Student Satisfaction Survey
Moreno Valley College
Spring, 2010

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Methodology

- Done in conjunction with CCSSE in Spring 2010
- Each survey had 5 parts
  
  Demographics
  Importance
  Campus Climate
  Services
  General Satisfaction
Demographics

- White
- African Am
- Hispanic
- Asian
- Other

Fall 2009

SSS
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
- 78% first generation
Demographics (continued)

- 63% learned less than $50,000/year
- 2/3 live with parents
- 1 out of every 8 is a single parent
- 80%+ live with 3 or more people
- 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
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), 56%

Work situation (must work and cannot continue college), 16%

Academic concerns (courses are difficult), 5%

Personal issues (family, relationships, or self), 13%

Other, 9%
Importance

Very Important were coded as 3, Important was coded as 2, and Not Important was coded as 1.
Campus Climate

- Students who need to use a wheelchair
- Students from various ethnic and cultural backgrounds
- Students with various disabilities
- Students from various religious backgrounds
- Full-time students
- Students over 25
- Students who are single parents
- Students of various sexual orientations
- Part-time students
- Evening students
- Online students
- Weekend students

Strongly Agree was coded as 4, Agree was coded as 3, Disagree was coded as 2 and Strongly Disagree was coded as 1.
Very Satisfied was coded as a 4, Satisfied was coded as a 3, Dissatisfied was coded as a 2 and Very Dissatisfied was coded as a 1.

I have not used this service was not included in the computation of the means.
General Satisfaction – Top Ten

I would prefer to have healthier food options
There are convenient ways of paying registration fees
I would choose to attend this college again
I would prefer that the campus allow more vendors
The application process is user friendly
The campus is generally a safe place
WebAdvisor is user friendly
I get the help that I need at the Academic Support Lab
The staff where I took my placement exam are helpful
Campus buildings are well maintained

Very Satisfied was coded as a 4, Satisfied was coded as a 3, Dissatisfied was coded as a 2 and Very Dissatisfied was coded as a 1. I have not used this service was not included in the computation of the means.
General Satisfaction – Bottom Ten

Campus restrooms are well maintained

Course selection/registration are clear and well-publicized

The counselor who I met with was helpful

The assessment process accurately placed me

The registration staff are helpful

I feel safe in the parking lots during evening class hours

The college promotes environmental responsibility

There are a sufficient number of study areas on campus

Places to buy food are open at convenient times

There is sufficient parking to meet student needs

Very Satisfied was coded as a 4, Satisfied was coded as a 3, Dissatisfied was coded as a 2 and Very Dissatisfied was coded as a 1. I have not used this service was not included in the computation of the means.