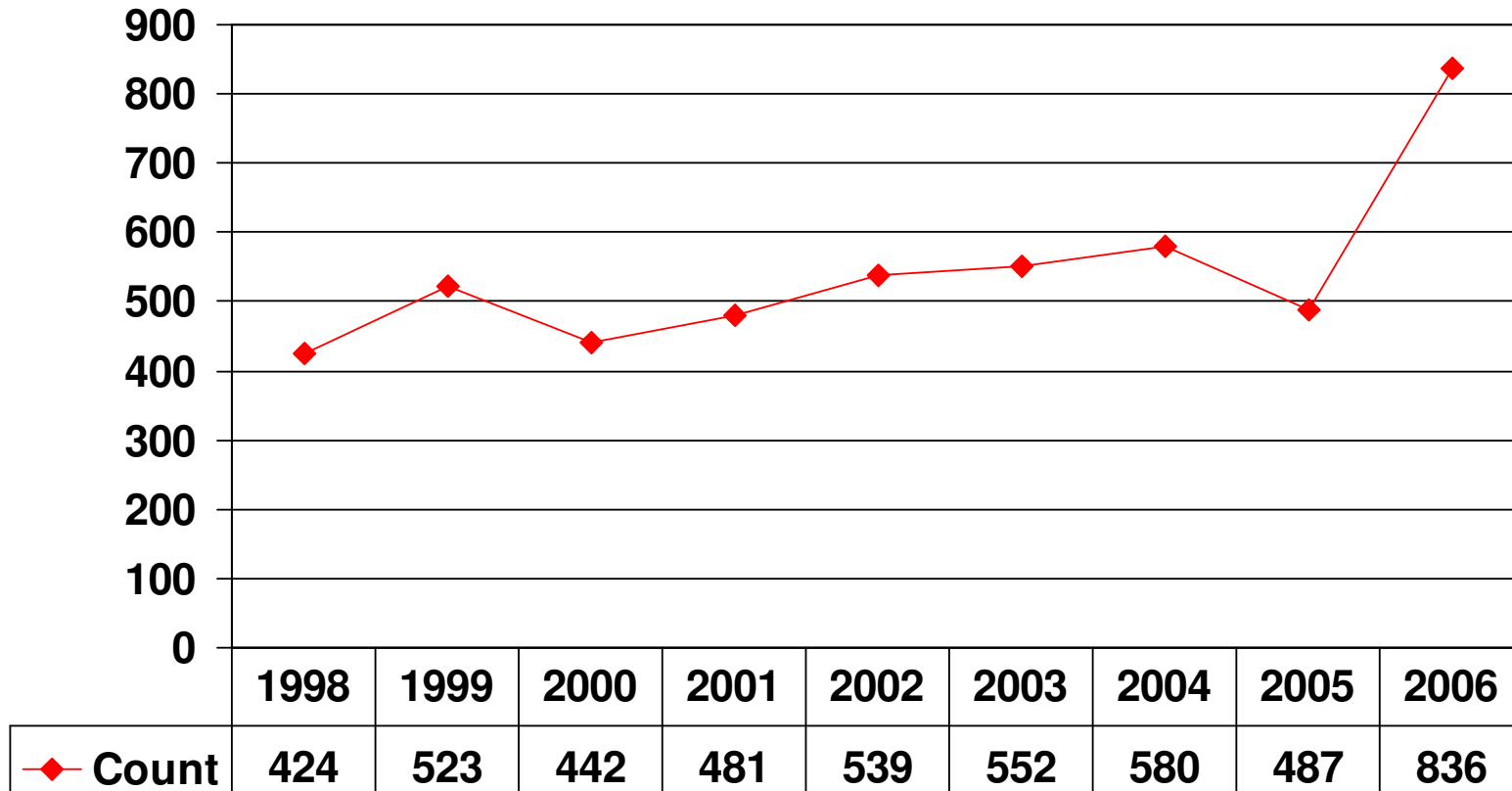


Student Satisfaction Inventory

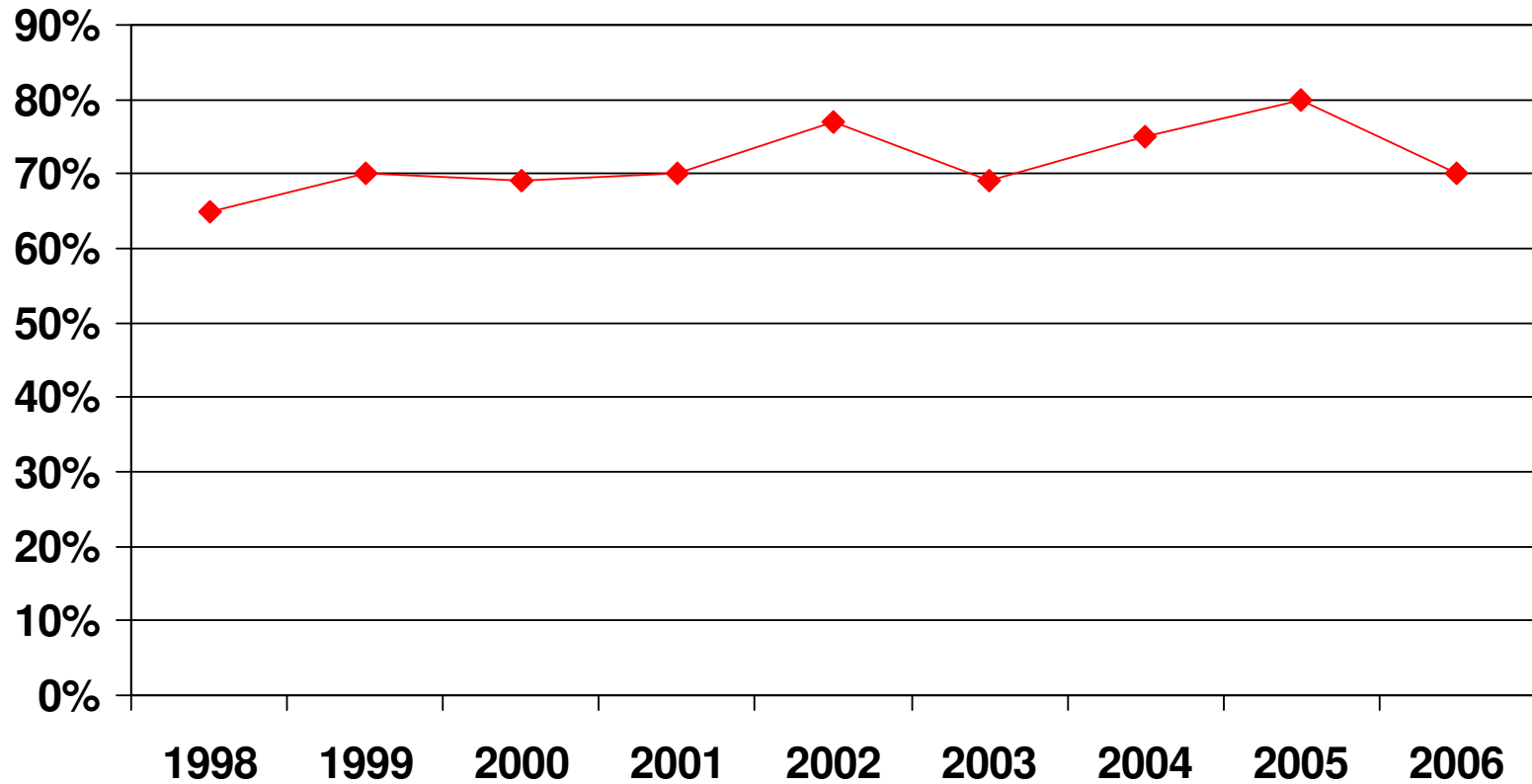
2006



Survey Participation

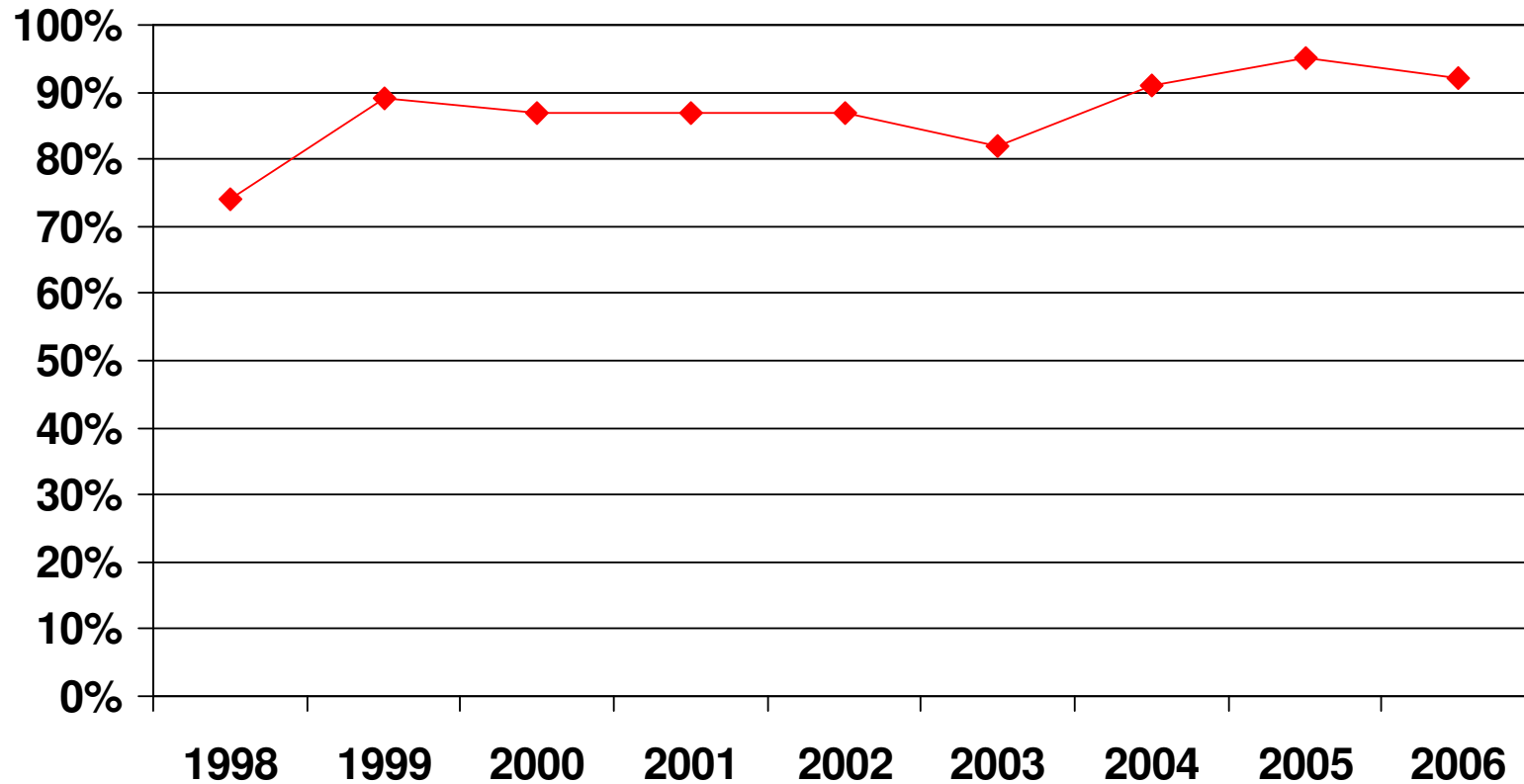


% Under 25



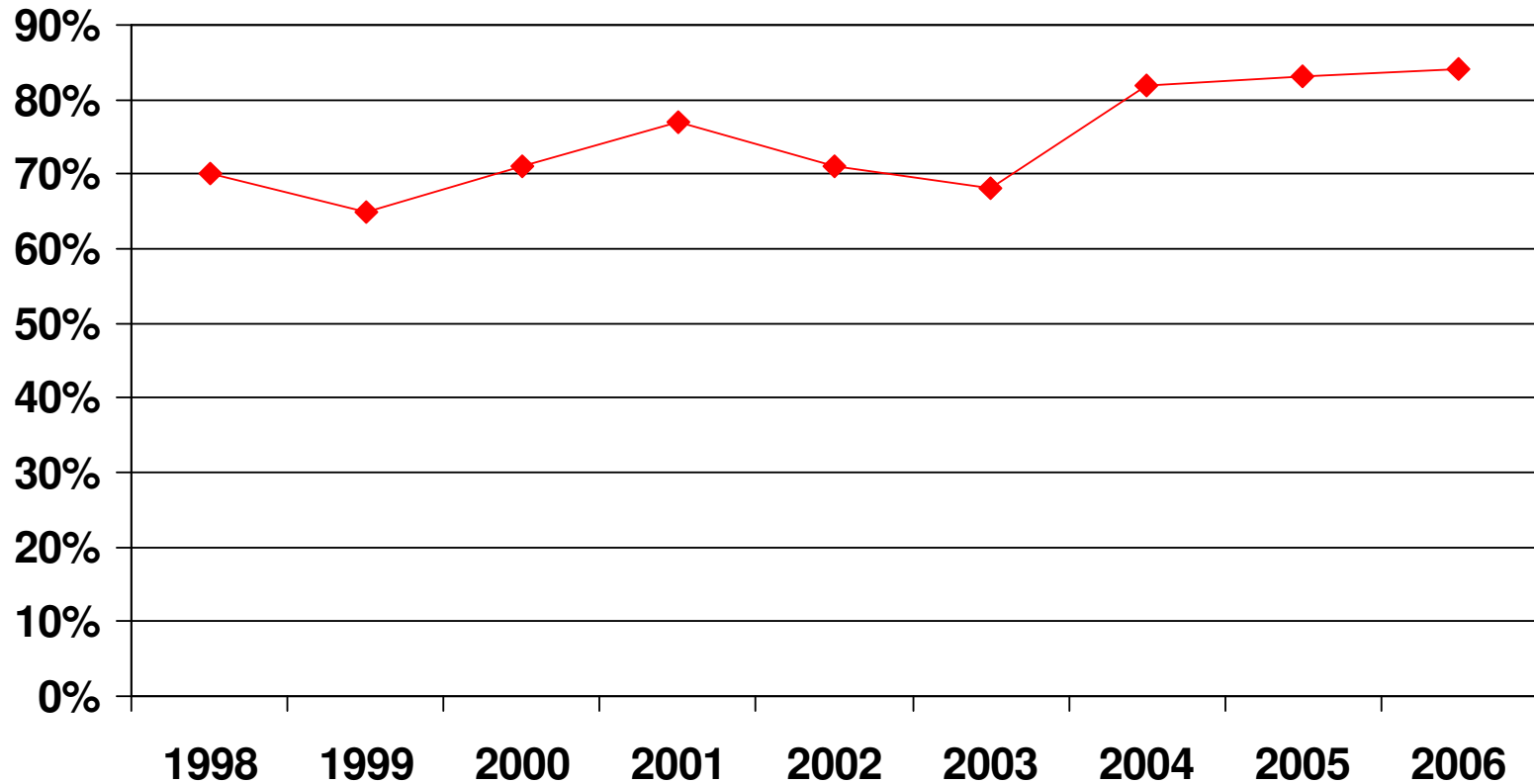
Spring 2006, 67% of students were under age 25
(MnSCU Data Management)

% Daytime Enrollment

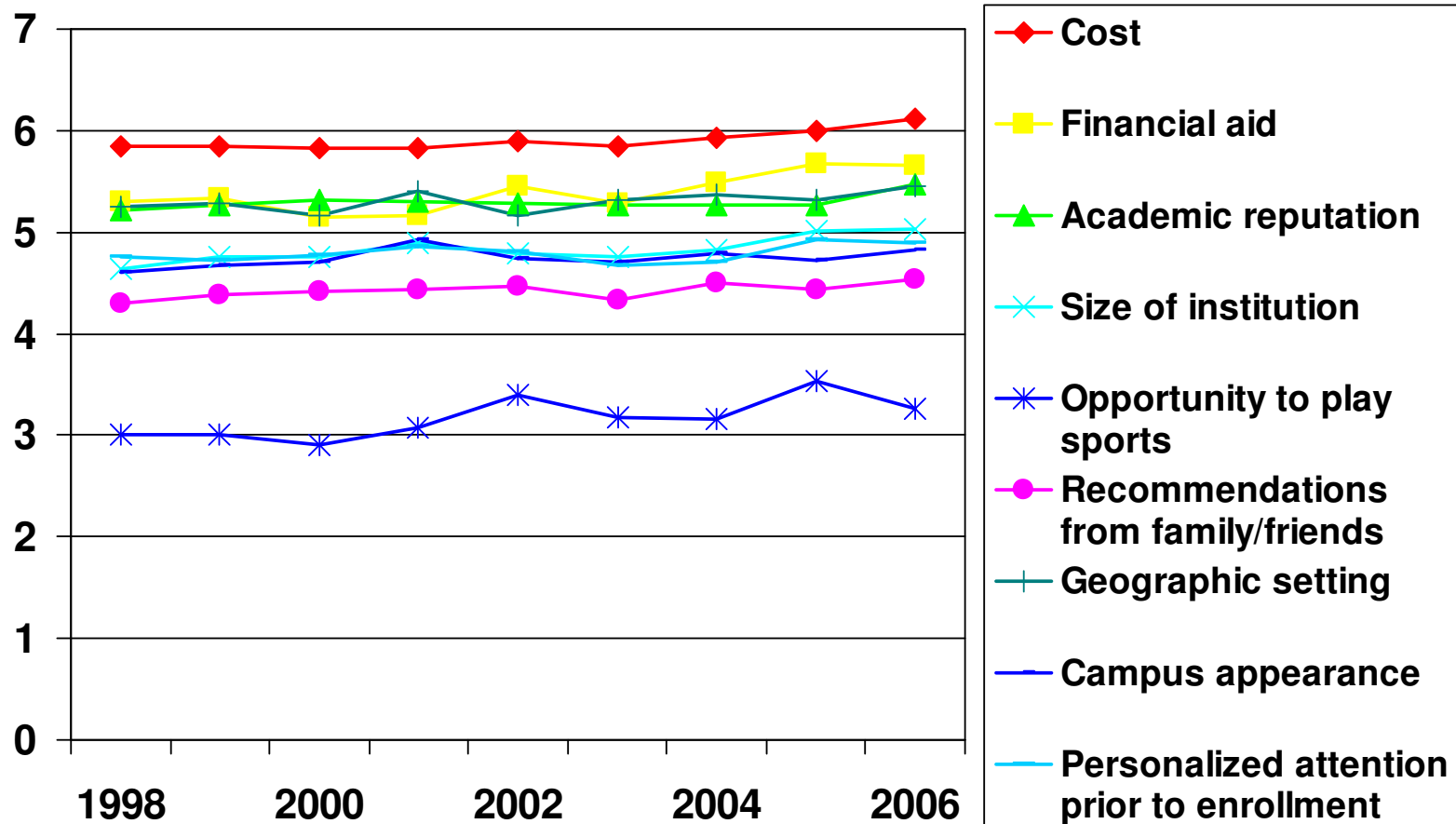


Spring 2006, 24.3% of enrollment was in classes offered 4pm and later
(MnSCU Data Management)

% Goal: Associate Degree or Transfer to another institution



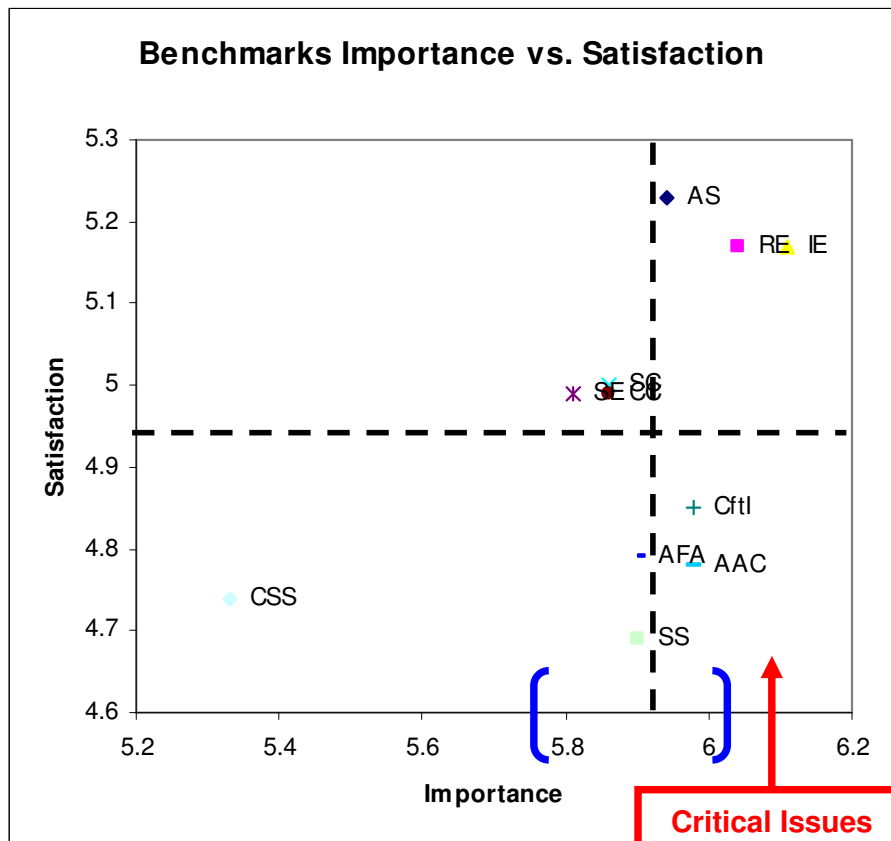
Factor in Decision to Enroll



Benchmark Satisfaction

Responsiveness to Diverse Populations	5.23	
Academic Services	5.23	+1 in rank since 2005
Registration Effectiveness	5.17	
Instructional Effectiveness	5.17	+1 in rank since 2005
Student Centeredness	5.00	
Campus Climate	4.99	
Service Excellence	4.99	+1 in rank since 2005
Concern for the Individual	4.85	
Admissions and Financial Aid	4.79	+1 in rank since 2005
Academic Advising and Counseling	4.78	+1 in rank since 2005
Campus Support Services	4.74	-2 in rank since 2005
Safety and Security	4.69	

Importance vs. Satisfaction



	2006 Importance	2006 Satisfaction
Academic Services	5.94	5.23
Registration Effectiveness	6.04	5.17
Institutional Effectiveness	6.11	5.17
Student Centeredness	5.86	5.00
Service Excellence	5.81	4.99
Campus Climate	5.86	4.99
Concern for the Individual	5.98	4.85
Admissions and Financial Aid	5.90	4.79
Academic Advising and Counseling	5.98	4.78
Campus Support Services	5.33	4.74
Safety and Security	5.90	4.69

Biggest changes in Satisfaction from 2005 to 2006

**Academic Advising and
Counseling: +0.12**

**Responsiveness to Diverse
Populations: -0.07***

*Sharp decline in “Institution's commitment to commuters” and less dramatic, but real decline in “Institution's commitment to students with disabilities”

Top 10 Indicators by Satisfaction

(+/- change in ranking from 2005)

	Importance	Satisfaction
On the whole, the campus is well-maintained.	6.07	5.54
I am able to experience intellectual growth here. (+4)	6.25	5.50
Nearly all of the faculty are knowledgeable in their fields (-1)	6.23	5.46
Bookstore staff are helpful (+4)	5.88	5.45
The campus is safe and secure for all students (+4)	6.15	5.44
Library resources and services are adequate (-3)	6.06	5.44
Faculty are usually available after class and during office hours (-3)	6.17	5.43
There is a good variety of courses provided on this campus (+6)	6.21	5.39
This institution has a good reputation within the community (+5)	5.93	5.37
Class change (drop/add) policies are reasonable	6.02	5.34

Top 10 Opportunities for Improvement by Satisfaction

	Importance	Satisfaction
The amount of student parking space on campus is adequate.	6.18	3.59**
Personnel in the Veterans' Services program are helpful.	4.66	4.34
Financial aid counselors are helpful.	5.91	4.61**
This campus provides effective support services for displaced homemakers.	5.08	4.61**
The college shows concern for students as individuals	5.99	4.63
My academic advisor helps me set goals to work toward	5.78	4.64**
Child care facilities are available on campus	4.54	4.67**
My academic advisor is concerned about my success as an individual	5.92	4.67
I generally know what's happening on campus	5.28	4.68**
The career services office provides students with the help they need to get a job	5.65	4.68

**Indicator also among the top 15 OFIs for national averages

What at RCTC is better than the National average?

- Internships or practical experiences are provided in my degree/certificate program.
- Child care facilities are available on campus.
- Parking lots are well-lighted and secure.
- Bookstore staff are helpful.

10 Largest Gaps between Importance and Satisfaction

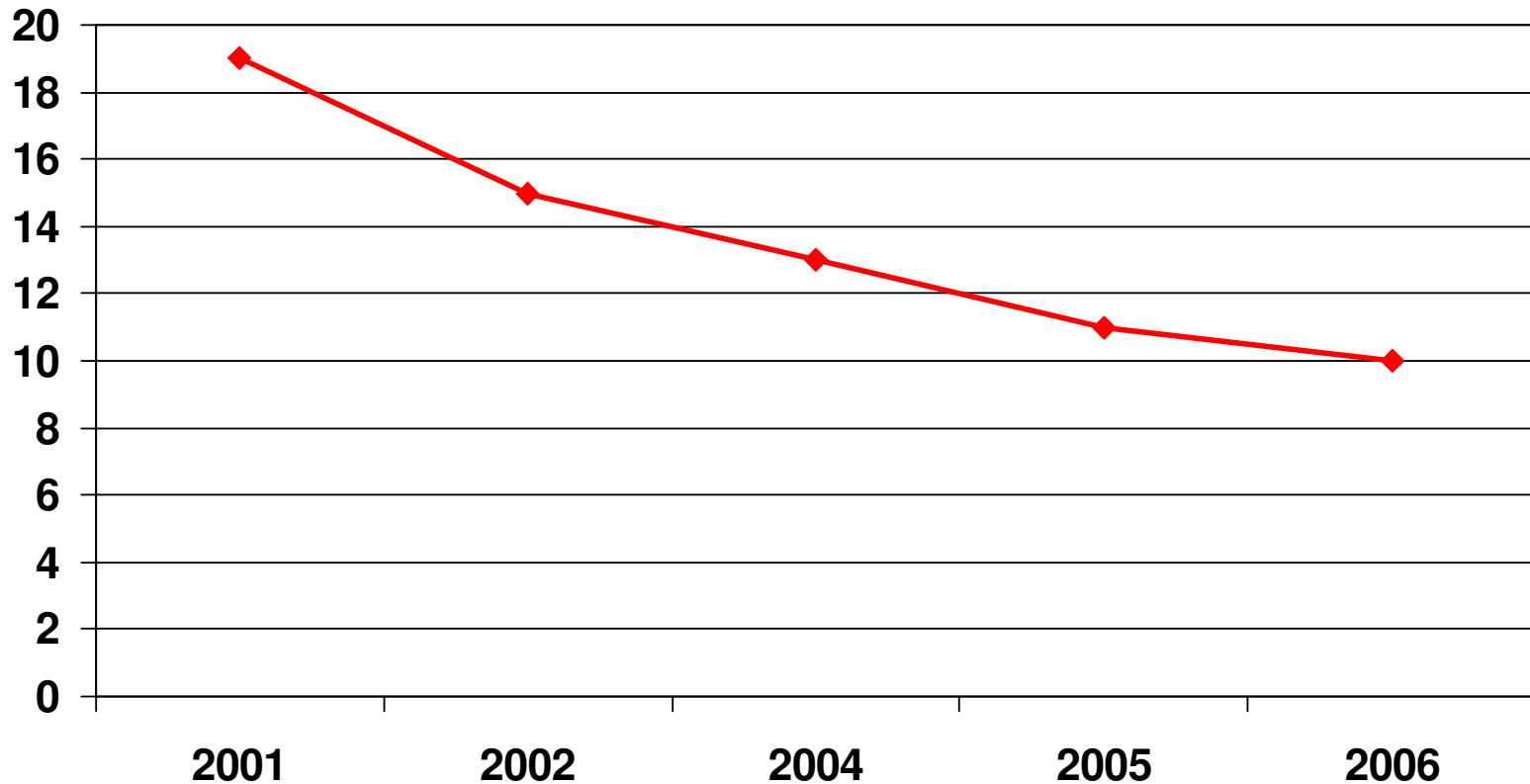
	Importance	Satisfaction	Gap
The amount of student parking space on campus is adequate.	6.18	3.59	-2.59**
The college shows concern for students as individuals	5.99	4.63	-1.36**
Students are notified early in the term if they are doing poorly in a class	6.06	4.72	-1.34**
Adequate financial aid is available for most students.	6.08	4.75	-1.33**
Financial aid counselors are helpful.	5.91	4.61	-1.30**
My academic advisor is knowledgeable about the transfer requirements of other schools.	5.98	4.70	-1.28**
My academic advisor is concerned about my success as an individual	5.92	4.67	-1.25**
This school does whatever it can to help me reach my education goals	6.07	4.62	-1.25**
Financial aid awards are announced to students in time to be helpful in college planning.	5.94	4.71	-1.23**
I seldom get the “run-around” when seeking information on this campus	5.97	4.76	-1.21**

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

**Indicator also among the 15 largest gaps for national indicators

Unmet student expectations

of indicators with gaps of 1.2 or greater



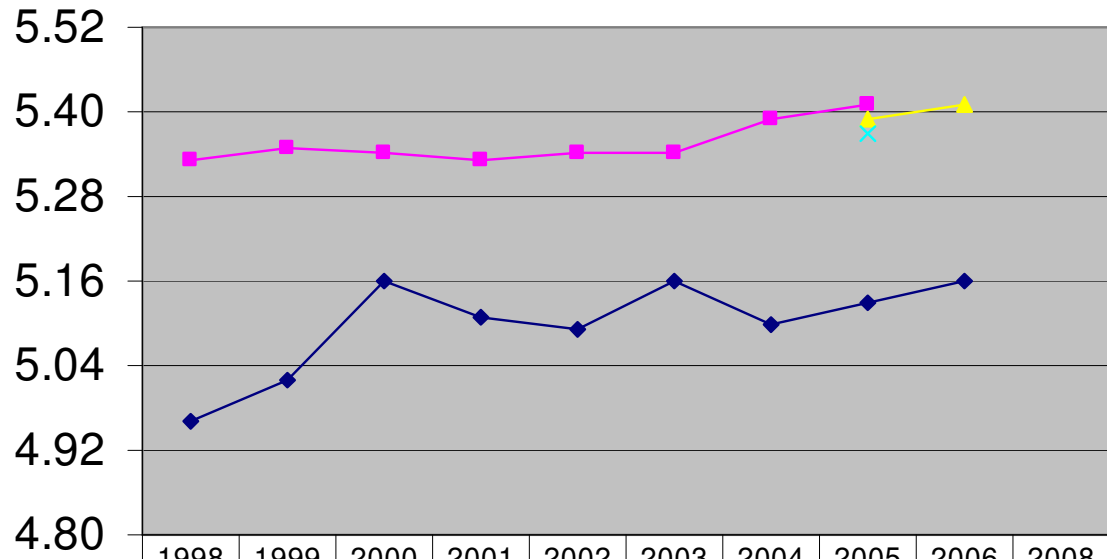
Notes on Indicators

- 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 was a newly asked for indicator in 2005.
- 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”
- All graphs spaced 0.12 apart or one unit of significant difference

Differences in what's most important

Indicators in each group's Top-10	Age: 18 and under	Age: 19-25	Age: over 25	Non-White
8. Classes are scheduled at times that are convenient for me	X	X	X	
39. The amount of student parking space on campus is adequate	X	X	X	
18. The quality of instruction I receive in most of my classes is excellent	X	X	X	X
61. Faculty are usually available after class and during office hours	X	X	X	X
31. The campus is safe and secure for all students	X	X	X	X
15. I am able to register for classes I need with few conflicts	X	X	X	X
29. Faculty are fair and unbiased in their treatment of individual students	X	X	X	X
58. Nearly all of the faculty are knowledgeable in their fields	X	X		
69. There is a good variety of courses provided on this campus	X	X		X
70. I am able to experience intellectual growth here.		X	X	X
46. Faculty provide timely feedback about student progress in a course	X		X	
66. Program requirements are clear and reasonable			X	X
36. Students are made to feel welcome on this campus				X
14. Library resources and services are adequate				X

Rate your overall satisfaction with your experience here thus far

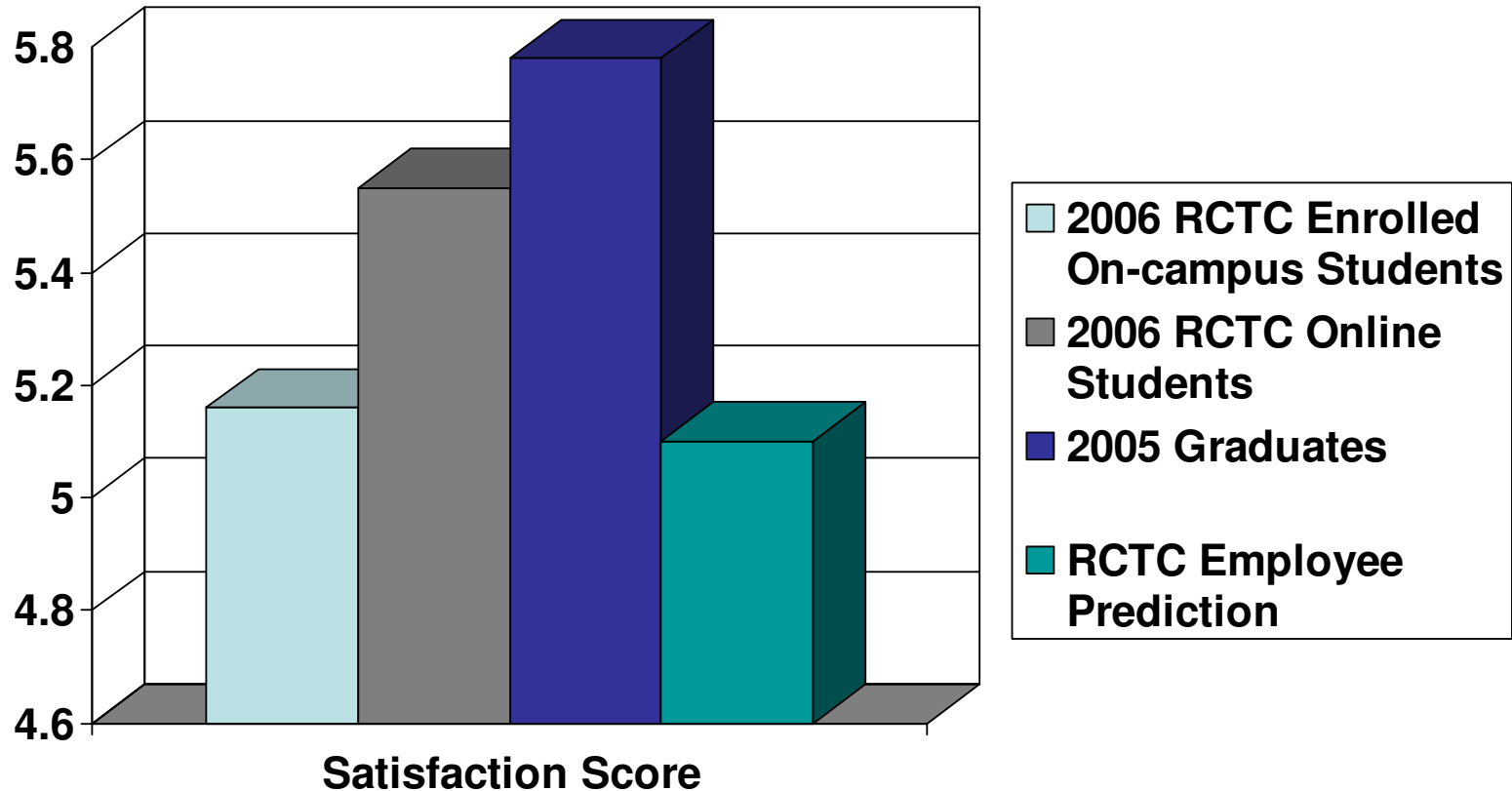


	1998	1999	2000	2001	2002	2003	2004	2005	2006	2008
◆ RCTC	4.96	5.02	5.16	5.11	5.09	5.16	5.10	5.13	5.16	
■ National	5.33	5.35	5.34	5.33	5.34	5.34	5.39	5.41		
▲ Midwest CC's								5.39	5.41	
× MN 2-Year Colleges								5.37		

- ◆ RCTC
- National
- ▲ Midwest CC's
- × MN 2-Year Colleges

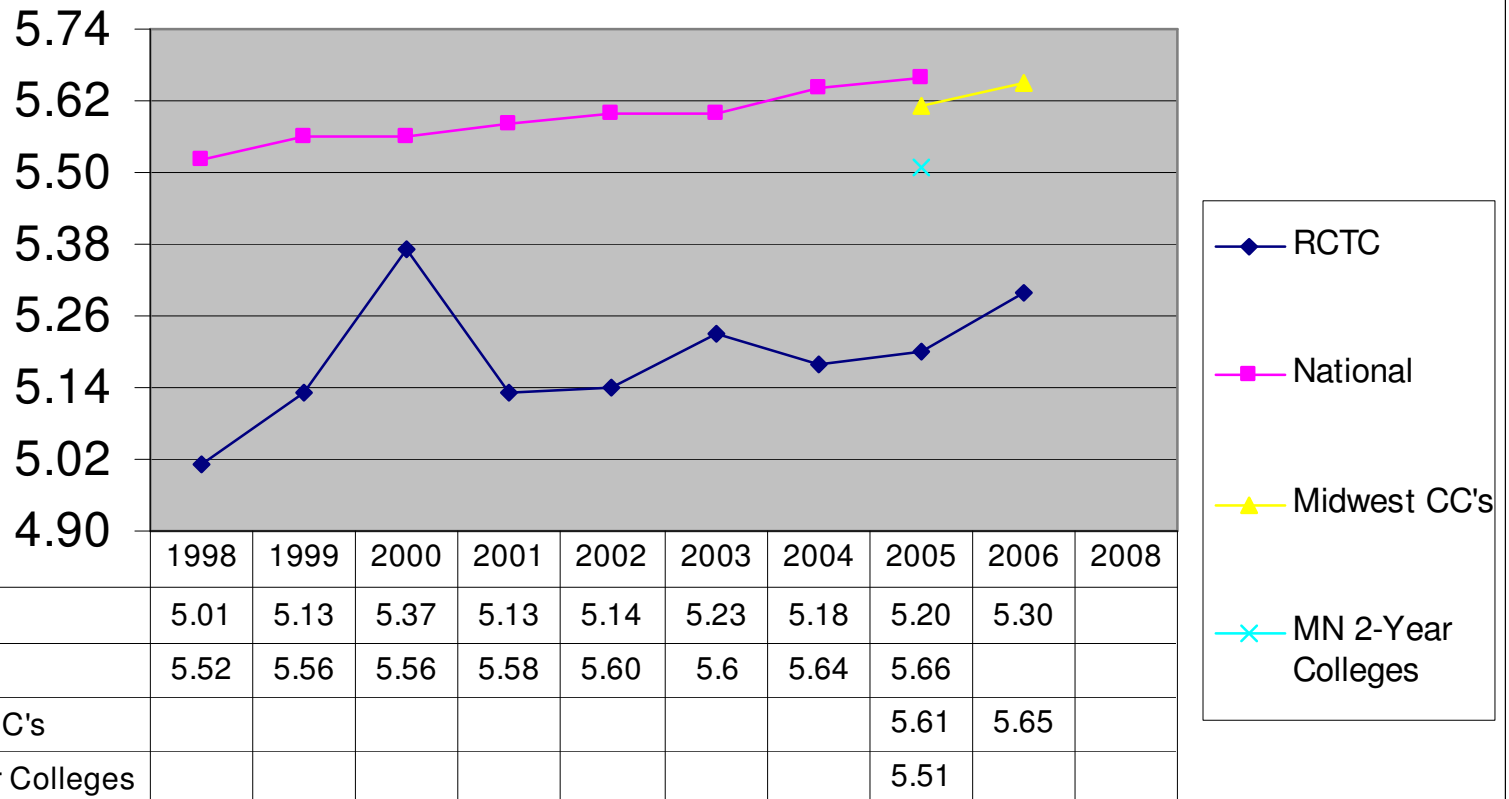
1=Not satisfied at all, 7=Very satisfied

Rate your overall satisfaction with your experience here thus far



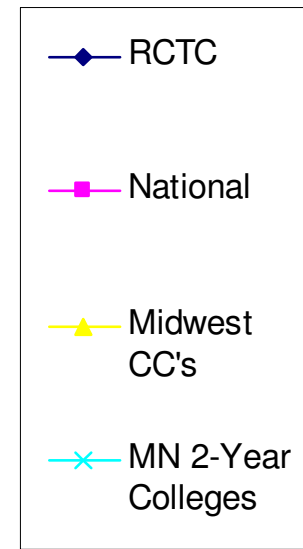
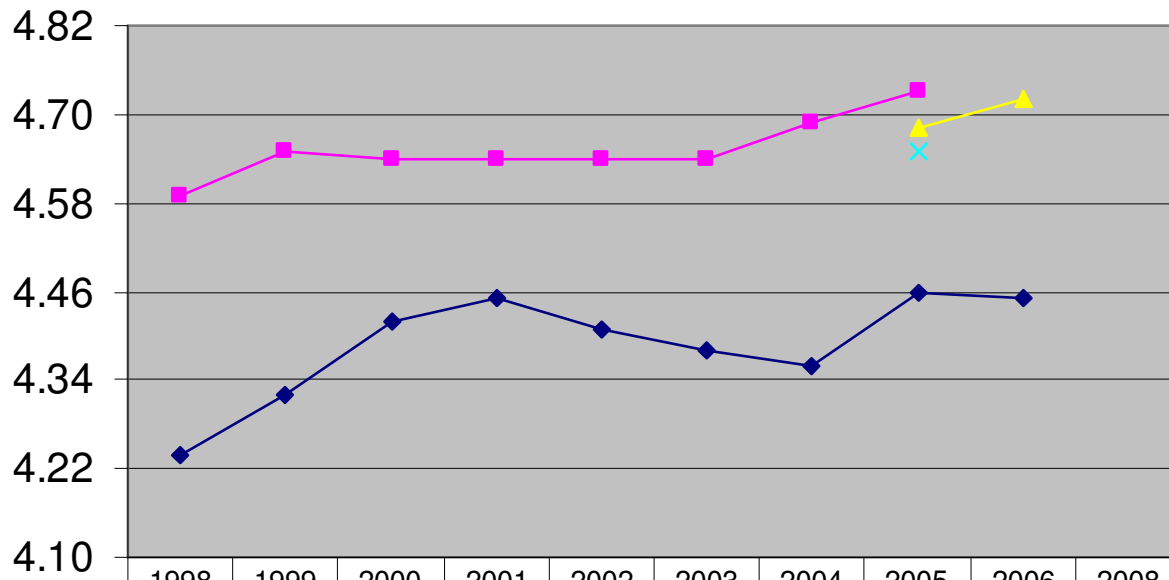
Source: Student Satisfaction Inventory

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



1=Definitely No, 7=Definitely Yes

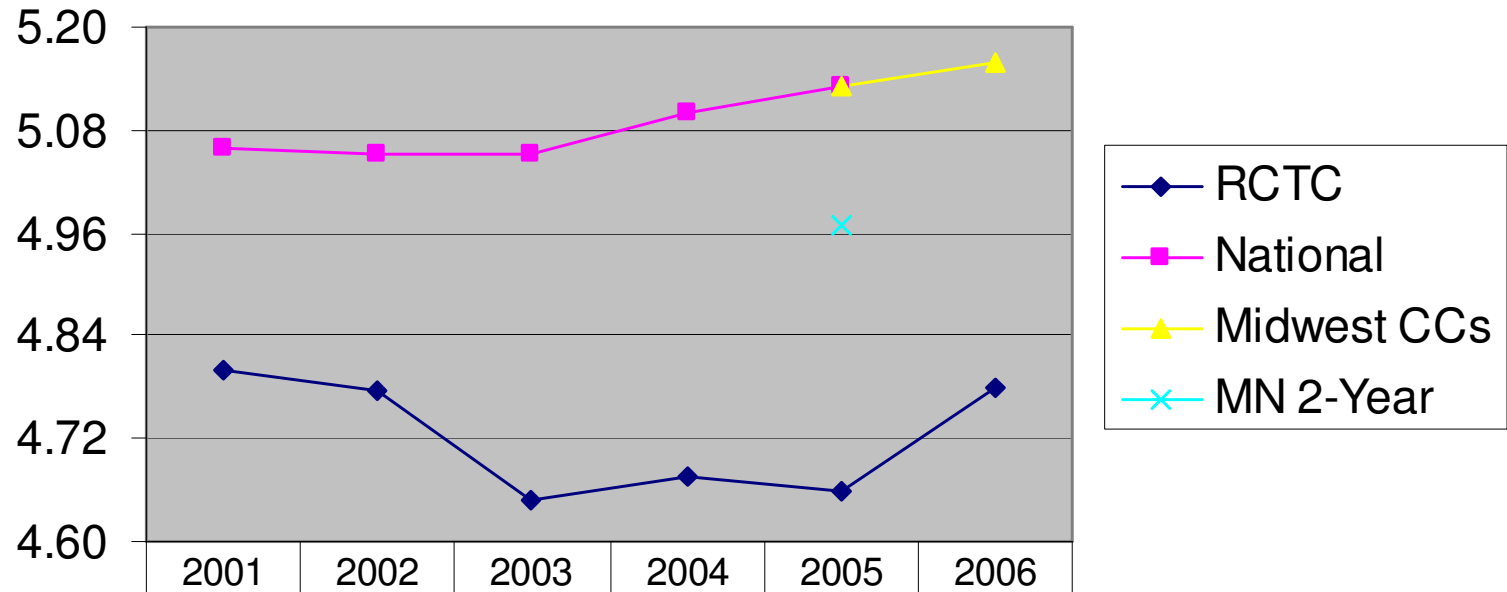
So far, how has your college experience met your expectation



◆ RCTC	4.24	4.32	4.42	4.45	4.41	4.38	4.36	4.46	4.45	
■ National	4.59	4.65	4.64	4.64	4.64	4.64	4.69	4.73		
▲ Midwest CC's								4.68	4.72	
× MN 2-Year Colleges								4.65		

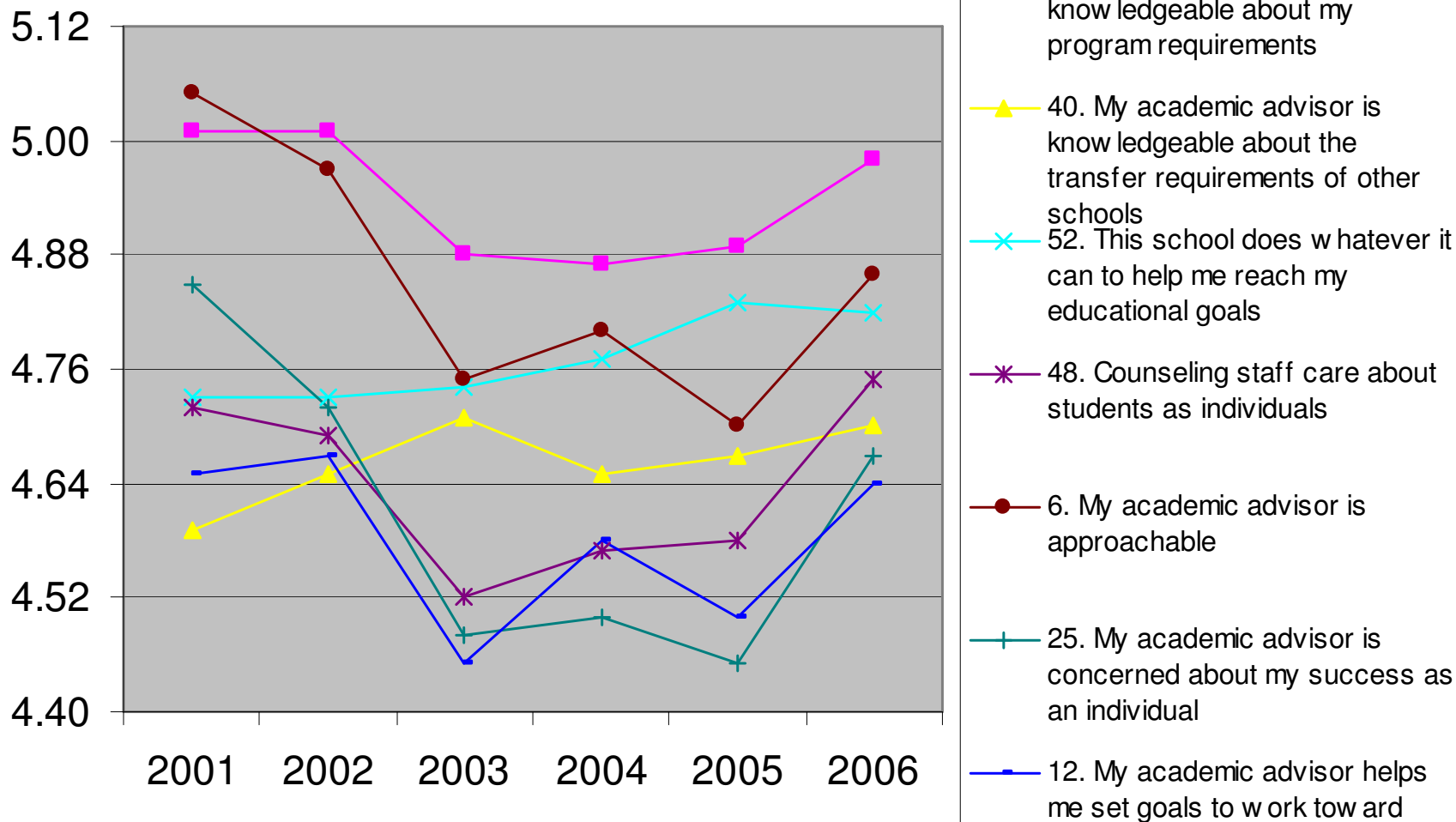
1= Much worse than expected, 7=Much better than expected

Academic Advising & Counseling

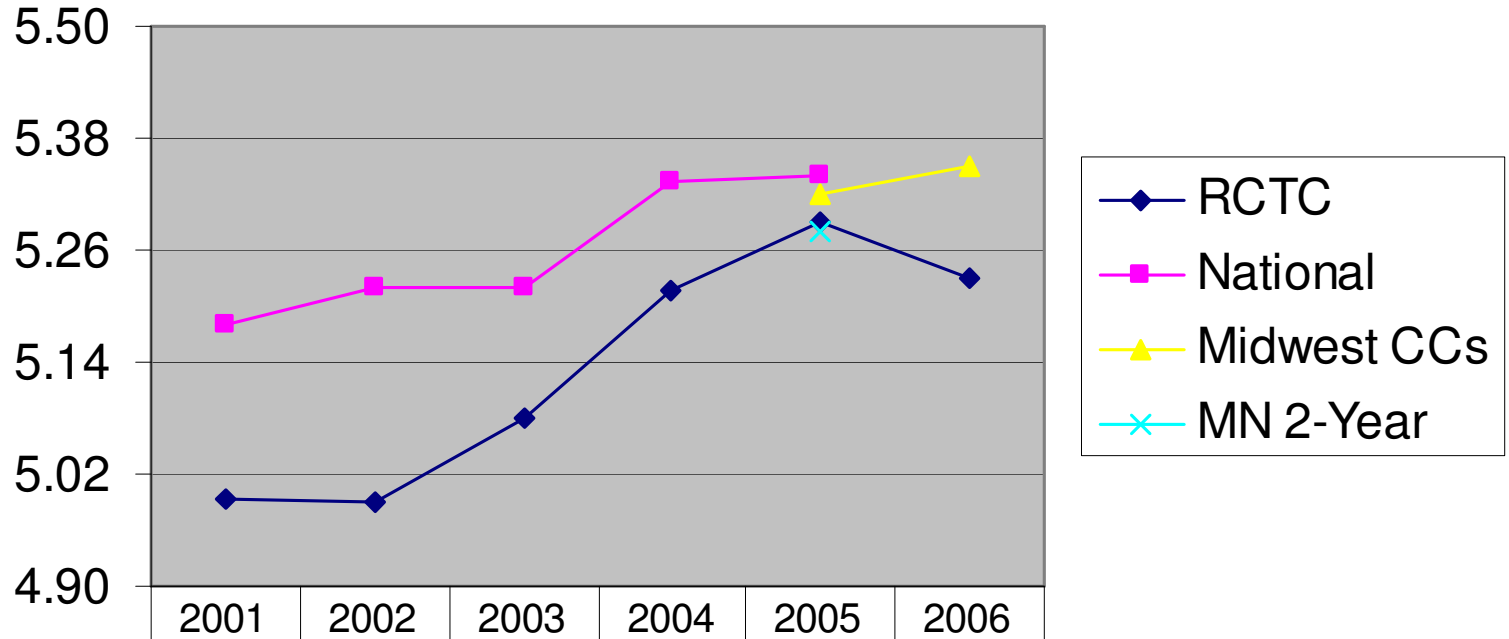


◆ RCTC	4.80	4.78	4.65	4.68	4.66	4.78
■ National	5.06	5.05	5.05	5.10	5.13	
▲ Midwest CCs					5.13	5.16
× MN 2-Year					4.97	

Academic Advising & Counseling

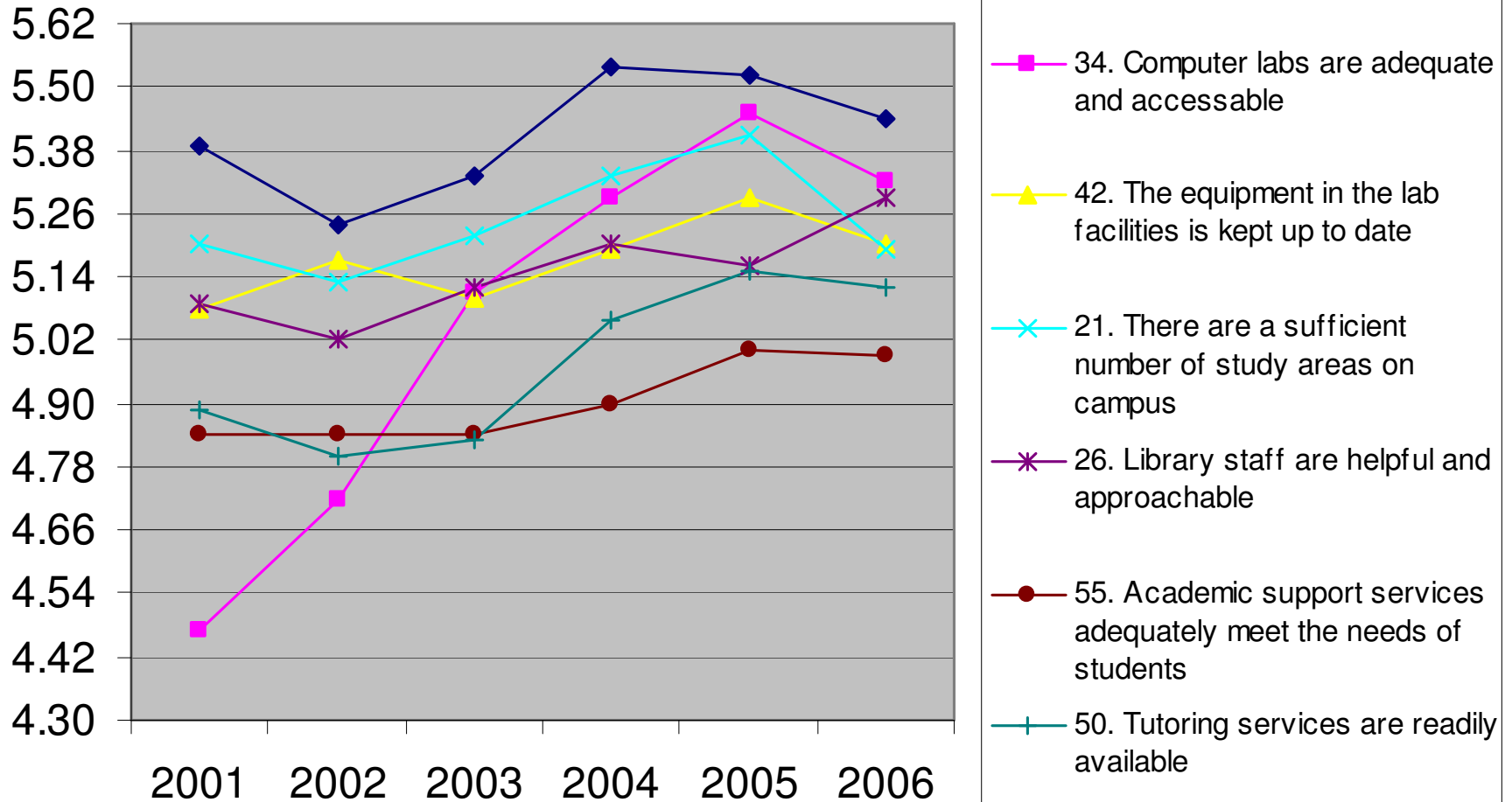


Academic Services

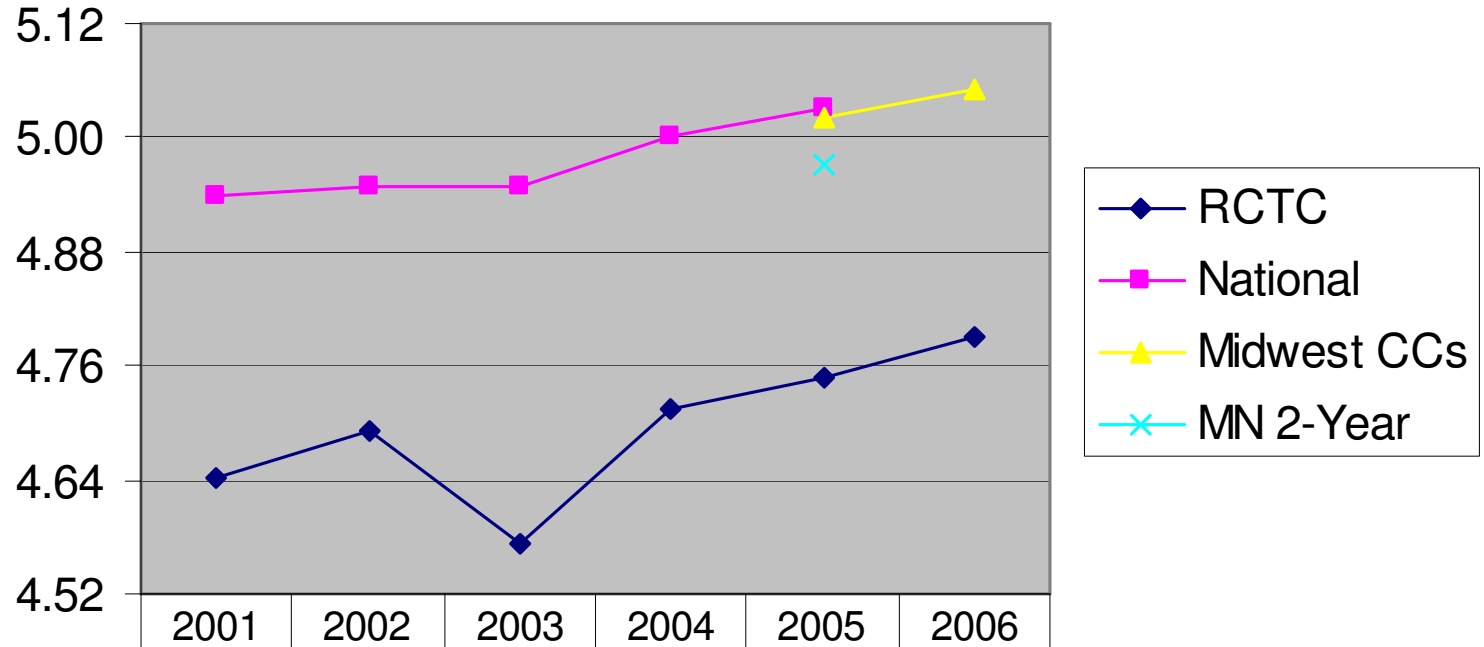


◆ RCTC	4.99	4.99	5.08	5.22	5.29	5.23
■ National	5.18	5.22	5.22	5.33	5.34	
▲ Midwest CCs					5.32	5.35
✕ MN 2-Year					5.28	

Academic Services

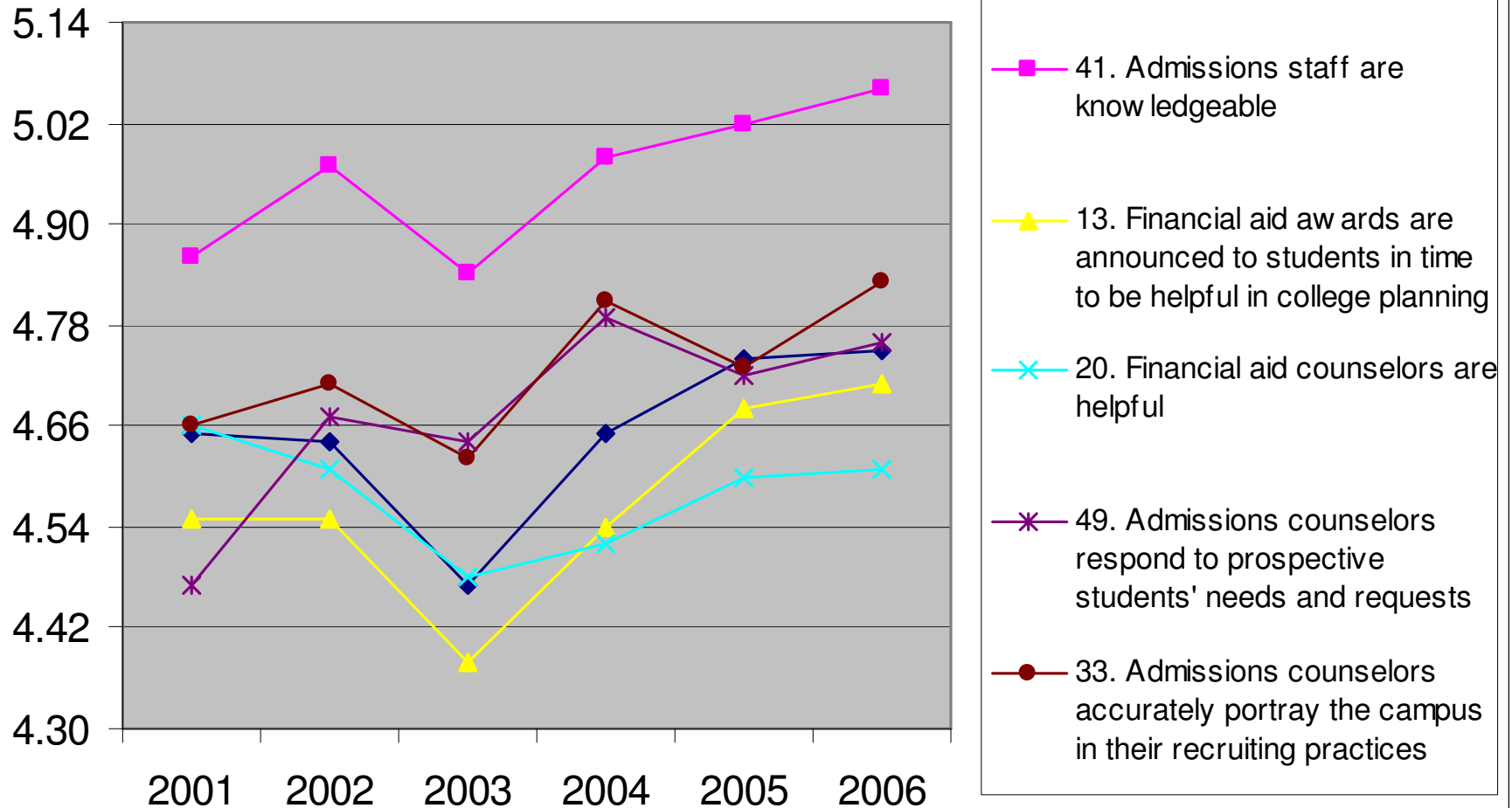


Admissions & Financial Aid

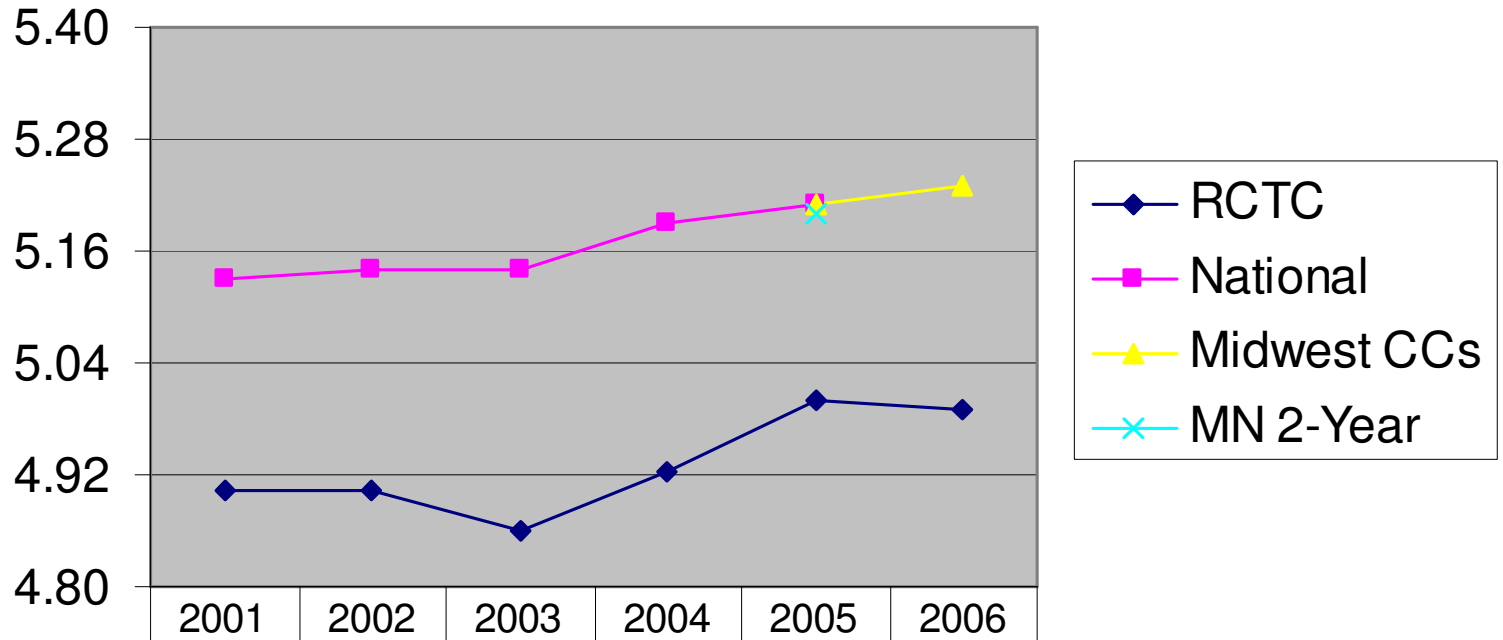


◆ RCTC	4.64	4.69	4.57	4.72	4.75	4.79
■ National	4.94	4.95	4.95	5.00	5.03	
▲ Midwest CCs					5.02	5.05
× MN 2-Year					4.97	

Admissions & Financial Aid

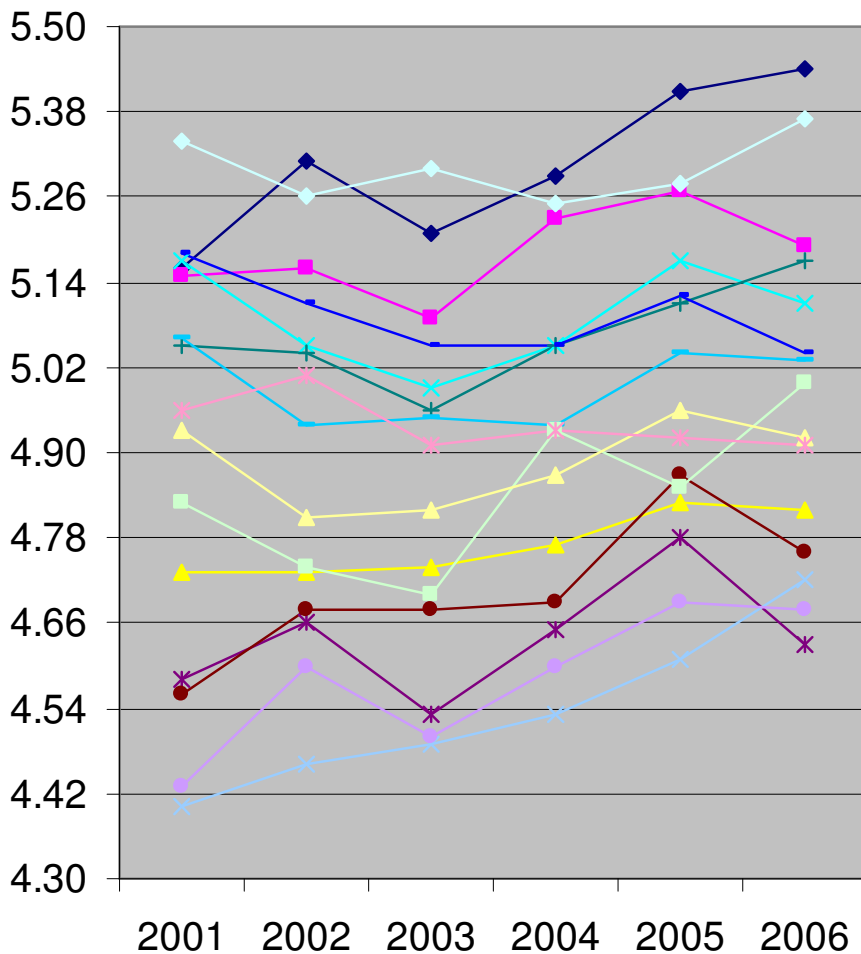


Campus Climate



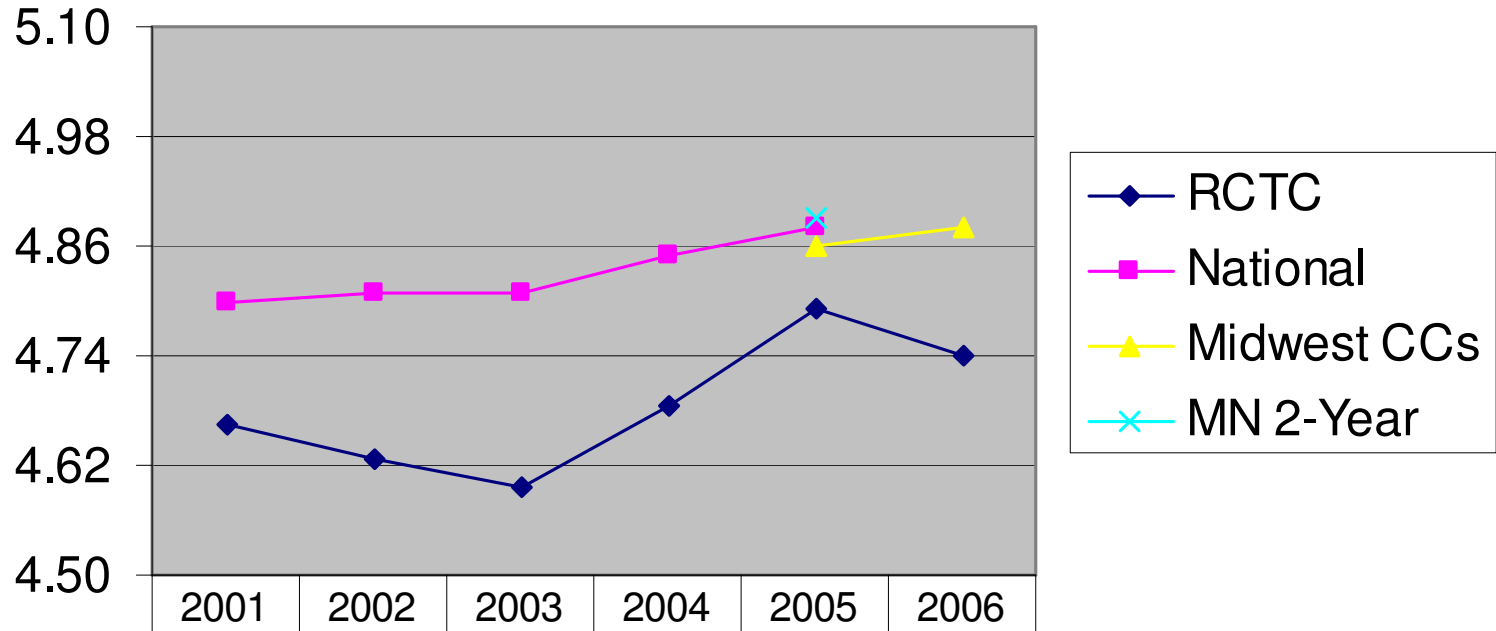
◆ RCTC	4.90	4.90	4.86	4.92	5.00	4.99
■ National	5.13	5.14	5.14	5.19	5.21	
▲ Midwest CCs					5.21	5.23
✕ MN 2-Year					5.20	

Campus Climate



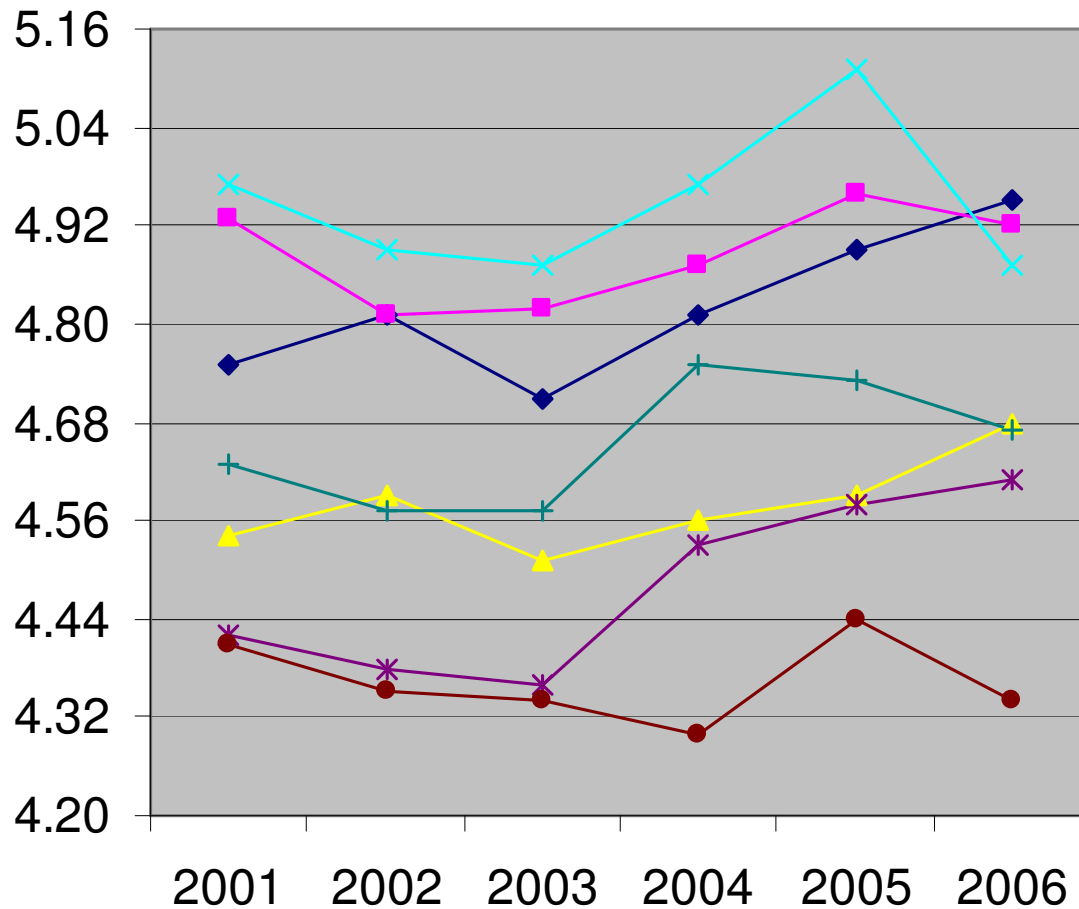
- ◆ 31. The campus is safe and secure for all students
- 36. Students are made to feel welcome on this campus
- ▲ 52. This school does whatever it can to help me reach my educational goals
- ✕ 28. It is an enjoyable experience to be a student on this campus
- ✱ 16. The college shows concern for students 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



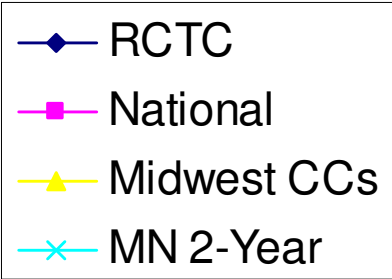
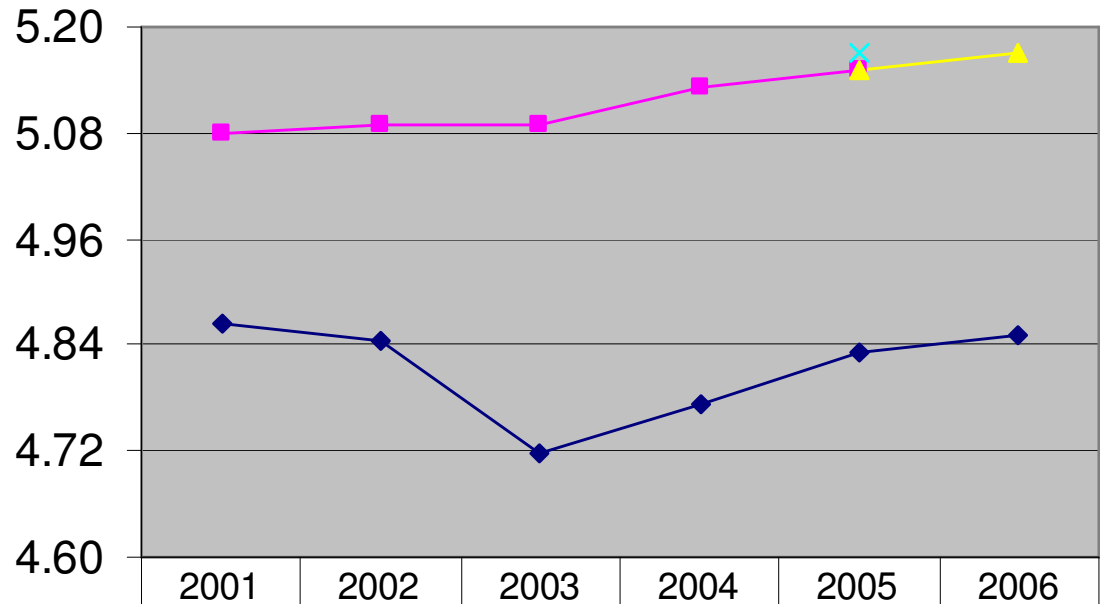
◆ RCTC	4.66	4.63	4.60	4.68	4.79	4.74
■ National	4.80	4.81	4.81	4.85	4.88	
▲ Midwest CCs					4.86	4.88
✕ MN 2-Year					4.89	

Campus Support Services



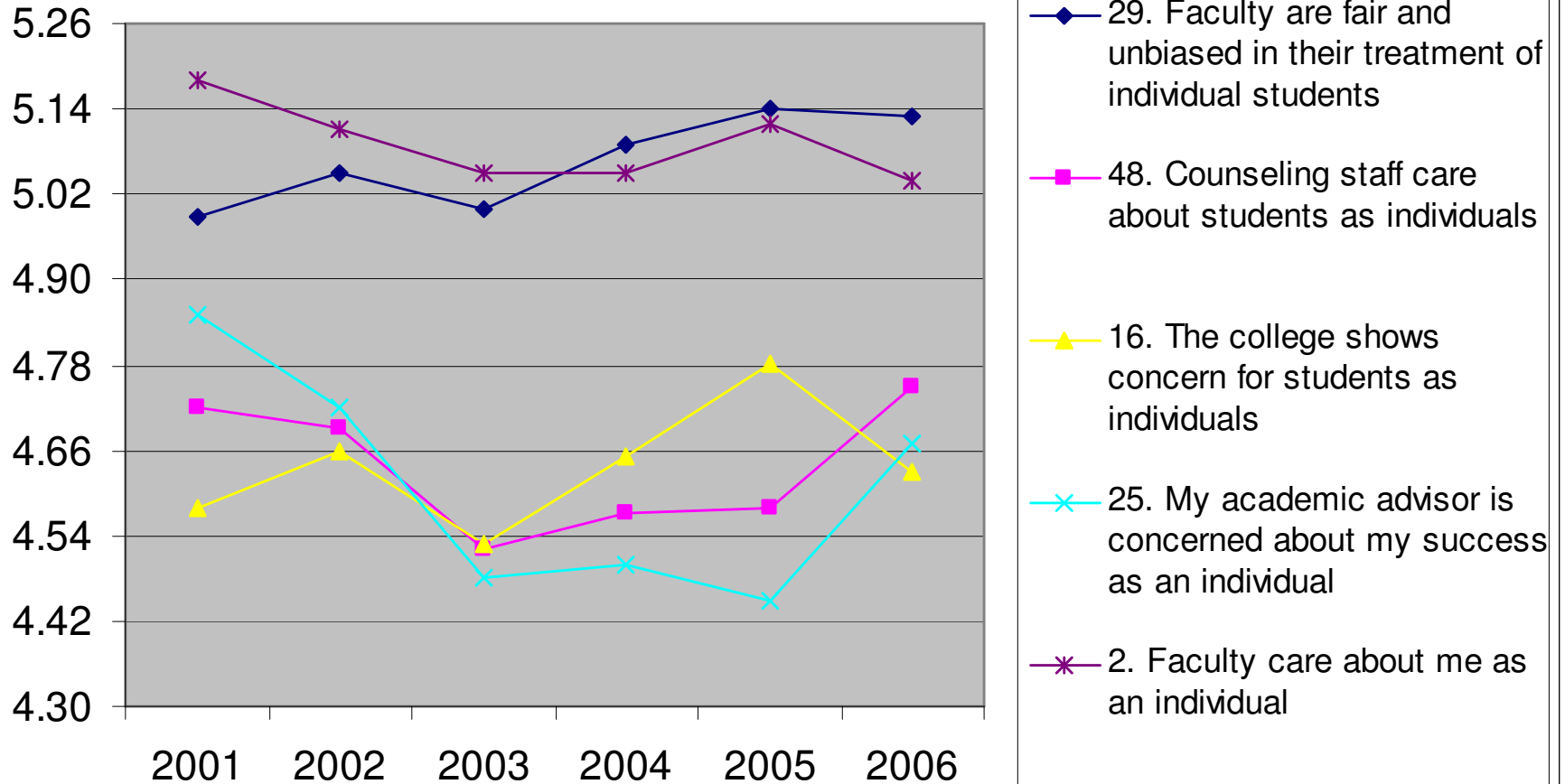
- ◆ 47. There are adequate services to help me decide upon a career
- 59. New student orientation services help students adjust to college
- ▲ 30. The career services office provides students with the help they need to get a job
- ✕ 38. The student center is a comfortable place for students to spend 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

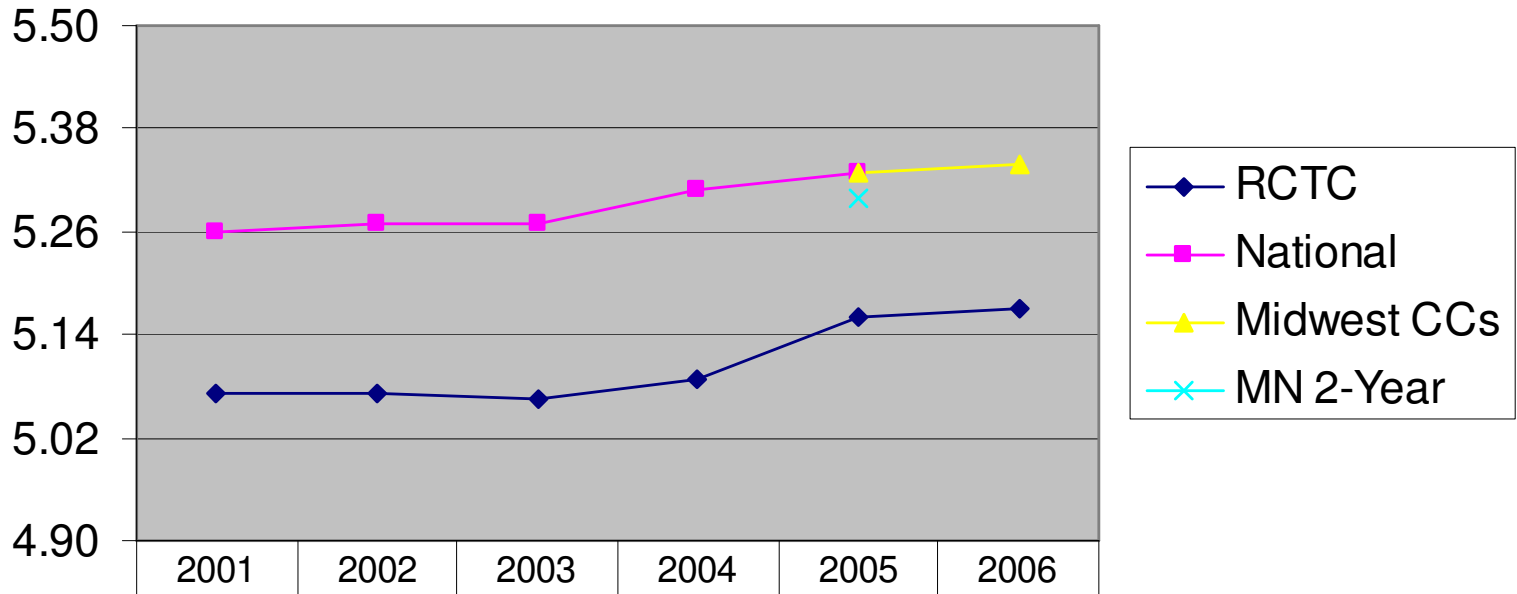


◆ RCTC	4.86	4.85	4.72	4.77	4.83	4.85
■ National	5.08	5.09	5.09	5.13	5.15	
▲ Midwest CCs					5.15	5.17
× MN 2-Year					5.17	

Concern for the Individual

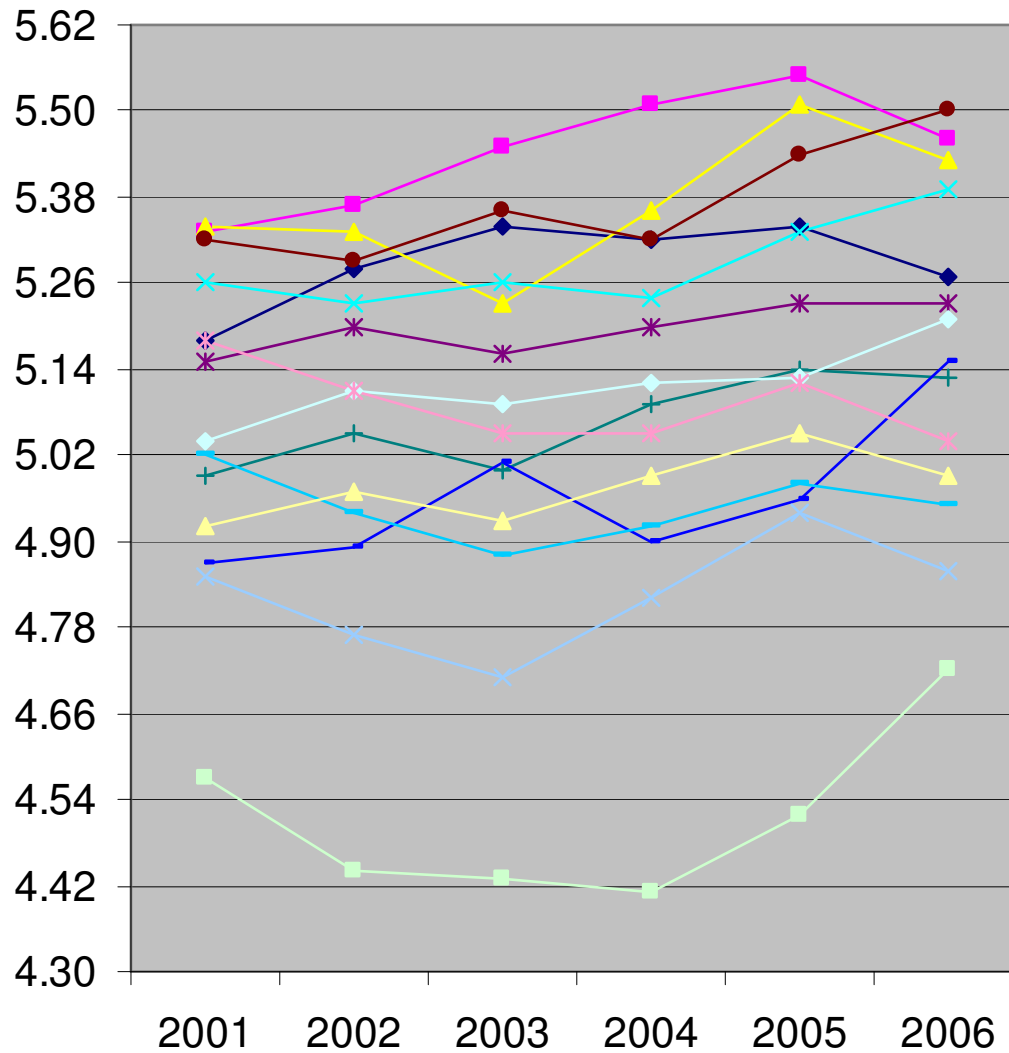


Instructional Effectiveness



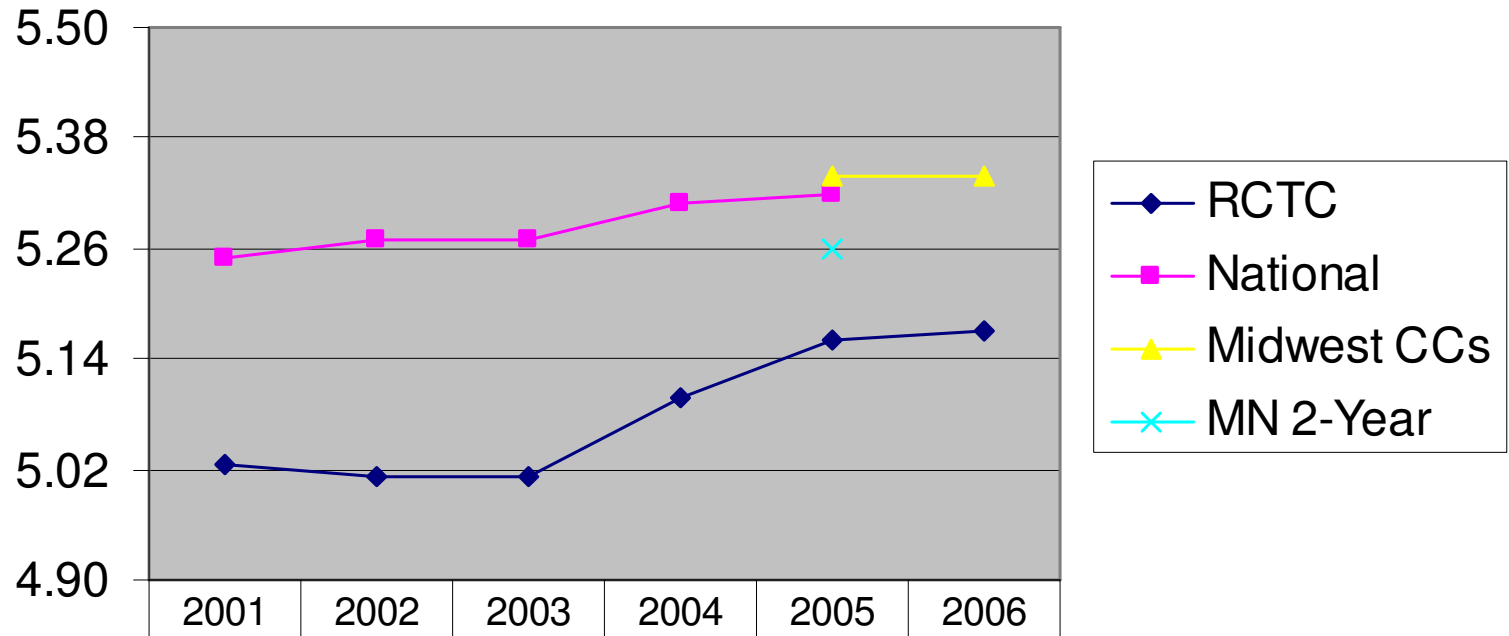
◆ RCTC	5.07	5.07	5.06	5.09	5.16	5.17
■ National	5.26	5.27	5.27	5.31	5.33	
▲ Midwest CCs					5.33	5.34
× MN 2-Year					5.30	

Instructional Effectiveness



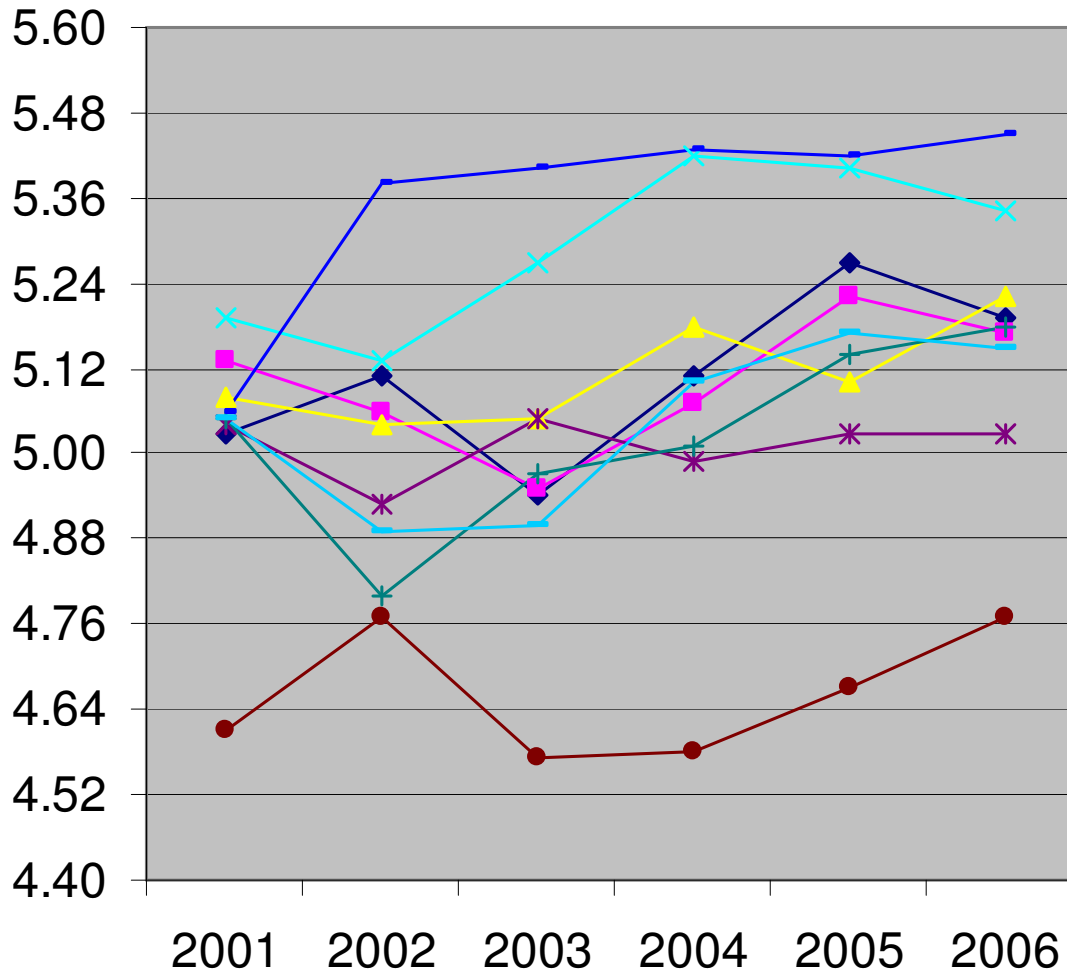
- ◆ 18. The quality of instruction I receive in most of my classes is excellent
- 58. Nearly all of the faculty are knowledgeable in their fields
- ▲ 61. Faculty are usually available after class and during office hours
- ✕ 69. There is a good variety of courses provided on this campus
- ✱ 66. Program 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



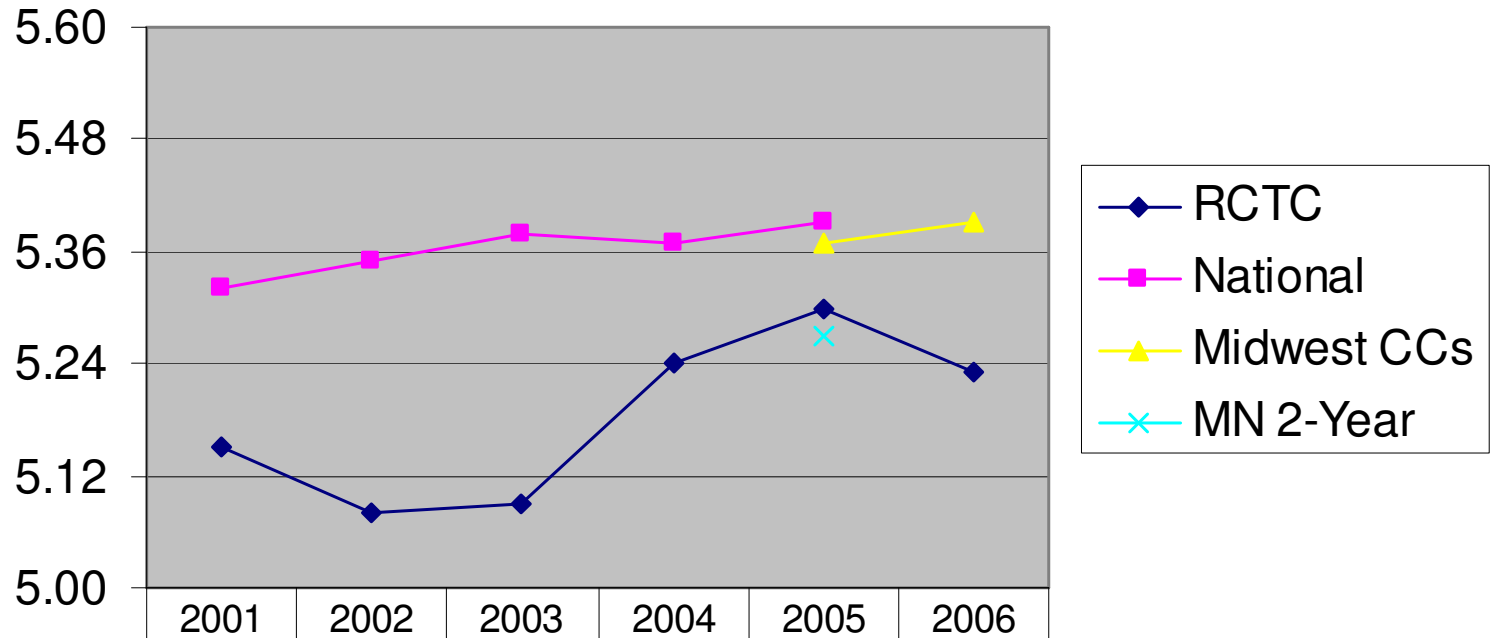
◆ RCTC	5.03	5.01	5.01	5.10	5.16	5.17
■ National	5.25	5.27	5.27	5.31	5.32	
▲ Midwest CCs					5.34	5.34
× MN 2-Year					5.26	

Registration Effectiveness



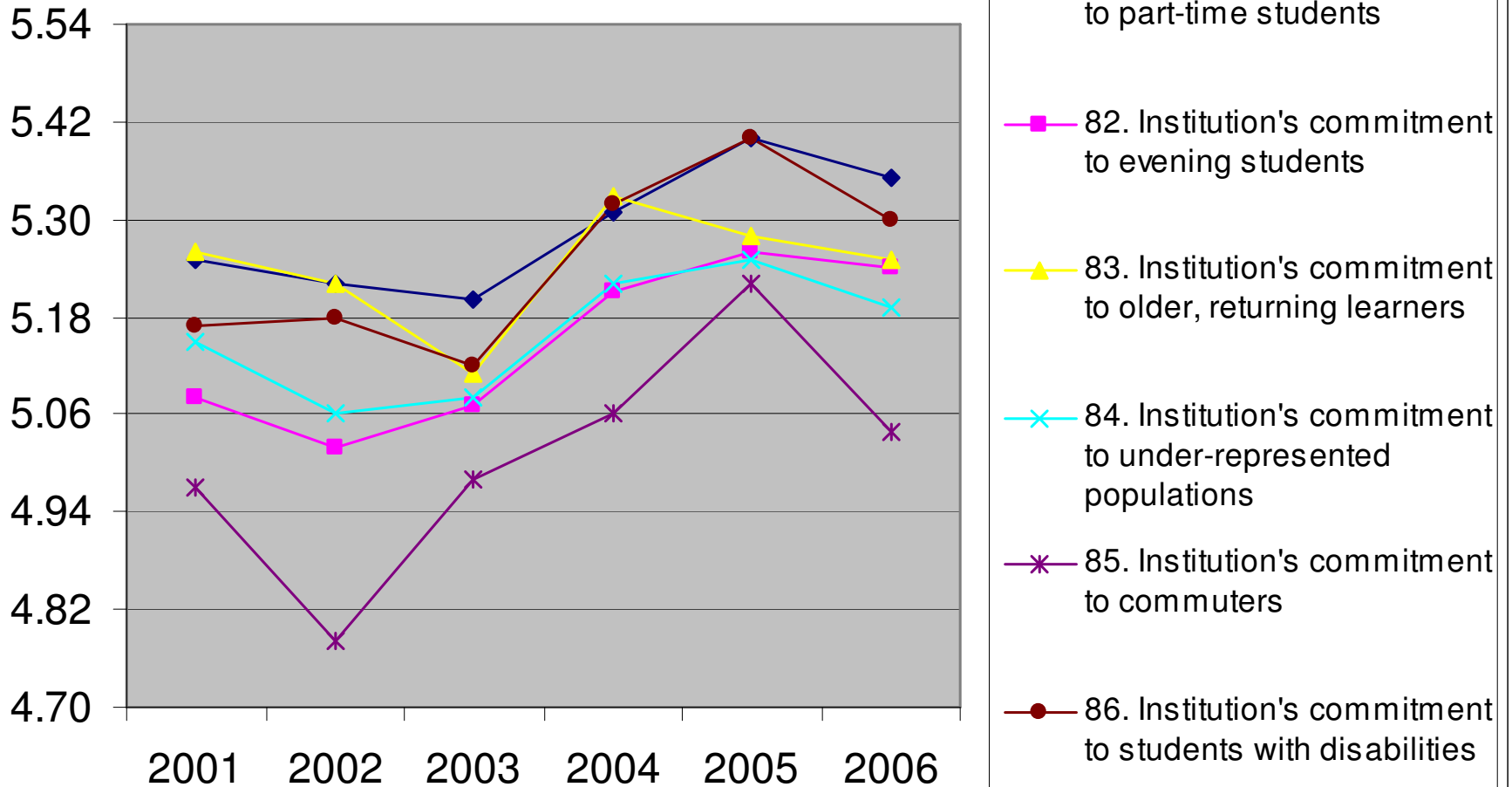
- ◆ 8. Classes are scheduled at times that are convenient for me
- 15. I am able to register for classes I need with few conflicts
- ▲ 35. Policies and procedures regarding registration and course selection are clear and well-publicized
- ✕ 43. Class change (drop/add) policies are reasonable
- ✱ 60. 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

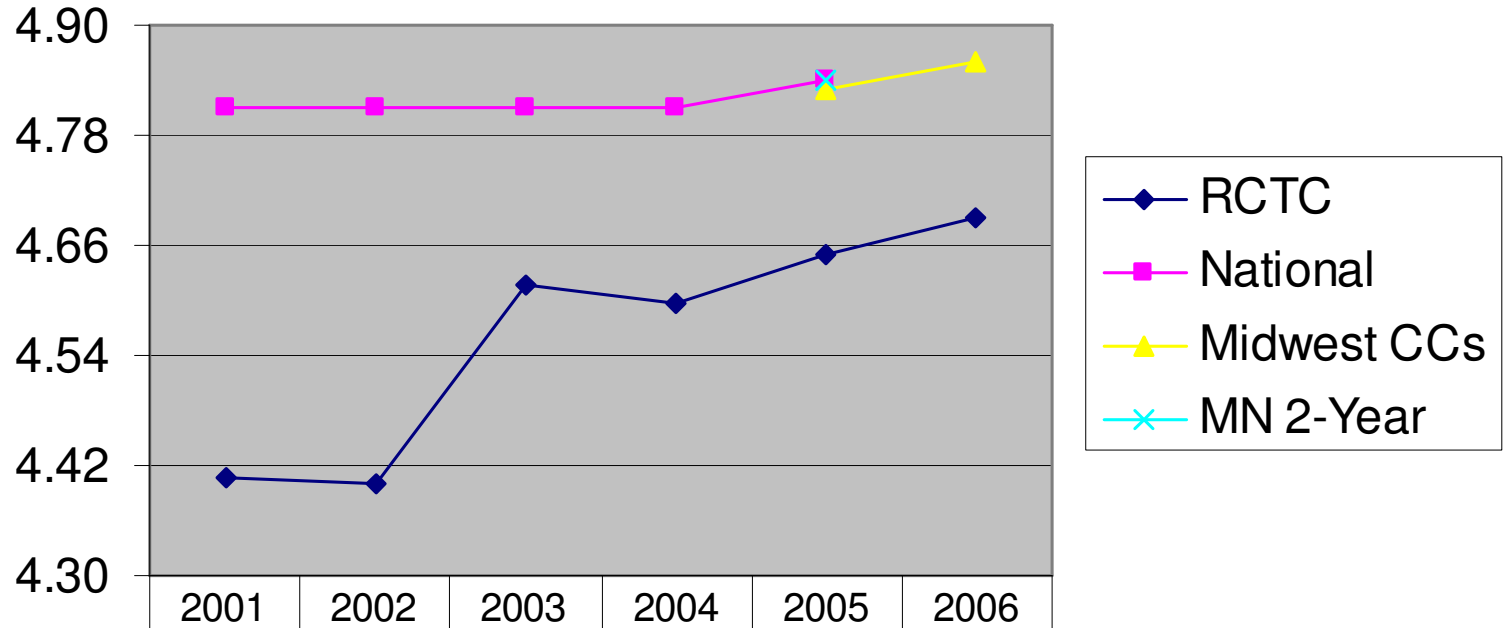


◆ RCTC	5.15	5.08	5.09	5.24	5.30	5.23
■ National	5.32	5.35	5.38	5.37	5.39	
▲ Midwest CCs					5.37	5.39
× MN 2-Year					5.27	

Responsiveness to Diverse Populations

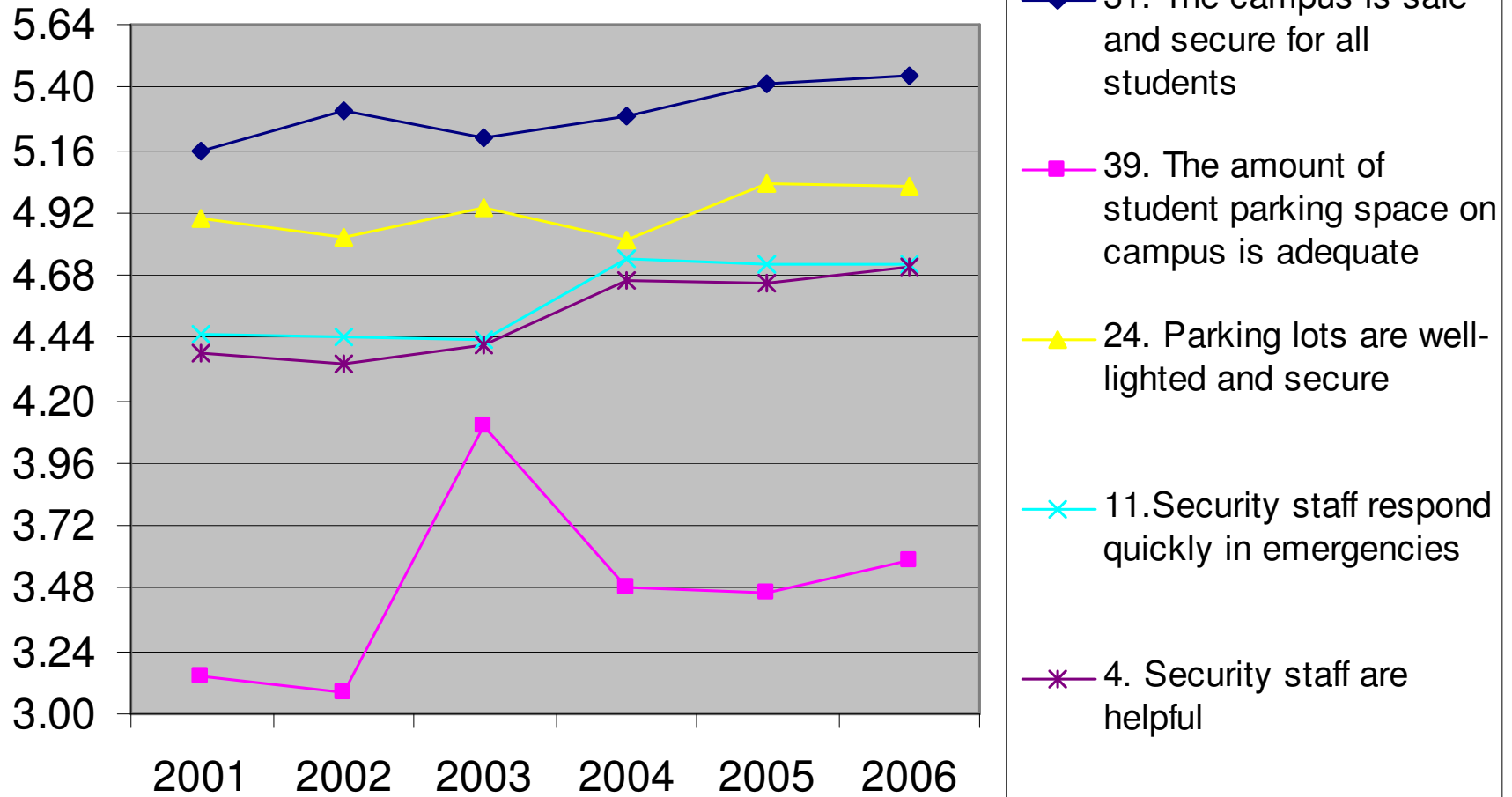


Safety and Security

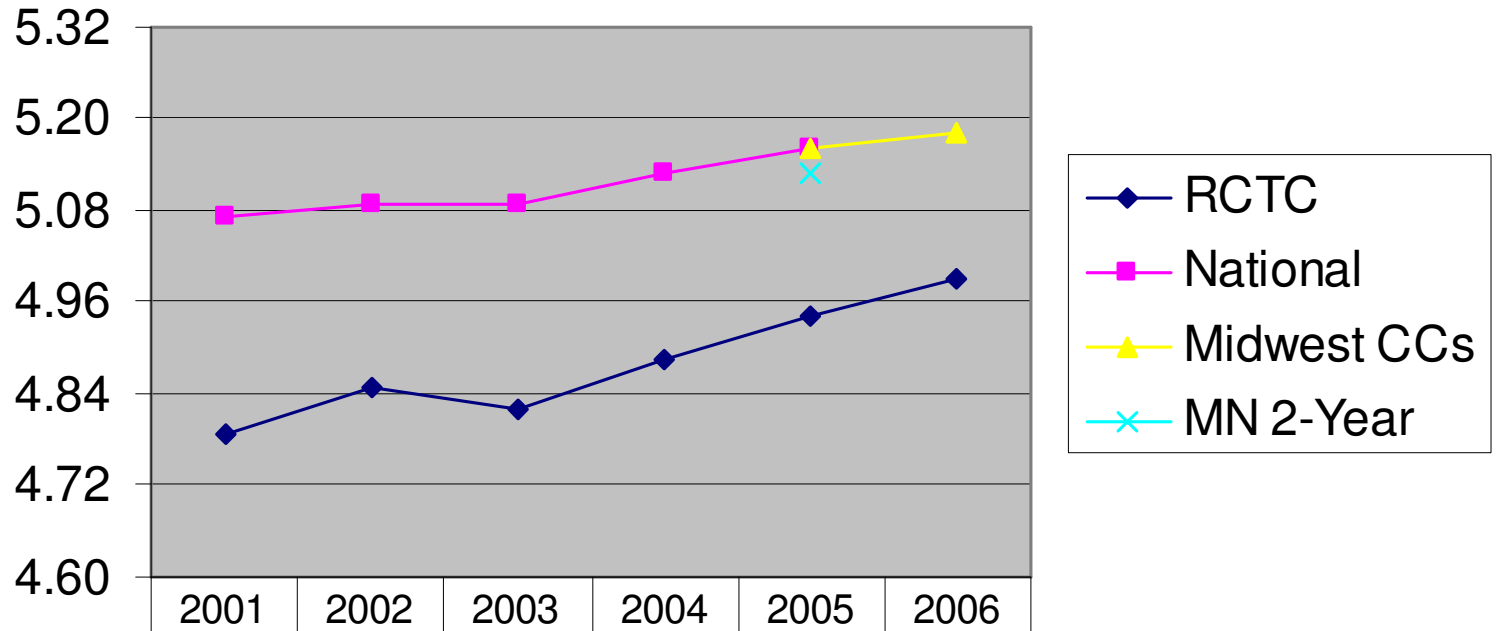


◆ RCTC	4.41	4.40	4.62	4.60	4.65	4.69
■ National	4.81	4.81	4.81	4.81	4.84	
▲ Midwest CCs					4.83	4.86
✕ MN 2-Year					4.84	

Safety and Security

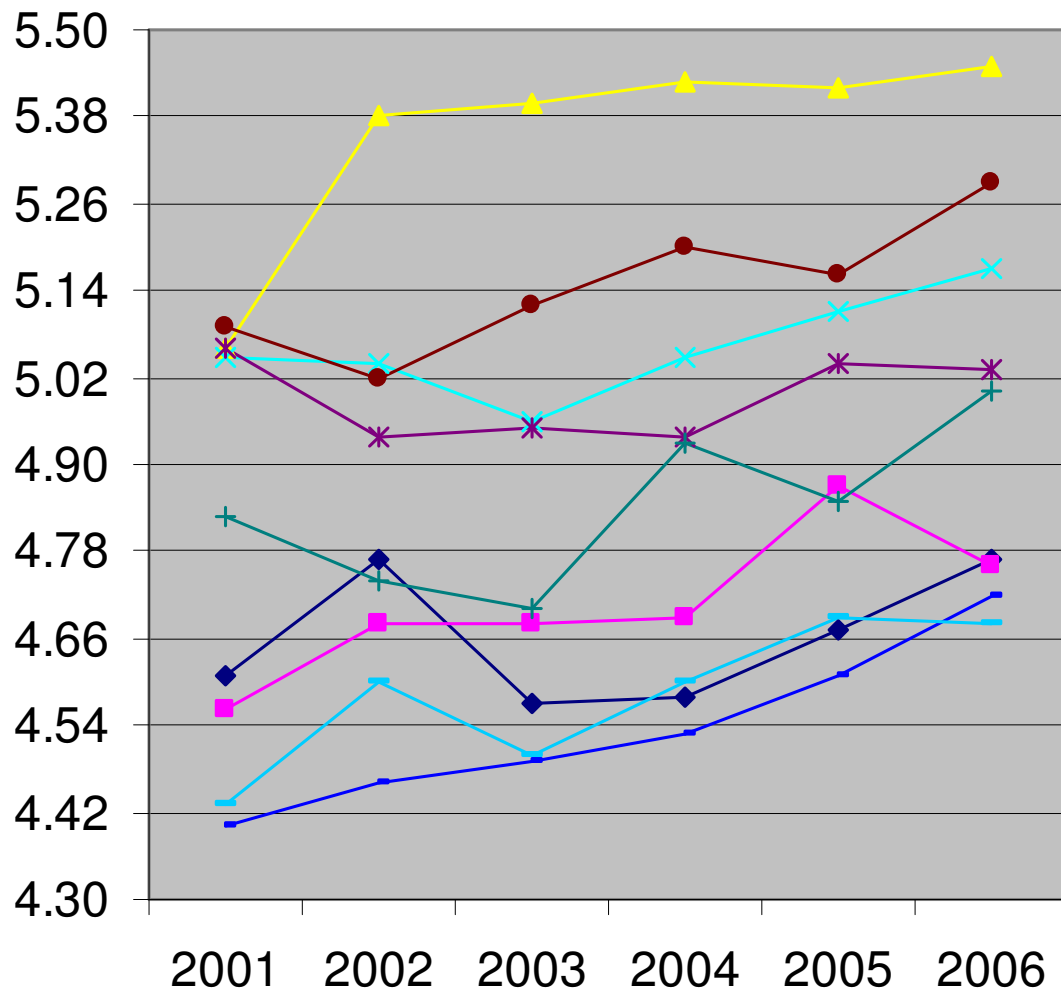


Service Excellence



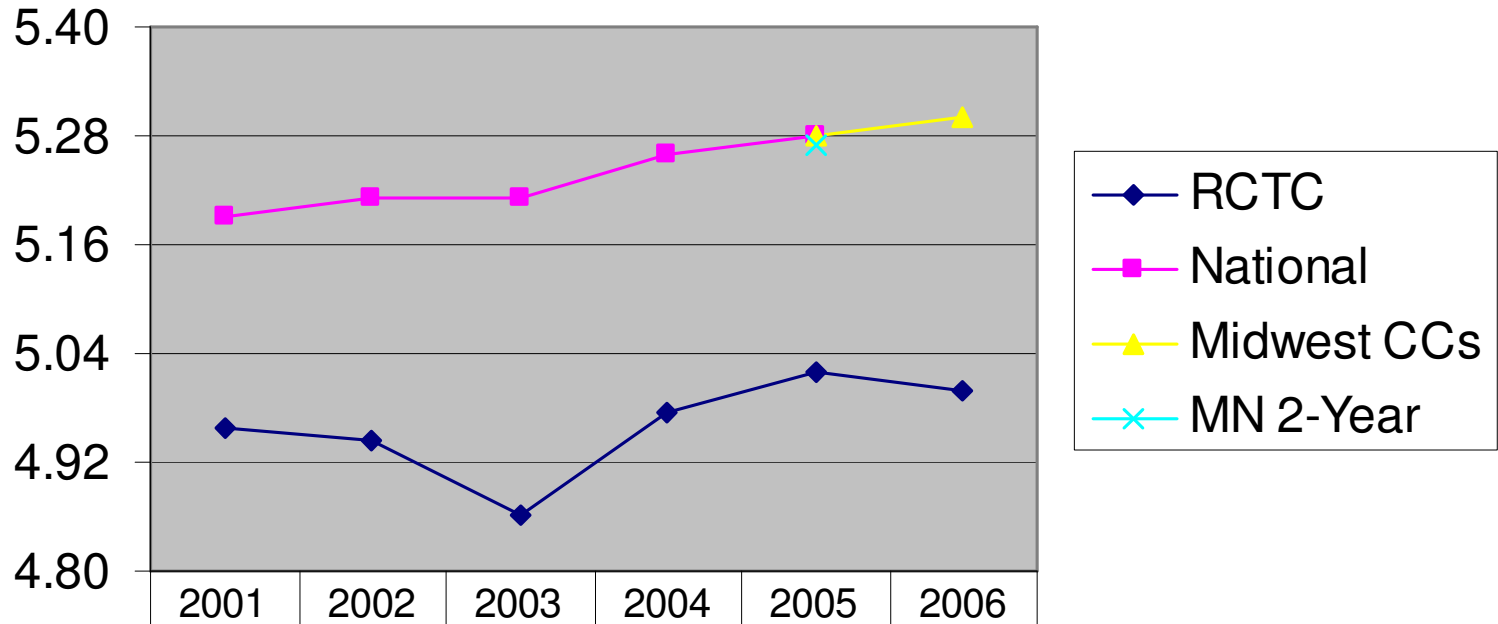
◆ RCTC	4.79	4.85	4.82	4.88	4.94	4.99
■ National	5.07	5.09	5.09	5.13	5.16	
▲ Midwest CCs					5.16	5.18
✕ MN 2-Year					5.13	

Service Excellence



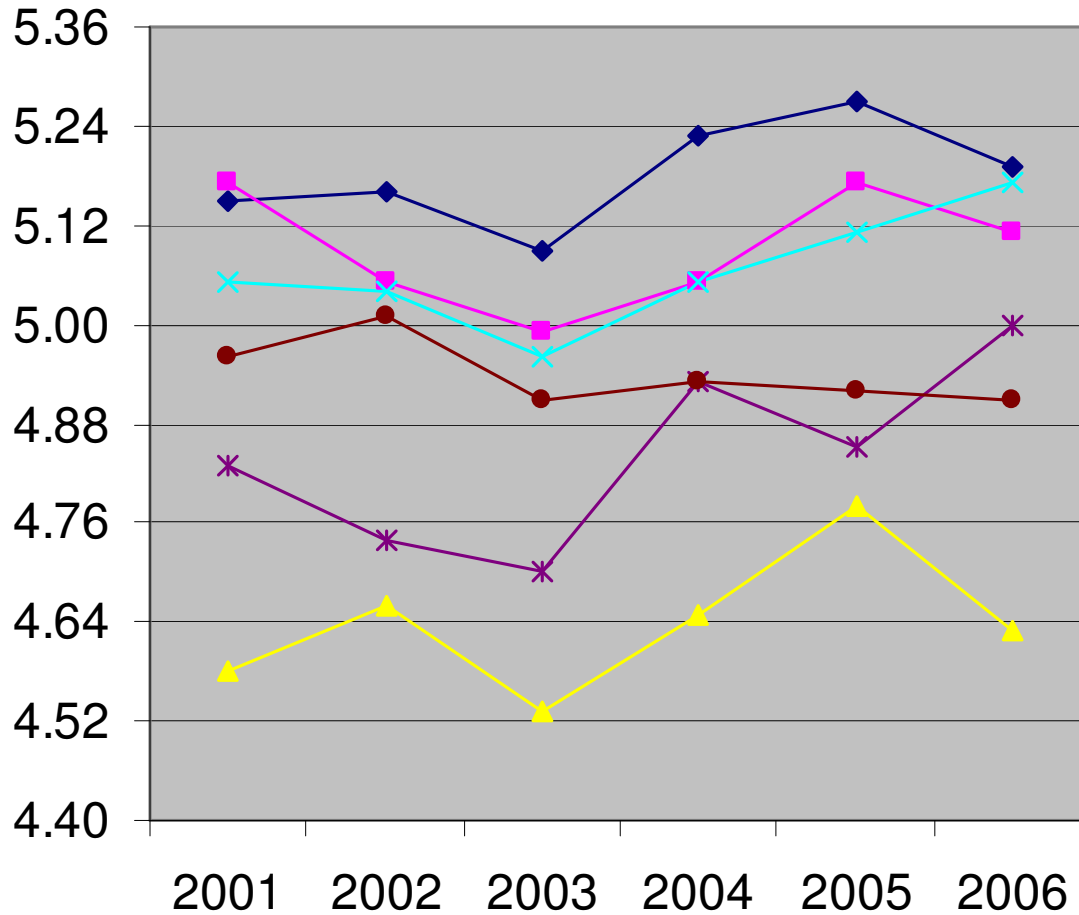
- ◆ 5. The personnel involved in registration are helpful
- 63. I seldom get the "run-around" when seeking information on this campus
- ▲ 62. Bookstore staff are helpful
- ✕ 27. The campus staff are caring and helpful
- * 22. People on this campus respect and are supportive of each other
- 26. Library 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



◆ RCTC	4.96	4.94	4.86	4.97	5.02	5
■ National	5.19	5.21	5.21	5.26	5.28	
▲ Midwest CCs					5.28	5.3
× MN 2-Year					5.27	

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

Additional Questions: ASL

	Importance 2006	Satisfaction 2006	Satisfaction 2005
71. My instructors seek feedback from students	5.93	5.09	5.18
72. My instructors modify teaching methods to help me meet my learning goals	6.13	4.99	4.98
73. My instructors assess my learning using methods other than test scores	6.17	4.89	4.79

Additional Questions: Student Services

	Importance 2006	Satisfaction 2006	Satisfaction 2005
74. There are co-curricular activities available for me on campus	5.33	4.81	N/A
75. Counselors and/or advisors have a clear understanding of my academic/vocational needs	6.05	4.78	N/A
76. Academic credits and programs transfer easily between RCTC and its UCR partners (WSU, UMR)	5.87	5.02	5.18

Additional Questions: Communications/Marketing

	Importance 2006	Satisfaction 2006	Satisfaction 2005
77. RCTC name change to "Rochester College": How important is a name change and how satisfied would you be with "Rochester College"	4.53	4.75	4.64
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	5.69	5.58
79. How important is the internet in meeting your student needs, and how satisfied are you with RCTC's online services?	6.17	5.62	5.51
80. How important is it that RCTC regularly engages you via its communications, and how satisfied are you with the quality of those communications you currently receive?	5.86	5.29	5.25

Indicators Appearing in 3 Benchmarks

- Faculty care about me as an individual.
- The college shows concern for students as individuals.
- The campus staff are caring and helpful.
- Administrators are approachable to students.