

2006 MCC First Semester Student Survey

- Analyzing 75 responses.
- Presentation generated on October 31, 2006.

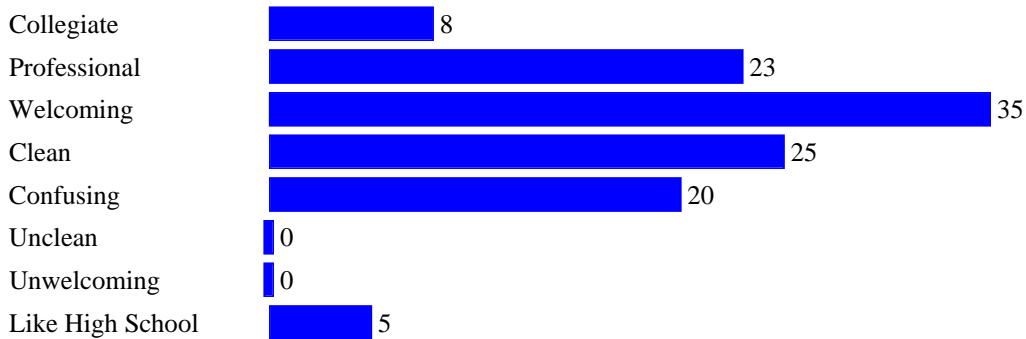
What was your overall first impression of the MCC Campus?



1 - What was your overall first impression of the MCC Campus?

Choice	Count	Percent of Sample Asked	Percent of Total Sample
Attractive and well kept	45	60.0%	60.0%
Basically OK	30	40.0%	40.0%
Not well maintained/cared for	0	0.0%	0.0%
Unattractive	1	1.3%	1.3%

What was your first impression upon entering the Prah! College Center?

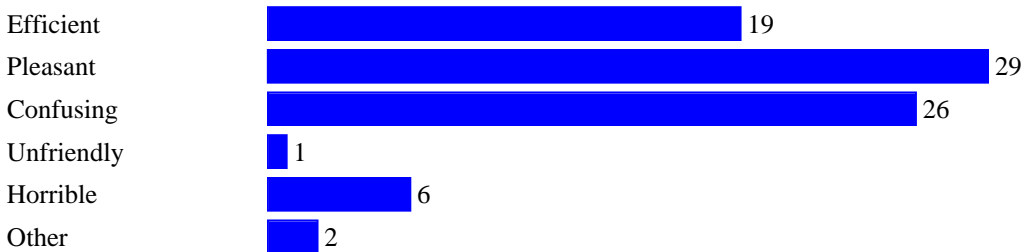


2 - What was your first impression upon entering the Prah! College Center?

Choice	Count	Percent of Sample Asked	Percent of Total Sample
Collegiate	8	10.7%	10.7%

Professional	23	30.7%	30.7%
Welcoming	35	46.7%	46.7%
Clean	25	33.3%	33.3%
Confusing	20	26.7%	26.7%
Unclean	0	0.0%	0.0%
Unwelcoming	0	0.0%	0.0%
Like High School	5	6.7%	6.7%

How satisfied were you with the overall enrollment process?



3 - How satisfied were you with the overall enrollment process?

Choice	Count	Percent of Sample Asked	Percent of Total Sample
Efficient	19	25.3%	25.3%
Pleasant	29	38.7%	38.7%
Confusing	26	34.7%	34.7%
Unfriendly	1	1.3%	1.3%
Horrible	6	8.0%	8.0%
Other	2	2.7%	2.7%

Q.3Specified_6 How satisfied were you with the overall enrollment process? - Other

- I was ran to three different places by many people only to find out I was at the right place the first time, the wait for each area was over an hour. It seemed like they did not know what they were doing at all.
- okay... I felt like the councelors didnt know what they were doing...

Sample Answering: 2 responses

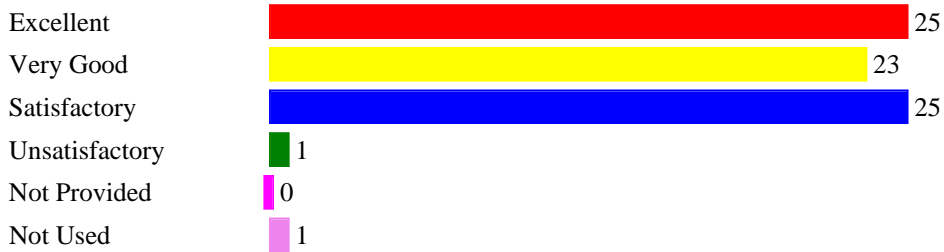
Admissions - Rating

	Excellent	Very Good	Satisfactory	Unsatisfactory	Not Provided	Not Used
Information on how to apply	25.00	23.00	25.00	1.00	0.00	1.00
On-line application form	20.00	17.00	14.00	1.00	1.00	22.00
Clear/Easy directions	16.00	23.00	28.00	6.00	1.00	1.00
Information about Degree Programs	15.00	21.00	25.00	10.00	0.00	4.00

Phone help	13.00	15.00	19.00	9.00	1.00	17.00
Mail/letters understandable	24.00	23.00	15.00	6.00	2.00	5.00

Excellent	0
Very Good	0
Satisfactory	0
Unsatisfactory	0
Not Provided	0
Not Used	0

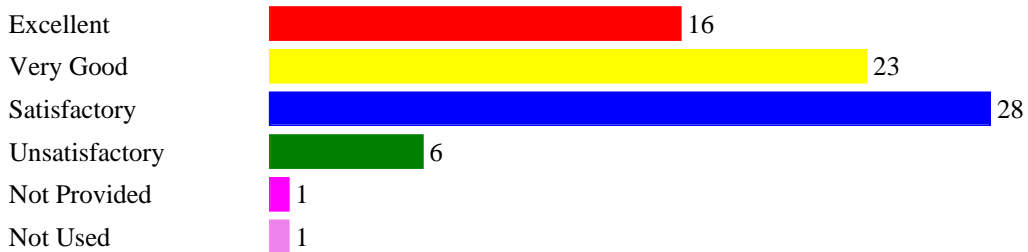
Information on how to apply



On-line application form

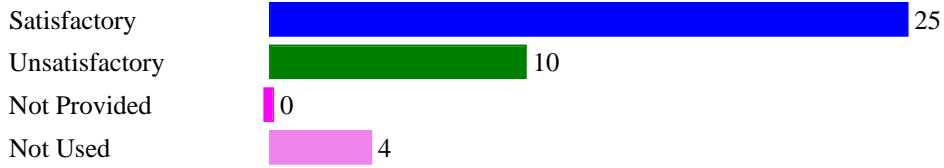


Clear/Easy directions

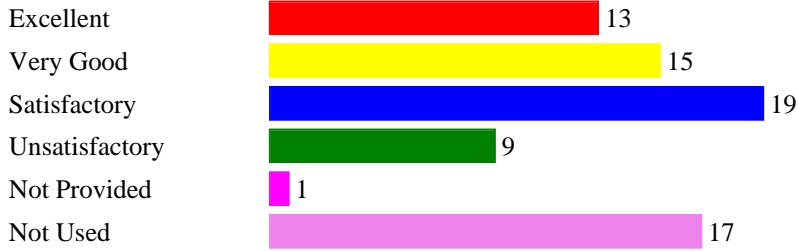


Information about Degree Programs

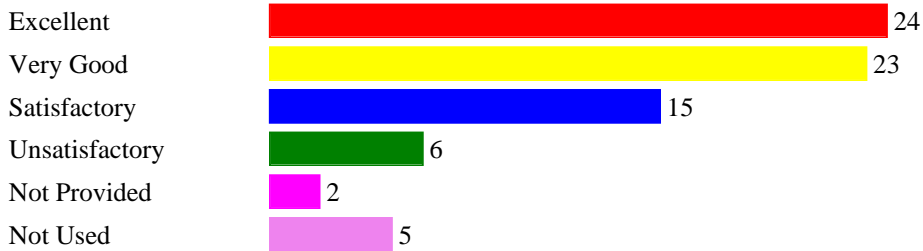




Phone help



Mail/letters understandable



Q4 - Admissions - Rating

Topic	Excellent	Very Good	Satisfactory	Unsatisfactory	Not Provided	Not Used	Not Answered	Not Asked
Information on how to apply	25	23	25	1	0	1	0	0
On-line application form	20	17	14	1	1	22	0	0
Clear/Easy directions	16	23	28	6	1	1	0	0
Information about Degree Programs	15	21	25	10	0	4	0	0
Phone help	13	15	19	9	1	17	1	0
Mail/letters understandable	24	23	15	6	2	5	0	0

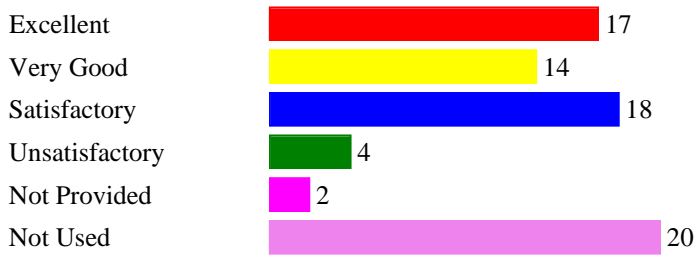
Financial Aid Services - Rating

	Excellent	Very Good	Satisfactory	Unsatisfactory	Not Provided	Not Used
Federal Application (FAFSA)	17.00	14.00	18.00	4.00	2.00	20.00
MCC College processes	13.00	16.00	21.00	12.00	1.00	12.00
Verification process	14.00	13.00	24.00	9.00	1.00	14.00

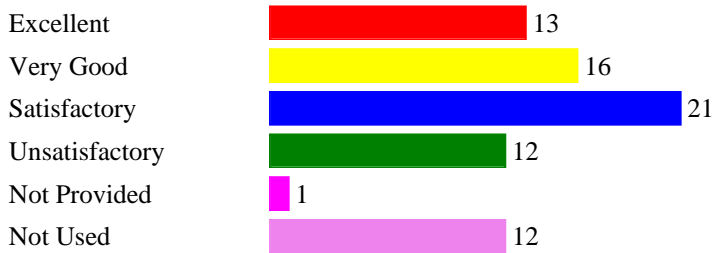
Scholarship process	6.00	13.00	18.00	6.00	3.00	29.00
Loan process	7.00	9.00	15.00	6.00	1.00	37.00
Phone help	11.00	11.00	16.00	11.00	0.00	25.00
Mail/letters understandable	16.00	14.00	16.00	6.00	2.00	20.00

Excellent	0
Very Good	0
Satisfactory	0
Unsatisfactory	0
Not Provided	0
Not Used	0

Federal Application (FAFSA)



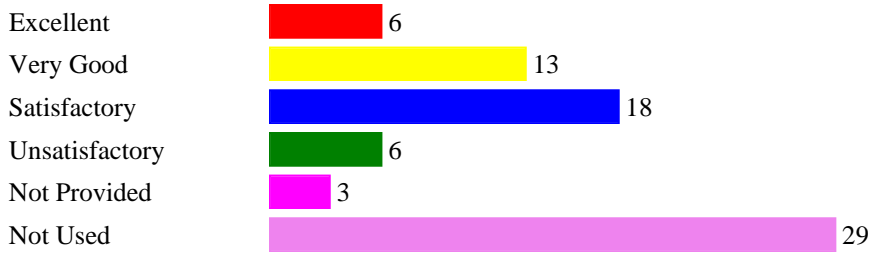
MCC College processes



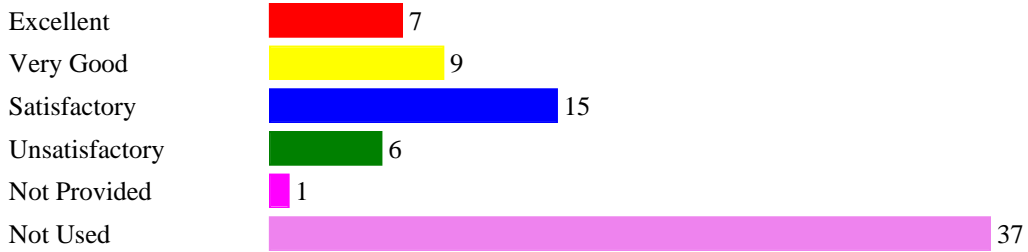
Verification process



Scholarship process



Loan process



Phone help



Mail/letters understandable



Q5 - Financial Aid Services - Rating

Topic	Excellent	Very Good	Satisfactory	Unsatisfactory	Not Provided	Not Used	Not Answered	Not Asked
Federal Application (FAFSA)	17	14	18	4	2	20	0	0
MCC College	13	16	21	12	1	12	0	0

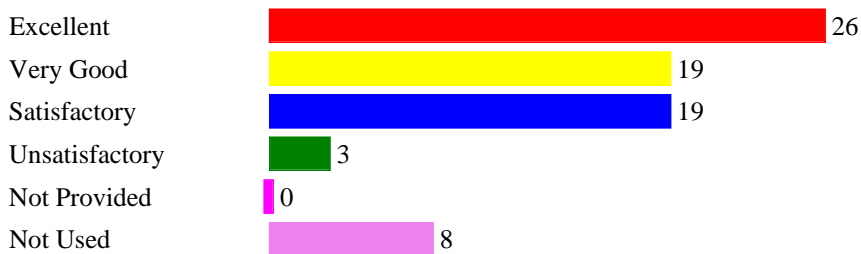
processes								
Verification process	14	13	24	9	1	14	0	0
Scholarship process	6	13	18	6	3	29	0	0
Loan process	7	9	15	6	1	37	0	0
Phone help	11	11	16	11	0	25	1	0
Mail/letters understandable	16	14	16	6	2	20	1	0

Placement Testing - Rating

	Excellent	Very Good	Satisfactory	Unsatisfactory	Not Provided	Not Used
Times available	26.00	19.00	19.00	3.00	0.00	8.00
Staff instructions/help	20.00	18.00	19.00	11.00	0.00	6.00
Quiet room	23.00	17.00	23.00	3.00	0.00	9.00
Info on next steps	20.00	18.00	23.00	5.00	0.00	8.00
Phone help	11.00	13.00	15.00	2.00	0.00	34.00
Mail/letters understandable	14.00	19.00	16.00	1.00	1.00	22.00

Excellent	0
Very Good	0
Satisfactory	0
Unsatisfactory	0
Not Provided	0
Not Used	0

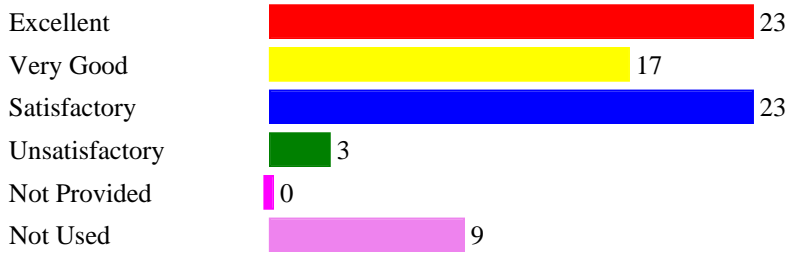
Times available



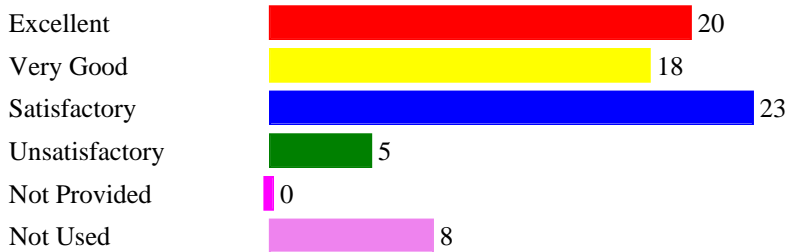
Staff instructions/help



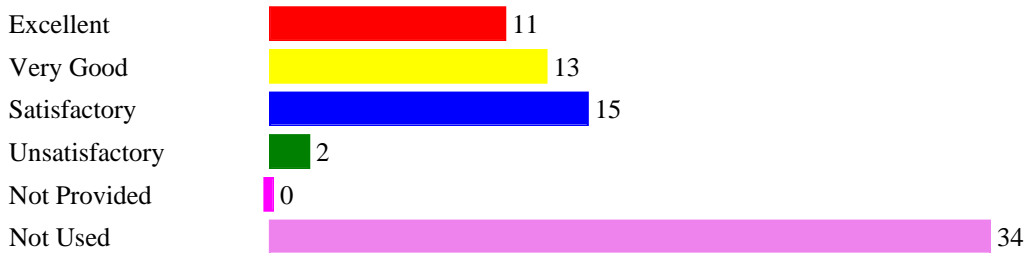
Quiet room



Info on next steps



Phone help



Mail/letters understandable



Q6 - Placement
Testing - Rating

Topic	Excellent	Very Good	Satisfactory	Unsatisfactory	Not Provided	Not Used	Not Answered	Not Asked
Times available	26	19	19	3	0	8	0	0

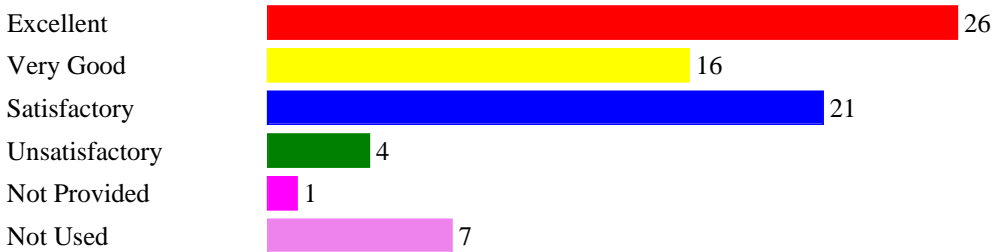
Staff instructions/help	20	18	19	11	0	6	1	0
Quiet room	23	17	23	3	0	9	0	0
Info on next steps	20	18	23	5	0	8	1	0
Phone help	11	13	15	2	0	34	0	0
Mail/letters understandable	14	19	16	1	1	22	2	0

Orientation - Rating

	Excellent	Very Good	Satisfactory	Unsatisfactory	Not Provided	Not Used
Times available	26.00	16.00	21.00	4.00	1.00	7.00
Length of session	17.00	18.00	25.00	6.00	1.00	8.00
Interesting/useful info	18.00	22.00	23.00	3.00	1.00	8.00
Presenter knowledge and enthusiasm	18.00	27.00	17.00	4.00	1.00	8.00
Learning how to activate my MCC email	17.00	25.00	19.00	5.00	3.00	6.00
Learning about Courses and Programs	17.00	23.00	21.00	5.00	2.00	7.00
Learning how to use WebAdvisor	15.00	21.00	21.00	7.00	3.00	8.00
Phone help	15.00	14.00	13.00	5.00	1.00	25.00
Mail/letters understandable	19.00	17.00	14.00	2.00	1.00	21.00

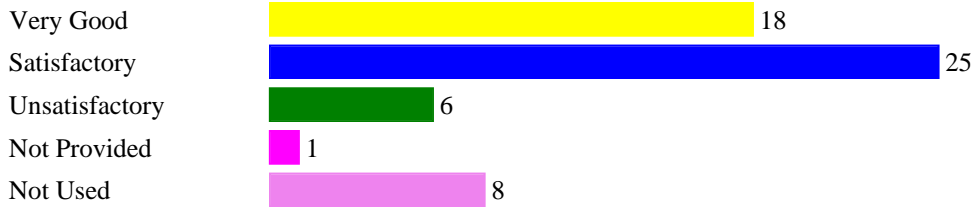
Excellent	0
Very Good	0
Satisfactory	0
Unsatisfactory	0
Not Provided	0
Not Used	0

Times available

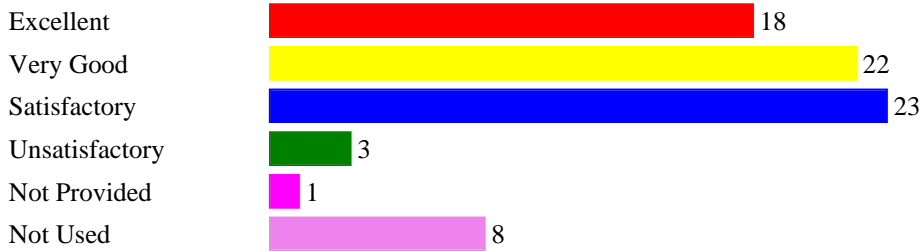


Length of session

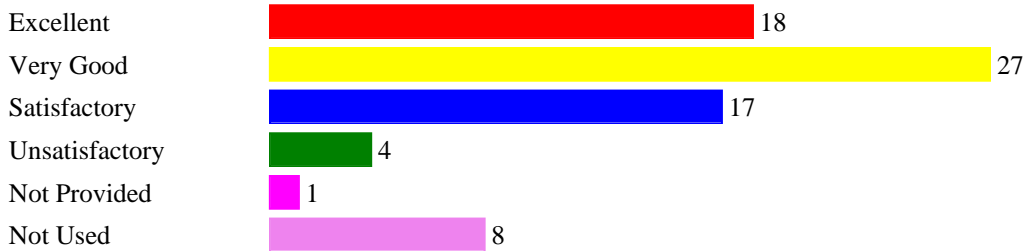




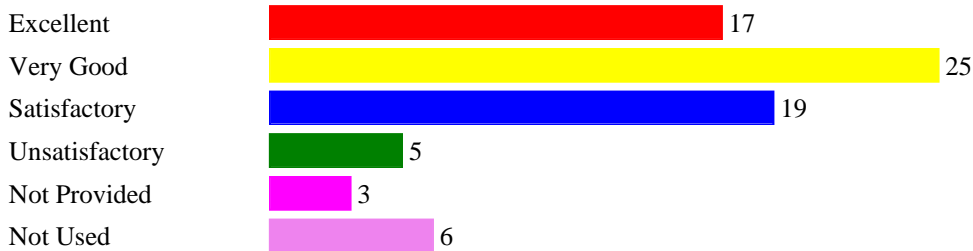
Interesting/useful info



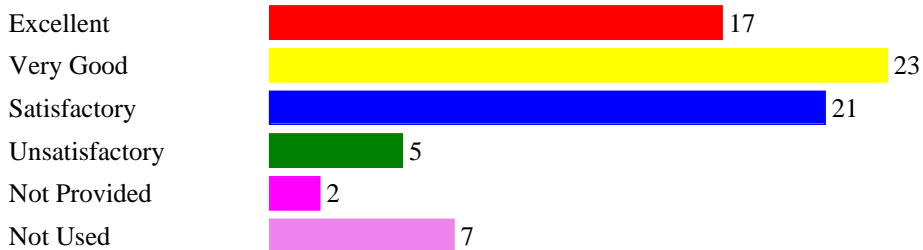
Presenter knowledge and enthusiasm



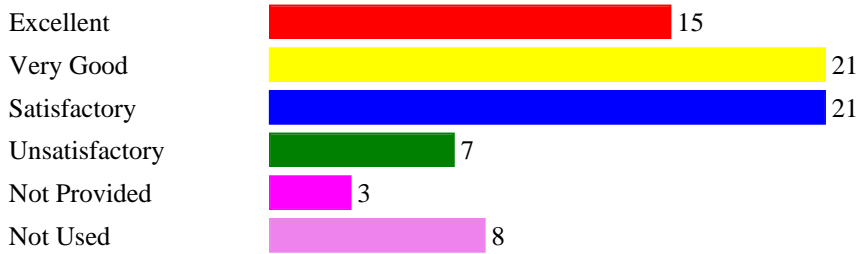
Learning how to activate my MCC email



Learning about Courses and Programs



Learning how to use WebAdvisor



Phone help



Mail/letters understandable



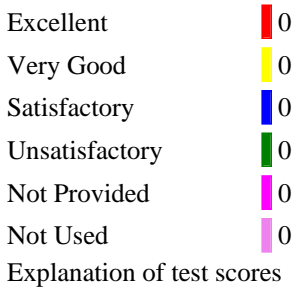
Q7 - Orientation - Rating

Topic	Excellent	Very Good	Satisfactory	Unsatisfactory	Not Provided	Not Used	Not Answered	Not Asked
Times available	26	16	21	4	1	7	0	0
Length of session	17	18	25	6	1	8	0	0
Interesting/useful info	18	22	23	3	1	8	0	0
Presenter knowledge and enthusiasm	18	27	17	4	1	8	0	0
Learning how to activate my MCC email	17	25	19	5	3	6	0	0
Learning about Courses and Programs	17	23	21	5	2	7	0	0
Learning how to use WebAdvisor	15	21	21	7	3	8	0	0

Phone help	15	14	13	5	1	25	2	0
Mail/letters understandable	19	17	14	2	1	21	1	0

Advising/Counseling - Rating

	Excellent	Very Good	Satisfactory	Unsatisfactory	Not Provided	Not Used
Explanation of test scores	14.00	13.00	20.00	9.00	9.00	9.00
Advice about developmental classes	14.00	17.00	18.00	8.00	6.00	11.00
Advice about MCC Programs	15.00	20.00	19.00	7.00	4.00	9.00
Advice about transferring	12.00	15.00	14.00	10.00	7.00	16.00
Discussion of career goals	15.00	17.00	14.00	11.00	4.00	12.00
Selecting classes	21.00	20.00	16.00	11.00	0.00	5.00
Registering for classes	21.00	19.00	19.00	6.00	1.00	6.00
Waivers/Overloads info	11.00	12.00	11.00	7.00	7.00	24.00
How to use WebAdvisor	9.00	15.00	18.00	3.00	10.00	18.00
Phone help	12.00	8.00	11.00	6.00	3.00	32.00
Mail/letters understandable	13.00	16.00	13.00	2.00	3.00	24.00

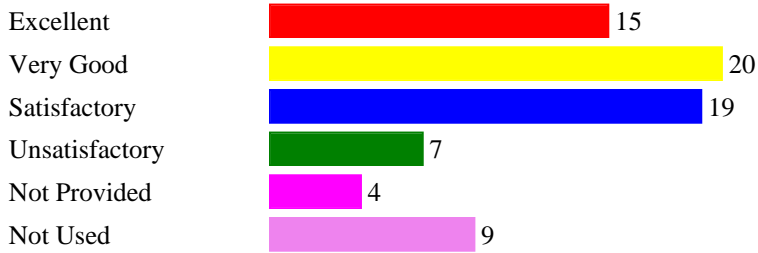


Advice about developmental classes



Not Used 11

Advice about MCC Programs



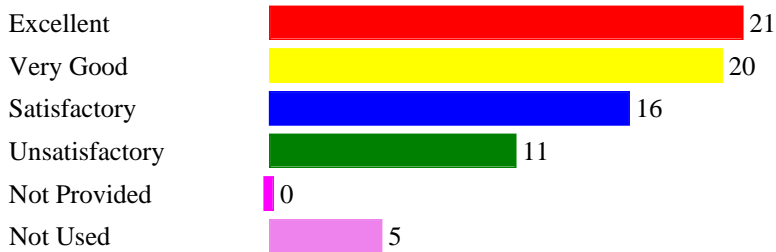
Advice about transferring



Discussion of career goals



Selecting classes

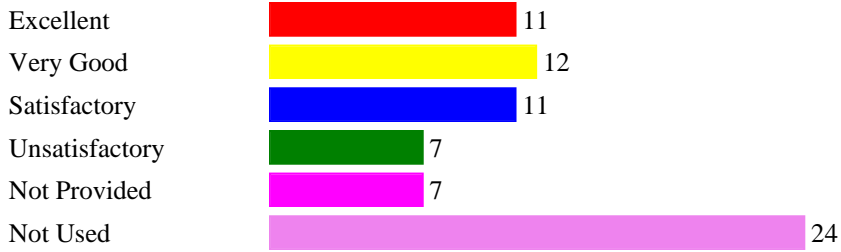


Registering for classes

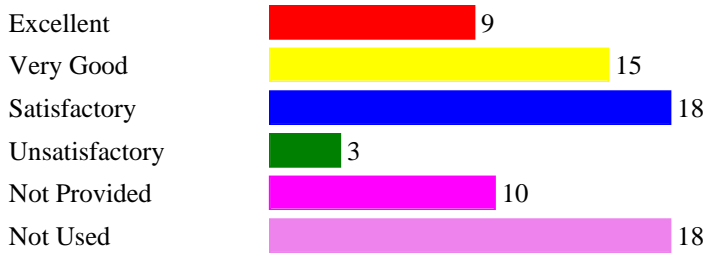




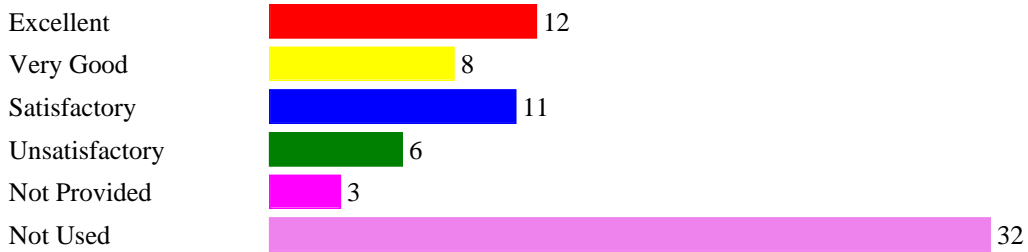
Waivers/Overloads info



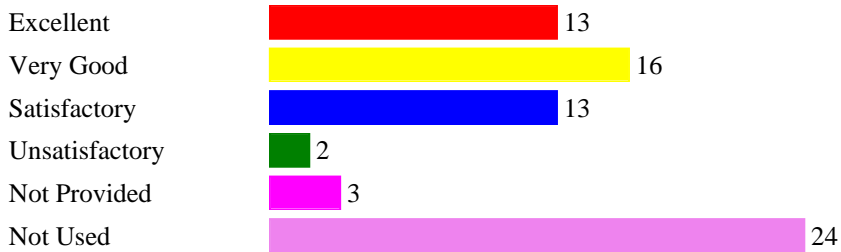
How to use WebAdvisor



Phone help



Mail/letters understandable



Q8 -
Advising/Counseling -

Rating

Topic	Excellent	Very Good	Satisfactory	Unsatisfactory	Not Provided	Not Used	Not Answered	Not Asked
Explanation of test scores	14	13	20	9	9	9	1	0
Advice about developmental classes	14	17	18	8	6	11	1	0
Advice about MCC Programs	15	20	19	7	4	9	1	0
Advice about transferring	12	15	14	10	7	16	1	0
Discussion of career goals	15	17	14	11	4	12	2	0
Selecting classes	21	20	16	11	0	5	2	0
Registering for classes	21	19	19	6	1	6	3	0
Waivers/Overloads info	11	12	11	7	7	24	3	0
How to use WebAdvisor	9	15	18	3	10	18	2	0
Phone help	12	8	11	6	3	32	3	0
Mail/letters understandable	13	16	13	2	3	24	4	0

General Services - Rating

	Excellent	Very Good	Satisfactory	Unsatisfactory	Not Provided	Not Used
Campus phone services	12.00	10.00	14.00	7.00	3.00	28.00
Live Chat	7.00	7.00	8.00	4.00	1.00	47.00
MCC Answer	10.00	9.00	9.00	4.00	1.00	39.00
College website	24.00	24.00	16.00	4.00	0.00	6.00
Email communications	18.00	22.00	18.00	4.00	1.00	11.00
Front desk help	17.00	14.00	17.00	7.00	0.00	17.00

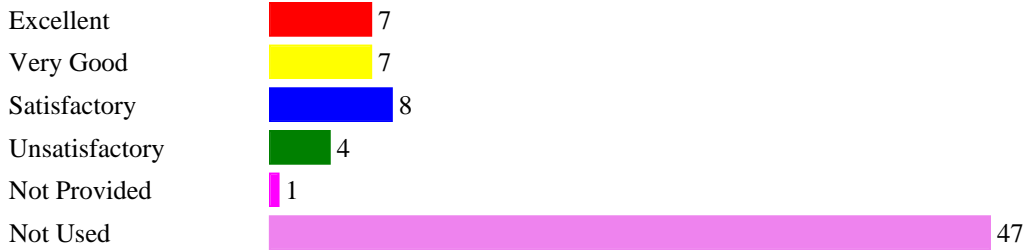
Excellent	0
Very Good	0
Satisfactory	0
Unsatisfactory	0
Not Provided	0
Not Used	0

Campus phone services

Excellent	12
Very Good	10
Satisfactory	14



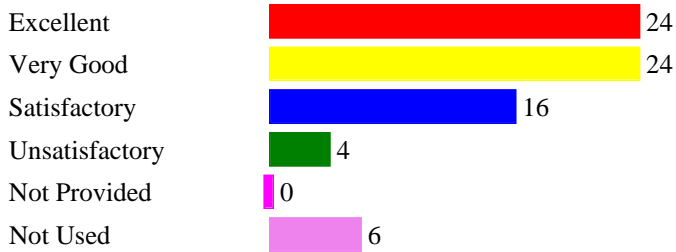
Live Chat



MCCAnswer



College website

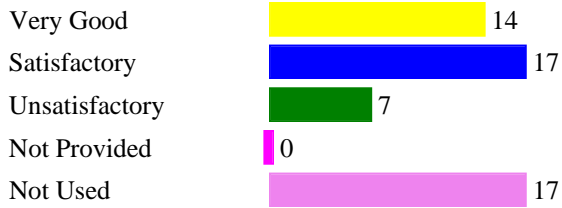


Email communications



Front desk help





Q9 - General Services - Rating

Topic	Excellent	Very Good	Satisfactory	Unsatisfactory	Not Provided	Not Used	Not Answered	Not Asked
Campus phone services	12	10	14	7	3	28	1	0
Live Chat	7	7	8	4	1	47	1	0
MCCAnswer	10	9	9	4	1	39	3	0
College website	24	24	16	4	0	6	1	0
Email communications	18	22	18	4	1	11	1	0
Front desk help	17	14	17	7	0	17	3	0

Q.10 Describe examples of outstanding service that you experienced:

- I've experienced excellent service in the job placement program. Also with student life and other computer lab areas. mainly all the employees are very helpful and knowledgeable.
- First, see below. I finally found a counselor who cut through the red tape and got me registered. Cna't remember her name-- Possibly Dr. Meese, or something like that. The orientation counselor was excellent, too.
- people were very friendly and ready to help you
- I had outstanding service through my advisor. She helped me to be able to decide on a double major, scheduled my classes around my job, and helped me take classes that would transfer to U of M-Flint in two years.
- Conselor Anne Gupton helped me tremendously on decided what classes to take for fall semester. She was patient and informative. Always smiling
- I havent really had one yet.
- when registering everyting went very well and not a lot of time wasted.
- the book store workers where very helpful
- When i had got a letter in the mail and i called Mott and the person answered my question very good..
- When i was able to get a new student id name for the email and other contacts, because the first one i wa given did not work well. Marc Smith was very helpful.
- they give you very good service especially when you call for something that you need over the phone and they are very polite, I also like the webmail because your teacher could tell you weather or not what you need to accomplish and what colleges would be coming there and how you can reach them.
- I love the professors
- got good help with finding classes
- i have not experienced any outstanding service
- i experienced good customer service at the admissions office.
- adding and dropping (changing) schedule prior to class start.
- Jennifer McDonald was/is very helpful.
- Others students seem to be very nice and helpfull

- Prompt, efficient, professional service from the IT division, specifically, Ms. Kim Doane, on overrides, and course offerings.
- i dont have any examples... basically you just go on your way i havent asked any questions either
- Ive contacted Live Help many of times and they had excellant service!
- I live in Lapeer so this is the office that I use for registration and the help is Always excellent. I have been trying to get full financial aid since 2006 and after a lay-off I was able to get the help. Up until that time (I think her name is Rachel) the front desk was always encouraging, had many resources for me to try, just a great person. She was extremely helpful and I am grateful that she was there.
- I experienced people being very nice and accomadating when I desired information from the front desk. I also got outstanding help from my counselor on my options for wanting to transfer my sophomore year.
- Friendly, helpful staff and workers
- At this point I have enjoyed all the services Mott has offered
- For the most part, it has been a pleasant experience.
- The people in the book store was very nice.
- People are willing to help
- the writing center is very helpful.
- well i can admit that one time i wasnt paying attention to the lady talkin in the orientation, and i had to ask he numerous of times, and she never got mad or agrivated.
- at baker college of flint
- Scheduling my classe was easier than i thought because my advisor was really nice and comfurting. She really new what she was doing and she really helped me out.
- My advisor did a grear job of telling me which proffesors were good.
- A professor went out of his way and took a slip to registration for me so that I could register on-line because I live in Lansing. I thought this was very thoughtful and helped me a lot!

Sample Answering: 34 responses

Q.11 Describe examples of poor service that you experience:

- I haven't experienced any bad service yet.
- when asking about classes i couldn't get clear answers, never can get a straight answer. i don't understand these waiting lists for programs when there are students that cannot pass NET, or background checks. personally i think they should be moved aside and let others go thru that have passes. when they pass they can take there place back in line or give a time limit to re-test. These are some things that i am very concerned with. which i have heard from other students. it makes me wonder if i made the right choice with your school.
- Problems registering -- the front desk kept sending me down to registration, and reg. kept sending me back. I had to stop at a bunch of different places in the Prahl. It took me about three hours. The writing placement test was extrememly confusing.
- none available
- None.
- ??? none so far! good job!
- In the financial aid department poor customer service, rude, confusing. Worst experince ever and I am dreading it again next semester.
- Parking is still a big problem
- no one wanted to help me when i need help and no one explained anything my loan was misshandled several times
- none
- none
- the guy giving new student orintation could be more enthusiastic and more intresting
- none
- advisement was miss leading and hard to understand
- not getting loans explained to me properly
- none yet.
- I have never experienced poor service.

- During the entire registering process I was asking questions to the front desk by the registration office and Financial aid office and the male behind the counter did not even seem to care to answer my questions. He'd stop talking to a friend for a minute to ask if I needed help, I'd ask two or three questions give me a look and go back to his conversation. Also when I needed him to explain something he always seemed to be on a break, either putting up be back in 15 minute sign and not coming back for an hour or more. I also had to change my district status. I have turned the paper work in three times to be put in district and to this day it is still not changed. I get my college mail to my address but no one seems to care to keep track of the paper work to switch my status to in district. It is very frustrating.
- I don't like the counseling.. They didn't seem to know how to use the system. I picked out all of my class times and basically helped him learn the program.
- Long waits at financial aid office.
- have not experience this either
- on the phone it takes forever to get a hold of someone
- trying to print out a homework assignment for free in the library. they wouldn't do it.
- no communications laying out the steps in enrollment process. ie: when to begin. then, first do this - complete reg form; apply for financial aid BEFORE you sign up for classes, etc.
- The wait in the counseling and advisement offices were way to long.
- Turned away at advisor office, told to come back in a week. Orientation was too long for the amount of information provided.
- I think the academic office needs to have counselors that are available all the time and more than on counselor for Associate of Science. I'm not impressed with the lack of counseling help that I have received so far.
- Admissions/registration are confusing. There are numerous windows, and offices, and no signs identifying which one to go to for what.
- i was never told how well i did on the placement test
- None really.
- N/A
- Well there weren't any examples of poor service to me except the elevator being out of service....LOL.
- none
- I have yet to have any poor experiences.
- orientation a tad too long with no break, got a bit of run around with financial aid until the right person worked with me.
- i had a very hard time getting started. i almost gave up on it.
- The financial aid process is very hard and confusing. And the fact that you can not talk to anyone in the office makes it even more frustrating.
- People being rude, rude phone conversations, People had me running all over the campus just to get enrolled in classes
- the advisor i had was very discouraging
- well, some of the counselors were rude, and they over talk you, when you TRY to explain a problem that your having with your class, but overall things were okay.
- mott college
- the people that work in the office at southern lakes campus aren't very comforting, i dislike asking them for help.
- Financial Aid forgot several times to either give me papers or fill out parts of papers, then requiring me to come back more than necessary and prolonging the process.
- As a brand new student (not fresh out of high school) I thought the whole process of where to go to register, who I need to talk to, what I have to do in order to attend was all very confusing. The front desk helpers were not very informative about where I needed to go and what I needed to do. I waited 45 minutes just to find out that I was in the wrong spot, and had to take placement tests when I had no idea that placement tests were needed. The orientation was a complete waste of time. The woman who was doing the orientation basically scolded every student in the class for registering late, and not applying for financial Aid in time. I don't believe it was any of her business whether or not I registered late. Some people have special circumstances, I don't think she took those into account.
- took forever for you people to find my ACT score, therefore i couldn't register for classes when i preferred and got classes i would not have rather taken. My scheduled Philosophy Teacher Dutra was replaced with

Warren and he is the worst teacher ever. His class is only about racism and he does not answer questions nor go into an philosophical discussions. that is the part of this college i loathe most.

- Every time I call the college and get the phone service I have a problem either rude people and simply bad information. They should hire someone to answer the phones that KNOWS the answers. Many times they have no idea and they answer with just whatever they think. Then when you try to use the information they've given you you find out it is incorrect and you get the run around!!

- Scholarship information is poor,they say that they have over 250,000 I will graduate in May and have never received any scholarships from MCC.

Sample Answering: 47 responses

Q.12 Provide name, student ID and email address

Item	Frequency	Percent
(Not Answered)	63	84.0%
(Unique responses)	12	16.0%
(Total)	75	100.0%

Q.12 Provide name, student ID and email address

- demetrious young 0141532 zendo425@comcast.net
- jcockerill1@mcc.edu
- Thomas Lange, 0146578, tlange1@mcc.edu
- Alyssa, 0320866, A_szik07@hotmail.com
- Natasha Gooch, 0321590, ngooch@edtech.mcc.edu
- Tacollins83@aol.com
- Heather Malburg 0322731 thekatsmeow03@yahoo.com
- Jon Agius 0321044 jagius@mcc.edu
- kyle gross 0326135 jkhgross@yahoo.com
- Tiffany Jones 0129664 tjones18@mcc.edu
- 0307668 sade_collins2000@yahoo.com