

Mitchell Technical College Online Program Student Satisfaction Survey

All Programs

Spring 2024

32 Respondents

Entrepreneurship [4]; AOS/SBM [10]; MOP [3]; SLPA [15]

Q1. Year in Program

First year	50.00%	16
Second year	46.88%	15
Third year or more	3.13%	1

Q2. Have you attended another college full-time before enrolling at MTC?

Yes	54.84%	17
No	45.16%	14

Q3. Did you receive financial aid this year?

Yes	65.63%	21
No	34.38%	11

Q4. Gender

Female	84.38%	27
Male	15.63%	5

Q5. Age

18 or under	6.25%	2
19 to 24	56.25%	18
25 to 34	15.63%	5
35 to 44	9.38%	3
45 or older	12.50%	4

Q6. Race/Ethnicity

American Indian or Alaska Native	6.25%	2
White	90.63%	29
Prefer not to answer	3.13%	1

Q7. Current class load

Full-time	62.50%	20
Part-time	37.50%	12

Q8. Educational goal

Associate degree	65.63%	21
Diploma	9.38%	3
Job-related training	3.13%	1
Self-improvement/personal growth	15.63%	5
Other educational goal	6.25%	2

Q9. Are you employed:

Full-time	37.50%	12
Part-time	56.25%	18
Not employed	6.25%	2

Q10. Do you live in:

South Dakota	75.00%	24
A state other than South Dakota	25.00%	8

Q11. Marital status

Married	31.25%	10
Not married	68.75%	22

Q12. Please rate the following statements on a scale from 1 [Strongly Disagree] to 5 [Strongly Agree]:

	Weighted Average
The course materials (lectures/videos, readings, etc.) are well-organized and accessible.	4.66
The MyTech learning management system is user-friendly.	4.59
Program requirements are clear and reasonable.	4.78
Online course activities encourage learning.	4.72
Assignments and assessments are clear and relevant.	4.66
Program faculty provide timely feedback about student progress.	4.84
The quality of instruction in my online program classes is excellent.	4.53
Communication with instructors is effective.	4.75
I have been able to build good rapport with my instructors.	4.53
Program faculty are responsive to student needs.	4.78
The quality of instruction in my online general education classes is excellent.	4.50
General education faculty provide timely feedback about student progress.	4.63
General education faculty are responsive to student needs.	4.56
Communication with fellow students is satisfactory.	4.25
I have been able to build good rapport with my fellow students.	4.06
Registration for online courses is convenient.	4.66
Billing and payment procedures are convenient for me.	4.56

Technical support (e.g., Technology tab, Help Desk) is readily available when needed.	4.31
The institution responds quickly when I request information.	4.44
Overall, I am satisfied with the quality of the online education at MTC.	4.75

Q13. How often did you participate in online discussions (e.g., MyTech discussion forums, VoiceThread discussions)?

Rarely	3.23%	1
Occasionally	22.58%	7
Frequently	32.26%	10
Always	41.94%	13

Q14. Do you feel connected to your peers and instructors?

Not at all	3.23%	1
Somewhat	9.68%	3
Moderately	67.74%	21
Very much	19.35%	6

Q15. How would you rate the overall sense of community in the online environment?

Not strong	3.23%	1
Somewhat strong	19.35%	6
Moderately strong	51.61%	16
Very strong	25.81%	8

Q16. Please rate the following student services on a scale from 1 (Very Dissatisfied) to 5 (Very Satisfied):

	Weighted Average
Center for Student Success (overall)	4.21
Technical Support	4.26
Academic Advising	4.75
Career Services	4.47
Counseling Services	4.36
Financial Aid Office	4.56
Accessibility Services (for students with disabilities)	3.91
Admissions	4.64

Students were invited to provide comments, suggestions and concerns related to their distance education experience at MTC. Results were shared with program faculty and college administration.