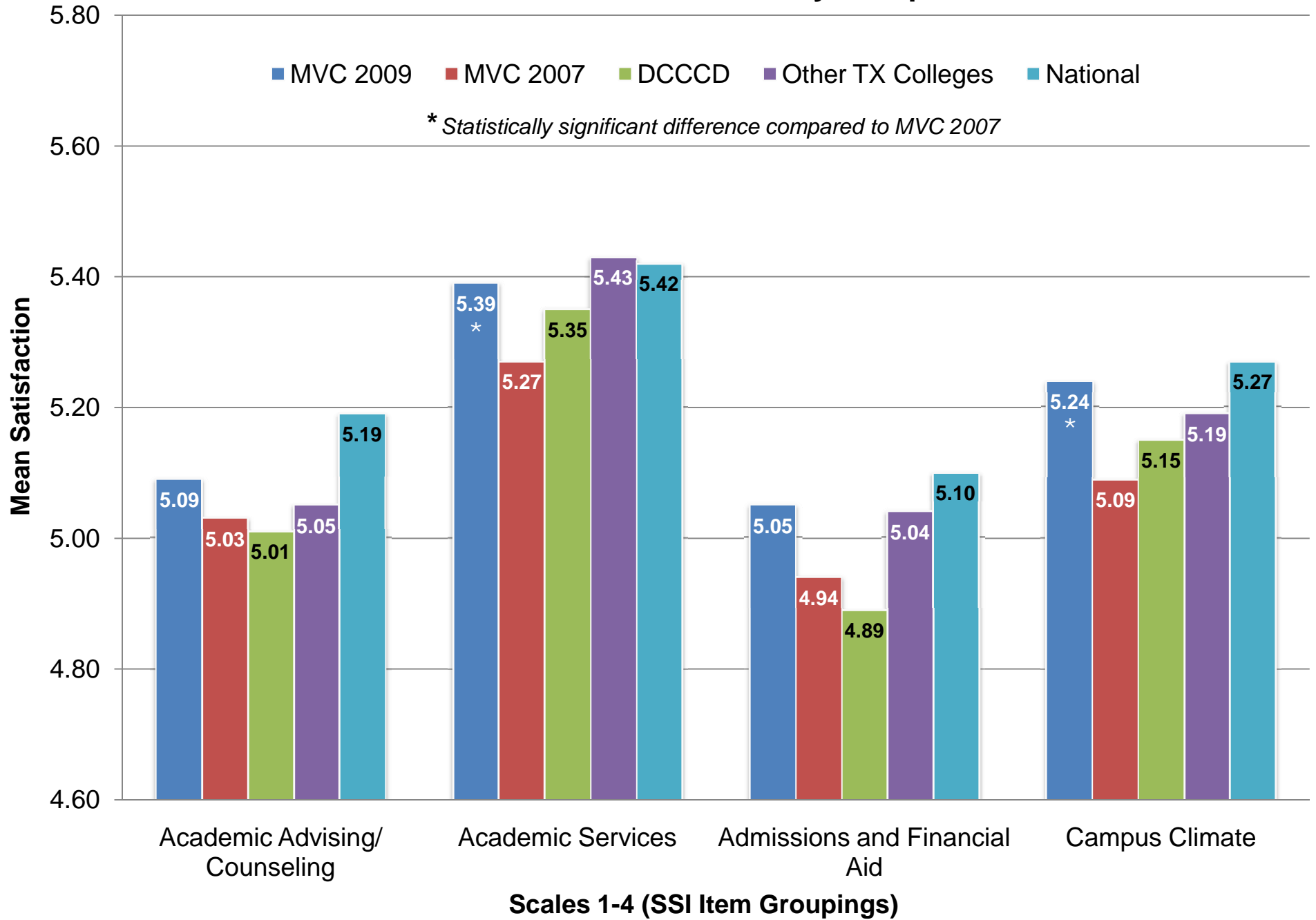
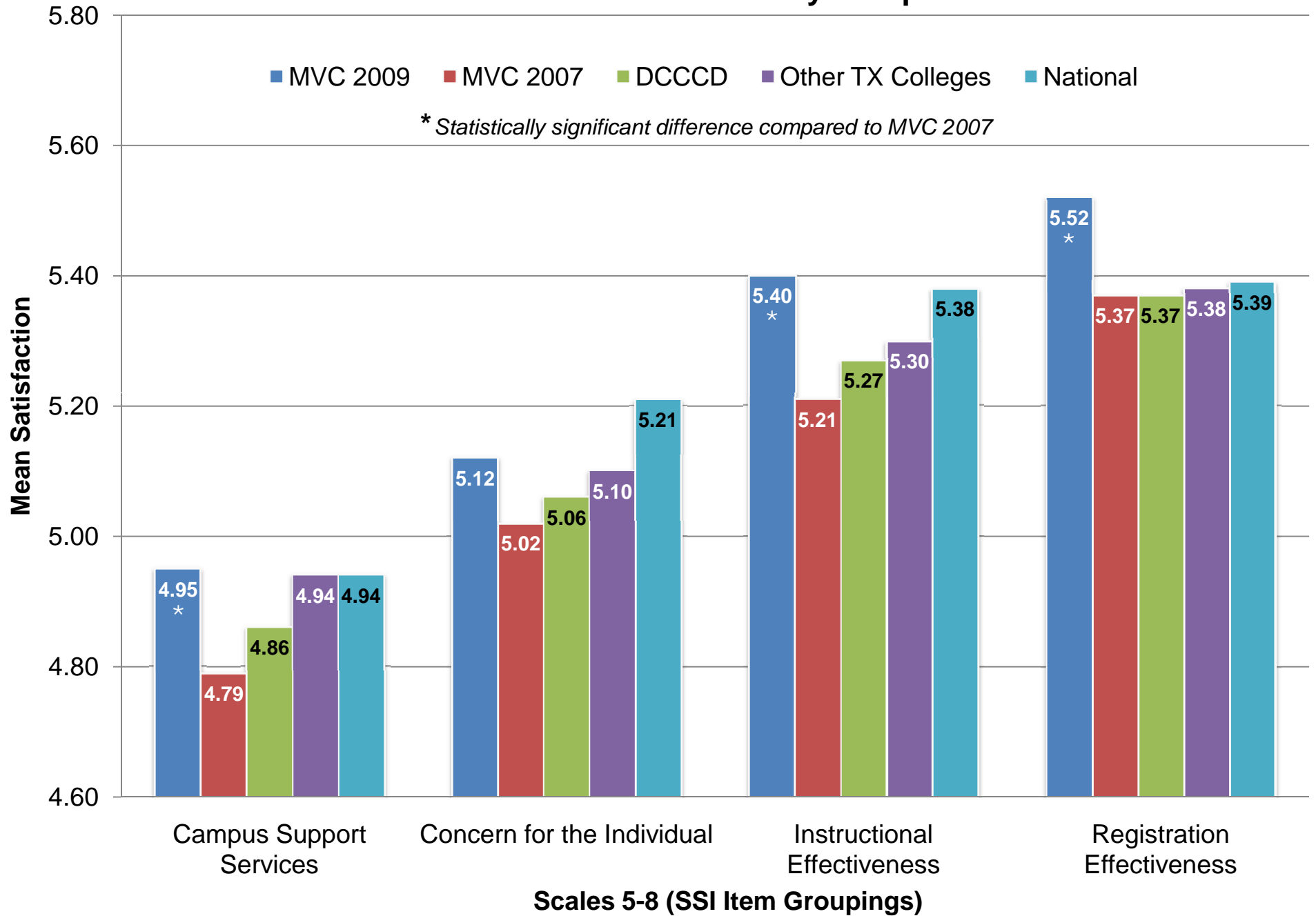


MVC Institutional Summary Comparison



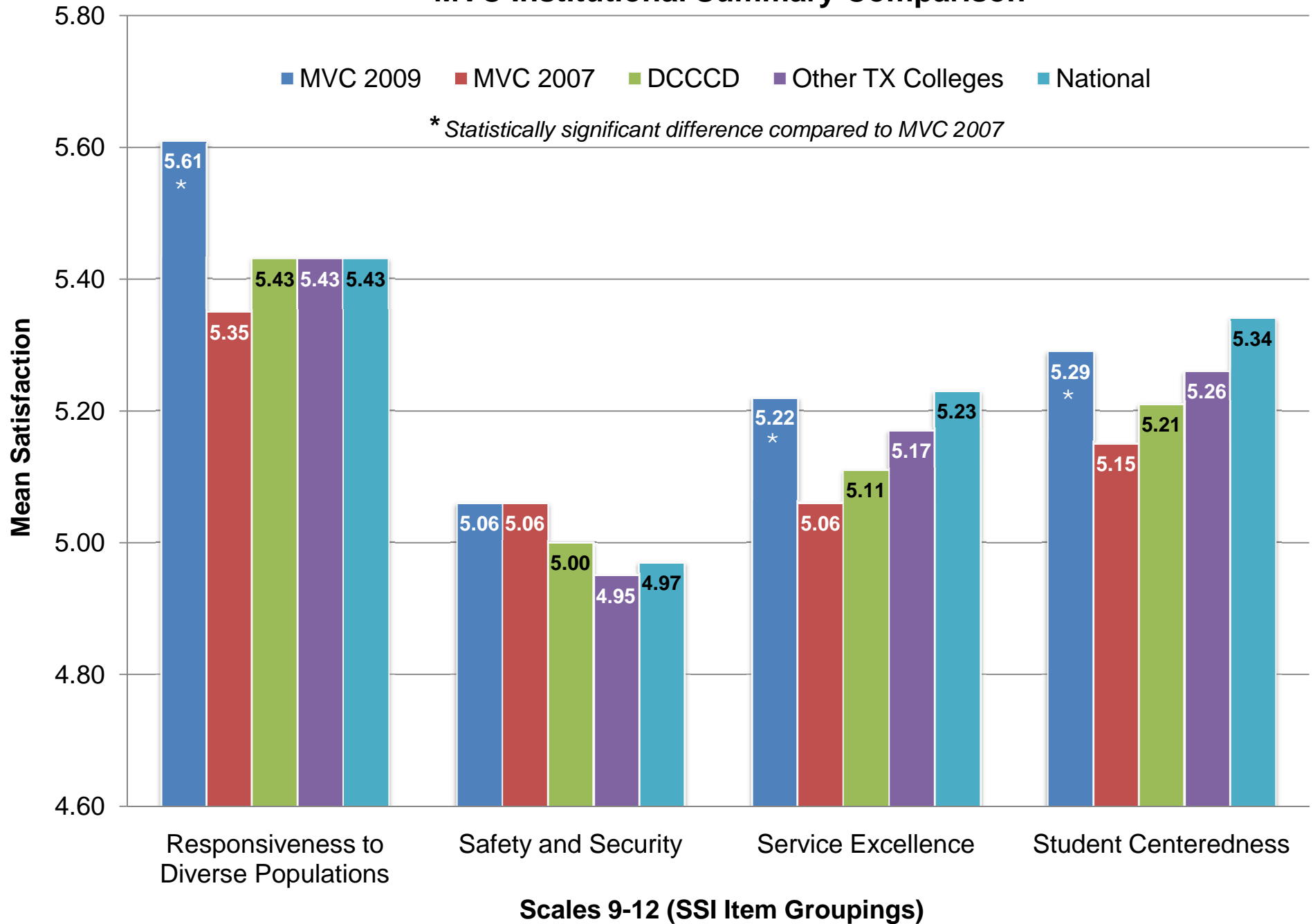
Noel-Levitz SSI Scale SSI Survey Item	MVC Spring 2009			MVC Spring 2007			Mean Difference	
	Import	Satis / SD	Gap	Import	Satis / SD	Gap		
Academic Advising/Counseling	6.29	5.09 / 1.30	1.20	6.09	5.03 / 1.29	1.06	0.06	
6. My academic advisor is approachable.	6.30	5.26 / 1.62	1.04	6.12	5.29 / 1.53	0.83	-0.03	
12. My academic advisor helps me set goals to work toward.	6.22	4.94 / 1.77	1.28	6.01	4.91 / 1.66	1.10	0.03	
25. My academic advisor is concerned about my success as an individual.	6.29	4.91 / 1.69	1.38	6.05	4.91 / 1.64	1.14	0.00	
32. My academic advisor is knowledgeable about my program requirements.	6.37	5.16 / 1.65	1.21	6.16	5.07 / 1.59	1.09	0.09	
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.33	5.15 / 1.62	1.18	6.17	5.03 / 1.55	1.14	0.12	
48. Counseling staff care about students as individuals.	6.13	4.98 / 1.56	1.15	5.96	4.91 / 1.53	1.05	0.07	
52. This school does whatever it can to help me reach my educational goals.	6.36	5.24 / 1.39	1.12	6.14	5.05 / 1.51	1.09	0.19	*
Academic Services	6.22	5.39 / 1.05	0.83	6.09	5.27 / 1.08	0.82	0.12	*
14. Library resources and services are adequate.	6.29	5.53 / 1.39	0.76	6.21	5.51 / 1.33	0.70	0.02	
21. There are a sufficient number of study areas on campus.	6.17	5.37 / 1.52	0.80	6.10	5.29 / 1.53	0.81	0.08	
26. Library staff are helpful and approachable.	6.18	5.33 / 1.43	0.85	5.95	5.12 / 1.56	0.83	0.21	**
34. Computer labs are adequate and accessible.	6.32	5.39 / 1.51	0.93	6.24	5.36 / 1.50	0.88	0.03	
42. The equipment in the lab facilities is kept up to date.	6.23	5.34 / 1.34	0.89	6.13	5.31 / 1.39	0.82	0.03	
50. Tutoring services are readily available.	6.17	5.45 / 1.40	0.72	6.07	5.24 / 1.48	0.83	0.21	**
55. Academic support services adequately meet the needs of students.	6.14	5.33 / 1.27	0.81	5.96	5.06 / 1.40	0.90	0.27	***
Admissions and Financial Aid	6.17	5.05 / 1.19	1.12	6.00	4.94 / 1.24	1.06	0.11	
7. Adequate financial aid is available for most students.	6.31	5.02 / 1.77	1.29	6.08	5.01 / 1.66	1.07	0.01	
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.21	4.83 / 1.68	1.38	6.00	4.77 / 1.69	1.23	0.06	
20. Financial aid counselors are helpful.	6.18	4.79 / 1.74	1.39	6.04	4.82 / 1.75	1.22	-0.03	
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.84	5.03 / 1.42	0.81	5.79	4.84 / 1.51	0.95	0.19	*
41. Admissions staff are knowledgeable.	6.34	5.47 / 1.36	0.87	6.17	5.24 / 1.45	0.93	0.23	**
49. Admissions counselors respond to prospective students' unique needs and requests.	6.14	5.11 / 1.47	1.03	5.93	4.94 / 1.56	0.99	0.17	*
Campus Climate	6.06	5.24 / 0.99	0.82	5.90	5.09 / 1.07	0.81	0.15	**
1. Most students feel a sense of belonging here.	5.49	5.21 / 1.39	0.28	5.35	5.13 / 1.39	0.22	0.08	
2. Faculty care about me as an individual.	5.88	5.19 / 1.36	0.69	5.75	5.11 / 1.44	0.64	0.08	
16. The college shows concern for students as individuals.	6.16	5.03 / 1.49	1.13	6.02	5.02 / 1.45	1.00	0.01	
22. People on this campus respect and are supportive of each other.	6.05	5.22 / 1.37	0.83	5.89	5.02 / 1.48	0.87	0.20	**
27. The campus staff are caring and helpful.	6.16	5.29 / 1.28	0.87	5.99	5.12 / 1.43	0.87	0.17	*
28. It is an enjoyable experience to be a student on this campus.	6.23	5.45 / 1.31	0.78	6.01	5.25 / 1.46	0.76	0.20	**
31. The campus is safe and secure for all students.	6.46	5.50 / 1.37	0.96	6.28	5.36 / 1.41	0.92	0.14	
36. Students are made to feel welcome on this campus.	6.22	5.47 / 1.36	0.75	6.09	5.30 / 1.37	0.79	0.17	*
44. I generally know what's happening on campus.	5.65	4.79 / 1.52	0.86	5.55	4.80 / 1.49	0.75	-0.01	
45. This institution has a good reputation within the community.	6.12	5.46 / 1.30	0.66	5.92	5.30 / 1.37	0.62	0.16	*
52. This school does whatever it can to help me reach my educational goals.	6.36	5.24 / 1.39	1.12	6.14	5.05 / 1.51	1.09	0.19	*
57. Administrators are approachable to students.	6.15	5.26 / 1.43	0.89	5.93	5.07 / 1.49	0.86	0.19	*
59. New student orientation services help students adjust to college.	5.96	5.32 / 1.39	0.64	5.78	5.09 / 1.45	0.69	0.23	**
63. I seldom get the "run-around" when seeking information on this campus.	6.04	5.15 / 1.43	0.89	5.96	5.03 / 1.58	0.93	0.12	
67. Channels for expressing student complaints are readily available.	6.00	4.89 / 1.50	1.11	5.84	4.71 / 1.60	1.13	0.18	*

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Noel-Levitz SSI Scale SSI Survey Item	MVC Spring 2009			MVC Spring 2007			Mean Difference	
	Import	Satis / SD	Gap	Import	Satis / SD	Gap		
Campus Support Services	5.57	4.95 / 1.10	0.62	5.47	4.79 / 1.17	0.68	0.16	**
10. Child care facilities are available on campus.	4.69	4.49 / 1.51	0.20	4.82	4.29 / 1.49	0.53	0.20	*
17. Personnel in the Veterans' Services program are helpful.	4.80	4.57 / 1.23	0.23	4.76	4.56 / 1.28	0.20	0.01	
19. This campus provides effective support services for displaced homemakers.	5.22	4.85 / 1.26	0.37	5.10	4.75 / 1.35	0.35	0.10	
30. The career services office provides students with the help they need to get a job.	5.95	5.01 / 1.38	0.94	5.81	4.78 / 1.45	1.03	0.23	**
38. The student center is a comfortable place for students to spend their leisure time.	5.83	5.12 / 1.44	0.71	5.69	4.95 / 1.49	0.74	0.17	*
47. There are adequate services to help me decide upon a career.	6.18	5.09 / 1.53	1.09	5.97	4.92 / 1.50	1.05	0.17	*
59. New student orientation services help students adjust to college.	5.96	5.32 / 1.39	0.64	5.78	5.09 / 1.45	0.69	0.23	**
Concern for the Individual	6.15	5.12 / 1.10	1.03	5.98	5.02 / 1.17	0.96	0.10	
2. Faculty care about me as an individual.	5.88	5.19 / 1.36	0.69	5.75	5.11 / 1.44	0.64	0.08	
16. The college shows concern for students as individuals.	6.16	5.03 / 1.49	1.13	6.02	5.02 / 1.45	1.00	0.01	
25. My academic advisor is concerned about my success as an individual.	6.29	4.91 / 1.69	1.38	6.05	4.91 / 1.64	1.14	0.00	
29. Faculty are fair and unbiased in their treatment of individual students.	6.31	5.45 / 1.34	0.86	6.12	5.15 / 1.46	0.97	0.30	***
48. Counseling staff care about students as individuals.	6.13	4.98 / 1.56	1.15	5.96	4.91 / 1.53	1.05	0.07	
Instructional Effectiveness	6.26	5.40 / 0.97	0.86	6.10	5.21 / 1.10	0.89	0.19	***
2. Faculty care about me as an individual.	5.88	5.19 / 1.36	0.69	5.75	5.11 / 1.44	0.64	0.08	
18. The quality of instruction I receive in most of my classes is excellent.	6.45	5.58 / 1.27	0.87	6.34	5.49 / 1.37	0.85	0.09	
23. Faculty are understanding of students' unique life circumstances.	6.19	5.20 / 1.40	0.99	6.02	5.08 / 1.50	0.94	0.12	
29. Faculty are fair and unbiased in their treatment of individual students.	6.31	5.45 / 1.34	0.86	6.12	5.15 / 1.46	0.97	0.30	***
37. Faculty take into consideration student differences as they teach a course.	6.08	5.22 / 1.42	0.86	6.02	5.02 / 1.49	1.00	0.20	**
46. Faculty provide timely feedback about student progress in a course.	6.25	5.27 / 1.40	0.98	6.10	5.15 / 1.45	0.95	0.12	
54. Faculty are interested in my academic problems.	6.07	5.20 / 1.32	0.87	5.94	5.01 / 1.45	0.93	0.19	**
58. Nearly all of the faculty are knowledgeable in their fields.	6.44	5.68 / 1.25	0.76	6.22	5.42 / 1.40	0.80	0.26	***
61. Faculty are usually available after class and during office hours.	6.29	5.58 / 1.35	0.71	6.13	5.28 / 1.54	0.85	0.30	***
64. Nearly all classes deal with practical experiences and applications.	6.14	5.45 / 1.25	0.69	5.99	5.25 / 1.42	0.74	0.20	**
65. Students are notified early in the term if they are doing poorly in a class.	6.30	4.89 / 1.71	1.41	6.11	4.70 / 1.75	1.41	0.19	*
66. Program requirements are clear and reasonable.	6.34	5.53 / 1.33	0.81	6.16	5.33 / 1.39	0.83	0.20	**
69. There is a good variety of courses provided on this campus.	6.42	5.62 / 1.44	0.80	6.28	5.44 / 1.47	0.84	0.18	*
70. I am able to experience intellectual growth here.	6.45	5.75 / 1.27	0.70	6.28	5.51 / 1.39	0.77	0.24	***
Registration Effectiveness	6.31	5.52 / 0.96	0.79	6.17	5.37 / 1.06	0.80	0.15	**
5. The personnel involved in registration are helpful.	6.27	5.37 / 1.49	0.90	6.14	5.25 / 1.52	0.89	0.12	
8. Classes are scheduled at times that are convenient for me.	6.57	5.75 / 1.40	0.82	6.46	5.56 / 1.55	0.90	0.19	*
15. I am able to register for classes I need with few conflicts.	6.41	5.61 / 1.44	0.80	6.32	5.43 / 1.52	0.89	0.18	*
35. Policies and procedures regarding registration and course selection are clear and well-	6.27	5.52 / 1.31	0.75	6.13	5.35 / 1.40	0.78	0.17	*
43. Class change (drop/add) policies are reasonable.	6.27	5.27 / 1.60	1.00	6.14	5.44 / 1.41	0.70	-0.17	*
51. There are convenient ways of paying my school bill.	6.35	5.58 / 1.47	0.77	6.16	5.39 / 1.50	0.77	0.19	*
56. The business office is open during hours which are convenient for most students.	6.18	5.44 / 1.40	0.74	6.01	5.21 / 1.48	0.80	0.23	**
60. Billing policies are reasonable.	6.20	5.41 / 1.45	0.79	6.07	5.29 / 1.44	0.78	0.12	
62. Bookstore staff are helpful.	6.24	5.67 / 1.44	0.57	6.08	5.41 / 1.51	0.67	0.26	***

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Noel-Levitz SSI Scale SSI Survey Item	MVC Spring 2009			MVC Spring 2007			Mean Difference	
	Import	Satis / SD	Gap	Import	Satis / SD	Gap		
Responsiveness to Diverse Populations	5.61 / 1.15			5.35 / 1.25			0.26	***
81. Institution's commitment to part-time students?		5.78 / 1.21			5.54 / 1.38		0.24	***
82. Institution's commitment to evening students?		5.70 / 1.32			5.38 / 1.49		0.32	***
83. Institution's commitment to older, returning learners?		5.66 / 1.29			5.38 / 1.39		0.28	***
84. Institution's commitment to under-represented populations?		5.44 / 1.39			5.25 / 1.42		0.19	*
85. Institution's commitment to commuters?		5.51 / 1.30			5.24 / 1.43		0.27	***
86. Institution's commitment to students with disabilities?		5.52 / 1.36			5.29 / 1.45		0.23	**
Safety and Security	6.19	5.06 / 1.20	1.13	6.05	5.06 / 1.15	0.99	0.00	
4. Security staff are helpful.	5.80	5.03 / 1.52	0.77	5.65	4.84 / 1.48	0.81	0.19	*
11. Security staff respond quickly in emergencies.	6.14	5.01 / 1.39	1.13	5.97	4.92 / 1.40	1.05	0.09	
24. Parking lots are well-lighted and secure.	6.32	4.81 / 1.79	1.51	6.27	4.93 / 1.70	1.34	-0.12	
31. The campus is safe and secure for all students.	6.46	5.50 / 1.37	0.96	6.28	5.36 / 1.41	0.92	0.14	
39. The amount of student parking space on campus is adequate.	6.22	4.92 / 1.81	1.30	6.10	5.20 / 1.62	0.90	-0.28	**
Service Excellence	6.08	5.22 / 1.00	0.86	5.93	5.06 / 1.11	0.87	0.16	**
5. The personnel involved in registration are helpful.	6.27	5.37 / 1.49	0.90	6.14	5.25 / 1.52	0.89	0.12	
22. People on this campus respect and are supportive of each other.	6.05	5.22 / 1.37	0.83	5.89	5.02 / 1.48	0.87	0.20	**
26. Library staff are helpful and approachable.	6.18	5.33 / 1.43	0.85	5.95	5.12 / 1.56	0.83	0.21	**
27. The campus staff are caring and helpful.	6.16	5.29 / 1.28	0.87	5.99	5.12 / 1.43	0.87	0.17	*
44. I generally know what's happening on campus.	5.65	4.79 / 1.52	0.86	5.55	4.80 / 1.49	0.75	-0.01	
57. Administrators are approachable to students.	6.15	5.26 / 1.43	0.89	5.93	5.07 / 1.49	0.86	0.19	*
62. Bookstore staff are helpful.	6.24	5.67 / 1.44	0.57	6.08	5.41 / 1.51	0.67	0.26	***
63. I seldom get the "run-around" when seeking information on this campus.	6.04	5.15 / 1.43	0.89	5.96	5.03 / 1.58	0.93	0.12	
67. Channels for expressing student complaints are readily available.	6.00	4.89 / 1.50	1.11	5.84	4.71 / 1.60	1.13	0.18	*
Student Centeredness	6.07	5.29 / 1.07	0.78	5.90	5.15 / 1.13	0.75	0.14	*
1. Most students feel a sense of belonging here.	5.49	5.21 / 1.39	0.28	5.35	5.13 / 1.39	0.22	0.08	
16. The college shows concern for students as individuals.	6.16	5.03 / 1.49	1.13	6.02	5.02 / 1.45	1.00	0.01	
27. The campus staff are caring and helpful.	6.16	5.29 / 1.28	0.87	5.99	5.12 / 1.43	0.87	0.17	*
28. It is an enjoyable experience to be a student on this campus.	6.23	5.45 / 1.31	0.78	6.01	5.25 / 1.46	0.76	0.20	**
36. Students are made to feel welcome on this campus.	6.22	5.47 / 1.36	0.75	6.09	5.30 / 1.37	0.79	0.17	*
57. Administrators are approachable to students.	6.15	5.26 / 1.43	0.89	5.93	5.07 / 1.49	0.86	0.19	*