

Results from the Spring 2018 Noel-Levitz Student Satisfaction Inventory Mitchell Technical Institute

Strategic Planning Overview

Strengths and Challenges
Strengths (High importance/high satisfaction for our students)
32. My academic advisor is knowledgeable about my program requirements. +
58. Nearly all of the faculty are knowledgeable in their fields. +
6. My academic advisor is approachable. +
9. Internships or practical experiences are provided in my degree/certificate program. +
66. Program requirements are clear and reasonable. +
31. The campus is safe and secure for all students. +
70. I am able to experience intellectual growth here.
61. Faculty are usually available after class and during office hours. +
68. On the whole, the campus is well-maintained. +
45. This institution has a good reputation within the community. +
80. Campus item: I feel safe and respected by the staff and faculty at MTI.
27. The campus staff are caring and helpful. +
47. There are adequate services to help me decide upon a career. +
69. There is a good variety of courses provided on this campus. +
41. Admissions staff are knowledgeable. +
36. Students are made to feel welcome on this campus. +
57. Administrators are approachable to students.
Challenges (High importance, lower satisfaction for our students)
18. The quality of instruction I receive in most of my classes is excellent.
3. The quality of instruction in the vocational/technical programs is excellent. +
7. Adequate financial aid is available for most students. +
29. Faculty are fair and unbiased in their treatment of individual students.
23. Faculty are understanding of students' unique life circumstances.
46. Faculty provide timely feedback about student progress in a course.
39. The amount of student parking space on campus is adequate. +
8. Classes are scheduled at times that are convenient for me.
37. Faculty take into consideration student differences as they teach a course.
75. Campus item: Individual students are treated fairly by General Education teachers.
76. Campus item: Instructors in my General Education classes provide timely feedback about student progress.
Benchmarks
Higher Satisfaction vs. National Community Colleges
32. My academic advisor is knowledgeable about my program requirements.
58. Nearly all of the faculty are knowledgeable in their fields.
6. My academic advisor is approachable.
3. The quality of instruction in the vocational/technical programs is excellent.
7. Adequate financial aid is available for most students.
9. Internships or practical experiences are provided in my degree/certificate program.
25. My academic advisor is concerned about my success as an individual.
66. Program requirements are clear and reasonable.
42. The equipment in the lab facilities is kept up to date.
31. The campus is safe and secure for all students.
15. I am able to register for classes I need with few conflicts.
64. Nearly all classes deal with practical experiences and applications.
61. Faculty are usually available after class and during office hours.
68. On the whole, the campus is well-maintained.
52. This school does whatever it can to help me reach my educational goals.

2. Faculty care about me as an individual.
45. This institution has a good reputation within the community.
5. The personnel involved in registration are helpful.
27. The campus staff are caring and helpful.
47. There are adequate services to help me decide upon a career.
69. There is a good variety of courses provided on this campus.
41. Admissions staff are knowledgeable.
30. The career services office provides students with the help they need to get a job.
36. Students are made to feel welcome on this campus.
57. Administrators are approachable to students.
16. The college shows concern for students as individuals.
39. The amount of student parking space on campus is adequate.
35. Policies and procedures regarding registration and course selection are clear and well-publicized.
Higher Importance vs. National Community Colleges
9. Internships or practical experiences are provided in my degree/certificate program.

Institutional Summary

	Mitchell Technical Institute	National Community Colleges	
Summary			Mean Difference
So far, how has your college experience met your expectations?	4.71	4.92	-0.21**
1=Much worse than expected	1%	1%	
2=Quite a bit worse than I expected	3%	1%	
3=Worse than I expected	6%	6%	
4=About what I expected	38%	33%	
5=Better than I expected	23%	25%	
6=Quite a bit better than I expected	13%	13%	
7=Much better than expected	13%	18%	
Rate your overall satisfaction with your experience here thus far.	5.40	5.55	-0.15*
1=Not satisfied at all	1%	1%	
2=Not very satisfied	2%	2%	
3=Somewhat dissatisfied	5%	5%	
4=Neutral	15%	11%	
5=Somewhat satisfied	12%	15%	
6=Satisfied	42%	40%	
7=Very satisfied	19%	24%	
All in all, if you had to do it over, would you enroll here again?	5.35	5.78	-0.43 ***
1=Definitely not	4%	2%	
2=Probably not	6%	3%	
3=Maybe not	3%	3%	
4=I don't know	10%	8%	
5=Maybe yes	11%	10%	
6=Probably yes	31%	30%	
7=Definitely yes	30%	41%	

Scale Report

Scale	Mitchell Technical Institute			Nat'l Community Colleges			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
▶ Student Centeredness	6.00	5.82/1.07	0.18	6.13	5.58/1.19	0.55	0.24 ***
▶ Instructional Effectiveness	6.12	5.77/1.09	0.35	6.29	5.60/1.13	0.69	0.17 **
▶ Responsiveness to Diverse Populations		5.74/1.32			5.69/1.28		0.05
▶ Campus Support Services	5.71	5.60/1.13	0.11	5.72	5.26/1.27	0.46	0.34 ***
▶ Safety and Security	5.84	5.46/1.23	0.38	6.18	5.41/1.21	0.77	0.05
▶ Academic Advising/Counseling	6.10	5.85/1.13	0.25	6.27	5.46/1.37	0.81	0.39 ***
▶ Admissions and Financial Aid	6.02	5.72/1.11	0.30	6.20	5.42/1.28	0.78	0.30 ***
▶ Academic Services	5.79	5.70/1.09	0.09	6.18	5.74/1.07	0.44	-0.04
▶ Registration Effectiveness	6.03	5.86/0.98	0.17	6.27	5.63/1.07	0.64	0.23 ***
▶ Service Excellence	5.90	5.75/1.01	0.15	6.10	5.52/1.13	0.58	0.23 ***
▶ Concern for the Individual	6.10	5.73/1.16	0.37	6.21	5.46/1.27	0.75	0.27 ***
▶ Campus Climate	5.97	5.78/1.01	0.19	6.12	5.53/1.13	0.59	0.25 ***

*Statistical significance is reflected by the number of asterisks (i.e., the greater the number of asterisks, the greater the confidence in the significance of this difference). It's also important to note that in every one of these scale scores, MTI's scores are higher – and in many cases, significantly higher – than our national comparison group.

Student Centeredness: assesses the campus's efforts to convey to students that they are important to this institution. This scale measures the extent to which students feel welcome and valued.

Instructional Effectiveness: assesses the students' academic experience, the curriculum, and the campus's overriding commitment to academic excellence. This comprehensive scale covers areas such as the effectiveness of the faculty in and out of the classroom, content of the courses, and sufficient course offerings.

Responsiveness to Diverse Populations: assesses the institution's commitment to specific groups of students enrolled at this institution, e.g., under-represented populations; students with disabilities; commuters; part-time students; and older, returning learners.

Campus Support Services: assess the quality of the support programs and services which students utilize to make their educational experiences more meaningful and productive. This scale covers a variety of areas.

Safety and Security: assesses the institution's responsiveness to students' personal safety and security on the campus. This scale measures the effectiveness of both security personnel and campus facilities.

Academic Advising/Counseling: assesses the comprehensiveness of the academic advising program. Academic advisors (and counselors) are evaluated on the basis of their knowledge, competence, and personal concern for student success, as well as on their approachability.

Admissions and Financial Aid: assesses the institution's ability to enroll students in an effective manner. This scale covers issues such as competence and knowledge of admissions counselors, as well as the effectiveness and availability of financial aid programs.

Academic Services: assesses services students utilize to achieve their academic goals. These services include the library, computer labs, tutoring, and study areas.

Registration Effectiveness: assesses issues associated with registration and billing. This scale also measures the institution's commitment to making this process as smooth and effective as possible.

Service Excellence: assesses the perceived attitude of the staff, especially front-line staff, toward students. This scale pinpoints the areas of the campus where quality service and personal concern for students are rated most and least favorably.

Concern for the Individual: assesses the institution's commitment to treating each student as an individual. Those groups who frequently deal with students on a personal level (e.g., faculty, advisors, etc.) are included in this assessment.

Campus Climate: assesses the extent to which the institution provides experiences that promote a sense of campus pride and feelings of belonging. This scale also assesses the effectiveness of the institution's channels of communication for students.

Survey Demographics

Gender	N	%
Female	81	21.95%
Male	288	78.05%
Total	369	100%

Age	N	%
18 and under	11	2.97%
19 to 24	305	82.43%
25 to 34	37	10.00%
35 to 44	11	2.97%
45 and over	6	1.62%
Total	370	100%

Ethnicity/Race	N	%
African-American	10	2.70%
American Indian or Alaskan Native	14	3.77%
Asian or Pacific Islander	7	1.89%
Caucasian/White	316	85.18%
Hispanic	5	1.35%
Other race	5	1.35%
Race - Prefer not to respond	14	3.77%
Total	371	100%

Class Level	N	%
1 year or less	94	25.47%
2 years	252	68.29%
3 years	17	4.61%
4 or more years	6	1.63%
Total	369	100%

Employment	N	%
Full-time off campus	60	16.09%
Part-time off campus	193	51.74%
Full-time on campus	8	2.14%
Part-time on campus	15	4.02%
Not employed	97	26.01%
Total	373	100%

Institution Was My	N	%
1st choice	263	70.70%
2nd choice	84	22.58%
3rd choice or lower	25	6.72%
Total	372	100%

Program	N	%
Accounting/Business Management	18	4.84%
Aq Technology	32	8.60%
Architectural Design & Building Construction	11	2.96%
Automation Controls/SCADA	9	2.42%
ButlerEdge Ag Technician	5	1.34%
Culinary Academy	4	1.08%
Diesel (Farm) Power Technology	20	5.38%
Electrical Construction & Maintenance	37	9.95%
Electrical Utilities & Substation Technology	10	2.69%
GIS/GPS Mapping Technology	4	1.08%
Heating & Cooling Technology	10	2.669%
Human Services Technician	11	2.96%
Information Systems Technology	14	3.76%
Licensed Practical Nursing	14	3.76%
Medical Assistant	12	3.23%
Medical Laboratory Technology	10	2.69%
Medical Office Professional	6	1.61%
Power Line	65	17.47%
Power Sports	8	2.15%
Precision Aq Technology	9	2.42%
Professional Truck Driving	2	0.54%
Radiation Therapy	5	1.34%
Radiologic Technology	12	3.23%
Telecommunications	17	4.57%
Welding & Manufacturing Technology	18	4.84%
Wind Turbine Technology	8	2.15%
Total	372	100%

Financial Aid	N	%
Received financial aid	89	24.18%
Did not receive financial aid	279	75.82%
Total	368	100%

Transfer Status	N	%
Attended full-time elsewhere before MTI	281	75.95%
Did not attend full-time elsewhere before MTI	89	24.05%
Total	370	100%

Disabilities	N	%
Yes - Disability	17	4.62%
No - Disability	351	95.38%
Total	368	100%

Residence Classification	N	%
In-state	330	90.41%
Out-of-state	34	9.32%
Total	365	100%

Item Report

Item	Mitchell Technical Institute			Nat'l Community Colleges			Mean Difference
	Import	Satis/SD	Gap	Import	Satis/SD	Gap	
01. Most students feel a sense of belonging here.	5.71	5.65/1.24	0.06	5.70	5.46/1.39	0.24	0.19**
02. Faculty care about me as an individual.	6.11	5.90/1.25	0.21	6.10	5.52/1.44	0.58	0.35***
03. The quality of instruction in the vocational/technical programs is excellent.	6.29	5.74/1.31	0.55	6.18	5.53/1.37	0.65	0.21**
04. Security staff are helpful.	5.28	5.02/1.79	0.26	5.89	5.39/1.53	0.48	-0.37**
05. The personnel involved in registration are helpful.	6.11	5.88/1.28	0.23	6.26	5.53/1.56	0.73	0.35***
06. My academic advisor is approachable.	6.30	6.17/1.27	0.13	6.33	5.63/1.61	0.70	0.54***
07. Adequate financial aid is available for most students.	6.26	5.73/1.49	0.53	6.30	5.42/1.66	0.88	0.31***
08. Classes are scheduled at times that are convenient for me.	6.02	5.47/1.50	0.55	6.45	5.60/1.50	0.85	-0.13
09. Internships or practical experiences are provided in my degree/certificate program.	6.24	6.04/1.37	0.20	6.04	5.19/1.63	0.85	0.85***
10. Child care facilities are available on campus.	4.06	3.57/2.23	0.49	4.70	4.48/1.83	0.22	-0.91***
11. Security staff respond quickly in emergencies.	5.41	4.86/1.85	0.55	6.16	5.37/1.48	0.79	-0.51***
12. My academic advisor helps me set goals to work toward.	5.87	5.46/1.62	0.41	6.15	5.29/1.74	0.86	0.17
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.92	5.47/1.47	0.45	6.21	5.24/1.68	0.97	0.23*
14. Library resources and services are adequate.	5.31	5.20/1.69	0.11	6.21	5.86/1.30	0.35	-0.66***
15. I am able to register for classes I need with few conflicts.	6.17	5.92/1.32	0.25	6.42	5.61/1.50	0.81	0.31***
16. The college shows concern for students as individuals.	6.02	5.62/1.47	0.40	6.20	5.33/1.57	0.87	0.29***
17. Personnel in the Veterans' Services program are helpful.	5.75	5.70/1.53	0.05	5.34	5.06/1.50	0.28	0.64***
18. The quality of instruction I receive in most of my classes is excellent.	6.37	5.69/1.41	0.68	6.48	5.66/1.38	0.82	0.03
19. This campus provides effective support services for displaced homemakers.	5.35	5.27/1.50	0.08	5.48	5.07/1.48	0.41	0.20
20. Financial aid counselors are helpful.	5.97	5.55/1.61	0.42	6.22	5.32/1.68	0.90	0.23*
21. There are a sufficient number of study areas on campus.	5.83	5.89/1.38	-0.06	6.14	5.73/1.43	0.41	0.16*
22. People on this campus respect and are supportive of each other.	5.90	5.57/1.43	0.33	6.12	5.56/1.40	0.56	0.01
23. Faculty are understanding of students' unique life circumstances.	6.10	5.51/1.57	0.59	6.26	5.43/1.55	0.83	0.08
24. Parking lots are well-lighted and secure.	5.69	5.47/1.63	0.22	6.21	5.46/1.57	0.75	0.01
25. My academic advisor is concerned about my success as an individual.	6.23	5.90/1.49	0.33	6.24	5.33/1.72	0.91	0.57***
26. Library staff are helpful and approachable.	5.54	5.55/1.63	-0.01	6.09	5.81/1.35	0.28	-0.26**
27. The campus staff are caring and helpful.	6.09	5.94/1.21	0.15	6.20	5.71/1.32	0.49	0.23***
28. It is an enjoyable experience to be a student on this campus.	6.10	5.68/1.51	0.42	6.23	5.67/1.44	0.56	0.01
29. Faculty are fair and unbiased in their treatment of individual students.	6.17	5.47/1.65	0.70	6.34	5.60/1.49	0.74	-0.13
30. The career services office provides students with the help they need to get a job.	6.06	5.84/1.32	0.22	6.07	5.31/1.50	0.76	0.53***
31. The campus is safe and secure for all students.	6.18	6.02/1.21	0.16	6.42	5.84/1.29	0.58	0.18**
32. My academic advisor is knowledgeable about my program requirements.	6.43	6.27/1.17	0.16	6.40	5.59/1.63	0.81	0.68***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.99	5.79/1.34	0.20	6.00	5.43/1.47	0.57	0.36***
34. Computer labs are adequate and accessible.	5.47	5.47/1.59	0.00	6.26	5.85/1.35	0.41	-0.38***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.00	5.85/1.27	0.15	6.28	5.72/1.44	0.66	0.23**

36. Students are made to feel welcome on this campus.	6.05	6.07/1.16	-0.02	6.27	5.79/1.34	0.48	0.28***
37. Faculty take into consideration student differences as they teach a course.	6.01	5.54/1.47	0.47	6.18	5.39/1.51	0.79	0.15
38. The student center is a comfortable place for students to spend their leisure time.	5.68	5.70/1.42	-0.02	5.89	5.56/1.44	0.33	0.14
39. The amount of student parking space on campus is adequate.	6.02	5.21/1.82	0.81	6.23	4.97/1.90	1.26	0.24*
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	5.72	5.49/1.60	0.23	6.28	5.39/1.66	0.89	0.10
41. Admissions staff are knowledgeable.	6.07	5.99/1.24	0.08	6.29	5.62/1.44	.67	0.37***
42. The equipment in the lab facilities is kept up to date.	6.20	5.79/1.42	0.41	6.24	5.63/1.42	0.61	0.16*
43. Class change (drop/add) policies are reasonable.	5.95	5.89/1.33	0.06	6.22	5.69/1.44	0.53	0.20*
44. I generally know what's happening on campus.	5.64	5.65/1.46	-0.01	5.73	5.26/1.57	0.47	0.39***
45. This institution has a good reputation within the community.	6.11	6.20/1.14	-0.09	6.15	5.78/1.36	0.37	0.42***
46. Faculty provide timely feedback about student progress in a course.	6.05	5.56/1.44	0.49	6.31	5.48/1.50	0.83	0.08
47. There are adequate services to help me decide upon a career.	6.08	5.94/1.25	0.14	6.18	5.45/1.50	0.73	0.49***
48. Counseling staff care about students as individuals.	5.91	5.76/1.39	0.15	6.19	5.50/1.52	0.69	0.26**
49. Admissions counselors respond to prospective students' unique needs and requests.	5.89	5.79/1.26	0.10	6.13	5.46/1.48	0.67	0.33***
50. Tutoring services are readily available.	5.92	5.97/1.27	-0.05	6.18	5.72/1.42	0.46	0.25**
51. There are convenient ways of paying my school bill.	6.09	5.85/1.36	0.24	6.28	5.70/1.45	0.58	0.15
52. This school does whatever it can to help me reach my educational goals.	6.13	5.80/1.32	0.33	6.31	5.46/1.50	0.85	0.34***
53. The assessment and course placement procedures are reasonable.	5.94	5.82/1.28	0.12	6.17	5.58/1.41	0.59	0.24**
54. Faculty are interested in my academic problems.	5.97	5.67/1.43	0.30	6.16	5.40/1.52	0.76	0.27***
55. Academic support services adequately meet the needs of students.	5.95	5.79/1.29	0.16	6.17	5.54/1.41	0.63	.25**
56. The business office is open during hours which are convenient for most students.	5.98	6.00/1.17	-0.02	6.15	5.61/1.41	0.54	0.39***
57. Administrators are approachable to students.	6.04	5.94/1.32	0.10	6.17	5.55/1.47	0.62	0.39***
58. Nearly all of the faculty are knowledgeable in their fields.	6.35	6.06/1.33	0.29	6.41	5.83/1.32	0.58	0.23***
59. New student orientation services help students adjust to college.	5.78	5.60/1.50	0.18	5.99	5.48/1.52	0.51	0.12
60. Billing policies are reasonable.	5.96	5.81/1.31	0.15	6.20	5.57/1.45	0.63	0.24**
61. Faculty are usually available after class and during office hours.	6.14	5.94/1.30	0.20	6.29	5.79/1.35	0.50	0.15*
62. Bookstore staff are helpful.	5.94	6.11/1.24	-0.17	6.13	5.78/1.42	0.35	0.33***
63. I seldom get the "run-around" when seeking information on this campus.	5.89	5.65/1.47	0.24	6.13	5.29/1.65	0.84	0.36***
64. Nearly all classes deal with practical experiences and applications.	6.17	5.80/1.41	0.37	6.19	5.58/1.39	0.61	0.22**
65. Students are notified early in the term if they are doing poorly in a class.	5.81	5.62/1.51	0.19	6.24	5.18/1.73	1.06	0.44***
66. Program requirements are clear and reasonable.	6.23	6.06/1.22	0.17	6.37	5.71/1.39	0.66	.035***
67. Channels for expressing student complaints are readily available.	5.79	5.34/1.62	0.45	6.07	5.13/1.69	0.94	0.21*
68. On the whole, the campus is well-maintained.	6.14	6.11/1.24	0.03	6.28	5.96/1.27	0.32	0.15*
69. There is a good variety of courses provided on this campus.	6.08	6.02/1.23	0.06	6.37	5.83/1.36	0.54	0.19**
70. I am able to experience intellectual growth here.	6.15	5.98/1.23	0.17	6.43	5.92/1.30	0.51	0.06
71. The quality of instruction in my General Education classes is excellent.	5.85	5.24/1.77	0.61				
72. General Education classes at MTI provide the basic knowledge and skills needed to succeed in college and in later life.	5.75	5.25/1.78	0.50				
73. Instructors in my General Education classes are understanding of students' unique life circumstances.	5.89	5.18/1.72	0.71				
74. General Education classes are offered at a time of day that is convenient to me.	5.81	5.16/1.75	0.65				
75. Individual students are treated fairly by General Education teachers.	6.01	5.42/1.72	0.59				
76. Instructors in my General Education classes provide timely feedback about student progress.	5.99	5.40/1.71	0.59				

77. The Center for Student Success has been an excellent resource for me while attending MTI	5.74	5.59/1.52	0.15				
78. My Student Success class was beneficial to my transition to MTI.	5.06	4.56/2.22	0.50				
79. MTI provides adequate social activities and intramural opportunities.	5.75	5.72/1.45	0.03				
80. I feel safe and respected by the staff and faculty at MTI.	6.11	5.97/1.29	0.14				
81. Institution's commitment to part-time students?		5.74/1.29			5.76/1.37		-.02
82. Institution's commitment to evening students?		5.74/1.29			5.64/1.45		-0.14
83. Institution's commitment to older, returning learners?		5.93/1.31			5.73/1.43		0.20*
84. Institution's commitment to under-represented populations?		5.78/1.40			5.63/1.41		0.15
85. Institution's commitment to commuters?		5.59/1.56			5.62/1.45		-0.03
86. Institution's commitment to students with disabilities?		5.90/1.32			5.76/1.40		0.14
87. Cost as factor in decision to enroll.	5.94			6.36			
88. Financial aid as factor in decision to enroll.	5.80			6.11			
89. Academic reputation as factor in decision to enroll.	5.88			5.96			
90. Size of institution as factor in decision to enroll.	5.51			5.23			
91. Opportunity to play sports as factor in decision to enroll.	4.32			3.68			
92. Recommendations from family/friends as factor in decision to enroll.	5.41			5.05			
93. Geographic setting as factor in decision to enroll.	5.50			5.60			
94. Campus appearance as factor in decision to enroll.	5.38			5.31			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.53			5.50			

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level