

Mesa College Student Satisfaction Survey



College Briefing

Prepared by:
SDCCD Office of Institutional Research and Planning
September 11, 2009

Introduction



Overview & Purpose



- Spring 2009 Accreditation Self-Study Process
 - All 3 SDCCCD colleges
 - Continuing Education

- Information from the surveys will be used for:
 - Planning action items
 - Support other planning decisions

- Student Perceptions and Opinions
 - Institutional effectiveness
 - Programs
 - Services
 - Instruction
 - Facilities
 - Overall Satisfaction

- 2009 Student Satisfaction Survey vs. Previous Student Accreditation Survey

Implementation



- District Accreditation Coordinating Committee
 - Survey design
 - Survey instrument
 - Final report and recommendations

- Pre-notification Emails/Letters
 - Individual institutions
 - Survey information

- Survey Administration
 - Fifth through seventh weeks for online surveys
 - Twelfth through thirteenth weeks for in-class surveys
 - Spring 2009 semester
 - 30 minutes to complete

Instrumentation



- The Survey Contained :
 - 92 forced choice items
 - 7 profile items
 - 3 open-ended items

- Face and Content Validity Criteria:
 - Accreditation standards
 - Student perceptions and opinions
 - Perceptually-based
 - Complex processes or systems
 - District Accreditation Coordinating Committee

- Reliability
 - Pilot tested

Methodology



- Online Survey Administration
 - Census

- In-Class Survey Administration
 - Random sample
 - Paper and pencil format
 - One class period

- Pre-Notifications to Faculty
 - Fall semester
 - Spring semester

Sample Design



Mesa Response Rates

Target Sample Size	Response Total	Percent To Target Goal
757	638	84%

Respondent Profile



- Gender
 - Male (54%)
 - Female (46%)

- Age
 - 18-24 years old (58%)

- Ethnicity
 - African American/Black Non-Hispanic (6%)
 - American Indian/Alaskan Native (2%)
 - Asian/Pacific Islander (18%)
 - Filipino (6%)
 - Hispanic/Latino (17%)
 - White Non-Hispanic (46%)
 - Other Non-White (6%)

Respondent Profile



- Primary Institution
 - Mesa (93%)

- Number of Semesters
 - 2 to 6 Semesters (67%)

- Number of Units
 - 10 or more units (59%)

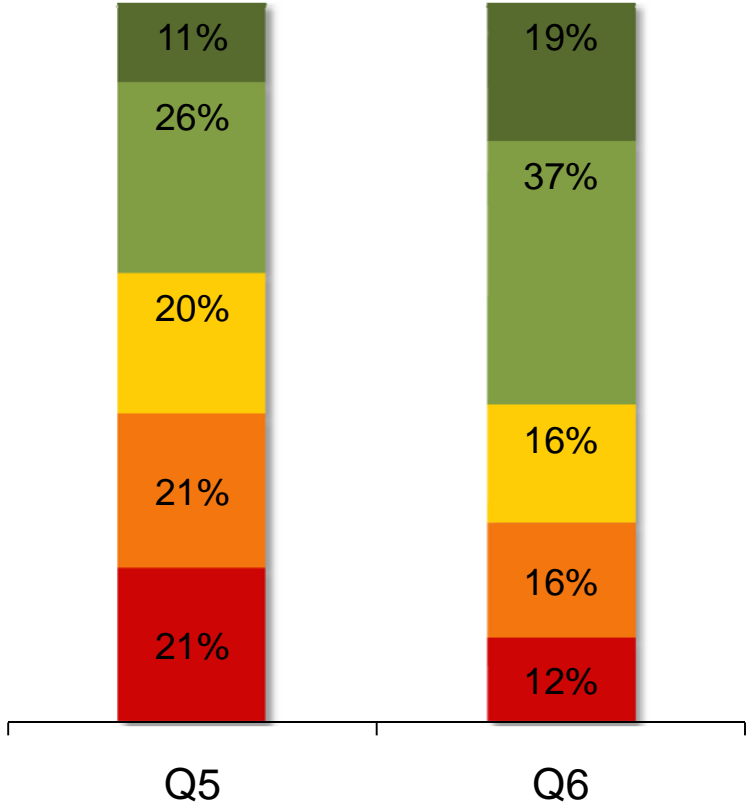
- Modality
 - On Campus (74%)

- Day/Evening Split
 - Day (51%)
 - Evening (49%)

The Findings

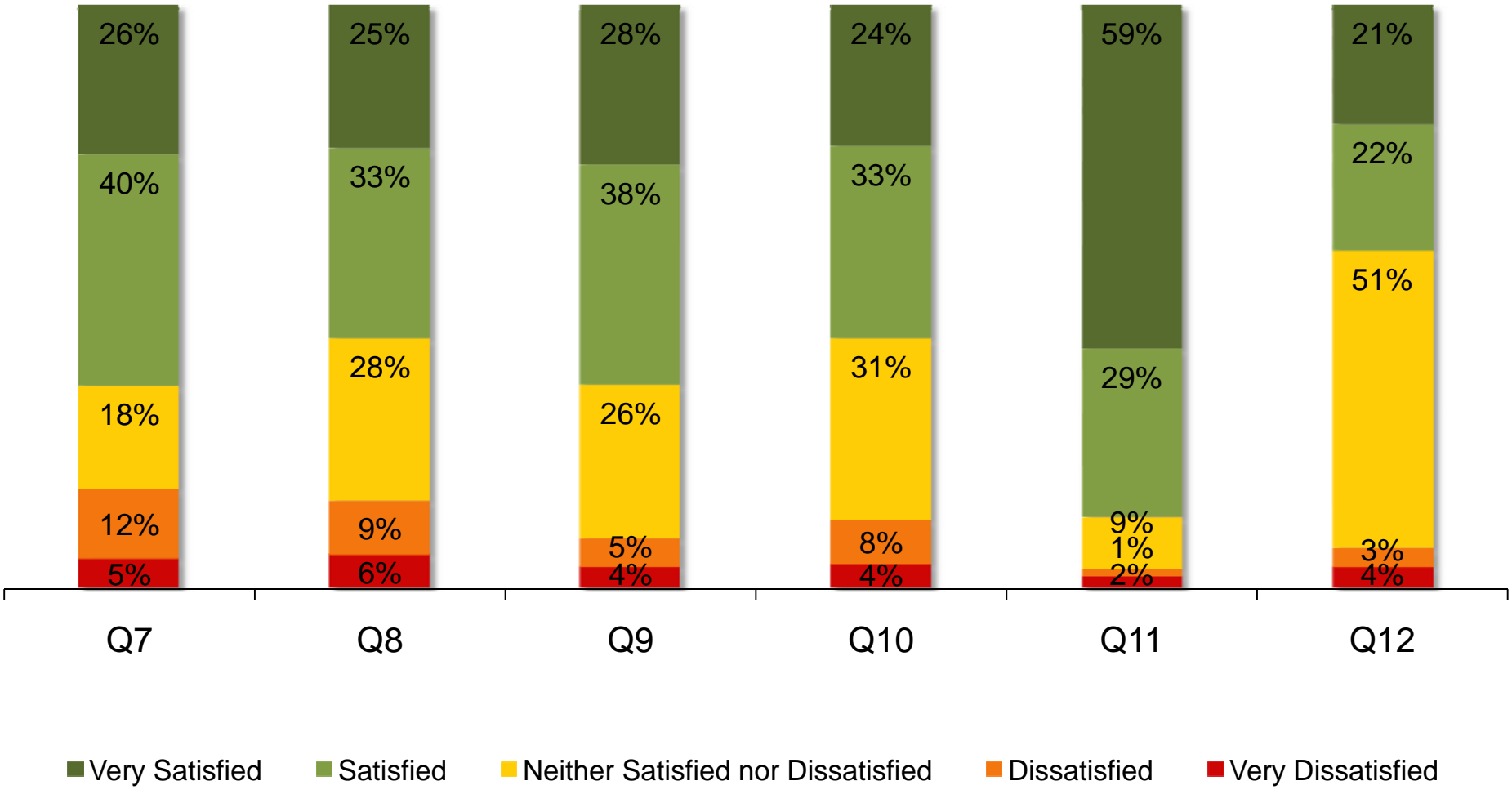


Mission and Policies

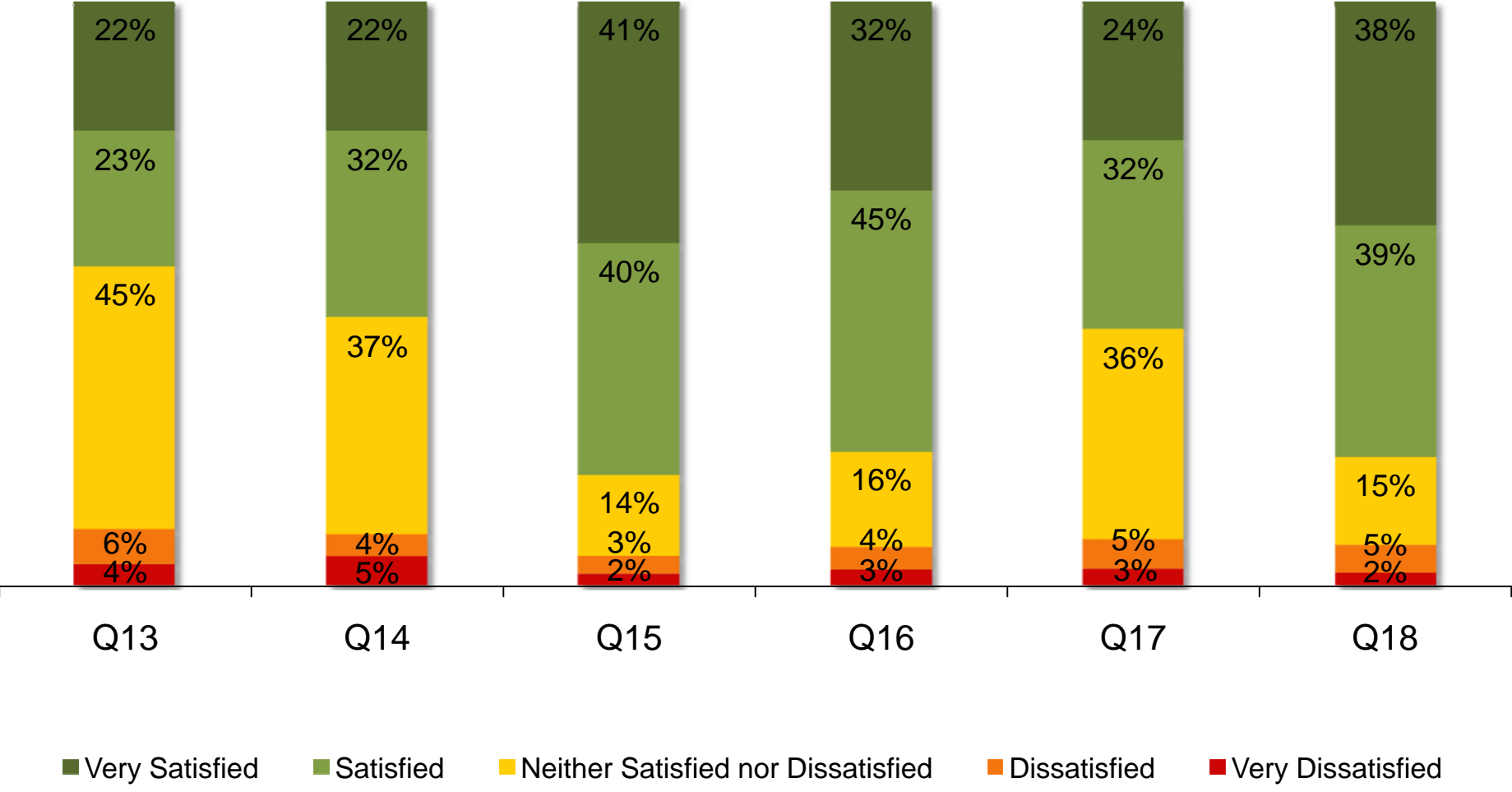


■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

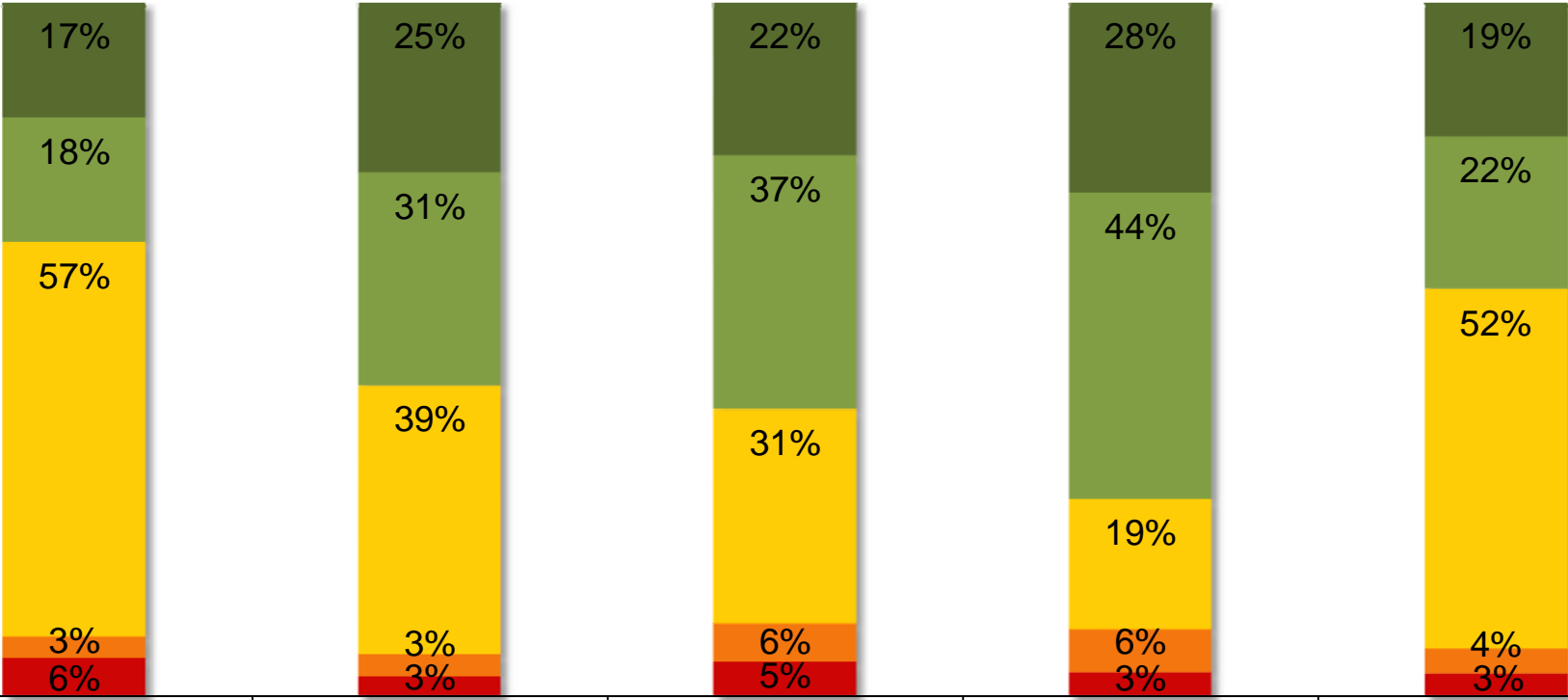
Student Support Services



Student Support Services



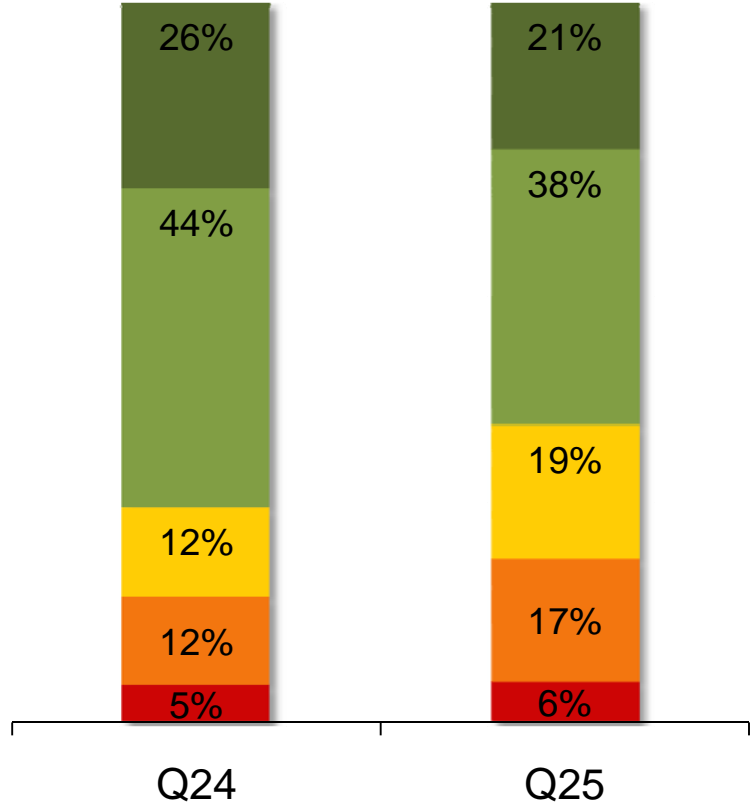
Student Support Services



Q19 Q20 Q21 Q22 Q23

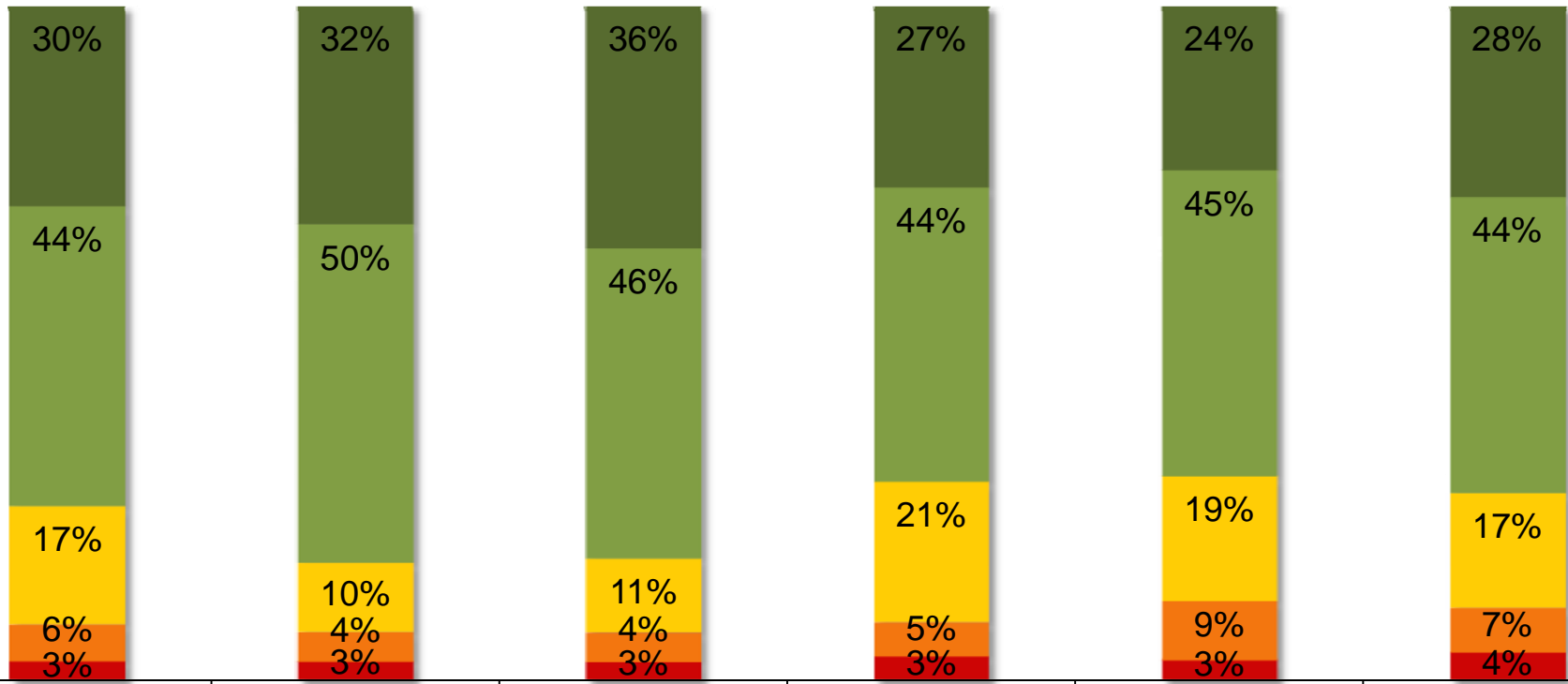
■ Very Satisfied ■ Satisfied ■ Neither Satisfied nor Dissatisfied ■ Dissatisfied ■ Very Dissatisfied

Course Availability



■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

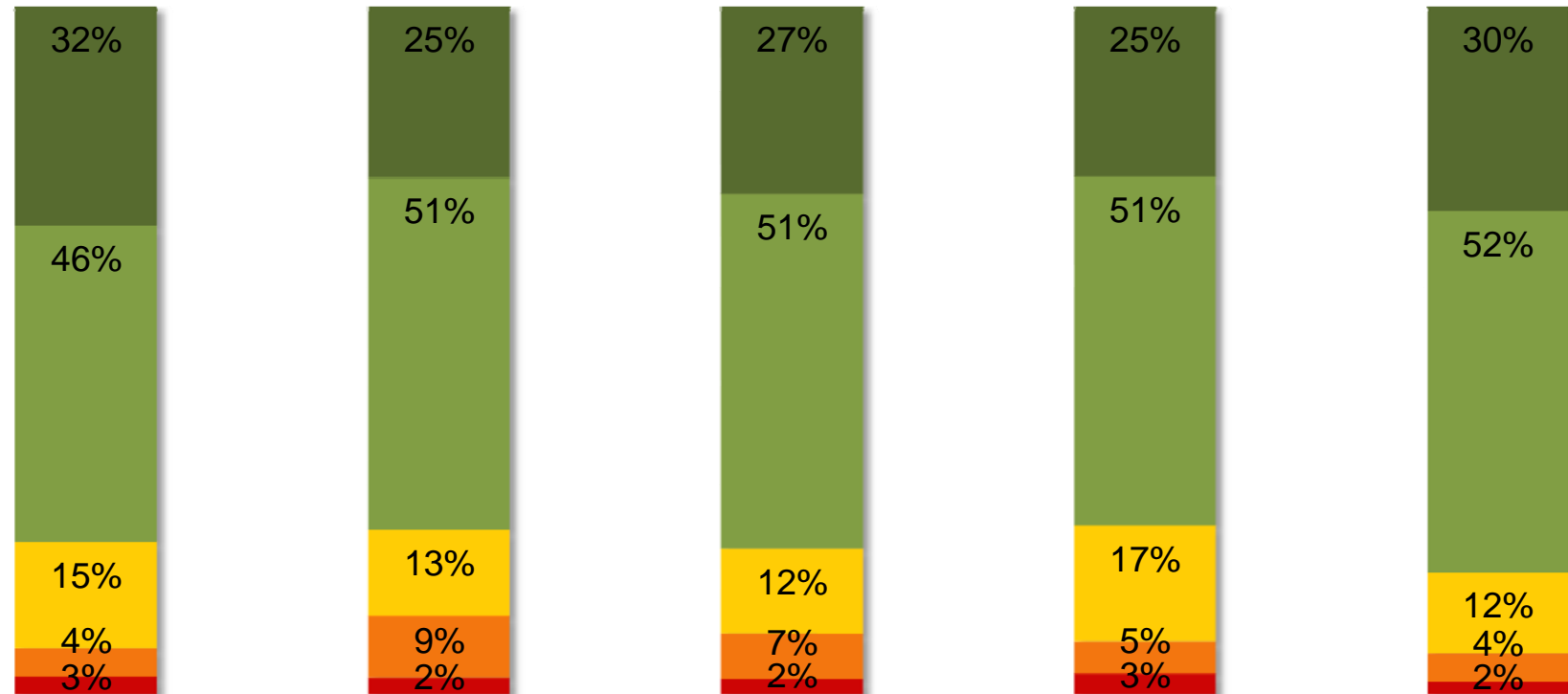
Instruction



Q26 Q27 Q28 Q29 Q30 Q31

■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

Instruction



Q32

Q33

Q34

Q35

Q36

■ Strongly Agree

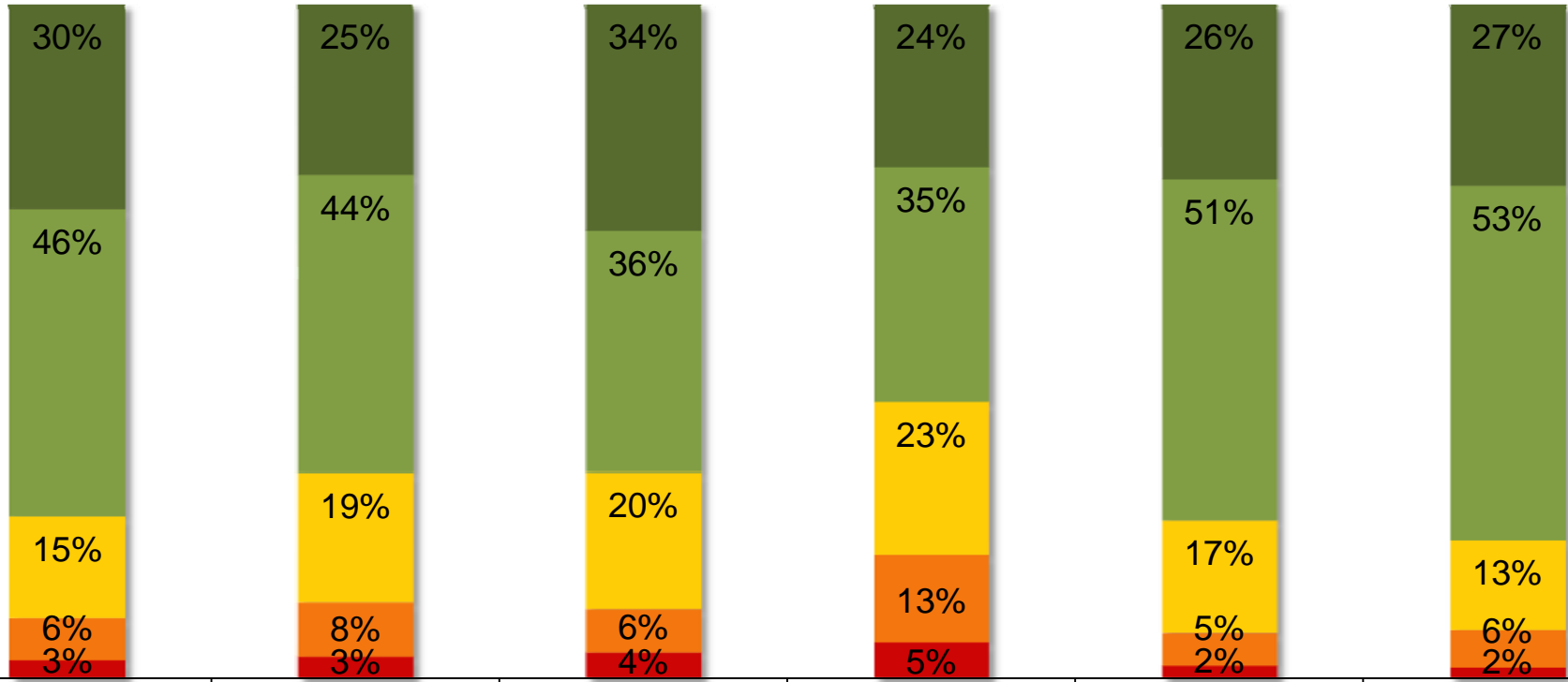
■ Agree

■ Neither Agree nor Disagree

■ Disagree

■ Strongly Disagree

Course Scheduling



Q37

Q38

Q39

Q40

Q41

Q42

■ Strongly Agree

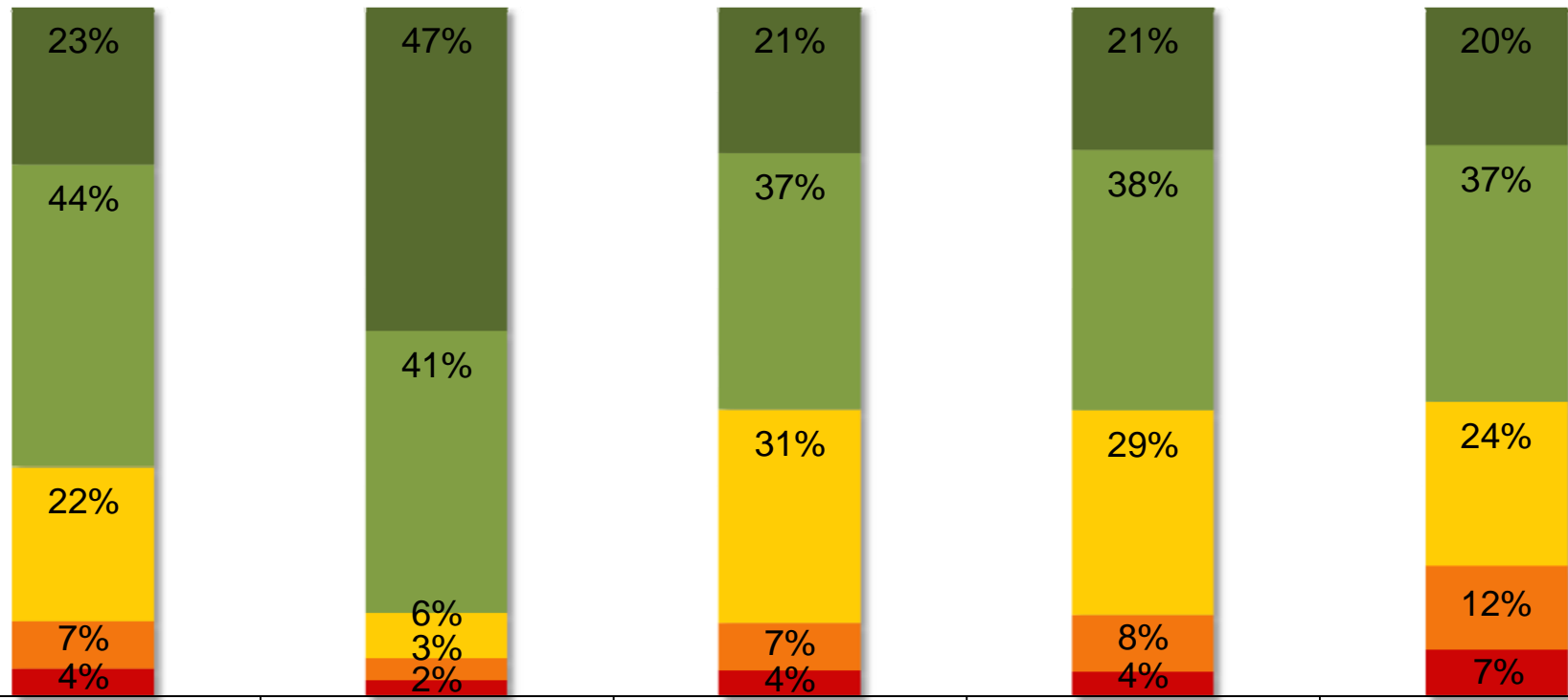
■ Agree

■ Neither Agree nor Disagree

■ Disagree

■ Strongly Disagree

Admission & Course Registration (Matriculation)



Q43

Q44

Q45

Q46

Q47

■ Strongly Agree

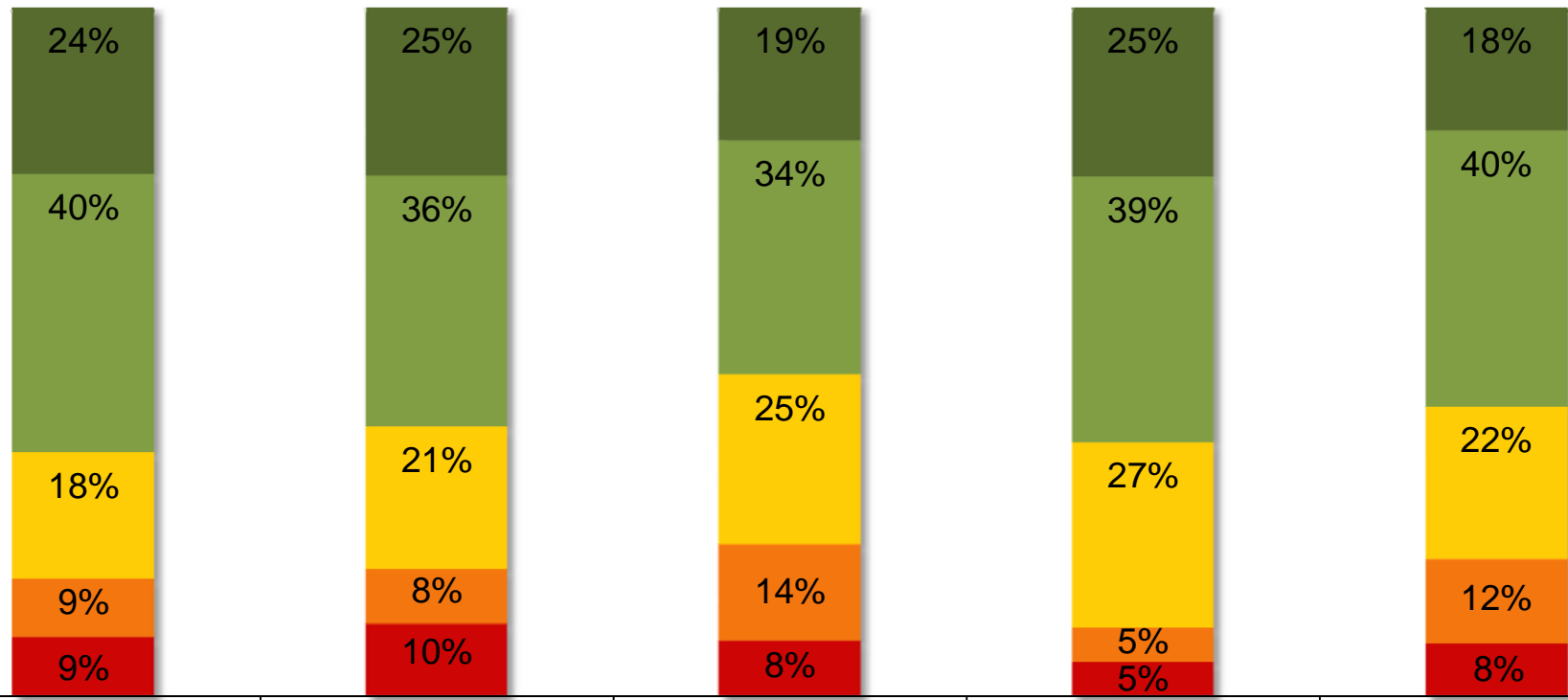
■ Agree

■ Neither Agree nor Disagree

■ Disagree

■ Strongly Disagree

Admission & Course Registration (Matriculation)



Q48

Q49

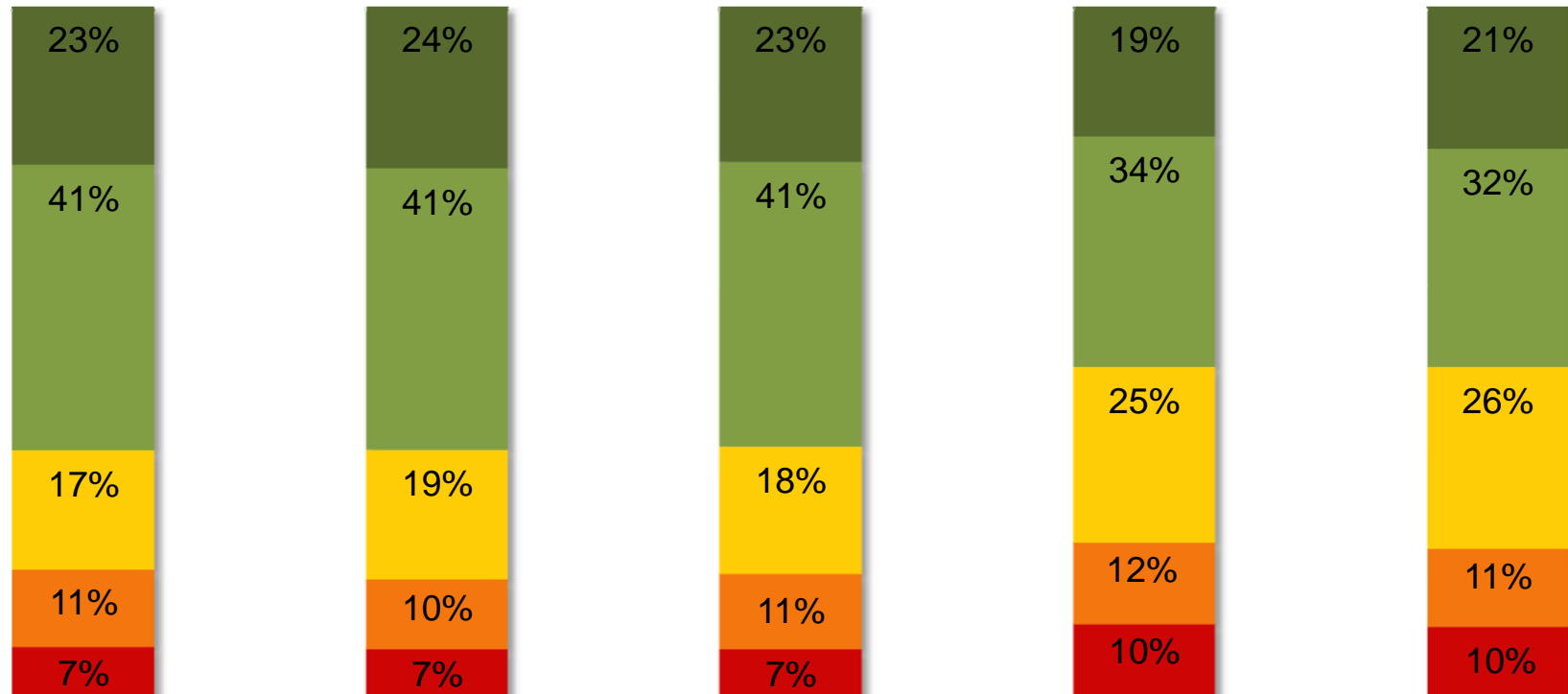
Q50

Q51

Q52

■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

Admission & Course Registration (Matriculation)



Q53

Q54

Q55

Q56

Q57

■ Strongly Agree

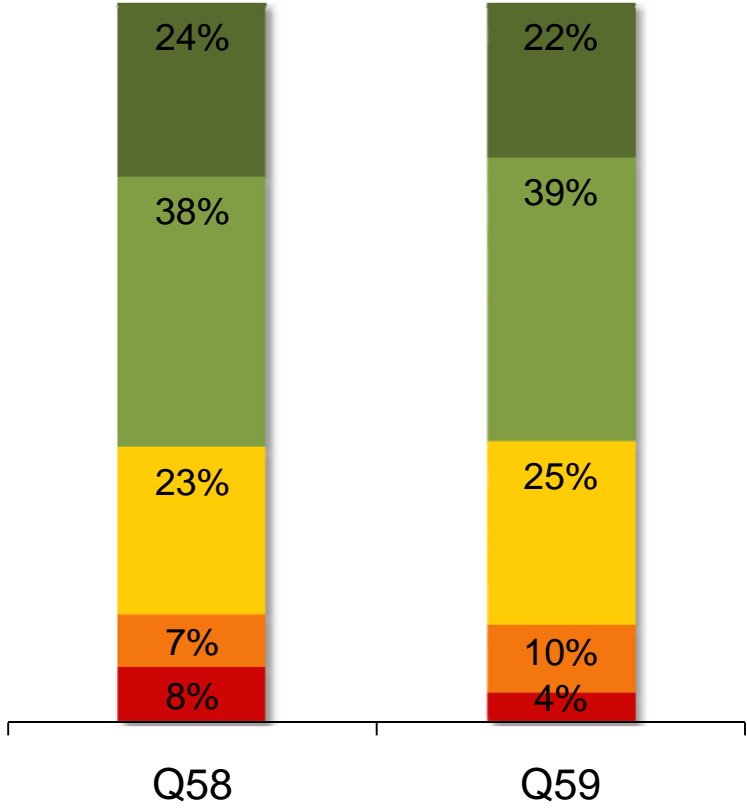
■ Agree

■ Neither Agree nor Disagree

■ Disagree

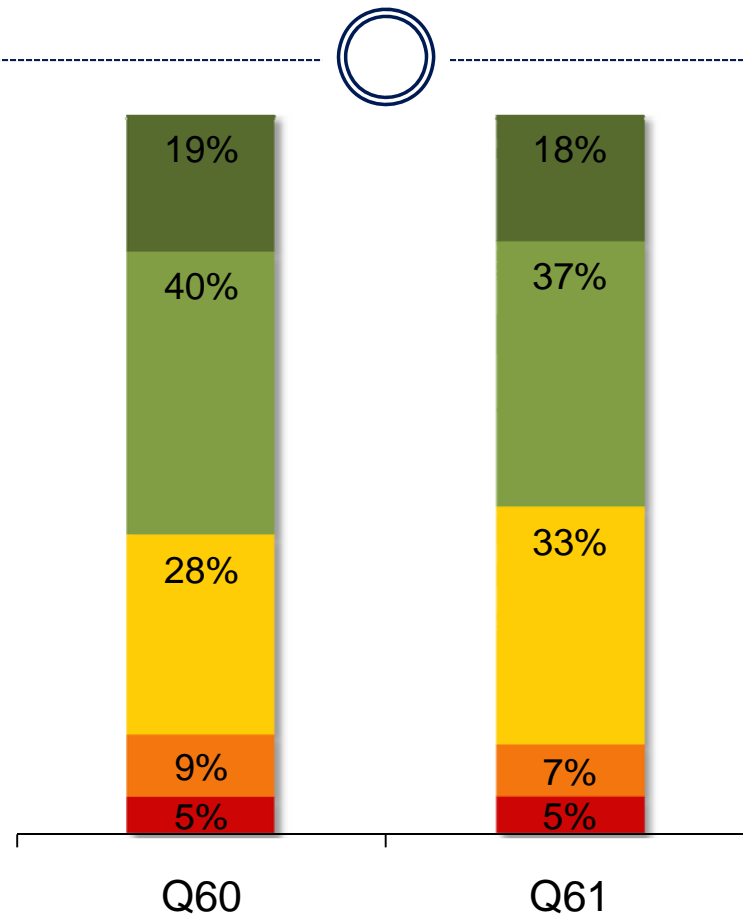
■ Strongly Disagree

Financial Aid and Fees



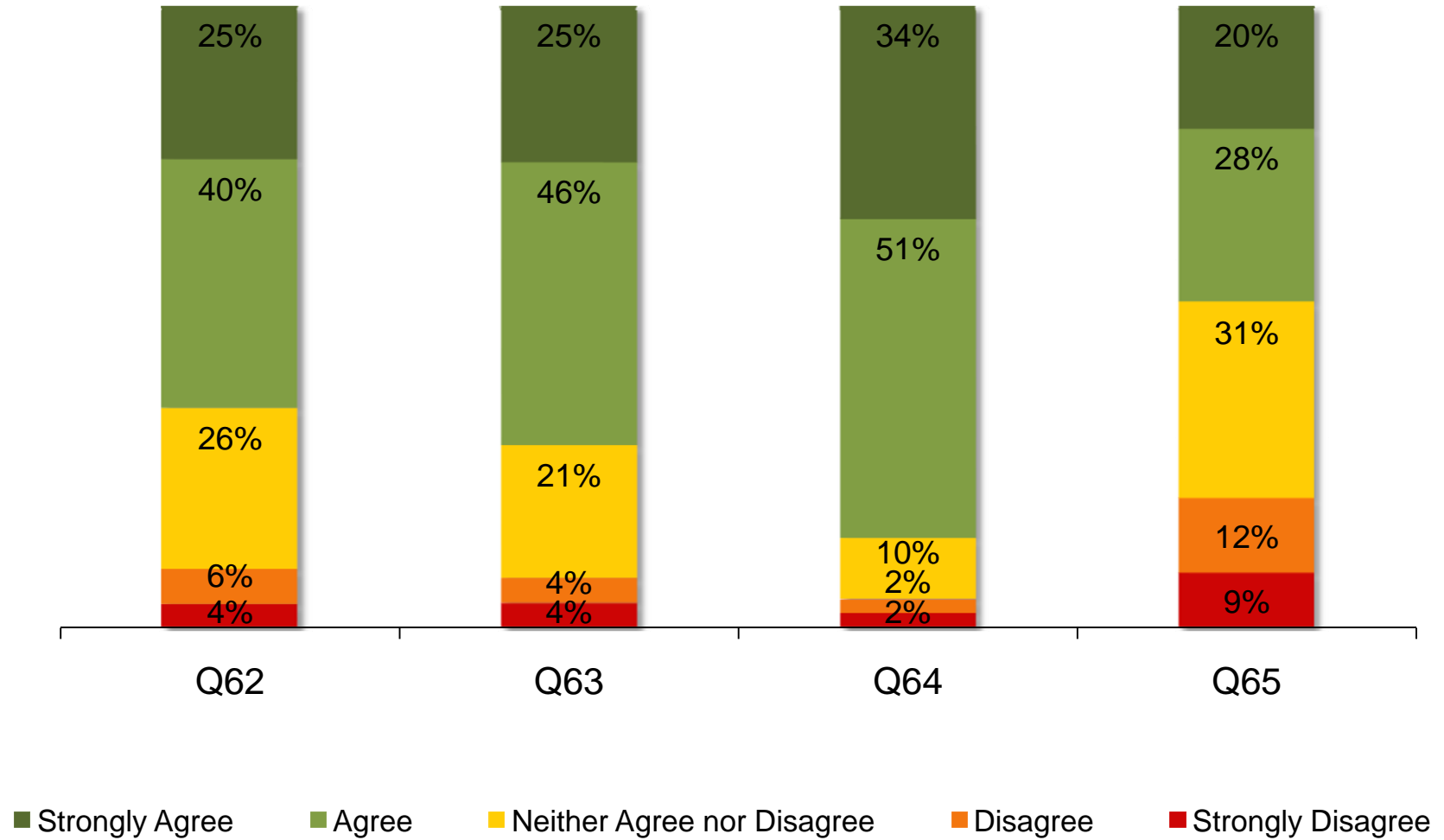
■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

Follow-up of Student Academic Status

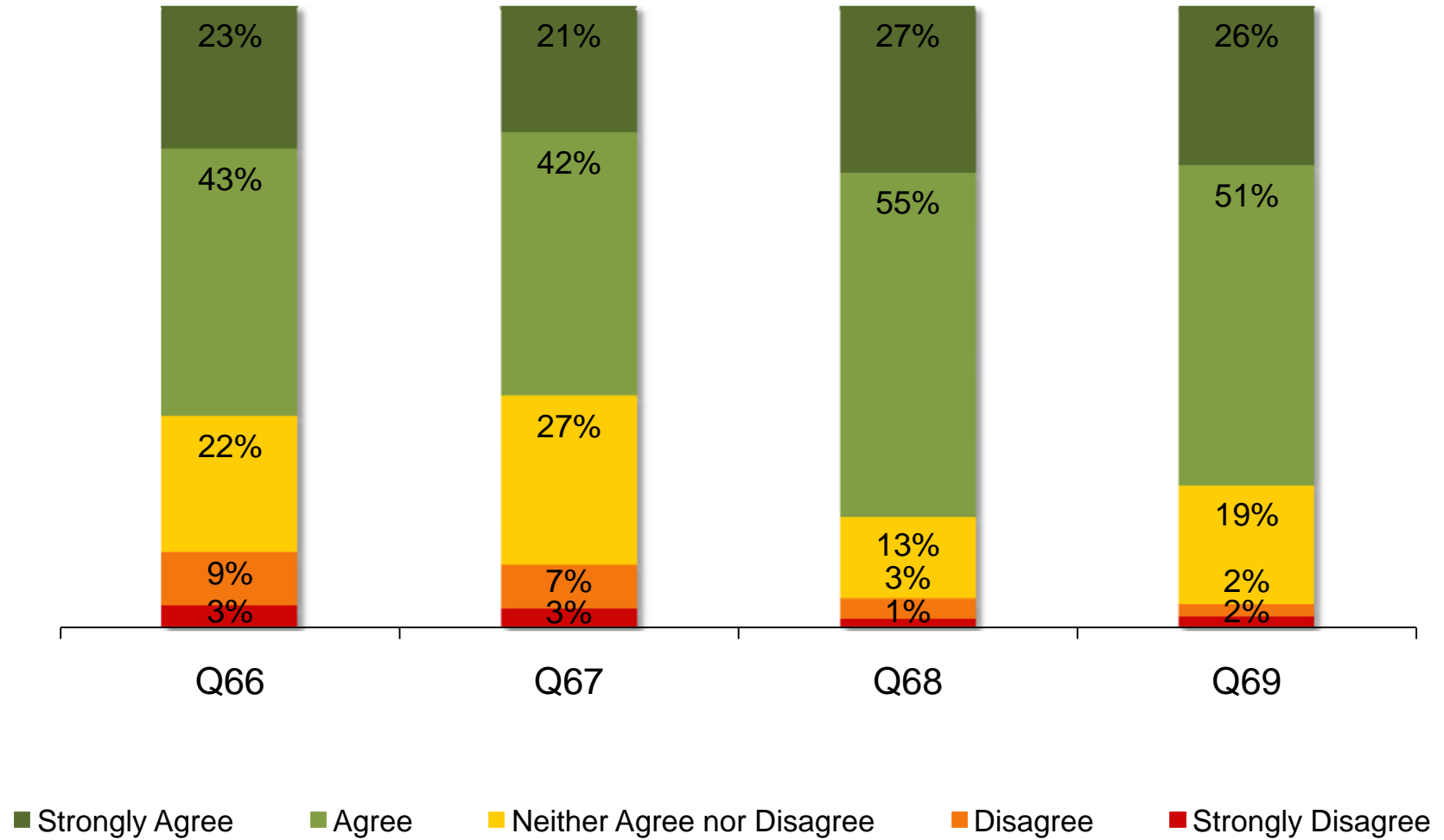


■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

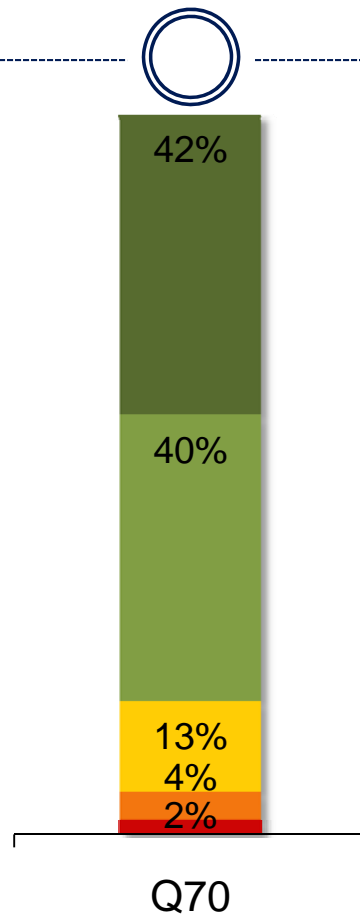
Personal Development



Personal Development

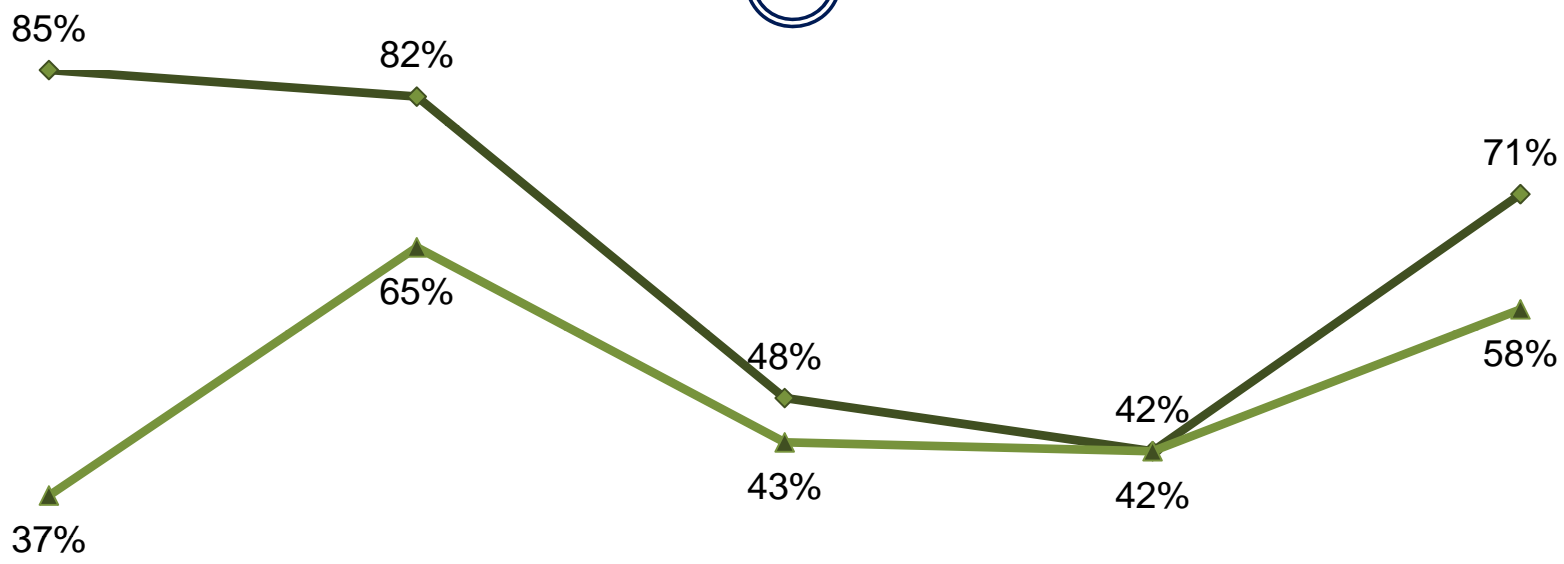


Library and Learning Support Services



■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

Facilities and Organizations



Q71 & Q76

Q72 & Q77

Q73 & Q78

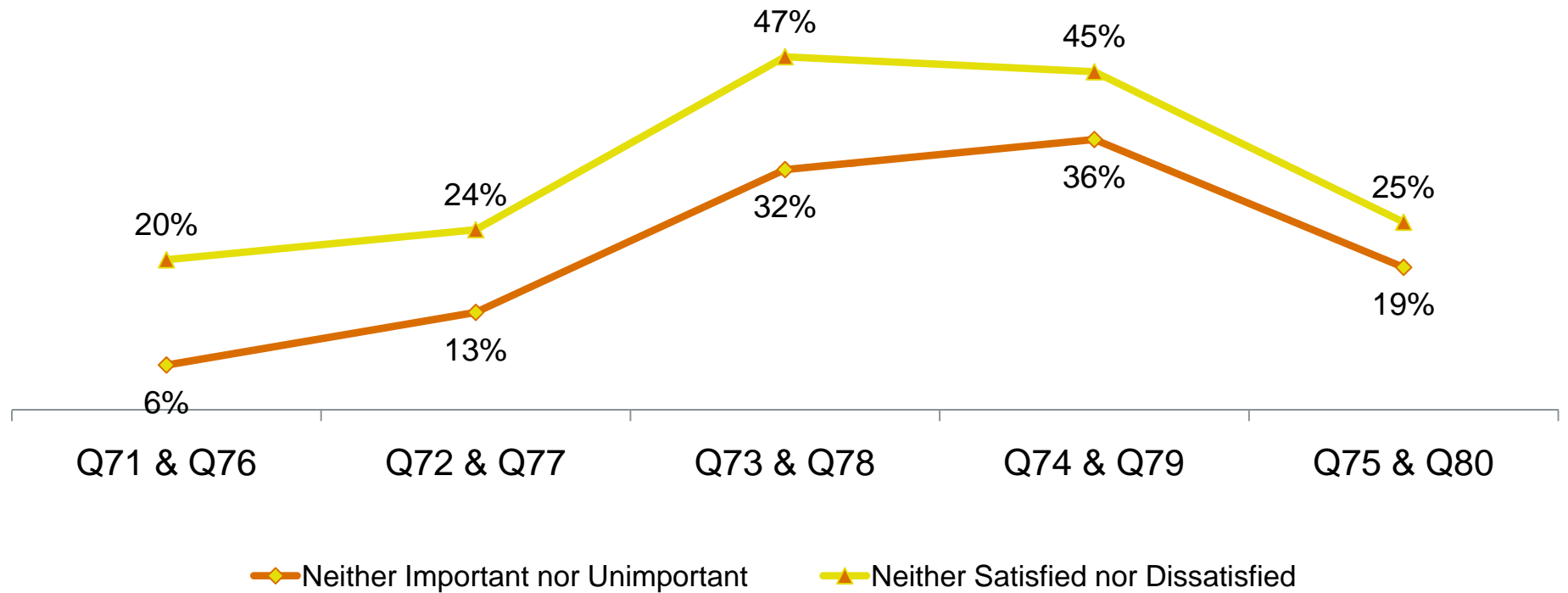
Q74 & Q79

Q75 & Q80

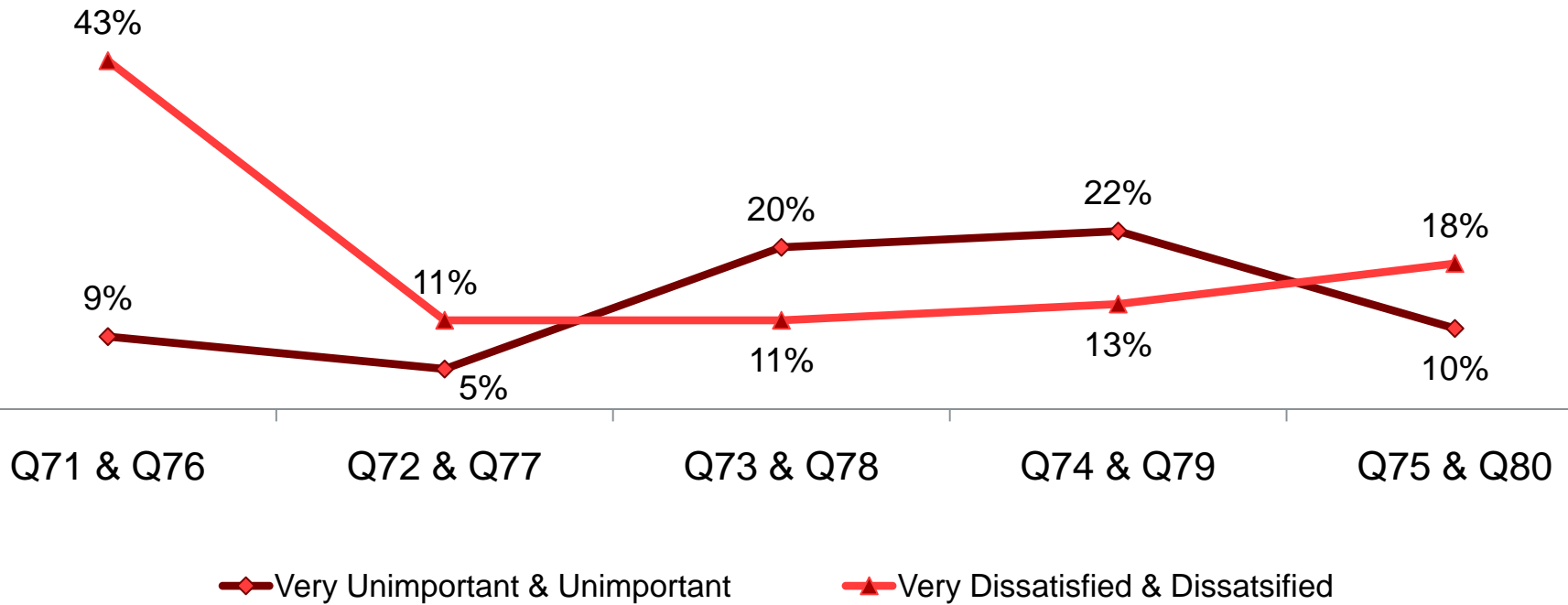
◆ Very Important & Important

▲ Very Satisfied & Satisfied

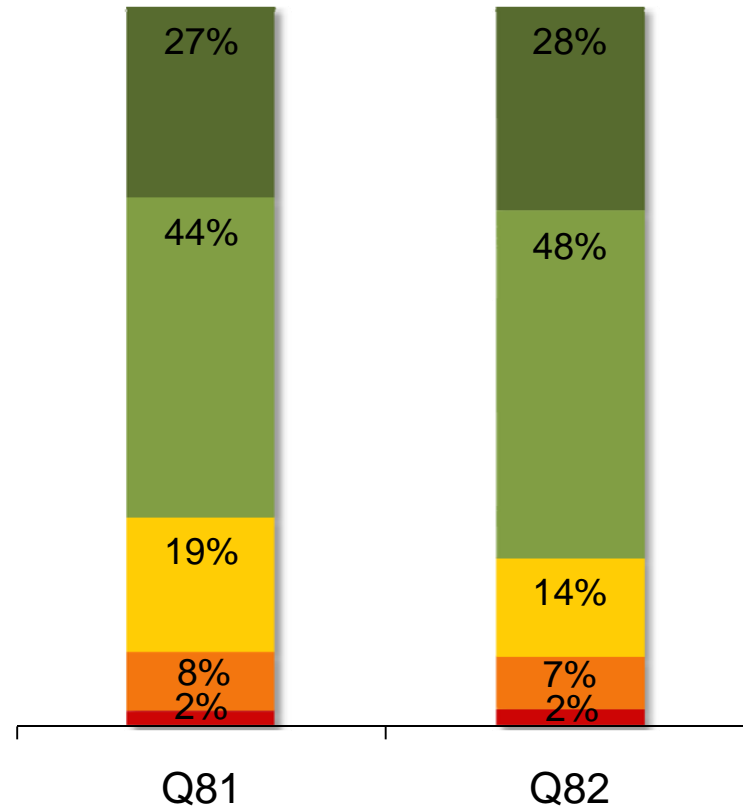
Facilities and Organizations (Neutral)



Facilities and Organizations (Negative)

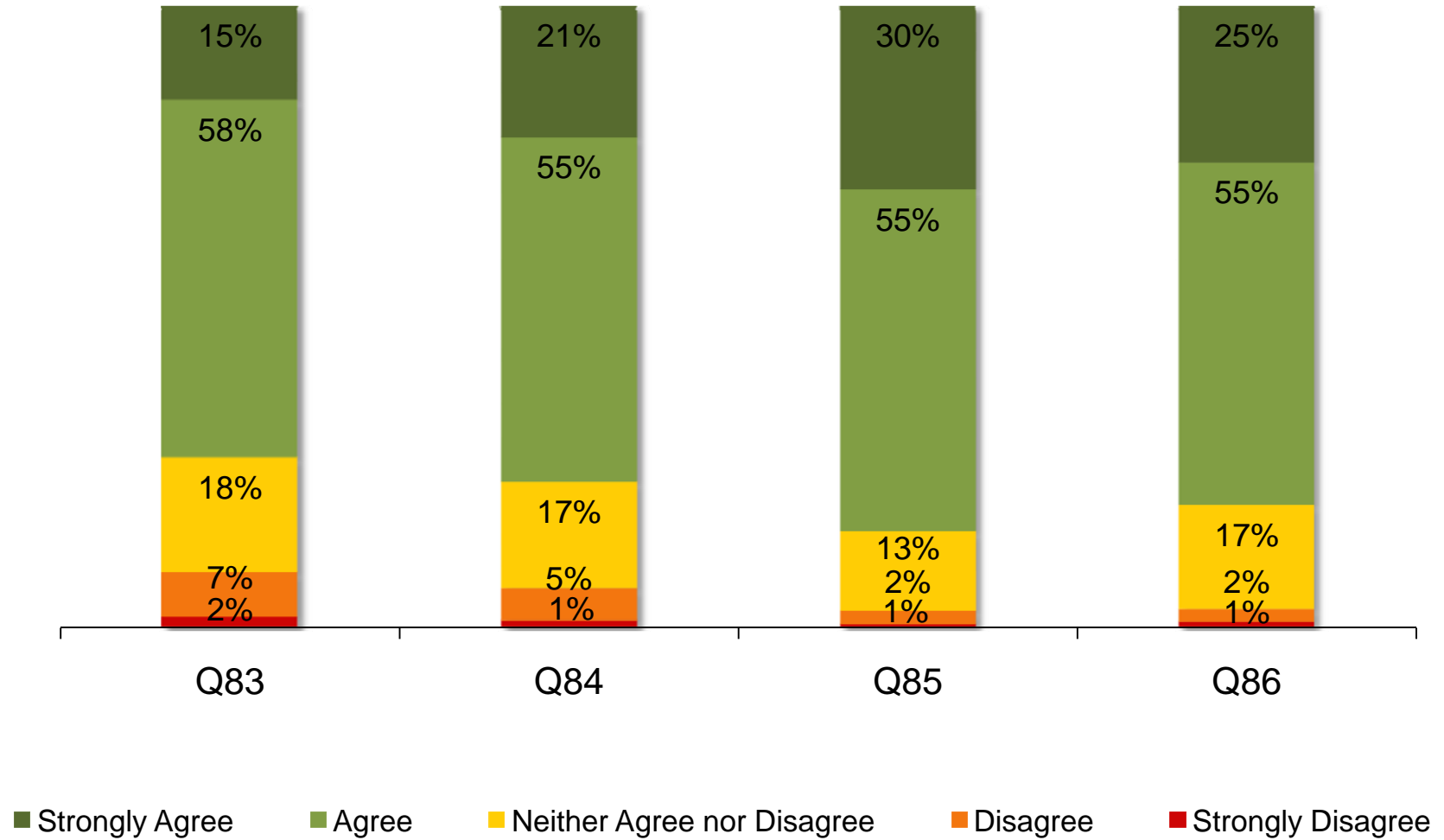


Technology Resources

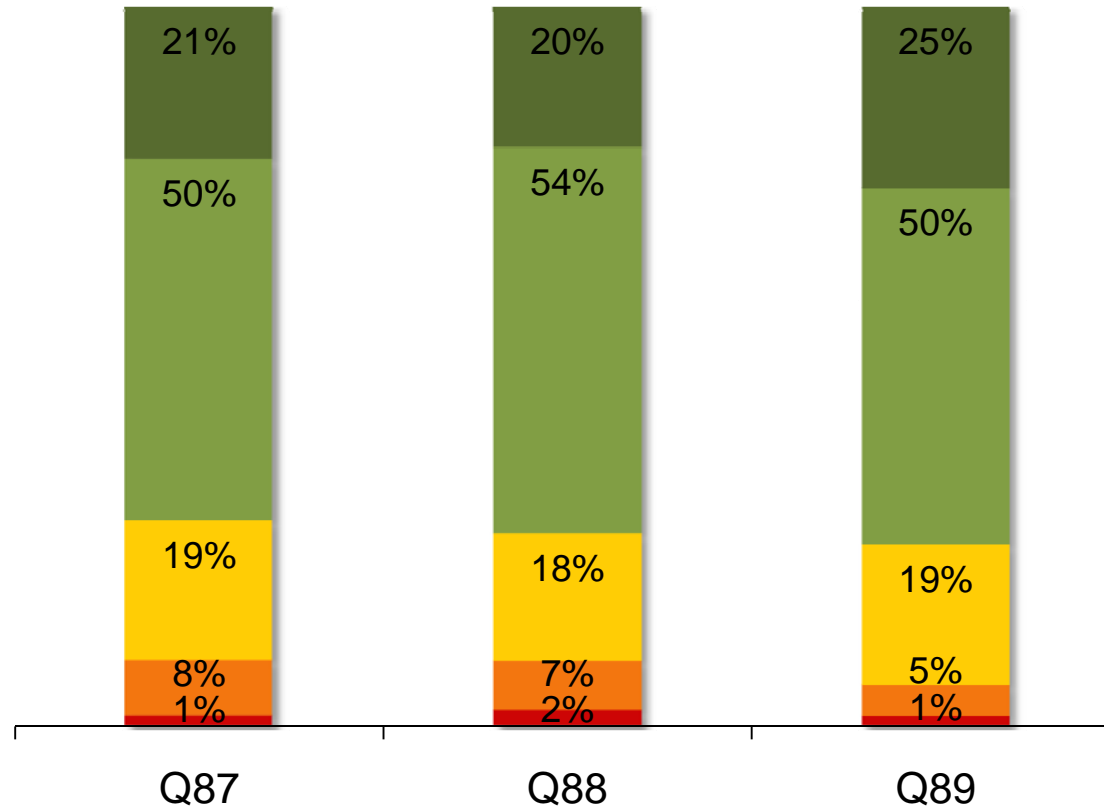


■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

Physical Resources

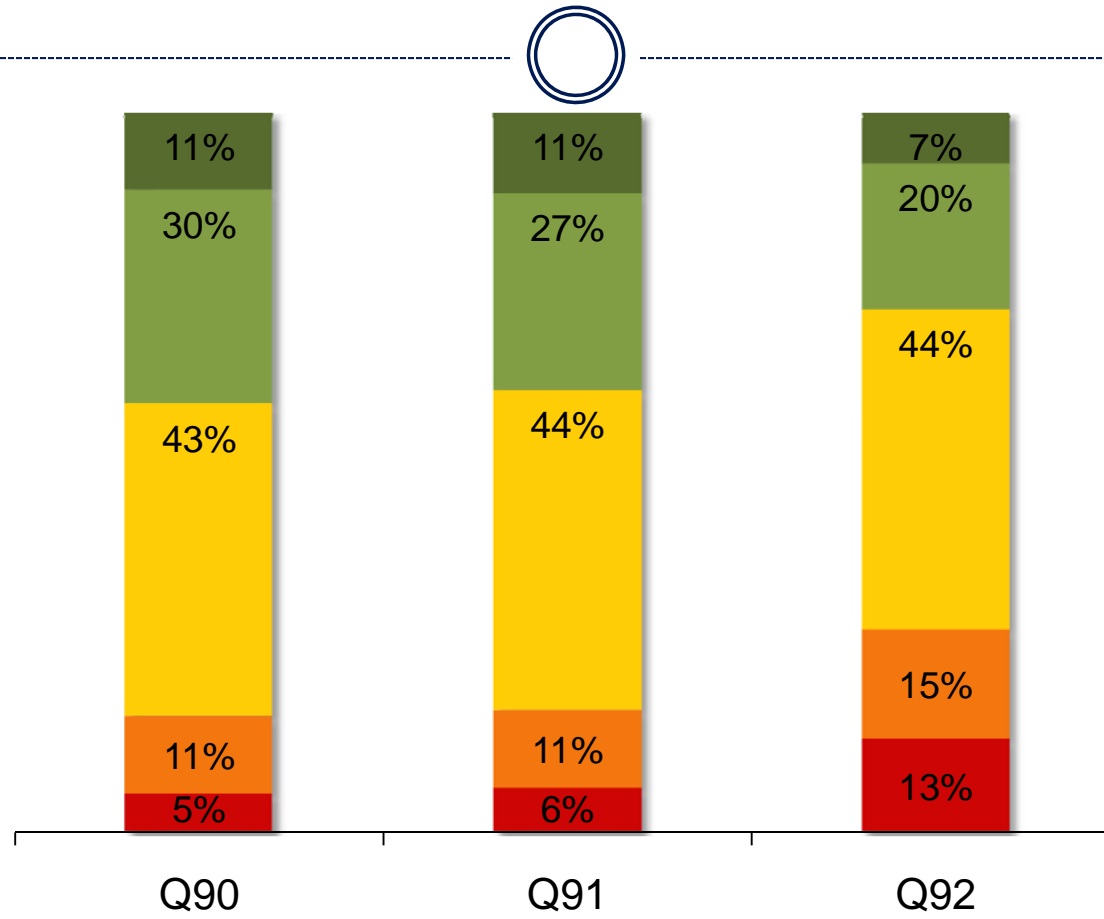


Physical Resources



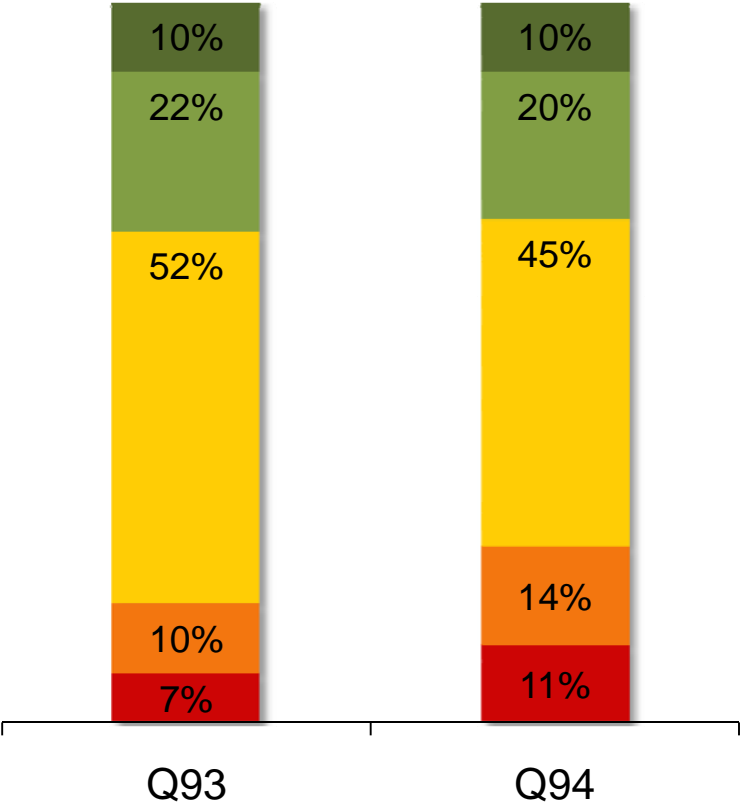
■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

Decision-Making Roles and Processes



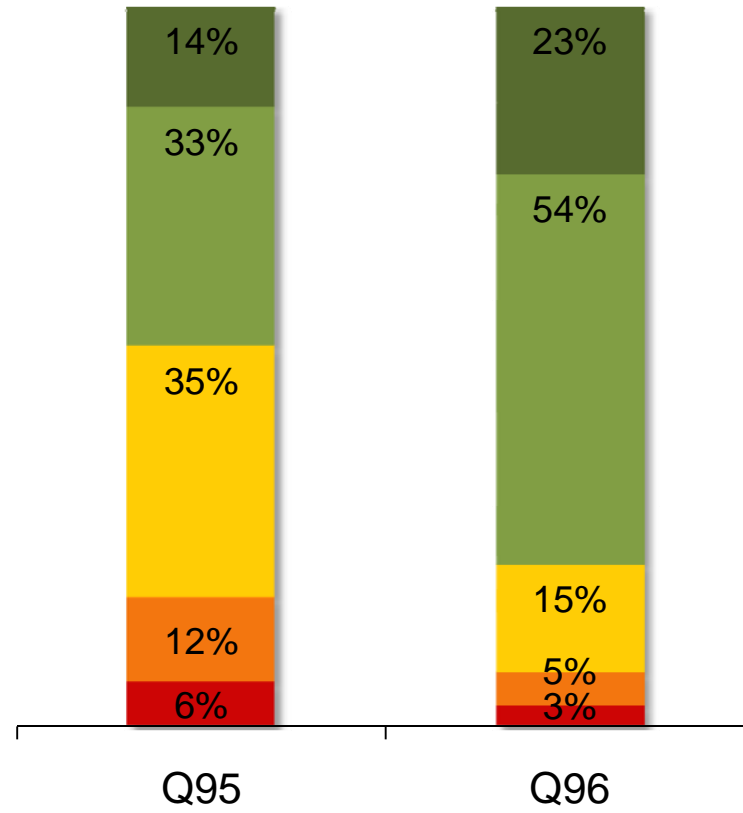
■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

Board and Administrative Organization



■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

Overall Questions



■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

Conclusions



Top 5 Conclusions



1. Over one-third of respondents agreed or strongly agreed that they were familiar with the college mission statement, whereas one-fifth were neutral and almost half moderately or strongly disagreed.
2. When asked about the satisfaction with the quality of services, all of the following services received 65% or greater (very satisfied or satisfied): Library, Open Computer Labs, Course Registration Process, Admission Application Process, Academic Counseling, Tutoring Services and General Information on the College Website.
3. Most of the questions in the Instruction section of the survey rated high overall. Approximately three-fourths of students believed that the courses they took would help prepare them for future employment or transfer to a 4-year university.
4. The majority of students believed that counselors were available at times convenient to them and helped to clarify and select courses pertinent to students' educational goals. Students believed that counselors helped them understand course prerequisites and that the counseling sessions were informative and helpful (65% and 64%, respectively). A lesser majority strongly agreed or agreed that counselors cared about students as individuals and were concerned about student academic success (53% each).
5. The majority of students strongly agreed or agreed that instructors informed them about the types of skills and learning outcomes they were expected to master, as well as how they will be assessed prior to beginning an assignment or test. Most students believed that their college experience has contributed to a better understanding and appreciation of diversity, that their college education helped them understand themselves better, and that they have gained knowledge in different subject areas (65%, 71% and 85%, respectively).

End



For the full report, please visit the District Accreditation website at:
<http://research.sdccd.edu>