

Strengths and Challenges	
Strengths	
18. The quality of instruction I receive in most of my classes is excellent.	
8. Classes are scheduled at times that are convenient for me.	
77. Campus item 7	
70. I am able to experience intellectual growth here.	
69. There is a good variety of courses provided on this campus.	
32. My academic advisor is knowledgeable about my program requirements.	
58. Nearly all of the faculty are knowledgeable in their fields.	
66. Program requirements are clear and reasonable.	
78. Campus item 8	
29. Faculty are fair and unbiased in their treatment of individual students.	
28. It is an enjoyable experience to be a student on this campus.	
61. Faculty are usually available after class and during office hours.	
6. My academic advisor is approachable.	
68. On the whole, the campus is well-maintained.	
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	
79. Campus item 9	
Challenges	
15. I am able to register for classes I need with few conflicts.	
52. This school does whatever it can to help me reach my educational goals.	
7. Adequate financial aid is available for most students.	
76. Campus item 6	
14. Library resources and services are adequate.	
16. The college shows concern for students as individuals.	
75. Campus item 5	
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	
5. The personnel involved in registration are helpful.	
20. Financial aid counselors are helpful.	
65. Students are notified early in the term if they are doing poorly in a class.	
13. Financial aid awards are announced to students in time to be helpful in college planning.	
72. Campus item 2	
Benchmarks	
Higher Satisfaction vs. National Community Colleges	
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	
Lower Satisfaction vs. National Community Colleges	
8. Classes are scheduled at times that are convenient for me.	
15. I am able to register for classes I need with few conflicts.	
70. I am able to experience intellectual growth here.	
69. There is a good variety of courses provided on this campus.	
31. The campus is safe and secure for all students.	
58. Nearly all of the faculty are knowledgeable in their fields.	
66. Program requirements are clear and reasonable.	
52. This school does whatever it can to help me reach my educational goals.	
29. Faculty are fair and unbiased in their treatment of individual students.	
41. Admissions staff are knowledgeable.	
28. It is an enjoyable experience to be a student on this campus.	
61. Faculty are usually available after class and during office hours.	
7. Adequate financial aid is available for most students.	
6. My academic advisor is approachable.	
68. On the whole, the campus is well-maintained.	
36. Students are made to feel welcome on this campus.	
14. Library resources and services are adequate.	
46. Faculty provide timely feedback about student progress in a course.	
51. There are convenient ways of paying my school bill.	
16. The college shows concern for students as individuals.	
48. Counseling staff care about students as individuals.	
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	
43. Class change (drop/add) policies are reasonable.	
5. The personnel involved in registration are helpful.	
47. There are adequate services to help me decide upon a career.	
20. Financial aid counselors are helpful.	
56. The business office is open during hours which are convenient for most students.	
65. Students are notified early in the term if they are doing poorly in a class.	

Higher Importance vs. National Community Colleges

12. My academic advisor helps me set goals to work toward.

24. Parking lots are well-lighted and secure.

25. My academic advisor is concerned about my success as an individual.

48. Counseling staff care about students as individuals.

Item	Merritt College			National Community Colleges			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
1. Most students feel a sense of belonging here.	5.68	5.10 / 1.54	0.58	5.49	5.31 / 1.37	0.18	-0.21 ***
2. Faculty care about me as an individual.	5.98	5.01 / 1.67	0.97	5.97	5.38 / 1.40	0.59	-0.37 ***
3. The quality of instruction in the vocational/technical programs is excellent.	6.11	5.24 / 1.48	0.87	6.05	5.41 / 1.33	0.64	-0.17 **
4. Security staff are helpful.	5.74	4.55 / 1.71	1.19	5.56	4.95 / 1.57	0.61	-0.40 ***
5. The personnel involved in registration are helpful.	6.20	4.63 / 1.90	1.57	6.18	5.36 / 1.54	0.82	-0.73 ***
6. My academic advisor is approachable.	6.26	5.14 / 1.68	1.12	6.22	5.41 / 1.60	0.81	-0.27 ***
7. Adequate financial aid is available for most students.	6.27	4.44 / 1.97	1.83	6.22	5.16 / 1.69	1.06	-0.72 ***
8. Classes are scheduled at times that are convenient for me.	6.51	5.19 / 1.62	1.32	6.43	5.45 / 1.51	0.98	-0.26 ***
9. Internships or practical experiences are provided in my degree/certificate program.	6.15	4.92 / 1.81	1.23	5.91	5.02 / 1.55	0.89	-0.10
10. Child care facilities are available on campus.	5.24	4.79 / 1.51	0.45	4.54	4.44 / 1.64	0.10	0.35 ***
11. Security staff respond quickly in emergencies.	6.02	4.70 / 1.56	1.32	5.93	4.93 / 1.46	1.00	-0.23 **
12. My academic advisor helps me set goals to work toward.	6.30	5.05 / 1.72	1.25	6.00	5.02 / 1.70	0.98	0.03
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.15	4.03 / 2.01	2.12	6.06	4.91 / 1.68	1.15	-0.88 ***
14. Library resources and services are adequate.	6.23	4.64 / 1.80	1.59	6.13	5.60 / 1.36	0.53	-0.96 ***
15. I am able to register for classes I need with few conflicts.	6.47	4.79 / 1.89	1.68	6.36	5.41 / 1.52	0.95	-0.62 ***
16. The college shows concern for students as individuals.	6.22	4.51 / 1.76	1.71	6.10	5.14 / 1.53	0.96	-0.63 ***
17. Personnel in the Veterans' Services program are helpful.	4.94	4.52 / 1.36	0.42	4.72	4.60 / 1.37	0.12	-0.08
18. The quality of instruction I receive in most of my classes is excellent.	6.55	5.49 / 1.51	1.06	6.42	5.59 / 1.33	0.83	-0.10
19. This campus provides effective support services for displaced homemakers.	5.45	4.60 / 1.53	0.85	5.13	4.77 / 1.37	0.36	-0.17 *
20. Financial aid counselors are helpful.	6.16	4.40 / 1.88	1.76	6.07	5.04 / 1.67	1.03	-0.64 ***
21. There are a sufficient number of study areas on campus.	6.11	4.76 / 1.72	1.35	5.99	5.38 / 1.51	0.61	-0.62 ***
22. People on this campus respect and are supportive of each other.	6.01	4.96 / 1.50	1.05	5.95	5.29 / 1.39	0.66	-0.33 ***
23. Faculty are understanding of students' unique life circumstances.	6.15	5.07 / 1.51	1.08	6.13	5.24 / 1.51	0.89	-0.17 *
24. Parking lots are well-lighted and secure.	6.29	4.98 / 1.65	1.31	6.12	5.11 / 1.64	1.01	-0.13
25. My academic advisor is concerned about my success as an individual.	6.29	5.01 / 1.68	1.28	6.11	5.07 / 1.69	1.04	-0.06
26. Library staff are helpful and approachable.	6.07	5.17 / 1.48	0.90	5.95	5.54 / 1.39	0.41	-0.37 ***
27. The campus staff are caring and helpful.	6.12	4.91 / 1.51	1.21	6.05	5.45 / 1.32	0.60	-0.54 ***
28. It is an enjoyable experience to be a student on this campus.	6.27	5.35 / 1.48	0.92	6.14	5.52 / 1.41	0.62	-0.17 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.30	5.18 / 1.55	1.12	6.25	5.38 / 1.48	0.87	-0.20 **
30. The career services office provides students with the help they need to get a job.	6.01	4.57 / 1.53	1.44	5.87	4.99 / 1.45	0.88	-0.42 ***
31. The campus is safe and secure for all students.	6.37	5.06 / 1.54	1.31	6.30	5.55 / 1.34	0.75	-0.49 ***
32. My academic advisor is knowledgeable about my program requirements.	6.37	5.28 / 1.61	1.09	6.29	5.37 / 1.64	0.92	-0.09
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.86	4.76 / 1.51	1.10	5.77	5.13 / 1.42	0.64	-0.37 ***
34. Computer labs are adequate and accessible.	6.14	5.09 / 1.57	1.05	6.19	5.55 / 1.45	0.64	-0.46 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.21	4.80 / 1.68	1.41	6.16	5.43 / 1.43	0.73	-0.63 ***
36. Students are made to feel welcome on this campus.	6.24	5.13 / 1.58	1.11	6.15	5.58 / 1.35	0.57	-0.45 ***
37. Faculty take into consideration student differences as they teach a course.	6.12	5.09 / 1.50	1.03	6.06	5.23 / 1.45	0.83	-0.14 *
38. The student center is a comfortable place for students to spend their leisure time.	5.95	5.10 / 1.45	0.85	5.69	5.22 / 1.47	0.47	-0.12
39. The amount of student parking space on campus is adequate.	6.14	5.03 / 1.72	1.11	6.18	4.44 / 1.99	1.74	0.59 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.22	5.30 / 1.53	0.92	6.15	5.12 / 1.63	1.03	0.18 *
41. Admissions staff are knowledgeable.	6.29	4.98 / 1.66	1.31	6.15	5.39 / 1.42	0.76	-0.41 ***
42. The equipment in the lab facilities is kept up to date.	6.07	4.59 / 1.65	1.48	6.13	5.44 / 1.41	0.69	-0.85 ***
43. Class change (drop/add) policies are reasonable.	6.20	4.99 / 1.62	1.21	6.10	5.45 / 1.46	0.65	-0.46 ***
44. I generally know what's happening on campus.	5.71	4.34 / 1.71	1.37	5.54	4.98 / 1.52	0.56	-0.64 ***
45. This institution has a good reputation within the community.	6.07	5.14 / 1.55	0.93	6.05	5.64 / 1.34	0.41	-0.50 ***
46. Faculty provide timely feedback about student progress in a course.	6.23	5.00 / 1.63	1.23	6.19	5.30 / 1.47	0.89	-0.30 ***
47. There are adequate services to help me decide upon a career.	6.17	4.86 / 1.66	1.31	6.05	5.21 / 1.47	0.84	-0.35 ***
48. Counseling staff care about students as individuals.	6.22	5.02 / 1.67	1.20	6.04	5.19 / 1.52	0.85	-0.17 *
49. Admissions counselors respond to prospective students' unique needs and requests.	6.12	4.81 / 1.61	1.31	5.97	5.18 / 1.46	0.79	-0.37 ***
50. Tutoring services are readily available.	6.15	5.06 / 1.59	1.09	5.99	5.44 / 1.43	0.55	-0.38 ***
51. There are convenient ways of paying my school bill.	6.23	5.06 / 1.71	1.17	6.15	5.47 / 1.47	0.68	-0.41 ***
52. This school does whatever it can to help me reach my educational goals.	6.32	4.82 / 1.67	1.50	6.21	5.25 / 1.48	0.96	-0.43 ***
53. The assessment and course placement procedures are reasonable.	6.07	5.07 / 1.54	1.00	6.02	5.33 / 1.42	0.69	-0.26 ***
54. Faculty are interested in my academic problems.	6.06	4.85 / 1.59	1.21	6.03	5.19 / 1.46	0.84	-0.34 ***
55. Academic support services adequately meet the needs of students.	6.02	4.82 / 1.51	1.20	6.00	5.28 / 1.37	0.72	-0.46 ***
56. The business office is open during hours which are convenient for most students.	6.16	4.88 / 1.67	1.28	6.03	5.39 / 1.43	0.64	-0.51 ***
57. Administrators are approachable to students.	6.13	4.75 / 1.70	1.38	6.01	5.28 / 1.46	0.73	-0.53 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.35	5.28 / 1.50	1.07	6.32	5.68 / 1.31	0.64	-0.40 ***
59. New student orientation services help students adjust to college.	5.92	4.74 / 1.61	1.18	5.81	5.25 / 1.48	0.56	-0.51 ***
60. Billing policies are reasonable.	6.08	4.66 / 1.76	1.42	6.06	5.34 / 1.46	0.72	-0.68 ***

61. Faculty are usually available after class and during office hours.	6.27	5.32 / 1.55	0.95	6.20	5.62 / 1.36	0.58	-0.30 ***
62. Bookstore staff are helpful.	6.06	5.30 / 1.59	0.76	6.03	5.55 / 1.48	0.48	-0.25 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.14	4.48 / 1.88	1.66	6.05	5.09 / 1.64	0.96	-0.61 ***
64. Nearly all classes deal with practical experiences and applications.	6.12	5.14 / 1.43	0.98	6.08	5.43 / 1.35	0.65	-0.29 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.16	4.56 / 1.79	1.60	6.16	4.91 / 1.70	1.25	-0.35 ***
66. Program requirements are clear and reasonable.	6.33	5.20 / 1.53	1.13	6.26	5.53 / 1.37	0.73	-0.33 ***
67. Channels for expressing student complaints are readily available.	6.01	4.37 / 1.73	1.64	5.92	4.90 / 1.61	1.02	-0.53 ***
68. On the whole, the campus is well-maintained.	6.25	5.32 / 1.52	0.93	6.18	5.77 / 1.31	0.41	-0.45 ***
69. There is a good variety of courses provided on this campus.	6.41	5.21 / 1.60	1.20	6.30	5.61 / 1.40	0.69	-0.40 ***
70. I am able to experience intellectual growth here.	6.43	5.50 / 1.51	0.93	6.32	5.73 / 1.31	0.59	-0.23 ***
71. Campus item 1	6.13	4.99 / 1.78	1.14				
72. Campus item 2	6.15	4.76 / 1.63	1.39				
73. Campus item 3	6.10	4.76 / 1.70	1.34				
74. Campus item 4	5.91	4.58 / 1.63	1.33				
75. Campus item 5	6.22	4.41 / 1.88	1.81				
76. Campus item 6	6.24	4.20 / 2.03	2.04				
77. Campus item 7	6.45	5.58 / 1.52	0.87				
78. Campus item 8	6.32	5.16 / 1.65	1.16				
79. Campus item 9	6.22	5.23 / 1.70	0.99				
80. Campus item 10	6.20	5.13 / 1.67	1.07				
81. Institution's commitment to part-time students?		5.31 / 1.50			5.60 / 1.36		-0.29 ***
82. Institution's commitment to evening students?		5.31 / 1.54			5.49 / 1.42		-0.18 *
83. Institution's commitment to older, returning learners?		5.40 / 1.50			5.56 / 1.39		-0.16 *
84. Institution's commitment to under-represented populations?		5.16 / 1.47			5.38 / 1.38		-0.22 **
85. Institution's commitment to commuters?		5.11 / 1.58			5.38 / 1.46		-0.27 ***
86. Institution's commitment to students with disabilities?		5.32 / 1.53			5.50 / 1.40		-0.18 *
87. Cost as factor in decision to enroll.	6.35			6.28			
88. Financial aid as factor in decision to enroll.	5.90			5.92			
89. Academic reputation as factor in decision to enroll.	5.87			5.82			
90. Size of institution as factor in decision to enroll.	5.25			5.17			
91. Opportunity to play sports as factor in decision to enroll.	3.77			3.54			
92. Recommendations from family/friends as factor in decision to enroll.	4.86			4.89			
93. Geographic setting as factor in decision to enroll.	5.52			5.45			
94. Campus appearance as factor in decision to enroll.	5.42			5.21			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.43			5.37			

National Group Means are based on 178116 records

Merritt College - 4/2011
Institutional Summary



Scale	Merritt College			National Community Colleges			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
▶ Student Centeredness	6.11	4.96 / 1.31	1.15	5.99	5.38 / 1.13	0.61	-0.42 ***
▶ Instructional Effectiveness	6.25	5.14 / 1.19	1.11	6.19	5.42 / 1.06	0.77	-0.28 ***
▶ Responsiveness to Diverse Populations		5.27 / 1.37			5.49 / 1.24		-0.22 ***
▶ Campus Support Services	5.71	4.76 / 1.27	0.95	5.47	4.97 / 1.16	0.50	-0.21 ***
▶ Safety and Security	6.12	4.87 / 1.28	1.25	6.02	5.00 / 1.19	1.02	-0.13 *
▶ Academic Advising/Counseling	6.28	5.09 / 1.42	1.19	6.15	5.21 / 1.31	0.94	-0.12 *
▶ Admissions and Financial Aid	6.15	4.57 / 1.44	1.58	6.04	5.14 / 1.22	0.90	-0.57 ***
▶ Academic Services	6.12	4.87 / 1.28	1.25	6.06	5.46 / 1.05	0.60	-0.59 ***
▶ Registration Effectiveness	6.24	4.92 / 1.26	1.32	6.17	5.43 / 1.04	0.74	-0.51 ***
▶ Service Excellence	6.05	4.77 / 1.30	1.28	5.97	5.28 / 1.07	0.69	-0.51 ***
▶ Concern for the Individual	6.20	4.94 / 1.33	1.26	6.09	5.24 / 1.20	0.85	-0.30 ***
▶ Campus Climate	6.08	4.86 / 1.24	1.22	5.98	5.31 / 1.06	0.67	-0.45 ***

National Group Means are based on 178116 records

Summary	Merritt College	National Community Colleges	Mean Difference
So far, how has your college experience met your expectations?	4.75	4.79	-0.04
1=Much worse than expected	2%	1%	
2=Quite a bit worse than I expected	2%	1%	
3=Worse than I expected	9%	6%	
4=About what I expected	35%	37%	
5=Better than I expected	22%	25%	
6=Quite a bit better than I expected	10%	12%	
7=Much better than expected	17%	14%	
Rate your overall satisfaction with your experience here thus far.	5.26	5.46	-0.20 **
1=Not satisfied at all	2%	1%	
2=Not very satisfied	2%	2%	
3=Somewhat dissatisfied	7%	5%	
4=Neutral	16%	11%	
5=Somewhat satisfied	15%	17%	
6=Satisfied	36%	41%	
7=Very satisfied	18%	19%	
All in all, if you had to do it over, would you enroll here again?	5.80	5.72	0.08
1=Definitely not	2%	2%	
2=Probably not	2%	4%	
3=Maybe not	2%	3%	
4=I don't know	7%	8%	
5=Maybe yes	12%	10%	
6=Probably yes	31%	32%	
7=Definitely yes	40%	38%	

Merritt College - 4/2011
Demographics

Expand All
Collapse All

▼ Gender	N	%
Female	339	68.76%
Male	154	31.24%
Total	493	100.00%
No Answer	48	

▼ Age	N	%
18 and under	12	2.44%
19 to 24	148	30.14%
25 to 34	130	26.48%
35 to 44	73	14.87%
45 and over	128	26.07%
Total	491	100.00%
No Answer	50	

▼ Ethnicity / Race	N	%
African-American	159	32.85%
American Indian or Alaskan Native	10	2.07%
Asian or Pacific Islander	91	18.80%
Caucasian/White	84	17.36%
Hispanic	72	14.88%
Other race	33	6.82%
Race - Prefer not to respond	35	7.23%
Total	484	100.00%
No Answer	57	

▼ Current Enrollment Status	N	%
Day	288	62.34%
Evening	170	36.80%
Weekend	4	0.87%
Total	462	100.00%
No Answer	79	

▼ Current Class Load	N	%
Full-time	298	60.82%
Part-time	192	39.18%
Total	490	100.00%
No Answer	51	

▼ Class Level	N	%
1 year or less	245	49.90%
2 years	151	30.75%
3 years	56	11.41%
4 or more years	39	7.94%
Total	491	100.00%
No Answer	50	

▼ Current GPA	N	%
No credits earned	64	13.28%
1.99 or below	14	2.90%
2.0 - 2.49	73	15.15%
2.5 - 2.99	92	19.09%
3.0 - 3.49	122	25.31%
3.5 or above	117	24.27%
Total	482	100.00%
No Answer	59	

▼ Educational Goal	N	%
Associate degree	152	31.93%
Vocational/technical program	31	6.51%
Transfer to another institution	164	34.45%
Certification (initial / renewal)	62	13.03%
Self-improvement/pleasure	16	3.36%
Job-related training	21	4.41%
Other educational goal	30	6.30%
Total	476	100.00%
No Answer	65	

▼ Employment	N	%
Full-time off campus	79	16.09%
Part-time off campus	165	33.60%
Full-time on campus	4	0.81%
Part-time on campus	19	3.87%
Not employed	224	45.62%
Total	491	100.00%
No Answer	50	

▼ Current Residence	N	%
Residence hall	3	0.61%
Own house	77	15.71%
Rent room or apt off campus	210	42.86%
Parent's home	141	28.78%
Other residence	59	12.04%
Total	490	100.00%
No Answer	51	

▼ Residence Classification	N	%
In-state	473	96.53%
Out-of-state	6	1.22%
International (not U.S. citizen)	11	2.24%
Total	490	100.00%
No Answer	51	

▼ Disabilities	N	%
Yes - Disability	89	18.16%
No - Disability	401	81.84%
Total	490	100.00%
No Answer	51	

▼ Institution Was My	N	%
1st choice	334	68.72%
2nd choice	114	23.46%
3rd choice or lower	38	7.82%
Total	486	100.00%
No Answer	55	

▼ Institution Question	N	%
Campus item - Answer 1	15	5.86%
Campus item - Answer 2	4	1.56%
Campus item - Answer 3	15	5.86%
Campus item - Answer 4	8	3.13%
Campus item - Answer 5	198	77.34%
Campus item - Answer 6	16	6.25%

Total	256	100.00%
No Answer	285	


Group Code	N	%
0002	6	1.39%
0003	1	0.23%
0005	3	0.70%
0007	8	1.86%
0009	1	0.23%
0011	1	0.23%
0012	1	0.23%
0017	1	0.23%
0018	1	0.23%
0020	1	0.23%
0021	2	0.46%
0025	1	0.23%
0026	1	0.23%
0027	2	0.46%
0034	6	1.39%
0037	1	0.23%
0039	2	0.46%
0046	1	0.23%
0051	37	8.58%
0053	65	15.08%
0064	2	0.46%
0065	11	2.55%
0070	5	1.16%
0071	5	1.16%
0077	13	3.02%
0078	33	7.66%
0079	21	4.87%
0080	5	1.16%
0086	6	1.39%
0087	1	0.23%
0111	1	0.23%
0112	7	1.62%
0124	1	0.23%
0200	1	0.23%
0206	3	0.70%
0207	3	0.70%
0209	1	0.23%
0210	79	18.33%
0216	1	0.23%
0217	1	0.23%
0221	4	0.93%
0238	11	2.55%
0241	10	2.32%
0243	1	0.23%
0244	1	0.23%
0245	1	0.23%
0247	1	0.23%
0249	3	0.70%
0250	18	4.18%
0258	1	0.23%
0261	3	0.70%
0270	1	0.23%
0271	32	7.42%
0328	1	0.23%
0710	1	0.23%
Total	431	100.00%
No Answer	110	

Noel-Levitz®

**Reviewing Your Satisfaction Data:
Merritt College**

Julie Bryant
Associate Vice President of Retention Solutions
September 24, 2014

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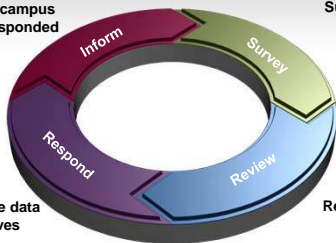


Welcome

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/SSISite/InterpretiveGuides

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	392	60.92%
Male	152	31.48%
Total	484	100%
No Answer	25	

Age

	N	%
18 and under	30	6.19%
19 to 24	354	42.06%
25 to 34	119	24.33%
35 to 44	60	12.37%
45 and over	73	15.05%
Total	488	100%
No Answer	24	

Ethnicity/Race

	N	%
African-American	154	32.08%
American Indian or Alaskan Native	6	1.24%
Asian or Pacific Islander	55	11.46%
Caucasian/White	79	16.25%

Current Residence

	N	%
Residence hall	2	0.41%
Own house	63	13.07%
Rent room or apt off campus	177	36.52%
Parent's home	188	38.21%
Other residence	61	12.68%
Total	481	100%
No Answer	27	

Residence Classification

	N	%
In-state	466	96.50%
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	11.30%
No - Disability	424	88.70%
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	8.26	5.18 / 1.58	1.08	8.22	5.28 / 1.36	0.96	-0.08		
Instructional Effectiveness	8.20	5.22 / 1.19	1.03	8.25	5.46 / 1.10	0.79	-0.24***		
Registration Effectiveness	8.20	5.12 / 1.52	1.08	8.23	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 / 1.33	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	5.54 / 1.11	0.70	-0.35***		
Campus Support Services	5.70	4.83 / 1.20	0.87	5.67	5.08 / 1.21	0.62	-0.32***		
Responsiveness to Diverse Populations		5.29 / 1.36			5.96 / 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 103274 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	8.26	5.18 / 1.58	1.08	8.22	5.28 / 1.36	0.96	-0.08		
11. My academic advisor is approachable	6.32	5.30 / 1.55	0.94	6.28	5.44 / 1.65	0.84	-0.06		
32. My academic advisor is knowledgeable about my program requirements	6.30	5.23 / 1.62	1.07	6.35	5.43 / 1.98	0.92	-0.20*		
12. My academic advisor helps me set goals to work toward	6.29	5.32 / 1.64	0.97	6.09	5.00 / 1.75	1.01	0.24**		
40. My academic advisor is knowledgeable about the transfer requirements of other schools	6.25	5.14 / 1.68	1.11	6.22	5.19 / 1.67	1.03	-0.05		
25. My academic advisor is concerned about my success as an individual	6.23	5.05 / 1.69	1.19	6.18	5.11 / 1.74	1.07	-0.06		
13. This school does whatever it can to help me reach my educational goals	6.23	5.05 / 1.56	1.23	6.27	5.30 / 1.52	0.97	-0.32***		
44. Counseling staff care about students as individuals	6.19	5.13 / 1.61	1.06	6.11	5.20 / 1.55	0.85	-0.13		
Instructional Effectiveness	6.26	5.22 / 1.19	1.03	6.25	5.46 / 1.10	0.79	-0.24***		
Registration Effectiveness	6.20	5.12 / 1.52	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 / 1.33	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***		

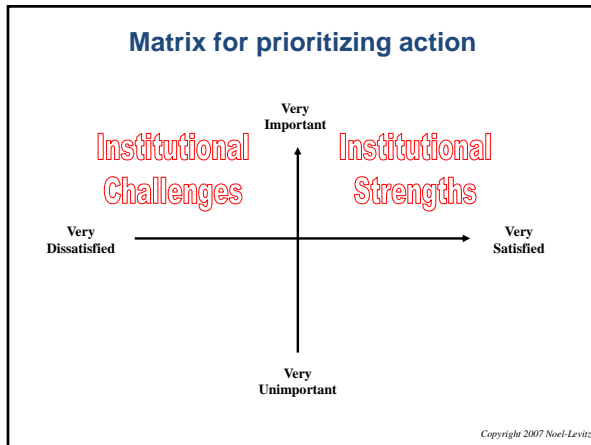
- ### Merritt College 2014: Scales listed in descending order of importance to students
1. Academic advising
 2. Instructional effectiveness
 3. Registration effectiveness
 4. Concern for the Individual
 5. Safety and security
 6. Admissions and financial aid
 7. Academic services
 8. Student centeredness
 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	Merritt College - SSI	National Community Colleges
11. Classes are scheduled at times that are convenient for me.	0.56 / 1.29 / 1.05 / 0.26	0.46 / 1.02 / 1.01 / 0.94
12. The quality of instruction exceeds in most of my classes in excellent.	0.48 / 0.91 / 1.40 / 0.07	0.46 / 0.91 / 1.36 / 0.05
13. I am able to experience intellectual growth here.	0.44 / 0.61 / 1.40 / 0.03	0.30 / 0.79 / 1.30 / 0.09
14. The campus is safe and secure for all students.	0.42 / 0.34 / 1.43 / 0.08	0.36 / 0.68 / 1.34 / 0.08
15. There is a good variety of courses provided on this campus.	0.41 / 0.20 / 1.43 / 0.21	0.40 / 0.42 / 1.37 / 0.00
16. Program requirements are clear and reasonable.	0.36 / 0.02 / 1.74 / 0.34	0.24 / 0.34 / 1.08 / 0.96
17. Campus item 3	0.30 / 0.36 / 1.42 / 0.00	0.30 / 0.67 / 1.42 / 0.00
18. Campus item 4	0.34 / 0.77 / 1.38 / 0.07	
19. Faculty are fair and unbiased in their treatment of individual students.	0.30 / 0.32 / 1.01 / 0.01	0.32 / 0.50 / 1.40 / 0.74
20. My academic advisor is knowledgeable about my program requirements.	0.30 / 0.23 / 1.42 / 0.07	0.36 / 0.43 / 1.08 / 0.02
21. My academic advisor helps me set goals to work toward.	0.29 / 0.32 / 1.04 / 0.07	0.09 / 0.08 / 1.75 / 0.01
22. Faculty are knowledgeable about the transfer requirements of other schools.	0.28 / 0.08 / 1.39 / 0.00	0.07 / 0.02 / 1.34 / 0.00
23. Campus item 5	0.28 / 0.11 / 1.08 / 1.07	
24. Admissions staff are knowledgeable.	0.27 / 0.22 / 1.06 / 0.00	0.46 / 1.46 / 0.77 / 0.23
25. Parking lots are well-lighted and secure.	0.26 / 0.01 / 1.04 / 0.26	0.15 / 0.26 / 1.42 / 0.00
26. Students are notified early in the term if they are doing poorly in a class.	0.26 / 0.46 / 1.00 / 1.00	0.22 / 0.36 / 1.75 / 1.26
27. My academic advisor is knowledgeable about the transfer requirements of other schools.	0.26 / 0.14 / 1.00 / 1.11	0.22 / 0.19 / 1.47 / 0.03
28. My academic advisor is concerned about my success as an individual student.	0.23 / 0.05 / 1.09 / 1.00	0.16 / 0.11 / 1.74 / 1.07
29. It is an enjoyable experience to be a student on this campus.	0.23 / 0.40 / 1.00 / 0.77	0.20 / 0.55 / 1.46 / 0.00

Merritt College - SSI - 05/2014

Noel-Levitz Student Satisfaction Inventory

Strategic Planning Overview

Item	Merritt College - SSI	National Community Colleges
11. Classes are scheduled at times that are convenient for me.	0.56 / 1.29 / 1.05 / 0.26	0.46 / 1.02 / 1.01 / 0.94
12. The quality of instruction exceeds in most of my classes in excellent.	0.48 / 0.91 / 1.40 / 0.07	0.46 / 0.91 / 1.36 / 0.05
13. I am able to experience intellectual growth here.	0.44 / 0.61 / 1.40 / 0.03	0.30 / 0.79 / 1.30 / 0.09
14. The campus is safe and secure for all students.	0.42 / 0.34 / 1.43 / 0.08	0.36 / 0.68 / 1.34 / 0.08
15. There is a good variety of courses provided on this campus.	0.41 / 0.20 / 1.43 / 0.21	0.40 / 0.42 / 1.37 / 0.00
16. Program requirements are clear and reasonable.	0.36 / 0.02 / 1.74 / 0.34	0.24 / 0.34 / 1.08 / 0.96
17. Campus item 3	0.30 / 0.36 / 1.42 / 0.00	0.30 / 0.67 / 1.42 / 0.00
18. Campus item 4	0.34 / 0.77 / 1.38 / 0.07	
19. Faculty are fair and unbiased in their treatment of individual students.	0.30 / 0.32 / 1.01 / 0.01	0.32 / 0.50 / 1.40 / 0.74
20. My academic advisor is knowledgeable about my program requirements.	0.30 / 0.23 / 1.42 / 0.07	0.36 / 0.43 / 1.08 / 0.02
21. My academic advisor helps me set goals to work toward.	0.29 / 0.32 / 1.04 / 0.07	0.09 / 0.08 / 1.75 / 0.01
22. Faculty are knowledgeable about the transfer requirements of other schools.	0.28 / 0.08 / 1.39 / 0.00	0.07 / 0.02 / 1.34 / 0.00
23. Campus item 5	0.28 / 0.11 / 1.08 / 1.07	
24. Admissions staff are knowledgeable.	0.27 / 0.22 / 1.06 / 0.00	0.46 / 1.46 / 0.77 / 0.23
25. Parking lots are well-lighted and secure.	0.26 / 0.01 / 1.04 / 0.26	0.15 / 0.26 / 1.42 / 0.00
26. Students are notified early in the term if they are doing poorly in a class.	0.26 / 0.46 / 1.00 / 1.00	0.22 / 0.36 / 1.75 / 1.26
27. My academic advisor is knowledgeable about the transfer requirements of other schools.	0.26 / 0.14 / 1.00 / 1.11	0.22 / 0.19 / 1.47 / 0.03
28. My academic advisor is concerned about my success as an individual student.	0.23 / 0.05 / 1.09 / 1.00	0.16 / 0.11 / 1.74 / 1.07
29. It is an enjoyable experience to be a student on this campus.	0.23 / 0.40 / 1.00 / 0.77	0.20 / 0.55 / 1.46 / 0.00

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

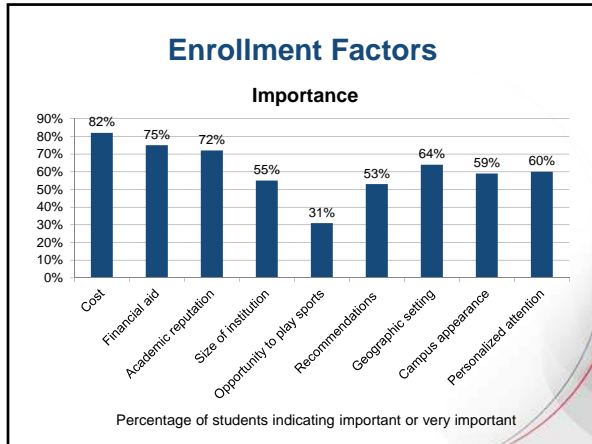
Print Entire Report | Print This Section

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 item on the survey. It 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.	93%	87%	12%	91%	85%	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.	72%	46%	24%	63%	49%	14%	-3%
5. The personnel/department in registration are helpful.	71%	47%	24%	81%	57%	24%	-10%
6. My academic advisor is approachable.	61%	36%	27%	61%	40%	23%	-4%
7. Adequate financial aid is available for most students.	60%	46%	17%	60%	57%	26%	-6%
8. Classes are scheduled at times that are convenient for me.	56%	54%	36%	68%	61%	27%	-7%
9. Internships or practical experiences are provided in my degree/certificate program.	79%	42%	36%	72%	42%	27%	-3%
10. Child care facilities are available on campus.	59%	42%	19%	41%	50%	11%	10%
11. Security staff respond quickly in emergencies.	77%	41%	36%	73%	43%	28%	-4%
12. My academic advisor helps me set goals to work toward.	63%	36%	27%	76%	49%	27%	7%
13. Financial aid awards are announced to students in time to be helpful in college planning.	71%	42%	36%	75%	48%	31%	-6%
14. Library resources and services are adequate.	66%	46%	24%	79%	66%	13%	-20%
15. I am able to register for classes I need with few conflicts.	67%	52%	35%	67%	59%	28%	-7%
16. The college shows concern for students as individuals.	66%	36%	42%	76%	49%	29%	-11%
17. Personnel in the Veterans' Services program are helpful.	47%	22%	20%	44%	21%	19%	-8%
18. The quality of instruction I receive in most of my classes is excellent.	67%	62%	23%	69%	63%	25%	-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%	-9%
65. Students are notified early in the term if they are doing poorly in a class.	61%	32%	49%	60%	46%	24%	-12%
66. Program requirements are clear and understandable.	64%	51%	20%	64%	62%	22%	-5%
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%	53%	28%	61%	71%	10%	-16%
69. There is a good variety of courses provided on this campus.	64%	57%	27%	65%	65%	22%	-6%
70. I am able to experience intellectual growth here.	66%	64%	24%	66%	69%	17%	-6%
71. Campus Item 1.	68%	66%	20%				
72. Campus Item 2.	76%	62%	16%				
73. Campus Item 3.	69%	67%	24%				
74. Campus Item 4.	64%	66%	19%				
75. Campus Item 5.	64%	65%	19%				
76. Campus Item 6.	61%	49%	32%				
77. Campus Item 7.	62%	49%	33%				
78. Campus Item 8.	70%	43%	32%				
79. Campus Item 9.	74%	41%	32%				
80. Campus Item 10.	72%	36%	37%				
81. Institution's commitment to part-time students?						64%	-6%
82. Institution's commitment to evening students?						61%	-6%
83. Institution's commitment to older, returning learners?						63%	-7%
84. Institution's commitment to under-represented populations?						57%	-8%
85. Institution's commitment to commuters?						49%	-10%
86. Institution's commitment to students with disabilities?						62%	-10%
87. Cost as factor in decision to enroll.	62%			64%			
88. Financial aid as factor in decision to enroll.	75%			73%			
89. Academic reputation as factor in decision to enroll.	72%			71%			
90. Size of institution as factor in decision to enroll.	59%			62%			
91. Opportunity to play sports as factor in decision to enroll.	31%			28%			
92. Recommendations from family/friends as factor in decision to enroll.	63%			47%			
93. Geographic setting as factor in decision to enroll.	64%			61%			
94. Campus appearance as factor in decision to enroll.	59%			53%			
95. Personalized attention prior to enrollment as factor in decision to enroll.	62%			59%			

National Group Means are based on 10/27/14 results



Key question

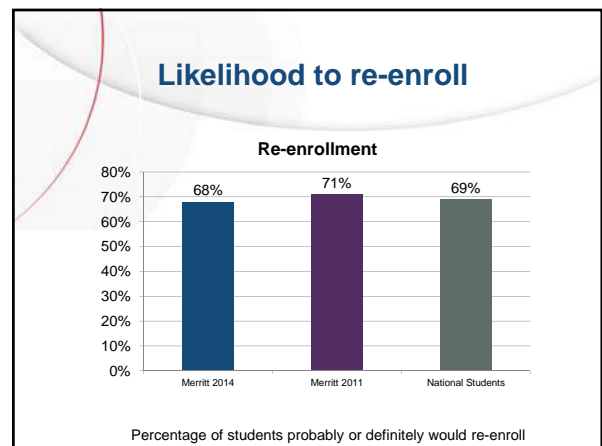
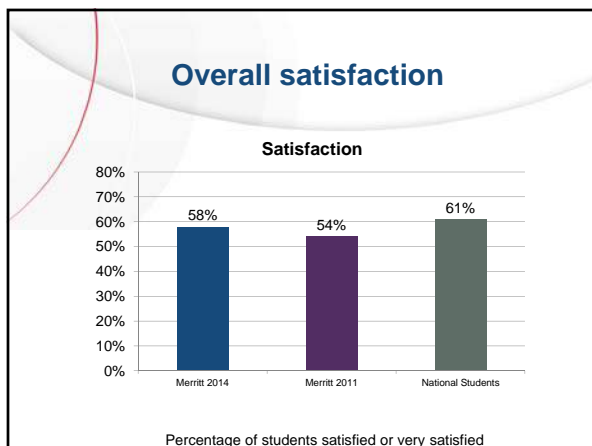
What more can you do to highlight your academic reputation?

Summary scores

Merritt College - SSI - 05/2014

Noel-Levitz Student Satisfaction Inventory

	Merritt College - SSI	National Community Colleges	Difference
So far, how has your college experience met your expectations?	4.30	4.24	0.06
1=Not even close to expected	7%	7%	
2=Quite a bit more than I expected	17%	17%	
3=About what 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	16%	12%	
7=Much better than expected	30%	30%	
8=Are you overall satisfied with your experience here thus far?	5.83	5.87	-0.04
1=Not satisfied at all	1%	1%	
2=Not very satisfied	2%	2%	
3=Somewhat dissatisfied	6%	5%	
4=Satisfied	16%	11%	
5=Somewhat satisfied	54%	57%	
6=Satisfied	20%	14%	
7=Very satisfied	23%	21%	
All in all, if you had to do it over, would you enroll here again?	5.78	5.72	0.06
1=Definitely not	3%	2%	
2=Probably not	2%	4%	
3=Maybe not	2%	3%	
4=Probably yes	6%	8%	
5=Definitely yes	13%	10%	
6=Probably yes	26%	20%	
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 2013				Difference #
	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	
Student Concernedness	6.09	5.19	1.22	0.90	6.15	4.96	1.31	1.19	0.20**
Instructional Effectiveness	6.25	5.22	1.19	1.03	6.28	5.14	1.15	1.11	0.08
Responsiveness to Diverse Populations	5.29	4.26	1.26	1.03	5.27	4.17	1.27	1.10	0.02
Campus Support Services	5.70	4.82	1.20	0.87	5.71	4.76	1.27	0.95	0.07
Safety and Security	6.17	5.07	1.23	1.10	6.12	4.87	1.28	1.25	0.20**
Academic Advising/Counseling	6.28	5.19	1.05	1.09	6.28	5.09	1.42	1.19	0.09
Admissions and Financial Aid	6.18	4.90	1.33	1.22	6.15	4.57	1.64	1.58	0.26***
Academic Services	6.10	5.02	1.23	1.08	6.12	4.87	1.28	1.25	0.18
Registration Effectiveness	6.20	5.12	1.12	1.08	6.24	4.92	1.26	1.32	0.20***
Service Excellence	6.03	4.99	1.17	1.04	6.05	4.77	1.20	1.29	0.22***
Concern for the Individual	6.19	5.09	1.28	1.10	6.20	4.94	1.33	1.26	0.15
Campus Climate	6.08	5.08	1.15	0.99	6.08	4.88	1.24	1.22	0.23***

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

Merritt College - SSI Year to Year - 05/2014

Noel-Levitz Student Satisfaction Inventory

Item Report

Item	May 2014				April 2013				Difference #
	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	
1. Most students feel a sense of belonging here.	5.76	5.52	1.46	0.49	5.68	5.10	1.54	0.58	0.22**
2. Faculty care about me as an individual.	6.09	5.21	1.08	0.88	5.90	5.01	1.07	0.97	0.20**
3. The quality of instruction in the vocational/technical programs is excellent.	6.93	6.32	1.46	0.71	6.11	5.24	1.48	0.87	0.88
4. Security staff are helpful.	5.88	5.62	1.42	0.26	5.74	4.69	1.71	1.09	0.49***
5. The personnel involved in registration are helpful.	6.10	6.00	1.09	0.10	6.20	4.93	1.06	1.27	0.46***
6. My academic advisor helps me set goals to work toward.	6.02	5.30	1.00	0.72	6.25	5.14	1.00	1.12	0.24**
7. Adequate financial aid is available for most students.	6.26	5.22	1.24	1.04	6.27	5.04	1.27	1.23	0.59***
8. Classes are scheduled at times that are convenient for me.	6.08	6.28	1.00	0.26	6.51	5.18	1.02	1.33	0.10
9. Internships or practical experiences are provided in my degree/certificate program.	6.14	4.91	1.08	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	1.46	0.08	6.02	4.78	1.06	1.24	0.31**
12. My academic advisor helps me set goals to work toward.	6.26	5.32	1.04	0.97	6.30	5.09	1.02	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	6.15	4.83	1.20	1.32	0.67***
14. Library resources and services are adequate.	6.20	4.90	1.17	1.30	6.23	4.64	1.00	1.59	0.24**
15. I am able to register for classes I need with few conflicts.	6.41	6.26	1.02	0.15	6.47	4.79	1.08	1.68	0.41***
16. The college offers concern for students as individuals.	6.10	4.68	1.00	1.42	6.22	4.51	1.06	1.71	0.33***
17. Personnel in the Veterans' Services program are helpful.	4.88	4.48	1.33	0.39	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	5.91	1.40	0.57	6.56	5.49	1.51	1.06	0.12
19. This campus provides effective support services for disabled students.	5.43	4.61	1.26	0.76	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	1.00	1.76	0.38***
21. There are a sufficient number of study areas on campus.	5.11	4.86	1.10	0.25	6.11	4.76	1.02	1.35	0.10
22. People on this campus respect and are supportive of each other.	6.00	5.17	1.40	0.83	6.01	4.96	1.00	1.05	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"

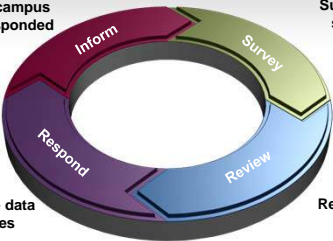
Involve people in the problem solving process

- 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



Three key ways to build on strengths

- 1** Provide positive feedback to the campus
- 2** Use high performing areas as models for other departments
- 3** Incorporate your strengths into your recruitment and marketing messages

Address your challenges

Three key ways to respond to challenges

- 1** Easy, immediate response items, i.e., "just do it"
- 2** Incorporate into long term, strategic plan
- 3** Change perceptions with information

Be ready to respond to the top priority areas that need to be changed



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.

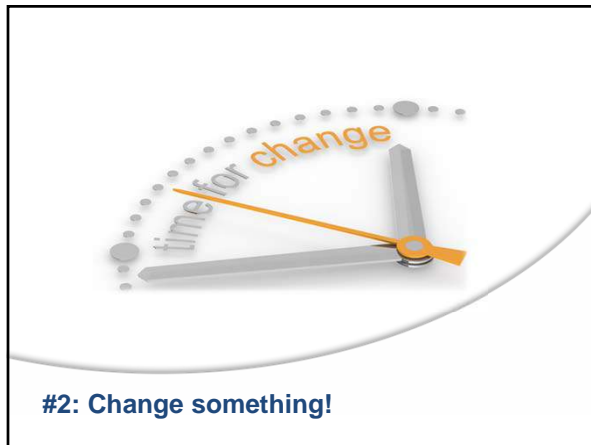
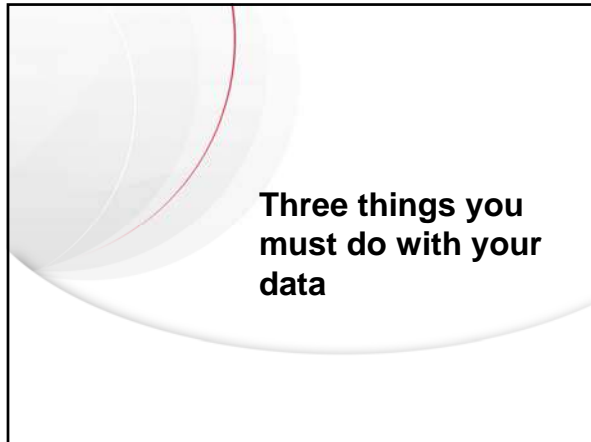


Communicate with leadership, faculty, staff and students



Methods for campus personnel:

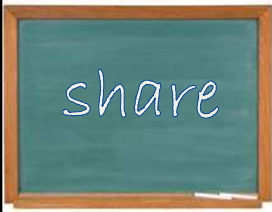
- President's council / leadership groups
- Staff meetings – departmental or institution-wide
- In-service sessions
- Targeted memos with data pertinent to their area
- Supervisory structures
- Newsletters
- Lunch and learns



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



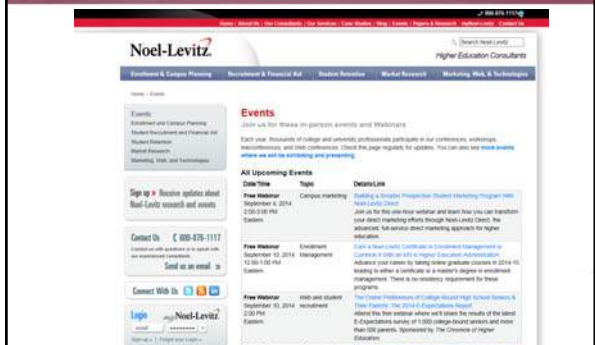
Additional resources

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)

