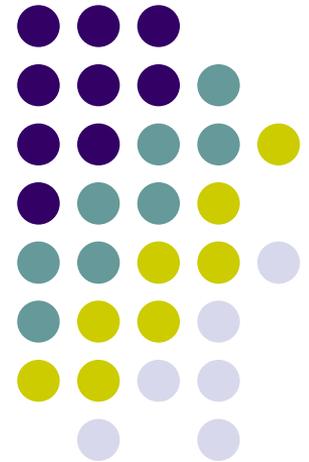


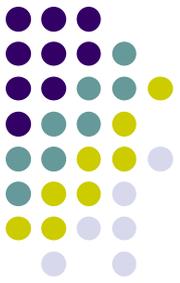
Fall 2014 Student Satisfaction Inventory

Summary of Results

Dr. Mary Schaal
Arizona Western College

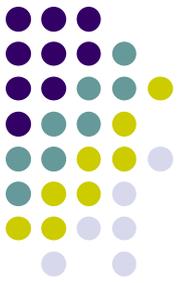


How we got here and where we are going



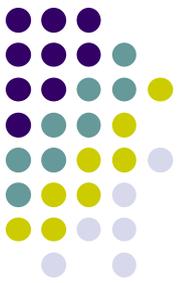
Self-Study/Recommendation - Ask Students & Listen	Spring 2009
Strategic Objective: Plan to Collect Feedback	2009-2010
Student Satisfaction Inventory	Fall 2010
Community College Survey of Student Engagement	Spring 2012
Student Satisfaction Inventory	Fall 2012
College Employee Satisfaction Survey	Fall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

Survey Sample Fall 2014



- Collected in person in December during class
- 1250 respondents; 52% response rate
- 16% of fall students
- All campus locations
- Mirrors institutional demographics

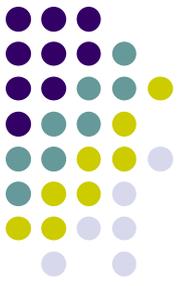




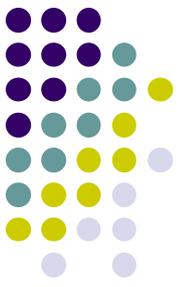
About SSI measurements

- 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*

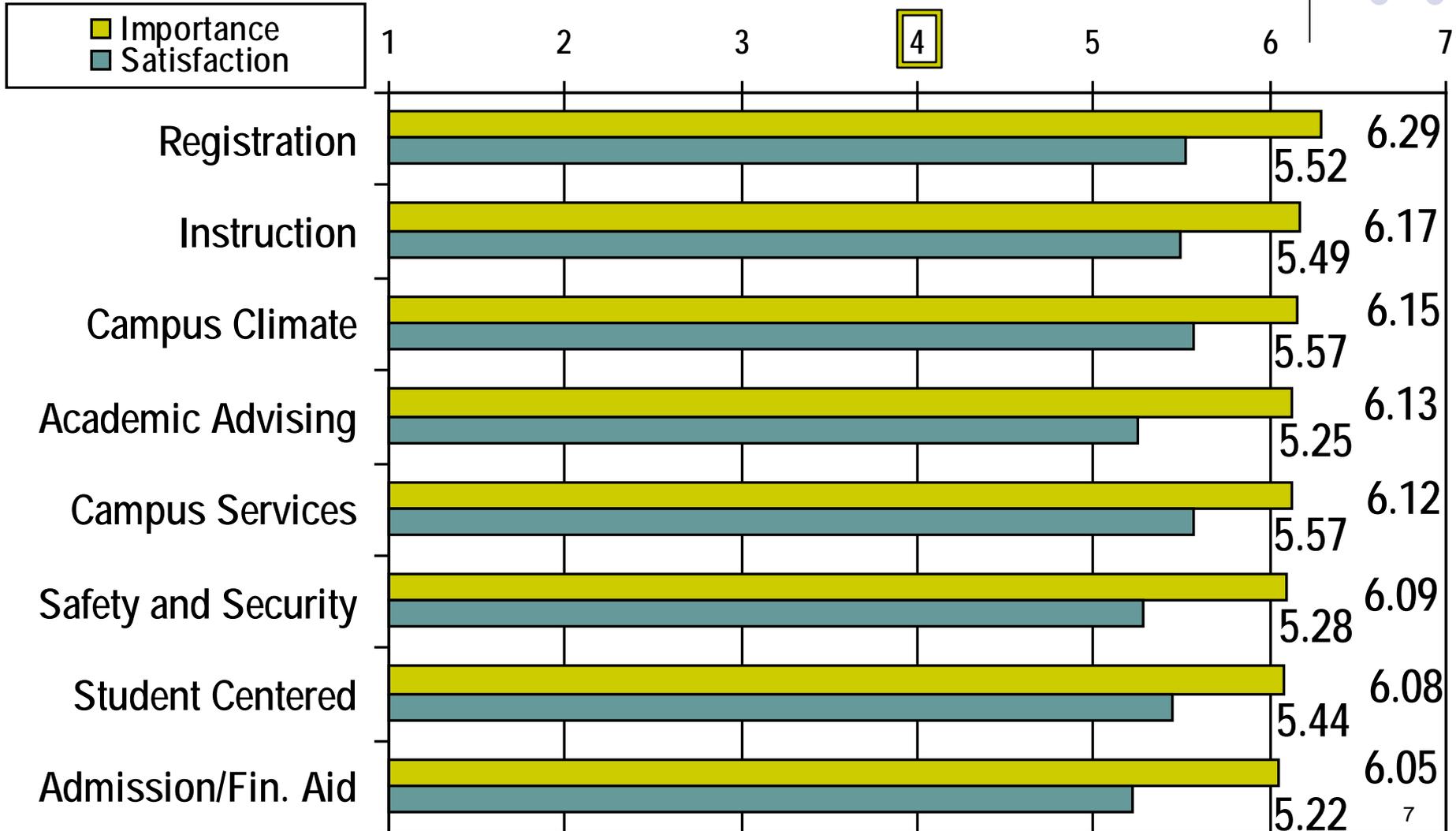
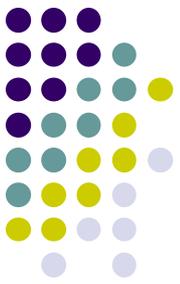


AWC Questions

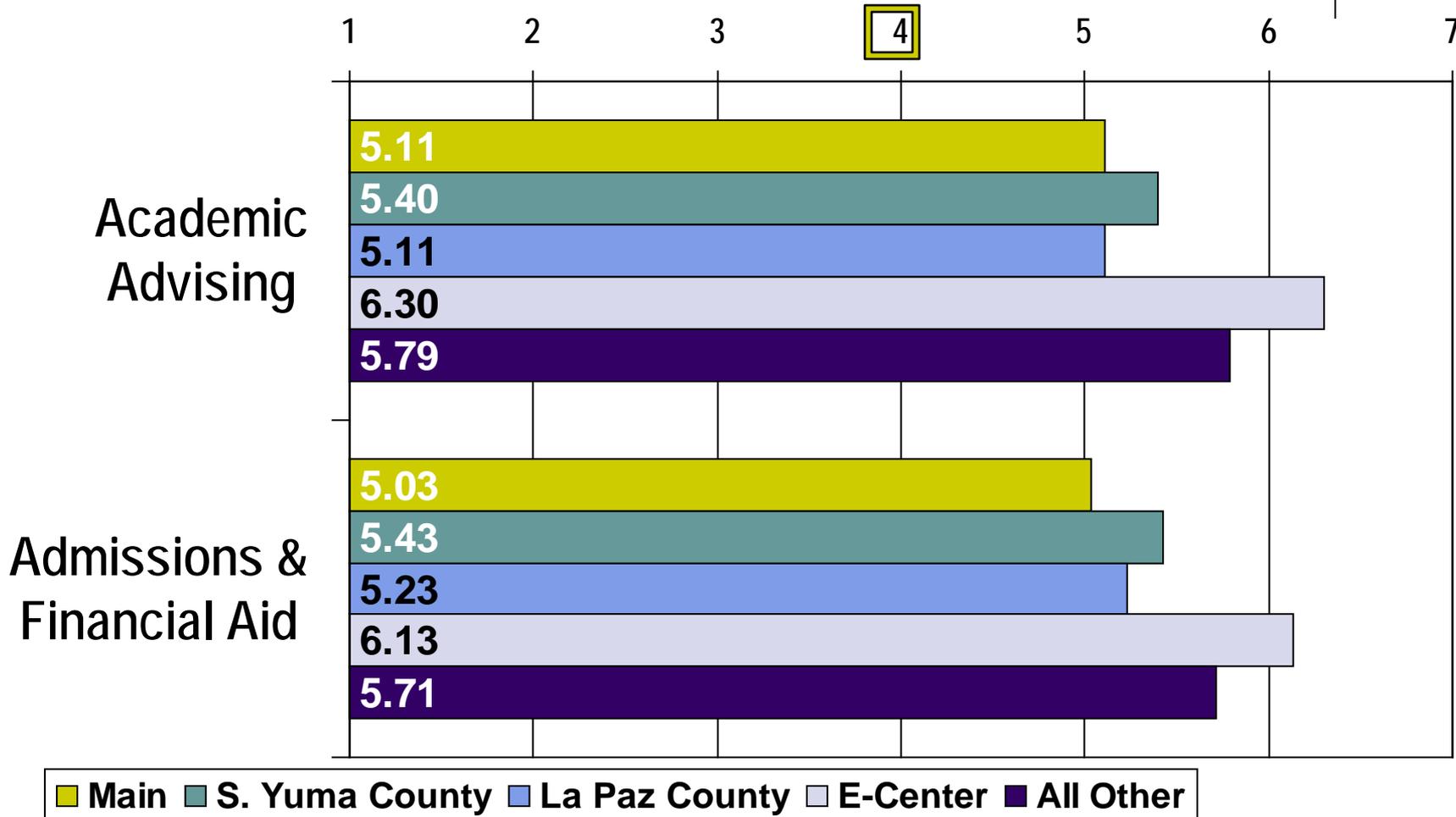
41. I can easily find information on activities and events.
42. I am aware that AWC has programs to serve first-generation, low-income, and disabled students.
43. I know whom I should contact when I have an academic issue.
44. I know where to go for resources for Health & Wellness.
45. I am aware that 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 located at: 1. Main Campus 2. San Luis or Somerton 3. La Paz County 4. Entrepreneurial Center 5. Wellton 6. Other

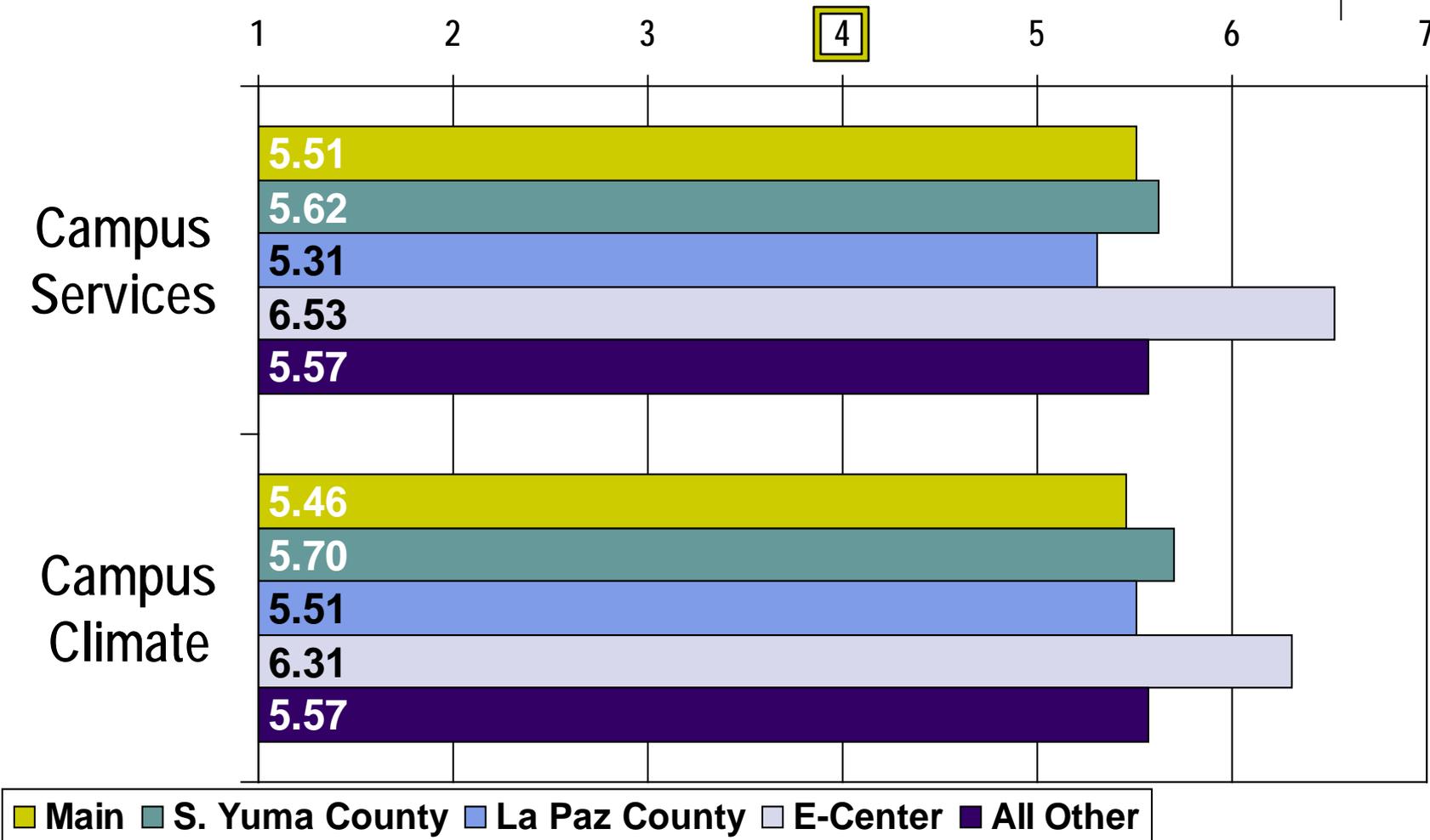
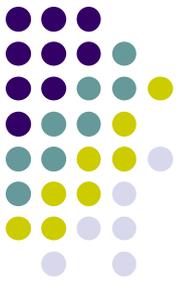
What did students say?



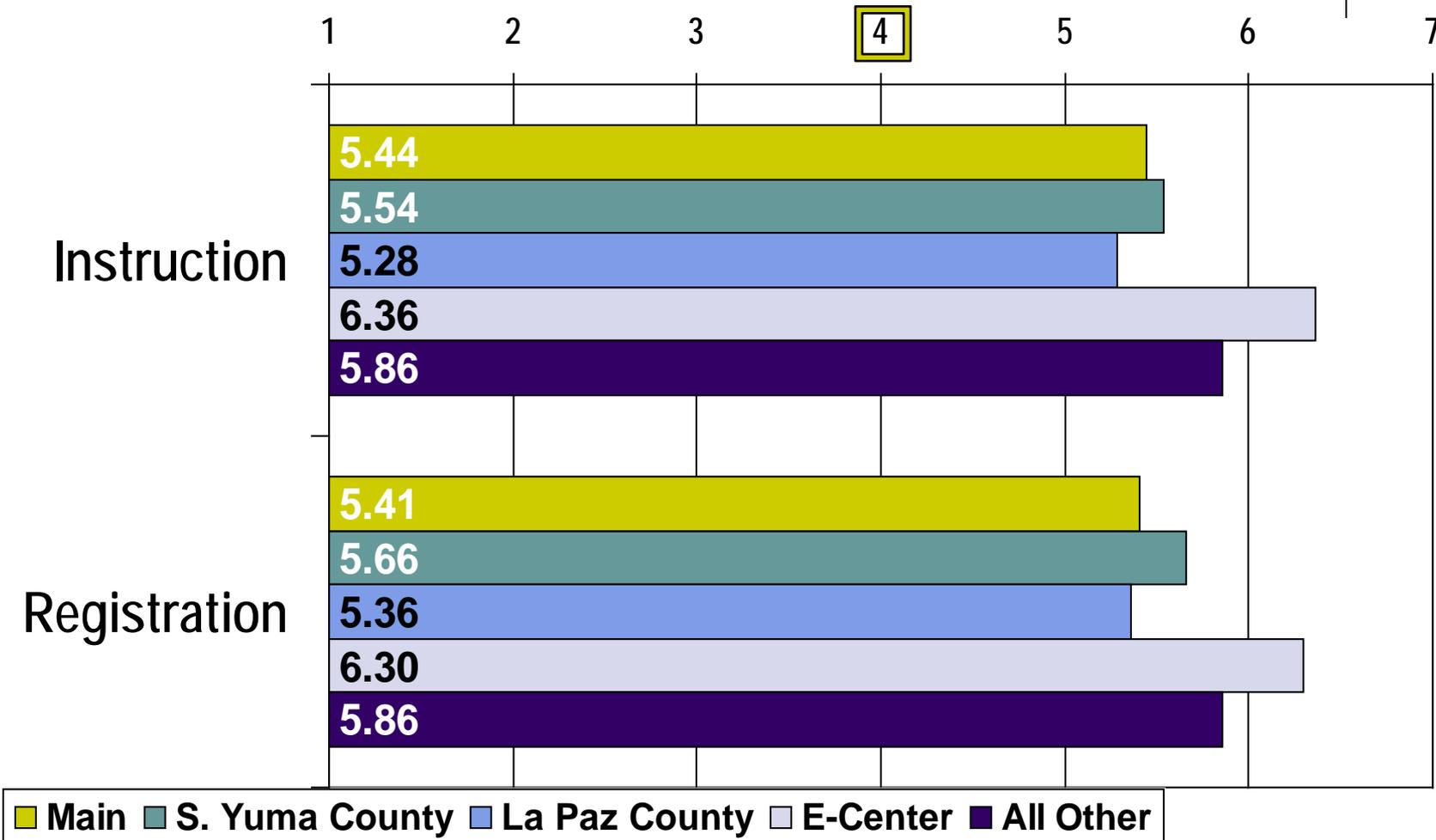
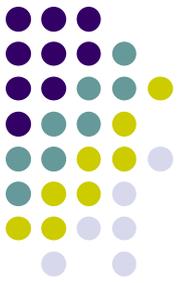
Did satisfaction differ by campus?



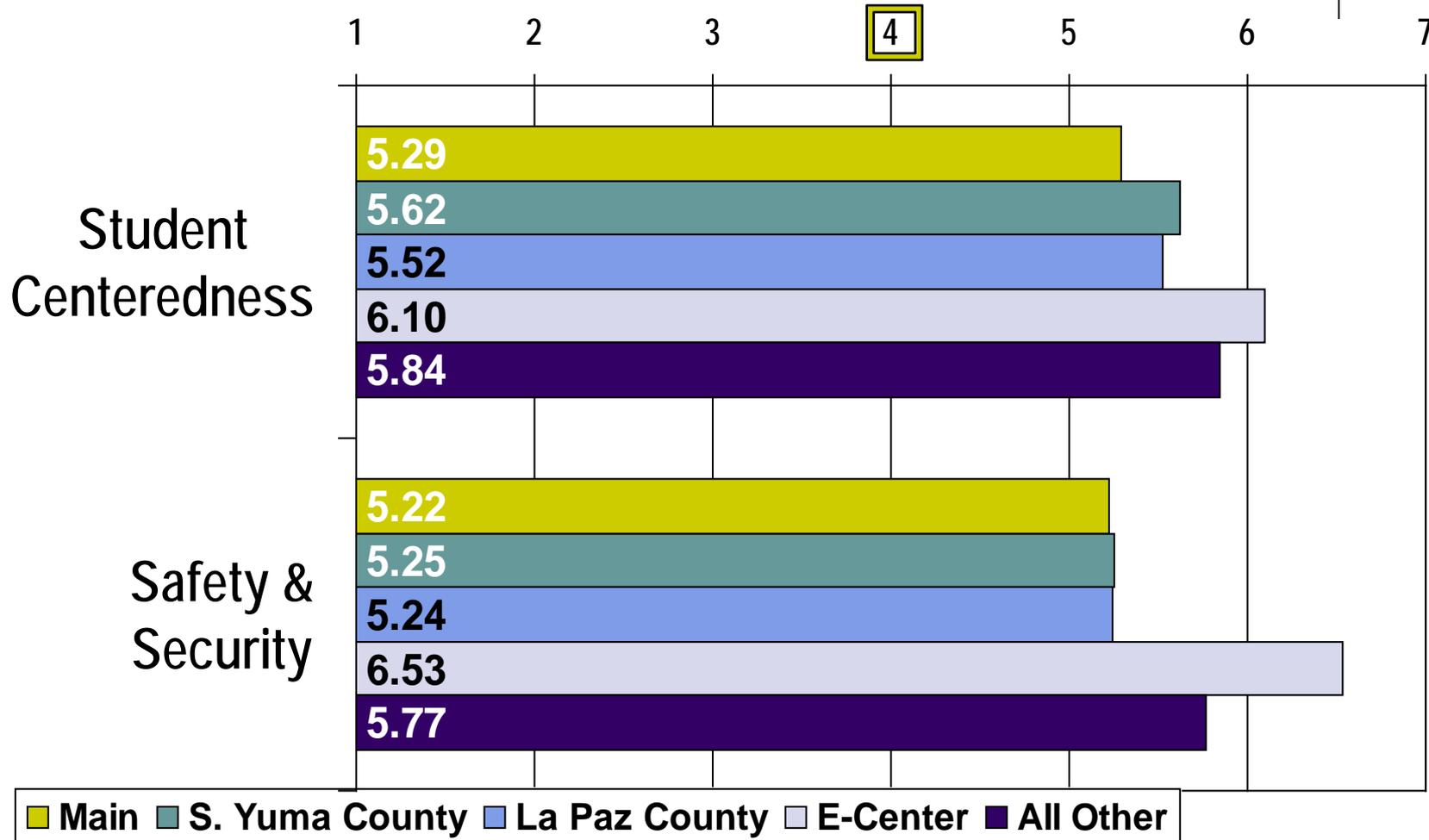
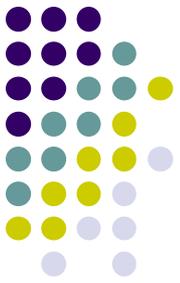
Satisfaction by campus - Continued



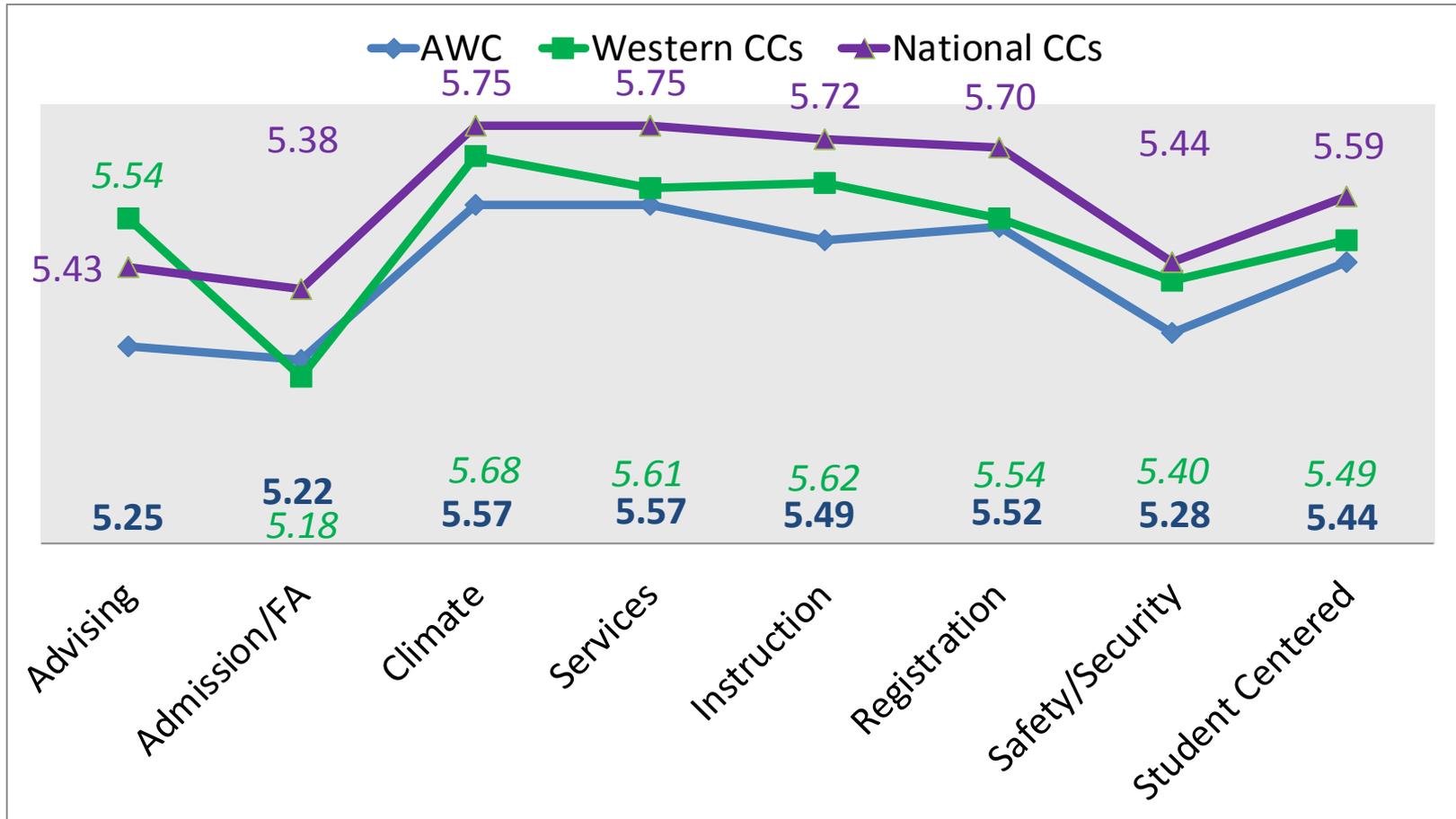
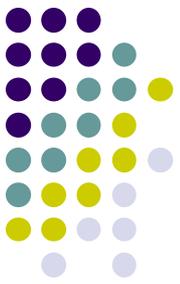
Satisfaction by campus - Continued



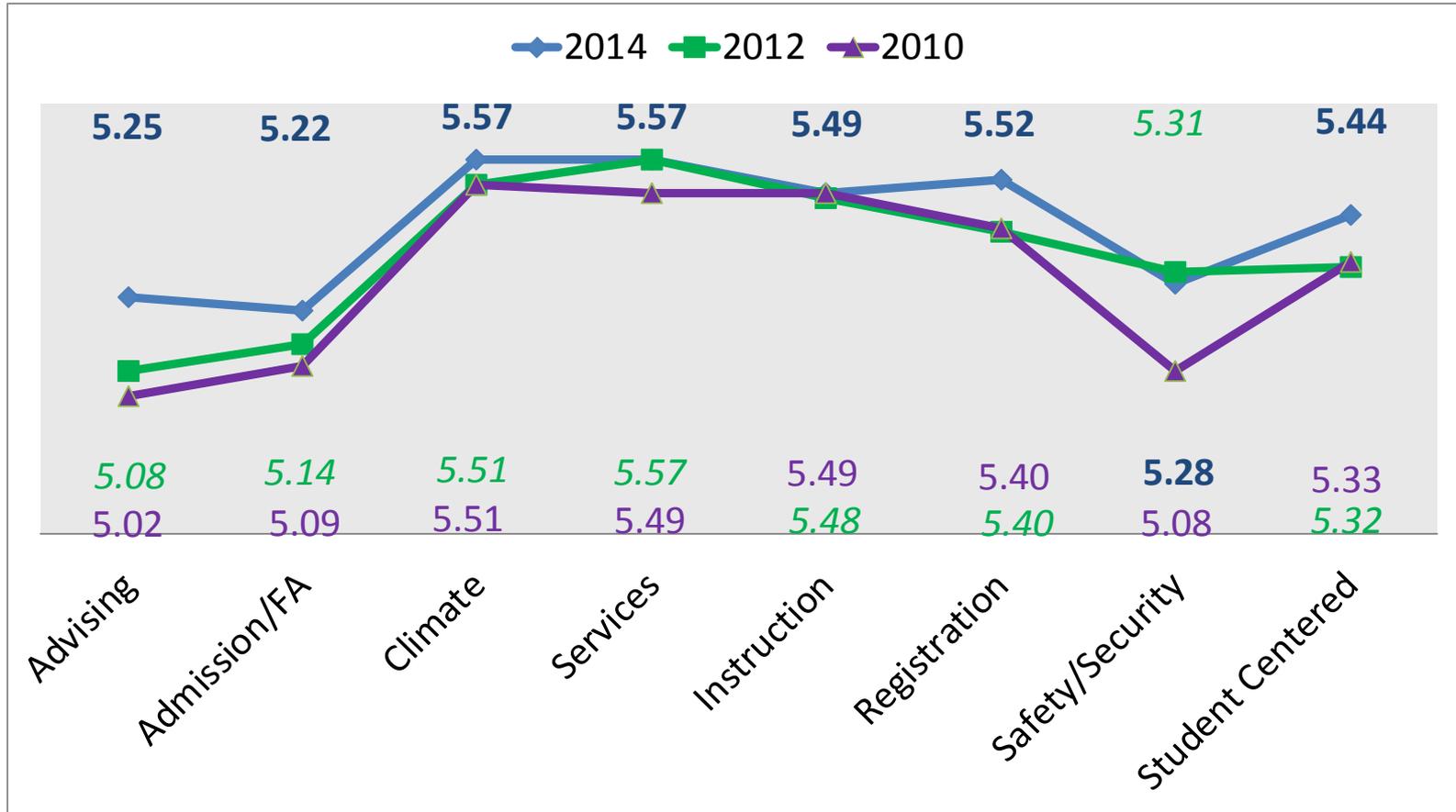
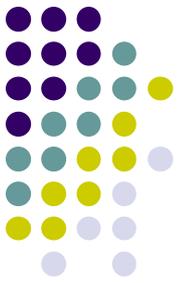
Satisfaction by campus - Continued



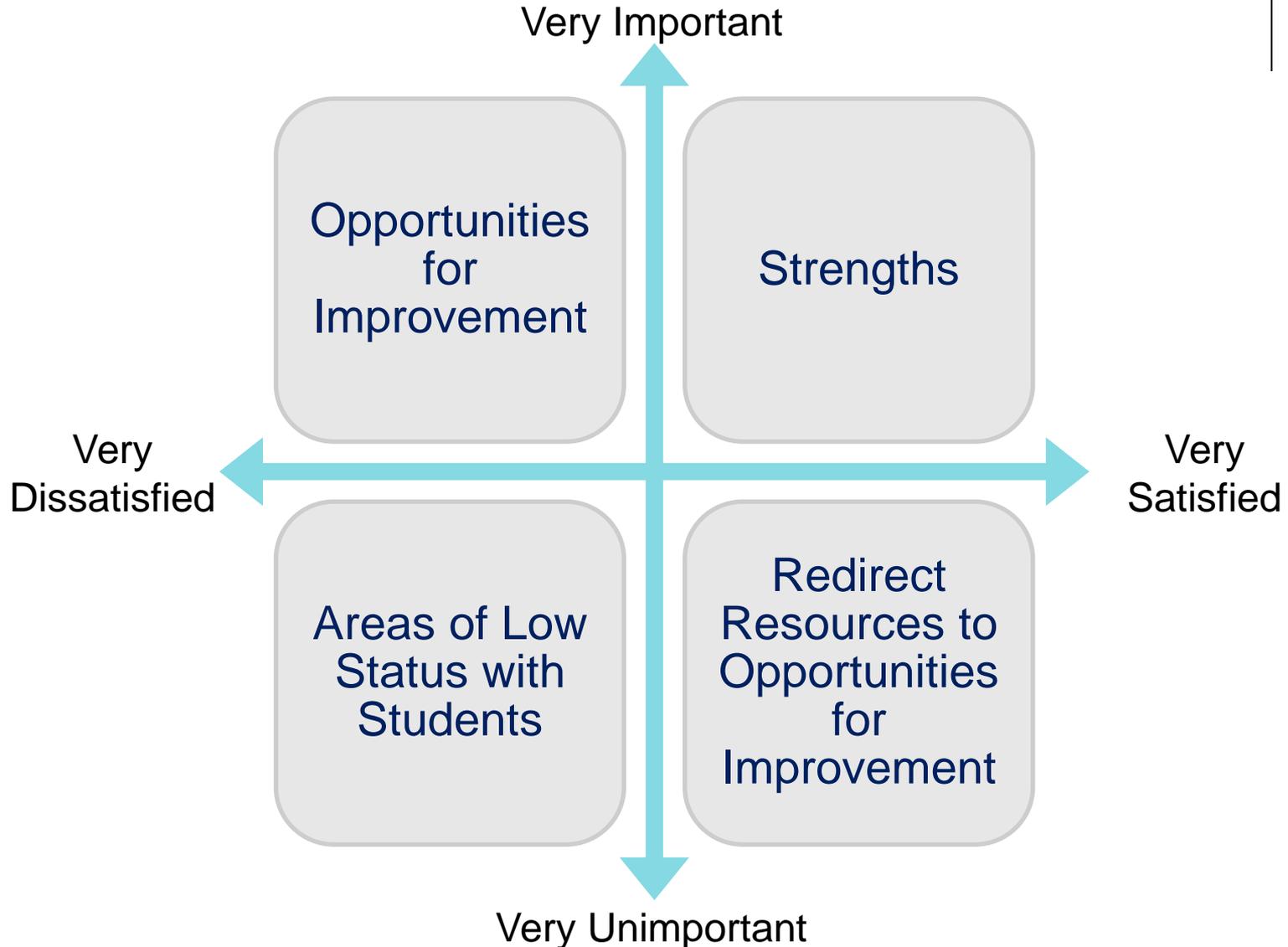
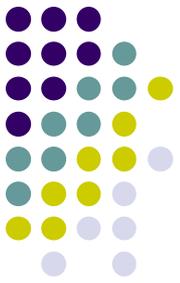
How do we compare to peers?



How do we compare over time?



Matrix for Prioritizing Action

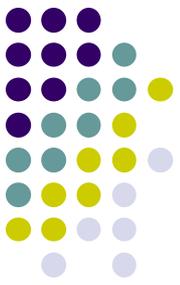




Strengths

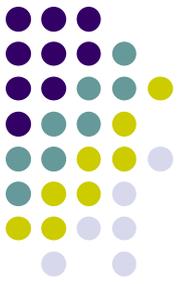
- Quality of instruction in most classes is excellent
- Classes are scheduled at convenient times
- Campus is safe and secure for all students
- Registration processes and procedures are convenient
- Students are made to feel welcome
- The campus provides online access to services I need
- Computer labs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

Opportunities for Improvement



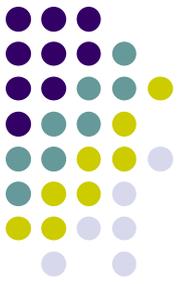
- Sufficient courses within program of study each term
- Able to register for needed classes with few conflicts
- Financial aid awards announced in time for planning
- Advisor helps to apply program of study to career goals
- Faculty provide timely feedback about academic progress
- AWC helps me identify resources to finance education
- I know whom I should contact for an academic issue
- Adequate services to help me decide upon a career
- Administrators are available to hear students' concerns
- Ongoing feedback on progress toward my academic goals

Where are the largest gaps between Importance and Satisfaction?



Item	Imp.	Sat.	Gap
<u>Parking on campus</u>	6.03	4.76	1.27
<u>Feedback on progress</u> toward my academic goals	6.10	5.06	1.04
<u># courses</u> in program of study each term	6.30	5.26	1.04
<u>Financial aid</u> in time for planning	6.24	5.23	1.01
Where to go for <u>Health & Wellness resources</u>	5.58	4.58	1.00
<u>Identifying resources</u> to finance education	6.16	5.18	0.98
Help applying program of study to <u>career goals</u>	6.20	5.26	0.94
<u>Know whom to contact</u> for an academic issue	6.16	5.22	0.94

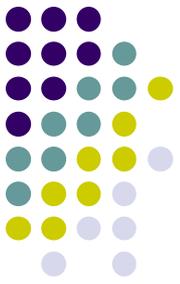
Where are the largest gaps between Importance and Satisfaction?



Main Campus	Imp.	Sat.	Gap
Amount of student <u>parking</u> space on campus is adequate	6.06	4.79	1.27
There are <u>sufficient courses</u> in my program of study each term	6.35	5.13	1.22
<u>Financial aid</u> awards are announced in time for planning	6.18	5.02	1.16
AWC helps me <u>identify resources</u> to finance my education	6.11	4.97	1.14
I am able to <u>register for classes</u> I need with <u>few conflicts</u>	6.33	5.24	1.09

San Luis and Somerton	Imp.	Sat.	Gap
Amount of student <u>parking</u> space on campus is adequate	6.01	4.39	1.62
<u>Ongoing feedback</u> on progress toward academic goals	6.22	5.14	1.08
I know where to go for <u>Health & Wellness resources</u>	5.64	4.69	0.95
<u>Financial aid</u> awards are announced in time for planning	6.41	5.49	0.92
Adequate services to help me <u>decide on a transfer university</u>	6.24	5.37	0.89

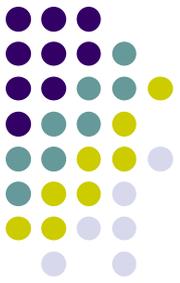
Where are the largest gaps between Importance and Satisfaction?



La Paz County	Imp.	Sat.	Gap
Faculty provide timely <u>feedback about my academic progress</u>	6.38	4.82	1.56
Advisor is knowledgeable about <u>transfer requirements</u>	6.10	4.79	1.31
Aware of AWC's <u>international learning opportunities</u>	5.94	4.63	1.31
I <u>know whom to contact</u> when I have an academic issue	6.25	5.00	1.25
Ongoing <u>feedback about progress</u> toward my academic goals	6.09	4.87	1.22

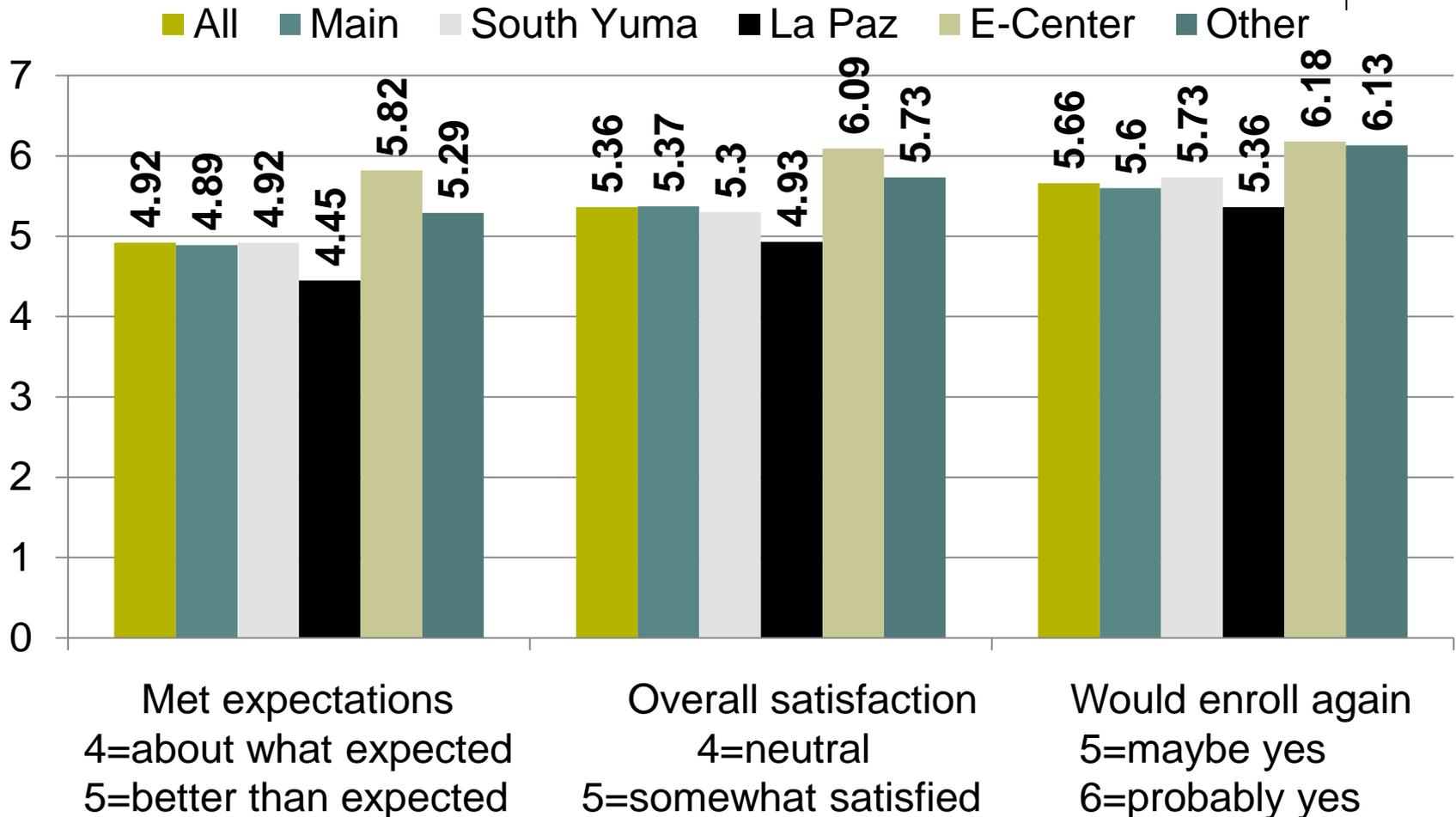
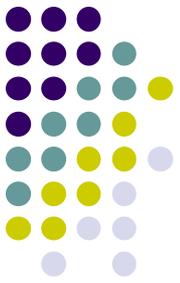
Entrepreneurial Center	Imp.	Sat.	Gap
I know where to go for <u>Health & Wellness resources</u>	6.27	5.00	1.27
There are <u>sufficient courses</u> in my program of study each term	6.73	5.80	0.93
<u>Online resources for transfer services</u> are easily accessible	6.60	5.67	0.93
AWC helps me <u>identify resources</u> to finance my education	6.70	5.80	0.90
I <u>know whom to contact</u> when I have an academic issue	6.73	5.90	0.83

Where are the largest gaps between Importance and Satisfaction?



Other Locations	Imp.	Sat.	Gap
There are <u>convenient ways to pay</u> my school bill	6.33	5.60	0.73
Aware that AWC has programs to serve first-generation, low-income, and disabled students	6.06	5.38	0.68
Ongoing <u>feedback about progress</u> toward my academic goals	6.14	5.47	0.67
Academic advisor is knowledgeable about my program requirements	6.38	5.76	0.62
Admissions staff accurately portray program offerings in their recruiting practices	5.93	5.38	0.55

Summary of College Experience

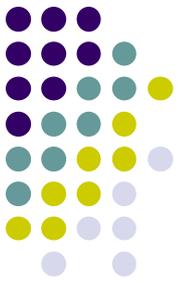




Now what?

- 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 2016 SSI results to prior years to evaluate improvement

Questions? Comments?



Detailed results are available at
www.azwestern.edu/institutional_research