



Fox Valley
TECHNICAL COLLEGE®
Knowledge That Works

2017 Program Student Satisfaction Survey Report


April 2018



Executive Summary

Fox Valley Technical College (FVTC) surveys program students every two years in an ongoing effort to gather feedback from students across the district. Understanding students' experiences and satisfaction is important in College efforts to enrich the student experience and to make Fox Valley Technical College a more student-centered college. The results of this effort provide FVTC with valuable information that will be used for student success initiatives, strategic planning, and continuous improvement.

FVTC conducted the Ruffalo Noel Levitz Student Satisfaction Inventory (SSI) in November 2017 to evaluate academic, instructional, and student support services from the students' point of view. Program instructors distributed 1,889 paper copies within classrooms and 1,564 (83%) completed the paper survey. This report highlights the results of the SSI survey in three sections: College Participation, Representation, and Demographics; Key Findings; and Using the Results.

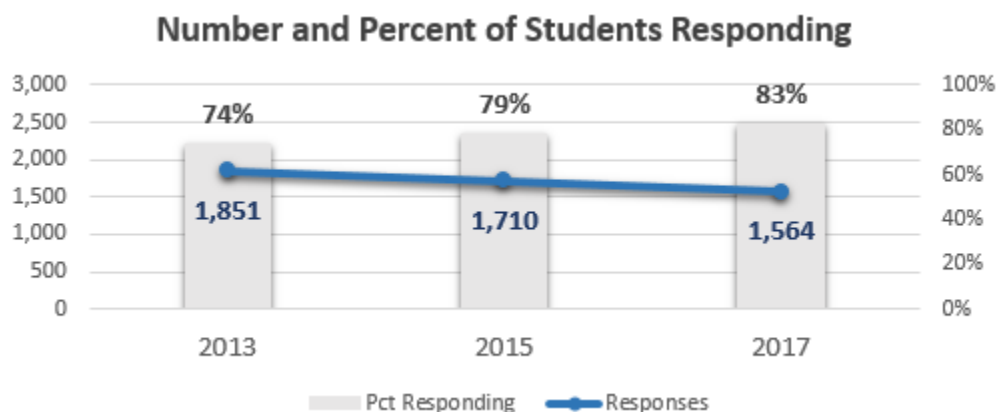


- Conducted in November 2017
- 120 class sections
- 1,889 survey forms distributed
- 1,564 survey forms completed (83%)

College Participation, Representation, and Demographics

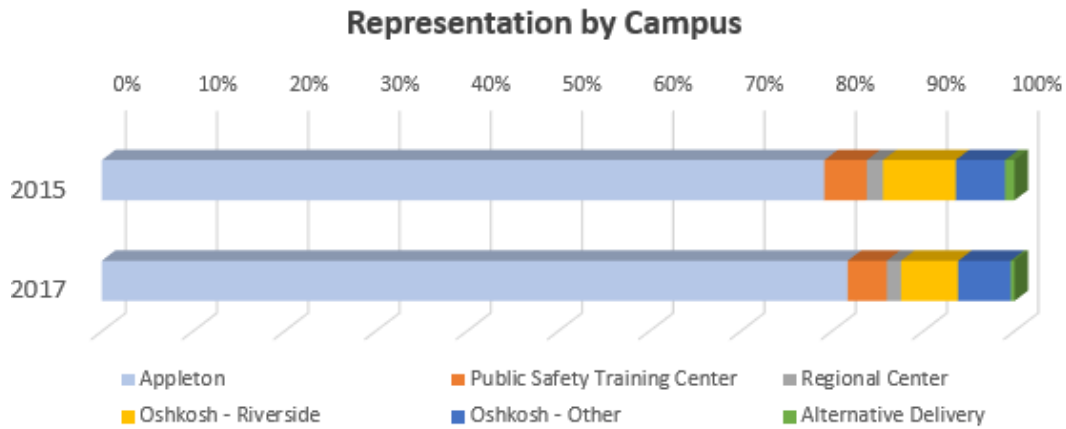
The College Effectiveness Department at Fox Valley Technical College invested significant effort in planning the satisfaction survey to ensure a comprehensive representation of students from across the entire College. In comparison to prior years, a smaller sample population was selected due to declining overall enrollments.

Figure 1



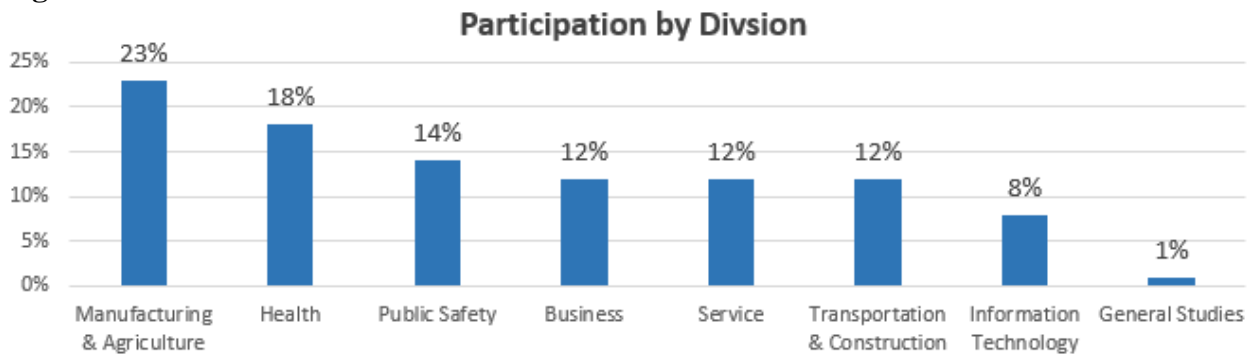
The majority of classes participating in the survey were located at FVTC's main campus in Appleton, but students at other locations also participated and provided diverse perspectives.

Figure 2



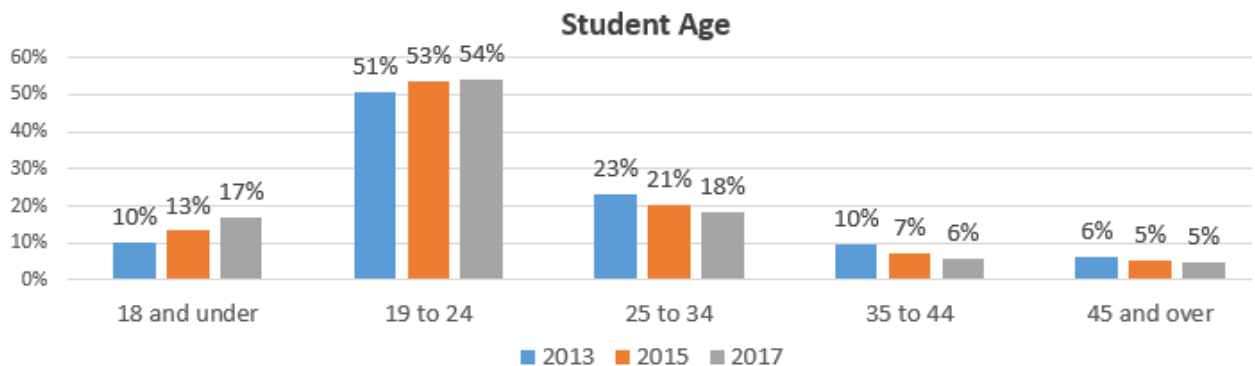
The College Effectiveness Department strategically selected classes to be surveyed so nearly every academic program was represented.

Figure 3



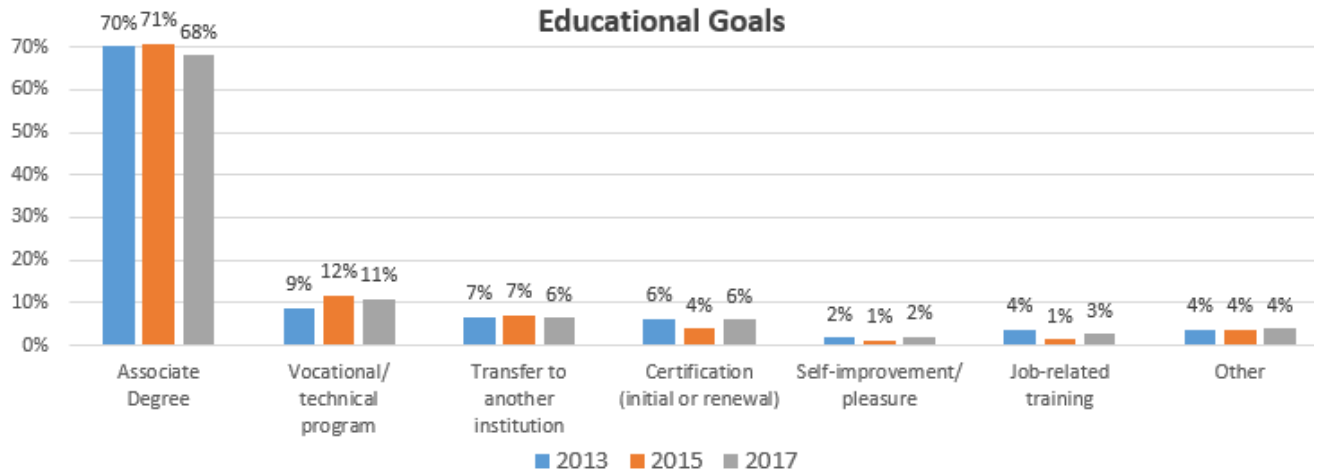
The student age groups represented in the survey sample notably changed in some areas from 2013 to 2017. There is an increasing trend in the percentage of students under age 24 and a decreasing trend in students age 25 and above.

Figure 4



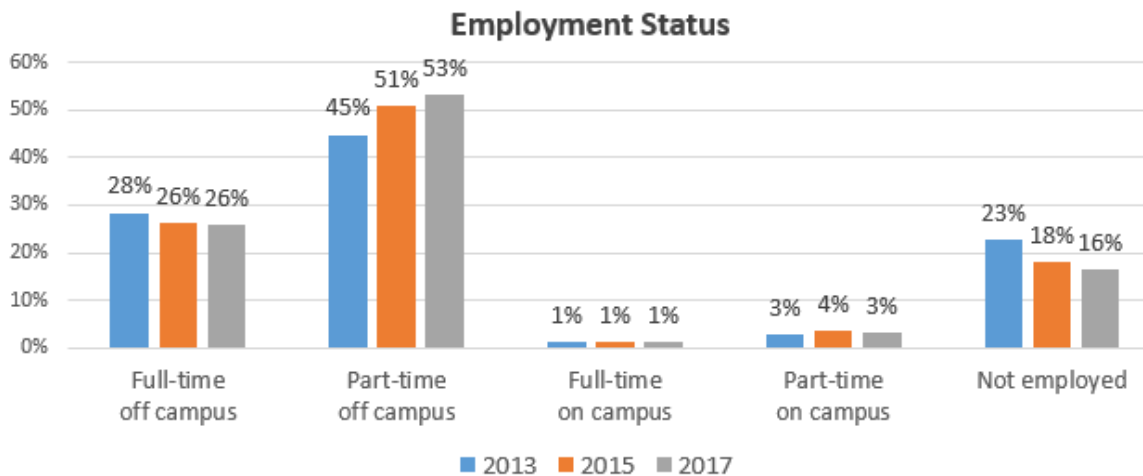
Most of the students completing the satisfaction survey were pursuing an Associate Degree program; however, the portion of students pursuing a two-year degree has declined over the years, with more students enrolled in short-term training.

Figure 5



The overall percentage of students who are employed increased from 77% in 2013 to 84% in 2017. This is not surprising, considering the decreasing unemployment rate for the Fox Cities region during this timeframe.

Figure 6



The percentage of students who self-identified as having a disability has increased slightly over the last four years.

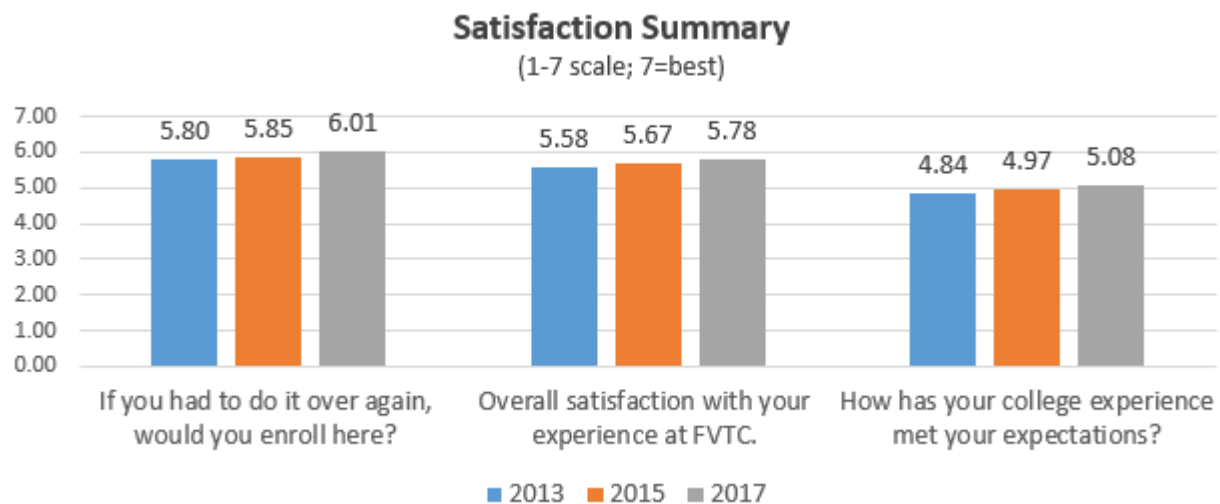
Disabilities	2013	2015	2017
Physical disability or diagnosed learning disability	11.2%	11.5%	11.7%

Key Findings

This report identifies the areas that matter most to students, how satisfied they are in having their expectations met, and where there is room for improvement. It also highlights how FVTC compares with the other Wisconsin Technical College System (WTCS) colleges and national community colleges.

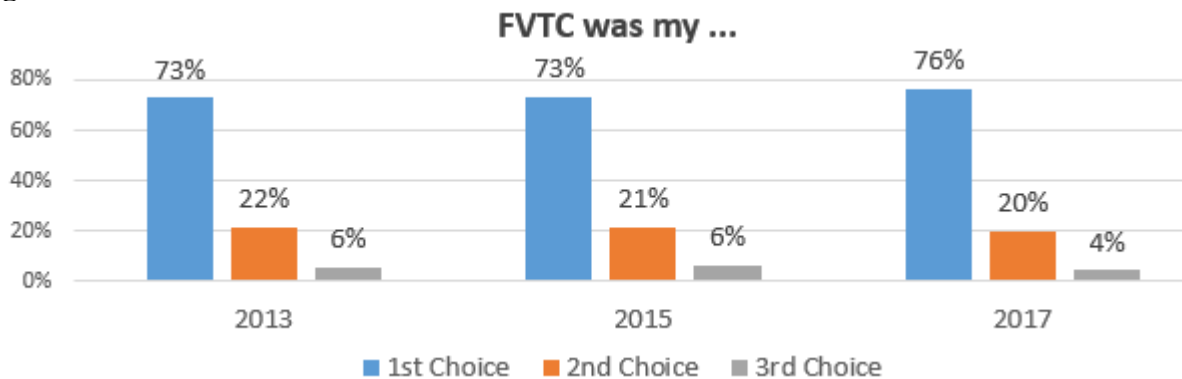
The SSI survey asks three key satisfaction questions, and the survey results show that FVTC students are increasingly satisfied with their overall experience at the College.

Figure 7



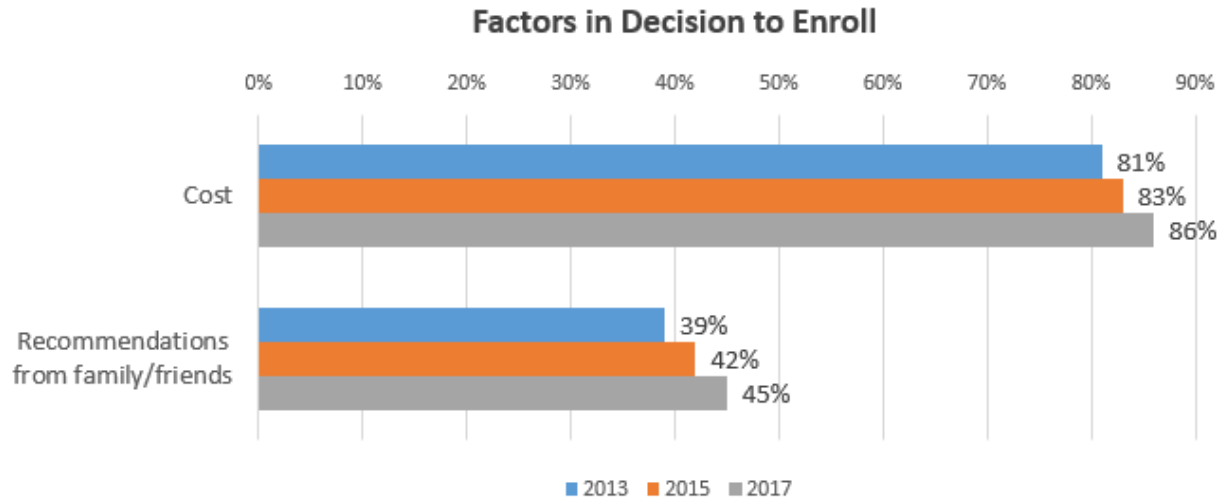
In 2017, there was an increase in the number of students who indicated Fox Valley Technical College was their first choice school.

Figure 8



Cost is increasingly important to students when choosing to enroll at FVTC. In addition, recommendations from family and friends has become more influential in students' enrollment decisions.

Figure 9



For each of the 80 base survey questions, students rated the importance of the item and their personal level of satisfaction. The rating scale contained seven values, with 1 being the lowest rating and 7 representing the most favorable score. The survey results are grouped in an institutional summary of 11 scales (categories) to provide an overview of student satisfaction. The information below shows an increase in the satisfaction means for all categories from 2015 to 2017.

	2017 Importance Mean	2017 Satisfaction Mean	2015 Importance Mean	2015 Satisfaction Mean	Satisfaction Difference*
Academic Advising/Counseling	6.11	5.74	6.09	5.55	0.19
Safety and Security	5.98	5.50	5.90	5.32	0.18
Campus Support Services	5.50	5.43	5.44	5.29	0.14
Concern for the Individual	6.14	5.73	6.13	5.59	0.14
Admissions and Financial Aid	6.00	5.49	5.97	5.36	0.13
Campus Climate	6.05	5.76	6.02	5.64	0.12
Instructional Effectiveness	6.25	5.83	6.25	5.72	0.11
Student Centeredness	6.07	5.82	6.05	5.72	0.10
Service Excellence	5.93	5.63	5.91	5.53	0.10
Registration Effectiveness	6.12	5.66	6.12	5.57	0.09
Academic Services	6.00	5.78	6.01	5.70	0.08

* All differences were statistically significant, ranging between levels of .001-.05.

A complete listing of questions that make up each category can be found in the Institutional Scale Report, which is available upon request.

Benchmark results provide an overview of how students' perceptions compare with other technical colleges across the state and nationally. Figure 10 illustrates FVTC students are, on average, more satisfied than national community college students in all categories. Similarly, satisfaction averages for Fox Valley Technical College compare favorably with average results from other Wisconsin Technical College System schools.

Figure 10



Strengths equal high importance and high satisfaction. In 2017, FVTC students ranked the following items in the top 25% for both importance and satisfaction:

<i>Strengths</i>				
Survey Item	Mean Importance	Importance Rank	Mean Satisfaction	Satisfaction Rank
I am able to experience intellectual growth here.	6.42	2	6.14	3
Nearly all of the faculty are knowledgeable in their fields.	6.40	4	6.11	4
My academic advisor is knowledgeable about my program requirements.	6.35	7	6.02	8
The campus is safe and secure for all students.	6.34	8	6.03	6
On the whole, the campus is well-maintained.	6.28	12	6.22	1

Opportunities equal high importance and low satisfaction or large performance gap. The following items rank in the top 25% for importance but have low satisfaction scores or large performance gaps:

<i>Opportunities</i>			
Survey Item	Mean Importance	Mean Satisfaction	Gap
Classes are scheduled at times that are convenient for me.	6.41	5.54	0.87
The quality of instruction in the vocational/technical programs is excellent.	6.35	5.89	0.46
I am able to register for classes I need with few conflicts.	6.35	5.65	0.70
Faculty are fair and unbiased in their treatment of individual students.	6.31	5.77	0.54
Faculty are understanding of students' unique life circumstances.	6.26	5.73	0.53

One item qualified as a both a strength and an opportunity. The item that students ranked highest for importance was quality of instruction. The satisfaction score for this item was in the top 25% of satisfaction scores, but the gap between importance and satisfaction was significant enough that the item must also be considered an opportunity for improvement.

<i>Strength + Opportunities</i>				
Survey Item	Mean Importance	Importance Rank	Mean Satisfaction	Satisfaction Rank
The quality of instruction I receive in most of my classes is excellent.	6.43	1	5.90	14

Using the Results

The results of the student satisfaction survey provide useful and comprehensive information to guide decision-making efforts and action planning. From these results, the College can identify overall strengths, which provide a foundation from which to build as we seek to continually improve. Further, important information is obtained regarding where to focus resources to improve programs and services.

FVTC continues to deliver high-quality services that students expect. The information from this report will be further analyzed; specific strengths and challenges will be studied for their implications on the College; and detailed information will be shared with all divisions. The information from this satisfaction data provides:

- Direction for student success initiatives
- Guidance in strategic planning efforts
- Input as part of continuous quality improvement efforts
- Information for accreditation requirements
- Nationally-normed satisfaction research for recruitment efforts
- Data-driven decision making

The full set of 2017 Ruffalo Noel Levitz SSI data comparison reports is available upon request from the College Effectiveness Department; call 920-735-4782 or email waurio@fvtc.edu.