


Noel-Levitz®

**Reviewing Your Satisfaction Data:
Merritt College**

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Welcome

Julie Bryant
Noel-Levitz®

**A systematic review
of your data**

A systematic assessment approach




Inform the campus how you responded

Survey your students


Respond to the data with initiatives

Review and share your results



Step 1: Survey your students

The Student Satisfaction Inventory




The 2014 survey administrations at Merritt College

- The Student Satisfaction Inventory (SSI) was administered via a paper administration in the Spring of 2014
- 509 student surveys were completed



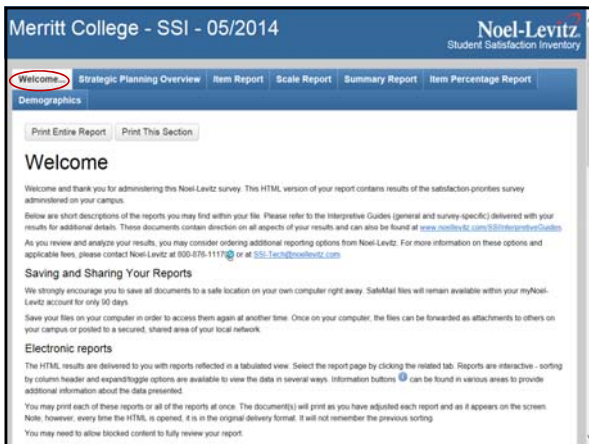
Step 2: Review and share the results

Review your results:



- Campus versus National
- Campus 2014 versus Campus 2011

Demographic report

Merritt College - SSI - 05/2014

Noel-Levitz
Student Satisfaction Inventory

Welcome... Strategic Planning Overview Item Report Scale Report Summary Report Item Percentage Report

Demographics

Print Entire Report Print This Section

Welcome

Welcome and thank you for administering the Noel-Levitz survey. This HTML version of your report contains results of the satisfaction priorities survey administered on your campus.

Below are short descriptions of the reports you may find within your file. Please refer to the Interpretive Guides (general and survey-specific) delivered with your results for additional details. These documents contain direction on all aspects of your results and can also be found at www.noellevitz.com/SSISiteInterpretiveGuides

As you review and analyze your results, you may consider ordering additional reporting options from Noel-Levitz. For more information on these options and applicable fees, please contact Noel-Levitz at 800-876-1117 or at SSI_Tech@noellevitz.com

Saving and Sharing Your Reports

We strongly encourage you to save all documents to a safe location on your own computer right away. SaveMail files will remain available within your myNoel-Levitz account for only 90 days.

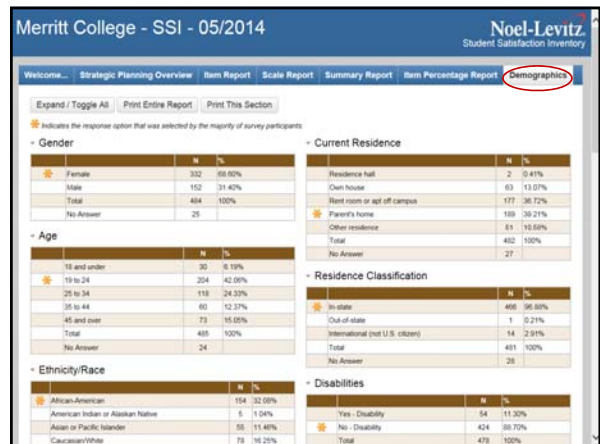
Save your files on your computer in order to access them again at another time. Once on your computer, the files can be forwarded as attachments to others on your campus or posted to a secured, shared area of your local network.

Electronic reports

The HTML results are delivered to you with reports reflected in a tabulated view. Select the report page by clicking the related tab. Reports are interactive - sorting by column header and expand/collapse options are available to view the data in several ways. Information buttons can be found in various areas to provide additional information about the data presented.

You may print each of these reports or all of the reports at once. The document(s) will print as you have adjusted each report and as it appears on the screen. Note, however, every time the HTML is opened, it is in the original delivery format. It will not remember the previous sorting.

You may need to allow blocked content to fully review your report.



Merritt College - SSI - 05/2014

Noel-Levitz
Student Satisfaction Inventory

Welcome... Strategic Planning Overview Item Report Scale Report Summary Report Item Percentage Report Demographics

Expand / Toggle All Print Entire Report Print This Section

Indicates the response option that was selected by the majority of survey participants

Gender

	N	%
Female	352	69.16%
Male	152	30.84%
Total	484	100%
No Answer	25	

Age

	N	%
18 and under	30	6.19%
19 to 24	324	66.94%
25 to 34	119	24.59%
35 to 44	60	12.37%
45 and over	73	15.05%
Total	485	100%
No Answer	24	

Ethnicity/Race

	N	%
African-American	154	31.73%
American Indian or Alaska Native	6	1.24%
Asian or Pacific Islander	55	11.4%
Caucasian/White	79	16.29%

Current Residence

	N	%
Residence hall	2	0.41%
Own house	63	13.01%
Rent room or apt off campus	177	36.52%
Parent's home	189	39.21%
Other residence	51	10.58%
Total	481	100%
No Answer	27	

Residence Classification

	N	%
In-state	466	95.8%
Out-of-state	1	0.21%
International (not U.S. citizen)	14	2.91%
Total	481	100%
No Answer	25	


Disabilities

	N	%
Yes - Disability	54	11.3%
No - Disability	424	88.7%
Total	478	100%

Merritt College: 2014 SSI Student Demographics


- Gender: 69% Female; 31% Male
- Age: 48% 24 and younger; 52% 25 and over
- Ethnicity: 32% African-American; 24% Hispanic; 16% Caucasian
- Class load: 59% Full-time; 41% Part-time
- Enrollment status: 69% Day; 25% Evening; 6% Weekend
- Class level: 43% First year; 33% Second year; 24% Three years or more
- Employment: 26% Full-time; 41% Part-time; 33% Not employed
- Educational goal: 33% Associate degree; 42% Transfer to another institution
- Institutional choice: 67% 1st choice; 24% 2nd choice; 9% 3rd choice

Key question



Are your demographics representative of your overall population?

Scales in order of importance



Merritt College - SSI - 05/2014

Noel-Levitz
Student Satisfaction Inventory

Welcome... Strategic Planning Overview Item Report **Scale Report** Summary Report Item Percentage Report Demographics

Expand / Toggle All | Print Entire Report | Print This Section

Sort on each column to see data from highest to lowest

Scale / Item	Merritt College - SSI			National Community Colleges			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
Academic Advising/Counseling	6.26	5.18 / 1.08	1.08	6.22	5.26 / 1.06	0.96	-0.08
Instructional Effectiveness	6.25	5.22 / 1.03	1.03	6.25	5.46 / 1.07	0.79	-0.24 ***
Registration Effectiveness	6.20	5.12 / 1.08	1.08	6.23	5.49 / 1.07	0.74	-0.37 ***
Concern for the Individual	6.19	5.09 / 1.28	1.10	6.16	5.28 / 1.25	0.87	-0.19 ***
Safety and Security	6.17	5.07 / 1.23	1.10	6.08	5.15 / 1.21	0.93	-0.08
Admissions and Financial Aid	6.15	4.93 / 1.23	1.22	6.13	5.24 / 1.25	0.89	-0.31 ***
Academic Services	6.10	5.02 / 1.23	1.08	6.12	5.56 / 1.07	0.56	-0.64 ***
Student Centeredness	6.09	5.19 / 1.22	0.90	6.06	5.43 / 1.18	0.63	-0.24 ***
Campus Climate	6.08	5.09 / 1.15	0.99	6.05	5.37 / 1.11	0.68	-0.28 ***
Service Excellence	6.03	4.99 / 1.17	1.04	6.04	5.34 / 1.11	0.70	-0.35 ***
Campus Support Services	5.70	4.83 / 1.20	0.87	5.67	5.05 / 1.21	0.62	-0.32 ***
Responsiveness to Diverse Populations		5.29 / 1.36			5.56 / 1.25		-0.27 ***

*Difference statistically significant at the .05 level
**Difference statistically significant at the .01 level
***Difference statistically significant at the .001 level

National Group Means are based on 103574 records

Merritt College - SSI - 05/2014

Noel-Levitz
Student Satisfaction Inventory

Welcome... Strategic Planning Overview Item Report **Scale Report** Summary Report Item Percentage Report Demographics


Expand / Toggle All | Print Entire Report | Print This Section

Sort on each column to see data from highest to lowest

Scale / Item	Merritt College - SSI			National Community Colleges			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
Academic Advising/Counseling	6.26	5.18 / 1.08	1.08	6.22	5.26 / 1.06	0.96	-0.08
10. My academic advisor is approachable	6.32	5.30 / 1.02	0.94	6.28	5.44 / 1.05	0.84	-0.06
32. My academic advisor is knowledgeable about my program requirements	6.30	5.23 / 1.07	1.07	6.35	5.43 / 1.09	0.92	-0.20 *
12. My academic advisor helps me set goals to work toward	6.29	5.32 / 1.04	0.97	6.09	5.00 / 1.07	1.01	-0.24 **
40. My academic advisor is knowledgeable about the transfer requirements of other schools	6.25	5.14 / 1.08	1.11	6.22	5.19 / 1.07	1.03	-0.01
25. My academic advisor is concerned about my success as an individual	6.23	5.05 / 1.09	1.18	6.18	5.11 / 1.04	1.07	-0.06
13. This school does whatever it can to help me reach my educational goals	6.23	5.05 / 1.16	1.23	6.27	5.30 / 1.02	0.97	-0.30 ***
44. Counseling staff care about students as individuals	6.19	5.13 / 1.01	1.06	6.11	5.20 / 1.00	0.95	-0.13
Instructional Effectiveness	6.26	5.22 / 1.03	1.03	6.25	5.46 / 1.07	0.79	-0.24 ***
Registration Effectiveness	6.20	5.12 / 1.08	1.08	6.23	5.49 / 1.07	0.74	-0.37 ***
Concern for the Individual	6.19	5.09 / 1.28	1.10	6.16	5.28 / 1.25	0.87	-0.19 ***
Safety and Security	6.17	5.07 / 1.23	1.10	6.08	5.15 / 1.21	0.93	-0.08
Admissions and Financial Aid	6.15	4.93 / 1.23	1.22	6.13	5.24 / 1.25	0.89	-0.31 ***
Academic Services	6.10	5.02 / 1.23	1.08	6.12	5.56 / 1.07	0.56	-0.64 ***
Student Centeredness	6.09	5.19 / 1.22	0.90	6.06	5.43 / 1.18	0.63	-0.24 ***

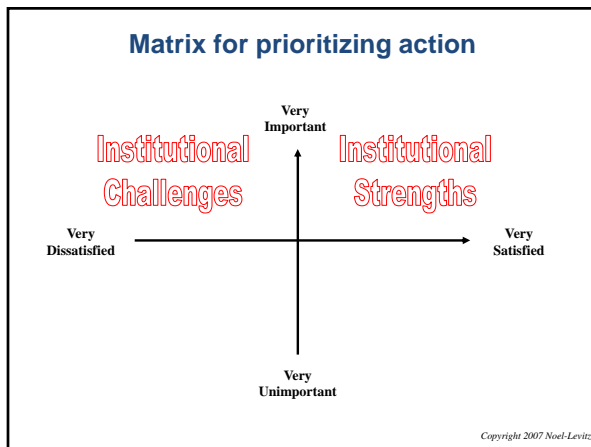
- ### Merritt College 2014: Scales listed in descending order of importance to students
1. Academic advising
 2. Instructional effectiveness
 3. Registration effectiveness
 4. Concern for the Individual
 5. Safety and security
 6. Admissions and financial aid
 7. Academic services
 8. Student centeredness
 9. Campus climate
 10. Service excellence
 11. Campus support services

Key question



Are you surprised by the areas that are top priority to your students?

Strategic Planning Overview: Strengths and Challenges

Merritt College - SSI - 05/2014

Noel-Levitz Student Satisfaction Inventory

Strategic Planning Overview

Item	Score	Target	Comparison
16. The quality of instruction received in most of my classes is excellent.	4.48	5.01	0.53
17. I am able to experience intellectual growth here.	4.44	5.01	0.57
18. The campus is safe and secure for all students.	4.42	5.34	0.92
19. There is a good variety of courses provided on this campus.	4.36	5.03	0.67
20. Campus item 3	4.32	5.71	1.39
21. Campus item 4	4.29	5.21	0.92
22. Program requirements are clear and reasonable.	4.28	5.08	0.80
23. Campus item 5	4.28	5.71	1.43
24. My academic advisor helps me set goals to work toward.	4.29	5.32	1.03
25. Nearly all of the faculty are knowledgeable in their fields.	4.28	5.08	0.80
26. It is an enjoyable experience to be a student on this campus.	4.28	5.08	0.80
27. Faculty are usually available after class and during office hours.	4.28	5.08	0.80
28. On the whole, the campus is well-maintained.	4.28	5.08	0.80
29. Students are made to feel welcome on this campus.	4.28	5.08	0.80
30. Campus item 6	4.28	5.08	0.80
31. Classes are scheduled at times that are convenient for me.	4.28	5.08	0.80
32. I am able to register for classes I need with few conflicts.	4.28	5.08	0.80
33. Adequate financial aid is available for most students.	4.28	5.08	0.80
34. Library resources and services are adequate.	4.28	5.08	0.80
35. Financial aid counselors are helpful.	4.28	5.08	0.80
36. The amount of student parking spaces on campus is adequate.	4.28	5.08	0.80
37. Financial aid awards are announced to students in time to be helpful in college planning.	4.28	5.08	0.80
38. Knowledge of practical experience and provided by my department/course program.	4.28	5.08	0.80

Merritt College - SSI - 05/2014

Noel-Levitz Student Satisfaction Inventory

Strategic Planning Overview

Item	Merritt College - SSI	National Community Colleges	Difference
16. The quality of instruction received in most of my classes is excellent.	4.48	5.01	0.53
17. I am able to experience intellectual growth here.	4.44	5.01	0.57
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33. Adequate financial aid is available for most students.	4.28	5.08	0.80
34. Library resources and services are adequate.	4.28	5.08	0.80
35. Financial aid counselors are helpful.	4.28	5.08	0.80
36. The amount of student parking spaces on campus is adequate.	4.28	5.08	0.80
37. Financial aid awards are announced to students in time to be helpful in college planning.	4.28	5.08	0.80
38. Knowledge of practical experience and provided by my department/course program.	4.28	5.08	0.80

Merritt College 2014: Strengths

- The quality of instruction in most of my classes is excellent.
- I am able to experience intellectual growth here.
- The campus is safe and secure for all students.
- There is a good variety of courses provided on this campus.
- Campus item 3: Instructors communicate the student learning outcomes of a class in a clear and understandable manner.
- Campus item 4: Most of my instructors executed the course objectives as outlined in the course syllabus.
- Program requirements are clear and reasonable.
- My academic advisor is approachable.


Merritt College 2014: Strengths continued

- Campus item 5: Instructors give tests and assignments that are directly connected to the student learning outcomes (SLO) as outlined in the course syllabus.
- My academic advisor helps me set goals to work toward.
- Nearly all faculty are knowledgeable in their field.
- It is an enjoyable experience to be a student on this campus.
- Faculty are usually available after class and during office hours.
- On the whole, the campus is well-maintained.
- Students are made to feel welcome on this campus.
- Campus item 1: I am sufficiently challenged by the academic program offered by the college.

Merritt College 2014: Challenges

- Classes are scheduled at times that are convenient for me.
- I am able to register for classes with few conflicts.
- Adequate financial aid is available for most students.
- Parking lots are well-lighted and secure.
- Students are notified early in the term if they are doing poorly in a class.
- This school does whatever it can to help me reach my educational goals.
- Library resources and services are adequate.
- Financial aid counselors are helpful.
- This college shows concern for students as individuals.
- The amount of student parking on campus is adequate.
- Financial aid awards are announced to students in time to be helpful in college planning.
- Internships or practical experiences are provided in my degree/certificate program.

Key question



What do you think of your strengths and challenges?

Factors to enroll



Merritt College - SSI - 05/2014

Noel-Levitz
Student Satisfaction Inventory

Home | Strategic Planning Overview | Item Report | Scale Report | Summary Report | **Item Percentage Report** | Demographics

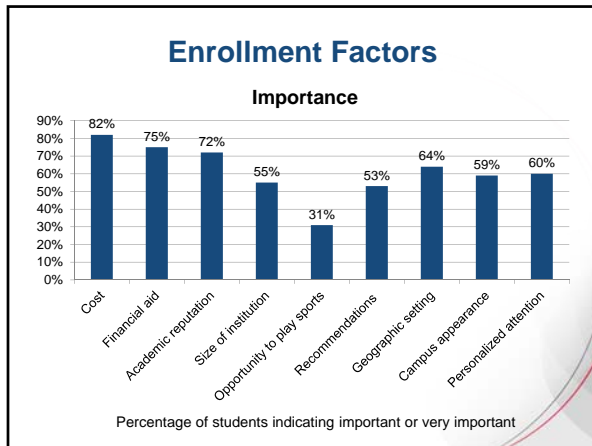
Print Entire Report | Print This Section

Start on each column to see data from highest to lowest.
This report provides a look at the percentage of responses that indicated an answer of 5 or 7 to the items in the survey. 5 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied".

Item	Merritt College - SSI			National Community Colleges			Difference
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
1. Most students feel a sense of belonging here.	55%	25%	32%	51%	25%	6%	-2%
2. Faculty care about me as an individual.	76%	52%	24%	75%	51%	18%	-5%
3. The quality of instruction in the vocational/technical programs is excellent.	74%	52%	22%	77%	56%	21%	-4%
4. Security staff are helpful.	70%	46%	24%	63%	49%	14%	-3%
5. The personnel involved in registration are helpful.	70%	47%	23%	61%	57%	24%	-10%
6. My academic advisor is approachable.	69%	50%	27%	63%	60%	23%	-4%
7. Adequate financial aid is available for most students.	60%	44%	16%	63%	57%	26%	-6%
8. Classes are scheduled at times that are convenient for me.	50%	34%	16%	58%	61%	27%	-7%
9. Internships or practical experiences are provided in my degree/certificate program.	76%	42%	36%	72%	40%	27%	-3%
10. Child care facilities are available on campus.	59%	40%	19%	41%	30%	11%	10%
11. Security staff respond quickly in emergencies.	77%	41%	36%	73%	40%	28%	-4%
12. My academic advisor helps me set goals to work toward.	63%	56%	27%	70%	49%	27%	7%
13. Financial aid awards are announced to students in time to be helpful in college planning.	70%	40%	30%	75%	46%	29%	-6%
14. Library resources and services are adequate.	60%	46%	14%	79%	60%	19%	-20%
15. I am able to register for classes I need with few conflicts.	67%	52%	15%	67%	59%	28%	-7%
16. The college shows concern for students as individuals.	60%	38%	22%	76%	49%	29%	-11%
17. Personnel in the Veterans' Services program are helpful.	47%	23%	20%	44%	31%	13%	-8%
18. The quality of instruction I receive in most of my classes is excellent.	67%	62%	23%	66%	63%	23%	-1%
19. This campus provides effective support services for displaced homemakers.	66%	31%	27%	52%	36%	17%	-4%

64. Nearly all classes deal with practical experiences and applications.	76%	48%	28%	78%	57%	21%	-6%
65. Students are notified early in the term if they are doing poorly in a class.	61%	35%	26%	60%	46%	24%	-12%
66. Program requirements are clear and understandable.	64%	54%	10%	64%	62%	2%	-2%
67. Channels for expressing student complaints are readily available.	75%	34%	41%	73%	44%	29%	-10%
68. On the whole, the campus is well-maintained.	61%	52%	28%	61%	71%	10%	-16%
69. There is a good variety of courses provided on this campus.	64%	57%	27%	65%	65%	20%	-6%
70. I am able to experience intellectual growth here.	66%	64%	24%	66%	65%	17%	-6%
71. Campus Item 1.	60%	60%	20%				
72. Campus Item 2.	70%	62%	16%				
73. Campus Item 3.	69%	61%	24%				
74. Campus Item 4.	64%	66%	13%				
75. Campus Item 5.	64%	65%	19%				
76. Campus Item 6.	61%	49%	12%				
77. Campus Item 7.	62%	49%	13%				
78. Campus Item 8.	70%	43%	27%				
79. Campus Item 9.	74%	41%	33%				
80. Campus Item 10.	73%	36%	37%				
81. Institution's commitment to part-time students?	66%			64%			-6%
82. Institution's commitment to evening students?	56%			61%			-6%
83. Institution's commitment to older, returning learners?	56%			63%			-7%
84. Institution's commitment to under-represented populations?	46%			57%			-11%
85. Institution's commitment to commuters?	49%			58%			-10%
86. Institution's commitment to students with disabilities?	52%			62%			-10%
87. Cost as factor in decision to enroll.	62%			64%			
88. Financial aid as factor in decision to enroll.	75%			79%			
89. Academic reputation as factor in decision to enroll.	72%			71%			
90. Size of institution as factor in decision to enroll.	59%			52%			
91. Opportunity to play sports as factor in decision to enroll.	31%			28%			
92. Recommendations from family/friends as factor in decision to enroll.	53%			47%			
93. Geographic setting as factor in decision to enroll.	64%			61%			
94. Campus appearance as factor in decision to enroll.	64%			53%			
95. Personalized attention prior to enrollment as factor in decision to enroll.	62%			59%			

National Group Means are based on 1987-14 results



Key question

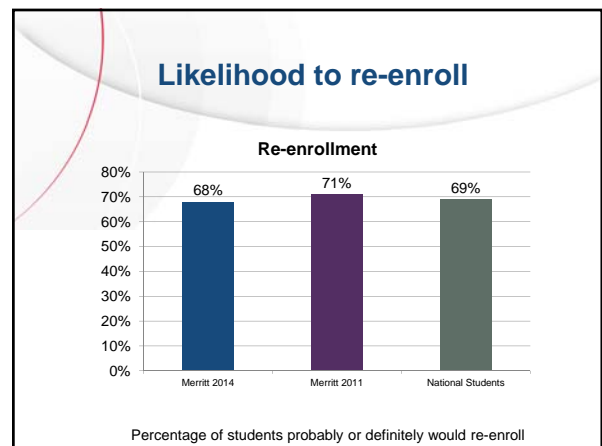
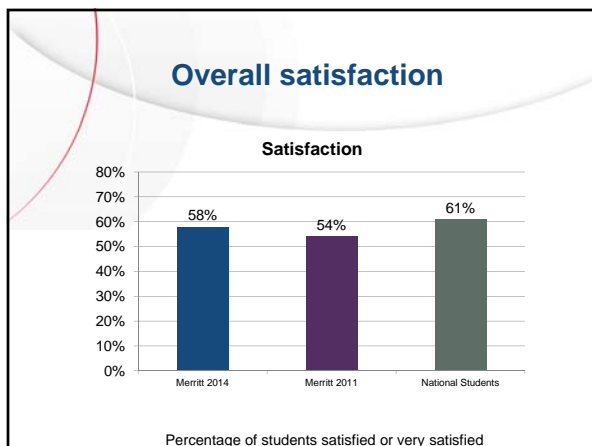
What more can you do to highlight your academic reputation?

Summary scores

Merritt College - SSI - 05/2014

Noel-Levitz Student Satisfaction Inventory

Summary	Merritt College - SSI	National Community Colleges	Difference
So far, how has your college experience met your expectations?	4.30	4.24	0.06
1=Much worse than expected	1%	1%	
2=Quite a bit worse than I expected	1%	1%	
3=Not as I expected	6%	6%	
4=About what I expected	40%	30%	
5=Better than I expected	19%	24%	
6=Quite a bit better than I expected	15%	12%	
7=Much better than expected	20%	30%	
8=Are your overall satisfaction with your experience here thus far:	5.43	5.47	-0.04
1=Not satisfied at all	1%	1%	
2=Not very satisfied	2%	2%	
3=Somewhat dissatisfied	6%	5%	
4=Satisfied	15%	11%	
5=Somewhat satisfied	34%	31%	
6=Satisfied	30%	40%	
7=Very satisfied	23%	21%	
All in all, if you had to do it over, would you enroll here again?	5.74	5.72	0.04
1=Definitely not	3%	2%	
2=Probably not	2%	4%	
3=Maybe not	2%	3%	
4=Probably yes	9%	8%	
5=Definitely yes	13%	13%	
6=Probably yes	26%	26%	
7=Definitely yes	42%	39%	





Merritt College - SSI Year to Year - 05/2014

Noel-Levitz Student Satisfaction Inventory

Scale Report

Scale Item	May 2014				April 2011				Difference
	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	
Student Connectedness	6.09	5.19	1.22	0.90	6.11	4.96	1.31	1.15	0.23**
Instructional Effectiveness	6.26	5.22	1.19	1.03	6.26	5.14	1.19	1.11	0.08
Responsiveness to Diverse Populations	5.29	4.29	1.26	1.00	5.27	4.27	1.27	1.00	0.02
Campus Support Services	6.70	4.82	1.20	0.87	6.71	4.76	1.27	0.95	0.07
Safety and Security	6.17	5.07	1.23	1.10	6.12	4.87	1.26	1.25	0.20**
Academic Advising/Counseling	6.28	5.19	1.26	1.08	6.28	5.09	1.42	1.19	0.09
Admissions and Financial Aid	6.18	4.93	1.23	1.22	6.16	4.87	1.44	1.30	0.26***
Academic Services	6.10	5.02	1.23	1.08	6.12	4.87	1.28	1.25	0.19
Registration Effectiveness	6.20	5.12	1.12	1.08	6.24	4.92	1.26	1.32	0.20***
Service Excellence	6.03	4.89	1.17	1.04	6.06	4.77	1.30	1.29	0.22***
Concern for the Individual	6.19	5.09	1.28	1.10	6.20	4.94	1.33	1.26	0.18
Campus Climate	6.08	5.09	1.15	0.99	6.08	4.86	1.24	1.22	0.23***

Merritt College - SSI Year to Year - 05/2014

Noel-Levitz Student Satisfaction Inventory

Item Report

Item	May 2014				April 2011				Difference
	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	
1. Most students feel a sense of belonging here.	5.76	5.52	1.44	0.48	5.68	5.10	1.54	0.58	0.22**
2. Faculty care about me as an individual.	6.06	5.21	1.05	0.85	5.98	5.01	1.07	0.97	0.20**
3. The quality of instruction in the vocational/technical programs is excellent.	6.93	5.52	1.46	0.71	6.11	5.24	1.48	0.87	0.08
4. Security staff are helpful.	5.88	5.64	1.52	0.24	5.74	4.69	1.71	1.09	0.49***
5. The personnel involved in registration are helpful.	6.19	6.00	1.08	0.19	6.20	4.83	1.06	1.37	0.46***
6. My academic advisor helps me set goals to work toward.	6.52	5.39	1.03	0.96	6.28	5.14	1.03	1.12	0.24**
7. Adequate financial aid is available for most students.	6.26	5.22	1.24	1.04	6.27	4.84	1.37	1.43	0.50***
8. Classes are scheduled at times that are convenient for me.	6.05	6.29	1.09	0.26	6.51	5.19	1.02	1.32	0.10
9. Internships or practical experiences are provided in my degree/certificate program.	6.14	4.91	1.06	1.23	6.15	4.92	1.01	1.23	-0.01
10. Child care facilities are available on campus.	5.32	4.96	1.49	0.36	5.24	4.79	1.51	0.46	0.17
11. Security staff respond quickly in emergencies.	6.09	6.01	1.48	0.08	6.02	4.70	1.56	1.32	0.31**
12. My academic advisor helps me set goals to work toward.	6.29	5.32	1.04	0.97	6.30	5.09	1.12	1.21	0.21**
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.14	4.70	1.03	1.44	6.10	4.83	1.20	1.27	0.67***
14. Library resources and services are adequate.	6.20	4.90	1.17	1.22	6.23	4.84	1.00	1.39	0.34**
15. I am able to register for classes I need with few conflicts.	6.41	5.28	1.02	1.21	6.47	4.79	1.08	1.68	0.61***
16. The college offers concern for students as individuals.	6.19	4.68	1.00	1.50	6.22	4.51	1.10	1.71	0.53***
17. Personnel in the Veterans' Services program are helpful.	4.80	4.49	1.33	0.36	4.94	4.52	1.36	0.42	-0.03
18. The quality of instruction I receive in most of my classes is excellent.	6.48	5.61	1.40	0.87	6.56	5.49	1.51	1.06	0.12
19. This campus provides effective support services for displaced homemakers.	5.43	4.68	1.45	0.75	5.45	4.60	1.53	0.85	0.08
20. Financial aid counselors are helpful.	6.20	4.70	1.04	1.42	6.16	4.40	1.08	1.76	0.38**
21. There are a sufficient number of study areas on campus.	6.11	4.86	1.19	1.25	6.11	4.76	1.12	1.35	0.16
22. People in this campus respect and are supportive of each other.	6.08	5.17	1.40	0.92	6.01	4.86	1.00	1.15	0.21**

Item: Merritt College	Challenge in 2014	Challenge in 2011	Satisfaction Shift
Classes are scheduled at times that are convenient.	X		0.10
Able to register for classes with few conflicts.	X	X	0.41***
Adequate financial aid is available.	X	X	0.58***
Parking lots are well-lighted and secure.	X		0.03
Students notified early in the term if doing poorly.	X	X	-0.10
School does what it can to help me reach my educational goals.	X	X	0.18
Library resources and services are adequate.	X	X	0.34**

Items with Greatest Satisfaction Improvement

Item: Merritt College	Satisfaction Shift
Financial aid awards are announced in time to be helpful in college planning.	0.67***
Adequate financial aid is available.	0.58***
Security staff are helpful.	0.49***
The personnel involved in registration are helpful.	0.46***
I am able to register for classes with few conflicts.	0.41***
Financial aid counselors are helpful.	0.38**
Equipment in lab facilities is kept up to date.	0.35**

No standard items with a significant decline in satisfaction.

Year-to-year reporting

- Track challenges to see where satisfaction levels have shifted significantly—either positively or negatively.
- Document and celebrate areas where satisfaction levels have improved.
- Identify items where satisfaction has gone down significantly to consider why there has been a negative shift.
- Determine item movement for your lists of strengths and challenges—on or off each list over time.

Items that remain strengths reflect your institutional values

Consistent items of challenge are your pervasive issues that still need to be addressed



Let the trends over time guide your actions



The trend data will also serve as documentation of your actions as you move forward



Share your results on campus



What to share as you review the results


- Confirm that the results are representative (or view the results within the context of who did complete the survey)
- Celebrate your strengths
- Identify your top challenges
- Clarify the next steps
- Share the big picture and the specific elements that will be of most interest

Make the data most relevant to the audience

Focus on the aspects of the data that the audience is going to care most about

- Instruction and advising items for faculty
- Enrollment and financial aid items for enrollment management
- Results by majors/programs (target group reports)


Don't be afraid to share the results



The "good" and the "bad"

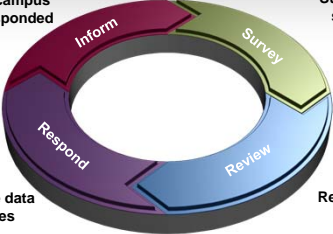
Involve people in the problem solving process

- Use focus group discussions
- Establish opportunities for dialogue around the identified issues
- Include students and campus personnel delivering the particular service
- Opportunities for verbal and written feedback
- Don't make the process harder than it needs to be!



The dialogue will help you know how to best respond with new initiatives

A systematic assessment approach

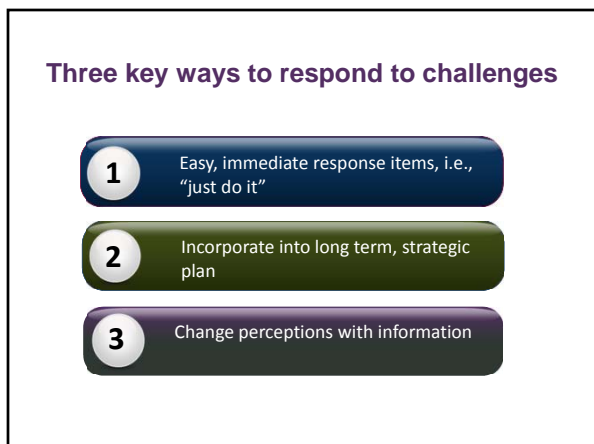
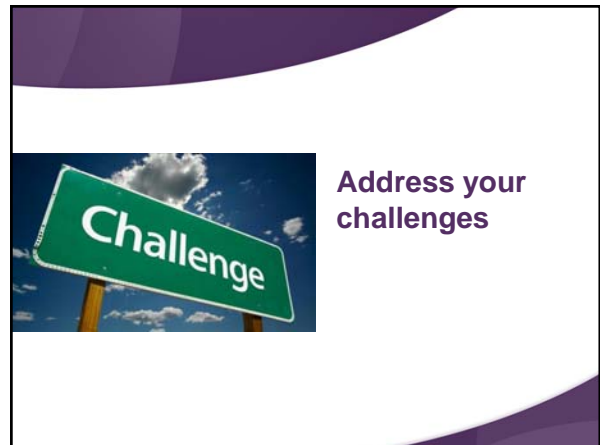
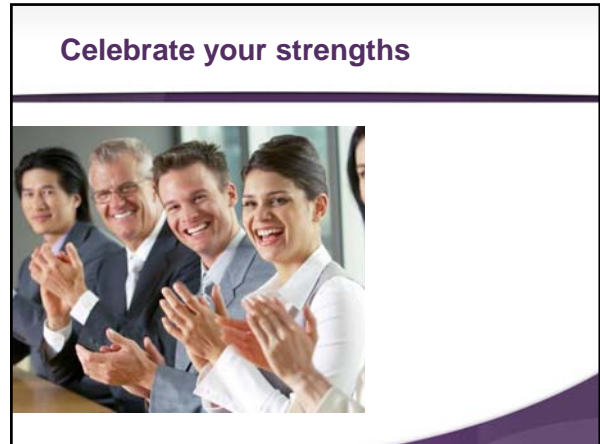


Inform the campus how you responded

Survey your students

Review and share your results

Respond to the data with initiatives





Communicate

Step 4: Inform the campus how you responded

The power of the data comes when you **USE** it and **COMMUNICATE** around it!



When and what to communicate

- When you receive your results → communicate about the current satisfaction levels and areas of importance
- When you gather information in focus groups → communicate to change perceptions about the way things currently are
- When you make a change → communicate that the change was made
- Before you administer the survey again → communicate what has been done since the last survey administration

Sometimes we don't need to make a change in the policy or procedure, we just need to be willing to talk about the issue and to provide more context.




Communicate with leadership, faculty, staff and students



Methods for campus personnel:


- President's council / leadership groups
- Staff meetings – departmental or institution-wide
- In-service sessions
- Targeted memos with data pertinent to their area
- Supervisory structures
- Newsletters
- Lunch and learns



You may want to consider meeting one-on-one with key individuals in order to have a more honest discussion and to establish more accountability.


Methods for students:

- Announcements on campus by faculty, leadership, other students
- Social media (Facebook, Twitter, YouTube, Instagram)
- Student newspaper
- Student government / residence halls / activity groups



Methods for students and campus personnel:

- Postings on campus and website
- Email announcements
- Alumni magazines, press releases
- Infographics



We're Listening to U

In November 580 students responded to a M.C. assessment about student satisfaction. This is what you said and what M.C. is doing to improve your experience.

You Said...

- 83% of students said MC was their 1st or 2nd choice college
- Academic Advising is... #1 in student experience AND satisfaction
- M.C.'s Academic reputation is EXCELLENT
- MC vs. nationally similar schools... services available, coming & helpful

Your Campus Challenges

- Connecting to the internet is difficult.
- You lack clear ways to express complaints.
- Users how Student Fees were used.
- You wait less run-around when looking campus info.

What McPherson is Doing

- INTERNET: Pilot testing coastal cable in dorms. Applying for a \$15M technology grant.
- SBA AVENUES: Sure guide.
- Fees: included in catalog website.
- Social Networking for expression.
- "Spectator" article published 5/12/13.
- RUN-AROUND: Five focus students faculty/staff Committee formed.

Success @ TLU

McPherson Building Family & Friends!

The McPherson Building Committee proudly announces the following 10 November Success@TLU that highlight the top student and faculty efforts which are being done on campus.

How's McPherson doing?

Highlights: Our students are significantly more satisfied with their educational growth than other students who responded to the Student Satisfaction Survey.

Challenges: Campus data also demonstrated an increase in satisfaction.

Next Steps: Committees are focused on Technology, the Library, Transportation, and the McPherson Center for Learning. There are also committees in place for Student Life, the Registrar, and the Office of Student Services. We have the staff of McPherson and the McPherson Building Committee are actively managing potential issues to avoid another incident like SBA. Your suggestions are essential!

Thank you for your support in making this a successful year!

McPherson Building

McPherson Building is a multi-million dollar project that will significantly enhance the student experience and provide a modern, state-of-the-art learning environment. The building will be a landmark addition to the campus and will provide a new home for the McPherson Building Committee.

McPherson Building Committee

The McPherson Building Committee is a group of students, faculty, and staff who are working together to ensure the success of the building project. The committee is currently focused on the following areas:

- Project management
- Budgeting and fundraising
- Marketing and public relations
- Construction management
- Safety and security
- Accessibility
- Sustainability

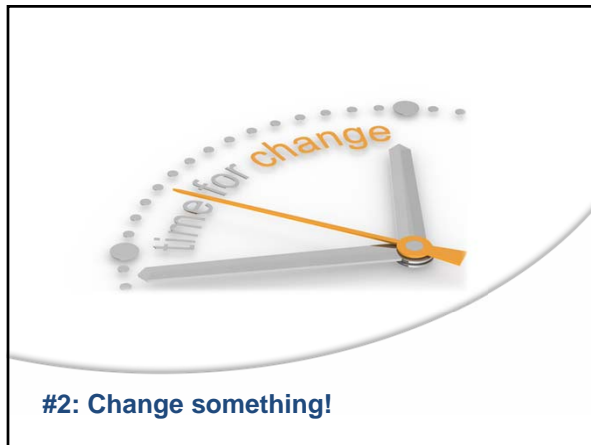
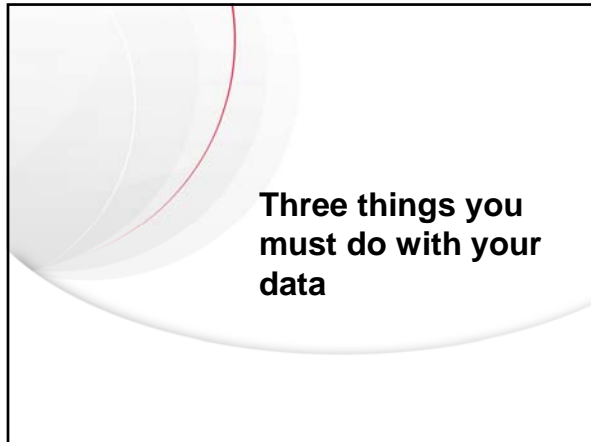
We welcome your input! If you have anything you would like to include in Success@TLU, please send it to success@tlu.edu. We will be happy to hear about your ideas and will make every effort to incorporate them into the project.

WE HEARD YOU.

THE STUDENT ACTIVITY FEE HAS BEEN ELIMINATED.

Because students took the time to voice their opinions in the Noel-Levitz Survey.






Ideas for making changes

- Identify what classes are filling up quickly and explore options for adding sections.
- Explore more options for communicating around financial aid availability.
- Have a triage approach for financial aid services.
- Add lighting and security in the parking lots.
- Communicate around internship options and work to establish more opportunities with local employers.
- Work with faculty to notify students when they are doing poorly.





1. What you have learned
2. What you have changed
3. What you will do in the future



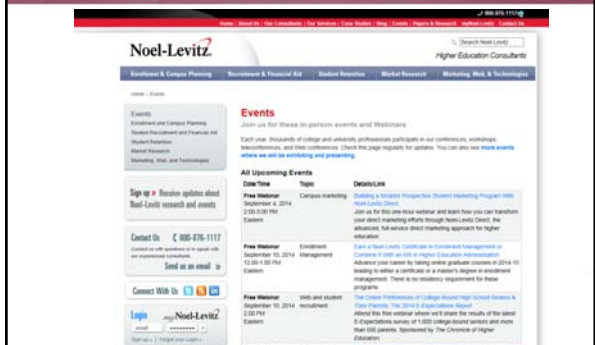
Additional resources

Helpful resources

www.noellelvitz.com/SSIResources



Upcoming events from Noel-Levitz:
www.noellelvitz.com/events



Sign up for the Noel-Levitz Blog:
<http://blog.noellelvitz.com>



Continue the conversation on Twitter:

twitter.com/JulieBryantNL

[Twitter.com/noellelvitz](https://twitter.com/noellelvitz)

