

Miramar College Student Satisfaction Survey



College Briefing

Prepared by:
SDCCD Office of Institutional Research and Planning
May 12, 2009

Introduction



Overview & Purpose



- Spring 2009 Accreditation Self-Study Process
 - All 3 SDCCCD colleges
 - Continuing Education

- Information from the surveys will be used for:
 - Planning action items
 - Support other planning decisions

- Student Perceptions and Opinions
 - Institutional effectiveness
 - Programs
 - Services
 - Instruction
 - Facilities
 - Overall Satisfaction

- 2009 Student Satisfaction Survey vs. Previous Student Accreditation Survey

Instrumentation



- The Survey Contained :
 - 92 forced choice items
 - 7 profile items
 - 3 open-ended items

- Face and Content Validity Criteria:
 - Accreditation standards
 - Student perceptions and opinions
 - Perceptually-based
 - Complex processes or systems
 - District Accreditation Coordinating Committee

- Reliability
 - Pilot tested

Methodology



- In-Class Survey Administration
 - Paper and pencil format
 - One class period

- Online Survey Administration

- Pre-Notifications to Faculty
 - Fall semester
 - Spring semester

- Opting Out Option

Implementation



- District Accreditation Coordinating Committee
 - Survey design
 - Survey instrument
 - Final report and recommendations

- Pre-notification Emails/Letters
 - Individual institutions
 - Survey information

- Survey Administration
 - Fifth through seventh weeks (Spring 2009 semester)
 - 30 minutes to complete

Response Rates



Miramar Response Rates

Total Surveys Distributed	Response Total	Total Response Rate	Target Sample Size	Percent To Target Goal
1217	837	67%	737	113%

Respondent Profile



- Gender
 - Male (53%)
 - Female (47%)

- Age
 - 18-24 years old (57%)

- Ethnicity
 - African American/Black Non-Hispanic (5%)
 - American Indian/Alaskan Native (2%)
 - Asian/Pacific Islander (20%)
 - Filipino (14%)
 - Hispanic/Latino (16%)
 - White Non-Hispanic (38%)
 - Other Non-White (5%)

Respondent Profile



- Primary Institution
 - Miramar (89%)

- Number of Semesters
 - 2 to 6 Semesters (70%)

- Number of Units
 - 10 or more than 12 units (57%)

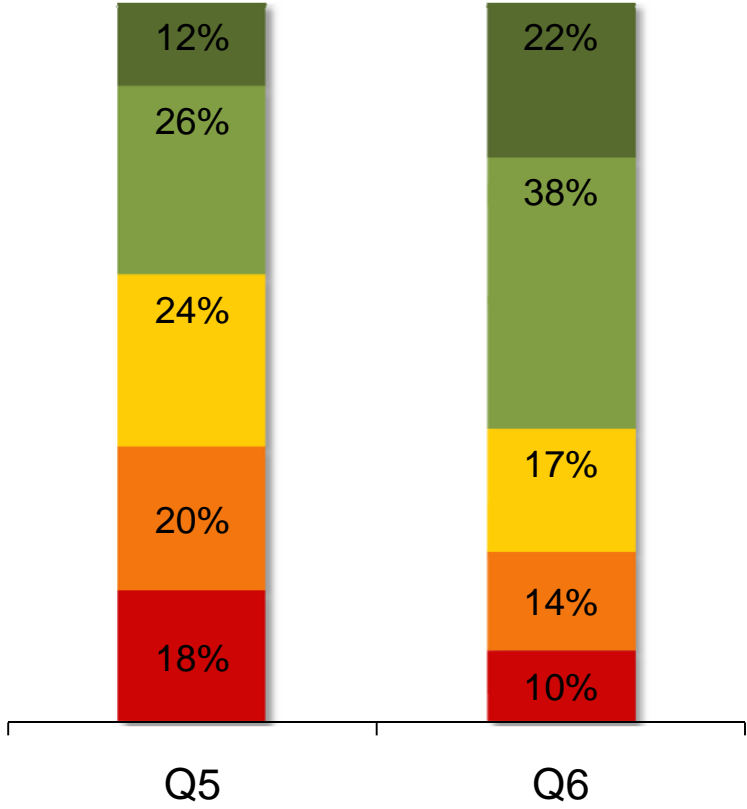
- Modality
 - On Campus (78%)

- Day/Evening Split
 - Day (46%)
 - Evening (54%)

Findings

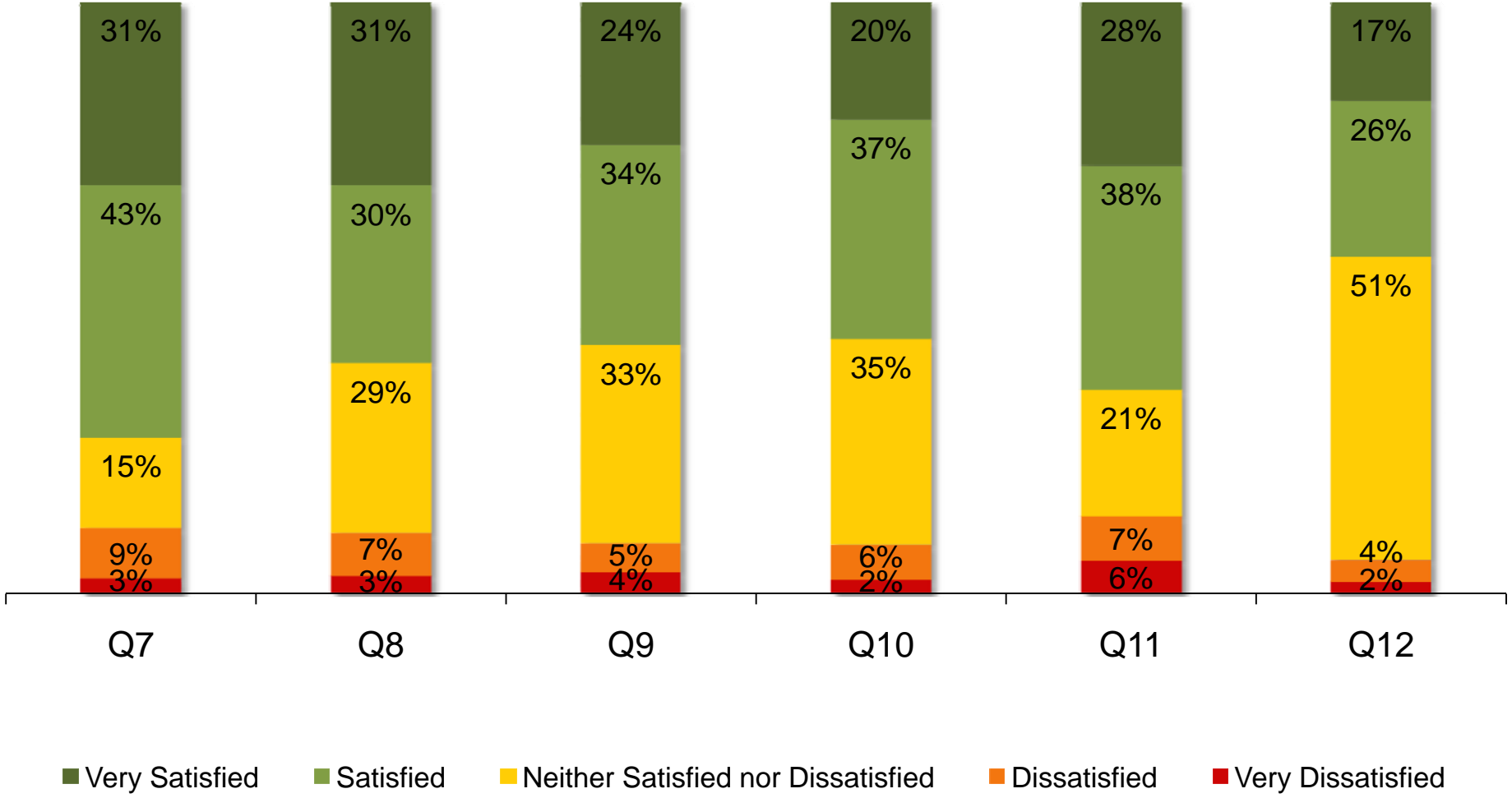


Mission and Policies

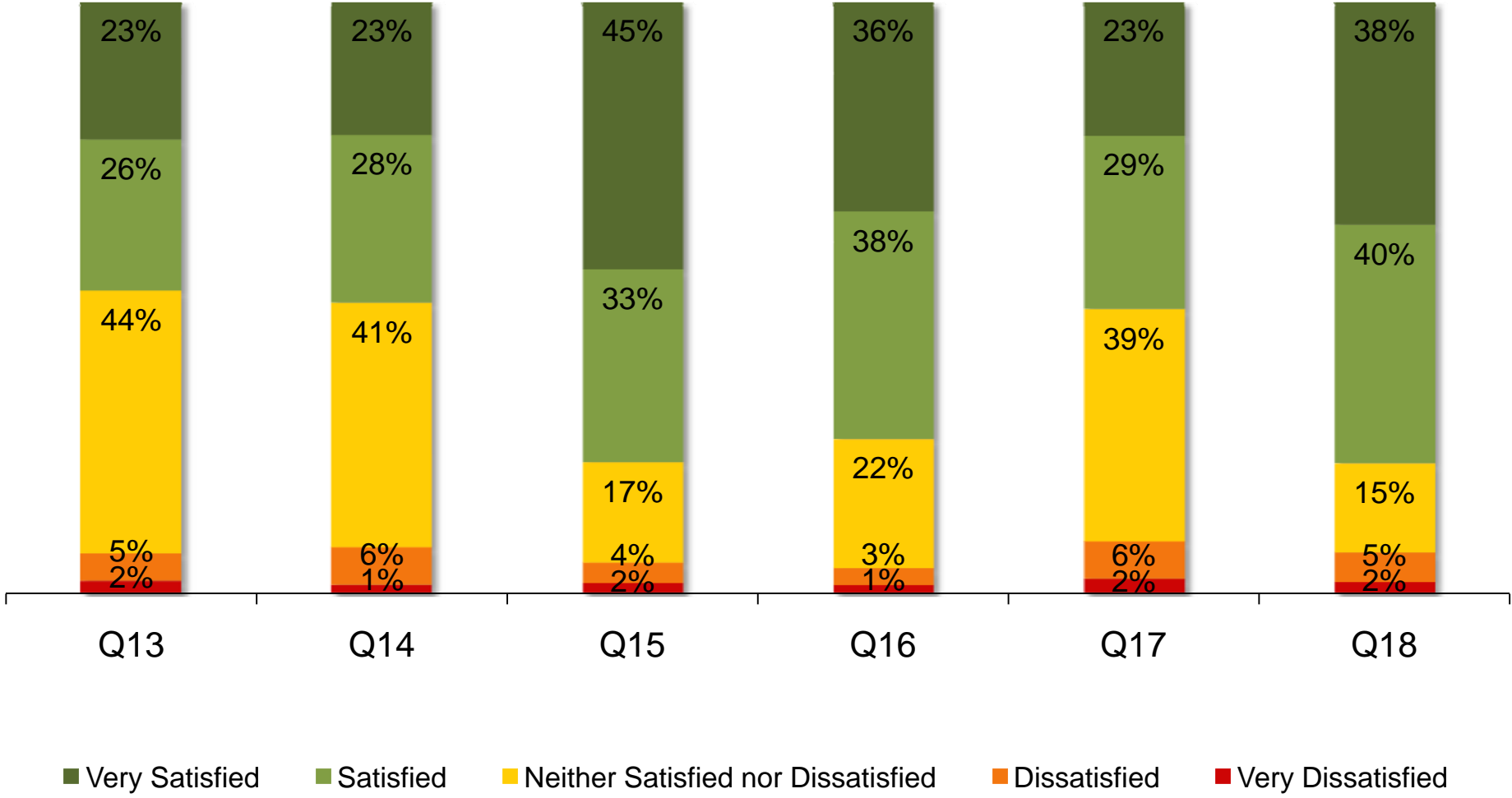


■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

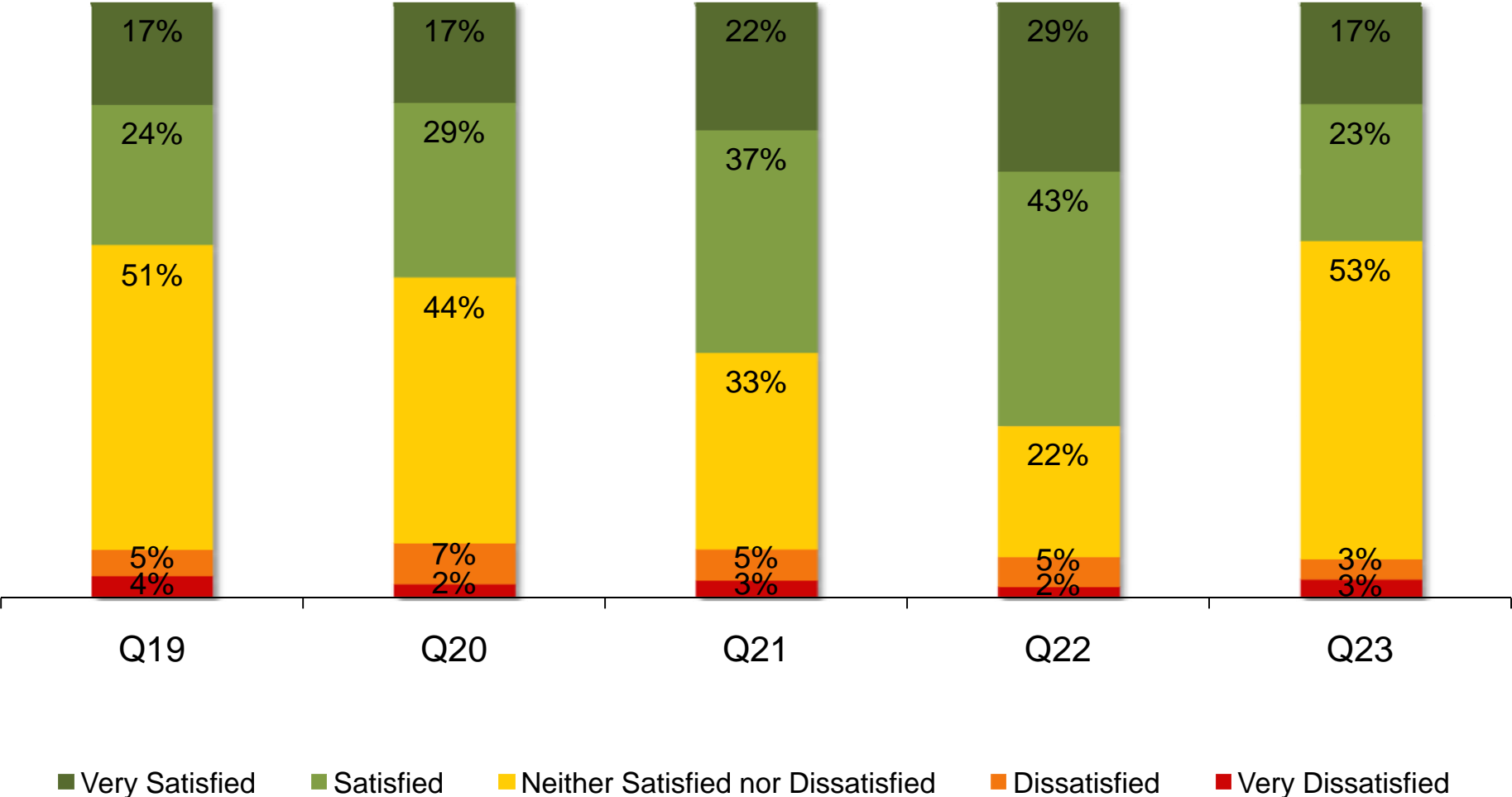
Student Support Services



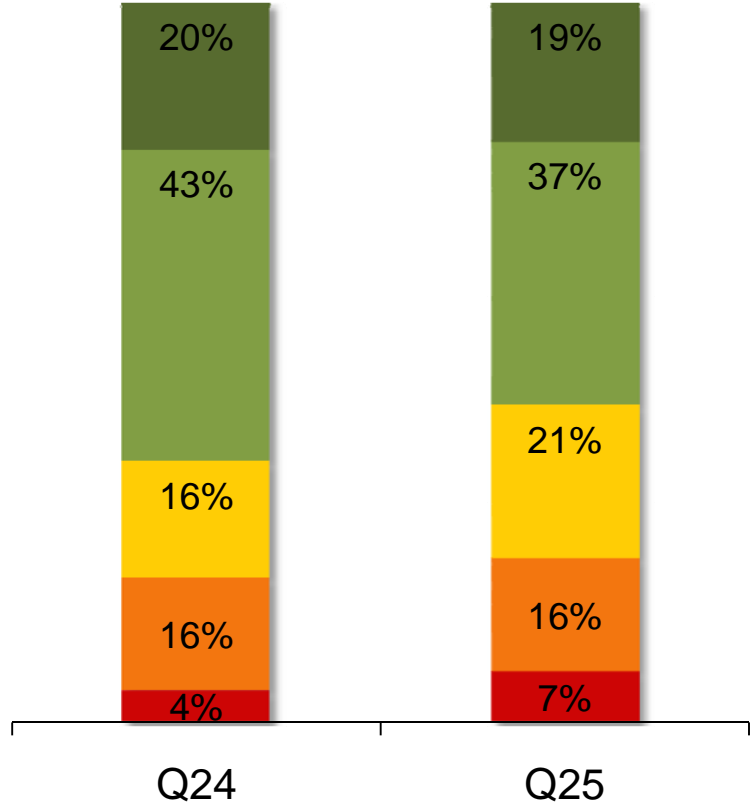
Student Support Services



Student Support Services

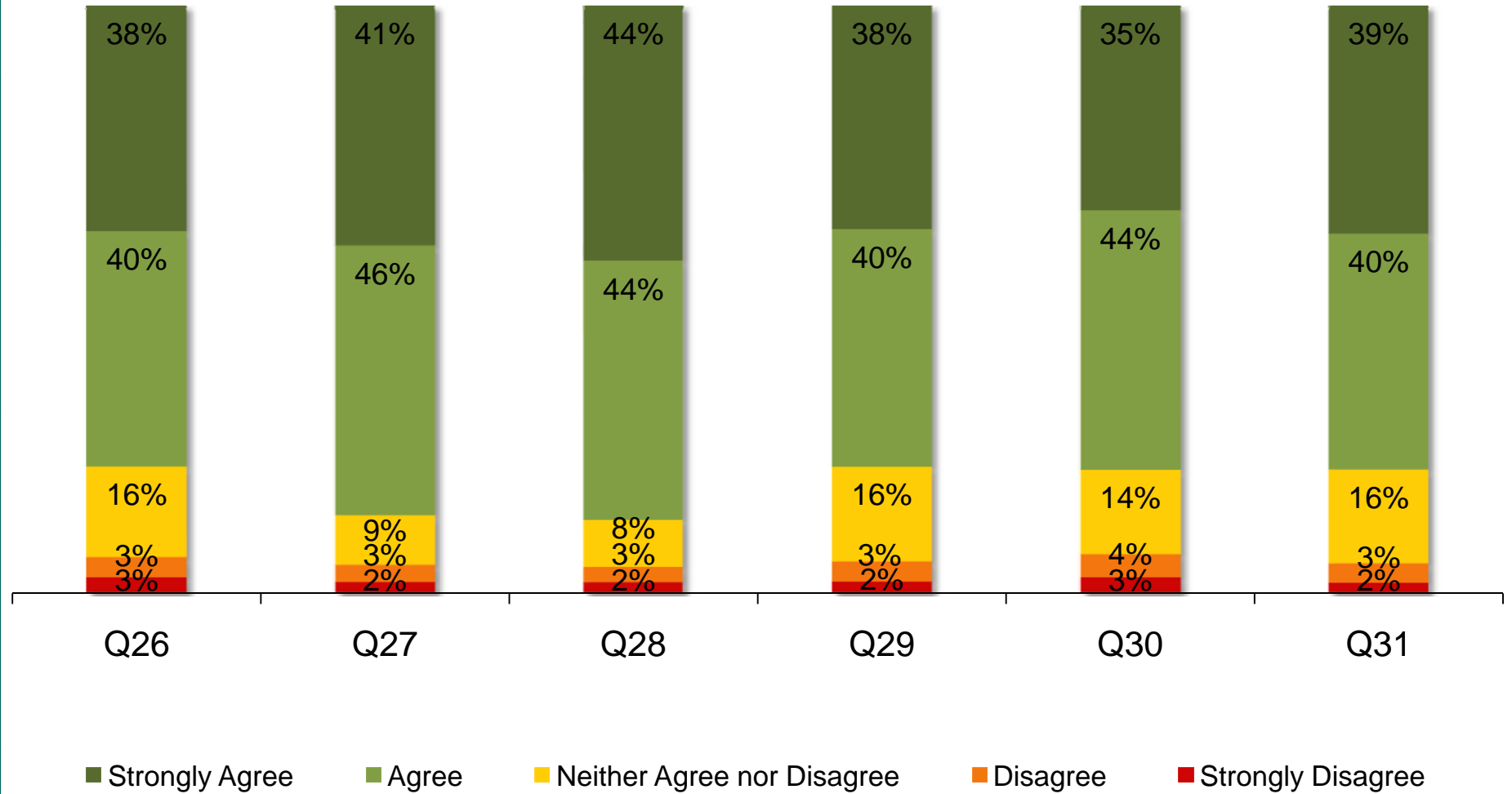


Course Availability

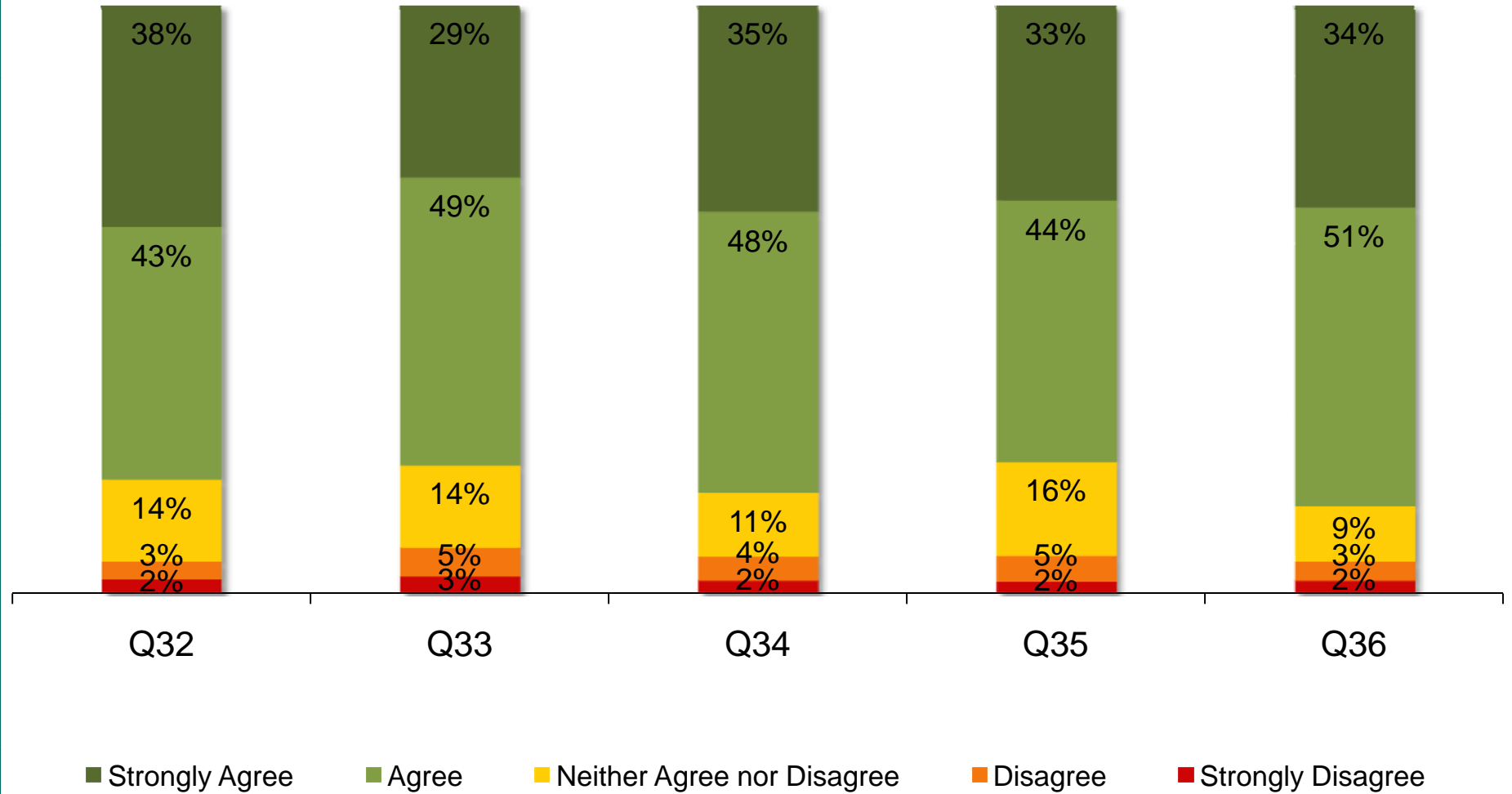


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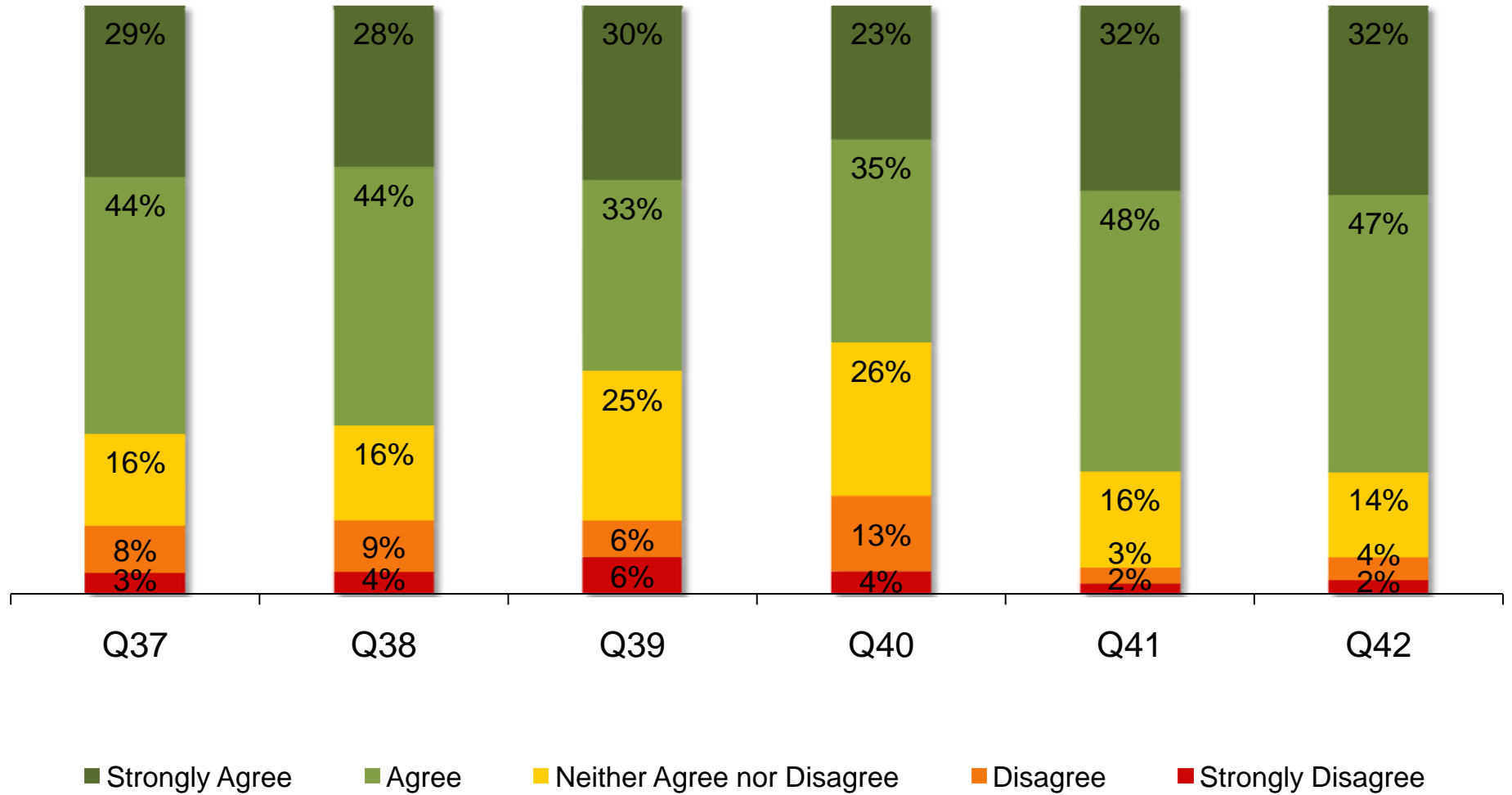
Instruction



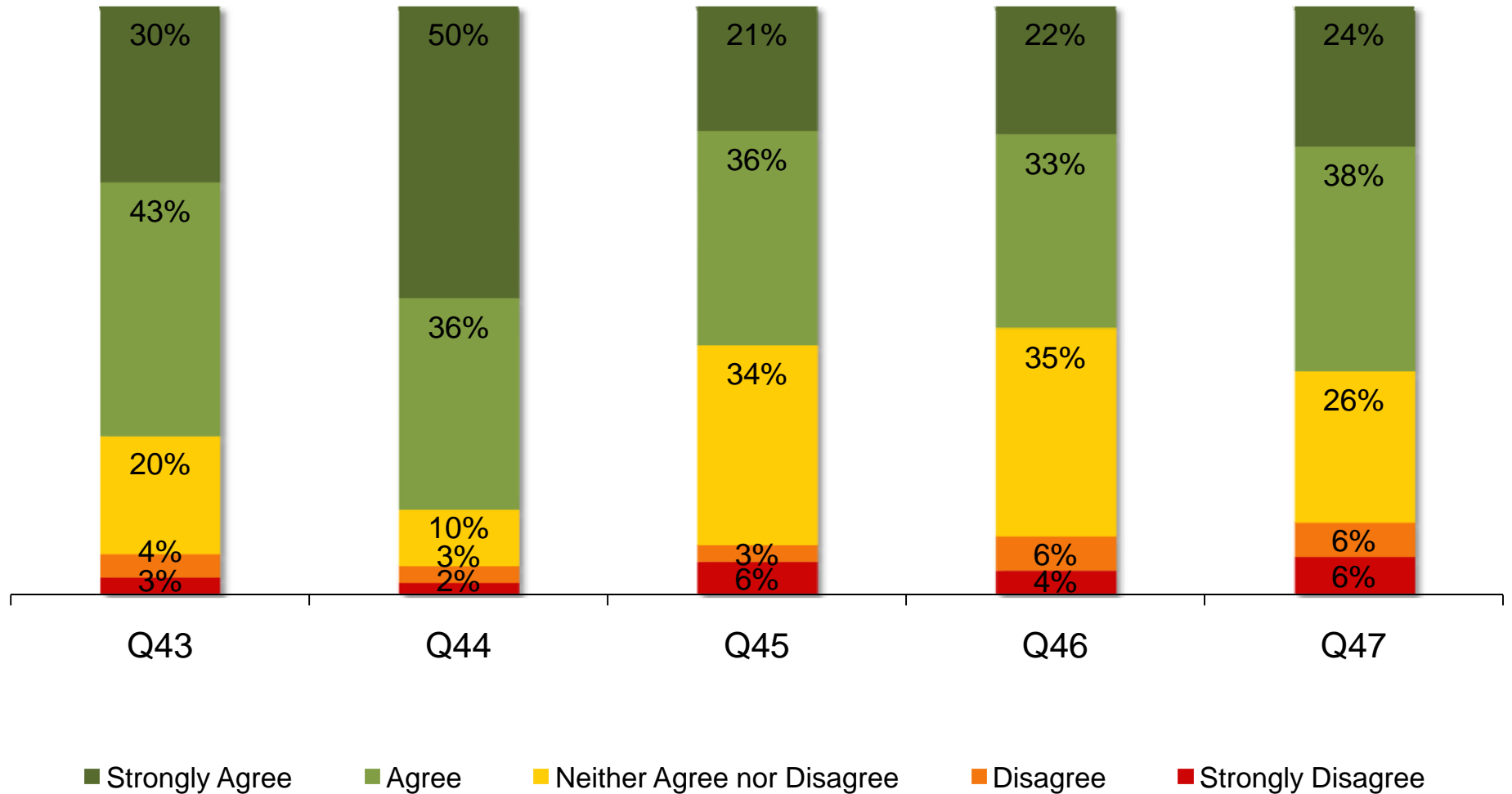
Instruction



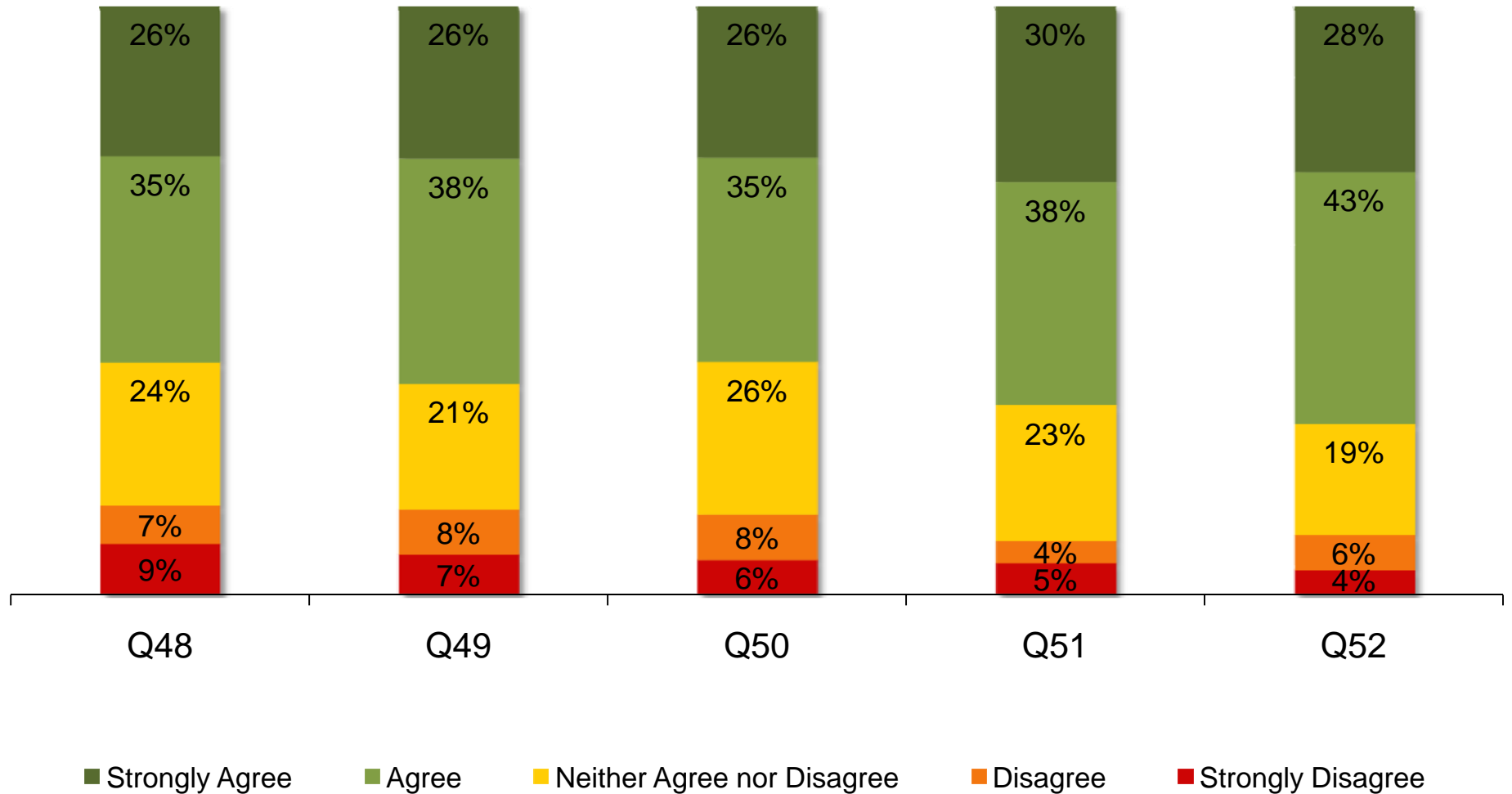
Course Scheduling



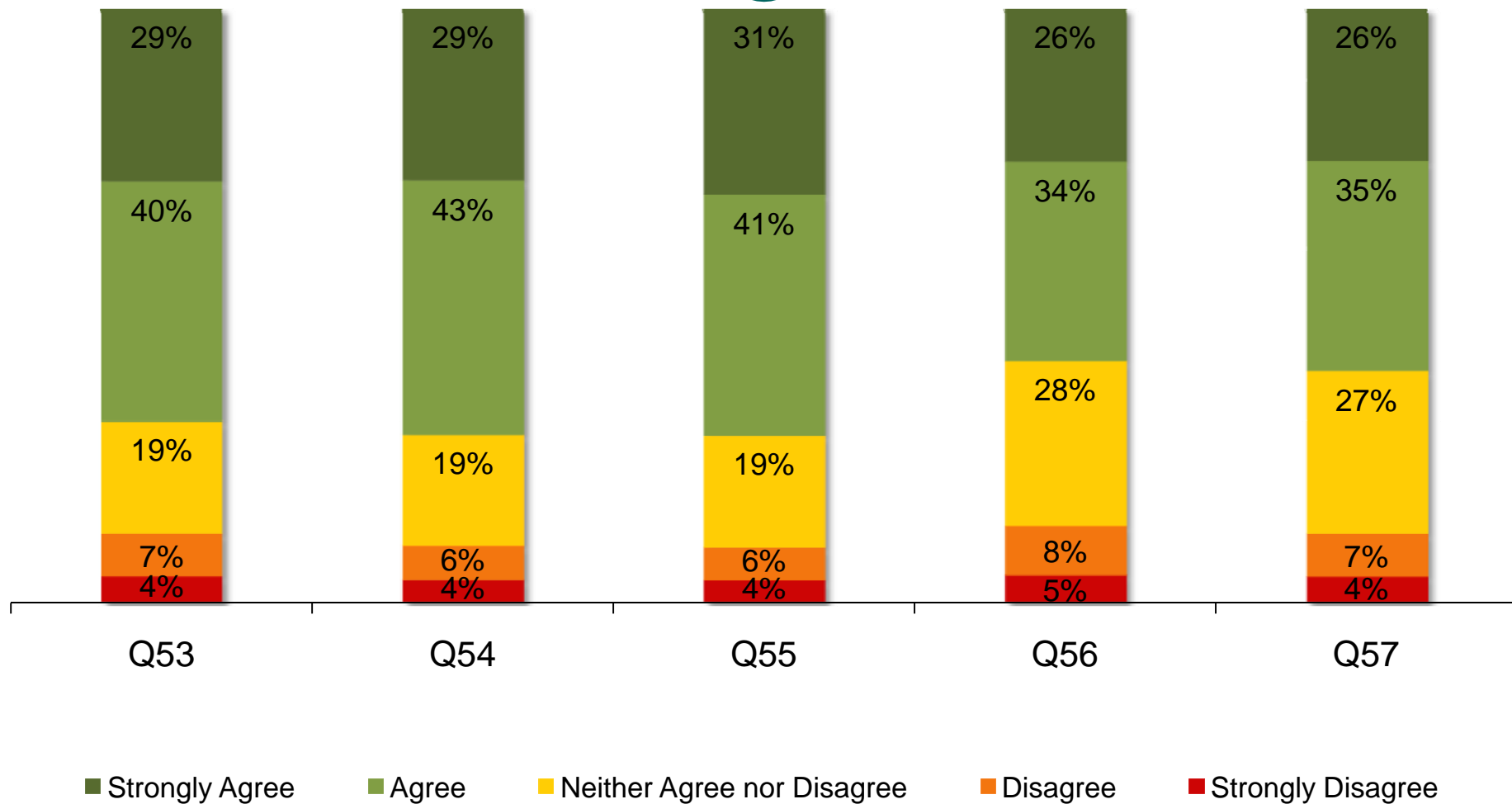
Admissions & Course Registration (Matriculation)



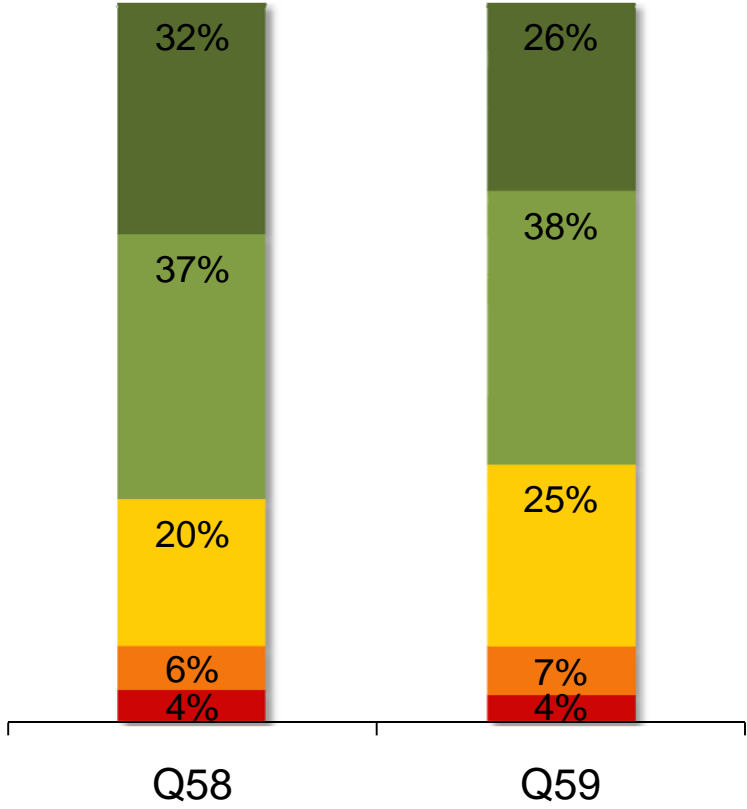
Admissions & Course Registration (Matriculation)



Admissions & Course Registration (Matriculation)

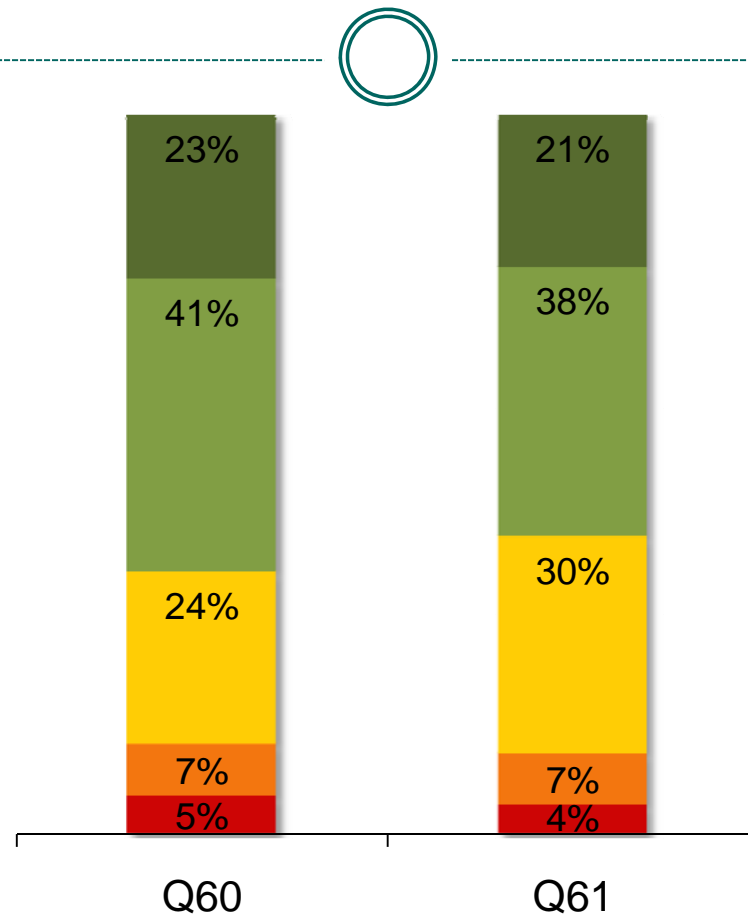


Financial Aid and Fees



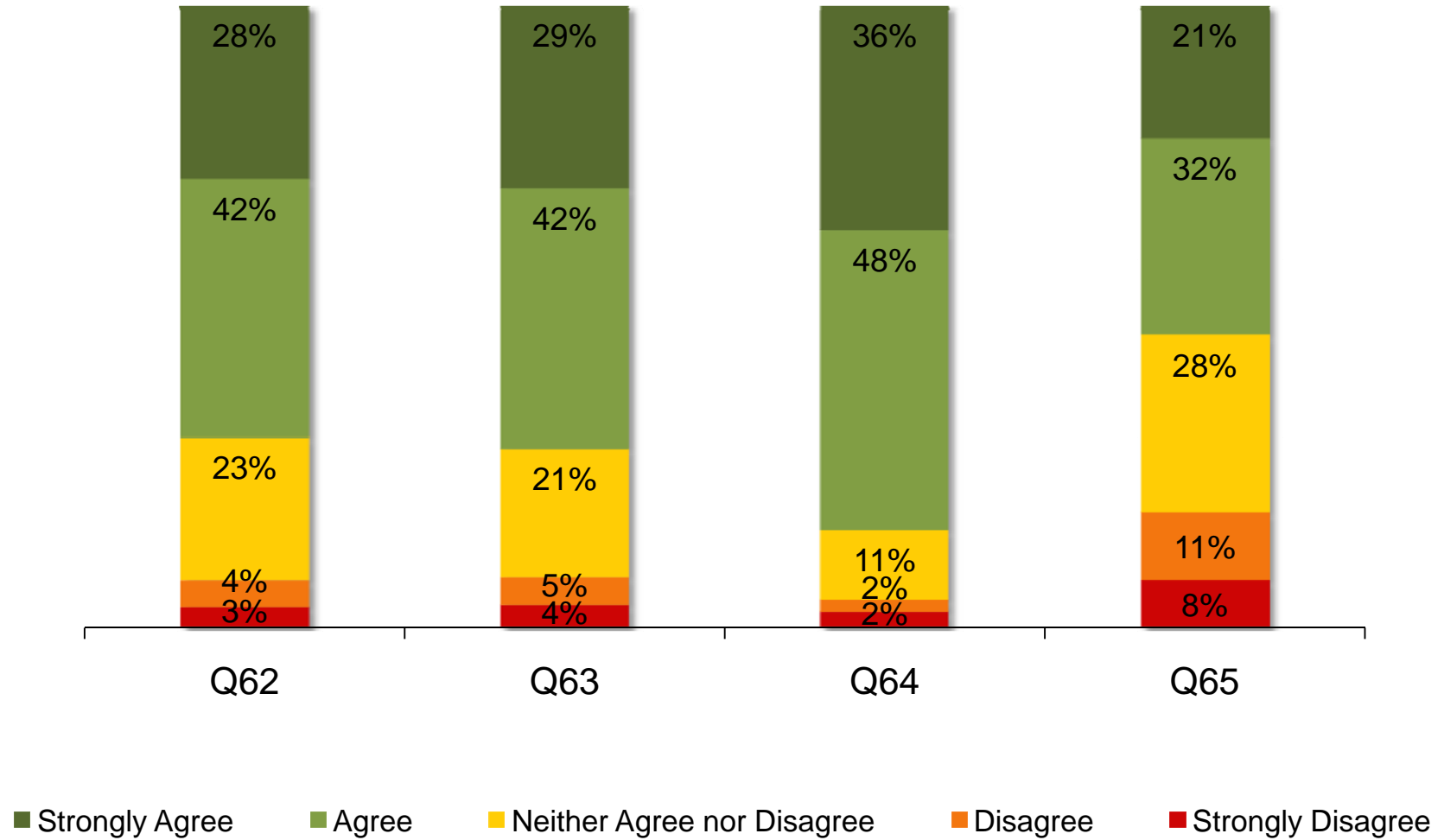
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Follow-up of Student Academic Status

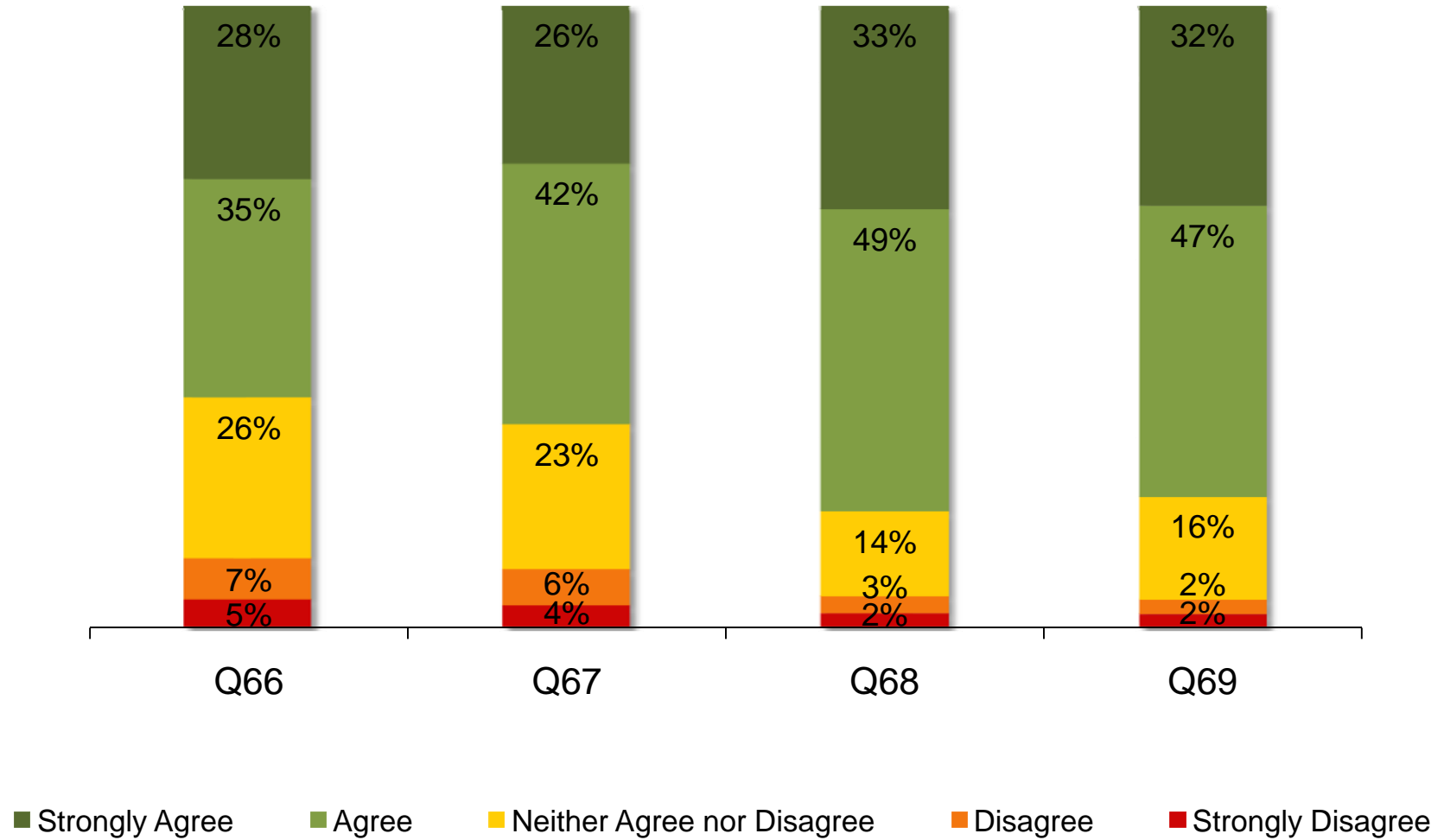


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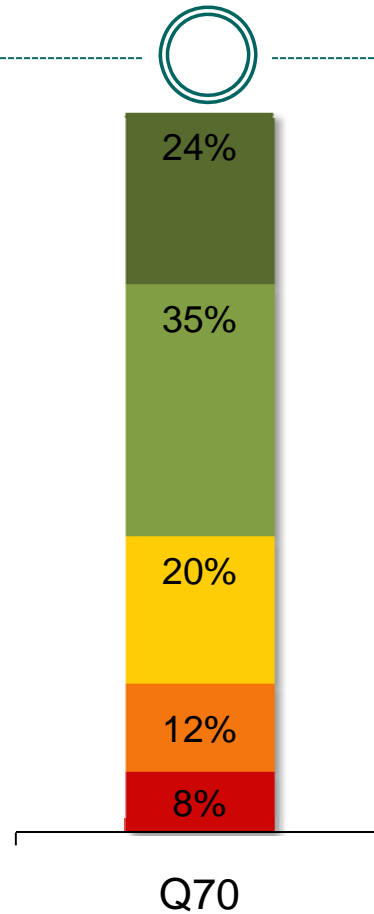
Personal Development



Personal Development

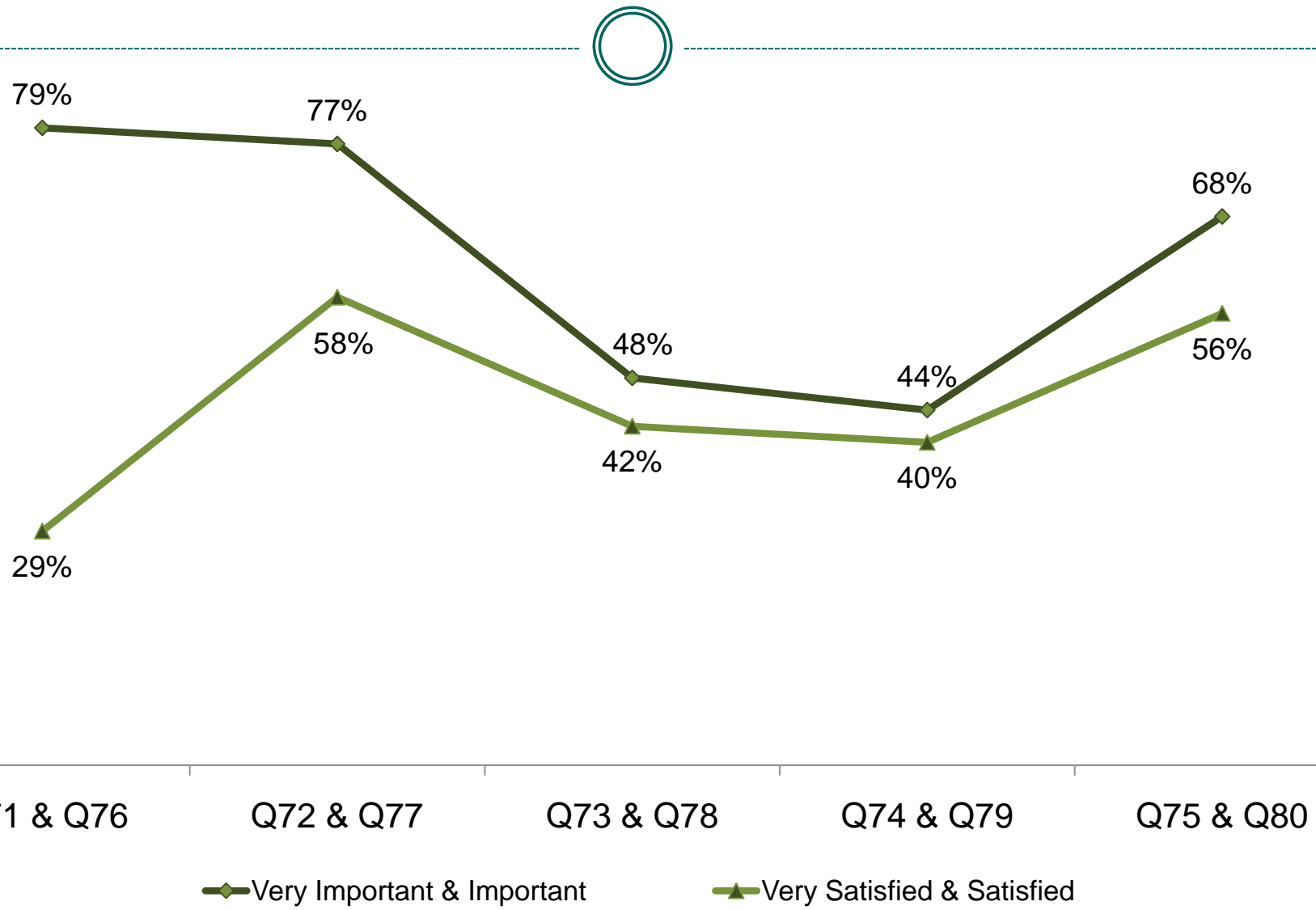


Library and Learning Support Services

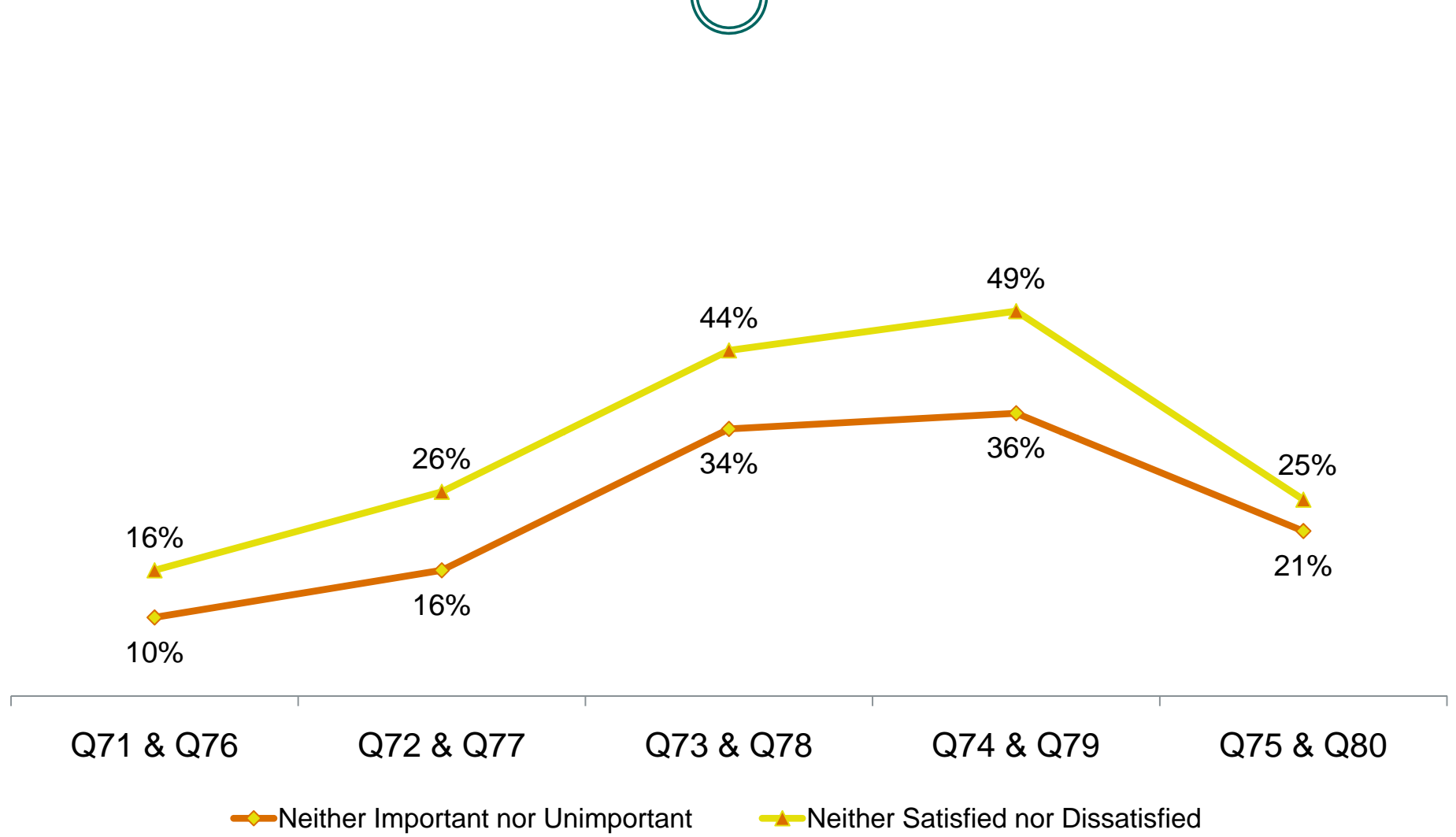


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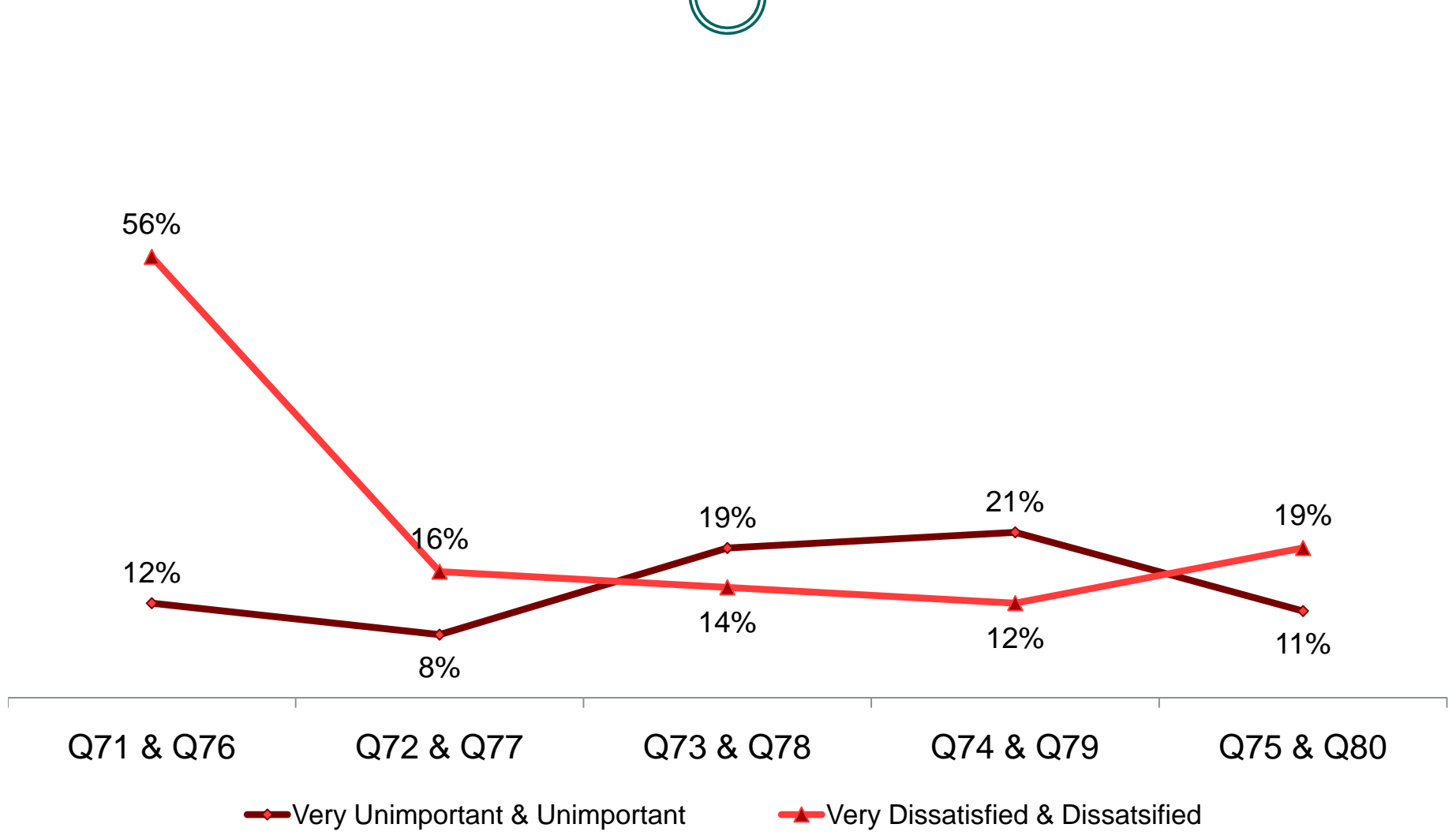
Facilities and Organizations



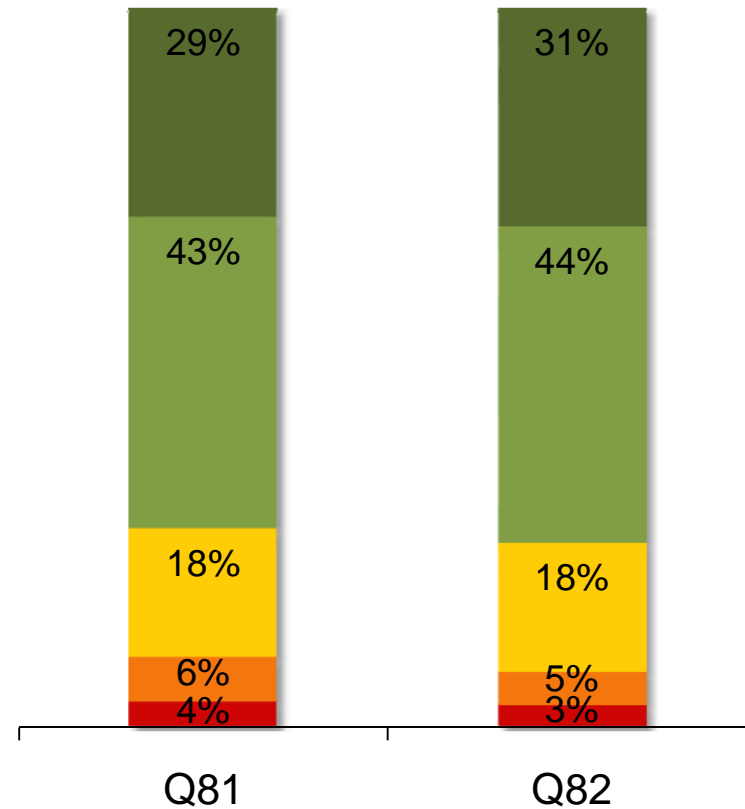
Facilities and Organizations (Neutral)



Facilities and Organizations (Negative)

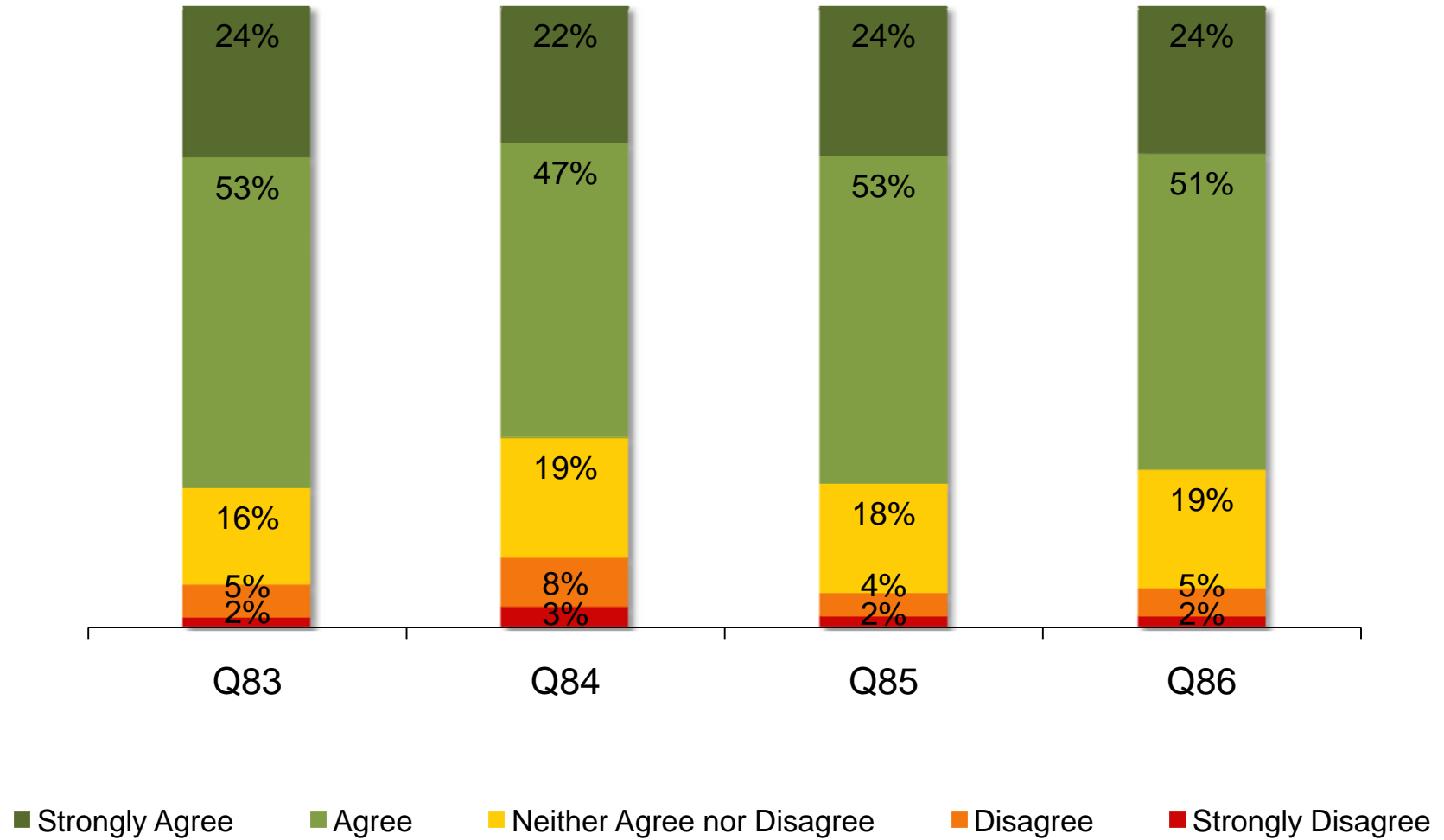


Technology Resources

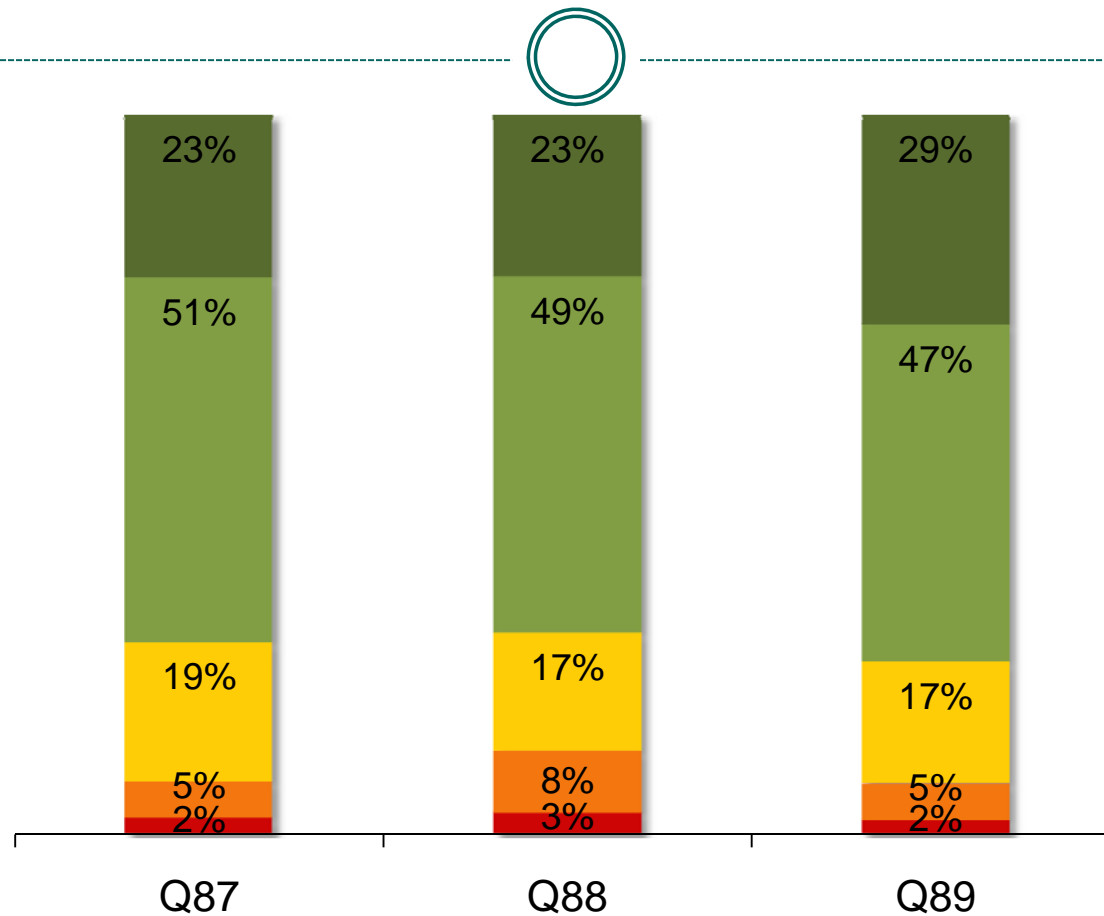


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Physical Resources

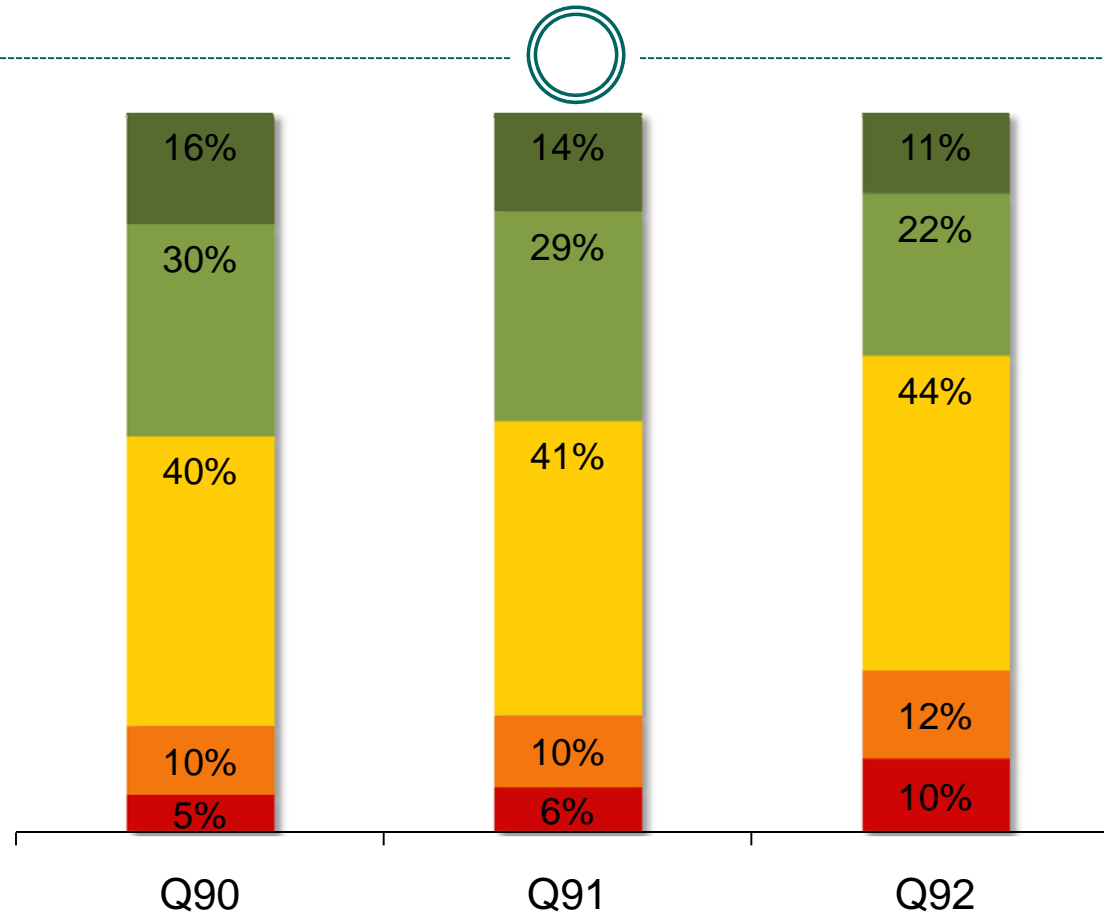


Physical Resources



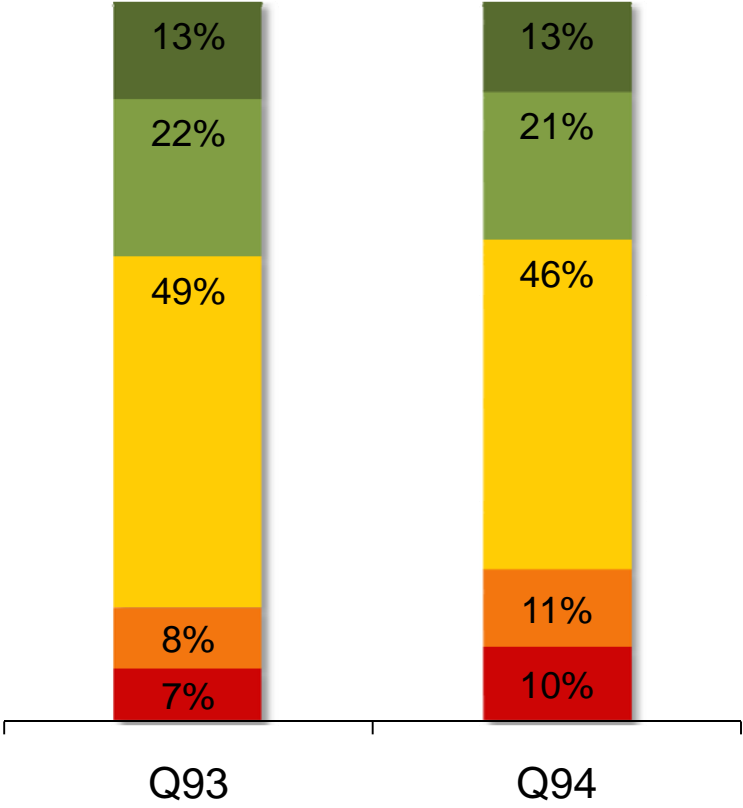
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Decision-Making Roles and Processes



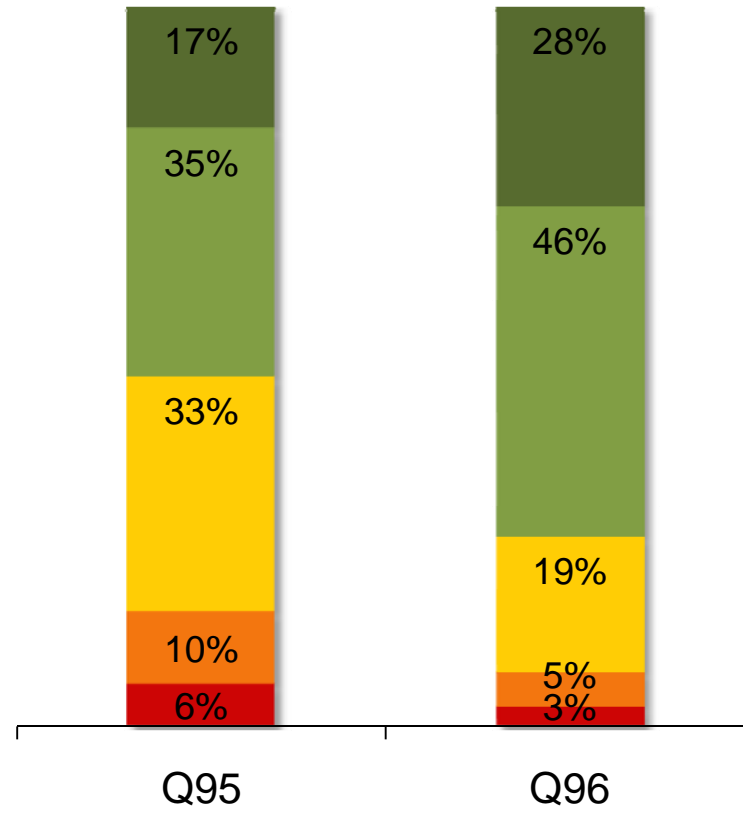
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Board and Administrative Organization



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Overall Questions



■ Strongly Agree ■ Agree ■ Neither Agree nor Disagree ■ Disagree ■ Strongly Disagree

Conclusions



Top 5 Conclusions



- Facilities and Organizations
 - Parking
- Instruction
- Decision-making Roles & Processes and Board & Administrative Organization
- Student Support Services
 - Quality of Services
- Admission and Course Registration (Matriculation)
 - New Student Orientation

Recommendations



End

