

# 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

- 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
- Ethnic representation is difficult to assess due to lack of “multi-ethnic” on CCSSE

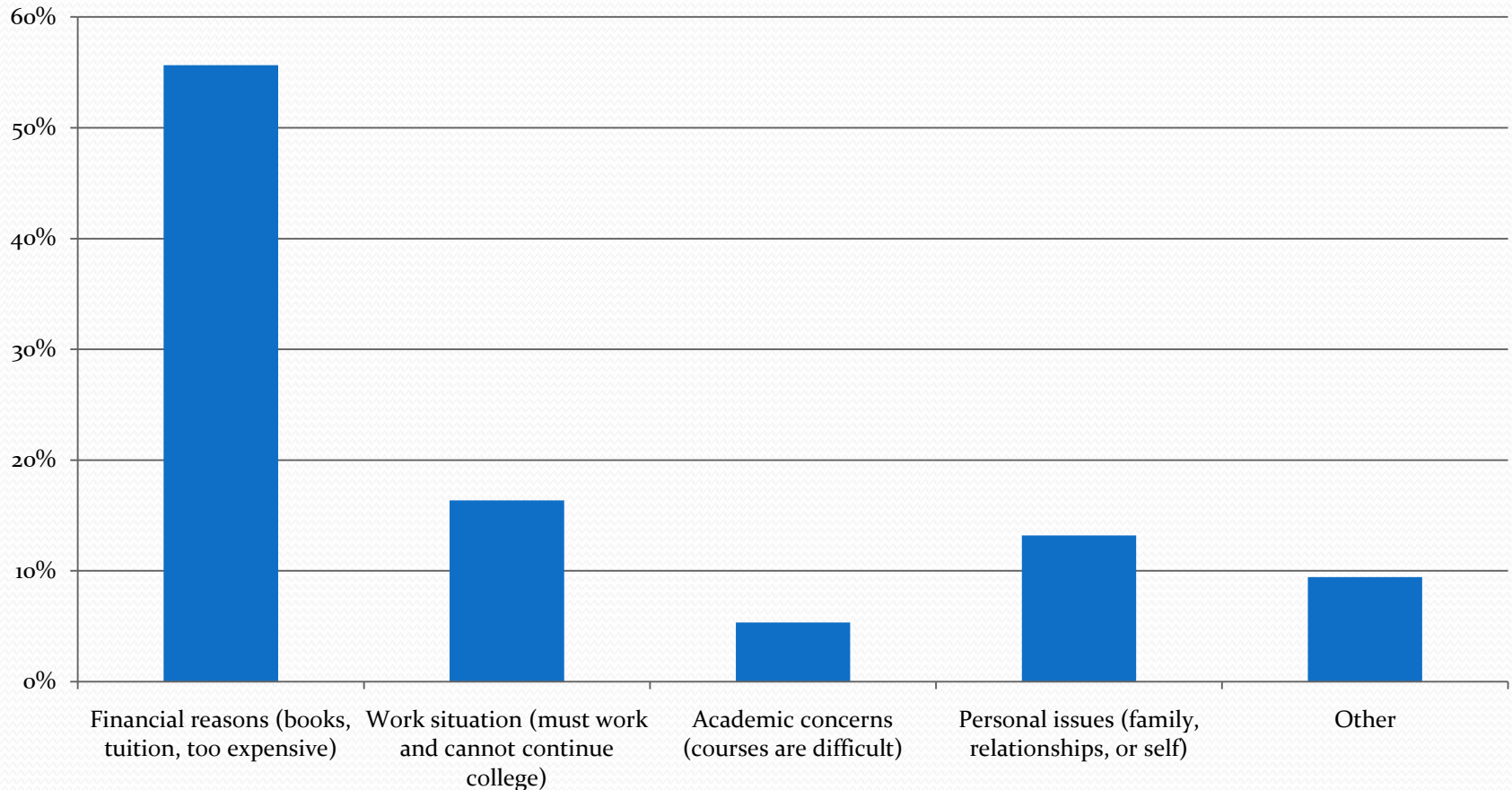
# Demographics (continued)

- 63% made \$50,000/year
- 2/3 live with parents
- 1 out of every 8 is a single parent
- 80%+ live with 3 or more people
- 78% first generation
- 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

# SLOs

- 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



# Importance

- The most important item for students affecting their decision to enroll

**Cost/Affordability**

- This was followed by:

**Classes are scheduled at convenient times**

**Location**

**Program offered on campus**

**Financial aid**

# Importance

- The least important items for students were

**High school outreach programs**

**Personalized attention**

**Recommendation from HS counselor**

**Extracurricular activities**

# Campus Climate

- Generally, students agreed that MVC demonstrates a commitment to all groups of students except for

**Weekend students**

# Services

- Students were most satisfied with  
**The writing and reading center**
- Followed by  
**Financial aid**  
**Library services**
- The 4 lowest areas were  
**EOPS**  
**Center of communication excellence**  
**Counseling**  
**Renaissance scholars club**

# General Satisfaction

- The thing that students want most is  
**Healthier food options**
- Students also indicated that

**There are convenient ways to pay registration fees**  
**They would choose to attend this college again**

# General Satisfaction (cont.)

- Students are not satisfied with

**Parking**

- Other areas with low satisfaction:

**The college promotes environmental responsibility**

**There are sufficient number of study areas**

**Places to buy food are open at convenient times**

# RCCD: Importance

- Most important
  - **Cost/Affordability**
  - **Classes offered at convenient times**
  - **Location**
- Least important
  - **Extracurricular activities**
  - **Recommendation from HS Counselor**
  - **HS Outreach program**
  - **Personalized attention from college staff**

# RCCD: Importance

- **Academic reputation and Extracurricular activities**

MVC, RCC > NC

- **Location**

NC > MVC, RCC

- **Recommendation from HS Counselor**

MVC > RCC

- **Program/Certificate offered at the college**

MVC > NC, RCC

# RCCD: Campus Climate

- Most sensitive

**Students with disabilities**

- Least sensitive

**Online students**

- District-wide, students agreed that the colleges were sensitive to all groups of students

# RCCD: Campus Climate

- MVC > RCC

**Evening students**

**Students over 25**

**Students who are single parents**

- MVC > NC

**Students from various ethnic and cultural backgrounds**

- MVC > NC > RCC

**Fulltime students**

# RCCD: Services

- Most satisfaction

**Library services**

**Writing and reading centers**

- Least satisfaction

**Veteran's assistance**

- Students were satisfied with all services district-wide

# RCCD: Services

- **Financial aid**

NC>RCC

- **Library services**

MVC>NC, RCC

# RCCD: General

- Most agreement

**Healthier food options**  
**Choose their college again**

- Least agreement

**Parking**

# RCCD: General

- **Accuracy of assessment/placement and Campus should allow more vendors**

MVC>NC, RCC

- **Webadvisor is user friendly and There are convenient ways to pay registration fees**

MVC>RCC

- **Bookstore staff are helpful**

NC>RCC>MVC

- **Sufficient study areas on campus and Food available at convenient times**

NC, RCC>MVC

# RCCD: General (continued)

- **Campus is safe and Buildings are well maintained**  
NC>MVC, RCC
- **Campus Police respond quickly**  
NC>RCC
- **Restrooms are well maintained**  
MVC, NC>RCC
- **Parking lots are safe and Sufficient parking**  
NC>MVC>RCC



# Thank you!

Are there any questions?