

Mountain View College - Spring 2007

Noel-Levitz

Student Satisfaction Inventory (SSI)

MVC Strengths and Opportunities

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

Strengths: Items with average importance above the midpoint (>6.01) and average satisfaction ratings in the upper quartile (5.31 or greater)

* = Repeat Strengths from Spring 2002 MVC SSI Results

- *8. Classes are scheduled at times that are convenient for me.
- *18. The quality of instruction I receive in most of my classes is excellent.
- *15. I am able to register for classes I need with few conflicts.
- *76. MVC item: The MVC Web site is easy to use and a good source for information about the college.
- 31. The campus is safe and secure for all students.
- *69. There is a good variety of courses provided on this campus.
- *70. I am able to experience intellectual growth here.
- 77. MVC item: The MVC printed credit schedule is easy to use and a good source for information about the college.
- 34. Computer labs are adequate and accessible.
- *58. Nearly all of the faculty are knowledgeable in their fields.
- 14. Library resources and services are adequate.
- *68. On the whole, the campus is well-maintained.
- *51. There are convenient ways of paying my school bill.
- 66. Program requirements are clear and reasonable.
- 78. MVC item: The MVC open computer lab (W60) is adequate to meet my computing needs.
- *43. Class change (drop/add) policies are reasonable.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 42. The equipment in the lab facilities is kept up to date.
- 79. MVC item: The MVC Learning skills Center (LSC) provides tutoring that meets my needs.
- 62. Bookstore staff are helpful.

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

Opportunities: Items with average importance above the midpoint (>6.01) and average satisfaction ratings in the lower quartile (4.92 and lower) OR performance gaps in the upper quartile (1.03 or greater). *Performance gap is the difference between the item's average importance rating and the item's average satisfaction rating.*

* = Repeat Opportunities from Spring 2002 MVC SSI Results

- *24. Parking lots are well-lighted and secure.
- *40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- *32. My academic advisor is knowledgeable about my program requirements.
- 52. This school does whatever it can to help me reach my educational goals.
- *65. Students are notified early in the term if they are doing poorly in a class.
- 7. Adequate financial aid is available for most students.
- *25. My academic advisor is concerned about my success as an individual.
- 20. Financial aid counselors are helpful.