

Fox Valley Technical College

Ruffalo Noel Levitz Student Satisfaction Survey Results

588 completed surveys - Fall 2021

Why does student satisfaction matter?

Student satisfaction has been positively linked to:

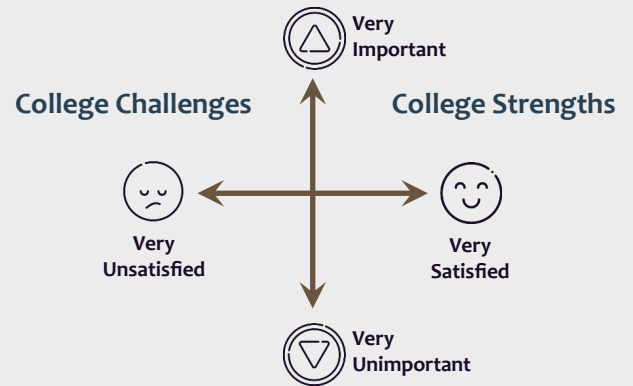


individual student retention



college completion rates

Priorities for students: Importance vs. Satisfaction



FVTC Strengths

1. Campus Security
2. Knowledgeable Academic Advisors
3. Knowledgeable Faculty
4. Intellectual Growth
5. Course Variety

How satisfied are students?



vs. 65% national average

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



vs. 74% national average

Focus Areas

(to be determined based on analysis of comments and demographic breakdowns)

82%
of survey participants said
FVTC was their
1st choice
for college

These factors were
IMPORTANT or **VERY IMPORTANT**
in students' enrollment decisions:

87% Cost

80% Financial Aid

81% Academic Reputation

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
 - Online format
 - 113 questions
 - Participants rate each item on importance and satisfaction (scale of 1-7, 7 being the highest score possible)
 - Option to provide comments
 - Includes demographic items (gender, age, program, etc.)



November 2021

Methodology

- All students in program classes received an email with an invitation to participate in the survey **online**.

Responses Obtained

588

Completed Surveys

of 5033 surveys administered (12% response rate)

Pros/Cons of an Online Format Versus Paper Format

- + Online students had the opportunity to participate
- + Staff did not need to take class time for students to complete the survey
- + The survey was mobile-friendly
- Lower response rate than the in-person, paper format
- Less comments than the in-person, paper format

Overall Satisfaction

	National Average - 2021	WTCS Average - 2021	FVTC - 2021	FVTC - 2019
So far, how has your college experience <u>met your expectations</u> ?	5.04	5.18	5.23	5.27
Rate your <u>overall satisfaction</u> with your experience here thus far.	5.62	5.84	5.87	5.94
All in all, if you had to do it over, would you <u>enroll here again</u> ?	5.90	6.15	6.22	6.23

Areas of Highest Satisfaction and High Importance

	FVTC		National	
	Satisfaction (Sorted ↓)	Importance	Satisfaction	Importance
On the whole, the campus is well-maintained.	6.61	6.59	6.14	6.41
This institution has a good reputation within the community.	6.47	6.49	6.01	6.29
My academic advisor is knowledgeable about my program requirements.	6.46	6.68	5.82	6.48
I am able to experience intellectual growth here.	6.46	6.63	6.10	6.51
The campus is safe and secure for all students.	6.45	6.68	6.06	6.53

Areas of Highest Importance and Slightly Lower Satisfaction

	FVTC		National	
	Importance (Sorted ↓)	Satisfaction	Importance	Satisfaction
My academic advisor is knowledgeable about my program requirements.	6.68	6.46	6.48	5.82
The campus is safe and secure for all students.	6.68	6.45	6.53	6.06
Nearly all of the faculty are knowledgeable in their fields.	6.66	6.37	6.49	6.00
I am able to register for classes I need with few conflicts.	6.65	6.19	6.46	5.81
The quality of instruction I receive in most of my classes is excellent.	6.65	5.97	6.50	5.74

Comment Themes

- Student concerns:
 - Cost of education, in general
 - Balancing school, work, and family
 - Flexible course delivery, support services, and student activities (various times of day, location options, online)
- Positive comments:
 - Good value
 - Helpful, caring, approachable instructors
 - Well-maintained, clean campuses
- Main complaints:
 - Survey is too long
 - Mask mandates
 - Food services – cost, not enough options



I am very pleased with FVTC and the staff at FVTC. As a full-time student who works 45 hours a week and is a homeowner, I couldn't be more grateful for what FVTC has to offer. Staff are very helpful and understanding when I need an extension or help with my assignments. I have recommended many people to attend FVTC and I will continue to do so. Thank you!

Thank you for an opportunity to grow and learn in a friendly environment!!

FVTC is a great place, the instructors are always helpful and willing to make time for students when they need extra help.

The institution is doing a great job to prepare us for work.



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

FVTC Student Satisfaction Survey

Questions?

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