

Spring 2024 Noel-Levitz  
Student Satisfaction Inventory

4/1/2024

**MITCHELL TECHNICAL COLLEGE**

	Importance	Satisfaction	2024 Gap	2021 Gap	Change
1. Most students feel a sense of belonging here.	5.81	5.72	0.09	0.22	-0.13
2. Faculty care about me as an individual.	6.22	5.92	0.30	0.28	0.02
3. The quality of instruction in the vocational/technical programs is excellent.	6.42	5.78	0.64	0.61	0.03
4. Security staff are helpful.	5.50	5.33	0.17	0.18	-0.01
5. The personnel involved in registration are helpful.	6.10	6.11	-0.01	0.11	-0.12
6. My academic advisor is approachable.	6.24	6.28	-0.04	0.10	-0.14
7. Adequate financial aid is available for most students.	6.18	5.79	0.39	0.43	-0.04
8. Classes are scheduled at times that are convenient for me.	6.09	5.61	0.48	0.55	-0.07
9. Internships or practical experiences are provided in my degree/certificate program.	6.28	6.14	0.14	0.11	0.03
10. Child care facilities are available on campus.	4.52	4.11	0.41	0.74	-0.33
11. Security staff respond quickly in emergencies.	5.88	5.43	0.45	0.60	-0.15
12. My academic advisor helps me set goals to work toward.	5.90	5.63	0.27	0.36	-0.09
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.99	5.65	0.34	0.42	-0.08
14. Library resources and services are adequate.	5.44	5.07	0.37	0.02	0.35
15. I am able to register for classes I need with few conflicts.	6.24	6.14	0.10	0.25	-0.15
16. The college shows concern for students as individuals.	6.18	5.90	0.28	0.46	-0.18
17. Personnel in the Veterans' Services program are helpful.	5.72	5.57	0.15	-0.05	0.20
18. The quality of instruction I receive in most of my classes is excellent.	6.38	5.69	0.69	0.64	0.05
19. This campus provides effective support services for displaced homemakers.	5.40	5.14	0.26	0.20	0.06
20. Financial aid counselors are helpful.	6.09	5.94	0.15	0.40	-0.25
21. There are a sufficient number of study areas on campus.	5.79	6.06	-0.27	-0.10	-0.17
22. People on this campus respect and are supportive of each other.	6.04	5.65	0.39	0.38	0.01
23. Faculty are understanding of students' unique life circumstances.	6.21	5.65	0.56	0.61	-0.05
24. Parking lots are well-lighted and secure.	5.84	5.71	0.13	0.30	-0.17
25. My academic advisor is concerned about my success as an individual.	6.22	5.96	0.26	0.32	-0.06
26. Library staff are helpful and approachable.	5.58	5.58	0.00	-0.02	0.02
27. The campus staff are caring and helpful.	6.12	6.11	0.01	0.12	-0.11
28. It is an enjoyable experience to be a student on this campus.	6.26	5.93	0.33	0.51	-0.18
29. Faculty are fair and unbiased in their treatment of individual students.	6.18	5.52	0.66	0.71	-0.05
30. The career services office provides students with the help they need to get a job.	6.11	5.98	0.13	0.22	-0.09
31. The campus is safe and secure for all students.	6.31	6.09	0.22	0.25	-0.03
32. My academic advisor is knowledgeable about my program requirements.	6.27	6.32	-0.05	0.13	-0.18
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.99	5.88	0.11	0.16	-0.05
34. Computer labs are adequate and accessible.	6.25	5.90	0.35	0.18	0.17
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.08	5.95	0.13	0.15	-0.02
36. Students are made to feel welcome on this campus.	6.18	6.02	0.16	0.13	0.03
37. Faculty take into consideration student differences as they teach a course.	6.01	5.56	0.45	0.47	-0.02
38. The student center is a comfortable place for students to spend their leisure time.	5.89	5.96	-0.07	-0.02	-0.05
39. The amount of student parking space on campus is adequate.	6.08	4.99	1.09	0.83	0.26
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	5.90	5.71	0.19	0.33	-0.14
41. Admissions staff are knowledgeable.	6.11	6.05	0.06	0.13	-0.07
42. The equipment in the lab facilities is kept up to date.	6.24	5.95	0.29	0.48	-0.19
43. Class change (drop/add) policies are reasonable.	5.97	6.02	-0.05	0.05	-0.10

\* Highlighted items show an improvement from 2015.

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44. I generally know what's happening on campus.	5.78	5.79	-0.01	-0.08	0.07
45. This institution has a good reputation within the community.	6.15	6.16	-0.01	-0.07	0.06
46. Faculty provide timely feedback about student progress in a course.	6.12	5.61	0.51	0.50	0.01
47. There are adequate services to help me decide upon a career.	6.12	5.92	0.20	0.16	0.04
48. Counseling staff care about students as individuals.	6.14	6.18	-0.04	0.22	-0.26
49. Admissions counselors respond to prospective students' unique needs and requests.	5.97	5.97	0.00	0.18	-0.18
50. Tutoring services are readily available.	5.88	6.05	-0.17	-0.07	-0.10
51. There are convenient ways of paying my school bill.	6.18	6.15	0.03	0.29	-0.26
52. This school does whatever it can to help me reach my educational goals.	6.19	5.85	0.34	0.39	-0.05
53. The assessment and course placement procedures are reasonable.	6.07	5.89	0.18	0.20	-0.02
54. Faculty are interested in my academic problems.	6.02	5.76	0.26	0.31	-0.05
55. Academic support services adequately meet the needs of students.	5.99	5.84	0.15	0.14	0.01
56. The business office is open during hours which are convenient for most students.	6.00	6.11	-0.11	-0.08	-0.03
57. Administrators are approachable to students.	6.14	6.02	0.12	0.02	0.10
58. Nearly all of the faculty are knowledgeable in their fields.	6.31	6.06	0.25	0.32	-0.07
59. New student orientation services help students adjust to college.	5.90	5.76	0.14	0.30	-0.16
60. Billing policies are reasonable.	6.14	6.00	0.14	0.23	-0.09
61. Faculty are usually available after class and during office hours.	6.17	6.05	0.12	0.16	-0.04
62. Bookstore staff are helpful.	5.92	6.09	-0.17	-0.23	0.06
63. I seldom get the "run-around" when seeking information on this campus.	5.83	5.76	0.07	0.10	-0.03
64. Nearly all classes deal with practical experiences and applications.	6.24	5.95	0.29	0.38	-0.09
65. Students are notified early in the term if they are doing poorly in a class.	5.99	5.79	0.20	0.31	-0.11
66. Program requirements are clear and reasonable.	6.24	6.06	0.18	0.19	-0.01
67. Channels for expressing student complaints are readily available.	5.97	5.71	0.26	0.56	-0.30
68. On the whole, the campus is well-maintained.	6.21	6.25	-0.04	0.09	-0.13
69. There is a good variety of courses provided on this campus.	6.12	6.07	0.05	0.07	-0.02
70. I am able to experience intellectual growth here.	6.22	6.03	0.19	0.26	-0.07
71. The quality of instruction in my General Education classes is excellent.	5.93	5.28	0.65	0.60	0.05
72. Gen Ed classes provide the basic knowledge and skills needed to succeed in college and later in l	5.94	5.23	0.71	0.50	0.21
73. Instructors in my General Education classes are understanding of students' unique life circumstanc	5.89	5.16	0.73	0.74	-0.01
74. Instructors in my General Education classes provide timely feedback about student progress.	5.92	5.31	0.61	0.42	0.19
75. Individual students are treated fairly by General Education teachers.	5.96	5.23	0.73	0.54	0.19
76. MTC provides adequate social activities and intramural opportunities.	5.33	5.72	-0.38	-0.38	0.00
77. The Center for Student Success has been an excellent resource for me while attending MTC.	5.67	5.59	0.09	0.09	0.00
78. My Student Success class was beneficial in my transition to Mitchell Tech.	5.13	4.56	0.57	0.57	0.00
79. I feel safe and respected by the staff and faculty at MTC.	6.20	6.07	0.13		
80. Campus-wide communications provide me with the information I need.	6.04	6.06	-0.02		

**Rating from 1 to 7**

	2024	2021	2018	2015	2012
So far, how has your college experience met your expectations?	4.95	4.86	4.71	4.84	4.90
Rate your overall satisfaction with your experience here thus far.	5.70	5.55	5.40	5.55	5.55
All in all, if you had it to do over again, would you enroll here?	5.55	5.56	5.35	5.52	5.56

**Number of students taking survey**

2024	2021	2018	2015	2012
403	378	376	425	436

\* Highlighted items show an improvement from 2015.