Mitchell Technical College
Noel-Levitz Student Satisfaction Inventory Results
April 2021

The Strategic Planning Overview provides an executive summary of our results including our strengths and challenges. This section identifies the areas that matter most to our students, where we are meeting their expectations, and where we have room for improvement. It also highlights how we compare nationally.

No	Item	vs. Comparison	Imp Rank
	Strengths (High importance/higher satisfaction for our students)		
32	My academic advisor is knowledgeable about my program requirements.	🟢	1
58	Nearly all of the faculty are knowledgeable in their fields.	🟢	2
6	My academic advisor is approachable.	🟢	5
31	The campus is safe and secure for all students.		5
66	Program requirements are clear and reasonable.	🟢	8
70	I am able to experience intellectual growth here.		9
36	Students are made to feel welcome on this campus.		11
68	On the whole, the campus is well-maintained.	🟢	11
15	I am able to register for classes I need with few conflicts.	🟢	16
9	Internships or practical experiences are provided in my degree/certificate program.	🟢	19
51	There are convenient ways of paying my school bill.	🟢	21
41	Admissions staff are knowledgeable.	🟢	22
45	This institution has a good reputation within the community.	🟢	22
61	Faculty are usually available after class and during office hours.		25
69	There is a good variety of courses provided on this campus.	🟢	27
🟢	*Reflects items where our satisfaction levels are significantly higher than the comparison group.*		

No	Item	vs. Comparison	Imp Rank
	Challenges (High importance/lower satisfaction for our students)		
3	The quality of instruction in the vocational/technical programs is excellent.		3
18	The quality of instruction I receive in most of my classes is excellent.		4
42	The equipment in the lab facilities is kept up to date.		5
28	It is an enjoyable experience to be a student on this campus.		13
52	This school does whatever it can to help me reach my educational goals.	🟢	13
2	Faculty care about me as an individual.	🟢	15
29	Faculty are fair and unbiased in their treatment of individual students.	🔴	16
23	Faculty are understanding of students' unique life circumstances.		22
46	Faculty provide timely feedback about student progress in a course.		30
39	The amount of student parking space on campus is adequate.	🟢	32
8	Classes are scheduled at times that are convenient for me.		34
37	Faculty take into consideration student differences as they teach a course.		34
🟢	*Reflects items where our satisfaction levels are significantly higher than the comparison group.*		
🔴	*Reflects items where our satisfaction levels are significantly lower than the comparison group.*		

Summary Report

Students respond to three summary items with a 1 to 7 value. The summary report presents the average scores and the percentage of students who responded to each of the possible responses. This summary provides a good bottom overview of how our students feel about their experience.

Summary	Mitchell Technical College	National Community Colleges	Mean Difference
So far, how has your college experience met your expectations?	**4.86**	**5.02**	**-0.16**
1=Much worse than I expected	2%	1%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	6%	5%	
4=About what I expected	32%	30%	
5=Better than I expected	27%	24%	
6=Quite a bit better than I expected	13%	14%	
7=Much better than I expected	16%	20%	
Rate your overall satisfaction with your experience here thus far.	**5.55**	**5.61**	**-0.06**
1=Not satisfied at all	1%	1%	
2=Not very satisfied	2%	2%	
3=Somewhat dissatisfied	5%	4%	
4=Neutral	8%	11%	
5=Somewhat satisfied	13%	15%	
6=Satisfied	49%	39%	
7=Very satisfied	19%	26%	
All in all, if you had it to do over again, would you enroll here?	**5.56**	**5.88**	**-0.32**
1=Definitely not	4%	1%	
2=Probably not	4%	3%	
3=Maybe not	2%	2%	
4=I don't know	8%	7%	
5=Maybe yes	11%	10%	
6=Probably yes	38%	29%	
7=Definitely yes	30%	44%	

Scale Summary Report

The items on the SSI survey have been analyzed statistically and conceptually to produce scale scores. The scales provide the big picture overview of what matters to our students. The Scale Summary allows us to see at a glance how we compare with the national comparison group on these important areas of student satisfaction.

Scale	Mitchell Technical College			National Community Colleges			Mean Difference
	Import	Satis	Gap	Import	Satis	Gap	
Registration Effectiveness	6.01	5.91	0.10	6.33	5.77	0.56	0.14
Academic Advising/Counseling	6.11	5.9	0.21	6.33	5.63	0.7	0.27
Student Centeredness	6.06	5.85	0.21	6.22	5.74	0.48	0.11
Campus Climate	6.01	5.82	0.19	6.21	5.68	0.53	0.14
Instructional Effectiveness	6.15	5.81	0.34	6.35	5.73	0.62	0.08
Responsiveness to Diverse Populations		5.79			5.84		-0.05
Admissions and Financial Aid	6.01	5.77	0.24	6.27	5.58	0.69	0.19
Service Excellence	5.86	5.77	0.09	6.18	5.68	0.5	0.09
Concern for the Individual	6.13	5.75	0.38	6.27	5.61	0.66	0.14
Academic Services	5.81	5.71	0.10	6.28	5.9	0.38	-0.19
Campus Support Services	5.76	5.63	0.13	5.91	5.46	0.45	0.17
Safety and Security	5.89	5.59	0.30	6.28	5.59	0.69	0

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.

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

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

Survey Demographics

This section shows the makeup of the students who completed the survey. We surveyed students in their final semester of their program – not the entire student body. Online students took a separate satisfaction survey for online programs.

Gender

Gender	N	%
Female	94	25.13%
Male	280	74.87%
Total	374	100%

Age

Age	N	%
18 and under	11	2.94%
19 to 24	321	85.83%
25 to 34	34	9.09%
35 to 44	4	1.07%
45 and over	4	1.07%
Total	374	100%

Ethnicity/Race

Ethnicity/Race	N	%
African-American	7	1.87%
American Indian or Alaskan Native	18	4.81%
Asian or Pacific Islander	14	3.74%
Caucasian/White	316	84.49%
Hispanic	11	2.94%
Other race	2	0.53%
Race - Prefer not to respond	6	1.60%
Total	374	100%

Class Level

Class Level	N	%
1 year or less	103	27.54%
2 years	249	66.58%
3 years	17	4.55%
4 or more years	5	1.34%
Total	374	100%

Employment

Employment	N	%
Full-time off campus	50	13.33%
Part-time off campus	190	50.67%
Full-time on campus	12	3.20%
Part-time on campus	17	4.53%
Not employed	106	28.27%
Total	375	100%

Received Financial Aid

Received Financial Aid	N	%
No	90	24/00%
Yes	285	76.00%
Total	375	100%

Program

Program	N	%
Accounting	6	1.60%
Agricultural Business	12	3.21%
Agronomy	8	2.14%
Animal Science	14	3.74%
Architectural Design & Building Construction	23	6.15%
Automation Controls/SCADA	16	4.28%
Automation Engineering Technology	4	1.07%
Business Management	8	2.14%
Culinary Academy	6	1.60%
Diesel Power – Ag Power Technology	10	2.67%
Diesel Power – Light Truck Technology	4	1.07%
Electrical Construction & Maintenance	51	13.64%
Electrical Utilities & Substation Technology	5	1.34%
Geospatial Technologies	8	2.14%
Heating & Cooling Technology	10	2.67%
Human Services Technician	11	2.94%
Information Systems Technology	4	1.07%
Licensed Practical Nursing	23	6.15%
Machining & Manufacturing	12	3.21%
Medical Assistant	8	2.14%
Medical Laboratory Technology	5	1.34%
Natural Gas Technology	1	0.27%
Power Line	59	15.78%
Power Sports	4	1.07%
Precision Ag Technology	20	5.35%
Progressive Welding Technology	8	2.14%
Radiation Therapy	4	1.07%
Radiologic Technology	10	2.67%
Wi-Fi & Broadband Technologies	10	2.67%
Wind Turbine Technology	10	2.67%
Total	372	100%

Residence Classification

Residence Classification	N	%
In-state	332	88.77%
Out-of-state	40	10.70%
Total	374	100%

Transfer Status

Transfer Status	N	%
Attended full-time elsewhere before MTC	285	75.80%
Did not attend full-time elsewhere before MTC	91	24.20%
Total	376	100%

Item Report

The item scores reflect our students' responses to individual items on the survey. Items highlighted in green were identified as "strengths", while items highlighted in pink were identified as "challenges".

Item	Mitchell Technical College			Nat'l Community Colleges			Mean Difference
	Import	Satis	Gap	Import	Satis	Gap	
01. Most students feel a sense of belonging here.	5.86	5.75	0.11	5.91	5.61	0.30	0.14
02. Faculty care about me as an individual.	6.18	5.83	0.35	6.14	5.64	0.50	0.19
03. The quality of instruction in the vocational/technical programs is excellent.	6.34	5.77	0.57	6.25	5.64	0.61	0.13
04. Security staff are helpful.	5.20	5.17	0.03	6.06	5.61	0.45	-0.44
05. The personnel involved in registration are helpful.	6.00	5.92	0.08	6.33	5.71	0.62	0.21
06. My academic advisor is approachable.	6.27	6.18	0.09	6.38	5.78	0.60	0.40
07. Adequate financial aid is available for most students.	6.16	5.83	0.33	6.33	5.52	0.81	0.31
08. Classes are scheduled at times that are convenient for me.	6.01	5.59	0.42	6.44	5.72	0.72	-0.13
09. Internships or practical experiences are provided in my degree/certificate program.	6.16	6.00	0.16	6.11	5.33	0.78	0.67
10. Child care facilities are available on campus.	4.31	3.61	0.70	5.06	4.65	0.41	-1.04
11. Security staff respond quickly in emergencies.	5.46	5.14	0.32	6.31	5.62	0.69	-0.48
12. My academic advisor helps me set goals to work toward.	5.82	5.47	0.35	6.20	5.44	0.76	0.03
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.88	5.54	0.34	6.25	5.37	0.88	0.17
14. Library resources and services are adequate.	5.22	4.85	0.37	6.32	6.02	0.30	-1.17
15. I am able to register for classes I need with few conflicts.	6.17	6.01	0.16	6.44	5.75	0.69	0.26
16. The college shows concern for students as individuals.	6.08	5.78	0.30	6.23	5.48	0.75	0.30
17. Personnel in the Veterans' Services program are helpful.	5.65	5.52	0.13	5.65	5.29	0.36	0.23
18. The quality of instruction I receive in most of my classes is excellent.	6.33	5.65	0.68	6.49	5.72	0.77	-0.07
19. This campus provides effective support services for displaced homemakers.	5.47	5.25	0.22	5.75	5.30	0.45	-0.05
20. Financial aid counselors are helpful.	5.95	5.63	0.32	6.28	5.47	0.81	0.16
21. There are a sufficient number of study areas on campus.	5.79	5.98	-0.19	6.26	5.91	0.35	0.07
22. People on this campus respect and are supportive of each other.	5.95	5.61	0.34	6.24	5.77	0.47	-0.16
23. Faculty are understanding of students' unique life circumstances.	6.12	5.55	0.57	6.32	5.59	0.73	-0.04
24. Parking lots are well-lighted and secure.	5.76	5.61	0.15	6.26	5.58	0.68	0.03
25. My academic advisor is concerned about my success as an individual.	6.22	5.91	0.31	6.28	5.48	0.80	0.43
26. Library staff are helpful and approachable.	5.53	5.61	-0.08	6.20	5.98	0.22	-0.37
27. The campus staff are caring and helpful.	6.05	5.92	0.13	6.30	5.88	0.42	0.04
28. It is an enjoyable experience to be a student on this campus.	6.19	5.79	0.40	6.30	5.81	0.49	-0.02
29. Faculty are fair and unbiased in their treatment of individual students.	6.17	5.4	0.77	6.41	5.75	0.66	-0.35
30. The career services office provides students with the help they need to get a job.	6.07	5.87	0.20	6.19	5.56	0.63	0.31
31. The campus is safe and secure for all students.	6.27	6.10	0.17	6.50	5.99	0.51	0.11
32. My academic advisor is knowledgeable about my program requirements.	6.40	6.28	0.12	6.45	5.75	0.70	0.53
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.95	5.76	0.19	6.13	5.64	0.49	0.12
34. Computer labs are adequate and accessible.	5.65	5.52	0.13	6.33	6.01	0.32	-0.49

Item							
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.00	5.80	0.20	6.35	5.75	0.60	0.05
36. Students are made to feel welcome on this campus.	6.20	5.96	0.24	6.36	5.96	0.40	0.00
37. Faculty take into consideration student differences as they teach a course.	6.01	5.52	0.49	6.25	5.52	0.73	0.00
38. The student center is a comfortable place for students to spend their leisure time.	5.69	5.77	-0.08	6.05	5.78	0.27	-0.01
39. The amount of student parking space on campus is adequate.	6.04	5.36	0.68	6.26	5.16	1.10	0.20
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	5.83	5.67	0.16	6.35	5.59	0.76	0.08
41. Admissions staff are knowledgeable.	6.12	6.05	0.07	6.37	5.82	0.55	0.23
42. The equipment in the lab facilities is kept up to date.	6.27	5.82	0.45	6.31	5.78	0.53	0.04
43. Class change (drop/add) policies are reasonable.	5.93	5.94	-0.01	6.3	5.83	0.47	0.11
44. I generally know what's happening on campus.	5.57	5.79	-0.22	5.83	5.37	0.46	0.42
45. This institution has a good reputation within the community.	6.12	6.24	-0.12	6.25	5.95	0.30	0.29
46. Faculty provide timely feedback about student progress in a course.	6.06	5.59	0.47	6.35	5.61	0.74	-0.02
47. There are adequate services to help me decide upon a career.	6.10	5.93	0.17	6.26	5.63	0.63	0.30
48. Counseling staff care about students as individuals.	5.98	5.86	0.12	6.29	5.72	0.57	0.14
49. Admissions counselors respond to prospective students' unique needs and requests.	5.96	5.81	0.15	6.24	5.66	0.58	0.15
50. Tutoring services are readily available.	5.90	5.96	-0.06	6.30	5.89	0.41	0.07
51. There are convenient ways of paying my school bill.	6.14	6.05	0.09	6.35	5.82	0.53	0.23
52. This school does whatever it can to help me reach my educational goals.	6.19	5.84	0.35	6.36	5.63	0.73	0.21
53. The assessment and course placement procedures are reasonable.	6.01	5.85	0.16	6.26	5.75	0.51	0.10
54. Faculty are interested in my academic problems.	5.98	5.71	0.27	6.21	5.54	0.67	0.17
55. Academic support services adequately meet the needs of students.	5.93	5.81	0.12	6.27	5.71	0.56	0.10
56. The business office is open during hours which are convenient for most students.	5.92	5.98	-0.06	6.23	5.75	0.48	0.23
57. Administrators are approachable to students.	5.97	5.91	0.06	6.24	5.71	0.53	0.20
58. Nearly all of the faculty are knowledgeable in their fields.	6.39	6.14	0.25	6.47	5.96	0.51	0.18
59. New student orientation services help students adjust to college.	5.90	5.74	0.16	6.11	5.63	0.48	0.11
60. Billing policies are reasonable.	6.04	5.87	0.17	6.27	5.71	0.56	0.16
61. Faculty are usually available after class and during office hours.	6.10	6.03	0.07	6.35	5.93	0.42	0.10
62. Bookstore staff are helpful.	5.89	6.07	-0.18	6.20	5.89	0.31	0.18
63. I seldom get the "run-around" when seeking information on this campus.	5.75	5.56	0.19	6.15	5.44	0.71	0.12
64. Nearly all classes deal with practical experiences and applications.	6.17	5.91	0.26	6.25	5.71	0.54	0.20
65. Students are notified early in the term if they are doing poorly in a class.	5.93	5.76	0.17	6.27	5.31	0.96	0.45
66. Program requirements are clear and reasonable.	6.25	6.01	0.24	6.42	5.86	0.56	0.15
67. Channels for expressing student complaints are readily available.	5.90	5.39	0.51	6.15	5.30	0.85	0.09
68. On the whole, the campus is well-maintained.	6.20	6.25	-0.05	6.38	6.10	0.28	0.15
69. There is a good variety of courses provided on this campus.	6.09	6.17	-0.08	6.43	5.98	0.45	0.19
70. I am able to experience intellectual growth here.	6.24	6.03	0.21	6.49	6.06	0.43	-0.03
71. The quality of instruction in my General Education classes is excellent.	5.84	5.33	0.51				
72. General Education classes at MTI provide the basic knowledge and skills needed to succeed in college and in later life.	5.75	5.29	0.46				
73. Instructors in my General Education classes are understanding of students' unique life circumstances.	5.92	5.43	0.49				
74. General Education classes are offered at a time of day that is convenient to me.	5.88	5.44	0.44				
75. Individual students are treated fairly by General Education teachers.	5.96	5.53	0.43				

Question	1	2	3	4	5	6	7
76. Instructors in my General Education classes provide timely feedback about student progress.	5.82	6.05	-0.23				
77. The Center for Student Success has been an excellent resource for me while attending MTI	5.67	5.71	-0.04				
78. My Student Success class was beneficial to my transition to MTI.	5.13	4.80	0.33				
79. MTI provides adequate social activities and intramural opportunities.	5.33	5.79	-0.46				
80. I feel safe and respected by the staff and faculty at MTI.	5.38	5.75	-0.37				
81. Institution's commitment to part-time students?		5.74			5.90		-0.16
82. Institution's commitment to evening students?		5.63			5.76		-0.13
83. Institution's commitment to older, returning learners?		5.92			5.87		0.05
84. Institution's commitment to under-represented populations?		5.83			5.81		0.02
85. Institution's commitment to commuters?		5.74			5.76		-0.02
86. Institution's commitment to students with disabilities?		5.83			5.93		-0.10
87. Cost as factor in decision to enroll.	5.82			6.38			
88. Financial aid as factor in decision to enroll.	5.77			6.16			
89. Academic reputation as factor in decision to enroll.	5.86			6.01			
90. Size of institution as factor in decision to enroll.	5.36			5.33			
91. Opportunity to play sports as factor in decision to enroll.	3.90			3.93			
92. Recommendations from family/friends as factor in decision to enroll.	5.45			5.17			
93. Geographic setting as factor in decision to enroll.	5.49			5.68			
94. Campus appearance as factor in decision to enroll.	5.43			5.40			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.50			5.57			