

## Noel-Levitz Student Satisfaction Survey

### All Respondents

**Number of Program-Placed Students: 2,899 Number Completing Survey: 969**

**Percent Completing Survey: 33.4%**

**Number of Early College & Cooperative HS Students Completing Survey: 104**

**Number of Special Students Completing Survey: 7**

**Fall Semester 2008**

#	Item	DCCC-2008			DCCC-2006			National Sample - 2008		
		Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap
1	My academic advisor is knowledgeable of program requirements.	6.54	6.05	0.49	6.64	6.12	0.52	6.49	5.48	1.01
2	The campus is well-maintained.	6.35	6.02	0.33	6.41	6.13	0.28	6.30	5.80	0.50
3	Instructors provide useful information describing the goals and requirements of their courses.	6.49	5.99	0.50	6.59	6.22	0.37	N/A	N/A	N/A
4	Students are made to feel welcome.	6.47	5.95	0.52	6.52	6.04	0.48	6.42	5.75	0.67
5	The DCCC Library is open during hours that are convenient for me.	6.27	5.95	0.32	6.37	6.06	0.31	N/A	N/A	N/A
6	This campus provides online access to services I need.	6.37	5.94	0.43	6.33	5.84	0.49	6.41	5.85	0.56
7	DCCC Library staff are helpful and approachable.	6.27	5.93	0.34	6.32	6.07	0.25	N/A	N/A	N/A
8	Safety and security of the campus.	6.52	5.89	0.63	6.58	5.95	0.63	6.50	5.74	0.76
9	Library resources and services are adequate.	6.15	5.87	0.28	6.16	5.96	0.20	6.13	5.67	0.46
10	Quality of my program of study.	6.56	5.81	0.75	6.69	6.08	0.61	N/A	N/A	N/A
11	Registration processes and procedures are convenient.	6.42	5.81	0.61	6.49	5.73	0.76	6.47	5.58	0.89
12	Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail)	6.40	5.79	0.61	6.45	5.86	0.59	6.41	5.78	0.63
13	The equipping of "Smart Classrooms" with technology has helped improve my learning.	6.14	5.79	0.35	6.15	5.83	0.32	N/A	N/A	N/A
14	Tuition paid is a worthwhile investment.	6.49	5.78	0.71	6.52	5.83	0.69	6.55	5.69	0.86
15	Computer labs are adequate and accessible.	6.36	5.77	0.59	6.37	5.64	0.73	6.35	5.71	0.64
16	My advisor helps me apply my program of study to career goals.	6.40	5.76	0.64	6.48	5.86	0.62	6.31	5.24	1.07
17	Faculty use a variety of technology and media in the classroom.	6.13	5.76	0.37	6.19	5.85	0.34	6.03	5.60	0.43
18	Quality of instruction in classes.	6.62	5.72	0.90	6.66	5.93	0.73	6.66	5.67	0.99

#	Item	DCCC-2008			DCCC-2006			National Sample - 2008		
		Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap
19	Campus staff are caring and helpful.	6.40	5.72	0.68	6.41	5.87	0.54	6.38	5.58	0.80
20	Most classes deal with practical experiences and applications.	6.34	5.72	0.62	6.35	5.76	0.59	6.34	5.59	0.75
21	I am able to register for classes I need with few conflicts.	6.54	5.71	0.83	6.59	5.75	0.84	6.58	5.47	1.11
22	Adequate assistance is available when I use computers in labs outside of classes.	6.16	5.67	0.49	6.30	5.76	0.54	N/A	N/A	N/A
23	The equipment in lab facilities is up-to-date.	6.32	5.64	0.68	6.37	5.52	0.85	6.36	5.48	0.88
24	My academic advisor is available when I need help.	6.31	5.64	0.67	6.43	5.78	0.65	6.19	5.29	0.90
25	Tutoring services are readily available.	6.19	5.59	0.60	6.25	5.68	0.57	6.14	5.55	0.59
26	The assessment and course placement procedures are reasonable.	6.16	5.57	0.59	6.23	5.63	0.60	6.21	5.45	0.76
27	I am able to take care of college-related business at times that are convenient for me.	6.35	5.56	0.79	6.33	5.60	0.73	6.39	5.44	0.95
28	There are adequate services to help me decide on a career.	6.26	5.55	0.71	6.31	5.61	0.70	6.24	5.31	0.93
29	Classes are scheduled at convenient times.	6.47	5.53	0.94	6.53	5.50	1.03	6.59	5.45	1.14
30	There are sufficient courses offered within my program of study available each term.	6.48	5.51	0.97	6.57	5.62	0.95	6.54	5.33	1.21
31	There are convenient ways of paying my school bill.	6.31	5.51	0.80	6.31	5.52	0.79	6.37	5.68	0.69
32	My academic advisor is knowledgeable about the transfer requirements at other institutions.	6.23	5.48	0.75	6.25	5.39	0.86	6.32	5.15	1.17
33	Faculty are fair and unbiased in their treatment of individual students.	6.48	5.46	1.02	6.45	5.64	0.81	6.45	5.56	0.89
34	Staff in the Business and Records Center (2nd Floor of the Student Center) are helpful.	6.33	5.46	0.87	6.34	5.64	0.70	N/A	N/A	N/A
35	Counseling services are available if I need them.	5.88	5.46	0.42	5.79	5.38	0.41	5.93	5.34	0.59
36	Admissions staff provide personalized attention prior to enrollment.	6.15	5.44	0.71	6.15	5.40	0.75	6.11	5.22	0.89
37	Quality of academic and technical support for distance learning classes.	6.27	5.42	0.85	N/A	N/A	N/A	N/A	N/A	N/A
38	The amount of financial aid offered to me helped me meet my tuition, fees, and textbook expenses.	6.41	5.41	1.00	N/A	N/A	N/A	N/A	N/A	N/A
39	Parking lots are well-lighted and secure.	6.20	5.39	0.81	6.29	5.42	0.87	6.16	5.30	0.86
40	Quality of my distance learning classes (on-line, hybrid & two-way video).	6.30	5.36	0.94	6.23	5.47	0.76	N/A	N/A	N/A
41	Faculty provide timely feedback about my academic progress.	6.42	5.33	1.09	6.50	5.53	0.97	6.45	5.43	1.02

#	Item	DCCC-2008			DCCC-2006			National Sample - 2008		
		Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap
42	Admissions counselors accurately portray the campus in their recruiting practices.	6.05	5.30	0.75	6.04	5.35	0.69	6.08	5.13	0.95
43	Administrators are available to hear students' concerns.	6.28	5.28	1.00	6.31	5.43	0.67	6.26	5.15	1.11
44	Financial Aid counseling is available if I need it.	6.21	5.27	0.94	6.25	5.40	0.85	6.27	5.30	0.97
45	Security staff respond quickly to calls for assistance.	6.09	5.19	0.90	6.05	5.22	0.83	6.04	5.11	0.93
46	I receive ongoing feedback about progress toward my academic goals.	6.30	5.17	1.13	6.35	5.27	1.08	6.31	5.06	1.25
47	This institution helps me identify resources to finance my education.	6.24	5.10	1.14	6.29	5.15	1.14	6.30	5.02	1.28
48	I seldom get the "run-around" when seeking information on this campus.	6.36	5.07	1.29	6.34	5.16	1.18	6.36	5.01	1.35
49	Financial Aid awards are announced in time to be helpful in college planning.	6.13	4.95	1.18	6.12	4.98	1.14	6.22	5.05	1.17
50	Student parking space on campus is adequate.	6.48	3.73	2.75	6.50	4.21	2.29	6.35	4.38	1.97

**Scales:**

**Importance (Imp)**

- 1-Not Important at All
- 2-Not Very Important
- 3-Somewhat Unimportant
- 4-Neutral
- 5-Somewhat Important
- 6-Important
- 7-Very Important

**Satisfaction (Sat)**

- 1-Not Satisfied at All
- 2-Not Very Satisfied
- 3-Somewhat Dissatisfied
- 4-Neutral
- 5-Somewhat Satisfied
- 6-Satisfied
- 7-Very Satisfied

**Gap = Importance - Satisfaction**