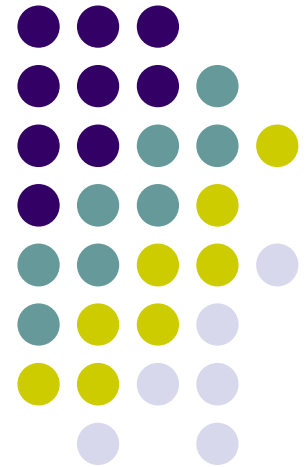


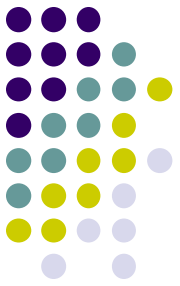
Fall 2016 Student Satisfaction Inventory

Summary of Results

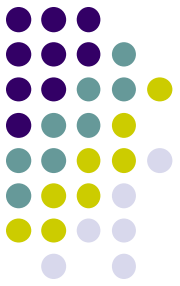
Dr. Mary Schaal
Arizona Western College



How we got here and where we are going



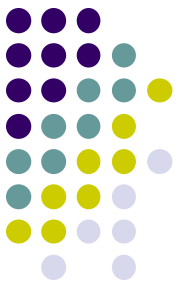
Self-Study/Recommendation - Ask Students & Listen	Spring 2009
Strategic Objective: Plan to Collect Feedback	2009-2010
Student Satisfaction Inventory	Fall 2010
Community College Survey of Student Engagement	Spring 2012
Student Satisfaction Inventory	Fall 2012
College Employee Satisfaction Survey	Fall 2013
Student Satisfaction Inventory	Fall 2014
Community College Survey of Student Engagement	Spring 2016
Student Satisfaction Inventory	Fall 2016



Survey Sample Fall 2016

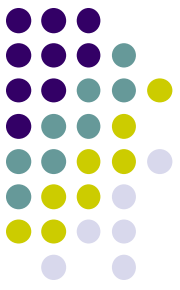
- Collected in person in October during class
- 1494 respondents; 60% response rate
- 20% of fall students
- All campus locations
- Mirrors institutional demographics





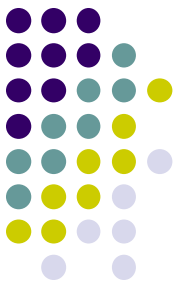
About SSI measurements

- Importance and Satisfaction on 50 items
- 7 point scale
 - **1=not satisfied at all** **AND** **1=not important at all**
 - **2=not very satisfied** **AND** **2=not very important**
 - **3=somewhat dissatisfied** **AND** **3=somewhat unimportant**
 - **4=neutral** **AND** **4=neutral**
 - **5=somewhat satisfied** **AND** **5=somewhat important**
 - **6=satisfied** **AND** **6=important**
 - **7=very satisfied** **AND** **7=very important**
- “Gap” between Importance and Satisfaction
- Results can be sorted by campus location



What does the survey measure?

- Academic advising: *Comprehensive academic advising*
- Admissions/financial aid: *Enroll students effectively*
- Campus climate: *Promote campus pride and belonging*
- Campus services: *Services to achieve academic goals*
- Instruction: *Commitment to academic excellence and students' academic experience*
- Registration: *Registration and billing*
- Safety/security: *Students' safety and security*
- Student centeredness: *Students are important*

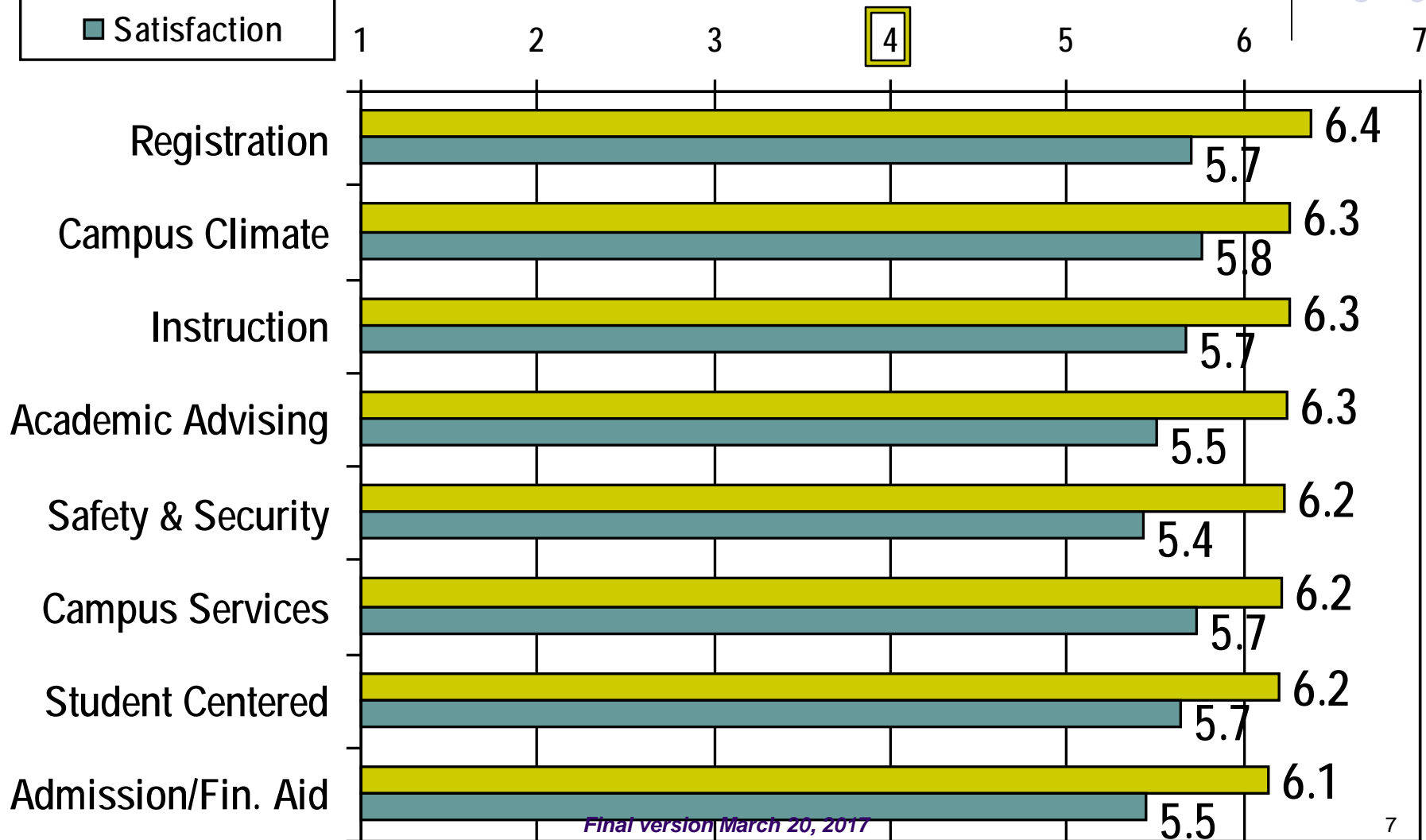
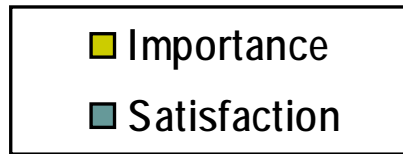
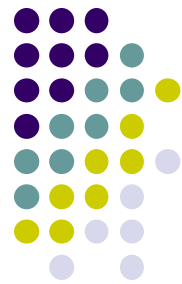


AWC Questions

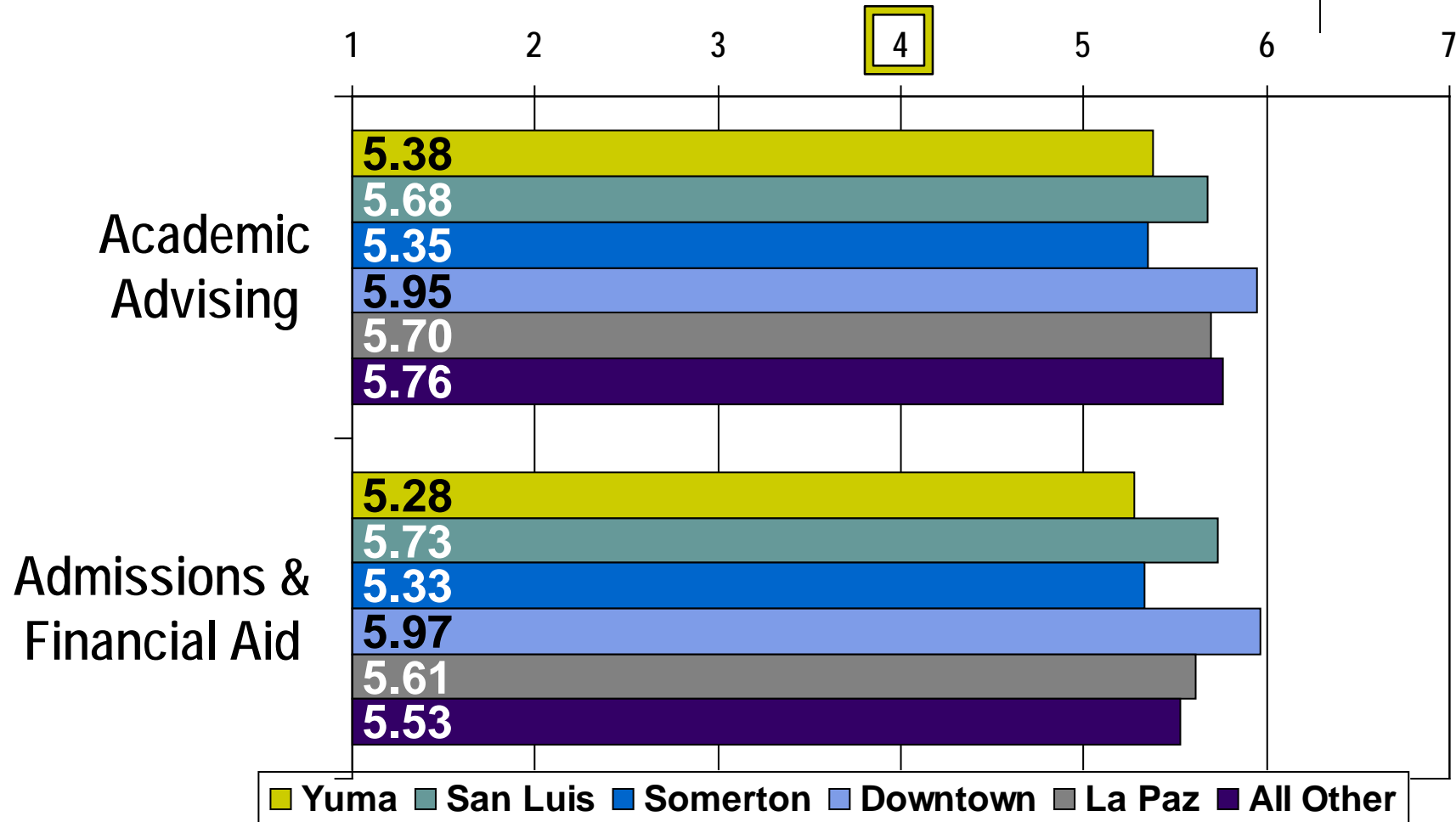
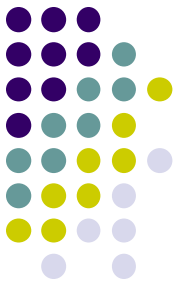
41. I can easily find information on activities and events.
42. I am aware that AWC has programs to serve first-generation, low-income, and students with disabilities.
43. When I have an academic issue, I know whom I should contact.
44. I know where to go for ... resources for Health & Wellness.
45. I am aware that AWC provides info on international learning.
46. Online resources for transfer services are easily accessible.
47. There are adequate services to help me decide on a transfer university.
48. There are adequate services to help me transfer credits to AWC.

I am taking this survey in a class at ____ Campus: 1.Yuma 2.San Luis
3.Somerton 4.Downtown 5.La Paz County (Parker or Quartzsite) 6.Wellton,
MCAS or Other location not listed above

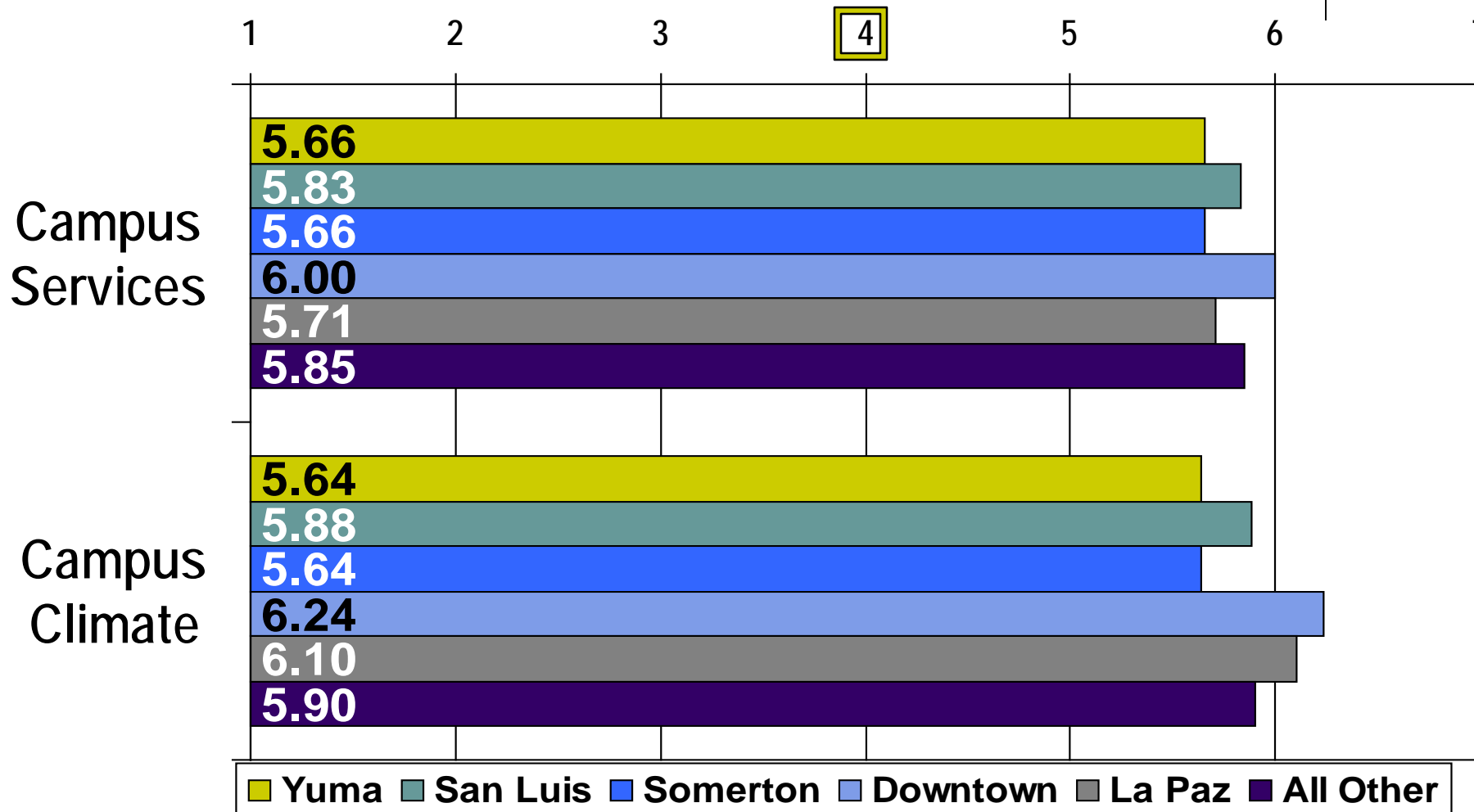
What did students say?



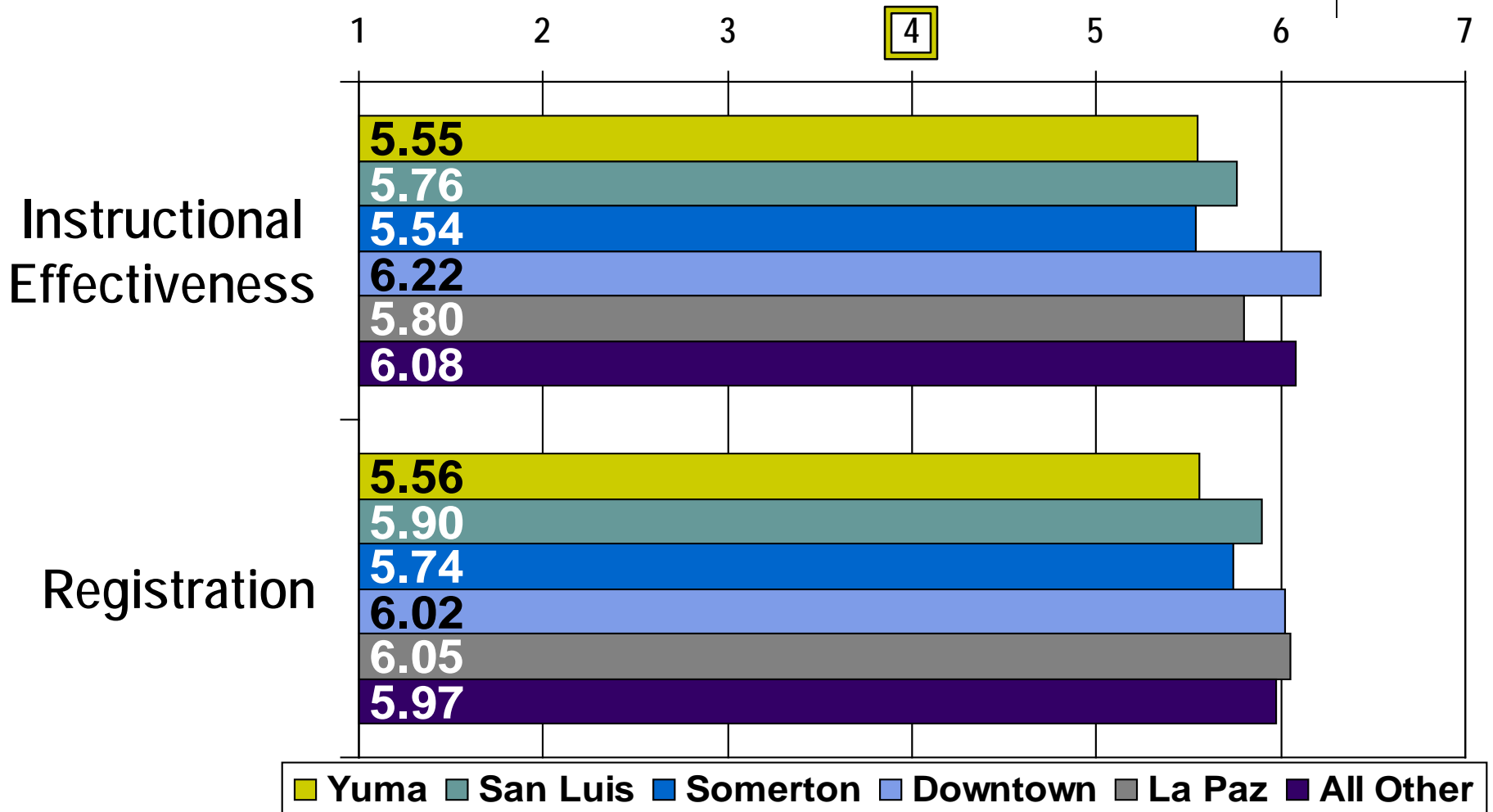
Did satisfaction differ by campus?



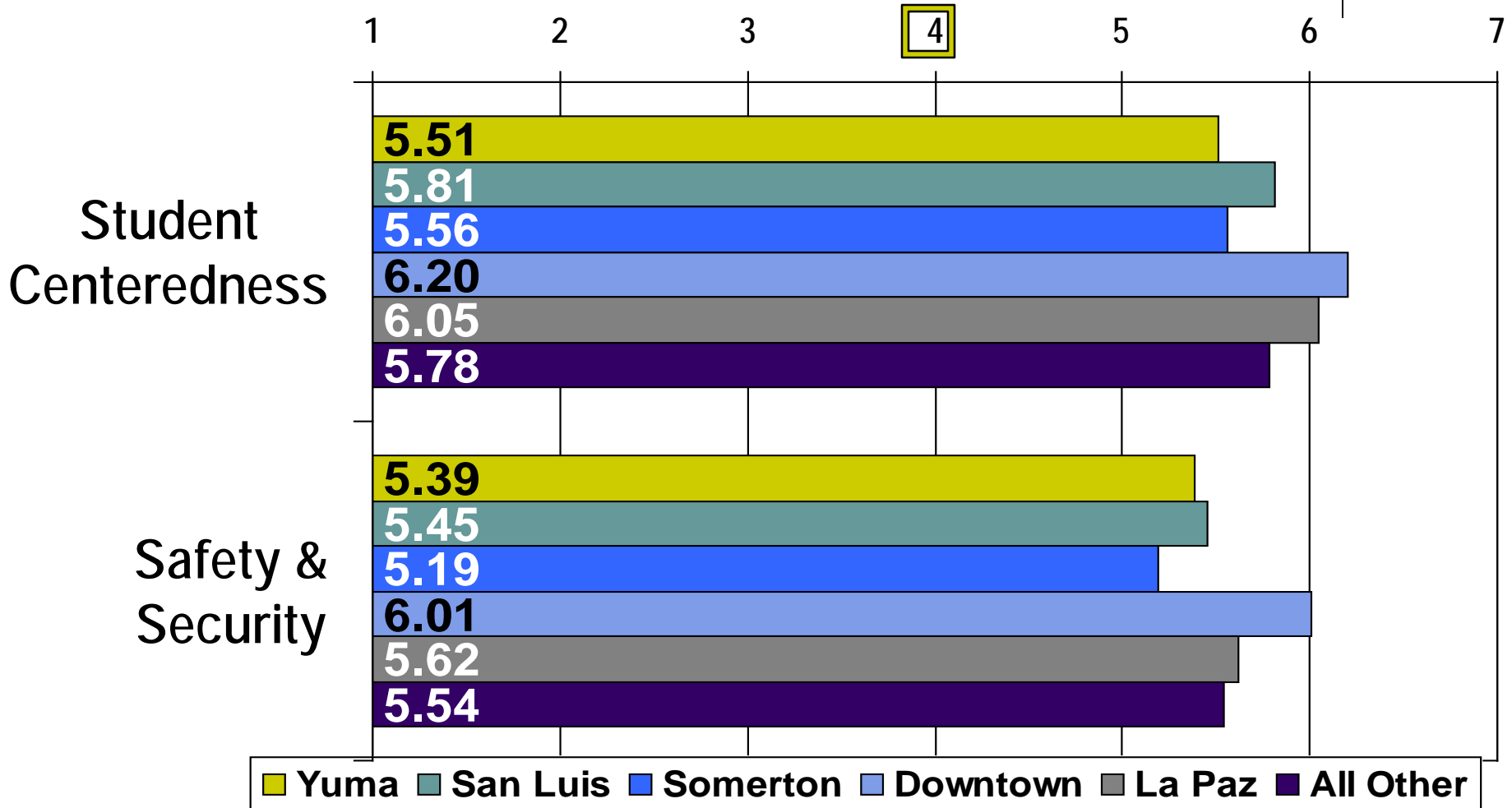
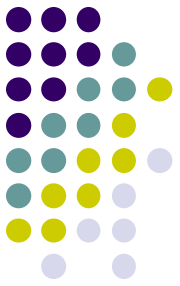
Satisfaction by campus - Continued



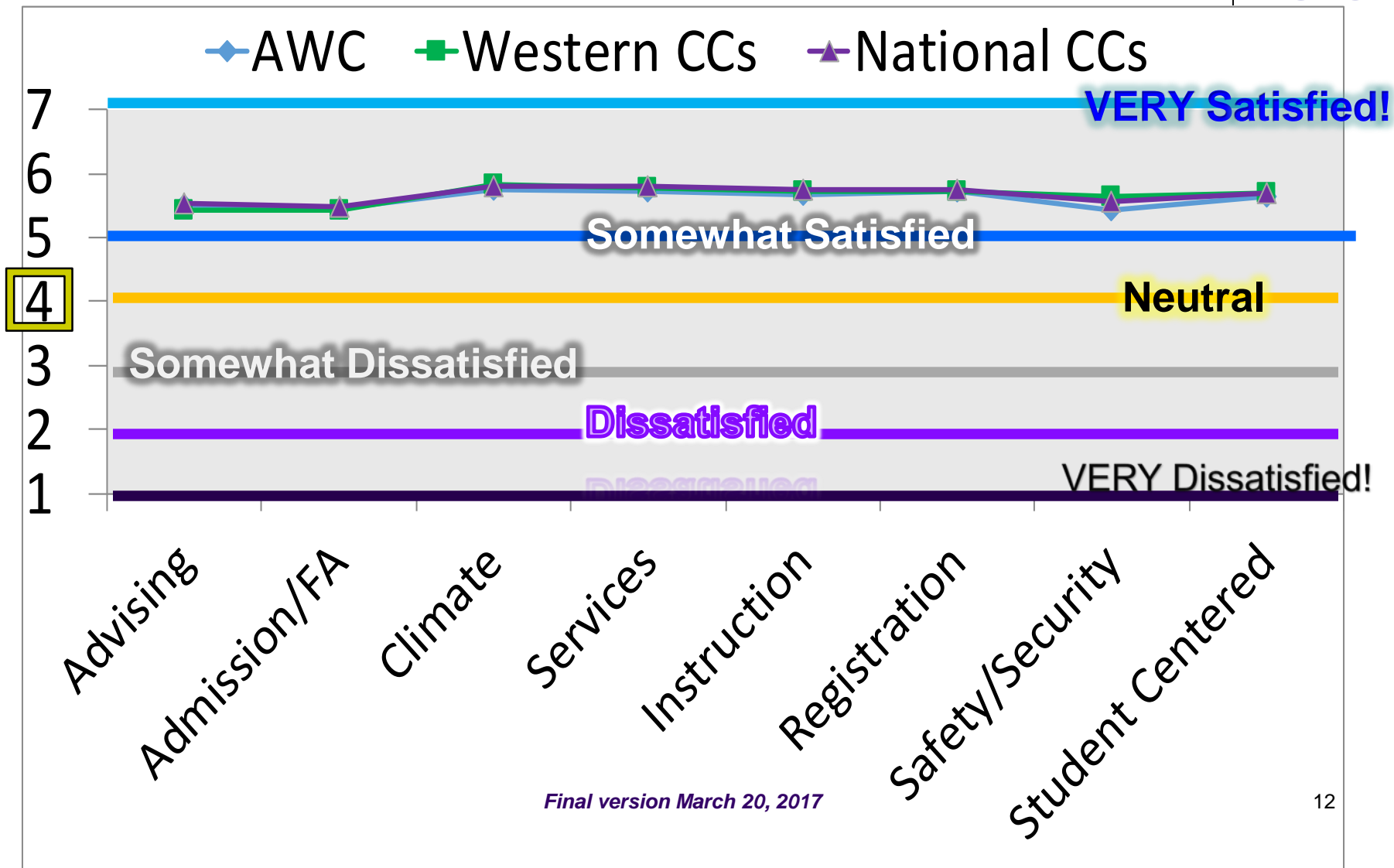
Satisfaction by campus - Continued



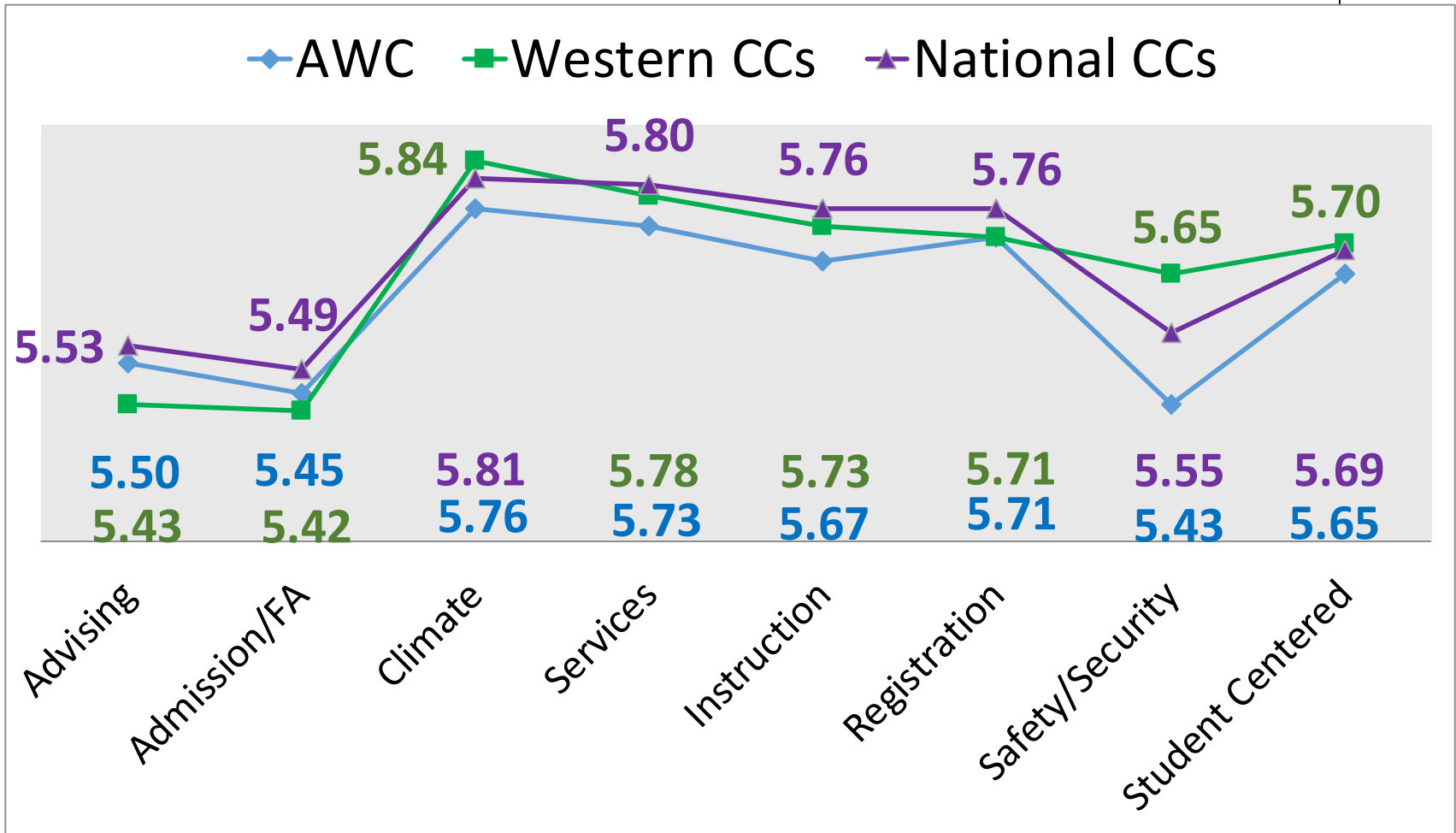
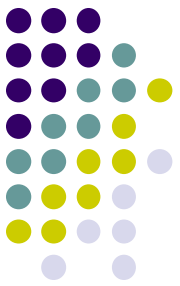
Satisfaction by campus - Continued



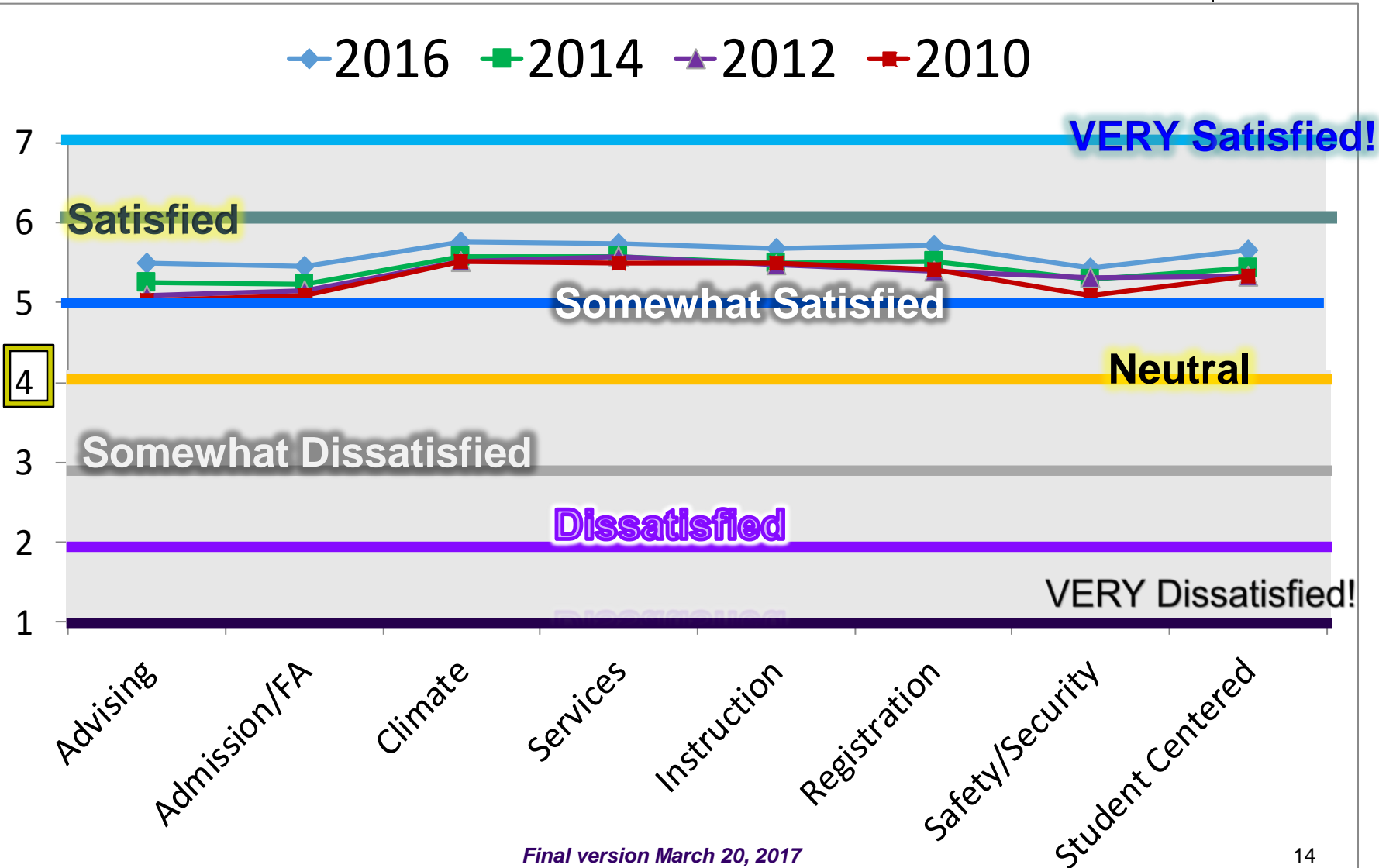
How do we compare to peers?



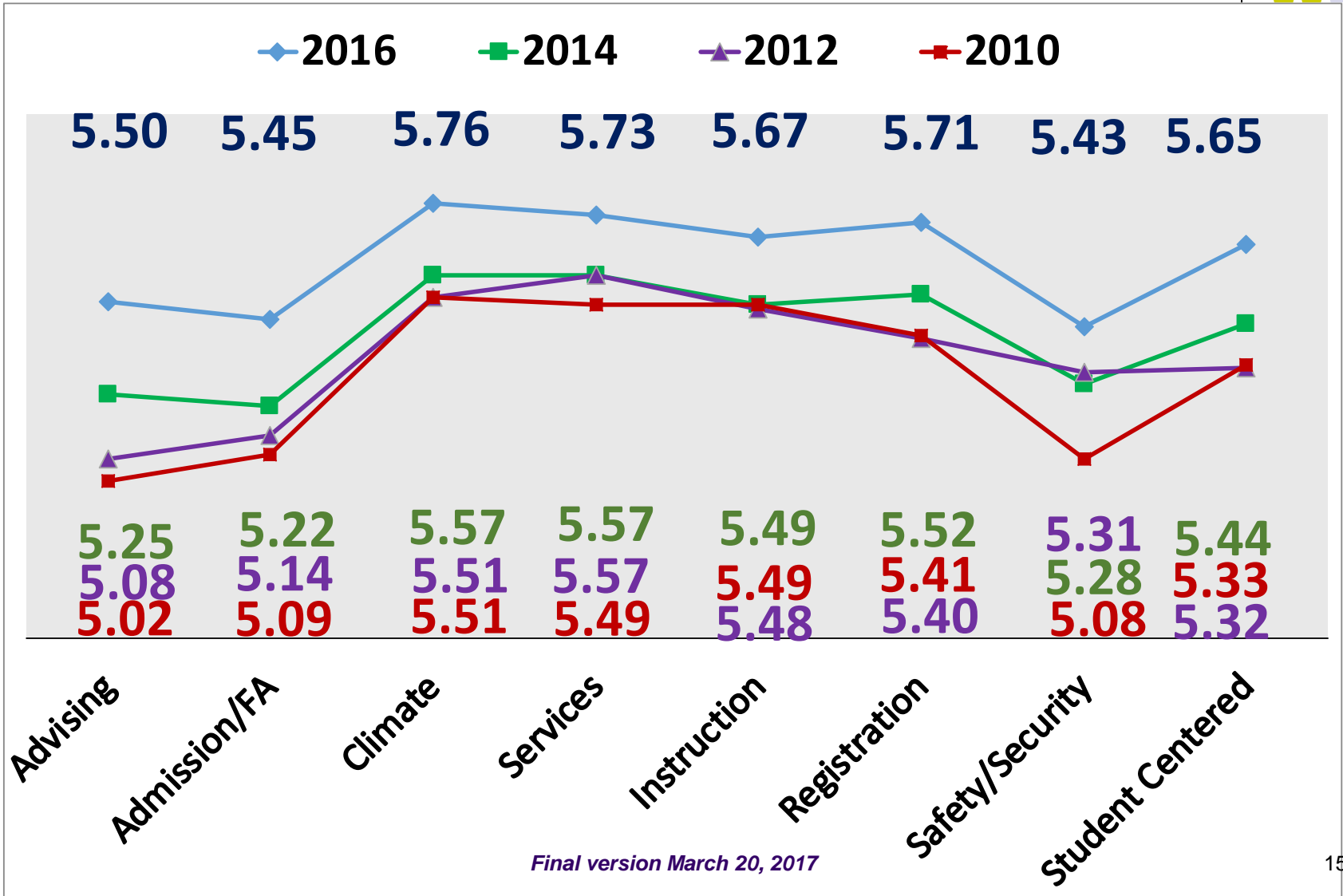
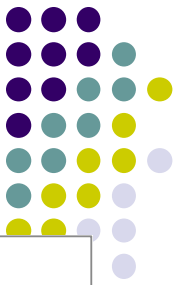
How do we compare to peers?



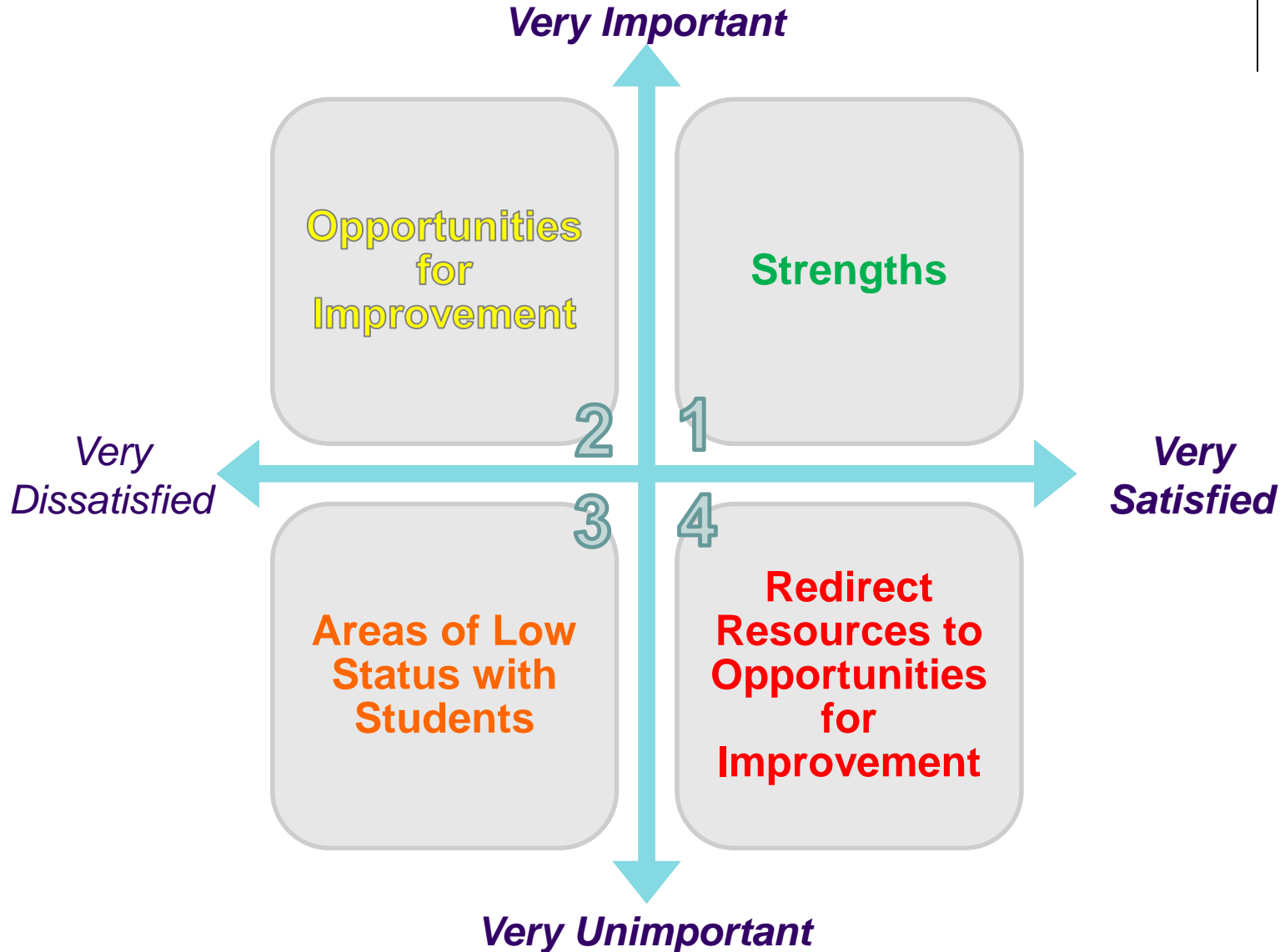
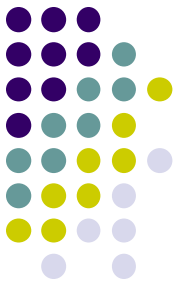
How do we compare over time?



How do we compare over time?



Matrix for Prioritizing Action

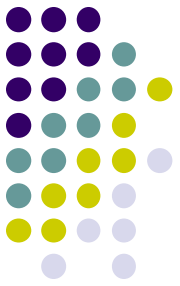




Strengths

- Classes are scheduled at convenient times
- Quality of instruction in most classes is excellent
- Campus is safe and secure for all students
- Registration processes and procedures are convenient
- Students are made to feel welcome
- The campus provides online access to services I need
- Campus staff are caring and helpful
- Computer labs are adequate and accessible
- Faculty are fair and unbiased to individual students
- The campus is well-maintained

Opportunities for Improvement



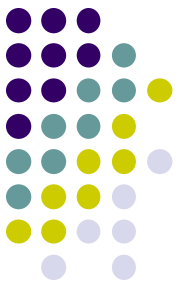
- Classes are scheduled at convenient times
- Able to register for needed classes with few conflicts
- Sufficient courses within program of study each term
- I know whom I should contact for an academic issue
- Advisor helps me apply my program/study to career goals
- Financial aid awards announced in time for planning
- AWC helps me identify resources to finance education

Where are the largest gaps between Importance and Satisfaction?



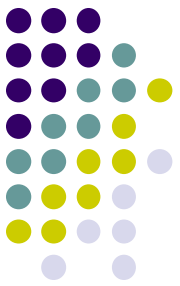
Item, Overall N=1494	Imp.	Sat.	Gap
<u>Parking</u> on campus	6.17	4.85	1.32
<u>Sufficient courses</u> in program of study each term	6.38	5.47	0.91
<u>Help identifying resources</u> to finance education	6.21	5.38	0.83
Know where to go for <u>Health & Wellness resources</u>	5.76	4.95	0.81
Help applying program of study to <u>career goals</u>	6.29	5.49	0.80
Can register for <u>needed classes with few conflicts</u>	6.39	5.60	0.79
<u>Know whom to contact</u> for an academic issue	6.31	5.52	0.79
<u>Feedback on progress</u> toward my academic goals	6.15	5.37	0.78
<u>Classes</u> scheduled <u>at convenient times</u>	6.52	5.75	0.77
Advisor knows <u>transfer requirements</u> / other schools	6.17	5.40	0.77

Strengths, Opportunities for Improvement Yuma Campus



STRENGTHS - Yuma, n=735, 51% <i>Final version March 20, 2017</i>	Imp.	Sat.	Gap
<u>Classes</u> scheduled at <u>convenient times</u>	6.50	5.56	0.94
<u>Quality of instruction</u> in most classes is excellent	6.48	5.68	0.80
Campus is <u>safe and secure</u> for all students	6.44	5.93	0.51
Able to <u>register for classes</u> I need with <u>few conflicts</u>	6.43	5.44	0.99
<u>Registration processes and procedures</u> are convenient	6.36	5.65	0.71
OPPORTUNITIES for IMPROVEMENT - Yuma	Imp.	Sat.	Gap
<u>Sufficient courses</u> in my program of study each term	6.40	5.28	1.12
Know <u>whom to contact</u> when I have an <u>academic issue</u>	6.31	5.33	0.98
My academic <u>advisor is available</u> when I need help	6.25	5.44	0.81
Help applying program of study to <u>career goals</u>	6.22	5.34	0.88
Adequate <u>amount</u> of student <u>parking</u> space on campus	6.21	4.76	1.45
LARGEST GAP - Yuma	Imp.	Sat.	Gap
Adequate <u>amount</u> of student <u>parking</u> space on campus	6.21	4.76	1.45

Strengths, Opportunities for Improvement San Luis Campus



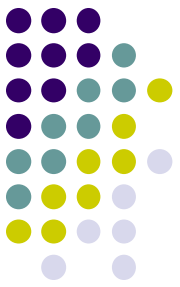
STRENGTHS - San Luis, n=319, 22% <i>Final version March 20, 2017</i>	Imp.	Sat.	Gap
<u>Classes</u> scheduled at <u>convenient times</u>	6.48	5.90	0.58
Campus is <u>safe and secure</u> for all students	6.44	6.08	0.36
<u>Quality of instruction</u> in most classes is excellent	6.42	5.94	0.48
<u>Registration processes and procedures</u> are convenient	6.39	6.10	0.29
<u>Computer labs</u> are adequate and accessible	6.36	6.22	0.14
OPPORTUNITIES for IMPROVEMENT – San Luis	Imp.	Sat.	Gap
Help applying program of study to <u>career goals</u>	6.34	5.72	0.62
<u>Sufficient courses</u> in my program of study each term	6.29	5.57	0.72
<u>Parking lots</u> are <u>well-lighted and secure</u>	6.25	5.51	0.74
Help <u>identifying resources</u> to finance education	6.21	5.62	0.59
Admissions provides <u>personalized attention before enrollment</u>	6.19	5.65	0.54
LARGEST GAP – San Luis	Imp.	Sat.	Gap
Adequate <u>amount</u> of student <u>parking</u> space on campus	6.12	4.73	1.39

Strengths, Opportunities for Improvement Somerton Campus



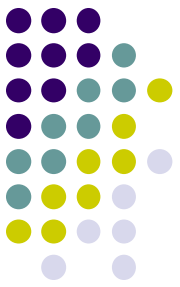
STRENGTHS - Somerton, n=192, 13%	<i>Final version March 20, 2017</i>	Imp.	Sat.	Gap
Campus is <u>safe and secure</u> for all students		6.61	5.58	0.73
<u>Classes</u> scheduled at <u>convenient times</u>		6.60	5.89	0.71
<u>Quality of instruction</u> in most classes is excellent		6.56	5.84	0.72
Students <u>feel welcome</u> here		6.43	5.98	0.45
<u>Registration processes and procedures</u> are convenient		6.41	5.81	0.60
OPPORTUNITIES for IMPROVEMENT – Somerton		Imp.	Sat.	Gap
Academic <u>advisor</u> knows about my <u>program requirements</u>		6.39	5.47	0.92
Help applying program of study to <u>career goals</u>		6.37	5.40	0.97
Adequate services to help me <u>decide</u> on a <u>career</u>		6.37	5.38	0.99
Ongoing <u>feedback</u> about progress toward my <u>academic goals</u>		6.36	5.24	1.12
Know <u>whom to contact</u> when I have an <u>academic issue</u>		6.29	5.30	0.99
LARGEST GAP – Somerton		Imp.	Sat.	Gap
Adequate <u>amount</u> of student <u>parking</u> space on campus		6.21	4.48	1.73

Strengths, Opportunities for Improvement Downtown Campus



STRENGTHS - Downtown, n=122, 8%	<i>Final version March 20, 2017</i>	Imp.	Sat.	Gap
<u>Quality of instruction</u> in most classes is excellent		6.74	6.58	0.16
Campus is <u>safe and secure</u> for all students		6.69	6.36	0.33
<u>Classes</u> scheduled at <u>convenient times</u>		6.64	6.23	0.41
Students <u>feel welcome</u> here		6.69	6.55	0.14
<u>Sufficient courses</u> within my <u>program of study</u> available		6.61	6.21	0.40
OPPORTUNITIES for IMPROVEMENT – Downtown		Imp.	Sat.	Gap
Can conduct <u>college-related business</u> at <u>convenient times</u>		6.54	5.88	0.66
Adequate services to help me <u>decide</u> on a <u>career</u>		6.47	5.99	0.48
<u>Equipment</u> in the <u>lab facilities</u> is kept up to date		6.45	6.01	0.44
Financial aid awards <u>are announced</u> in time for <u>planning</u>		6.44	6.01	0.43
Adequate services to help me <u>transfer credits</u> into AWC		6.41	5.99	0.42
LARGEST GAP – Downtown		Imp.	Sat.	Gap
<u>Security staff</u> respond <u>quickly</u> to calls for assistance		6.41	5.61	0.80

Strengths, Opportunities for Improvement La Paz County Campuses



STRENGTHS – La Paz, n=42, 3% <i>Final version March 20, 2017</i>	Imp.	Sat.	Gap
Students <u>feel welcome</u> here	6.71	6.48	0.23
Campus is <u>safe and secure</u> for all students	6.62	6.21	0.41
Quality of <u>instruction</u> in most classes is excellent	6.62	6.02	0.60
Classes <u>scheduled</u> at <u>convenient times</u>	6.57	6.02	0.55
Campus <u>staff</u> are caring and helpful	6.52	6.40	0.12
OPPORTUNITIES for IMPROVEMENT – La Paz	Imp.	Sat.	Gap
Faculty <u>provide timely feedback</u> about my <u>academic progress</u>	6.46	5.76	0.70
Faculty are <u>fair and unbiased</u> in their <u>treatment</u> of students	6.40	5.74	0.66
Help applying program of study to <u>career goals</u>	6.33	5.53	0.80
<u>Tuition</u> paid is a <u>worthwhile investment</u>	6.25	5.78	0.47
Ongoing <u>feedback</u> about progress toward my <u>academic goals</u>	6.12	5.21	0.91
LARGEST GAP – La Paz	Imp.	Sat.	Gap
<u>Tutoring services</u> are <u>readily available</u>	5.87	4.67	1.20

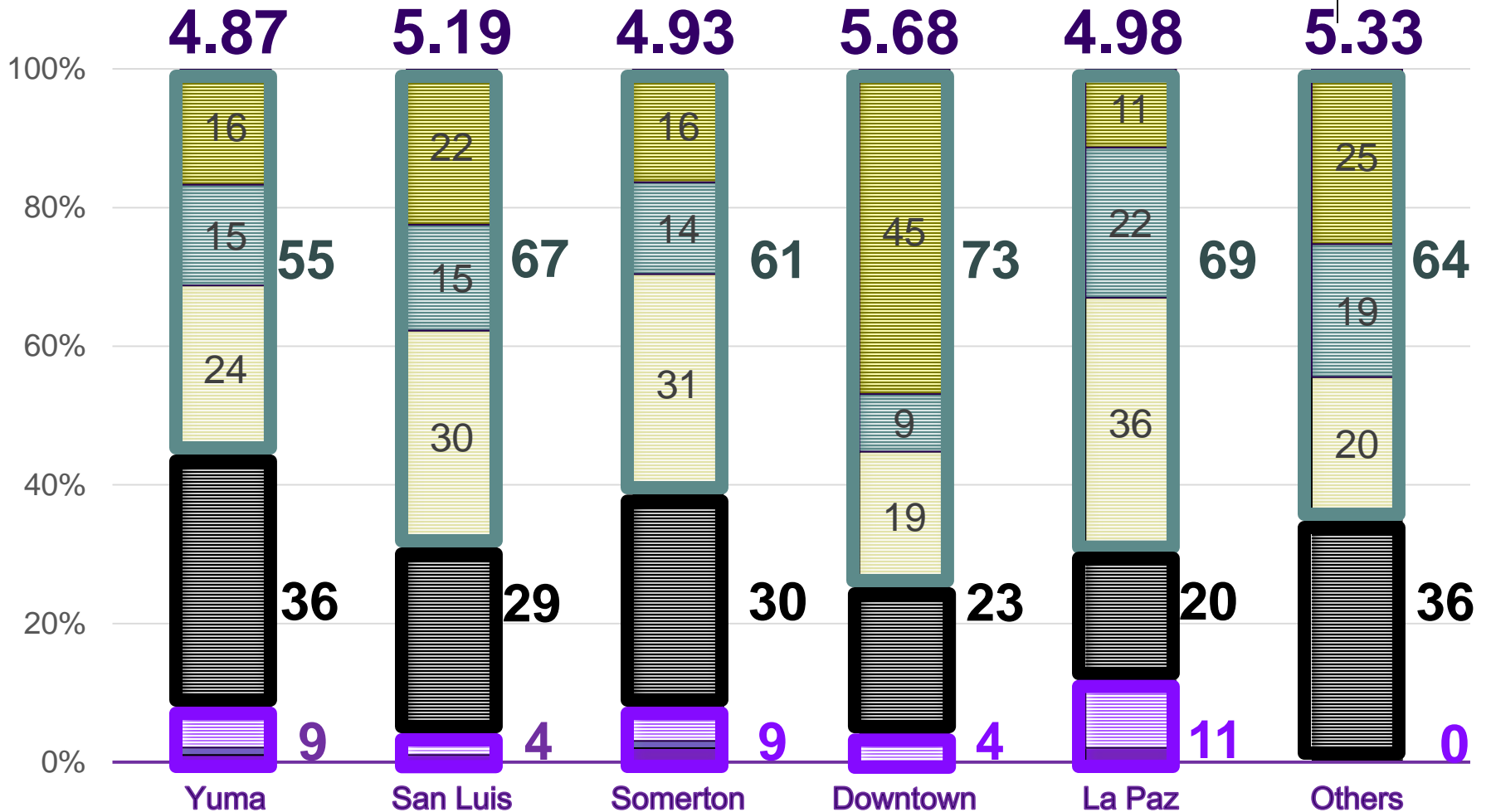
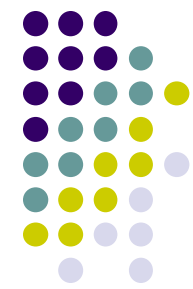
Strengths, Opportunities for Improvement All Other Campuses



Final version March 20, 2017

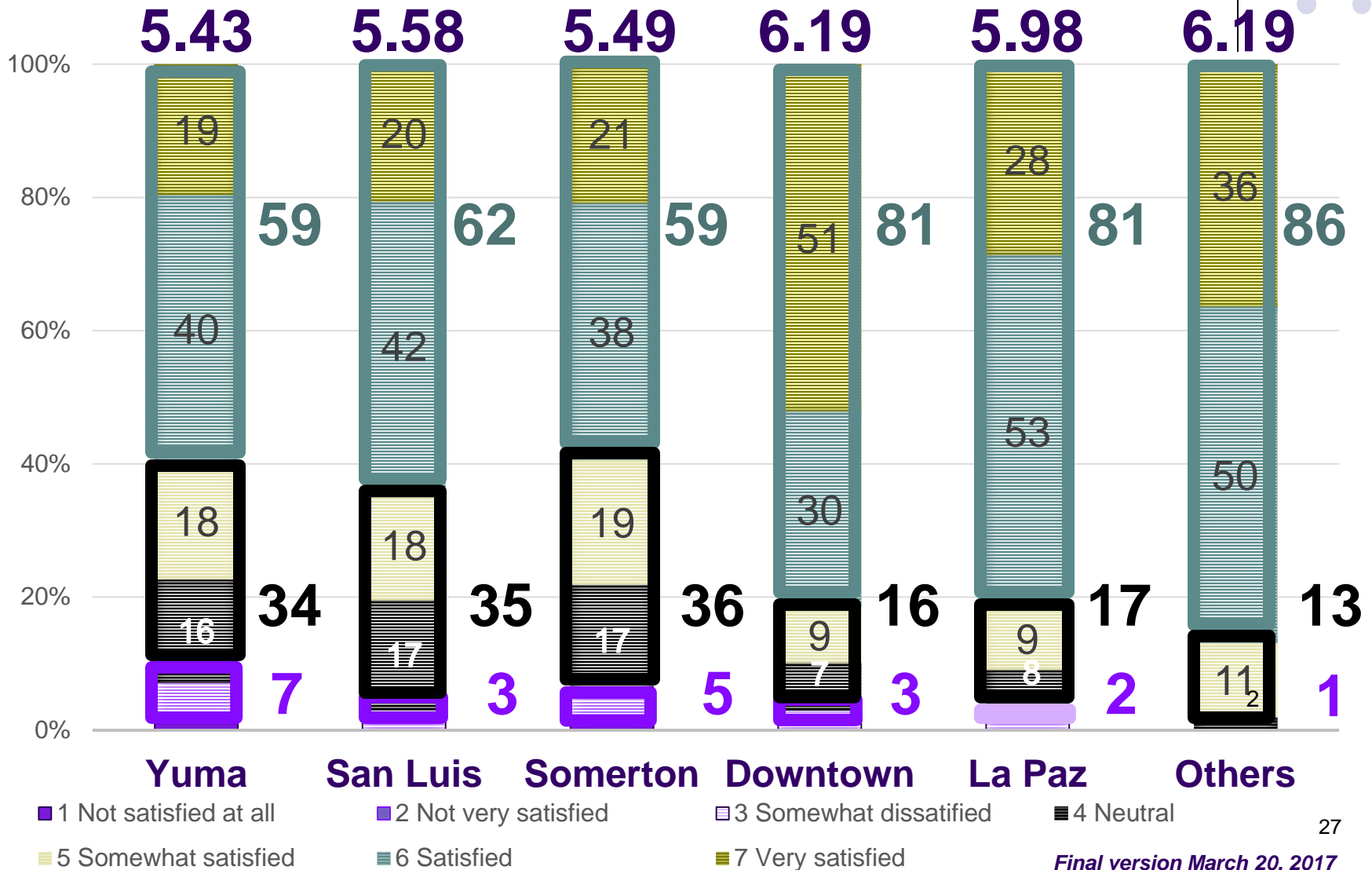
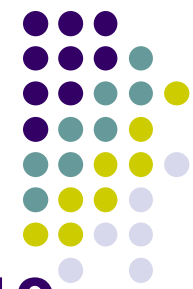
STRENGTHS – All Other (Wellton, MCAS, etc.) n=36, 2%	Imp.	Sat.	Gap
Students <u>feel welcome</u> here	6.72	6.28	0.44
<u>Registration processes and procedures</u> are convenient	6.58	6.03	0.55
<u>Quality of instruction</u> in most classes is excellent	6.56	6.22	0.34
<u>Assessment & course placement</u> procedures are <u>reasonable</u>	6.44	6.03	0.41
Able to <u>register for classes</u> I need with <u>few conflicts</u>	6.44	6.06	0.38
OPPORTUNITIES for IMPROVEMENT – Other	Imp.	Sat.	Gap
<u>Classes</u> scheduled at <u>convenient times</u>	6.53	5.51	1.02
<u>Financial aid counseling</u> is <u>available</u> when needed	6.45	5.53	0.92
Most classes deal with <u>practical experiences and applications</u>	6.40	5.78	0.62
Seldom get the “ <u>run-around</u> ” when <u>seeking info</u> on this campus	6.37	5.26	1.11
Adequate services to help me <u>decide</u> on a <u>career</u>	6.14	5.66	0.48
LARGEST GAP – Other	Imp.	Sat.	Gap
<u>Security staff respond quickly</u> to calls for assistance	5.91	4.56	1.35

Has AWC college experience met your expectations?

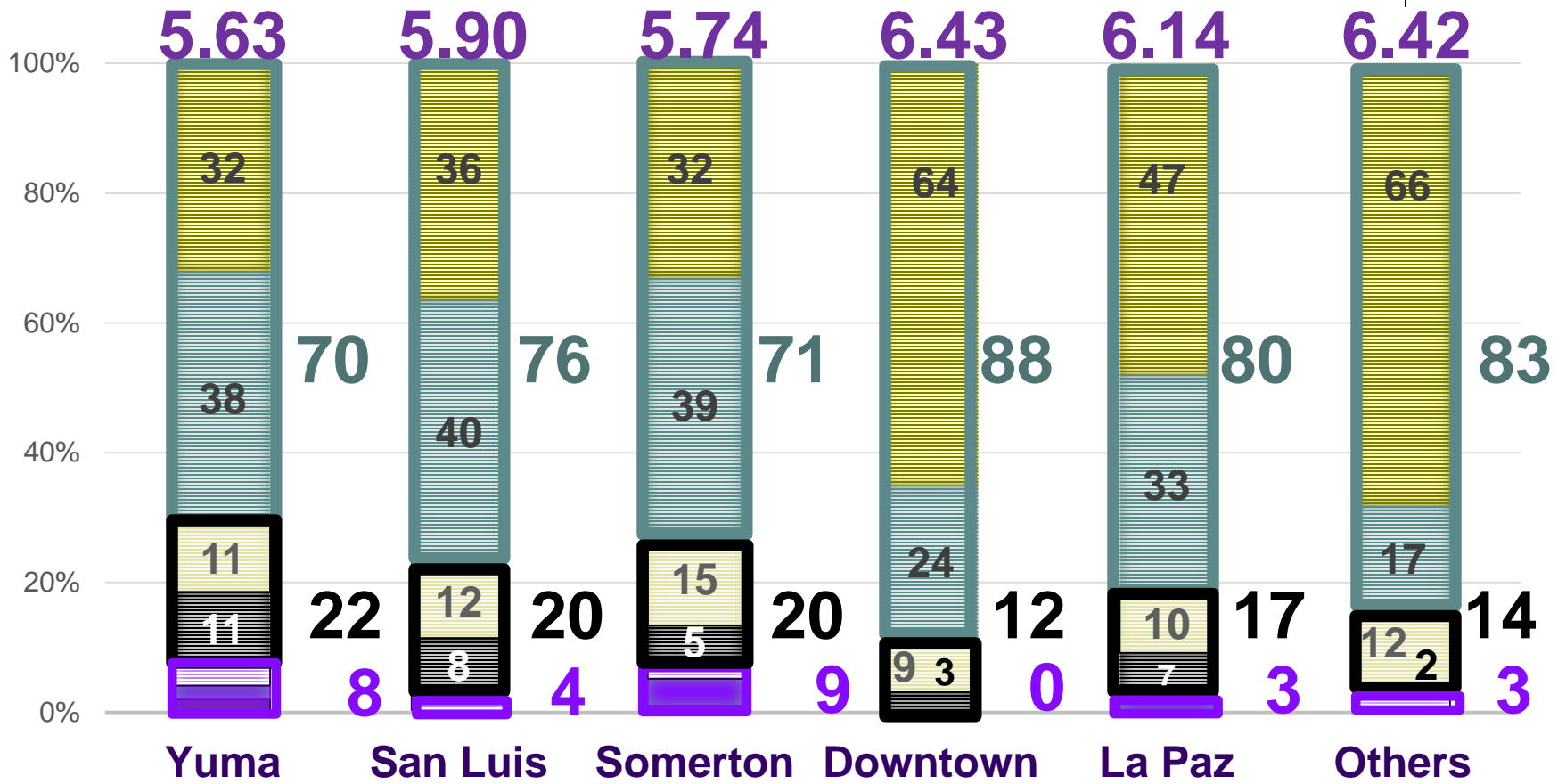
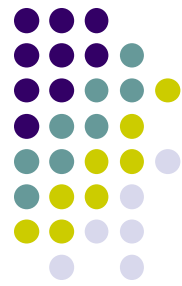


■ 1 Much worse
 ■ 2 Quite a bit worse
 ■ 3 Worse than expected
 ■ 4 As expected
■ 5 Better than
 ■ 6 Quite a bit better
 ■ 7 Much better

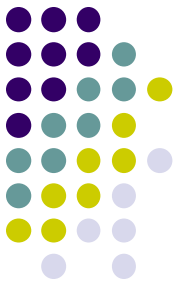
Overall satisfaction with AWC college experience



If you had to do it all over, would you enroll here again?



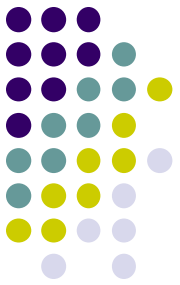
- 1 Definitely not
- 2 Probably not
- 3 Maybe not
- 4 Don't know
- 5 Maybe yes
- 6 Probably yes
- 7 Definitely yes



Now what?

- Sharing results campus-wide and receiving recommendations/feedback
- Analyzing how best to respond to concerns
- Changes will happen over time at departmental and institutional levels
- Compare fall 2018 SSI results to prior years to evaluate improvement

Questions? Comments?



Detailed results are available at
www.azwestern.edu/institutional-research/reports
Student Satisfaction Inventory tab