

Noel-Levitz—2010-11

Student Satisfaction Inventory (SSI)  
Institutional Priorities Survey (IPS)

Palo Verde College

# Noel-Levitz 2010 Survey Ad Hoc Committee

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# Special thanks to...

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# And thanks to...

PVC instructors who devoted class time to allow students to complete surveys

Students who took the time to complete the survey

Faculty and staff for participating in the survey

# Surveys administered Spring 2011 to:

Main Campus-Blythe  
Needles Center  
Public Safety  
Spring Street  
Correctional Facilities

# General Comparisons 2005-06 with 2010-11 SSI Respondent Demographics

2005-06 Total Respondents: 895

2010-11 Total Respondents: 783

2005-06 PVHS students were a separate  
demographic category

2010-11 PVHS students included in general  
student population of Main Campus

2005-06 Excluded Public Safety (ISA) students

2010-11 Included Public Safety (ISA) students

## Demographics of SSI Respondents-Gender

Female	304	38.83 %
Male	479	61.17 %
Total	783	100.00 %
No answer	33	

# Demographics of SSI Respondents-Age

• 18 and under	62	7.93 %
• 19-24	153	19.57 %
• 25-34	175	22.38 %
• 35-44	180	23.02 %
• 45 and over	212	27.11 %
Total	782	100.00 %
No Answer	34	



## Demographics of SSI Respondents- Educational Goal

• Associate Degree	315	41.67 %
• Vocational/Tech	43	5.69 %
• Transfer	95	12.57 %
• Certification	42	5.56 %
• Self-improvement	81	10.71 %
• Job Related	76	10.05 %
• Other	104	13.76 %
Total	756	100.00 %
No Answer	60	

## Demographics of SSI Respondents-Ethnicity

• African-American	111	14.38 %
• American Indian	14	5.69 %
• Asian Pacific Islander	24	3.11 %
• Caucasian/White	282	36.53 %
• Hispanic	247	31.99 %
• Other race	52	6.74 %
• Prefer not to respond	42	5.44 %
Total	772	100.00 %
No answer	44	

# Demographics of SSI Respondents-Location

• Main campus	280	34.74 %
• Spring Street	58	7.20 %
• Needles Center	121	15.01 %
• Pubic Safety (ISA)	72	8.93 %
• Corrections	275	34.12 %
Total	806	100.00 %
No Answer	10	

Refer to handouts for lists of:

SSI Strengths and Challenges

IPS Strengths and Challenges

# What's a Strength?

SSI: A Strength is an item that students consider highly important and that students are highly satisfied with

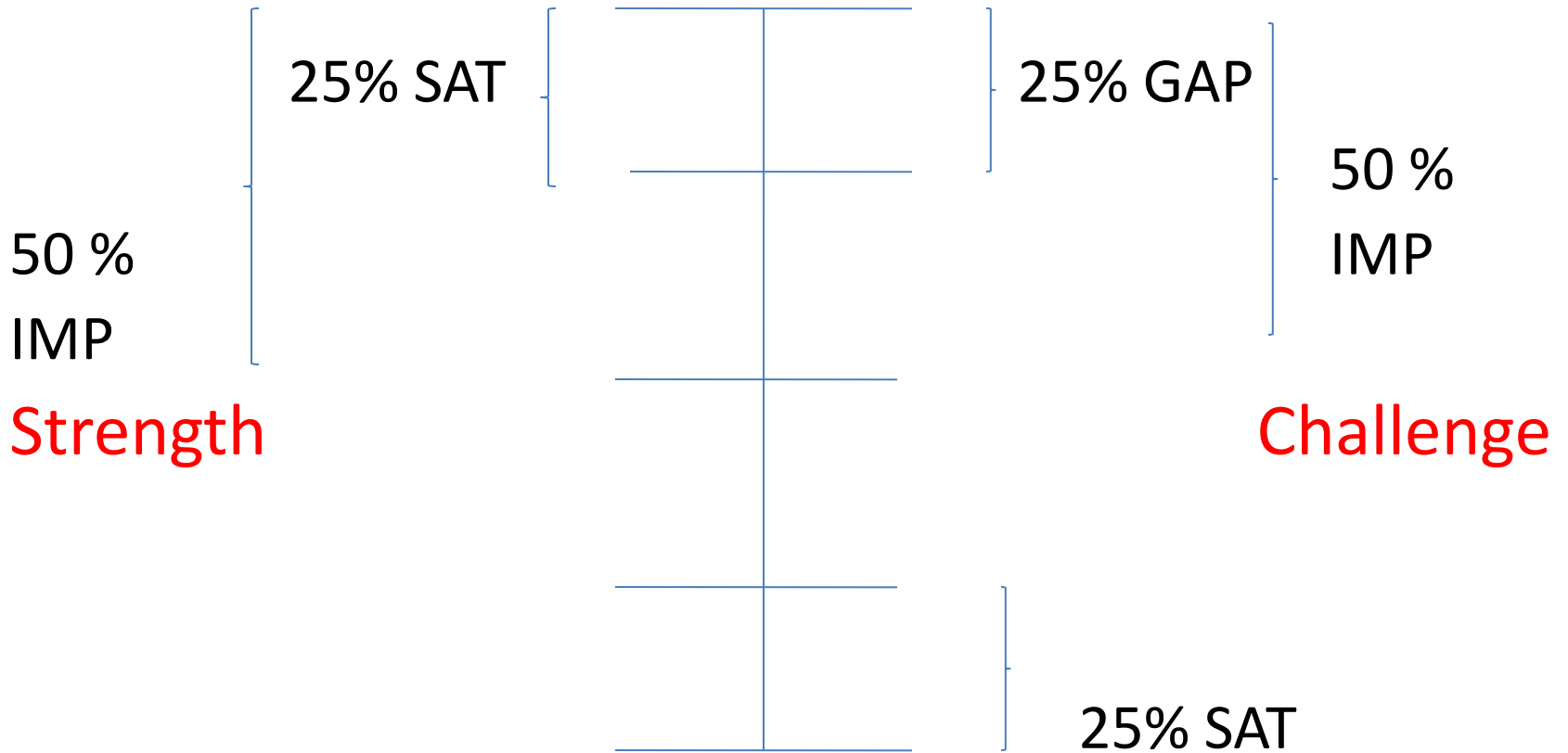
IPS: A Strength is an item that faculty and staff consider highly important and highly agree that the institution is meeting this expectation

# What's a Challenge

SSI: A Challenge is an item students consider highly important and are highly dissatisfied with

IPS: A Challenge is an item that faculty and staff consider highly important and have a low level of agreement that the institution is meeting this expectation

# Strengths vs. Challenges



# SSI Challenges in 2005-06 that recur as Challenges in 2010-11

- There is a good variety of courses provided on this campus
- I am able to register for classes with few conflicts
- This school does whatever it can to help reach my educational goals
- Students are notified early in the term if they are doing poorly in a class
- There are adequate services to help me decide on a career
- My academic advisor is knowledgeable about the transfer requirements of other schools
- Tutoring services are readily available



# SSI Challenges in 2005-06 that show up as Strengths in 2010-11

- Classes are scheduled at times that are convenient for me
- The campus is safe and secure for all students

# Challenges in 2005-06 that show up as neither Challenges nor Strengths in 2010-11

- Counseling staff care about students as individuals
- Computer labs are adequate and accessible
- My academic advisor is concerned about my success as an individual
- Parking lots are well-lighted and secure

# New Challenges in 2010-11

- Adequate financial aid is available for most students
- Faculty provide timely feedback about student progress in a course
- The College shows concern for students as individuals
- \*Online registration is effective and easy to use
- Library resources and services are adequate
- Admissions counselors respond to prospective students' unique needs and requests

\*Campus-specific item

# SSI Segment Analysis

Refer to handouts for samples of SSI segment analysis

# Demographics of IPS Respondents- Position

• Faculty	60	52.63 %
• Administration	8	7.02 %
• Staff	45	39.47 %
• Board of Trustees	1	0.88 %
Total	114	100.00 %
No Answer	1	

# Demographics of IPS Respondents-

## Gender

- Female                    69      61.06 %
- Male                        41      36.28 %

# Demographics of IPS Respondents- Years Employed

• Less than 1 year	5	4.42 %
• 1-5 years	34	30.09 %
• 6-10 years	42	37.17 %
• 11-20 years	26	23.01 %
• More than 20 years	6	5.31 %
• Total	113	100.00 %
No answer	6	

# Agreement Between SSI and IPS- Strengths

- Nearly all of the faculty are knowledgeable in their fields
- The campus staff are caring and helpful
- Students are made to feel welcome on this campus
- Admissions staff are knowledgeable
- \*PVC offers sufficient and appropriate general education courses
- This institution has a good reputation within the community
- On the whole, the campus is well-maintained



# Agreement Between SSI and IPS- Challenges

- Faculty provide timely feedback about student progress in their courses
- \*Online registration is effective and easy to use
- Academic advisors are knowledgeable about the transfer requirements of other schools

# Disagreement Between SSI and IPS Results

SSI Strength and IPS Challenge:

Academic advisors are approachable

# Disagreement Between SSI and IPS Results

SSI Challenge and IPS Strength:

Tutoring services are readily available

# Do Faculty and Staff Agree With One Another?

Item 32: Faculty provide timely feedback about student progress in their courses

	IMP	AGR	GAP
Faculty	6.72	5.08	1.64
Staff	6.66	4.17	2.49

# Do Faculty and Staff Agree With One Another?

Item 21: Academic advisors are knowledgeable about program requirements

	IMP	AGR	GAP
Faculty	6.67	4.81	1.86
Staff	6.66	4.56	2.10

# Do Faculty and Staff Agree With One Another?

Item 3: Academic advisors are approachable

	IMP	AGR	GAP
Faculty	6.60	5.29	1.31
Staff	6.56	4.47	2.09

# Institution Question #87 (IPS)

What type of program would you prefer to see at the Fine and Performing Arts Center located at the Blythe Main Campus? Choose one:

Theater Productions	47	44.34 %
Musical Performances	32	30.19 %
Film Series	3	2.83 %
Art Exhibits	10	9.43 %
Lecture Series	8	7.55 %
Other	6	5.66 %
Total	106	
Most frequent write-in: Dance		

## Institution Question #113 (SSI)

What type of program would you prefer to see at the Fine and Performing Arts Center located at the Blythe Main Campus?  
Choose one:

Theater Productions	128	21.02 %
Musical Performances	156	25.62 %
Film Series	97	15.93 %
Art Exhibits	101	16.58 %
Lecture Series	53	8.7 %
Other	74	12.15 %
Total	609	100.00 %
No Answer	207	



## Institution Question #88 (IPS)

Which new instructional program would you most like to see researched at Palo Verde College? (Choose one)

Registered Nursing	26	24.76%
Cosmetology	28	26.67 %
Hospitality Industry	18	17.14 %
Performance Programs	25	23.81 %
Other	7	6.67 %
Total	105	100.00 %

# Institutional Summaries

Refer to handouts for Institutional Summaries (SSI and IPS):

- So far, how has your college experience met your expectations?
- Rate your overall satisfaction with your experience here thus far
- All in all, if you had to do it over, would you enroll here again?

# Conclusions

- The majority of students are satisfied with their experience at PVC and would enroll all over again—and faculty and staff agree
- Students are asking for:
  - Career guidance
  - Timely feedback from faculty and counselors
  - Tutoring
  - Help in achieving educational goals
  - Help with transfer

# Conclusions

Students are satisfied with:

Intellectual growth

Quality of instruction

Convenient scheduling

Faculty knowledgeable in their fields

Safe and well-maintained campus

# What's Next?

- Analysis of findings by segments and campus-specific questions
- Dialogue throughout the institution as to Strengths and Challenges
- Strategic planning to maintain Strengths and to address Challenges