



# MHCC

## Student Satisfaction Survey

Results of Mt. Hood Community  
College's 2018-19 Administration of  
the Student Satisfaction Survey

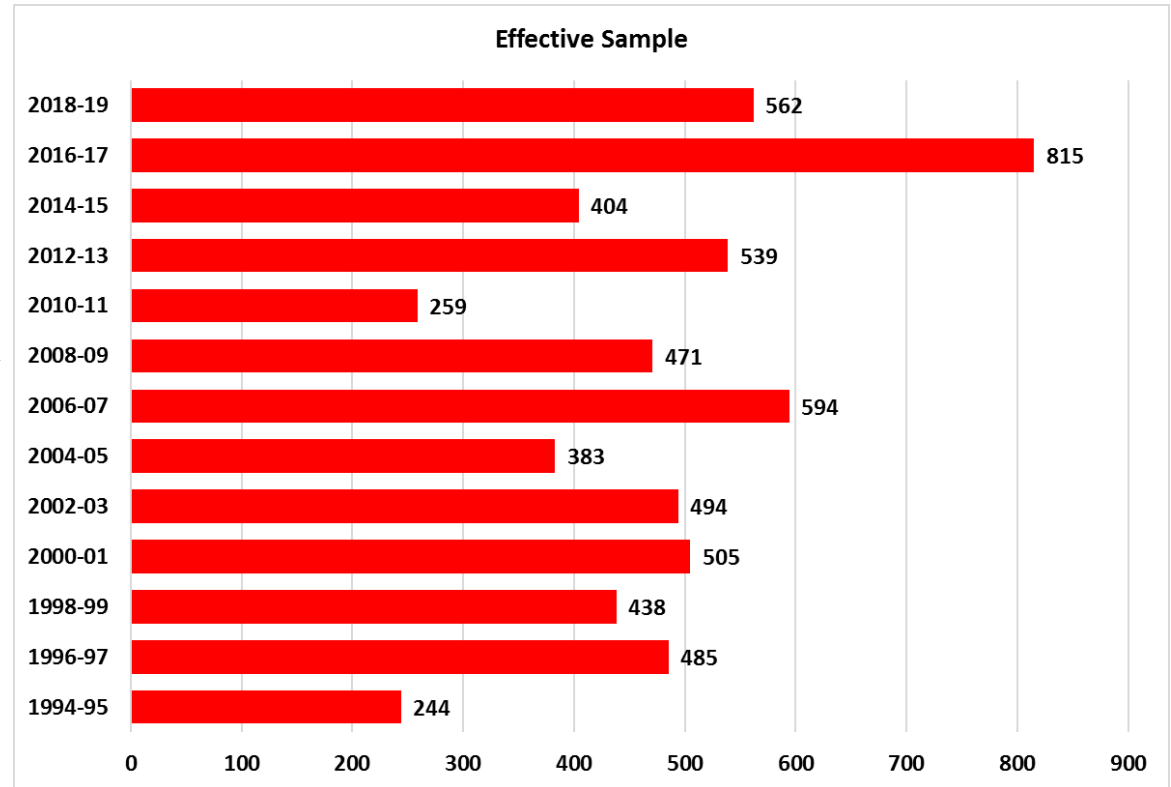
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# Introduction

- Student Satisfaction Survey Administered every other year since 1994-95.
- Changes to the survey this administration:
  - Survey divided into three versions: (1) Importance / Performance, (2) Service Performance, and (3) Service Quality
    - All three versions had common questions:
      - Primary Purpose for Attending
      - Reason for Selecting
      - Overall Satisfaction
      - Campaign Tag Lines
      - Additional Comments
    - The three versions were roughly equal in length and reduced the respondent burden from about twenty-five minutes to ten minutes.
  - Sample divided into three groups to respond to the different versions.

# Methods and Sampling

- Thirteenth 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
- For this administration of the survey, all credit students (that had accessed their “saints” email account) were eligible to participate. The three sub-samples were identical based on:
  - (1) Gender
  - (2) Time-of-attendance (e.g. day/night/weekend)
  - (3) Full/Part time status
- The response rate was 10.83%.
  - 5284 students were randomly selected to participate
  - 93 of those students had not accessed their email after the survey was started
  - 562 students responded to the email



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

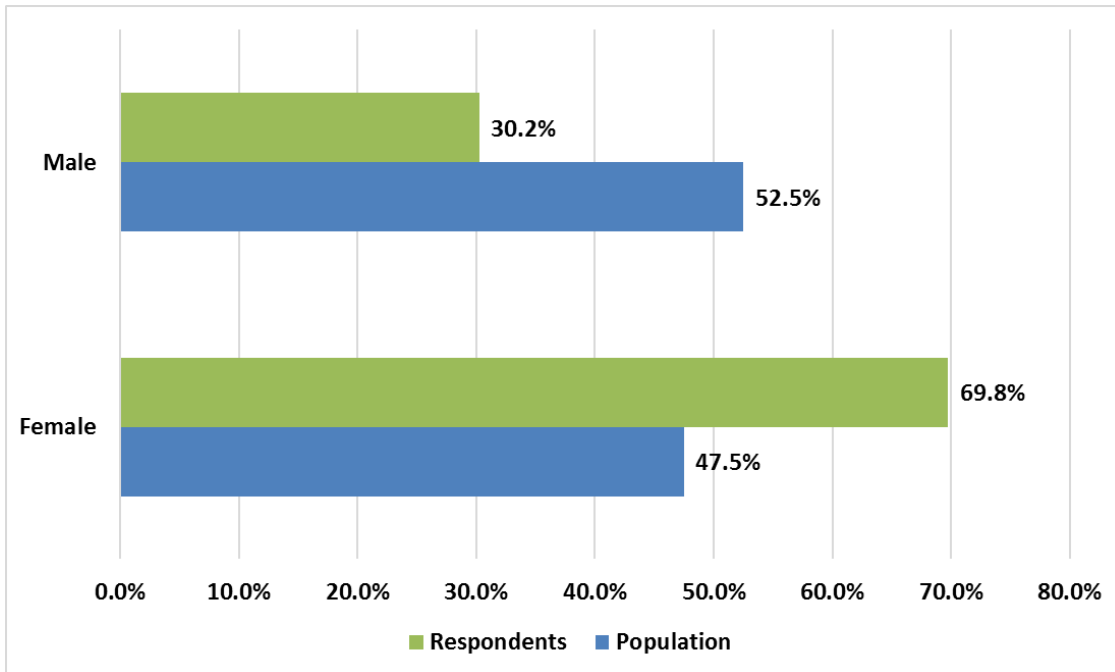
- Possible impacts on response rate:
  - Fewer Incentives for completers
  - Less support from associated organizations (e.g. ASG)
  - Less communication regarding the survey
  - Potential problems with emails flagged as “external.” This could cause students to believe the invitations/reminders were SPAM.



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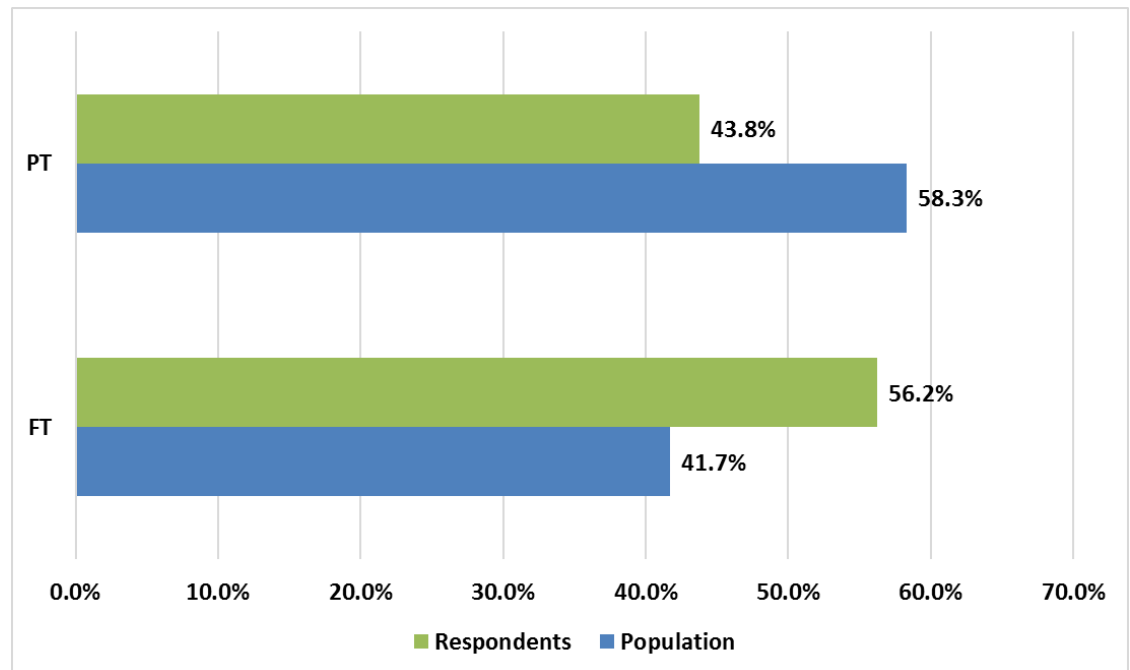
# Demographics

**MHCC Student Satisfaction Survey**

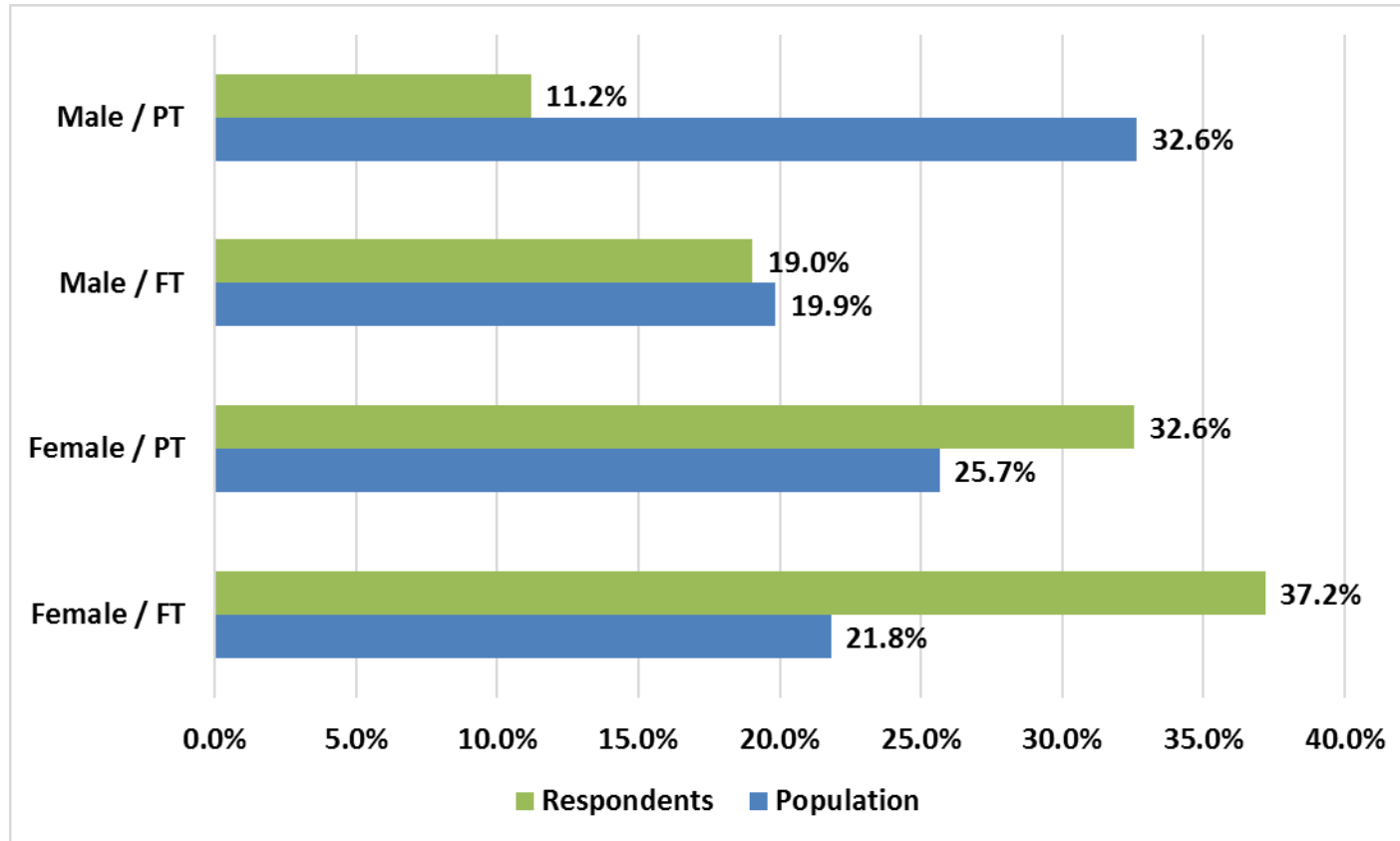


- Women were more likely to respond than men; 69.8% of respondents were women, 30.2% were men.
- This has been consistent with previous administrations of the satisfaction survey.

- Students attending MHCC on a Full-time basis (12 or more credits) were more likely to complete the survey. Over fifty-six percent (56.2%) of respondents attended MHCC Full-time; Full-time students at the college in Spring 2019 made up 41.7% of the student body.
- This has been consistent with previous administrations of the survey.



# Sample Weighting



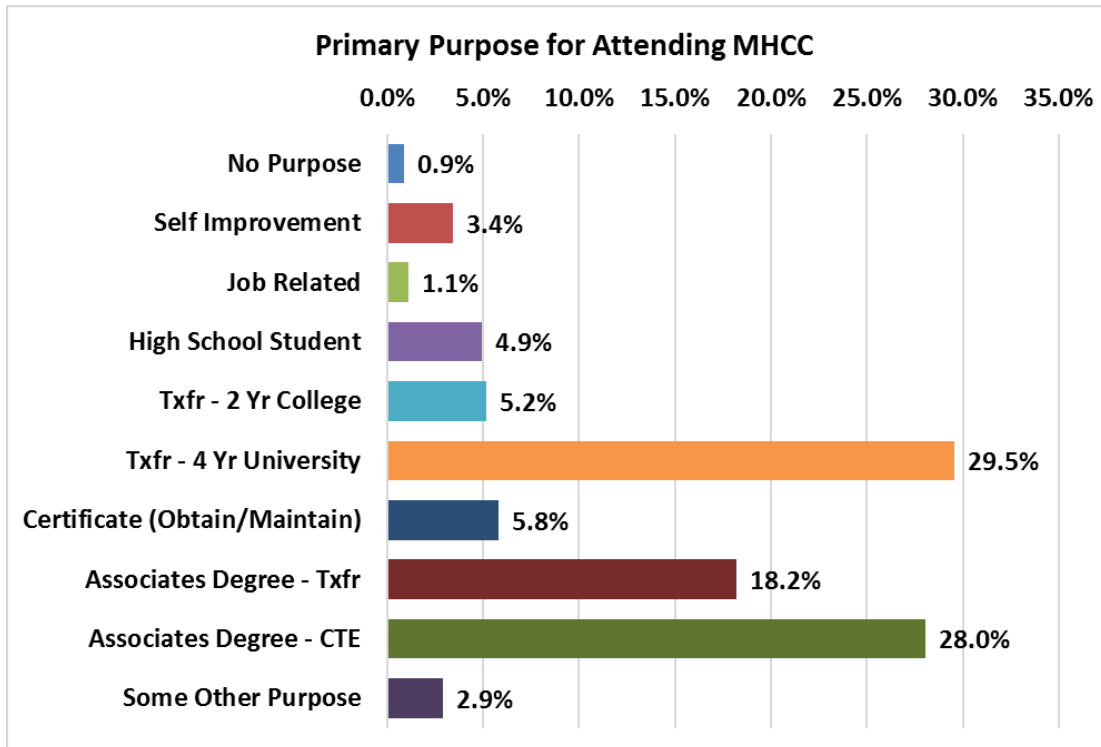
Sample Weights for all reported calculations:

	Population	Sample	Weight
Females:			
FT -	21.8%	37.2%	0.59
PT -	25.7%	32.6%	0.79
Males:			
FT -	19.9%	19.0%	1.04
PT -	32.6%	11.2%	2.91

# Purpose for Attending

- The two most often cited reasons for attending MHCC were to Transfer to a 4-Year College/University (29.8%) and to Obtain an Associate Degree in a CTE Program (27.4%). An additional thirteen percent (13.8%) indicated they would obtain an Associate Degree and Transfer.

Purpose for Attending	Count	Percent
No Purpose	11	2.0%
Self Improvement	18	3.4%
Job Related	11	2.0%
High School Student	43	8.0%
Txfr - 2 Yr College	22	4.1%
Txfr - 4 Yr University	160	29.8%
Certificate (Obtain/Maintain)	36	6.7%
Associates Degree - Txfr	74	13.8%
Associates Degree - CTE	147	27.4%
Some Other Purpose	15	2.8%
<b>Total</b>	<b>537</b>	<b>100.0%</b>



## Purpose for Attending

- 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). Actual comments are provided in Appendix A.

Category	Count
Exercise/Athletics/Enrichment	2
Specific Program	11
General Studies Associates Degree	1
Co-enrolled/Pre-Requisites	2
Life Transition/Job Training	1
Miscellaneous	2





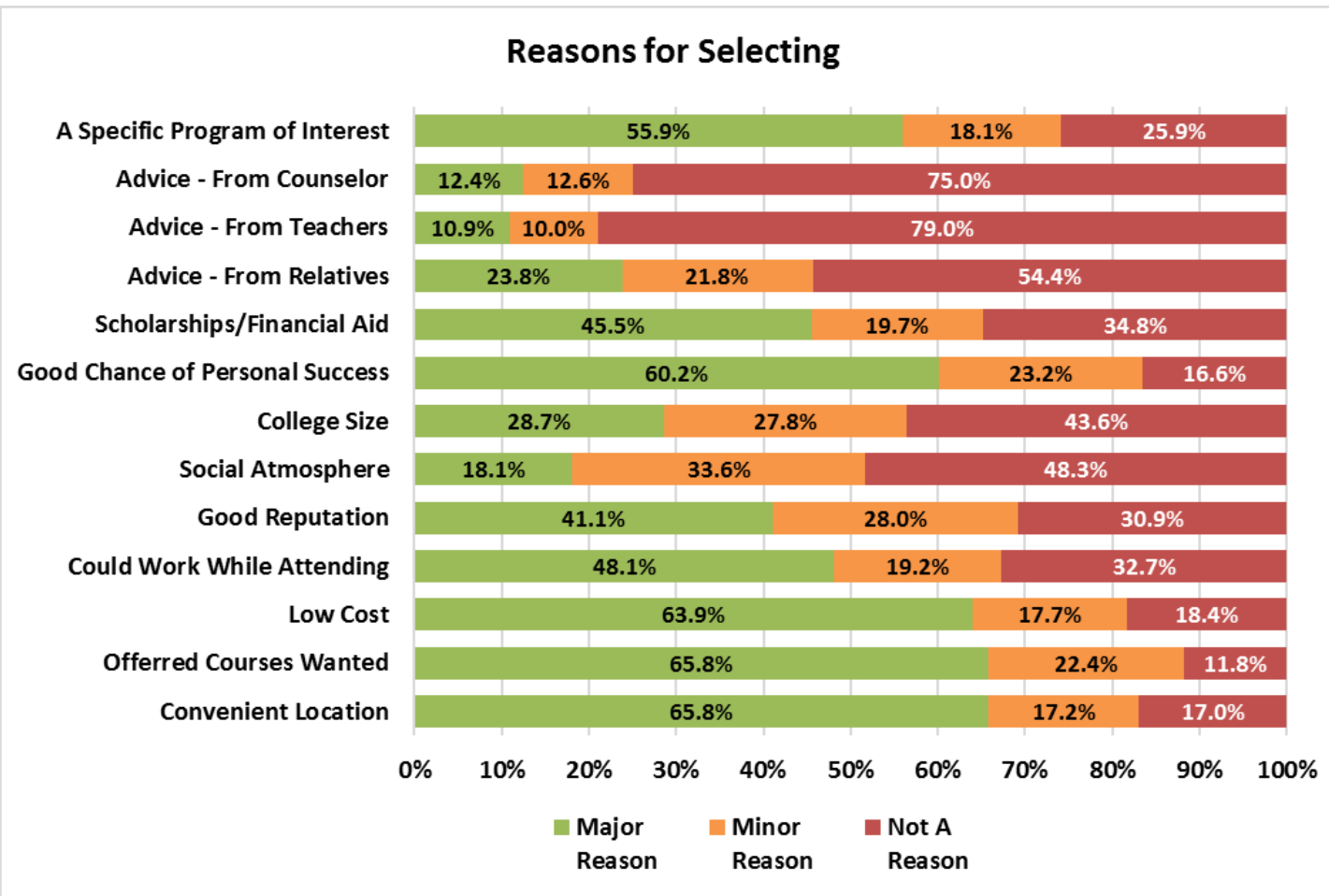
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# *Intent/Impressions*

**MHCC Student Satisfaction Survey**

# Question: Indicate whether each of the following was a Major, Minor, or Not a Reason that you selected MHCC.

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



- “Good Chance for Personal Success” and “A Specific Program of Interest,” were the next two items to most often be cited as a main reason for attending.

- Each of these five items had over 55% 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 selecting MHCC.

## Question: Indicate whether each of the following was a Major, Minor, or Not a Reason that you selected MHCC.

- The two tables below provide count and percentage of responses (respectively) for the reasons for selecting MHCC. The bar chart on the previous slide is based on the percentages table.
- Convenient Location, Offered Courses Wanted, Low Cost, Good Chance of Personal Success, and a Specific Program of Interest were the most often cited Major Reasons for Attending.

Reason	Major	Minor	Not A	Reason	Major	Minor	Not A
	Reason	Reason	Reason		Reason	Reason	Reason
Convenient Location	306	80	79	Convenient Location	65.8%	17.2%	17.0%
Offered Courses Wanted	306	104	55	Offered Courses Wanted	65.8%	22.4%	11.8%
Low Cost	296	82	85	Low Cost	63.9%	17.7%	18.4%
Could Work While Attending	221	88	150	Could Work While Attending	48.1%	19.2%	32.7%
Good Reputation	188	128	141	Good Reputation	41.1%	28.0%	30.9%
Social Atmosphere	82	152	219	Social Atmosphere	18.1%	33.6%	48.3%
College Size	129	125	196	College Size	28.7%	27.8%	43.6%
Good Chance of Personal Success	272	105	75	Good Chance of Personal Success	60.2%	23.2%	16.6%
Scholarships/Financial Aid	208	90	159	Scholarships/Financial Aid	45.5%	19.7%	34.8%
Advice - From Relatives	109	100	249	Advice - From Relatives	23.8%	21.8%	54.4%
Advice - From Teachers	49	45	354	Advice - From Teachers	10.9%	10.0%	79.0%
Advice - From Counselor	56	57	339	Advice - From Counselor	12.4%	12.6%	75.0%
A Specific Program of Interest	259	84	120	A Specific Program of Interest	55.9%	18.1%	25.9%

## Question: Indicate whether each of the following was a Major, Minor, or Not a Reason that you selected MHCC.

- An open ended follow-up question was asked of respondents: “Were there any other reasons for selecting MHCC?” Content analysis was performed on the responses. The table below provides the categories of comments and the count of comments that fell into each category. The most common comments were related to a specific program (primarily allied health programs). Actual comments are provided in Appendix A.

Category	Count
Advice - Friends/Family/Others	5
ABE/GED To College / Transitions/Transciones	7
Location/Convenient/Close to Home	11
Articulation/Connection to University	3
College Employee/Employee Benefit	1
Specific Program of Interest	32
Early College / High School Relationship	4
Course Availability	3
Previous Experience w/ the College	4
Cost	6
Campus/Aesthetics	4
Reputation / Better than Metro Alternatives	1
Faculty / Employees / Student Success	8
Technology / Online Classes	3
Self Improvement / Job skills	9
Miscellaneous / No Comment	16



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**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

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

### For the 2018-19 Administration:

- Offered Courses Wanted was the number 1 Reason for attending.
- Convenient Location and Low Cost were ranked second and third (respectively).

Reason	Trend	2010-2011		2012-2013		2014-2015		2016-2017		2018-19	
		Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank
Offered Courses Wanted		77.00	1	75.86	1	79.02	1	74.57	1	76.99	1
Convenient Location		72.79	2	74.09	2	71.62	2	73.97	2	74.41	2
Low Cost		67.22	3	58.94	5	68.70	4	70.86	4	72.79	3
Good Chance of Personal Success		60.34	4	65.69	3	69.45	3	71.16	3	71.79	4
A Specific Program of Interest				64.33	4	67.08	5	64.30	5	64.01	5
Could Work While Attending		49.27	6	49.78	6	58.31	6	55.22	7	57.73	6
Scholarships/Financial Aid		45.65	7	49.35	7	55.05	8	51.64	8	55.36	7
Good Reputation		51.20	5	49.78	6	55.31	7	55.46	6	55.14	8
College Size		25.73	8	39.26	8	43.09	9	38.86	9	42.56	9
Social Atmosphere		23.41	9	29.13	9	34.07	10	33.55	10	34.88	10
Advice - From Relatives		20.49	10	27.17	10	30.11	11	32.92	11	34.72	11
Advice - From Counselor		9.11	12	10.02	12	12.54	13	17.08	12	18.69	12
Advice - From Teachers		10.54	11	11.30	11	13.54	12	14.87	13	15.96	13

Note: *A Specific Program of Interest* was asked for the fourth 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 became the top three reason after falling below that level for the last four administrations of the survey.
- A Specific Program of Interest was added to the list of reasons in the 2012-13 administration 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.



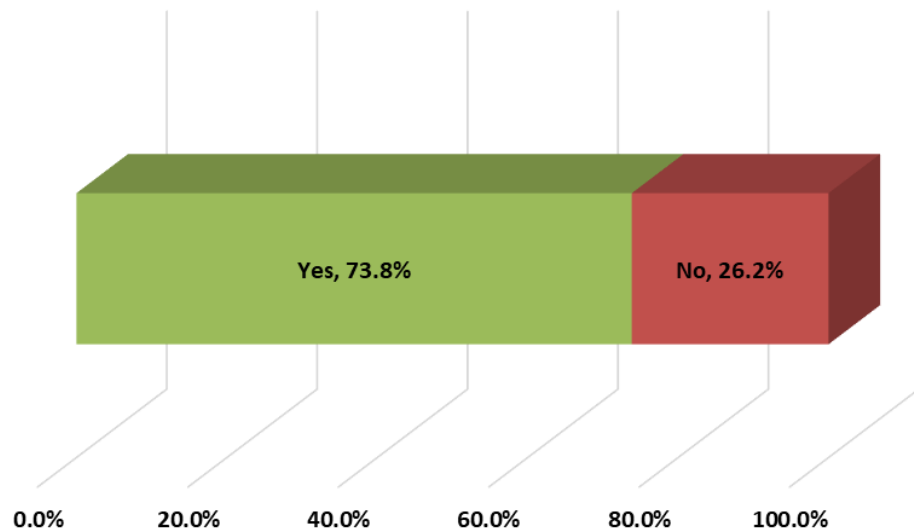
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**Student Satisfaction  
Overall**

**MHCC Student Satisfaction Survey**

## Question: Was MHCC your first choice?

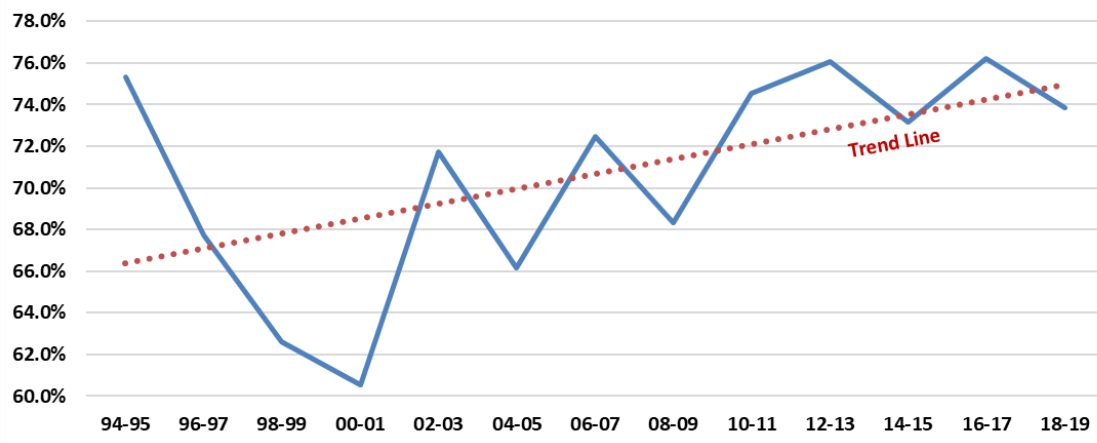
Was MHCC Your First Choice?



- Almost  $\frac{3}{4}$ 's (73.8%) of respondents indicated MHCC was their first choice in the 2018-19 administration.

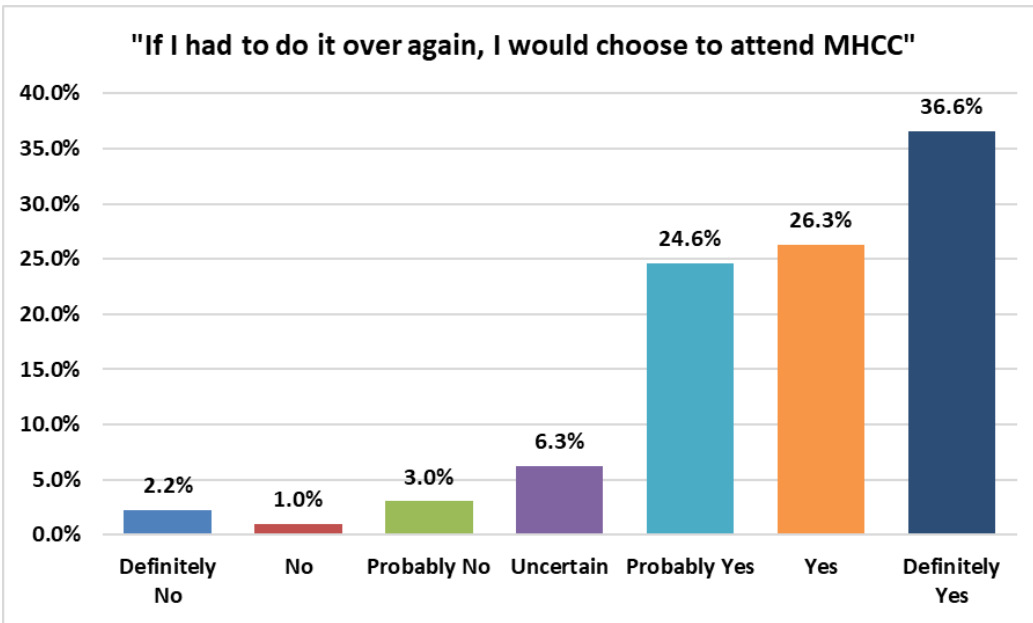
- There is a trend with regard to MHCC being students' first choice; more students are indicating the college was their first choice over time.
- The chart to the right plots the percent of respondents indicating MHCC was their first choice for each administration of the survey. A linear trend line was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

Percent of Respondents Indicating MHCC Was Their First Choice  
All Administrations of the survey (1994-95 to 2018-19)

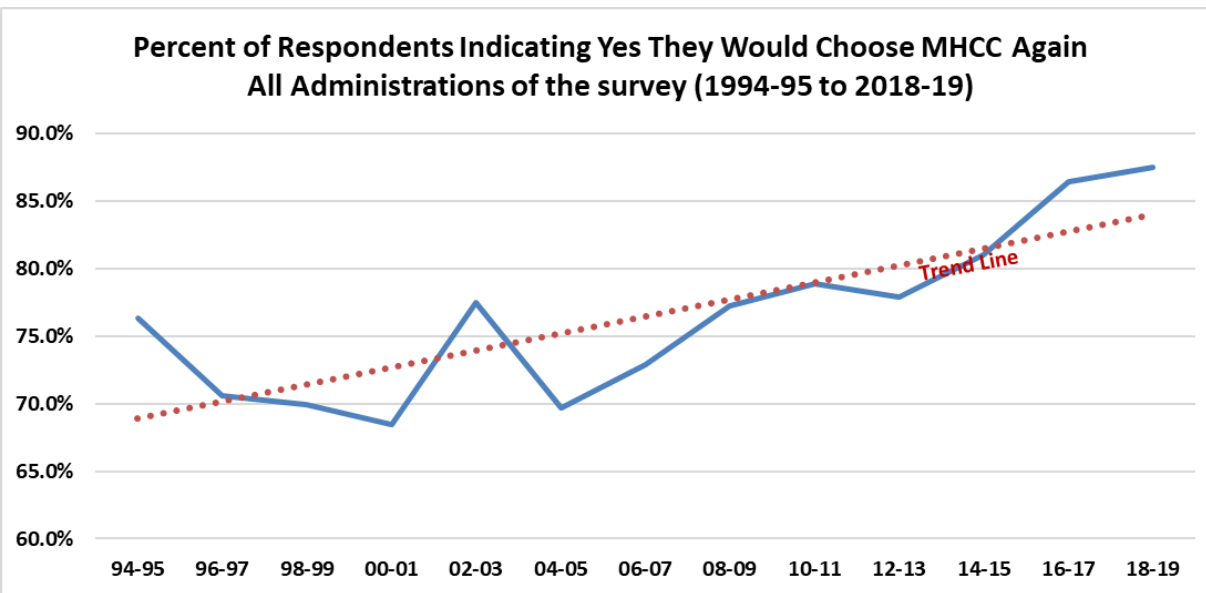




## Distribution of Respondents Indicating If They Had to Do It Over Again, They Would Attend MHCC

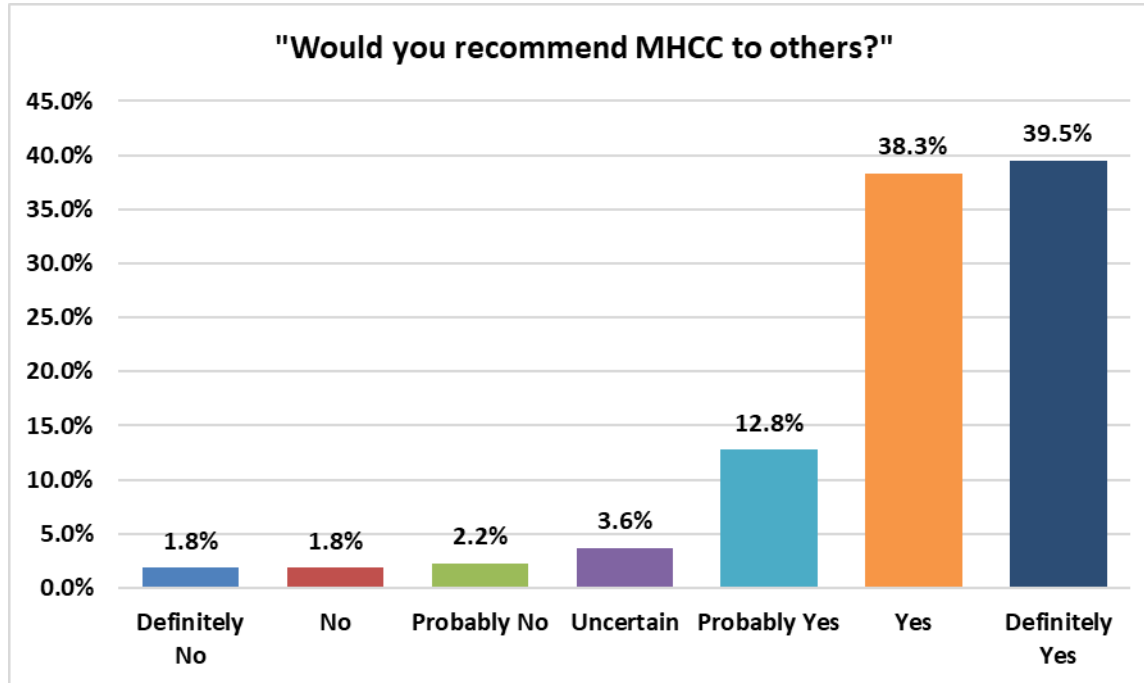


- In the 2016-17 administration, over 85% of respondents indicated they would choose MHCC if they had to make the choice over again.
- Over thirty-five percent (36.6%) of respondents indicated they would “definitely” choose MHCC again; this is a drop from the 2014-15 administration of the survey (42.7%). 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 87.5% (2018-19). The linear trend line indicates more students are responding positively to the question over time.

## Question: Would you recommend MHCC to Others?

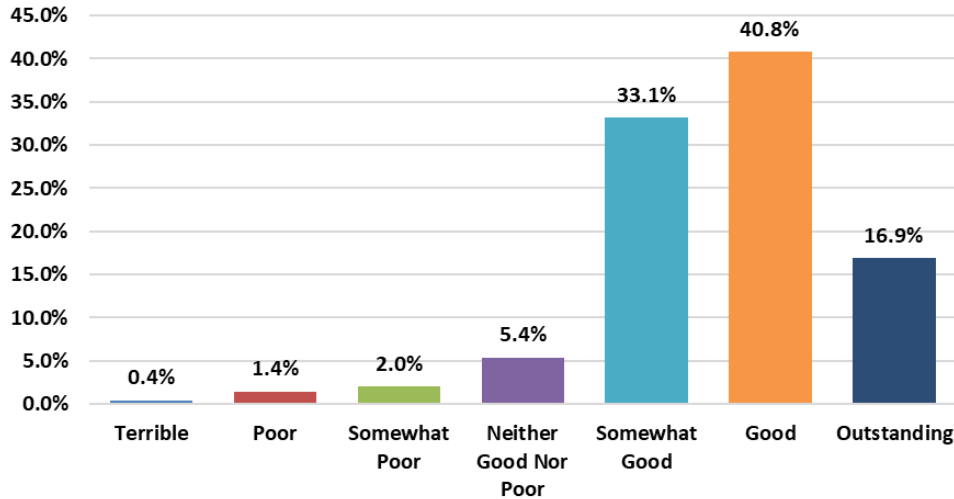


- Students were also asked if they would recommend MHCC to others. As with the previous question they were asked to respond on a seven point scale where 1=“Definitely No” to 7=“Definitely Yes.”
- Over ninety percent (90.5%) of respondents indicated they would recommend MHCC (Probably to Definitely Yes). Only 5.9% indicated they would not recommend MHCC.

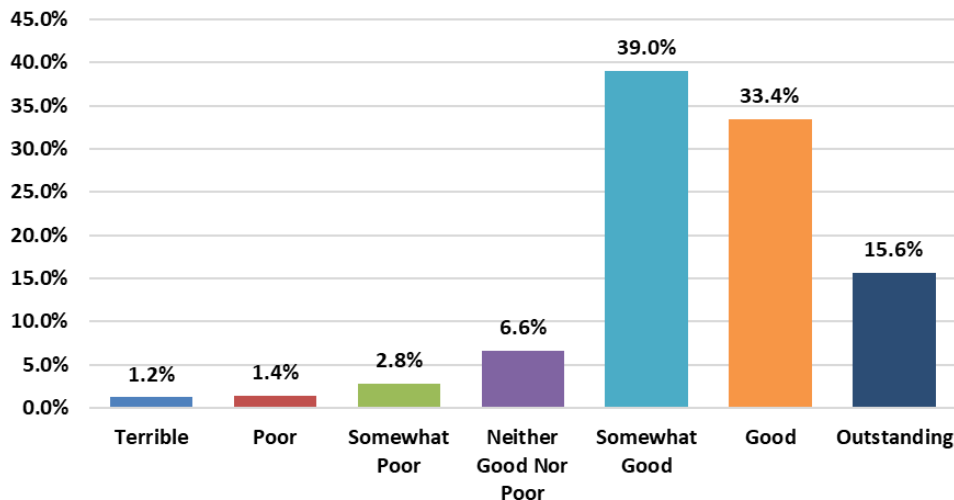
Recommend MHCC to Others	Count	Percent
Definitely No	9	1.8%
No	9	1.8%
Probably No	11	2.2%
Uncertain	18	3.6%
Probably Yes	63	12.8%
Yes	189	38.3%
Definitely Yes	195	39.5%
Total	494	100.0%

# Overall Satisfaction

Quality of Education at MHCC



MHCC in General



- 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 (90.8%) rated the “Quality of Education” as Good, Very Good, or Outstanding. Almost ninety percent of respondents (88.0%) rated “MHCC in General” as Good, Very Good, or Outstanding.
- Only 3.8% of respondents indicated the quality of education at MHCC was somewhat poor to terrible. Similarly, 5.4% of respondents rated MHCC in general as somewhat poor to terrible.



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*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

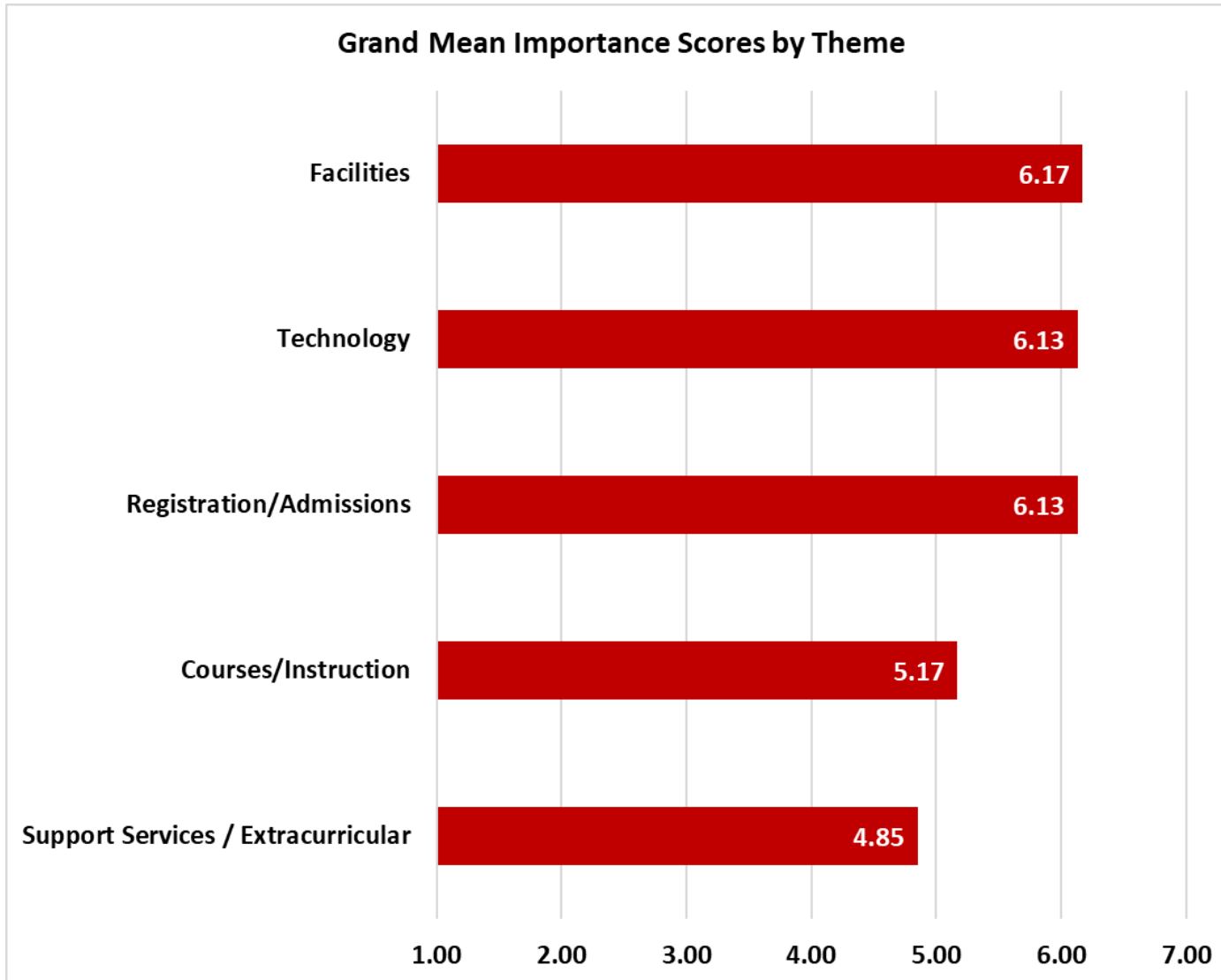
Six Items ( $\alpha = .798$ )

## 5) Facilities

Five Items ( $\alpha = .747$ )

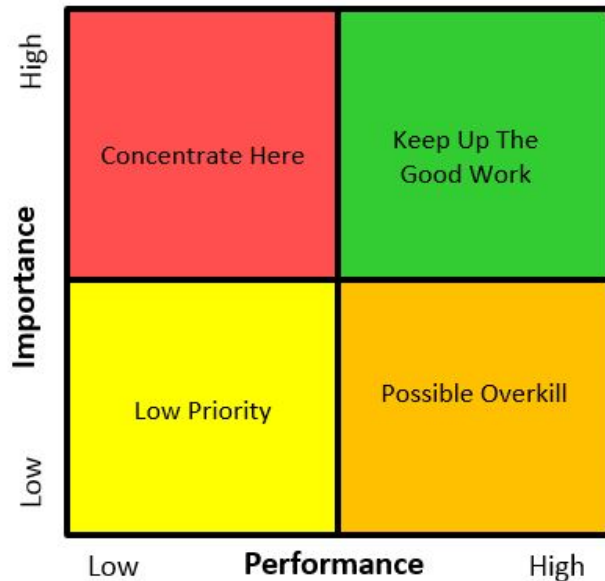
Chronbach's Alpha ( $\alpha$ ) was used to test the internal consistency of the five themes. Alpha scores are all strong (ranging from a low of .718 to .852) indicating the items within each theme are internally consistent.

# Importance of Thematic Areas



- The bar chart presents the grand mean importance scores for each of the five thematic areas in the Importance / Performance Analysis.
- Grand means are calculated by summing the scores for all items within a theme and dividing the result by the count of responses to those items.
- Facilities, Technology, and Registration / Admissions were all very close with regard to importance.

# Importance/Performance Scatterplots



- The 2018-19 Administration of the Student Satisfaction Survey was the fourth opportunity MHCC had to ask students how important each of the items was to their overall satisfaction. This is the second administration where respondents were asked to rate performance (as opposed to satisfaction) of the items. 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: (2 Items)

- C. Course Availability – Evening
- F. Modern Classrooms

## Keep up the Good Work: (4 Items)

- A. Course Availability – Morning
- E. Course Availability – Online
- G. Web-based Instructional Support (Portal)
- H. Preparation for Career / Transfer

## Low Priority: (1 Item)

- D. Course Availability - Weekends

## Possible Overkill: (1 Item)

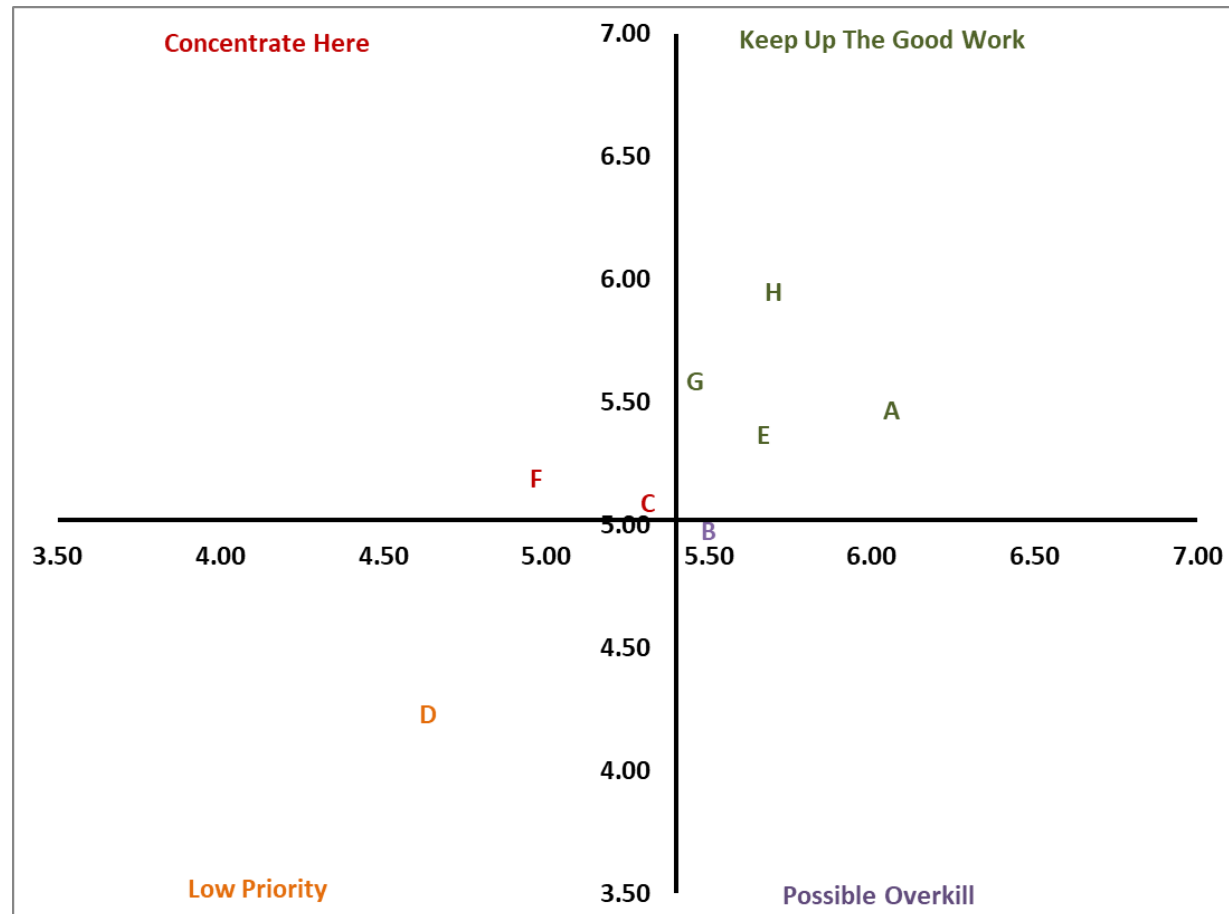
- B. Course Availability - Afternoon

- Two items fell into the *Concentrate Here* quadrant: (C) Course Availability – Evening and (F) Modern Classrooms.

- Preparation for Career / Transfer was rated the most important of the items in the Course / Instruction Theme.

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



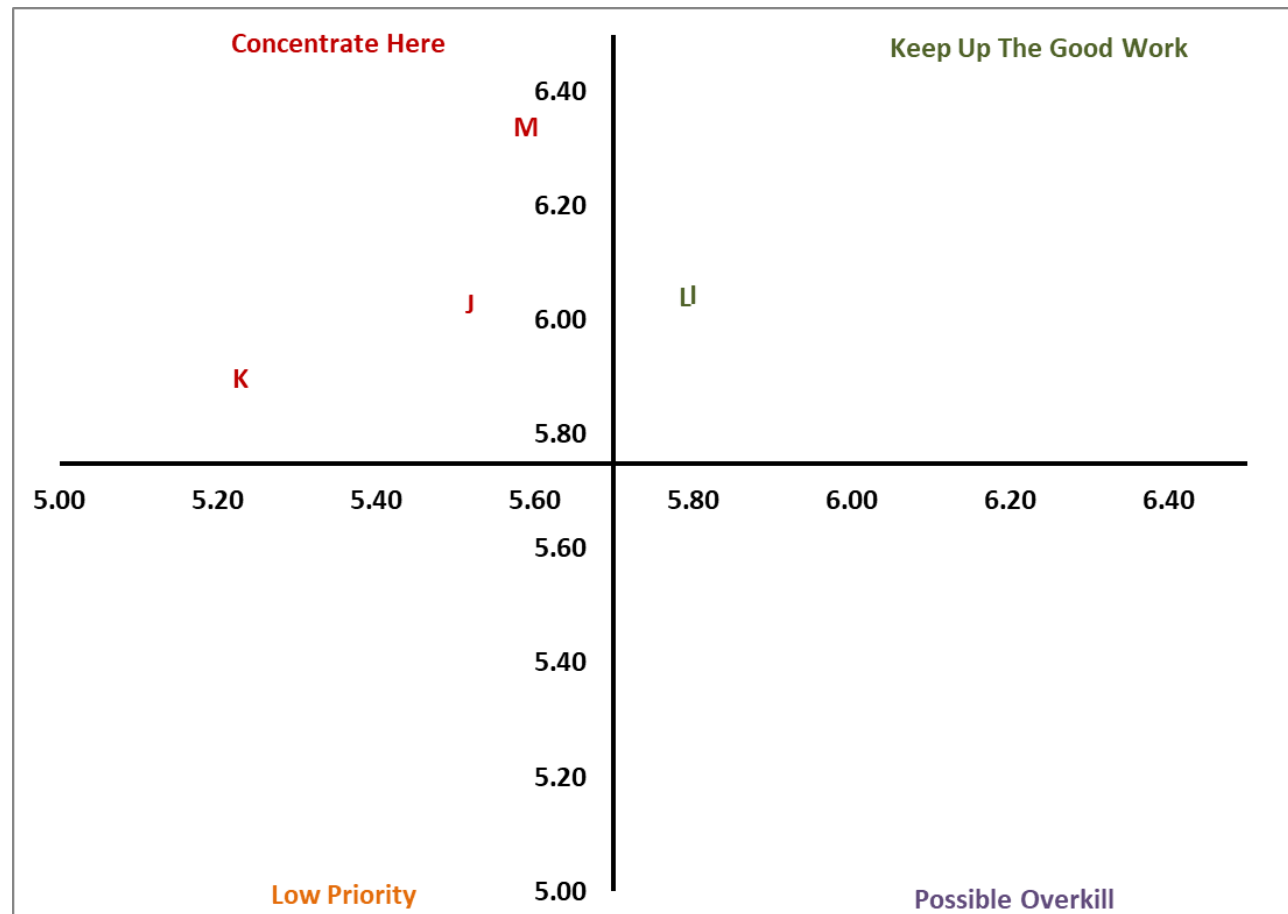


# Registration / Admissions

- **Concentrate Here:** (3 Items)
  - J. Admissions / Entry Procedures
  - K. Financial Aid / Scholarship Info.
  - M. Overall cost of attending
- **Keep up the Good Work:** (2 Items)|
  - I. Support Service Operating Hours
  - L. Registration Procedures
- **Low Priority:** (0 Items)
- **Possible Overkill:** (0 Items)
- Registration Procedures and Support Service Operating Hours had very similar scores; both fell into the *Keep Up The Good Work* Quadrant.
- Overall cost of attending was the third 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:** (0 Item)
- **Keep up the Good Work:** (2 Items)  
R. Bookstore Hours  
S. Availability of Study Areas
- **Low Priority:** (2 Items)  
N. Vista Dining Hall Hours  
O. Quality of Food
- **Possible Overkill:** (2 Items)  
P. Extracurricular / Social Events  
Q. Availability of Recreation Facilities / Activities
- None of the items in the *Support Services / Extracurricular Activities* fell 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)

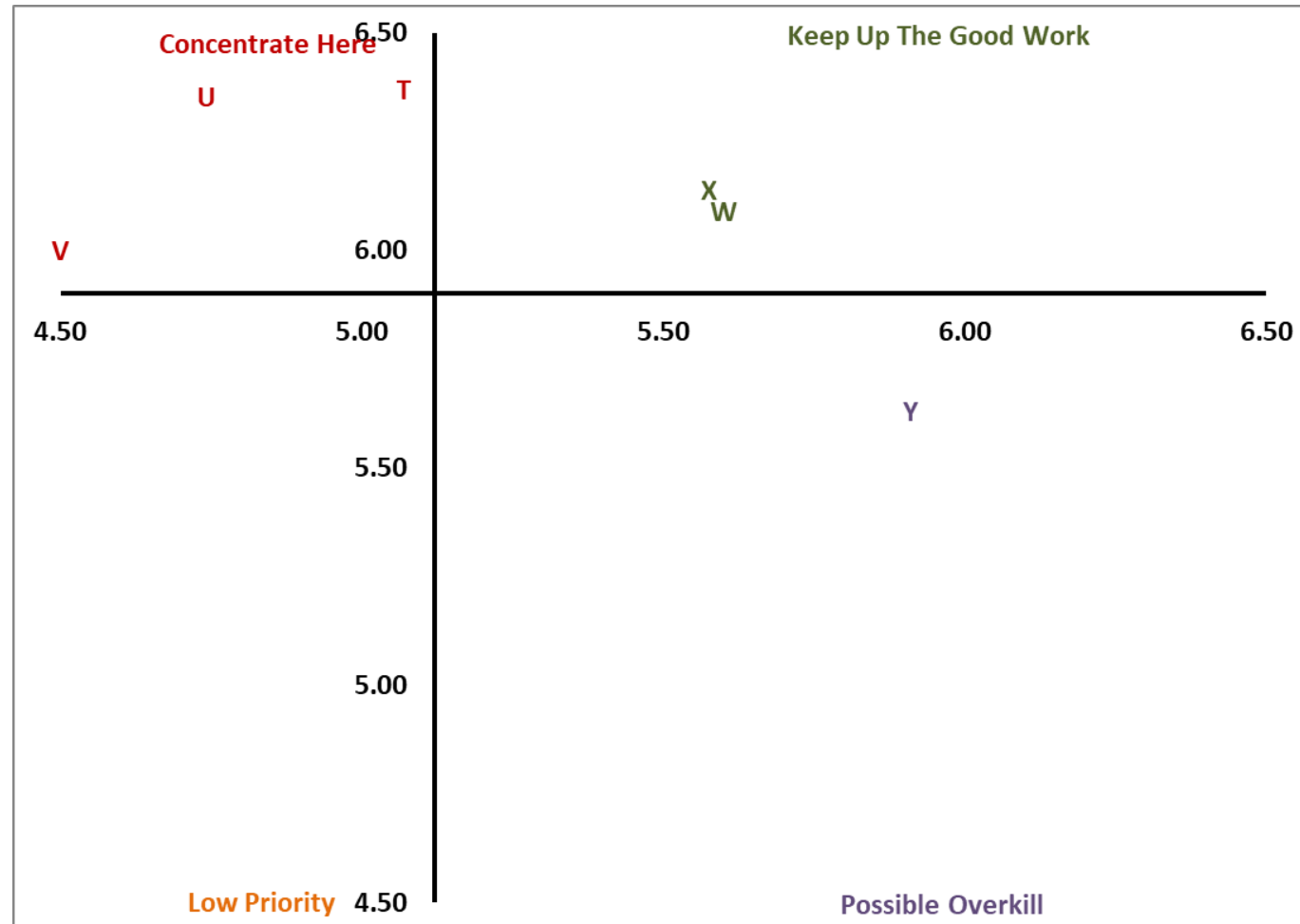
- **Possible Overkill:** (1 Item)

- Y. Computer Lab Operating Hours
- Items falling in the concentrate here quadrant are focused on accessibility. The website should be reviewed to determine what improvements can/should be made; this was the most important item of all thirty assessed. WiFi Connectivity throughout campus should be a primary focus. Cellular service was also identified but was substantially lower in importance

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

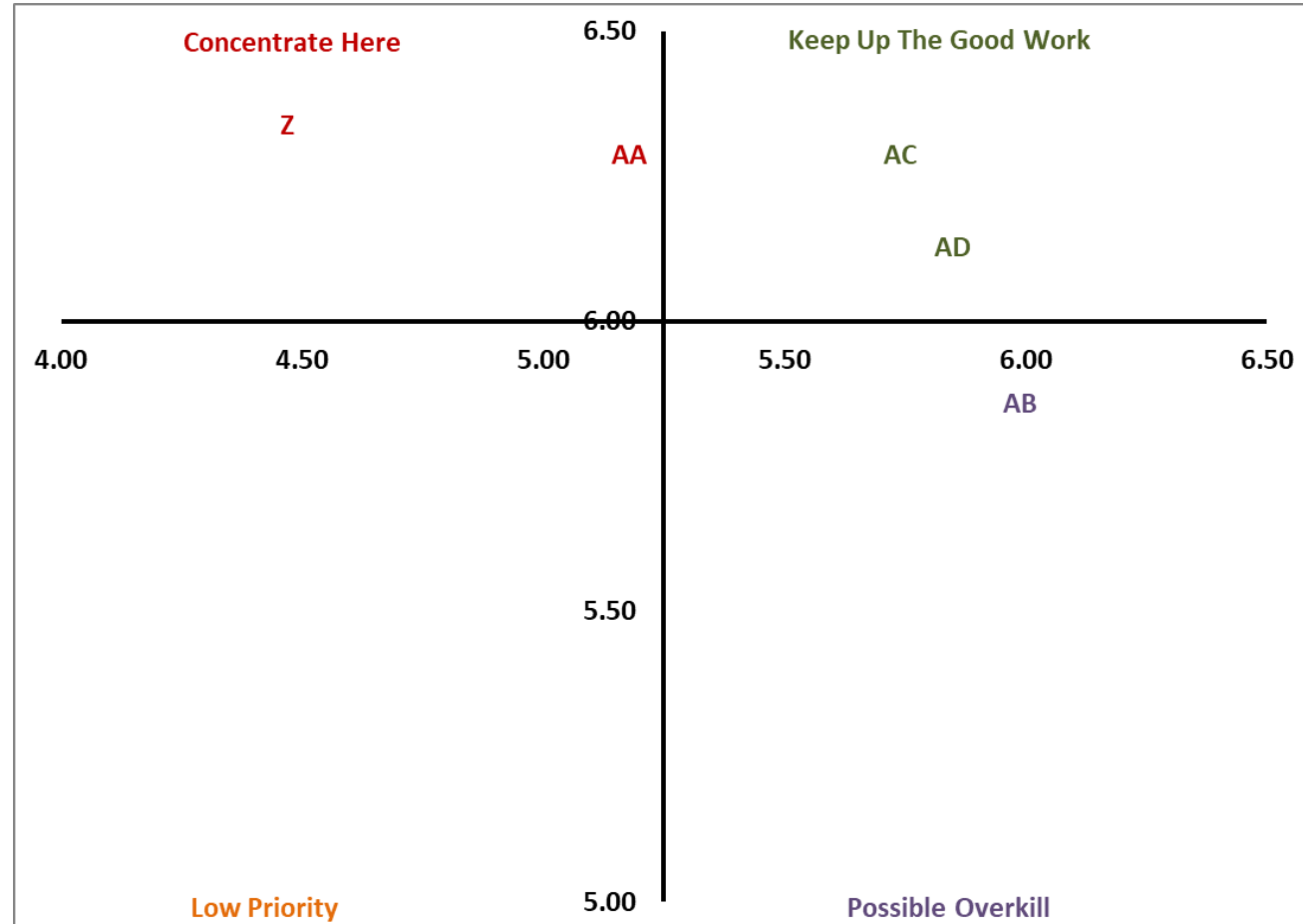
- **Low Priority:** (0 Items)

- **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 relatively easy issue to address and was among the top five most important items in the entire list.

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



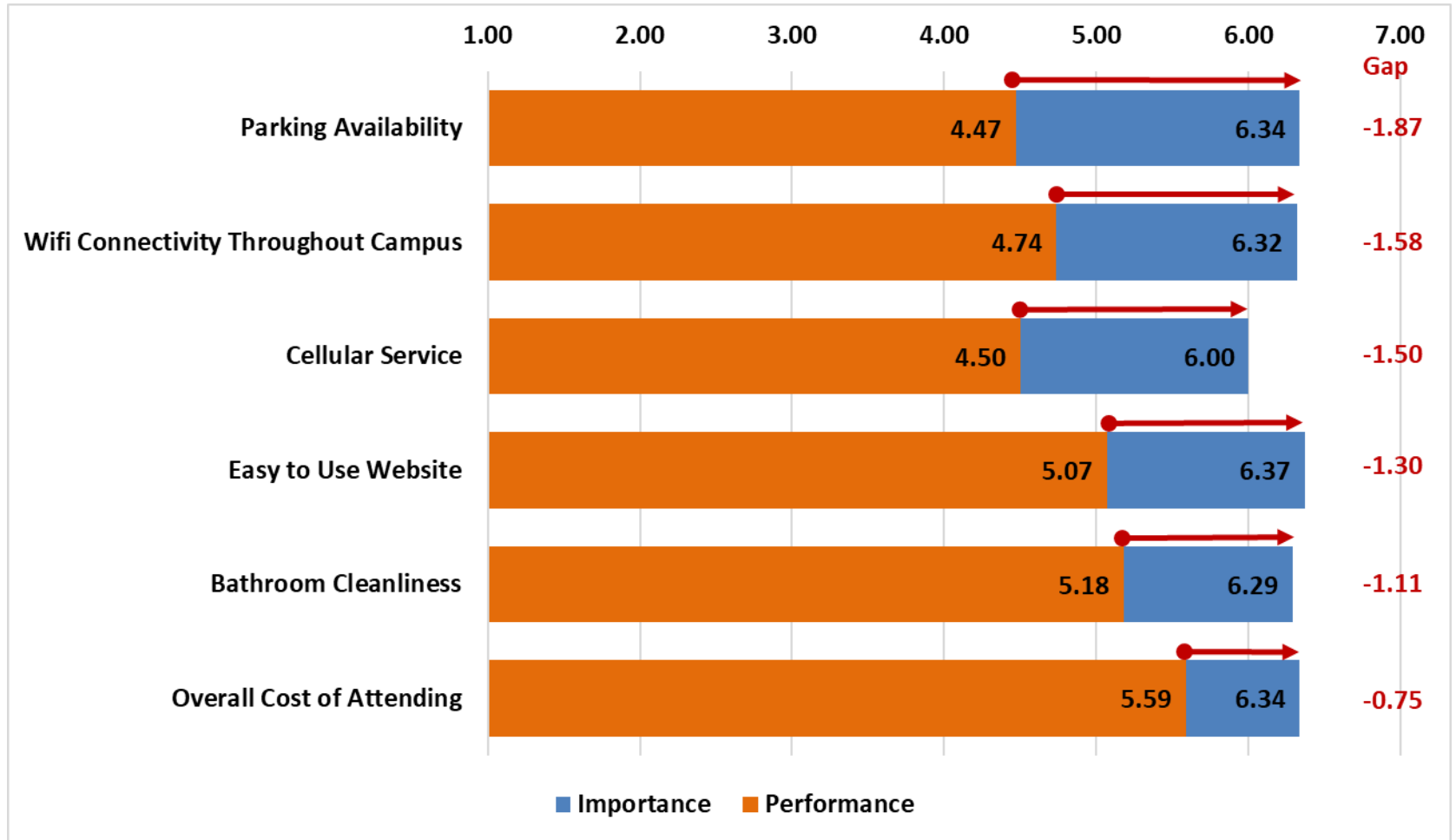
# Importance/Performance Gap Analysis

- 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 again 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 three items have gaps at or in excess of 1.5 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 largest gaps are plotted on the page after the table (page 32).

# Importance/Performance Gap Analysis

I/P Items by Importance				I/P Items by Gap			
Item	Importance	Performance	Gap	Item	Importance	Performance	Gap
<b>Easy to Use Website</b>	6.37	5.07	-1.30	<b>Parking Availability</b>	6.34	4.47	-1.87
Overall Cost of Attending	6.34	5.59	-0.75	<b>Wifi Connectivity Throughout Campus</b>	6.32	4.74	-1.58
<b>Parking Availability</b>	6.34	4.47	-1.87	<b>Cellular Service</b>	6.00	4.50	-1.50
<b>Wifi Connectivity Throughout Campus</b>	6.32	4.74	-1.58	<b>Easy to Use Website</b>	6.37	5.07	-1.30
<b>Bathroom Cleanliness</b>	6.29	5.18	-1.11	<b>Bathroom Cleanliness</b>	6.29	5.18	-1.11
Safety and Security	6.29	5.74	-0.55	Overall Cost of Attending	6.34	5.59	-0.75
Signage and Maps	6.13	5.85	-0.28	Financial Aid / Scholarship Information	5.90	5.23	-0.67
Access to Technology	6.10	5.59	-0.51	Safety and Security	6.29	5.74	-0.55
Prompt Accurate College Information	6.09	5.60	-0.49	Access to Technology	6.10	5.59	-0.51
Registration Procedures	6.05	5.80	-0.25	Admissions/Entry Procedures	6.03	5.52	-0.51
Admissions/Entry Procedures	6.03	5.52	-0.51	Prompt Accurate College Information	6.09	5.60	-0.49
Support Service Operating Hours	6.03	5.80	-0.23	Signage and Maps	6.13	5.85	-0.28
<b>Cellular Service</b>	6.00	4.50	-1.50	Registration Procedures	6.05	5.80	-0.25
Preparation for Career/Transfer	5.95	5.70	-0.25	Preparation for Career/Transfer	5.95	5.70	-0.25
Financial Aid / Scholarship Information	5.90	5.23	-0.67	Support Service Operating Hours	6.03	5.80	-0.23
Well-maintained Campus and Grounds	5.86	5.99	0.13	Modern Classrooms	5.19	4.97	-0.22
Bookstore Hours	5.67	5.82	0.15	Web-based Instructional Support (Portal)	5.59	5.46	-0.13
Computer Lab Operating Hours	5.63	5.91	0.28	Avail. Of Study Areas	5.60	5.56	-0.04
Avail. Of Study Areas	5.60	5.56	-0.04	Well-maintained Campus and Grounds	5.86	5.99	0.13
Web-based Instructional Support (Portal)	5.59	5.46	-0.13	Bookstore Hours	5.67	5.82	0.15
Course Availability - Morning	5.47	6.06	0.59	Computer Lab Operating Hours	5.63	5.91	0.28
Course Availability - Online	5.37	5.67	0.30	Course Availability - Online	5.37	5.67	0.30
Modern Classrooms	5.19	4.97	-0.22	Course Availability - Evening	5.02	5.33	0.31
Course Availability - Evening	5.02	5.33	0.31	Course Availability - Weekends	4.23	4.64	0.41
Course Availability - Afternoon	4.98	5.50	0.52	Quality of Food	4.46	4.90	0.44
Avail. Of Recreation Facilities/Activities	4.59	5.47	0.88	Course Availability - Afternoon	4.98	5.50	0.52
Vista Dining Hall Hours	4.47	5.30	0.83	Course Availability - Morning	5.47	6.06	0.59
Quality of Food	4.46	4.90	0.44	Vista Dining Hall Hours	4.47	5.30	0.83
Extracurricular / Social Events	4.23	5.47	1.24	Avail. Of Recreation Facilities/Activities	4.59	5.47	0.88
Course Availability - Weekends	4.23	4.64	0.41	Extracurricular / Social Events	4.23	5.47	1.24

# Items with Highest Gaps







**MT. HOOD**  
COMMUNITY COLLEGE

# *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

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

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

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

**Empathy** – The provision of caring individualized attention to customers.

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

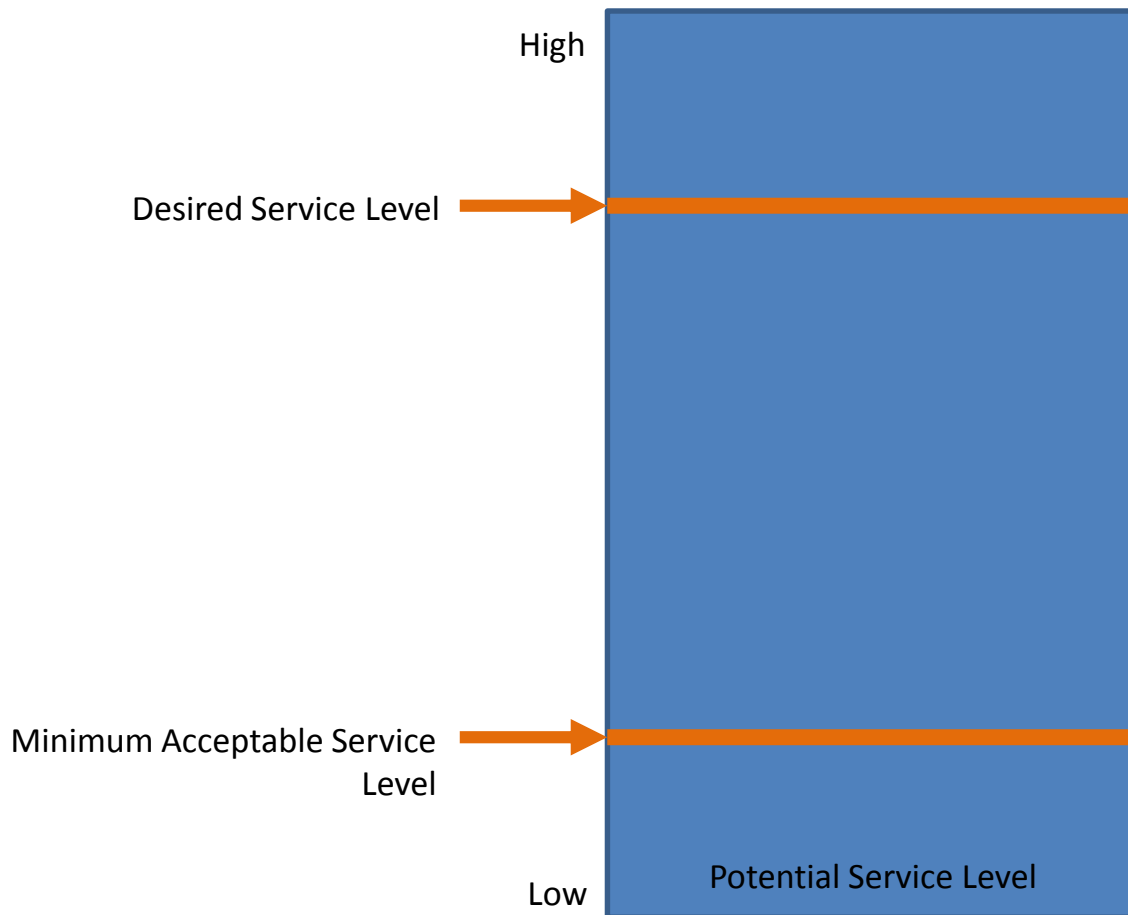
**Of all these: RELIABILITY!**

# The Zone of Tolerance



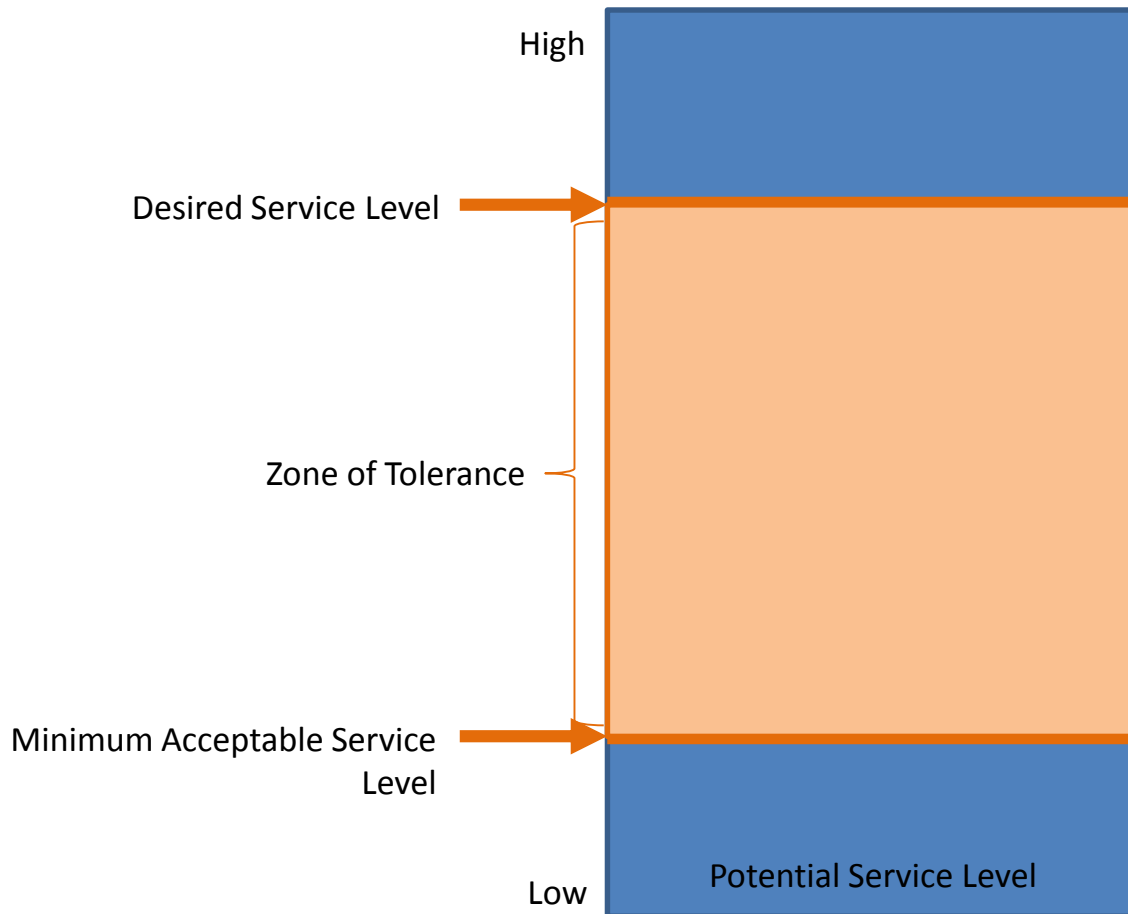
- With any service encounter customers have expectations with regard to the potential service that could be provided.
- Expectations are established based on:
  - Past experience with similar services (or the service provider)
  - Word of mouth from other customers
  - Advertisements and promotion material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

# The Zone of Tolerance



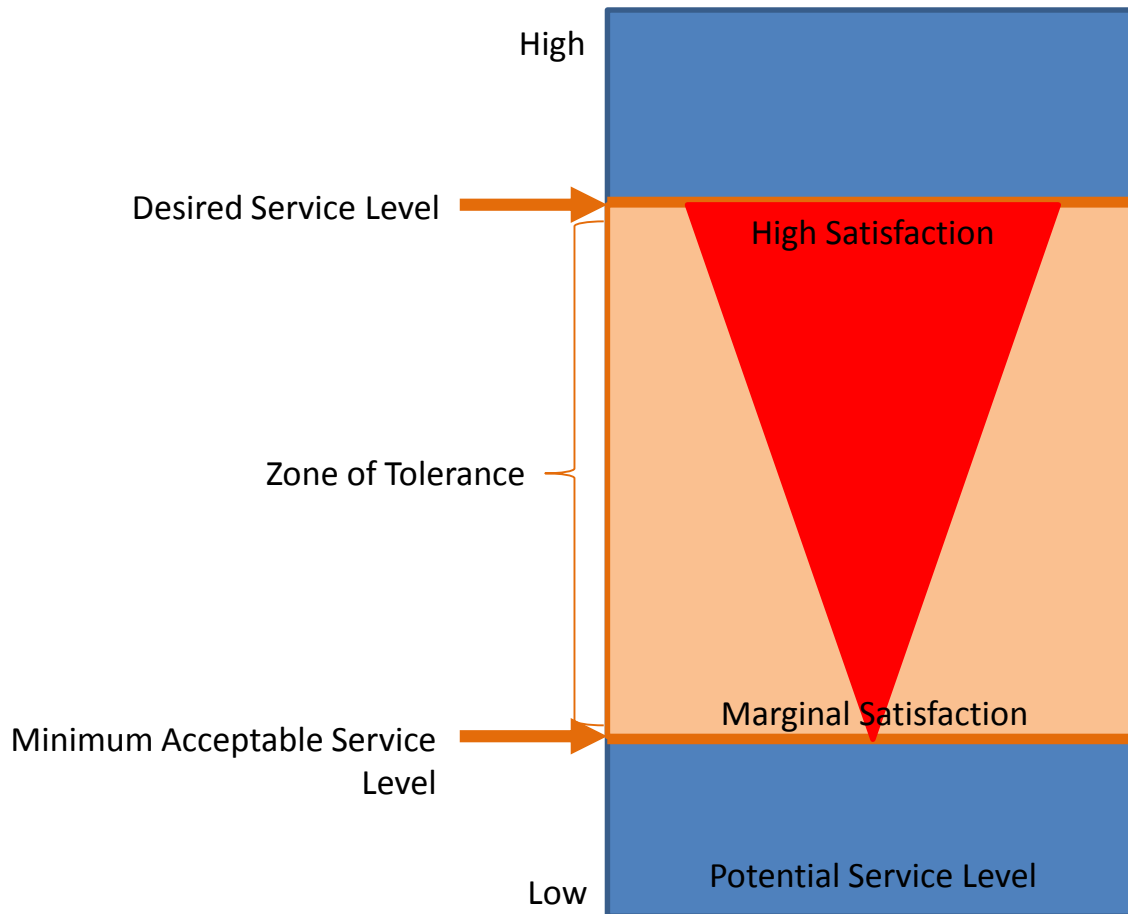
- Based on customers' expectations, they develop two levels of expected service performance.
- The **Desired Service Level** is the level they want to receive. Based on past experience, word-of-mouth, and promotion material, this is the service level they are expecting.
- The **Minimum Acceptable Service 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



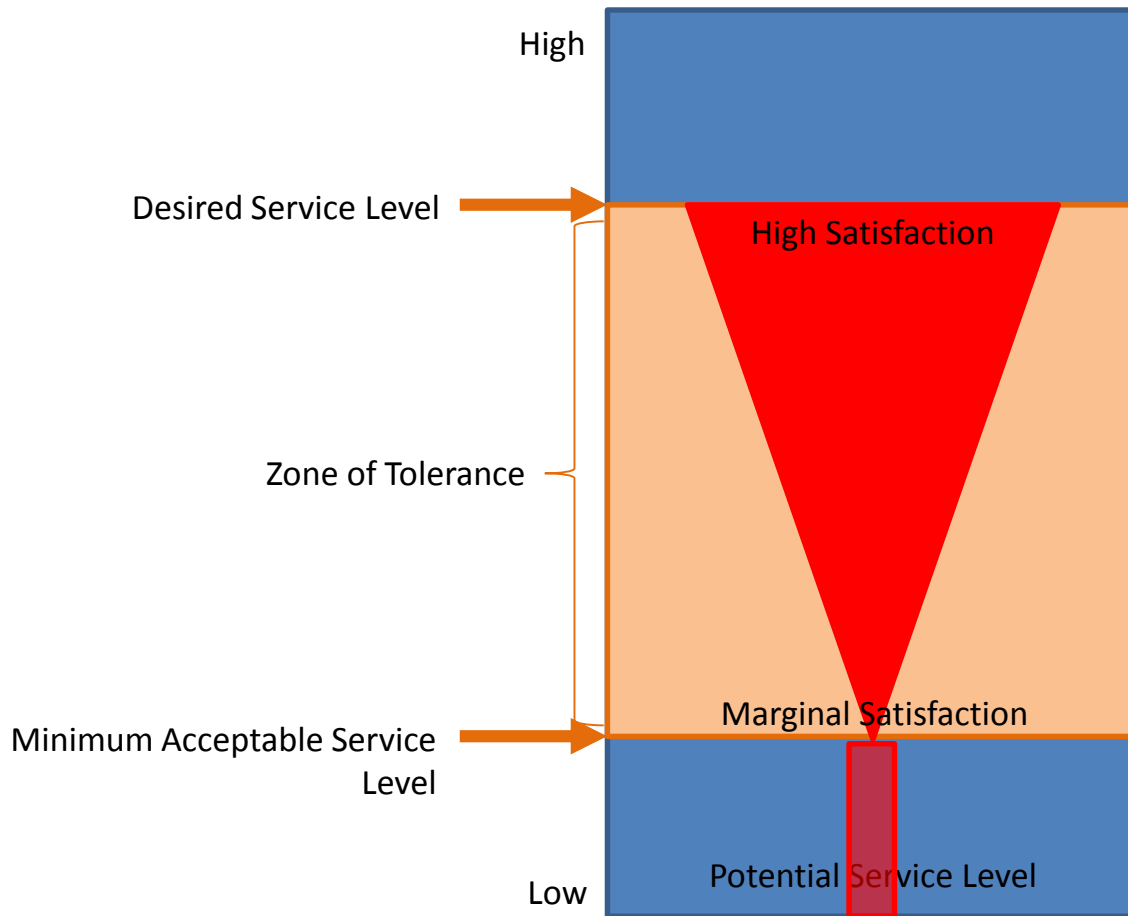
- The difference between these two expected service performance levels makes up the **Zone of Tolerance**. That is, if service performance falls in this zone, customers will be satisfied. However, the closer performance comes to the *Desired Service Level*, the more satisfied customers will be.

# 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.

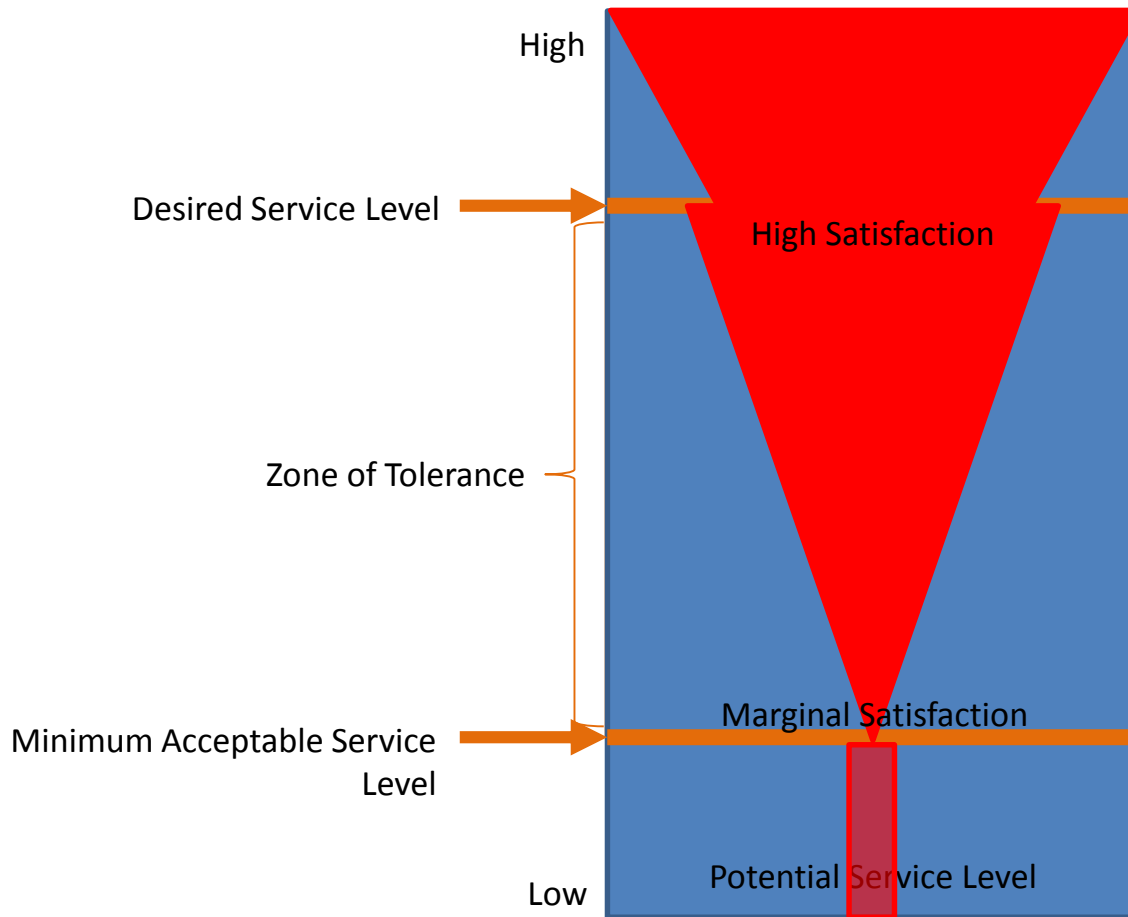
# The Zone of Tolerance



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

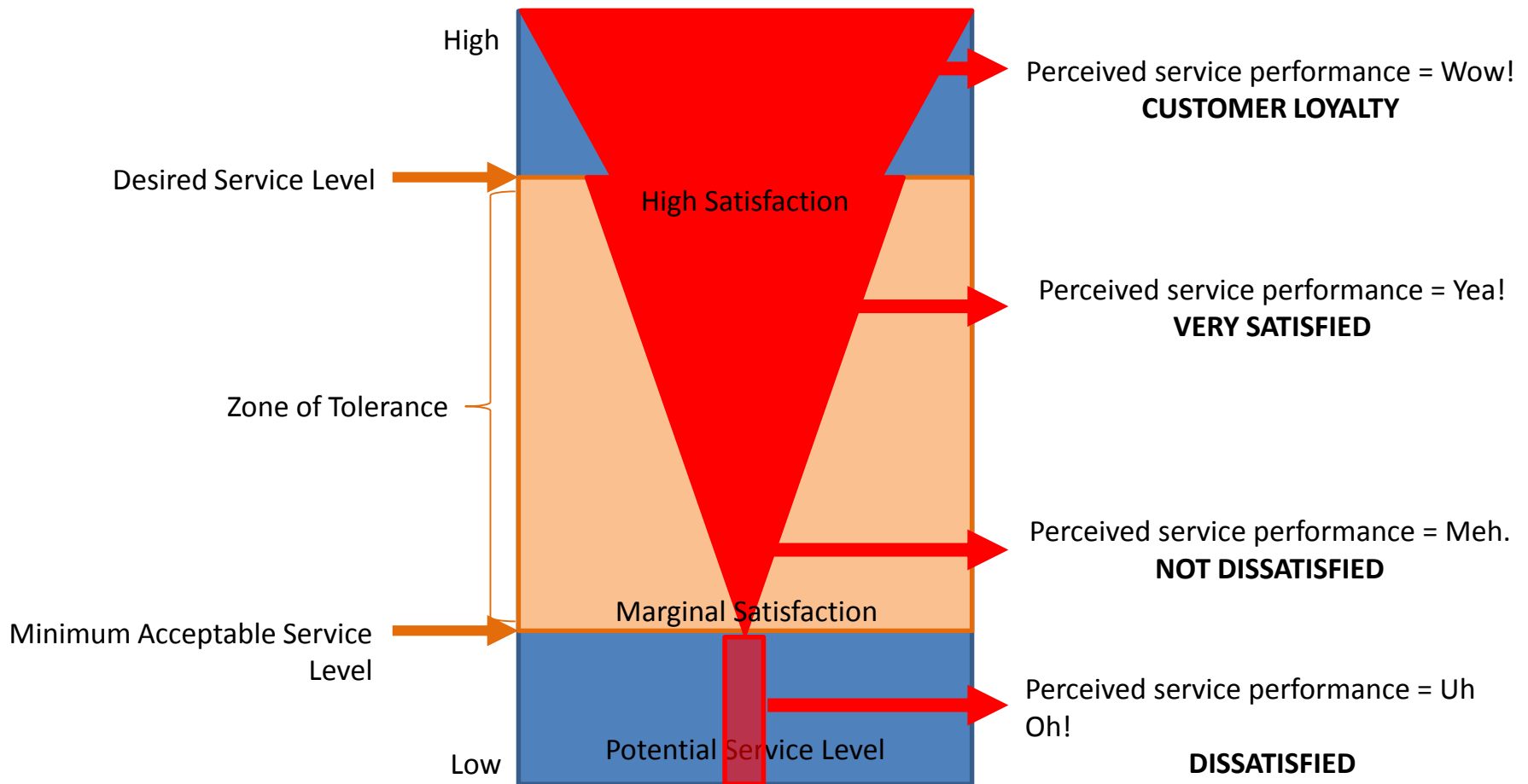


# The Zone of Tolerance



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

Minimum Acceptable Level

Desired Level

MHCC's Performance

# MHCC Service Quality

- The table on the next page displays the twenty-two items in the ServQual instrument.
- For each item, the summary of responses is presented for the minimum acceptable level, the desired level, and MHCC's performance.
- For each level, the summary includes the minimum score each item received, the maximum score each item received, the mean score for that item, and the standard deviation.
- The summary statistics (summary of all items within each ServQual dimension) are also presented for each of the dimensions.

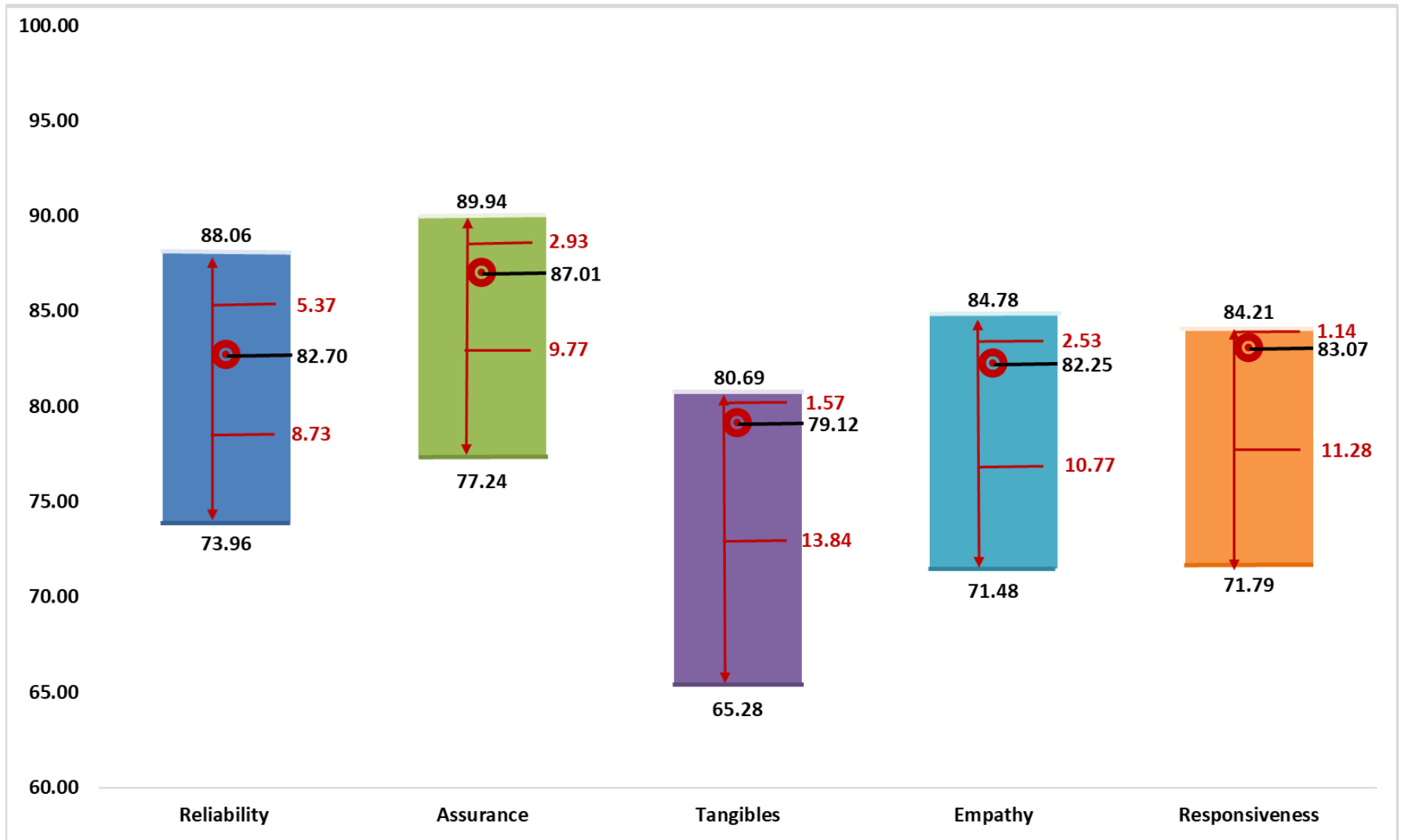
# MHCC Service Quality

ServQual Items	Minimum Acceptable Level				Desired Level				MHCC's Level			
	Min	Max	Mean	s.d.	Min	Max	Mean	s.d.	Min	Max	Mean	s.d.
<b>Reliability</b>												
Providing me the service promised	19	100	77.74	18.94	35	100	90.93	13.34	19	100	86.82	15.93
Dependably handling my problems	10	100	71.17	19.21	9	100	87.40	15.62	5	100	81.78	18.28
Performing the service right the first time	10	100	71.30	19.21	24	100	87.41	15.10	11	100	82.28	18.38
Providing services at the promised time	10	100	73.62	20.71	19	100	88.56	15.01	10	100	83.94	20.37
Keeping accurate records	10	100	80.04	20.26	20	100	90.78	15.23	5	100	86.92	20.14
<b>Reliability Score (All Responses to All Five Items)</b>	<b>0</b>	<b>100</b>	<b>73.96</b>	<b>20.87</b>	<b>0</b>	<b>100</b>	<b>88.06</b>	<b>16.03</b>	<b>0</b>	<b>100</b>	<b>82.70</b>	<b>20.43</b>
<b>Assurance</b>	<b>Min</b>	<b>Max</b>	<b>Mean</b>	<b>s.d.</b>	<b>Min</b>	<b>Max</b>	<b>Mean</b>	<b>s.d.</b>	<b>Min</b>	<b>Max</b>	<b>Mean</b>	<b>s.d.</b>
Instilling confidence in the service provided	18	100	76.27	18.23	18	100	88.91	13.58	7	100	85.44	17.38
Making me feel safe with the service provided	10	100	79.28	22.52	33	100	89.64	15.26	25	100	89.64	15.63
Employees that are consistently courteous to me	12	100	73.84	21.36	19	100	89.22	16.33	3	100	87.06	16.78
Employees having the knowledge to do the job well	9	100	79.81	18.39	46	100	92.27	12.52	1	100	88.21	15.58
<b>Assurance Score (All Responses to All Four Items)</b>	<b>0</b>	<b>100</b>	<b>77.24</b>	<b>20.43</b>	<b>1</b>	<b>100</b>	<b>89.94</b>	<b>14.67</b>	<b>0</b>	<b>100</b>	<b>87.01</b>	<b>17.26</b>
<b>Tangibles</b>	<b>Min</b>	<b>Max</b>	<b>Mean</b>	<b>s.d.</b>	<b>Min</b>	<b>Max</b>	<b>Mean</b>	<b>s.d.</b>	<b>Min</b>	<b>Max</b>	<b>Mean</b>	<b>s.d.</b>
Having modern equipment	10	100	67.77	22.06	19	100	83.94	17.08	7	100	76.24	20.28
Having visually appealing facilities	5	100	62.16	23.72	16	100	77.83	21.07	1	100	74.60	21.17
Employees having a neat, professional appearance	10	100	65.51	26.70	22	100	77.50	20.68	36	100	85.44	15.08
Visually appealing materials associated with the service	10	100	64.74	21.76	44	100	78.48	17.87	8	100	78.62	18.63
<b>Tangibles Score (All Responses to All Four Items)</b>	<b>0</b>	<b>100</b>	<b>65.28</b>	<b>23.98</b>	<b>0</b>	<b>100</b>	<b>80.69</b>	<b>18.59</b>	<b>0</b>	<b>100</b>	<b>79.12</b>	<b>19.37</b>
<b>Empathy</b>	<b>Min</b>	<b>Max</b>	<b>Mean</b>	<b>s.d.</b>	<b>Min</b>	<b>Max</b>	<b>Mean</b>	<b>s.d.</b>	<b>Min</b>	<b>Max</b>	<b>Mean</b>	<b>s.d.</b>
Giving me individual attention	5	100	68.51	23.45	5	100	82.08	19.90	5	100	79.73	21.20
Operating hours that are convenient to me	10	100	71.57	23.02	13	100	87.79	16.11	7	100	84.19	17.71
Employees giving me personal attention	3	100	65.47	24.18	3	100	78.39	21.08	3	100	79.17	21.78
Having my best interests at heart	23	100	75.36	22.82	21	100	89.61	14.30	8	100	84.60	18.58
Understanding my needs	11	100	71.50	21.28	23	100	85.86	16.46	5	100	81.76	20.49
<b>Empathy Score (All Responses to All Five Items)</b>	<b>0</b>	<b>100</b>	<b>71.48</b>	<b>21.73</b>	<b>0</b>	<b>100</b>	<b>84.78</b>	<b>17.79</b>	<b>0</b>	<b>100</b>	<b>82.25</b>	<b>19.49</b>
<b>Responsiveness</b>	<b>Min</b>	<b>Max</b>	<b>Mean</b>	<b>s.d.</b>	<b>Min</b>	<b>Max</b>	<b>Mean</b>	<b>s.d.</b>	<b>Min</b>	<b>Max</b>	<b>Mean</b>	<b>s.d.</b>
Informing me when services will be performed	17	100	74.16	21.40	12	100	84.52	17.39	8	100	84.24	17.17
Giving me prompt service	18	100	72.07	20.16	14	100	86.90	15.73	1	100	82.38	18.47
Employees that are always willing to help me	9	100	76.03	20.39	9	100	88.40	16.27	9	100	86.60	18.04
Employees that are never too busy to respond to my requests	6	100	69.97	22.65	4	100	83.25	20.83	4	100	83.90	18.38
<b>Responsiveness Score (All Responses to All Four Items)</b>	<b>0</b>	<b>100</b>	<b>71.79</b>	<b>21.07</b>	<b>0</b>	<b>100</b>	<b>84.21</b>	<b>18.12</b>	<b>0</b>	<b>100</b>	<b>83.07</b>	<b>18.55</b>

# MHCC Service Quality

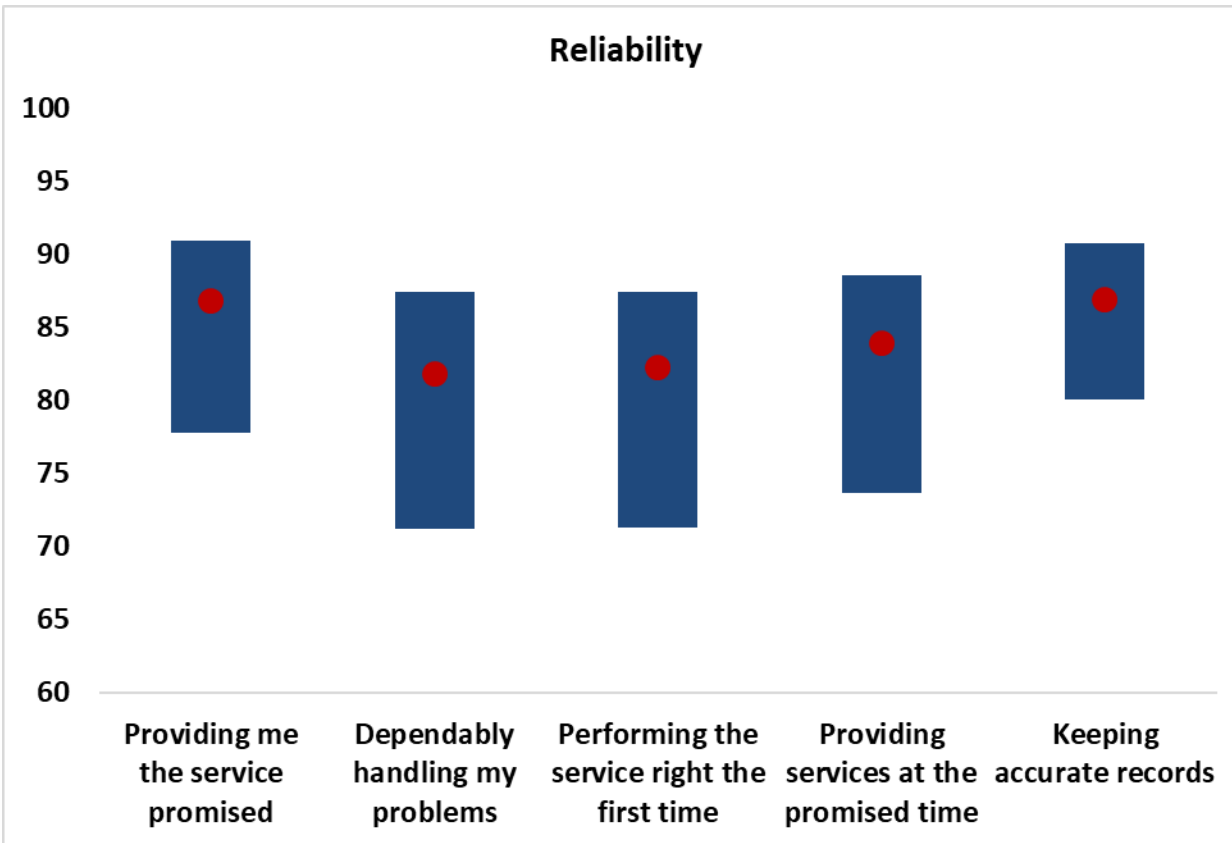
- The figure on the following page presents the zones of tolerance for each of the five Service Quality Dimensions. The red dot plots MHCC's performance. Gap scores are also presented; these scores are calculated by taking the difference between MHCC's Performance and the two expectation levels.
- All MHCC performance scores fall within the zones of tolerance.
- The Tangibles and Responsiveness dimensions have performance scores very close to the desired service level.
- The Reliability dimension had the largest gap between the desired service level and MHCC performance.

# MHCC Service Quality



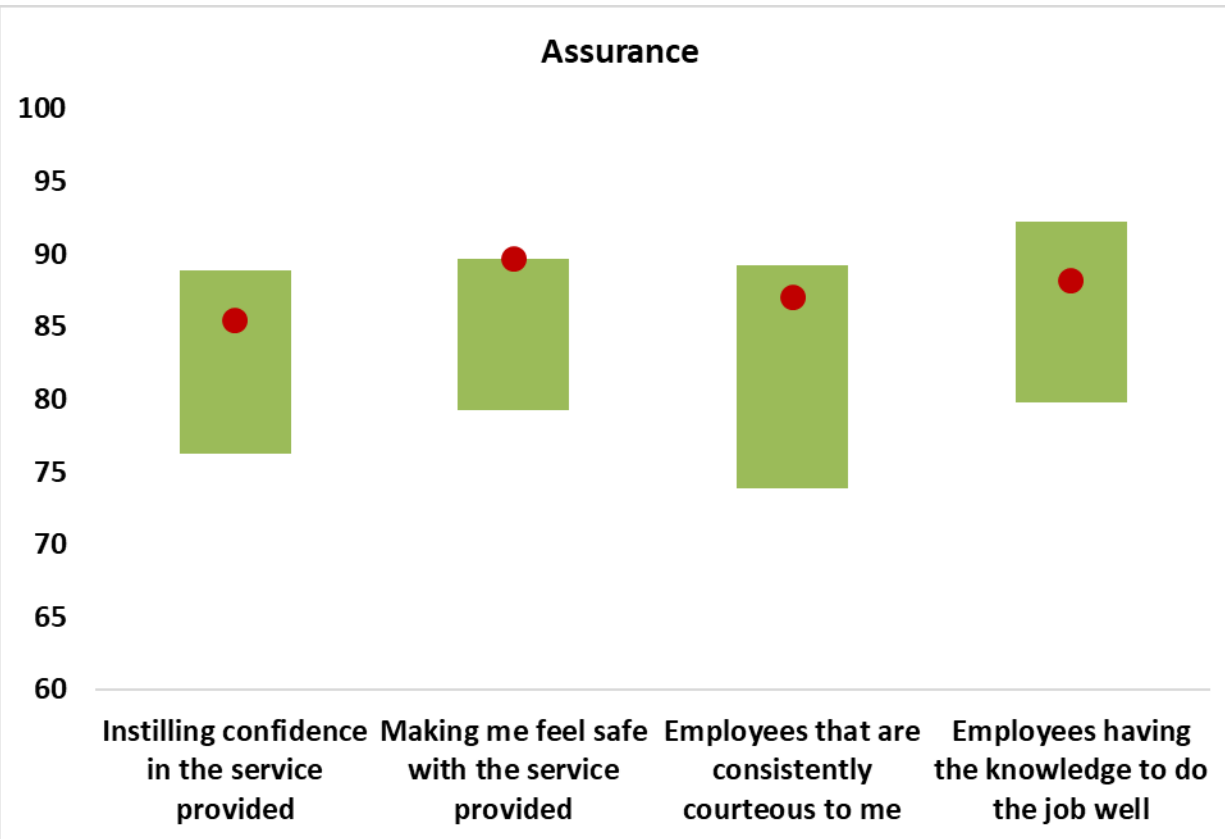


# MHCC Service Quality - Reliability



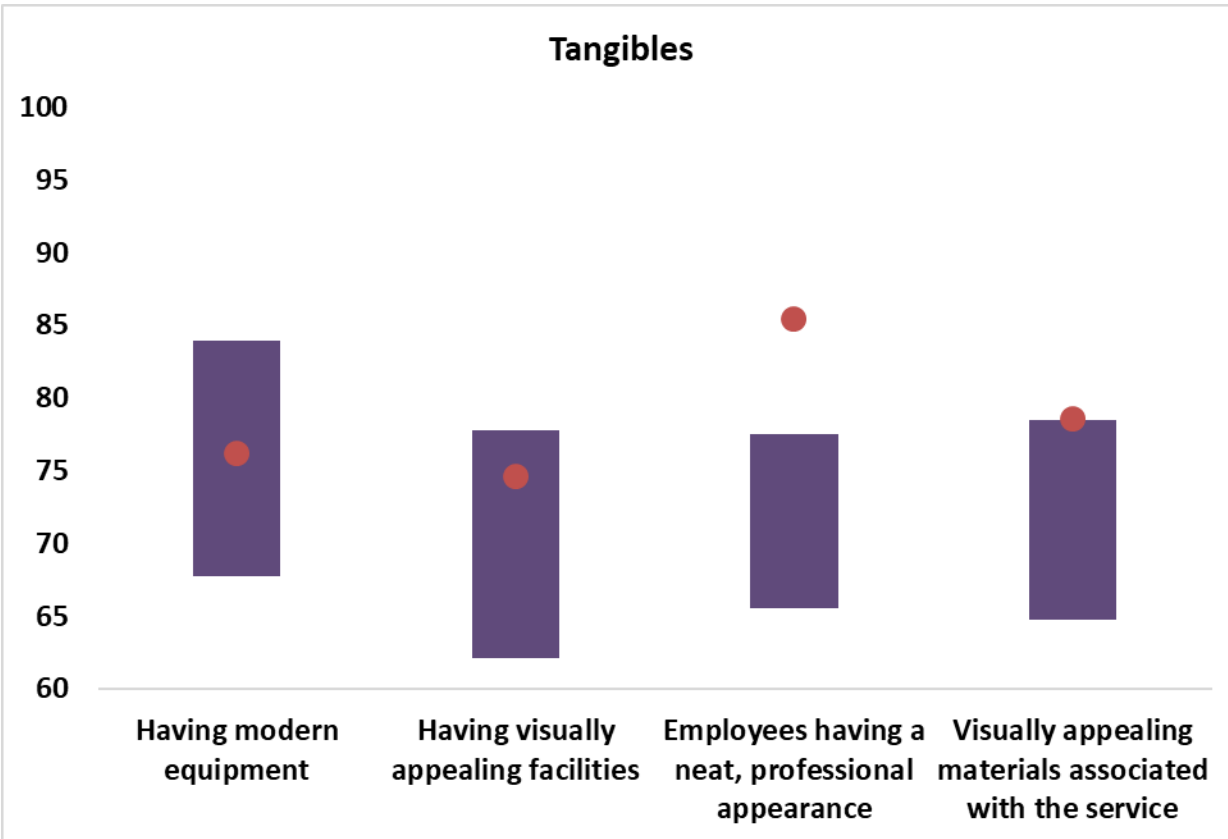
- This plot shows the five items used to assess the Reliability dimension of Service Quality. The zones of tolerance for each item and MHCC's performance are plotted for each item.
- For the reliability dimension, MHCC's performance falls in the zones of tolerance for every item.

# MHCC Service Quality - Assurance



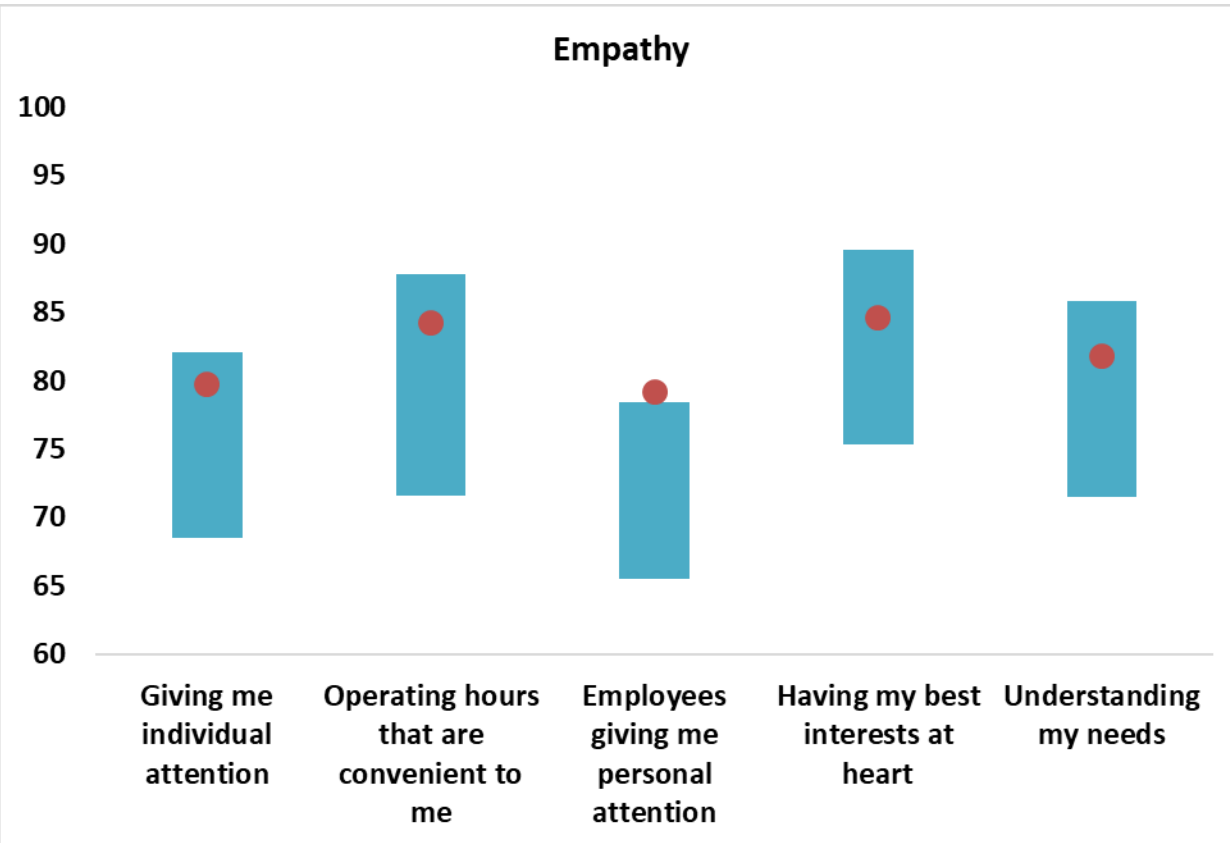
- This plot shows the four items used to assess the Assurance dimension of Service Quality. The zones of tolerance for each item and MHCC's performance are plotted for each item.
- For the Assurance dimension, MHCC's performance falls in the zones of tolerance for every item. The "Making me feel safe..." item actually had MHCC's performance the same as the desired service level.

# MHCC Service Quality - Tangibles



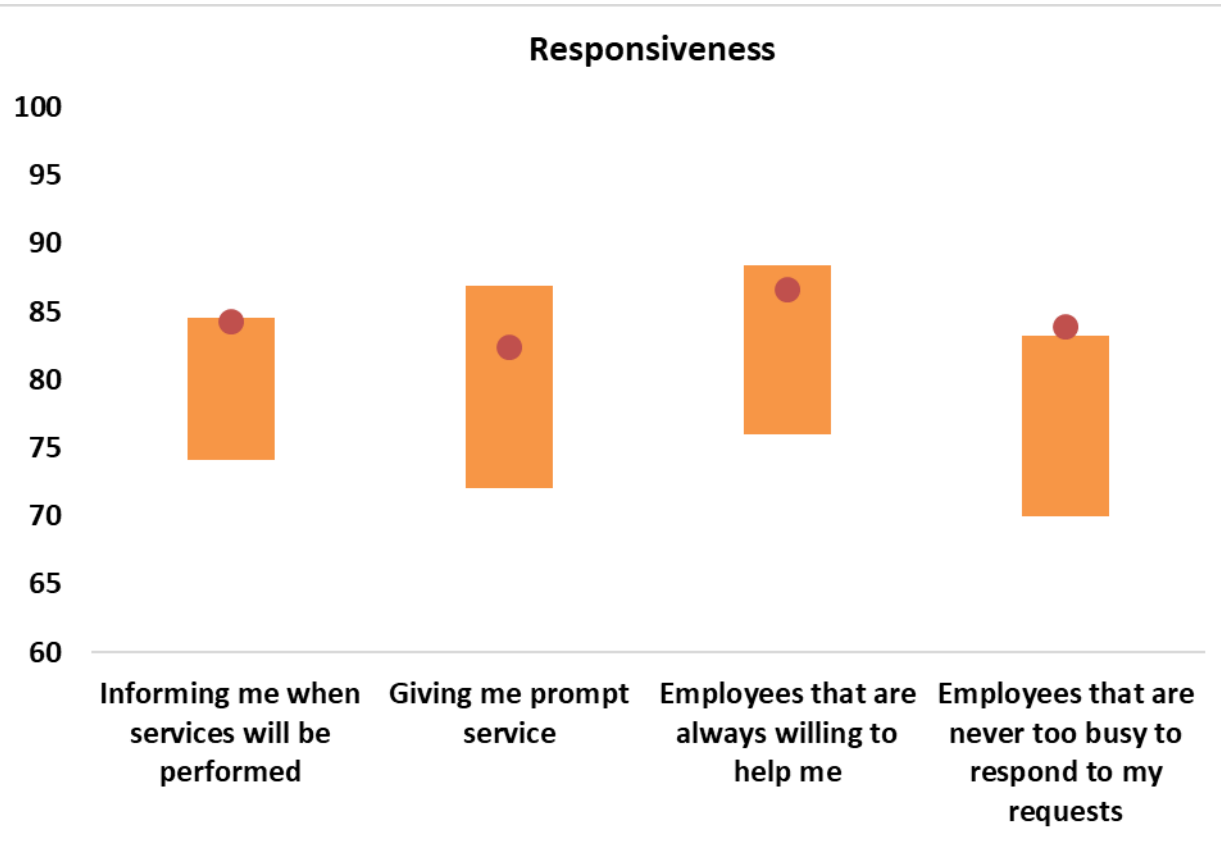
- This plot shows the four items used to assess the Tangibles dimension of Service Quality. The zones of tolerance for each item and MHCC's performance are plotted for each item.
- For the Tangibles dimension, MHCC's performance falls in the zones of tolerance for every item. The "Employees having a neat..." item actually had MHCC's performance rated higher than the desired service level.

# MHCC Service Quality - Empathy



- This plot shows the four items used to assess the Empathy dimension of Service Quality. The zones of tolerance for each item and MHCC's performance are plotted for each item.
- For the Empathy dimension, MHCC's performance falls in the zones of tolerance for every item. The "Employees giving me personal..." item actually had MHCC's performance rated slightly higher than the desired service level.

# MHCC Service Quality - Responsiveness



- This plot shows the four items used to assess the Responsiveness dimension of Service Quality. The zones of tolerance for each item and MHCC's performance are plotted for each item.
- For the Responsiveness dimension, MHCC's performance falls in the zones of tolerance for every item. The "Employees that are never too busy..." item actually had MHCC's performance rated slightly higher than the desired service level.

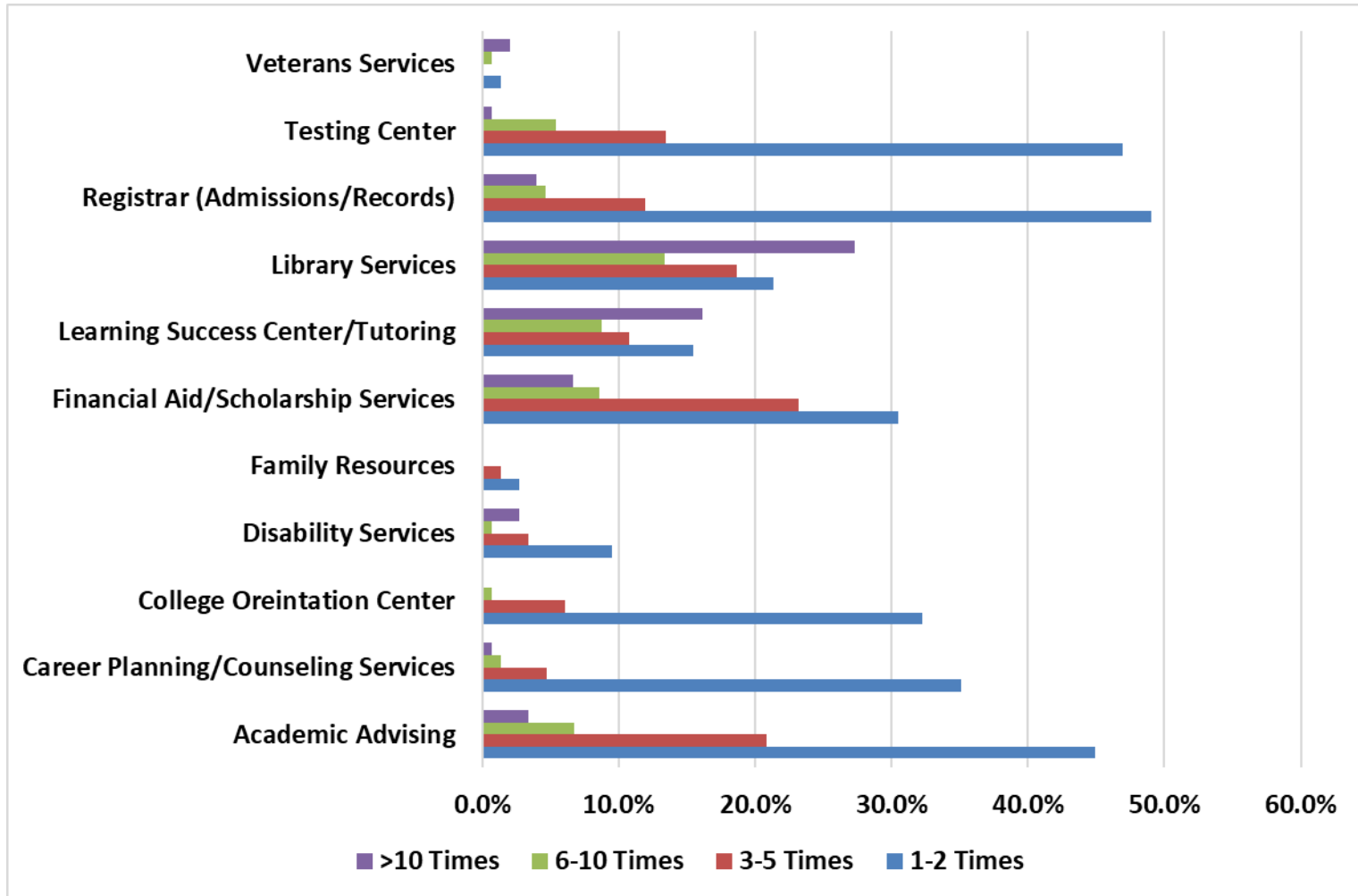
# College Services Used

By Count					
Service	Never	1-2 Times	3-5 Times	6-10 Times	>10 Times
Academic Advising	36	67	31	10	5
Career Planning/Counseling Services	86	52	7	2	1
College Oreintation Center	91	48	9	1	0
Disability Services	123	14	5	1	4
Family Resources	141	4	2	0	0
Financial Aid/Scholarship Services	47	46	35	13	10
Learning Success Center/Tutoring	73	23	16	13	24
Library Services	29	32	28	20	41
Registrar (Admissions/Records)	46	74	18	7	6
Testing Center	50	70	20	8	1
Veterans Services	141	2	0	1	3
By Percent					
Service	Never	1-2 Times	3-5 Times	6-10 Times	>10 Times
Academic Advising	24.2%	45.0%	20.8%	6.7%	3.4%
Career Planning/Counseling Services	58.1%	35.1%	4.7%	1.4%	0.7%
College Oreintation Center	61.1%	32.2%	6.0%	0.7%	0.0%
Disability Services	83.7%	9.5%	3.4%	0.7%	2.7%
Family Resources	95.9%	2.7%	1.4%	0.0%	0.0%
Financial Aid/Scholarship Services	31.1%	30.5%	23.2%	8.6%	6.6%
Learning Success Center/Tutoring	49.0%	15.4%	10.7%	8.7%	16.1%
Library Services	19.3%	21.3%	18.7%	13.3%	27.3%
Registrar (Admissions/Records)	30.5%	49.0%	11.9%	4.6%	4.0%
Testing Center	33.6%	47.0%	13.4%	5.4%	0.7%
Veterans Services	95.9%	1.4%	0.0%	0.7%	2.0%

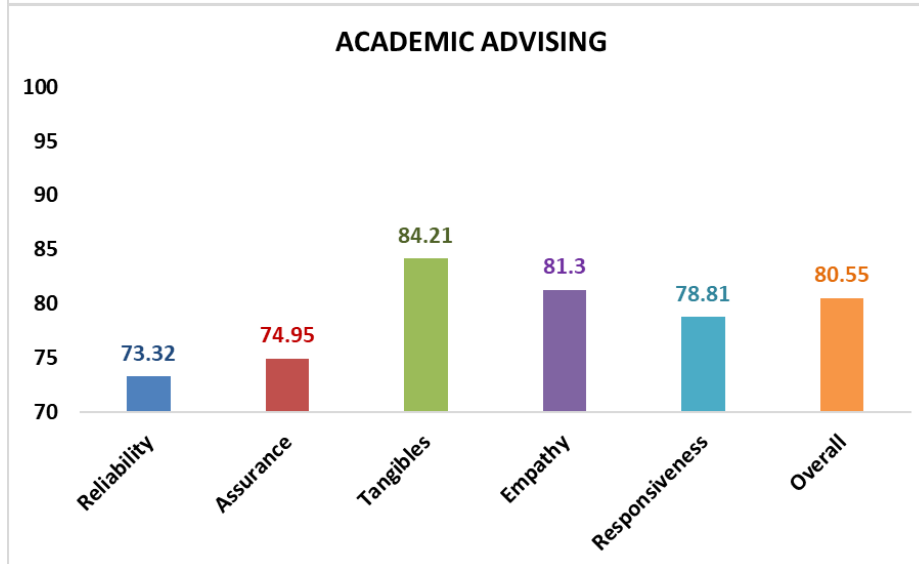
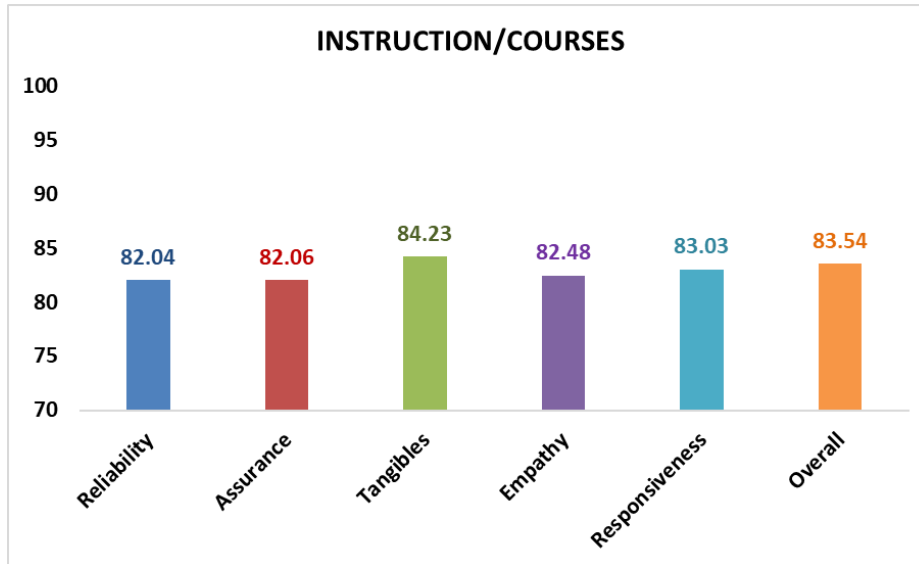
- The bar chart on the following page (Page 55) presents the percent data above graphically.

- Respondents were asked how many times they had used a number of MHCC services during the 2018-19 academic year.
- The table to the left presents the count and percent of respondents for the identified services by the number of times used.
- Library Services and Academic Advising were the most used services in the list.
- Disability Services, Family Resources, and Veterans Services were the least used services.

# College Services Used



# Performance of College Services

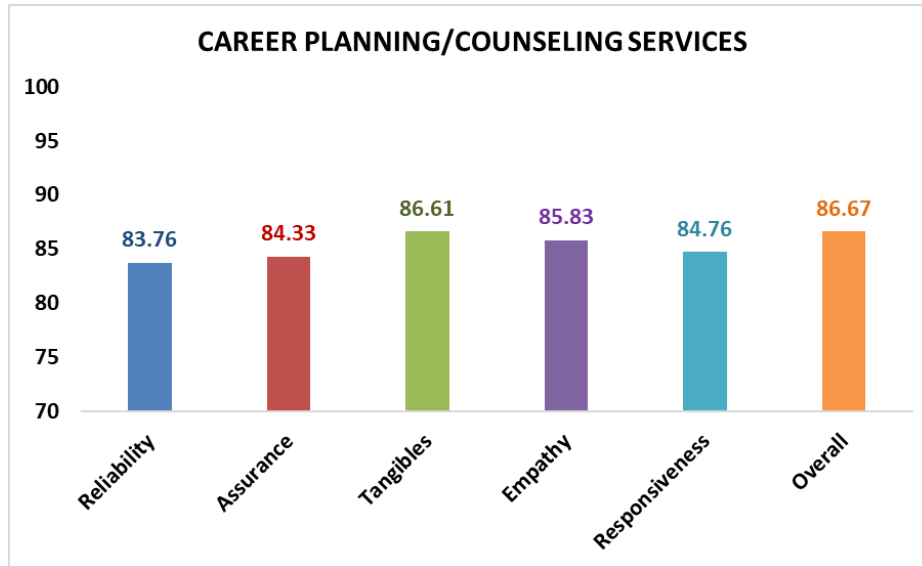


- All survey respondents were asked to rate Instruction / Courses.
- The scores were consistent across the service quality dimensions.

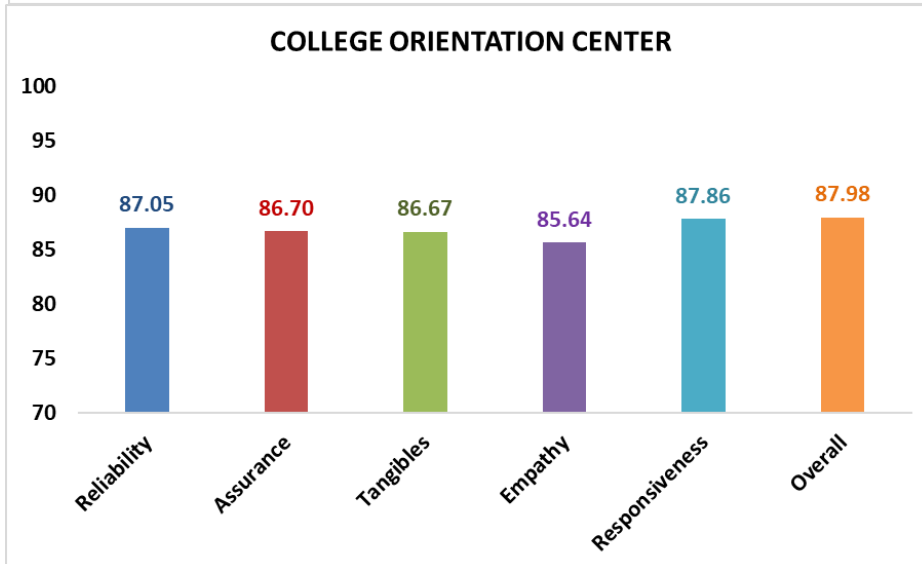
- Respondents that indicated they had used Academic Advising three or more times were asked to rate the service.
- The scores for Reliability and Assurance were substantially lower than the other service quality dimensions and the overall score.



# Performance of College Services

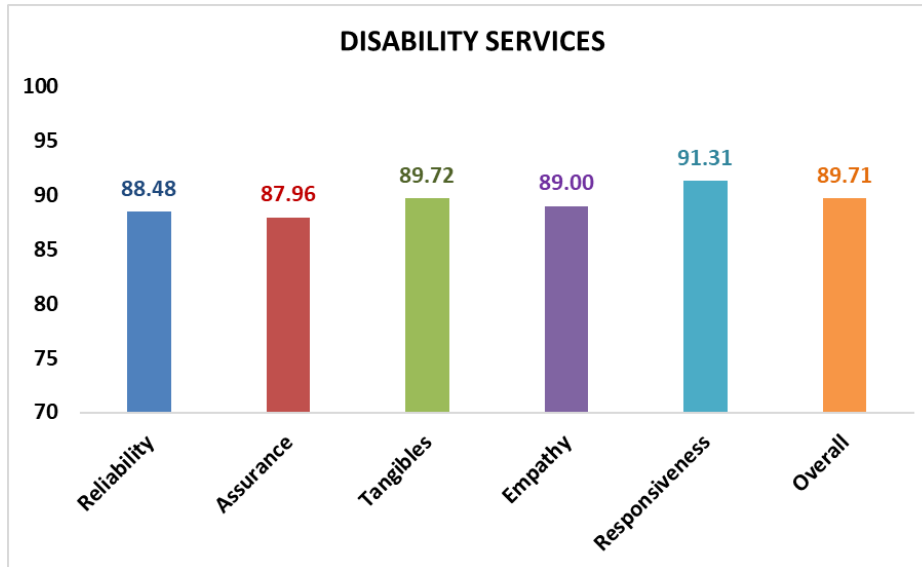


- Respondents were asked to rate Career Planning / Counseling services if they indicated they had used it at least one time.
- The scores were consistent across the service quality dimensions.

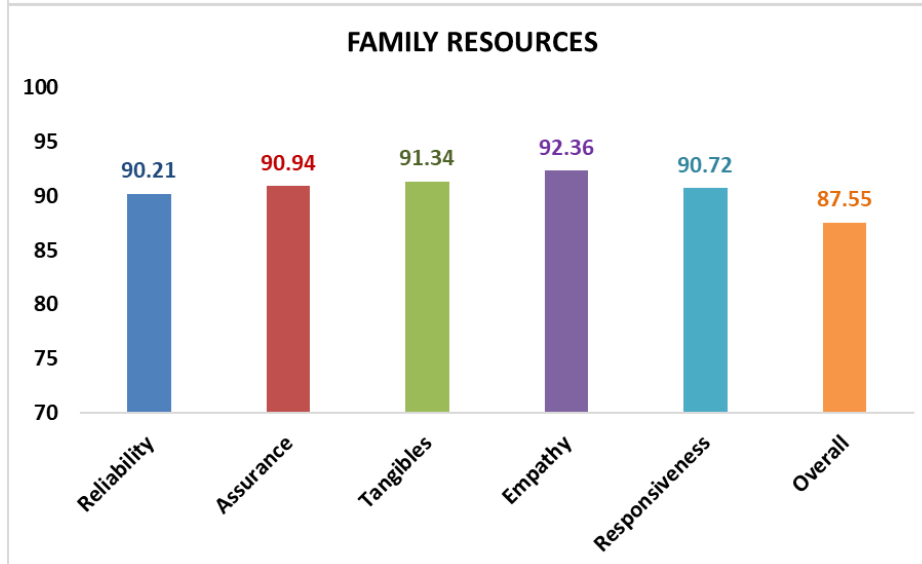


- Respondents that indicated they had used the College Orientation Center at least once were asked to rate the service.
- The scores were consistent across service quality dimensions.

# Performance of College Services

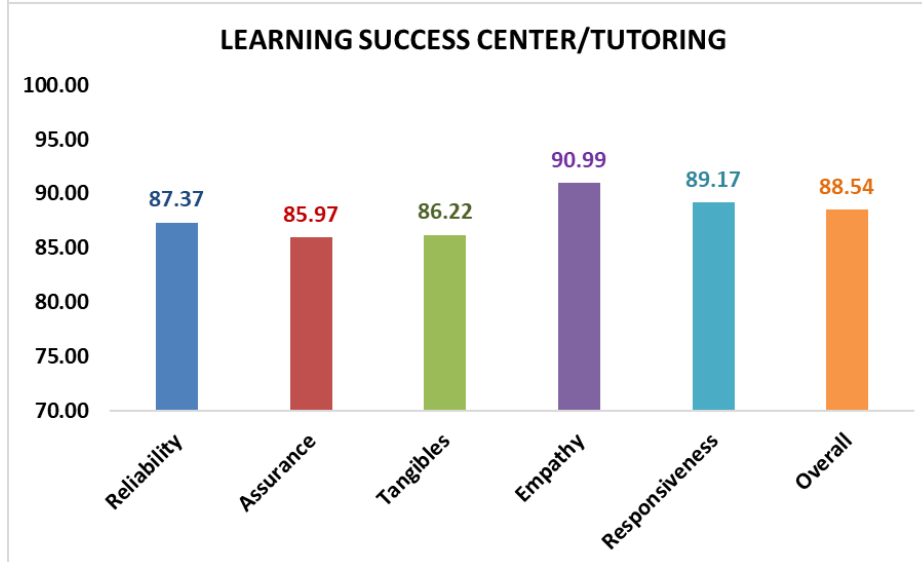
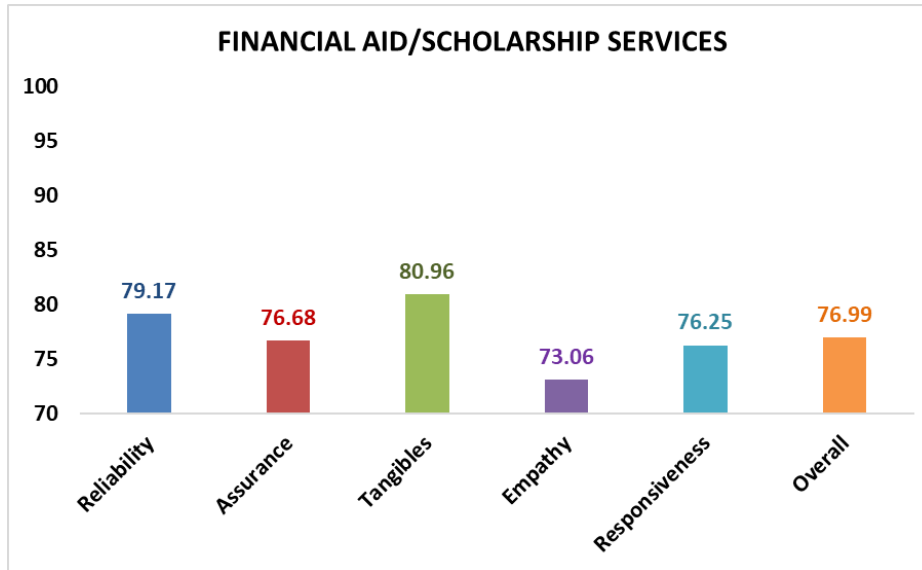


- Respondents were asked to rate Disability Services if they indicated they had used it at least one time.
- The scores were consistent across the service quality dimensions.



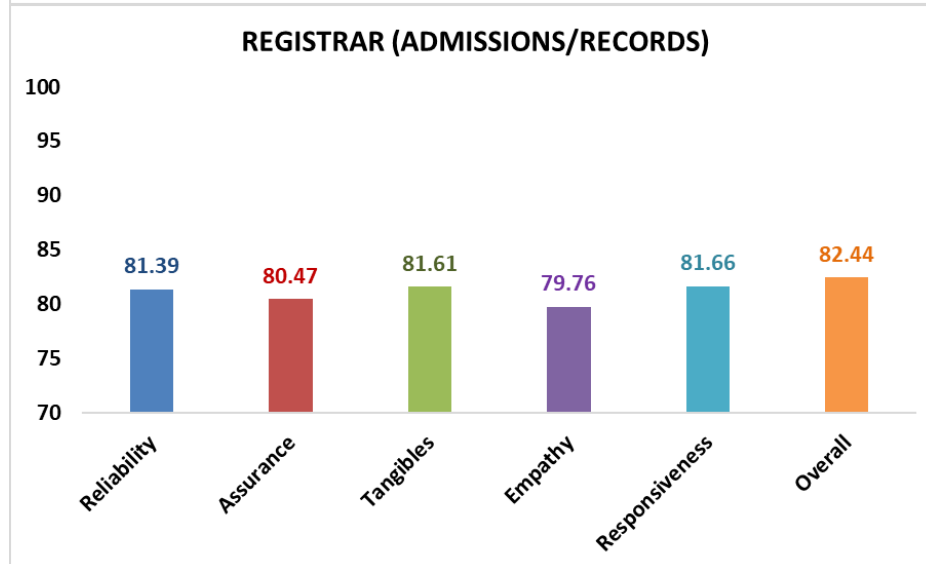
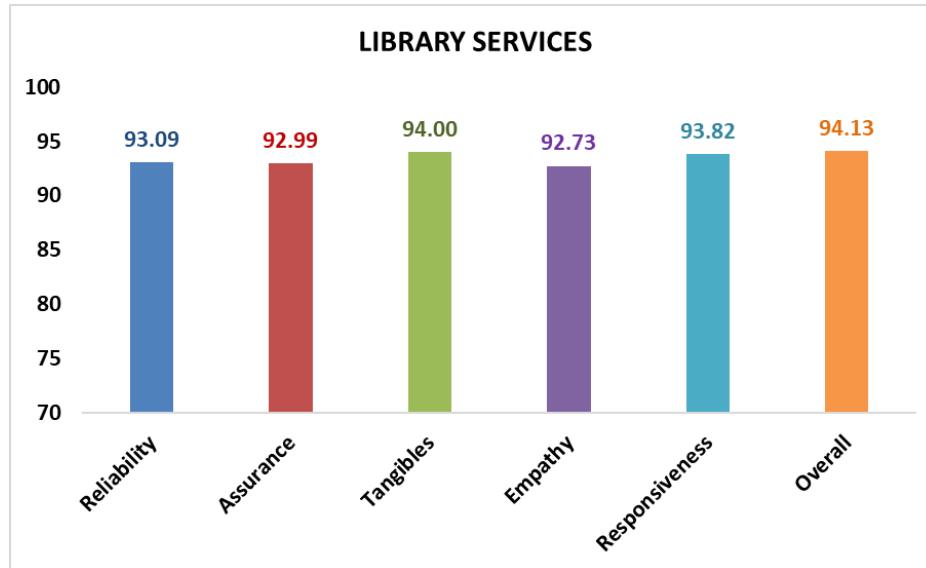
- Respondents that indicated they had used Family Resources services at least once were asked to rate the service.
- A very small number of respondents indicated they had used this service.
- The scores were consistent across service quality dimensions.

# Performance of College Services



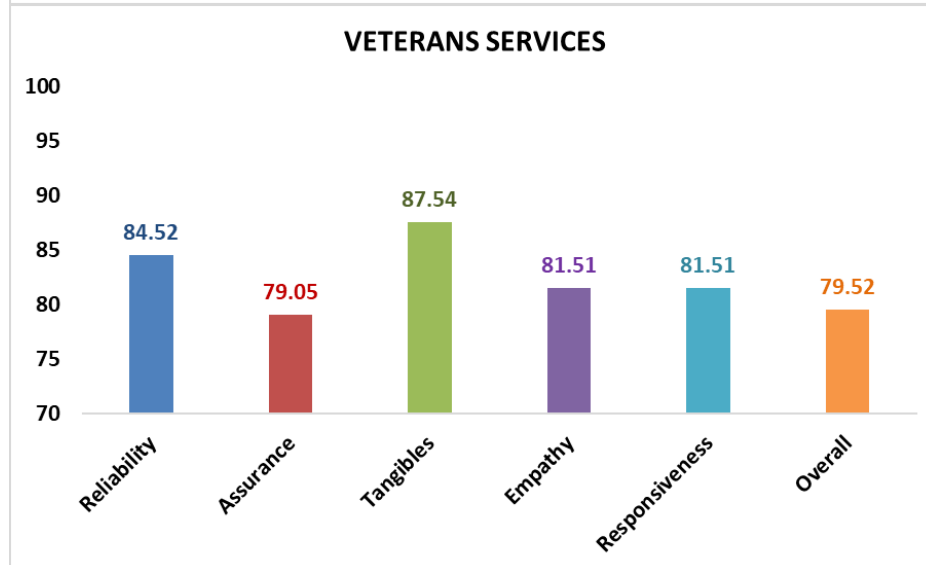
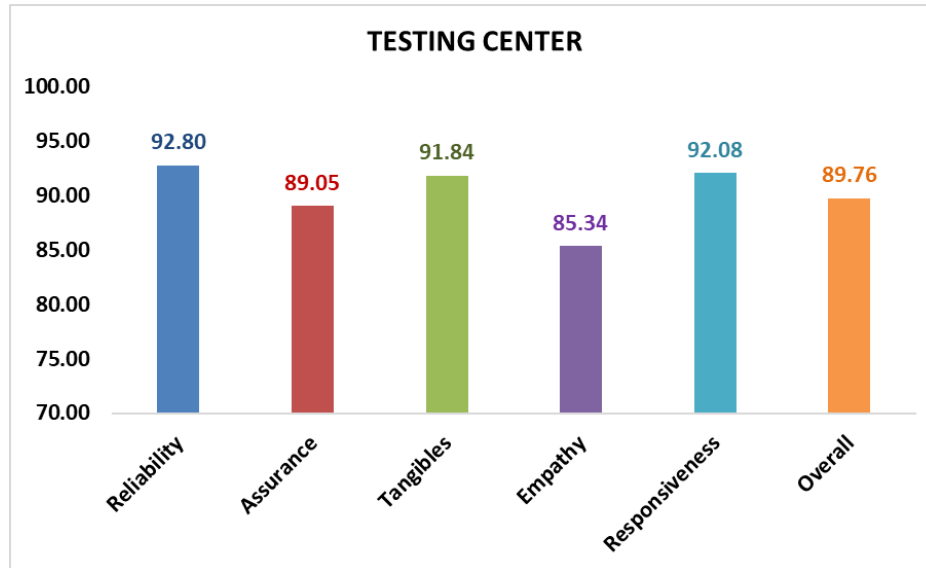
- Respondents were asked to rate Financial Aid / Scholarship Services if they indicated they had used it three or more times.
- Scores were substantially lower than for other services assessed.
- The score for the Empathy Dimension was substantially lower than the other service quality dimensions.
  
- Respondents that indicated they had used Learning Success Center / Tutoring services at three or more times were asked to rate the service.
- The scores were consistent across service quality dimensions.

# Performance of College Services



- Respondents were asked to rate Library Services if they indicated they had used it six or more times.
  - Scores were substantially higher than for other services assessed.
  - The scores were consistent across the service quality dimensions.
- 
- Respondents that indicated they had used Registrar services three or more times were asked to rate the service.
  - The scores were consistent across service quality dimensions.

# Performance of College Services



- Respondents were asked to rate Testing Center Services if they indicated they had used it three or more times.
- The score for the empathy dimension was lower than other service quality dimensions.
- Respondents that indicated they had used Registrar services three or more times were asked to rate the service.
- The scores were consistent across service quality dimensions.



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*Communication Campaign*

**MHCC Student Satisfaction Survey**

# Communications Tag Line Analysis

- MHCC's Communications Department contacted AIR regarding conducting a survey of students to assess the existing "Be | Your Dream" tag line and compare it to a new tag line campaign.
- The project timing made it appropriate to incorporate their questions into the Student Satisfaction Survey.
- Analysis of the results was presented to the Communications Department prior to this report.
- Results are reported here to be inclusive of the data collecting in this administration.
- Two tag lines were presented to respondents in a semantic differential format.  
Campaign 1: Climbing, Rising, Reaching, Achieving.  
Campaign 2: be | your dream, be | creative, be | determined, be | curious, be | successful.
- An 11-point scale was used to assess which campaign was preferred.
- Results are presented on the following page (Page 67).
- The mean preference score was 7.34. There was generally a preference for Campaign 2.
- Based on response to the question, a follow-up open-ended question was asked about why respondents preferred one campaign over the other. Results of these open ended questions are available on request.

# Communications Tag Line Analysis

Campaign 1:

Climbing

Rising

Reaching

Achieving

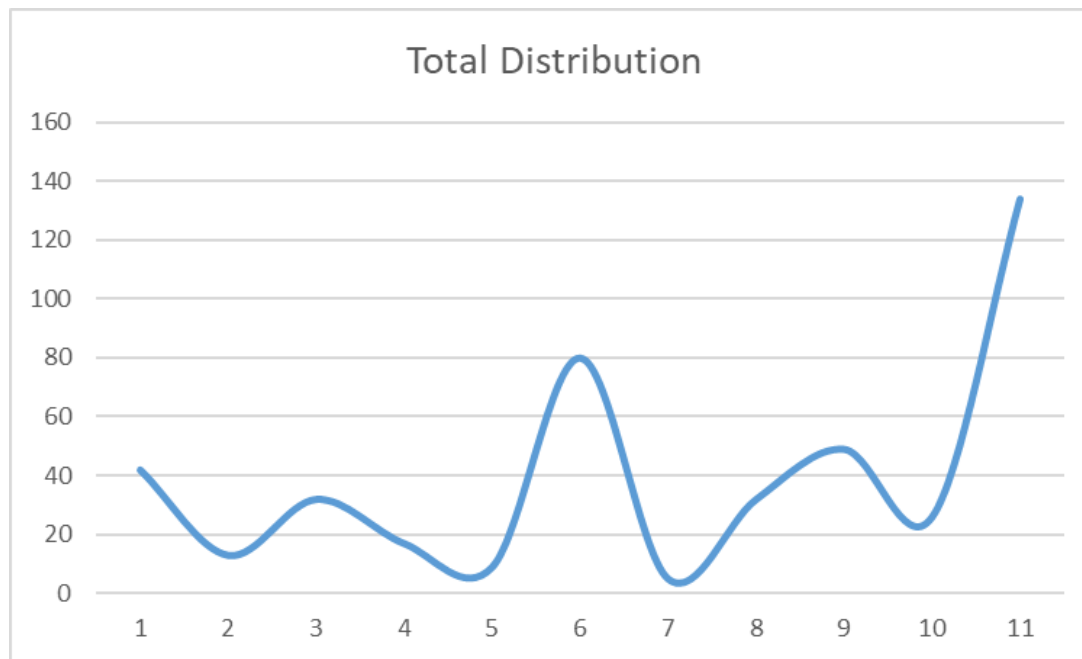
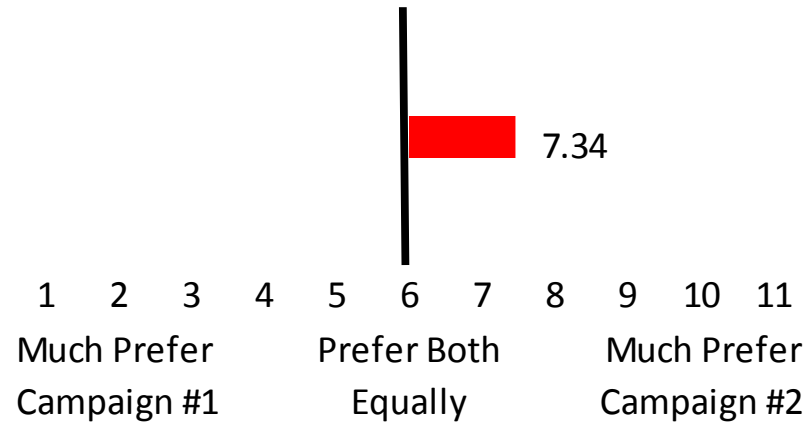
Campaign 2:

be | your dream

be | creative

be | curious

be | successful







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# *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	2
Specific Program	11
General Studies Associates Degree	1
Co-enrolled/Pre-Requisites	2
Life Transition/Job Training	1
Miscellaneous	2

# Reason for Selecting – “Some Other Reason”

Category	Count
Advice - Friends/Family/Others	5
ABE/GED To College / Transitions/Transciones	7
Location/Convenient/Close to Home	11
Articulation/Connection to University	3
College Employee/Employee Benefit	1
Specific Program of Interest	32
Early College / High School Relationship	4
Course Availability	3
Previous Experience w/ the College	4
Cost	6
Campus/Aesthetics	4
Reputation / Better than Metro Alternatives	1
Faculty / Employees / Student Success	8
Technology / Online Classes	3
Self Improvement / Job skills	9
Miscellaneous / No Comment	16

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 321 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 (22.4%) were positive comments about the college. Comments like “Everything is great. i love it here” are typical of the positive comments that were received.
- The second highest category of comments dealt with positive comments about faculty. “Every teacher I had was very dedicated to their field and passionate about being here” is an example of the types of comments that fell into this category.
- Negative comments about faculty was the forth most often cited category. Generally, these comments focused on a lack of caring and ineffective teaching styles.
- Negative comments about support services was the third most often cited category. These comments ranged from service complaints for specific departments to operating hours of support services

Category	Count	Percent
1 MHCC in General, Positive	72	22.4%
2 MHCC in General, Negative	14	4.4%
3 Faculty, Positive	50	15.6%
4 Faculty, Negative	28	8.7%
5 Other Employees, Positive	16	5.0%
6 Other Employees, Negative	15	4.7%
7 Support Services, Positive	12	3.7%
8 Support Services, Negative	25	7.8%
9 Costs / Tuition / Fees too high / Insufficient Financial Aid	12	3.7%
10 Courses, Lack of Availability / Inconvenient Times	12	3.7%
11 Online Courses / Improvements	2	0.6%
12 Modern equipment for teaching	4	1.2%
13 Technology / Campus-wide WiFi / Web Page	13	4.0%
14 Parking	1	0.3%
15 Facilities / Infrastructure Improvements	12	3.7%
16 Bathroom Cleanliness	2	0.6%
17 Programs/Courses - Positive	3	0.9%
18 Programs/Courses - Negative	7	2.2%
19 Survey Comments	3	0.9%
20 Miscellaneous / "NA" Comments	18	5.6%

# Conclusions / Recommendations

## Reasons for Attending

### 2018-19 Administration

#### Top Reasons for Selecting:

- 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

- The data does provide communications strategies for recruiting new students. All five of the top reasons can be used when communicating with new students.

# Conclusions / Recommendations

## Overall Satisfaction

### 2018-19 Administration:

#### *First Choice*

- 73.8% indicated MHCC was their first choice.
- Slight dip from the last administration (which was highest percentage received for this question).

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

- 87.5% 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*

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

# Conclusions / Recommendations

## Overall Satisfaction

### 2018-19 Administration:

#### *Satisfaction with Education at MHCC*

- 90.8% indicated the education at MHCC was “Somewhat Good” to “Outstanding.”
- Only 3.8% indicated the education at MHCC was “Somewhat Poor” to “Terrible.”

#### *Satisfaction with MHCC in General*

- 88.0% indicated MHCC in general was “Somewhat Good” to “Outstanding.” This was a 1.9% dip from the last administration.
- 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 dipped slightly from the last administration. The three previous administrations of the survey saw slight increases.

### 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

### **2018-19 Administration:**

#### *Importance / Performance in General*

- For the last two administrations, 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.
- Interestingly, the Course / Instruction Theme was rated lower in importance than Facilities, Technology, and Registration.
- 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

### 2018-19 Administration:

#### *Importance / Performance Scatterplots*

- Items falling in “Concentrate Here” Quadrant by Theme

#### **Course / Instruction**

- Course Availability – Evening
- Modern Classrooms

#### **Registration / Admissions**

- Admissions / Entry Procedures
- Financial Aid / Scholarship Information\*\*
- Overall Cost of Attending

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

No items

#### **Technology**

- Easy-to-use Website\*\*
- WiFi Connectivity Throughout Campus\*\*
- Cellular Service\*\*

#### **Facilities**

- Parking Facilities\*\*
- Bathroom Cleanliness\*\*

\*\* 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:

• Parking Availability	Gap = -1.87	Importance Rank: 3/30
• WiFi Connectivity throughout Campus	Gap = -1.58	Importance Rank: 4/30
• Cellular Service	Gap = -1.50	Importance Rank: 13/30
• Easy to Use Website	Gap = -1.30	Importance Rank: 1/30
• Bathroom Cleanliness	Gap = -1.11	Importance Rank: 5/30

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• Overall Cost of Attending	Gap = -0.75	Importance Rank: 2/30
• Financial Aid / Scholarship Info	Gap = -0.67	Importance Rank: 15/30

### **Recommendations:**

- All five of the items with gaps in excess of 1 point were also identified in the scatterplot analysis.
- The Financial Aid / Scholarship Information and Overall Cost of Attending Items fall below the 1 point threshold but are very close together with regard to gap scores; Overall Cost is the second most important issue in the list.
- 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 than Tangibles, Empathy, and Responsiveness.
- Reliability and Assurance had larger gaps between MHCC's Performance and desired service level than Tangibles, Empathy, and Responsiveness.
- Although Tangibles and Responsiveness are very close, MHCC's 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)
  - Giving me prompt service (Responsiveness)

### **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 and should be ongoing.



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# *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 “####.” Where students identified specific departments (primarily instructional programs), departments 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”

In the question asking students their primary purpose for attending MHCC, 19 students indicated they were attending for some other purpose. They were asked to provide the other purpose for attending. Actual responses and the category that comment fell into for Content Analysis (See the table on page 69) are provided in the table below.

Comment	Category
135 credits to qualify admittance to Oregon College of Oriental Medicine Associates General Studies Degree	2
Become an RN	2
Dental hygiene program	2
for fun and for job related course work	1
I need microbiology. That’s all I have left. I want to also get into the Dental Hygiene program	2
I was going to go to a four year but I have had set backs and am working to determine a new course.	7
Learn skills to avoid being laid off	6
LPN	2

Comment	Category
MA Certificate	2
Mental Health SOcial Services and Addiction COounseling program	2
Nursing program transfer	2
Prerequisites for OCOM (masters in acupuncture)	2
registred nurse	2
Taking courses that apply to my four year degree at another school	4
Taking the pre-requisites that I can here, through the dual-partnership program	4
To explore possible careers	1
to further my education	7
To obtain a Associate Degree in Business	2

# Reason for Selecting– “Some Other Reason”

In the question asking students their reason for selecting MHCC, 137 students indicated they selected MHCC for some other reason. They were asked to provide the other reason for selecting. Actual responses along with the category each comment was assigned for Content Analysis (see page 70) are provided in the table below.

Other Reasons	Category
adult enrichment	15
Available Online Courses	14
Became accepted into dental hygiene program	6
Best option among only 2 for particular program in the portland area	6
Best Surgical Technology program in the State of Oregon	6
Career advancement	15
Close to home	3
close to where I live	3
Couldn't get a real job out in the world, even though i have little cashier experience	15
Dale Gronso was willing to meet with me 1 on 1 on a random summer day to discuss the program and my interests. 100% why I chose this school was my experience with him and having my questions answered by an instructor.	13
Engineering program was what I wanted it to be	6
Family influences	1
Fisheries Technology program	6
Free parking	10
Funeral Service Program	6
Great online courses that offered, Blackboard is organized very well.	14
Great parking. Location to home and work.	3
Had the program I was looking for with an intership.	6
High quality Nursing program, a welcoming campus	6
I am doing it to finish high school diploma	2

# Reason for Selecting– “Some Other Reason”

Continued...

Other Reasons	Category
I am enrolled in the 2 year Associates Medical Office Program as a mature student. I have a post-baccalaureate degree in Health Studies from Portland State University's School of Public Health.	6
I applied to the nursing program and was accepted.	6
I can come and do my degree at my own pace and will not get overloaded with a class load	13
I decided on MHCC because of my major and cost	6, 10
I decided to attend MHCC so I could obtain my associate's by the time I graduated high school.	7
I enrolled because MHCC offered the CCNA classes as a part of a degree plan.	6
i felt welcomed	11
I get to graduate highschool and get an associates at the same time, resulting in me getting a break from school and having more time to decide what to do with my life	7
I had already accrued some credits at MHCC so it was easier to come back to finish.	9
I had gone in 2011 and wanted to return and finish	9
I had heard that _____ was the best _____ teacher in the region, and I agree.	12
I had taken classes here before and enjoyed that time so I decided to return when I decided to return to school for my engineering degrees.	9
I had the impression that the EHS program was ABET certified at one point. I thought this was a good indicator of the quality of instruction.	6
I hope to be more sociable while attending MHCC.	16
I like this college because I have support from the AVID center.	13
I loved the music program and all it offered	6
I need microbiology and want to get into the Dental Hygiene program	6



# Reason for Selecting– “Some Other Reason”

Continued...

Other Reasons	Category
I originally chose MHCC because i wanted to apply to graduate school in Fine Art. My bachelors degree is in psychology so i needed to obtain some solid fundamental skills in art and craft as well as knowledge of business and computer skills. I live in t	6
I plan on applying to the Mt. Hood nursing program, and decided to take my prerequisites at Mt. Hood as well.	6
I prayed about it	16
I really believe that I needed MHCC to help me figure out what I actually wanted to do as a job and I was not academically prepared for a four year school. I could have made it through a four year school but the discipline that I had for doing well academ	15, 13
I really just came to try different classes to see what career I wanted to go for and it is close to my current living situation	15, 3
I stared to take English clases here but even I moved far I like to come here.	2
I want to start a career and make my family proud.	1, 15
I'm going to get dual credit for highschool, and to save money in the long run.	7
Initial first experience when inquiring about MHCC, Testing & the Oriention Centers were helpful, informative & encouraging.	13
It had the program I was interested in.	6
it is a smarter decision than going straight to a university out of highschool.	4, 10
It is close to my house and bus transportation	3
It is the only school around that offers the Surgical Technologist program, besides Concorde.	6
It offered a Middle College program through my home high school, Reynolds High School.	7
It offered the course that I wanted. That is all.	8
It was close to my home and they offered a program I wanted to take.	3, 6
It was the only college in the Metro area that had the course I wanted.	8
It was the only nursing program that accepted me, and it was a good choice.	6
It was where my va counselor sent me	1

# Reason for Selecting– “Some Other Reason”

Continued...

Other Reasons	Category
It's a beautiful park like setting which is helpful when learning.	11
It's close to nature	11
It's closed to my house and I like the atmosphere of the school. Also, I get lots of help	3, 11
Its close to me and lower cost	3,10
Its the only community college in portland that offers my program of interest	6
MH is focusing on Cyberseciruty and is offering a Pen Tester option	6
MHCC was part of the Dual-partnership program with OSU.	4
mom works on campus so i get schooling for free	5
My friend is attending it too	16
My main reason for attending was to be able to get an associates degree while still in high school. Putting me ahead of the curve for when I transfer to a 4 year school. It is also Convenient that I live 2 miles from the school and I am also very great fu	7, 3
my wife graduated in 2012 and recommended the college to me.	1
My Work place is aligned with MHCC for an Apprenticeship.	6
N/A	16
No	16
None	16
not sure What I wanted to major in	15
Nursing Program	6
Offered classes for second language learners	2
Offered the program I wanted to go into.	6
Offers classes that my high school canâ€™t.	16

# Reason for Selecting– “Some Other Reason”

Continued...

Other Reasons	Category
One of the only colleges left in Oregon that offers the practical nursing program and is somewhat close to home	6, 3
One of the only schools that offers the hospitality program	6
Private Universities are incredibly expensive	10
PTA program	6
Radio broadcasting department.	6
Recommended by alumni	1
Self improvement	15
The college helped me a lot with the paperwork to get my student visa	13
The Ford Asset program	6
The social atmosphere was not a reason because I did online classes. Now that I am at the college all the time, I love the atmosphere. I've met some really wonderful people.	11
The teacher are very well coming anyone and theyâ€™re amazing, very helpful	13
the transition program	2
To become self sufficient	15
To finish high school in college	2
To get 2-year degree and get necessary knowledge.	15
To get degree on child development	6
Transfer to a 4 year university	4
Transiciones program offered at MHCC	2
Transitions Class	2
Transitions Program	2

# Reason for Selecting– “Some Other Reason”

Continued...

Other Reasons	Category
Tutor center and availability of instructors	13
Wanted to attend college, was the closest one available with online orientation.	3, 14
Wanted to obtain secondary education but did not want to pay for University/4-year college rate.	10

# Additional Comments

Students were asked if they had any additional comments regarding their experience with MHCC. A total of 229 students provided additional comments. For content analysis some comments fell into multiple categories; the 229 comments resulted in 321 assignments to categories. Please see Page 71 for results of content analysis. The actual comments are provided in the table below and on the following slides.

Comment	Category(ies)			
<3	20			
Amazing staff	5			
As a student on federal aid it would be nice to let us know if we qualify for work-study instead of waiting till we try to get a job on campus.	8			
At this point and time I don't have any comments.	20			
better the ASL department				
Certain staff and faculty are AMAZING! Many other faculty seem to be phoning it in, or giving their time to extra curricular activities, sports teams, etc. Lots of money spent on pet projects, not very much spent on the student body as a whole or improv	5	3	4	2
Clubs should advertise by going around the library or the student union and talk with students one on one about their club. The list of active clubs should be updated to make sure any non active clubs aren't on the list. I really liked the salmon safe project. I hope the college continues with improvements.	2	1		
Communication is not good and students get the runaround a lot. My daughter and I are both students and without me pushing she would not have received the help she needed, people kept moving her to different departments. She struggled a lot.	8			
cool place	1			
custodial services could be better. there's crumbling plaster, dirty bathrooms, and a lot of old/broken equipment. the place looks dirty and outdated and not in line with the expectations put forth by instructors. also, the water situation this winter was	15	16		
d	20			
##### is an incredible instructor and deserves all the recognition in the world. ## made me feel confident and worked with me when I was struggling with balancing life and school. ## really cares about his students and knows how to make sense of the	3			

# Additional Comments

Continued...

Comment	Category(ies)				
Every experience that I have had at MHCC so far has been a positive one. It's easy to see that the professors and the other faculty members truly care about the students and our individual success.	1	3			
Every visit to the advising center has been disappointing. The employees are not knowledgeable about current classes. They have never been able to fully assist me. I witnessed an "advisor" google a basic question about whether a class I had registered	8	6			
Every year enrollment drops at MHCC, which is concerning. For those of us that do still go here, we get penalized for it with having to pay more in tuition and/or new fees are added. I think someone needs to take a good look at some of the salaries people are making on campus and the amount of money that's been blown on moving departments to other locations and then moving them again because it wasn't a convenient location for them. I think there is a lot of money wasted that could be used to update this place. Also, figure out why enrollment keeps dropping. I've heard other students that came here from other schools such as PCC, and they've commented on how they shouldn't have transferred here. We as students need to be treated better. I've had negative encounters with staff in financial aid, the business office and been given the runaround because two staff members said I needed to talk to the other one. After going back and forth between the two, I finally gave up and talked to my instructor who was able to answer my questions and point me in the right direction. Faculty seems to be good, at least the ones I've interacted with, but there are a lot of non-faculty people that are hard to interact with and seem like I'm bothering them.	2	9	2	6	3
Everything about the school is great, I just wished the website portal wasn't so glitchy and the offices weren't closed at 5. I am in classes until 4:30-5 and I can never go there when I really need to.	1	13	8		
Everything has been great except a single professor who I've been forced to take half my degree with but my complaints never go anywhere	4				
Everything is great. i love it here	1				
Feel like home. All of faculties do they best to give the answer instead of sent students to another persons.	3				
good school	1				
Great environment and learning facility. Provides everything I need as a student.	1				
Great job!	1				
Great school. Would highly recommended community college to save money because you can get the same quality of education as other schools.	1				

# Additional Comments

Continued...

Comment	Category(ies)		
Had some issues with public safety and headstart keeping an abusive worker as well as a very opinionated rude teacher whom everyone in the class was very displeased with. Gave bad grades based on her political views and very confusing.	4		
Has an amazing *** Program. A lot of opportunities for students to climb, rise and reach.	1		
I am glad I came to this school, I wish there was more of an effort to market the school as a stepping stone for people who want to got to a four year school; on the other hand also make it clear that it is possible to get a foot in the door with a techni	1		
I am glad that I chose MHCC to start my higher education.	1		
I am grateful for the affordability and the overall experience I have had with amazing, accessible teachers here at MHCC. My one critical comment is the website needs a complete do-over. I am tech savvy and many functions were still hard to navigate. It got easier as I figured out how the website works, but overall it is not user friendly or intuitive in any way. The "quick links" or "frequently used links" section was the only easy/helpful section in my experience. I have talked to many people who feel the same way about the website, including professors and other faculty such as financial aid and advising staff. It particularly needs to be easier to add and search for classes, find your transcript/degree audit, and use the search bar to find which section on the website you are looking for.	1	3	13
I am happy that I study here!	1		
I am in the *** program and absolutely every doctor/professor I have taken classes from are fantastic. I've been helped a great deal, I've learned more than I have in any other program I've attempted in the past, and whenever I've had a problem ##### was wonderfully helpful and encouraging.	3		
I am not sure if this is the correct forum for this. However, I am currently on track to transfer to CU next year for their *** program. And while attending MHCC many of my science classes, especially with labs, have been taught with two different professors. I do not like that. I find it difficult and confusing as a student to understand what is expected of me when for the same class, (one grade) I have had two different expectations and teaching tactics. That is in no way to say that I preferred one instructor over the other, only that it is difficult as the student.	4		

# Additional Comments

Continued...

Comment	Category(ies)		
I am thankful for all I have receive in MHCC	1		
I am thankful that I have had the opportunity to further my education at MHCC. The instructors and one on one attention they are able to provide was very necessary for my success.	1	3	
I am very happy I choose this college. I studied at PCC and CCC before but MHCC is my favorite. People is really nice, most of the teachers are good and I really enjoy my classes.	1	5	
I appreciate the accessability. The parking, the hours. The fact you provide awesome tudors for us! A gym I can use. I'm mixed about the teachers. You have some totally awesome ones; ####, #### who really want us to suceed, and work hard to help us in multiple ways. However, there are the awful teachers ; ####, #### who make it clear that they don't want to work under the guise that "you're in college, you're an adult, figure it out. And do it my way w/o me helping further than presented." I think #### wants to be friends and promote ## biases as comedy instead of teaching. But #### is actually unfair, besides being a horrible teacher, and seems to want to prove that ## will do as ## wants no matter how much pain that causes students. Fellow students have said they are scared of ## is why they don't say or do anything about ##. I am trying to let them know it's there money ##'s gaining; shouldn't we have a choice? If they would stop being scared and express what's un fair to the correct authority, (Dean), maybe ## could be trained to be better? Or at least provide a teacher people can switch to for those classes.	7	3	4
i enjoy coming to this school.	1		
I enjoy going here and wish I would of went her directly out of high school rather than rushing to a 4 year university	1		
I find Mhcc to be an overall inclusive,organized and student friendly school. I am in the *** Program and I feel that it lacks organization and oversight. I am not one to complain unless justified. New leadership/Instructor is needed.	1	4	17
I had a great experience here and very much appreciated the quality of the teachers	1	3	
I have been highly disappointed in moving to Gresham from another state in order to attend a program at MHCC. It has been a complete disaster this year not. The admisitration at the school needs to remeber that the education of the students should be number one priority. There was not a lot of transperancy with much of anything.	2	6	
I have concerns about getting into microbiology because thatâ€™s all I have left. I tried to get in in the spring semester ended up on a waitlist and still didnâ€™t get in. I will be trying to register in the fall and am concerned. I need guidance on how to do this cuz my registration dates are last and itâ€™s already full before I can even get in. Help!	10		



# Additional Comments

Continued...

Comment	Category(ies)			
I have enjoyed my time at the college. However, service to students in the financial aid area is most of the time off-putting. The culture of the college seems more staff and faculty focused rather than student focused. The college is there to serve stude	1	8	4	6
I have experienced age discrimination in the classroom from the younger students. I have been badly treated on group projects which the instructors insist on doing every term. This has taken away from my enjoyment of school. I am an "A" student. Therefore, it is only a matter of time before I file a complaint to the administration about this issue. If you think that younger students are respectful towards middle-aged students like myself, I would have to disagree with you. If this issue continues to follow me while I try to complete the *** Program, it is unfair, and I will speak out formally.	2			
I have gone to the college printing shop on campus twice during my time at MHCC Both times I have been turned away as they say they do not serve students . Due to mishaps in the past . And now they only print for departments. I find this completely laughable that a printing shop on campus wonâ€™t assist students . And because of so I believe this shop should be either forced off campus , or begin serving students again . As whatâ€™s the point ? Isnâ€™t the college suppose to be for the student ? There are ways to solve payment issues . Teachers direct students down to the printing shop, bookstore associates direct students down to the printing shop and there are signs to find it . I give MHCC a 0/10 Fix this issue	8			
I have greatly benefited from the online coursework and Blackboard format. I am currently attending physical classes, and find them serviceable and fair. I would appreciate a greater time allowance for dropping classes, as I have had to withdraw three weeks into a course for a family emergency, and will have to pay for a makeup class.	13	1		9
I have had a really hard time with ***. I normally don't have a hard time keeping up a grade since i have honors, and have made the dean's list every term i have been here, but i might fail my *** class this term, and it's a fill in teacher that normally does lab classes, and not lecture classes, and the lecture part of the class is what i have failed so far, and might make me fail the class all together. Plus, i think we should get some credit for the class besides the 7 tests we take between the lab and lecture part. Plus, i don't think that lecture should be worth more than 3 times as much as the labs.	4	18		

# Additional Comments

Continued...

Comment	Category(ies)
I have had a very good experience with some of the instructors, they have been very understanding of my situation and that has helped me keep moving forward. It is important to show compassion and flexibility, being in college and working full time can be very stressful.	3
I have loved my time at MHCC, and I'm so incredibly grateful to be able to look back on my time and memories there as I transfer to a new school this Fall. Thank you, MHCC!	1
I have no comments.	20
I have really enjoyed each of my professors so far but this term my current *** professor has been consistently unprepared and only a week or so ago got ## syllabus out to us I reached out to ## in an email about ## study guide that was supposed to go out before the weekend and ## still hasn't replied even though our midterm is tomorrow morning. I've never had a problem with any other professors but I just thought I'd let you know.	4
I haven't received the help I need with learning. I have constantly struggled throughout school at MHCC. I have visited the AVID center about a dozen times this year and not quite received the help I expected. I know that if you need help, you have to seek out that help, which is what I've done visiting AVID, but I don't feel like anyone genuinely wants to help or wants to go farther to find my other needs. It has made me feel stupid on occasion that I can't learn like everybody else, that I don't fall into the system. But I'm not stupid and I hate having to say this is how I feel. I've only met a few nice people in AVID who want to go above and beyond and get me the help I need to succeed, which are the only exceptions to what I've previously stated. I've visited the Diversity Resource center once and didn't feel very welcome. Outside of MHCC I am learning two foreign languages and it would be beneficial to meet people on campus who natively speak these languages (Russian, Dutch). The first time I went to the DRC I was told to just go on the MHCC website and look for the clubs, which there weren't any clubs for Europeans. I honestly felt like I was politely kicked out of the DRC. You would think they would know of any meet ups for people of any ethnicity but apparently not. I had to go seek out some Russians on campus by myself, which I ended up being able to do. But the fact I had to do that on my own is really crappy on the DRC's part and doesn't make me feel like they value "diversity" unless I'm diverse in the way they want me to be. This is based on one experience and I should give it a second chance, but for a first time, it was a really crappy first time. I don't feel like I can get the help I need on campus in regards to my education or making connections with people. Maybe I'm completely wrong in everything I've said. But I don't think I should have to feel like I need to spend hours trying to find the help I need. I haven't felt very welcome on campus overall, with a few exceptions of course, but generally, no. I hope in the future this all changes and myself, and others, do not feel this way, or potentially feel this way.	2 8 6

# Additional Comments

Continued...

Comment	Category(ies)		
I just wanted to say thank you very much to all my Teachers, the last two teams that I spent with them was an forgettable, ຂໍອະທິບາຍ, ຂໍອະທິບາຍ, ຂໍອະທິບາຍ, ຂໍອະທິບາຍ, ຂໍອະທິບາຍ.	3		
I just wish that the evening hours would go back to having more options for us full time working students. I am forced to use on-line when I prefer going to class with a professor. Having the face to face time is important to me. I had several classes cancelled and it forced me into online because the morning does not work for my schedule and limited to no afternoon classes either it made it tough at certain times.	10		
I like MHCC is a good place to study for different cultures in only one place.	1		
I like the atmosphere at MHCC everything is calm and nice. But bringing people together in this age is something we can all try to do more of.	1		
I love Mhcc and promote it everywhere I go. I feel lots of young men would benefit from a mens program like the womens transition program. I feel men are just complacent as women are and can be. We need to make our community as strong as possible in every way.	1		
I love MHCC and their staff. I can't wait for another year there.	1	3	5
I love MHCC where has taught me lessons in classes as well as has given me experiences besides school.	1		
I love my experience in the *** program. One thing that was annoying is being the student and being placed in the middle of two instructors disagreements. Should never have happened.	1	4	17
I love the small class sizes and the attention that instructors can give each student. The AVID and tutoring center are always so helpful	3	7	
I love the trees and flowers around MHCC.	1		
I really love the *** curriculum and work load and how the classes are structured. I feel challenged but not overwhelmed and I feel like I have retained some of this knowledge. I feel more confident in my abilities to take on an *** position at a company whereas when I was going to PCC and taking their *** courses, I feel insecure in my knowledge and thus don't feel confident in my *** ability.	3	17	

# Additional Comments

Continued...

Comment	Category(ies)		
I really wish i felt more important here while i attended. The financial aid department hasnt been too nice to me over time either. I really hope they havent treated students the same as i was treated.	2	8	
I really wish that counselors would reach out to the students more to offer help with making sure theyâ€™re signed up for classes and making sure theyâ€™re on track for their courses. I have found it really tough to try to get to a counselor especially because I work a lot. If a counselor would have emailed me and talked to me about my courses, I would have been able to apply for dental hygiene this year, but I didnâ€™t know o was off track until it was too late.		8	
I started out going here for one thing - to get prerequisites for a program at PSU and found a whole different direction with the technical degrees here. So it's been great! I love that the professors are available for students to ask questions and seem happy to have you come and ask them.	1	3	
I think financial aid should be made more accessible to students who have 4.0 GPAs and are taking courses at MHCC in order to knock out courses for a 4 year degree at state universities. I was denied financial aid because I've taken so many credits at MHCC, but I never used FA in the past, but when I did need it I was unable to receive it. Felt a bit like a slap in the face.		9	
I was extremely happy with my prereqs taken at MHCC. The *** program has been a disappointing experience	1	18	
I was hugely disappointed in Mt Hood Community College and my experience here. The administration is pathetic.	2		
I went to another community college in Washington and I hands down prefer MHCC over my previous experience. Everyone working at MHCC goes out of their way to get into contact with you, and if you get into contact with them they do whatever they can to hel	1	3	5
I would like students to have the freedom to explore classes outside of their chosen field and for the college to take into consideration the importance of the arts in teaching students to think innovateively. I think restricting or narrowing the fields in which students can take classes ignores the transferable skills that can be learned in seemingly unrelated courses. I think it would also be helpful to understand the therapeutic aspects of fine art and craft which I have seen over and over again with veterans, older students, special needs students, ESL students and just students in general.		10	

# Additional Comments

Continued...

Comment	Category(ies)		
I would love to have a quiet place to study and I have yet to find somewhere on campus where I can do that. Can we get some study rooms?	15		
I would strongly consider auditing the *** class in the *** program. The level of instruction is struggling and did not meet my expectations.	18		
I'd like to have the options of weekend classes. not everyone enrolled here is able to attend Monday thru Friday only due to work constrains. If i could attend on a weekends it would be easier for me to take additional classes.	10		
I'm really enjoying my time at MHCC so far.	1		
I'm truly happy to attend here! My experience has only been positive.	1		
I'm very thankful for my time here at MHCC. I started with going for an Associates but the experience I had here empowered me to switch to a transfer degree and I will now go on to earn a Bachelors degree. Every teacher I had was very dedicated to their field and passionate about being here. When I needed assistance, my advisor and the general advisors were able to help me go in the right direction.	1	3	5
Iâ€™ve gotten a very good impression from professors and students. Everyone is very motivating and willing to assist you.	3		
Iâ€™ve had a few rude demeaning instructors!! Still hanging in there. Looking forward to going to counseling and advising soon.	4	7	
If the collage offers *** programs then they should defiantly have a contract with a legitimate hospital where students can do clinical to practice all of their skills so they are prepared for the field. Otherwise itâ€™s a waste of money to go to mhcc for this program.	18	9	
Improve your Thea kappa honor society services.	8		
Improved WiFi please ðŸ™¸.	13		
In nearly a year on campus, I've only had one experience I was disappointed in. My very first meeting with an advisor. He failed to ask about me, my experiences, background or goals. I was given a very cookie cutter, one size fits all, answer as to where I should start my academic journey. Luckily I had the sense to reach out to an instructor in the first couple days of my first quarter. She talked with me, counseled me, and was able to give me valuable advice that saved my college career. I was very grateful for her time and efforts. But disappointed that the advisor wasn't the one to do that.	6	3	

# Additional Comments

Continued...

Comment	Category(ies)
It appears to me that MHCC lacks good sponsorship. In fact I only know of Yoshida. I know this has been a problem in the past and not sure what the cause is. I do like the addition of the coffee shops on campus, They good places to get a coffee and something to eat. The new renovations of student services looks good, combining the spaces will be more convenient for students.	7 15
It has been a nice place to study and I have learned all the things about how to study well.	1
it has been good!	1
It was good	1
It would be cool if there was a collegiate swim team.	20
It would be nice if staff would have better communication. I tried to go through student success and get a email to set up a appointment, and I return my availability to never get a response. I wanted to get a work study job two months later I finally got a one email saying there is no position in their department. Which I emailed and called to leave voicemails to several departments. Which I got zero response if there is a job.	6
It's been a good experience, though I would prefer more online or evening class availability and variety for the Summer Term schedule.	1 10
It's been very easy to return to school after 20 years in the job market. Thank you.	1
### is a great instructor and has worked very hard to work with a program that the school pretty much gave away several years ago. I feel that the school could have an amazing *** program if it excepted that the their is *** on campus	12
Just that I have had some of the best instructors and leaders. They have inspired me to BE.	3
Just that the cell phone service is poor and can make using phones or laptops for research in class a pain but other than that I think I have gotten a good education here.	13 1
### a *** teacher has been the worst instructor I have ever had hands down. ## doesn't use canvas, ## doesn't reply to emails, and you only see ## once a week, other than that ## has ### covering ## Wednesday classes, ## has a huge temper. Wanna learn in a hostile environment? ### is the instructor for you.	4

# Additional Comments

Continued...

Comment	Category(ies)	
Love it!	1	
Love the choice of class schedule.	1	
Love the classes, professors and the students at MHCC.	1	3
loved summer bridge, advertise it better tho because more people should have done it	7	
Maybe it's the community college experience, however, my only gripe is how much of my learning is through Youtube videos. About 60% of the classes I have taken have been shaped around videos I could find myself online. It makes me feel like I'm paying a d	4	
MHCC has a unique offer on *** programs. This is ^^, *** and ***. Recently, my neighbor and I were looking on the Internet where to go to continue to study after college and we did not find anything more worthwhile than what is now in MHCC. But this unique advantage in my opinion is poorly used. It is necessary to advertise more about this and increase the number of training hours for these programs. In addition, it is necessary to more actively carry out student projects in these fields. For example, develop a *** for college. The second point - MHCC must necessarily enter a separate course on English grammar. It must be kept in the ESL, IECC and in the department of Writing. Finally, the third, most of this survey is completely incomprehensible. I believe that it needs to be changed, it is too formal. I am even ready to participate in this as a volunteer, because I have experience in conducting such research in my country, where I worked at the university.	3	19
MHCC has helped me to grow not just academically or intellectually, this institution also has been helping me to be who I think I really am meant to be. I am constantly learning while still enjoying each day.	1	
MHCC in general is very good, but there are some areas need to develop in terms of creating student activities and sports resources.	1	8
MHCC is a welcoming amazing college. They have tons of opportunities for everyone and very easily accessible help if needed. College seems scary at first but MHCC makes it easy for you to get around and get help education wise or job wise if needed. Also	1	7

# Additional Comments

Continued...

Comment	Category(ies)			
MHCC is the best option to choose because it has excellent programs and good resources. Also I recommend because we can receive good services.	1	7		
MHCC is the best place for the second language. As a second language, I proud what I accomplish so far. I really appreciate from MHCC support and hard work for students. With best regards Sosan Amiri	1	3	5	
Mhcc is very great collage and good learning experience, I will refer some others too	1			
MHCC needs more parking. It's very difficult finding a parking spot.	14			
MHCC needs to make sure students know about the services there for them. I had a difficult time navigating my own path because it seemed I wasn't told about or referred to services that could have helped me along the way. I would ask about campus events or services, but not all employees knew about them. I found it very frustrating trying to navigate my education myself and when trying to find help, no one seemed to know where to direct me. I also had a difficult time getting into advisors because they screen the reason you want to see them and if they don't think it's needed, they wont let you see an advisor. I had many questions that an advisor could have answered or helped me with, but was turned away unless I was able to fake a good reason and then ask the real stuff when I was able to get in. Also a lot of classes overlapped with each other or their were events or meetings held during class times making it very difficult to attend a lot of the social events. I feel I missed out on a lot because of these reasons and have not referred anyone to MHCC, because there is no guidance or help. I also felt that I was pushed into classes I didn't need (ex: I told 3 different advisors I needed medical science classes for what I was trying to go for and they all tried to put me in astrology because they said "they are easier classes". I was also told to take Math 105 because it was easier than Math 111, yet I need 111 for my prerequisite to transfer. I didn't need what was easy, I need classes based on what I am going for). I am very disappointed in MHCC overall and probably wont be attending again for future endeavors.	2	8	6	10
MHCC Portal is outdated and terrible; not user friendly at all. Point system makes no sense. credit courses make no sense (7hrs a week of homework for a 3 credit class and a terrible instructor?) Disorganized programs with out-dated...well, everything.	13			



# Additional Comments

Continued...

Comment	Category(ies)
MHCC provides great courses for language learners. When I came to the US, these courses helped me to improve my language skills and become a better student.	3
More cheaper ways of getting textbooks and financial aid for families that make bellow 100,000 a year.	9
More crosswalks. More sidewalks. Safety more	15
MORE GLUTEN FREE FOOD OPTIONS SHOULD BE OFFERED ON CAMPUS	8
More indoor study places. Not enough space fr such a big campus	15
More teachers should take a page out of Professor ### book when it comes to making a classroom adaptive to all students no matter their individual needs.	4
More work inter-departmentally would be beneficial to students, faculty & staff alike. Have informed resources & valid referrals available across campus. Clear information/education for employees about each department/center's roles on campus. Examples: D	2
My education at MHCC has been great, but the *** program needs improvement	1 2
My Hood community college is a excellent school. Most people are very nice and friendly .Half of the teachers at MHCC know what they are doing but some makes students confused. Few of them are very mean and don't care. But over all it is a good school.About the study room I think we need more study room.	1 3 4 15
My rating about some employee aspects may have been low, but it isn't the employees fault. In some cases I am unable to see people because there are not enough people in some roles compared to the quantity of students who utilize said role and also it is confined to the hours of the day.	8
My teacher ### is amazing and committed and so helpful. ## helped me sign up because there were problems with registration. MHCC needs MORE evening and weekend classes for working adults. Too many classes are only offered during the day. I kno	3 10

# Additional Comments

Continued...

Comment	Category(ies)		
n/a	20		
N/a	20		
N/A	20		
Need more good counselor in Avid center	8		
no	20		
No	20		
No ,everything is nice	1		
No :)	20		
No not really.	20		
No, I have a great time at MHCC.	1		
No, I love Mt. Hood. Great education. Very happy with the teachers. They have been a great support through my education journey.	1		
none	20		
None	20		
Nope	20		
Nope. Just wishing you a super awesome rest of your day!	20		
Operating hours of the college need to be extended.	8	10	
Orval it has been a good experience. I have had some instructors that I strongly did not like and were fairly unprofessional but the ones that were good I felt were really good and respectful.	1	4	3
out of all the colleges I've been to, looked at. MHCC is by far the most beautiful campus. The teachers also pay attention to our questions and answer them greatly. Teaching department is awesome.	1	3	

# Additional Comments

Continued...

Comment	Category(ies)			
Out of all the professors that I have been taught by, 90% were great, specially all the science classes I have taken. ### is definitely one of my favorites.	3			
overall enjoyable	1			
Overall it was good. I wish it was more of a challenge and more similar to a university academically.	1	18		
Overall MHCC has been a fantastic institution. The majority of instructors have been wonderful and overall staff has been great. There are, however, some staff in the registration area that are incredibly unprofessional and rude. They are not the faces yo	1	3	5	6
Please do something about the lack of "hands-on" material for the Cyber security Program Degree. It's not easy reading over 120 -250 pages every week (50+ pages per course) with full time credits. The material is nice and the instructors are accomodating but the work load from the "Cisco" related classes is a lot and having more then one or two at a time can make it problematic for other courses. The Course Info & materials feel Crammed in the Cisco courses.	12	3	18	
Please get better, visible signs for the elevator. Over the last 3 years there has been much discussion between my classmates about this. They just don't stand out. They look like everything else. Especially the ones set back between building 17/16 on the ground floor.	15			
Please make sure you have good teachers. Most of the teachers I've had were good teachers and knew how to teach their material whereas others just taught the introductions to topics in class and assigned homework that was way harder than the material learned in class. That's a terrible way to teach because it's hard on morale when you're sitting at home and you only have a little bit of time, most of us have jobs, to do the work and you end up having to teach yourself the material because it's not what was covered in class. Teachers are supposed to teach us the ideas and have us practice those same ideas to get a good understanding of the subject but that's not how some of the teachers operate and it's a set back unless you're good at wasting too much time to learn from books or trial and error.	3	4		

# Additional Comments

Continued...

Comment	Category(ies)	
<p>*** advising is lacking. The advising team is wonderful, but need advisors that have more resources to adequately meet the needs of this student demographic. In addition, I feel that career technical programs should be applicable to establishing r</p>	8	5
<p>Shout out to ###, ###, ###, and ###! They are helping me change my world for the better. Everyone is Avid is really great too. I love being able to use all ur resources. Thank you! ### keeps me level headed, Ma</p>	5	7
<p>So far everyone on the staff has been great</p>	3	5
<p>So far my teachers have been great and easy to communicate with. However I am almost through my first term at MHCC, and I still have yet to get my fasfa dealt with. I have sat on hold for upwards of four hours just to be told they were closed the whole time. I do not live close to the main campus and I have had to drive out there just to hope to get someone to help me finish my financial aid. I have not been in a class room in over 20 years. I had no idea what I was doing when I walked on to campus but I have managed to stumble through my first term. No one has shown me how to operate your portal or on line classes program. I have no idea what and all services you offer on campus. I have asked several people as to who I can talk to to figure this out and everyone says since I started mid school year I am basically screwed. I have learned more information as to navigate my current term from my coworkers who also attend MHCC. I just feel like you need to have a one on one or small group orientation for all new students no matter when they start in the school year.</p>	3	8
<p>Some of the faculty are absolutely amazing and go above and beyond. Others do not implement an educational environment, do not follow their own grading procedures to the detriment of the student, and have an over all bad, rude attitude towards their students. To truly provide exceptional education at MHCC, the college needs to take this into consideration. I do not appreciate paying for a class when the instructor treats my follow classmates poorly or cannot provide a current grade standing.</p>	3	4
<p>Some of the teachers are amazing like ###. And other teachers are not great I think there should be more surveys about teachers and how the students feel.</p>	3	4

# Additional Comments

Continued...

Comment	Category(ies)		
Something that would be useful would be longer Library hours during finals week.	8		
Survey too long and too vague	19		
Take the opportunity to capitalize on non-traditional students, offer more night and weekend classes, and keep cost reasonable and you will get a huge boost in enrollment.	10	9	
### ### ### Deserve a raise.....	3		
Teach is a customer service job, most of the teachers to really care about going above or beyond. i never get that feeling that they care about me. some times i think they pick and chose who to cater to more cause they get along with them better. their	4		
Teachers are great, not only do they focus on making sure the students understand the material, but they are really open and friendly. The college has a lot of amazing opportunities to take advantage of, the tutoring center is the best one by far.	3	7	
Teachers are held to no standard and have no repercussions for being terrible. I've been in online classes and had a teacher never once reply to multiple email. (###). it's an online class how am I supposed to reach someone? Also had a teacher just decide not to grade my final or assignments I was told could be turned in so she could go on vacation again another teacher who does not answer emails and who has not updated the portal since 2017, how is that acceptable for a teacher who teaches college success? You require a student to take a course because they are not doing well in school and you give them a teacher who doesnt want to teach? That's how you set a student up for failure(###) worst school experience ever! The rest of my instructors ha e been amazing even with large classes, those two though were terrible and definitely make it hard to want to go to school at mhcc.	4	2	3
thank u	20		
Thank you for this school experience! Itâ€™d be awesome to get the History of Graphic design class added back to the school so those students donâ€™t have to miserably fight through art history or take the class at PCC like myself	1	10	

# Additional Comments

Continued...

Comment	Category(ies)	
Thank you so much for helping me on my journey, getting me closer to reaching my goals	1	
Thank you so much for saving me so much money and to all of the generous professors guiding and nurturing every student. Comparing MHCC to PCC (the college I attended), MHCC is a haven for students. Thank you for allowing us students to save max amount of dollars. I seriously appreciate that, as well as the outstanding professors.	3	9
Thanks ! I have loved going here ~	1	
The campus needs security cams in all parking lots. I was in a car accident in the back lot by the Arts center last November and without that footage it was hard to prove my case. Why is the front of the school protected but not the back?	13	
The campus will need update technology equipments and remodeling to attract more students.	12	15
The college is doing pretty well at meeting all of my needs. Classes being offered online is not a terrible thing but face to face classes should not be cut to create more online classes. I have also heard many people complain about the subject of math being taught online because they believe that they would be better suited in a face to face math class. Overall keep up the great work!	1	10

# Additional Comments

Continued...

Comment	Category(ies)
<p>The director of the *** program has required purchases of over \$1300 in textbooks, and has still somehow managed to make exams and tests cover material not available in any of our books. I was required to purchase items that are used minimally. ## ## who is also the lab instructor does not provide clear, thoughtful instruction for the labs. Neither does ###. At our last meeting the majority of the class sat completely confused after a mumbling introduction and instruction provided by ### and ## ##. I'm sure I'm not the first person to say something about the lack of direction in this program but I'm wondering why nothing has been done about it. It makes me feel that MHCC truly has no vested interest in oversight of the *** program. And if they do, they have no way of enforcing any school policies with the program. Why is that? The student loan package I was initially offered was insignificant. Mind you I started the *** program after quitting a job. I quit a job based on a loan I was approved for which the school then limited my access to. I had no way of knowing there was this limit, since I was not allowed to register until 2 weeks before the start of the term. So 2 weeks before the start of the term I found out I did not have enough money to attend. When I called the office in a panic, they treated me as though I was just uninformed and needed to understand loan limits. What they failed to do was acknowledge that my loan package did not provide for childcare costs. No one helped me. I had to research and figure this out on my own. Had I not received that money I would have been without a job, and enrolled in a program I could not afford and would have to withdraw from. Without the support of my husband I would have essentially been made homeless. The fact your financial aid staff consists of one front desk person who seems to think their job is reflecting concerns and questions away from ACTUAL financial aid staff is ridiculous. I'm not a 19 yr old. I'm 33 with a baby and mortgage and these Loan stipulations very nearly put us in a situation where I would not have been able to afford our monty housing costs. I am sure there are others out there who were discouraged from attending after being offered the inadequate packages without doing their homework to find out other ways of funding their education. That's because no one in the office offers any of this info freely or enthusiastically. They want you off the phone. Anyways I finally got the loans I needed but am attending a program that is run by someone very likely not being supervised or held to account for anything. I'm wondering what exactly I'm paying for in the first place. Thanks if anyone actually reads these things.</p>	<p>9 8 6</p>

# Additional Comments

Continued...

Comment	Category(ies)		
The experience I've had at MHCC so far has been incredible. The instructors are passionate about their subjects, they're knowledgeable, they're fun and they actually care about their students.	1	3	
The *** program led me on. I was told that the degree was focused on all aspects of the *** world and that there would be field study jobs available soon after graduation. I have later come to find out after wasting \$12,000 that I could have put towards a bachelors degree that field study positions aren't available to us under this degree as we won't have the full schooling that we need. I don't want to take away from what I did gain from this school as I did learn a lot from ### and ### but I am disappointed that I am not able to start the career I have been looking forward to the last two years. We also wasted 6 months in an absolute joke of a maintenance class being yelled at by an instructor ### as if we were cadets in the army. This instructor was learning right along side of us the entire term. He would give very vague and limited instructions that I later figured out were because he had no idea what we're doing and then get yelled at for asking questions. I feel sorry for anyone that has to take ## course.	4	9	3
The ### program is geared to make people fail.	18		
The long list of total unimportant, unimportant, etc part of the survey needs to be scrapped and completely revamped with a positive to negative range to choose from.	19		
The online student portal is outdated and full of useless information. As a student of PCC in the past, I would advise that you follow their student portal as a guide for what information students need and don't need. For example...campus map? By the email? Useless.	13		
The only major downside that a lot of my acquaintances agree on is the financial aid process of MHCC.	9		
The people in the admissions office/financial aid could *try* to be kinder.... I know they deal with a lot of stressful situations but they have been a bit cold to me on multiple occasions when I didn't have anything complicated to take care of & I was very polite... it's usually our (students) first time dealing with things they have to take care of all the time & I have seen one of them just be flat-out rude to other people who didn't understand something. I know they don't really work in "customer service" but their attitudes are very uncalled for... Other than that people in other offices at campus try their best & are usually very nice & helpful. Especially the woman in the counselor's office!	6	5	



# Additional Comments

Continued...

Comment	Category(ies)		
The quality of the on campus instructors is great. The online instructors are terrible and seem to be held to no standards. I chose MHCC so I could work and go to school but now I am taking as many classes in person as I can because the on line teachers are so bad. Go to RateMyProffessor.com and look at the feed back these instructors are getting. Why are teachers with years of bad reviews for the same behaviors still getting to teach with no improvement?	3	4	11
The *** program instructors are THE BEST! better than any other instructor I have had in 5 years!	3		
The staff is very professional and friendly	5		
The student registration experience and portal should be MUCH more user friendly.	13		
the teacher is great and the campus is very big but everyone is helpful when I ask for help	3	1	5
The teachers give students a lot of personalized attention, the tutor center is easily accessible, and the school has a small campus feel to it. It is easy to navigate. Most of the teachers are amazing.	3	7	
The tutors and teachers clearly care about their students' success and the subjects they teach. That even goes for those I has serious disagreements with. There are also support staff that are amazing ###, ###, etc.) but others are less knowledgab!	5	3	6
The website is confusing, and I've been attending for nearly 2 yrs	13		
There is so much help available for everything: class work help, career planning help, interview prep, tutoring, technology support, help with registration and financial aid... if I ever needed help along the way, I knew it was available to me at MHCC. I just had to reach out and find it.	7		
There is still a shortage of evening events for evening students, and facilities are often not open late enough to be of value. It would be great if we had a cafeteria or dining facility open later than 5, and if records office could be open late one night a week/month for evening students.	10	8	
There needs to be clear understanding between student services branches. I was told different things by different people on multiple occasions when it came to really important stuff like financial aid, and it ended up costing me literally thousands of dollars more because I was given conflicting and out-of-date information	6		

# Additional Comments

Continued...

Comment	Category(ies)			
<p>There NEEDS to be recycling containers in each classroom. All bathroom need to have electric dryers. We need to be reducing our waste. Please have the bathroom stalls wiped down- I don't know if it's stains but there are many flecks of various colors on the walls. Thank you for adding the step-and-pulls to the doors. Also, the ladies in the round student walkup services area should not be allowed to give financial aid information. I was told 3 times by them (and I thought they were official financial aid folks) that I could access my student loan offers from previous terms (the loan offer is good for 12 months). I quit my job so I could attend school full time this spring based on that information. However I was below half time in the winter, which when I called the financial aid department, was told disqualified me from accessing the summer and fall loan offers. To add insult to injury, the financial aid person on the phone was entirely apathetic and then referred me to a program that I didn't even qualify for. You have amazing women in the science department. Specific shout out to ### and ###. It was thrilling to receive such a dynamic education from ## professors. Give them a well-deserved raise! ### needs to retire- ## online teaching videos are poor. ## comments show bias and judgement. ## is not aware of intersections of privilege-especially class in relation to food/access/poverty, and commits many microaggressions throughout his videos.</p>	16	6	3	4
<p>There should be more benches and tables throughout the entire campus.</p>	15			
<p>There should be some snack machines around the campus</p>	8			
<p>This is my 6th year at MHCC. I love this place! I hope to be able to help get a desperately needed BOND PASSED!!</p>	1			
<p>This is my first time ever attending college and I have to say the reason I love college so much is because I was part of Transitions group and currently am a mentor for new students with Transitions. ### &amp; ### was my very first interaction with anyone at the college. They were so loving, warm, welcoming and helped me not feel lost. Its really over whelming to start college or to start any new chapter of your life. I feel so welcomed nd connected and not scared to take this journey. I am a single mom with 4 kids and will be applying got ** program here at MHCC this year. I really think its HUGE to get new people connected into groups asap to make those friendships and have someone for support.</p>	7			
<p>This is my third term at mount hood community college. I am in the cyber security and networking program, and I love this school. I have never been the best student, mostly because I lacked passion. However, through my short time at Mount Hood I have foun</p>	1	3		

# Additional Comments

Continued...

Comment	Category(ies)			
This place is left in desolation, looks like grandma's old house, dark, quiet, ugly, and smelly. It's not inspiring anyone to be on campus. It looks the same like 10 years ago, go Leadership!	15			
This school is amazing. I wish I could stay here forever!	1			
This school is really horrible. I've been stalked and sexually harrassed by staff. I've wasted so much time and money when teachers don't even bother to show up to class on time or prepare materials for students. Having been here, I now tell all of my younger friends that higher education isn't worth it and they should finish high school and never go to MHCC.	2	6	4	
This school really needs a better student portal. There are so many bugs with the current one and its very difficult to navigate. Everyone I have talked to says that they absolutely detest it.	13			
To be frank and blunt, the computer log in system is clunky and difficult to use. The printer credit system is silly and so difficult to use, especially when in a rush. We pay college tuition and get almost no print credits, that's a little unfair. The online database for registering and viewing transcripts and all that should seriously be revised to be more UI friendly. The campus should try to update their electronics and lab equipment if possible, the college appears outdated.	13	9	12	
### my advisor has been a great help!	5			
Very good college I love the layout a lot	1			
We need better computers, wifi, easier to navigate website that is searchable, the cafeteria food is low quality and doesn't have complete vegan protein or well balanced food choices and the prices are not affordable for college kids, also we shouldn't have to work full time in order to pay our bills while attending community college...this is a major problem and why so many people fail ...they can't handle work and school at the same time. And don't get me started on the fact that the property is falling apart while u are buying new trucks for security....rant over	13	8	9	15
We need more counselors on campus. Some people do NOT have time to make an appointment because they are in crisis. The protocol for taking an instructor off campus is unclear. We had an instructor removed from our class 5 weeks before graduating without a	8	4		
Yes, I'm not demanding but some of the rooms needs to be renovated like in the lower level AC1309. The chair is not really comfortable and we can only set one thing on our table and everything will slide off.	15			

# Additional Comments

Continued...

Comment	Category(ies)
<p>Yes, we have an online teacher who has been very difficult to get to answer questions and respond to emails. It is very cut and dried that we should be able to get everything we need from the syllabus, which is not true. Only after 5 weeks has ## offered an 1x hour of availability. It is really not helpful when our questions don't come up on ## timeline or we might have a followup question to ## answer but ## won' respond any longer. It's a difficult course as well. Secondly, and this goes along with not having a responsive teacher: I think there should be some quick teaching on the software that we are using before we start. There are some odd situations that come up in the software Cengage Mindtap and it would have helped alot to have had some head's up about it.</p>	<p>4 11</p>
<p>Yes. I have learned that when teachers post hours available, for example, Tu 11:00 - 2:30 p.m., does not mean that entire time for students on that day. That time is used for meetings with staff. Also, maybe you might get 5-10 min with a teacher instead of a 20 minute visit. Some teachers are only available through email according to the syllabus, which some of us find rude. Teachers are not always very accessible. I do believe they should be available the entire time having meetings outside that time or extending the time.</p>	<p>4</p>
<p>You are too inclusive. You are willing to except basically anything, which isn't good. There is only one way and that is God's way. I can't feel comfortable at your college because it's too worldly.</p>	<p>20</p>
<p>You need to hire more people for the financial aid office. The wait time for documents review is up to 15 days. That is excruciating for students who rely on financial aid to get by.</p>	<p>8</p>



**MT. HOOD**  
COMMUNITY COLLEGE

# *Appendix B: The Survey*

**MHCC Student Satisfaction Survey**



## 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

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" value=""/>	<input type="text" value=""/>
Availability of Recreation Facilities / Activities	<input type="text" value=""/>	<input type="text" value=""/>
Quality of Food in the Cafeteria / Food Service Area(s)	<input type="text" value=""/>	<input type="text" value=""/>
Convenient Bookstore Operating Hours	<input type="text" value=""/>	<input type="text" value=""/>
Convenient Vista Dining Hall Operating Hours	<input type="text" value=""/>	<input type="text" value=""/>
Availability of Study Areas	<input type="text" value=""/>	<input type="text" value=""/>



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.

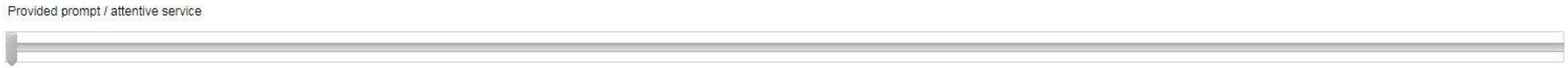
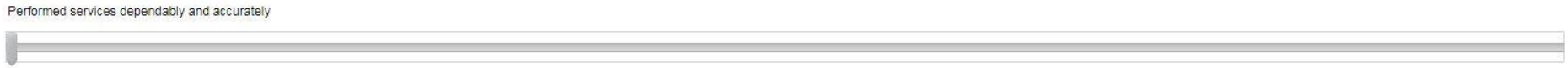
Academic Advising	<input type="text"/>
Career Planning / Counseling Services	<input type="text"/>
College Orientation Center	<input type="text"/>
Disability Services	<input type="text"/>
Family Resources	<input type="text"/>
Financial Aid / Scholarship Services	<input type="text"/>
Learning Success Center / 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







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



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 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

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 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

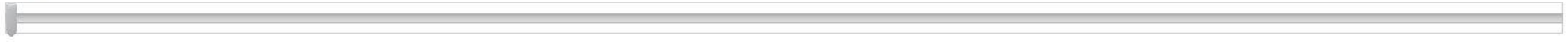
**Providing services at the promised time**

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**

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**

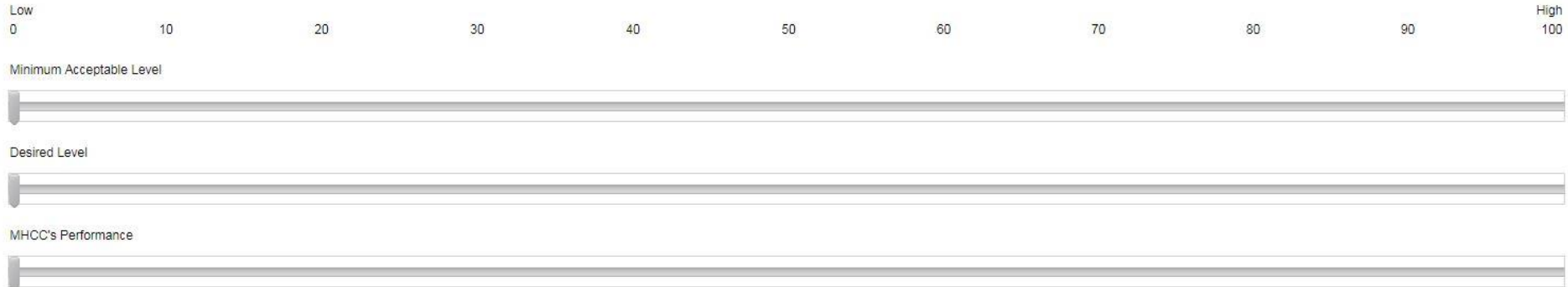
Low 0 10 20 30 40 50 60 70 80 90 High 100

Minimum Acceptable Level

Desired Level

MHCC's Performance

**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.

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**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**

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

Minimum Acceptable Level



Desired Level



MHCC's Performance



**Operating hours that are convenient to me**

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

Minimum Acceptable Level



Desired Level



MHCC's Performance



**Employees giving me personal attention**

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?

**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!

