

# Noel-Levitz Student Satisfaction Inventory (SSI) 2013

MCC Office of Research and Planning

# Major Surveys at MCC

Survey Name	Administration Frequency	Previous Administrations	Next Administration
Community College Survey of Student Engagement (CCSSE)	3 years	Spring: 2008, 2011	Spring 2014
Survey of Entering Student Engagement (SENSE)	3 years	Fall 2011	Fall 2014
Noel-Levitz Student Satisfaction Inventory (SSI)	3 years	Spring 2010, 2013	Spring 2016
Noel-Levitz Priorities Survey for Online Learners (PSOL)	3 years	Spring 2013	Spring 2016
MCC Graduate Exit Survey	Responses collected continuously	Survey revised in 2011	FY 2013-2014

# What is the SSI?

- 42 randomly selected in-person classes
- 646 students responded
- 80 items on split satisfaction and importance scales
- Administered in 2010 and 2013 (2016 next)

**Noel-Levitz**  
**STUDENT SATISFACTION INVENTORY™**  
 Community, Junior and Technical College Version  
Laurie A. Schreiner, Ph.D., and Stephanie L. Jullerut, Ph.D.  
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Dear Student,

Your institution is interested in systematically listening to its students. Therefore, your thoughtful and honest responses to this inventory are very important.

You are part of a sample of students carefully selected to share feedback about your college experiences thus far. Your responses will give your campus leadership insights about the aspects of college that are important to you as well as how satisfied you are with them.

To preserve confidentiality, your name is not requested. —Thank you for your participation.

**Instructions:**

- Use a No. 2 pencil only. Please do not use ink or ballpoint pen.
- Erase changes completely and cleanly.
- Completely darken the oval that corresponds to your response.

Each item below describes an expectation about your experiences on this campus. On the left, tell us how important it is for your institution to meet this expectation. On the right tell us how satisfied you are that your institution has met this expectation.

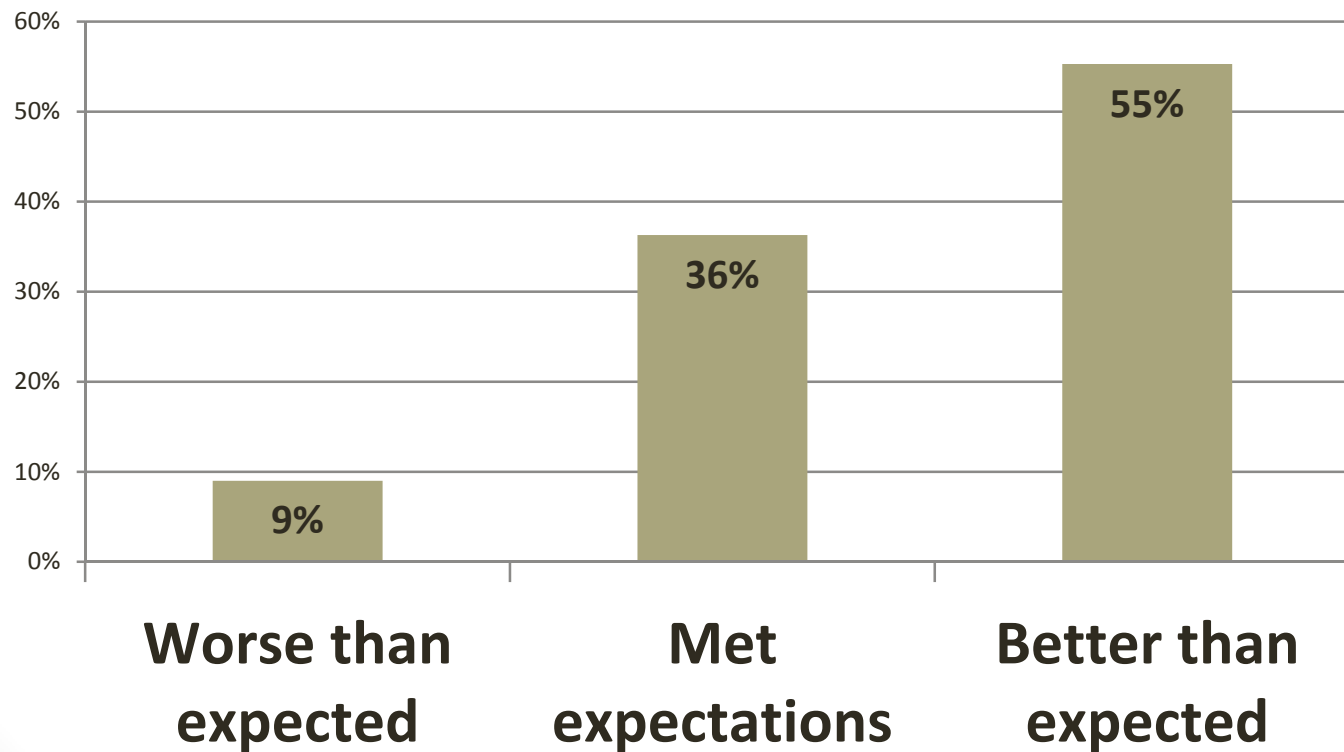
Importance to me ...		... My level of satisfaction
1 - not important at all		not available/not used
2 - not very important		very satisfied - 7
3 - somewhat unimportant		satisfied - 6
4 - neutral		somewhat satisfied - 5
5 - somewhat important		neutral - 4
6 - important		somewhat dissatisfied - 3
7 - very important		not very satisfied - 2
does not apply		not satisfied at all - 1
( ) ( ) ( ) ( ) ( ) ( ) ( )	1. Most students feel a sense of belonging here.	( ) ( ) ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( ) ( ) ( )	2. Faculty care about me as an individual.	( ) ( ) ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( ) ( ) ( )	3. The quality of instruction in the vocational/technical programs is excellent.	( ) ( ) ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( ) ( ) ( )	4. Security staff are helpful.	( ) ( ) ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( ) ( ) ( )	5. The personnel involved in registration are helpful.	( ) ( ) ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( ) ( ) ( )	6. My academic advisor is approachable.	( ) ( ) ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( ) ( ) ( )	7. Adequate financial aid is available for most students.	( ) ( ) ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( ) ( ) ( )	8. Classes are scheduled at times that are convenient for me.	( ) ( ) ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( ) ( ) ( )	9. Internships or practical experiences are provided in my degree/certificate program.	( ) ( ) ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( ) ( ) ( )	10. Child care facilities are available on campus.	( ) ( ) ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( ) ( ) ( )	11. Security staff respond quickly in emergencies.	( ) ( ) ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( ) ( ) ( )	12. My academic advisor helps me set goals to work toward.	( ) ( ) ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( ) ( ) ( )	13. Financial aid awards are announced to students in time to be helpful in college planning.	( ) ( ) ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( ) ( ) ( )	14. Library resources and services are adequate.	( ) ( ) ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( ) ( ) ( )	15. I am able to register for classes I need with few conflicts.	( ) ( ) ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( ) ( ) ( )	16. The college shows concern for students as individuals.	( ) ( ) ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( ) ( ) ( )	17. Personnel in the Veterans' Services program are helpful.	( ) ( ) ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( ) ( ) ( )	18. The quality of instruction I receive in most of my classes is excellent.	( ) ( ) ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( ) ( ) ( )	19. This campus provides effective support services for displaced homemakers.	( ) ( ) ( ) ( ) ( ) ( ) ( )
( ) ( ) ( ) ( ) ( ) ( ) ( )	20. Financial aid counselors are helpful.	( ) ( ) ( ) ( ) ( ) ( ) ( )

SERIAL # \_\_\_\_\_

PLEASE DO NOT MARK IN THIS AREA

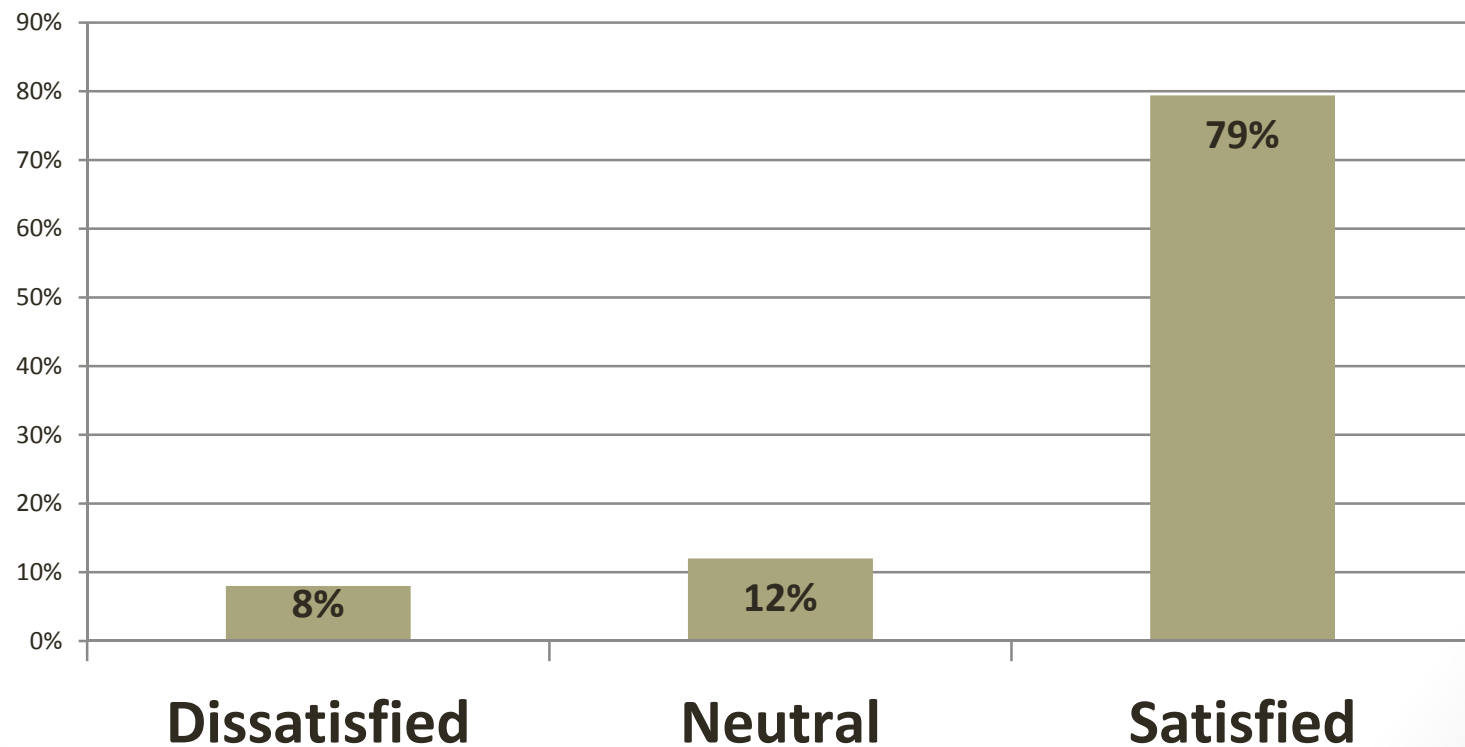
# 3 Big Picture Items

- So far, how has your college experience met your expectations?



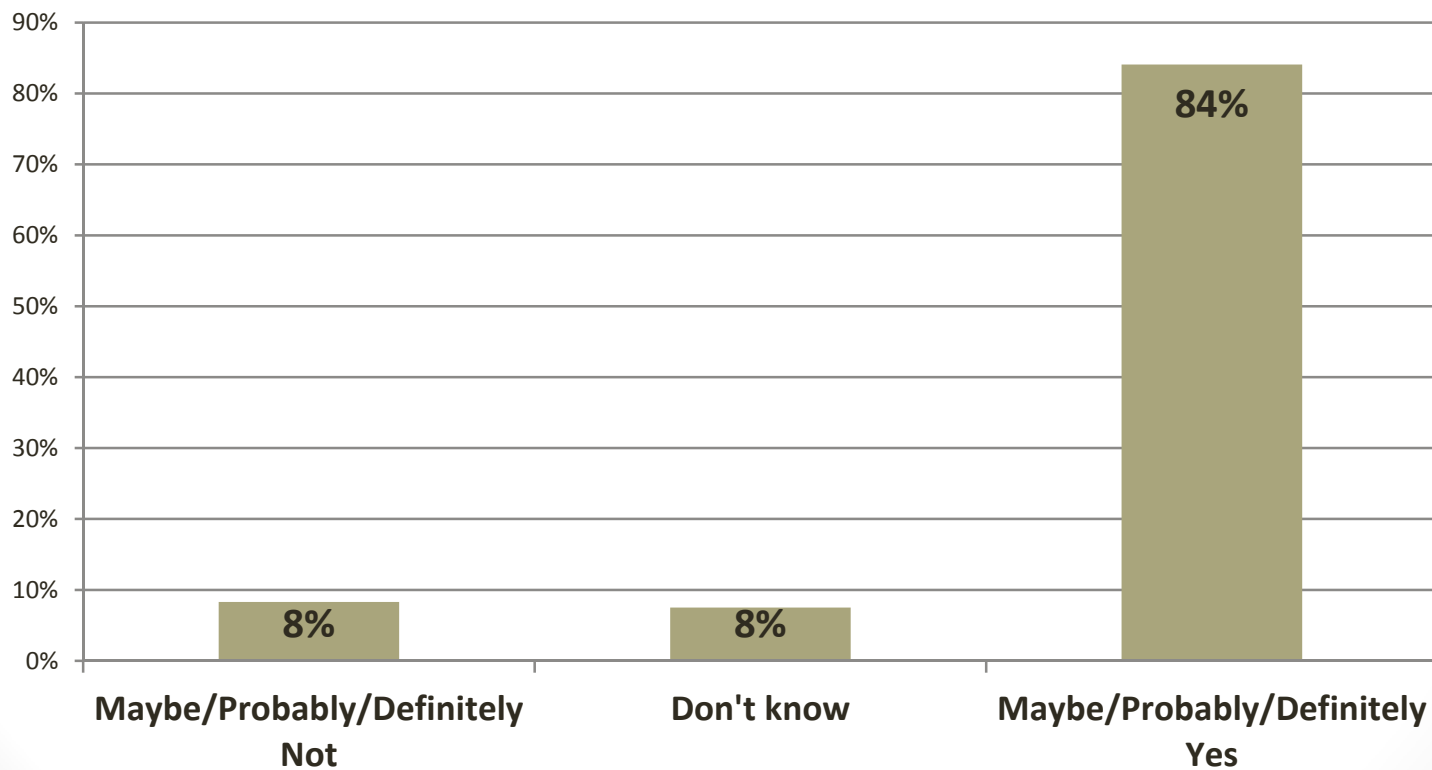
# 3 Big Picture Items

- Rate your overall satisfaction with your experience here thus far.

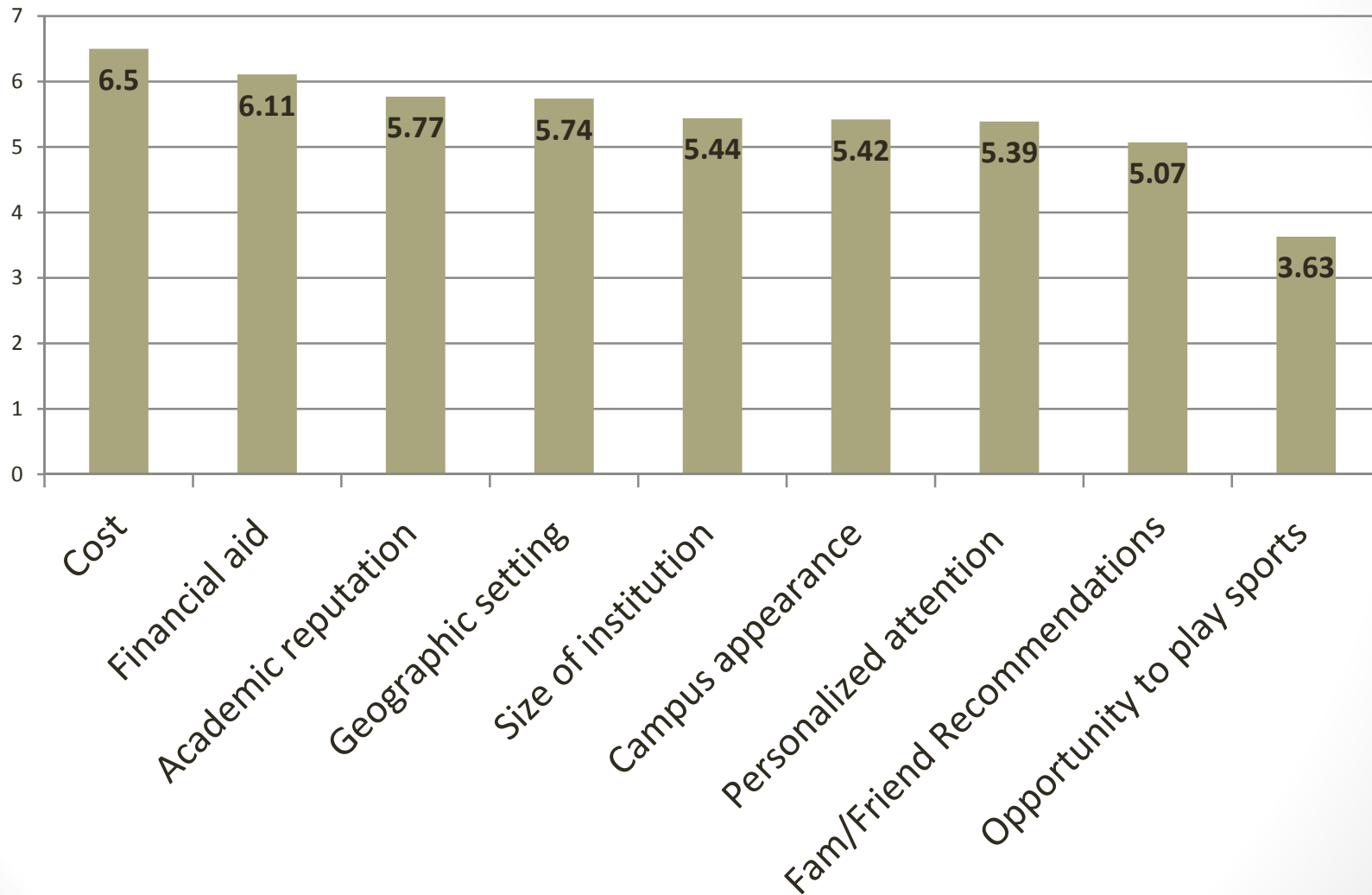


# 3 Big Picture Items

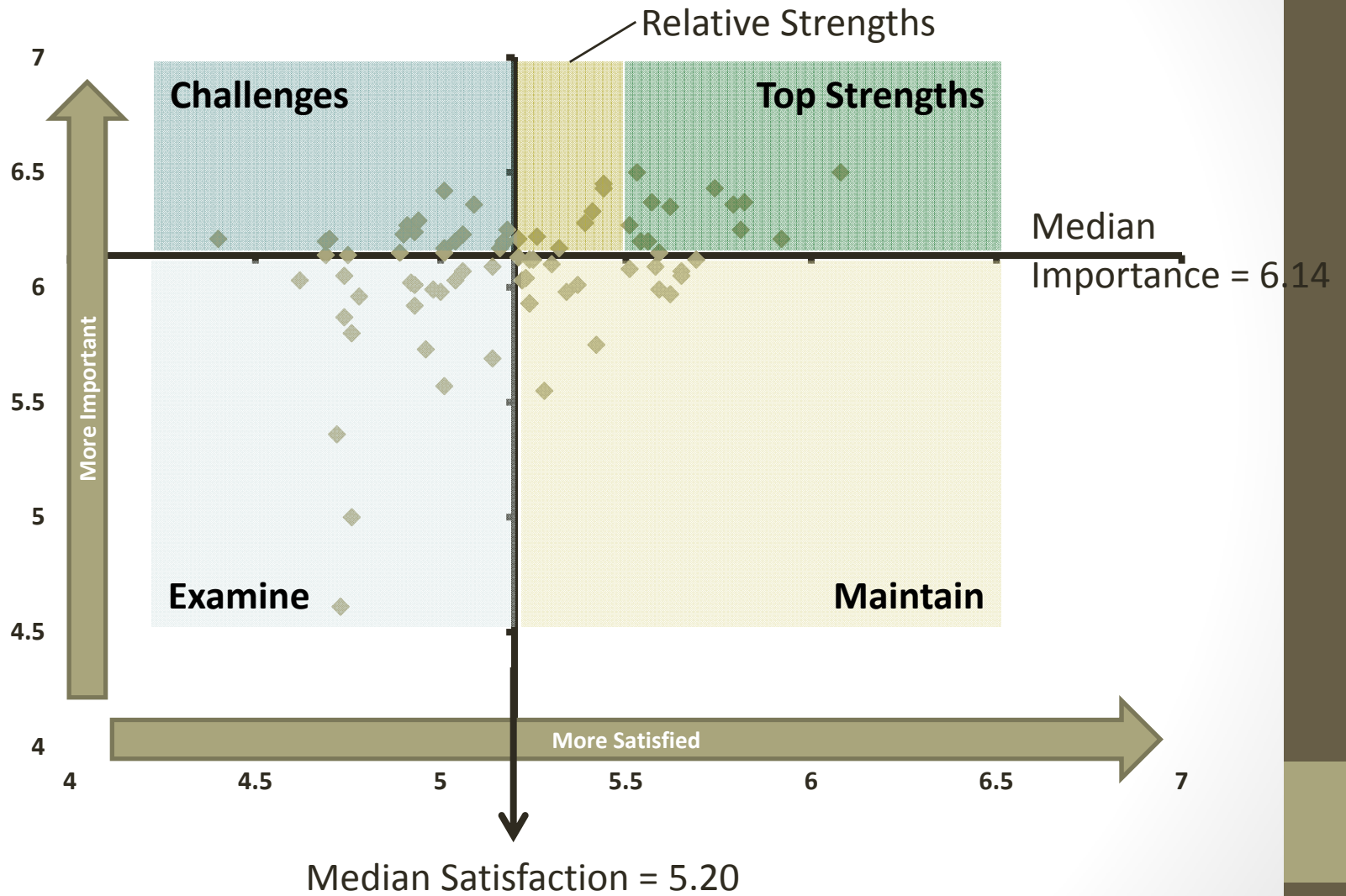
- All in all, if you had to do it over, would you enroll here again?



# Factors influencing Enrollment



# SSI Strengths and Challenges





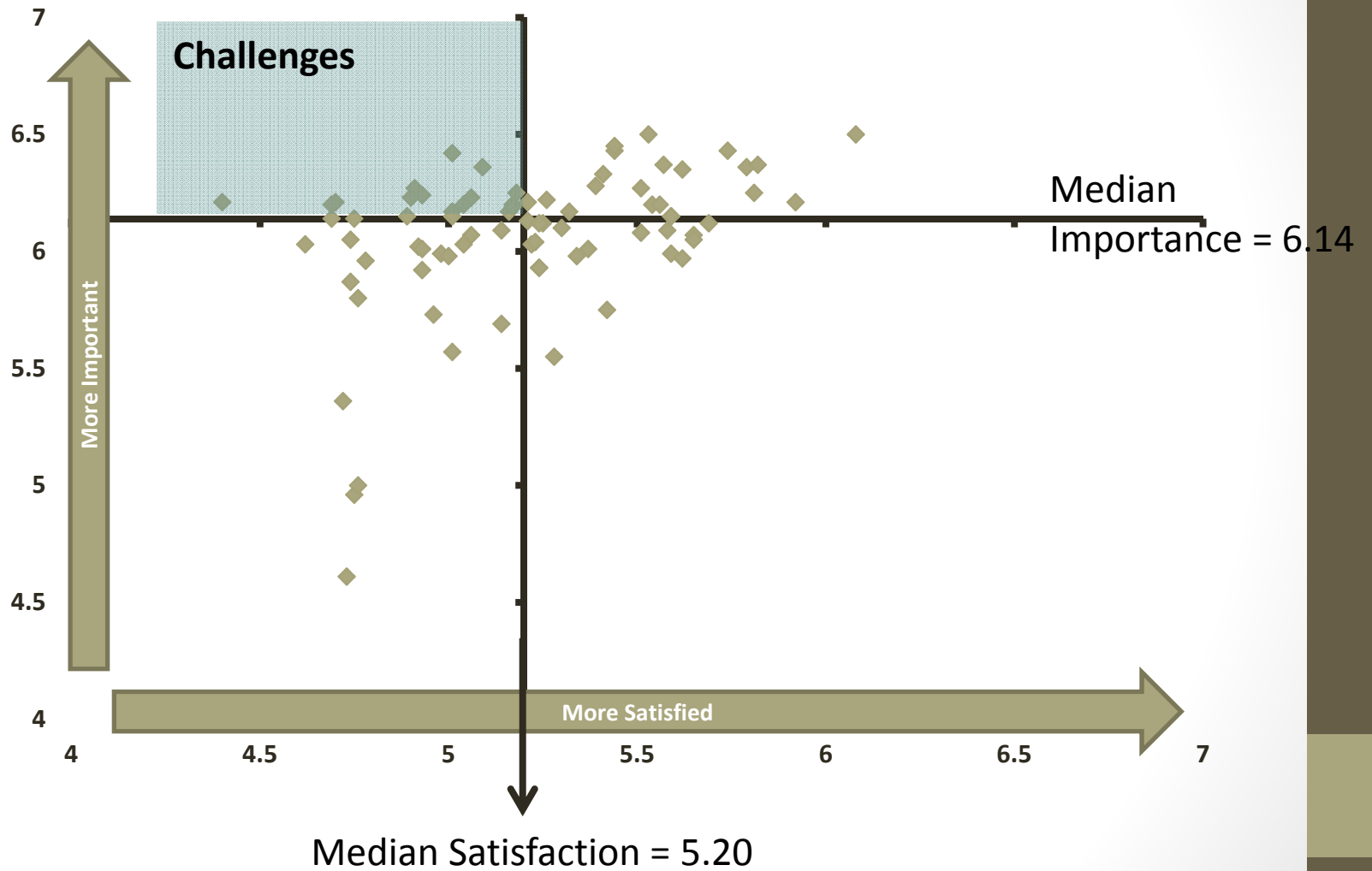
# SSI Top Strengths

Item #	Item Text	Satis.	Import.
72	Campus item 2 - I can access my personal information on the my.maricopa.edu website.	6.08	6.5
68	On the whole, the campus is well-maintained.	5.92	6.21
70	I am able to experience intellectual growth here.	5.82	6.37
14	Library resources and services are adequate.	5.81	6.25
69	There is a good variety of courses provided on this campus.	5.79	6.36
73	Campus item 3 - I can find the information I am looking for on the my.maricopa.edu website.	5.74	6.43
31	The campus is safe and secure for all students.	5.62	6.35
28	It is an enjoyable experience to be a student on this campus.	5.59	6.15

# SSI Top Strengths

Item #	Item Text	Satis.	Import.
36	Students are made to feel welcome on this campus.	5.59	6.15
58	Nearly all of the faculty are knowledgeable in their fields.	5.57	6.37
61	Faculty are usually available after class and during office hours.	5.56	6.2
50	Tutoring services are readily available.	5.54	6.2
8	Classes are scheduled at times that are convenient for me.	5.53	6.5
51	There are convenient ways of paying my school bill.	5.51	6.27

# SSI Strengths and Challenges



# SSI Top Challenges

Item #	Item Text	Satis.	Import.
78	Campus item 8 - The college contacts me to let me know what I need to do for my financial aid.	4.4	6.21
39	The amount of student parking space on campus is adequate.	4.7	6.21
65	Students are notified early in the term if they are doing poorly in a class.	4.69	6.2
77	Campus item 7 - The college contacts me to let me know when my tuition bill is due.	4.69	6.14
71	Campus item 1 - The financial aid process at this college is clear.	5.01	6.42
13	Financial aid awards are announced to students in time to be helpful in college planning.	4.75	6.14
32	My academic advisor is knowledgeable about my program requirements.	4.91	6.27
80	Campus item 10 - My transcripts from colleges outside of Maricopa were evaluated in a timely manner.	4.94	6.29

# SSI Top Challenges

Item #	Item Text	Satis.	Import.
75	Campus item 5 - It is easy to obtain financial aid information when calling the college by phone.	4.9	6.23
40	My academic advisor is knowledgeable about the transfer requirements of other schools.	4.93	6.24
79	Campus item 9 - Documents I submit to Enrollment Services (Admissions and Records) are processed in a timely manner.	5.09	6.36
20	Financial aid counselors are helpful.	4.89	6.15
5	The personnel involved in registration are helpful.	5.06	6.23
74	Campus item 4 - It is easy to obtain registration information when calling the college by phone.	5.04	6.2
6	My academic advisor is approachable.	5.01	6.17
76	Campus item 6 - It is easy to obtain tuition payment information when calling the college by phone.	5.01	6.15

# Improvements from 2010

39. The amount of student parking space on campus is adequate.

7. Adequate financial aid is available for most students.

62. Bookstore staff are helpful.

50. Tutoring services are readily available.

68. On the whole, the campus is well-maintained.

13. Financial aid awards are announced to students in time to be helpful in college planning.

24. Parking lots are well-lighted and secure.

56. The business office is open during hours which are convenient for most students.

27. The campus staff are caring and helpful.

63. I seldom get the "run-around" when seeking information on this campus.

4. Security staff are helpful.

14. Library resources and services are adequate.