

Mountain View College - Spring 2002
Noel-Levitz
Student Satisfaction Inventory (SSI)
MVC Strengths and Opportunities

16 Strengths - Items of highest importance to MVC students and rated with greatest satisfaction

Strengths: Items with average importance above the midpoint (>6.14) and average satisfaction ratings in the upper quartile (5.46 or greater)

- 68. On the whole, the campus is well-maintained.
- 79. Campus item - MVC has an efficient registration process.
- 43. Class change (drop/add) policies are reasonable.
- 15. I am able to register for classes I need with few conflicts.
- 70. I am able to experience intellectual growth here.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 69. There is a good variety of courses provided on this campus.
- 78. Campus item - MVC courses are offered at times that meet my needs.
- 77. Campus item - The MVC web page is a good source for information about the college.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 61. Faculty are usually available after class and during office hours.
- 36. Students are made to feel welcome on this campus.
- 3. The quality of instruction in the vocational/technical programs is excellent.
- 39. The amount of student parking space on campus is adequate.
- 8. Classes are scheduled at times that are convenient for me.
- 51. There are convenient ways of paying my school bill.

10 Opportunities - Items of highest importance to MVC students and rated with least satisfaction

Opportunities: Items with average importance above the midpoint (>6.14) and average satisfaction ratings in the lower quartile (4.89 and lower) OR performance gaps in the upper quartile (1.14 or greater).*

**Performance gap is the difference between the item's average importance rating and the item's average satisfaction rating.*

- 5. The personnel involved in registration are helpful.
- 49. Admissions counselors respond to prospective students' unique needs and requests.
- 6. My academic advisor is approachable.
- 47. There are adequate services to help me decide upon a career.
- 24. Parking lots are well-lighted and secure.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 32. My academic advisor is knowledgeable about my program requirements.
- 48. Counseling staff care about students as individuals.
- 25. My academic advisor is concerned about my success as an individual.

All SSI Survey Items are listed from highest to lowest average importance to students.