

# Fox Valley Technical College

## Ruffalo Noel Levitz Student Satisfaction Survey Results

988 completed surveys - Fall 2019

### Why does student satisfaction matter?

Student satisfaction has been positively linked to:

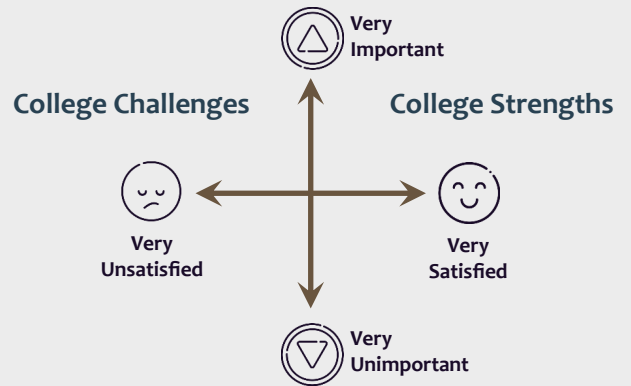


individual  
student retention



college  
completion rates

### Priorities for students: Importance vs. Satisfaction



### FVTC Strengths

1. Academic Advising
2. Campus Security
3. Knowledgeable Faculty
4. Intellectual Growth
5. Clear Program Requirements

### How satisfied are students?



vs. 64% national average

How likely are students to enroll again  
if they had to do it over?



vs. 73% national average

### Largest Gaps between Importance & Satisfaction:

1. Instructional Quality
2. Class Registration
3. Faculty Attitudes
4. Faculty Feedback
5. Student support

**79%**  
of survey participants said  
FVTC was their  
**1st choice**  
for college

These factors were  
**IMPORTANT** or **VERY IMPORTANT**  
in students' enrollment decisions:  
**84% Cost**  
**82% Financial Aid**  
**80% Academic Reputation**

# FVTC Student Satisfaction Survey

Fox Valley Technical College

Spring 2020

# FVTC Student Satisfaction Survey

- Conducted every two years in November
- Gathers feedback from students in program courses
- Survey instrument = Ruffalo Noel Levitz Student Satisfaction Inventory
  - 113 questions
  - Participants rate each item on importance and satisfaction (scale of 1-7)
  - Option to provide comments
  - Includes demographic items (gender, age, program, etc.)



	<b>November 2017</b>	<b>November 2019</b>
<b>Methodology</b>	<ul style="list-style-type: none"> <li>• Instructors passed out hard-copy survey forms to select classes.</li> <li>• Students completed the survey during class time.</li> </ul>	<ul style="list-style-type: none"> <li>• All students in program classes received an email with an invitation to participate in the survey online.</li> </ul>
<b>Responses Obtained</b>	<p style="text-align: center;"><b>1,564</b> (208 with comments)</p>	<p style="text-align: center;"><b>988</b> (494 with comments)</p>
<b>Pros/Cons</b>	<ul style="list-style-type: none"> <li>+ High response rates</li> <li>- Some students felt “forced” to take the survey and answered the questions negatively</li> <li>- Online-only students did not have the opportunity to provide feedback</li> <li>- Took up valuable class time</li> </ul>	<ul style="list-style-type: none"> <li>- Lower response rates</li> <li>- Dissatisfied students may not have taken the time to give feedback</li> <li>+ Students choosing to participate were typically more engaged with the College and happier with FVTC</li> <li>+ Online students had the opportunity to participate</li> <li>+ Staff time savings (no need to prepare &amp; disassemble survey packets)</li> </ul>

# Overall satisfaction

	National Average	WTCS Average	FVTC - 2017	FVTC - 2019
So far, how has your college experience <u>met your expectations</u> ?	4.98	5.07	5.08	5.27
Rate your <u>overall satisfaction</u> with your experience here thus far.	5.58	5.76	5.78	5.94
All in all, if you had to do it over, would you <u>enroll here again</u> ?	5.83	6.03	6.01	6.23

## Areas of high importance and highest satisfaction

	National Average		FVTC	
	Importance	Satisfaction	Importance	Satisfaction (Sorted ↓)
On the whole, the campus is well-maintained.	6.35	6.05	<b>6.52</b>	<b>6.50</b>
This institution has a good reputation within the community.	6.22	5.89	<b>6.47</b>	<b>6.49</b>
My academic advisor is knowledgeable about my program requirements.	6.43	5.71	<b>6.66</b>	<b>6.42</b>
The campus is safe and secure for all students.	6.47	5.94	<b>6.65</b>	<b>6.42</b>
I am able to experience intellectual growth here.	6.46	6.01	<b>6.61</b>	<b>6.41</b>

## Areas of high importance and slightly lower satisfaction

	National Average		FVTC	
	Importance	Satisfaction	Importance (Sorted ↓)	Satisfaction
The quality of instruction I receive in most of my classes is excellent.	6.48	5.69	<b>6.64</b>	<b>6.03</b>
Faculty are fair and unbiased in their treatment of individual students.	6.38	5.70	<b>6.58</b>	<b>6.17</b>
I am able to register for classes I need with few conflicts.	6.43	5.71	<b>6.58</b>	<b>6.09</b>
The quality of instruction in the vocational/technical programs is excellent.	6.21	5.60	<b>6.56</b>	<b>6.03</b>
Faculty provide timely feedback about student progress in a course.	6.33	5.57	<b>6.55</b>	<b>5.98</b>

# Comment Themes

- Student concerns:
  - Education debt
  - Balancing school, work, and family
  - Flexible course delivery, support services, and student activities (various times of day, location options, online)
- Positive comments:
  - Good value
  - Quality, caring instructors
  - Well-maintained, clean campus
  - Better than prior 4-year experience
- Main complaints:
  - Survey is too long
  - Parking/snow removal
  - Cost of food services







## What does FVTC do with the data?

- Share comments with deans, associate deans, and key student services managers
- Post summary document to College Effectiveness SharePoint site
- Explore data with a diversity and equity lens
- Determine improvement initiatives