

Survey Highlights # 2
Matrix Classifying Student Satisfaction Inventory Responses

The matrix below classifies students' responses to the Student Satisfaction Survey (SSI), administered at Palo Verde College during the Fall Semester 2005.¹ While Items classified as Strengths and Challenges have considerable interest to the College, Items of Low Importance/High Satisfaction and Low Importance/Low Satisfaction should be evaluated as well. The Items appearing in each quadrant are tabulated at the end of this report.

Very Important	
<p><u>High Importance/Low Satisfaction</u> ("Challenges") Items in descending order of importance:</p> <p><u>8</u>, <u>69</u>, <u>15</u>, <u>31</u>, <u>52</u>, 65, <u>48</u>, <u>34</u>, <u>47</u>, <u>25</u>, 24, 40, <u>50</u></p> <p>Underline means high Gap (≥ 0.66)</p> <p>Imp ≥ 5.81 and Satis ≤ 5.11 or Gap ≥ 0.66</p> <p style="text-align: center;">Very Dissatisfied</p>	<p><u>High Importance/High Satisfaction</u> ("Strengths") Items in descending order of importance:</p> <p>8, 18, 71, 70, 5, 36, 74, 58, 66, 6, 28, 68, 43, 3, 61, 27, 62</p> <p>Imp ≥ 5.81 and Satis ≥ 5.36</p> <p style="text-align: center;">Very Satisfied</p>
<p><u>Low Importance/Low Satisfaction</u> Items, in descending order of importance:</p> <p>77, 67, 13, 51, 21, 30, 33, 73, 38, 9, 78, 11, 44, 80, 19, 79, 4, 10, 17</p> <p>Imp ≤ 5.81 and Satis ≤ 5.11</p>	<p><u>Low Importance/High Satisfaction</u> Items, in descending order of importance:</p> <p><u>50</u>, 62, 27, 56, <u>77</u>, 45, <u>67</u>, 72, 2, <u>13</u>, <u>30</u>, <u>9</u>, <u>11</u></p> <p>Underline means high Gap (≥ 0.66)</p> <p>Imp ≤ 5.81 and Satis ≥ 5.36 or Gap ≥ 0.66</p>
Very Unimportant	

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High Importance/High Satisfaction (“Strengths”) These are the expectations students considered of high importance and were highly satisfied with their experience.

ITEM (High Importance/High Satisfaction— “Strengths”)	IMPORT	SATIS
008. Classes are scheduled at times that are convenient for me. [Note: See Observations and Conclusions, <i>Survey Highlights #1</i> , page 1.]	6.16	5.36
018. The quality of instruction I receive in most of my classes is excellent.	6.16	5.63
071. Students at PVC are treated with respect and courtesy by the administration, faculty and staff. (CI-1)	6.11	5.71
070. I am able to experience intellectual growth here.	6.10	5.49
005. The personnel involved in registration are helpful.	6.04	5.59
036. Students are made to feel welcome on this campus.	6.01	5.54
074. PVC offers sufficient and appropriate general education courses. (CI-4)	5.99	5.47
058. Nearly all of the faculty are knowledgeable in their fields.	5.98	5.51
066. Program requirements are clear and reasonable.	5.95	5.47
006. My academic advisor is approachable.	5.91	5.39
028. It is an enjoyable experience to be a student on this campus.	5.90	5.52
068. On the whole, the campus is well-maintained.	5.90	5.63
043. Class change (add/drop) policies are reasonable.	5.89	5.39
003. The quality of instruction in the vocational/technical programs is excellent.	5.88	5.45
061. Faculty are usually available after class and during office hours.	5.85	5.38
027. The campus staff are caring and helpful.	5.81	5.42
062. Bookstore staff are helpful.	5.81	5.51

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High Importance/Low Satisfaction (“Challenges”) These are the expectations students considered of high importance but either felt low satisfaction with their experience or there was a very large gap between the perceived level of importance and the perceived level of satisfaction. These are areas deserving immediate attention.

ITEM (High Importance/Low Satisfaction— “Challenges”)	IMPORT	SATIS	GAP
008. Classes are scheduled at times that are convenient for me. [Note: See Observations and Conclusions, <i>Survey Highlights #1</i> , page 1.]	6.16	5.36	0.80
069. There is a good variety of courses provided on this campus.	6.05	5.18	0.87
015. I am able to register for classes I need with few conflicts.	6.02	5.24	0.78
031. The campus is safe and secure for all students.	5.96	5.26	0.70
052. The school does whatever it can to help me reach my educational goals.	5.96	5.28	0.68
065. Students are notified early in the term if they are doing poorly in a class.	5.92	5.11	0.81
048. Counseling staff care about students as individuals.	5.92	5.24	0.68
034. Computer labs are adequate and accessible.	5.90	5.23	0.67
047. There are adequate services to help me decide upon a career.	5.89	5.15	0.74
025. My academic advisor is concerned about my success as an individual.	5.87	5.17	0.70
024. Parking lots are well-lighted and secure.	5.86	5.10	0.76
040. My academic advisor is knowledgeable about the transfer requirements of other schools.	5.84	5.09	0.75
050. Tutoring services are readily available.	5.81	5.14	0.67

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Low Importance/High Satisfaction

ITEM (Low Importance/High Satisfaction)	IMPORT	SATIS	GAP
050. Tutoring services are readily available.	5.81	5.14	0.67
027. The campus staff are caring and helpful.	5.81	5.42	0.39
062. Bookstore staff are helpful.	5.81	5.51	0.30
056. The business office is open during hours which are convenient for most students.	5.80	5.41	0.39
077. Transfer students are informed of transfer requirements in a timely manner (CI-7).	5.78	5.11	0.67
045. This institution has a good reputation within the community.	5.78	5.43	0.35
067. Channels for expressing student complaints are readily available.	5.76	5.02	0.74
072. College publications accurately reflect current policies, procedures, and practices (CI-2).	5.75	5.38	0.37
002. Faculty care about me as an individual.	5.73	5.41	0.32
013. Financial aid awards are announced to students in time to be helpful in college planning.	5.72	4.98	0.74
030. The career services office provides students with the help they need to get a job.	5.63	4.95	0.68
009. Internships or practical experiences are provided in my degree/certificate program.	5.54	4.80	0.74
011. Security staff respond quickly in emergencies.	5.49	4.71	0.78

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Low Importance/Low Satisfaction

ITEM (Low Importance/Low Satisfaction)	IMPORT	SATIS
077. Transfer students are informed of transfer requirements in a timely manner (CI-7).	5.78	5.11
067. Channels for expressing student complaints are readily available.	5.76	5.02
013. Financial aid awards are announced to students in time to be helpful in college planning.	5.72	4.98
051. There are convenient ways of paying my school bill.	5.71	5.10
021. There are a sufficient number of study areas on campus.	5.67	5.03
030. The career services office provides students with the help they need to get a job.	5.63	4.95
033. Admissions counselors accurately portray the campus in their recruiting practices.	5.59	5.00
073. Students are actively involved in the campus master planning and decision making process (CI-3)	5.57	4.99
038. The student center is a comfortable place for students to spend their leisure time.	5.57	5.10
009. Internships or practical experiences are provided in my degree/certificate program.	5.54	4.80
078. PVC offers sufficient and appropriate on-line Internet courses (CI-8).	5.53	4.92
011. Security staff respond quickly in emergencies.	5.49	4.71
044. I generally know what's happening on campus.	5.46	4.91
080. PVC offers sufficient and appropriate weekend classes (CI-10).	5.33	4.74
019. This campus provides effective support services for displaced homemakers.	5.29	4.97
079. PVC Child Care Center provides sufficient and appropriate hours/services in convenient location (CI-9).	5.28	4.86
004. Security staff are helpful.	5.24	4.84
010. Child care facilities are available on campus.	4.88	4.37
017. Personnel in the Veterans' Services program are helpful.	4.79	4.64

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¹ The SSI was administered to students at the Blythe main campus, Needles Center, Spring Street and the Chuckwalla and Ironwood correctional facilities and produced 895 responses. The IPS survey was administered to faculty, administrators and staff and produced 121 responses

Of the 113 items on the SSI, items 1 through 80 asked respondents to evaluate specific academic and support services in terms of two criteria: 1) "Importance to me"; and 2) "My level of satisfaction". Each item consists of two independent Lichert scales—one for Importance, the other for Satisfaction—from which respondents chose from scales ranging from 1 ("Not important at all" and "Not satisfied at all") to 7 ("Very important" and "Very satisfied"). For items 1 through 80, the survey tabulated the average Importance score, the average Satisfaction score, and the Gap between the two.