Student Satisfaction Survey
Moreno Valley College
Spring, 2010

Daniel Martinez, PhD
Associate Dean, Institutional Research
Riverside Community College District
Methodology

- Done in conjunction with CCSSE in Spring 2010
- Each survey had 5 parts

  Demographics
  Importance
  Campus Climate
  Services
  General Satisfaction
Demographics

- 4 out of 5 completed most of their units at MVC, followed by RCC (12%) and NC (7%)

- Females and younger students (18-25) were over-represented in the sample

- Ethnic representation is difficult to assess due to lack of “multi-ethnic” on CCSSE
Demographics (continued)

- 63% make $50,000/year
- 2/3 live with parents
- 1 out of every 8 is a single parent
- 80%+ live with 3 or more people
- 78% first generation
- 74% want an AA/AS or transfer
- More than half attend in the morning and enroll in 12+ units
- Work: 60% <20 hours, 25%=21-34, 9% fulltime
SLOs

• 3 out of 4 said that teachers “introduce and/or discuss course-based SLOs”

• Regarding the 6 general SLOs
  • 48% had not heard of them
  • 28% heard about them in class
Reasons for not attending

- Financial reasons (books, tuition, too expensive)
- Work situation (must work and cannot continue college)
- Academic concerns (courses are difficult)
- Personal issues (family, relationships, or self)
- Other
Importance

- The most important item for students affecting their decision to enroll
  
  **Cost/Affordability**

- This was followed by:
  
  **Classes are scheduled at convenient times**
  
  **Location**
  
  **Program offered on campus**
  
  **Financial aid**
Importance

- The least important items for students were
  
  High school outreach programs
  
  Personalized attention
  
  Recommendation from HS counselor
  
  Extracurricular activities
Campus Climate

- Generally, students agreed that MVC demonstrates a commitment to all groups of students except for Weekend students.
Services

- Students were most satisfied with
  The writing and reading center
- Followed by
  Financial aid
  Library services
- The 4 lowest areas were
  EOPS
  Center of communication excellence
  Counseling
  Renaissance scholars club
General Satisfaction

- The thing that students want most is **Healthier food options**

- Students also indicated that

  There are convenient ways to pay registration fees
  They would choose to attend this college again
General Satisfaction (cont.)

- Students are not satisfied with Parking

- Other areas with low satisfaction:
  - The college promotes environmental responsibility
  - There are sufficient number of study areas
  - Places to buy food are open at convenient times
RCCD: Importance

- Most important
  - Cost/Affordability
  - Classes offered at convenient times
  - Location

- Least important
  - Extracurricular activities
  - Recommendation from HS Counselor
  - HS Outreach program
  - Personalized attention from college staff
RCCD: Importance

- **Academic reputation and Extracurricular activities**
  MVC, RCC > NC

- **Location**
  NC > MVC, RCC

- **Recommendation from HS Counselor**
  MVC > RCC

- **Program/Certificate offered at the college**
  MVC > NC, RCC
RCCD: Campus Climate

- Most sensitive
  Students with disabilities
- Least sensitive
  Online students
- District-wide, students agreed that the colleges were sensitive to all groups of students
RCCD: Campus Climate

- MVC> RCC
  - Evening students
  - Students over 25
  - Students who are single parents

- MVC> NC
  - Students from various ethnic and cultural backgrounds

- MVC> NC> RCC
  - Fulltime students
RCCD: Services

- Most satisfaction
  
  Library services
  Writing and reading centers

- Least satisfaction
  
  Veteran’s assistance

- Students were satisfied with all services district-wide
RCCD: Services

- Financial aid
  NC > RCC

- Library services
  MVC > NC, RCC
RCCD: General

- Most agreement
  - Healthier food options
  - Choose their college again

- Least agreement
  - Parking
RCCD: General

- Accuracy of assessment/placement and Campus should allow more vendors
  MVC>NC, RCC

- Webadvisor is user friendly and There are convenient ways to pay registration fees
  MVC>RCC

- Bookstore staff are helpful
  NC>RCC>MVC

- Sufficient study areas on campus and Food available at convenient times
  NC, RCC>MVC
RCCD: General (continued)

- Campus is safe and Buildings are well maintained
  NC>MVC, RCC

- Campus Police respond quickly
  NC>RCC

- Restrooms are well maintained
  MVC, NC>RCC

- Parking lots are safe and Sufficient parking
  NC>MVC>RCC
Thank you!

Are there any questions?