



## Spring 2009 - Noel-Levitz – Student Satisfaction Inventory Survey Results

Forty-two MVC Spring 2009 credit classes were selected by stratified random sample to participate in the Noel-Levitz Student Satisfaction Inventory Survey (SSI). A total of 1,000 surveys were distributed. Faculty members were asked to administer the surveys during one of the class periods within the two week period before Spring Break (March 2-13, 2009). A total of 694 (69%) completed surveys were returned. The 694 students represent 9.5% of the College's Spring 2009 credit student headcount and are representative of the MVC student body.

**About the Survey:** The Student Satisfaction Inventory Survey is a national survey specifically designed for community colleges. It measures student satisfaction and priorities on 70 campus experience items, showing you how satisfied students are as well as what issues are important to them. There are over ten years of national and custom group benchmarks for comparison.

Noel-Levitz web site: <https://www.noellevitz.com/>

### Comparison groups used in the MVC analysis:

1. MVC Spring 2007 Group: (968 students from March 2007 administration)
2. DCCCD Group: (12,398 students from all seven DCCCD colleges)
3. Other Texas College Group: (7,769 students from Blinn, Brazosport, Collin County, Galveston, Laredo, Northeast Texas, Palo Alto, San Antonio, and South Plains)
4. National Group: (198,833 students from 244 community colleges)

### Spring 2009 Result Highlights:

- 19 Strength items were identified with average importance above the midpoint and average satisfaction ratings in the upper quartile.
- 14 Opportunity items were identified with average importance above the midpoint and average satisfaction ratings in the lower quartile OR performance gaps\* in the upper quartile. (\* Performance gap = difference between an item's average importance and average satisfaction)
- Students rated 64 out of 70 campus experience items with a higher average satisfaction than Spring 2007 results, and 38 of the increases were statistically significant.
- 11 of 12 SSI Scales (item summary groups) increased over MVC Spring 2007, and all 12 Scales scored higher than the DCCCD group.