

STUDENT SATISFACTION

Background

The Community College Survey of Student Engagement (CCSSE) (pronounced “sessie”) was distributed in 93 colleges across the United States in spring 2003. Mt. San Antonio College (Mt. SAC) was one of the participating colleges. Some 1,103 Mt. SAC students’ surveys were returned.

CCSSE is a survey that examines different aspects of students’ educational activities (e.g., ask questions in class). These educational activities have been shown to be related to student success. The survey was developed based on the National Survey of Student Engagement (NSSE) at Indiana University. The project is supported by grants from The Pew Charitable Trusts and the Lumina Foundation for Education.

The following excerpt from the main report will outline one of many aspects of the survey useful for accreditation and planning purposes. The main report can be found at <http://research.mtsac.edu/factbook.html> under Student Engagement Survey.

Critical Assessment

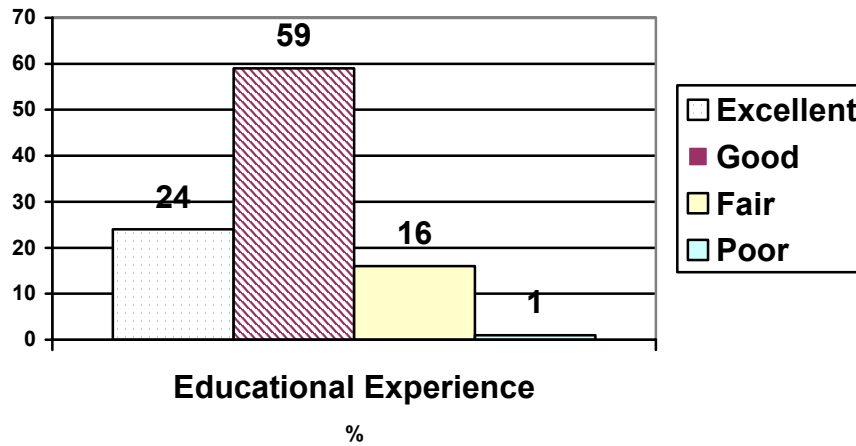
As a College, Mt. SAC needs to decide two factors with all results/items in this report:

1. Which of the items are relevant to Mt. SAC and its students?
2. Of those items that are relevant, what are the percentage benchmarks for deciding if the results are acceptable or not. For example, if 60% or more of the students are satisfied with their learning experiences, does that mean that Mt. SAC should be proud of that outcome or should interventions be suggested?

Student Satisfaction

How highly do students rate their entire educational experience at Mt. SAC? Most students (83%) rated it as excellent or good (Figure 1). In a similar vein, would students recommend Mt. SAC to others? The majority, 95%, said “yes”. Another measure of student satisfaction could be derived from the percentage of students who planned on taking classes at the college again. Some 85% said they would be taking classes at Mt. SAC within the following year. Six percent indicated that they had accomplished their goals and would not be returning.

Figure 1. Rate Entire Educational Experience
(survey question #29)



The most salient findings to each department of the College should be celebrated if it is a success and addressed with an intervention process if it is a barrier to success for students. Formative evaluation should be done throughout the next year to determine if the intervention is successful.