classes deal with practical experiences and applications.	5.29	5.32	5.36	5.35	5.42*
Faculty are understanding of students' unique life circumstances.	5.24	5.18	5.21	5.22	5.22
Program requirements are clear and reasonable.	5.24	5.40*	5.48***	5.45**	5.51***
Faculty provide timely feedback about student progress in a course.	5.21	5.22	5.29	5.24	5.30
Faculty take into consideration student differences as they teach a course.	5.16	5.16	5.21	5.22	5.22
Faculty are interested in my academic problems.	5.02	5.06	5.11	5.11	5.18*
Students are notified early in the term if they are doing poorly in a class.	4.67	4.73	4.85*	4.72	4.91**

Scale: 1 (not important / not satisfied at all) – 4 (neutral) – 7 (very important / very satisfied)

### Registration Effectiveness

Item	MCC	MCCCD	Large Colleges	Western Colleges	National Colleges
Classes are scheduled at times that are convenient for me.	5.55	5.42	5.41	5.26+++	5.44
There are convenient ways of paying my school bill.	5.43	5.46	5.59*	5.47	5.46
I am able to register for classes I need with few conflicts.	5.31	5.33	5.36	5.37	5.43
Bookstore staff are helpful.	5.31	5.51	5.58***	5.53**	5.53**
Policies and procedures regarding registration and course selection are clear and well-publicized.	5.20	5.33	5.47***	5.43***	5.44***
Class change (drop/add) policies are reasonable.	5.20	5.25	5.37*	5.47***	5.44***
The business office is open during hours which are convenient for most students.	5.14	5.27	5.33**	5.27	5.37**
Billing policies are reasonable.	5.12	5.21**	5.39***	5.31**	5.34**
The personnel involved in registration are helpful.	5.03	5.12	5.24**	5.33***	5.35***

Scale: 1 (not important / not satisfied at all) – 4 (neutral) – 7 (very important / very satisfied)

### Responsiveness to Diverse Populations

Item	MCC	MCCCD	Large Colleges	Western Colleges	National Colleges
Institution's commitment to part-time students?	5.59	5.63	5.66	5.55	5.59
Institution's commitment to older, returning learners?	5.43	5.44	5.55	5.52	5.54
Institution's commitment to students with disabilities?	5.43	5.39	5.50	5.48	5.49
Institution's commitment to evening students?	5.36	5.48	5.53	5.41	5.49
Institution's commitment to commuters?	5.36	5.29	5.39	5.28	5.38
Institution's commitment to under-represented populations?	5.32	5.27	5.37	5.33	5.36

Scale: 1 (not important / not satisfied at all) – 4 (neutral) – 7 (very important / very satisfied)

### Safety and Security

Item	MCC	MCCCD	Large Colleges	Western Colleges	National Colleges
The campus is safe and secure for all students.	5.50	5.54	5.56	5.45	5.53
Parking lots are well-lighted and secure.	4.96	5.17**	5.21**	4.94	5.10
Security staff are helpful.	4.79	4.98*	5.03**	4.85	4.92
Security staff respond quickly in emergencies.	4.76	4.88	5.04***	4.82	4.91*
The amount of student parking space on campus is adequate.	4.27	4.42	4.49*	4.37	4.56**

Scale: 1 (not important / not satisfied at all) – 4 (neutral) – 7 (very important / very satisfied)

### Service Excellence

Item	MCC	MCCCD	Large Colleges	Western Colleges	National Colleges
Library staff are helpful and approachable.	5.54	5.54	5.62	5.54	5.51
Bookstore staff are helpful.	5.31	5.51**	5.58***	5.53**	5.53**
The campus staff are caring and helpful.	5.29	5.35	5.37	5.40	5.45*
People on this campus respect and are supportive of each other.	5.22	5.23	5.27	5.29	5.27
Students are made to feel welcome on this campus.	5.15	5.13	5.18	5.17	5.25
The personnel involved in registration are helpful.	5.03	5.12	5.24**	5.33***	5.35
Channels for expressing student complaints are readily available.	4.76	4.80	4.85	4.77	4.91
I generally know what's happening on campus.	4.71	4.67	4.87*	4.76	4.94**
I seldom get the "run-around" when seeking information on this campus.	4.71	4.98**	5.06***	5.07***	5.10***

Scale: 1 (not important / not satisfied at all) – 4 (neutral) – 7 (very important / very satisfied)

### Student Centeredness

Item	MCC	MCCCD	Large Colleges	Western Colleges	National Colleges
It is an enjoyable experience to be a student on this campus.	5.51	5.55	5.52	5.55	5.51
Students are made to feel welcome on this campus.	5.46	5.49	5.52	5.54	5.56
The campus staff are caring and helpful.	5.29	5.35	5.37	5.40	5.45*
Most students feel a sense of belonging here.	5.25	5.22	5.24	5.26	5.30
Students are made to feel welcome on this campus.	5.15	5.13	5.18	5.17	5.25
The college shows concern for students as individuals.	4.87	4.95	5.03*	5.07**	5.13***

Scale: 1 (not important / not satisfied at all) – 4 (neutral) – 7 (very important / very satisfied)