



# MHCC

## Student Satisfaction Survey

Results of Mt. Hood Community  
College's 2016-17 Administration of  
the Student Satisfaction Survey

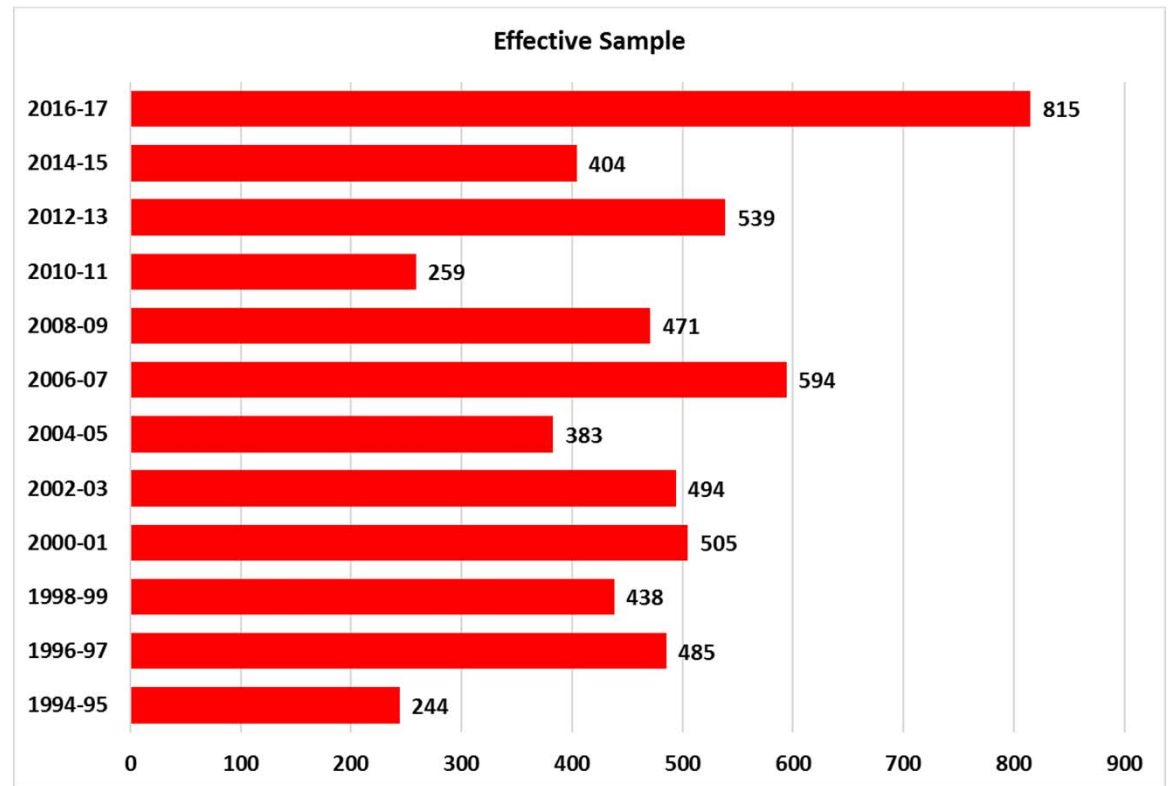
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# Introduction

- Student Satisfaction Survey Administered every other year since 1994-95.
- Dramatic Changes to the survey this administration.
  - Increased sample size
  - Reduction of Importance/Performance Items
  - Focus on service quality and its components

# Methods and Sampling

- Twelfth administration of the survey.
- Methodology has varied between years.
  - Up to the 2008-09 administration, in-class administration
  - The 2010-11 administration, completed via mail
  - Since 2012-13 administration, on-line/email invitation
- Probability proportional to size sampling method was used to assure the sample was proportional to three characteristics of the student body:
  - (1) Gender
  - (2) Time-of-attendance (e.g. day/night/weekend)
  - (3) Full/Part time status
- The response rate was 16.86%.
  - 4835 students were randomly selected to participate
  - 815 students responded to the email
  - Information regarding student access to the saints email was unavailable



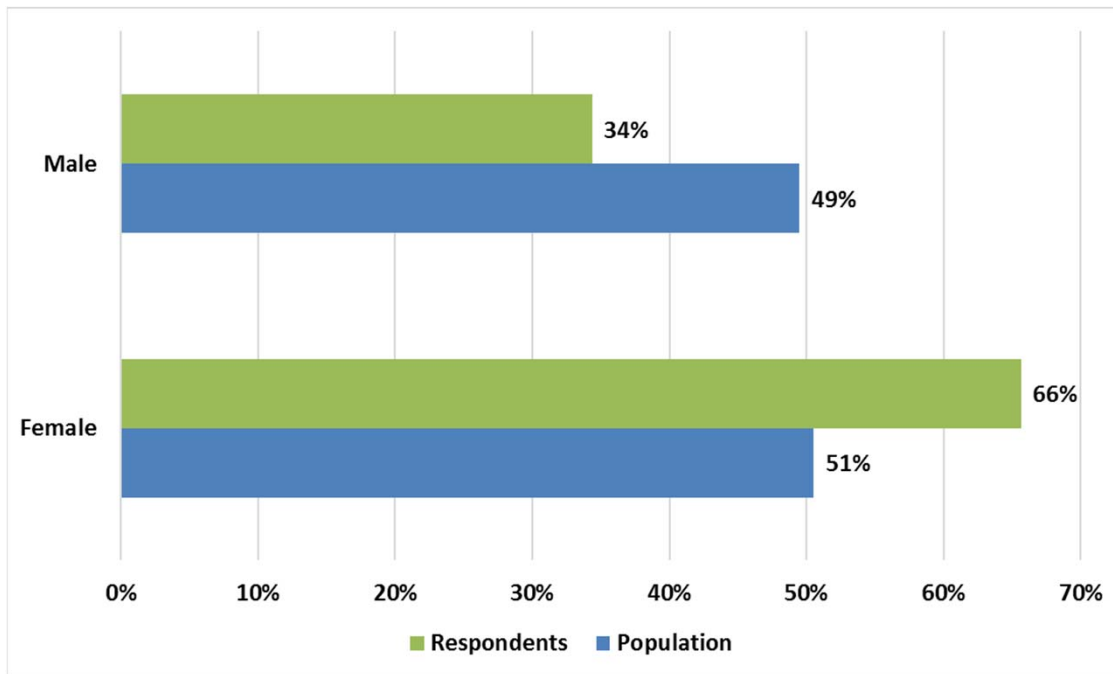
**Note: The 2006-07 Administration included non-credit and Adult Basic Skills Students**

- Possible impacts on response rate:
  - Fewer Incentives for completers
  - Less support from associated organizations (e.g. ASG)
  - Less communication regarding the survey



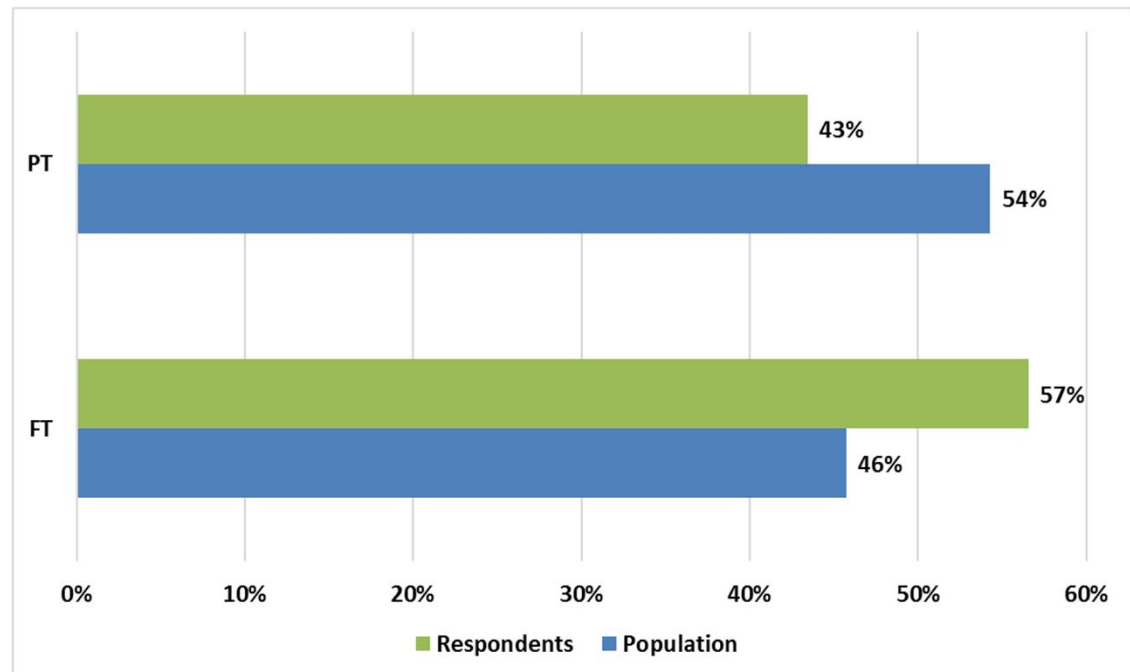
# Demographics

**MHCC Student Satisfaction Survey**

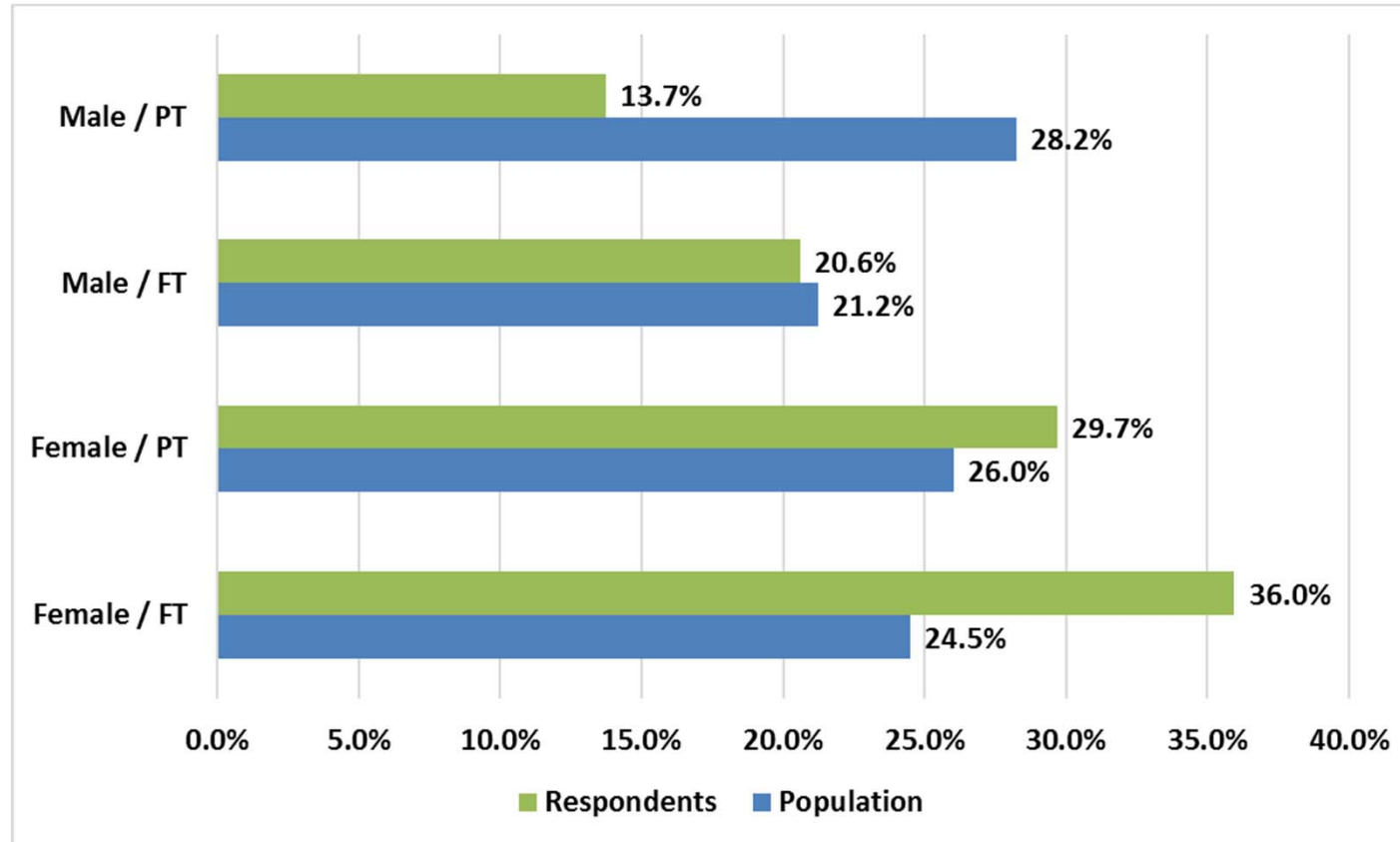


- Women were more likely to respond than men; 66.3% of respondents were women, 33.7% were men.
- This has been consistent with previous administrations of the satisfaction survey.

- Students attending MHCC on a Full-time basis (12 or more credits) were more likely to complete the survey. Over fifty-six percent (56.6%) of respondents attended MHCC Full-time; Full-time students at the college in Spring 2015 made up 45.7% of the student body.
- This has been consistent with previous administrations of the survey.



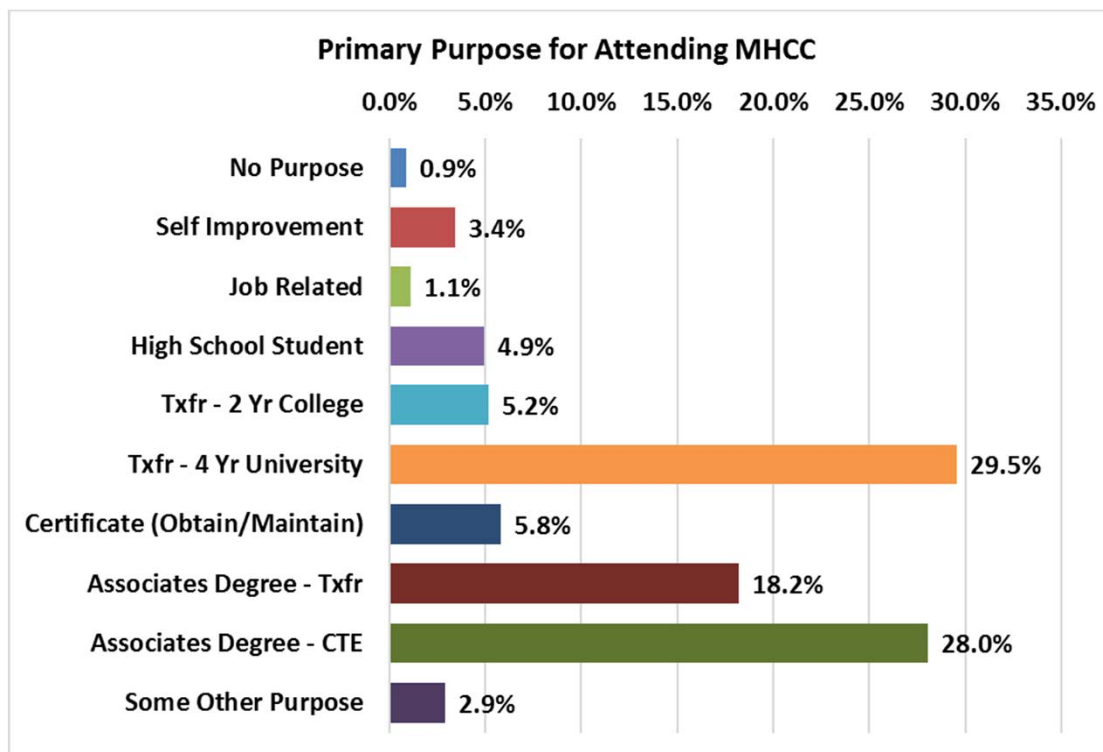
# Sample Weighting



Sample Weights for all reported calculations:

	Population	Sample	Weight
Females:			
FT -	24.5%	36.0%	0.68
PT -	26.0%	29.7%	0.88
Males:			
FT -	21.2%	20.6%	1.03
PT -	28.2%	13.7%	2.06

- The two most often cited reasons for attending MHCC were to Transfer to a 4-Year College/University (29.5%) and to Obtain an Associate Degree in a CTE Program (28.0%). An additional eighteen percent (18.2%) indicated they would obtain an Associate Degree and Transfer.



- Content analysis was performed on the comments for respondents indicating “Some Other Purpose.” The most common comments were related to a specific program (primarily allied health programs) and exercise, athletics, or personal enrichment. Actual comments are provided in Appendix A.

Category	Count
Exercise/Athletics/Enrichment	6
Specific Program	7
General Studies Associates Degree	3
Co-enrolled/Pre-Requisites	2
Learn/Improve English	2
Life Transition/Job Training	4
Miscellaneous	2



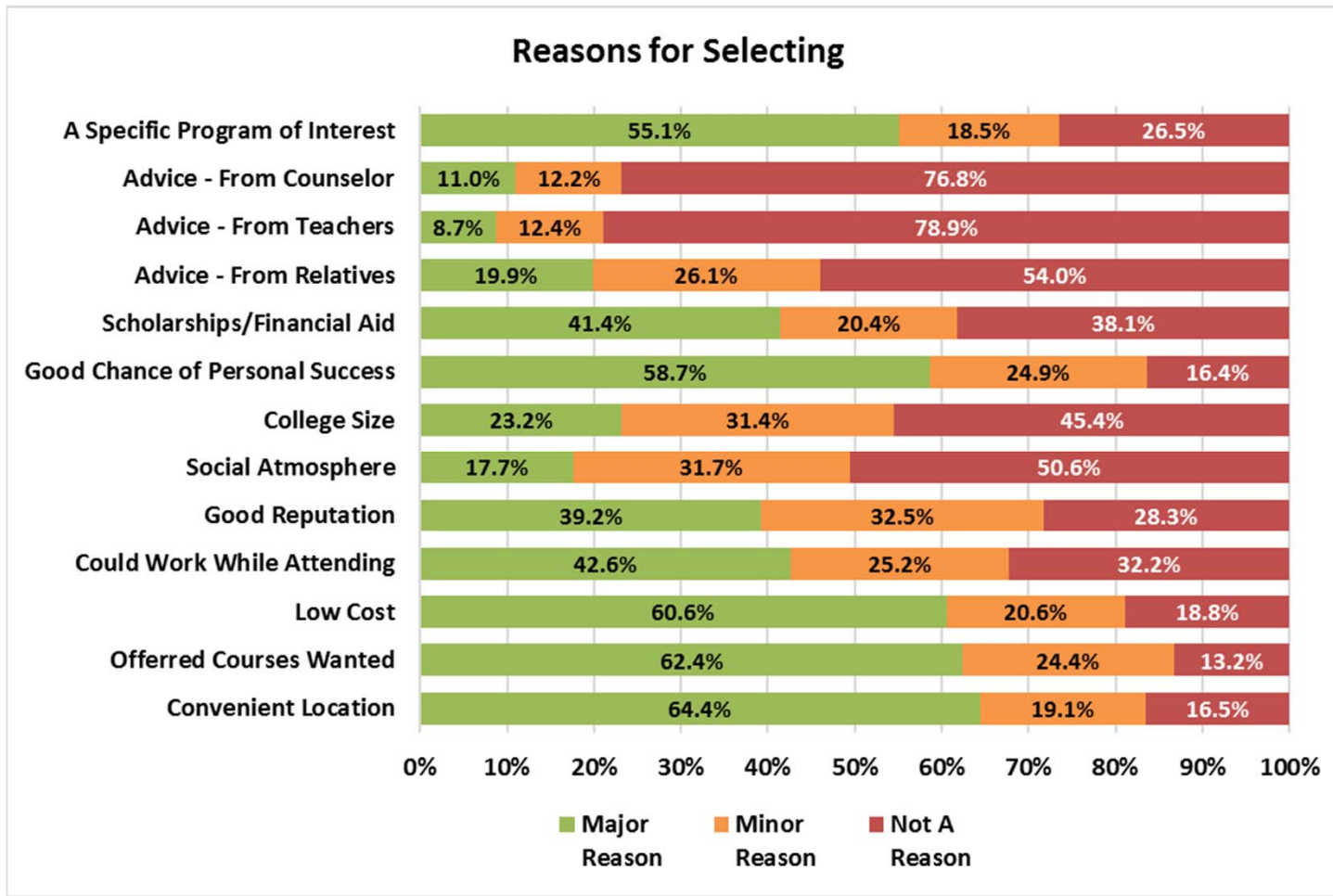
# *Intent/Impressions*

**MHCC Student Satisfaction Survey**



Question: Indicate whether each of the following was a Major, Minor, or Not a Reason that you selected this particular 2-year college.

- “Offered Courses I wanted” and “Convenient Location” were the most often cited main reasons for attending.



- “A Specific Program of Interest,” “Low Cost of Attending,” and “Good Chance for Personal Success” were the next three items to most often be cited as a main reason for attending.
- Each of these five items had over 50% of respondents indicating they were a major reason for attending.
- The advice reasons – particularly Counselor and Teacher Advice – continue to be the least likely reasons for attending.



# *Intent/Impressions Trends*














## **MHCC Student Satisfaction Survey**

# 5 Year Trends – Rank Order of Reason for Attending MHCC

- The formula outlined below was used to develop rank scores for each of the reasons for attending. It was applied to each reason for the last five administrations of the Satisfaction Survey.
- The ranks provide an indication of the importance of the reasons over time.

## Formula for Calculating Rank Scores

$$\text{Score} = ((\% \text{ Major Reason} * 1) + (\% \text{ Minor Reason} * .5) + (\% \text{ Not A Reason} * 0)) * 100$$

Reason	Trend	2008-2009		2010-2011		2012-2013		2014-2015		2016-2017	
		Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank
Offered Courses Wanted		76.58	1	77.00	1	75.86	1	79.02	1	74.57	1
Convenient Location		71.07	3	72.79	2	74.09	2	71.62	2	73.97	2
Good Chance of Personal Success		62.00	4	60.34	4	65.69	3	69.45	3	71.16	3
Low Cost		71.88	2	67.22	3	58.94	5	68.70	4	70.86	4
A Specific Program of Interest						64.33	4	67.08	5	64.30	5
Good Reputation		50.12	6	51.20	5	49.78	6	55.31	7	55.46	6
Could Work While Attending		57.27	5	49.27	6	49.78	6	58.31	6	55.22	7
Scholarships/Financial Aid		40.24	7	45.65	7	49.35	7	55.05	8	51.64	8
College Size		33.61	8	25.73	8	39.26	8	43.09	9	38.86	9
Social Atmosphere		26.98	10	23.41	9	29.13	9	34.07	10	33.55	10
Advice - From Relatives		28.78	9	20.49	10	27.17	10	30.11	11	32.92	11
Advice - From Counselor		10.53	12	9.11	12	10.02	12	12.54	13	17.08	12
Advice - From Teachers		13.02	11	10.54	11	11.30	11	13.54	12	14.87	13

## For the 2016-17 Administration:

- Offered Courses Wanted was the number 1 Reason for attending.
- Convenient Location and Good Chance for Personal Success were ranked second and third (respectively).

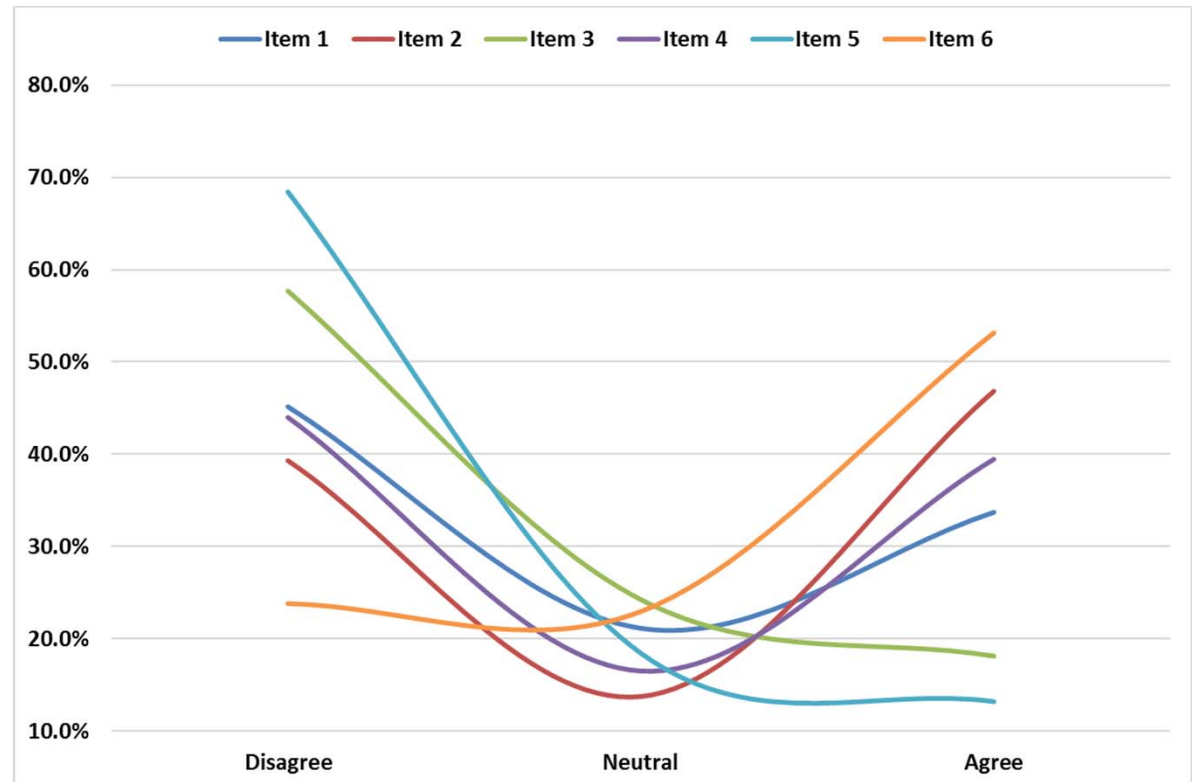
Note: *A Specific Program of Interest* was asked for the third time in this Administration of the survey.

## Trends Over 5 Years:

- Trend lines plot scores for all administrations of the survey.
- Low Cost of Attending has dropped out of the top three reasons for the last three administrations of the survey.
- A Specific Program of Interest was added to the list of reasons and has consistently been in the top five reasons for attending.
- The Work While Attending reason has been dropping in the rank of reasons over time.
- The advice reasons have been consistently at the bottom of the rankings. However, Parent/Relative Advice is more important than advice from other sources.

## Textbook Cost Survey

- At the request of the Textbook Affordability Team, six items from the [Textbook Cost Survey](#) (administered Spring 2016) were asked. Respondents were asked on a seven-point agreement scale (1 = “Strongly Disagree” to 7 = “Strongly Agree”) six statements related to textbook costs and their impact on enrollment.
- Three of the items (Item Numbers: 1, 2, and 4) have very similar distributions with large proportions of respondents indicating the Disagreed with the statement and similar proportions indicating they agreed. These items relate to purchase decisions based on textbook cost.
- Two items (Item Numbers: 3 and 5) have higher proportions of students disagreeing with the statements. These items relate to persistence.
- Item six has a larger proportion of respondents agreeing with the statement (costs go down demand increases).



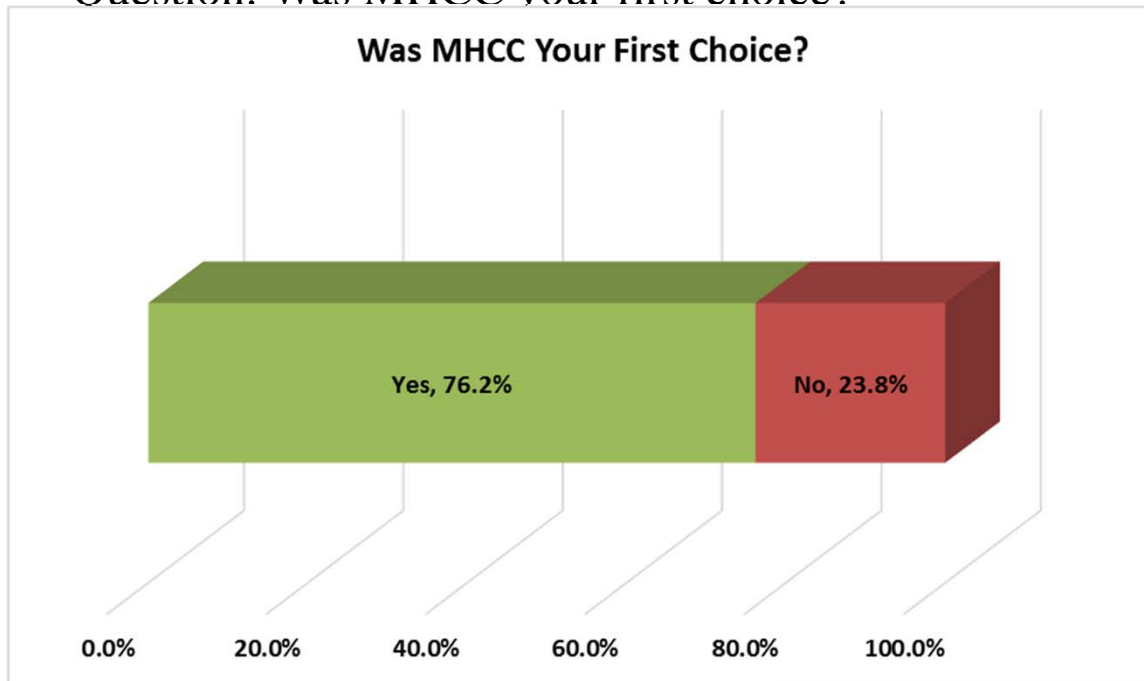
Item	Disagree	Neutral	Agree
Textbook Costs have resulted in my taking fewer courses in a term	45.2%	21.1%	33.7%
I regularly choose not to purchase textbooks because of their cost	39.3%	13.8%	46.9%
It has taken me longer to finish my degree because of the cost of textbooks	57.7%	24.2%	18.1%
Textbook costs influence my decision to register for a particular course	44.0%	16.5%	39.5%
I have considered dropping out of college because of the cost of textbooks	68.4%	18.4%	13.2%
If the cost of textbooks were reduced, I would enroll in more courses	23.9%	23.0%	53.1%



# **Student Satisfaction Overall**

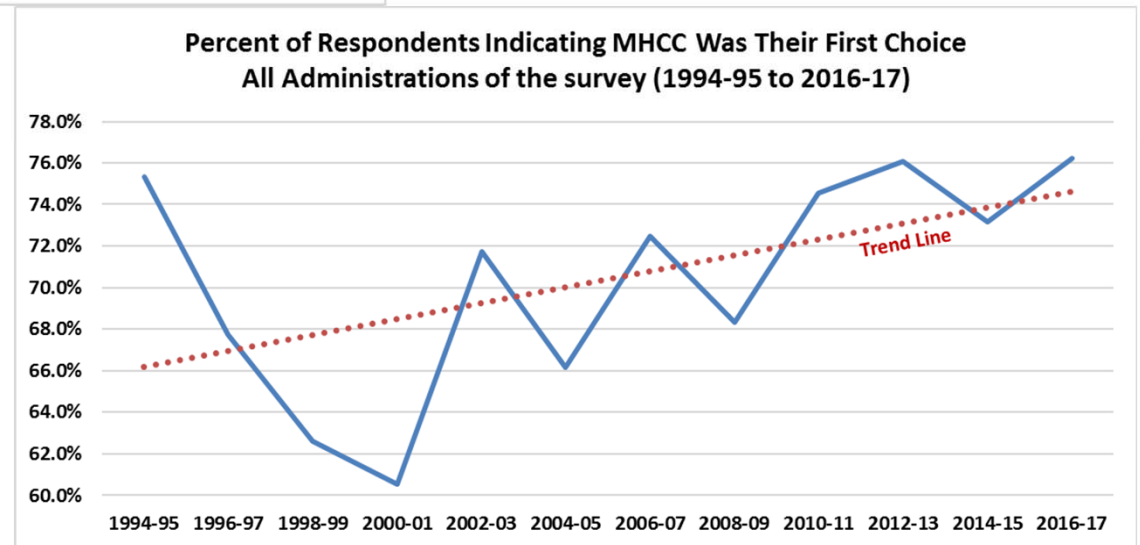
## **MHCC Student Satisfaction Survey**

Question: Was MHCC your first choice?

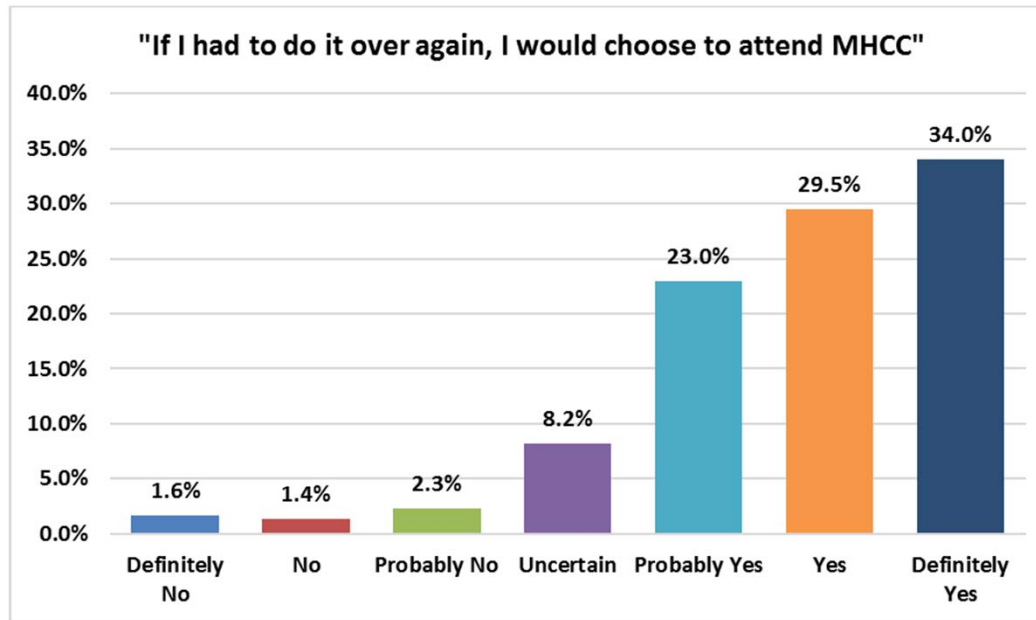


- Over  $\frac{3}{4}$ 's (76.2%) of respondents indicated MHCC was their first choice in the 2016-17 administration. This is the highest percentage indicating first choice.

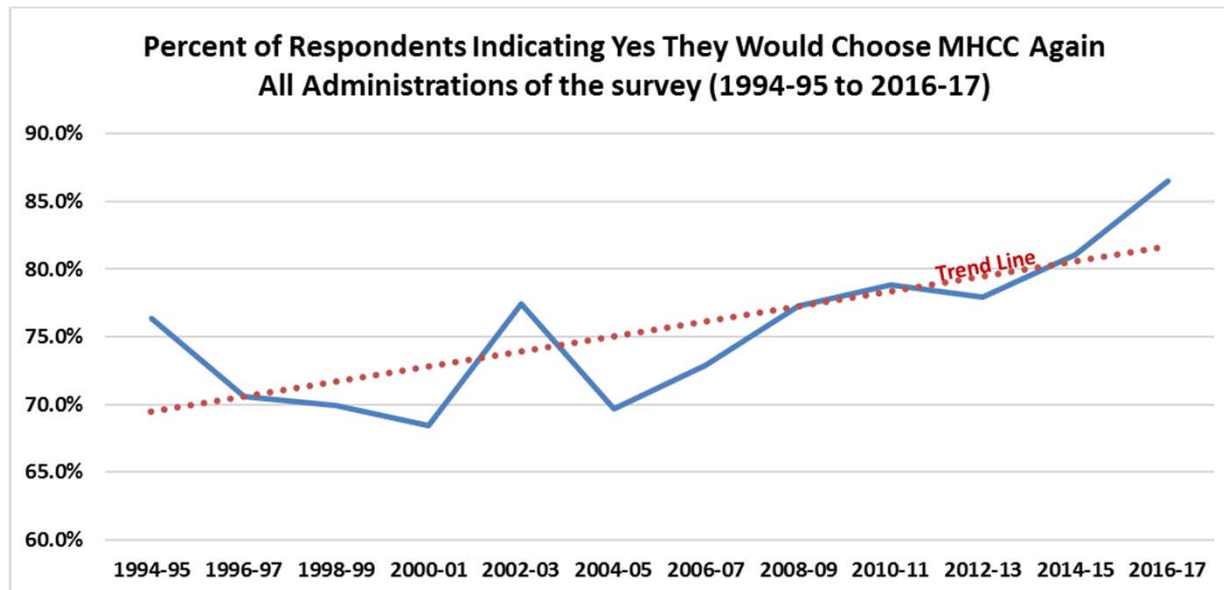
- There is a trend with regard to MHCC being students' first choice; more students are indicating the college was their first choice over time.
- The chart to the right plots the percent of respondents indicating MHCC was their first choice for each administration of the survey. A linear trend line was included to demonstrate the increase of first choice students over time.



## Distribution of Respondents Indicating If They Had to Do It Over Again, They Would Attend MHCC



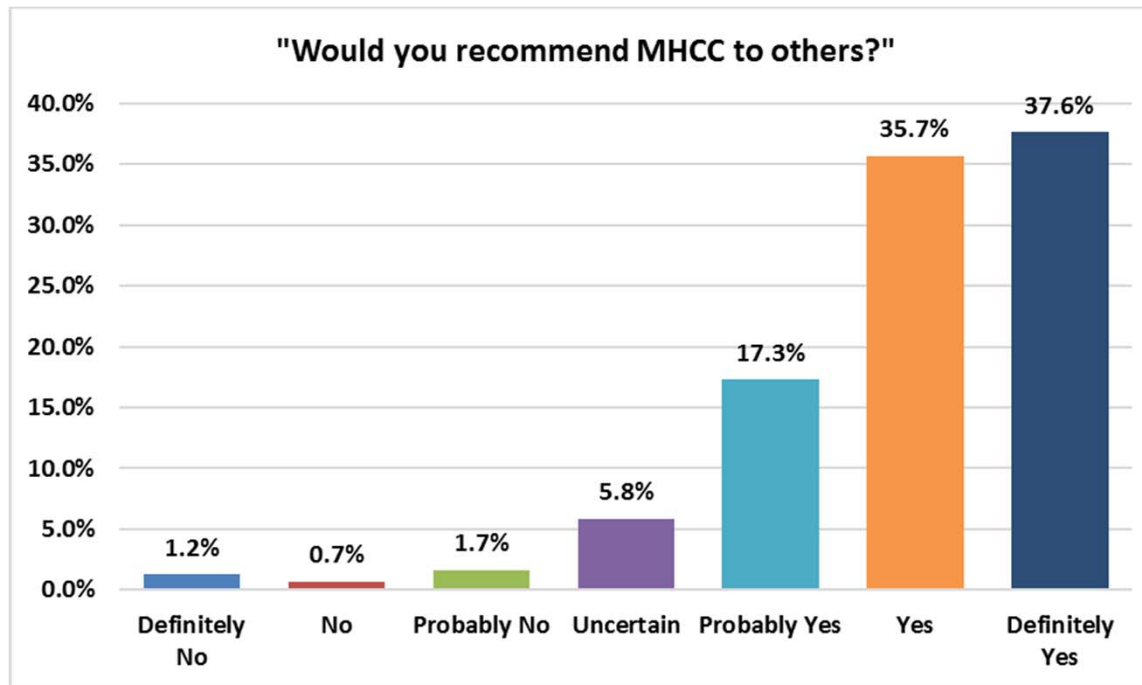
- In the 2016-17 administration, over 85% of respondents indicated they would choose MHCC if they had to make the choice over again.
- Over thirty percent (34.0%) of respondents indicated they would “definitely” choose MHCC again; this is a drop from the 2014-15 administration of the survey (42.7%). That said, the number of respondents indicating in the affirmative is higher.



- The percent of respondents indicating a positive reaction to the question (Probably to Definitely Yes) is plotted in the lower chart to the left. The percentage has had a low 68.5% (2000-01) to a high of 86.5% (2016-17). The linear trend line indicates more students are responding positively to the question over time.



## Question: Would you recommend MHCC to Others?

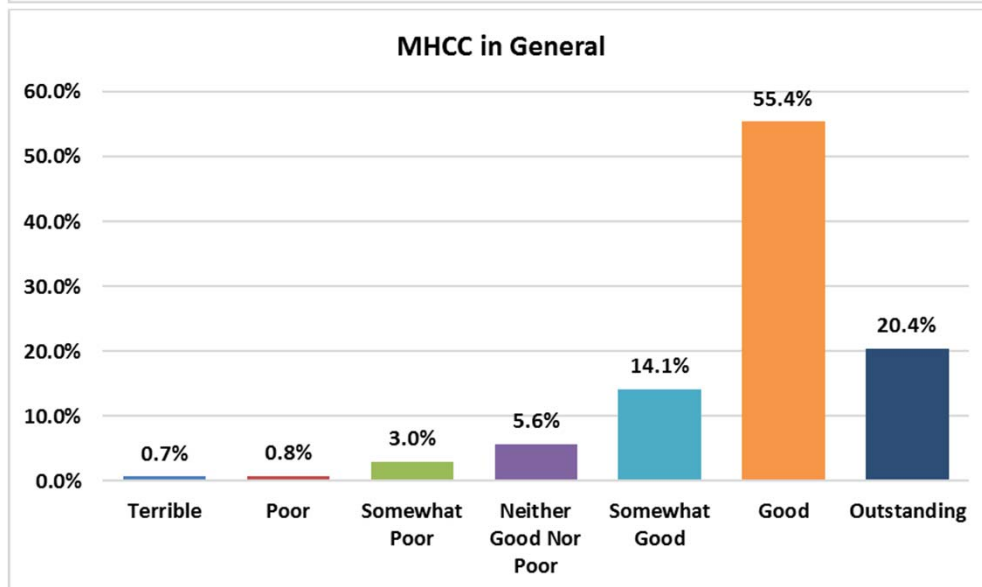
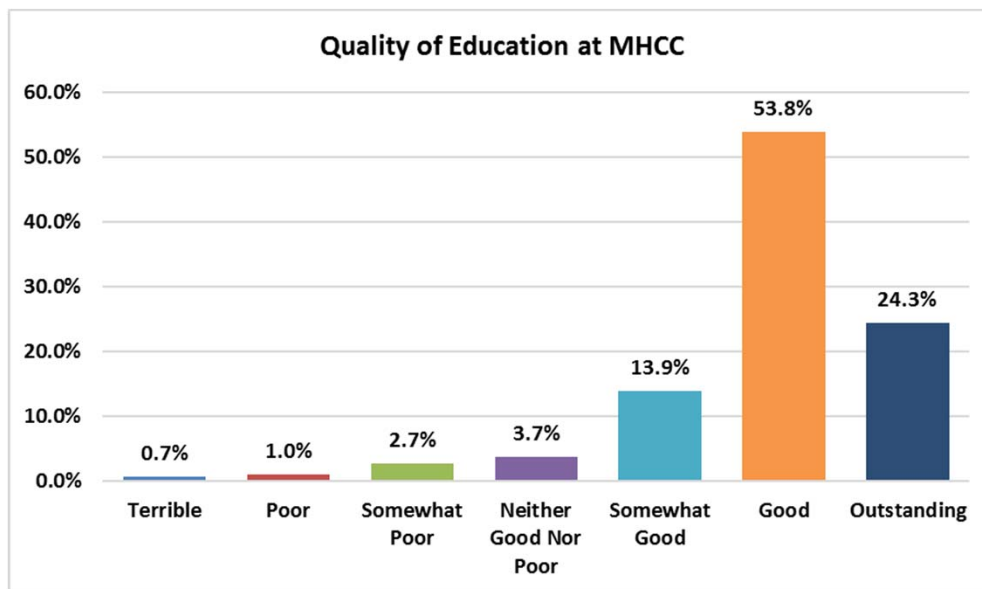


- Students were also asked if they would recommend MHCC to others. As with the previous question they were asked to respond on a seven point scale where 1="Definitely No" to 7="Definitely Yes."
- Over ninety percent (90.6%) of respondents indicated they would recommend MHCC (Probably to Definitely Yes). Only 3.6% indicated they would not recommend MHCC.

Recommend MHCC to Others	Count	Percent
Definitely No	9	1.2%
No	5	0.7%
Probably No	12	1.7%
Uncertain	42	5.8%
Probably Yes	125	17.3%
Yes	258	35.7%
Definitely Yes	272	37.6%
Total	723	100.0%



# Overall Satisfaction



- Two questions were asked of respondents regarding their Overall Satisfaction with MHCC. Students were asked – on a seven point scale ranging from “Terrible” to “Outstanding” – to rate: (1) the Quality of Education and (2) MHCC in General.
- These questions parallel previous versions of the survey and responses are similar to past administrations.
- Overall, students are satisfied with their MHCC experience. Over ninety percent of respondents (92.0%) rated the “Quality of Education” as Good, Very Good, or Outstanding. Almost ninety percent of respondents (89.9%) rated “MHCC in General” as Good, Very Good, or Outstanding.
- For the last three administrations of this survey, the percent rating these two items Good, Very Good, or Outstanding has increased slightly.



*Importance / Performance*

**MHCC Student Satisfaction Survey**

# 30 Items Fall Into 5 Themes

## 1) Courses/Instruction

Eight Items ( $\alpha = .718$ )

## 2) Registration/Admissions

Five Items ( $\alpha = .804$ )

## 3) Support Services/Extracurricular

Six Items ( $\alpha = .852$ )

## 4) Technology

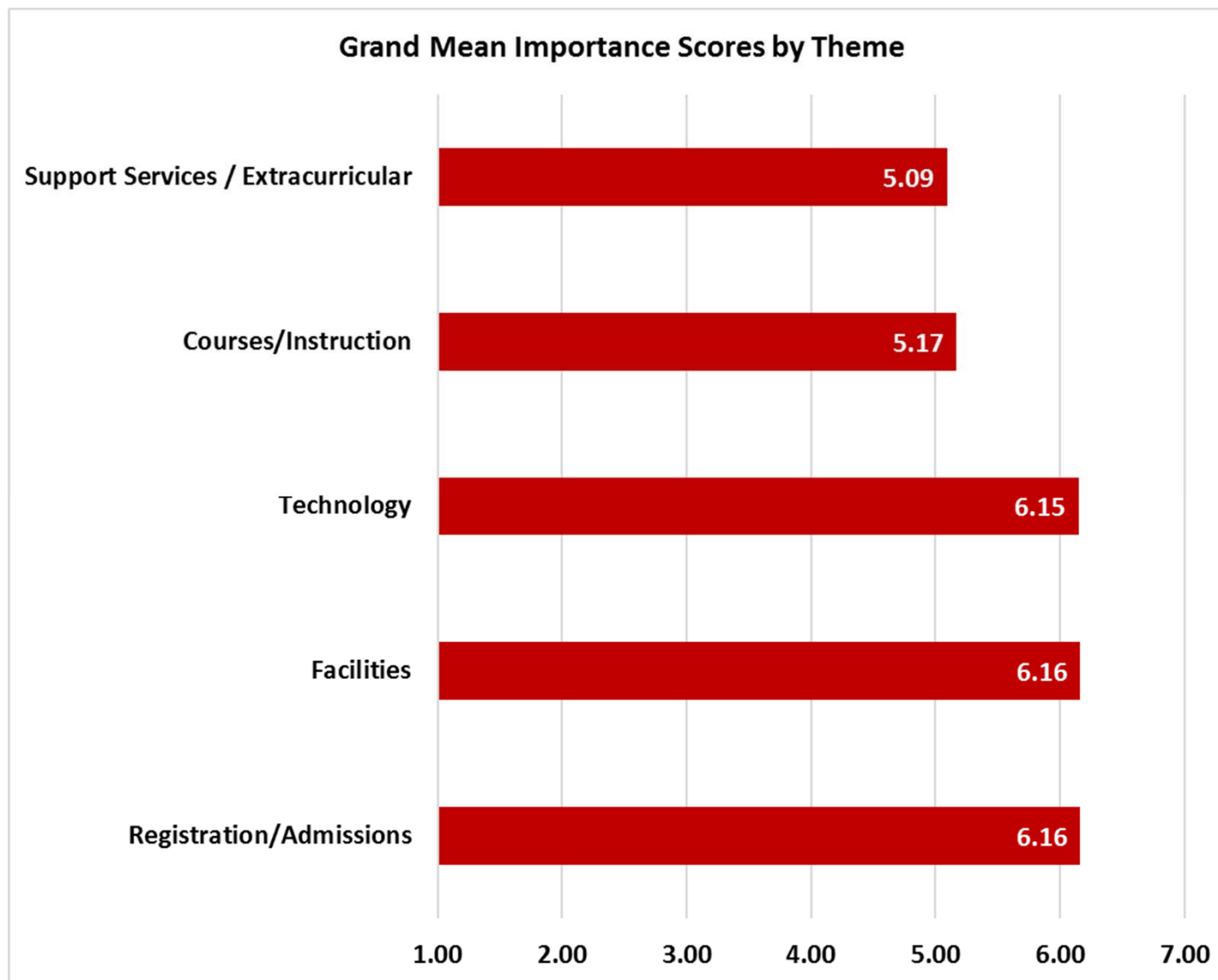
Six Items ( $\alpha = .798$ )

## 5) Facilities

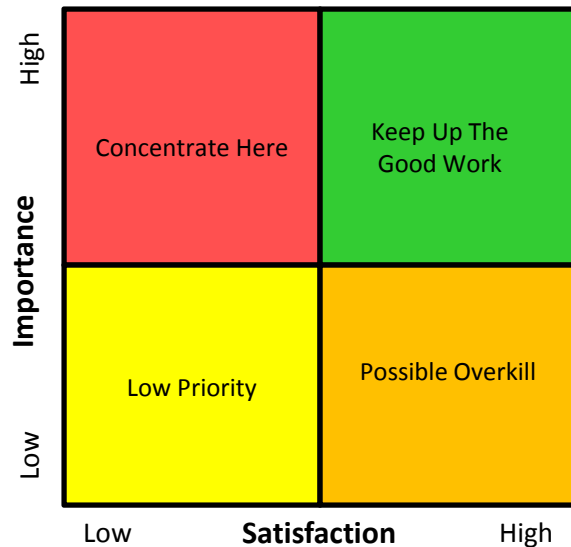
Five Items ( $\alpha = .747$ )

Chronbach's Alpha ( $\alpha$ ) was used to test the internal consistency of the five themes. Alpha scores are all strong ranging (from a low of .718 to .852) indicating the items within each theme are internally consistent.

# Importance of Thematic Areas



# Importance/Performance Scatterplots



- The 2016-17 Administration of the Student Satisfaction Survey was the third opportunity MHCC had to ask students how important each of the items was to their overall satisfaction. One of the changes to this administration was to ask performance (as opposed to satisfaction) for the items (as recommended by the developers). The two question format allows for an Importance/Performance Plot. Importance is plotted on the vertical (Y) axis and Performance is plotted on the horizontal (X) axis. The plot area is divided into four quadrants. Items identified as high importance and high performance fall into the “Keep Up The Good Work” quadrant. Items with high importance and low performance scores fall into the “Concentrate Here” quadrant. Low importance and high performance items fall into the “Possible Overkill” quadrant. Finally, low importance and low performance items fall into the “Low Priority” quadrant.

- For each of the five themes, an Importance/Performance Plot was created. Grand Mean Importance and Performance scores were calculated for each of the five themes (the mean importance/performance score for all items associated with that theme) to determine where the X and Y Axes should intersect. The placement of the intersect point is an arbitrary decision. Once the scores were plotted for each item in a theme, the results were reviewed and the axes were adjusted for items that fell on or close to one or both of the Importance and Performance Axes.

# Courses / Instruction

## Concentrate Here: (1 Item)

F. Modern Classrooms

## Keep up the Good Work: (5 Items)

A. Course Availability – Morning

B. Course Availability – Afternoon

E. Course Availability – Online

G. Web-based Instructional Support (Portal)

H. Preparation for Career / Transfer

## Low Priority: (1 Item)

C. Course Availability - Weekends

## Possible Overkill: (2 Items)

C. Course Availability - Evening

- In past administrations, the Course Availability Item fell into the Concentrate Here Quadrant. Breaking this item out into four different times (and a separate delivery method) did not reveal where the problem lies. Further investigation is warranted.
- The only item to fall in the Concentrate Here Quadrant was Modern Classrooms. MHCC must update classroom facilities.

8 Items:

A. Course Availability - Morning

B. Course Availability - Afternoon

C. Course Availability - Evening

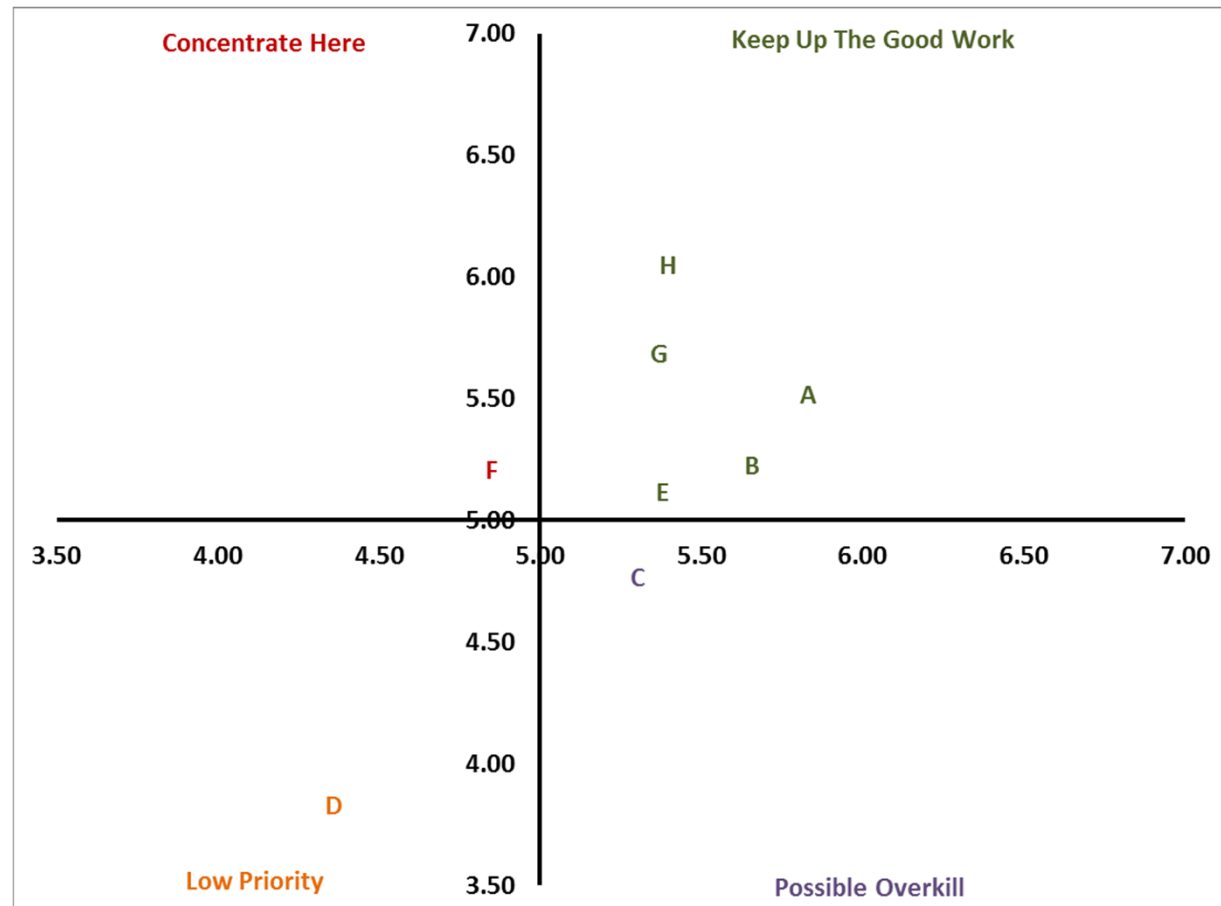
D. Course Availability - Weekends

E. Course Availability - Online

F. Modern Classrooms

G. Web-based Instructional Support (Portal)

H. Preparation for Career / Transfer

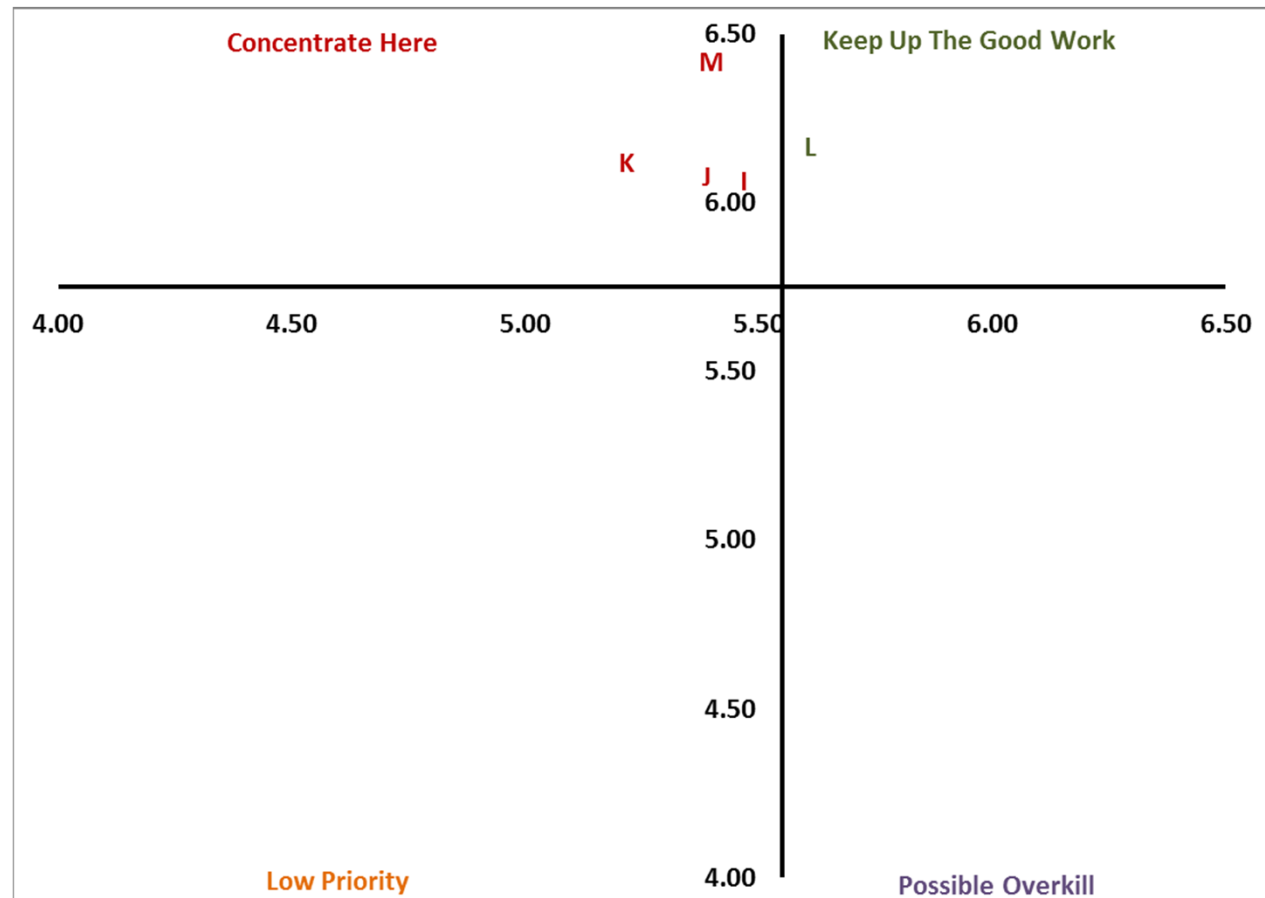


# Registration / Admissions

- **Concentrate Here:** (4 Items)
    - I. Support Service Operating Hours
    - J. Admissions / Entry Procedures
    - K. Financial Aid / Scholarship Info.
    - M. Overall cost of attending
  - **Keep up the Good Work:** (1 Items)
    - L. Registration Procedures
  - **Low Priority:** (0 Items)
  - **Possible Overkill:** (0 Items)
- Registration Procedures was the only item to fall in the Keep Up The Good Work Quadrant.
  - Overall cost of attending was the most important item of the thirty presented.
  - Financial Aid / Scholarship Information was the lowest performing item in the theme.

5 Items:

- I. Support Service Operating Hours
- J. Admissions / Entry Procedures
- K. Financial Aid / Scholarship Information
- L. Registration Procedures
- M. Overall Cost of Attending



# Support Services / Extracurricular

- **Concentrate Here:** (1 Item)  
O. Quality of Food
- **Keep up the Good Work:** (2 Items)  
R. Bookstore Hours  
S. Availability of Study Areas
- **Low Priority:** (2 Items)  
N. Vista Dining Hall Hours  
P. Extracurricular / Social Events
- **Possible Overkill:** (1 Item)  
Q. Availability of Recreation Facilities / Activities
- Quality of food was the only item to fall into the Concentrate Here Quadrant.

6 Items:

N. Vista Dining Hall Hours

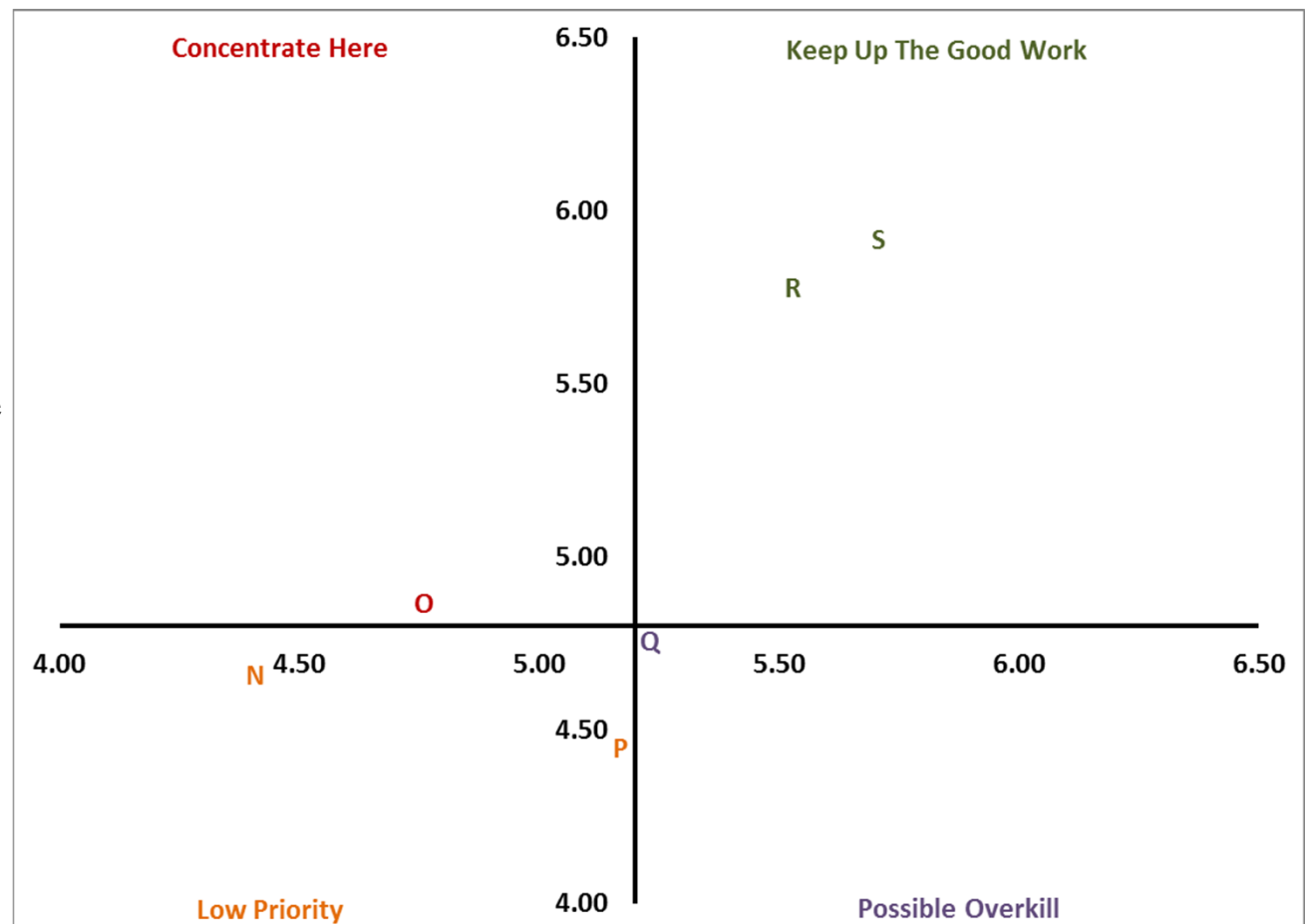
O. Quality of Food

P. Extracurricular / Social Events

Q. Availability of Recreation  
Facilities / Activities

R. Bookstore Hours

S. Availability of Study Areas





# Technology

- **Concentrate Here:** (3 Items)

T. Easy to Use Website  
U. Wifi Connectivity Throughout Campus  
V. Cellular Service

- **Keep up the Good Work:** (2 Items)

W. Prompt Accurate College Information  
X. Access to Technology

- **Low Priority:** (0 Items)

- **Possible Overkill:** (1 Item)

Y. Computer Lab Operating Hours

- Items falling in the concentrate here quadrant are focused on accessibility. The college should increase Wifi capability, and examine options for increasing cellular service. Wifi connectivity was the second most important and lowest performing item of the thirty examined.

6 Items:

T. Easy to Use Website  
U. Wifi Connectivity Throughout Campus  
V. Cellular Service

W. Prompt Accurate College Information  
X. Access to Technology  
Y. Computer Lab Operating Hours



# Facilities

- **Concentrate Here:** (2 Items)

Z. Parking Availability  
AA. Bathroom Cleanliness

- **Keep up the Good Work:**

(2 Items)  
AC. Safety and Security  
AD. Signage and Maps

- **Low Priority:** (0 Items)

- **Possible Overkill:** (1 Item)

AB. Well-maintained Campus and Grounds

- Two items fell into the Concentrate Here quadrant. Parking Availability has been an ongoing issue for the college. Bathroom Cleanliness is a new item for this round of the survey and is actually ranked higher in importance than the parking issue.

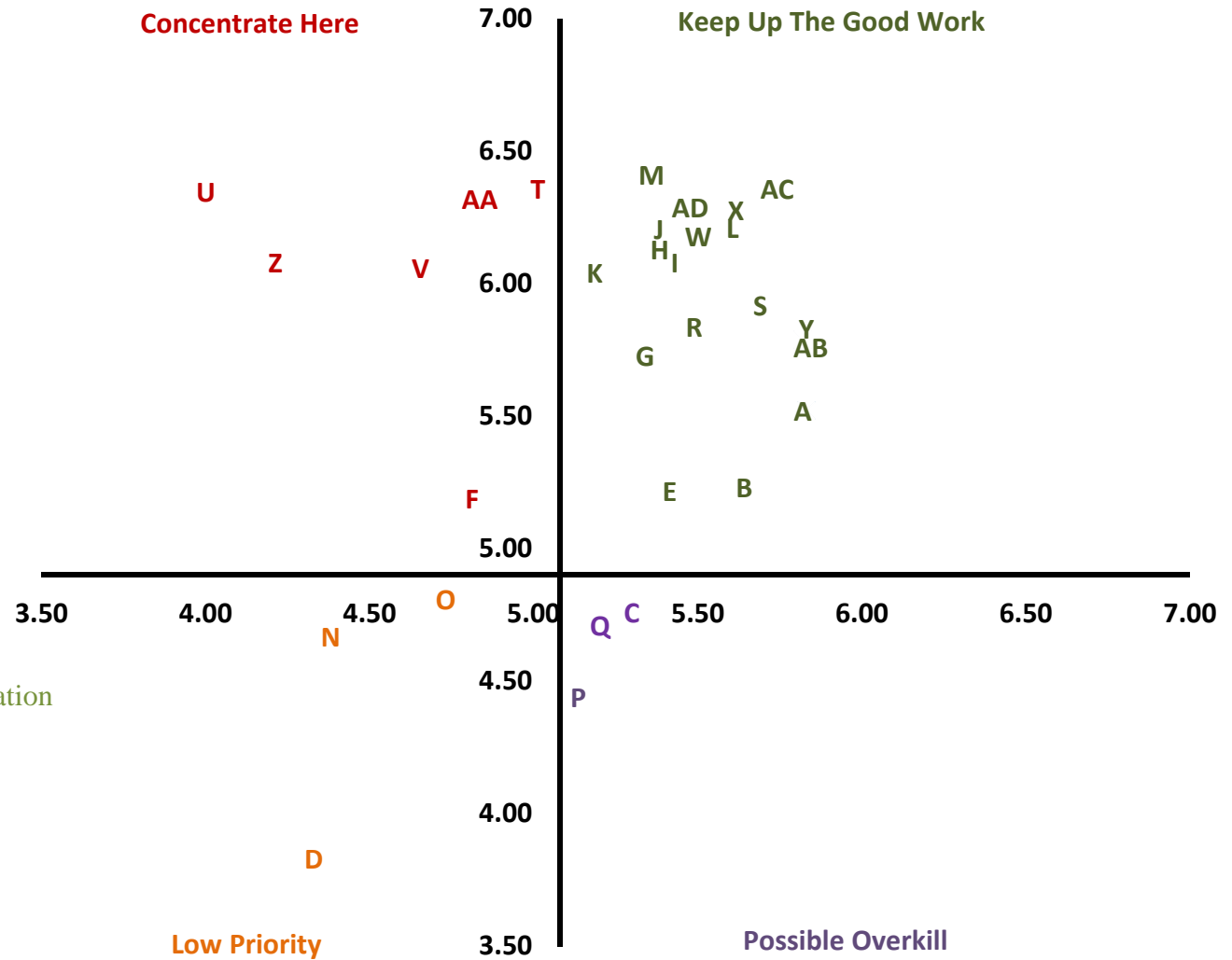
5 Items:

Z. Parking Availability  
AA. Bathroom Cleanliness  
AB. Well-maintained Campus and Grounds  
AC. Safety and Security  
AD. Signage and Maps



# All Items

- A. Course Availability - Morning
- B. Course Availability – Afternoon
- C. Course Availability – Evening
- D. Course Availability – Weekends
- E. Course Availability – Online
- F. Modern Classrooms
- G. Web-based Instructional Support (Portal)
- H. Preparation for Career/Transfer
- I. Support Service Operating Hours
- J. Admissions/Entry Procedures
- K. Financial Aid/Scholarship Information
- L. Registration Procedures
- M. Overall Cost of Attending
- N. Vista Hall Dining Hours
- O. Quality of Food
- P. Extracurricular/Social Events
- Q. Avail. Of Recreation Facilities/Activities
- R. Bookstore Hours
- S. Availability of Study Areas
- T. Easy to Use Website
- U. Wifi Connectivity Throughout Campus
- V. Cellular Service
- W. Prompt Accurate College Information
- X. Access to Technology
- Y. Computer Lab Operating Hours
- Z. Parking Availability
- AA. Bathroom Cleanliness
- AB. Well-maintained Campus and Grounds
- AC. Safety and Security
- AD. Signage and Maps



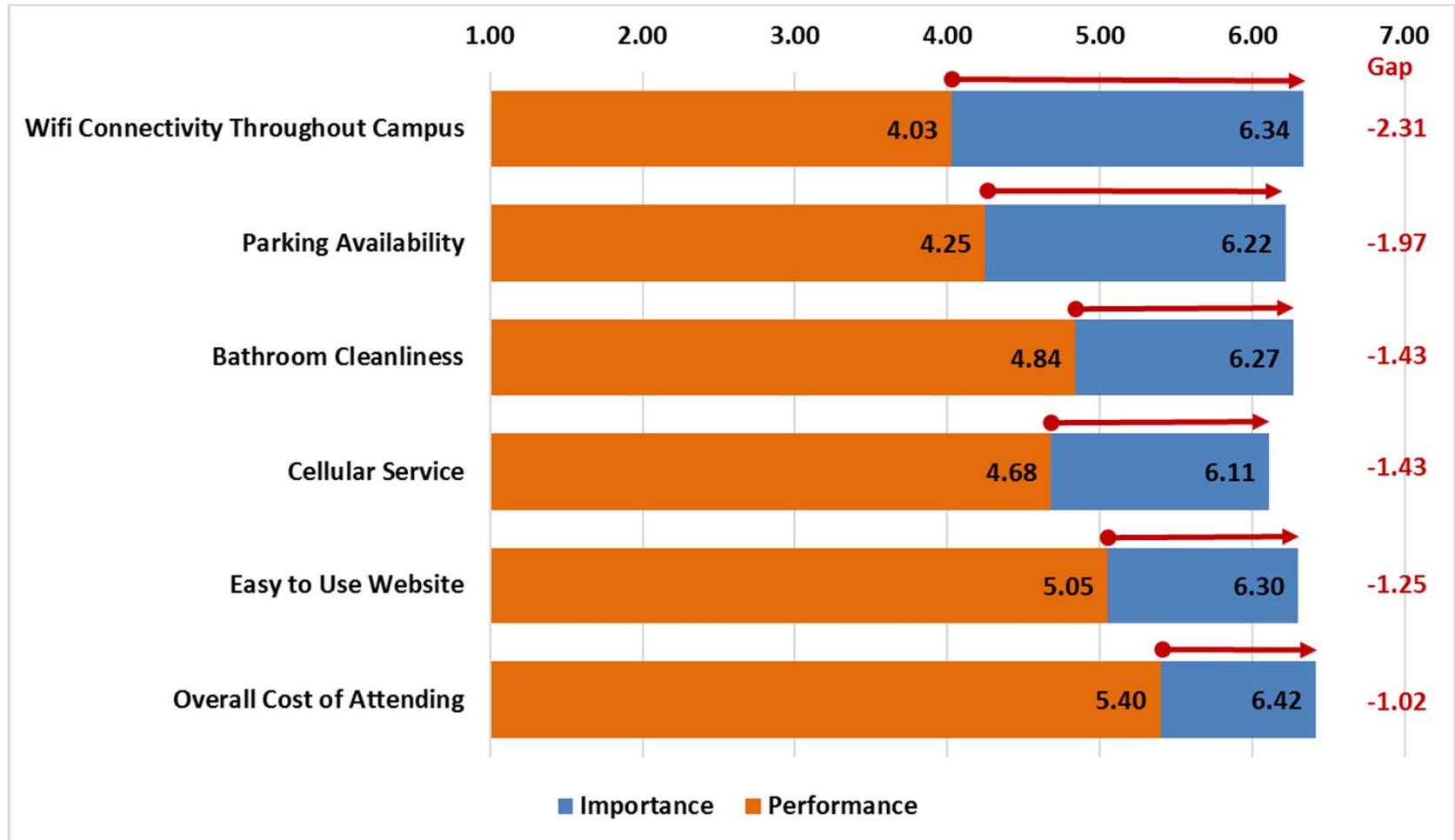
# Importance/Performance Gap Analysis

- An alternative method of examining the Importance / Performance data is to look at the gaps between mean importance and mean satisfaction. Gaps are calculated by subtracting the mean Performance Score from the mean Importance Score. A negative number indicates Importance was rated higher than Performance.
- The table on the following slide lists the thirty items ordered by their mean importance scores and by their gaps. Differences between mean importance scores and mean satisfaction scores that exceed one point are in **bold**.
- Looking at the list by Importance reveals that five of the six most important items have gaps in excess of one point.
- Looking at the list by Gaps reveals that two items have gaps at or in excess of two points.
- Five of the six items with gaps in excess of one point are related to either *Technology* or *Facilities*.
- The six items with the gaps in excess of one point are plotted on the slide after the table.

# Importance/Performance Gap Analysis

I/P Items by Importance				I/P Items by Gap			
Item	Importance	Performance	Gap	Item	Importance	Performance	Gap
<b>Overall Cost of Attending</b>	<b>6.42</b>	<b>5.40</b>	<b>-1.02</b>	<b>Wifi Connectivity Throughout Campus</b>	<b>6.34</b>	<b>4.03</b>	<b>-2.31</b>
<b>Wifi Connectivity Throughout Campus</b>	<b>6.34</b>	<b>4.03</b>	<b>-2.31</b>	<b>Parking Availability</b>	<b>6.22</b>	<b>4.25</b>	<b>-1.97</b>
Safety and Security	6.33	5.75	-0.58	<b>Bathroom Cleanliness</b>	<b>6.27</b>	<b>4.84</b>	<b>-1.43</b>
<b>Easy to Use Website</b>	<b>6.30</b>	<b>5.05</b>	<b>-1.25</b>	<b>Cellular Service</b>	<b>6.11</b>	<b>4.68</b>	<b>-1.43</b>
<b>Bathroom Cleanliness</b>	<b>6.27</b>	<b>4.84</b>	<b>-1.43</b>	<b>Easy to Use Website</b>	<b>6.30</b>	<b>5.05</b>	<b>-1.25</b>
<b>Parking Availability</b>	<b>6.22</b>	<b>4.25</b>	<b>-1.97</b>	<b>Overall Cost of Attending</b>	<b>6.42</b>	<b>5.40</b>	<b>-1.02</b>
Access to Technology	6.20	5.65	-0.55	Financial Aid / Scholarship Information	6.12	5.22	-0.90
Signage and Maps	6.20	5.48	-0.72	Signage and Maps	6.20	5.48	-0.72
Registration Procedures	6.17	5.61	-0.56	Admissions/Entry Procedures	6.08	5.39	-0.69
Prompt Accurate College Information	6.15	5.52	-0.63	Preparation for Career/Transfer	6.05	5.40	-0.65
Financial Aid / Scholarship Information	6.12	5.22	-0.90	Prompt Accurate College Information	6.15	5.52	-0.63
<b>Cellular Service</b>	<b>6.11</b>	<b>4.68</b>	<b>-1.43</b>	Safety and Security	6.33	5.75	-0.58
Admissions/Entry Procedures	6.08	5.39	-0.69	Support Service Operating Hours	6.04	5.47	-0.57
Preparation for Career/Transfer	6.05	5.40	-0.65	Registration Procedures	6.17	5.61	-0.56
Support Service Operating Hours	6.04	5.47	-0.57	Access to Technology	6.20	5.65	-0.55
Avail. Of Study Areas	5.92	5.71	-0.21	Modern Classrooms	5.21	4.85	-0.36
Computer Lab Operating Hours	5.83	5.77	-0.06	Web-based Instructional Support (Portal)	5.69	5.37	-0.32
Well-maintained Campus and Grounds	5.79	5.82	0.03	Bookstore Hours	5.78	5.53	-0.25
Bookstore Hours	5.78	5.53	-0.25	Vista Dining Hall Hours	4.66	4.41	-0.25
Web-based Instructional Support (Portal)	5.69	5.37	-0.32	Avail. Of Study Areas	5.92	5.71	-0.21
Course Availability - Morning	5.52	5.83	0.31	Quality of Food	4.87	4.76	-0.11
Course Availability - Afternoon	5.23	5.66	0.43	Computer Lab Operating Hours	5.83	5.77	-0.06
Modern Classrooms	5.21	4.85	-0.36	Well-maintained Campus and Grounds	5.79	5.82	0.03
Course Availability - Online	5.12	5.38	0.26	Course Availability - Online	5.12	5.38	0.26
Quality of Food	4.87	4.76	-0.11	Course Availability - Morning	5.52	5.83	0.31
Avail. Of Recreation Facilities/Activities	4.76	5.23	0.47	Course Availability - Afternoon	5.23	5.66	0.43
Course Availability - Evening	4.70	5.32	0.62	Avail. Of Recreation Facilities/Activities	4.76	5.23	0.47
Vista Dining Hall Hours	4.66	4.41	-0.25	Course Availability - Weekends	3.83	4.36	0.53
Extracurricular / Social Events	4.45	5.17	0.72	Course Availability - Evening	4.70	5.32	0.62
Course Availability - Weekends	3.83	4.36	0.53	Extracurricular / Social Events	4.45	5.17	0.72

# Items with Gaps in Excess of 1 Point





*Service Quality*

**MHCC Student Satisfaction Survey**

# Introduction to Service Quality

- The following slides provide a brief introduction to Service Quality and the ServQual instrument.
- The information presented is based on work by Dr. Leonard Barry and Dr. A. Parasuraman.
- The ServQual instrument was developed by the authors. It was created after extensive research on service and expectations.
- The instrument consists of twenty-two items. Respondents are asked to rate each item on two levels of expectation and the performance of the organization.



# Dimensions of Service Quality

5 Dimensions that Influence Customers' Assessments of Service Quality

**R**eliability – The ability to perform the promised service dependably and accurately.

**A**ssurance – The knowledge and courtesy of employees and their ability to convey trust and confidence.

**T**angibles – The appearance of physical facilities, equipment, personnel, and communications materials.

**E**mpathy – The provision of caring individualized attention to customers.

**R**esponsiveness – The willingness to help customers and provide prompt service.

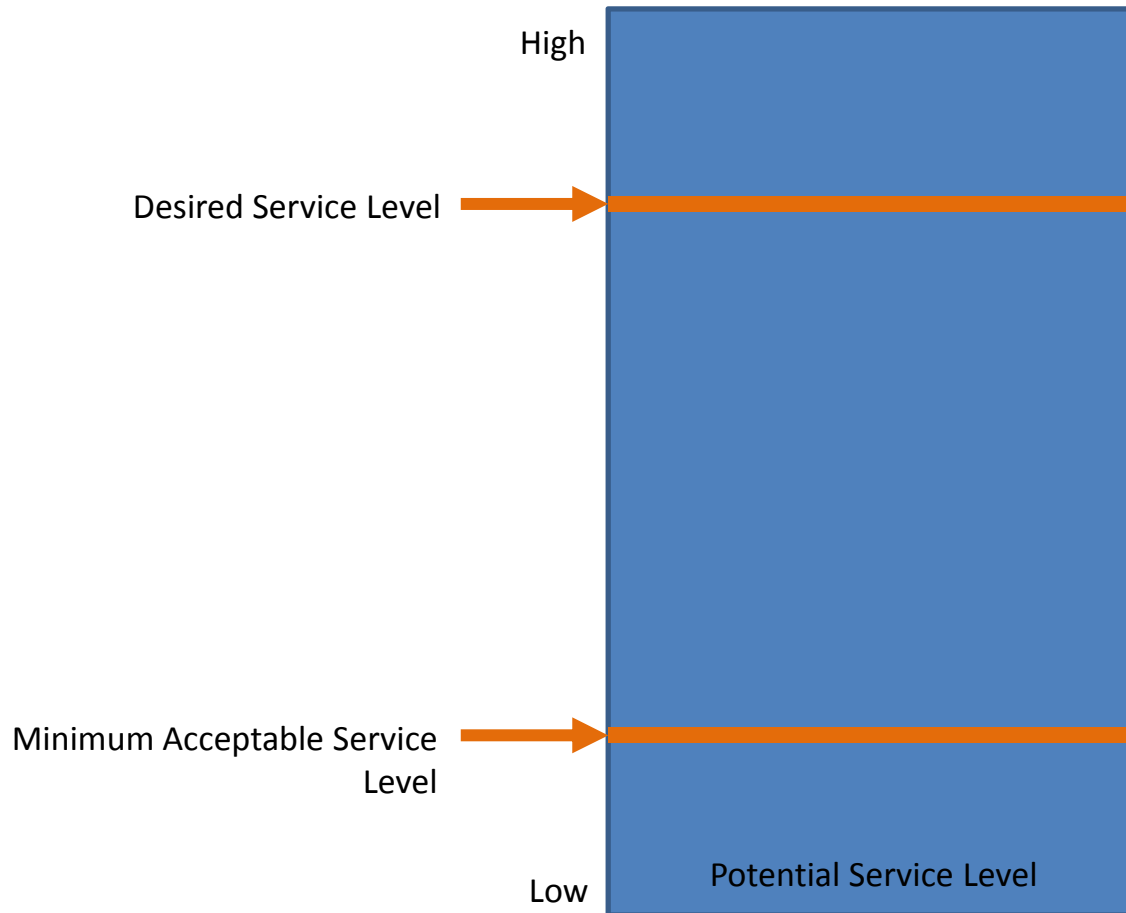
**Of all these: RELIABILITY!**

# The Zone of Tolerance



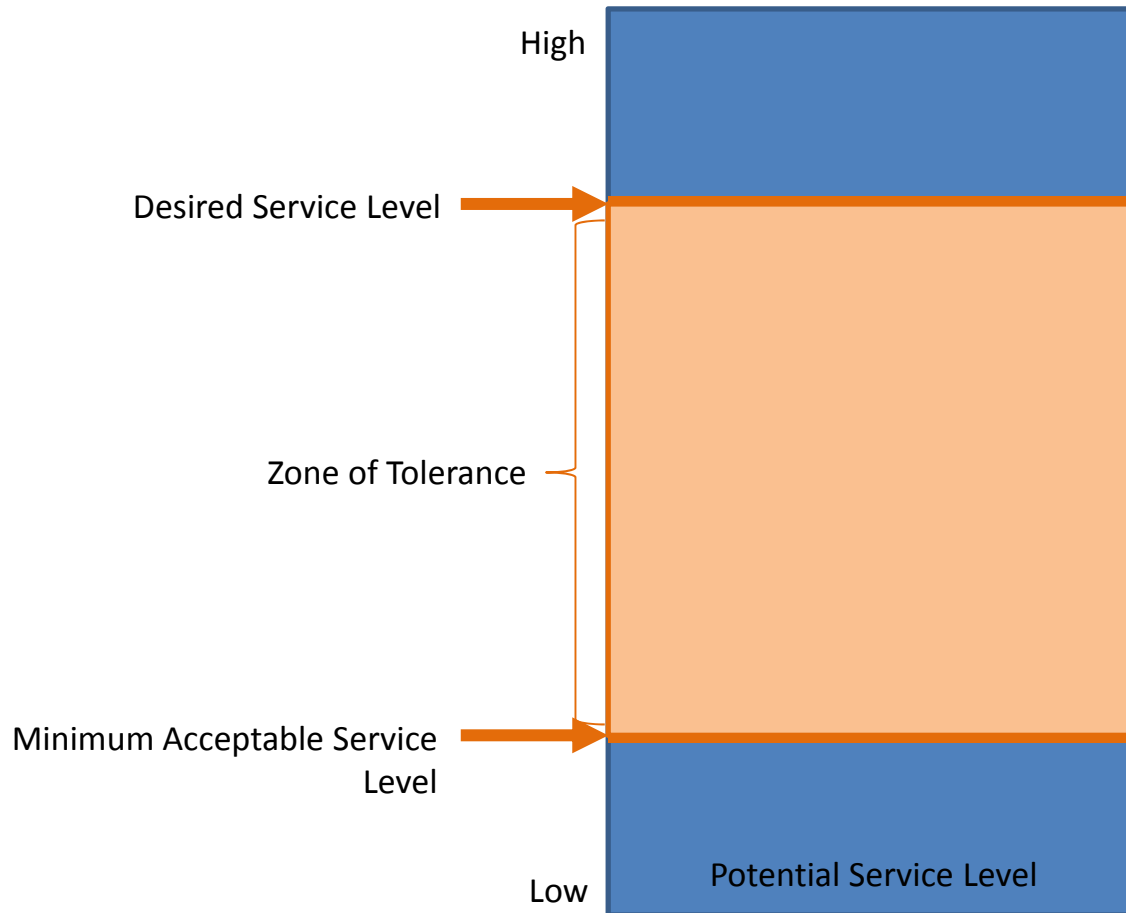
- With any service encounter customers have expectations with regard to the potential service that could be provided.
- Expectations are established based on:
  - Past experience with similar services (or the service provider)
  - Word of mouth from other customers
  - Advertisements and promotion material provided by the organization

# The Zone of Tolerance



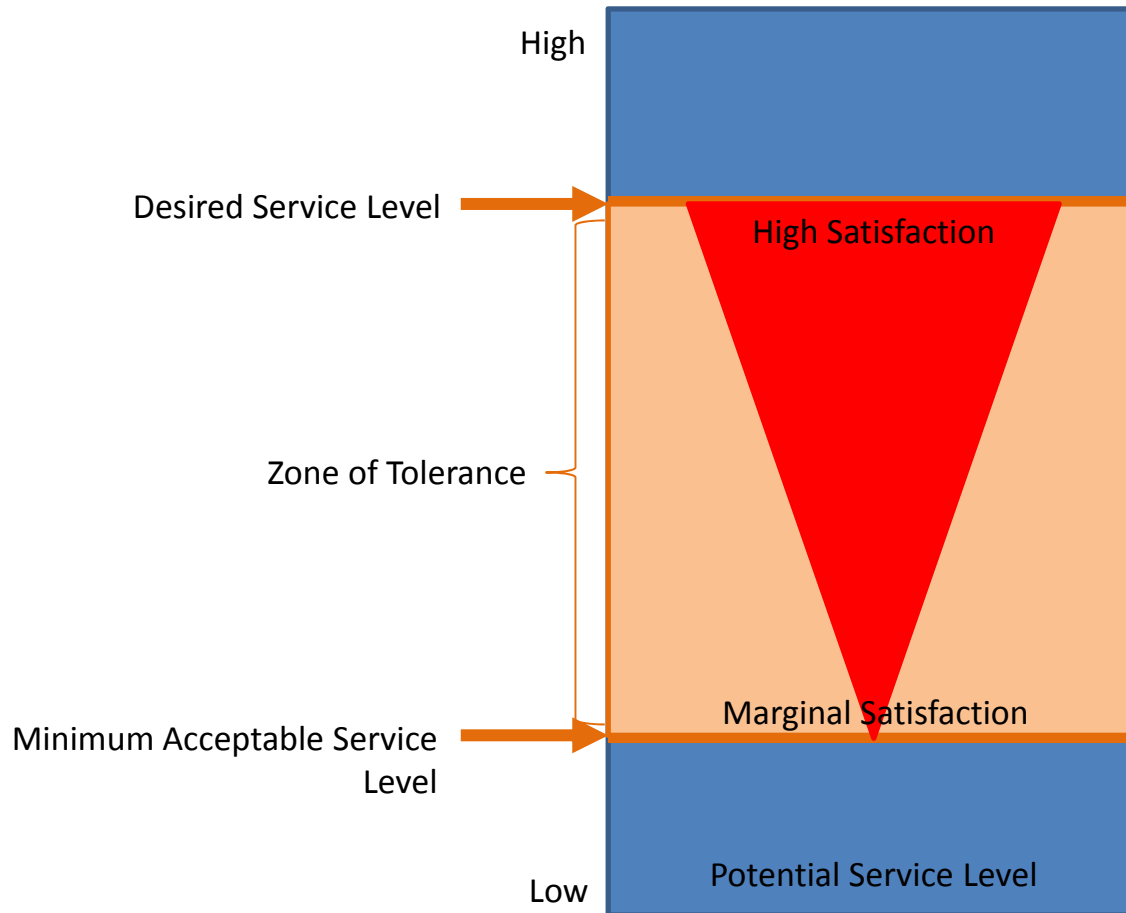
- Based on customers' expectations, they develop two levels of expected service performance.
- The **Desired Service Level** is the level they want to receive. Based on past experience, word-of-mouth, and promotion material, this is the service level they are expecting.
- The **Minimum Acceptable Service Level** is the lowest point of service they will tolerate. That is, if service performance falls below this level, they will be dissatisfied with the experience.

# The Zone of Tolerance



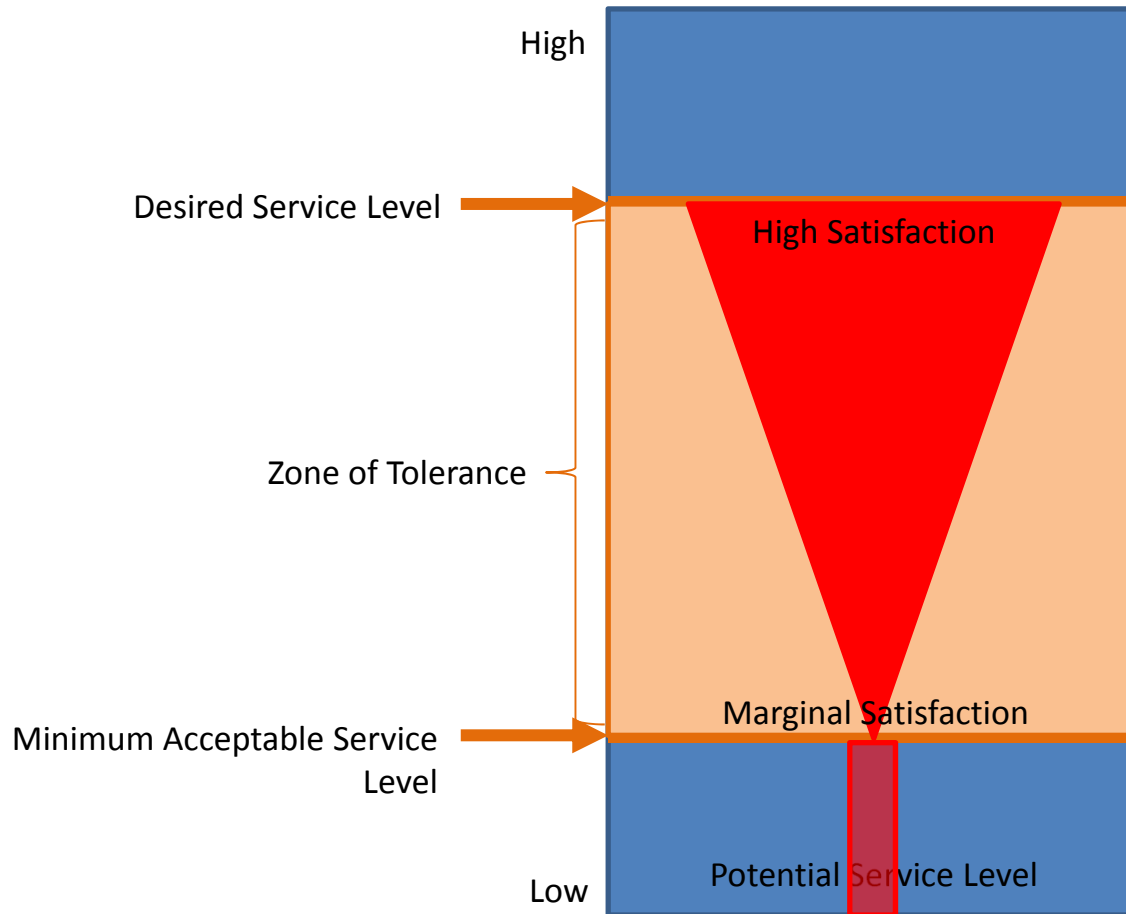
- The difference between these two expected service performance levels makes up the **Zone of Tolerance**. That is, if service performance falls in this zone, customers will be satisfied. However, the closer performance comes to the *Desired Service Level*, the more satisfied customers will be.

# The Zone of Tolerance



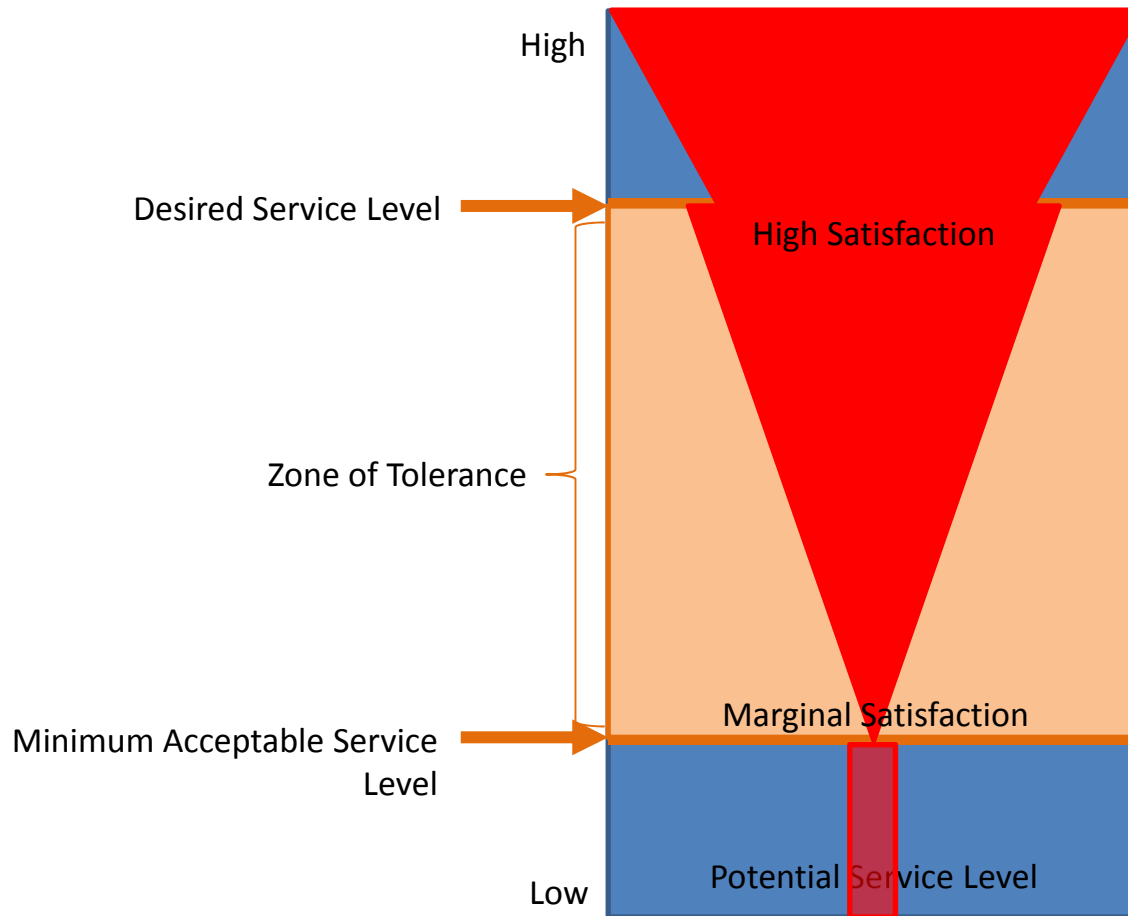
- Service performance that falls at the minimum service level results in marginal satisfaction.
- Service performance that falls at the desired service level results in high satisfaction.

# The Zone of Tolerance



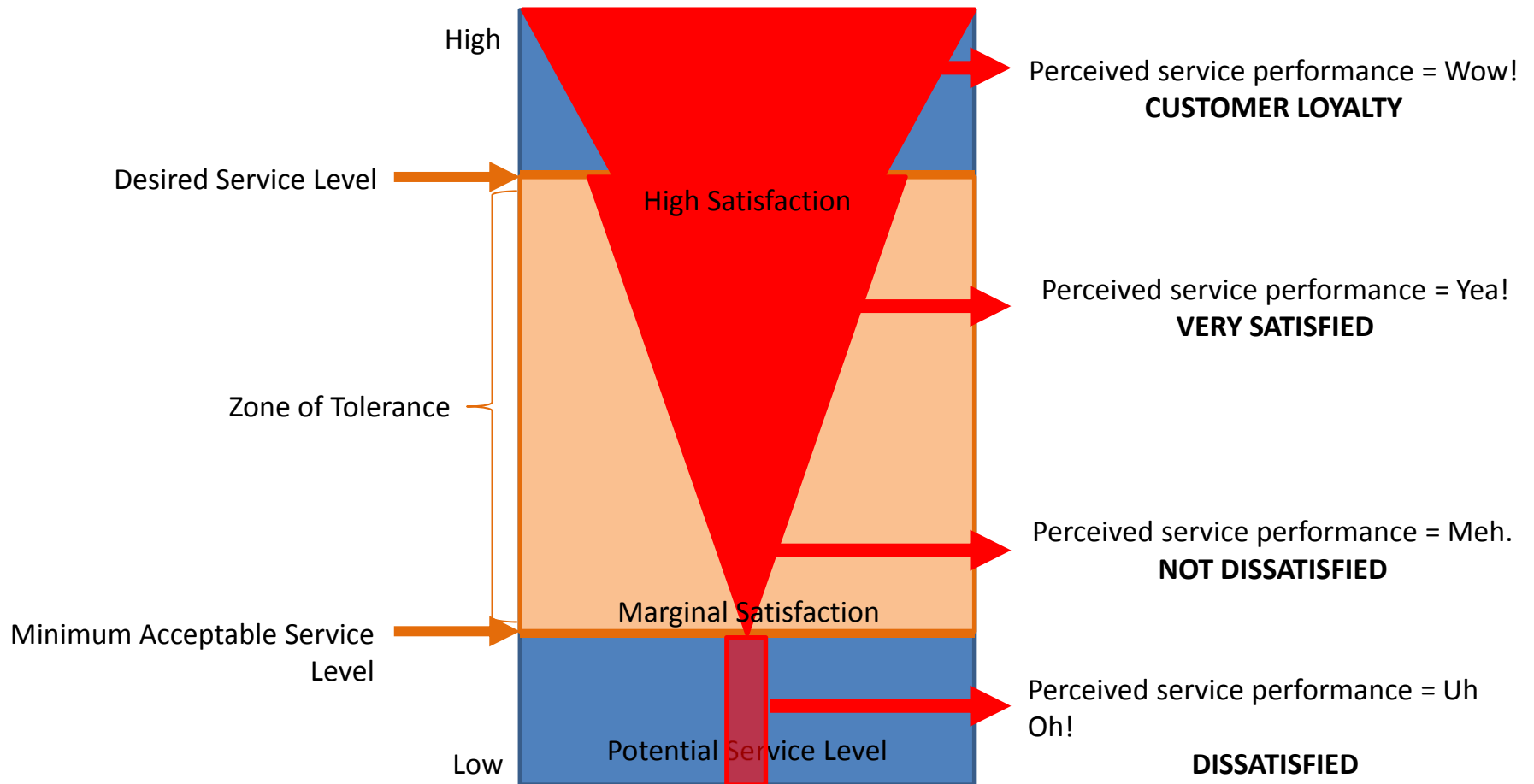
- Service performance that falls below the minimum acceptable level results in dissatisfaction with the experience.

# The Zone of Tolerance



- Service performance that exceeds the desired level of service results in extremely high satisfaction. This creates customer loyalty to the organization. It also causes customers to adjust their desired service level for the next time they use the service...hmmm. Sounds like that *Reliability* thing is pretty important.

# The Zone of Tolerance





# ServQual Instrument / Items

The ServQual Instrument consists of twenty-two items that address the five dimensions of service quality. For each item, respondents are asked to provide their: (1) Minimum Acceptable Service Level, (2) Desired Service Level, and (3) Organization's Performance Level.

- Reliability
  - Providing me the service Promised
  - Dependably handling my problems
  - Performing the service right the first time
  - Providing services at the promised time
  - Keeping accurate records
- Assurance
  - Instilling confidence in the service provided
  - Making me feel safe with the service provided
  - Employees that are consistently courteous to me
  - Employees having the knowledge to do the job well
- Tangibles
  - Having modern equipment
  - Having visually appealing facilities
  - Employees having a neat, professional appearance
  - Visually appealing materials associated with the service
- Empathy
  - Giving me individual attention
  - Operating hours that are convenient to me
  - Employees giving me personal attention
  - Having my best interests at heart
  - Understanding my needs
- Responsiveness
  - Informing me when services will be performed
  - Giving me prompt service
  - Employees that are always willing to help me
  - Employees that are never too busy to respond to my requests

# ServQual Instrument / Items



For the following statements please think about your overall experience with MHCC. For each statement, there are three response rows.

**In the first row:** Please indicate the minimum acceptable level of service you expect. That is, if the service fell below this level, you would be upset.

**In the second row:** Please indicate the desired level of service you expect. That is, the level of service that would make you satisfied. *This level should be equal to or greater than your minimum acceptable level.*

**In the third row:** Please indicate MHCC's performance overall. Thinking about your entire experience with MHCC, how would you rate us?

## Providing me the service promised

Low											High
0	10	20	30	40	50	60	70	80	90	100	

Minimum Acceptable Level

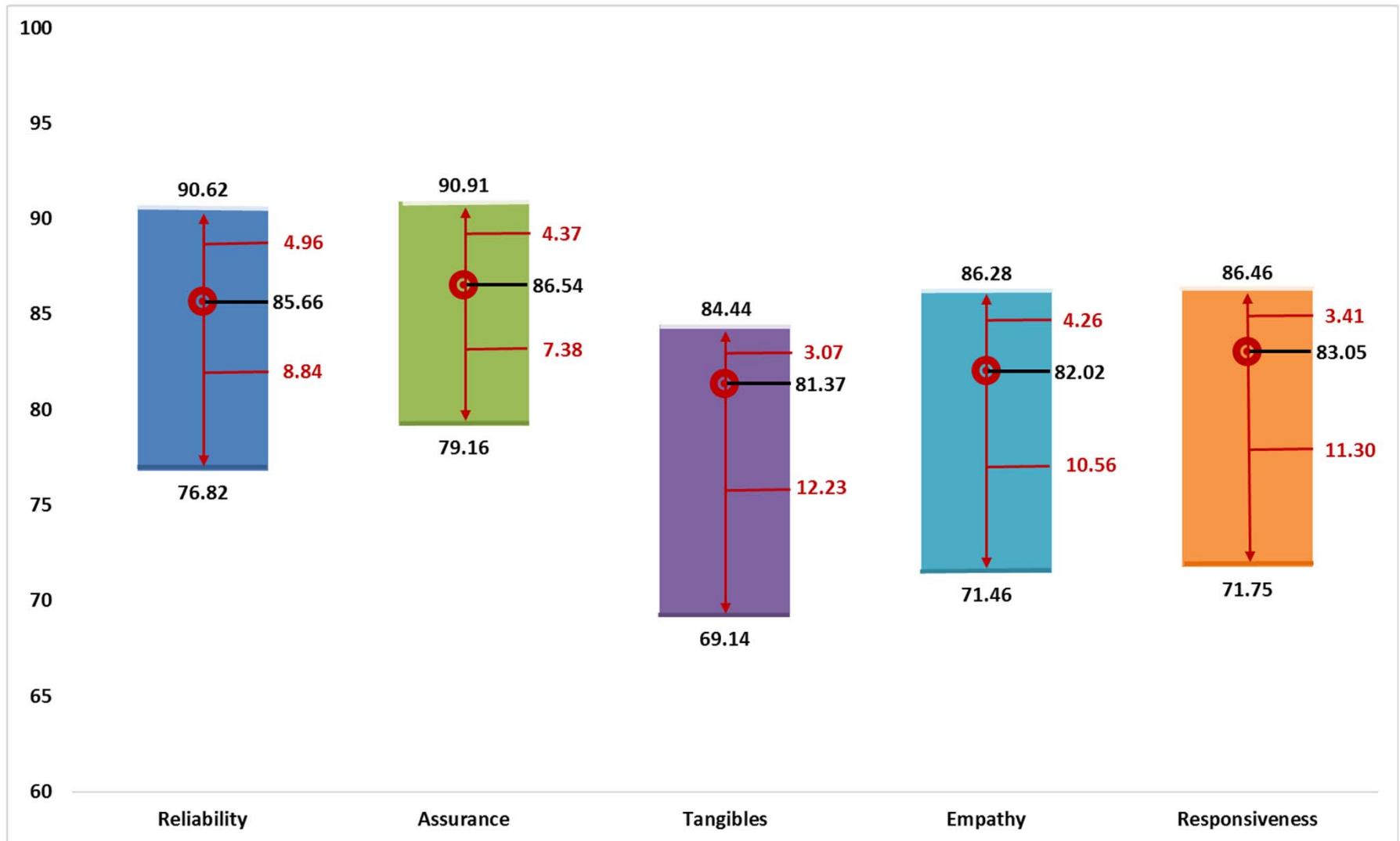
Desired Level

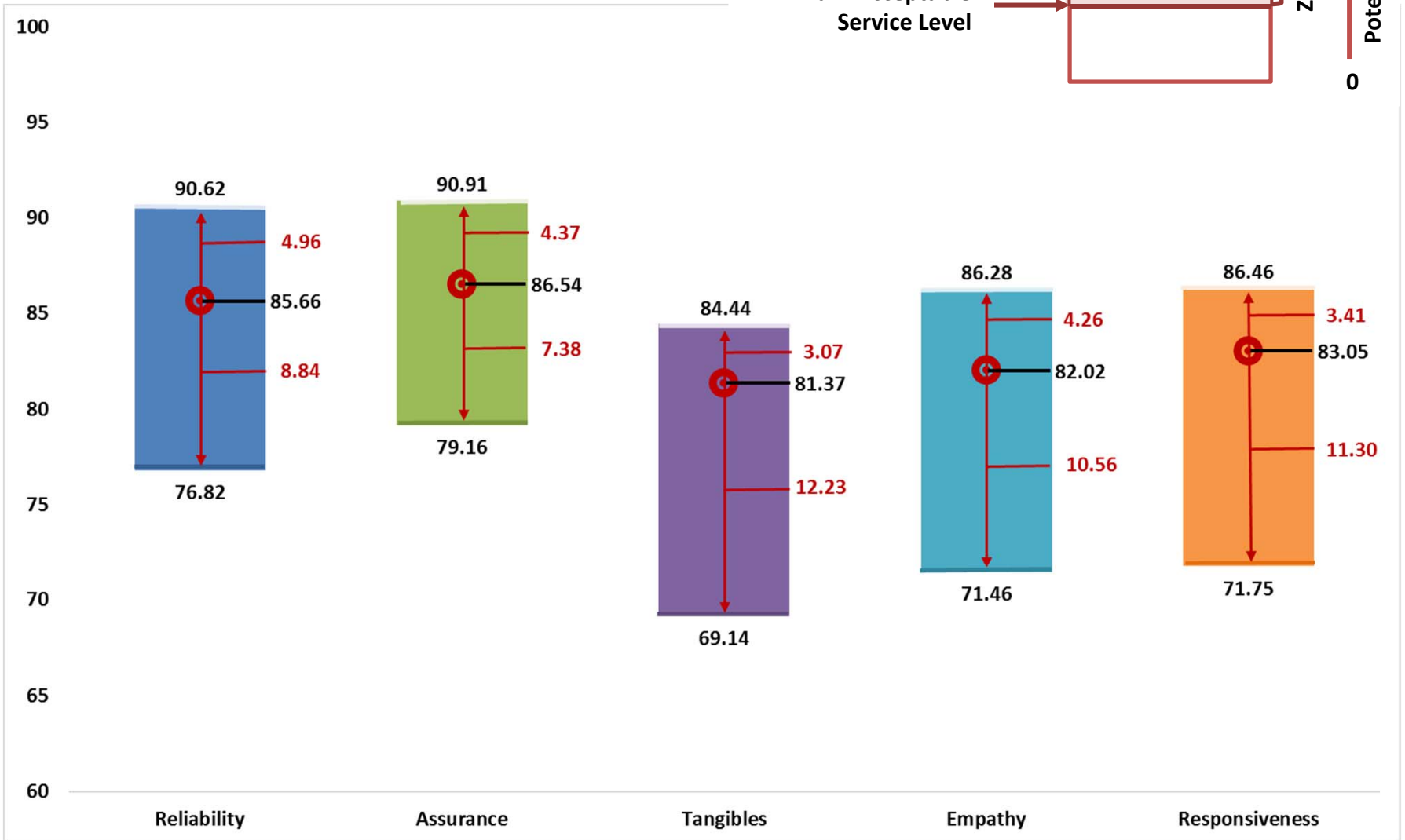
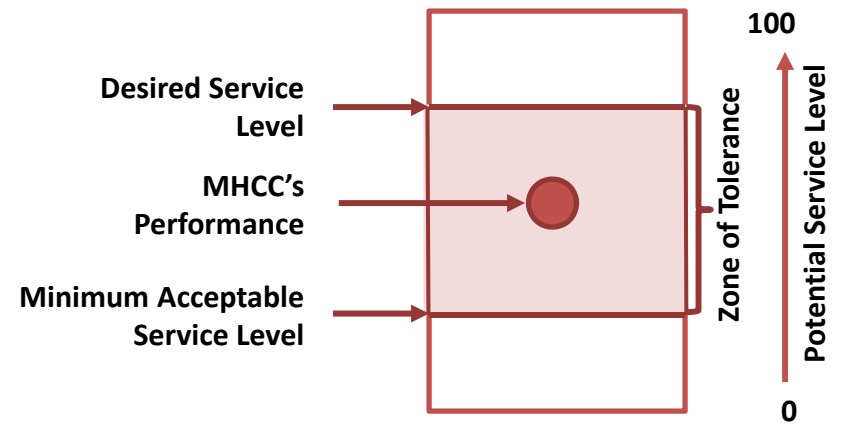
MHCC's Performance

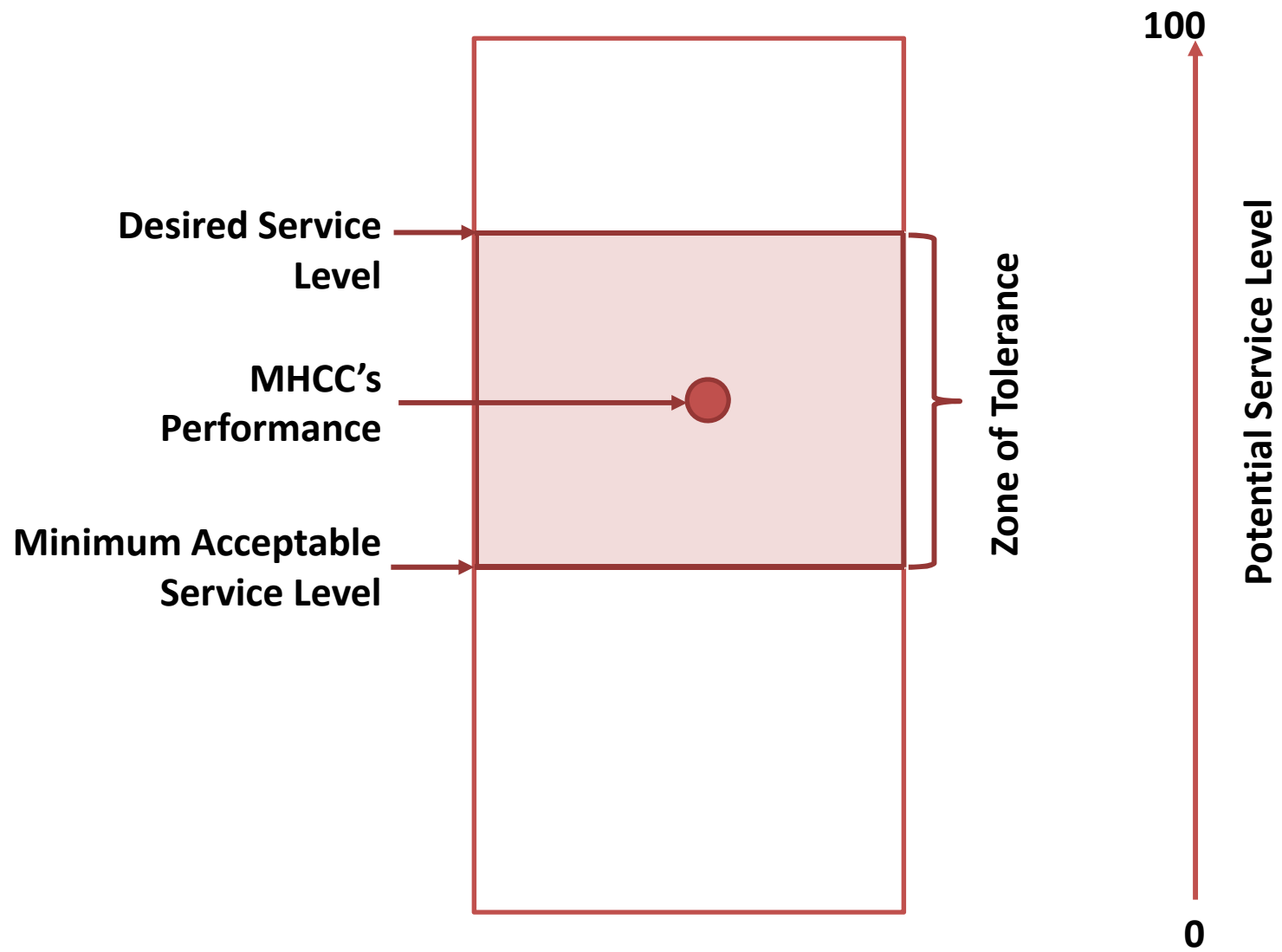
# MHCC Service Quality

ServQual Items	Minimum Acceptable Level				Desired Level				MHCC's Level			
Reliability	Min	Max	Mean	s.d.	Min	Max	Mean	s.d.	Min	Max	Mean	s.d.
Providing me the service promised	0	100	77.52	19.55	24	100	91.10	12.55	0	100	85.64	15.88
Dependably handling my problems	0	100	74.04	20.28	0	100	89.38	14.17	0	100	82.59	18.92
Performing the service right the first time	0	100	75.67	18.41	12	100	90.21	12.63	0	100	84.13	18.26
Providing services at the promised time	0	100	76.24	19.26	37	100	90.51	12.15	0	100	85.04	15.67
Keeping accurate records	0	100	81.39	19.51	0	100	92.46	12.17	0	100	88.84	14.58
<b>Reliability Score (All Responses to All Five Items)</b>	<b>0</b>	<b>100</b>	<b>76.82</b>	<b>19.62</b>	<b>0</b>	<b>100</b>	<b>90.62</b>	<b>12.92</b>	<b>0</b>	<b>100</b>	<b>85.66</b>	<b>16.03</b>
Assurance	Min	Max	Mean	s.d.	Min	Max	Mean	s.d.	Min	Max	Mean	s.d.
Instilling confidence in the service provided	0	100	77.43	19.28	1	100	89.53	13.40	0	100	84.06	17.90
Making me feel safe with the service provided	0	100	81.11	20.40	1	100	90.96	14.92	0	100	87.73	17.03
Employees that are consistently courteous to me	0	100	77.72	20.72	20	100	91.09	12.99	0	100	86.05	17.16
Employees having the knowledge to do the job well	0	100	81.18	18.38	2	100	92.45	12.31	0	100	85.65	18.52
<b>Assurance Score (All Responses to All Four Items)</b>	<b>0</b>	<b>100</b>	<b>79.16</b>	<b>19.83</b>	<b>1</b>	<b>100</b>	<b>90.91</b>	<b>13.58</b>	<b>0</b>	<b>100</b>	<b>86.54</b>	<b>16.53</b>
Tangibles	Min	Max	Mean	s.d.	Min	Max	Mean	s.d.	Min	Max	Mean	s.d.
Having modern equipment	0	100	72.48	20.44	0	100	88.60	14.42	0	100	79.21	18.26
Having visually appealing facilities	0	100	67.34	23.62	0	100	84.55	18.00	0	100	79.46	19.39
Employees having a neat, professional appearance	0	100	68.70	25.28	0	100	81.67	20.43	0	100	84.51	17.41
Visually appealing materials associated with the service	0	100	68.55	23.35	0	100	83.54	18.58	1	100	81.22	18.04
<b>Tangibles Score (All Responses to All Four Items)</b>	<b>0</b>	<b>100</b>	<b>69.14</b>	<b>23.23</b>	<b>0</b>	<b>100</b>	<b>84.44</b>	<b>18.16</b>	<b>0</b>	<b>100</b>	<b>81.37</b>	<b>17.75</b>
Empathy	Min	Max	Mean	s.d.	Min	Max	Mean	s.d.	Min	Max	Mean	s.d.
Giving me individual attention	0	100	68.15	24.38	0	100	83.67	18.93	0	100	79.86	20.58
Operating hours that are convenient to me	0	100	73.87	20.56	12	100	89.45	14.48	2	100	83.79	17.59
Employees giving me personal attention	0	100	69.09	23.58	0	100	83.15	18.81	4	100	81.56	18.40
Having my best interests at heart	0	100	74.91	23.36	0	100	88.57	16.39	0	100	81.65	19.86
Understanding my needs	0	100	73.34	22.09	10	100	87.90	15.23	1	100	81.01	18.91
<b>Empathy Score (All Responses to All Five Items)</b>	<b>0</b>	<b>100</b>	<b>71.46</b>	<b>22.99</b>	<b>0</b>	<b>100</b>	<b>86.28</b>	<b>17.23</b>	<b>0</b>	<b>100</b>	<b>82.02</b>	<b>18.16</b>
Responsiveness	Min	Max	Mean	s.d.	Min	Max	Mean	s.d.	Min	Max	Mean	s.d.
Informing me when services will be performed	0	100	72.39	22.16	3	100	86.78	15.99	2	100	82.47	19.04
Giving me prompt service	0	100	71.43	22.00	20	100	86.38	15.63	1	100	82.38	18.47
Employees that are always willing to help me	0	100	74.68	21.58	12	100	88.76	14.75	0	100	84.86	17.12
Employees that are never too busy to respond to my requests	0	100	70.21	22.87	0	100	84.99	17.62	1	100	81.49	18.81
<b>Responsiveness Score (All Responses to All Four Items)</b>	<b>0</b>	<b>100</b>	<b>71.75</b>	<b>22.15</b>	<b>0</b>	<b>100</b>	<b>86.46</b>	<b>16.19</b>	<b>0</b>	<b>100</b>	<b>83.05</b>	<b>17.64</b>

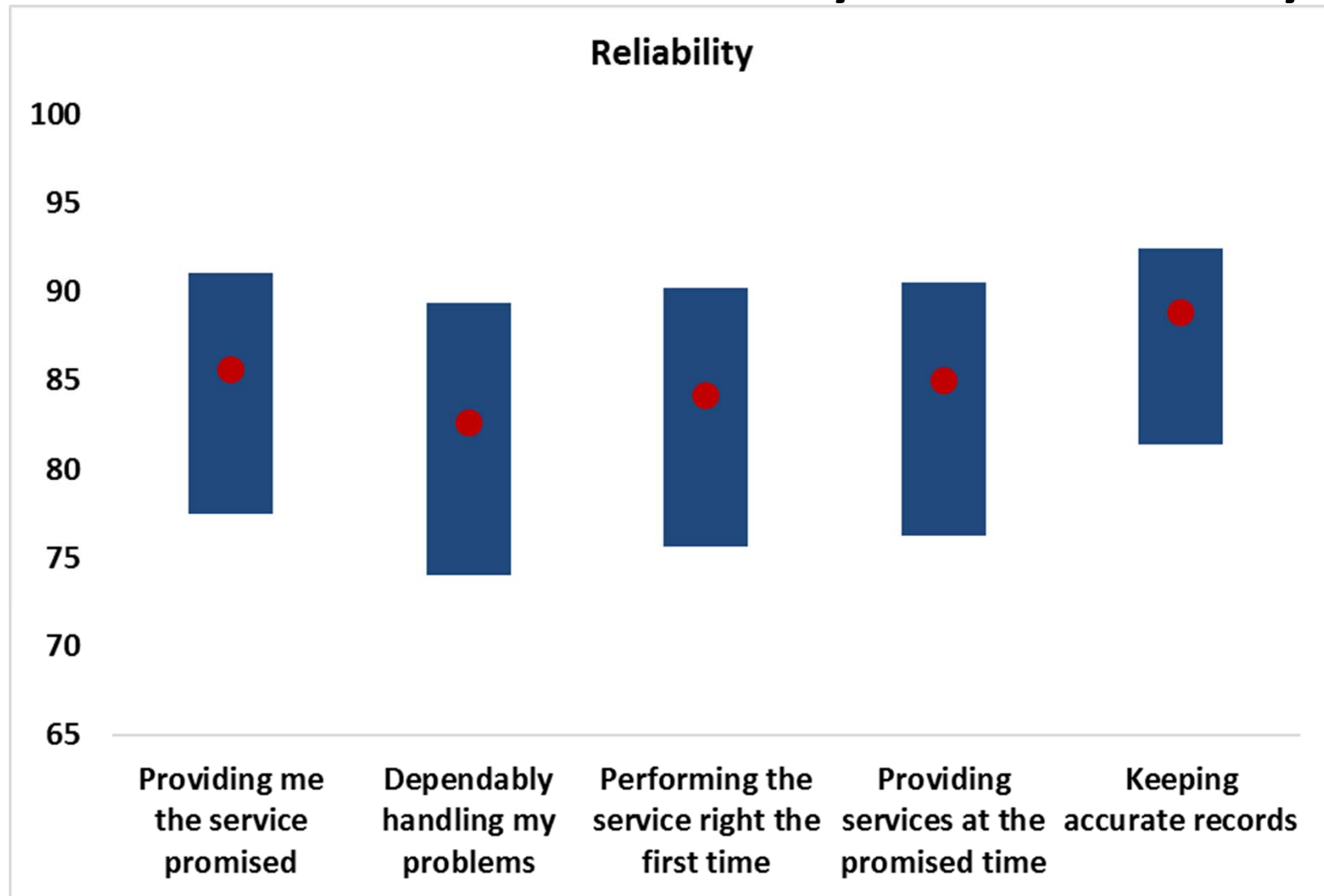
# MHCC Service Quality



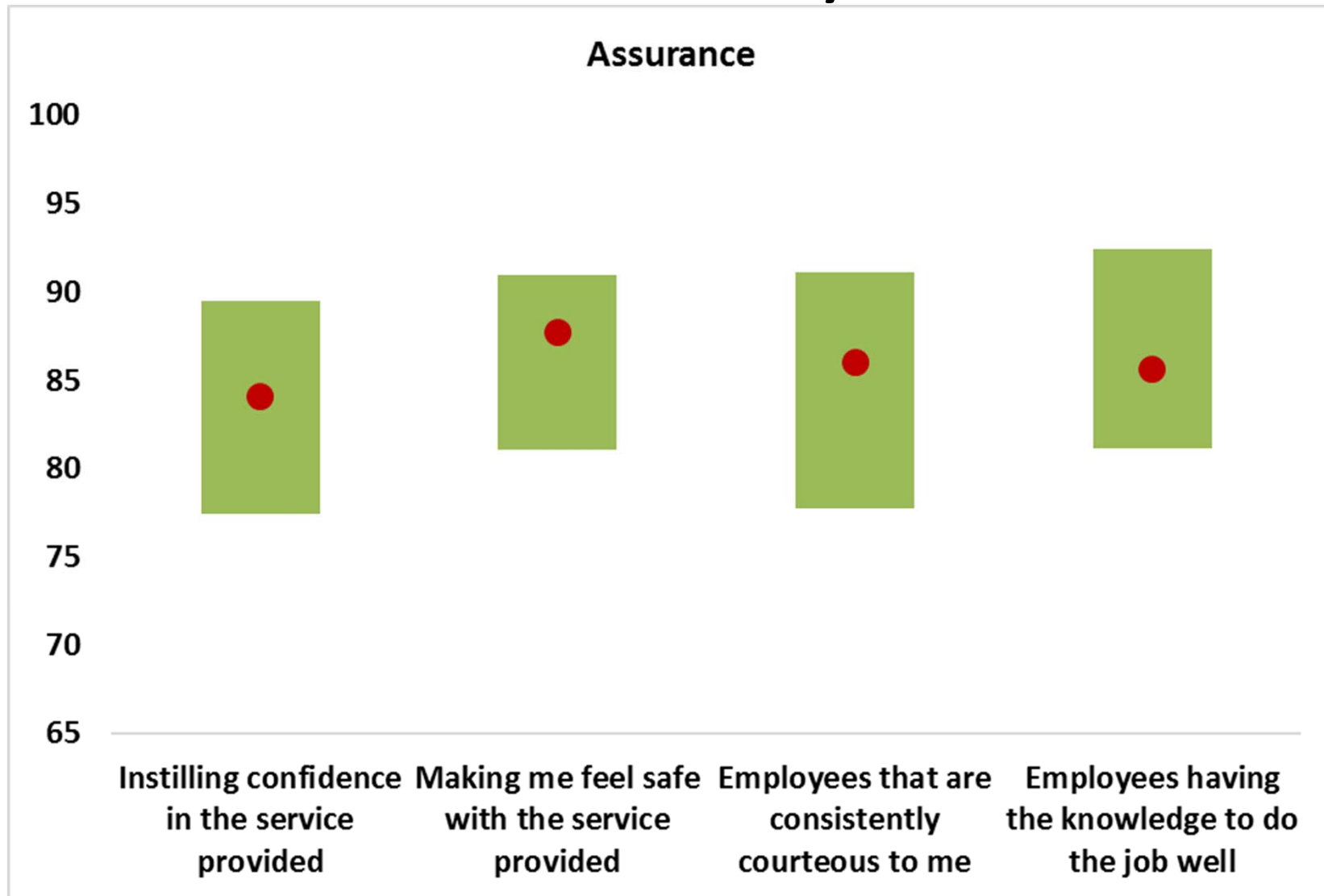




# MHCC Service Quality - Reliability

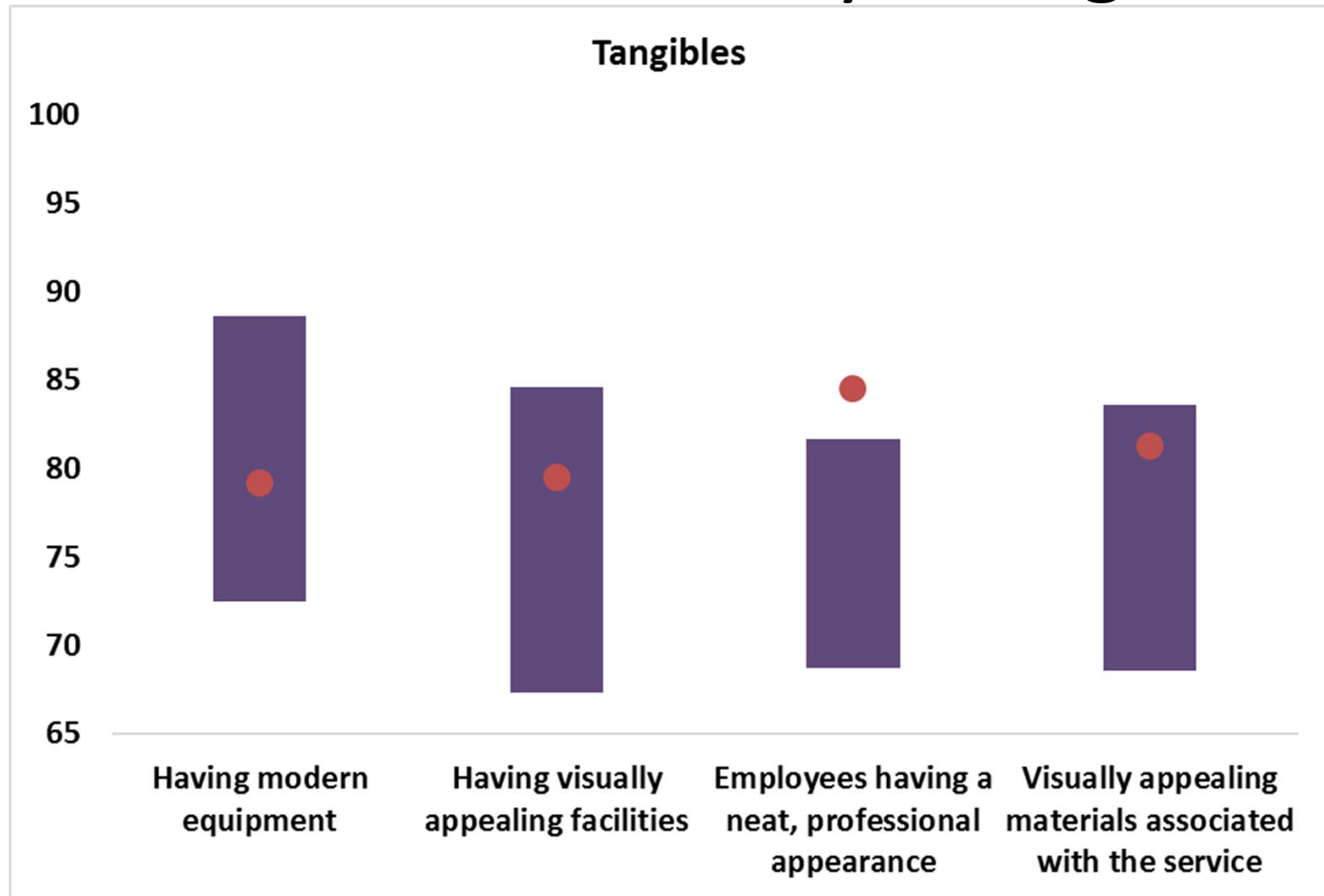


# MHCC Service Quality - Assurance

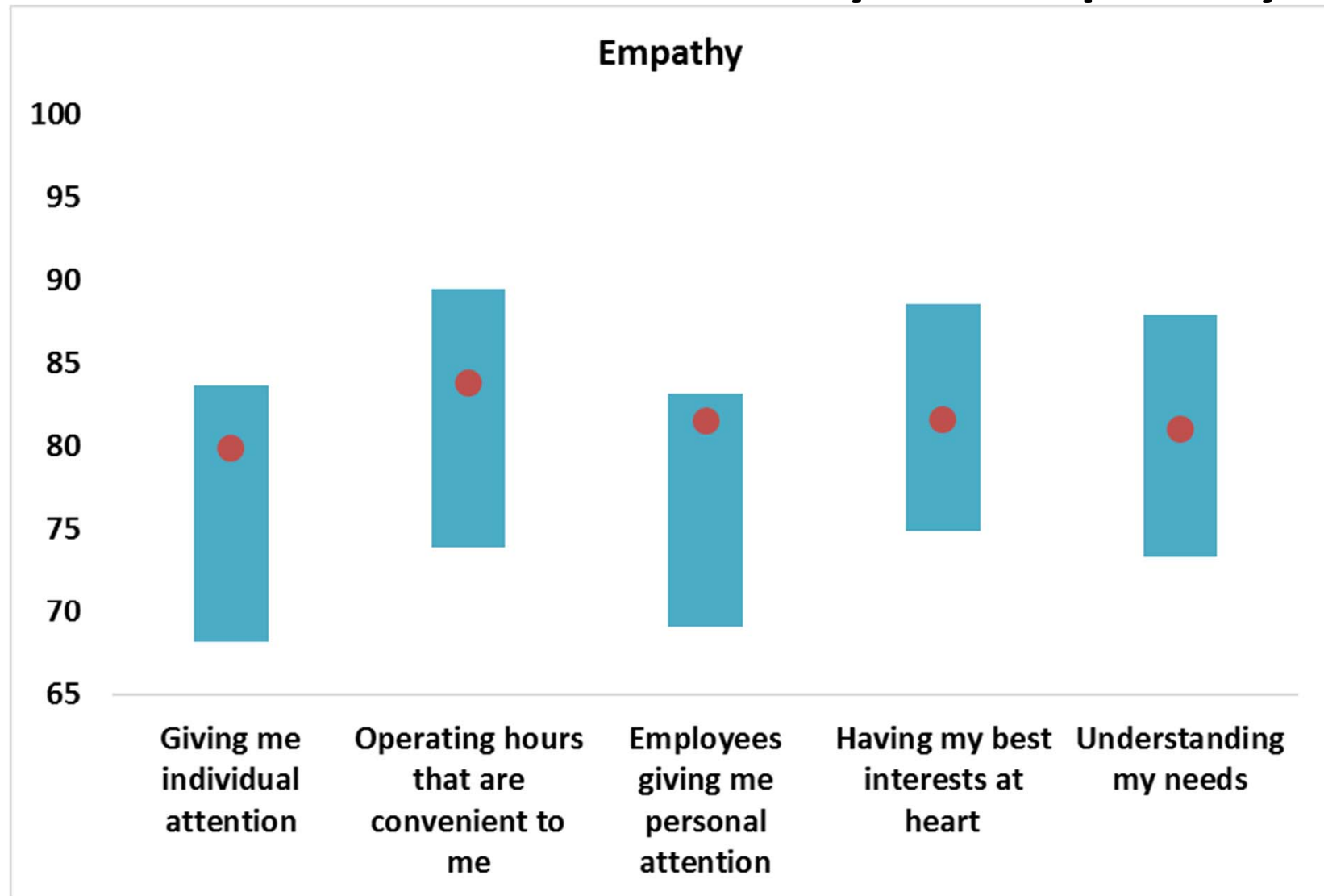




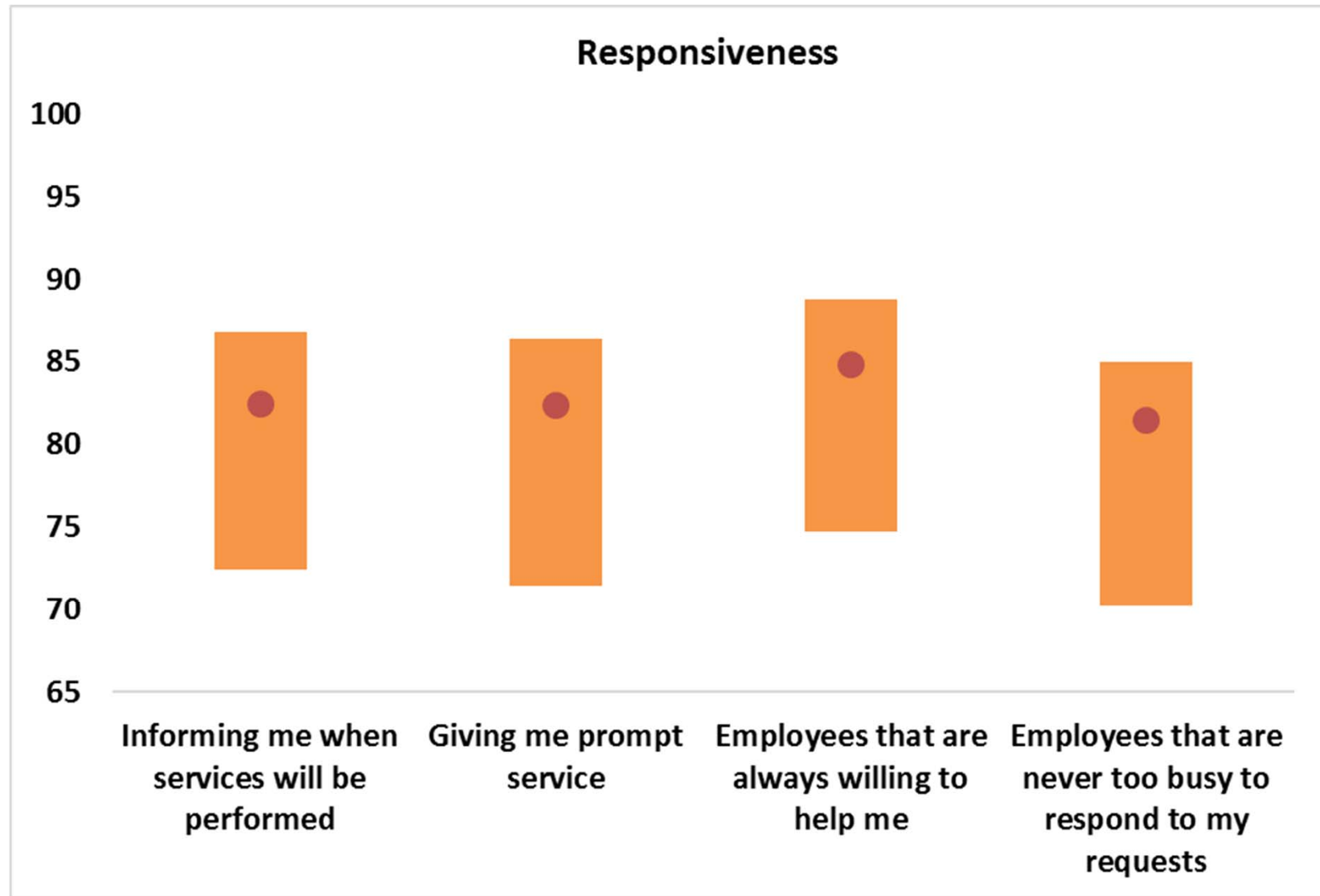
# MHCC Service Quality - Tangibles



# MHCC Service Quality - Empathy



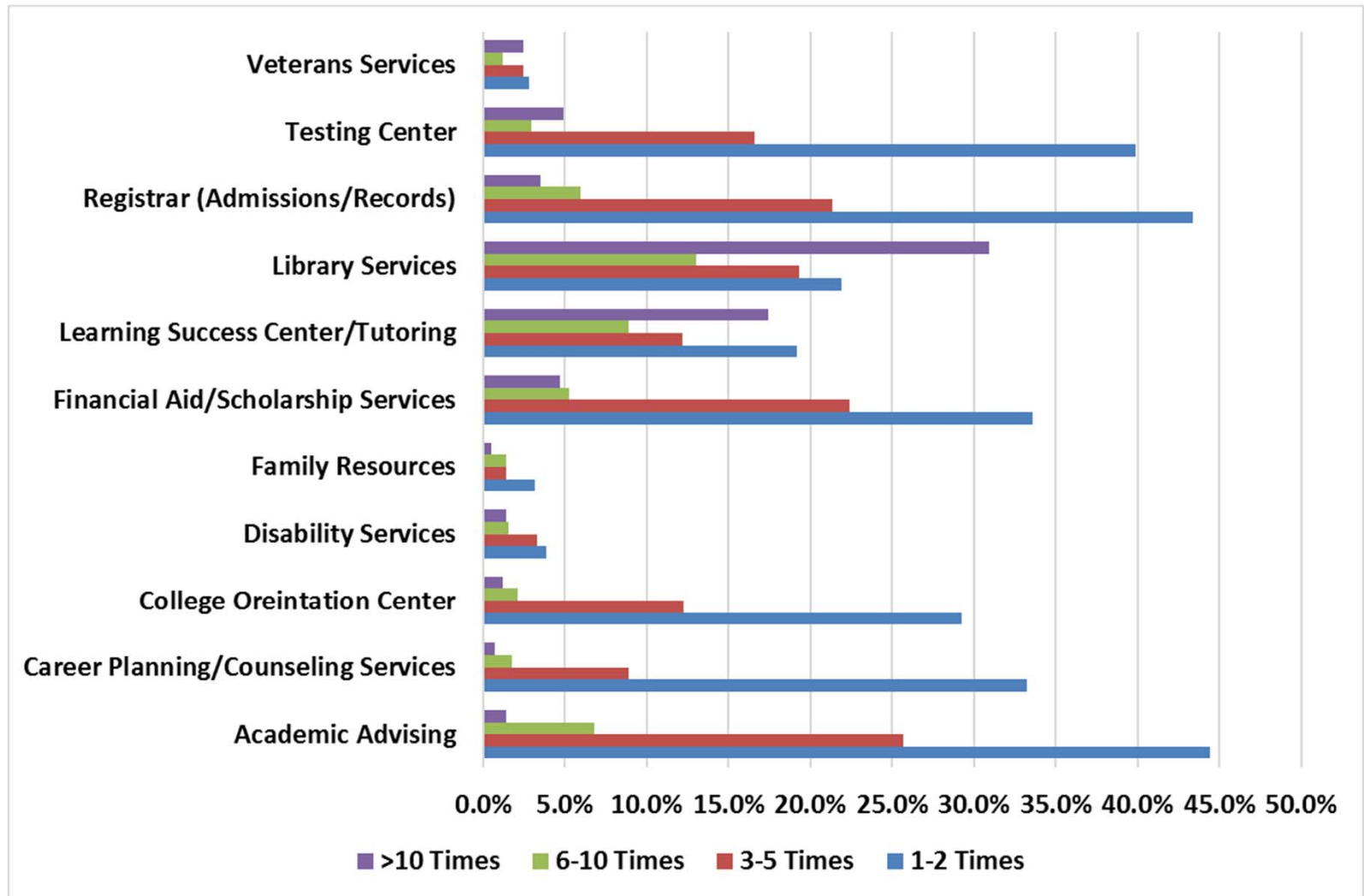
# MHCC Service Quality - Responsiveness



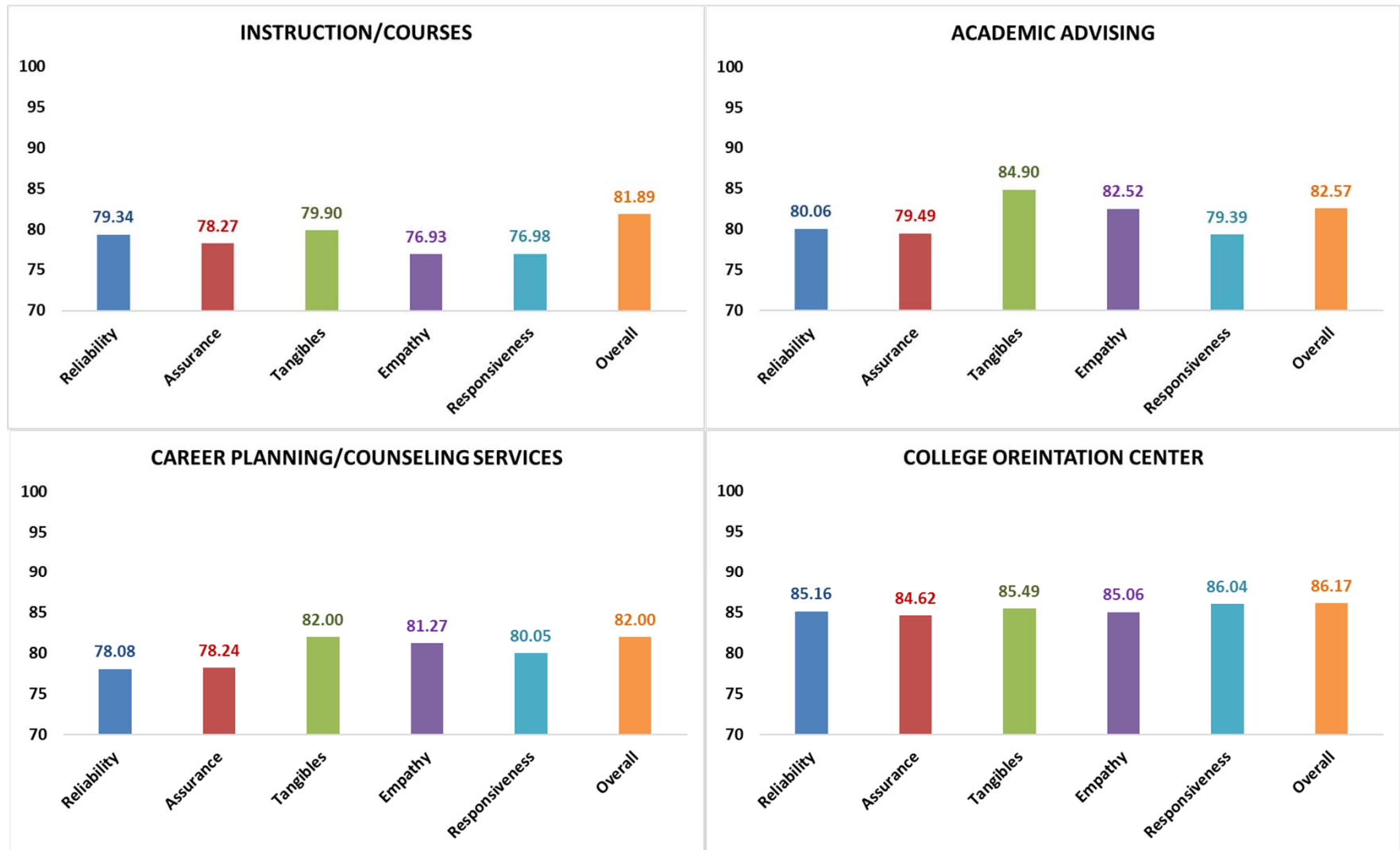
# College Services Used

By Count					
Service	Never	1-2 Times	3-5 Times	6-10 Times	>10 Times
Academic Advising	125	256	148	39	8
Career Planning/Counseling Services	316	190	51	10	4
College Oreintation Center	315	167	70	12	7
Disability Services	513	22	19	9	8
Family Resources	528	18	8	8	3
Financial Aid/Scholarship Services	194	192	128	30	27
Learning Success Center/Tutoring	243	110	70	51	100
Library Services	85	126	111	75	178
Registrar (Admissions/Records)	148	248	122	34	20
Testing Center	204	228	95	17	28
Veterans Services	521	16	14	7	14
By Percent					
Service	Never	1-2 Times	3-5 Times	6-10 Times	>10 Times
Academic Advising	21.7%	44.4%	25.7%	6.8%	1.4%
Career Planning/Counseling Services	55.3%	33.3%	8.9%	1.8%	0.7%
College Oreintation Center	55.2%	29.2%	12.3%	2.1%	1.2%
Disability Services	89.8%	3.9%	3.3%	1.6%	1.4%
Family Resources	93.5%	3.2%	1.4%	1.4%	0.5%
Financial Aid/Scholarship Services	34.0%	33.6%	22.4%	5.3%	4.7%
Learning Success Center/Tutoring	42.3%	19.2%	12.2%	8.9%	17.4%
Library Services	14.8%	21.9%	19.3%	13.0%	31.0%
Registrar (Admissions/Records)	25.9%	43.4%	21.3%	5.9%	3.5%
Testing Center	35.7%	39.9%	16.6%	3.0%	4.9%
Veterans Services	91.1%	2.8%	2.4%	1.2%	2.4%

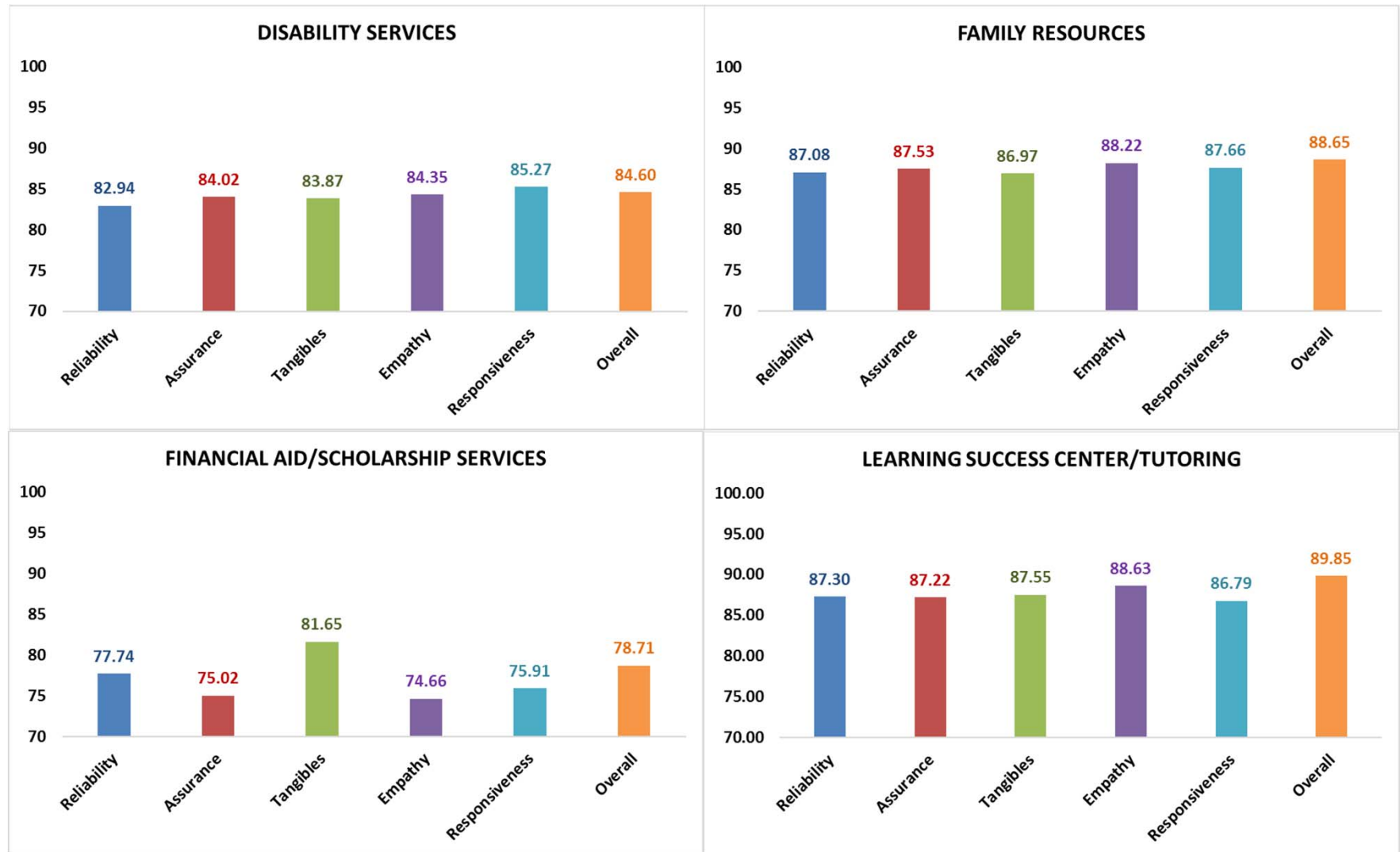
# College Services Used



# Performance of College Services



# Performance of College Services



# Performance of College Services







***Additional Comments***

**MHCC Student Satisfaction Survey**

# Purpose for Attending – “Some Other Purpose”

In the question asking students their primary purpose for attending MHCC, twenty three students indicated they were attending for some other purpose. They were asked to provide the other purpose for attending. Content analysis was performed and the categories identified in the table below were created. Each comment was assigned to one of these categories. Actual comments are available in Appendix A.

Category	Count
Exercise/Athletics/Enrichment	6
Specific Program	7
General Studies Associates Degree	3
Co-enrolled/Pre-Requisites	2
Learn/Improve English	2
Life Transition/Job Training	4
Miscellaneous	2

# Reason for Selecting – “Some Other Reason”

Category	Count
Advice - Friends/Family/Others	9
ABE/GED To College / Transitions/Transciones	6
Location/Convenient/Close to Home	17
Articulation/Connection to University	4
College Employee/Employee Benefit	8
Specific Program of Interest	37
Early College / High School Relationship	6
Community/Industry Connections	2
Previous Experience w/ the College	7
Cost	9
Campus/Aesthetics	9
Reputation / Better than Metro Alternatives	11
Faculty / Employees / Student Success	11
Technology / Online Classes	3
Self Improvement / Job skills	5
Miscellaneous / No Comment	10

In the question asking students their reason for selecting MHCC, 137 students indicated they were attending for some other reason. They were asked to provide the other reason for selecting. Content analysis was performed and the categories identified in the table to the left were created. Each comment was assigned to one or more of these categories. Actual comments are provided in Appendix A.

The most often cited other reason for selecting MHCC was that the college offered a specific program of interest (which is the fifth ranked reason in the actual question). The second most often cited reason was location/convenience (the second ranked reason for selecting in the actual question).

# Additional Comments

- Respondents were asked “Is there anything else you would like to share with MHCC regarding your experience at the college?” A total of 229 respondents provided additional comments. Content analysis was performed on the comments. This process involves reviewing comments and developing core categories that comments address. Once categories are created, all comments are reviewed and assigned to the appropriate category. The table below presents the twenty categories that comments fell into. Comments that address multiple categories are assigned to each appropriate category. The 229 comments received resulted in 408 assignments to the categories.
- Actual comments are provided in Appendix A.
- The majority of comments were related to MHCC in general. Of these, over twenty percent (20.6%) were positive comments about the college. Comments like “Yes, I’ve enjoyed MHCC so much! I love all the classes and lessons!” are typical of the positive comments that were received.
- The second highest category of comments dealt with positive comments about faculty. “You have awesome teachers” is an example of the types of comments that fell into this category.
- Negative comments about support services was the third most often cited category. These comments ranged from financial aid service to operating hours of support services to the removal of the St. Helens Bistro.
- Negative comments about faculty was the fourth most often cited category. Generally, these comments focused on a lack of caring and ineffective teaching styles.

Category	Count	Percent
1 MHCC in General, Positive	84	20.6%
2 MHCC in General, Negative	11	2.7%
3 Faculty, Positive	53	13.0%
4 Faculty, Negative	44	10.8%
5 Other Employees, Positive	17	4.2%
6 Other Employees, Negative	21	5.1%
7 Support Services, Positive	15	3.7%
8 Support Services, Negative	45	11.0%
9 Costs / Tuition / Fees too high / Insufficient Financial Aid	14	3.4%
10 Courses, Lack of Availability / Inconvenient Times	10	2.5%
11 Online Courses, Need More / More Consistency Between	8	2.0%
12 Modern equipment for teaching	11	2.7%
13 Technology / Campus-wide WiFi / Web Page	18	4.4%
14 Parking	7	1.7%
15 Facilities / Infrastructure Improvements	14	3.4%
16 Bathroom Cleanliness	7	1.7%
17 Safety / Security - Positive	1	0.2%
18 Safety / Security - Negative	2	0.5%
19 Survey Comments	6	1.5%
20 Miscellaneous / "NA" Comments	20	4.9%

# Conclusions / Recommendations

## Reasons for Attending

### **2016-17 Administration:**

- 1) Offered Courses Wanted
- 2) Convenient Location
- 3) Good Chance of Personal Success
- 4) Low Cost of Attending
- 5) Specific Program of Interest

### **Trends:**

- Although there has been some changes from administration to administration, the top five reasons have been consistent.

### **Recommendation**

- In order to streamline the survey and reduce respondent burden, this section of the survey should be eliminated.

# Conclusions / Recommendations

## Overall Satisfaction

### 2016-17 Administration:

#### *First Choice*

- 76.2% indicated MHCC was their first choice.
- Highest percentage in all administrations.

#### *Would choose to attend MHCC again*

- 86.5% indicated they would choose to attend MHCC again if they had it to do over again.
- Highest percentage in all administrations.

#### *Recommend MHCC to Others*

- 90.6% indicated they would recommend MHCC to others.

### Trends:

#### *First Choice*

- Numbers indicating first choice have been increasing over time.

#### *Would choose to attend MHCC again*

- This percentage indicating in the affirmative has been increasing over time.

#### *Recommend MHCC to Others*

- First time asked in the survey. Trends not available.

# Conclusions / Recommendations

## Overall Satisfaction

### 2016-17 Administration:

#### *Satisfaction with Education at MHCC*

- 92.0% indicated the education at MHCC was “Somewhat Good” to “Outstanding.”
- Only 4.4% indicated the education at MHCC was “Somewhat Poor” to “Terrible.”

#### *Satisfaction with MHCC in General*

- 89.9% indicated MHCC in general was “Somewhat Good” to “Outstanding.”
- Only 4.5% indicated MHCC in general was “Somewhat Poor” to “Terrible.”

### Trends:

#### *Satisfaction with Education at MHCC*

- The percentage of students indicating satisfaction with the education at MHCC has been stable over time.

#### *Satisfaction with MHCC in General*

- This percentage of students indicating satisfaction with MHCC in general has increased slightly over the last three administrations of the survey.

### Recommendation

Overall students are satisfied with their experience at MHCC. There is some room for improvement but the college is doing a good job.

# Conclusions / Recommendations

## Importance / Performance

### **2016-17 Administration:**

#### *Importance / Performance in General*

- The Importance / Performance section of the survey saw substantial changes from previous administrations. The total number of items was reduced by over half (from 67 items to 30). The focus of items is more on infrastructure than on service (which is addressed later in the survey).
- Five thematic areas were identified and items were a priori placed into the themes.
- Items need to be reviewed/adjusted to better align with college priorities and thematic areas.
- Course availability items (adjusted from “courses available at the times I want to take them”) were created for specific times of day (e.g. morning, afternoon, evening, etc.) as the original item consistently came up as an area that needed attention. The multiple items did not reveal a specific time that was a problem. This needs further investigation.



# Conclusions / Recommendations

## Importance / Performance

### 2016-17 Administration:

#### *Importance / Performance Scatterplots*

- Items falling in “Concentrate Here” Quadrant by Theme

#### **Course / Instruction**

-Modern Classrooms\*\*

#### **Technology**

-Easy-to-use Website\*\*

-WiFi Connectivity Throughout  
Campus\*\*

-Cellular Service\*\*

#### **Registration / Admissions**

-Support Service Operating Hours

-Admissions / Entry Procedures

-Financial Aid / Scholarship Information

-Overall Cost of Attending

#### **Facilities**

-Parking Facilities\*\*

-Bathroom Cleanliness\*\*

#### **Support Services / Extracurricular**

-Quality of Food

\*\* Denotes items that fell into the “Concentrate Here Quadrant” when all items were placed on the same scatterplot.

# Conclusions / Recommendations

## Importance / Performance

### *Importance / Performance Gap Analysis*

- Items with gaps in excess of 1 point:

• WiFi Connectivity throughout Campus	Gap = -2.31	Importance Rank: 2/30
• Parking Availability	Gap = -1.97	Importance Rank: 6/30
• Bathroom Cleanliness	Gap = -1.43	Importance Rank: 5/30
• Cellular Service	Gap = -1.43	Importance Rank: 12/30
• Easy to Use Website	Gap = -1.25	Importance Rank: 4/30
• Overall Cost of Attending	Gap = -1.02	Importance Rank: 1/30

---

• Financial Aid / Scholarship Info	Gap = -0.90	Importance Rank: 11/30
------------------------------------	-------------	------------------------

### **Recommendations:**

- Five of the six items with gaps in excess of 1 point were also identified in the scatterplot analysis. Overall Cost of Attending was the only item that did not fall into the Concentrate Here Quadrant.
- The Financial Aid / Scholarship Information Item falls below the 1 point threshold but is closer to the gaps above than the next largest gap.
- MHCC must address the issues above (primarily related to facilities and technology) to improve satisfaction.

# Conclusions / Recommendations

## Service Quality: SERVQUAL

### *SERVQUAL Results*

- Reliability and Assurance had higher desired service levels and smaller zones of tolerance than Tangibles, Empathy, and Responsiveness.
- Reliability and Assurance had larger gaps between MHCC's Performance and desired service level than Tangibles, Empathy, and Responsiveness.
- MHCC Performance falls short of desired service levels for all dimensions of Service Quality.
- Specific SERVQUAL Items that need to be addressed:
  - Dependably handling my problems (Reliability)
  - Performing the service right the first time (Reliability)
  - Employees having the knowledge to do the job well (Assurance)
  - Having modern equipment (Tangibles)
  - Having my best interests at heart (Empathy)

### **Recommendations:**

- All dimensions of service quality fall short of desired service levels. Reliability and Assurance are the most problematic.
- MHCC must develop a culture of service excellence. Quality services training is warranted.



# *Appendix A: Open Comments*

**MHCC Student Satisfaction Survey**

# Open Comments

- Two questions in the survey – (1) Primary Purpose for Attending and (2) Reason for Selecting MHCC – had follow-up questions for students that indicated there was some other purpose/reason.
- When the survey was converted to an online format, an additional open-ended question was asked to give students the opportunity to provide any additional comments regarding their experience with the college.
- For all three questions content analysis was performed and results are presented in the body of the report. Content analysis is a process that involves reviewing comments and identifying common categories. Once categories are established, all comments are reviewed and placed into one or more categories.
- The following pages present the actual comments for each of the open-ended questions.
- No attempt was made to edit comments or eliminate profanity.
- Where students identified specific individuals (both positive and negative comments), names were replaced with “####.” The survey is designed to explore satisfaction with the college experience and is not an appropriate venue for singling out individual employees.

# Purpose for Attending – “Some Other Purpose”

Comment	Category
Also, for self-enrichment, love the arts	1
athletics	1
Attend The Nursing Program	2
Dental hygiene	2
employee wellness	1
exercise and fun	1
General studies associates	3
I work here, and taking a PE class is a convenient way to exercise	1
I'm coenrolled and I'm taking some pre reqs that are needed	4
Job retraining due to illness	6
Learn English language	5
Learn how to run my own business	2
Mental Health program	2
Obtain a non-transfer General Studies Associates	3
Personal Development	1
prerequisites for OHSU accelerated program of Nursing	4
RN license	2
Society demands it.	7
The nursing program	2
To get a better job	6
To get associates degree	3
To learn and improve my English	5
To obtain an Associate Degree in Accounting	2
transition stage in my life	6
Transitions program - self discovery and self improvement	6
Use GI Bill to collect free money	7

In the question asking students their primary purpose for attending MHCC, twenty three students indicated they were attending for some other purpose. They were asked to provide the other purpose for attending. Actual responses are provided in the table to the left.

# Reason for Selecting– “Some Other Reason”

In the question asking students their reason for selecting MHCC, 137 students indicated they were attending for some other purpose. They were asked to provide the other reason for attending. Actual responses are provided in the table below.

Comment	Category
A friend said it might help me find the skills to get a new job.	1
A lot of recommendation from my family and friends	1
Advice of a friend to enter Transitions program	1, 2
All of my courses and credits from previous colleges transferred beautifully and flawlessly!!	6
As a physics student, I chose to earn my AS here because of your planetarium, telescope, and the faculty at the Gresham campus of MHCC has a better reputation, than the faculty at Clackamas Community College.	6, 13
As an employee of the college, I am thrilled to have the opportunity to take a class each term for self-enrichment. I feel that it makes me a better person and a better student servant.	5
attended before and liked the over all feel of the college. Standard of teachers has dropped since I first attended	9
because my mother and father in law graduated mhcc's business program and got their degrees from mhcc. they told me it was a good college	1
Because they offer a great surgical tech program.	6
Boycott of PCC despite it being much closer to my home, due to programs like 'whiteness history month' - and their blatant, unreasonable villainizing of all people of European descent. I know colleges tend to be liberal, and this is a popular theme therein nowadays, but at least MHCC isn't plastering such programs all over the front page of their website and around campus.	12
Campus actually had trees	11
Close to me	3
Close to my home. Could stay living at home	3
Close to my house	3

# Reason for Selecting– “Some Other Reason”

Continued...

Comment	Category
College and Program to attend offered by place of employment	15
Community involvement	8
Computer Science Program that is transferable to Portland State University	6, 4
connection between MHCC and Eastern Oregon University	4
connections with industry	8
Distance	3
Early College program	7
early start	7
Fairly close to my house	3
fee waiver for employees of MHCC	5
Fisheries has a hatchery facility, and that blew my mind	6
Fisheries Technology program offered	6
For the practical nursing program.	6
Forestry program	6
Going through the GED Program near where I lived, I really like the staff from MHCC. They have pointed me in all the right directions!	2, 13
Good advice from North West C healthcare .	1
Good opportunity from my high school	7
Good reputation and have always been helpful to my time spent here even when I was in high school.	12, 7
Great location and offered what I needed	3
Great location and reputation.	3, 12
Has a good Cosmetology program & facility	6



# Reason for Selecting– “Some Other Reason”

Continued...

Comment	Category
Have been before and liked the school as a whole	9
Have my major career	6
I am an employee of MHCC	5
I attended before so I was familiar with the college	9
I choose to attend MHCC because most of the teachers are very enthusiastic and willing to help the students.	13
I chose mt. hood because it was close, convenient, and had the courses necessary to become a nurse.	3
I could start and end my career here.	6
I fell in love with the campus on a tour once	11
I found a program the focus in my community	6
I got my ged at maywood. So i dicied to get my welding cert at mhcc.	2, 6
I had obtained an associates at MHCC before and had a great experience, 15years ago	9
I have a lot of credits which enables me to enroll early and that ensures a spot for me in the class	9
I have children to support	10
I just like how good everything is.	12
I know that attending classes at Mt. Hood is a great start for my new life. I've recently had some large changes.	
I want to continue doing the best for myself. Taking the Train class is telling me to decide what direction to go in.	12
I love my adviser!	13
I moved from Eugene to Gresham to attend Mt. Hood because of the Forensics Team (whose budget keeps getting cut)--literally the only reason I came here	6
I really enjoyed the setting of mhcc. I also felt like it was a place where you could expand on new ideas.	11
I received my first degree from Mt. Hood 11 years ago, and loved the school.	9
I wanted to do dental hygiene.	6

# Reason for Selecting– “Some Other Reason”

Continued...

Comment	Category
I work at MHCC and receive tuition remission.	5
I work here and try to partake in the wellness program.	5
I work here, and it's a convenient way to get exercise by taking a PE class	5
I'm a first generation college student and had no idea where to start for college, but this one seemed to offer the most and has many helpful resources on campus	12, 13
It has a quiet and beautiful campus.	11
It has the EOU Elementary Education program, which is exactly what I am wanting to go into	4
it is a block away from my house	3
It is a welcoming environment	11
It is near my home and the bus line stops directly out front of it.	3
It was a better alternative to high school and then classes were cheaper than university.	, 10
It was closer	3
It was closer to my house.	3
It was near by and cheap	3, 10
It was the only college I saw that specifically listed Entrepreneurship as a course program	6
It's fairly close to my home	3
It's one of 2 accredited programs offering PTA courses in Oregon.	6
Least expensive school I could find on the west coast, and allows resident tuition for California residents.	10
Like teachers	13
Location was the main reason for choosing MHCC	3
love the teachers, the students, and campus	13, 11
Main reason Mental Health Program is ranked #1 by employers	6
Mainly i felt like it was the right college for me to ger my two year degree from	12
Many of my friends have told me great things about the faculty.	1
MHCC has the Funeral Education Program that I wanted.	6

# Reason for Selecting– “Some Other Reason”

Continued...

Comment	Category
MHCC has the only funeral service education program in Oregon, and is held in high regard from previous FSE students.	6
MHCC offered the program I was looking for	6
MHCC offered the specific program I wanted	6
MHCC right away was offering more help than I've had from two Universities in my past. MHCC wants me to succeed	9
MHCC was the only affordable college that offered technical training in conjunction with online media.	10, 14
MHCC was the only nursing program that I was accepted into in the Portland Metro area.	6
middle college program brought me here	7
Middle College was only tied from my high school to this college.	7
Missing document	16
Mom works here, get tuition free.	5, 10
Mt. Hood's campus looks better then PCC's	12
My partner had enrolled into MHCC's Machining program	6
My personal counselor suggested it.	1
My wife was enrolled.	1
N/A	16
Nice teachers	13
no	16
No	16
No admission/application fee. Was able to apply online and be accepted into the program	10, 14
None	16
Online class options	14
only college with a 2yr. ST program	6
Open enrollment	10

# Reason for Selecting– “Some Other Reason”

Continued...

Comment	Category
Opportunity to work on the SOAR team	6
Originally to enhance computer skills and learn how to attach a document for job applications	15
Outdoor environment	11
PCC wasn't as accommodating as MHCC.	12
PN Program	6
Portland Community College	12
Softball	6
Specific degree option	6
Staff and administration are very supportive.	13
The cost of the classes are affordable and the school is close to home.	10, 3
The disability services was amazing on helping me.	13
The funeral program :)	6
The nursing program has a high NCLEX passing rate.	6
The only college that offers the fisheries program	6
The only school near that offered	3
The partnership with EOU	4
The way the campus is set, especially the art department, and the cottages. The staff, and the professor's are a major reason in choosing MHCC.	11, 13
the way the classes fit was number 1 reason, compared to pcc's different campus's your 1 main campus with the ability to schedule classes I needed.	11
These are the main reasons	16
They are the only college in the state that offers a funeral education program	6
They offered the program I was interested in.	6
This was the first college about which I learned	12

# Reason for Selecting– “Some Other Reason”

Continued...

Comment	Category
To become a professional and be successful	15
To complete and get my high school diploma	2
To gain skills needed to be a competitive part of the work force	15
to get a degree	15
to get a job	15
To get in the Mt. Hood dental hygiene program	6
To start doing my prerequisites for dental hygiene	6
Transitions Program	2
Tuition waiver	5
Very close to home and a great place to start college.	3
wANTED TO BE PART OF THE PHOTOGRAPHY PROGRAM, STAYED FOR THE ART.	6
Was struggling and wanted a better life for myself and my fam. Was told about Transitions. This college & staff has changed my life. TY	2
Word of mouth from other relatives.	1

# Additional Comments

Students were asked if they had any additional comments regarding their experience with MHCC. A total of 229 students provided additional comments. The actual comments are provided in the table below and on the following slides.

Comment	Category				
I am enjoying my time, at Mt. Hood everyone is great. I plain on completing what has been started here Thanks for accommodating me	1				
I like MHCC	1				
Keep it up	1				
My experience in MHCC was pretty good. Every teacher is helpful and nice. The always willing to help if I needed something.	1	3			
A parking garage.	14				
Academic advising has been extremely helpful. Unfortunately, once information leaves their hands, issues arise and tasks such as properly applying transfer credits are neglected, sometimes for months. Also, snarky attitudes by desk personnel in reception areas do not help guide students who are unfamiliar with processes. It is not the students' fault if the desk personnel enters the wrong student number, misreads a screen, or even refuses to hear what information the student is trying to convey. Drop the attitude. Stop and listen, and read information back. The school is set up poorly for providing an appropriate array of online classes available to returning students pursuing degrees who work for a living. Students should not be faced with having to drop out because they cannot miss work to take daytime classes. That is the direct result of lack of online class options.	7	8	6	10	11

# Additional Comments

Continued...

Comment	Category		
After paying the most amount of fees and tuition costs at the college I do not feel as though I received my moneys worth of education. The instructors in the cosmetology department need to be replaced or trained on newer trends that are important to this industry. Some of the instructors are extremely inappropriate in their demeanor towards the students while others let you get away with anything. It is also unappealing when instructors tell you that they come to work for a union paycheck and not necessarily for the students. It is a very divided and unprofessional environment that makes it hard to want to be at school. The equipment is also out of date which makes it hard to perform the services correctly. I would only suggest this program for someone who needs financial assistance and wants to pay for the associates degree title. Otherwise I would not suggest this program to anyone. I am very dissatisfied with my overall experience and education in the cosmetology program.	9	4	12
All of the transferable courses I took were presented by very knowledgeable teachers, using up-to-date information and methods. Many of the degree specific courses I took were presented by teachers that had little more than an entry level understanding of the subject matter, often teaching out of date information and methods.	3	4	
As a working student at 42. I wish that the older students had the free education breaks that the fresh out of school students have. I have paid taxes my whole life while working, yet do not receive the same availability to receive my education as they do.	9		
As much as I appreciate the vacation times, I wonder why we have prolonged professional programs with summer vacation and the like. As a non-traditional student with a family to support, seeking to obtain a professional degree, I feel that the extra vacation time makes it that much longer before I can start working in my chosen field of study. People going back to school to job retraining usually do not have the luxury of time that a student straight out of high school has. Why not re-think how we approach job skills training.	10		

# Additional Comments

Continued...

Comment	Category
Being a new student this Spring term, I found it was hard to figure out what I needed to be fully registered. I felt like I had to figure everything out for myself instead of the information being easily available. I still don't know everything the campus has to offer. But overall I like all my professors and small class sizes.	8 3
being at mhcc has being a great experience, so there is nothing else to add	1
Better Wi-Fi throughout the campus, not just the library.	13
Browsing the course catalog is a chore. I've helped others to register because it is not intuitive. I can only see the classes I look for, not any special classes that may be fun in a gee-whiz way. I understand the needs for a basic educational requirement, but why have it for an audit? The class itself counts for nothing so why turn down the money?	8 10
Definitely didn't think it was a college's job to make someone feel so completely terrible about themselves. Thanks for crushing my dreams.	2
Everything has been going very well so far. If I could help facilitate one improvement, it would be making blackboard a little more universal between teachers when it comes to organization. When taking multiple classes online, it can be slightly frustrating if assignments are found in different areas dependent on the teacher's preference. Even that hasn't been too bad though.	11
Excellent school. Excellent staff and programs, Books are a fortune. I wish all the classes were transferable to all colleges	1 3 5 9
Excited to spend another year at MHCC and obtain a degree through the education department at MHCC.	1
Financial aid requirements need a better way of communicating to their desired students. Was very unclear	8



# Additional Comments

Continued...

Comment	Category
<p>Fire the campus safety, they are garbage and unprofessional. They do not have the skills or training to keep students safe, nor do they instill confidence in their abilities. I had to monitor a potentially violent situation with a prohibited individual that had been on campus over 3 hours intimidating women and children. After intervening campus safety finally got involved 10-15 minutes after we called. We informed them of his verbal threats and that he said he had a weapon. No move was made to pass that information along to other safety officers. They made no contact with local PD or they would of known that this man was a felon, and had a restraining order on him that included the school grounds. As soon as the information was passed to them that he had a weapon they should of either detained him or called PD. Neither action occurred. No safety officer was placed near the office that reported the activity and I instead ended up staying at work through my class to make sure the individual did not show up again. Awhile later safety escorted a young woman into the career counseling office. The counselor came out and had control of the situation yet the safety officer continued to stay around to cause confrontation with the obviously shaken student. The safety officer would not leave until he pressured a young crying girl into conversation with him, that she very obviously did not want to have, or need to have. They are a bunch of half rate wannabe cops, who like to walk around in "tact-a-cool" gear to intimidate children and inflate their ego, but when presented with an actual possibly very violent very tragic situation they do not know how to respond and willfully take incorrect and unsafe courses of action.</p>	18
Free college tuition for those who can't afford school but the government thinks you can. Total bs.	9
Get more parking	14

# Additional Comments

Continued...

Comment	Category	
Good college overall. Math teachers ##### needs to be more flexible and kind with students, especially if English is their second language. Please interview students from her classes and find out how many students gets A's on her exams, or even pass her class for that matter. Please pay attention to #####'s classes.	1	4
Good, very good	1	
Great experience overall. My first experience was during high school as dual enrollment back in 2003. I return to MHCC in 2009 for classes toward my 4-year degree. Last spring when I considered to continue my education, I had no questions as to where I would go, MHCC was my first choice. I do have a suggestion, if you can add a hot water fountain, that would be a solution for food shortage. Often, night students are coming straight from work to classes without stopping to eat, by the time they get to the campus, or during the break, there are not food options available. If we can have access to the hot water, that would help with hot beverages and instant meals.	1	15
GREAT SCHOOL	1	
Hard with my work schedule to see the biology major academic advisor. Is there only one available? After work I get to MHCC by 4:30 and the academic advising office closes at 5.	8	
Has been a pleasant experience to be here at mhcc	1	
I am an employee, so I took the survey just to see what it was like, but most of the questions didn't apply to me since I don't use these services. I imagine that most students do not take the time to complete this survey because it is long and complicated. My advice would be to insert short, targeted surveys at point of service, like bookstore, vista, etc. with only a few questions.	19	

# Additional Comments

Continued...

Comment	Category
<p>I am highly disappointed with the value of my involvement with MHCC. After 4 years and nearly finishing an associates degree several of the courses in the Computer Game Development were either very poorly taught or a complete waste of my time. while much of the program is well thought out there are gaping holes in what I need to go from a successful student to a successful career. 3 of the courses were an utter waste of my time, Dreamweaver, SpreadSheets, Web Design, . Several of the courses were so poorly taught as to be frankly laughable including: Rigging and HTML/CSS (not part of the program but ridiculously poor quality). Some were redundant/confused like Microsoft Word, basic computer literacy (CIS120) &amp; (CIS 120L) conflation. Some course were literally changed year to year, Including all the Photoshop and Maya courses. Making 50% of what was taught obsolete, year to year. This is not a changing economy and moving target tech industry problem, this is a fundamental teachers that don't know the technology very well problem. More than this I found that some teachers were actually an obstacle to success, blatantly creating courses to project future changes in the technology industry. Literally winging entire courses (this happened in at least 4-5 courses) that a simple 1 hour you tube video could explain. In fact, some of the best teaching materials were short videos created expressly for short convenient computer literacy in CIS120L. Furthermore, charging \$700 for an online course just to redirect me to an online teaching resource site where I again have to pay \$150 for access is damn near criminal. IRONICALLY DESPITE the fact that it was actually quality teaching materials. The program 'Computer Game Development' degree, but unless you are only interested in 3 avenues (modeling, texturing or design) of game development in which there are easily over a dozen or so you can expect to not get enough beginner training for your career. What is particularly griev</p>	2 4

# Additional Comments

Continued...

Comment	Category	
I am particularly happy with the services I have received at the orientation center. ##### and ##### have been super helpful with every problem/question I've had for them and I feel like it should be noted that any lower scores I provided were not in reference to the service they provided me but instead what I received overall from Mt. Hood.	7	5
I am still surprised at how many students have mentioned your academic advisers do NOT help students with specific questions, like properly following their academic audit. It is highly concerning that many of us have taken the wrong classes due to lack of patience or lack of attention to individual student standing of these advisers resulting in wasted money and time.	6	8
I appreciate everyone at MHCC for taking their time to help me be successful here!	1	
I appreciate from MTCC. I learn so much new things from MHCC that I do not know before. Thank so much for every things. student Sosan Amiri	1	
I believe MHCC is the best school for us, but I'm glad if we can have the credit for students to print the assignment more than the credit that we have right now. Because for an international student, we have to pay the tuitions more than the citizens people in here, but we just get \$3 for printing our assignment. This is my first term at MHCC and I love MHCC now I would recommend MHCC to my friends in the future.	1	9
I believe that MHCC should focus more on students goals such transferring to an university and getting a job/ career. Having more internships opportunities, thank you	2	
I came in college just to study English and I did not plan to develop my career. However, teachers motivated me to continue studying.	3	

# Additional Comments

Continued...

Comment	Category
<p>I chose the college as it was the most affordable and conveniently located. I was using tuition assistance through my employer so having cost effective options was important to me. You also offered basic courses that allowed me to start my degree with minimal effort. The largest challenge I have with the college is that all of the student services are meant to fit a someone 22 or younger who is not working full time. As an older adult student my biggest complaint is the lack of flexible classes for nights and weekends. I end up taking a lot of virtual classes to help accomodate my schedule. The challenge is in some of these virtual clases instructors expect you to come in for tests or other items that make it very inconvenient. With a larger amount of people looking to further their education later in life the biggest opportunity for the school is to focus on more flexible options that allow all students to attend. This includes having the book store, library, and other student resources acceissble beyond 5pm monday - friday. When I do take classes on campuses it is old, dirty and broken down. The desks &amp; chairs are miss matched and not functioning. The bathroom and basic facilities are dirty and aging. The grounds usually free of litter which I appreciate. However the foliage is in desperate need of trimming and overall basic maintenance on most of the pathways, stairs and general facilities.</p>	<p>8 10 11 15 12 16</p>
<p>I couldn't believe how happy I was to join MHCC. A huge concern to my education was my financial aid aspects, I was disappointed with the customer service at the financial aid office. The representatives did not seemed concerned in helping to explain details to helping me with finical aid questions.</p>	<p>8 6</p>

# Additional Comments

Continued...

Comment	Category			
I did enjoy the education at MHCC. I liked some teachers better then others but early on I feel like I was advised to take classes that I might have not needed from the orientation center. I did not hit it off with my advisor my first visit so I was going to the orientation center. I was told to go back to my advisor and I had a better experience and got back on track and took the correct classes to graduate.	1	3	8	
I did the welding tech program and I just wish you offered a 5g & 6g pipe welding program like Clackamas c.c. besides that I love Mhcc! #####, #####, and ##### are awesome instructors! Also very lucky to have worked with Math tutors and all the avid center above the library especially ##### and ##### Thank you so much MHCC!	12	3	7	5
I do wish the ways to find financial aid were clearer, currently I have to discover scholarship opportunities. Also I wish the application process was simpler, I recall filling out similar paperwork for scholarships when I've wondered if there is the ability to fill out a single form and then be notified of which scholarships and other financial opportunities I am personally qualified for. I have yet to see that so if that already exists then, it needs to be easier to find out about.	9			
I have a disability all my class are in the bldg 1700. Since they closed the cafe I am not physically able to get to the cafeteria. I really feel this is unfair to the disabled. We don't have any place to go eat if we bring our own warm up nothing	15			
I have a good impression on the encouragement of the teachers, and I am very satisfied with the dedicated service of the school staff. There is only one thing I would like to say to the school , that is politics is a sensitive issue, teacher should not let it affect student's psychology.	3	5	4	
I have always felt very comfortable here at MHCC the staff has always been very kind and understanding. I'm very glad to have attended classes here.	1	5		

# Additional Comments

Continued...

Comment	Category				
I have been attending MHCC for 7 years and am finally graduating with an Associates in June- I would strongly recommend this college to anyone. My overall experience has been outstanding with classes, instructors and administration. I would like to see better web services, and the college grounds need a severe overhaul (weeding, litter, pressure-washing and the cigarette butts & garbage on the paths around the grounds are horrible). I still love this college and will miss attending!	1	3	5	13	15
I have been for the most part pleased with MHCC's performance except in the facilities, WIFI service, and Vista Dining hours. A lot of the stalls in the bathrooms have sexual messages written on them and I think that the janitor's need to take the responsibility to get them washed off. The WIFI is absolute crap whenever I try to use it I can't connect to anything. Vista Dining has great food and service, but it closes too soon at 2:30 M-R and 2:00 on F. I would appreciate it if Vista Dining could either extend their work hours or maybe same work hours but at least different opening and closing times. Like instead of opening at 7:30am and closing at 2:30pm change it to opening at 9:00am and close at 4:00pm.	1	15	13	8	
I have been going to MHCC since 2011. I have done all my prerequisites here and it has been well. I have had some not so good instructors and I have had some good instructors. I think listening to students is important because we are here day to day and experiencing the teachers at their best and worst. I definitely have seen things that work and do not work. Improvements could be to communicate with students and I appreciate you wanting feedback.	1	4	3		

# Additional Comments

Continued...

Comment	Category
I have been incredibly disappointed in the lack of communication, and how outdated some of the programs are. I am appalled at the lack of assistance provided to students whose programs require an externship. I have found that the bookstore charges more for most textbooks than Amazon or the publisher. I am frustrated by the lack of food options and the hours of operation for the cafeteria.	2 9 8
I have been overall satisfied with mhcc. I would say the points that could be improved would be financial aid advising. If there was someone that could provide information and options on how to apply for financial aid, scholarships and grants it would really help. Especially for students that have no idea about that stuff. Besides that someone to let students know that they can get medical coverage through the school. I went a year without it not knowing it was provided. Besides that this school is excellent.	1 8 2 20
I have developed a great fondness for MHCC. I am about half way through my education so I am looking forward to be being there for a while longer. I just wish I could afford to go full time. I have had some amazing teachers so far and I look forward to meeting more.	1 3
I have enjoyed my studies at MHCC. The staff is quite good, with a high level of visual enjoyment for their jobs. Most appear to enjoy teaching.	1 5 3
I have found the MHCC website NOT be to as user friendly as desired. It can be difficult to navigate to find specific pages or forms.	13
I have had a great experience at MHCC but I have had difficulties with the finical department on many occasions. As students we often have very strict deadlines but we never know what the declines are on the faculty side. When will we see financial aid in our accounts, when will we see issues resolved, etc. I have also found MANY professors that truly care about my future and my success.	1 8 3



# Additional Comments

Continued...

Comment	Category		
I have had a lot of good experiences with new, part time instructors. I've had two so far and they're doing great.	3		
I have had many part-time instructors that are hard to reach or contact, are unwilling to help or stay after class to answer questions or address my concerns, and are unreliable in responding to emails. It has made me struggle in my education and left me feeling unsure of my knowledge. Part-time instructors should have wide set office hours or at least be easily available for appointment for their students when they need help or not teach at all on campus. You can tell that they are uninterested in my needs and just want a job, that's not okay to neglect students when they don't understand. I also work a job outside of class, and it would be nice to have access to student services, financial aid services, or even required courses on Saturdays or late in the evenings after 5pm.	4	10	8
I have had problems, on multiple occasions, with registering for classes because of either problems with the Portal website, or problems with placement records being accurate.	13	8	
I have had some phenomenal teachers at Mt Hood; brilliant professors that inspired me to do better and learn more. I've also had a few duds. I'm sure it's some contractual thing, but it would be really helpful if we could rate part time teachers. My worst have been part time, and I'd hate for them to ever make it to full time without the college knowing of their mediocrity.	3	4	
I have only one complaint about the school, and that is if a course is said to be an on campus class then it should be dealt with as such not mostly online with a lecture portion.	10		
I have recieved corteous, timely service, but never felt it personalized, in my best interests, or trustworthy outside the classroom.	6		

# Additional Comments

Continued...

Comment	Category			
I have to comment that I have had a few teachers at mt hood and they have all been great! I am impressed with their help they give me when I need it!	3			
I have truly had a great experience at MHCC. I'm now working on my third academic degree and am glad to be back "home". Some of the faces have become very familiar to me and all of those people are wonderful to me, staff and teachers alike.	1	3	5	
I Hope teachers would argue students to succeed and help them achieve that. For instance if your falling just below 70% help get there so you can at least pass, and if something retake to get a better grade but not be considered a failure.	4			
I just took an art class at MHCC so that I could finish my Bachelor's Degree with EOU. I loved the class. I loved the instructor (#####). I took it as a requirement, but I'm glad I did because I really enjoyed it, and the ceramics studio is really a quality studio.	3	1		
I like the majority of my teachers i have had the opportunity to work with. The advising department is really what let me down here, and a big part of why I am moving on to a university.	3	8		
I love attending this school; the faculty here are very nice, understanding, and seem to care. I advise my younger friends to choose Mt. Hood Community College if they're interested in a two-year program, or wish to transfer to a four-year school.	1	3		
I love it here :) thank you for having these questionnaires to make our college a better place for students and future students.	1	19		
I love MHCC and the people working ,the students and over all experience while going to school here,I didn't know about transitions, I jumped in but still got support special thanks to ##### and ##### in the math tutoring room and ##### the math specialist. thankful for the tutoring room.	1	3	5	7

# Additional Comments

Continued...

Comment	Category
I love my school! Enough said.	1
I love that there are so many different places that you can go to get help, when you need it. I don't like when I enter a restroom and there is no toilet paper or soap in the rest room this I wish would never happen but has happened to me more than twice.	7 16
I love the nature that surrounds the campus, it's very beautiful. Sometimes I'll go for a walk through the forest and stop by the creek. It's great for students to have that available to them for many academic reasons or just to relieve some stress.	1
I love the PTA program. The instructors for it are OUTSTANDING. Also the bookstore coffee shop is on point.	3 7
I love the therapy dogs. They have made school a LOT better. Please keep them	20
I noticed there weren't hangers on the inside of each restroom door. It's inconvenient because I have to put my bag on the floor.	16
I really appreciate my writing teacher ##### I hope he sticks around a long time to help many more students like myself. Keep up the great work.	3
I really can't say anything negative about MHCC, I'm proud to be a student here and I've thoroughly enjoyed all my teachers. I've grown as a person and human being and MHCC has been the large contributing reason.	1 3

# Additional Comments

Continued...

Comment	Category			
I really dont have any complaints about mhcc aside from the teachers. The majority of them have been rude and dont teach the subjects promised in the catalog and the online "teachers" are a joke. For how much experience they claim to have in their respective fields, it really doesn't show. There have been two teachers in the (almost) year, who, I felt did a great job with zero complaints, owned up to and promptly fixed mistakes i.e homework & tests, they were very attentive and made the subject fun and easy to understand: ##### & #####	4	3		
I really enjoy the campus, I am glad to be going here.	1			
I really enjoy the program that I'm in. If you would look back at my grades you would notice how now I get all A's and take more classes. I love my teachers in the program also. If it wasn't for the MHSSAC program I wouldn't have ever came back to mhcc because of the staff and some of the teachers.	1	3	4	6
I really enjoyed all of the teachers I experienced in the science department. The facilities could be updated and some of the equipment could be upgraded, but the teachers are really what made the experience. I learned an immense amount and they all are so passionate about what they do that it is inspiring to students. I also found a lot of them to be very knowledgeable about MHCC's technical programs, specifically the nursing and surgical tech programs.	3	15	12	
I really enjoyed my first semester with MHCC. As a student that is taking a few courses this Spring and Summer and planning to transfer after that, I am very impressed with MHCC. I liked the overall feel of the campus, the instructors, and the recreational activities provided. I will recommend this college to anyone that has interest in attending. Keep up the great work MHCC!	1	3		
I think it was a bad decision to discontinue food services on the north end of campus. With some of the programs that have all their classes on that end it was impossible to get to the Vista Cafe between classes. There could have been a microwave, and some vending machines, and coffee service in that area.	8			

# Additional Comments

Continued...

Comment	Category		
I think it would be helpful in some way when students are new that a adviser or even a assistant reaches out to help out the new incoming students. A simple email saying welcome I'm your advisor if you have any question please feel free to contact me. I registered and went to the academic center to come to find out after two terms my class setup they instructed me to do was totally wrong. If someone had reached out in the beginning I would have made the connection and wouldn't of taken certain classes that don't help towards my degree. I j ow it's the student responsibility to have that taken care of but a simple email would go along ways to help guide incoming students so they don't get frustrated or confused.	8	6	
I think it would be helpful to either have mandatory computer training or technology training for some of the longer termed employees. Its difficult to watch teachers struggle with technology associated with blackboard or websites or even word/ powerpoint documents during time while we should be learning. If we have a take a mandatory computer class to graduate, then I believe the teachers should be held to the same standards to teach us. Thanks!	4		
I think MHCC should have some 2 years degree course such Biomedical Engeneering , X ray ....for hospital filed.	20		
I think that mhcc is a great school with great instructors. However some classes are a bit skimpy in terms of content. I am in the computer science program and there is very little support for the program. There is only one teacher and it is not enough.	1	3	4
I think that MHCC is great but it has its issues. I had a HORRIBLE time with advising all years I attended.	1	8	
I think the areas that need work the most are the advisors and financial aid office. They have lots of students and because of that they can't work effectively with students because of the work load they have. Advising and financial aid are two of the most important things students have to deal with so these areas of the college should have more employees and should be able to spend more time with students instead of being rushed out.	8		

# Additional Comments

Continued...

Comment	Category	
I think the teachers at MHCC understand their subject areas but do not know how to teach it. Students do not feel comfortable asking questions and teachers are not checking for understanding as well. I feel MHCC just hires any teacher who knows a subject rather than knowing how to teach it a learnable way to students. Teachers doing bare minimum of teaching and adding a maximum of coursework rather than improving their teaching methods. If the majority of students are failing a class, I think it reflects on the teachers ability to teach rather than all twenty or thirty students ability to learn. this has always been an issue for me in every class taken at MHCC	4	
I think, MHCC there are many services contribute to students are successful poeple and makes that career path has a road easier in college life.	20	
I took many classes at MHCC. There are many great and knowledgeable instructors, but there are some of them who are not really organized, making things confusing.	3	4
I took math 112 twice with ##### &#####;--- that spelling is wrong and with the new teacher from New York. Neither one of them was able to help me with the material. They both told me to get tutoring. So I found a guy on YouTube, on my own time that is not even associated with your school. He taught me math 112. Maybe look into having yoyr teachers take some review classes. I have had some issues with blackboard not posting my discussion posts that has happened 3 terms in a row and it messes up my grades.	4	11
I truly enjoy being part of MHCC and look forward to my graduation in 2018.	1	
I will be graduating Spring 2017 and i will miss MHCC a lot. I really enjoyed my time here/	1	
I wish I knew more about MHCC services and plans when I entered here. My academic life could be different if I knew some of the information at start point and not after many terms being at MHCC. There are many classes between 10 and 2. As a full time employee, I wish we had more option for early morning or late afternoon. Thanks for all your service and support.	2	10

# Additional Comments

Continued...

Comment	Category
I wish some resources were open later in the day at MHCC Also, every time I have called to receive assistance regarding several things, no one answers or returns my phone calls and I'm very displeased with this.	8
I would just love if they made more services available for night classes	8
I would like if teachers came to their classes on time if not early rather than late and make everyone wait in the hallway.	4
I would like more open gym times, the gym is only open 12-1pm Monday-Friday and 6-8pm on Tues and Thurs. Also what use to be St. Helen's Bistro needs to have something there, such as microwaves, chairs etc. Because going all the way to across campus just to use microwaves, get coffee, etc. is very inconvenient.	8
I would like to thank all teachers who have taught me for more two year. I would also like to thank MHCC for providing and helping me to learn at school. I hope in the future when my children finish high school they will choose MHCC to learn.	3 7
I would not be where I am at today without my MHCC family. I love this college. I am going to cry when I transfer to a university. I hope they treat me as well as y'all have. If they don't I'm not sure I'll thrive as I have here.	1
I would really love to have had more classes available at night, weekends, and via the web. I started my certification course 2 years ago and had to quit for a year because all the rest of my classes were on campus. I had to quit my job in order to finish.	10 11
I'm a transfer student, I find it hard to actually fit in, everyone has their own group. I do understand that, they've all been together for two years now.	20
I'm in the Integrated Media program. All of our classes function through a free version of canvas. It would greatly benefit myself and my fellow classmates if we could upgrade to the paid version with access to the smartphone app.	12

# Additional Comments

Continued...

Comment	Category
I'm in the nursing program and generally appreciate the staff and the program. On the whole, they are knowledgeable and helpful in the learning process. However, my cohort was told at the beginning of our program that we would have summer term off. The nursing program staff changed this and informed us in the middle of our second term. This seriously upset my plans and finances. The program director notified us by email and didn't initiate any meeting to talk about it. Our student representatives set up a meeting so we could share any frustrations with the director. Another teacher who said she was involved in the decision admitted that they didn't think about how their decision would impact the students. I find this to be an irresponsible and unprofessional way to make decisions, considering that it seriously upset the vacation and work plans of several students. After hearing the reason they changed our program schedule, I understand why they did it; I really wish the students could have been involved in the decision, or at least have received timely and professional communication and updates as the staff was aware that the change might be necessary.	4
I've attended a number of colleges in my life. I did 60 credits at a community college and transferred to a four year school for an undergraduate degree. I've supplemented that with classes at various colleges over the years, so I have something to which I can compare MHCC. MHCC is the best college I've attended as the staff is totally focused on taking care of our needs. They are almost tripping over their feet to take care of us. A large number of them remember me, even remembering my name, months after I've had an interaction with them. Good job.	1 3 5



# Additional Comments

Continued...

Comment	Category
I've been very frustrated with the way money has been distributed. Government won't give me money because my parents make too much. The government doesn't know that I'm paying for school all on my own from a minimum wage job. I had a friend have ALL of her fees payed for AND give her an extra \$600 for her own pocket just because. I've been at the school, payed my bills and get high grades in my classes. Where's my money? Where's my break? I've spent ALL of my money from work, for school and it's not fair. I don't think I'm going to continue next year.	8
I've found that I have had some really poor teachers over the last 3 quarters. I've had good ones also but fewer good than bad. While I got an A in the classes I don't feel I learned anything	4
I've had a wonderful time at MHCC so far and have had very few negative experiences.	1
I've had amazing ladies at register who help me achieve. There has been one who did not. It seem Interested and made me feel like I had to know everything since it wasn't my first term. She gave me attitude and expected me to know. I understand we can all have bad days but it's there job to help us	6
I've had an overall great time becoming familiar with the campus and its staff.	1
In general, I have had a great experience in the MHCC so far. I have met amazing teachers and counselors who have helped me a lot. Thank you.	1 3 5

# Additional Comments

Continued...

Comment	Category				
In many categories there are mixed performances, particularly with instructors. Some are exceptional and some are questionable. Veterans services, like many institutions for vets seem to be of very little help. The other big issue is that is a significant amount of dysfunctional design with the website and the online learning. It is confusing to find your way in the public site and then if you have to log in for some service you have to start over in the student site and it operates with an entirely different framework and menu system. Blackboard is incredibly clunky and doesn't lend itself to many of the classes out of the box and/or the staff isn't well versed in customizing it. Ideally all three platforms would work seamlessly with each other and blackboard would rely less on message boards that duplicate the lesson plans or require students to interact outside of a classroom and more on presentation materials that integrate presentation, participation, and provide feedback from a single source. For examples, Oregon public schools has a home school optional program or netacad used in the CIS programs.	3	4	8	13	11
In the program I am currently in , I would like to have a well advanced schedule posted , it has been very difficult working, going to school and taking care of family needs without knowing what is expected or planned for my studies. It has been difficult trying to arrange my job and unexpected changes of times and class schedules. Last minute changes in schedules and not knowing what needs to be done in a timely manner is frustrating and stressful	2				
It has been a good experience overall. I wish there were more diverse professors. As a member of the Hispanic community, I would like to have at least one class taught by a Hispanic professor. I am currently contemplating becoming a mathematics professor at this very college. I want to be that change that I want to see.	1	2			
It would be helpful if there were more scholarship seminars in the AVID center to learn how to maximize on potential scholarships. I wasn't able to make any of the available sessions.	8				

# Additional Comments

Continued...

Comment	Category		
It's a great choice for school it has helped me grow many ways.	1		
It's much easier to become a student at MHCC by visiting the campus directly rather than calling with questions. I've had a few hiccups, instructors I didn't care for, classes that seemed misleading, but I've excelled in all my classes thus far and overall I still think that MHCC is a good college campus and I've recommended it to a few others I've known.	8	4	1
It's really frustrating to be a student trying to learn enough to get a good job and missing weeks worth of class due to the teacher being ill. There should at least be some kind of sub who can fill in or maybe the health programs advisor. The equipment in room 2600 needs to be updated. There are broken chairs and the equipment frequently doesn't work.	4	12	
Love to help and try the best to solve the problem for the student in the faster way	20		
MHCC exceeded my expectations. I had a good two years here. All around good community college.	1		
MHCC is a beautiful campus which makes me enjoy even the walk to class. And the instructors I have met have all been very knowledgeable about their subjects. Also they are willing to answer my questions.	1	3	
MHCC is a great college and Im happy to be attending!	1		
MHCC is a great school, and I'm glad that I enrolled here. Good mix of political views and demographics of students. It's not hard to make friends!	1		
MHCC is a wonderful place to obtain an education when you are a person that cannot have their entire lives revolve around school because of other areas in your life. The one thing I could say that MHCC definitely needs to improve on is the MyMHCC portal. It is often confusing, and hard to navigate, unless you are an expert, and most students are not.	1	13	

# Additional Comments

Continued...

Comment	Category	
Love to help and try the best to solve the problem for the student in the faster way	20	
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MHCC is an overall good college. It just needs some upgrades, and to really listen to the students about these kinds of things, because we are only trying to help make the college a better place.	1	15
MHCC is awesome! I graduated from Willamette University and I feel equally cared about here as I did there, even with the bigger classes. I am privileged to be a part of MHCC!	1	3
MHCC is offering a certificate program for medical coding but is not helping any of us find externships!!! The advisor is not responding to emails nor to potential externship companies! Instead, they are telling us to wait till Fall to do our externships! This is not okay and is making the experience at MHCC worse than it has been already with lots of unnecessary classes. Very unhappy!!	4	6

# Additional Comments

Continued...

Comment	Category			
More dependable Wi-Fi, let people know the Orientation Center is a better first stop than the Student Services, please make better posters, and start holding events that don't feel like carnival games. I want to start seeing MHCC be a resource and well of knowledge, not a carnival playground.	13	8		
More info regarding text book prices: I bought almost all of my books online because of the high prices through the bookstore. Also I would like to mention, that there are several text books I had to buy that were MHCC specific, and I did not like this because those books are difficult to sell. The MHCC book store doesn't even buy them back. I would like to mention that I do not even know where the cafeteria is located, and I have never eaten there. I would love to see some fresh fruits, fresh fruit cups, or maybe some fresh salad options in the cooler case in the book store. There's plenty of parking, but the parking areas need some work. There are a lot of potholes in the parking lots. I would like to see campus security presence more... walking around campus instead of just sitting in the cars.	9	8	14	18
most teachers i have learned under have been nice and respectful, willing to help. this has greatly increased my satisfaction with services provided.	3			
Mt Hood is a good college but does need improvements. Especially, in weeding out teachers that are failing to met the needs of each diverse learner. Regardless of how long a teachers been teaching, if that teacher fails at delivering the learning material properly, that teacher is failing as a teacher. Sadly, I have come across a few teachers like that at Mt. Hood, especially in core subjects like Math and English.	4			
Mt. Hood Community College is a great college!	1			
Mt. Hood has been an amazing college, taking it for the first time I didn't know what to expect. But I am having a great time at the college, would definitely come back to it and recommend others.	1			

# Additional Comments

Continued...

Comment	Category	
Mt. Hood has provided me with good help and support throughout my stay, I feel I made the right choice coming here	1	7
My experience has been good overall but lately the Stop correcting "courses" I'm taking seem unorganized, missing information and it shouldn't be that way since that program has been up and running for sometime. I'm paying for it it's not free so I expect most of it to be organized and have the tools necessary for my success.	1	4
My experience has been pretty good other than classes not being offered when I need them to work around work which I need to pay for those classes. Also the teachers could be more professional and I never buy books or I drop classes when they are over \$100. Can't afford taking the class and paying for the books.	10	9
My experience here at MHCC has been a good one. I would like to point out one instructor/advisor who stood out among all the other great instructors here at MHCC. ##### helped me as my advisor so many times. He pulled me out of the fire and rectified issues for me, even when they were brought upon myself to a large degree. I cannot say enough about the man. He was also a great and fair instructor. I also have been taking G200 level courses from #####. She is an incredibly knowledgeable instructor. She makes Geology, not only interesting, but fun. She has sparked an interest in geology within me... and if you have ever taken a geology course, the material can be rather "dry"...	1	3

# Additional Comments

Continued...

Comment	Category	
My online classes were the worse when asking for help and the teacher telling me basically to just do the assignment and even though the introductory stuff did not work i should be okay. The exams were not looked over before they were assigned and there were big errors on the program. The teacher made errors when reusing the previous terms syllabus and code was not changed but through her emails made it sound like us the students were stupid. I am not impressed. I have taken other online courses from another college and I was out of country and had better feed back. I think something needs to be worked out on that.	11	4
My only experience has been the Transitions Program which has been amazing. They have been there for me, attended to my needs, genuinely care, and have made sure to make my college experience a good one.	7	
My professors this past year have been ecceptional. #####, #####, and ##### did everything they could possibly do to see my succeed. My one wish is the A&P tutoring lab be moved to a bigger room.	3	15
N/a	20	
N/A	20	
na	20	
Na	20	
NA	20	
Need better food at the cafeteria. More helpers in the tutoring area.	8	6
Need more support for evening student. No food options available for night students.	8	
no	20	
NO	20	
No additional comments	20	

# Additional Comments

Continued...

Comment	Category		
No Comment	20		
No, but I enjoy attending the college, and have learned so much since having transferred from PCC. Thank you for all that you do! :D	1		
No.	20		
None	20		
NONE	20		
Nope	20		
Notifying me of a class being cancelled over a day after the first session was scheduled REALLY messes with financial aid and work scheduling. More warning if it happens again would really be nice. It makes me constantly nervous until term starts that I will have to try and fit another class in around my work schedule and it really stressful. I love the look of the grounds they're beautiful, and all my teachers have been pretty nice.	8	1	3
One of my coaches for a volleyball class messed up on her attendance records because she never called out attendance or had anyone sign in.. she just looked for familiar faces so she forgot me multiple times. I called to schedule an appointment to contest my grade after emailing her multiple times. She finally said she had found the error in her records and changed my grade for me. That is my only complaint with the wonderful staff here. I just wish a few teachers were quick to reply to messages. But like I said, that's my only complaint. I love being at MHCC. Thanks!	4	1	
Over my first year enrolled, I find it interesting that most teachers do not update grades let alone post them on the website. Most are always behind on grading and I find it difficult to know whether I am keeping up or not. Kind of a double standard to have assignment due dates if they do not even post grades throughout the term.	4		



# Additional Comments

Continued...

Comment	Category
Overall GREAT college!	1
Overall MHCC is a great school!	1
Overall, I have enjoyed my experience at MHCC and have appreciated their desire for me to succeed. I hope that this mentality continues.	1 3 5
Overall, my experience at MHCC was great. My one complaint is concerning one of the staff in the PTA program. In all of my years in school, especially in a professional setting, I've never been treated so unfairly as ##### treated me. She blatantly misrepresented me in attempt to get me to quit the program. The PTA program at MHCC is one of the best and most definitely deserves better. I have never been treated so unprofessionally in my entire life. Thank you.	1 3
overall, my experience in Mt Hood is good, but the building and technology definitely need some update.	1 12 13 15
Overall, my experience with MHCC is great! I'm an international student, and MHCC was a great choice!	1
Parking is horrible, books are expensive, professor don't instruct they give homework and expect you to teach yourself. Math professors give an extremely unreasonable amount of math hmwk instead of teaching the material they expect you to teach yourself, it's next to impossible to work and or have a family and expect to get the hours and hours of homework done. Your professors are liberal based in values and force that onto the students. It's terrifyingly bad and unprofessional.	14 9 4
PASS A BOND!!!!!!!!!!!!!!	20
People at admission and registration need to be more coldial. They are so rude to everyone. There has NOT been a single time when I have gone to pay my tuition or ask for my trascripts for them to be kind to me or anyone in the 2 years I have attended mhcc.	6

# Additional Comments

Continued...

Comment	Category	
Planning classes is a little hard when you cannot see the class times for the classes you've already picked out. Also, please email students when their professor changes. A lot of us try to choose professors that other students have talked up, not teachers that we've never heard of, or have bad ratings.	8	
Please clean bathrooms with more attention.	16	
Please educate staff on the importance of being flexible (but not lenient) with students with documented disabilities. Disabilities are complicated and not a one-size-fits-all answer. It is important to know this if the success of students is really in an employees interest.	4	6
Please make use extra effort to ensure employees know correct information. It is frustrating going to academic advising for advice on a program and they didn't even know you offer it. The only answers I got were "I don't know you'll have to ask someone else". I was very unhappy with that. That is their job and they were completely unhelpful	6	
Please more allergy-friendly foods and later hours for the cafeteria. I don't get there until 2:30 and don't leave until late, and its tiring to have to have no time in between classes to snag food I can actually eat (because i cannot eat 90% of what is on campus) so I have to pre-pack everything or be screwed if I wake up with no time to pack before leaving.	8	
Please reconsider who you hire for your offices, each person from the Financial Aid office has only been rude, disrespectful, unhelpful and UNEDUCATED.	6	
Please reconsider your advising staff and admissions. Admissions aren't very knowledgeable on what's going on when it comes to degrees, which is understandable, except for when they argue with you about how many credits you're supposed to take for a certain part of your degree even though YOU know the correct answer. Also, Advising isn't very helpful either.	6	8

# Additional Comments

Continued...

Comment	Category	
Pretty good school.	1	
Putting a persons preferred name on the teachers role call would be great. having a teacher always calling you by a name that isn't what you want to be called is very irritating. and yes i correct them.	4	
really enjoy attending this collage!	1	
Services are fine outside of the Registrar, Vista Dining hours and technological services.	8	
so far it's a great school with great people.	1	
Some is the teachers need upgraded.we need good teachers who cares about the Students and also know what they are teaching and explain more clear to students to understand the material.Some of the teachers are so mean.Hire Teachers who makes leaning more fun not stressful.And also more upgrade in tutoring department in every subject. Hire more experience one. I like Mount Hood Community college Is the best one.But the problem is some teachers not all of them.Thanks you.may god bless you.	4	8
Some of the classes that are required for the Medical Coding certificate are redundant and unnecessary and a few of the classes had so much information associated with the work to be completed, it's a wonder more people don't drop out of this curriculum.	4	
Some of the teachers are above and beyond the call of duty, others need some improvement.	3	4
Some of the teachers are lazy, and a week late releasing the work for the online courses without explanations (#### for winter term 2017 & #### for spring term 2017). Also #### is un fit to be a college professor, he pronounced math terms incorrectly. In addition to vague explanations of equations/problems and only teaching things one way not offering alternatives. Would arrive late to class without an explanation up to 20-30 minutes. Attire and attitude was unprofessional, will never be taking a class from him again.	4	

# Additional Comments

Continued...

Comment	Category					
some teachers are highly skilled, usually the ones with high school teaching experience. the other teachers are tradesmen who have very few skills as teachers. I would hope in the future a teaching credential or at least some teaching skills training would be required of incoming hires.	3	4				
Some teachers are very liberal and hurt the students feelings.	4					
Thank you for be a very good college, and for the opportunities that you offer us.	1					
Thank you for for having such a wonderful college and I'm thankful that I had a chance to attend it for a few years.	1					
Thank you for the opportunity to express my input of Mt. Hood Community College and the services available to me on-campus.	19					
Thank you for the opportunity to take a class each term for enrichment purposes. Being able to share in the rich educational resource of the college is appreciated.	1					
Thanks for everything you provide! It's all great!	1					
The bathrooms need some type of fresheners, and the grounds sometimes look unkempt with weed over growth. It's been dissapointing to many students in the Healthcare wing that St. Helens bistro closed, can it be opened for study hall with vending machines? Other than that, I love the school and faculty and staff are all helpfull.	16	15	8	1	3	5
THE BIGGEST ISSUE MHCC STUDENT HAVE AND I HAVE HEARD EXPRESSED IS THAT MHCC BASES THERE COST OF ATTENDENCE BELIEVING A MAJORITY OF STIDENTS LIVE IN TROUTDALE OR GRESHAM; HOWEVER, A LOT OF STUDENTS LIVE IN PORTLAND AND THE HIGH COST OF LIVING MAKES IT HARD TO NIT WANT TO TRANSFER TO A SCHOOL THAT INDERSTANDS IT COST STUDENTS HUNDREDS MORE A MONTH IF THEY LIVE A FEW MILES WEST. SCHOOLS NEED TO CONSIDER THE COST TO LIVE IN THE PORTLAND AREA OR GRESHAM AREA US OUTRAGEOUS AND CERTAINLY HIGHER THAN PREDICTED.	9					

# Additional Comments

Continued...

Comment	Category		
The biggest thing is that as with most schools the classes towards my degree doesn't take into consideration that most of us have to work as well. Having a more robust evening and weekend and online choice would be more ideal. Because of this lack of choices I have to take quite a bit of my schooling elsewhere to fit into my schedule which is a loss to you.	10		
The biggest thing that I would say your college needs help with is updating your web page both for general student use and for online classes. I would rate your school at close to the bottom of all the colleges and universities I have attended (4). I do love your school, but your online classroom has a SharePoint feel to it and is not intuitive to use. Nor is it pleasant looking. However, if that is all I am complaining about, then you have done a fantastic job overall. Thank you.	13	11	1
The business office staff seem to always be in a bad mood. I always feel like I'm bothering them by coming in. The advising center needs some education on degrees. Every time I go in I am told something different. Would love some consistency. As someone that is allergic to chalk it would be nice to upgrade to all whiteboards throughout the facility.	6	8	12
The campus itself could use an update; however that is understandably difficult to achieve without the bond. I appreciate the high standards that are expected and hope that MHCC will continue to adhere to statutes that require excellence.	15	1	
The computer's in the Bruning Center are ridiculously slow. That is the biggest thing that needs attention. It is unacceptable.	13	12	

# Additional Comments

Continued...

Comment	Category
The cost of books is a problem but it didnt cause me to chnage my choices in the survey but has increased the amount of loan i have needed and will have to pay back at some point.	9
The Cultural Geography class I took from ##### was the single worst experience at Mt. Hood I've had thus far. He had a childish outburst in response to a question my sister asked him in class, related to his own opinion on a subject. He was amiable right up until he lost his temper with her, and kicked her out of the class, and dismissed class early. Obviously unable to control himself. Completely unprofessional, and unacceptable behavior in my opinion. Subsequently, my sister met with him and the dean to discuss the problem, and he didn't apologize or recant. He also "lost her test" in one case, which would have dropped her grade from an "A" to a "C"- which would have significantly effecting her near perfect GPA, and her ability to get scholarships and admittance to the 4 year college she is moving on to attend. Fortunately, she was able to prevent this class from affecting her academic future. I myself very nearly quit the geography class halfway through the term, despite the actual workload being very light. Lectures and and classtime were academically oppressive- ##### made it quite clear that this was not an intellectually safe or honest environment- and caused me intense personal stress and discomfort. This experience flavored all of my responses to the questions on the survey. The rest of my experiences have been largely positive. I particularly enjoyed and benefited from ##### in SP111, ##### in Math 95, and so far ##### in Writing 121, though I'm only half done with that last course. The online classes I've taken have also been a very good experience. Specifically a Communications and a Business class. The assigned forum posts substituted well for in-person classroom interaction.	4 1 3

# Additional Comments

Continued...

Comment	Category
The EMS program is not well organized. The instructor has missed several sessions and we are consistently behind the syllabus. I frequently think that this program would have been of a better benefit if I had taken it somewhere else. My next step with addressing this issue would be to file a formal complaint. The attendance policy for a 6 month class is unreasonable, especially if the professor has already twice as much as we are allowed.	4
The financial aid department needs to learn to use a phone, because multiple times they have put my aid on hold and have not informed me of when I have missing documents. They would send me one email, and my MHCC email always changes the password on me and I would never get to see my email. MHCC needs to put a couple of 4 story parking garages in. My GS104 class I am taking right now needs to be looked at, the teacher ##### is new and has no clue how to teach anything, often times the students in the class leave confused about what he is asking them to do. He gave the class a quiz and the class average was 72% and he told us that its on us because he taught us all we need to know when he was putting things on that quiz he hadn't even gone over before or was not even in our book. We have a midterm Friday and we asked him for some study material and practice problems to look at and his response was "Its called your book chapters 2-6". This is not the first teacher I have had like this at MHCC, teachers need to be evaluated more often and have their courses looked over by the department heads.	8 13 14 4

# Additional Comments

Continued...

Comment	Category				
the financial aid office workers are rude and short with people when they come in and ask questions. i understand they are busy people but there is no need to be rude to people. i was in there for thirty mins standing in line and there were two women working up in the financial aid office and one was on the phone the whole time i was in there and the other was swamped with people. the one helping people was getting shorter and shorter with every person that went up there to ask questions. i understand they are stressed out because like i said the woman with the long blond hair was on the phone the whole thirty mins i was waiting in line and the other woman she was having to do it all. so i understand the stress she was under but its not the peoples fault they have questions. i feel that the finanical aid office workers need to take a customer service course because they are rude people that work in that office. the rest of the schools faculty is plesent and always ready to help some one.	6	5	3		
The fisheries program is amazing. ##### and ##### are the best instructors I've had. They have made my experience at MHCC a great one.	3	1			
The food and drinks are really overprice in the cafeteria and in the bookstore and would be nice if they price would go down a lot and more people will come in and eat. A lot of people don't eat on campus a lot because they buy food from off campus that are more cheaper and bring to school and eat it. Student service staffs should treat students and new students more nicely and some of them treat students rudely for no reasons even if they have a bad day.	9	8	6		
The intructors are top quality. Period. But, the bathroom facilities are abysmal and I thought Portland State was terrible in that area during my 5 years there. Internet and cell service is always an issue on campus, making it hard to find good places to study at times. Parking is hard to come by. Facilities really needed the bond measure to pass.	3	16	13	14	15



# Additional Comments

Continued...

Comment	Category			
The lack of parking in the AM is really the biggest issue this term. Also setting up a time to meet with my assigned academic advisor or getting a response back from the assigned advisor has really only been difficult. Getting help with my online class was really nerve racking for me. I am mostly satisfied with MHCC though. I love the homie atmosphere.	14	6	8	1
The Learning Success Center has been a great asset to my studies. ##### is awesome!!!	7	5		
The library is disgustingly loud.	8			
The only reason I didn't give 100% towards the teachers is because of my horrible experience with #####. I had her for medical terminology. She was disrespectful to students, didn't teach us anything and always let us out early. I was always scared to speak up in class because of her criticism....	4			
The removal of the library cafe and the cafe near the preschool end of campus has resulted in a significant decline in satisfaction I have with MHCC. I frequently do not have time, in the 10-20 minutes I have between classes, to make it across campus to purchase food, let alone to eat it before the start of class. That, coupled with the cost of the subpar Lancer Catering products leaves a sour taste in my mouth whenever I find myself having to spend money to eat on campus. The quality and quantity standards of Lancer Catering is below average, at best. I would like to say, the services I've received as being a member of the TRiO program have been invaluable. I would not have made it through college without the efforts of all involved in TRiO, especially those of adviser #####. Her level of attention and care into helping me with my ED plan has been the credit to my success.	8	7	5	
The school just needs to upgrade it's computer systems, WiFi and that would help alot	13			
The Transitions program is excellent for helping women gain clarity about their career choices and learning to apply for scholarships. Overall, all of the instructors are excellent!	7	3		

# Additional Comments

Continued...

Comment	Category			
The website is terrible and we need to stop making excuses as to why it cant be fixed	13			
The workers in the financial aid office are completely unprofessional. I've worked with them for many months in trying to get aid but everytime I go in there, they always give me a different answer. They always say I'm a "special case" and they're not sure why I'm having issues getting aid, and no matter who I speak with I'm never given a clear answer on what to do next. I've decided that I'm not going to get financial aid this year, simply because there's nobody to assist me in doing so.	6			
This is my first year at MHCC, and I want, to be honest in this review. This school is not a positive learning environment due to the community and classes. Also one of the things I notice right away is, MHCC is not up-to-date with technology in classrooms. In today's society, technology is becoming a huge part of education. MHCC is lacking this. I will be transferring to a university after this year due to these issues.	2	12	13	
This survey is way to long. Otherwise MHCC is cool.	19	1		
This survey is WAY TOO LONG!	19			
This survey took too long.	19			
Trio SSS is a wonderful, quality program that responds promptly and efficiently to student's needs. It's truly above and beyond similar programs at other schools. At any rate, the pool needs to be open to the public earlier (like noon and afternoon) rather than only in the late evening. The Financial Aid / Student Services (above the veteran services/career counseling office)... the service is terrible. They warned me against dropping out for winter quarter saying "I need to wait a day and think about it" and when I did so they informed me that the day before was the last day I could drop out (so then I owed them money, and they kept raising the amount of money I supposedly owed with every visit by \$30).	7	8	6	9

# Additional Comments

Continued...

Comment	Category			
When signing up for classes, please put instructors names in order to make an accurate decision in which times to take certain classes. Instructors need to use the portal or some other form to put in grades and it should be mandatory so that students can see how they are doing in each class.	8	13	4	
When women are coming to or returning to college I believe that all advisors should inform them of Transitions. It took me a full year to access this program and I would have liked to have started with it. I know that ##### is getting the word out now that she is coordinator. This program I believe is the best start to learning about navigating the college, building self-confidence and finding a direction for their education and career. Although some of the facilities like classrooms could use some sprucing up, I believe that this is a great place to be and everyone is very friendly and helpful.	2	7	12	1
Wifi and cell phone service are horrible. Never see any campus security when I get out of my 10 pm class which is when there should be the most presence.	13			
Yes, I've enjoyed the MHCC so much! I love all the classes and lessons! I am very happy to be attending, this is truly a pleasant experience. I've enjoyed good treatment from the people and love how the teachers and staff are there to help us succeed. I Love the conveniences of the Library, bookstore, caffee, and the design of the whole building, and that its easy to find classes. Really love this place :).	1	5	3	7
Yes, Mt.Hood should be more supportive towrds athlets. Students should be at games and activity and have school spiriit. Their is lack of that their.	2			
You have awesome teachers.	3			
MHCC needs updated everything, from buildings to staff.	15	4	6	

# Additional Comments

Continued...

Comment	Category
<p>As far as teachers go, it's hard to judge them in this survey. I have had a wide range of teachers: most are pretty good at doing their job. Then there are others who have changed my life (two), and then there have been about five teachers who have been miserable to take classes with. Also, I would say the security officers do a good job. I see them everywhere on campus which makes me feel safe, but I do not like how unsafe the rest of campus is. There are health problems everywhere. The bathrooms are disgusting, and I'm always getting allergy attacks from all the mold you can find on campus. Plus, the infrastructure is starting to fall apart. The patch job done on the main entrance stair steps were horribly uneven, and were a major tripping hazard. Besides those issues, I think MHCC is a fantastic school. I also hope to see many of these problems being fixed if the bond measure is passed.</p>	3 4 17 16 15



## Mt. Hood Community College Student Satisfaction Survey

Welcome to the Mt. Hood Community College (MHCC) Student Satisfaction Survey! MHCC conducts this satisfaction survey every other year to determine how well the institution is delivering services to current students. The survey is an important tool that helps MHCC focus priorities and allocate limited resources to maximize the benefits we deliver to our students. Your responses are invaluable for our strategic planning efforts and meets accreditation requirements.

Your answers to the survey are strictly confidential. Results of the survey will be reported in aggregate form only and your responses will never be directly associated to you.

The survey takes about twenty minutes to complete. When you're done, you will automatically be entered into our drawing for:

**1 of 4 \$25 Prepaid Visa Cards**

Thank you in advance for taking the time to complete this vital survey!

*Note: MHCC Employees currently enrolled in courses are not eligible for the drawing.*

>>



What is your primary purpose for attending MHCC? Please review the reasons below and pick the one reason that most accurately describes your reason for attending.

- ☐ No definite purpose in mind
- ☐ Take a few courses for self improvement
- ☐ Take a few job related and/or required courses
- ☐ High School student taking college-level course(s)
- ☐ Take courses necessary for transferring to another 2-year college
- ☐ Take courses necessary for transferring to a 4-year college / university
- ☐ To obtain and/or maintain a certification
- ☐ To obtain an Associate Degree in a Transfer Program
- ☐ To obtain an Associate Degree in a Professional / Technical Program
- ☐ Some other purpose (Please Specify)



Listed below are a number of reasons for deciding to attend MHCC. For each reason, please indicate whether it was a major reason, minor reason, or not a reason for choosing to attend MHCC.

Could work while attending	<input type="text"/>
Advice of parents or relatives	<input type="text"/>
Offered a specific program of interest	<input type="text"/>
Liked the social atmosphere	<input type="text"/>
Good chance of personal success	<input type="text"/>
Advice of high school teacher	<input type="text"/>
Liked the size of the college	<input type="text"/>
Low cost of attending	<input type="text"/>
Advice of high school counselor	<input type="text"/>
Offered the courses I wanted	<input type="text"/>
Good professional/technical and/or academic reputation	<input type="text"/>
Convenient location	<input type="text"/>
Availability of scholarship and/or financial aid	<input type="text"/>

Was there some other reason you decided to attend MHCC? Please use the space below to describe any other reasons for selecting this college.



Was MHCC your first choice?

- ☐ Yes  
☐ No

Please select the response that most closely matches your impression.

If I had to do it over again, I would chose to attend MHCC

I would recommend MHCC to others

Please select the response that most closely matches how you would rate MHCC.

The quality of education at MHCC?

MHCC in general





The following statements are related to textbook costs. For each statement, please indicate your level of agreement.

I have considered dropping out of college because of the cost of textbooks

I regularly choose not to purchase textbooks because of their cost

Textbook costs influence my decision to register for a particular course

It has taken me longer to finish my degree because of the cost of textbooks

Textbook costs have resulted in my taking fewer courses in a term

If the cost of textbooks were reduced, I would enroll in more courses

Listed below are a number of components of any college experience. For each component, please rate how important it is to you by selecting the appropriate level from the drop down list in the first column. Then let us know how well MHCC performed by selecting the level from the drop down list that most closely matches your impressions in the second column. If you are not familiar with or didn't use a specific component, please indicate its importance then select "Not Used" in the second column.

**Classrooms / Instruction / Courses**

	How Important is it?	How did MHCC Perform?
Up-to-date / Modern Classrooms	<input type="text"/>	<input type="text"/>
Course Availability in the Morning (Anytime before Noon)	<input type="text"/>	<input type="text"/>
Course Availability in the Afternoon (Between 1PM and 5PM)	<input type="text"/>	<input type="text"/>
Web based instructional support services (e.g. MyMHCC, Portal, Blackboard, etc.)	<input type="text"/>	<input type="text"/>
Course Availability on Weekends	<input type="text"/>	<input type="text"/>
Preparation Receiving for Future Career and / or Transfer	<input type="text"/>	<input type="text"/>
Availability of Online courses	<input type="text"/>	<input type="text"/>
Course Availability in the Evening (After 5PM)	<input type="text"/>	<input type="text"/>



Listed below are a number of components of any college experience. For each component, please rate how important it is to you by selecting the appropriate level from the drop down list in the first column. Then let us know how well MHCC performed by selecting the level from the drop down list that most closely matches your impressions in the second column. If you are not familiar with or didn't use a specific component, please indicate its importance then select "Not Used" in the second column.

#### Admissions / Registration

	How Important is it?	How did MHCC Perform?
Availability of Financial Aid / Scholarship Information	<input type="text"/>	<input type="text"/>
Clear Admissions / Entry Procedures	<input type="text"/>	<input type="text"/>
Convenient Operating Hours for Support Services (e.g. Admissions/Records, Financial Aid, Advising, etc.)	<input type="text"/>	<input type="text"/>
Overall Cost of Attending College	<input type="text"/>	<input type="text"/>
Easy Class Registration Procedures	<input type="text"/>	<input type="text"/>



Listed below are a number of components of any college experience. For each component, please rate how important it is to you by selecting the appropriate level from the drop down list in the first column. Then let us know how well MHCC performed by selecting the level from the drop down list that most closely matches your impressions in the second column. If you are not familiar with or didn't use a specific component, please indicate its importance then select "Not Used" in the second column.

#### Support Services

	How Important is it?	How did MHCC Perform?
Availability of Extracurricular Activities / Social Events	<input type="text"/>	<input type="text"/>
Availability of Recreation Facilities / Activities	<input type="text"/>	<input type="text"/>
Quality of Food in the Cafeteria / Food Service Area(s)	<input type="text"/>	<input type="text"/>
Convenient Bookstore Operating Hours	<input type="text"/>	<input type="text"/>
Convenient Vista Dining Hall Operating Hours	<input type="text"/>	<input type="text"/>
Availability of Study Areas	<input type="text"/>	<input type="text"/>

Listed below are a number of components of any college experience. For each component, please rate how important it is to you by selecting the appropriate level from the drop down list in the first column. Then let us know how well MHCC performed by selecting the level from the drop down list that most closely matches your impressions in the second column. If you are not familiar with or didn't use a specific component, please indicate its importance then select "Not Used" in the second column.

#### Technology

	How Important is it?	How did MHCC Perform?
Access to Technology	<input type="text"/>	<input type="text"/>
Wifi Connectivity Throughout Campus	<input type="text"/>	<input type="text"/>
Convenient Computer Lab Operating Hours	<input type="text"/>	<input type="text"/>
Delivering Timely and / or Accurate College Information	<input type="text"/>	<input type="text"/>
Cellular Service on Campus	<input type="text"/>	<input type="text"/>
Easy to use Website	<input type="text"/>	<input type="text"/>



Listed below are a number of components of any college experience. For each component, please rate how important it is to you by selecting the appropriate level from the drop down list in the first column. Then let us know how well MHCC performed by selecting the level from the drop down list that most closely matches your impressions in the second column. If you are not familiar with or didn't use a specific component, please indicate its importance then select "Not Used" in the second column.

#### Facilities

	How Important is it?	How did MHCC Perform?
Finding your way on Campus (e.g. Signage, Maps)	<input type="text"/>	<input type="text"/>
Parking Availability	<input type="text"/>	<input type="text"/>
Well maintained Campus and Grounds	<input type="text"/>	<input type="text"/>
Bathroom Cleanliness	<input type="text"/>	<input type="text"/>
Safety / Security on Campus	<input type="text"/>	<input type="text"/>



Listed below are some services available to MHCC Students. Please indicate the number of times each service was used for this Academic Year (Between Summer 2016 and Spring 2017) by selecting the appropriate level from the drop down box.

Academic Advising	<input type="text"/>
Career Planning / Counseling Services	<input type="text"/>
College Orientation Center	<input type="text"/>
Disability Services	<input type="text"/>
Family Resources	<input type="text"/>
Financial Aid / Scholarship Services	<input type="text"/>
Learning Success Center / Tutoring Services	<input type="text"/>
Library Services	<input type="text"/>
Registrar (Admissions & Records)	<input type="text"/>
Testing Center	<input type="text"/>
Veterans Services	<input type="text"/>



Listed below are statements related to **MHCC Instruction / Classes**. For each statement, please indicate how the area performed by clicking the point that most closely matches your impressions.

### MHCC's Instruction / Classes ...

Terrible 0 10 20 30 40 50 60 70 80 90 Outstanding 100

Performed services dependably and accurately



Instilled trust and confidence



Has appropriate / professional appearing facilities, equipment, and employees



Provided caring / individualized attention



Provided prompt / attentive service



Overall service provided







Listed below are statements related to **MHCC's Academic Advising**. For each statement, please indicate how the area performed by clicking the point that most closely matches your impressions.

**MHCC's Academic Advising ...**

Terrible 0 10 20 30 40 50 60 70 80 90 Outstanding 100

Performed services dependably and accurately



Instilled trust and confidence



Has appropriate / professional appearing facilities, equipment, and employees



Provided caring / individualized attention



Provided prompt / attentive service



Overall service provided





Listed below are statements related to **MHCC's Career Planning / Counseling Services**. For each statement, please indicate how the area performed by clicking the point that most closely matches your impressions.

### MHCC's Career Planning / Counseling Services ...

Terrible 0 10 20 30 40 50 60 70 80 90 Outstanding 100

Performed services dependably and accurately

Instilled trust and confidence

Has appropriate / professional appearing facilities, equipment, and employees

Provided caring / individualized attention

Provided prompt / attentive service

Overall service provided





Listed below are statements related to **MHCC's College Orientation Center**. For each statement, please indicate how the area performed by clicking the point that most closely matches your impressions.

**MHCC's College Orientation Center ...**

Terrible 0 10 20 30 40 50 60 70 80 90 Outstanding 100

Performed services dependably and accurately



Instilled trust and confidence



Has appropriate / professional appearing facilities, equipment, and employees



Provided caring / individualized attention



Provided prompt / attentive service



Overall service provided



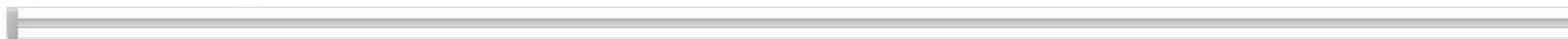


Listed below are statements related to **MHCC's Disability Services**. For each statement, please indicate how the area performed by clicking the point that most closely matches your impressions.

### MHCC's Disability Services ...

Terrible 0 10 20 30 40 50 60 70 80 90 Outstanding 100

Performed services dependably and accurately



Instilled trust and confidence



Has appropriate / professional appearing facilities, equipment, and employees



Provided caring / individualized attention



Provided prompt / attentive service



Overall service provided



<< >>



Listed below are statements related to **MHCC's Financial Aid / Scholarship Services**. For each statement, please indicate how the area performed by clicking the point that most closely matches your impressions.

### MHCC's Financial Aid / Scholarship Services ...

Terrible	0	10	20	30	40	50	60	70	80	90	Outstanding	100
Performed services dependably and accurately												
<div></div>												
Instilled trust and confidence												
<div></div>												
Has appropriate / professional appearing facilities, equipment, and employees												
<div></div>												
Provided caring / individualized attention												
<div></div>												
Provided prompt / attentive service												
<div></div>												
Overall service provided												
<div></div>												





Listed below are statements related to **MHCC's Learning Success Center / Tutoring**. For each statement, please indicate how the area performed by clicking the point that most closely matches your impressions.

### MHCC's Learning Success Center / Tutoring ...

Terrible 0 10 20 30 40 50 60 70 80 90 Outstanding 100

Performed services dependably and accurately



Instilled trust and confidence



Has appropriate / professional appearing facilities, equipment, and employees



Provided caring / individualized attention



Provided prompt / attentive service



Overall service provided





Listed below are statements related to **MHCC's Library Services**. For each statement, please indicate how the area performed by clicking the point that most closely matches your impressions.

### MHCC's Library Services ...

Terrible 0 10 20 30 40 50 60 70 80 90 Outstanding 100

Performed services dependably and accurately



Instilled trust and confidence



Has appropriate / professional appearing facilities, equipment, and employees



Provided caring / individualized attention



Provided prompt / attentive service



Overall service provided





Listed below are statements related to **MHCC's Registrar (Admissions & Records)**. For each statement, please indicate how the area performed by clicking the point that most closely matches your impressions.

**MHCC's Registrar (Admissions & Records) ...**

Terrible 0	10	20	30	40	50	60	70	80	90	Outstanding 100
Performed services dependably and accurately										
<div></div>										
Instilled trust and confidence										
<div></div>										
Has appropriate / professional appearing facilities, equipment, and employees										
<div></div>										
Provided caring / individualized attention										
<div></div>										
Provided prompt / attentive service										
<div></div>										
Overall service provided										
<div></div>										







Listed below are statements related to **MHCC's Testing Center**. For each statement, please indicate how the area performed by clicking the point that most closely matches your impressions.

### MHCC's Testing Center ...

Terrible  
0 10 20 30 40 50 60 70 80 90 Outstanding  
100

Performed services dependably and accurately



Instilled trust and confidence



Has appropriate / professional appearing facilities, equipment, and employees



Provided caring / individualized attention



Provided prompt / attentive service



Overall service provided



<< >>



Listed below are statements related to **MHCC's Veteran's Services**. For each statement, please indicate how the area performed by clicking the point that most closely matches your impressions.

### MHCC's Veteran's Services ...

Terrible  
0 10 20 30 40 50 60 70 80 90 Outstanding  
100

Performed services dependably and accurately



Instilled trust and confidence



Has appropriate / professional appearing facilities, equipment, and employees



Provided caring / individualized attention



Provided prompt / attentive service



Overall service provided



For the following statements please think about your overall experience with MHCC. For each statement, there are three response rows.

**In the first row:** Please indicate the minimum acceptable level of service you expect. That is, if the service fell below this level, you would be upset.

**In the second row:** Please indicate the desired level of service you expect. That is, the level of service that would make you satisfied. *This level should be equal to or greater than your minimum acceptable level.*

**In the third row:** Please indicate MHCC's performance overall. Thinking about your entire experience with MHCC, how would you rate us?

**Performing the service right the first time**

Low 0 10 20 30 40 50 60 70 80 90 High 100

Minimum Acceptable Level

Desired Level

MHCC's Performance

**Keeping accurate records**

Low 0 10 20 30 40 50 60 70 80 90 High 100

Minimum Acceptable Level

Desired Level

MHCC's Performance

### Providing services at the promised time

Low 0 10 20 30 40 50 60 70 80 90 High 100

Minimum Acceptable Level



Desired Level



MHCC's Performance



### Dependably handling my problems

Low 0 10 20 30 40 50 60 70 80 90 High 100

Minimum Acceptable Level



Desired Level



MHCC's Performance



### Providing me the service promised

Low 0 10 20 30 40 50 60 70 80 90 High 100

Minimum Acceptable Level



Desired Level



MHCC's Performance





For the following statements please think about your overall experience with MHCC. For each statement, there are three response rows.

**In the first row:** Please indicate the minimum acceptable level of service you expect. That is, if the service fell below this level, you would be upset.

**In the second row:** Please indicate the desired level of service you expect. That is, the level of service that would make you satisfied. *This level should be equal to or greater than your minimum acceptable level.*

**In the third row:** Please indicate MHCC's performance overall. Thinking about your entire experience with MHCC, how would you rate us?

**Employees having the knowledge to do their job well**

Low 0 10 20 30 40 50 60 70 80 90 High 100

Minimum Acceptable Level

Desired Level

MHCC's Performance

**Employees that are consistently courteous to me**

Low 0 10 20 30 40 50 60 70 80 90 High 100

Minimum Acceptable Level

Desired Level

MHCC's Performance

### Instilling confidence in the service provided

Low 0 10 20 30 40 50 60 70 80 90 High 100

Minimum Acceptable Level



Desired Level



MHCC's Performance



### Making me feel safe with the service provided

Low 0 10 20 30 40 50 60 70 80 90 High 100

Minimum Acceptable Level



Desired Level



MHCC's Performance



<< >>



For the following statements please think about your overall experience with MHCC. For each statement, there are three response rows.

**In the first row:** Please indicate the minimum acceptable level of service you expect. That is, if the service fell below this level, you would be upset.

**In the second row:** Please indicate the desired level of service you expect. That is, the level of service that would make you satisfied. *This level should be equal to or greater than your minimum acceptable level.*

**In the third row:** Please indicate MHCC's performance overall. Thinking about your entire experience with MHCC, how would you rate us?

**Employees having a neat, professional appearance**

Low 0 10 20 30 40 50 60 70 80 90 High 100

Minimum Acceptable Level

Desired Level

MHCC's Performance

**Having modern equipment**

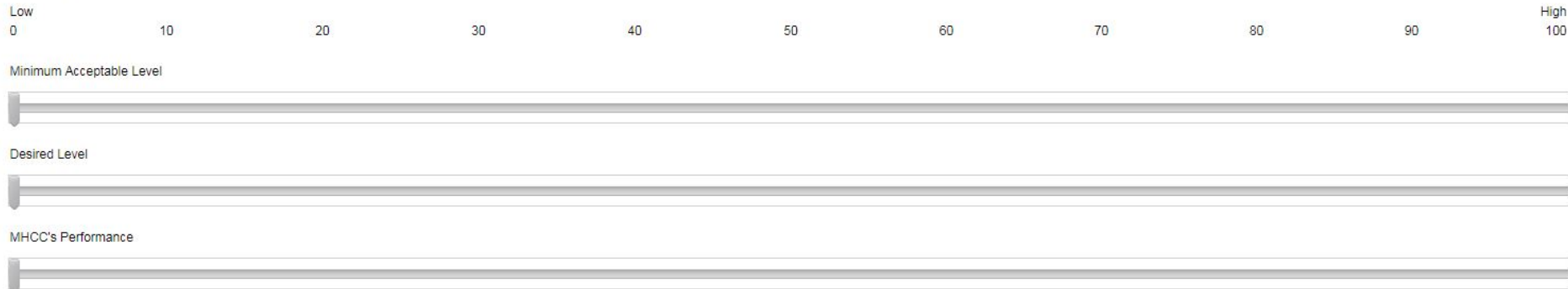
Low 0 10 20 30 40 50 60 70 80 90 High 100

Minimum Acceptable Level

Desired Level

MHCC's Performance

Instilling confidence in the service provided



Making me feel safe with the service provided







For the following statements please think about your overall experience with MHCC. For each statement, there are three response rows.

**In the first row:** Please indicate the minimum acceptable level of service you expect. That is, if the service fell below this level, you would be upset.

**In the second row:** Please indicate the desired level of service you expect. That is, the level of service that would make you satisfied. *This level should be equal to or greater than your minimum acceptable level.*

**In the third row:** Please indicate MHCC's performance overall. Thinking about your entire experience with MHCC, how would you rate us?

**Employees having a neat, professional appearance**

Low 0 10 20 30 40 50 60 70 80 90 High 100

Minimum Acceptable Level

Desired Level

MHCC's Performance

**Having modern equipment**

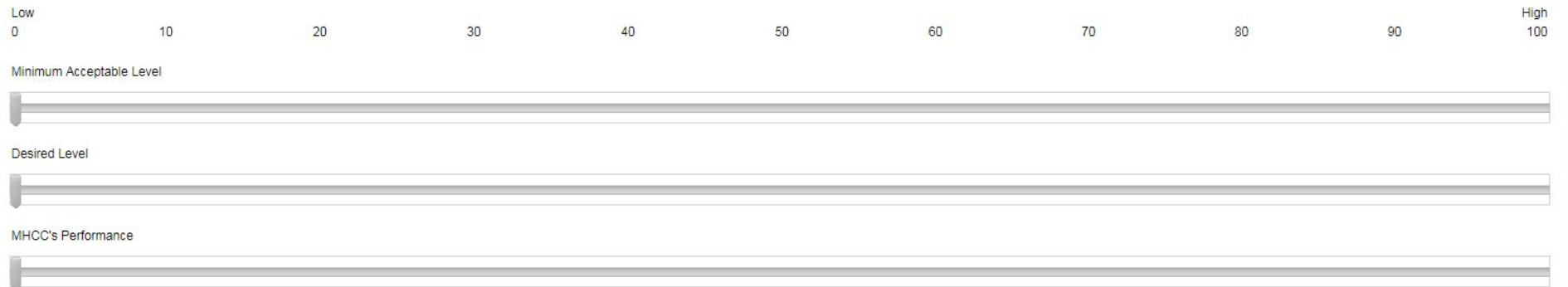
Low 0 10 20 30 40 50 60 70 80 90 High 100

Minimum Acceptable Level

Desired Level

MHCC's Performance

### Visually appealing materials associated with the service



### Having visually appealing facilities



For the following statements please think about your overall experience with MHCC. For each statement, there are three response rows:

**In the first row:** Please indicate the minimum acceptable level of service you expect. That is, if the service fell below this level, you would be upset.

**In the second row:** Please indicate the desired level of service you expect. That is, the level of service that would make you satisfied. *This level should be equal to or greater than your minimum acceptable level.*

**In the third row:** Please indicate MHCC's performance overall. Thinking about your entire experience with MHCC, how would you rate us?

**Giving me individual attention**

Low 0 10 20 30 40 50 60 70 80 90 High 100

Minimum Acceptable Level

Desired Level

MHCC's Performance

**Having my best interests at heart**

Low 0 10 20 30 40 50 60 70 80 90 High 100

Minimum Acceptable Level

Desired Level

MHCC's Performance

Understanding my needs



Operating hours that are convenient to me



Employees giving me personal attention



For the following statements please think about your overall experience with MHCC. For each statement, there are three response rows.

**In the first row:** Please indicate the minimum acceptable level of service you expect. That is, if the service fell below this level, you would be upset.

**In the second row:** Please indicate the desired level of service you expect. That is, the level of service that would make you satisfied. *This level should be equal to or greater than your minimum acceptable level.*

**In the third row:** Please indicate MHCC's performance overall. Thinking about your entire experience with MHCC, how would you rate us?

**Informing me when services will be performed**

Low 0 10 20 30 40 50 60 70 80 90 High 100

Minimum Acceptable Level

Desired Level

MHCC's Performance

**Employees that are always willing to help me**

Low 0 10 20 30 40 50 60 70 80 90 High 100

Minimum Acceptable Level

Desired Level

MHCC's Performance

**Employees that are never too busy to respond to my requests**

Low 0 10 20 30 40 50 60 70 80 90 High 100

Minimum Acceptable Level



Desired Level



MHCC's Performance



**Giving me prompt service**

Low 0 10 20 30 40 50 60 70 80 90 High 100

Minimum Acceptable Level



Desired Level



MHCC's Performance





Do you have any additional comments you'd like to share about your experience with MHCC? Please use the space below to provide additional comments.





Thank you for taking the time to complete MHCC's Student Satisfaction Survey. By clicking on the Next Button (">>") your answers will be recorded in our system and your name will automatically be entered into our drawing for one of four \$25 Amazon Gift Cards!

