

Mountain View College - Spring 2009
Noel-Levitz - Student Satisfaction Inventory (SSI)

MVC Strengths and Opportunities

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

Strengths: Items with average importance above the midpoint and average satisfaction ratings in the upper quartile

**Repeat Strength from 2007*

- *8. Classes are scheduled at times that are convenient for me.
- *31. The campus is safe and secure for all students.
- *18. The quality of instruction I receive in most of my classes is excellent.
- *70. I am able to experience intellectual growth here.
- *58. Nearly all of the faculty are knowledgeable in their fields.
- *69. There is a good variety of courses provided on this campus.
- *15. I am able to register for classes I need with few conflicts.
- *51. There are convenient ways of paying my school bill.
- 41. Admissions staff are knowledgeable.
- *66. Program requirements are clear and reasonable.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- *68. On the whole, the campus is well-maintained.
- *14. Library resources and services are adequate.
- 61. Faculty are usually available after class and during office hours.
- *35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- *62. Bookstore staff are helpful.
- 28. It is an enjoyable experience to be a student on this campus.
- 36. Students are made to feel welcome on this campus.
- 50. Tutoring services are readily available.

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

Opportunities: Items with average importance above the midpoint and average satisfaction ratings in the lower quartile OR performance gaps in the upper quartile*

**Repeat Opportunity from 2007*

- *32. My academic advisor is knowledgeable about my program requirements.
- *52. This school does whatever it can to help me reach my educational goals.
- *40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- *24. Parking lots are well-lighted and secure.
- *7. Adequate financial aid is available for most students.
- 6. My academic advisor is approachable.
- *65. Students are notified early in the term if they are doing poorly in a class.
- *25. My academic advisor is concerned about my success as an individual.
- 43. Class change (drop/add) policies are reasonable. *(Strength in 2007)*
- 12. My academic advisor helps me set goals to work toward.
- 39. The amount of student parking space on campus is adequate.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- *20. Financial aid counselors are helpful.
- 47. There are adequate services to help me decide upon a career.

** Performance gap = difference between an item's average importance and its average satisfaction
All SSI Survey Items are listed from highest to lowest average importance to students.*

Trends for Spring 2009 items with average importance above the midpoint

Higher Satisfaction vs. Spring 2007

- 8. Classes are scheduled at times that are convenient for me.
- 70. I am able to experience intellectual growth here.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 69. There is a good variety of courses provided on this campus.
- 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.
- 51. There are convenient ways of paying my school bill.
- 41. Admissions staff are knowledgeable.
- 66. Program requirements are clear and reasonable.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 68. On the whole, the campus is well-maintained.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 61. Faculty are usually available after class and during office hours.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 62. Bookstore staff are helpful.
- 28. It is an enjoyable experience to be a student on this campus.
- 36. Students are made to feel welcome on this campus.
- 26. Library staff are helpful and approachable.
- 47. There are adequate services to help me decide upon a career.
- 56. The business office is open during hours which are convenient for most students.

Lower Satisfaction vs. Spring 2007

- 43. Class change (drop/add) policies are reasonable.
- 39. The amount of student parking space on campus is adequate.

Higher Importance vs. Spring 2007

- 31. The campus is safe and secure for all students.
- 70. I am able to experience intellectual growth here.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 32. My academic advisor is knowledgeable about my program requirements.
- 52. This school does whatever it can to help me reach my educational goals.
- 51. There are convenient ways of paying my school bill.
- 41. Admissions staff are knowledgeable.
- 66. Program requirements are clear and reasonable.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 7. Adequate financial aid is available for most students.
- 6. My academic advisor is approachable.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 25. My academic advisor is concerned about my success as an individual.
- 61. Faculty are usually available after class and during office hours.
- 62. Bookstore staff are helpful.
- 28. It is an enjoyable experience to be a student on this campus.
- 12. My academic advisor helps me set goals to work toward.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 23. Faculty are understanding of students' unique life circumstances.
- 26. Library staff are helpful and approachable.
- 47. There are adequate services to help me decide upon a career.
- 56. The business office is open during hours which are convenient for most students.