

Student Satisfaction Inventory

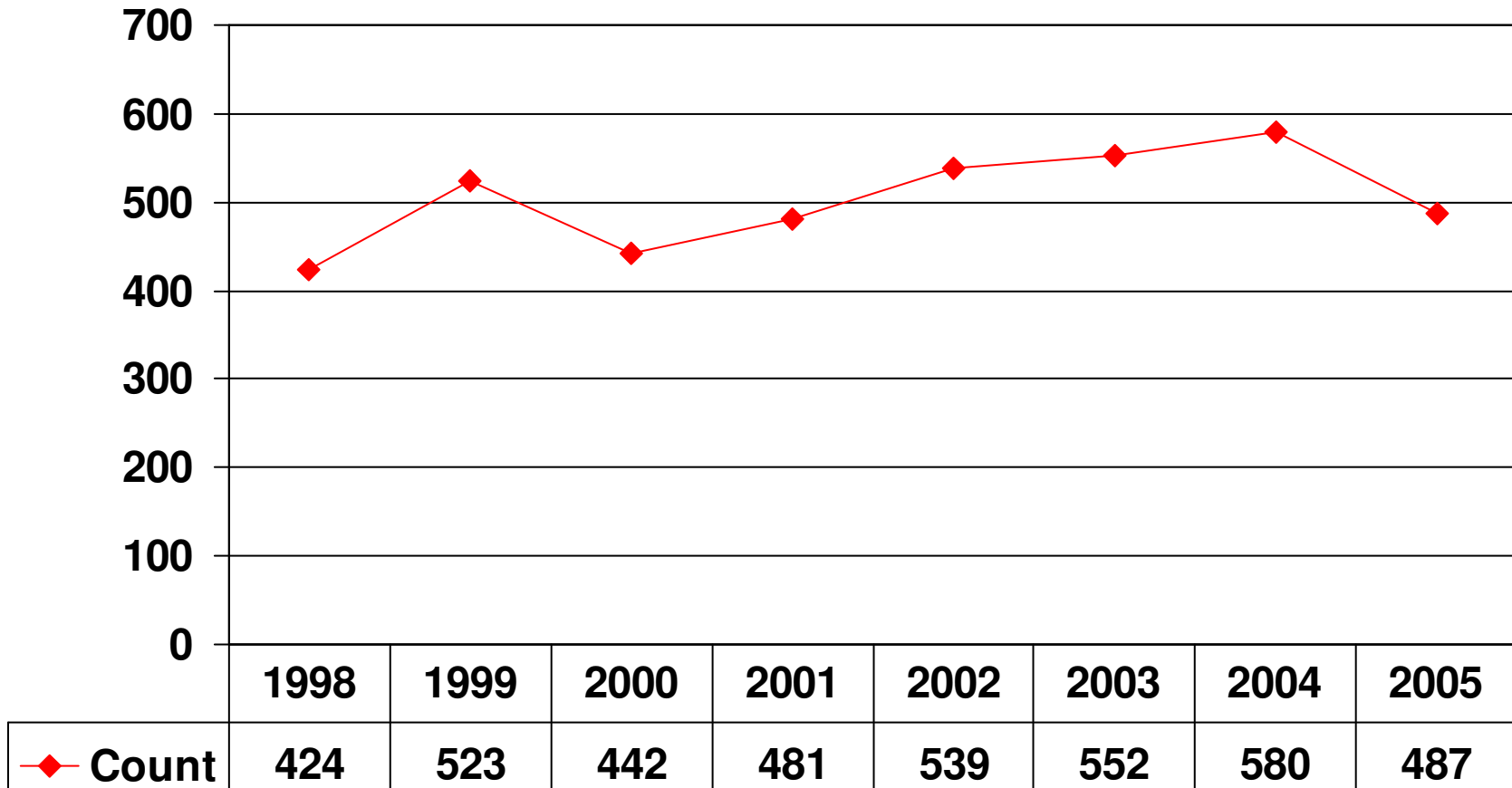
2005



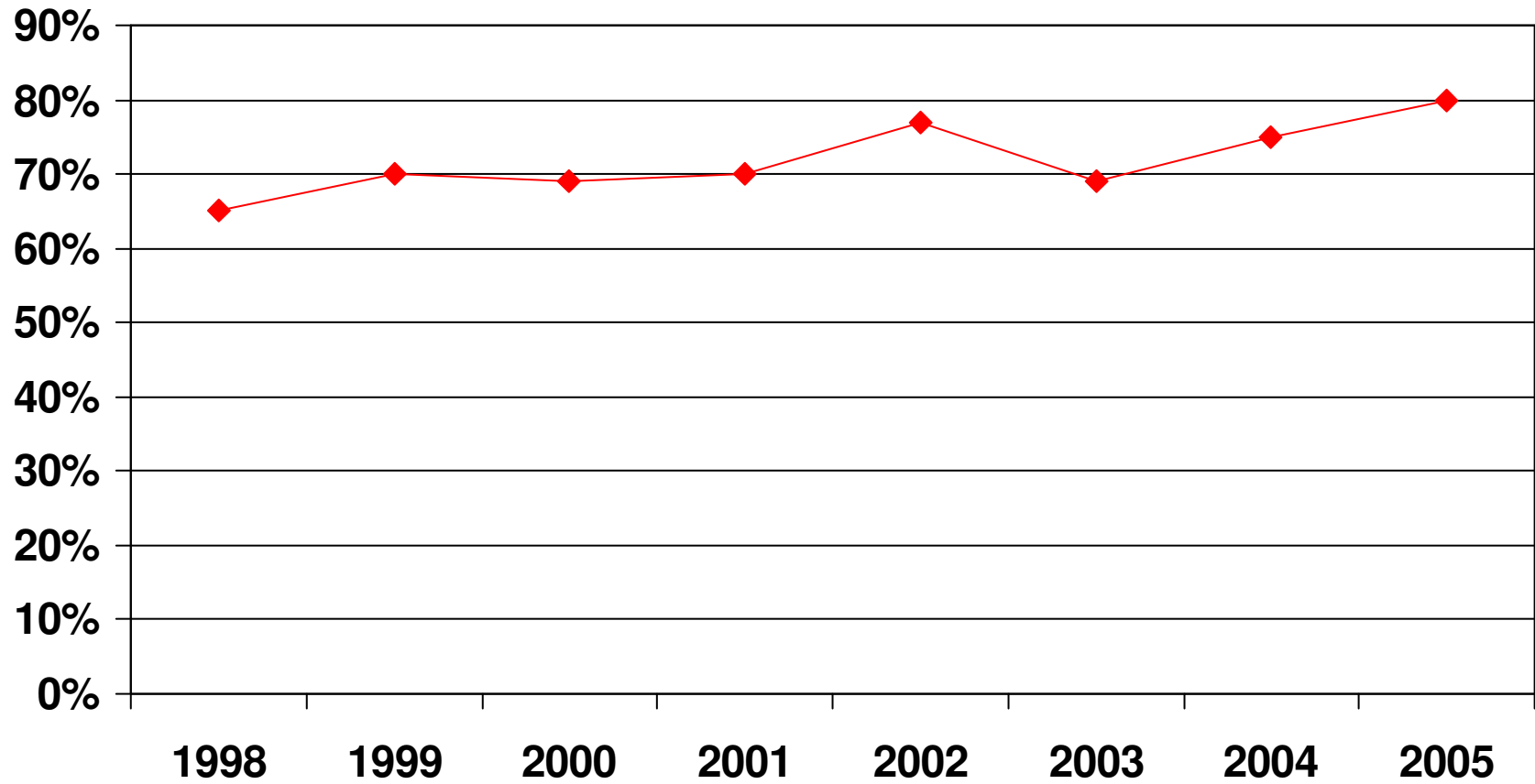
Notes on Demographics

- Total survey participation down from previous years: probably due to survey overload. (Participation goal was 525.)
- Survey population overly represented by younger (under-25) students
- Survey population overly represented by Daytime students
- Survey population overly represented by goal: Associate degree and transfer students (under-representation by vocational/technical students)
- No indication from demographics why 2000 data so much higher than all other years.

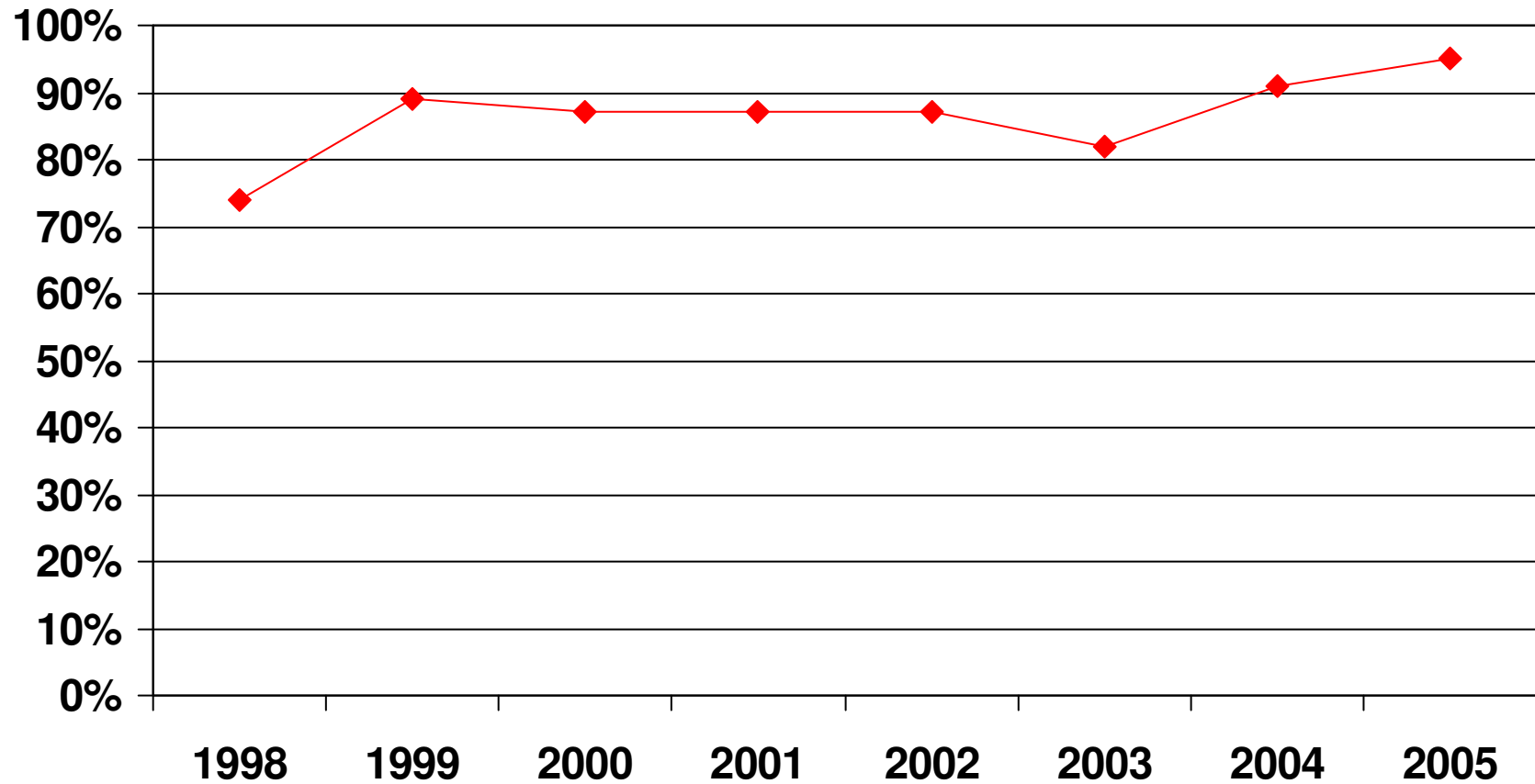
Survey Participation



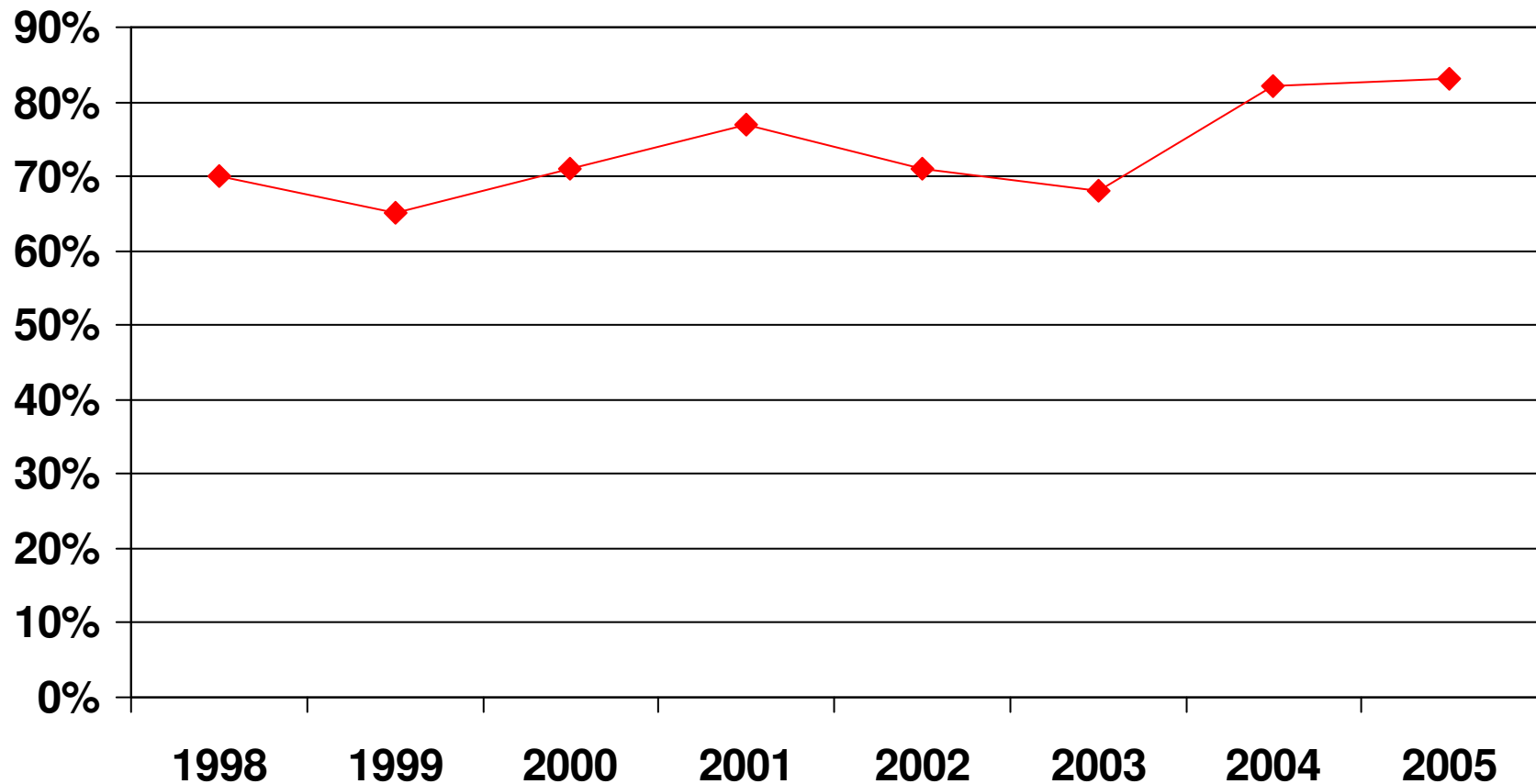
% Under 25



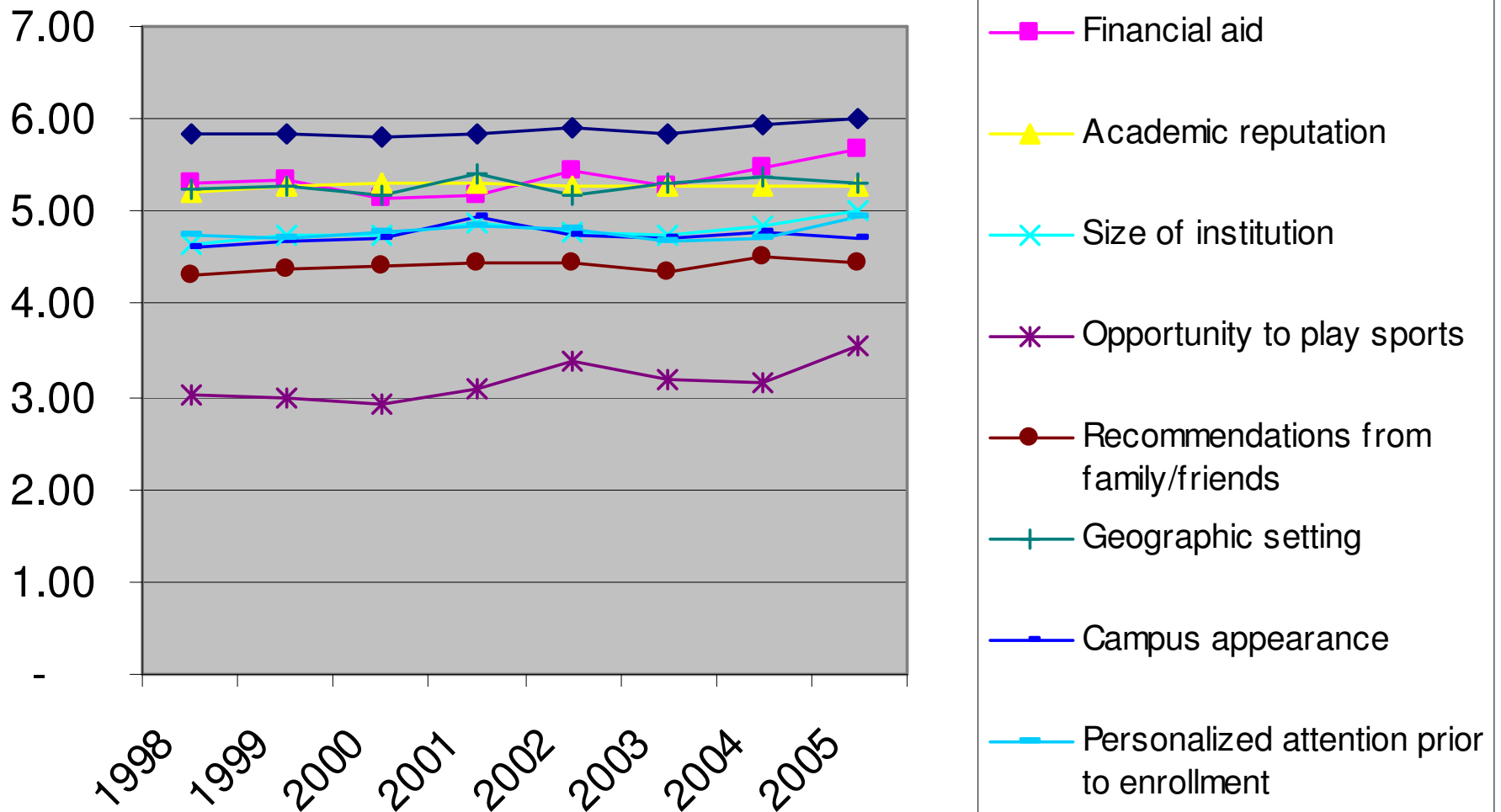
% Daytime Enrollment



% Goal: Associate Degree or Transfer to another institution



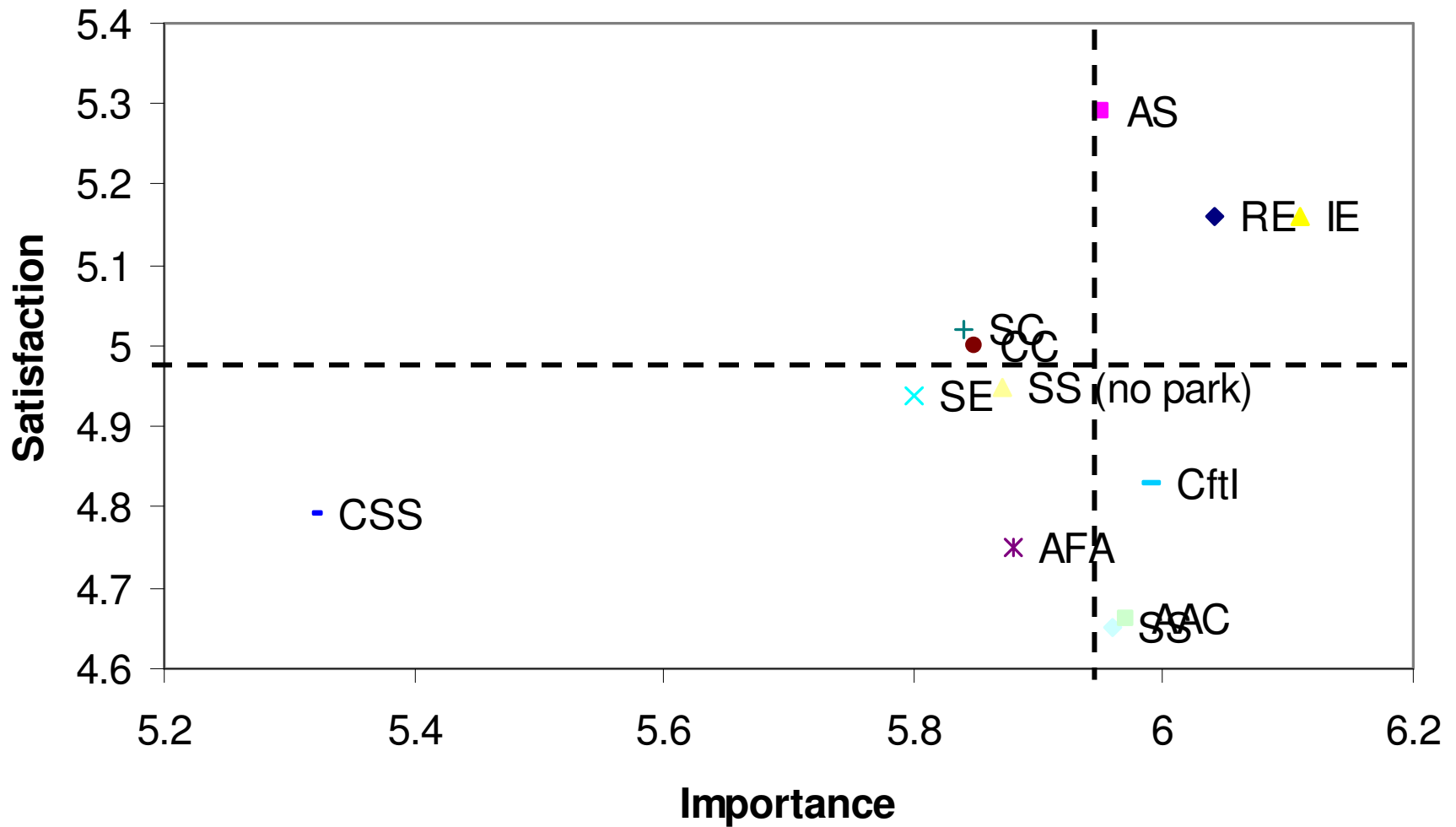
Factors in Decision to Enroll at RCTC



Benchmark Satisfaction

Responsiveness to Diverse Populations	5.30	← Greatest Satisfaction
Academic Services	5.29	
Registration Effectiveness	5.16	
Instructional Effectiveness	5.16	
Student Centeredness	5.02	
Campus Climate	5.00	
Service Excellence	4.94	
Concern for the Individual	4.83	
Campus Support Services	4.79	
Admissions and Financial Aid	4.75	
Academic Advising and Counseling	4.66	
Safety and Security	4.65	(Includes “Parking” @ 3.46)

Benchmarks Importance vs. Satisfaction



Change in Satisfaction from 1999 to 2005

Academic Services	0.28	← Most Improved
Registration Effectiveness	0.27	
Responsiveness to Diverse Populations	0.23	
Admissions and Financial Aid	0.17	
Campus Climate	0.17	
Campus Support Services	0.17	
Instructional Effectiveness	0.17	
Service Excellence	0.16	
Student Centeredness	0.14	
Safety and Security	0.01	
Concern for the Individual	0.00	
Academic Advising and Counseling	-0.20	

Change in gap between Importance and Satisfaction from 1999 to 2005

Registration Effectiveness	-0.26
Academic Services	-0.24
Instructional Effectiveness	-0.16
Service Excellence	-0.15
Admissions and Financial Aid	-0.12
Campus Climate	-0.10
Student Centeredness	-0.06
Campus Support Services	-0.04
Concern for the Individual	0.04
Safety and Security	0.20
Academic Advising and Counseling	0.22

Greatest reduction in gap

Top 10 Indicators by Satisfaction

	Importance	Satisfaction
On the whole, the campus is well-maintained.	6.05	5.56
Nearly all of the faculty are knowledgeable in their fields.	6.31	5.55
Library resources and services are adequate.	6.20	5.52
Faculty are usually available after class and during office hours.	6.16	5.51
Computer labs are adequate and accessible.	6.18	5.45
I am able to experience intellectual growth here.	6.23	5.44
Bookstore staff are helpful.	5.86	5.42
There are a sufficient number of study areas on campus.	5.97	5.41
The campus is safe and secure for all students.	6.23	5.41
Class change (drop/add) policies are reasonable.	5.99	5.40

Top 10 Opportunities for Improvement by Satisfaction

	Importance	Satisfaction
The amount of student parking space on campus is adequate.	6.32	3.46
Personnel in the Veterans' Services program are helpful.	4.58	4.44
My academic advisor is concerned about my success as an individual.	5.86	4.45
My academic advisor helps me set goals to work toward.	5.70	4.50
Students are notified early in the term if they are doing poorly in a class.	6.09	4.52
This campus provides effective support services for displaced homemakers.	4.93	4.58
Counseling staff care about students as individuals.	5.95	4.58
The career services office provides students with the help they need to get a job.	5.74	4.59
Financial aid counselors are helpful.	5.88	4.60
Channels for expressing student complaints are readily available.	5.77	4.61

10 Largest Gaps between Importance and Satisfaction

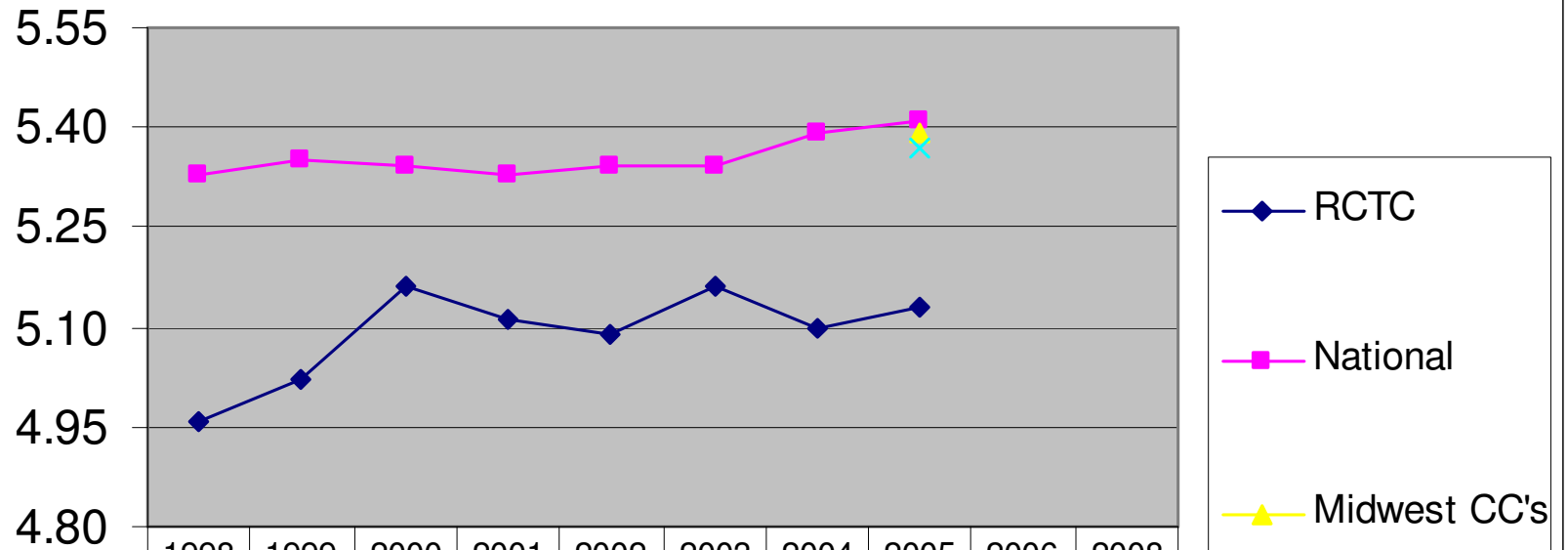
	Importance	Satisfaction	Gap
The amount of student parking space on campus is adequate.	6.32	3.46	-2.86
Students are notified early in the term if they are doing poorly in a class.	6.09	4.52	-1.57
My academic advisor is knowledgeable about the transfer requirements of other schools.	6.11	4.67	-1.44
My academic advisor is concerned about my success as an individual.	5.86	4.45	-1.41
Counseling staff care about students as individuals.	5.95	4.58	-1.37
Adequate financial aid is available for most students.	6.10	4.74	-1.36
My academic advisor is approachable.	6.02	4.70	-1.32
The personnel involved in registration are helpful.	5.97	4.67	-1.30
Financial aid counselors are helpful.	5.88	4.60	-1.28
Financial aid awards are announced to students in time to be helpful in college planning.	5.95	4.68	-1.27

“Child care facilities are available on campus” is the **only** indicator with Satisfaction exceeding Importance

Notes on Indicators

- The MN 2-year indicator is a single indicator that is the average of all MN 2-year institutions' scores from 2001-2005.
- The Midwest indicator is a newly asked for indicator.
- Drilldowns by demographics: In 2004, most of the few significant difference in indicators were linked to respondent age.
- You need at least 3-data points to indicate a “trend”

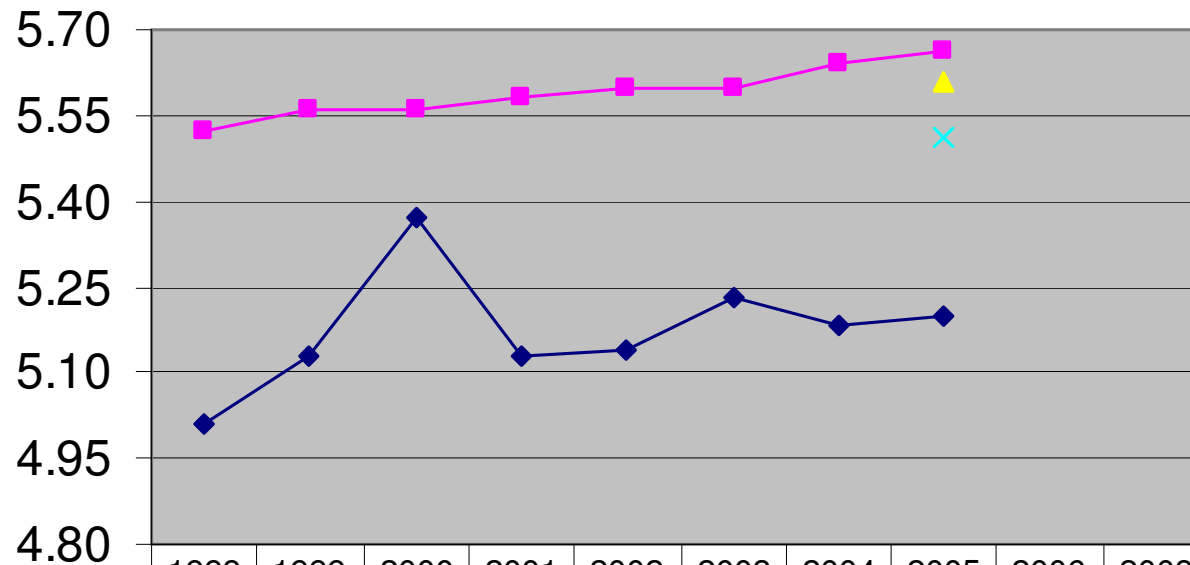
Rate your overall satisfaction with your experience here thus far



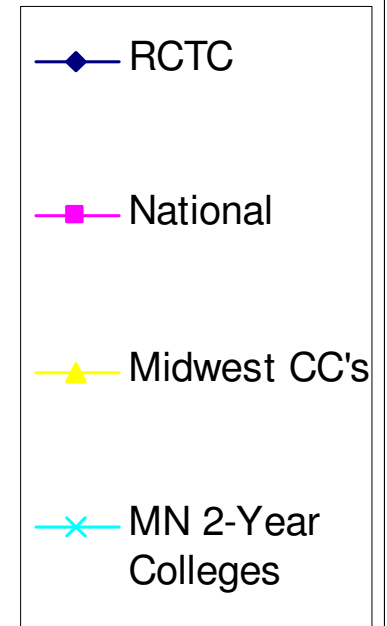
◆ RCTC	4.96	5.02	5.16	5.11	5.09	5.16	5.10	5.13		
■ National	5.33	5.35	5.34	5.33	5.34	5.34	5.39	5.41		
▲ Midwest CC's								5.39		
× MN 2-Year Colleges								5.37		

1=Not satisfied at all, 7=Very satisfied

All in all, if you had to do it over, would you enroll here again?

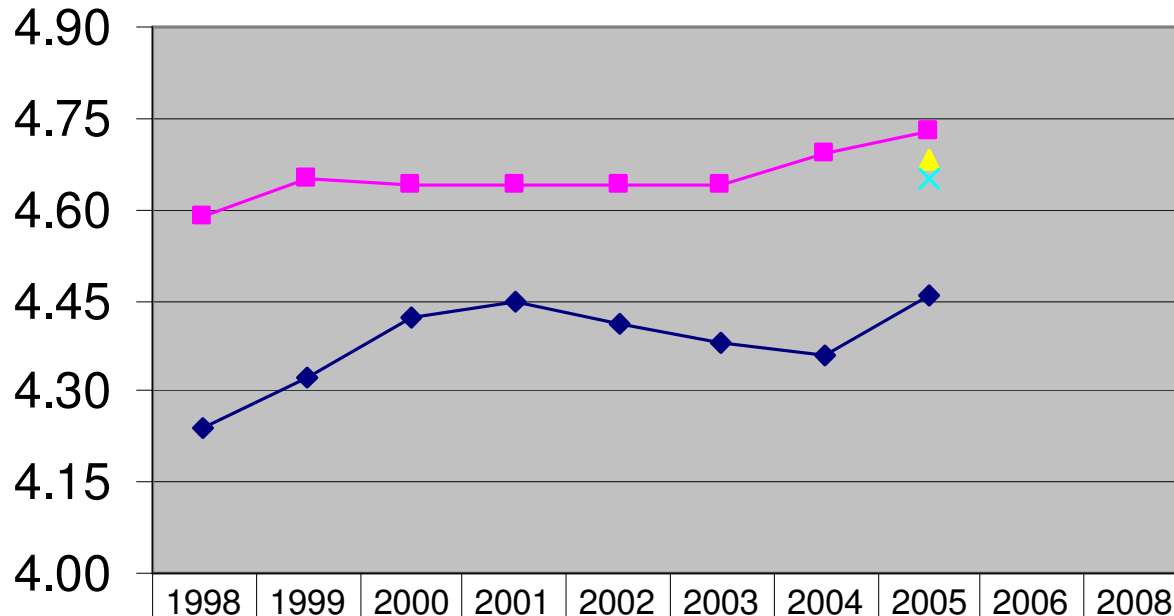


◆ RCTC	5.01	5.13	5.37	5.13	5.14	5.23	5.18	5.20		
■ National	5.52	5.56	5.56	5.58	5.60	5.6	5.64	5.66		
▲ Midwest CC's								5.61		
× MN 2-Year Colleges								5.51		

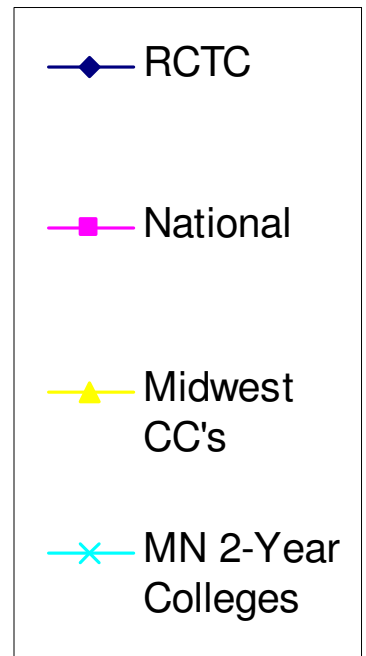


1=Definitely No, 7=Definitely Yes

So far, how has your college experience met your expectation

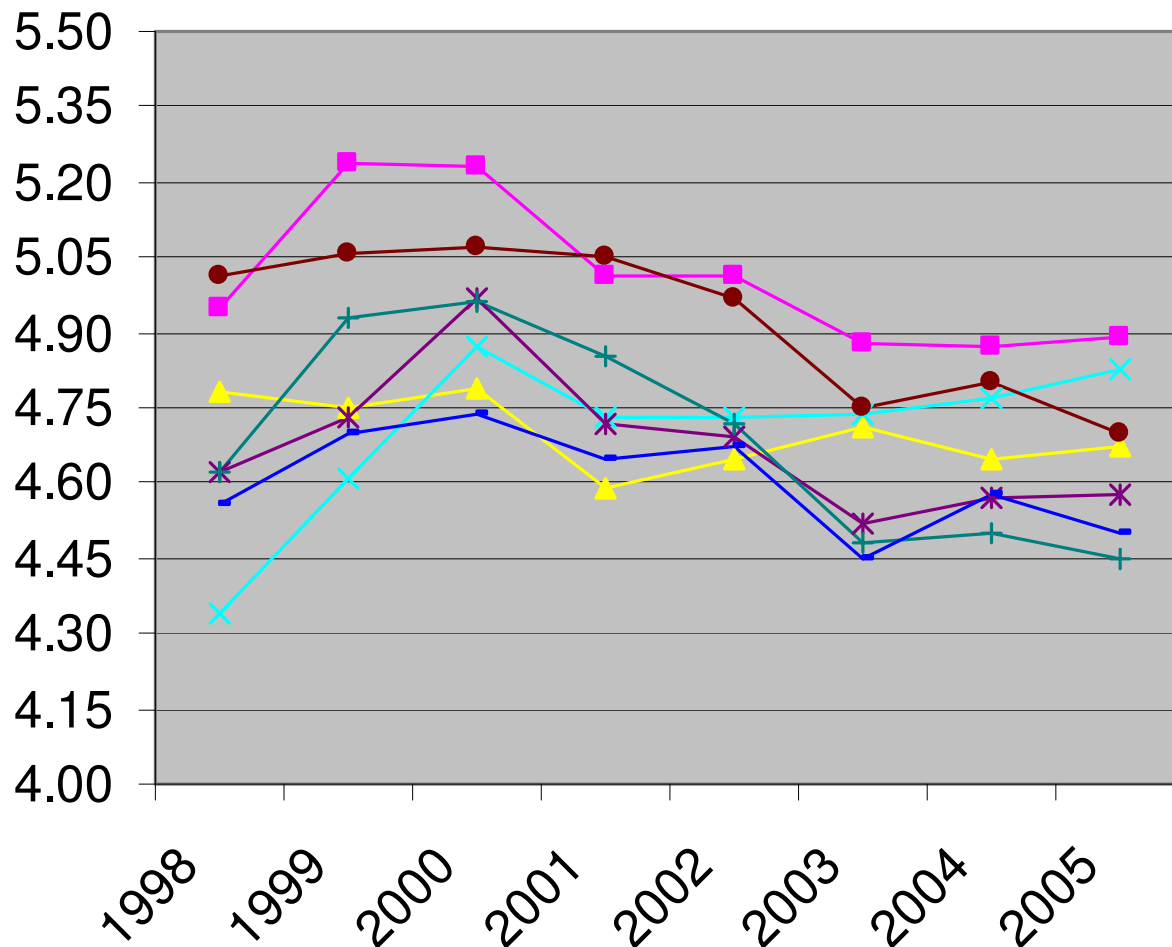


	1998	1999	2000	2001	2002	2003	2004	2005	2006	2008
◆ RCTC	4.24	4.32	4.42	4.45	4.41	4.38	4.36	4.46		
■ National	4.59	4.65	4.64	4.64	4.64	4.64	4.69	4.73		
▲ Midw est CC's								4.68		
× MN 2-Year Colleges								4.65		



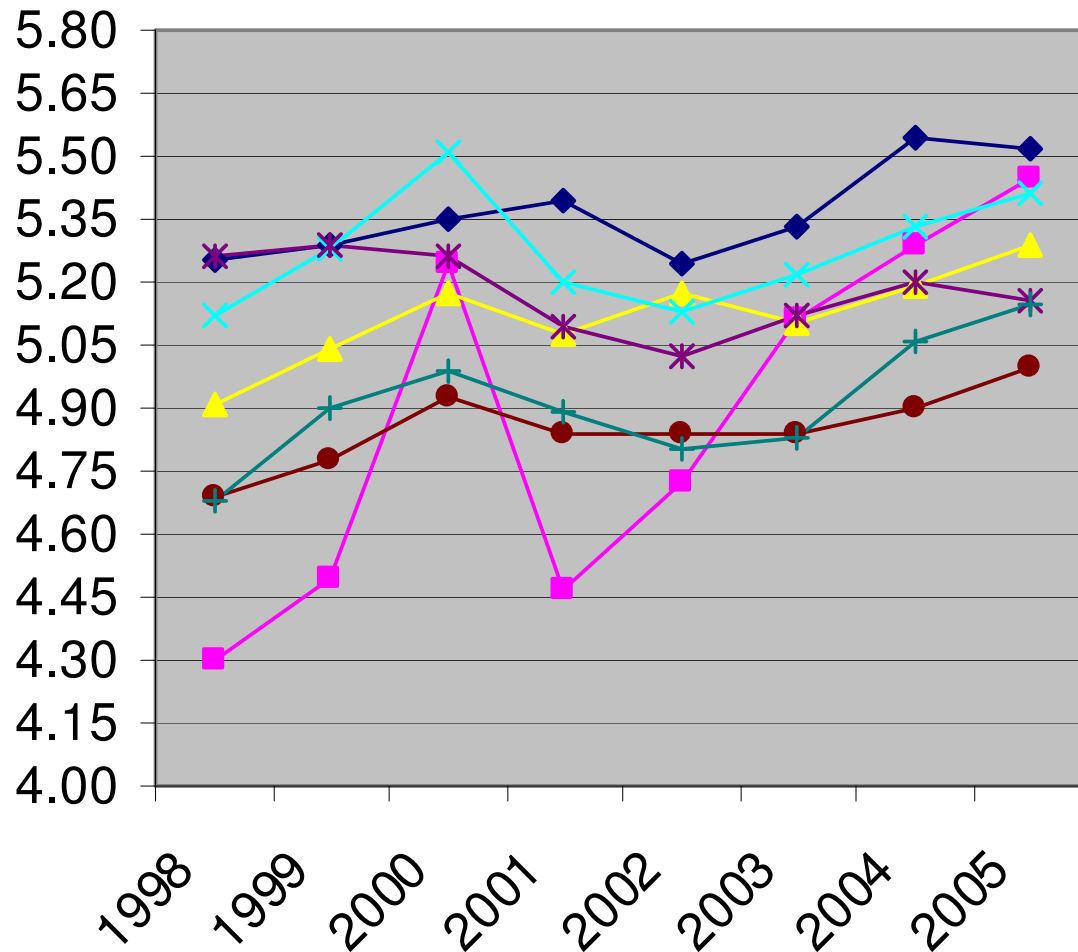
1= Much worse than expected, 7=Much better than expected

Academic Advising & Counseling



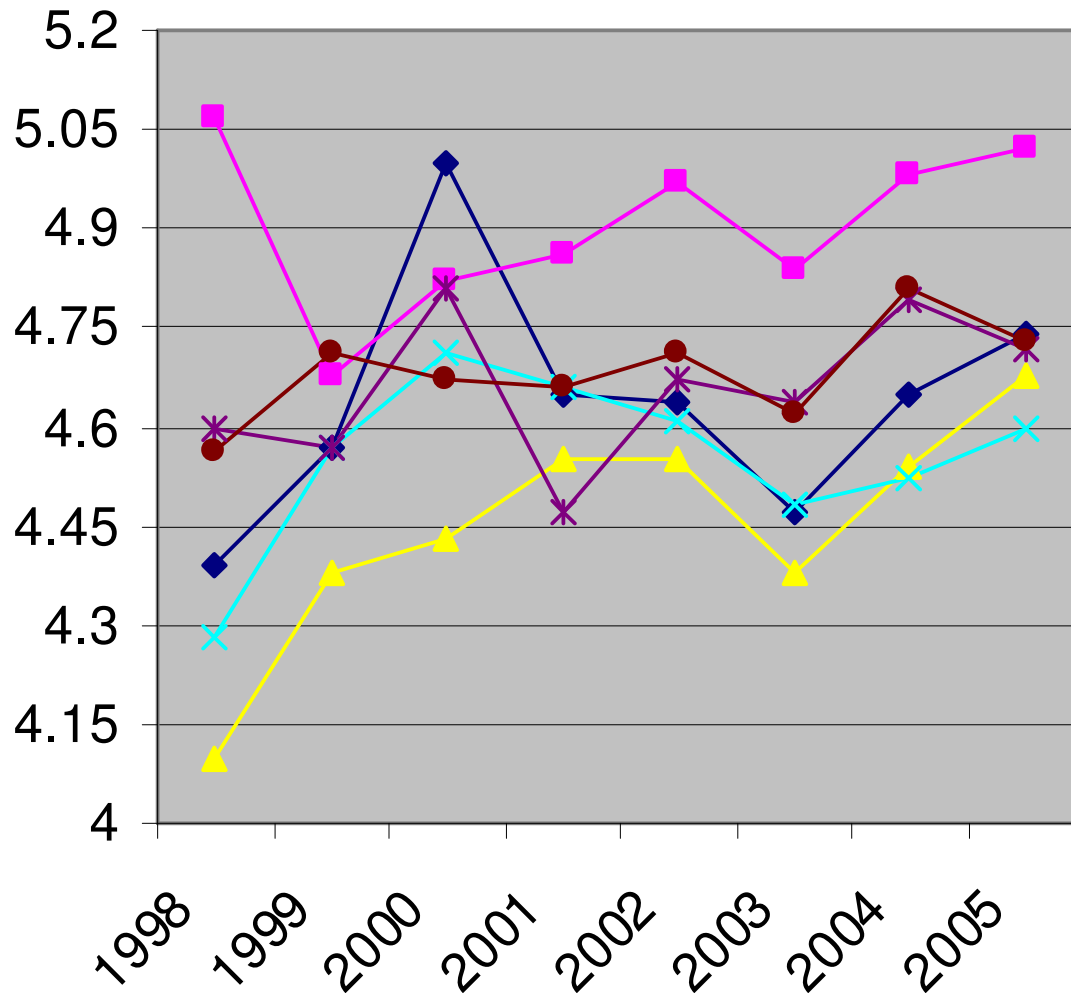
- 32. My academic advisor is knowledgeable about my program requirements
- ▲ 40. My academic advisor is knowledgeable about the transfer requirements of other schools
- × 52. This school does whatever it can to help me reach my educational goals
- * 48. Counseling staff care about students as individuals
- 6. My academic advisor is approachable
- + 25. My academic advisor is concerned about my success as an individual
- 12. My academic advisor helps me set goals to work toward

Academic Services



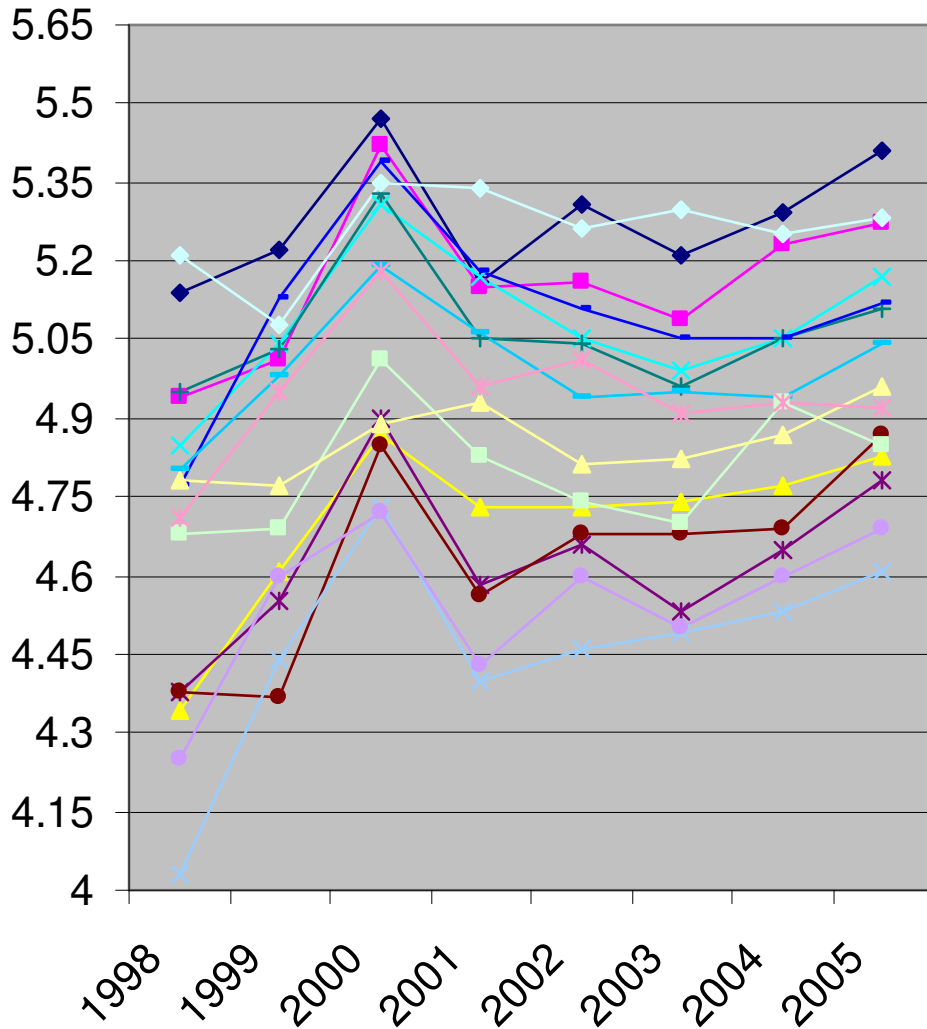
- ◆ 14. Library resources and services are adequate
- 34. Computer labs are adequate and accessible
- ▲ 42. The equipment in the lab facilities is kept up to date
- × 21. There are a sufficient number of study areas on campus
- * 26. Library staff are helpful and approachable
- 55. Academic support services adequately meet the needs of students
- + 50. Tutoring services are readily available

Admissions & Financial Aid



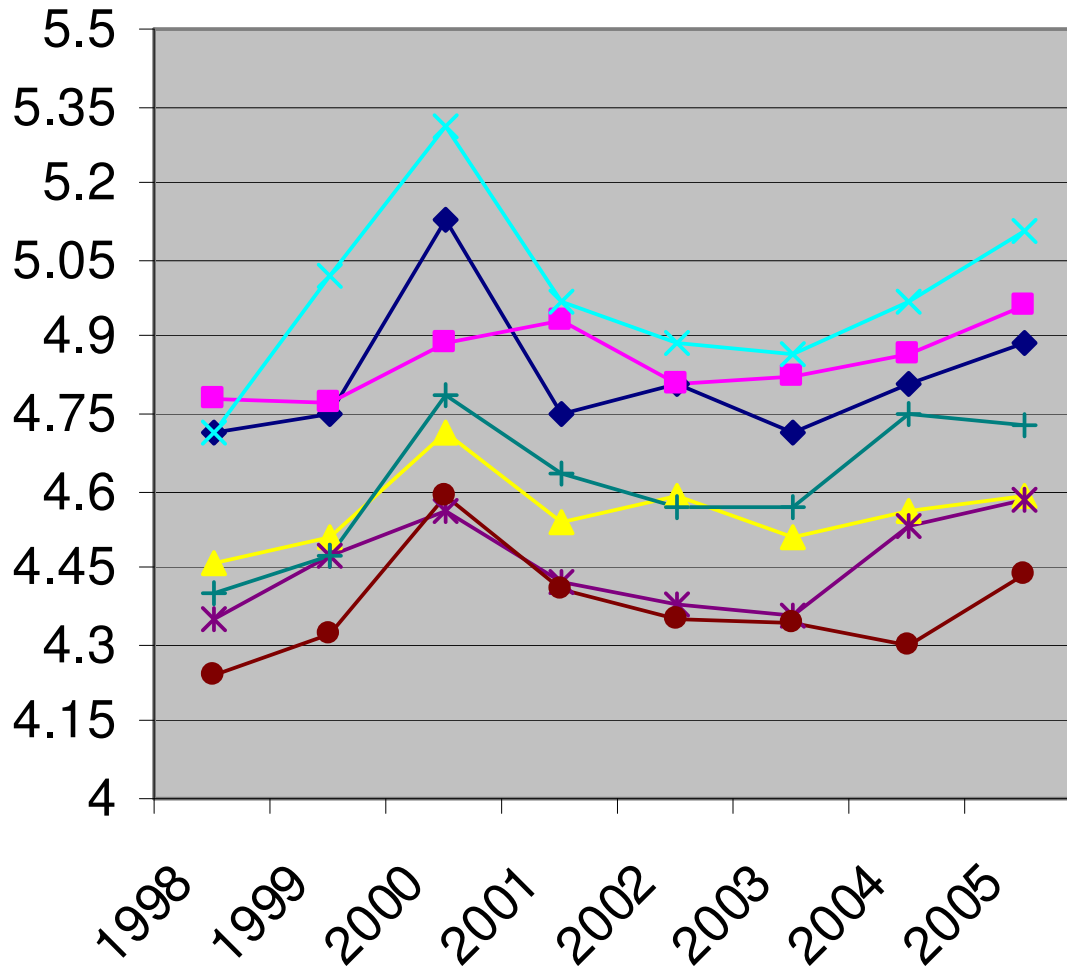
- ◆ 7. Adequate financial aid is available for most students
- 41. Admissions staff are knowledgeable
- ▲ 13. Financial aid awards are announced to students in time to be helpful in college planning
- × 20. Financial aid counselors are helpful
- * 49. Admissions counselors respond to prospective students' needs and requests
- 33. Admissions counselors accurately portray the campus in their recruiting practices

Campus Climate



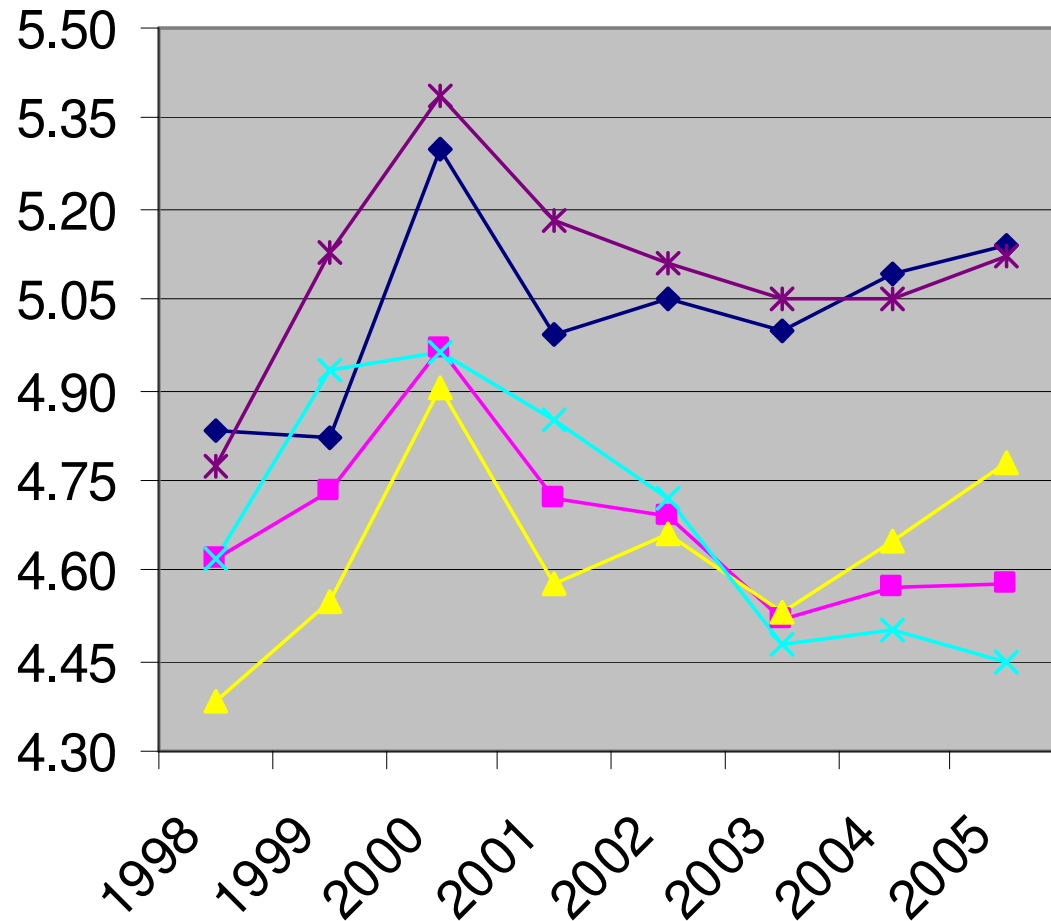
- ◆ 31. The campus is safe and secure for all students
- 36. Students are made to feel welcome on this campus
- ▲ 52. This school does whatever it can to help me reach my educational goals
- ✕ 28. It is an enjoyable experience to be a student on this campus
- ✱ 16. The college shows concern for students as individuals
- 63. I seldom get the "run-around" when seeking information on this campus
- + 27. The campus staff are caring and helpful
- 2. Faculty care about me as an individual
- 22. People on this campus respect and are supportive of each other
- ◆ 45. This institution has a good reputation within the community
- 57. Administrators are approachable to students
- ▲ 59. New student orientation services help students adjust to college
- ✕ 67. Channels for expressing student complaints are readily available
- ✱ 1. Most students feel a sense of belonging here
- 44. I generally know what's happening

Campus Support Services



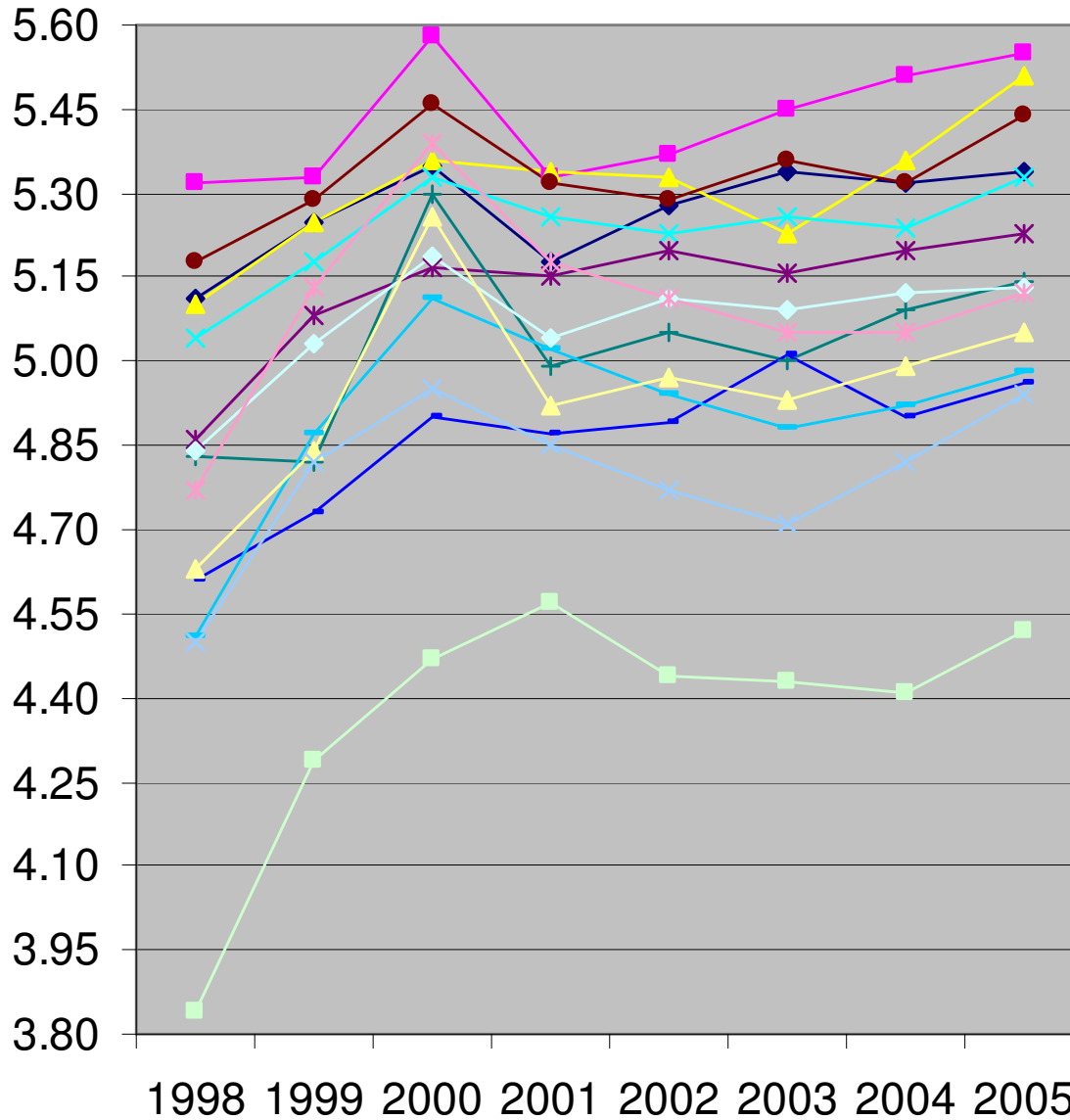
- ◆ 47. There are adequate services to help me decide upon a career
- 59. New student orientation services help students adjust to college
- ▲ 30. The career services office provides students with the help they need to get a job
- ✕ 38. The student center is a comfortable place for students to spend their leisure time
- ✱ 19. This campus provides effective support services for displaced homemakers
- 17. Personnel in the Veterans' Services program are helpful
- + 10. Child care facilities are available on campus

Concern for the Individual



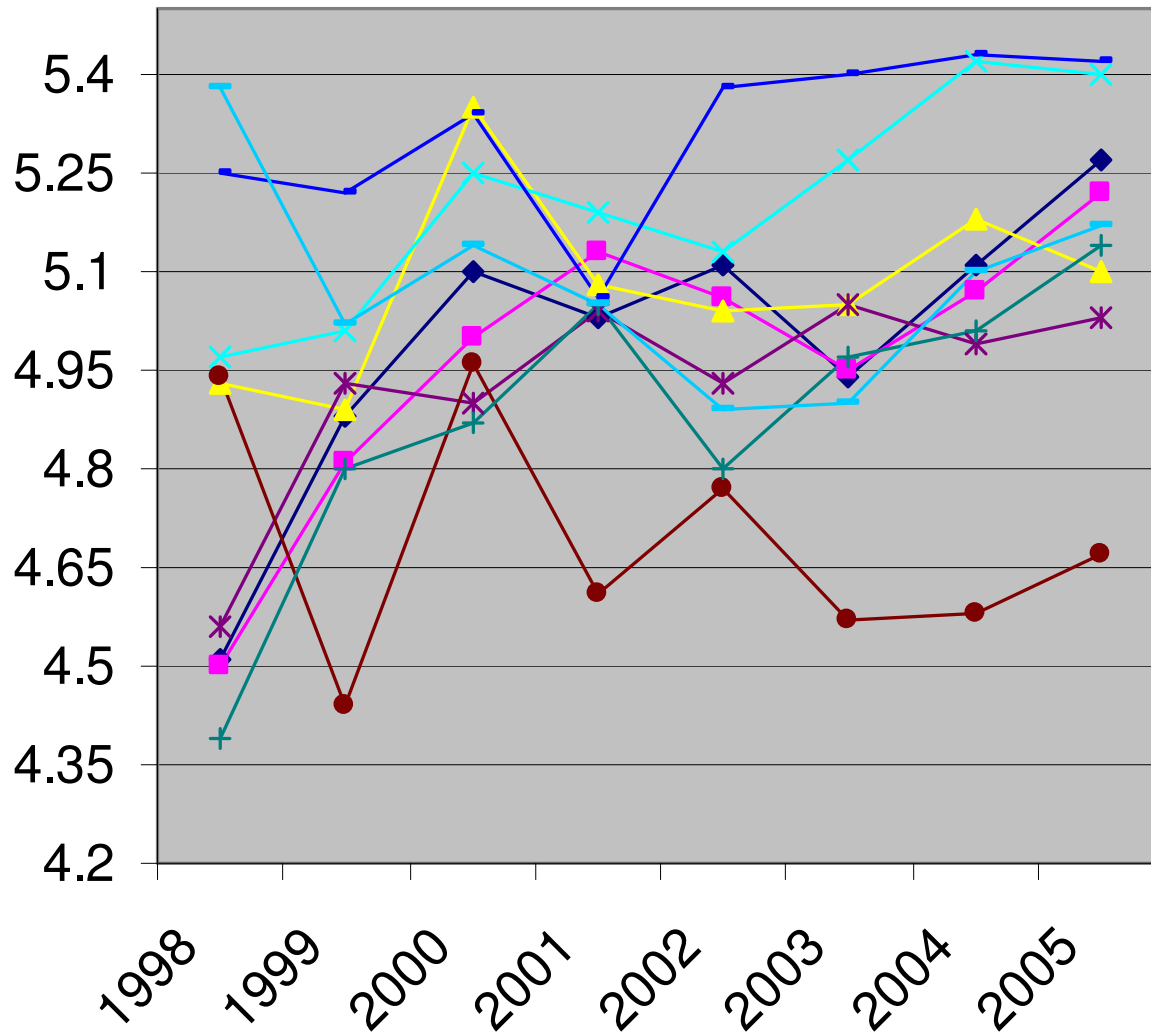
- ◆ 29. Faculty are fair and unbiased in their treatment of individual students
- 48. Counseling staff care about students as individuals
- ▲ 16. The college shows concern for students as individuals
- × 25. My academic advisor is concerned about my success as an individual
- * 2. Faculty care about me as an individual

Instructional Effectiveness



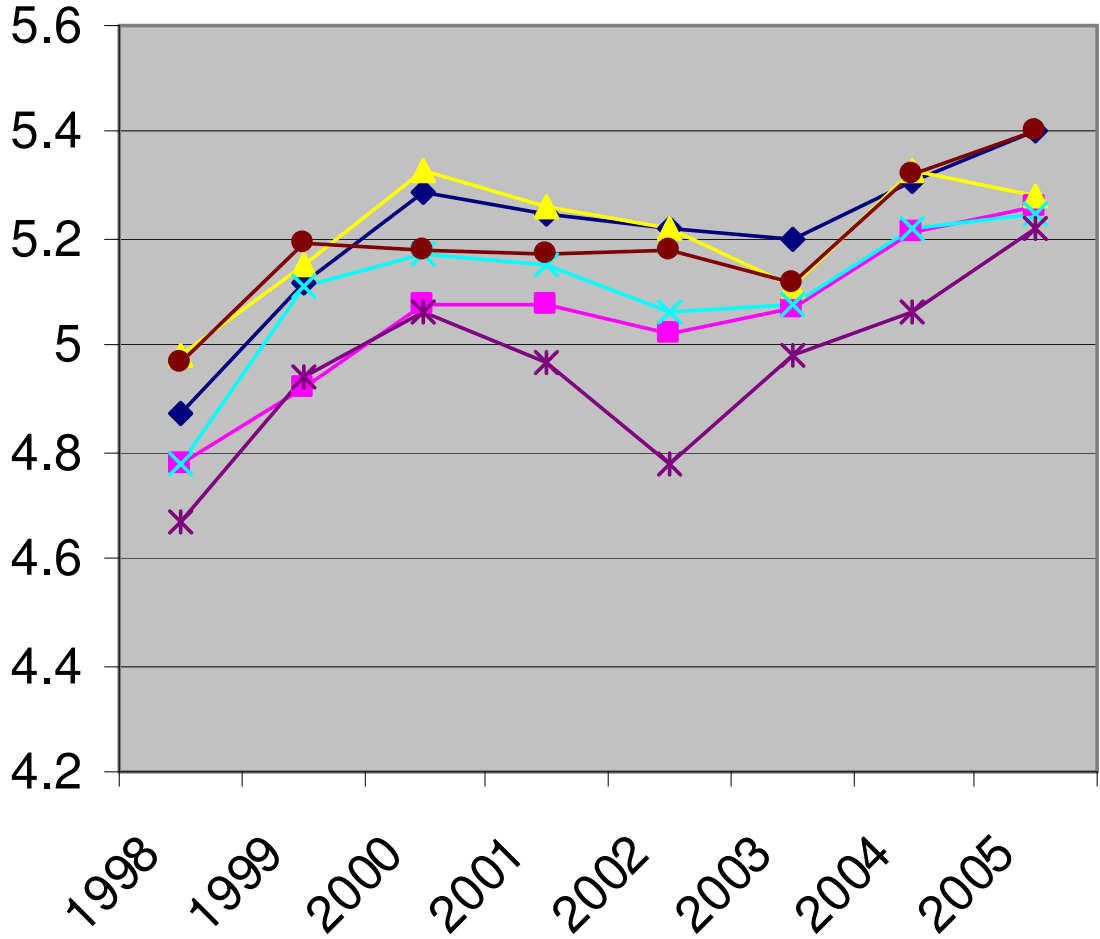
- ◆ 18. The quality of instruction I receive in most of my classes is excellent
- 58. Nearly all of the faculty are knowledgeable in their fields
- ▲ 61. Faculty are usually available after class and during office hours
- × 69. There is a good variety of courses provided on this campus
- * 66. Program requirements are clear and reasonable
- 70. I am able to experience intellectual growth here.
- + 29. Faculty are fair and unbiased in their treatment of individual students
- 46. Faculty provide timely feedback about student progress in a course
- 23. Faculty are understanding of students' unique life circumstances
- ◆ 64. Nearly all classes deal with practical experiences and applications
- 65. Students are notified early in the term if they are doing poorly in a class
- ▲ 37. Faculty take into consideration student differences as they teach a course
- × 54. Faculty are interested in my academic problems
- * 2. Faculty care about me as an individual

Registration Effectiveness



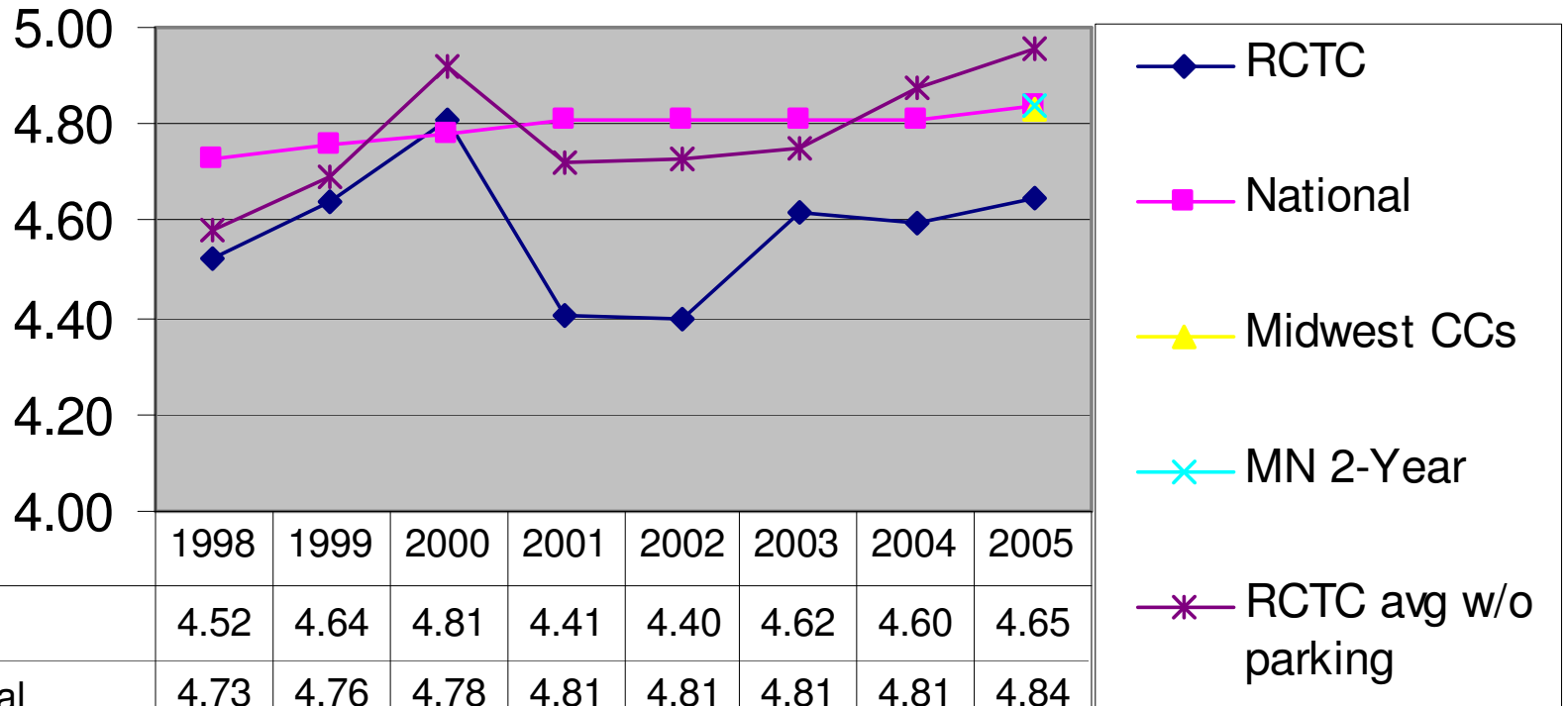
- ◆ 8. Classes are scheduled at times that are convenient for me
- 15. I am able to register for classes I need with few conflicts
- ▲ 35. Policies and procedures regarding registration and course selection are clear and well-publicized
- ✕ 43. Class change (drop/add) policies are reasonable
- ✱ 60. Billing policies are reasonable
- 5. The personnel involved in registration are helpful
- + 51. There are convenient ways of paying my school bill
- 62. Bookstore staff are helpful
- 56. The business office is open during hours which are convenient for most students

Responsiveness to Diverse Populations



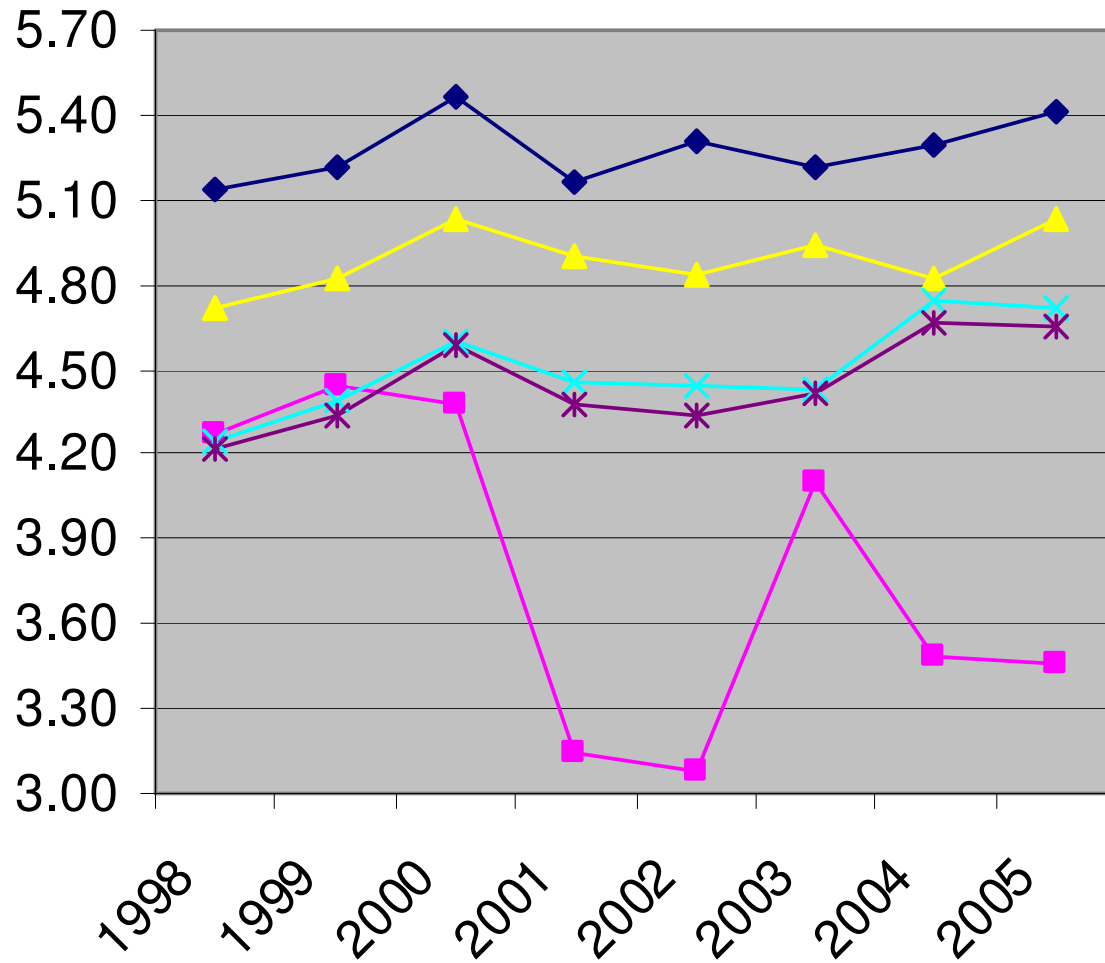
- 81. Institution's commitment to part-time students
- 82. Institution's commitment to evening students
- 83. Institution's commitment to older, returning learners
- 84. Institution's commitment to under-represented populations
- 85. Institution's commitment to commuters
- 86. Institution's commitment to students with disabilities

Safety and Security



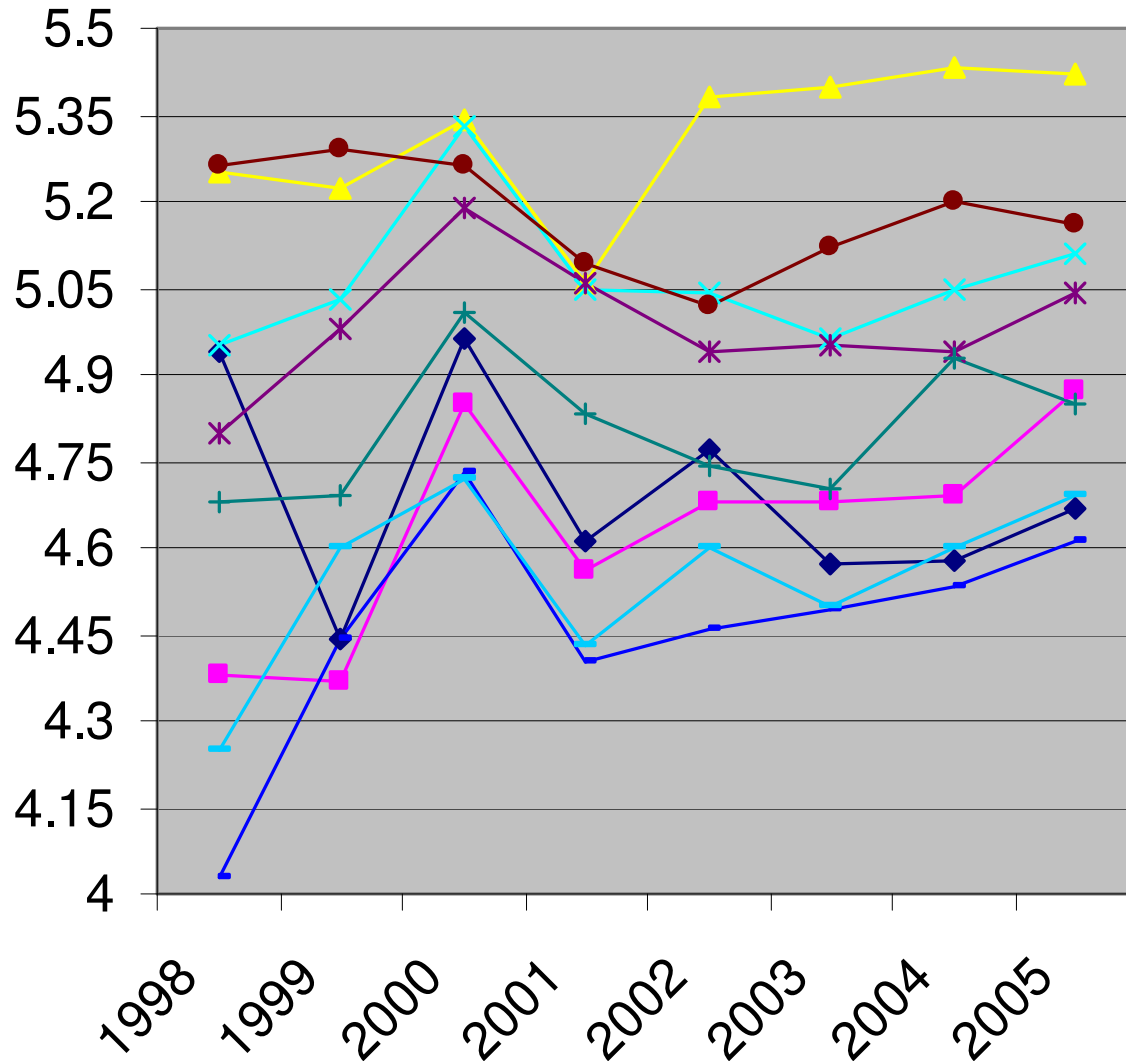
◆ RCTC	4.52	4.64	4.81	4.41	4.40	4.62	4.60	4.65
■ National	4.73	4.76	4.78	4.81	4.81	4.81	4.81	4.84
▲ Midwest CCs								4.83
✕ MN 2-Year								4.84
* RCTC avg w/o parking	4.58	4.69	4.92	4.72	4.73	4.75	4.88	4.95

Safety and Security



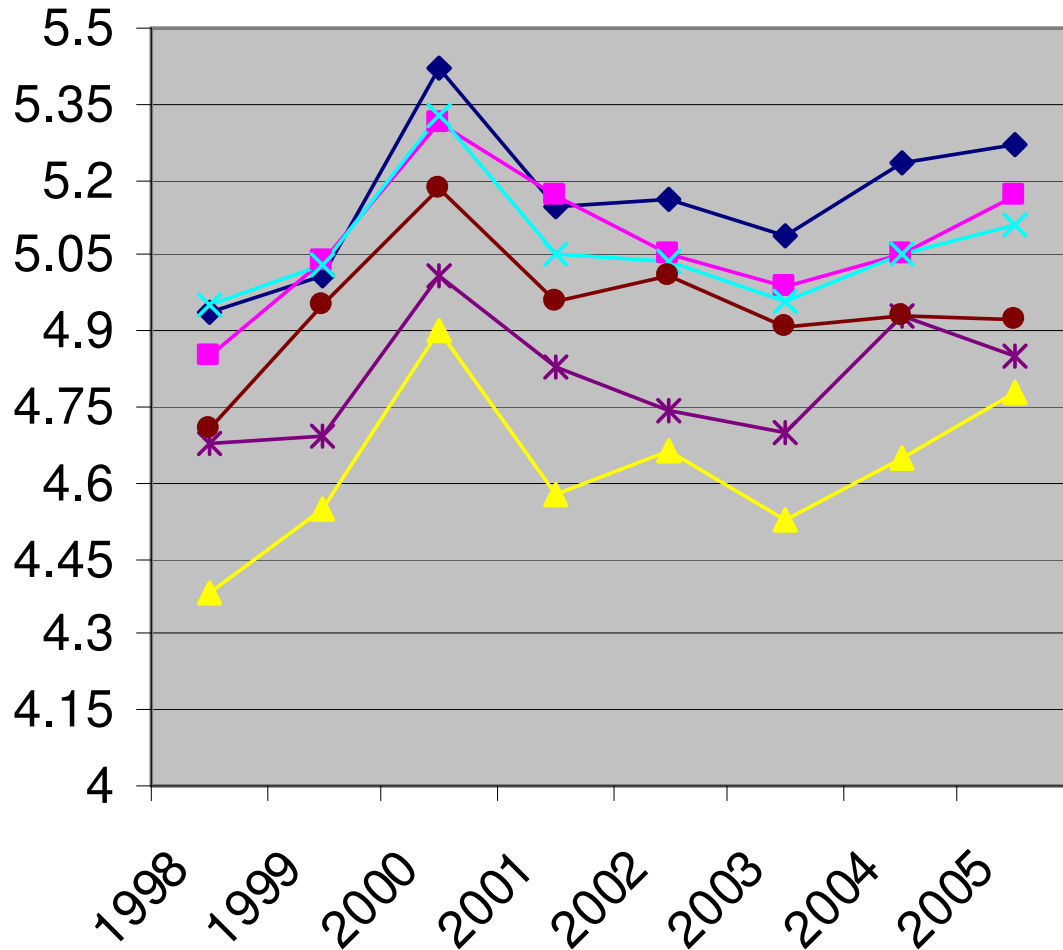
- ◆ 31. The campus is safe and secure for all students
- 39. The amount of student parking space on campus is adequate
- ▲ 24. Parking lots are well-lit and secure
- × 11. Security staff respond quickly in emergencies
- * 4. Security staff are helpful

Service Excellence



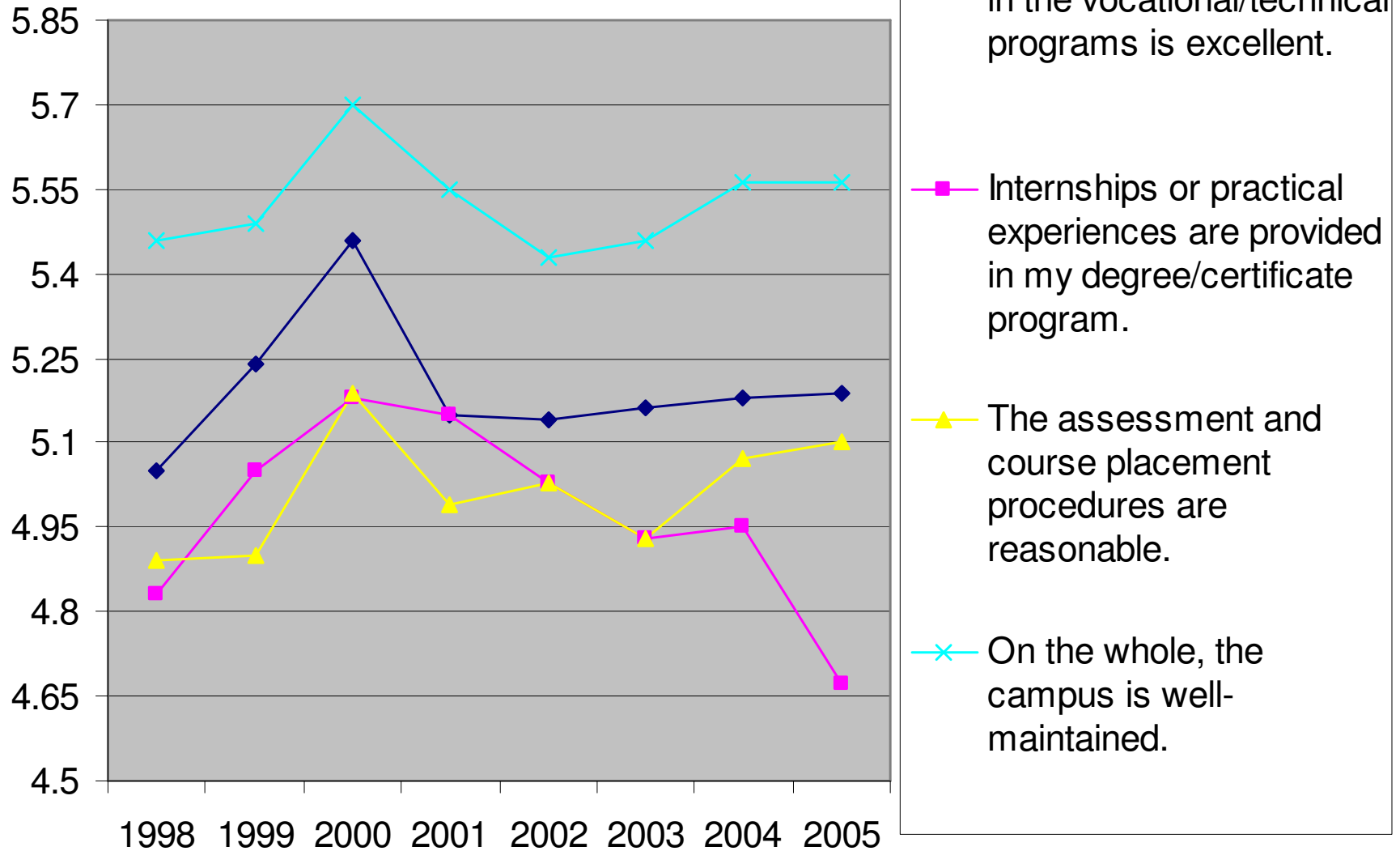
- ◆ 5. The personnel involved in registration are helpful
- 63. I seldom get the "run-around" when seeking information on this campus
- ▲ 62. Bookstore staff are helpful
- ✕ 27. The campus staff are caring and helpful
- ✱ 22. People on this campus respect and are supportive of each other
- 26. Library staff are helpful and approachable
- + 57. Administrators are approachable to students
- 67. Channels for expressing student complaints are readily available
- 44. I generally know what's happening on campus

Student Centeredness



- ◆ 36. Students are made to feel welcome on this campus
- 28. It is an enjoyable experience to be a student on this campus
- ▲ 16. The college shows concern for students as individuals
- × 27. The campus staff are caring and helpful
- * 57. Administrators are approachable to students
- 1. Most students feel a sense of belonging here

Non-Benchmark Items



Additional Questions: ASL

	Importance	Satisfaction	Gap
71. My instructors seek feedback from students	6.04	5.18	0.86
72. My teachers modify teaching methods to help me meet my learning goals	6.04	4.98	1.06
73. My instructor(s) assess my learning using methods other than test scores	6.07	4.79	1.28

Additional Questions: Student Services

	Importance	Satisfaction	Gap
74. Student Government effectively advocates for my welfare	5.27	4.37	0.90
75. There are a sufficient number of counselors and academic advisors to give me direction on my academic/vocational program needs	6.00	4.60	1.40
76. Academic credits and programs transfer easily between RCTC and its UCR partners (WSU, UMR)	5.87	5.18	0.69

Additional Questions: Communications/Marketing

	Importance	Satisfaction	Gap
77. RCTC name change to "Rochester College": How important is a name change and how satisfied would you be with "Rochester College"	4.53	4.64	N.A.
78. How important is the internet in obtaining college (RCTC) information and how satisfied are you with the quality of information on the RCTC websites?	6.21	5.58	0.63
79. How important is the internet in meeting your student needs, and how satisfied are you with RCTC's online services?	6.17	5.51	0.66
80. How important is it that RCTC communicate electronically with you, and how satisfied are you with RCTC's electronic communications?	5.86	5.25	0.61