

MCC Student Satisfaction Survey 2005

Survey Results

• Analyzing 1373 responses.

2. Do you use an email account?



2 - Do you use an email account?

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Yes, I use my MCC email account	153	11.2%	11.1%	11.1%
Yes, I use a personal email account	575	41.9%	41.9%	41.9%
Yes, I use both my MCC and my personal email account	494	36.0%	36.0%	36.0%
No, I don't use an email account	149	10.9%	10.9%	10.9%

3. Do you have a computer in your home?



3 - Do you have a computer in your home?

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Yes	1301	95.9%	94.8%	94.8%
No	55	4.1%	4.0%	4.0%

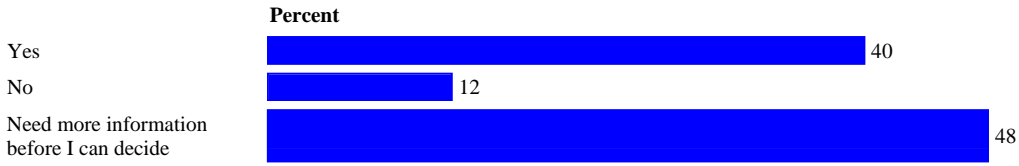
4. Do you have Internet access in your home?



4 - Do you have Internet access in your home?

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Yes	1251	92.6%	91.1%	91.1%
No	100	7.4%	7.3%	7.3%

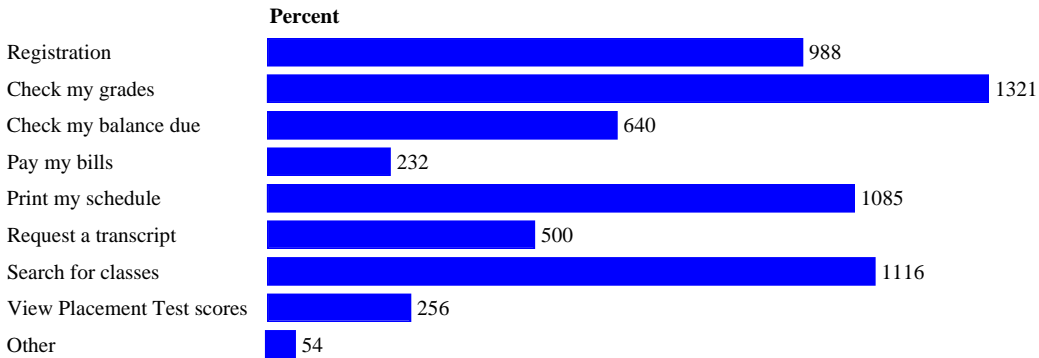
5. If MCC instituted an electronic billing (paperless) system, would you participate?



5 - If MCC instituted an electronic billing (paperless) system, would you participate?

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Yes	545	40.1%	39.7%	39.7%
No	158	11.6%	11.5%	11.5%
Need more information before I can decide	655	48.2%	47.7%	47.7%

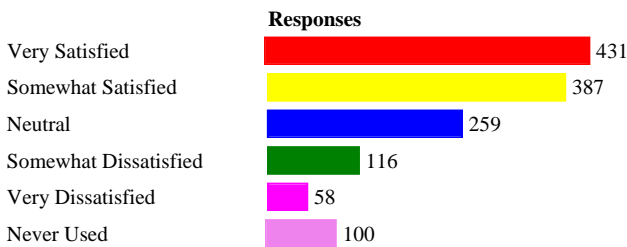
6. How do you use MCC's WebAdvisor? (choose all that apply)



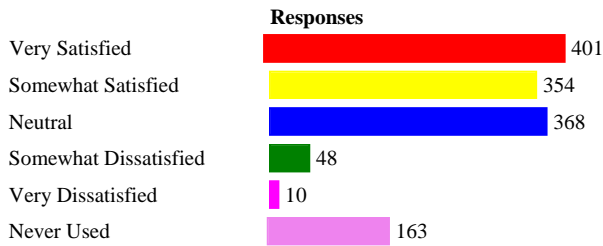
6 - How do you use MCC's WebAdvisor? (choose all that apply)

Choice	Count	Percent of Sample Asked	Percent of Total Sample
Registration	988	72.0%	72.0%
Check my grades	1321	96.2%	96.2%
Check my balance due	640	46.6%	46.6%
Pay my bills	232	16.9%	16.9%
Print my schedule	1085	79.0%	79.0%
Request a transcript	500	36.4%	36.4%
Search for classes	1116	81.3%	81.3%
View Placement Test scores	256	18.6%	18.6%
Other	54	3.9%	3.9%

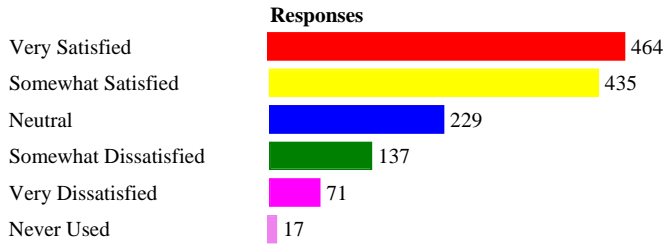
7A. If used, how satisfied are you with the following Student Service Offices? - Satisfaction Academic Advising



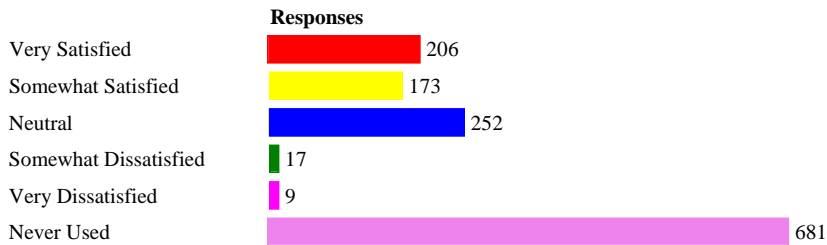
Admissions & Recruitment



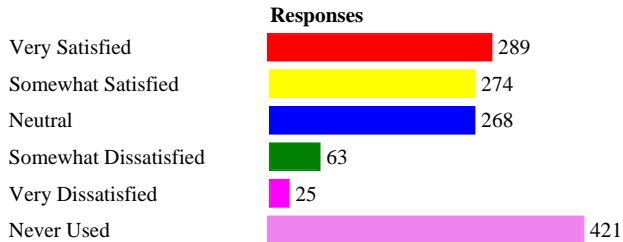
Bookstore



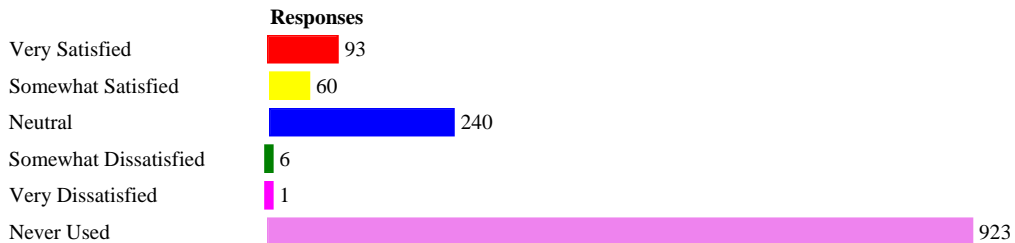
Career Resource Center



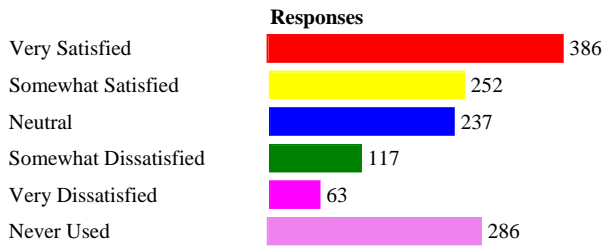
Counseling & Student Development



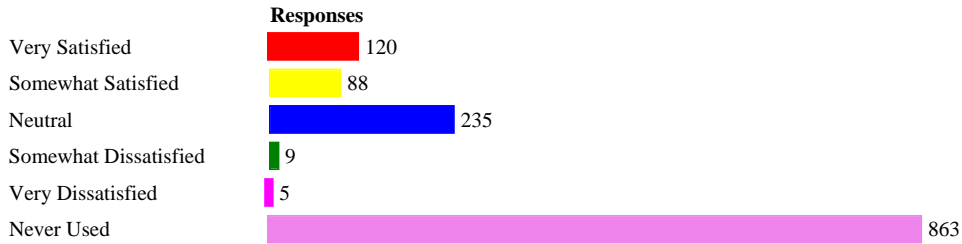
DisAbility Services



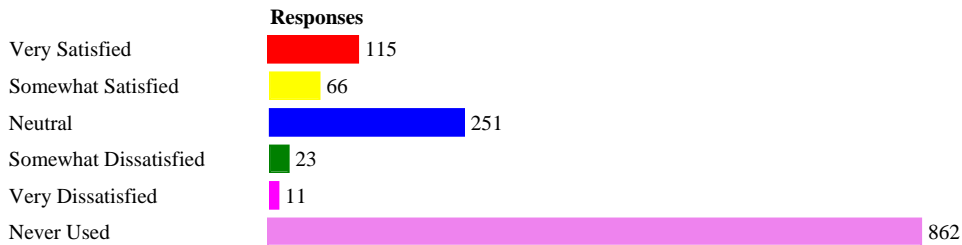
Financial Aid



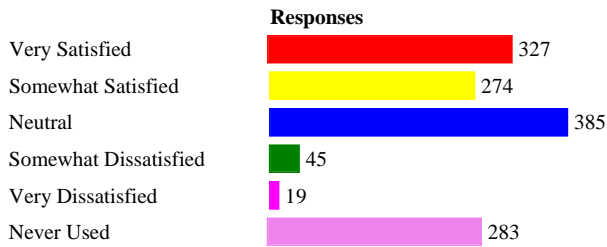
Health Services



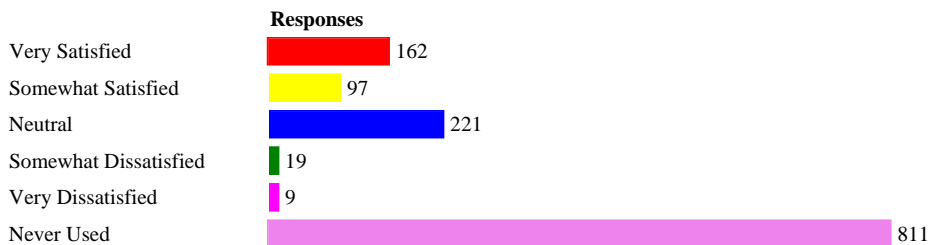
Job Placement/ Employment Services



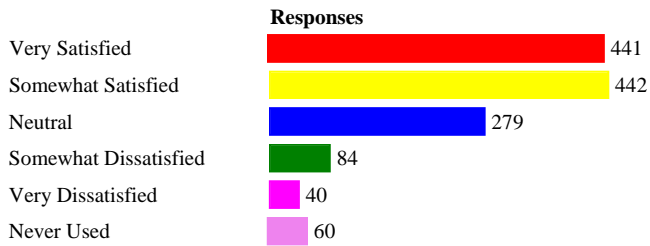
New Student Orientation



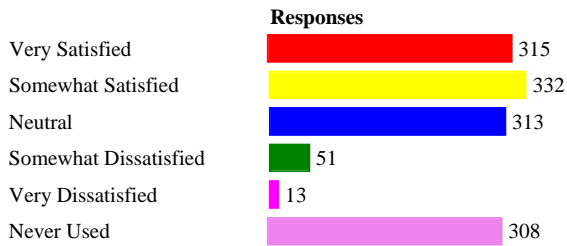
Peer Tutoring Services



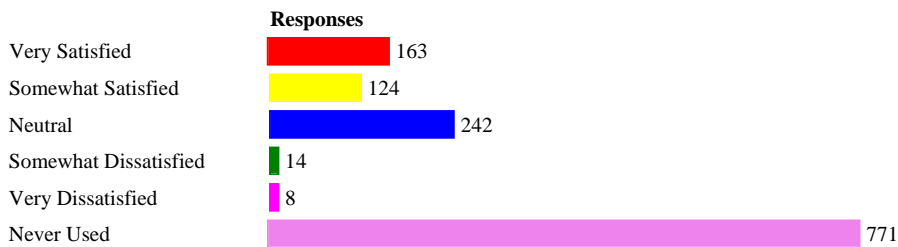
Registration & Cashier's Office



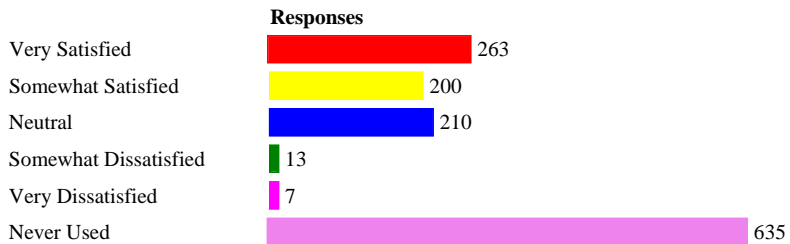
Registrar & Student Records



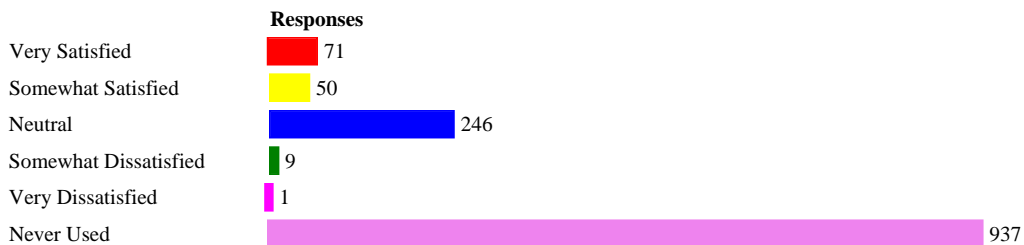
Student Life Center



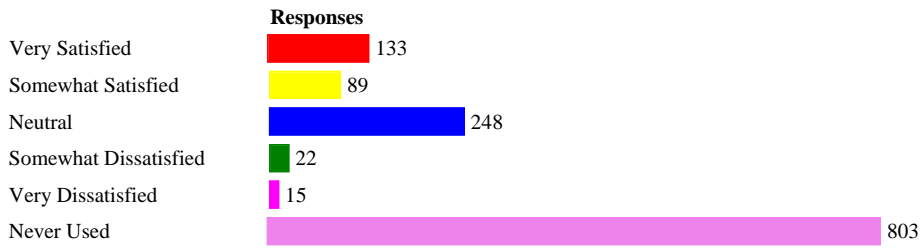
The Learning Center



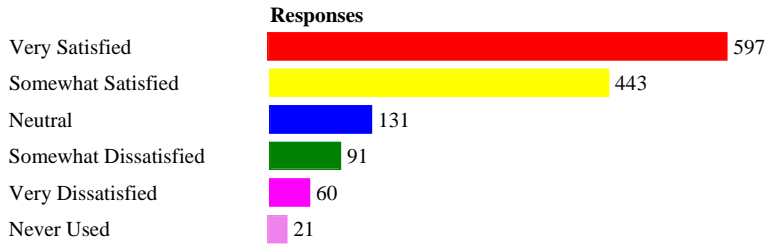
Veteran's Services



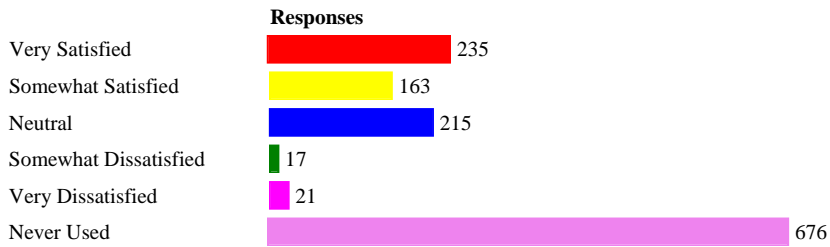
Call Center



WebAdvisor (www.mcc.edu)



MCCAnswer (www.mcc.edu)

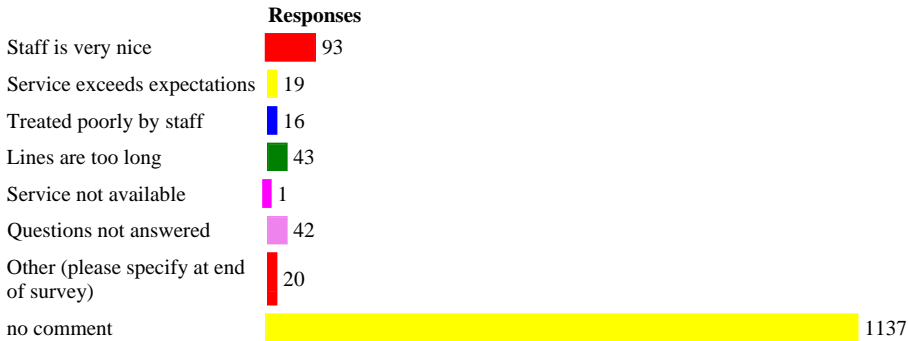


7A - If Used, how Satisfied are you with the following Student Service Offices? - Satisfaction

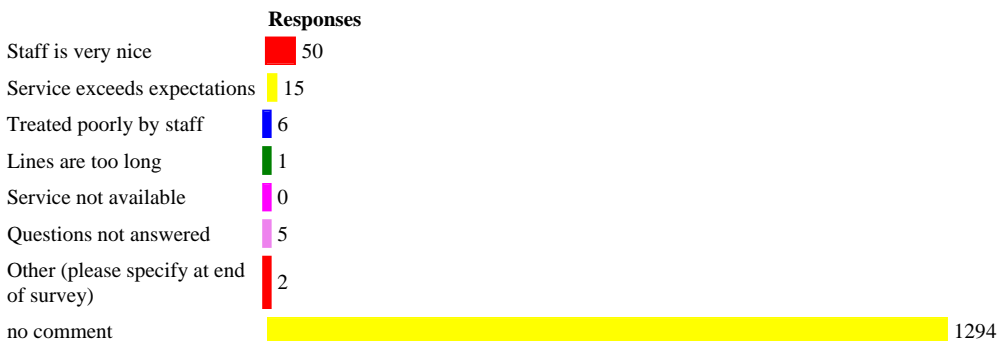
Topic	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Never Used	Not Answered
Academic Advising	431	387	259	116	58	100	22
Admissions & Recruitment	401	354	368	48	10	163	29
Bookstore	464	435	229	137	71	17	20
Career Resource Center	206	173	252	17	9	681	35
Counseling & Student Development	289	274	268	63	25	421	33
DisAbility Services	93	60	240	6	1	923	50
Financial Aid	386	252	237	117	63	286	32
Health Services	120	88	235	9	5	863	53
Job Placement/ Employment Services	115	66	251	23	11	862	45
New Student Orientation	327	274	385	45	19	283	40
Peer Tutoring Services	162	97	221	19	9	811	54
Registration & Cashier's Office	441	442	279	84	40	60	27
Registrar & Student Records	315	332	313	51	13	308	41
Student Life Center	163	124	242	14	8	771	51
The Learning Center	263	200	210	13	7	635	45
Veteran's Services	71	50	246	9	1	937	59
Call Center	133	89	248	22	15	803	63
WebAdvisor (www.mcc.edu)	597	443	131	91	60	21	30
MCCAnswer (www.mcc.edu)	235	163	215	17	21	676	46

7B. If Used, how Satisfied are you with the following Student Service Offices? - Comments

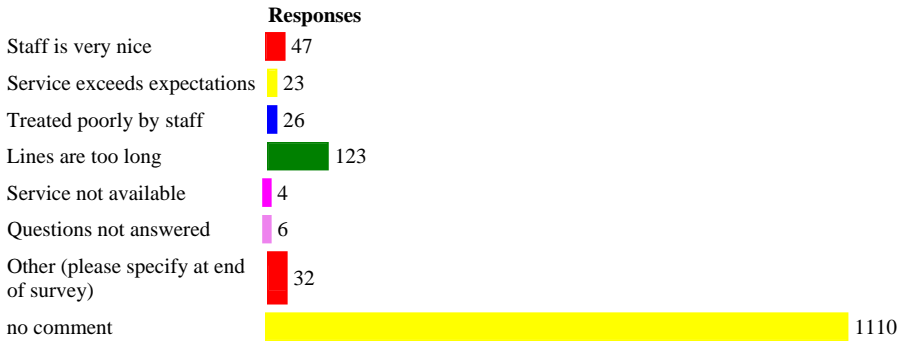
Academic Advising



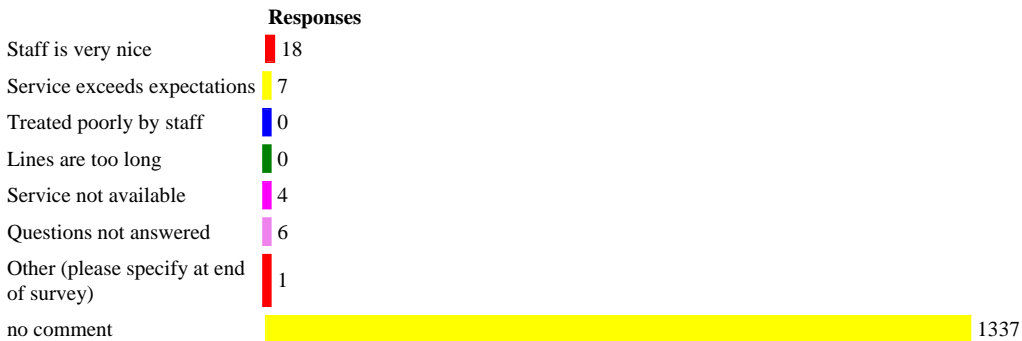
Admissions & Recruitment



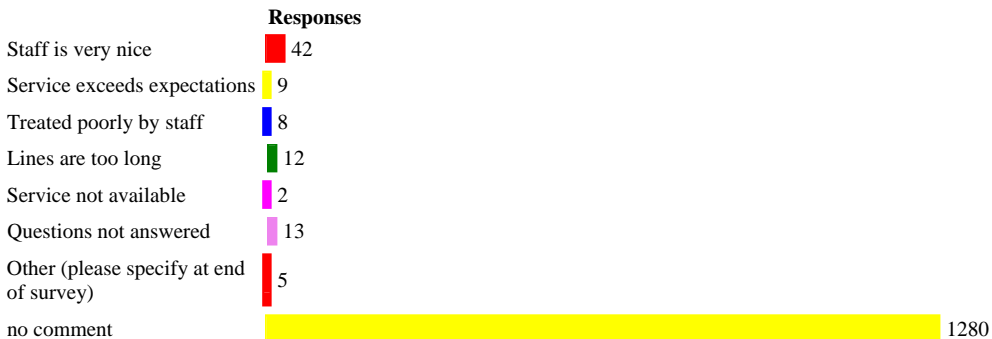
Bookstore



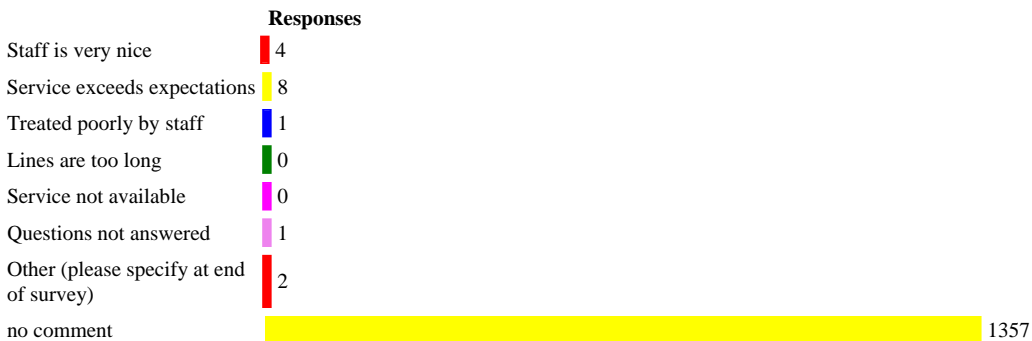
Career Resource Center



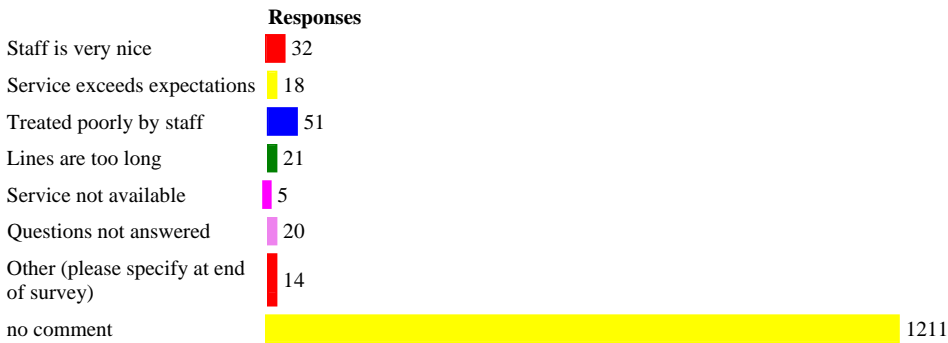
Counseling & Student Development



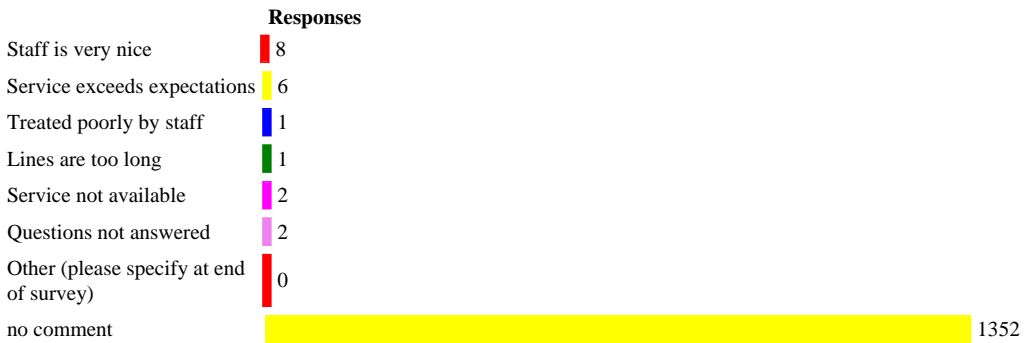
DisAbility Services



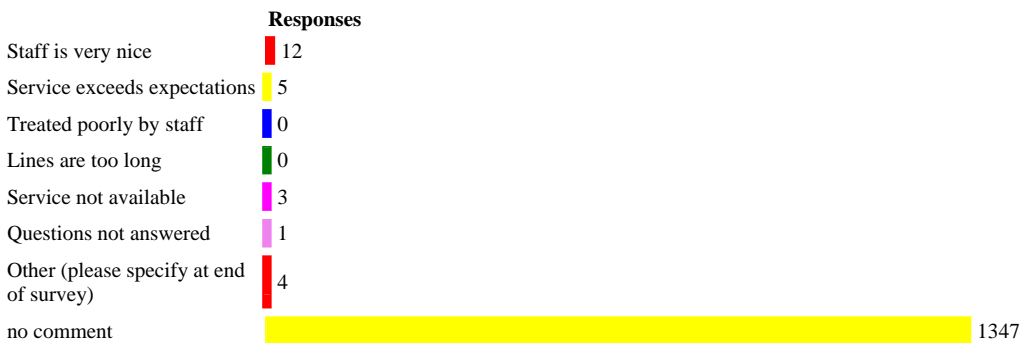
Financial Aid



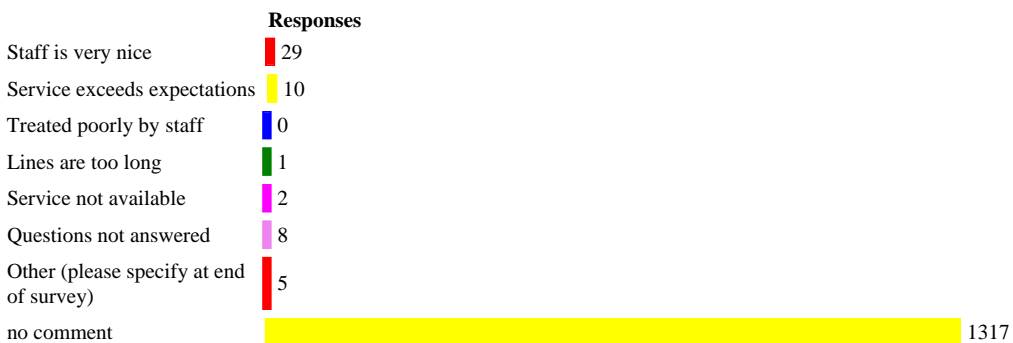
Health Services



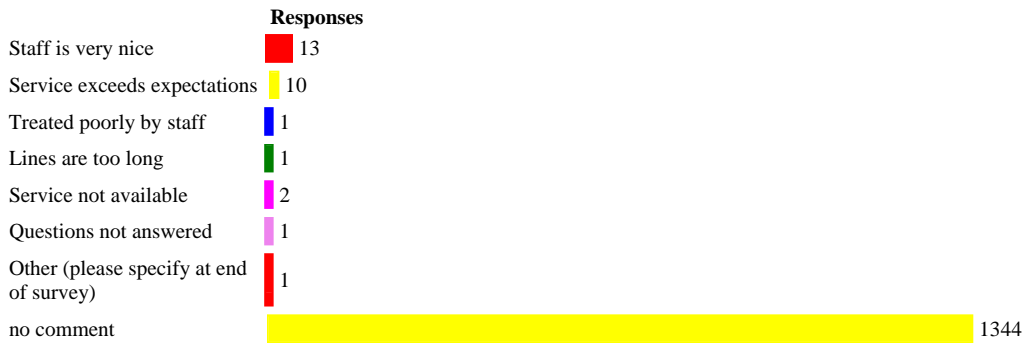
Job Placement/ Employment Services



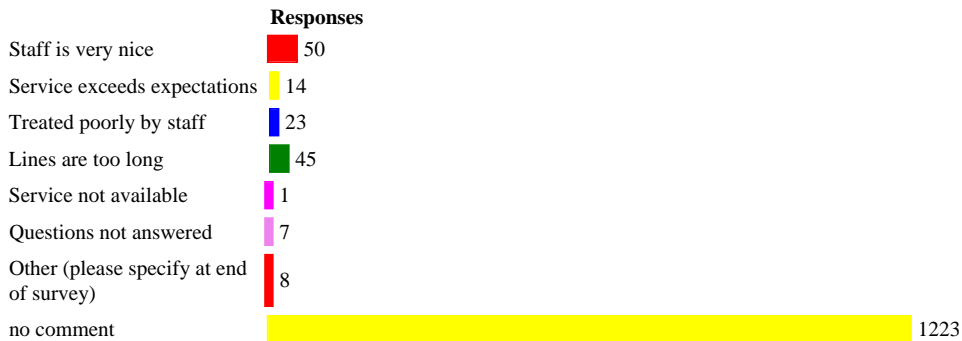
New Student Orientation



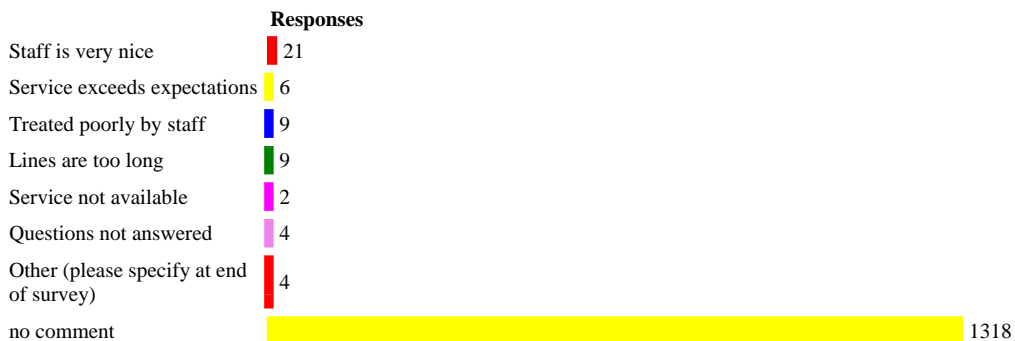
Peer Tutoring Services



Registration & Cashier's Office



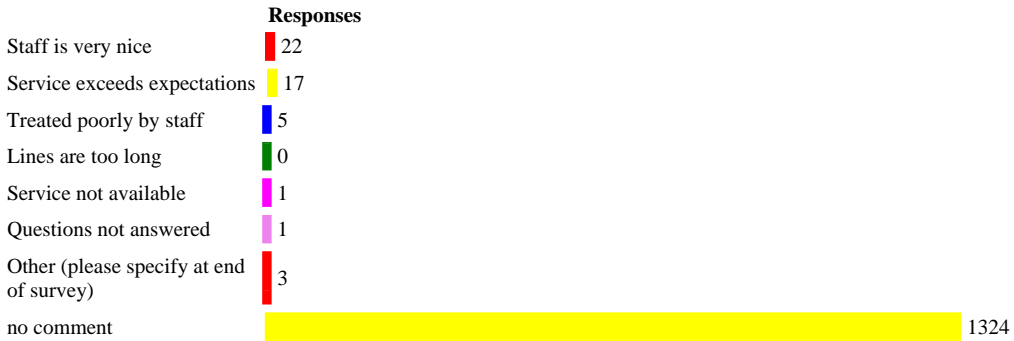
Registrar & Student Records



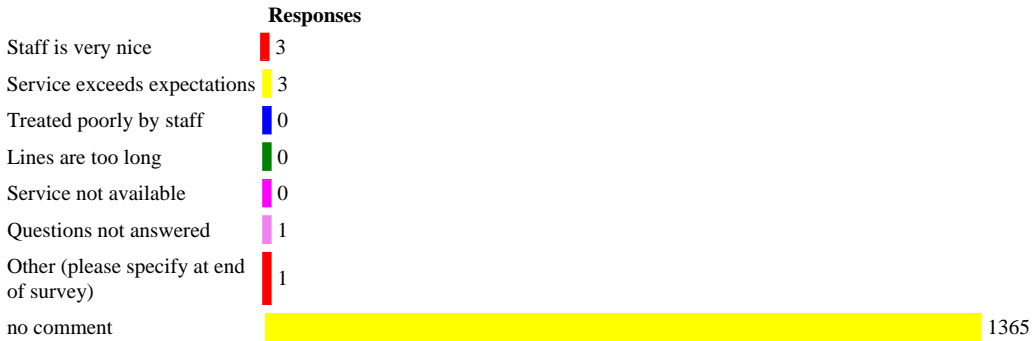
Student Life Center



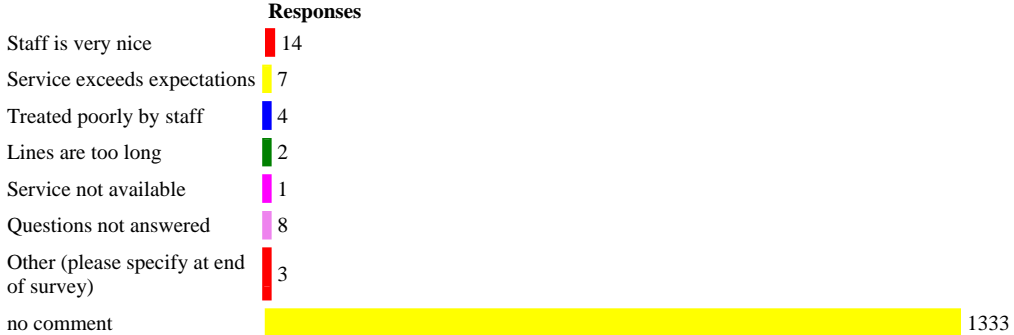
The Learning Center



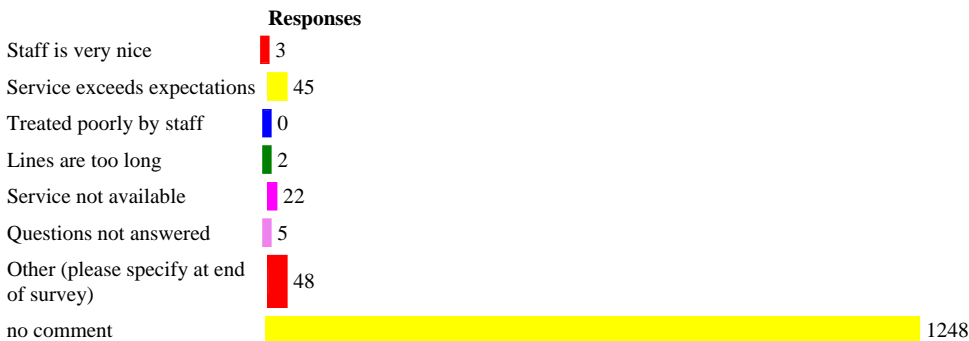
Veteran's Services



Call Center



WebAdvisor (www.mcc.edu)



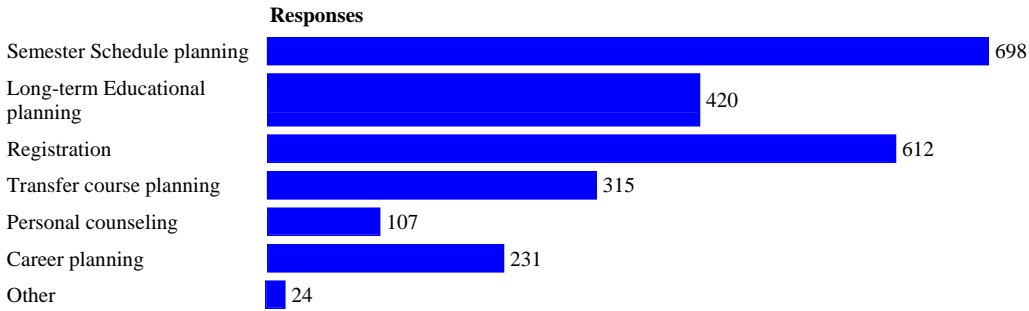
MCCAnswer (www.mcc.edu)

	Responses
Staff is very nice	2
Service exceeds expectations	15
Treated poorly by staff	1
Lines are too long	1
Service not available	2
Questions not answered	7
Other (please specify at end of survey)	3
no comment	1341

7B - If Used, how Satisfied are you with the following Student Service Offices? - Comments

Topic	Staff is very nice	Service exceeds expectations	Treated poorly by staff	Lines are too long	Service not available	Questions not answered	Other (please specify at end of survey)	no comment	Not Answered
Academic Advising	93	19	16	43	1	42	20	1137	2
Admissions & Recruitment	50	15	6	1	0	5	2	1294	0
Bookstore	47	23	26	123	4	6	32	1110	2
Career Resource Center	18	7	0	0	4	6	1	1337	0
Counseling & Student Development	42	9	8	12	2	13	5	1280	2
DisAbility Services	4	8	1	0	0	1	2	1357	0
Financial Aid	32	18	51	21	5	20	14	1211	1
Health Services	8	6	1	1	2	2	0	1352	1
Job Placement/ Employment Services	12	5	0	0	3	1	4	1347	1
New Student Orientation	29	10	0	1	2	8	5	1317	1
Peer Tutoring Services	13	10	1	1	2	1	1	1344	0
Registration & Cashier's Office	50	14	23	45	1	7	8	1223	2
Registrar & Student Records	21	6	9	9	2	4	4	1318	0
Student Life Center	12	7	2	0	0	1	3	1348	0
The Learning Center	22	17	5	0	1	1	3	1324	0
Veteran's Services	3	3	0	0	0	1	1	1365	0
Call Center	14	7	4	2	1	8	3	1333	1
WebAdvisor (www.mcc.edu)	3	45	0	2	22	5	48	1248	0
MCCAnswer (www.mcc.edu)	2	15	1	1	2	7	3	1341	1

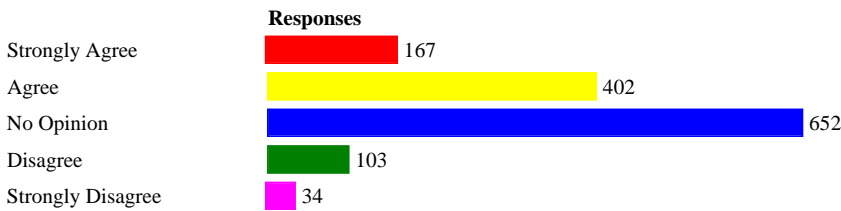
8. If you use the Advising and Counseling Services, what are your main reasons? (choose all that apply)



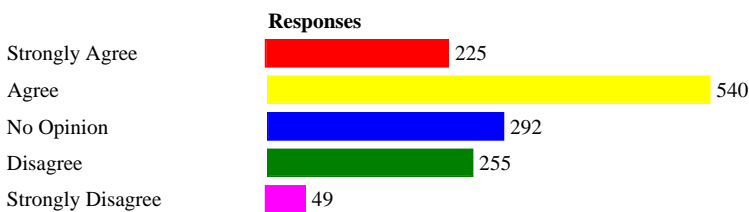
8 - If you use the Advising and Counseling Services, what are your main reasons? (choose all that apply)

Choice	Count	Percent of Sample Asked	Percent of Total Sample
Semester Schedule planning	698	50.8%	50.8%
Long-term Educational planning	420	30.6%	30.6%
Registration	612	44.6%	44.6%
Transfer course planning	315	22.9%	22.9%
Personal counseling	107	7.8%	7.8%
Career planning	231	16.8%	16.8%
Other	24	1.7%	1.7%

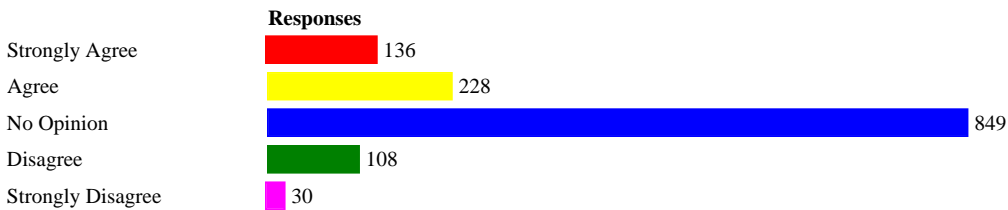
**9. Please indicate your agreement with the following statements:
Space for clubs, activities, leisure, lounges is adequate**



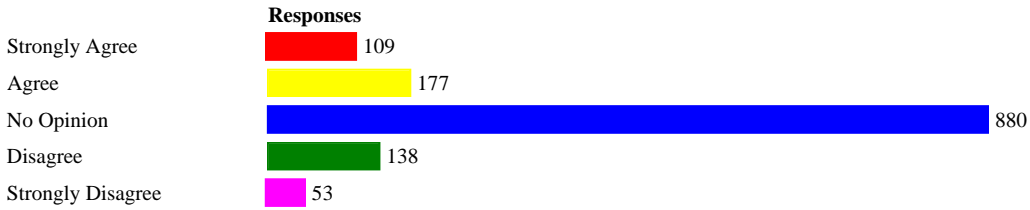
Advisors are available when needed



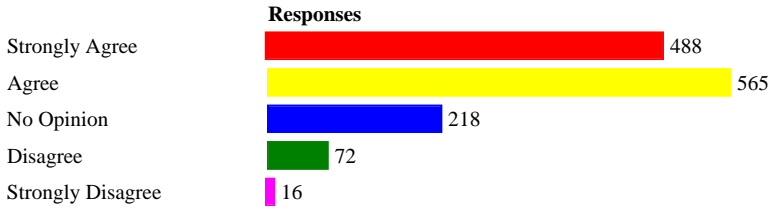
There are adequate opportunities for student employment on campus



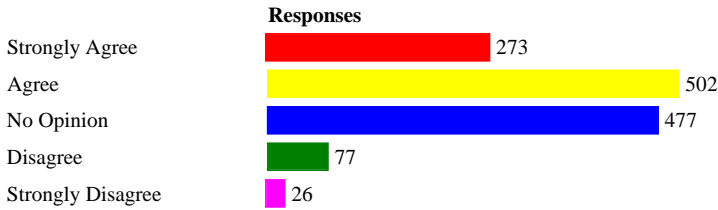
There is a clear student complaint/grievance process



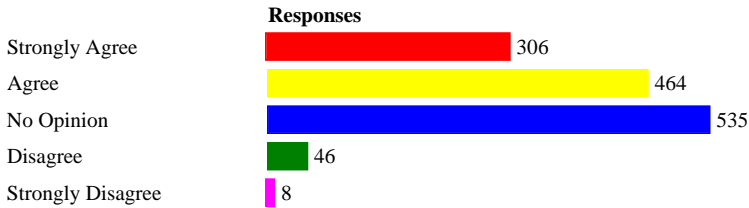
Dropping and Adding courses is easy to do



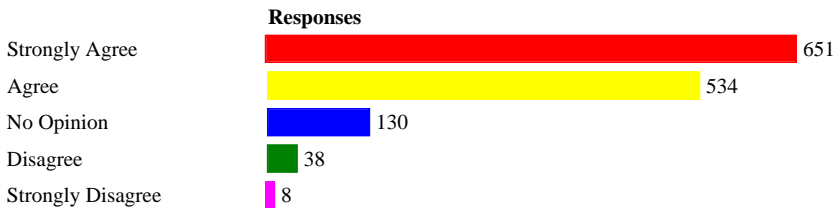
Help is available to research my career goals



Help is available to improve my study habits and skills



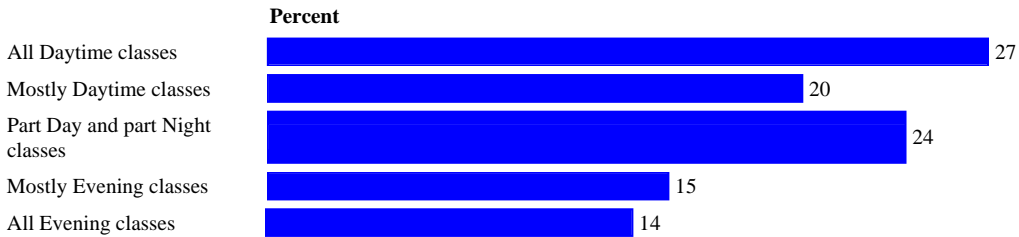
I would choose MCC again



9 - Please indicate your agreement with the following statements:

Topic	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Not Answered	Not Asked
Space for clubs, activities, leisure, lounges is adequate	167	402	652	103	34	15	0
Advisors are available when needed	225	540	292	255	49	12	0
There are adequate opportunities for student employment on campus	136	228	849	108	30	22	0
There is a clear student complaint/grievance process	109	177	880	138	53	16	0
Dropping and Adding courses is easy to do	488	565	218	72	16	14	0
Help is available to research my career goal	273	502	477	77	26	18	0
Help is available to improve my study habits and skills	306	464	535	46	8	14	0
I would choose MCC again	651	534	130	38	8	12	0

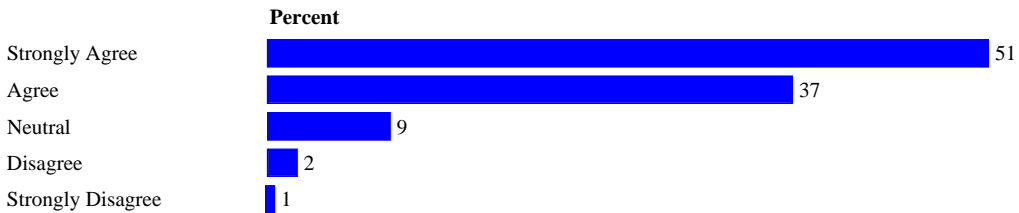
10. When do you attend the majority of your classes?



10 - When do you attend the majority of your classes?

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
All Daytime classes	372	27.4%	27.1%	27.1%
Mostly Daytime classes	270	19.9%	19.7%	19.7%
Part Day and part Night classes	325	23.9%	23.7%	23.7%
Mostly Evening classes	205	15.1%	14.9%	14.9%
All Evening classes	188	13.8%	13.7%	13.7%

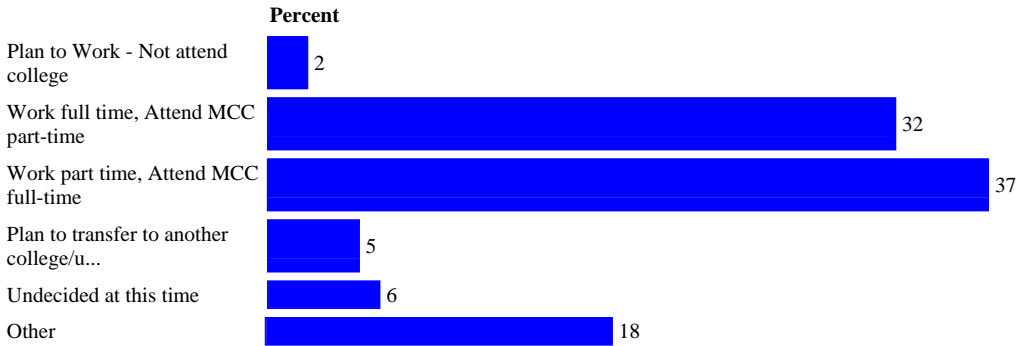
11. In the future, would you recommend MCC to others?



11 - In the future, would you recommend MCC to others?

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Strongly Agree	701	51.2%	51.1%	51.1%
Agree	507	37.1%	36.9%	36.9%
Neutral	126	9.2%	9.2%	9.2%
Disagree	22	1.6%	1.6%	1.6%
Strongly Disagree	12	0.9%	0.9%	0.9%

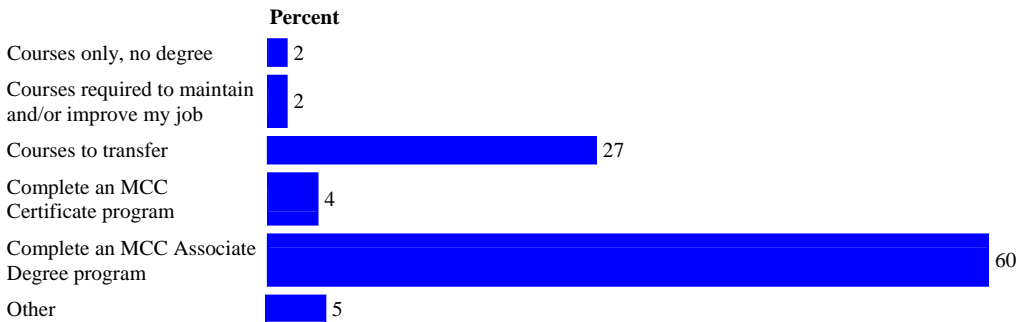
12. What is your plan for enrollment for the next semester?



12 - What is your plan for enrollment for the next semester?

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Plan to Work - Not attend college	31	2.3%	2.3%	2.3%
Work full time, Attend MCC part-time	439	32.1%	32.0%	32.0%
Work part time, Attend MCC full-time	507	37.0%	36.9%	36.9%
Plan to transfer to another college/university	66	4.8%	4.8%	4.8%
Undecided at this time	78	5.7%	5.7%	5.7%
Other	248	18.1%	18.1%	18.1%

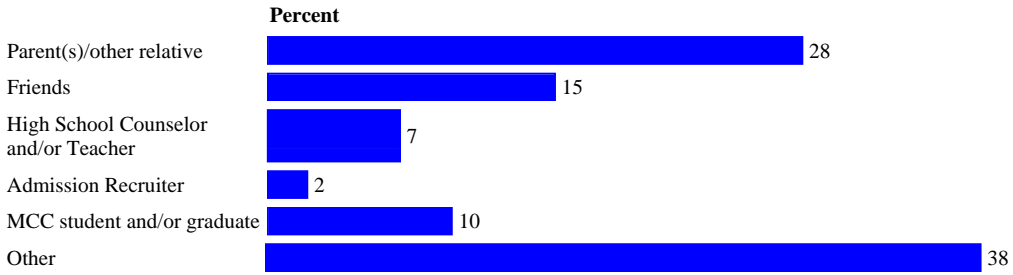
13. What Educational Goal do you have?



13 - What Educational Goal do you have?

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Courses only, no degree	23	1.7%	1.7%	1.7%
Courses required to maintain and/or improve my job	28	2.0%	2.0%	2.0%
Courses to transfer	373	27.3%	27.2%	27.2%
Complete an MCC Certificate program	55	4.0%	4.0%	4.0%
Complete an MCC Associate Degree program	823	60.2%	59.9%	59.9%
Other	65	4.8%	4.7%	4.7%

14. Please tell us who had the most influence in your decision to attend MCC?



14 - Please tell us who had the most influence in your decision to attend MCC?

Choice	Count	Percentage of Sample Answering	Percentage of Sample Asked	Percentage of Total Sample
Parent(s)/other relative	379	28.0%	27.6%	27.6%
Friends	201	14.9%	14.6%	14.6%
High School Counselor and/or Teacher	97	7.2%	7.1%	7.1%
Admission Recruiter	26	1.9%	1.9%	1.9%
MCC student and/or graduate	137	10.1%	10.0%	10.0%
Other	513	37.9%	37.4%	37.4%