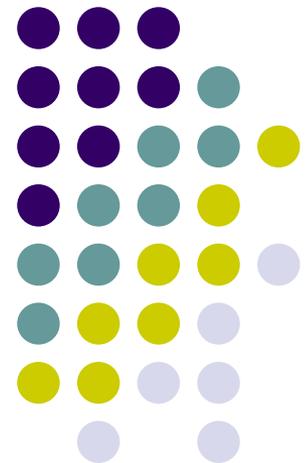




Noel-Levitz Student Satisfaction Inventory Survey

ARIZONA WESTERN COLLEGE
Summary of Results: Fall 2019



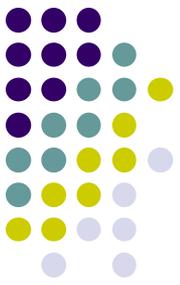


Definition of satisfaction

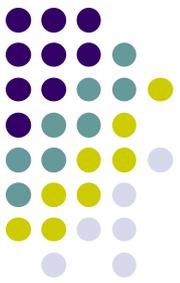
“When expectations are met or exceeded by the student’s perception of the campus reality.”

Schreiner & Juillerat, 1994

How we got here and where we are going



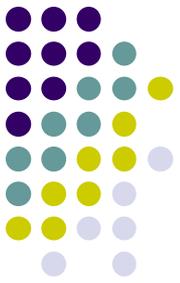
Self-Study/Recommendation - Ask Students & Listen	Spring 2009
Strategic Objective: Plan to Collect Feedback	2009-2010
Student Satisfaction Inventory	Fall 2010
Community College Survey of Student Engagement	Spring 2012
Student Satisfaction Inventory	Fall 2012
College Employee Satisfaction Survey	Fall 2013
Student Satisfaction Inventory	Fall 2014
Community College Survey of Student Engagement	Spring 2016
Student Satisfaction Inventory	Fall 2016
Student Satisfaction Inventory	Fall 2019



About SSI Measurements

- Importance and Satisfaction
- 40 standard items + 10 campus-defined items
- 7 point scale:

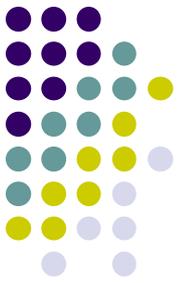
1 - not important at all	AND	1 - not satisfied at all
2 - not very important	AND	2 - not very satisfied
3 - somewhat unimportant	AND	3 - somewhat dissatisfied
4 - neutral	AND	4 - neutral
5 - somewhat important	AND	5 - somewhat satisfied
6 - important	AND	6 - satisfied
7 - very important	AND	7 - very satisfied
- Strengths and Challenges
- Performance Gap (Gap): Importance score minus Satisfaction score
- Standard Deviation (SD): Variability in responses
- Results sorted by Campus Location



What does the survey measure?

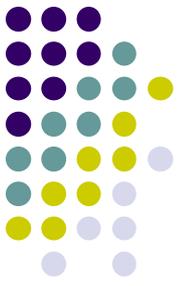
- **Academic Advising:** *Comprehensiveness of academic advising program*
- **Admissions and Financial Aid:** *Ability to enroll students effectively*
- **Campus Climate:** *Promotion of campus pride and belonging*
- **Campus Services:** *Adequacy and availability of student services to achieve academic goals*
- **Instruction:** *Commitment to academic excellence, the curriculum, and students' academic experience*
- **Registration:** *Commitment to smooth and effective registration and billing process*
- **Safety and Security:** *Responsiveness to students' safety and security on campus*
- **Student Centeredness:** *Extent to which students feel welcome, valued, and important*

Survey Sample Fall 2019



- Administered September 2019 in person
- 2,500 students from 140 randomly selected sections
- 1,703 total respondents; 68% response rate
- 23% of fall students
- All campus locations

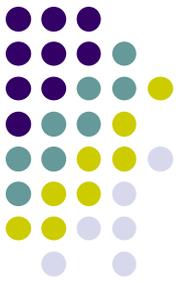




Respondent Demographics

- **Gender:** 43% Male; 57% Female
- **Age:** 83% 24 and younger; 17% 25 and older
- **Ethnicity:** 74% Latino; 15% Caucasian; 11% All others
- **Enrollment status:** 76% Day; 23% Evening
- **Class load:** 63% Full-time; 37% Part-time
- **Class level:** 50% 1 year or less; 40% 2-3 years; 10% 4 or more years
- **GPA:** 22% no credits earned; 4% 1.99 or below; 74% 2.0 or above
- **Educational Goal:** 56% Associate degree; 28% Transfer; 16% All others

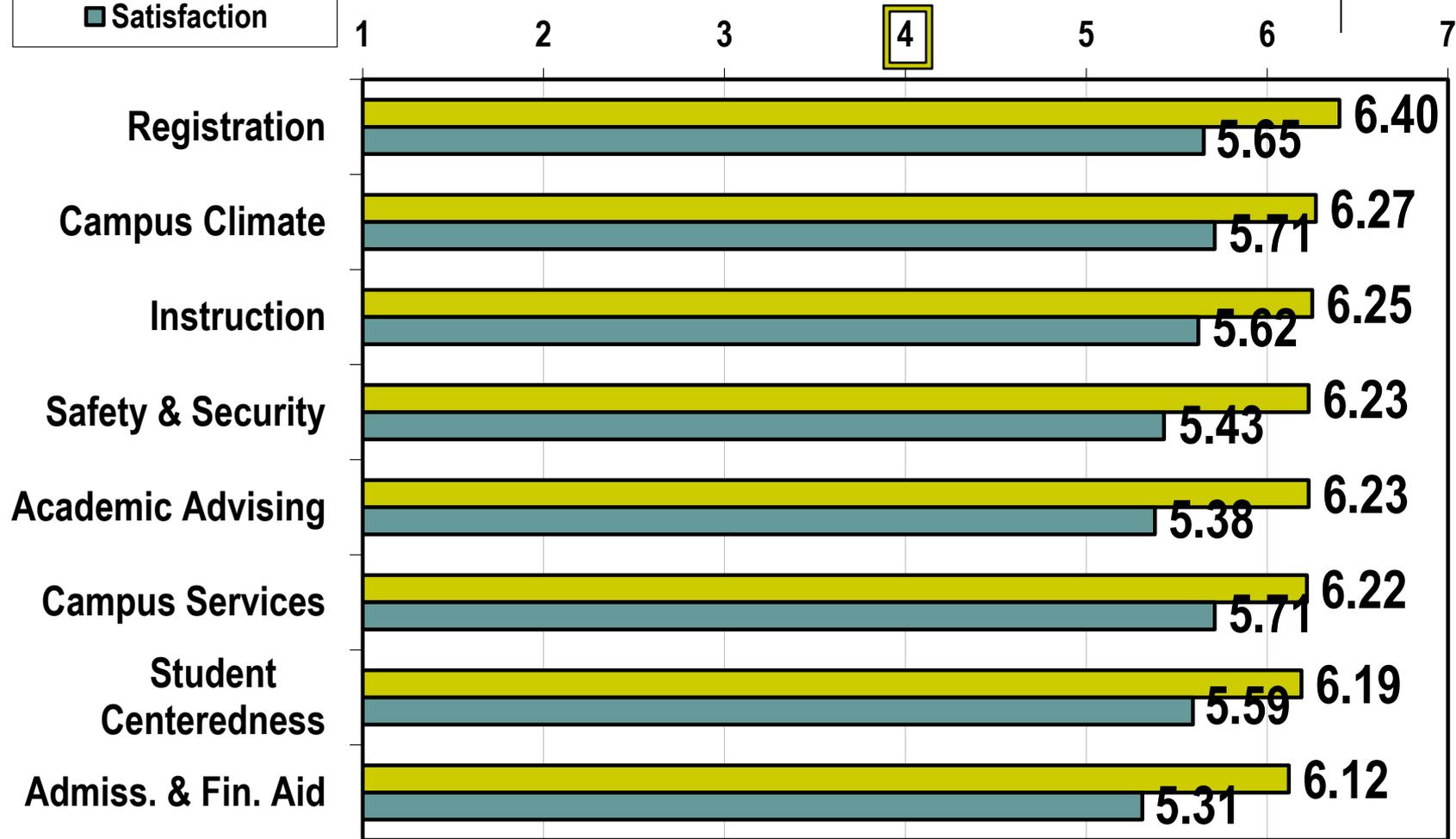
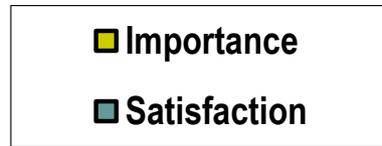
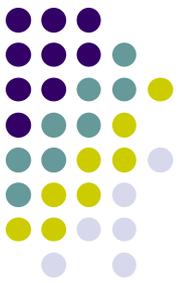
AWC Questions



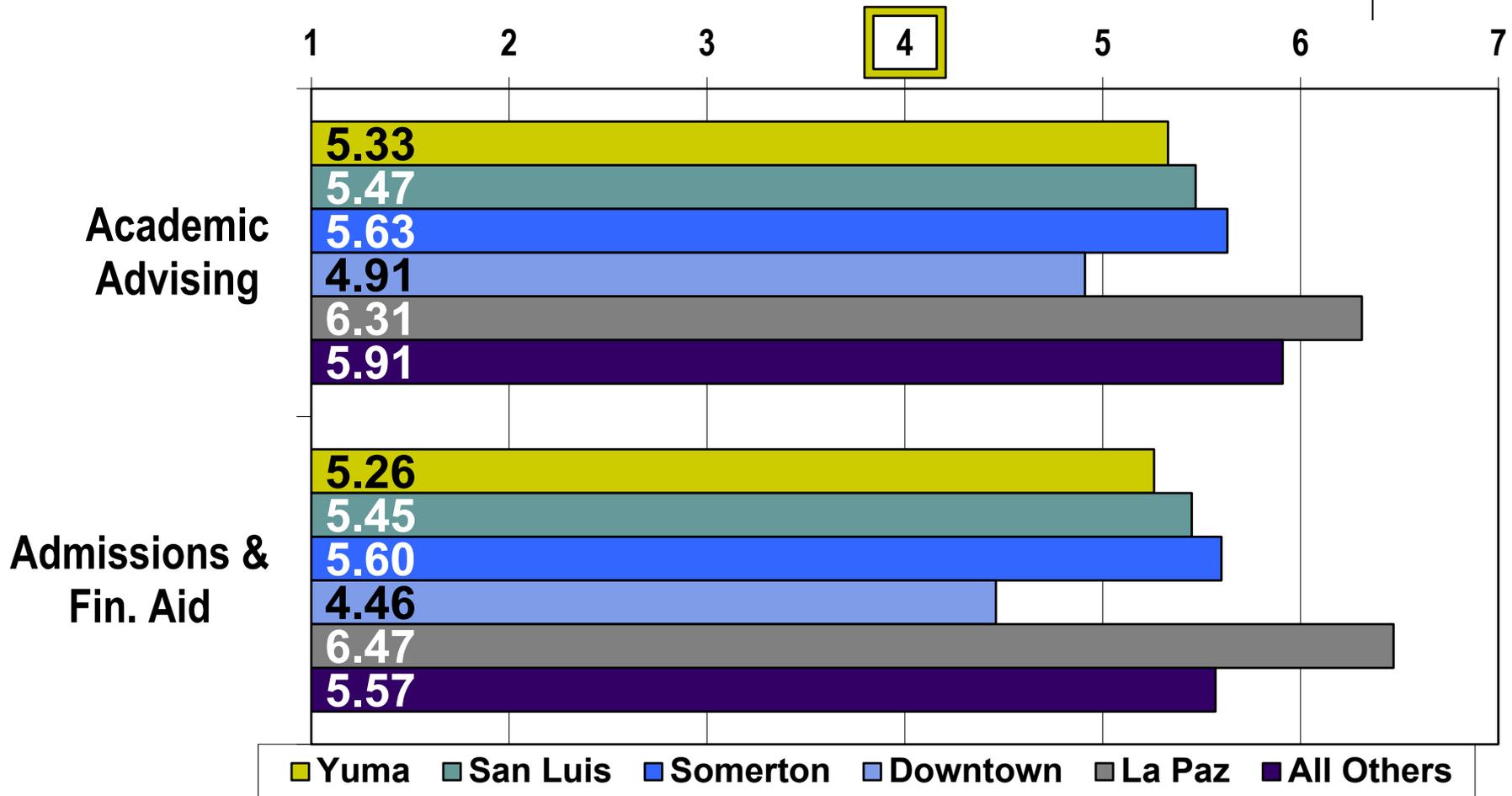
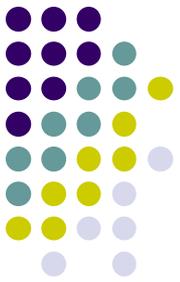
41. I can easily find information on activities and events.
42. I am aware that AWC has programs to serve first-generation, low-income, students with disabilities, and students with migrant, agricultural backgrounds.
43. When I have an academic issue, I know whom I should contact.
44. I know where to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

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

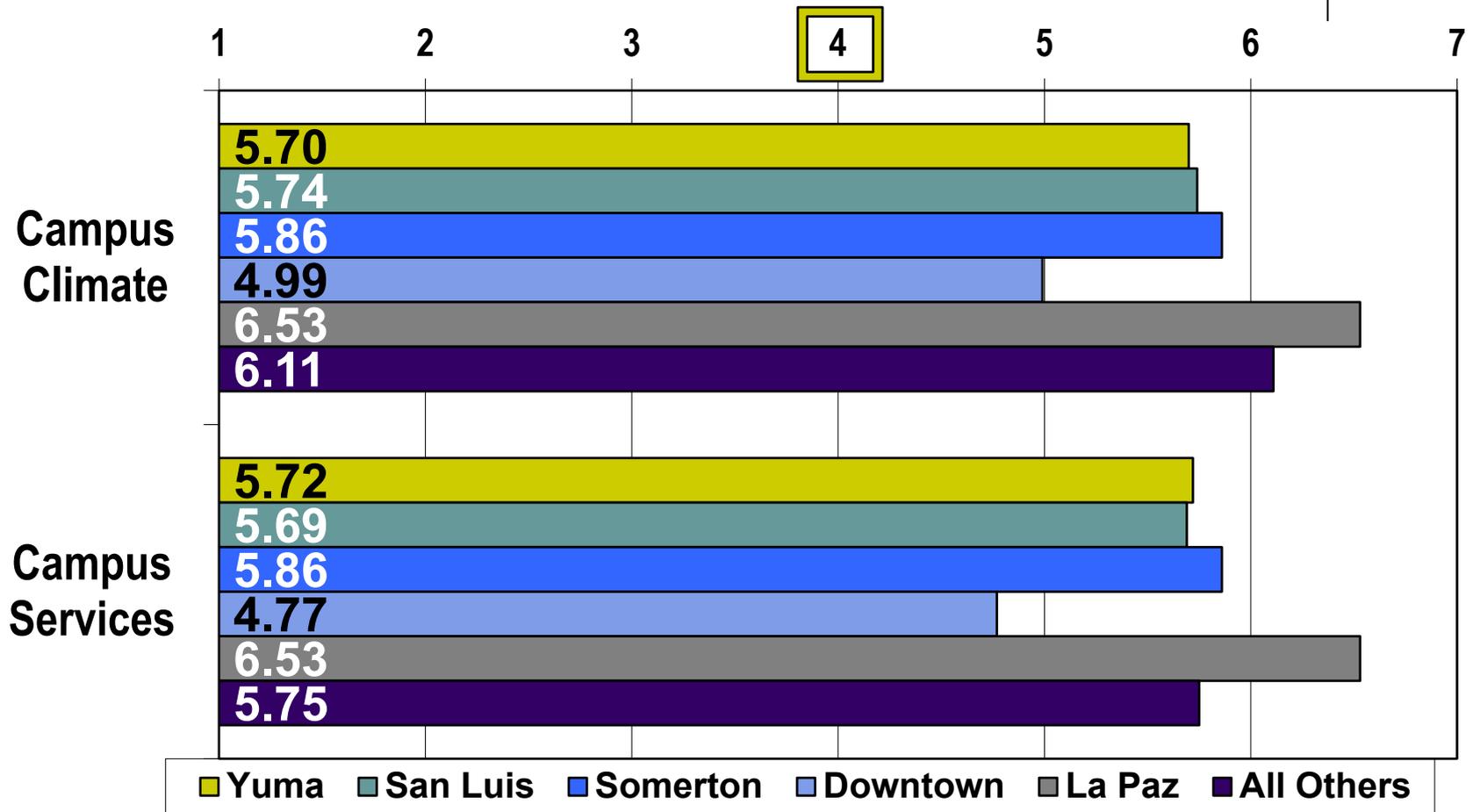
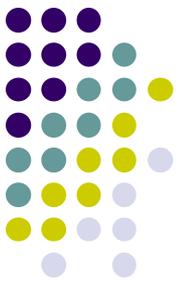
What did students say?



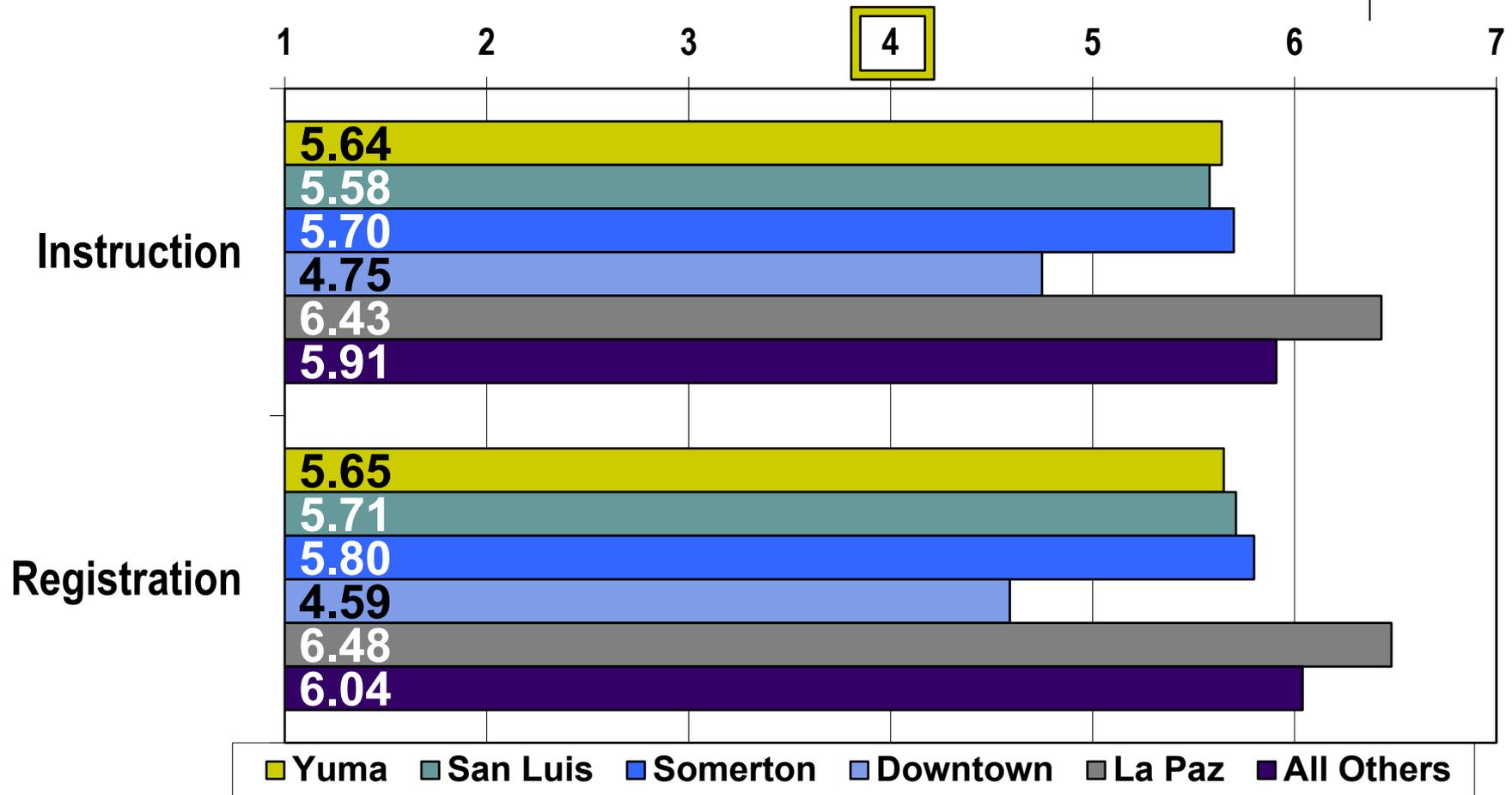
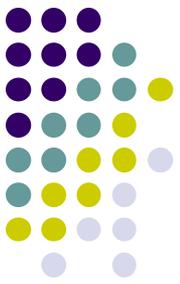
Did Satisfaction differ by Campus?



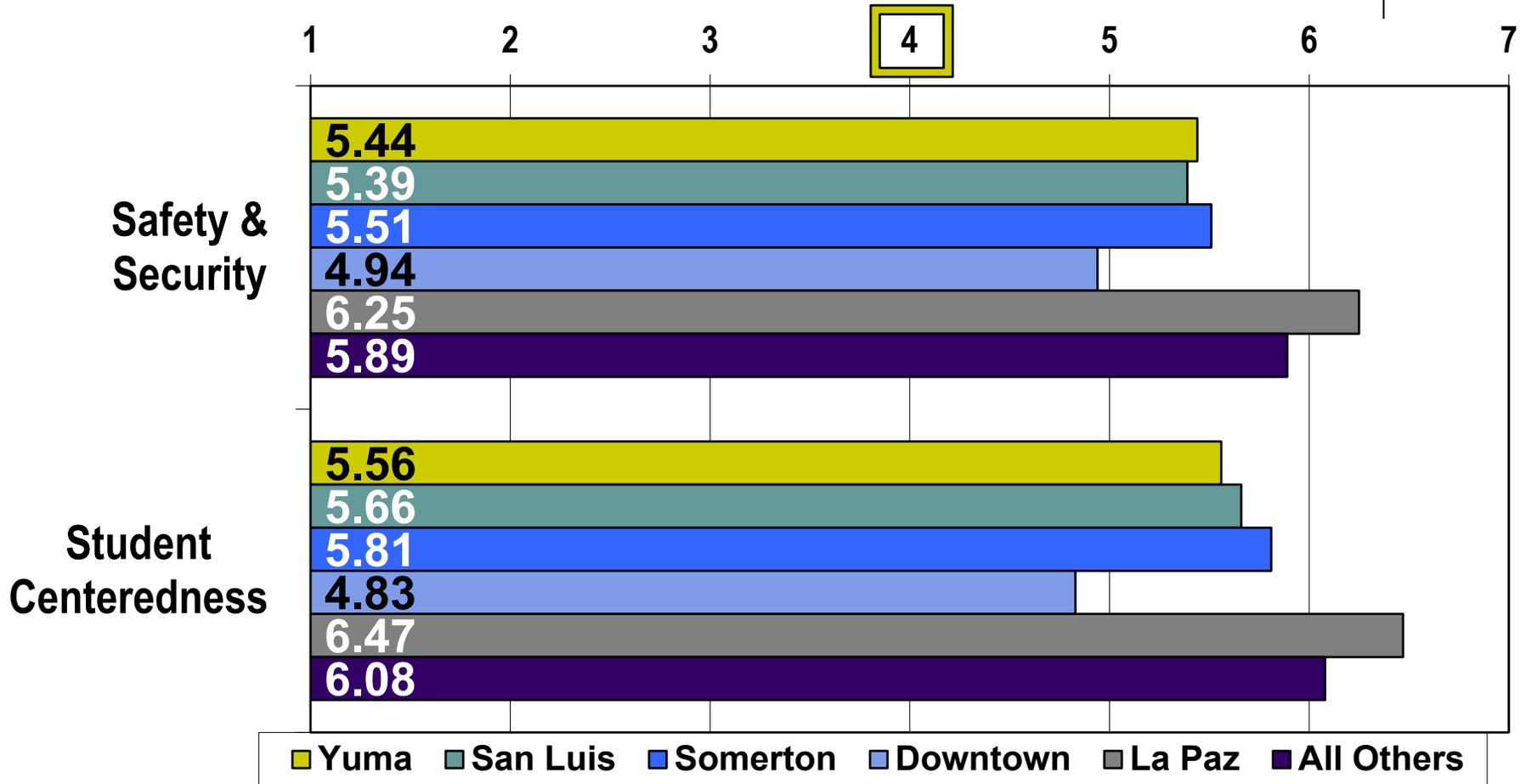
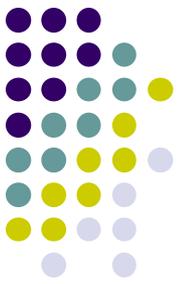
Did Satisfaction differ by Campus? (cont.)



Did Satisfaction differ by Campus? (cont.)



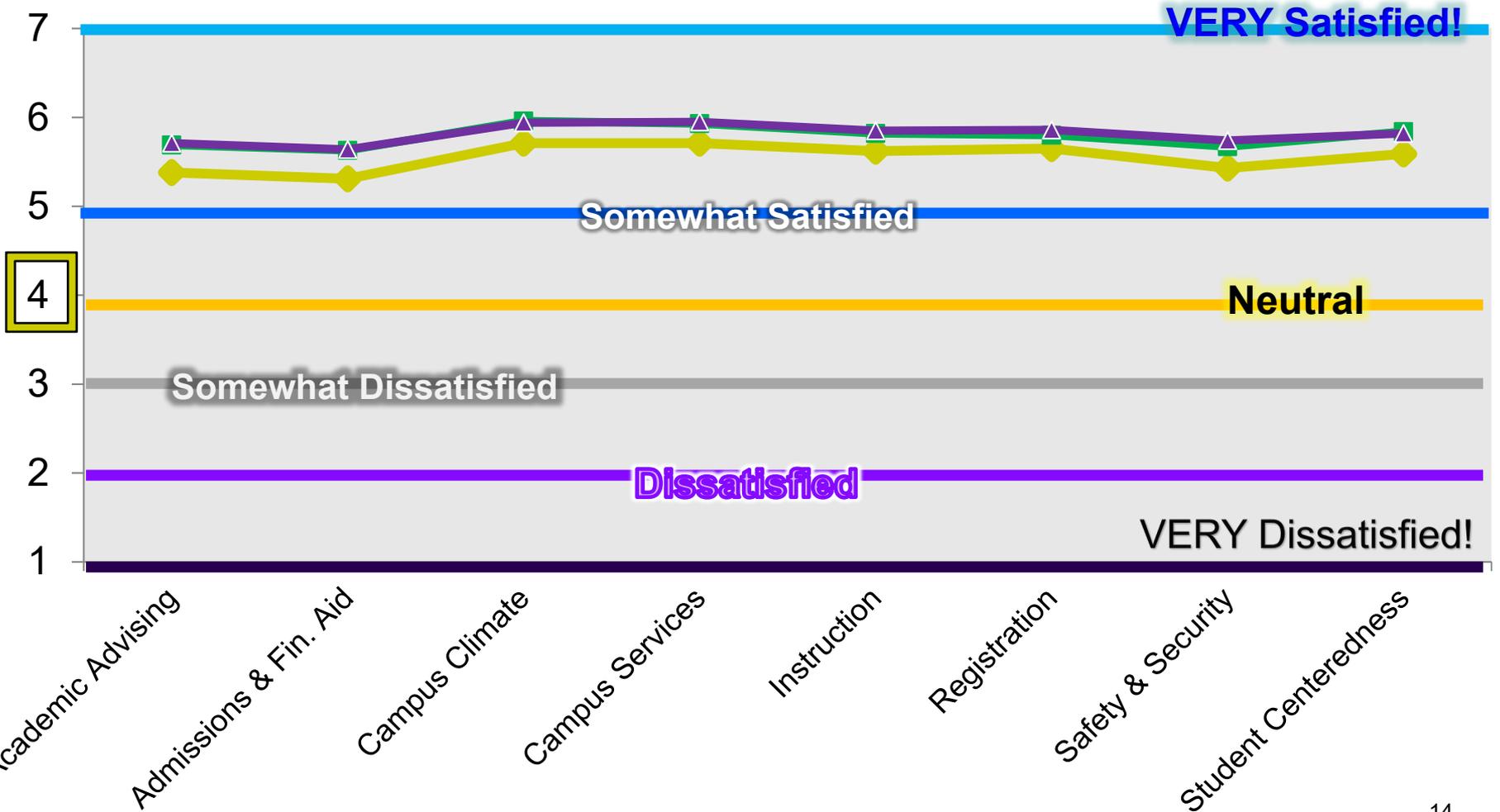
Did Satisfaction differ by Campus? (cont.)



How do we compare to Peers?



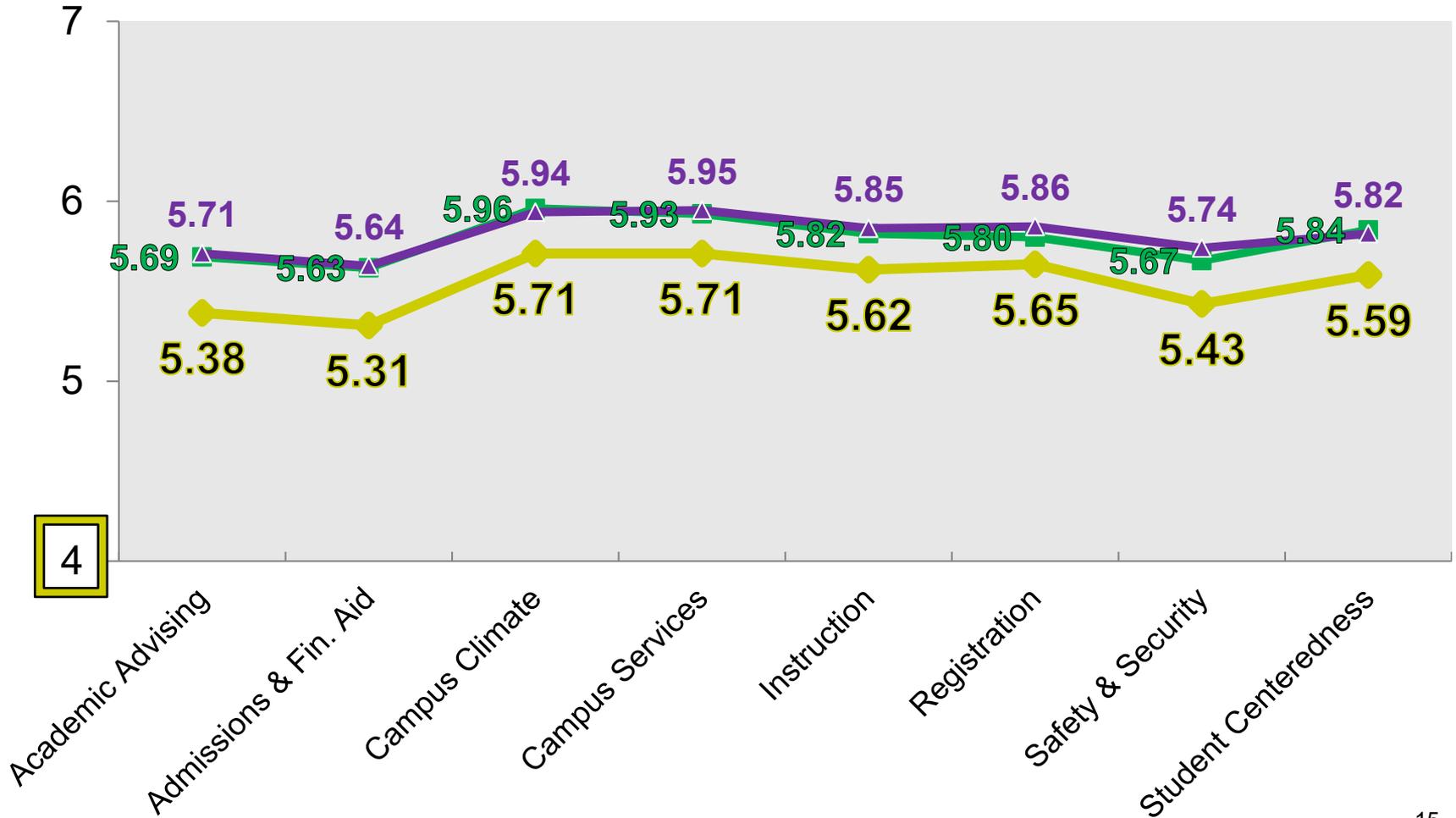
◆ AWC ■ Western CCs ▲ National CCs



How do we compare to Peers?



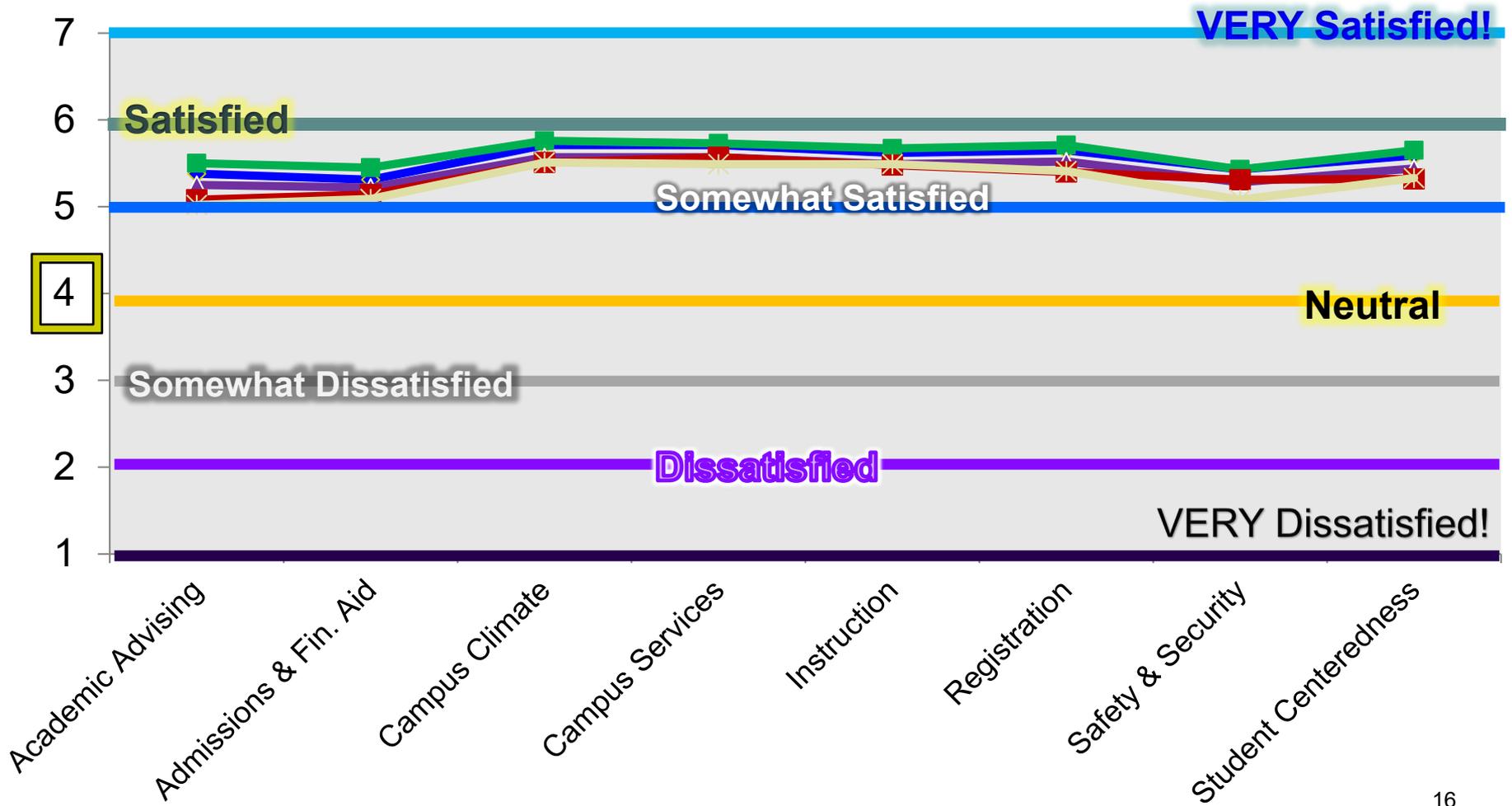
◆ AWC ■ Western CCs ▲ National CCs



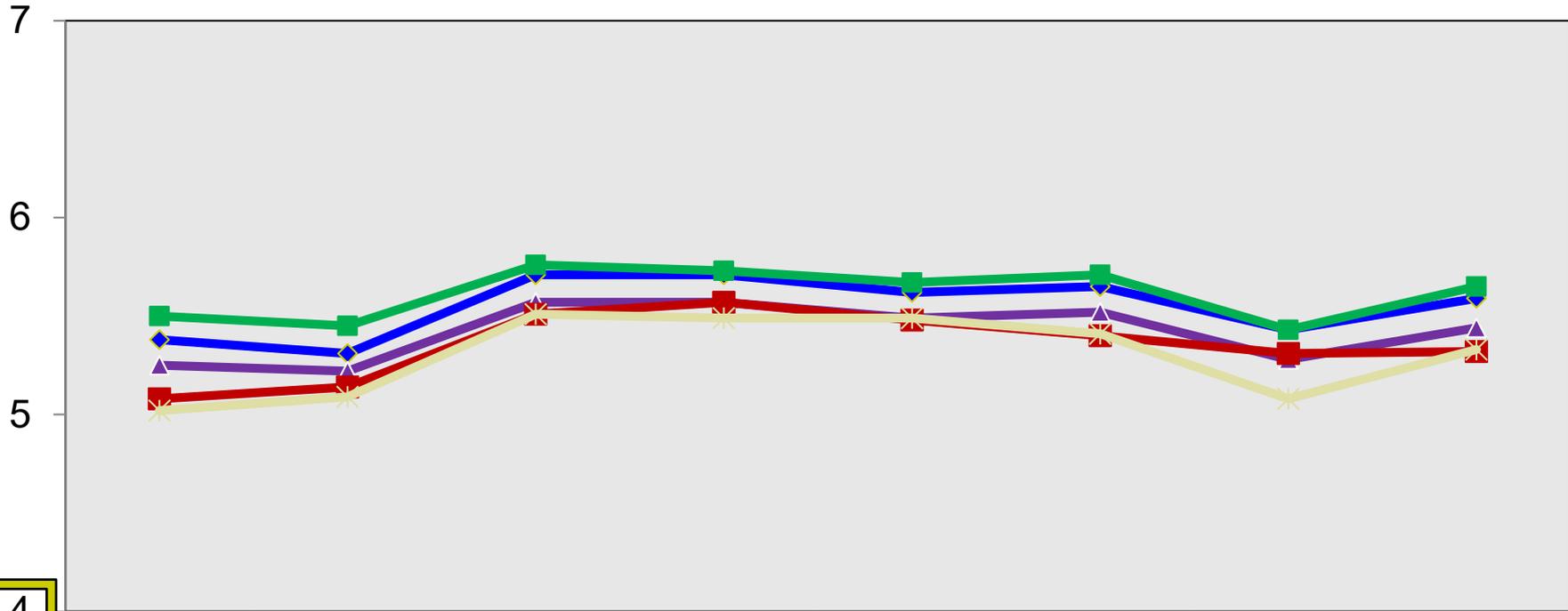
How do we compare over time?



2019 2016 2014 2012 2010



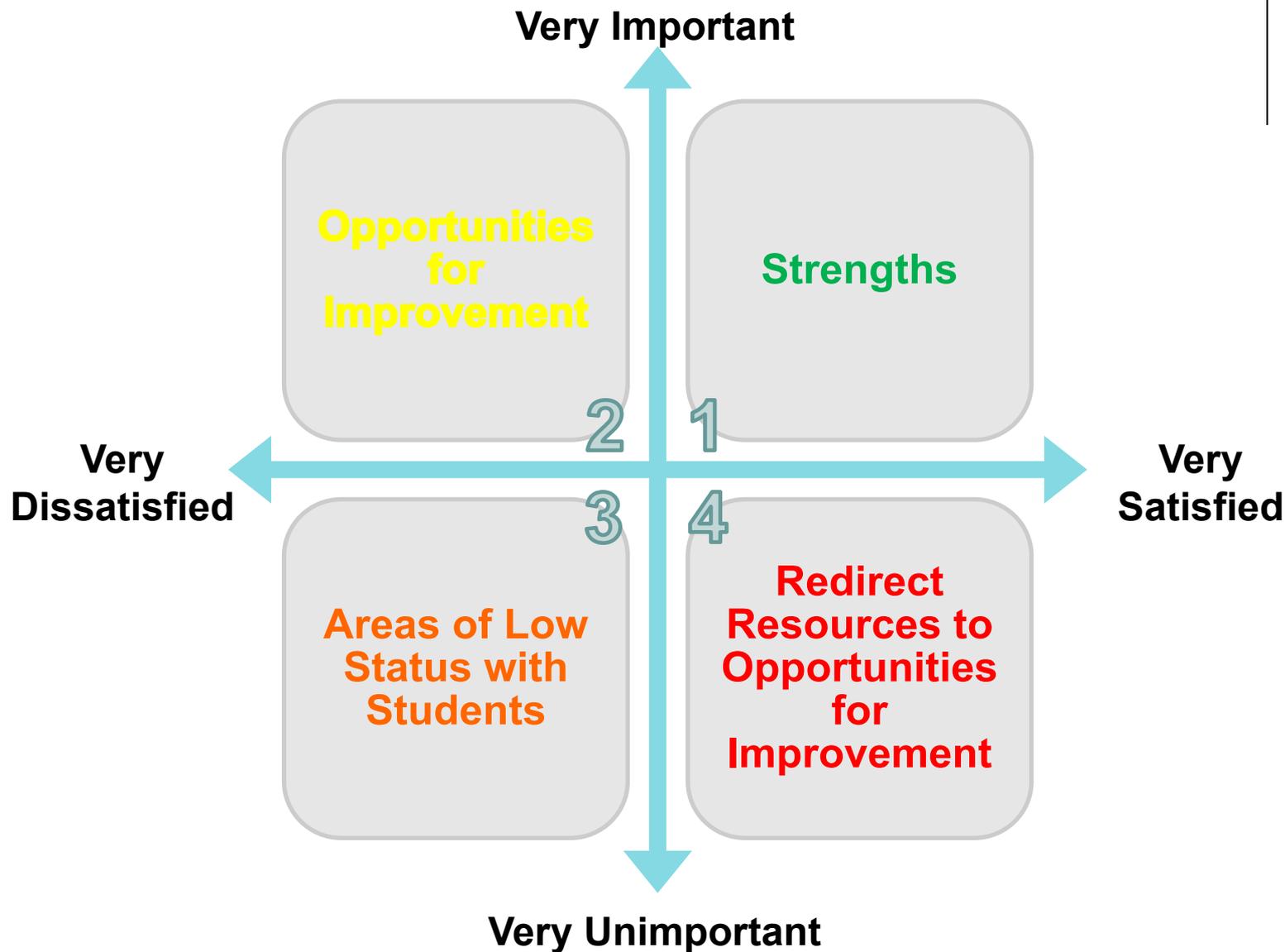
How do we compare over time?



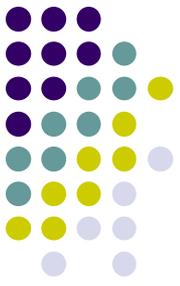
4

	Academic Advising	Admissions & Fin. Aid	Campus Climate	Campus Services	Instruction	Registration	Safety & Security	Student Centeredness
2019	5.38	5.31	5.71	5.71	5.62	5.65	5.43	5.59
2016	5.50	5.45	5.76	5.73	5.67	5.71	5.43	5.65
2014	5.25	5.22	5.57	5.57	5.49	5.52	5.28	5.44
2012	5.08	5.14	5.51	5.57	5.48	5.40	5.31	5.32
2010	5.02	5.09	5.51	5.49	5.49	5.41	5.08	5.33

Matrix for Prioritizing Action

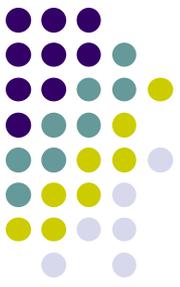


Strengths



- Campus is safe and secure for all students
- Quality of instruction in most classes is excellent
- The campus provides online access to services I need
- Registration processes and procedures are convenient
- Students are made to feel welcome
- There are convenient ways of paying my school bill
- Tutoring services are readily available
- Faculty are usually available to students outside of class
- The campus is well-maintained
- Campus staff are caring and helpful
- Faculty are fair and unbiased to individual students
- Computer labs are adequate and accessible

Opportunities for Improvement



- Classes are scheduled at convenient times
- I know where to find important dates & deadlines
- Able to register for needed classes with few conflicts
- Sufficient courses within program of study each term
- I know who to contact with an academic issue
- AWC helps me identify resources to finance education
- Advisor helps me apply my program of study to career goals
- Adequate services to help me decide upon a career
- Advisor is knowledgeable about transfer requirements of other schools
- Faculty provide timely feedback about academic progress

Where are the largest gaps between Importance and Satisfaction?



LARGEST GAP – Overall (N=1,703)	Imp.	Sat.	Gap
<u>Adequate parking</u> on campus	6.17	4.83	1.34
Know where to go for <u>Health & Wellness resources</u>	5.75	4.68	1.07
<u>Help identifying resources</u> to finance education	6.27	5.26	1.01
<u>Know whom to contact</u> for an academic issue	6.33	5.37	0.96
<u>Classes</u> scheduled <u>at convenient times</u>	6.54	5.62	0.92
Advisor knows <u>transfer requirements</u> of other schools	6.24	5.34	0.90
<u>Financial aid awards</u> announced <u>in time</u> to be <u>helpful in college planning</u>	6.18	5.29	0.89
Advisor helps <u>apply program of study</u> to <u>career goals</u>	6.25	5.36	0.89
Can register for <u>needed classes with few conflicts</u>	6.41	5.53	0.88
<u>Feedback on progress</u> toward my academic goals	6.14	5.26	0.88

Strengths & Opportunities for Improvement: Yuma Campus



STRENGTHS – Yuma	Imp.	Sat.	Gap
Campus is <u>safe and secure</u> for all students	6.56	6.03	0.53
<u>Quality of instruction</u> in most classes is excellent	6.51	5.77	0.75
<u>Registration processes and procedures</u> are convenient	6.42	5.75	0.67
Campus provides <u>online access</u> to services needed	6.42	6.01	0.42
Students <u>feel welcome</u> here	6.38	5.97	0.42
OPPORTUNITIES for IMPROVEMENT – Yuma	Imp.	Sat.	Gap
<u>Classes</u> scheduled at <u>convenient times</u>	6.58	5.60	0.98
Able to <u>register for classes</u> I need with <u>few conflicts</u>	6.45	5.52	0.93
<u>Sufficient courses</u> in my program of study <u>available</u> each term	6.45	5.51	0.93
Know <u>whom to contact</u> when I have an <u>academic issue</u>	6.33	5.36	0.98
<u>Help identifying resources</u> to finance my education	6.29	5.20	1.09
LARGEST GAP – Yuma	Imp.	Sat.	Gap
<u>Adequate parking</u> on campus	6.23	4.85	1.38

Strengths & Opportunities for Improvement: San Luis Campus



STRENGTHS – San Luis	Imp.	Sat.	Gap
Campus is <u>safe and secure</u> for all students	6.65	6.15	0.50
Students <u>feel welcome</u> here	6.50	6.10	0.40
Campus provides <u>online access</u> to services needed	6.49	5.97	0.53
Campus staff <u>caring and helpful</u>	6.47	5.80	0.67
<u>Quality of instruction</u> in most classes is excellent	6.45	5.74	0.71
OPPORTUNITIES for IMPROVEMENT – San Luis	Imp.	Sat.	Gap
<u>Classes</u> scheduled at <u>convenient times</u>	6.51	5.59	0.91
Know where to find <u>important dates and deadlines</u>	6.43	5.51	0.92
Financial aid awards <u>are announced in time for planning</u>	6.42	5.41	1.01
Advisor helps apply <u>program of study</u> to <u>career goals</u>	6.39	5.46	0.93
<u>Sufficient courses</u> in my program of study <u>available</u> each term	6.34	5.41	0.93
LARGEST GAP – San Luis	Imp.	Sat.	Gap
<u>Adequate parking</u> on campus	6.03	4.55	1.48

Strengths & Opportunities for Improvement: Somerton Campus



STRENGTHS – Somerton	Imp.	Sat.	Gap
Campus is <u>safe and secure</u> for all students	6.78	5.96	0.82
<u>Classes</u> scheduled at <u>convenient times</u>	6.61	5.93	0.68
<u>Counseling services</u> available if needed	6.57	5.95	0.61
<u>Tutoring services</u> are readily available	6.56	6.11	0.44
Campus staff <u>caring and helpful</u>	6.52	6.09	0.43
OPPORTUNITIES for IMPROVEMENT – Somerton	Imp.	Sat.	Gap
Adequate services to help decide on <u>university to transfer to</u>	6.67	5.60	1.07
<u>Quality of instruction</u> in most classes is excellent	6.62	5.57	1.05
<u>Help identifying resources</u> to finance my education	6.56	5.71	0.84
Able to <u>register for classes</u> I need with <u>few conflicts</u>	6.56	5.62	0.93
Academic <u>advisor</u> knows about my <u>program requirements</u>	6.52	5.59	0.93
LARGEST GAP – Somerton	Imp.	Sat.	Gap
Adequate services to help decide on <u>university to transfer to</u>	6.67	5.60	1.07

Strengths & Opportunities for Improvement: Downtown Campus



STRENGTHS – Downtown	Imp.	Sat.	Gap
<u>Classes</u> scheduled at <u>convenient times</u>	6.43	5.67	0.76
<u>Quality of instruction</u> in most classes is excellent	6.29	5.36	0.93
<u>Computer labs</u> are adequate and accessible	6.21	5.33	0.88
Campus staff <u>caring and helpful</u>	5.93	5.14	0.79
<u>Library resources</u> and services are <u>adequate</u>	5.93	5.14	0.79
OPPORTUNITIES for IMPROVEMENT – Downtown	Imp.	Sat.	Gap
Able to <u>register for classes</u> I need with <u>few conflicts</u>	6.21	4.47	1.75
<u>Advisor</u> is <u>available</u> when I need help	6.00	4.75	1.25
Adequate services to <u>help me decide upon a career</u>	5.93	4.40	1.53
<u>Registration processes and procedures</u> are convenient	5.93	4.20	1.73
Financial aid awards <u>are announced in time for planning</u>	5.93	3.92	2.01
LARGEST GAP – Downtown	Imp.	Sat.	Gap
Financial aid awards <u>are announced in time for planning</u>	5.93	3.92	2.01

Strengths & Opportunities for Improvement: La Paz County Campuses



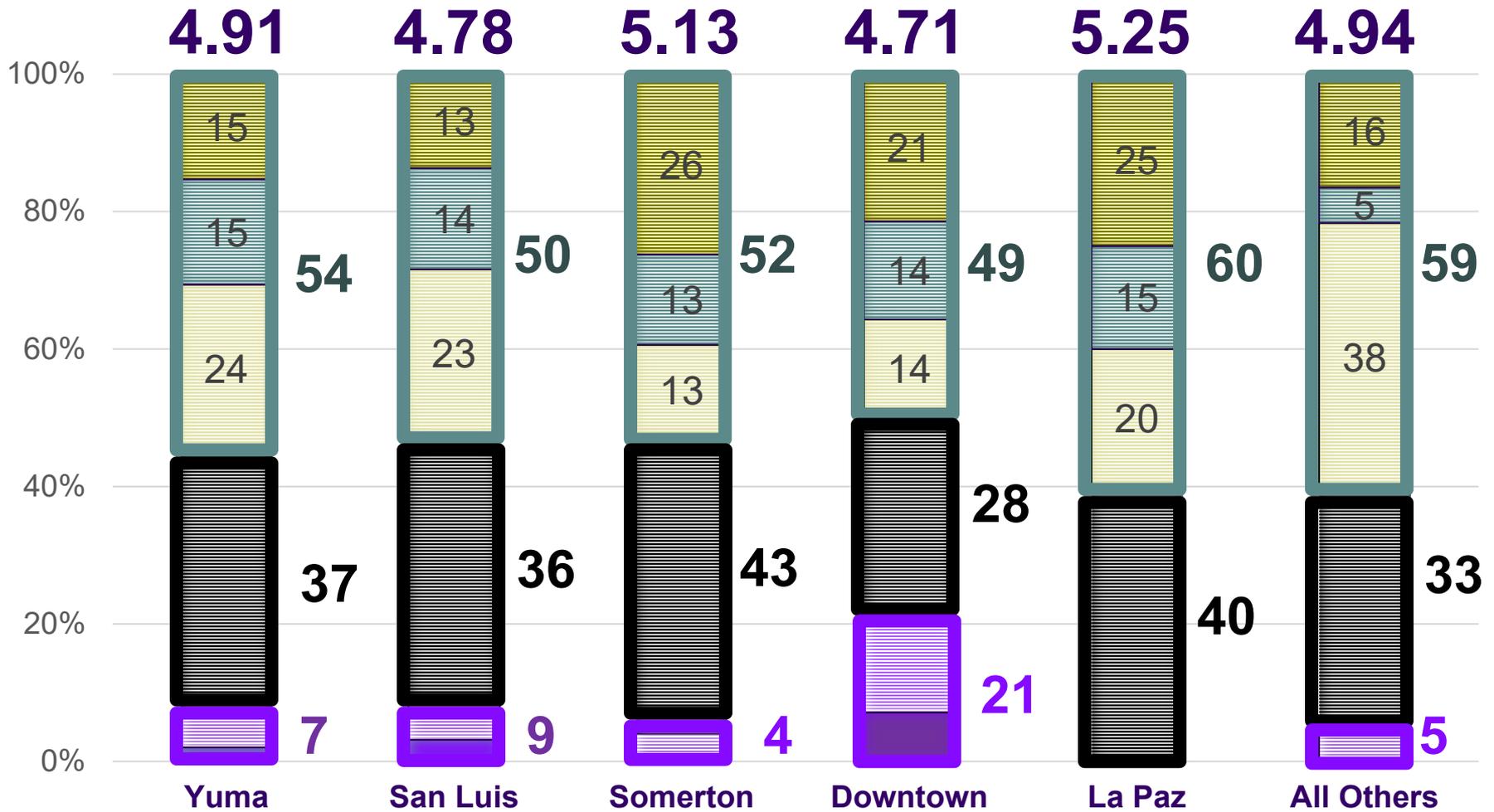
STRENGTHS – La Paz County	Imp.	Sat.	Gap
Campus staff <u>caring and helpful</u>	6.90	6.85	0.05
<u>Computer labs</u> are adequate and accessible	6.85	6.75	0.10
<u>Help identifying resources</u> to finance education	6.84	6.71	0.14
Students <u>feel welcome</u> here	6.80	6.80	0.00
Campus provides <u>online access to services</u> I need	6.75	6.75	0.00
OPPORTUNITIES for IMPROVEMENT – La Paz County	Imp.	Sat.	Gap
Know <u>whom to contact</u> when I have an <u>academic issue</u>	6.85	6.35	0.50
<u>Classes</u> scheduled at <u>convenient times</u>	6.80	6.40	0.40
Financial aid awards <u>are announced in time for planning</u>	6.69	6.44	0.25
<u>Financial aid counseling</u> is <u>available if</u> needed	6.63	6.35	0.28
LARGEST GAP – La Paz County	Imp.	Sat.	Gap
<u>Security</u> staff respond quickly to calls for assistance	6.40	5.75	0.65

Strengths & Opportunities for Improvement: All Other Campuses



STRENGTHS – All Other	Imp.	Sat.	Gap
<u>Classes</u> scheduled at <u>convenient</u> times	6.72	6.31	0.41
Students <u>feel welcome</u> here	6.61	6.53	0.08
<u>Quality of instruction</u> in most classes is excellent	6.61	6.35	0.26
Academic <u>advisor</u> knows about my <u>program</u> requirements	6.61	6.12	0.49
<u>Registration processes and procedures</u> are convenient	6.56	6.18	0.38
OPPORTUNITIES for IMPROVEMENT – All Other	Imp.	Sat.	Gap
Adequate services to help decide on <u>university to transfer to</u>	6.50	4.46	2.04
<u>Financial aid counseling</u> is <u>available if</u> needed	6.47	5.81	0.66
Adequate services to <u>help me decide upon a career</u>	6.33	5.60	0.73
Adequate services to <u>help me transfer credits</u> to AWC	6.31	4.93	1.38
Know where to find <u>important dates and deadlines</u>	6.25	5.67	0.58
LARGEST GAP – All Other	Imp.	Sat.	Gap
Adequate services to help decide on <u>university to transfer to</u>	6.50	4.46	2.04

Has AWC college experience met your expectations?



1 Much worse

2 Quite a bit worse

3 Worse than expected

4 As expected

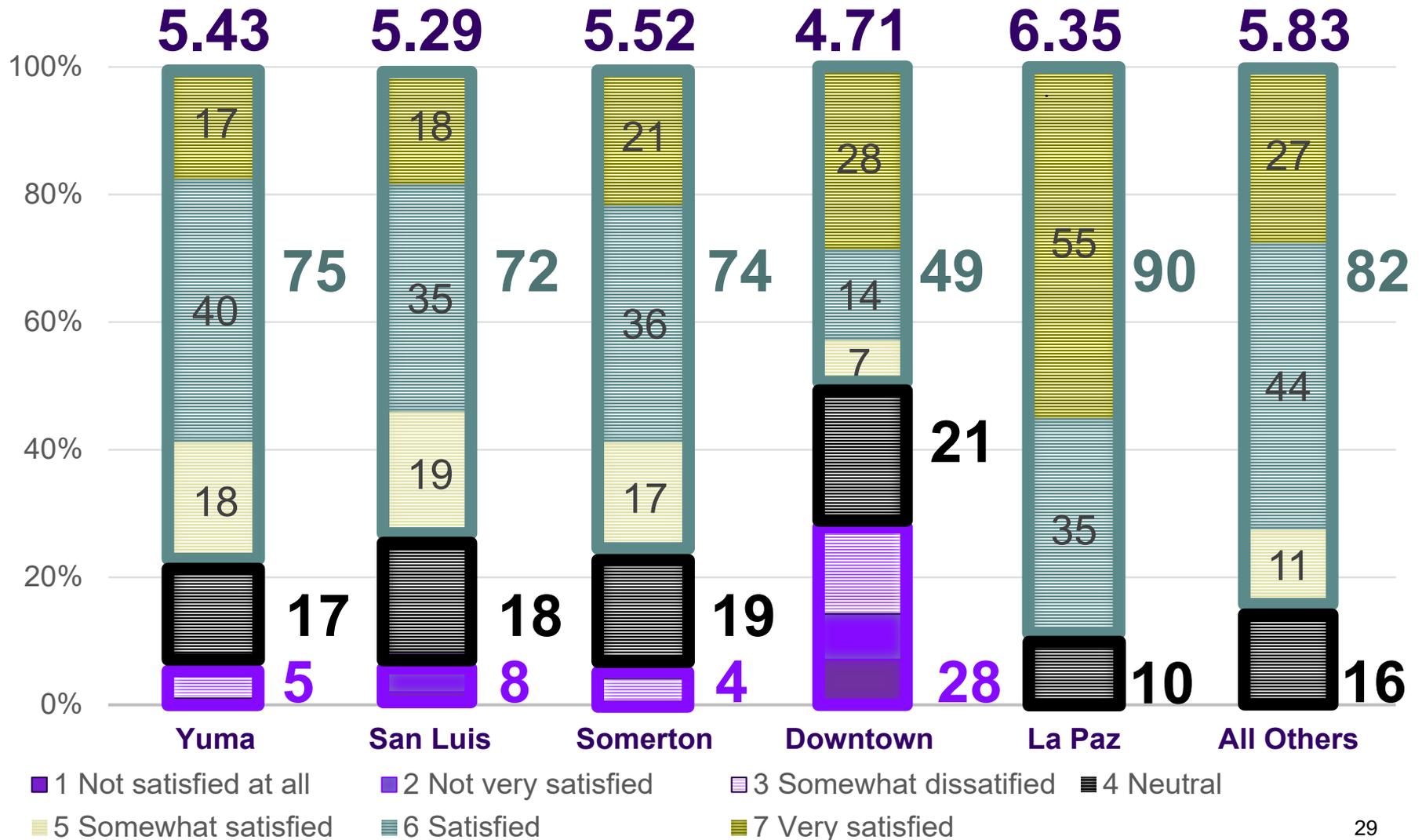
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5 Better than

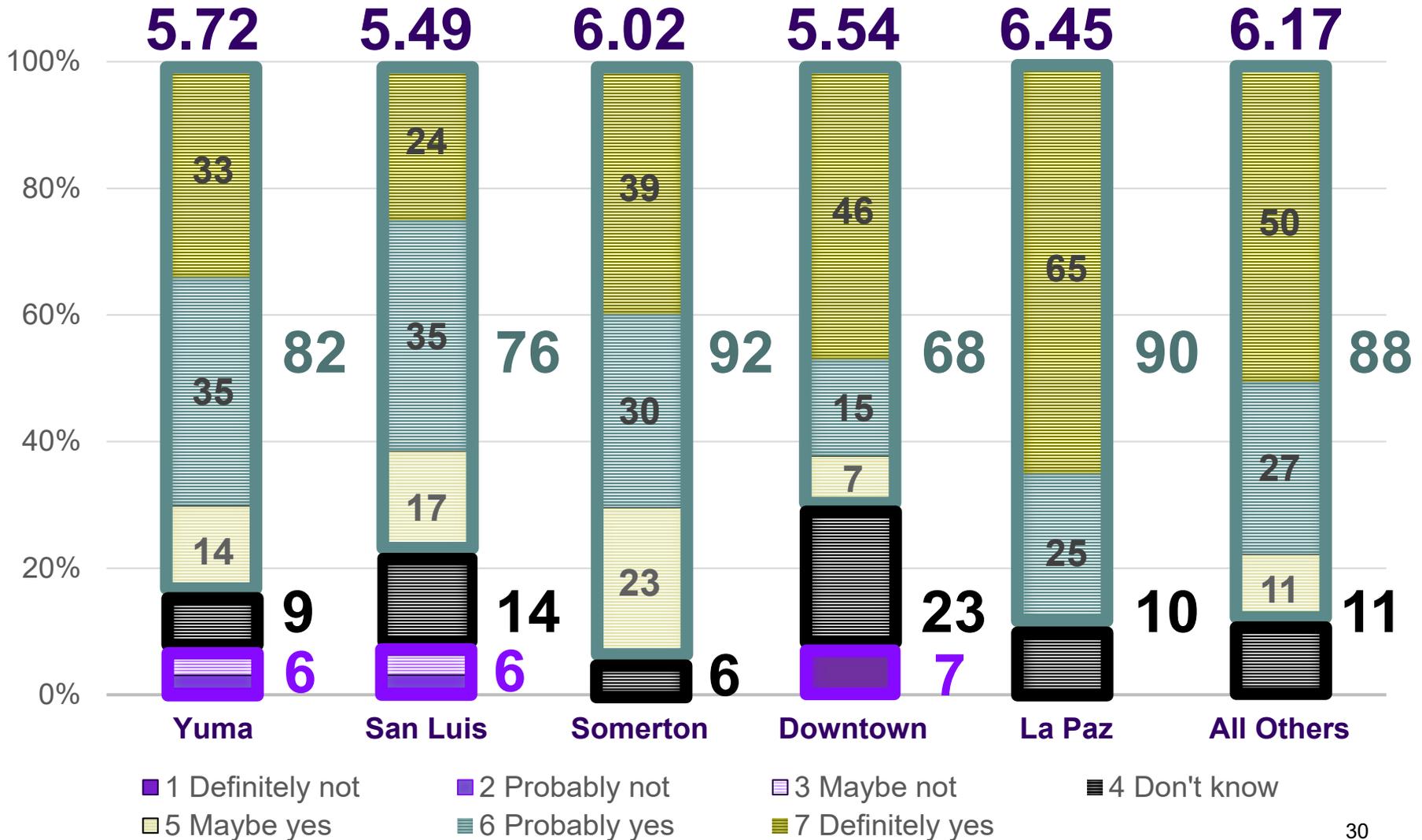
6 Quite a bit better

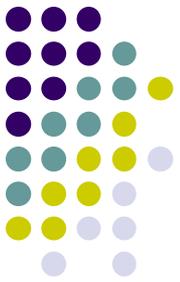
7 Much better

Overall satisfaction with AWC college experience



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





Questions? Comments?



Detailed results are available at:
<https://www.azwestern.edu/institutional-research/college-employee-and-student-satisfaction>
Student Satisfaction Inventory tab