



# MHCC

## Student Satisfaction Survey

Results of Mt. Hood Community  
College's 2014-15 Administration of  
the Student Satisfaction Survey

Survey Items based on ACT's Student Opinion Survey  
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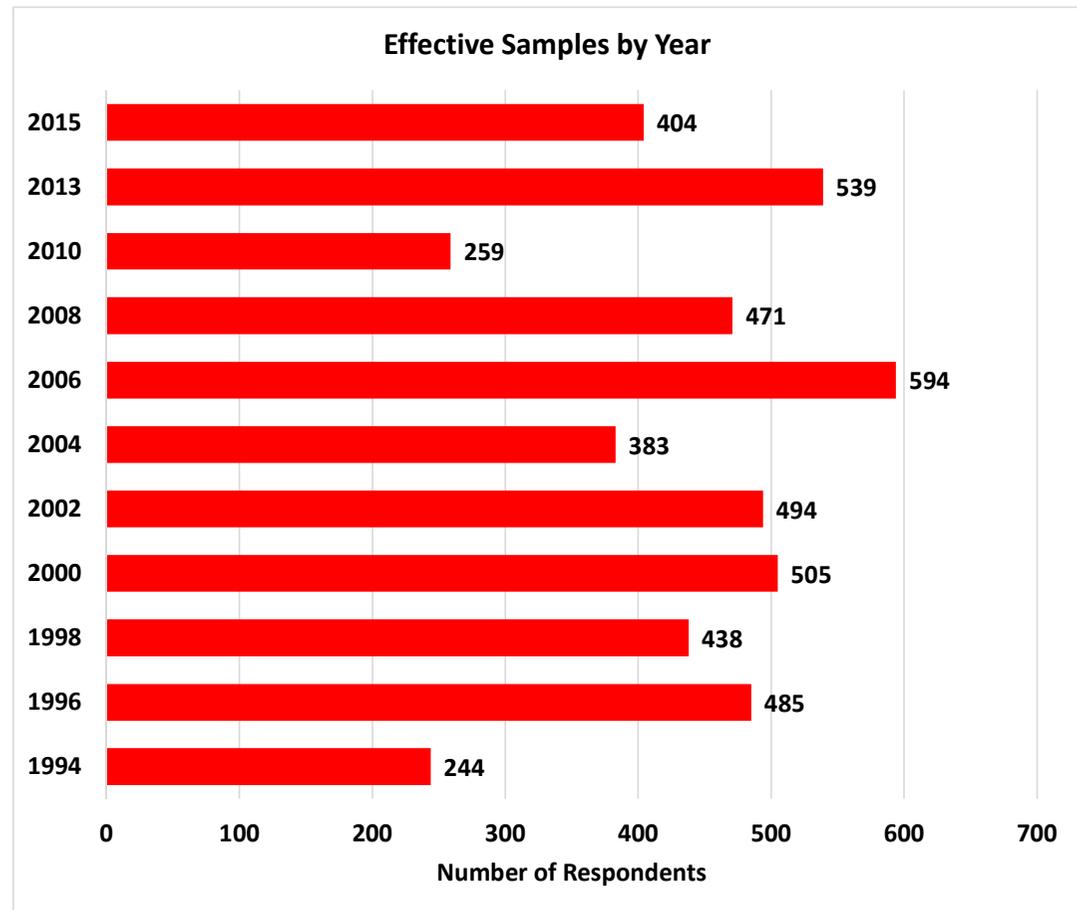
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# Introduction

- This report provides results of MHCC's 2014-15 administration of MHCC's Students Satisfaction Survey. The survey is based on ACT's Student Opinion Survey ©1996 ACT, Inc.; Used with permission of ACT, Inc. ACT, Inc. is no longer supporting the instrument but has given MHCC permission to use the survey items.
- The ACT Student Opinion Survey is designed to explore credit students' satisfaction with programs, services, and other aspects of the college experience.
- The ACT Student Opinion Survey has been administered at MHCC every other year since 1994.
- The 2014-15 Administration of the survey continued the changes implemented in the 2012-13 administration:
  - The survey was administered on-line. This allowed for an increase in sampling numbers and lowered costs associated with collecting and processing the data. It also allowed MHCC to move away from the scan forms.
  - Since 2002 it has been a recommendation that MHCC collect importance ratings along with satisfaction of the sixty seven items that make up the bulk of the survey. For the first time these data were collected; this resulted in changes to the analysis and presentation of the data.
  - The survey was moved from a five-point to seven-point scale. Satisfaction literature has recommended seven (and even nine) point scales to get more discreet data than a five point scale can provide. This creates some challenges when looking at trends over time but is of particular value for future administrations.
- This report is divided into six sections:
  - (1) Demographics
  - (2) Student Intent
  - (3) Student Intent Trends
  - (4) Satisfaction
  - (5) Satisfaction Trends
  - (6) Summary/Conclusions

# Methods and Sampling

- This year marks the eleventh administration of the Satisfaction Survey. Methodology has varied between years. Up to the 2008-09 administration, classes were randomly selected and instructors were required to give up class time so that students could complete the survey. The 2010-11 administration was completed via mail. The scan forms were mailed to students' home address and asked to complete the survey. For the 2012-13 administration the survey was converted to an on-line format and students invited to complete it via email.
- A probability proportional to size sampling method was used to assure the sample was proportional to three characteristics of the student body: (1) Gender, (2) Time-of-attendance (e.g. day/night/weekend), and (3) Full/Part time status.
- 1588 students were randomly selected to participate. 404 students responded to the email invitations (and/or three follow-up reminders mailed one, two, and three weeks after the initial invitation). The response rate was 25.4%.
- This year's administration of the survey coincided with the college's implementation of the student "saints" email accounts. During spring term, all official communication with students was sent to their school email account. This new policy likely impacted the response rate for this administration of the survey as students were not regularly reading emails in these accounts.



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

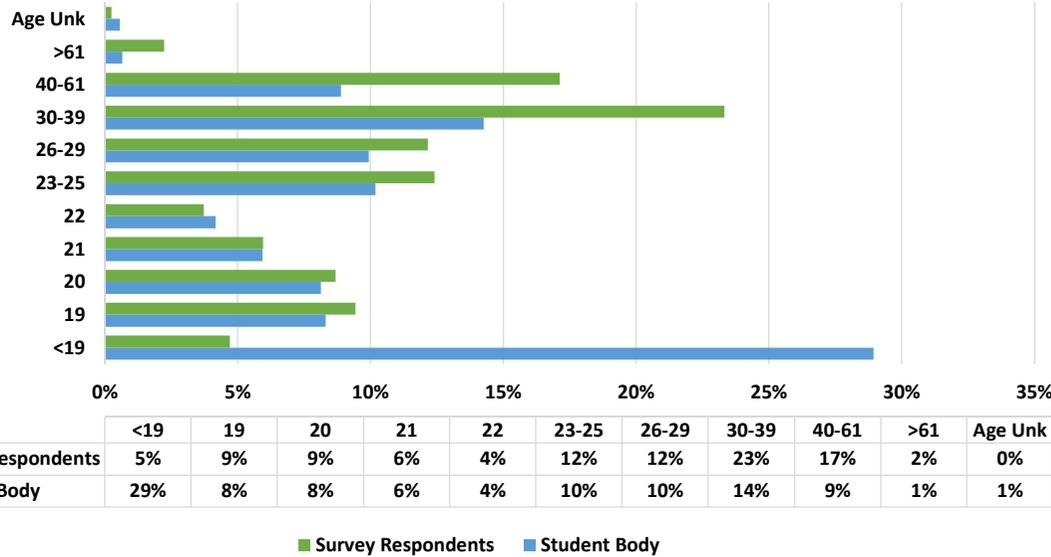


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# Demographics

**MHCC Student Satisfaction Survey**

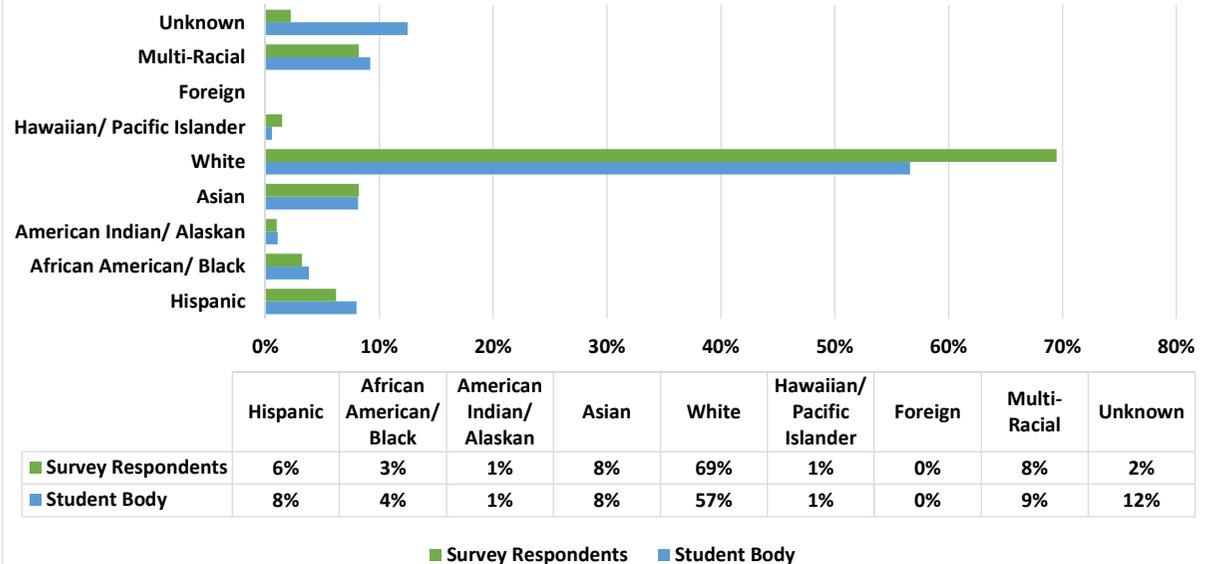
**Age Distribution Comparison of Student Body to Survey Respondents**



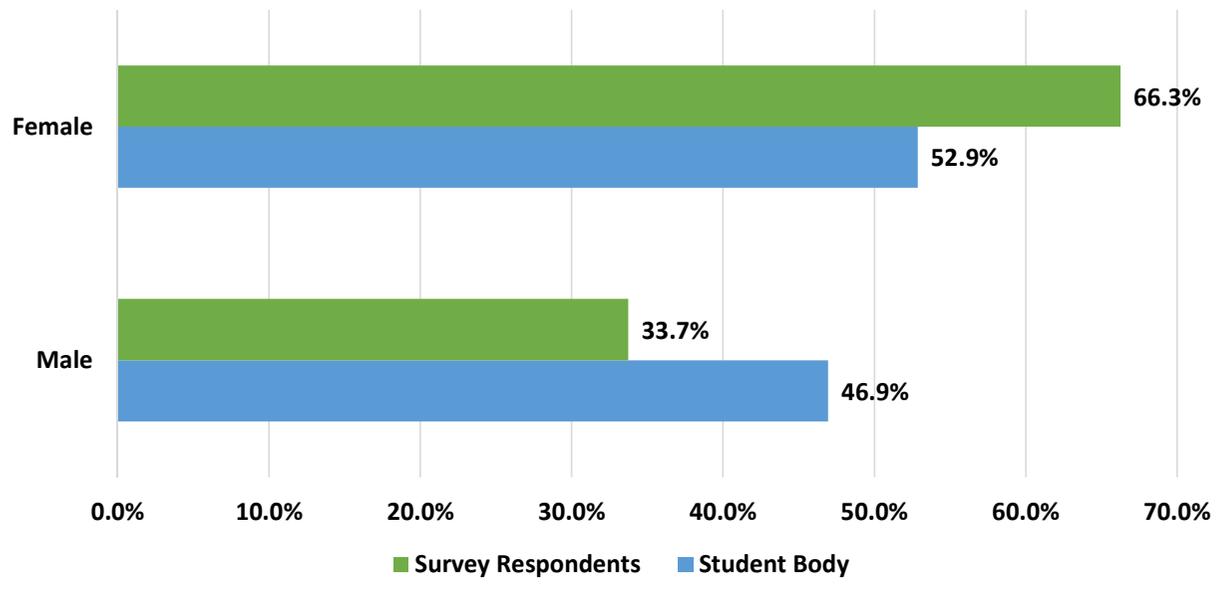
- The majority (23%) of students reported being 30-39 Years Old.
- The 40-61 year old age bracket was the second highest age group reported (17%).
- The pattern of slightly older students being more likely to respond has been consistent over the last several administrations of the survey.

- The majority (69%) of respondents were Caucasian/White.
- The distribution of survey respondents by ethnicity was very close to the spring term student body. Caucasian/ Whites were more likely to complete the survey; Non-reported races were much less likely to respond.

**Ethnicity Comparison of Student Body to Survey Respondents**



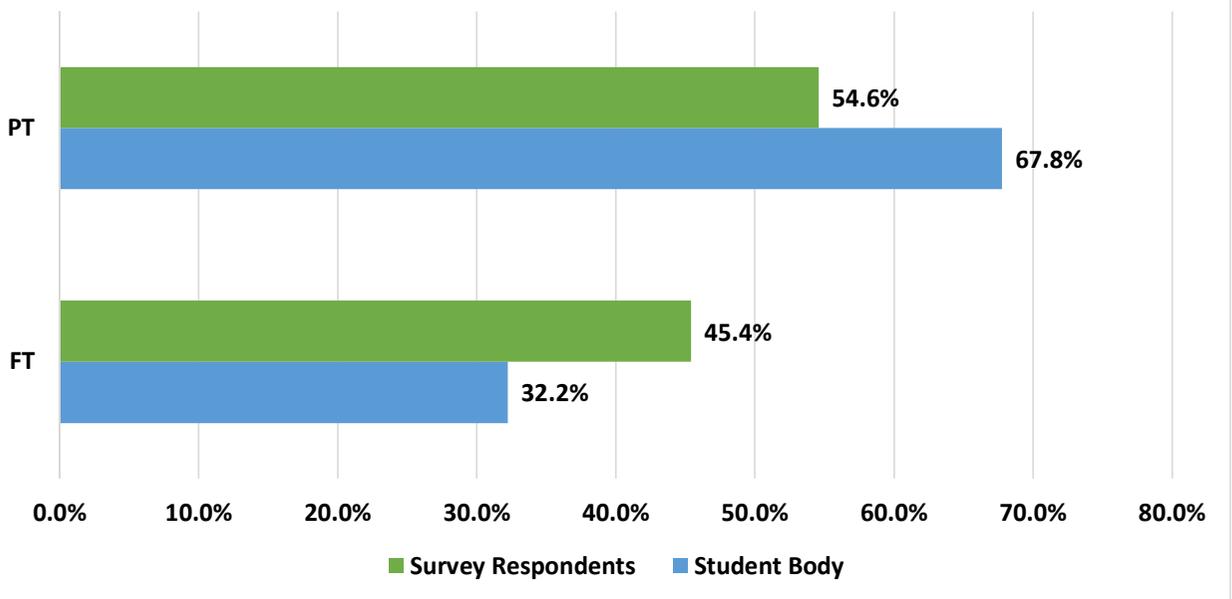
**Gender Comparisons of Student Body to Survey Respondents**



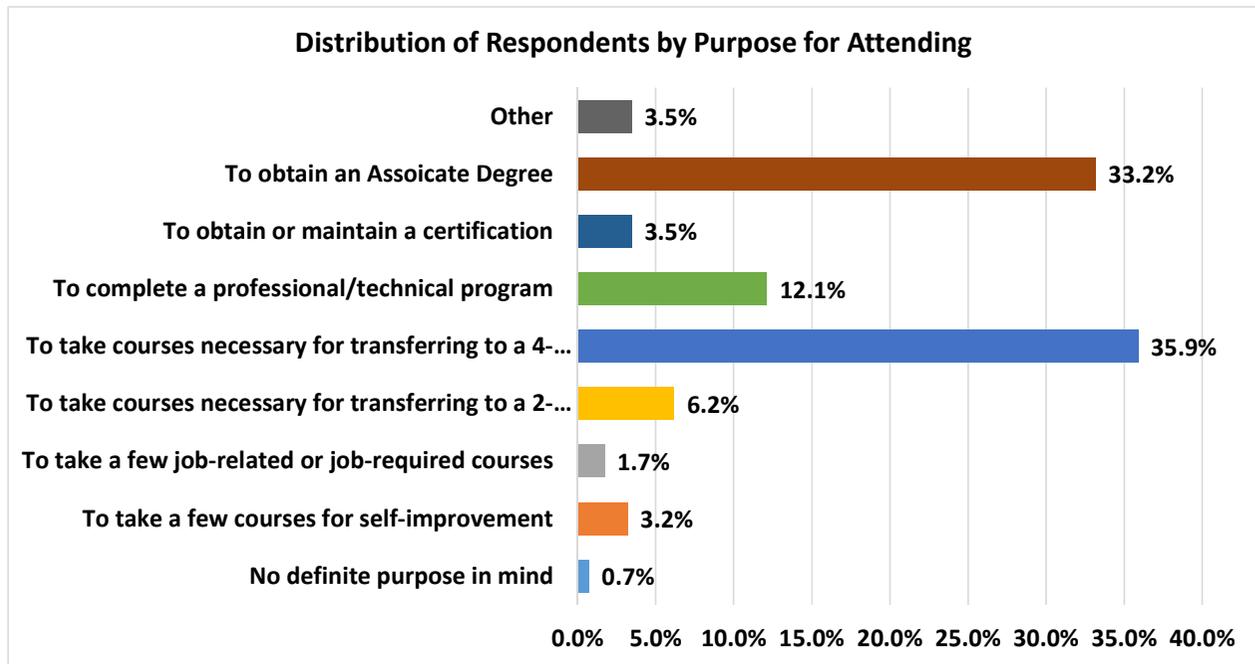
- Women were more likely to respond than men; 66.3% of respondents were women, 33.7% were men.
- This has been consistent with previous administrations of the satisfaction survey.

- Students attending MHCC on a Full-time basis (12 or more credits) were more likely to complete the survey. Over forty-five percent (45.4%) of respondents attended MHCC Full-time; Full-time students at the college in Spring 2015 made up 32.2% of the student body.
- This has been consistent with previous administrations of the survey.

**Full-Time / Part-time Comparisons of Student Body to Survey Respondents**

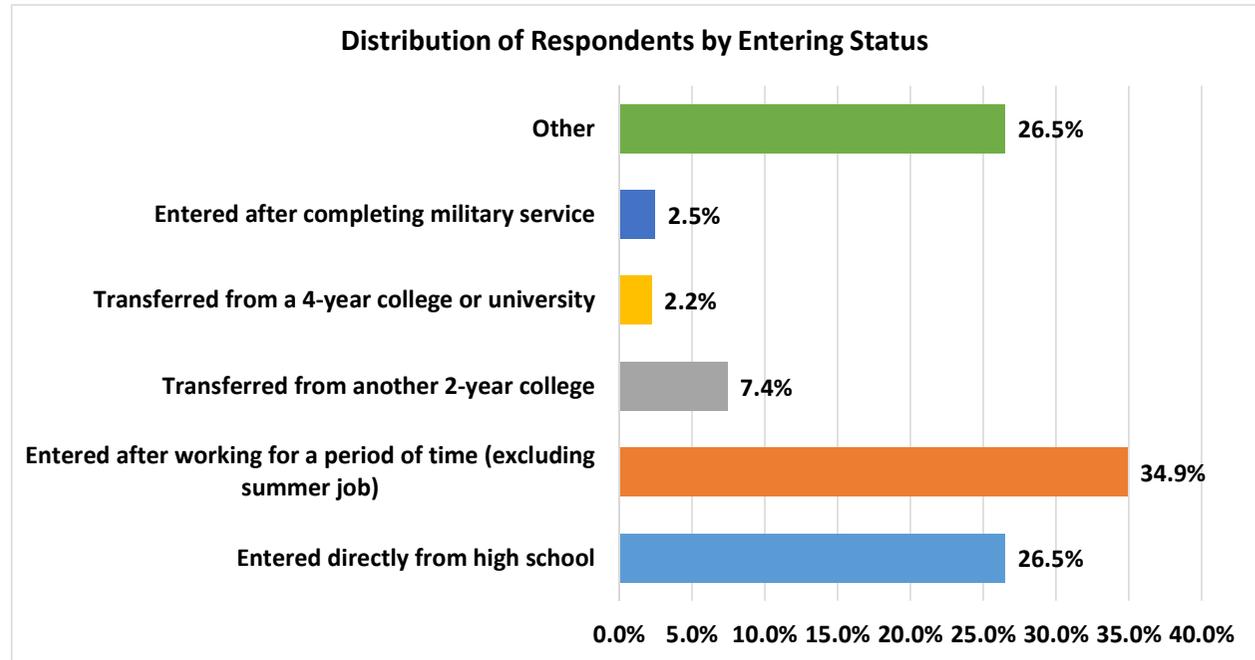


- The two most often cited reasons for attending MHCC were to Transfer to a 4-Year College/University (35.9%) and to Obtain an Associate Degree (33.2%)
- Actual comments for respondents indicating some other purpose for attending are listed in the table below. The most common comments were related either to Dual Enrollment (3 comments) or prerequisites (3 comments).



Other Purpose
to take prerequisite classes for application to a physicians assistant program
Fulfilling prerequisite for grad school after obtaining a Bachelor's from a 4-year university
to get my classes going for the classes i want to take.
To learn what career I wanted to pursue.
To Better myself, and to get somewhere in life.
To cross some things off my bucket list.
G.E.D
To learn how to farm using aquaponics
high school
dual crediting
I am a high school student earning both high school and college credit

Other Entering Status	
Employment	48
Worked for a number of years	30
Changed professions/hold degree	9
Unemployed	1
Skills Upgrade	4
Retired	4
Transfer/Pre-requisites for Program	5
Continuing after GED	9
Stay-at-Home Parent/Homemaker	12
Moved into Area	7
Decided to go/Specific Course	5
Dual Enrollment/Early College Entry	10
Other	9



- The majority of students entered MHCC after working for a period of time (34.9%).
- Another 26.5% indicated they entered MHCC directly from high school.
- The “Other” category also had a high percent (26.5%) of students. Students marking this category were asked what the other reason was. Comments were categorized and tallied in the table to the left.

Note: Actual comments for all open-ended comments are available in Appendix A.

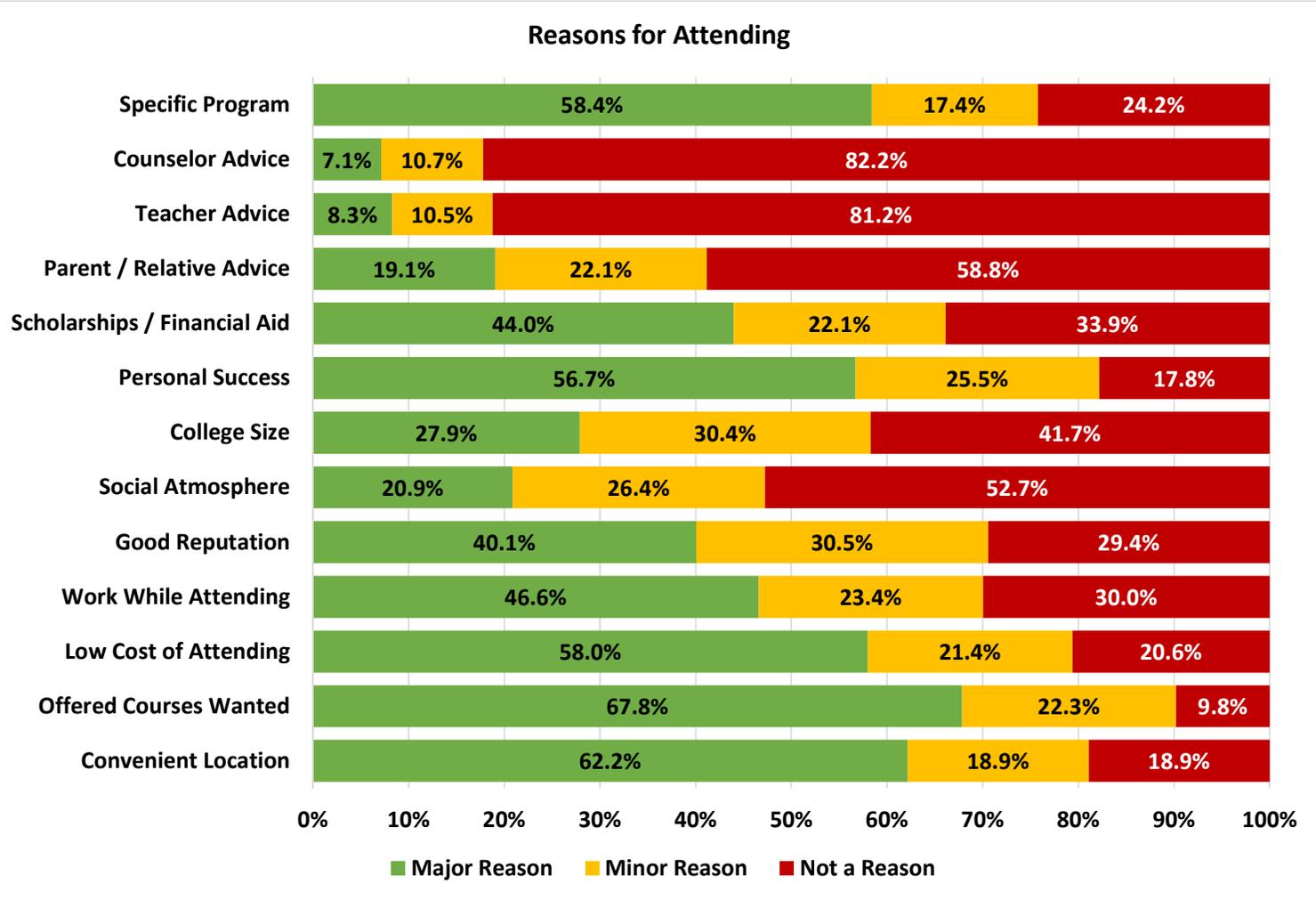


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# *Intent/Impressions*

**MHCC Student Satisfaction Survey**

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



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



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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 SOS.
- The ranks provide an indication of the importance of the reasons over time.

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

Reason	Trend	2014-2015		2012-2013		2010-2011		2008-2009		2006-2007	
		Score	Rank								
Offered Courses Wanted		79.02	1	75.86	1	77.00	1	71.22	2	76.58	1
Convenient Location		71.62	2	74.09	2	72.79	2	71.07	3	70.68	2
Personal Success		69.45	3	65.69	3	60.34	4	62.00	4	51.84	5
Low Cost of Attending		68.70	4	58.94	5	67.22	3	71.88	1	60.91	3
Specific Program		67.08	5	64.33	4						
Work While Attending		58.31	6	49.78	6	49.27	6	57.27	5	49.53	6
Good Reputation		55.31	7	49.78	6	51.20	5	50.12	6	52.65	4
Scholarships / Financial Aid		55.05	8	49.35	8	45.65	7	40.24	7	35.65	7
College Size		43.09	9	39.26	9	25.73	8	33.61	8	28.31	8
Social Atmosphere		34.07	10	29.13	10	23.41	9	26.98	10	21.09	10
Parent / Relative Advice		30.11	11	27.17	11	20.49	10	28.78	9	22.68	9
Teacher Advice		13.54	12	11.30	12	10.54	11	13.02	11	9.24	11
Counselor Advice		12.47	13	10.02	13	9.11	12	10.53	12	7.91	12

**For the 2014-15 Administration:**

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

**Trends Over 5 Years:**

- Trend lines plot scores for all administrations of the survey.
- Low Cost of Attending, for the second time, was not a top three reason for attending.
- A Specific Program of Interest was added to the list of reasons for this administration of the survey.
- To Be With Friends was omitted from this administration of the survey.
- The Work While Attending reason has been consistent in the rankings 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.

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

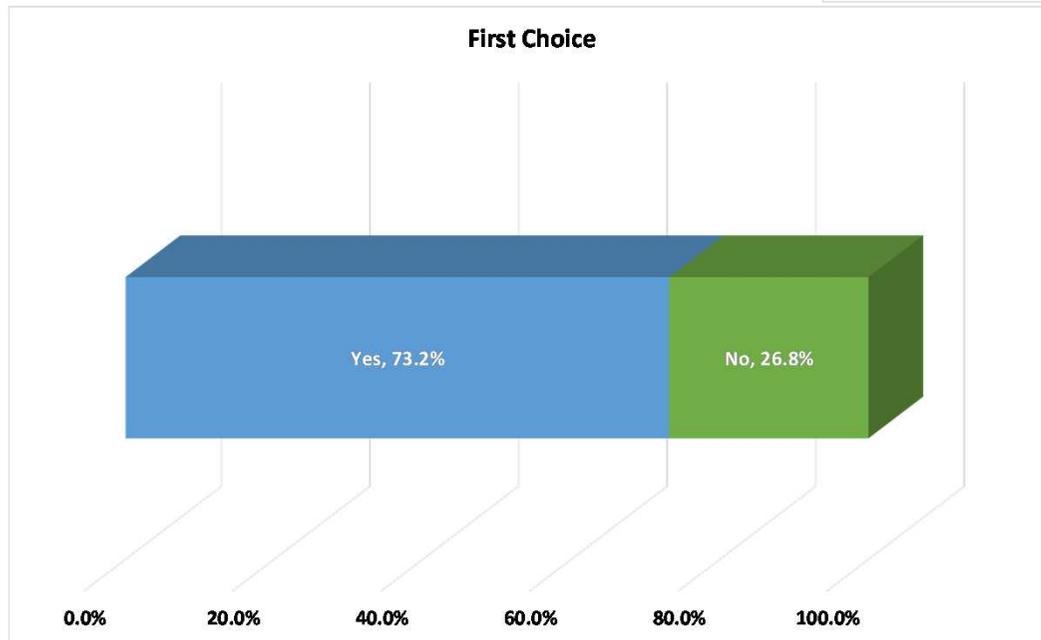
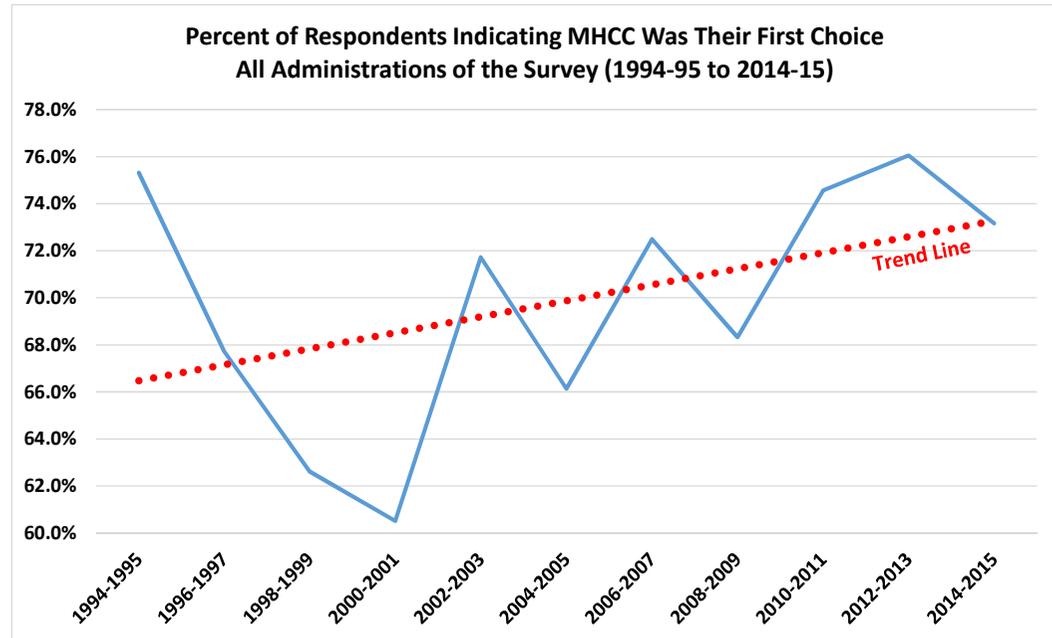


# *Student Satisfaction*

**MHCC Student Satisfaction Survey**

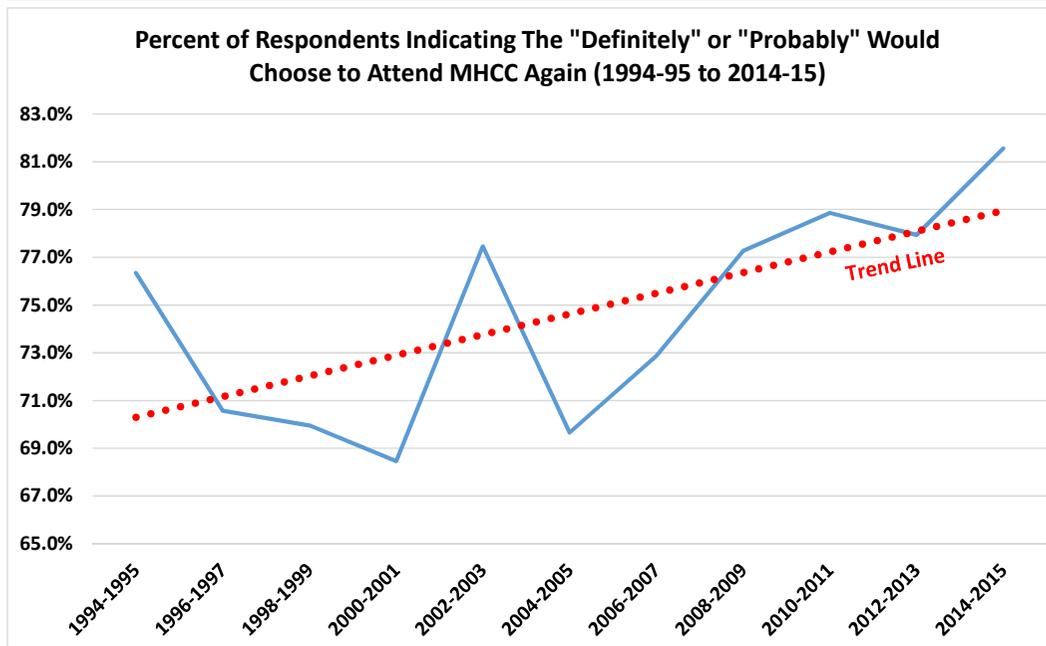
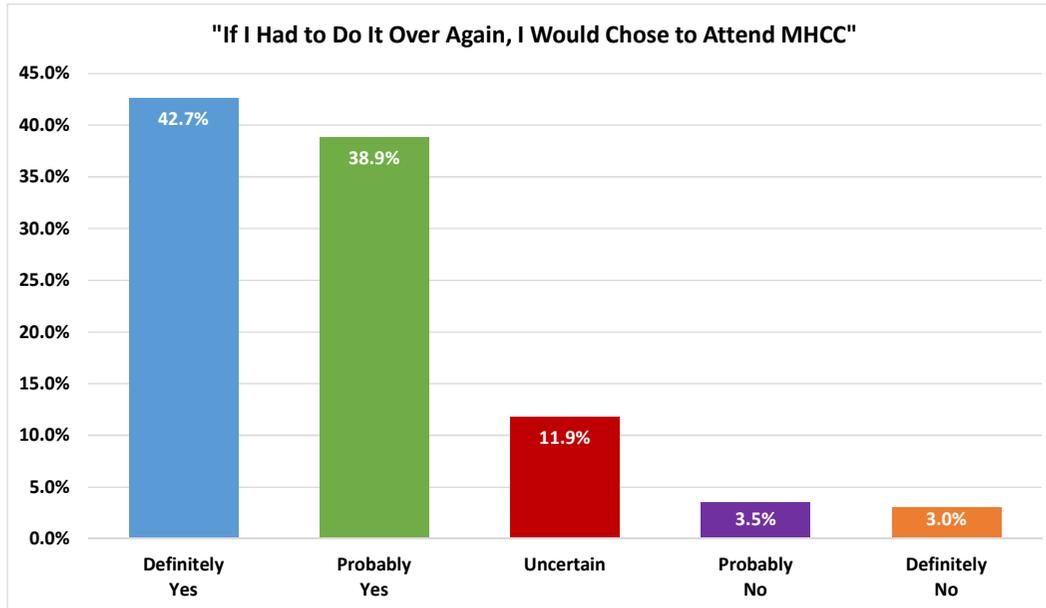
## Question: Was MHCC your first choice?

- There appears to be an emerging 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.



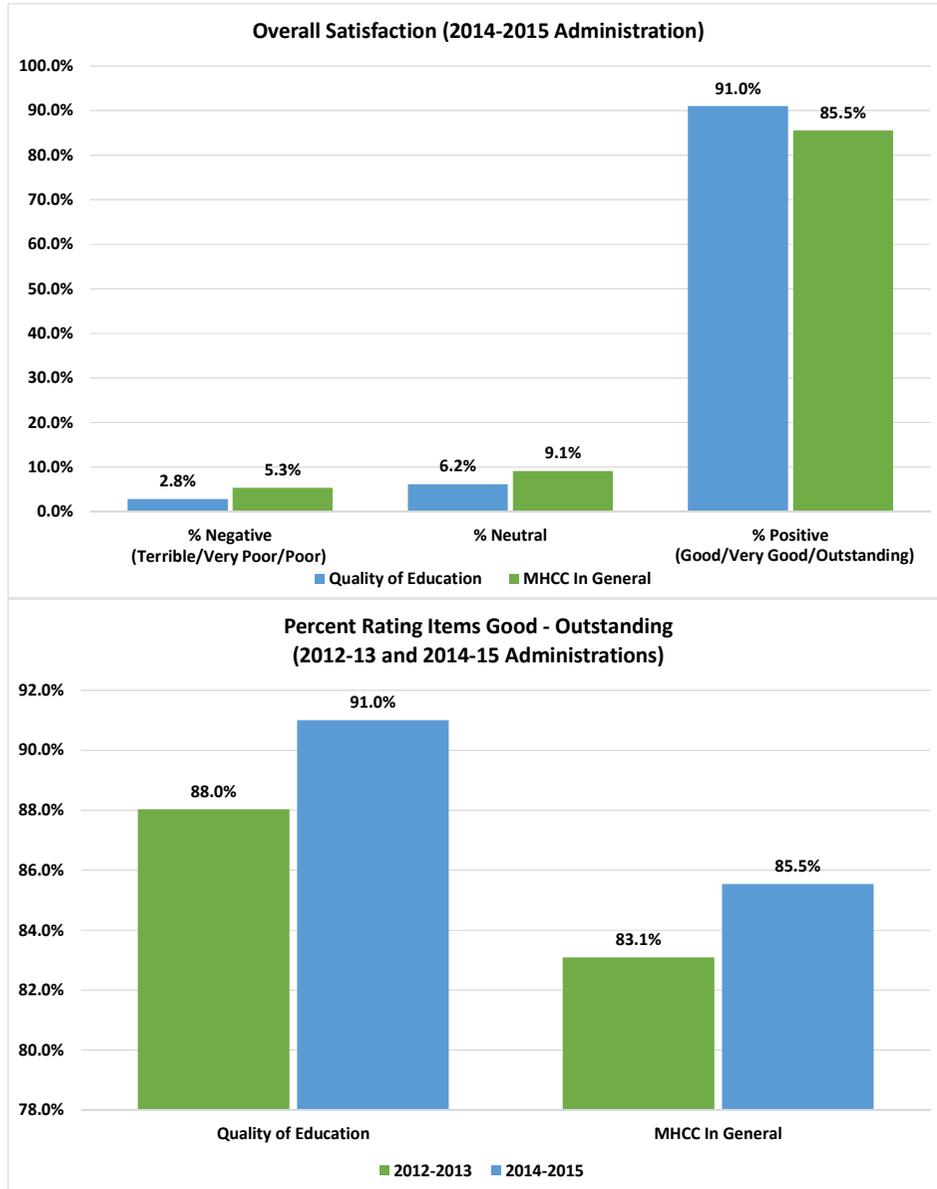
- Almost  $\frac{3}{4}$ 's (73%) of respondents indicated MHCC was their first choice in the 2014-15 administration.

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



- In the 2014-15 administration, over 80% of respondents indicated they “Definitely” or “Probably” would choose MHCC if they had to make the choice over again.
- Over forty percent (42.7%) of respondents indicated they would “definitely” choose MHCC again; this is virtually identical to the 2012-13 administration of the survey (42.9%).
- The percent of respondents indicating a positive reaction to the question (Definitely/Probably Yes) is plotted in the lower chart to the left. The percentage has had a low 68.5% (2000-01) to a high of 81.6% (2014-15). The linear trend line indicates more students are responding positively to the question over time.

# Overall Satisfaction



- Two questions were asked of respondents regarding their Overall Satisfaction with MHCC. Students were asked – on a seven point scale ranging from “Terrible” to “Outstanding” – to rate: (1) the Quality of Education and (2) MHCC in General.
- These questions parallel previous versions of the survey and responses are similar to past administrations.
- Overall, students are satisfied with their MHCC experience. Over ninety percent of respondents (91.0%) rated the “Quality of Education” as Good, Very Good, or Outstanding. Over eighty percent of respondents (85.5%) rated “MHCC in General” as Good, Very Good, or Outstanding.
- For the last two administrations of this survey, the percent rating these two items Good, Very Good, or Outstanding has increased slightly.

# 67 Items Fall Into 10 Themes

## 1) Advising/Counseling

Eight Items ( $\infty = .916$ )

## 2) Employment

Four Items ( $\infty = .941$ )

## 3) Financial

Five Items ( $\infty = .921$ )

## 4) Extracurricular

Five Items ( $\infty = .937$ )

## 5) Learning Support

Twelve Items ( $\infty = .953$ )

## 6) Auxiliary Services

Seven Items ( $\infty = .886$ )

## 7) Instruction

Six Items ( $\infty = .905$ )

## 8) Coursework

Ten Items ( $\infty = .930$ )

## 9) Policies/Procedures

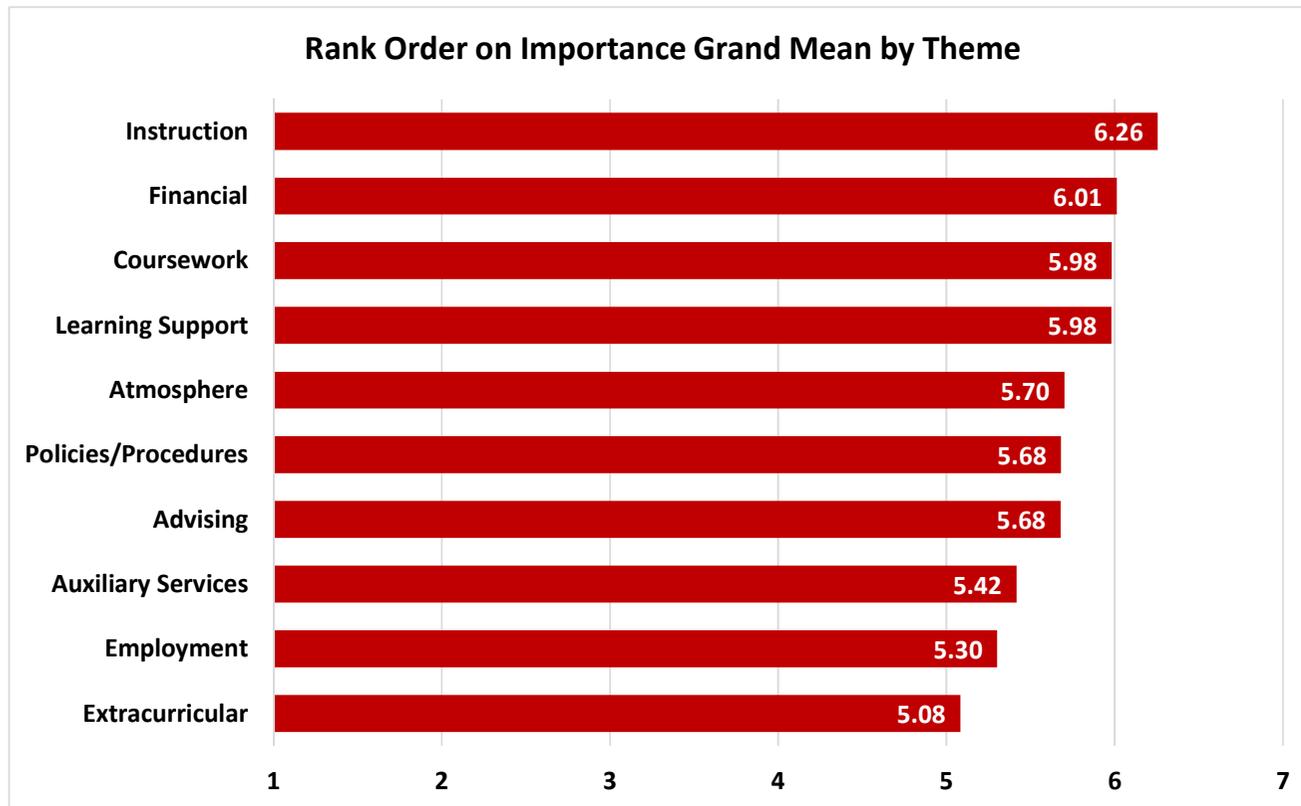
Five Items ( $\infty = .919$ )

## 10) Atmosphere

Five Items ( $\infty = .883$ )

Chronbach's Alpha ( $\infty$ ) was used to test the internal consistency of the ten themes. Alpha scores are all very strong ranging (from a low of .883 to .953) indicating the items within each theme are internally consistent.

# Importance of Thematic Areas



- This administration of the survey included an importance rating scale. For each of the sixty seven items, respondents were asked to rate the importance then asked to report how satisfied they were with the item.
- Asking respondents to rate the importance of each of the items within the thematic areas allows for rank comparisons of the themes. A grand mean importance score was calculated using all the items within each theme.
- The chart to the left provides the rank order on Mean Importance Scores for the themes. Items in “Instruction” were ranked the most important theme to student satisfaction. The “Extracurricular” theme was the least important.
- Results of the 2014-15 satisfaction items are presented in rank order of importance.

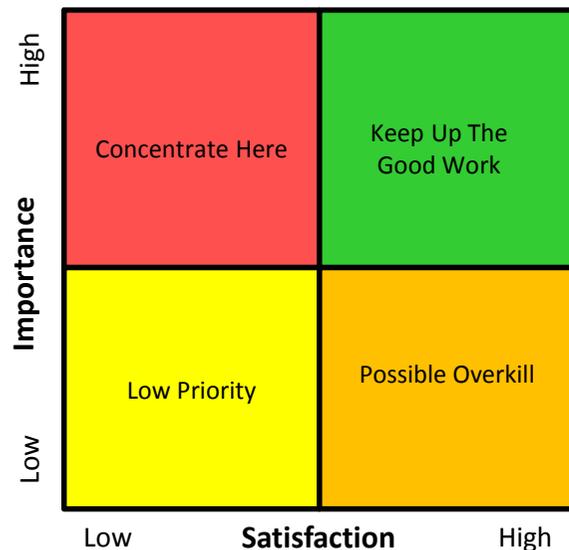


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# *Satisfaction 2012-13 Results*

**MHCC Student Satisfaction Survey**

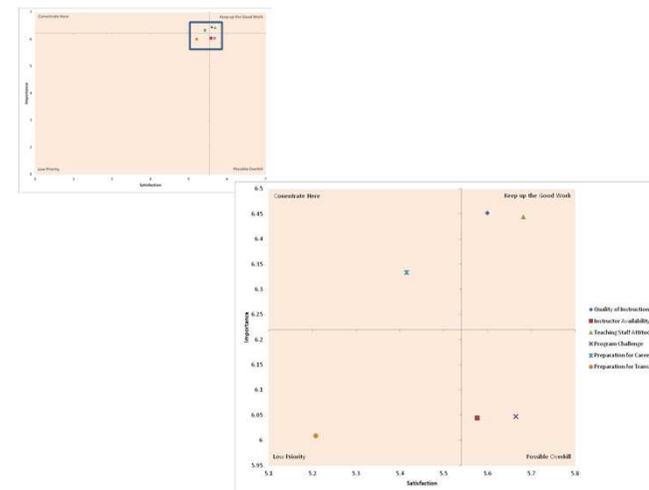
# Importance/Satisfaction



- The 2014-15 Administration of the Student Satisfaction Survey was the second opportunity MHCC had to asks students how important each of the items was to their overall satisfaction. The two question format allows for an Importance/Satisfaction Plot. Importance is plotted on the vertical (Y) axis and Satisfaction is plotted on the horizontal (X) axis. The plot area is divided into four quadrants. Items identified as high importance and high satisfaction fall into the “Keep Up The Good Work” quadrant. Items with high importance and low satisfaction scores fall into the “Concentrate Here” quadrant. Low importance and high satisfaction items fall into the “Possible Overkill” quadrant. Finally, low importance and low satisfaction items fall into the “Low Priority” quadrant.

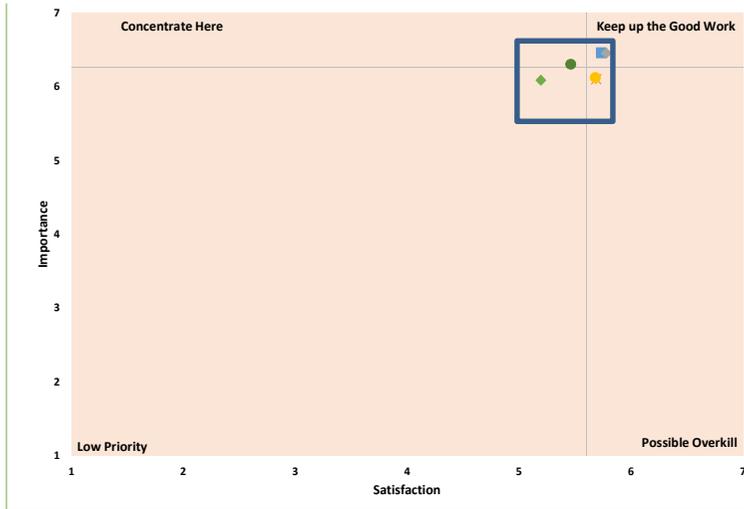
- For each of the ten themes, an Importance/Satisfaction Plot was created. Grand Mean Importance and Satisfaction scores were calculated for each of the ten themes (the mean importance/satisfaction score for all items associated with that theme) to determine where the X and Y Axes should intersect. The 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 Satisfaction Axes.

- For each theme, two Importance/Satisfaction Plots are presented. The first – smaller chart – provides the entire plot area (presents where the points fall on the entire seven point scale). This plot provides the relative size of each of the quadrants. The second – larger chart – provides a blowout of the smaller focusing on the level of detail required to capture all the points within the theme. It should be noted that scales on the larger Importance/Satisfaction Plots vary from theme to theme.

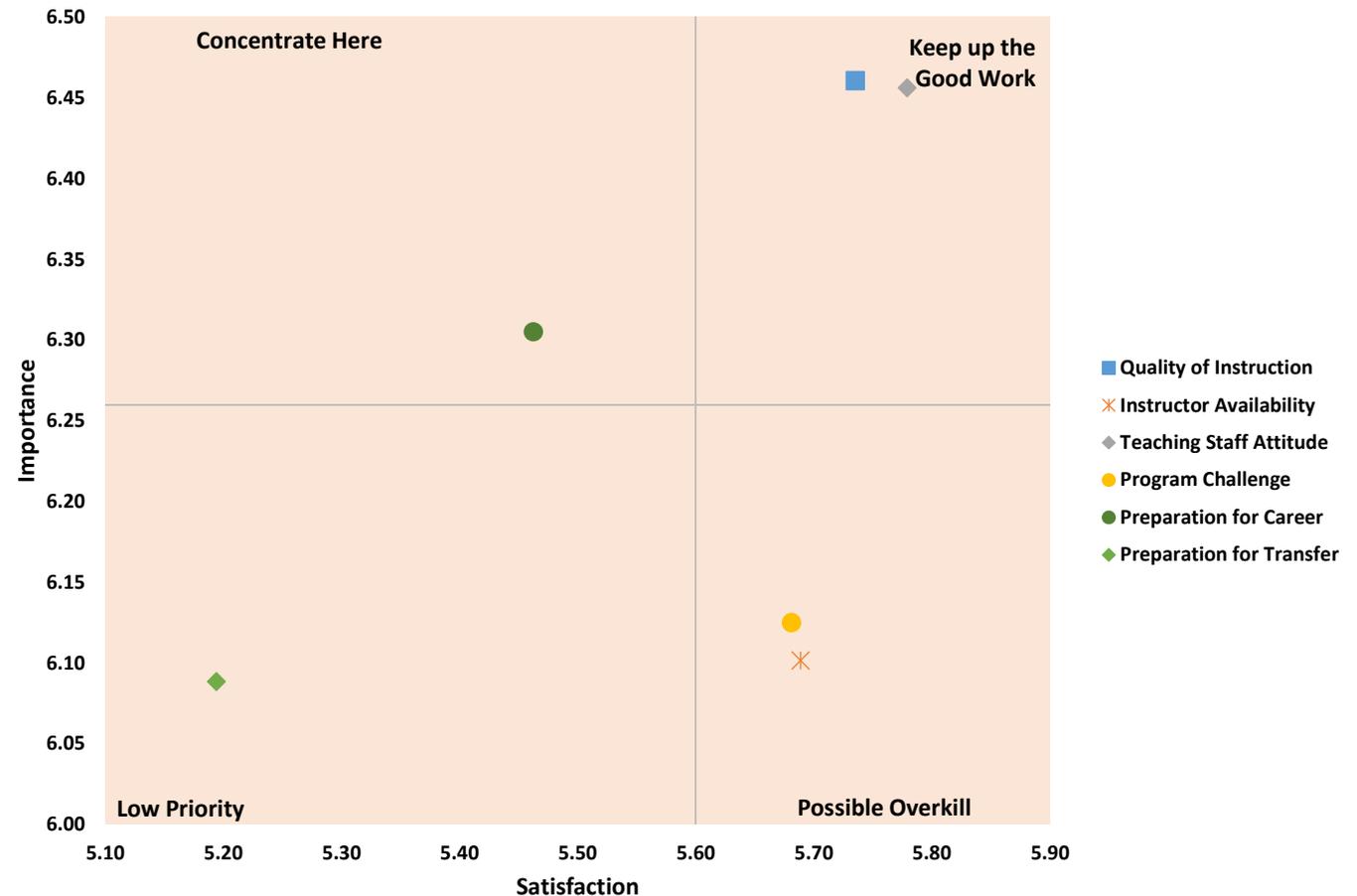


# Instruction

- 6 Items:
  - Quality of instruction in your major area of study
  - Out-of-class availability of your instructors
  - Attitude of the teaching staff toward students
  - Challenge offered by your program of study
  - Preparation you are receiving for your chosen occupation
  - Preparation you are receiving to transfer to another college

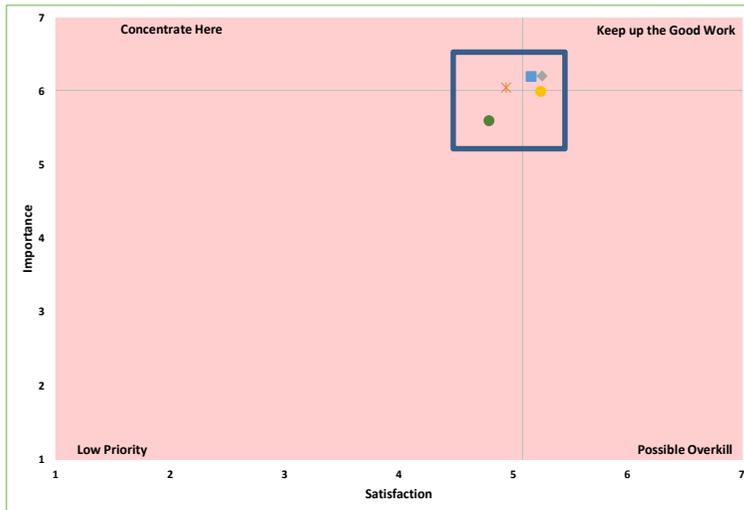


- **Concentrate Here:** (1 Item)  
-Preparation for Career.
- **Keep up the Good Work:** (2 Items)  
-Quality of Instruction  
-Teaching Staff Attitude
- **Low Priority:** (1 Item)  
-Preparation for Transfer
- **Possible Overkill:** (2 Items)  
-Instructor Availability  
-Program Challenge
- The two preparation items (for career and for transfer) fell into two separate quadrants. This may indicate that respondents were more likely to be in Career Technical Majors.
- Faculty and advisors should provide examples that demonstrate how course material may apply to students' careers.
- The preparation for transfer item had the lowest importance score of the instruction items. However, it scores relatively high in importance overall.

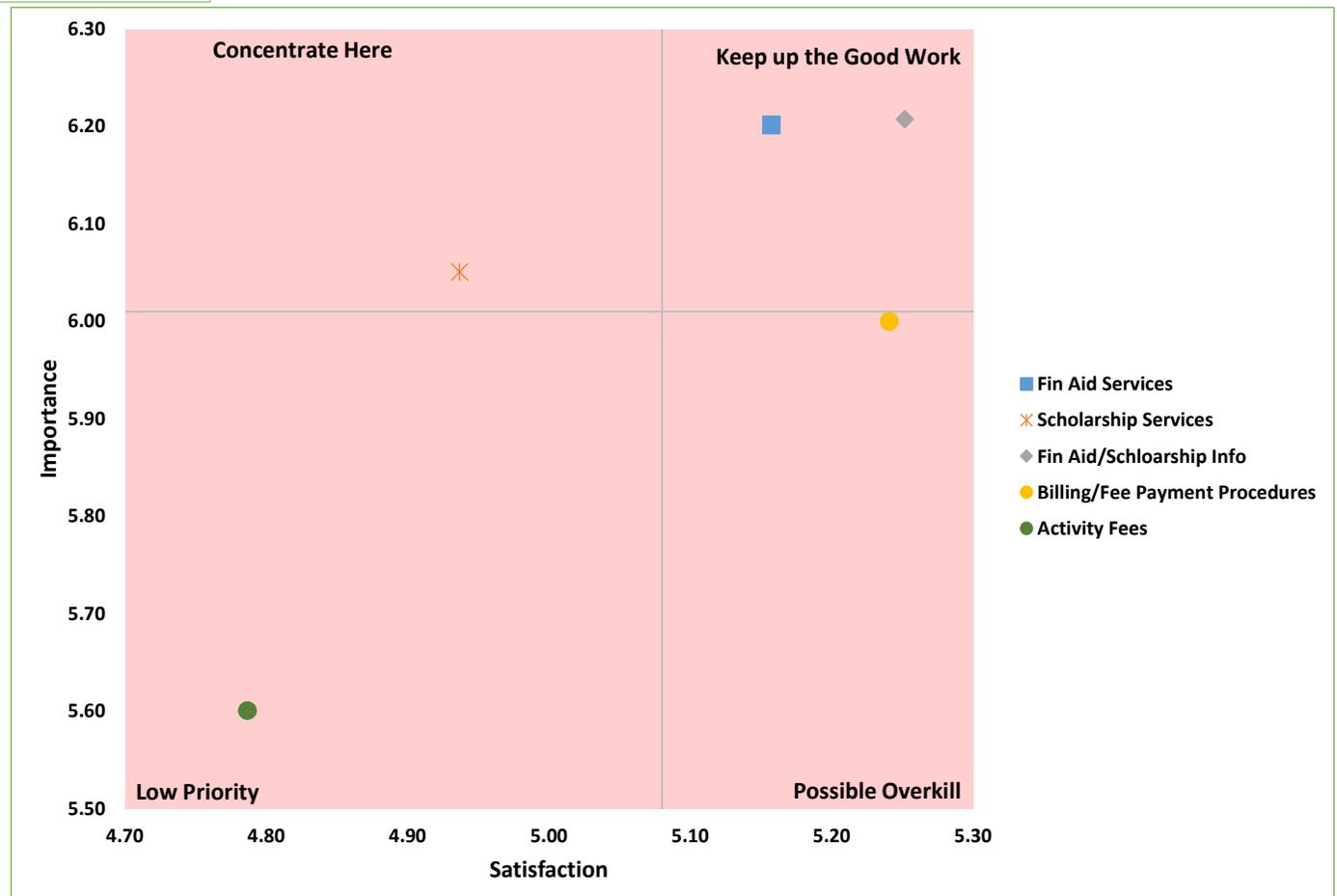


# Financial

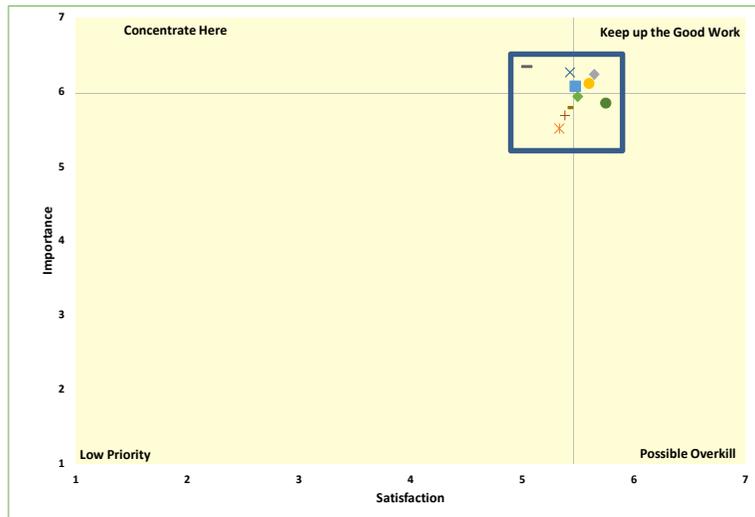
- 5 Items:
  - Financial aid services
  - Scholarship services
  - Availability of financial aid / scholarship information prior to enrolling
  - Billing and fee payment procedures
  - Purposes for which student activity fees are used



- **Concentrate Here:** (1 Item)  
-Scholarship Services.
- **Keep up the Good Work:** (2 Items)  
-Financial Aid Services  
-Financial Aid/Scholarship Information
- **Low Priority:** (1 Item)  
-Activity Fees
- **Possible Overkill:** (1 Item)  
-Billing/Fee Payment Procedures
- The Importance/Satisfaction Plots look only at items that fall within that theme; items are plotted relative to others within the theme.
- The Financial Theme deserves special consideration and is addressed in later sections.
- Note the scales for both Importance and Satisfaction in the chart to the right. There are extreme gaps in both scores for all the items in this theme.

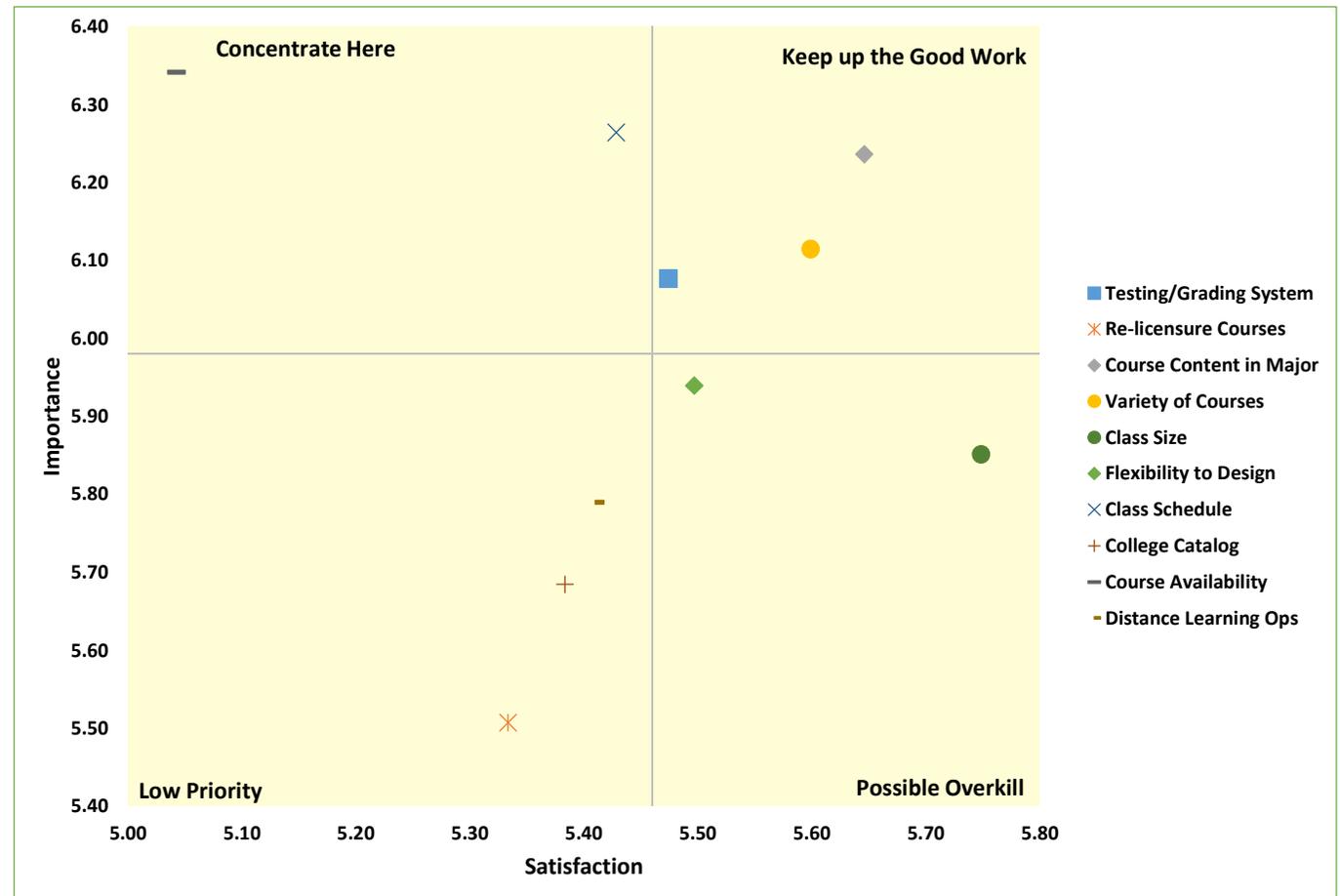


# Coursework



- 10 Items:
  - Testing/grading system
  - Course content in your major area of study
  - Variety of courses offered at this 2-year institution
  - Class size
  - Availability of re-licensure, skills upgrade, and/or credentials courses
  - Flexibility to design your own program of study
  - Class schedule
  - College catalog
  - Availability of the courses you want at the times you can take them
  - Distance learning opportunities (e.g. web-based courses)
  - Availability of re-licensure, skills upgrade, and/or credentials courses

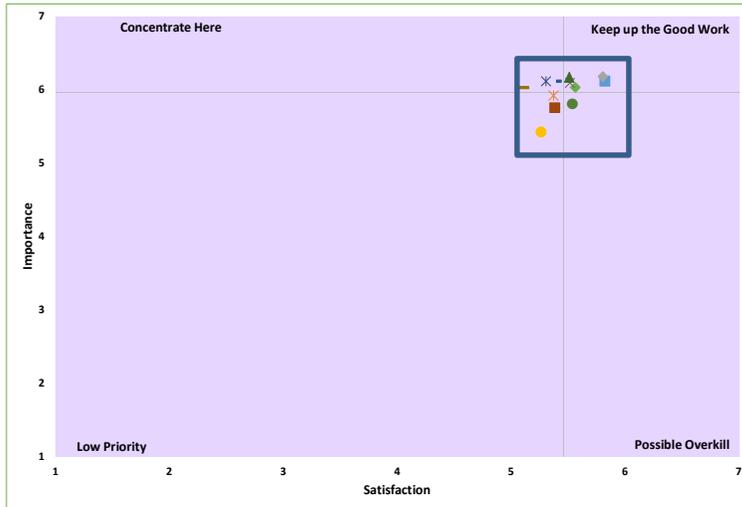
- **Concentrate Here:** (2 Items)
  - Course Availability
  - Class Schedule
- **Keep up the Good Work:** (3 Items)
  - Course Content in Major
  - Variety of Courses
  - Testing/Grading System
- **Low Priority:** (3 Items)
  - Distance Learning Opportunities
  - College Catalog
  - Re-licensure Courses
- **Possible Overkill:** (2 Items)
  - Class size
  - Flexibility to Design
- The two Coursework items falling in the Concentrate Here quadrant relate to accessibility. Focus should be placed on making sure courses are available – both time and days within a term and across terms in an academic year.



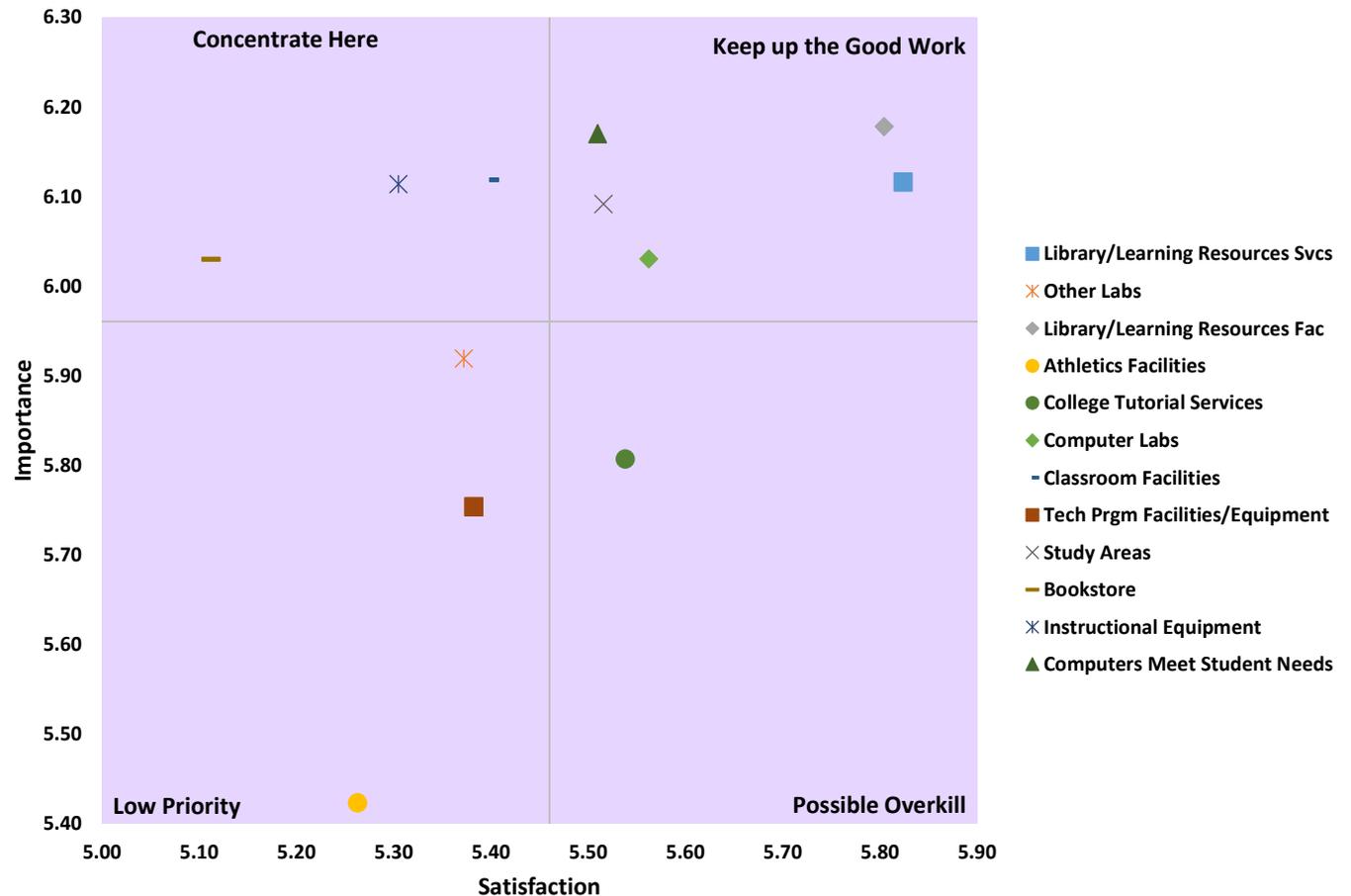
# Learning Support

- 12 Items:

- Library/learning resources center services
- College-sponsored tutorial services
- Computer lab services
- Classroom facilities
- Technical program facilities/equipment (automotive, health occupations, etc.)
- Other laboratory facilities (science, art, etc.)
- Library/learning resources center facilities
- Athletic facilities
- Study areas
- College bookstore
- Up-to-date and well-maintained instructional equipment
- Computers that meet students' needs

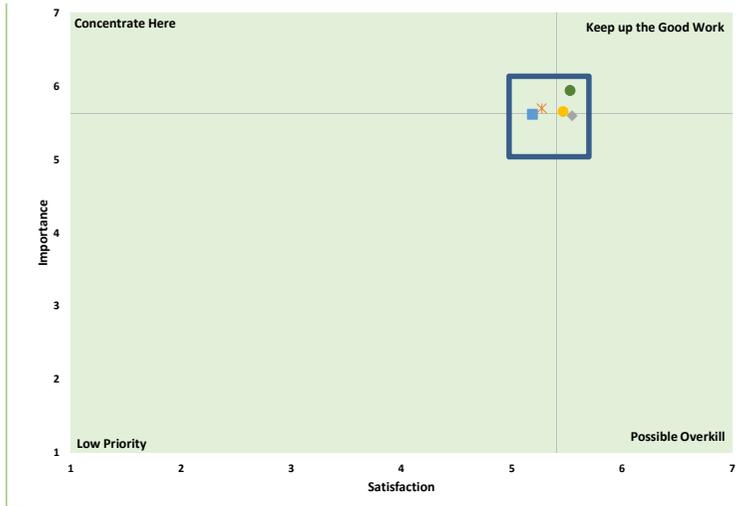


- **Concentrate Here:** (3 Items)
  - Instructional Equipment
  - Bookstore
  - Classroom Facilities
- **Keep up the Good Work:** (5 Items)
  - Library/Learning Resources Services
  - Library/Learning Resources Facilities
  - Computers Meet Students' Needs
  - Computer Labs
  - Study Areas
- **Low Priority:** (3 Item)
  - Other Labs
  - Tech Programs Facilities/Equipment
  - Athletics Facilities
- **Possible Overkill:** (1 Items)
  - College Tutorial Services
- Instructional Equipment and Classroom Facilities may be in need of updating. These should be evaluated and prioritized for upgrades.

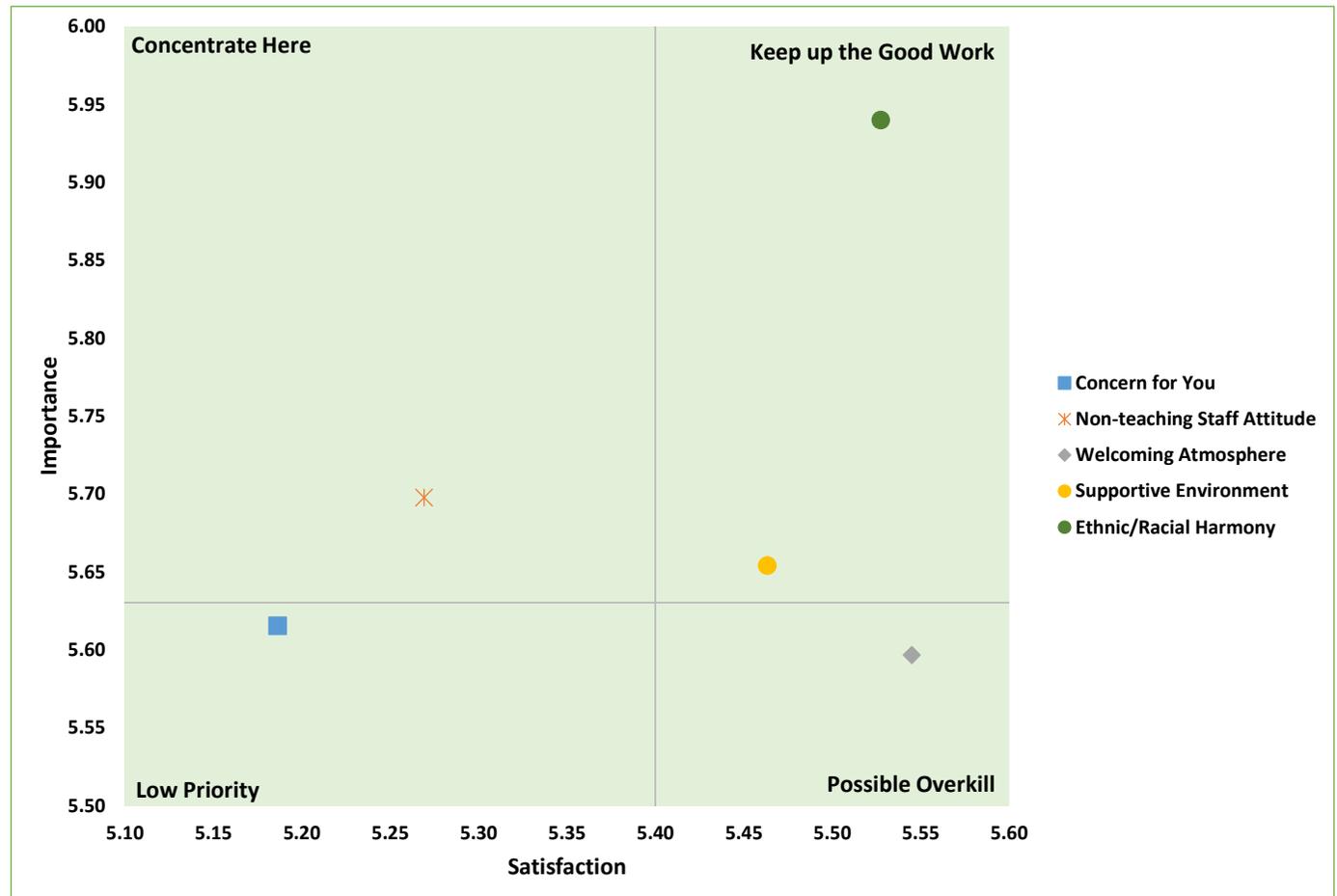


# Atmosphere

- 5 Items:
  - Concern for you as an individual
  - Attitude of non-teaching staff towards students
  - The college's welcoming atmosphere
  - A supportive environment for students
  - Ethnic/Racial harmony at MHCC

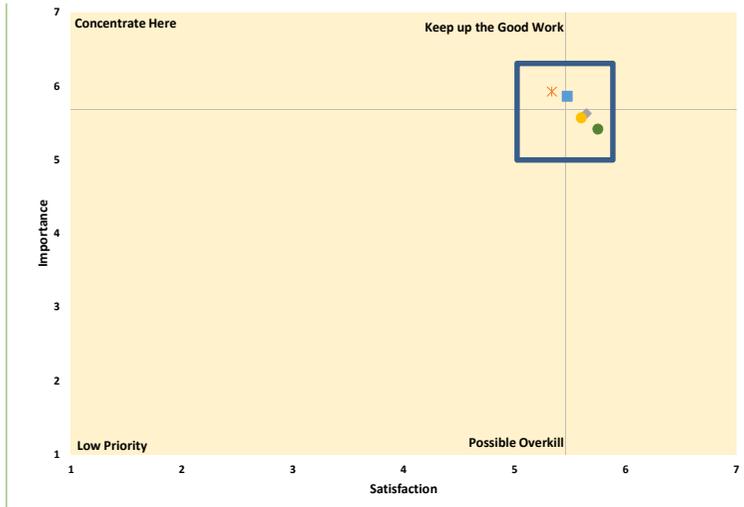


- **Concentrate Here:** (1 Item)  
-Non-teaching Staff Attitude
- **Keep up the Good Work:** (2 Items)  
-Ethnic/Racial Harmony  
-Supportive Environment
- **Low Priority:** (1 Item)  
-Concern for You
- **Possible Overkill:** (1 Items)  
-Welcoming Atmosphere
- The only item to fall into the Concentrate Here quadrant in the Atmosphere Theme is Attitude of Non-teaching Staff Towards Students. All employees at the college should be customer focused and understand that students are the college's priority.

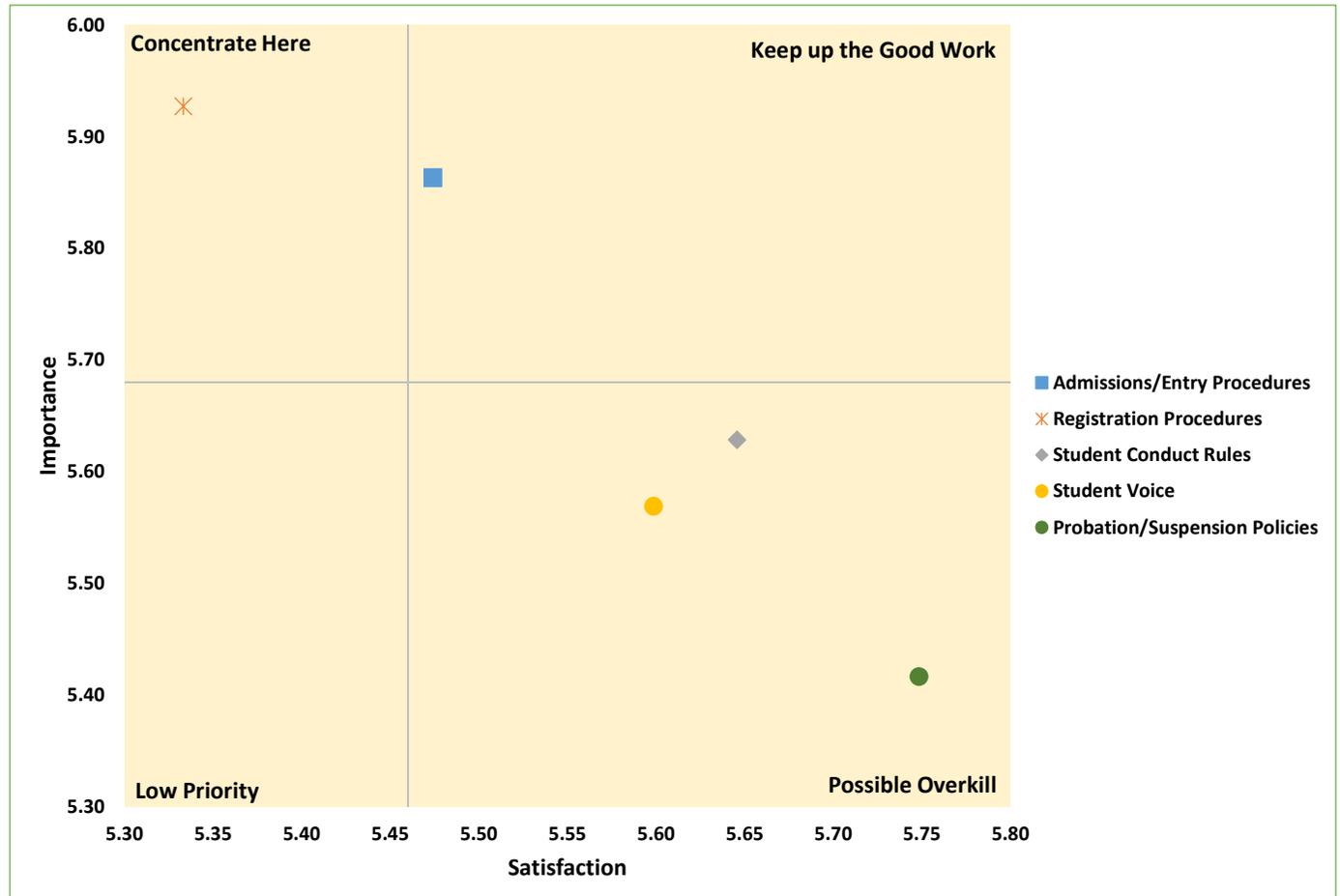


# Policy / Procedures

- 5 Items:
  - General admissions/entry procedures
  - Registration procedures
  - Rules governing student conduct at this college
  - Student voice in college policies
  - Academic probation and suspension policies

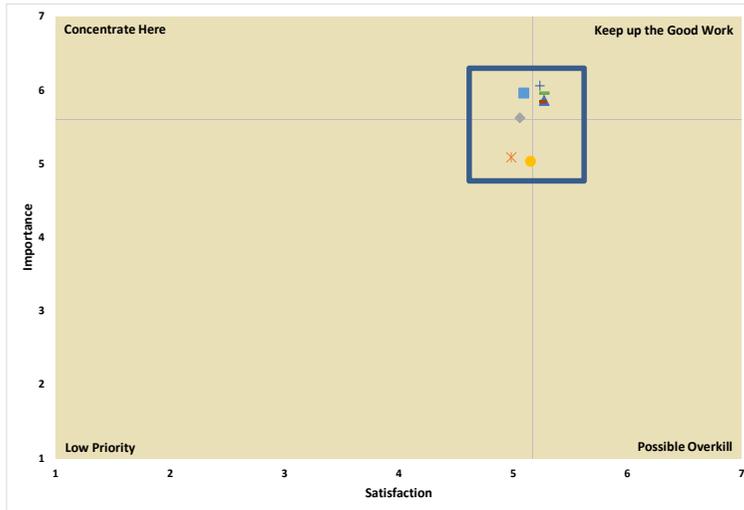


- **Concentrate Here:** (0 Items)
  - Registration Procedures
- **Keep up the Good Work:** (2 Items)
  - Admissions/Entry Procedures
- **Low Priority:** (0 Items)
- **Possible Overkill:** (3 Item)
  - Student Conduct Rules
  - Student Voice
  - Probation/Suspension Policies
- The Policy/Procedures Theme is the only theme had no items fall into the Low Priority Quadrant.
- The Registration Procedures item had the highest importance rating of the items in this theme.

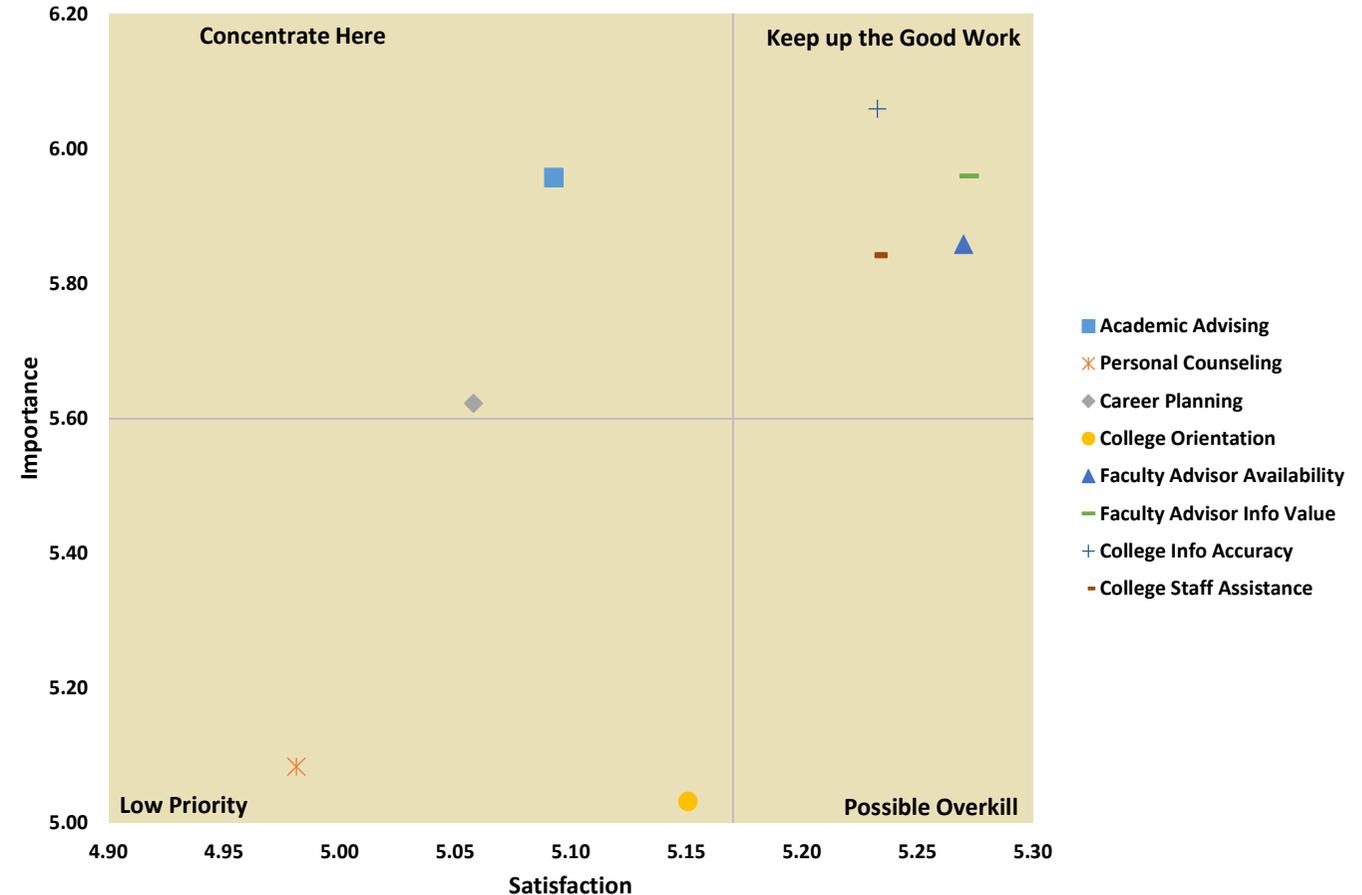


# Advising/Counseling Services

- 8 Items:
  - Academic advising/course planning services
  - Personal counseling services (for personal concerns and problems)
  - Career planning services/guidance
  - College orientation program
  - Availability of your advisor
  - Value of information provided by your advisor
  - Accuracy of college information received before enrolling
  - Assistance provided by college staff when you entered this college

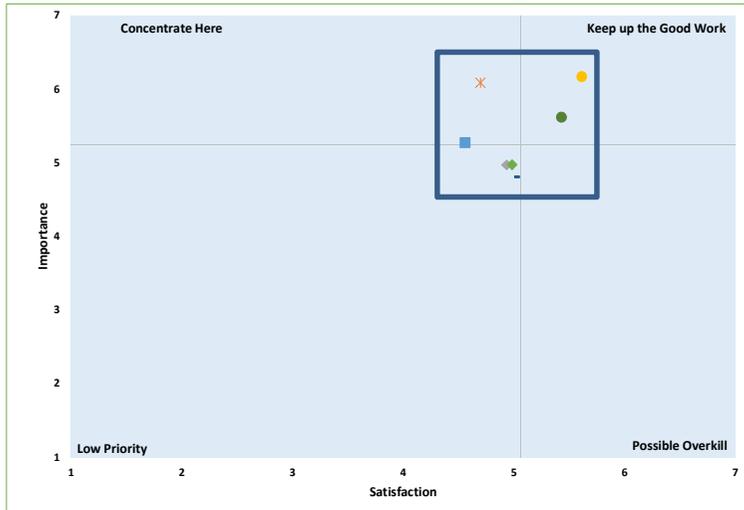


- **Concentrate Here:** (2 Items)
  - Academic Advising
  - Career Planning
- **Keep up the Good Work:** (4 Items)
  - College Information Accuracy
  - Faculty Advisor Information Value
  - College Staff Assistance
  - Faculty Advisor Availability
- **Low Priority:** (2 Items)
  - Personal Counseling
  - College Orientation
- **Possible Overkill:** (0 Items)
  -
- Academic advising/course planning services should be evaluated to determine how it can improve service delivery to students.
- Career planning services/guidance should also be evaluated to determine how it can better meet students' needs.

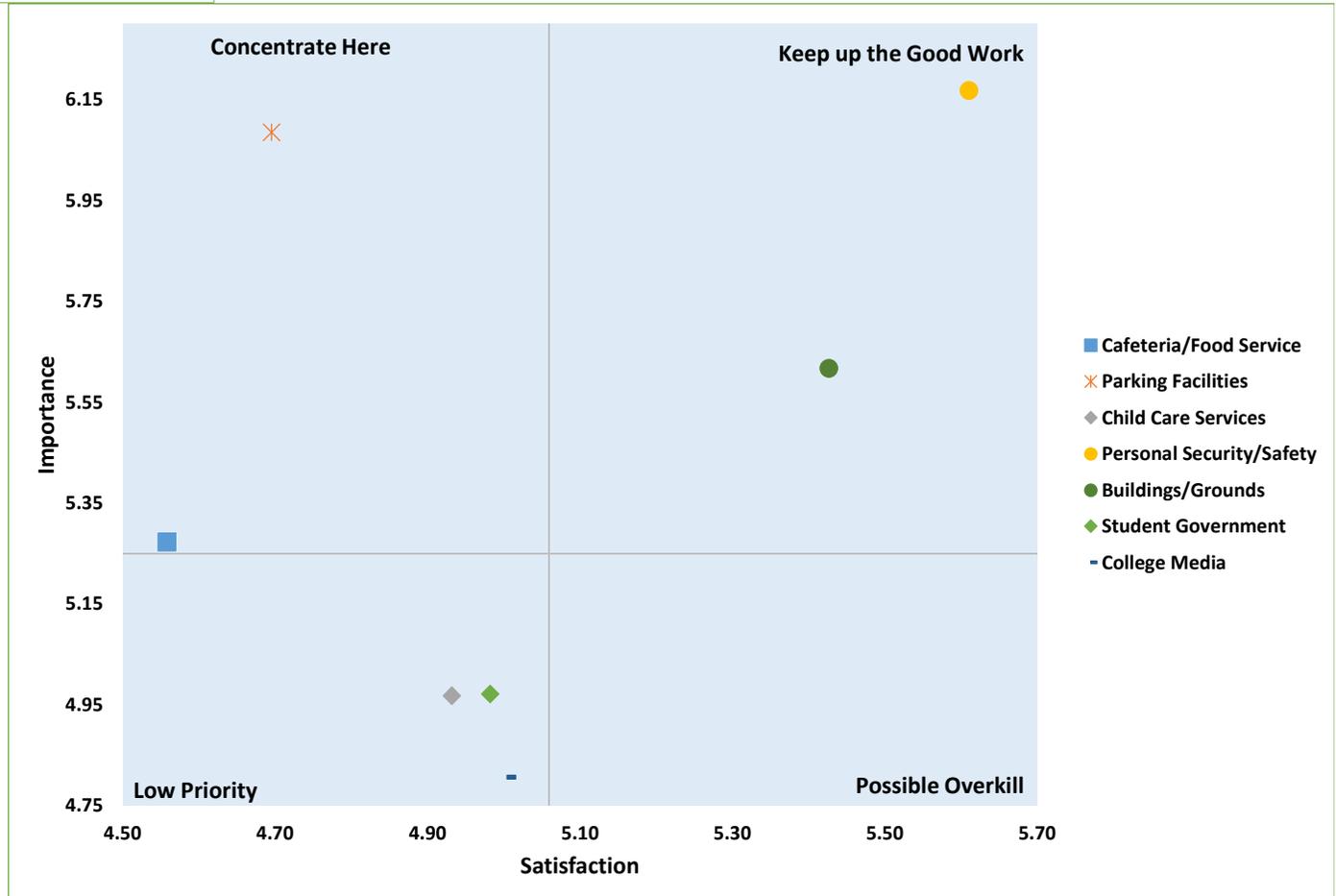


# Auxiliary Services

- 7 Items:
  - Cafeteria/food services
  - Parking facilities and services
  - Child care services
  - Personal security/safety at this college
  - General condition and appearance of the buildings and grounds
  - Student government
  - College media (college newspapers, campus radio, etc.)

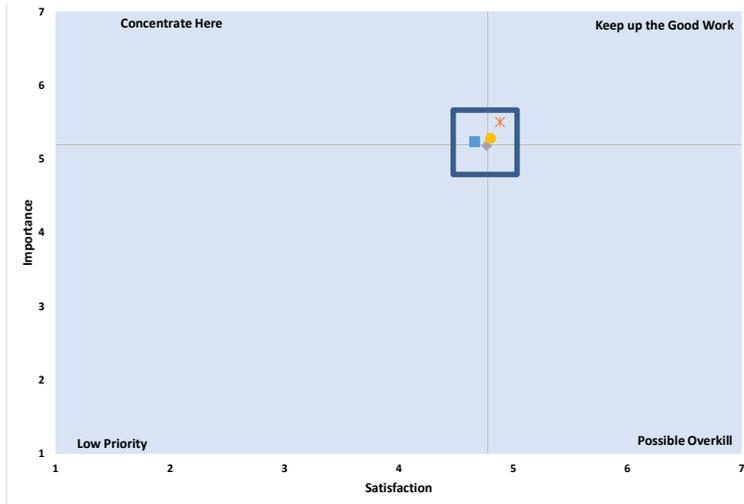


- **Concentrate Here:** (2 Items)
  - Parking Facilities
  - Cafeteria/Food Service
- **Keep up the Good Work:** (2 Items)
  - Personal Security/Safety
  - Buildings/Grounds
- **Low Priority:** (3 Items)
  - Child Care Services
  - Student Government
  - College Media
- **Possible Overkill:** (0 Items)
  -
- Parking Facilities has the lowest satisfaction score (Mean = 4.70) of all sixty seven items. All aspects of MHCC's parking need to be evaluated to determine if and where improvements can be made.
- Food services should also be examined for improvements.



# Employment / Work Experience

- 4 Items:
  - Job placement services
  - Course-related work opportunities (co-operative education, practicum, clinical)
  - Student employment services
  - Opportunities for student employment

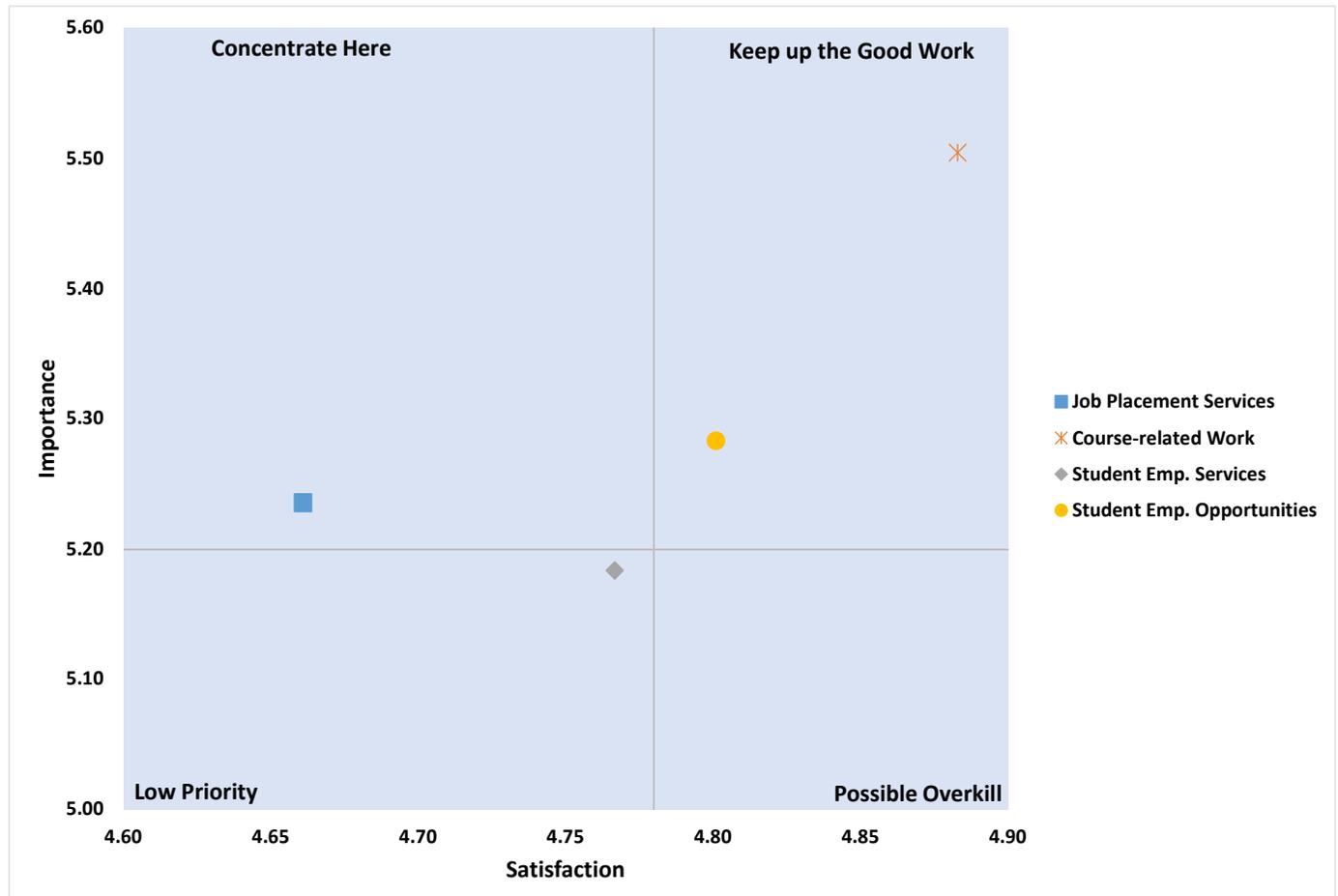


- **Concentrate Here:** (1 Item)  
-Job Placement
- **Keep up the Good Work:** (1 Item)  
-Course-related Work Opportunities  
-Student Employment Opportunities
- **Low Priority:** (2 Items)  
-Student Employment Services

**Possible Overkill:** (0 Items)

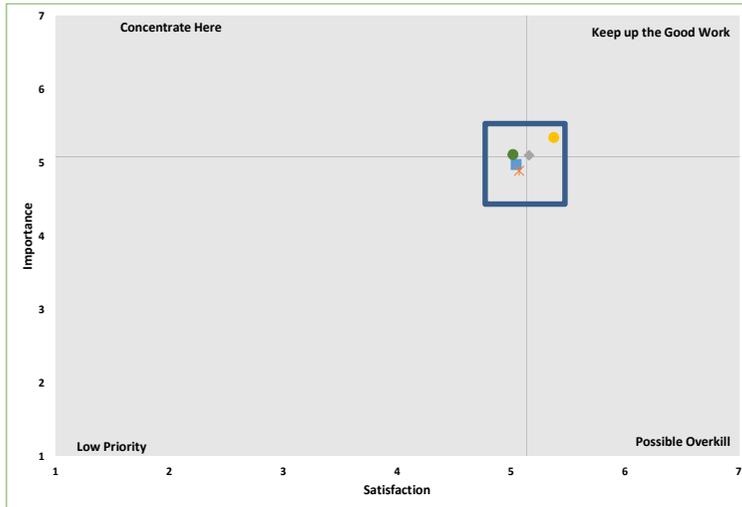
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- Job placement is the only Employment Themed item to fall in the Concentrate Here Quadrant. Students may not be aware that job placement services are available. Communicating the availability of services and success stories of those using the services may benefit.

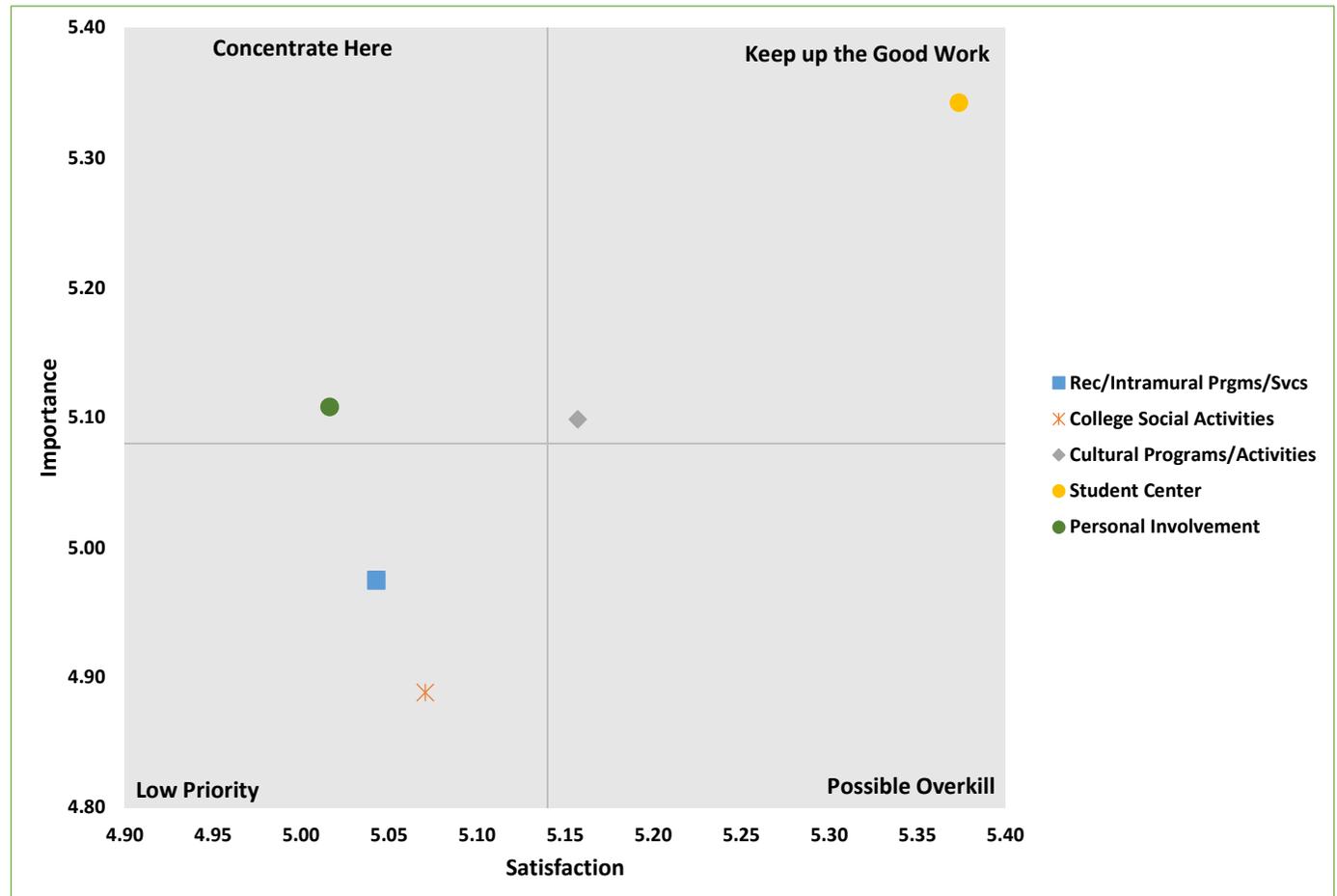


# Extracurricular

- 5 Items:
  - Recreational and intramural programs and services
  - College-sponsored social activities
  - Cultural programs and activities
  - Student center
  - Opportunities for personal involvement in college activities



- **Concentrate Here:** (1 Items)  
-Personal Involvement Opportunities
- **Keep up the Good Work:** (2 Items)  
-Student Center  
-Cultural Programs/Activities
- **Low Priority:** (2 Items)  
-Recreation/Intramural Programs/Services  
-College Social Activities
- **Possible Overkill:** (0 Items)  
-
- Opportunities for personal involvement in college activities fell into the Concentrate Here quadrant. Opportunities should be communicated more effectively.
- All items in this theme – except for the Personal Involvement item – had satisfaction scores that exceeded importance scores.

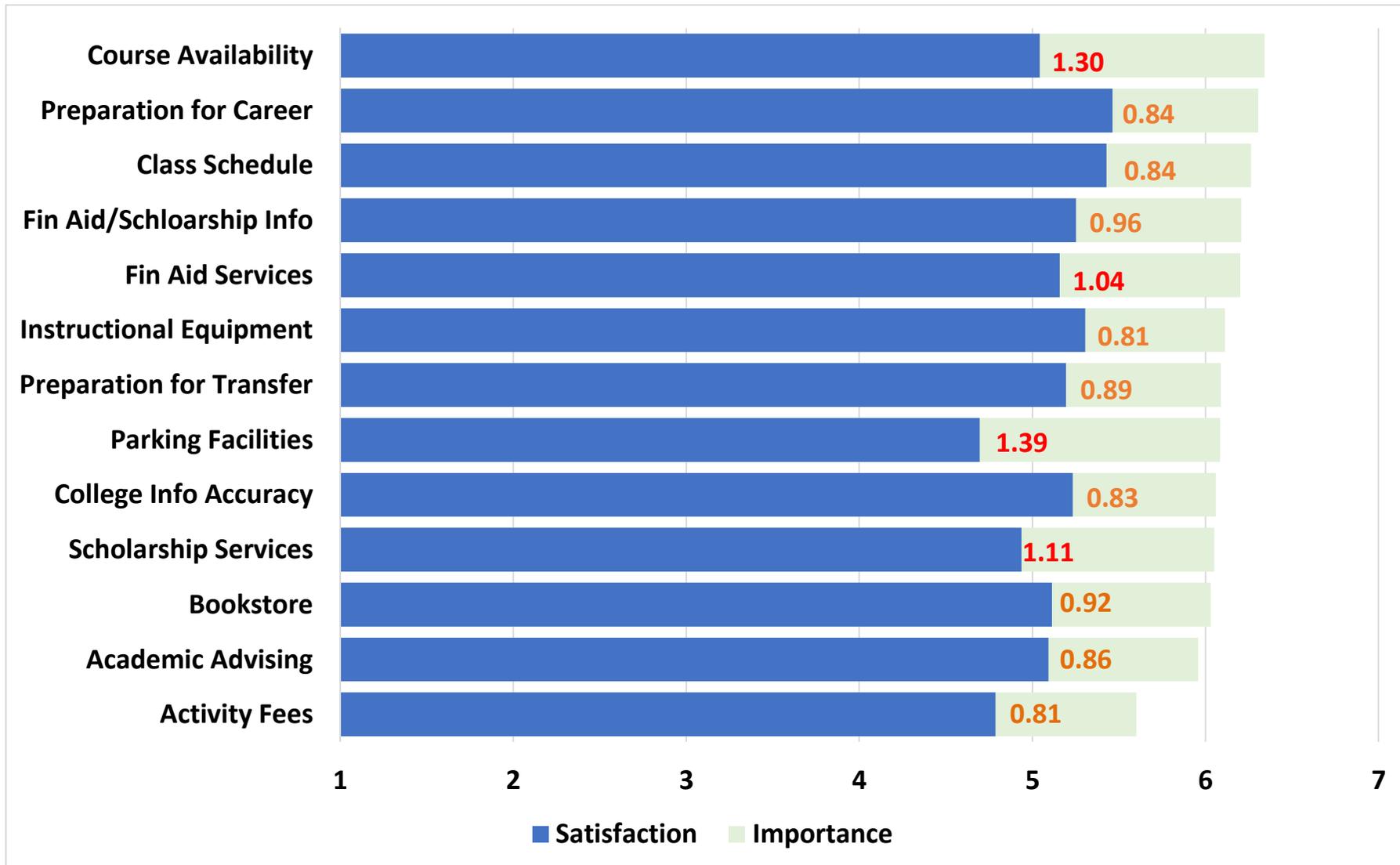


# Importance/Satisfaction Gap Analysis

Item	Importance	Satisfaction	Gap	Item	Importance	Satisfaction	Gap
Quality of Instruction	6.46	5.74	0.73	Class Size	5.85	5.75	0.10
Teaching Staff Attitude	6.46	5.78	0.68	College Staff Assistance	5.84	5.23	0.61
<b>Course Availability</b>	<b>6.34</b>	<b>5.04</b>	<b>1.30</b>	College Tutorial Services	5.81	5.54	0.27
<b>Preparation for Career</b>	<b>6.31</b>	<b>5.46</b>	<b>0.84</b>	Distance Learning Ops	5.79	5.41	0.38
<b>Class Schedule</b>	<b>6.26</b>	<b>5.43</b>	<b>0.84</b>	Tech Prgm Facilities/Equipment	5.75	5.38	0.37
Course Content in Major	6.24	5.65	0.59	Non-teaching Staff Attitude	5.70	5.27	0.43
<b>Fin Aid/Scholarship Info</b>	<b>6.21</b>	<b>5.25</b>	<b>0.96</b>	College Catalog	5.68	5.38	0.30
<b>Fin Aid Services</b>	<b>6.20</b>	<b>5.16</b>	<b>1.04</b>	Supportive Environment	5.65	5.46	0.19
Library/Learning Resources Fac	6.18	5.80	0.37	Student Conduct Rules	5.63	5.65	-0.02
Computers Meet Student Needs	6.17	5.51	0.66	Career Planning	5.62	5.06	0.56
Personal Security/Safety	6.17	5.61	0.56	Buildings/Grounds	5.62	5.43	0.19
Program Challenge	6.13	5.68	0.44	Concern for You	5.62	5.19	0.43
Classroom Facilities	6.12	5.40	0.72	<b>Activity Fees</b>	<b>5.60</b>	<b>4.79</b>	<b>0.81</b>
Library/Learning Resources Svcs	6.12	5.82	0.29	Welcoming Atmosphere	5.60	5.54	0.05
Variety of Courses	6.11	5.60	0.52	Student Voice	5.57	5.60	-0.03
<b>Instructional Equipment</b>	<b>6.11</b>	<b>5.31</b>	<b>0.81</b>	Re-licensure Courses	5.51	5.33	0.17
Instructor Availability	6.10	5.69	0.41	Course-related Work	5.50	4.88	0.62
Study Areas	6.09	5.52	0.58	Athletics Facilities	5.42	5.26	0.16
<b>Preparation for Transfer</b>	<b>6.09</b>	<b>5.19</b>	<b>0.89</b>	Probation/Suspension Policies	5.42	5.75	-0.33
<b>Parking Facilities</b>	<b>6.08</b>	<b>4.70</b>	<b>1.39</b>	Student Center	5.34	5.37	-0.03
Testing/Grading System	6.08	5.47	0.60	Student Emp. Opportunities	5.28	4.80	0.48
<b>College Info Accuracy</b>	<b>6.06</b>	<b>5.23</b>	<b>0.83</b>	Cafeteria/Food Service	5.27	4.56	0.71
<b>Scholarship Services</b>	<b>6.05</b>	<b>4.94</b>	<b>1.11</b>	Job Placement Services	5.24	4.66	0.57
Computer Labs	6.03	5.56	0.47	Student Emp. Services	5.18	4.77	0.42
<b>Bookstore</b>	<b>6.03</b>	<b>5.11</b>	<b>0.92</b>	Personal Involvement	5.11	5.02	0.09
Billing/Fee Payment Procedures	6.00	5.24	0.76	Cultural Programs/Activities	5.10	5.16	-0.06
Faculty Advisor Info Value	5.96	5.27	0.69	Personal Counseling	5.08	4.98	0.10
<b>Academic Advising</b>	<b>5.96</b>	<b>5.09</b>	<b>0.86</b>	College Orientation	5.03	5.15	-0.12
Ethnic/Racial Harmony	5.94	5.53	0.41	Rec/Intramural Prgms/Svcs	4.97	5.04	-0.07
Flexibility to Design	5.94	5.50	0.44	Student Government	4.97	4.98	-0.01
Registration Procedures	5.93	5.33	0.59	Child Care Services	4.97	4.93	0.04
Other Labs	5.92	5.37	0.55	College Social Activities	4.89	5.07	-0.18
Admissions/Entry Procedures	5.86	5.47	0.39	College Media	4.81	5.00	-0.20
Faculty Advisor Availability	5.86	5.27	0.59				

- An alternative method of examining the Importance / Satisfaction data is to look at the gaps between mean importance and mean satisfaction. The table to the left lists the sixty seven items ordered by their mean importance scores. Differences between mean importance scores and mean satisfaction scores that exceed one point are highlighted in red. Gaps between .80 and .99 are highlighted in orange.
- Five of the top ten items have gaps that exceed .80 (highlighted in red / orange).
- The Parking Facilities Gap (1.39) is the highest of any item in the list.
- All items related to the Financial Theme (except for Billing/Fee Payment Procedures) are highlighted. Items in the Financial Theme deserve particular attention.
- The chart on the following page provides the thirteen items with gaps greater than .80.

# Items with Gap Scores Greater Than .80





# *Satisfaction Trends*

**MHCC Student Satisfaction Survey**

# Satisfaction Trends

- Satisfaction trends look at mean satisfaction scores over time. The trends data is presented for all administrations of the satisfaction survey.
- Up to the 2012-13 administration of the survey, data were collected on a five point scale (Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied). For this administration, the scale was adjusted to a seven point scale (Very Dissatisfied, Dissatisfied, Somewhat Dissatisfied, Neutral, Somewhat Satisfied, Satisfied, Very Satisfied). Satisfaction literature recommends larger scales to capture discreet differences in items.
- In order to make comparisons over time, data from previous administrations of the survey needed to be adjusted to a seven point format. The formula outlined below was applied to respondent satisfaction scores for all prior administrations of the survey. Application of this formula essentially elongated the five point scale to fit the seven point format; items in the five point format that scored 2 (Dissatisfied) or 4 (Satisfied) adjusted to 2.5 and 5.5 (respectively).

Formula for adjusting five point scales:

$$1.5 * (\text{Item Score}) - 0.5$$

- For each of the ten themes, trends charts are presented for all items in the theme and each individual item. Both the mean satisfaction for the item(s) and a linear trend line is presented. Linear trend lines indicate if satisfaction has remained stable, increased, or decreased over time.

# Instruction

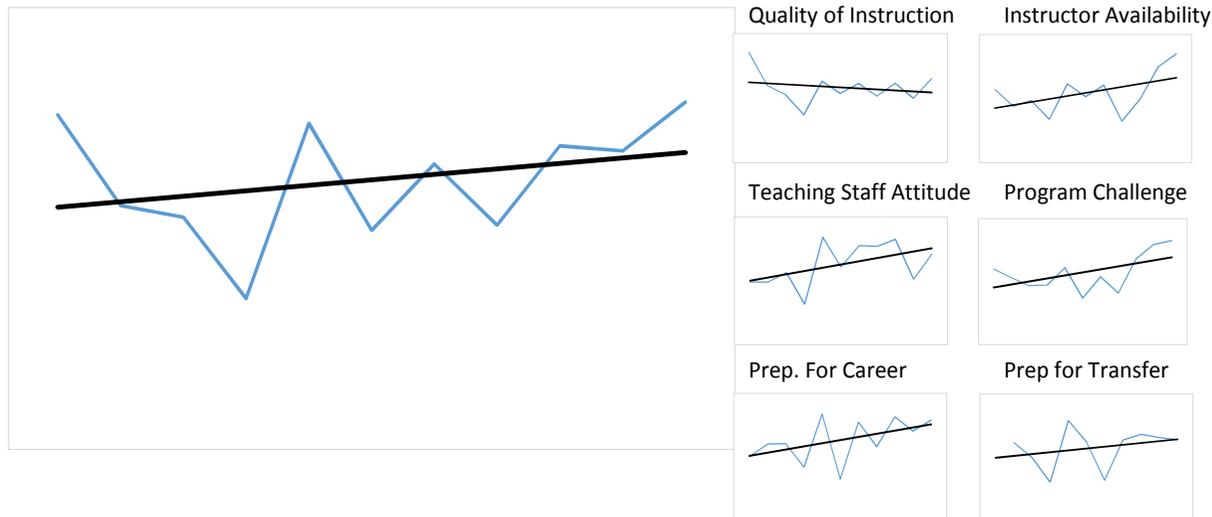
Instruction	1994-95	1996-97	1998-99	2000-01	2002-03	2004-05	2006-07	2008-09	2010-11	2012-13	2014-15
Quality of Instruction	5.91	5.69	5.62	5.48	5.72	5.63	5.70	5.61	5.70	5.60	5.74
Instructor Availability	5.38	5.23	5.28	5.12	5.43	5.32	5.42	5.10	5.30	5.58	5.69
Teaching Staff Attitude	5.67	5.67	5.71	5.58	5.85	5.73	5.81	5.81	5.84	5.68	5.78
Program Challenge	5.55	5.52	5.48	5.48	5.56	5.43	5.52	5.45	5.60	5.66	5.68
Preparation for Career	5.30	5.36	5.36	5.26	5.49	5.21	5.45	5.35	5.48	5.41	5.46
Preparation for Transfer**		5.18	5.10	4.97	5.29	5.18	4.98	5.19	5.22	5.21	5.19
<b>Grand Mean Instruction</b>	<b>5.59</b>	<b>5.46</b>	<b>5.45</b>	<b>5.33</b>	<b>5.57</b>	<b>5.43</b>	<b>5.52</b>	<b>5.43</b>	<b>5.54</b>	<b>5.54</b>	<b>5.60</b>

\*\*Item not asked in the 1994-95 administration

- Overall, satisfaction with the Instruction Theme has remained stable. There has been little change in the mean satisfaction score for the theme over time.

- Satisfaction with “Quality of instruction” has declined over time. All other items in the Instruction Theme have seen slight gains in satisfaction scores.

Grand Mean All Instruction Items with Trend Line



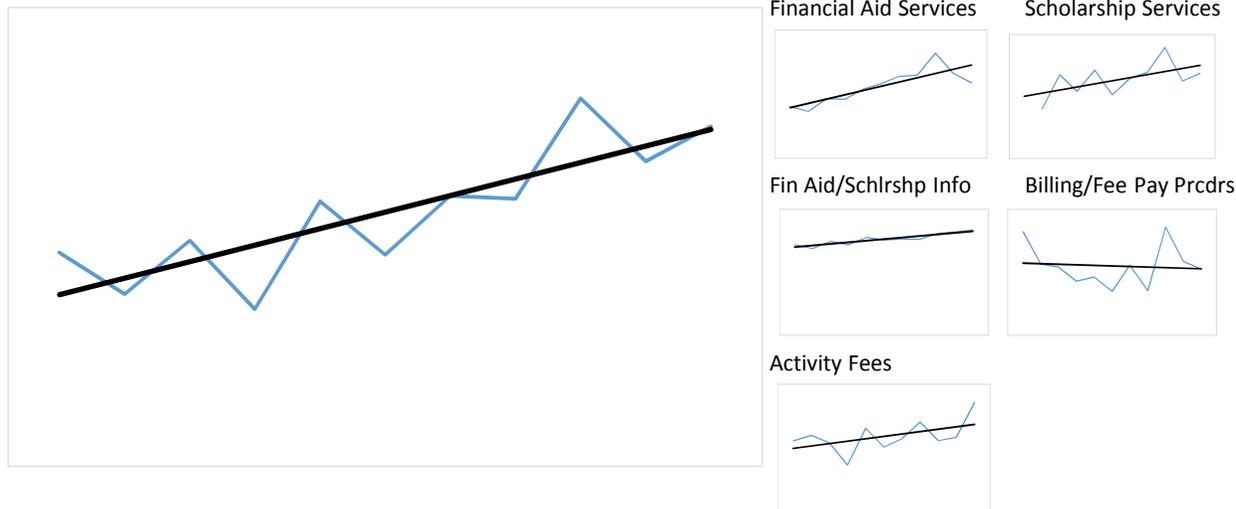
# Financial

Financial	1994-95	1996-97	1998-99	2000-01	2002-03	2004-05	2006-07	2008-09	2010-11	2012-13	2014-15
Financial Aid Services	4.83	4.76	4.94	4.93	5.07	5.14	5.25	5.26	5.57	5.29	5.16
Scholarship Services**		4.42	4.91	4.68	4.98	4.63	4.86	4.95	5.31	4.82	4.94
Fin Aid/Scholarship Information	4.47	4.26	4.64	4.46	4.85	4.72	4.77	4.75	5.06	5.13	5.25
Billing/Fee Payment Procedures	5.42	5.26	5.25	5.18	5.20	5.13	5.26	5.14	5.44	5.28	5.24
Activity Fees	4.42	4.47	4.40	4.19	4.54	4.36	4.44	4.60	4.42	4.45	4.79
<b>Grand Mean Financial</b>	<b>4.81</b>	<b>4.73</b>	<b>4.84</b>	<b>4.69</b>	<b>4.92</b>	<b>4.81</b>	<b>4.93</b>	<b>4.93</b>	<b>5.14</b>	<b>5.01</b>	<b>5.08</b>

\*\*Item was not asked in the 1994-95 administration

- Overall satisfaction with the Financial Theme has been consistently improving over time.
- “Financial Aid Services” has seen consistent improvement in satisfaction scores and has the most positive trend line in the theme.
- Two of the items in the Financial Theme – “Financial Aid Services,” and “Financial Aid/Scholarship Information” – have extremely low variation in satisfaction scores across years (the trend line very closely matches the satisfaction scores).
- “Billing/Fee Payment Procedures” is the only item in the Financial Theme that appears to have a negative trend line; respondents have indicated less satisfaction over time with these procedures.

Grand Mean All Financial Items with Trend Line



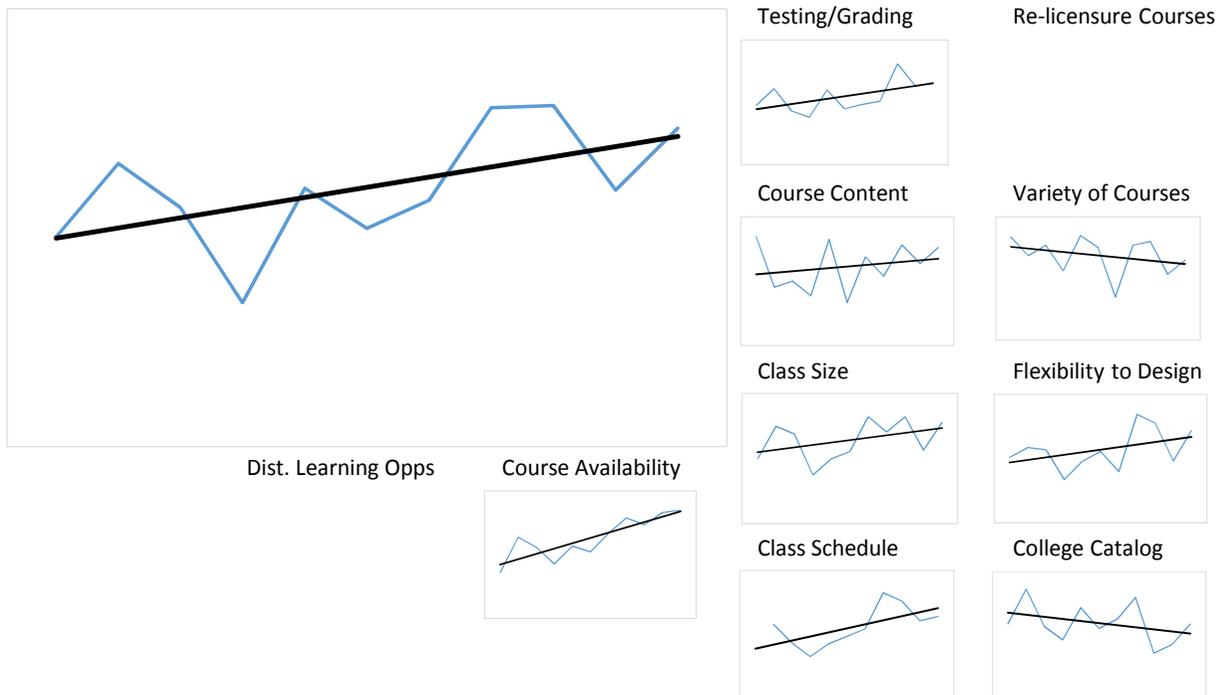
# Coursework

Coursework	1994-95	1996-97	1998-99	2000-01	2002-03	2004-05	2006-07	2008-09	2010-11	2012-13	2014-15
Testing/Grading System	5.33	5.44	5.30	5.26	5.43	5.31	5.34	5.36	5.59	5.45	5.47
Re-licensure Courses*										5.22	5.33
Course Content in Major	5.69	5.47	5.50	5.44	5.68	5.41	5.60	5.52	5.66	5.58	5.65
Variety of Courses	5.79	5.63	5.72	5.51	5.80	5.70	5.30	5.72	5.75	5.48	5.60
Class Size	5.50	5.72	5.67	5.39	5.50	5.55	5.79	5.68	5.79	5.56	5.75
Flexibility to Design	5.31	5.38	5.36	5.15	5.28	5.35	5.21	5.61	5.55	5.28	5.50
Class Schedule**		5.37	5.25	5.15	5.24	5.29	5.34	5.59	5.53	5.40	5.43
College Catalog	5.38	5.55	5.37	5.31	5.46	5.36	5.41	5.51	5.25	5.29	5.38
Course Availability	4.28	4.71	4.59	4.39	4.61	4.54	4.76	4.95	4.87	5.02	5.04
Distance Learning Opportunities*										5.32	5.41
<b>Grand Mean Coursework</b>	<b>5.29</b>	<b>5.41</b>	<b>5.34</b>	<b>5.19</b>	<b>5.37</b>	<b>5.31</b>	<b>5.35</b>	<b>5.49</b>	<b>5.49</b>	<b>5.36</b>	<b>5.46</b>

\*Item asked for the first time in the 2012-13 administration  
 \*\*Item not asked in the 1994-95 administration

- Overall, the Coursework Theme has seen increases in satisfaction over time.
- Two items in this Theme were asked for the second time in this administration of the survey; “Re-licensure Courses” and “Distance Learning Opportunities” cannot be assessed for a trend. Both of these items did see increases in satisfaction from the previous administration.

Grand Mean All Coursework Items with Trend Line



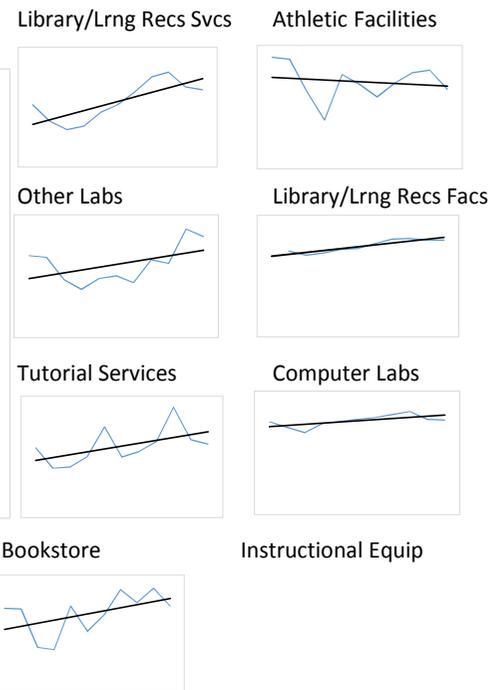
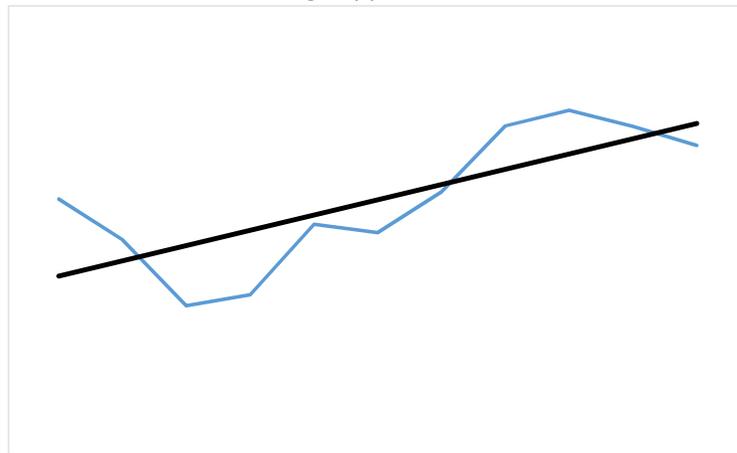
- While most of the items in the Coursework Theme have seen increases in satisfaction over time, the “Course Availability” item has seen substantial increases with regard to satisfaction.
- Two items in the Coursework Theme have seen declines in satisfaction over time. Respondents are becoming less satisfied with “Variety of Courses” and the “College Catalog.”

# Learning Support

Learning Support	1994-95	1996-97	1998-99	2000-01	2002-03	2004-05	2006-07	2008-09	2010-11	2012-13	2014-15
Library/Learning Resources Svcs	5.57	5.28	5.14	5.20	5.44	5.57	5.79	6.04	6.13	5.87	5.82
Other Labs	5.22	5.20	5.02	4.94	5.03	5.05	5.00	5.18	5.15	5.43	5.37
Library/Learning Res. Facilities**		5.11	4.85	4.99	5.22	5.27	5.59	5.87	5.92	5.81	5.80
Athletics Facilities	5.46	5.45	5.25	5.07	5.36	5.29	5.21	5.30	5.37	5.38	5.26
College Tutorial Services	5.50	5.28	5.29	5.40	5.73	5.40	5.46	5.57	5.94	5.59	5.54
Computer Labs	5.45	5.11	4.77	5.33	5.48	5.60	5.72	5.92	6.11	5.61	5.56
Classroom Facilities	5.24	5.13	5.02	4.90	5.00	4.98	5.19	5.35	5.40	5.38	5.40
Tech Program Facilities/Equip	4.79	5.18	5.04	4.96	5.13	5.06	5.18	5.16	5.24	5.38	5.38
Study Areas	5.36	5.19	5.10	5.13	5.18	5.23	5.20	5.46	5.50	5.60	5.52
Bookstore	5.09	5.08	4.64	4.61	5.11	4.82	5.01	5.30	5.15	5.31	5.11
Instructional Equipment*										5.30	5.31
Computers Meet Student Needs*										5.58	5.51
<b>Grand Mean Learning Support</b>	<b>5.31</b>	<b>5.19</b>	<b>4.99</b>	<b>5.02</b>	<b>5.23</b>	<b>5.21</b>	<b>5.33</b>	<b>5.53</b>	<b>5.57</b>	<b>5.53</b>	<b>5.47</b>
*Item Asked for the first time in the 2012-13 Administration											
**Item was not asked in the 1994-95 Administration											

- Overall, the Learning Support Theme has one of the most positive trend lines of the ten themes; respondents have become more satisfied with Learning Support over time.
- Two items in the Learning Support Theme – “Instructional Equipment” and “Computers that meet Students’ Needs” – were asked for the first time in the 2012-13 administration of the survey. Trend lines cannot be calculated for these items. Instructional equipment had an almost identical satisfaction score for the two administrations. Computers that meet student needs saw a slight drop (7/100’s) in satisfaction.
- “Athletic Facilities” was the only item that has slipped in its satisfaction rating over time. The trend for this item is slightly downward.

Grand Mean All Learning Support Items with Trend Line

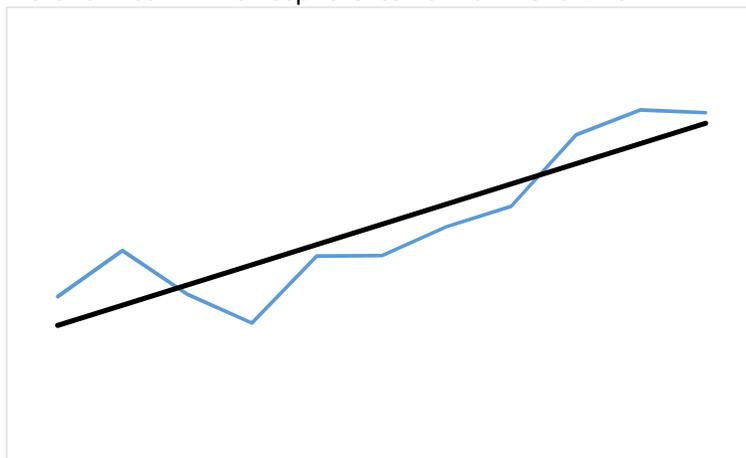


# Atmosphere

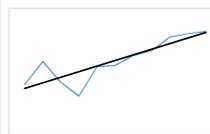
Atmosphere	1994-95	1996-97	1998-99	2000-01	2002-03	2004-05	2006-07	2008-09	2010-11	2012-13	2014-15
Concern for you	4.81	4.98	4.83	4.74	4.94	4.95	5.02	5.05	5.14	5.17	5.19
Non-teaching Staff Attitude	4.89	4.95	4.91	4.82	4.98	4.99	5.03	5.03	5.22	5.37	5.27
Ethnic/Racial Harmony	5.18	5.28	5.14	5.13	5.24	5.22	5.32	5.43	5.67	5.51	5.54
Welcoming Atmosphere*										5.49	5.46
Supportive Environment*										5.48	5.53
<b>Grand Mean Atmosphere</b>	<b>4.96</b>	<b>5.07</b>	<b>4.96</b>	<b>4.89</b>	<b>5.05</b>	<b>5.05</b>	<b>5.12</b>	<b>5.17</b>	<b>5.34</b>	<b>5.40</b>	<b>5.40</b>
*Item asked for the first time in the 2012-13 administration											

- The Atmosphere Theme has seen increases in satisfaction.
- Two items in this theme were asked for the first time in the 2012-13 administration of the survey: (1) “Welcoming Atmosphere” and (2) “Supportive Environment.” Trend lines cannot be calculated for these items. Welcoming Atmosphere saw a slight decrease in satisfaction between the two administrations; Supportive Environment saw a slight increase.
- All items in the theme (that can be measured over time) have seen increases in satisfaction; all trend lines are positive.

Grand Mean All Atmosphere Items with Trend Line



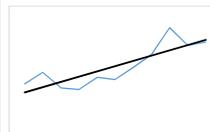
Concern for You



Non-tch Staff Attitude



Ethnc/Rcl Harmony



Welcom Atmosphere

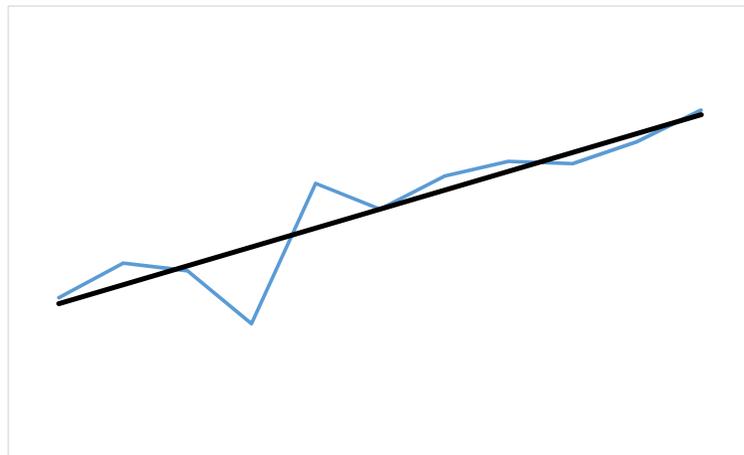
Supportive Environ

# Policies

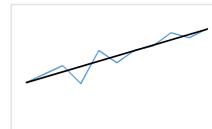
Policies	1994-95	1996-97	1998-99	2000-01	2002-03	2004-05	2006-07	2008-09	2010-11	2012-13	2014-15
Admissions/Entry Procedures	4.93	5.03	5.13	4.92	5.32	5.17	5.32	5.38	5.54	5.47	5.59
Registration Procedures	4.78	4.93	5.08	4.64	5.40	5.36	5.55	5.50	5.55	5.46	5.55
Student Conduct Rules	4.88	5.22	5.13	5.02	5.31	5.24	5.30	5.32	5.39	5.34	5.35
Student Voice	4.60	4.64	4.37	4.51	4.71	4.70	4.68	4.92	4.61	4.91	5.03
Probation/Suspension Policies	4.69	4.57	4.51	4.51	4.78	4.74	4.75	4.83	4.68	5.10	5.26
<b>Grand Mean Policies</b>	<b>4.82</b>	<b>4.92</b>	<b>4.90</b>	<b>4.74</b>	<b>5.16</b>	<b>5.08</b>	<b>5.18</b>	<b>5.22</b>	<b>5.22</b>	<b>5.28</b>	<b>5.38</b>

- The Policies Theme has seen increases in satisfaction over time. The trend line is one of the most positive of the ten themes.
- The “Admissions/Entry Procedures” item has seen substantial increases in satisfaction over time. It has one of the steepest trend lines of the items measured.
- “Registration Procedures” appears to be relatively stable with regard to satisfaction over time.

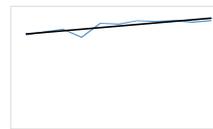
Grand Mean All Policies Items with Trend Line



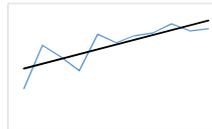
Admis/Entry Prcdrs



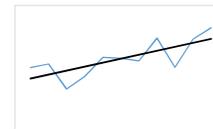
Reg Procedures



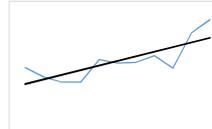
Student Conduct Rls



Student Voice



Prob/Suspen Policies



# Advising

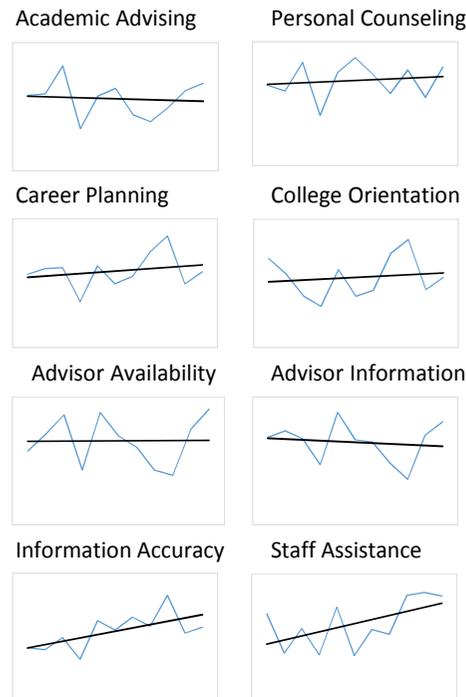
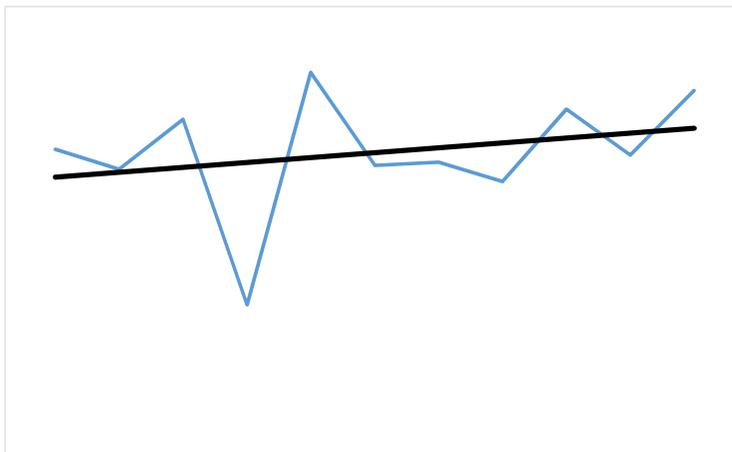
Advising/Counseling	1994-95	1996-97	1998-99	2000-01	2002-03	2004-05	2006-07	2008-09	2010-11	2012-13	2014-15
Academic Advising	5.02	5.03	5.20	4.82	5.01	5.06	4.90	4.86	4.94	5.05	5.09
Personal Counseling	4.87	4.83	5.01	4.68	4.95	5.04	4.94	4.81	4.96	4.79	4.98
Career Planning	5.03	5.09	5.10	4.77	5.11	4.94	5.01	5.24	5.40	4.94	5.06
College Orientation	5.32	5.18	4.99	4.90	5.22	4.99	5.04	5.36	5.48	5.04	5.15
Faculty Advisor Availability	5.05	5.14	5.24	4.95	5.25	5.13	5.07	4.95	4.92	5.17	5.27
Faculty Advisor Info Value	5.16	5.21	5.15	4.97	5.34	5.15	5.13	4.98	4.87	5.18	5.27
College Info Accuracy	5.07	5.06	5.15	4.98	5.28	5.21	5.31	5.24	5.48	5.19	5.23
College Staff Assistance	5.15	4.98	5.09	4.98	5.18	4.97	5.09	5.07	5.24	5.25	5.23
<b>Grand Mean Advising/Counseling</b>	<b>5.10</b>	<b>5.08</b>	<b>5.14</b>	<b>4.91</b>	<b>5.19</b>	<b>5.08</b>	<b>5.08</b>	<b>5.06</b>	<b>5.15</b>	<b>5.09</b>	<b>5.17</b>

- The Advising Theme has been relatively flat with regard to satisfaction over time. Although there appears to be more variability between the administrations of the survey, the overall trend is flat.

- Most of the items in the Advising Theme are flat or have minimal increases/decreases in satisfaction over time (slight upward/downward trends).

- “Information Accuracy” and “Staff Assistance” both have slightly steeper positive trend lines.

Grand Mean All Advising Items with Trend Line



# Auxiliary Services

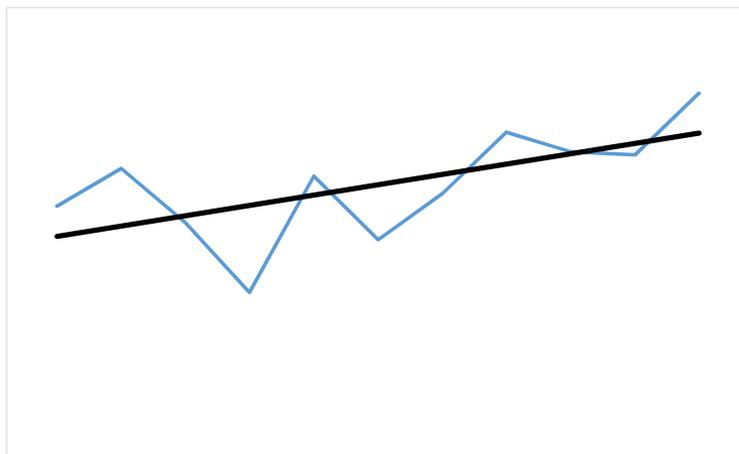
Auxiliary Services	1994-95	1996-97	1998-99	2000-01	2002-03	2004-05	2006-07	2008-09	2010-11	2012-13	2014-15
Cafeteria/Food Service	4.94	4.67	4.72	4.82	4.94	4.86	4.87	5.08	5.00	4.84	4.56
Parking Facilities	4.13	4.70	4.30	3.89	4.35	4.04	4.53	4.55	4.12	4.26	4.70
Child Care Services	4.67	4.48	4.35	4.29	4.23	4.65	4.69	4.82	4.89	4.59	4.93
Personal Security/Safety	5.05	5.16	5.12	4.93	5.19	5.16	5.15	5.29	5.30	5.55	5.61
Buildings/Grounds	5.51	5.37	5.33	5.15	5.29	5.11	5.05	5.35	5.54	5.29	5.43
Student Government	4.44	4.53	4.42	4.43	4.63	4.62	4.66	4.66	4.57	4.93	4.98
College Media	4.85	4.79	4.82	4.85	4.96	4.87	4.85	4.86	4.93	4.91	5.00
<b>Grand Mean Auxiliary Services</b>	<b>4.84</b>	<b>4.91</b>	<b>4.81</b>	<b>4.68</b>	<b>4.90</b>	<b>4.78</b>	<b>4.87</b>	<b>4.98</b>	<b>4.95</b>	<b>4.94</b>	<b>5.06</b>

- The Auxiliary Services Theme has a slightly positive trend line. Survey respondents have become a little more satisfied with the items in this theme over time.

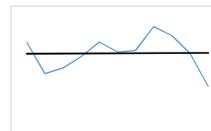
- “Parking Facilities” has had very little variability from administration to administration; respondents have been consistent in their (dis)satisfaction rating of MHCC’s parking.

- The “Food Services,” “Parking Facilities,” and “Buildings/Grounds” items all have very flat trend lines; satisfaction scores have not changed over time.

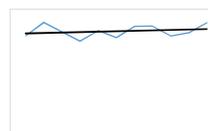
Grand Mean All Auxiliary Services Items with Trend Line



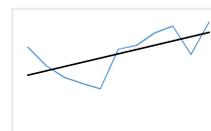
Food Service



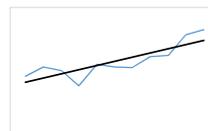
Parking Facilities



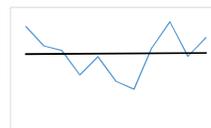
Child Care Services



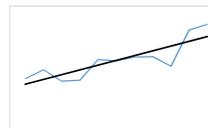
Security/Safety



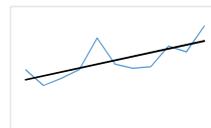
Buildings/Grounds



Student Government



College Media



# Employment

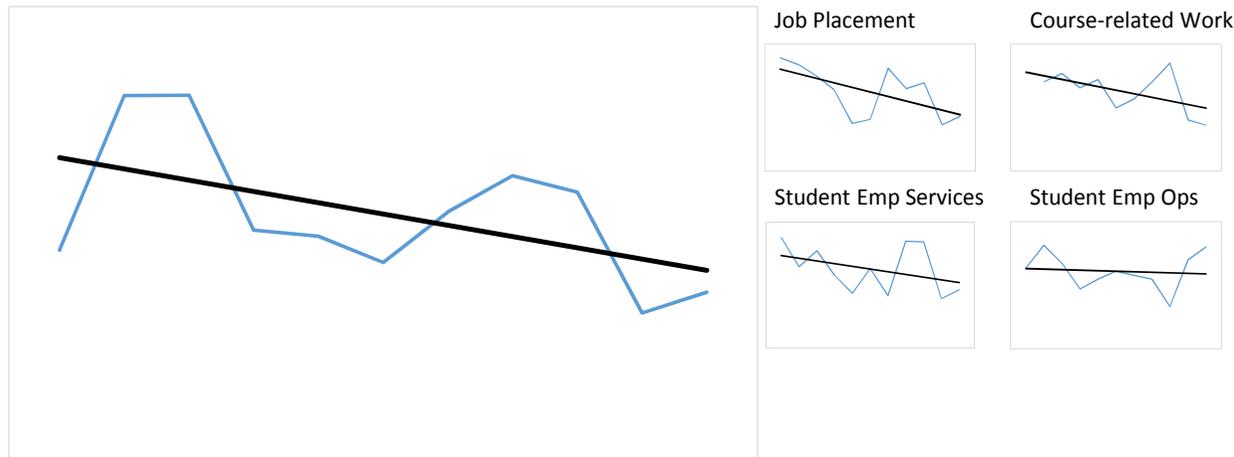
Employment	1994-95	1996-97	1998-99	2000-01	2002-03	2004-05	2006-07	2008-09	2010-11	2012-13	2014-15
Job Placement	4.92	4.89	4.84	4.78	4.63	4.65	4.87	4.78	4.81	4.62	4.66
Course-related Work**		5.42	5.52	5.34	5.44	5.09	5.20	5.41	5.65	4.95	4.88
Student Emp Services	5.14	4.93	5.04	4.87	4.74	4.92	4.72	5.11	5.11	4.70	4.77
Student Emp Opportunities	4.69	4.81	4.71	4.58	4.63	4.67	4.65	4.63	4.49	4.73	4.80
<b>Grand Mean Employment</b>	<b>4.83</b>	<b>5.02</b>	<b>5.02</b>	<b>4.86</b>	<b>4.85</b>	<b>4.82</b>	<b>4.88</b>	<b>4.92</b>	<b>4.90</b>	<b>4.76</b>	<b>4.78</b>
**Item was not asked in the 1994-95 administration											

- The Employment Theme is the only theme of the ten that has seen students become less satisfied over time. The trend line for this theme is negative.

- All four of the items in the Employment Theme are negative.

- “Job Placement Services” has seen the greatest decline in satisfaction of the four items in the theme.

Grand Mean All Employment Items with Trend Line

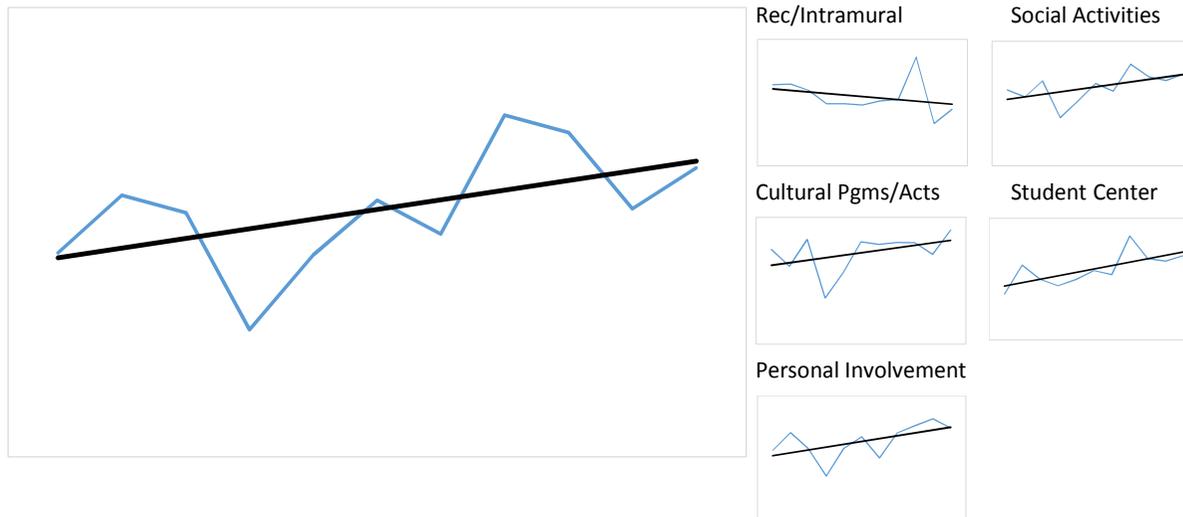


# Extracurricular

Extracurricular	1994-95	1996-97	1998-99	2000-01	2002-03	2004-05	2006-07	2008-09	2010-11	2012-13	2014-15
Rec/Intramural Programs/Svcs	5.26	5.26	5.21	5.09	5.09	5.08	5.11	5.13	5.50	4.92	5.04
College Social Activities	4.87	4.78	4.98	4.52	4.73	4.95	4.86	5.19	5.04	4.99	5.07
Cultural Programs/Activities	5.02	4.90	5.09	4.68	4.86	5.07	5.06	5.07	5.07	4.99	5.16
Student Center	5.09	5.30	5.20	5.15	5.20	5.26	5.23	5.51	5.35	5.33	5.37
Personal Involvement	4.86	4.98	4.87	4.68	4.87	4.96	4.80	4.98	5.03	5.08	5.02
<b>Grand Mean Extracurricular</b>	<b>5.00</b>	<b>5.10</b>	<b>5.07</b>	<b>4.88</b>	<b>5.00</b>	<b>5.09</b>	<b>5.03</b>	<b>5.23</b>	<b>5.20</b>	<b>5.07</b>	<b>5.14</b>

- The Extracurricular Theme has seen improvements in satisfaction scores over time. The trend line for this theme is positive.
- “Recreation/Intramural Programs/Services” is the only item in this theme that has a negative trend in satisfaction.

Grand Mean All Extracurricular Items with Trend Line



## Satisfaction Trends Summary

Instruction →		Financial →		Atmosphere →		Auxiliary Services →	
Quality of Instruction	→	Financial Aid Services	→	Concern for you	→	Cafeteria/Food Service	→
Instructor Availability	→	Scholarships Services	→	Non-teaching Staff Attitude	→	Parking Facilities	→
Teaching Staff Attitude	→	Financial Aid Scholarship Information	→	Ethnic/Racial Harmony	→	Child Care Services	→
Program Challenge	→	Billing/Fee Payment Procedures	→	Welcoming Atmosphere		Personal Security	↗
Preparation for Career	→	Activity Fees	→	Supportive Environment*		Buildings/Grounds	→
Preparation for Transfer	→					Student Government	→
Coursework →		Learning Support →		Policies →		College Media	→
Testing / Grading System	→	Library/Learning Resources Services	→	Admissions Procedures	↗	Employment →	
Re-licensure Courses*		Athletic Facilities	→	Registration Procedures	→	Job Placement	↗
Course Content in Major	→	Other Lab Facilities	→	Student Conduct Rules	→	Course-related Work Opportunities	↗
Variety of Courses	↗	Library/Learning Resources Facilities	→	Student Voice	→	Student Employment Services	→
Class Size	↗	Tutorial Services	→	Probation/Suspension Policies	→	Student Employment Opportunities	↗
Flexibility to Design Program	→	Computer Labs	→	Advising / Counseling →			
Class Schedule	→	Classroom Facilities	→	Academic Advising	↗	Extracurricular →	
College Catalog	↗	Technical Program Facilities/Equipment	→	Personal Counseling	→	Recreation Programs	↗
Course Availability	↗	Study Areas	→	Career Planning	→	Social Activities	↗
Distance Learning Opportunities*		Bookstore	→	College Orientation	→	Cultural Programs	→
		Instructional Equipment		Advisor Availability	→	Student Center	↗
		Computers that meet Student Needs*		Advisor's Information	↗	Personal Involvement	→
				College Info. Accuracy	→		
				Staff Assistance	→		

\*Second time asked



# *Additional Comments*

**MHCC Student Satisfaction Survey**

# Additional Comments

- The new survey format allowed MHCC to ask open-ended comments for the first time. Respondents were asked “Is there anything else you would like to share with MHCC regarding your experience at the college?” A total of 157 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 sixteen categories that comments fell into. Comments that address multiple categories are assigned to each appropriate category. The 159 comments received resulted in 252 assignments to the sixteen categories.

- Actual comments are provided in Appendix A.

- The majority of comments were related to MHCC in general. Of these, almost eighty percent (78.7%) were positive comments about the college. Comments like “I love it here at Mt. Hood. I’ve had a great experience so far!” are typical of the positive comments that were received.

- The second highest category of comments dealt with Classrooms/Technology/Facilities/Grounds. These comments were focused on the need for improvements in classrooms, upgrades to technology, and cleanliness (particularly related to the bathrooms).

- Comments with regard to Faculty/Instructional Administrators were mostly positive (69%). “I love the passion my instructors have in my program....” are typical of these comments.

- Class Schedules/Course Availability/Distance Education also had a high number of responses. Students indicated a desire for greater accessibility to classes and the need for more Distance Education/Online courses.

- Both Financial Aid and Advising also had a relatively high number of comments. Respondents generally indicated frustration with these services.

Code	Category	# Comments
1	MHCC In General	61
1.1	Positive	48
1.2	Negative	13
2	Faculty/Instructional Administrators	29
2.1	Positive	20
2.2	Negative	9
3	Part-time Faculty Specific	1
4	Classroom/Technology/Facilities/Grounds	31
5	Financial - Fees / Percieved Value	9
6	Parking / Parking Facilities	4
7	Financial Aid	12
8	Advising	11
9	Food Service	9
10	Web/Portal/Blackboard	5
11	Bookstore	9
12	Library	4
13	Program Specific	24
14	Class Schedule/Course Availability/Distance Ed	21
15	Learning Success Programs/Tutoring	4
16	Miscellaneous	18



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*Conclusions/Recommendations*

**MHCC Student Satisfaction Survey**

# Conclusions / Recommendations

- This was the second administration of MHCC’s Student Satisfaction Survey where both importance data was captured along with satisfaction. The two question format (how important is this to you/how satisfied were you) results in a much richer data set and allows for prioritization of the items measuring satisfaction. Capturing the importance data resulted in a better focus of results. It needs to be continued in future administrations of the survey.
- This administration of the survey was the last time MHCC was authorized to use the copyrighted ACT Student Opinion Survey items. Although the survey – in it’s current format – bears only minor resemblance to the original survey, MHCC and the AIR team will review and modify the survey to better meet the needs of the institution in future administrations.

## **Intent/Impressions Data**

- Reasons for attending MHCC saw some shifts in the data.
  - “Offered Courses Wanted” and “Convenient Location” were the most often cited major reasons for attending MHCC. “A Good Chance for Personal Success” and “Offered a Specific Program of Interest” also had a large proportion of students indicating they were a major reason for attending.
  - For the second time since MHCC began administering the survey, “Low Cost of Attending” slipped out of the top three reasons for attending. Trends data indicate that perceptions of the value of a MHCC education are decreasing. MHCC should continue to monitor and assure that tuition and fees for attending are inline with other community colleges in the Portland Metropolitan Area.
  - The “Advice from” reasons (Counselors, Teachers, Parent/Relative) have consistently been rated as the least influential reasons for attending MHCC. However, advice from Parents/Relatives has more influence over potential students attending than from either of the other two sources.
- More students over time have indicated that MHCC was their first choice. Seventy-three percent of students indicated MHCC was their first choice; the trend line continues to be positive.
- Students have been consistent over time with their indicating they would attend MHCC if they had to do it over again. This administration saw the highest percentage (81.6%) indicating the “Definitely Would” or “Probably Would” attend MHCC if they had to do it over again.

# Conclusions / Recommendations

## Satisfaction 2014-15

- Overall, students are satisfied with their experience at MHCC. Over ninety percent of students (91.0%) indicated they were satisfied with the Quality of Education at MHCC. Over eighty-five percent of students (85.5%) indicated they were satisfied with MHCC in general.
- The satisfaction assessment has sixty seven items that address ten themes related to the college experience. Asking students to rate the importance of each item allowed for a rank of the themes based on overall importance scores. The Instruction, Financial, Coursework, and Learning Support themes were ranked the first, second, third (respectively) – Coursework and Learning Support were tied – most important themes.



- Two methods were used to assess satisfaction with the sixty seven items: (1) Importance/Satisfaction Plots and (2) Gap Analysis. The Importance/Satisfaction Plots look at items within themes and provides an analysis of items relative to the others within that theme. Gap Analysis looks at the items individually and simply calculates a gap by subtracting the mean satisfaction score from the mean importance score.

# Conclusions / Recommendations

## Importance/Satisfaction Plots

(Items with high importance low satisfaction scores)

- *Instruction*
  - Preparation for Career\*
- *Financial*
  - Scholarship Services\*
- *Coursework*
  - Course Availability\*
  - Class Schedule\*
- *Learning Support*
  - Bookstore\*
  - Classroom Facilities
  - Instructional Equipment\*
- *Atmosphere*
  - Non-teaching Staff Attitude
- *Policy/Procedures*
  - Registration Procedures
- *Advising/Counseling*
  - Academic Advising\*
  - Career Planning
- *Auxiliary Services*
  - Parking Facilities\*
  - Cafeteria/Food Service
- *Employment/Work Experience*
  - Job Placement
- *Extracurricular*
  - Personal Involvement

## Gap Analysis

(Items where Imp. Exceeds Sat. by .80 or more)

- *Instruction*
  - Preparation for Career\* (Imp = 6.31 / Sat = 5.46 / Gap = 0.84)
  - Preparation for Transfer (Imp = 6.09 / Sat = 5.19 / Gap = 0.89)
- *Financial*
  - Fin Aid/Scholarship Info (Imp = 6.21 / Sat = 5.25 / Gap = 0.96)
  - Financial Aid Services (Imp = 6.20 / Sat = 5.16 / Gap = 1.04)
  - Scholarship Services\* (Imp = 6.05 / Sat = 4.94 / Gap = 1.11)
  - Activity Fees (Imp = 5.60 / Sat = 4.79 / Gap = 0.81)
- *Coursework*
  - Course Availability\* (Imp = 6.34 / Sat = 5.04 / Gap = 1.30)
  - Class Schedule\* (Imp = 6.26 / Sat = 5.43 / Gap = 0.84)
- *Auxiliary Services*
  - Parking Facilities\* (Imp = 6.08 / Sat = 4.70 / Gap = 1.39)
- *Learning Support*
  - Instructional Equipment\* (Imp = 6.11 / Sat = 5.31 / Gap = 0.81)
  - Bookstore\* (Imp = 6.03 / Sat = 5.11 / Gap = 0.92)
- *Advising/Counseling*
  - College Info Accuracy (Imp = 6.06 / Sat = 5.23 / Gap = 0.83)
  - Academic Advising\* (Imp = 5.96 / Sat = 5.09 / Gap = 0.86)

\* Indicates items that appeared in both analyses.

# Conclusions / Recommendations

## Satisfaction 2012-13 Continued

- The Importance/Satisfaction Charts revealed a number of items that individual areas can focus on to improve overall satisfaction with MHCC.
- Looking at both the Importance/Satisfaction Charts in conjunction with the Gap Analysis reveals three areas that would have the greatest impact on student satisfaction:

### 1. Course Access:

Course availability and class schedule showed up on both the Importance/Satisfaction Plot and Gap Analyses. These areas continue to need to be a focus for the Office of Instruction. Identifying additional / alternative times to offer key courses within terms (e.g. late afternoon/evening times and weekend courses) and assuring courses are available across terms would have a positive impact on satisfaction scores. Additional distance learning courses should also be implemented.

### 2. Finance:

The Gap Analysis revealed that all items in the Finance Theme (except Billing/Fee Payment Procedures) had mean Importance Scores that exceeded mean Satisfaction scores by 0.80 or more (Financial Aid Services and Scholarship Services both had gap scores greater than 1.00). Financial Services could benefit from additional customer service training and a review of processes to determine where improvements can be made. Communication efforts that focus on improvements made through the use of student fees would be beneficial.

### 3. Parking Facilities:

Parking has been an on-going issue. The gap between mean importance and satisfaction scores for parking facilities is the greatest of any item measured in the survey. A review of parking facilities, prioritizing improvements, and creating/implementing an improvement plan would have a dramatic impact on student satisfaction.

## Satisfaction Trends

- Over time, the themes appear to be holding steady or improving with regard to student satisfaction scores. The one exception is the Employment Theme which has been steadily declining over the ten administrations of the survey. All items within the theme have negative trend lines (students are less satisfied over time) and should be reviewed.
- The Finance Theme has seen improvement in satisfaction scores over time. Although it was the only theme mentioned as a focus area above. It should be pointed out that those responsible for this thematic area have been improving.



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# *Appendix A: Open Comments*

**MHCC Student Satisfaction Survey**

# Open Comments: Please write in the Other purpose for entering the college.

Other Purpose
to take prerequisite classes for application to a physicians assistant program
Fulfilling prerequisite for grad school after obtaining a Bachelor's from a 4-year university
to get my classes going for the classes i want to take.
To learn what career I wanted to pursue.
To Better myself, and to get somewhere in life.
To cross some things off my bucket list.
G.E.D
To learn how to farm using aquaponics
high school
dual crediting
I am a high school student earning both high school and college credit

Note: Because of the small number of comments, content analysis was not performed on this question.

Open Comments: Please write in the Other status at the time you first entered MHCC.

Code	Category	# Comments
1	Employment	
1.1	Worked for a number of years	30
1.2	Changed professions / already hold a degree	9
1.3	Unemployed	1
1.4	Skills upgrade	4
1.5	Retired	4
2	Transfer/Pre-requisites for program	5
3	Continuing after GED/ENL/ESL courses	9
4	Stay-at-home parent / homemaker	12
5	Moved into the area	4
6	Decided to go / specific course	5
7	Dual enrollment / early college entry	10
8	Other	9

# Open Comments: Please write in the Other status at the time you first entered the MHCC.

Comment	Code
10+ years out of school	1.1
Working and student from PCC	1.1
Went back to school as a 55 year old	1.1
Manager for 20+ years in the retail field	1.1
Working	1.1
Worked the same job for 24 years	1.1
I graduated in 1997 and started MHCC in 2012. I am a first generation college student.	1.1
Graduated from 4-year college in 1995 and have worked in business environments since then.	1.1
I entered after completing my hair design certification at another college, to learn the business aspects needed to run my own business	1.1
took fall term off	1.1
9 years out of school high school	1.1
I am 50 yrs old and am trying to improve my earning ability.	1.1
I am 16 years in my profession and desired to have an associates along with it.	1.1
entered after 27 years of work	1.1
I graduated from High School in 1987 and I just decided at this time that I would like to go back to school and get a degree.	1.1
After being out of high school for 14 years	1.1

## Open Comments: Please write in the Other status at the time you first entered the MHCC.

Comment	Code
I took classes years ago to persue a degree but did not complete. Now I'm returning to continue this dream.	1.1
Worked for 20+ years. Getting a degree to further my career	1.1
after working 15 years in the field	1.1
entered college at an older age	1.1
15 years after high schu	1.1
I have been out of high school for 33 years.	1.1
After high school	1.1
Entered 5 years after finishing high school.	1.1
working head of household trying to pursuit a dream	1.1
Worked a number of years first	1.1
Was taking time off after working for many years	1.1
I started in my early 30's. Never went to college before that.	1.1
I first started at MHCC went I was about 20. I drove a truck for a while until it became necessary to further myself and my education. I'm working towards getting into the state electrician apprenticeship as well as obtain a bachelor's in counseling.	1.1
34 years old. Haven't been in school for 10 years.	1.1

# Open Comments: Please write in the Other status at the time you first entered the MHCC.

Comment	Code
I have already obtained my bachelors but started MHCC for the nursing program.	1.2
have BA needed courses for Funeral Services	1.2
Already had a Bachelors degree	1.2
I work full-time and have a masters degree.	1.2
I worked for almost 20 years before deciding to enter a new field.	1.2
post bachelor's degree and some years	1.2
I already have a BS from Oregon State and am now taking classes to fulfill prerequisites for nursing school (U of P)	1.2
Career change	1.2
I am middle aged. I have a college degree. I have a job. I am at MHCC to get a degree necessary in helping me make a complete career change.	1.2
Entered after being displaced from the work force/training for change in occupation	1.3
Working from home	1.4
Working adult with surgical technology certificate looking to complete the Registered Nursing program	1.4
I was working on my CNA before entering in college.	1.4
To improve my working/hiring status	1.4

# Open Comments: Please write in the Other status at the time you first entered the MHCC.

Comment	Code
Attended MHCC in the 1970's. Two AA degrees 1977, 1979. Now retired	1.5
Retired	1.5
after work	1.5
retired faculty	1.5
found out there was a dual crediting program for PSU	2
after 2 years in hometown university	2
Transferred from PCC	2
I attended Casper Community College (WY) back in '91-'93 but didn't earn a degree before leaving.	2
Almost completing AAOT as a consortium student of BMCC	2
Displaced worker after 14Years of service- Had no Education other than GED	3
Completed ENL (English for Non-native Language) Classes.	3
entered after recieving GED	3
GED	3
At 46 I started my High School Diploma program and finished it at 47, in October of 2013. Spring of 2014 I entered Mt. Hood Community College	3
ENL classes	3
Employed for years after obtaining a GED	3
After completing my GED at MHCC	3
after I recieved my GED	3

# Open Comments: Please write in the Other status at the time you first entered the MHCC.

Comment	Code
i was an at home stay mom	4
after raising my kids to school age	4
Returning back to school after being a stay at home mom	4
Took a year off after highscool to take care of my mom	4
Home Maker	4
Had been a stay-at-home mom for 14 years.	4
Stay at home mother	4
As an empty nester, I decided I needed to fulfill a goal I never achieved due to being a full-time worker, mother and wife at a very young age.	4
Stay at home mother	4
stay at home mom	4
Displaced homemaker	4
caring for my parents	4
Migrated from the Philippines	5
Transfer from Seattle, WA	5
Moved to Oregon in January, from Michigan. I wanted to complete my classes that I started in Michigan 8 years ago. I	5
I studied in Vietnam	5
Just wanted to go back to school.	6
Entered after chemotherapy	6
waited to attend mhcc due to health reasons	6
I want to continue with my education	6
Hadn't been in school	6

# Open Comments: Please write in the Other status at the time you first entered the MHCC.

Comment	Code
Still in high school (early college student).	7
First entered MHCC during summer of Freshman year of high school at RHS to take more advanced classes.	7
while in High School	7
Entered Mhcc during senior year of high school	7
Early College Student	7
Entered at the beginning of my sophomore year of high school	7
I entered directly from middle school as an underage student.	7
Entered while still in high school.	7
entered during highscool	7
Still in high school	7
Released from prison	8
2014	8
Disabled spouse	8
I was recently released from incarceration	8
From home	8
foreign student	8
Full time	8
2014	8
Scholarship	8

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

- The following pages list the actual comments provided by students. And the category code(s) it was assigned to based on the table to the right. The comments are presented exactly as students entered them into the system; there was no effort to correct grammar/spelling mistakes nor was profanity omitted.
- Where students identified specific instructors/individuals, the names were replaced with “#####.” The survey is not intended to provide feedback on any individual and it is not appropriate to identify / share individuals’ name in this report. Names have been blocked for both negative and positive comments.

Code	Category	# Comments
1	MHCC In General	61
1.1	Positive	48
1.2	Negative	13
2	Faculty/Instructional Administrators	29
2.1	Positive	20
2.2	Negative	9
3	Part-time Faculty Specific	1
4	Classroom/Technology/Facilities/Grounds	31
5	Financial - Fees / Percieved Value	9
6	Parking / Parking Facilities	4
7	Financial Aid	12
8	Advising	11
9	Food Service	9
10	Web/Portal/Blackboard	5
11	Bookstore	9
12	Library	4
13	Program Specific	24
14	Class Schedule/Course Availability/Distance Ed	21
15	Learning Success Programs/Tutoring	4
16	Miscellaneous	18

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes					
I have really enjoyed my time at MHCC. The teachers are fantastic and the education is a great value compared to other academic institutes. I do wish the online services such as the portal had a friendlier user interface however.	1a	2a	5	4		
I think this is a great college and the instructors genuinely care about the education the students receive, I just wish there were more opportunities for weekend and evening classes. Also general advising staff don't seem like they expect you to succeed, I was kind of thrown off by this when I first came in to talk about my education plan. I told the advisor that I was planning on pre nursing courses so I could enter the RN program and was told "I'm sorry". That was 2 years ago, Im glad I didn't let it deter me because I just had an interview for the nursing program and feel my chances of getting in are pretty good.	1a	2a	15	9		
I have had a mostly awesome experience at MHCC. I recommend it to a lot of people. I wish that financial aid and advising for four year colleges were a little more accessible. I am trying to figure out what my transfer option are right now and it is really confusing.	1a	8	9			
I have been pleased with my overall experience at MHCC and have been taking courses on and off since 1981. The one department I that I have seen throughout the years as needing improvement is in the advising department. students need to feel comfortable talking to an advisor with the skills to point them in the right direction. I was fortunate enough to be involved with Trio where I had an excellent advisor.	1a	9	14			
As of this point, my experience at MHCC has been fairly satisfying, of course there are also areas that could use some improvements, for instance even upgrading some basic things around the campus, for general public use (bathrooms, appliances, amenities, etc...); but overall, in terms of education, I have had a great experience with MHCC.	1a	4				
Overall I am happy with my ~class experience~ with MHCC. However, It is 5/26/15 and I have not YET received my financial aid for Spring 2015... There was an error on my application and I have been waiting for a merge of two accounts. This merge is supposed to happen through the financial aid office. The term is almost over. We are in our last week and I still haven't received my funds. Its extremely frustrating having to scrap money together for my books and required class material when you live on a college student income. Iv'e acquired late fees for my tuition not being paid on time to which will come out of the loans I have not even gotten yet. If I could pay my tuition myself, I wouldn't have even applied for financial aid to start with. This issue alone makes my experience with MHCC poor. This is my first term with MHCC and I wish it was off to a better start.	1a	8				
I am enjoying my time here, would like more options to take courses that designed for specific programs. Even if not in that program.	1a	14				
I've been really happy with my experience at MHCC. I would say that the music department is definitely in need of a bigger budget and more resources. Aside from that, however, I think MHCC is doing a lot right.	1a	14				

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes					
MHCC is a great college with multiple opportunities for students of all ages and educational levels. I greatly enjoy the variety of classes, and the flexible schedule. I hope that work can be done to better involve the students at campus events. There are numerous flyers, but how many people are actually reading them?	1a	17				
This is my fourth term at MHCC and I love it. The instructors are the best and are there to help us understand the material. I have no negative comments regarding the college because so far I've had a wonderful college experience.	1a	2a				
I am very happy to be a student at MHCC, my teachers are extremely supportive and I feel welcomed. I commute from Hood River but it is well worth it! I love MHCC, YOU GUYS ROCK!!!	1a	2a				
So far going to MHCC for my prerequisites has been a great experience.	1a					
MHCC is a great college for cost and convenience. I hope to see these qualities persist in the future.	1a					
Overall experience at MHCC by staff and instructors has been phenomenal!! I knew it would be that is why I chose MHCC as my Community College.	1a					
I transferred from PCC and MHCC is so much better! I have recommended it to several people and will continue to do so. The campus is beautiful and the staff is extremely nice.	1a					
While improvements can always be made, it is a nice place to learn.	1a					
An incredibly warm campus; you guys know hospitality. That's not to say that people aren't nice at PSU or PCC, but there's a little something extra special about the students you attract, and especially the teachers who teach them. I'm really enjoying my time here, and it saddens me that I will be leaving after the summer term. Thank you for the great experience, I won't forget it.	1a					
I enjoy learning at MHCC	1a					
I really like the schools system and how they are helpful with a lot of students and their education. I would refer other people to come here to MHCC. I thank the school for helping me get this far.	1a					
Been a pleasure to attend school here. I have made friends and feel that the distance learning program is a great thing! I took most classes online and loved that flexibility	1a					
A very great college for future success.	1a					
So far I have had a great experience at MHCC. I love the campus and the landscaping, it makes me feel comfortable and relaxed. I like learning in a less-stressed environment.	1a					

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes				
The campus, with its beautiful native species and convenient location, is a wonderful place to grow my education and develop my career.	1a				
My first year at MHCC has been very enjoyable. I look forward to continuing my education next year.	1a				
Great so far! Taking all distance learning.	1a				
mhcc is the best.	1a				
The office ladies are incredibly nice and very fast at what they do.	1a				
Given the price and location of MHCC in relation to my situation and needs, I have found the school to be adequate and of good quality. I am currently only attending part-time, but look forward to becoming a full-time student this fall.	1a				
MHCC is one the biggest atmosphere community college to be in. This is my first year in College and I would definitely recommend to any student's to apply here.	1a				
Go on keep up the good job	1a				
I love it here at Mt. Hood. I've had a great experience here so far!	1a				
Very easy to understand when to be able to register for classes and how to do so!	1a				
This is my first year being at Mt. Hood Community College. I was honestly skeptical at first because I had the "go-big-or-go-home" mentality. This was not my first choice, but I can say that I am having one of the best school experiences I have ever had. I have met amazing people of different ages and backgrounds striving for different things, and I am very proud to be a part of that. Thank you for welcoming me in to your family. :-)	1a				
I'm very glad to have mhcc available to me. I love this school.	1a				
Got so use to, to mhcc. Don't want to leave :)	1a				
Glad there is a place to get more information for lifes possiblities!	1a				
Mhcc is a good school to start! Keep it up,Saints!	1a				
MHCC is the best colleg in Portland, thank you	1a				
I really enjoy the peacefulness and beauty of the campus. It is very safe and clean as well! There is an atmosphere of good will at the campus, I enjoy very much!	1a				

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes				
<p>I have had a horrible MHCC experience. Some teachers don't even understand the content of there material and it makes it confusing on quizzes and tests because someone else writes them not the teacher. Trying to talk to someone about your classes and issues you may be having is a complete joke. Financial aid staff are very unpleasant and hard to deal with. Bathrooms are filthy and smell like urine. Bookstore is cramped and the campus needs improvements sidewalks and common areas. I have attended mhcc for the last 4 terms and have had enough! I will be transferring to pcc this fall. I have been on the deans list the last 3 terms and don't feel like a letter congratulating me is enough. If mhcc is really that happy with my performance then you need to preform for me and fix this college. It is really such a waste of time and money coming here. I'm truly upset and annoyed with my decision because this campus is so close to my home and I will have to completely re arrange my schedule. I really hope that my comments get read and that the harsh reality will actually be looked at by the president and board and forever changes will be made.</p>	1b	2b	9	4	12
<p>Yes I would. The morale among staff and instructors is awful and should be a priority for the management staff of this organization. The equipment in the computer labs are a joke and many of the students are going through the classes and can not use the equipment in a non-virtual environment even after successfully completing the class using said equipment. Please ask the instructors to leave, politics, drinking alcohol, antiquated beliefs, frustration with management, and or students OUT OF THE CLASS ROOM! I'm an African American who supports the president of the U.S. because he is commander and chief no matter how bad he or the government is doing I don't want to hear about it during classes. I don't want to hear about guns, motorcycles, and students pushing shopping carts at Costco. Seriously I love MHCC but I'm angry and extremely disappointed in the equipment, two of your instructors that should be transitioned to something that doesn't require them to interact with students. Now as far as the Vet Services, please let ##### and one another hardcore Veteran that truly cares run that office and kick everyone else out of it PLEASE! The bookstore is our primary resource at this college please, please step it up in terms of resources, up-to-date resources that is, and leadership that is going to be around for a while. Finally this campus looks like it was shipped from the ghetto and rebuilt in Gresham, you all need to restore the elegance and beauty that was once Mt. Hood Community College Gresham Oregon. / Thank you for listening. /</p>	1b	4	2b	14	12

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes					
<p>In returning to the area and this college after ten years, I'm a little disappointed in how much progress has been made. Sure, there have been significant leaps and bounds, however, here are a few things I feel like could be improved. 1. More web based courses. 2. More courses earlier in the morning like starting at 7am. This would allow more flexibility with work schedules and school scheduling. 3. More electrical outlets in the library. Particularly in middle of the quiet study zones, you can't get power to a computer unless you're near a wall or bring an extention cord. It makes it impossible sometimes to make any progress when you can't get power to your learning devices. 4. More study areas other then the library. During peak times, the library makes it hard to concentrate when so many people are in the study carrels alone. For some people this is their only means and space to do their work and it hinders them from succeeding. 5. More community engagement. I've been back at mount hood since the start of the year and the only thing that's been remotely interesting is the job fair which allowed me leads for work. How about intermural sports or at least a regular flag football course. If there were more opportunities to connect with people I believe it would enrich the college experience, give students a break from academic obvlion as well as help MHCC's reputation. 6. The parking situation hasn't been the best I've seen it here. The addition of the north building really didn't help either. The campus layout is a little awkward and you have to count on parking further away then you'd like. 7. Mt. Hood pond. I'd like to see it stocked and accessible for public use year round. Currently, only youth anglers are allowed April 1st through August I believe. The most people you can bring to campus the more of a chance you can leave impressions and monetary gain. 8. I think the food here is subpar at best. I'm busy and I could very easily spend money daily on food that was worth it. Perhaps you could bring in an outside vendor or franchise. At Lane Community College they have a restuarant which is apart of their cullinary program. Perhaps that might be something to consider. With that said my experience here has been adequate. I think Mount Hood is the best community college option in the Portland area and that's why I choice to finish my Associates here. However, this place has so much room to grow and so much potential. I'd like to see this place improve and become an elite institution.</p>	1b	6, 15	13	4	14	10

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes
<p>I am a 51 year old student with a little life experience. And I must say that my experience at MHCC has not been what I thought. I, like many of my classmates, feel as though we were cheated out of a portion of our education due to a number of constraints. Our Instructor, and my counselor, ##### has done a great, no, a fantastic job. He is very knowledgeable in all areas of the study curriculum, and respectful with everyone's wants and needs. He will take the time to help one on one if you need it. He is a great asset to the school. But there is a part time instructor choice that was made that I do not think is agreeable to the program. ##### is a veteran radio program manager, with all the qualifications that would make a great instructor. But I also believe that as an instructor of any sort, their job is to motivate the students, and not intimidate or make students apprehensive in their behavior. I feel very intimidated by him. I don't like the fact that he scoffs at students when asked a not so intelligent question. He seems like he does not want to be there. He has great potential if he would calm down and address the needs of the students with a little more explanation. I've always had a little trouble with clear verbal instructions here at the school, but it's almost as if he intentionally leaves stuff out. Maybe I'm too critical of these matters, but I consider myself a good judge of character. The equipment at the school is top notch, but I really didn't learn a whole lot on it. If I were to run this program, there would be class lessons every week in the studio, at least once a week. The studio is where it happens, and where the students need to be most. We didn't get a chance to do TV. I think we spent one day in the TV studio control room in two years. It was dismantled most of the time. I don't mind at all, adapting to a situation, but when you have to take loans to pay for it, things should get fixed, like computers (mine was down for over 2 months), and studios HVAC made so much noise! We could not record anything without having HVAC fan noise in the background. I like the program very much, ##### made it a very cool course. Too many small things to take away from it though. If it weren't for #####, I think I would have dropped out.</p>	<p>1b 2a 3 4</p>

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes					
<p>You guys don't do anything for night students. Almost all campus amenities are closed during night classes and the food that's available at the Mt. Hood cafe is if anything worse than it was before. There is no student government availability and frankly your conflict resolution system is a great way to ignore student complaints and make sure that they are never heard</p>	1b	9	15	15		
<p>I transferred from another community college that I had attended for almost two years. I left there without having any issues. Since I started with MHCC, I have had nothing but issues. Issues from financial aid to errors with registration. I can overlook these issues. What I cannot overlook is the fact that I am a distance learning student and I cannot get a call or email back when I call or email with questions. This last term I called the billing A/R department three or four times and did not get even one call back from them. The financial aspect to registering with college is a huge stress for anyone, so not being able to get in touch with someone, not getting responses, and essentially being ignored is a serious issue that needs to be addressed.</p>	1b	7				
<p>Seems to be reluctance of school to accept credits from other schools. Requiring me to have an CIS internship after 30 years of professional IT work experience is not reasonable.</p>	1b					
<p>Mostly good teachers, facilities. Class can be ruined by bad teachers. Computer lab/library can be slow and bad some times.</p>	2a	1a	2b	4	12	
<p>The teaching staff at MHCC is great and deserve a ton of praise for their work. They are helpful and excited about their topics. The rest of the staff on the other hand has a lot to be desired. When it comes to financial aid or registration you are on your own if you need help. The Maximum Time frame Appeal forms are ridiculous and uncalled for. MHCC makes it very clear that you are not attending a four year college, with their lack of ability to stream line any process and the general counseling has a large lack of knowledge when it comes to transferring to a four year school. The lack of transfer students that succeed in transferring can be directly credited to the staff of MHCC.</p>	2a	1b	8			
<p>Over all it has been an invigorating and helpful time most of the instructors give good instructions for their individual expertise and some of them need improvement in this area. It would also be helpful to have an orientation on how to navigate the various campus sites like the portal and how how to access saints email for new students who may have never had to use these before.</p>	2a	2b	15			

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes					
MHCC has been a very welcoming and pleasant atmosphere to be educated in so far. The faculty seems, for the most part, quite capable, engaging, and helpful. Thank you. / / A side note: the projector bulb in room 1609 desperately needs to be fixed.	2a	4				
The school itself isn't stellar at everything, but the variety and knowledge that the professors can give makes up for all of it. Who cares if the cafeteria food is average or something if the education gained is quickly growing?	2a	9				
The instructors have been great, and accommodating when reasonable. I have learned a lot so far and am looking forward to continuing on in my studies. Thanks for a great learning experience!	2a	1a				
All my teachers I've had so far have been extremely qualified and helpful. A good choice for college for a minimal debt, professional training and enjoyable campus.	2a	1a				
I'm in the Child Development program and ##### is the BEST instructor I could ask for!! She's very hardworking, caring, & is preparing us to be the best ECE professionals possible. ##### is a great person but I cannot stand her teaching it's horrible :( and almost all of my classmates agree. I feel cheated with the classes I've taken with her :/	2a	2b				
I would just like to add that I have had some very good instructors since attending MHCC, and I have had others who have such high expectations of the students without adequately teaching course material. / I have also had several instances (specifically math courses) when I went to instructor office hours to receive help, and teachers are not in office, even after waiting. / I personally want to make sure that the money I am paying to take classes at MHCC so that I can learn from them, has quality instruction that will put student learning first. / Thank you	2a	2b				
I love the passion my instructors have in my program (PTA program). They gear their teaching towards all learning styles.	2a					
The teachers are fabulous about 9 out of 10 classes! Really amazing teachers!	2a					
My personal experience with MHCC teachers and staff is 100% positive. I love MHCC	2a					
I have been very impressed by the instructors and the caliber of education. I have also been pleasantly surprised at the dedication and thoughtfulness of my fellow students.	2a					

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes					
<p>There should be an opportunity to rate part time instructors as there is for the full time instructors. Also Study areas should be included somewhere along the north side of the main campus both upstairs and downstairs. Thank you</p>	2b	4				
<p>I'd like to see a noticeable difference with course and professor evaluations. I feel like in this regard our voices are ignored, and nothing is done to improve where students ask for improvement. I've had a couple unacceptable professors and have had no choice but to withdraw to keep my GPA from crashing by their doing. Please actually listen to student opinions. This is one area where it makes no sense not to.</p>	2b					
<p>I am a bit concerned about the instructor ratings on ratemyprofessor.com. I am nervous about my next semester. A lot of instructors received very low ratings and not just from one student but mutiple students saying the same issues.</p>	2b					
<p>CIS instuctor ##### is using extremely old information for the majority of his classes. He is constantly not ready, not prepared, and has not confirmed his assignments will be able to be completed. I would avoid him as a teacher but he is the only one who teaches a few classes. So i have had to drag myself through his classes, because i never feel like i learn anything in his classes.</p>	2b					
<p>Sometimes I wonder where my teachers come from. Two of the three I've had have been a little strange.</p>	2b					
<p>Many instructors will be wiling to help students if they have a question. The longer that I go to Mt Hood the less that I am seeing this. Most instructors I have now say to just look at the syllabus when the syllabus is wrong becasue the instructor change</p>	2b					

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes			
<p>Since I have been a student of MHCC since fall of 2013, there are some suggestions that come to mind. <b>Smoking on the premises is very detrimental to my health and the health of others on campus. There needs to be stricter rule enforcement because it is not pleasant to walk to class through a cloud of smoke. Also, the tutoring center should have availability on weekends, it is not available to many students that work throughout the week. The scheduling of classes throughout the week is also inconvenient, a schedule like 9-950 MTWR is difficult for many students, and also causes parking issues because those morning hours are so booked up. It also increases mileage driven for each student that attends the classes with the short hour/long week type schedules. Perhaps it may benefit students by having a longer day to allow students the time during the week to not have to travel just for a 50 minute class, this allows days solely focused on homework and study without the travel. / As for the academic quality, the science department for Biology has by far given me the best experience, I have learned the most since taking the 200 level courses, and will recommend to other students. Thank you for your time. / Melissa Gwinn</b></p>	4	15	14	13
<p><b>The campus needs some major upgrades. The only reason this has worked for me is due to distance learning. It isn't a pleasant campus, and the classrooms don't provide a pleasant learning experience with the dirty carpets and fluorescent lighting and beat up chairs etc. I think for the amount of money spent on education the campus could be cleaner, upgraded and have nicer facilities. The prices at the bookstore are outrageous and I feel ripped off every time I have to purchase anything from the bookstore. Ridiculous. Students put so much money into a 2 year education, we should have cheaper books and nicer facilities. Upgrades to the campus, bathrooms, library, classrooms, please!!! The instructors on the other hand are incredible and the ONLY reason I feel like I have gotten my moneys worth. I will be entering a technical program here in the fall that will cost well over \$30,000 so I hope the facilities in the program and the level of study is better than what I have experienced in the past 2 years taking pre reqs for the program. Also, I didn't have ONE helpful advisor that gave me solid advice regarding my tech program until this last term. I wish I had this advisor the whole 2 years instead of stumbling across him right before my last term. He could have saved me a whole lot of time and money and stress.</b></p>	4	11	2a	8

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes					
<p>I am appalled at the state of the classrooms. Chairs and tables that are in dis-repair. Inadequate multimedia in classrooms. Poor Wi-Fi connectivity. Then I read about proposed tuition raises and raises to administrative staff such as Human Resources and Executive level. How can the college justify raises to staff non-educational staff members and yet leave the classroom furniture in such a state of wear. How can you even consider raises when many classrooms lack the multi-media capabilities required in the modern classroom. How can you justify raising tuition without publishing a plan for how that tuition raise will impact students. / / I feel the college needs to set priorities and would suggest: / 1) Upgrade all classroom furniture and replacement of worn and damaged furnishings / 2) Upgrade classrooms with appropriate multi-media capabilities / 3) Either upgrade and create more computer classrooms and labs or create mobile computer classrooms / 4) Supply iPads or Chrome Books to students / 5) Repair / Upgrade facilities / 6) Provide appropriate raises to academic faculty and staff / 7) Last, look at raises to administration and executive staff /</p>	4	4	5			
<p>1. Classrooms do not seem to be cleaned by janitorial services regularly. / / 2. Why do certain classes reserve computer lab for class? I, a student, who needs to use a computer for class, can't because half of the computer lab is reserved. ??? /</p>	4	13	1a			
<p>You can improve upon your technical supporting aspects in equipment &amp; support people...Blackboard has some issues &amp; MyMHCC has room for more easability getting through the site and destination. / Communication of consistant information has room for improvement as well. I had some run in's with given inconsistant information and/or incorrect information. / Follow-through and timely information processing is a must and is lacking at the college given my recent experience, which caused me distress and worry on college procedure with financial aid and catalog exception approvals.</p>	4	7				
<p>Lack of building maintainace, chunks of concrete missing/falling from wall and sidewalks. Restrooms being old and dirty with no ventilation whatsoever. The stench of restroom to the point of avoiding them all together all together. Lack of good and healthier food on campus, the cafeteria food is mediocre, taste bad, and expensive for what you get</p>	4	9				
<p>Could use some larger flora covering the harder edges of the school itself; to remove some of the "correctional facility" feel of the concrete building. More emphasis on the science department would be great.</p>	4	13				
<p>Make the college more sustainable, and stop spraying pesticides on the grounds. Roundup is God awful for everyone on the planet, and most other pesticides cause endocrine disruption. Use alternative methods please.</p>	4					
<p>It would be nice to have the buildings repainted. Some look kind of old but the structures seem to be firm.</p>	4					
<p>Please put air refreshers in the all of the women's restrooms. While often clean enough, they smell putrid on a daily basis!</p>	4					
<p>Wifi service for students should be improved</p>	4					
<p>Please install a disc golf course on campus.</p>	4					

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes					
Please improve the wifi and internet connection at the Bruning Center for Nursing. It is horrible. The amount of tuition that goes to the school should be able to help us out with the connect. Some of us have been using the lan line, but in a room with 30 ports. Only 5-6 ports act silly are able to get internet	4					
FIX THE SAINTS EMAIL PLEASE, half of my e-mails do not get sent, and half of the e-mails my instructor sends doesn't go	4					
More paper recycling bins in classrooms. If a student has to exert effort to recycle, such as carrying papers out of the class room, past one or two garbage bins, to the outdoor recycling bin, they are unlikely to do so.	4					
The condition of the restrooms at MHCC is inexcusable! Day after day, term after term, dirty facilities and lack of supplies (toilet paper, paper towels, etc.) are the norm rather than a rare aberration. Such conditions reflect poorly on the college, both to visitors as well as students who, quite frankly, pay far too much in tuition to merit such a low standard of cleanliness. It's quite obvious that the college isn't budgeting enough time and/or money to adequately keep restroom facilities maintained. This needs to change! It's disappointing that administrators want another yet pay raise via a tuition increase, while more obvious day-to-day concerns are given the short shrift. Facility maintenance (or lack thereof) affects	4					
As a student going into computer sciences, and for that reason always having a computer with me, it would be nice to be able to do a PE type class, like swimming, or something like that without having to worry about my things being stolen. I had signed up for a Swimming class since i love to swim, but ended up having to drop the class purely because i was told there was a significant chance of my bad being stolen, and going into the locker room and seeing that at least one of the lockers lock was bent and broken into, i realized they hadn't been kidding. So again i say, it'd be nice if something about the security for the sports area's would be done. I'd love to do some PE classes, it actually ticks me off that i can't because of the theft problem, but until somethings done about the break-ins i've heard of and seen personally, there's no way i'd	4					
What in the name of all that is good and right is the deal with the WiFi? I could walk to Google's servers faster than your WiFi delivers data! I used to think it was backhaul, but your hard-wired computers don't seem to have trouble. It is quite possibly the worst WiFi experience I have ever had, and I'm paying for it! Major point of dissatisfaction, here.	4					
Bathrooms sometimes don't have toilet paper. During fall and winter term the womens restroom was missing a door on	4					

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes					
It is too expensive, I can only afford to take one class per term and even then that is a stretch. I am unwilling to go into additional debt when the job market is not stable.	5					
cost of books is too high.	5					
I don't appreciate the prices of books being so high, then you buy it and they don't use the book but once or twice during the term.	5					
I got a ticket for parking in a cosmetology spot when there was no more room in the parking lot in the middle of the day :(	6					
I'm glad we don't have to pay for parking now.	6					
I would say there should be a testing center parking on the main campus. People can put a note in the window of the test and the time limit. That was my biggest complaint that if you just needed to take a test you still had to park ten minutes away. Make it 2 hour parking.	6					
Financial aid, has been a lot of trouble. My area of study has undergone serious changes that have undermined the usefulness of the program. Lack of available classes has caused me to take 4 years to get a two year degree.	7	13	14			
It'd be helpful for new students to have enough information about scholarships, this is my fourth term and I still feel clueless if I can apply to some of them. Also talk more about rho theta. when they sent me the invitation I didn't know anything about them.	7	13				
If people enrolling are on financial aid, they need to be explained that choosing a degree and planning out their degree course path is extremely important to not losing financial aid or wasting time on unneeded credits. This is probably the most important thing they can do to making their time worth and finishing their degree.	7					
The decision making process with regard to selecting candidates for scholarships should not make it required to enter your EFC from the federal student aid report. I am very in need of financial assistance but I don't qualify for financial aid because I work 32 hours per week and therefore make too much money to qualify. I do however, struggle to pay my tuition on time each term as well as my rent, it is unfair to give students that chose to work a disadvantage when applying for scholarships. We should not be punished for trying to better our lives and make a living.	7					

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes					
<p>financial aid is a key component for many students, more so for students like myself who have a previous degree, but have been out of academia and working for more than a decade and now have to retake courses in preparation for another career. i have found that the financial aid system is biased away from students in need for assistance such as myself and toward new students. the aid should be easier to get beyond student loans. making the foundation more transparent and easier to access and having more scholarships available for older students like me, especially in this current economic environment of lost jobs and needs to restructure careers, should be evaluated. while i know that you cannot effect who the federal side of financial aid is awarded or obtained, you can make access to private funds easier, or allow for possible work-study programs to be broadened according to need, not the existence of a previous degree.</p>	7					
<p>Open up financial aid to the students again... it's completely ridiculous to have the admissions and registration people also</p>	7					
<p>This college could be a great college, but often times as students (and I have talked to many) feel as if their advisor doesn't know what they're talking about, they are being rushed out of the door, and we pay an outlandish amount of student fees for what? Extremely overpriced cafeteria food and internet that can barely hold a connection well enough to use our computers in classes where they are NEEDED. There needs to be more information provided to students as far as where our money is going. Or how about stop charging all of these crazy "technology" fees for these crummy online classes. What is the point of us paying a technology fee if Blackboard doesn't work right half of the time, Wileyplus goes down every weekend, and the internet at school is so atrocious it's impossible to do the work at the labs at school. Get it together Mt. Hood. PCC is too close and MHCC is truly the better school.</p>	8	5	9	10	1b	
<p>The only problem that seems to be reoccurring is that the advising office and financial aid office seem to have a hard time communicating with individuals. I understand that a lot of student attend this college, but it would be helpful if the people in the offices were more informative as to what we need to do for registering, for transferring and for graduation. I feel like whenever I go into the advising offices I get told multiple/incorrect ways of doing things and/or I get half of what I needed done and I find out later on that there was more to complete. Other than that, I have enjoyed the majority of my instructors and the campus is a place I feel safe and comfortable.</p>	8	2a	1a			
<p>More help from advisors from the beginning.</p>	8					
<p>I'm an online learner, working adult and an avid reader of instructions. There was not very clear instruction online regarding how to have transcripts evaluated for course pre-requisites. The limited instruction was to just show-up or contact the advising center. I think the transition could have been clearer.</p>	8					

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes					
<p>Cafeteria: I love the healthy change but, it's spendy for college students who cant afford to pay \$10 for a sandwich meal / / Cosmetology: How can my voice be heard about the music that is played. Inappropriate music isn't monitored by the full time instructors and it offends me and elderly clients. Please paint the walls white, it will really help brighten up the place. / / Student Government: How can a student know where their student fees are going too? or what they are fighting for as the student "body"? / / Campus: We need more color on the walls.</p>	9	13	5	4		
<p>Food and drink prices on campus are too high overall. I have found a few bargains, but still have a hard tme staying within a reasonable budget for the two days that I spend on campus. / / I do find the prices in the bookstore coffee shop to be comparable to what is off campus. The service there is excellent, and I often recommend it to fellow students.</p>	9					
<p>It would be nice if the food could be improved upon and the price lowered.</p>	9					
<p>The online services for the college, the website, is very difficult to use. I have a difficult time trying to find the simple things that should be available and easily obtainable. You no longer provide a breakdown of how much it costs per class and the fees that apply. That is absolutly obsured. Also it is difficult to obtain a transcript transfer, to find where to email someone about questions you have, like getting a breakdown of fees. You are not able to walk in a talk to your advisor when they should be available for you most of the day. College students don't live a 8-5 life. The library only being open until 6 or 7 is ridiculous. The printer system is still ridiculous to use and the bookstore hours need to be changed to benefit the students not the working hours of a 9-5 job. Student that need to study late or have late classes need to be able to access coffee and food. I have not been impressed by the system that is set up, I have found everything difficult and takes more time than necessary to get from point A to point B. These are things that are complained about with Mt. Hood and the systems at other Community Colleges are alot smoother. There are some definate changes that need to be made here.</p>	10	8	12	11	9	1b
<p>MHCC needs an updated, user-friendly website with easy-to-find pages of importance. The fact that the website hosts so many tutorials on how to use it is a BAD sign. This is 2015. Good Web designers are not hard to hire and are typically affordable. / / It would also be nice if there were more publicity events for students to meet faculty. I have no idea who anyone looks like beyond the interactions I have with people sitting at front desks. It would build a sense of community and relevance for students, like me, who appreciate knowing who is who.</p>	10	2b				

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes				
The website is awful. Not user friendly. This should be the simplest way for students to register for classes, view upcoming schedules, and check emails, yet I have continued to struggle with the page layouts, and understand the natural flow of the website. There is no excuse for this as it could easily be remedied by CS staff members. Please fix this. I find it annoying having to repeatedly help other students try to figure out how to use this website. Look at PCCs website and take notes. They understand the format of a user friendly webpage.	10				
You need to get with the times, update your course offerings (especially in STEM) and move on from blackboard (a dinosaur) and Higher One (a leech).	10				
It would be nice if the textbooks in the bookstore were much more reasonable in price and if tuition didn't double every year. If tuition has to double it would be nice if financial aid was more readily available.	11	5	7		
I believe that the book store experience at the beginning of the year could use one improvement. There should be a single line devoted to people who are not purchasing textbooks so that people who are can move through faster making it a better experience for everyone.	11				
The college bookstore should not be selling classroom related items at a higher price than going to a store like Fred Meyer or Walmart. Many of the items in the bookstore are extremely overpriced and since they are specific to academics and placed at a location on campus, they should be more affordable to low income students or any student.	11				
I enjoyed everything but the bookstore. I had many run-ins with them, including cancellations without notice and promises with lack of followthrough from the managers. When books were out of stock, they blamed the instructors. Our instructor provided a proof of order email directly contradicting their claim. Very frustrating.	11				
I think there could be improvement in the math department. / / Also, I applied for an instructional waiver award in the social science department winter term and I never heard back. So notifying students about that in a timely manner would be helpful. / / Food in the book store and cafeteria are very pricey, especial college students. / / Other than that, over all I'm having a good experience with MHCC.	13	7	9	1a	

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes					
<p>It is extremely unfortunate that my academic advisor is on sabbatical in Istanbul and another advisor was not required to be available on campus for the students in this program. Trying to get forms signed in a timely manner for education plan changes and not having regular on campus office hours made the 2014-2015 school year more stressful than it should have been. MHCC chemistry labs need updated equipment. Took a chemistry class at PCC Cascade last summer and saw firsthand how it's possible to use smaller amounts of chemicals for lab experiments, thereby cutting costs for lab supplies. Their lab benches with storage cubbies built-in under tabletops to store book bags and personal items make the lab safer by removing tripping hazards, keeping lab bench tops clear for experiments. Seems like the cash gifts given to the college through donations this year could be well spent on updating lab facilities and equipment. Restroom facilities updated with the automatic Dyson hand dryers save the college money in the long run by cutting down on paper goods supplies and reduces impacts on the environment. Good job on the few I've seen on campus. However, the campus needs them in all the restrooms to really go green. Also good job on the water bottle refilling stations on many drinking fountains on the main campus. My suggestion is to put one water bottle refilling station at the Bruning Center for the many students that take class there. These stations really save the students money and reduce waste. I'm graduating this June and I am overall very satisfied with the quality of education I have received at MHCC. I would recommend MHCC and the program I am receiving my Associates degree in to everyone that is thinking of returning to college.</p>	13	4	1a			
<p>Availability for child care would be more helpful for single mothers at the school. More biology classes available online</p>	13	14				
<p>Since, we don't have a journalism program anymore, we don't really need the advocate anymore, either. 90% of everything that's put into it is fairly offensive and irrelevant, and when other students send in emails making suggestions about how to fix these issues, they receive quite rudely-written replies. The whole thing just seems... out of place now. But that's just my opinion. / / Other than that, I'm having a great time here! Keep up the great work!</p>	13	1a				

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes					
Overall, I I enjoy attending Mt. Hood, but specifictly for my course of study, which is Medical Coding/Billing, I feel there should be more of a focus on the material involved. Most of the instructors have admitted that they would not used the same material in training their own employees, so what purpose does it serve to have students learn something that you cannot even apply in the really world. We should be using the same materials that actual coders and or billers are being trained with. It would more helpful to have really world scenerios when it comes to the actual coding. Also, some of the other course work for that specific certification does not even apply to coding or what coders would do. I think the program needs to be more focused around what an acutal coder and would encounter in the real world.	13					
The Physical Therapy Assistant program is structured better than any institute I have been involved in and I am so grateful for it efficacy. The course work and teaching is phenomenal and an overall well crafted program. I am glad that such an program is available at MHCC.	13					
The nursing program is outstanding! The faculty really prepares you for the career!	13					
Transitions and Trio have played an instrumental role in my success here at MHCC. This campus has been my second home for the past three years, and I will miss it terribly when I transfer this fall.	13					
This college should get somemore hip hop rap and lyrical study for peopke who wish to eentertain and make music of any sorts not such limited variety, I Think that if there was a studio that may have so ekind of sponsorship for hip hop, rap genres ovaerall though its ok. If you had some music genre options i would be happier. BUT WHEN I GET TOLD MY VOICE ISNT GONNA WORK FOR A CONCERT,KEEP LOOKING THEN GET DROPPED THAT IS NOT OK.I didn't come to college to be in concerts,I came to pursue music and everything you have to offer but szdly hip hop and rap are not options	13					
You guys have a good TRIO program.	13					
More nursing student intakes per year is strongly suggested as there are very limited number of seats available in the nursing program but hundreds of qualified applicants. MHCC has one of the best nursing programs in Oregon so I think increasing the number of students accepted into the nursing school each year will be advantageous to us, the students,	13					
Nursing Program is too tough on students	13					

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes					
<p>For many students one of the biggest challenges is math classes, Please make Math classes easier to pass, they're usually the most difficult ones. Math classes give frustration and anxiety to many students especially during exams. Find teachers like #####! She is the only one who understands the importance of practicing Math in real life situations and engaging with Math throughout the entire class. Many math instructors have hard time with explaining math, so please either make the</p>	13					
<p>Biology 102 online with ##### has been a very efficient course for learning about the basics of biology and incorporating</p>	13					
<p>As a student who attends the majority of my classes via distance education, I don't think that enough of the classes in my major (medical office) are available via distance education. I do not know how a person who works would ever be able to finish their degree when a lot of the core classes are available only during the working hours. / / The distance education fees are ridiculous. Clackamas Community charges about \$40 extra for their distance classes. I had to pay \$90 extra for ONE class of medical coding. Because of the high distance education fees for each class, that prevents me from taking another class. If I take 5 classes with each class having an additional \$80 fee per class - that's an extra \$400 in fees. I could have taken another class towards my degree for that. / / Mt. Hood's tuition is approx. \$100 per credit hour while Clackamas Community is only \$84. For BA-211 (to compare classes) to take via distance education: Mt. Hood charges \$401.00 for tuition and fees and then an additional \$55 distance education fee. Total \$456 for this 4-credit class. Clackamas community charges \$362 for tuition and fees and then an additional \$40 for distance education. Total \$402 for this 4-credit class. / / The bookstore prices are too high. Out of 3 terms of managing to avoid purchasing ANYTHING from the bookstore, I finally had to buy 2 books for this term. \$233 for 2 books!!!! There are books that I am unable to resell because of online access codes are required for the class. I resell my books to help pay for the next term's books. I would gladly shop more at the bookstore IF the prices were reasonable. / / I understand the college needs to make money, otherwise there wouldn't be a college to attend at Mt. Hood. But if things were more inline with the other community colleges in the area, you may end up with more students. Mt. Hood prices themselves out against the other 2 schools.</p>	14	5	11			
<p>I work full time and am taking full time courses. I was hoping to take more mental health courses online and am unable because of having to be enrolled in the mental health program and was not accepted into this field. I would like to see</p>	14					

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes					
It would be nice if there are more classes available online for especially full time working students and reliable access for transfer programs with OSU / EOU / PSU available onlibe for full time working students.	14					
I know it is probably due to buget reasons but having 200 level physics and engineering classes offered more than once a year would benefit many engineering transfer students. If a student fails or can't take one because of scheduling conflicts it will delay there education by a full year as they have to wait till the class is offered again.	14					
Add more online classes....More in math would be great! ;) Stop cutting down on them. grrr	14					
I enjoy attending MHCC. I wish that there were more 2 day math and science class options. I work retail and can only have two fixed days off, so any class that meets 3 to 4 times a week is not possible for me unless it meets at 7:00 am.	14					
Offer more night classes for those who work full time.	14					
I would like for each class offered to be available both in class and online. I would also like for online classes to totally online and not have to come to the college for testing.	14					
It would be very helpful to provide web classes in all areas. I've struggled to find the math course I need to take web based.	14					
The schedule of classes are not done well.	14					
The only area I am dissatisfied in is the reason I will be taking a few math courses at PCC the next term or two. I have a permanent schedule of Monday Wednesday and Friday, and it has cause me two years of grief. I have wanted to progress in math for sometime. There isn't an online course offered for the section I am stuck in, and there isn't Tues-Thur course schedule for it either. I have checked the schedule every term with disappointment. I really need this math level to be completed and I can't on my work schedule. I suppose I could have found a new high paying job that was more flexible, but the point is I'm building a better resume staying put. Unfortunately all hospitals have permanent positions for their employees, offering zero flex for schooling.	14					

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes				
More night and weekend class variety	14				
As a parent going to back to school to better my life and the future of my kids, it is important that the same number of courses available in morning are also available in evening. It is hard to wait for a class a year around because you could not take it the morning class base on your work schedule. It will be very helpful for working student to be able to have the same number of classes available in the evening as in morning.	14				
Need more online courses available to allow for students that are working to have the ability to continue education when the on campus classes offered aren't available during convenient days/times.	14				
The times and days some courses are offered make it hard to be able to work at the same time.	14				
Yes!!!!!! We in the IT classes well at least I do need tutors for Networking and Security terribly bad! It's hard to get time with our teachers. I needed help in one of my classes asked the teacher for that help. His office hours are when I have another class. When I asked about other times his answer was "I have a life too". We have to depend on each other to figure things out. IT needs tutors for students, so students are not going out in the real world kind of understanding what they learned in college. I am very dissatisfied I have had to go outside MHCC and purchase resources to learn what I am suppose to be learning at MHCC. / Very Dissatisfied!	15	2b	1b		
Yes, there are pro's and con's about MHCC campus. A pro is the tutoring center. My Math 111 instructor is not the best at teaching; therefore, I rely a lot on the tutoring center. I've developed so much skills from each of the tutors and I'm truly grateful for all the help that they've provided me. Each tutor are efficient in their explanations and they'll make sure that all questions are answered before leaving my side. Also, if they don't know the answer to a problem, they're humble enough to ask for help from another tutor. I'm very satisfy with the tutoring center here. / / A con would be the inconvenience of available plug-in outlets in the quiet section of the library. I like studying alone, and often times I don't bother studying in the quiet section because the back seats (where the outlets are located) are always taken. Sometimes, students who aren't using a laptop are sitting in the back row, which doesn't make any sense to me. However, I've come up with two solutions for you: (1) provide more outlets in the quiet section, or (2) put a sign at the last rows of the quiet center and write "Reserve for Laptop use Only", then post signs of different options for students to use their laptop if the back section does becomes unavailable.	15	13			

# Open Comments: Is there anything else you would like to share with MHCC regarding your experience at the college?

AdditionalComments	Comment Codes				
I've been judged unfairly in an accusation and do NOT feel the outcome was at all conducted fairly, either. / / However, all of my other experiences here have been favorable, thus far.	16	1a			
Please redo the format of the surveys. Time consuming and frustrating when done by phone, which is how many people safety is extremely important	16				
None now	16				
N/A	16				
no	16				
You need to have designated outside smoking areas on campus.	16				
MHCC would not release my transcripts to the Community College of the Air Force when I was in the Air Force. I talked with many different people over the phone and through email and nobody could give me a reason why the transcripts weren't being released. Finally, I was told that there isn't a record of me ever attending MHCC and that was a lie. I'm still angry about this.	16				
NA	16				
Thanks to the survey and let me share opportunity to my opinion.	16				
Have my adult son attending and my grandson. Wanted all three generations attending at the same time.	16				
None	16				
This has been a longer survey than promised.	16				
I love this place it's like a second home to me, but the administration has put my mother, who is also enrolled in the college, on academic probation for quite some time now and she has been working hard on getting back together with work and school has been tough. She has been loyal to the school and loves every teacher that she has class with.	16				
thanks	16				



**MT. HOOD**  
COMMUNITY COLLEGE

**Appendix B: On-line Survey  
Screen Shots**

**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 fifteen minutes to complete. When you're done, you will automatically be entered into our drawing for:

**1 of 20 Gift Bags** filled with MHCC Merchandise (Provided by the MHCC Bookstore)

-OR-

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

-OR-

**The Grand Prize: a Wii Game Console** valued at \$130 (Provided by Your Associated Student Government)

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

Portions of this survey have been adapted from The American College Testing Program's (ACT) Student Opinion Survey (Northwest Edition).

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



For what purpose did you enter MHCC?

- No definite purpose in mind
- To take a few courses for self-improvement
- To take a few job-related or job-required courses
- To take courses necessary for transferring to another 2-year college
- To take courses necessary for transferring to a 4-year college or university
- To complete a professional/technical program
- To obtain or maintain a certification
- To obtain an associate degree
- Other



Please write in the Other purpose for entering MHCC.

Which of the following was true for you at the time you first entered MHCC?

- Entered directly from high school
- Entered after working for a period of time (excluding summer job)
- Transferred from another 2-year college
- Transferred from a 4-year college
- Entered after completing military service
- Other



Please provide the other status at the time you first entered MHCC.



What is your enrollment status this term?

- Full-time student (12 or more credits)
- Part-time student (11 or fewer credits)
- Non-credit student (enrolled in 0 credit courses only)

Including this term (Spring 2013), how many terms have you been enrolled at MHCC?

- 1 Term
- 2 Terms
- 3 Terms
- 4 Terms
- 5 or More Terms

Do you receive any type of Federal, State, or College-sponsored student financial Aid?  
(Scholarships, Grants, Work-Study, etc.)

- Yes
- No



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.

	Major Reason	Minor Reason	Not a Reason
Advice of parents or relatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offered a specific program of interest	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Could work while attending	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenient location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Good chance of personal success	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offered the courses I wanted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liked the social atmosphere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advice of high school counselor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Good professional/technical and/or academic reputation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Low cost of attending	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liked the size of the college	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of scholarship and/or financial aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advice of high school teacher	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Was MHCC your first choice?

- Yes
- No

If you could start college over, would you choose to attend MHCC?

- Definitely Yes
- Probably Yes
- Uncertain
- Probably No
- Definitely No

Please click the response that most closely matches your impression.

	Terrible	Very Poor	Poor	Neutral	Good	Very Good	Outstanding
What is your overall impression of the quality of education at MHCC?	<input type="radio"/>						
MHCC in general	<input type="radio"/>						



Listed below are services related to Advising and Counseling available to MHCC students. For each service, first indicate how important it is by clicking the choice that most closely matches your impressions. Then click your level of satisfaction with the service by clicking the choice in the second column. If you have not used the service, please rate its importance then click the "Does Not Apply" option in the satisfaction column.

	Importance							Satisfaction							
	Extremely Unimportant	Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Important	Extremely Important	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied	Does Not Apply
Assistance Provided by College Staff When You Entered this College	<input type="radio"/>														
Value of Information Provided by Your Advisor	<input type="radio"/>														
College Orientation Program	<input type="radio"/>														
Career Planning Services/Guidance	<input type="radio"/>														
	Extremely Unimportant	Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Important	Extremely Important	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied	Does Not Apply
Academic Advising/Course Planning Services	<input type="radio"/>														
Availability of Your Advisor	<input type="radio"/>														
Accuracy of information received before enrolling	<input type="radio"/>														
Personal Counseling Services (for personal concerns and problems)	<input type="radio"/>														



Listed below are employment aspects of the MHCC education experience. For each aspect, first indicate how important it is by clicking the choice that most closely matches your impressions. Then click your level of satisfaction with the service by clicking the choice in the second column. If you are not familiar with an aspect, please rate its importance then click the "Does Not Apply" option in the satisfaction column.

	Importance							Satisfaction							
	Extremely Unimportant	Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Important	Extremely Important	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied	Does Not Apply
Student employment services	<input type="radio"/>														
Course-related work opportunities (co-operative education, practicum, clinical)	<input type="radio"/>														
Job placement services	<input type="radio"/>														
Opportunities for student employment	<input type="radio"/>														



Listed below are financial aspects of the MHCC education experience. For each aspect, first indicate how important it is by clicking the choice that most closely matches your impressions. Then click your level of satisfaction with the service by clicking the choice in the second column. If you are not familiar with an aspect, please rate its importance then click the "Does Not Apply" option in the satisfaction column.

	Importance							Satisfaction							
	Extremely Unimportant	Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Important	Extremely Important	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied	Does Not Apply
Financial aid services	<input type="radio"/>														
Availability of financial aid / scholarship information prior to enrolling	<input type="radio"/>														
Billing and fee payment procedures	<input type="radio"/>														
Scholarship services	<input type="radio"/>														
Purposes for which student activity fees are used	<input type="radio"/>														



Listed below are social aspects of the MHCC education experience. For each aspect, first indicate how important it is by clicking the choice that most closely matches your impressions. Then click your level of satisfaction with the service by clicking the choice in the second column. If you are not familiar with an aspect, please rate its importance then click the "Does Not Apply" option in the satisfaction column.

	Importance							Satisfaction							
	Extremely Unimportant	Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Important	Extremely Important	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied	Does Not Apply
Recreational and Intramural programs and services	<input type="radio"/>														
The college's welcoming atmosphere	<input type="radio"/>														
Student center	<input type="radio"/>														
Opportunities for personal involvement in college activities	<input type="radio"/>														
Ethnic/racial harmony at this college	<input type="radio"/>														
	Extremely Unimportant	Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Important	Extremely Important	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied	Does Not Apply
College-sponsored social activities	<input type="radio"/>														
Concern for you as an Individual	<input type="radio"/>														
A supportive environment for students	<input type="radio"/>														
Cultural programs and activities	<input type="radio"/>														



Listed below are learning support aspects of the MHCC education experience. For each aspect, first indicate how important it is by clicking the choice that most closely matches your impressions. Then click your level of satisfaction with the service by clicking the choice in the second column. If you are not familiar with an aspect, please rate its importance then click the "Does Not Apply" option in the satisfaction column.

	Importance							Satisfaction							
	Extremely Unimportant	Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Important	Extremely Important	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied	Does Not Apply
Library/learning resources center services	<input type="radio"/>														
College bookstore	<input type="radio"/>														
Study areas	<input type="radio"/>														
College-sponsored tutorial services	<input type="radio"/>														
Classroom facilities	<input type="radio"/>														
Computers that meet students needs	<input type="radio"/>														
	Extremely Unimportant	Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Important	Extremely Important	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied	Does Not Apply
Library/learning resources center facilities	<input type="radio"/>														
Athletic facilities	<input type="radio"/>														
Technical program facilities/equipment (automotive, health occupations, etc.)	<input type="radio"/>														
Other laboratory facilities (science, art, etc.)	<input type="radio"/>														
Computer lab services	<input type="radio"/>														
Up-to-date and well-maintained instructional equipment	<input type="radio"/>														



Listed below are auxiliary service aspects of the MHCC education experience. For each aspect, first indicate how important it is by clicking the choice that most closely matches your impressions. Then click your level of satisfaction with the service by clicking the choice in the second column. If you are not familiar with an aspect, please rate its importance then click the "Does Not Apply" option in the satisfaction column.

	Importance							Satisfaction							
	Extremely Unimportant	Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Important	Extremely Important	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied	Does Not Apply
Cafeteria/food service	<input type="radio"/>														
Parking facilities and services	<input type="radio"/>														
Child care services	<input type="radio"/>														
Student government	<input type="radio"/>														
	Extremely Unimportant	Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Important	Extremely Important	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied	Does Not Apply
General condition and appearance of the buildings and grounds	<input type="radio"/>														
Personal security/safety at this college	<input type="radio"/>														
Attitude of the college non-teaching staff toward students	<input type="radio"/>														
College media (college newspaper, campus radio, etc.)	<input type="radio"/>														



Listed below are faculty-related aspects of the MHCC education experience. For each aspect, first indicate how important it is by clicking the choice that most closely matches your impressions. Then click your level of satisfaction with the service by clicking the choice in the second column. If you are not familiar with an aspect, please rate its importance then click the "Does Not Apply" option in the satisfaction column.

	Importance							Satisfaction							
	Extremely Unimportant	Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Important	Extremely Important	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied	Does Not Apply
Out-of-class availability of your Instructors	<input type="radio"/>														
Challenge offered by your program of study	<input type="radio"/>														
Attitude of teaching staff toward students	<input type="radio"/>														
	Extremely Unimportant	Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Important	Extremely Important	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied	Does Not Apply
Preparation you are receiving to transfer to another college	<input type="radio"/>														
Quality of Instruction in your major area of study	<input type="radio"/>														
Preparation you are receiving for your chosen occupation	<input type="radio"/>														



Listed below are course-related aspects of the MHCC education experience. For each aspect, first indicate how important it is by clicking the choice that most closely matches your impressions. Then click your level of satisfaction with the service by clicking the choice in the second column. If you are not familiar with an aspect, please rate its importance then click the "Does Not Apply" option in the satisfaction column.

	Importance							Satisfaction							
	Extremely Unimportant	Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Important	Extremely Important	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied	Does Not Apply
Distance learning opportunities (e.g. web-based courses)	<input type="radio"/>														
Availability of courses you want at the times you can take them	<input type="radio"/>														
Variety of courses offered at MHCC	<input type="radio"/>														
Flexibility to design your own program of study	<input type="radio"/>														
Testing/grading system	<input type="radio"/>														
	Extremely Unimportant	Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Important	Extremely Important	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied	Does Not Apply
Availability of re-licensure, skills upgrade, and/or credentials courses	<input type="radio"/>														
Class schedule	<input type="radio"/>														
College catalog	<input type="radio"/>														
Class size	<input type="radio"/>														
Course content in your major area of study	<input type="radio"/>														



Listed below are policy/procedure aspects of the MHCC education experience. For each aspect, first indicate how important it is by clicking the choice that most closely matches your impressions. Then click your level of satisfaction with the service by clicking the choice in the second column. If you are not familiar with an aspect, please rate its importance then click the "Does Not Apply" option in the satisfaction column.

	Importance							Satisfaction							
	Extremely Unimportant	Unimportant	Somewhat Unimportant	Neutral	Somewhat Important	Important	Extremely Important	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Very Satisfied	Does Not Apply
Student voice in college policies	<input type="radio"/>														
General admissions/entry procedures	<input type="radio"/>														
Academic probation and suspension policies	<input type="radio"/>														
Rules governing student conduct at this college	<input type="radio"/>														
Registration procedures	<input type="radio"/>														



Is there anything else you would like to share with MHCC regarding your experience at the college? Please use the space below for any additional comments you'd like to share.

## That concludes the Student Satisfaction Survey!

Thank you for taking the time to provide feedback. Click the next button and you will automatically be entered into our drawing for prizes. The prizes for those completing the survey are:

**1 of 20 Gift Bags** from the MHCC Bookstore

-OR-

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

-OR-

**The Grand Prize: a *Wii Game Console*** valued at \$130 (provided by the Associated Student Government)

Thanks again for your responses to this vital planning tool and good luck in the drawing!

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

