

Mitchell Technical College
Noel-Levitz Priorities Survey for Online Learners
 Spring 2021

Scale Summary

Scale	Mitchell Technical College				National Online Learners				Difference
	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	
Academic Services	6.43	6.40	0.82	0.03	6.48	6.02	1.03	0.46	0.38
Enrollment Services	6.53	6.53	0.82	0.00	6.54	6.08	1.11	0.46	0.45
Institutional Perceptions	6.40	6.46	0.93	-0.06	6.53	5.94	1.23	0.59	0.52
Instructional Services	6.31	6.24	0.87	0.07	6.42	5.91	1.09	0.51	0.33
Student Services	6.45	6.48	0.68	-0.03	6.41	5.95	1.18	0.46	0.53

Summary Report

	MTC	National	Difference
So far, how has your college experience met your expectations?	5.76	5.17	0.59
1= Much worse than I expected	0%	2%	
2= Quite a bit worse than I expected	0%	1%	
3= Worse than I expected	0%	6%	
4= About what I expected	21%	24%	
5= Better than I expected	19%	22%	
6= Quite a bit better than I expected	21%	15%	
7= Much better than I expected	38%	26%	
Rate your overall satisfaction with your experience here thus far.	6.33	5.79	0.54
1= Not satisfied at all	0%	1%	
2= Not very satisfied	0%	2%	
3= Somewhat dissatisfied	2%	5%	
4= Neutral	4%	6%	
5= Somewhat satisfied	2%	11%	
6= Satisfied	38%	36%	
7= Very satisfied	52%	36%	
All in all, if you had it to do over again, would you enroll here?	6.45	5.86	0.59
1= Definitely not	0%	3%	
2= Probably not	2%	4%	
3= Maybe not	0%	3%	
4= I don't know	0%	6%	
5= Maybe yes	7%	7%	
6= Probably yes	28%	26%	
7= Definitely yes	61%	48%	



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Item Report

No	Item	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
1	This institution has a good reputation.	6.30	6.47	1.01	-0.17	6.47	6.06	1.23	0.41	0.41	★
2	My program advisor is accessible by telephone and e-mail.	6.43	6.61	1.06	-0.18	6.53	6.14	1.35	0.39	0.47	★
3	Instructional materials are appropriate for program content.	6.42	6.33	0.94	0.09	6.65	6.02	1.27	0.63	0.31	
4	Faculty provide timely feedback about student progress.	6.40	6.34	0.99	0.06	6.61	5.92	1.37	0.69	0.42	★
5	My program advisor helps me work toward career goals.	6.75	6.56	0.98	0.19	6.35	5.71	1.64	0.64	0.85	★★★
6	Tuition paid is a worthwhile investment.	6.49	6.45	1.04	0.04	6.60	5.83	1.48	0.77	0.62	★★
7	Program requirements are clear and reasonable.	6.58	6.37	0.95	0.21	6.64	6.01	1.33	0.63	0.36	
8	Student-to-student collaborations are valuable to me.	5.26	5.68	1.42	-0.42	5.16	5.42	1.59	-0.26	0.26	
9	Adequate financial aid is available.	6.58	6.47	0.83	0.11	6.45	5.79	1.63	0.66	0.68	★
10	This institution responds quickly when I request information.	6.61	6.48	0.85	0.13	6.58	6.04	1.38	0.54	0.44	★
11	Student assignments are clearly defined in the syllabus.	6.57	6.02	1.39	0.55	6.66	6.03	1.32	0.63	-0.01	
12	There are sufficient offerings within my program of study.	6.54	6.28	0.88	0.26	6.57	6.02	1.30	0.55	0.26	
13	The frequency of student and instructor interactions is adequate.	6.58	6.40	1.04	0.18	6.40	5.94	1.35	0.46	0.46	★
14	I receive timely information on the availability of financial aid.	6.55	6.39	0.80	0.16	6.43	5.87	1.55	0.56	0.52	★
15	Channels are available for providing timely responses to student complaints.	6.42	6.37	0.77	0.05	6.34	5.66	1.65	0.68	0.71	★
16	Appropriate technical assistance is readily available.	6.57	6.58	0.64	-0.01	6.52	6.16	1.27	0.36	0.42	★
17	Assessment and evaluation procedures are clear and reasonable.	6.30	6.51	0.67	-0.21	6.56	6.07	1.27	0.49	0.44	★
18	Registration for online courses is convenient.	6.58	6.75	0.61	-0.17	6.68	6.40	1.13	0.28	0.35	★
19	Online career services are available.	6.41	6.59	0.69	-0.18	6.18	5.86	1.47	0.32	0.73	★★
20	The quality of online instruction is excellent.	6.50	6.30	1.04	0.20	6.67	5.86	1.44	0.81	0.44	★
21	Adequate online library resources are provided.	5.95	6.05	1.14	-0.10	6.56	6.23	1.21	0.33	-0.18	
22	I am aware of whom to contact for questions about programs and services.	6.52	6.48	0.73	0.04	6.52	6.01	1.43	0.51	0.47	★
23	Billing and payment procedures are convenient for me.	6.43	6.48	1.11	-0.05	6.57	6.21	1.29	0.36	0.27	
24	Tutoring services are readily available for online courses.	6.15	6.31	0.90	-0.16	6.18	5.79	1.57	0.39	0.52	
25	Faculty are responsive to student needs.	6.47	6.30	1.21	0.17	6.65	6.00	1.37	0.65	0.30	
26	The bookstore provides timely service to students.	6.23	6.46	0.80	-0.23	6.37	6.15	1.30	0.22	0.31	
27	Online course activities encourage learning.	6.38	6.40	1.17	-0.02						
28	Online courses must be as rigorous as traditional learning.	6.12	6.16	1.38	-0.04						
29	Online advising is effective in keeping me on track.	6.52	6.38	1.25	0.14						
30	Instructors work with unplanned schedule conflicts.	6.66	6.42	1.06	0.24						
31	I have been able to build a good rapport with my instructors.	6.36	6.31	1.24	0.05						
32	The quality of instruction in my online General Education classes is excellent.	6.61	6.45	0.97	0.16						
33	General Education classes at MTC provide the basic knowledge and skills needed to succeed in college and in later life.	6.35	6.30	0.95	0.05						
34	General Education faculty are responsive to student needs.	6.56	6.21	0.99	0.35						
35	General Education faculty provide timely feedback about student progress.	6.59	6.28	0.92	0.31						
36	General Education instructors work with unplanned schedule conflicts.	6.67	6.23	1.09	0.44						
Sources of Information											
37	Catalog and brochures (printed)	5.69				5.34					
38	Catalog (online)	6.50				6.32					
39	College representatives	6.10				5.80					
40	Web site	6.67				6.49					
41	Advertisements	5.74				4.87					
42	Recommendation from instructor or program advisor	6.36				6.10					
43	Contact with current students and / or recent graduates of the program	5.79				5.53					
Factors to Enroll											
44	Ability to transfer credits	6.40				6.30					
45	Cost	6.64				6.37					

46	Financial assistance available	6.63	6.28
47	Future employment opportunities	6.29	6.24
48	Reputation of institution	6.24	6.34
49	Work schedule	6.34	6.57
50	Flexible pacing for completing a program	6.52	6.58
51	Convenience	6.50	6.66
52	Distance from campus	5.15	5.42
53	Program requirements	6.10	6.39
54	Recommendations from employer	5.81	5.34

Key

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level
-  Strengths (High importance, higher satisfaction)
-  Challenges (High importance, lower satisfaction)