

Bay Mills Community College

Winter 2007 Student Satisfaction Survey

Purpose

The purpose of the student satisfaction survey project was to gather information from current BMCC on-campus and off-site students to use for overall institutional evaluation, improvement and planning, and to gather current information to support proposal writing efforts.

Instrument

The BMCC Student Satisfaction Survey was a hybrid instrument, borrowing many items from other institutions, and developing others for specific use at BMCC. The first draft of the survey instrument was presented to the BMCC Self-Study Steering Committee by Steve Yanni in February 2007; committee members completed an initial review of the instrument and were given two weeks for more detailed analysis. A second draft of the instrument was completed using feedback from committee members; this version was then reviewed by senior administrative staff, resulting in further minor revisions. The survey form was then pre-tested on three BMCC students. After very minor revisions were completed based on student input, the final version of the BMCC Student Satisfaction Survey was approved by the Self-Study Steering Committee and College President.

Survey Administration

Copies of the survey were given to all on-campus and off-site teaching staff in sufficient numbers to cover their course enrollments; included with each bundle of survey forms was a letter from the Vice President for Academic Affairs providing specific instructions to teaching staff regarding how the survey was to be administered in their classes. Instructors were given the option of providing time in class for students to complete the survey, or to ask students to take the surveys and complete them on their own time. Students were instructed to turn in their completed surveys at the library circulation desk, where library staff recorded who had turned in completed surveys and entered the students' names for the incentive prize drawings. After two weeks, notices were sent to all teaching staff to remind students to complete the survey, and flyers were posted around campus. The surveys were distributed and collected from April 10, 2007 to May 1, 2007.

Response

At the time of the survey administration, there were 250 students on-campus and off-site; 131 surveys were completed and returned for a response rate of 52.4%. It is believed that Pane Language Immersion students from the West Campus were over-represented, given their very high rate of response. It is also believed that based on response patterns, students did complete the survey with a high degree of sincerity.

Summary

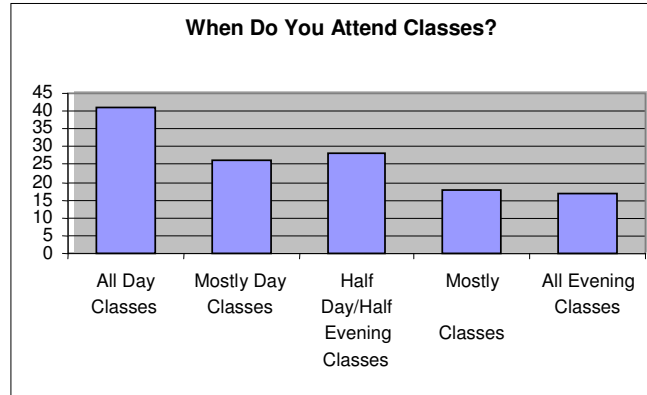
Descriptive analysis (means, percentages, and sums) was completed and graphs created in order to make the data more usable. Summarized information and graphs are presented; in Section II, item scores of less than 4 (satisfied) are indicated in red font – and will become targets for further investigation.

The student satisfaction survey project will be conducted again in the winter semester of 2009.

Section I

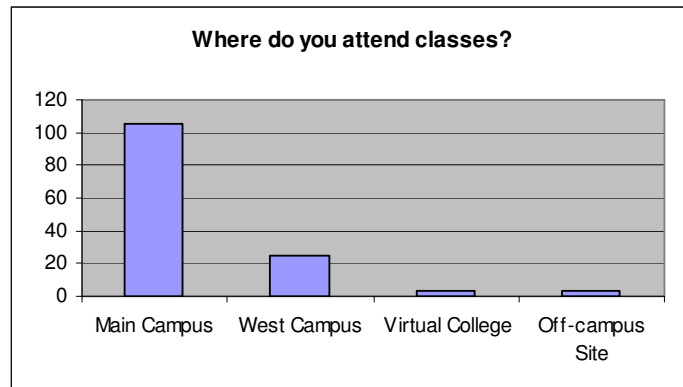
1. When do you attend classes (excluding on-line courses)?

All Day Classes	41 (31.5%)
Mostly Day Classes	26 (20%)
Half Day/Half Evening Classes	28 (21.5%)
Mostly Evening Classes	18 (13.8%)
All Evening Classes	17 (13%)



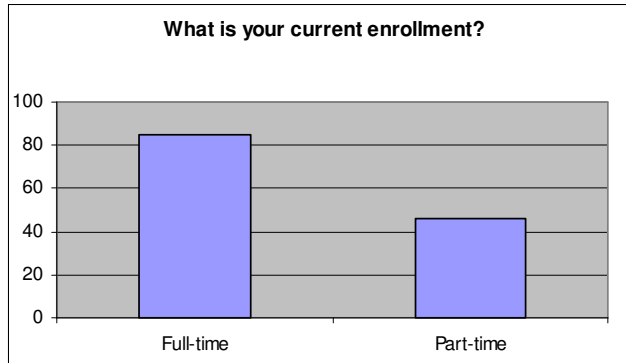
2. Where do you attend or complete the majority of your classes?

Main Campus	105 (77.2%)
West Campus	25 (18.4%)
Virtual College	3 (2.2%)
Off-campus Site	3 (2.2%)



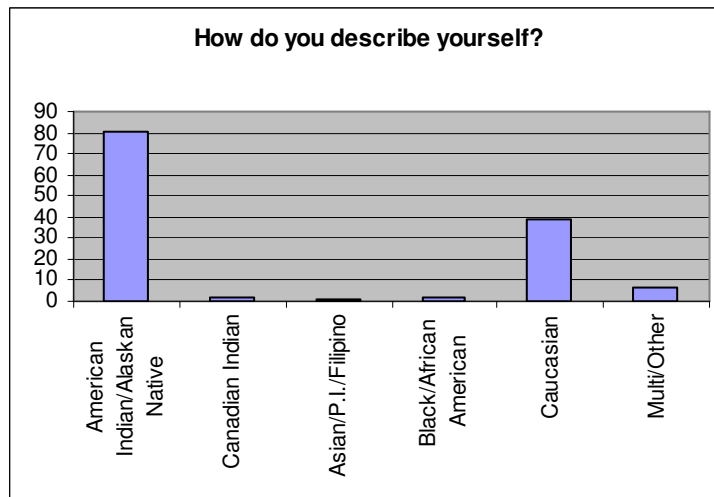
3. What is your current enrollment status?

Full-time 85 (64.9%)
Part-time 46 (35.1%)



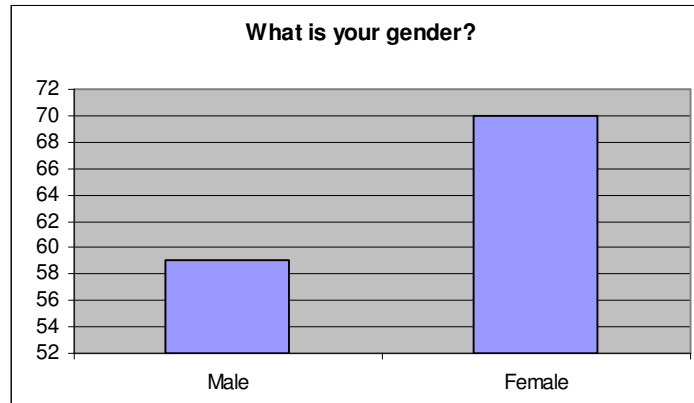
4. How do you describe yourself?

American Indian/Alaska Native 81 (61.4%)
Canadian Indian 2 (1.5%)
Asian/P.I./Filipino 1 (.8%)
Black/African American 2 (1.5%)
Caucasian 39 (29.5%)
Multi/Other 7 (5.3%)



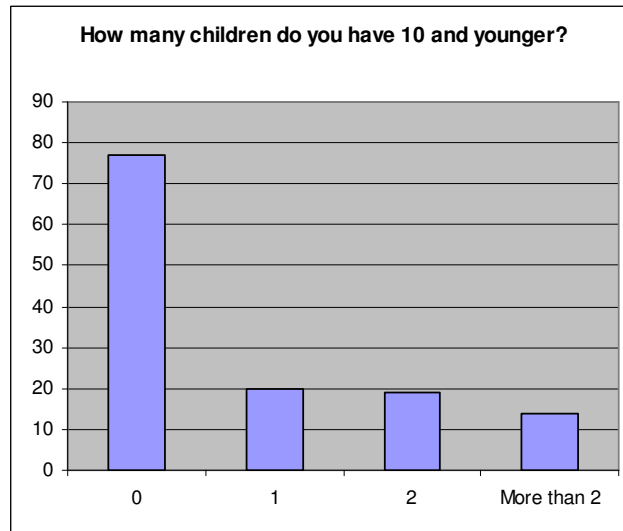
5. What is your gender?

Male 59 (45.7%)
Female 70 (54.3%)



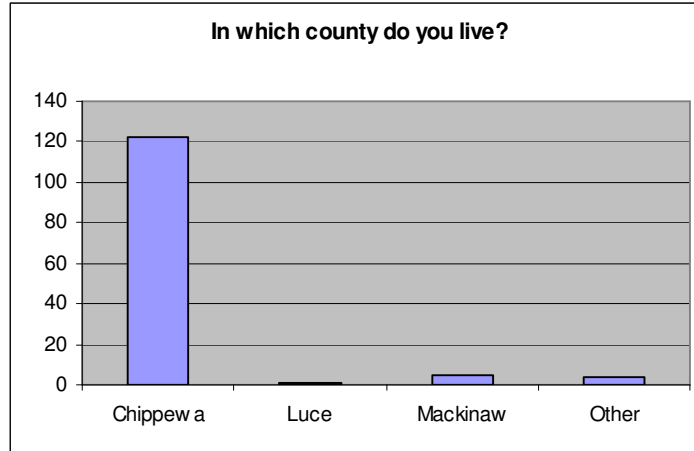
6. How many children do you have who are 10 years old or younger?

0 77 (59.2%)
1 20 (15.4%)
2 19 (14.6%)
More than 2 14 (10.8%)



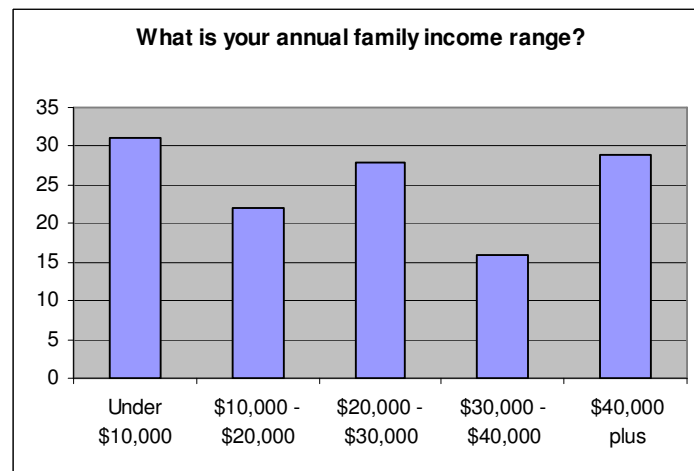
7. In which county do you live?

Chippewa	122 (92.4%)
Luce	1 (.76%)
Mackinac	5 (3.8%)
Other	4 (3%)



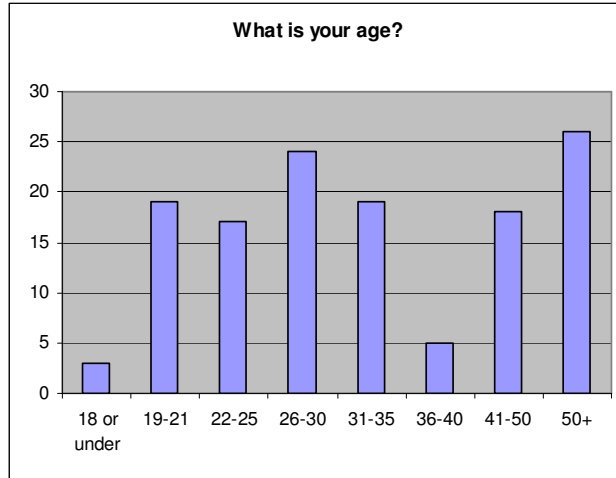
8. What is your annual family income range?

Under \$10,000	31 (24.6%)
\$10,000 - \$20,000	22 (17.5%)
\$20,000 - \$30,000	28 (22.2%)
\$30,000 - \$40,000	16 (12.7%)
\$40,000 plus	29 (23%)



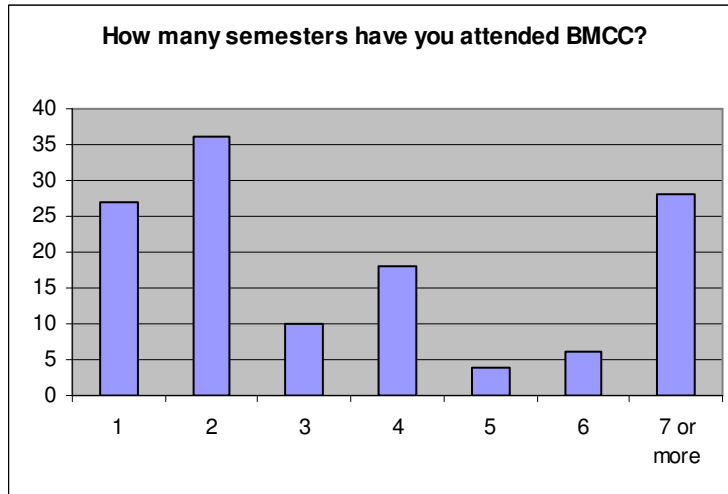
9. What is your age?

18 or Under	3 (2.3%)
19-21	19 (14.5%)
22-25	17 (12.9%)
26-30	24 (18.3%)
31-35	19 (14.5%)
36-40	5 (3.8%)
41-50	18 (13.7%)
50+	26 (19.8%)



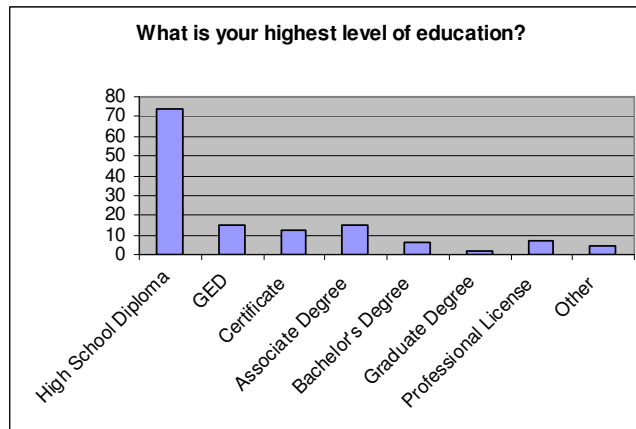
10. How many semesters have you attended BMCC, including this one?

1	27 (20.9%)
2	36 (27.9%)
3	10 (7.8%)
4	18 (13.95)
5	4 (3.1%)
6	6 (4.7%)
7 or More	28 (21.7%)



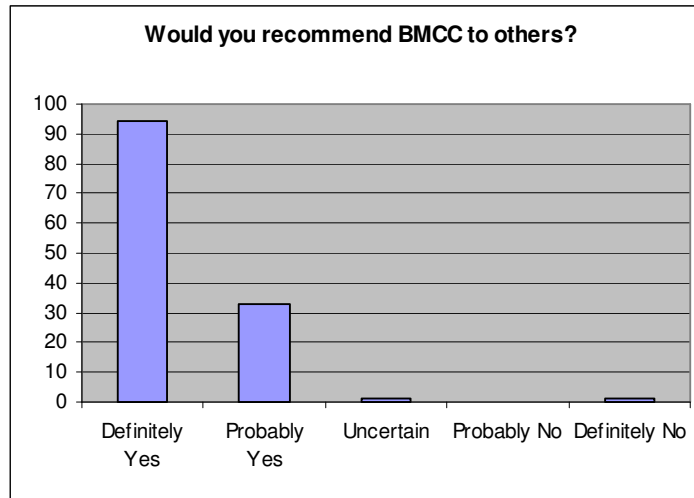
11. What is the highest level of education you have completed?

High School Diploma	74 (54.8%)
GED	15 (11.1%)
Certificate	12 (8.8%)
Associate Degree	15 (11.1%)
Bachelor's Degree	6 (4.4%)
Graduate Degree	2 (1.5%)
Professional License	7 (5.2%)
Other	4 (2.9%)



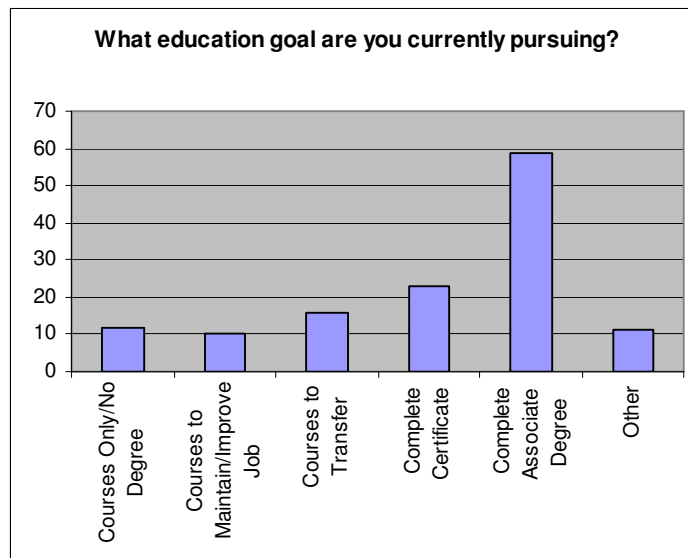
12. Would you recommend BMCC to others?

Definitely Yes	94 (72.8%)
Probably Yes	33 (25.6%)
Uncertain	1 (.8%)
Probably No	0
Definitely No	1 (.8%)



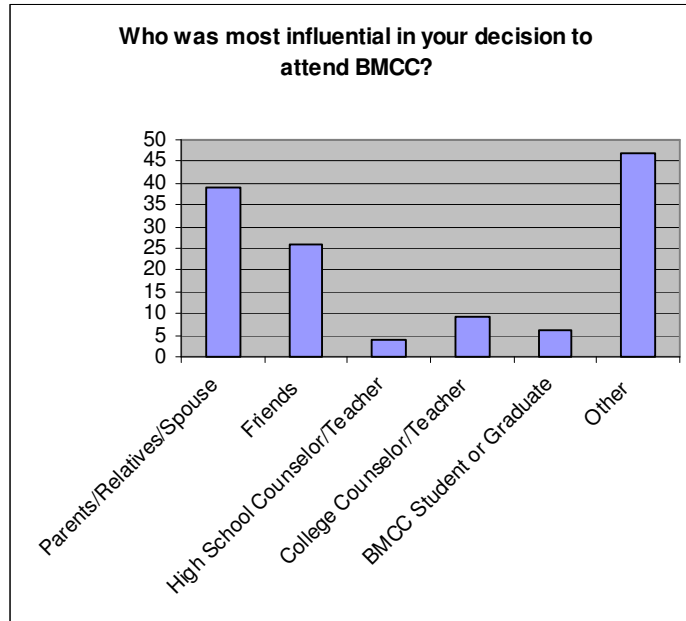
13. What educational goal are you currently pursuing at BMCC?

Courses Only/No Degree	12 (9.2%)
Courses to Maintain/Improve Job	10 (7.6%)
Courses to Transfer	16 (12.2%)
Complete Certificate	23 (17.6%)
Complete Associate Degree	59 (45%)
Other	11 (8.4%)



14. Who was most influential in your decision to attend BMCC? (please choose only one)

Parents/Relatives/Spouse	39 (29.8%)
Friends	26 (19.8%)
High School Counselor/Teacher	4 (3%)
College Counselor/Teacher	9 (6.9%)
BMCC Student or Graduate	6 (4.6%)
Other	47 (35.9%)



Section II

Section Response Options:

Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know or Does Not Apply
5	4	3	2	1	0

Enrollment, Registration, and Counseling Services

	<u>Mean Item Satisfaction Scores</u>
1. The ease of obtaining information about BMCC....	4.28
2. The process/procedures in applying for admission to the college....	4.2
3. The usefulness of the orientation session for new students....	3.97
4. Faculty and staff assistance during placement testing....	4.19
5. I was placed in the right level of class by the <u>Math</u> placement test....	3.97
6. I was placed in the right level of class by the <u>English</u> (Reading and Writing) placement test...	4.02
7. The process/procedure to register for classes....	4.08
8. The helpfulness of the faculty and staff during registration....	4.48
9. Academic advising during registration....	4.14
10. Courses in my major (degree program or certificate) were available in sufficient number and at various times to allow completion of my program within a reasonable time....	3.86
11. General education courses were available in sufficient number and at various times to allow completion of my program within a reasonable time....	4.04
12. The operations of the accounting office....	4.09
13. The helpfulness of the Financial Aid Staff....	4.16
14. Information received at the Financial Aid Office was accurate and complete....	4.12
15. The availability of your academic advisor throughout the semester....	4.13
16. The quality of student support services....	4.15

Classes and Instruction

Please answer questions in this section based on your overall experience in the classes you've taken at BMCC.

17. The course requirements (attendance, assignments, exams, etc.) were made clear....	4.36
18. Course outcomes or objectives were made clear in each class....	4.36
19. A syllabus/course outline was provided for each class....	4.54
20. The assignments were appropriate for the level of the courses....	4.33
21. The instructors were able to explain concepts clearly and effectively....	4.38
22. Instructors distinguished between their personal beliefs and proven conclusions; they presented information clearly and objectively....	4.3
23. Instructors were well prepared, organized, and make good use of class time....	4.34
24. Instructors were available to provide help when needed....	4.46
25. Instructors posted office hours and were available during these times....	4.27
26. The course materials (texts, handouts, etc.) made a valuable contribution to the courses....	4.28
27. I am satisfied with the knowledge and skills I have gained from my courses....	4.42
28. I am improving my learning skills (managing time, taking notes, asking questions, using resources, etc.) as a result of my experience at BMCC....	4.21
29. My <u>oral communication</u> (speaking) skills have improved since taking classes at BMCC....	4.04
30. My <u>quantitative reasoning</u> (math) skills have improved since taking classes at BMCC....	4.17
31. My <u>writing</u> ability has improved since taking classes at BMCC....	4.04
32. My <u>scientific reasoning</u> skills have improved since taking classes at BMCC....	3.97
33. My <u>critical analysis/logical thinking</u> skills have improved since taking	4.16

classes at BMCC....

34. My ability to use technology (computers, etc.) has improved since taking classes at BMCC.... 4.12

35. My appreciation for, and understanding of, Native American culture and issues have increased since taking classes at BMCC.... 4.25

Academic Support

36. The hours the library is open.... 4.23

37. The library as a place to study.... 3.96

38. The quantity and quality of books, periodicals, and other library resources.... 4.05

39. The helpfulness of the library staff.... 4.21

40. The availability of tutoring services at BMCC.... 4.06

41. The quality of tutoring services at BMCC.... 4.1

42. The availability of computers for student use on campus.... 4.38

43. The quality of technology (computers, on-line access, projectors, smart-boards, etc.) at BMCC.... 4.13

44. The college provides sufficient resources (computers, lab equipment, etc.) to meet students' educational needs.... 4.26

45. The ability to get help using computers, copying machines, or other equipment on campus.... 4.18

Support Services

46. The hours the bookstore is open.... 3.83

47. The bookstore's stock (textbooks, materials, etc.)... 3.87

48. The helpfulness of the bookstore staff.... 4.02

49. The availability of food on campus or in the area.... 3.32

Student Activities and Support

50. The variety of extracurricular activities for students.... 3.67
51. The availability of Native American cultural enrichment opportunities for students.... 4.22
52. The overall effectiveness of student government.... 3.8

Facilities and Campus Area

53. The cleanliness and comfort of classrooms.... 4.42
54. The cleanliness of restrooms.... 4.41
55. The cleanliness of other buildings and rooms on campus.... 4.42
56. The availability of parking.... 3.91
57. The lighting on campus (parking lots, stairs, walkways, etc.).... 4.23
58. The cleanliness and upkeep of campus grounds.... 4.33
59. The campus environment is safe, secure, and healthy.... 4.41
60. The overall appearance of the campus.... 4.36
61. Snow removal efforts in parking lots and on sidewalks and entrances... 4.22

General College Policies and Programs

62. The college uses student input to make improvements.... 4.02
63. Official college publications such as the college catalog and schedule of courses are accurate, current, and helpful.... 4.11
64. The BMCC website is accurate, current, and helpful.... 4.03
65. There is always someone (teacher, Vice President, President, Administrative Assistant, etc.) to talk to when I have a problem or complaint.... 4.28
66. Student complaints or problems are addressed in a timely and effective manner.... 4.06

67. The BMCC college experience helps students to develop intellectually, ethically, personally, and as members of the community....	4.17
68. BMCC demonstrates an understanding of, and concern for, issues of equity and diversity....	4.24
69. The college is committed to a policy of nondiscrimination based upon race, color, national origin, gender, age, disability, or religion....	4.31
70. The college provides reasonable accommodations for students with physical, psychiatric, and/or learning disabilities....	4.21
71. I understand my rights and responsibilities as a BMCC student....	4.39
72. Overall, I am satisfied with the education I am receiving at BMCC....	4.52