



# ACT Student Opinion Survey 2008: Summary of Results

March 2009

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## INTRODUCTION

Minneapolis Community and Technical College (MCTC) participated in the American College Testing Service (ACT) Student Opinion Survey (SOS) to gather information about students' opinions and satisfaction with their college experience. The SOS allows for comparison to other post-secondary institutions with more than 5,000 students. MCTC's participation in this survey provides valuable information to the college for continuing work to support and strengthen teaching and learning.

MCTC administered the SOS in the Spring of 2005, 2007 and 2008. In 2008, SOS was administered between March 26 and April 15 by the faculty of randomly selected class sections.

### Sample:

1400 students were asked to participate in the survey and 825 students responded thus the response rate was 59%. The complete demographic information for the student sample is provided in the Appendix (see Table 1). Of the students sampled; 69.9% were full time students, 62.2% were over the age of 22, and 58.8% received financial aid. In general, the sample was similar to the MCTC overall student body. One exception is full time status, where full time students were over represented, MCTC typically has approximately two-thirds part time students. This is due to sampling technique and data has been disaggregated to check for difference in full and part time.

### Background:

There were five sections to the survey; I. Background Information, II. College Impressions, III. College Services, IV. College Environment, and V. Additional questions (from MCTC). Available in a separate document is a PDF copy of the actual Student Opinion Survey.

For the satisfaction ratings, respondents used a five point scale with 5= very satisfied, 4 = satisfied, 3= neutral, 2= dissatisfied, and 1 = very dissatisfied. Both frequency and mean data were available.

**KEY FINDINGS**

Notes:

MCTC had 825 respondents to the ACT SOS in 2008. Therefore, the number (N) of respondents equals 825 unless otherwise noted. The national comparison group consists of 112 colleges each with more than 5,000 students enrolled for a total of 96,923 students participating in the survey.

**What is your purpose for entering MCTC?**

Students could choose one response from nine choices including “other”. 39% of respondents indicated that “obtaining an associate degree” was their purpose to enter MCTC while an additional 31% indicated their purpose was “to take courses necessary for transferring to a 4-year college or university”.

<b>Purpose for Entering MCTC</b>		
	<b>N</b>	<b>% of Total Responses</b>
<b>Total N (number that responded) = 825</b>		
To obtain an associate degree	322	39.0%
To take courses necessary for transferring to a 4-year college or university	256	31.0%
To complete a vocational/technical program	68	8.2%
Other	41	5.0%
To take courses necessary for transferring to another 2 year college	38	4.6%
To obtain or maintain a certification	32	3.9%
No definite purpose in mind	26	3.2%
Blank	17	2.1%
To take a few courses for self-improvement	14	1.7%
To take a few job-related or job-required courses	11	1.3%

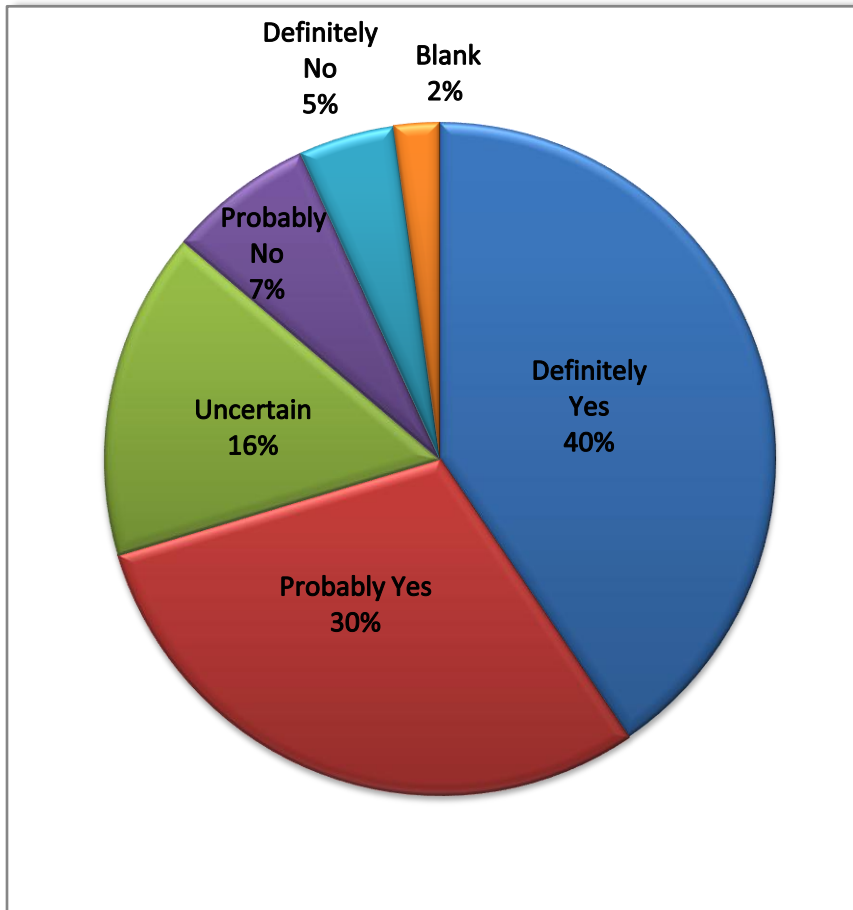
**Why did you select MCTC?**

There were twelve items to rate as a major reason (3), minor reason (2), or not a reason (1) when selecting MCTC. To rank every item, using the reason scale and the number of respondents (N) for the three possible reasons, an average was calculated. The top two reasons for ‘Why did you select MCTC’ were “MCTC offered the courses I wanted” and MCTC’s “low cost of attending”. The table below shows the reasons ranked in order from largest averages to smallest.

<b>Why Did You Select MCTC?</b>				
<b>College Impressions</b> Major reason, minor reason, or not a reason (N = number that responded = 825)	<b>%Major Reason</b>	<b>%Minor Reason</b>	<b>%Not a Reason</b>	<b>%Blank</b>
Offered the courses I want	60.5	17.8	9.5	12.2
Low cost of attending	56.7	17.5	12.8	13.0
Convenient location	51.0	23.8	15.0	10.2
Could work while attending	40.2	24.6	21.1	14.1
Good change of personal success	34.4	27.6	23.4	14.5
Good vocational or academic reputation	23.5	31.3	30.5	4.7
Liked the size of the college	21.6	30.3	33.1	15.0
Availability of scholarship or financial aid	26.7	19.4	38.3	15.6
Liked the social atmosphere	16.1	24.5	44.2	15.2
Advice of parents or relatives	9.6	14.1	60.5	15.9
Advice of high school counselor, teacher, principal	6.2	8.4	68.8	16.6
Wanted to be with friends	3.3	6.1	75.6	15.0

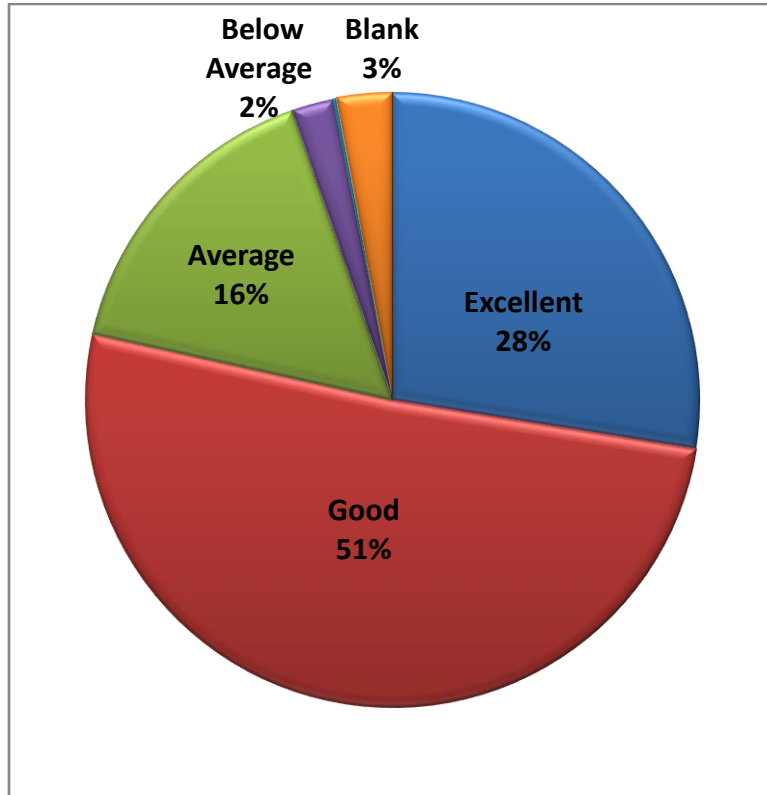
**Would You Choose This College Again?**

The total average calculated response to this item was 3.97 (close to “Probably Yes”) on a 5 point scale. In 2007, the MCTC sample was 3.94 for total average rating. Table 5 in the Appendix provides the numbers.



**Overall Impression of the quality of education at MCTC**

This was rated on a 5 point scale where 5 is “Excellent” and 1 is “Very Inadequate”. The total average response was 4.06 compared to 4.08 in 2007. Table 6 in the Appendix states the Overall Impression of the Quality of Education at MCTC in further detail.



**Rating College Services or Programs**

College Services or Programs were rated on a level of satisfaction from very satisfied (5) to very dissatisfied (1). During analysis of the results, three services were removed from the survey; Resident Hall program and services, Student Health Services and Day Care Services because these are not available at MCTC.

The top two services were Library/Learning Resource Center and Facilities & Services with 81.0% combined satisfaction rating (combining very satisfied and satisfied rating) and Computer Services with 80.8% combined satisfaction rating.

The bottom two services were Veteran’s Services with 38.6% combined satisfaction rating and Job Placement Services with a 28.2% combined satisfaction rating.

<b>Top - Satisfaction of College Services or Programs (Frequencies)</b>					
<b>College Services or Programs</b> (Level of Satisfaction: 5 = high, 1 = low) N = number of students that responded.	% Very Satisfied (5)	% Satisfied (4)	% Neutral (3)	% Dissatisfied (2)	% Very Dissatisfied (1)
Library/Learning Resource Center and Facilities & Services (N=454)	35.2	45.8	10.4	2.0	0.4
Computer services (N=530)	36.6	44.2	13.0	1.5	0.4

<b>Bottom - Satisfaction of College Services or Programs (Frequencies)</b>					
<b>College Services or Programs</b> (Level of Satisfaction: 5 = high, 1 = low) N = number of students that responded.	% Very Satisfied (5)	% Satisfied (4)	% Neutral (3)	% Dissatisfied (2)	% Very Dissatisfied (1)
Veterans services (N=44)	22.7	15.9	6.8	4.5	0.0
Job Placement services (N=32)	9.4	18.8	31.2	6.2	6.2

The two highest satisfaction average ratings were for the Library/Learning Resource Center and Facilities & Services at 4.2 and Computer Services at 4.2. Both were above the satisfied rating but were slightly below the average for the sample of national colleges.

The bottom two services for satisfaction average rating were Cafeteria/Food Service at 3.3 and Academic Advising/Course Planning Services at 3.6. Both services were above the neutral satisfaction rating but were rated slightly below the sample of national colleges.

<b>Top - Satisfaction of College Services or Programs (Means)</b>				
	MCTC Mean 2005	MCTC Mean 2007	MCTC Mean 2008	National Mean 2008
<b>College Services or Programs</b> (Level of Satisfaction: 5 = very satisfied, 4 = satisfied, 3 = neutral, 2 = dissatisfied, 1 = very dissatisfied) N = number of students that responded in this survey sample (825).				
Library/Learning Resource Center and Facilities & Services (N=454)	4.3	4.2	<b>4.2</b>	<b>4.3</b>
Computer services (N=530)	4.2	4.2	<b>4.2</b>	<b>4.3</b>

<b>Bottom - Satisfaction of College Services or Programs (Means)</b>				
	MCTC Mean 2005	MCTC Mean 2007	MCTC Mean 2008	National Mean 2008
<b>College Services or Programs</b> (Level of Satisfaction: 5 = very satisfied, 4 = satisfied, 3 = neutral, 2 = dissatisfied, 1 = very dissatisfied) N = number of students that responded in this survey sample (825).				
Academic Advising/course planning (N=448)	3.7	3.7	<b>3.6</b>	<b>3.8</b>
Cafeteria/food services (N=497)	3.3	3.1	<b>3.3</b>	<b>3.7</b>

The highest very dissatisfied and dissatisfied rating was for Cafeteria/Food Services with 23.3% which was slightly above a neutral average rating.

In comparing College Services or Programs over the years 2005, 2007, and 2008 with the national mean, Cafeteria/Food Services has always been significantly below and Parking Facilities and Services has always been significantly above.

See Table 7 and Table 8 in the Appendix for a complete list of the frequency and means for the satisfaction rating of college services or programs.



**Rating College Environment**

For the College Environment, there were six areas for satisfaction rating; Academic, Admissions, Rules and Policies, Facilities, Registration, and then General.

Below is a list of the top five satisfaction rated items for all aspects of College Environment. These all happen to be in the Academic area. These are also very close to the national mean.

Also below is a list of the bottom five satisfactions rating for all aspects of College Environment. These rates are almost the same as the national. According to the sample, students are satisfied the least with the “purpose of their student activity fees”, the “opportunities for student employment”, the “college media or the athletic facilities”.

<b>Top Five - College Environment (Means)</b>				
<b>College Environment Items</b> (Level of Satisfaction: 5 = very satisfied, 4 = satisfied, 3 = neutral, 2 = dissatisfied, 1 = very dissatisfied)	MCTC Mean 2005	MCTC Mean 2007	MCTC Mean 2008	National Mean 2008
Class size relative to the type of course	4.2	4.3	4.2	4.2
Attitude of the teaching staff toward students	4.2	4.2	4.2	4.2
Quality of instruction in your major area of study	4.0	4.0	4.1	4.1
Variety of courses offered at this 2-year college	4.0	4.1	4.0	4.0
Course content in your major area of study	4.0	4.0	4.0	4.0

<b>Bottom Five - College Environment (Means)</b>				
<b>College Environment Items</b> (Level of Satisfaction: 5 = very satisfied, 4 = satisfied, 3 = neutral, 2 = dissatisfied, 1 = very dissatisfied)	MCTC Mean 2005	MCTC Mean 2007	MCTC Mean 2008	National Mean 2008
Purposes for which student activity fees are used	3.4	3.4	3.4	3.5
Opportunities for student employment	3.3	3.5	3.5	3.5
College media (college newspapers, campus radio, etc.)	3.5	3.5	3.5	3.6
Athletic facilities	3.6	3.7	3.5	3.6
Academic probation and suspension policies	3.5	3.5	3.5	3.6

None of the satisfaction ratings are below 3.0 (neutral) therefore based on the sample at MCTC, there are no red flags.

See Tables 9 and 10 in the Appendix where all services are rated.

## APPENDIX

Table 1 - Demographic Information

Table 2 - Racial/Ethnic Group Details

Table 3 - Purpose for Entering MCTC

Table 4 - Why Did You Select MCTC?

Table 5 - Would You Choose This College Again?

Table 6 - Overall Impression of Quality of Education at MCTC

Table 7 - Satisfaction of College Services or Programs (Frequencies)

Table 8 - Satisfaction of College Services or Programs (Means)

Table 9 - Satisfaction of College Environment (Frequencies)

Table 10 - Satisfaction of College Environment (Means)

Table 11 - Which is the BEST method to communicate Information to you?

Table 12 - What type of health coverage do you currently have?

**Table 1**  
**Demographic Information of ACT 2008 Sample N = 825**

Day classes (morning or afternoon)	81.1%
Unmarried	78.3%
Full Time	69.9%
Age > 22	62.2%
Receive financial aid	58.8%
Female	55.5%
First year attending MCTC	50.5%
Work 31-40 hours a week	23.6%

**Table 2 Racial/Ethnic Group Details**

Caucasian or white	49.2%
African American or Black	24.1%
Asian American, Oriental, Pacific Islander	6.2%
Prefer not to respond	5.6%
Other	4.2%
Puerto Rican, Cuban, Other Latino or Hispanic	3.3%
Mexican American, Mexican Origin	2.1%
Native American (Indian, Alaskan, Hawaiian)	1.5%
Blank	3.9%

**Table 3 Purpose for Entering MCTC**

	N	% of Total Responses
<b>Total N (number that responded) = 825</b>		
To obtain an associate degree	322	39.0%
To take courses necessary for transferring to a 4-year college or university	256	31.0%
To complete a vocational/technical program	68	8.2%
Other	41	5.0%
To take courses necessary for transferring to another 2 year college	38	4.6%
To obtain or maintain a certification	32	3.9%
No definite purpose in mind	26	3.2%
Blank	17	2.1%
To take a few courses for self-improvement	14	1.7%
To take a few job-related or job-required courses	11	1.3%

*Ranked in order of largest to smallest percent.*

<b>Table 4 Why Did You Select MCTC?</b>				
	%Major Reason	%Minor Reason	%Not a Reason	%Blank
<b>College Impressions</b> Major reason, minor reason, or not a reason (N = number that responded = 825)				
Offered the courses I want	60.5	17.8	9.5	12.2
Low cost of attending	56.7	17.5	12.8	13.0
Convenient location	51.0	23.8	15.0	10.2
Could work while attending	40.2	24.6	21.1	14.1
Good change of personal success	34.4	27.6	23.4	14.5
Good vocational or academic reputation	23.5	31.3	30.5	4.7
Liked the size of the college	21.6	30.3	33.1	15.0
Availability of scholarship or financial aid	26.7	19.4	38.3	15.6
Liked the social atmosphere	16.1	24.5	44.2	15.2
Advice of parents or relatives	9.6	14.1	60.5	15.9
Advice of high school counselor, teacher, principal	6.2	8.4	68.8	16.6
Wanted to be with friends	3.3	6.1	75.6	15.0

*Ranked in order of calculated average - largest to smallest.*

<b>Table 5 Would You Choose This College Again?</b>						
	% -Definitely Yes (5)	% -Probably Yes (4)	% -Uncertain (3)	% - Probably No (2)	% - Definitely No (1)	% Blank
<b>College Impression</b> (Level of Agreement: 5 = high, 1 = low)						
<b>Would you choose this college again?</b>	40.5	29.9	15.8	7.0	4.6	2.2

**Total Group Average: 3.97 on a 5-point scale**

<b>Table 6 Overall Impression of Quality Of Education at MCTC</b>						
	% -Excellent (5)	% -Good (4)	% -Average (3)	% - Below Average (2)	% - Very Inadequate (1)	% Blank
<b>College Impression</b> (Level of Agreement: 5 = high, 1 = low)						
<b>Overall Impression of Quality of Education at this College</b>	27.5	50.9	16.2	2.2	0.2	2.9

**Total Group Average: 4.06 on a 5-point scale**

**Table 7 Satisfaction of College Services or Programs (Frequencies)**

<b>College Services or Programs</b> (Level of Satisfaction: 5 = high, 1 = low) N = number of students that responded.	% Very Satisfied (5)	% Satisfied (4)	% Neutral (3)	% Dissatisfied (2)	% Very Dissatisfied (1)
Academic Advising/course planning (N=448)	17.6	42.6	24.1	10.3	2.9
Personal counseling services (N=152)	22.4	35.5	20.4	8.6	3.9
Vocational guidance/Career planning (N=154)	19.5	39.0	24.0	7.8	2.6
Job Placement services (N=32)	9.4	18.8	31.2	6.2	6.2
Financial aid services (N=425)	29.6	35.1	17.9	8.0	3.8
Recreational and Intramural programs/services (N=54)	16.7	24.1	20.4	1.9	0.0
Library/Learning Resource Center and Facilities & Services (N=454)	35.2	45.8	10.4	2.0	0.4
College-sponsored tutorial services (N=136)	30.1	37.5	16.2	2.2	0.0
Student employment services (N=55)	21.8	20.0	12.7	9.1	3.6
Cafeteria/food services (N=497)	11.3	32.8	28.2	15.3	8.0
College-sponsored social activities (N=90)	13.3	35.6	24.4	5.6	1.1
Cultural programs and activities (N=90)	20.0	37.8	17.8	3.3	1.1
College orientation program (N=365)	18.4	45.5	23.6	6.3	0.8
Credit by examination (CLEP) (N=60)	15.0	33.3	16.7	3.3	1.7
Computer services (N=530)	36.6	44.2	13.0	1.5	0.4
Parking facilities and services (N=471)	22.9	43.1	18.9	8.3	3.8
Veterans services (N=44)	22.7	15.9	6.8	4.5	0.0

**Table 8 Satisfaction of College Services or Programs (Means)**

College Services or Programs (Level of Satisfaction: 5 = very satisfied, 4 = satisfied, 3 = neutral, 2 = dissatisfied, 1 = very dissatisfied) N = number of students that responded in this survey sample (825).	MCTC Mean 2005	MCTC Mean 2007	MCTC Mean 2008	National Mean 2008
Academic Advising/course planning (N=448)	3.7	3.7	3.6	3.8
Personal counseling services (N=152)	3.9	3.9	3.7	3.9
Vocational guidance/Career planning (N=154)	3.6	3.8	3.7	3.9
Job Placement services (N=32)	3.2	3.4	3.3	3.6
Financial aid services (N=425)	3.9	3.9	3.8	3.9
Recreational and Intramural programs/services (N=54)	3.9	3.9	3.9	4.1
Library/Learning Resource Center and Facilities & Services (N=454)	4.3	4.2	4.2	4.3
College-sponsored tutorial services (N=136)	4.1	4.1	4.1	4.1
Student employment services (N=55)	3.5	3.8	3.7	3.9
Cafeteria/food services (N=497)	3.3	3.1	3.3	3.7
College-sponsored social activities (N=90)	4.0	4.0	3.7	4.1
Cultural programs and activities (N=90)	4.1	4.0	3.9	4.1
College orientation program (N=655)	3.8	3.8	3.8	3.9
Credit by examination (CLEP) (N=60)	3.7	4.2	3.8	3.9
Computer services (N=530)	4.2	4.2	4.2	4.3
Parking facilities and services (N=471)	3.7	3.7	3.8	3.3
Veterans services (N=44)	4.4	4.3	4.1	4.1

significantly **above** national mean for colleges with enrollment > 5,000

significantly **below** national mean for colleges with enrollment > 5,000



Note: The difference between the MCTC mean and the national mean is statistically significant at the .1, .05 or the .001 level as reported by the ACT Student Opinion Survey Statistical Comparison Report.

**Table 9 Satisfaction of College Environment (Frequencies)**

College Environment Items (Level of Satisfaction: 5 = high, 1 = low)	% - Very Satisfied (5)	% - Satisfied (4)	% - Neutral (3)	% - Dissatisfied (2)	% - Very Dissatisfied (1)	% Does not apply	% Blank
<b>Academic</b>							
Testing/grading system	16.2	56.2	19.2	2.8	1.2	1.6	2.8
Course content in your major area of study	25.0	49.9	15.2	2.8	0.7	3.0	3.4
Quality of instruction in your major area of study	28.5	44.0	13.9	3.2	1.3	3.4	5.7
Out-of-class availability of your instructor	22.4	42.4	24.5	3.3	1.1	3.2	3.2
Attitude of the teaching staff toward students	39.2	42.8	10.4	2.4	1.0	0.5	3.8
Variety of courses offered at this 2-year college	27.6	47.6	13.9	3.8	0.8	2.5	3.6
Class size relative to the type of course	36.1	47.4	9.1	2.2	0.2	1.1	3.9
Flexibility to design your own program of study	20.1	38.4	21.5	4.0	1.2	11.3	3.5
Availability of your advisor	16.5	33.5	27.4	5.7	2.9	10.2	3.9
Value of the information provided by your advisor	17.9	34.2	24.5	4.8	3.0	11.6	3.9
Challenge offered by your program of study	20.1	49.2	18.7	2.8	1.2	3.4	4.6
Preparation you are receiving for your chosen occupation	19.0	43.8	21.6	4.0	0.7	6.7	4.2
<b>Admissions</b>							
General admission/entry procedures	16.7	47.6	23.3	3.8	2.5	2.2	3.9
Accuracy of college info. You received before enrolling	17.6	45.8	21.8	5.8	1.7	3.3	4.0
Availability of financial aid information prior to enrolling	17.3	33.1	23.6	7.3	2.9	10.8	5.0
Assistance provided by the college staff when you entered	17.2	37.9	25.5	7.0	3.4	4.1	4.8
College catalog/admissions publications	22.4	45.7	22.1	2.2	0.8	2.7	4.1
<b>Rules and Policies</b>							
Rules governing student conduct at this college	18.2	43.3	27.4	1.8	0.7	4.7	3.9
Student voice in college policies	10.9	29.9	37.8	3.5	1.0	12.0	4.8
Academic probation and suspension policies	10.7	27.5	35.3	3.5	2.4	15.9	4.7
Purposes for which student activity fees are used	9.3	26.1	41.7	7.9	2.4	8.0	4.6
Personal security/safety at this college	22.2	43.9	23.8	3.6	0.6	1.8	4.1
<b>Facilities</b>							
Classroom facilities	18.2	53.8	16.1	5.1	1.1	1.0	4.7
Industrial arts/shop facilities (e.g. woodworking)	7.6	18.9	22.4	1.0	0.6	44.2	5.2
Business-training facilities/equipment (e.g. computers)	13.6	35.0	20.8	1.6	0.6	22.8	5.6
Laboratory facilities	11.5	33.5	22.4	2.7	1.0	23.2	5.8
Athletic facilities	6.9	18.9	25.9	1.8	1.7	38.9	5.8
Study areas	21.5	45.1	17.0	4.4	1.5	5.1	5.6
Student community center/student union	12.1	28.4	26.8	1.7	1.0	24.6	5.5
College bookstore	15.6	42.3	22.2	9.5	4.5	1.3	4.6
Availability of adequate housing for students	3.5	9.2	23.3	3.3	3.4	51.9	5.5

**Table 9 Satisfaction of College Environment (Frequencies) - Continued**

College Environment Items (Level of Satisfaction: 5 = high, 1 = low)	% - Very Satisfied (5)	% - Satisfied (4)	% - Neutral (3)	% - Dissatisfied (2)	% - Very Dissatisfied (1)	% Does not apply	% Blank
General condition and appearance of building/grounds	23.5	47.5	17.8	1.6	0.8	3.5	5.2
<b>Registration</b>							
General registration procedures	16.2	50.4	21.9	3.5	1.7	1.6	4.6
Availability of the course you want at times you can take	15.4	43.2	20.7	10.9	3.4	1.5	5.0
Academic calendar for this college (semester system)	19.5	52.1	19.5	1.1	1.1	1.2	5.5
Billing and fee payment procedures	16.5	45.5	23.6	4.8	2.1	1.9	5.6
<b>General</b>							
Concern for you as an individual	12.1	37.5	32.0	6.8	1.8	4.4	5.5
Attitude of the college nonteaching staff towards students	13.2	36.4	32.2	4.7	2.8	4.8	5.8
Racial harmony at this college	21.9	43.2	22.2	2.3	1.8	3.0	5.6
Opportunities for student employment	10.5	20.5	33.6	5.1	1.5	22.7	6.2
Opportunities for personal involvement in college activities	12.0	28.6	31.9	2.2	0.6	17.6	7.2
Student government	9.1	19.6	37.1	1.3	0.8	25.3	6.7
College media (college newspapers, campus radio, etc.)	9.1	24.5	33.7	3.9	1.6	20.8	6.4
This college in general	24.1	48.7	16.0	3.0	0.7	1.7	5.7



<b>Table 10 College Environment (Means)</b>				
<b>College Environment Items</b> (Level of Satisfaction: 5 = very satisfied, 4 = satisfied, 3 = neutral, 2 = dissatisfied, 1 = very dissatisfied)	MCTC Mean 2005	MCTC Mean 2007	MCTC Mean 2008	National Mean 2008
<b>Academic</b>				
Testing/grading system	3.9	4.0	3.9	4.0
Course content in your major area of study	4.0	4.0	4.0	4.0
Quality of instruction in your major area of study	4.0	4.0	4.1	4.1
Out-of-class availability of your instructor	3.9	3.9	3.9	3.9
Attitude of the teaching staff toward students	4.2	4.2	4.2	4.2
Variety of courses offered at this 2-year college	4.0	4.1	4.0	4.0
Class size relative to the type of course	4.2	4.3	4.2	4.2
Flexibility to design your own program of study	3.9	3.9	3.9	4.0
Availability of your advisor	3.7	3.7	3.6	3.7
Value of the information provided by your advisor	3.7	3.7	3.7	3.8
Challenge offered by your program of study	3.9	4.0	3.9	4.0
Preparation you are receiving for your chosen occupation	3.8	3.8	3.9	3.9
<b>Admissions</b>				
General admission/entry procedures	3.7	3.9	3.8	3.9
Accuracy of college info. You received before enrolling	3.8	3.9	3.8	3.9
Availability of financial aid information prior to enrolling	3.7	3.8	3.7	3.7
Assistance provided by the college staff when you entered	3.7	3.7	3.6	3.8
College catalog/admissions publications	4.0	4.0	3.9	4.0
<b>Rules and Policies</b>				
Rules governing student conduct at this college	3.9	3.9	3.8	3.9
Student voice in college policies	3.5	3.6	3.6	3.6
Academic probation and suspension policies	3.5	3.5	3.5	3.6
Purposes for which student activity fees are used	3.4	3.4	3.4	3.5
Personal security/safety at this college	3.9	4.0	3.9	3.9
<b>Facilities</b>				
Classroom facilities	4.0	4.0	3.9	4.0
Industrial arts/shop facilities (e.g. woodworking)	3.7	3.7	3.6	3.6
Business-training facilities/equipment (e.g. computers)	3.9	3.9	3.8	3.9
Laboratory facilities	3.8	3.7	3.7	3.9
Athletic facilities	3.6	3.7	3.5	3.6
Study areas	4.0	4.0	3.9	4.0
Student community center/student union	3.7	3.7	3.7	3.8
College bookstore	3.5	3.6	3.6	3.7
Availability of adequate housing for students	3.2	3.2	3.1	3.3
General condition and appearance of building/grounds	4.0	4.1	4.0	4.0

**Table 10 College Environment (Means) - Continued**

College Environment Items (Level of Satisfaction: 5 = very satisfied, 4 = satisfied, 3 = neutral, 2 = dissatisfied, 1 = very dissatisfied)	MCTC Mean 2005	MCTC Mean 2007	MCTC Mean 2008	National Mean 2008
<b>Registration</b>				
General registration procedures	3.8	3.9	3.8	3.9
Availability of the course you want at times you can take	3.6	3.7	3.6	3.6
Academic calendar for this college (semester system)	4.0	4.0	3.9	4.0
Billing and fee payment procedures	3.7	3.8	3.8	3.8
<b>General</b>				
Concern for you as an individual	3.6	3.6	3.6	3.7
Attitude of the college nonteaching staff towards students	3.6	3.6	3.6	3.7
Racial harmony at this college	3.9	3.9	3.9	3.9
Opportunities for student employment	3.3	3.5	3.5	3.5
Opportunities for personal involvement in college activities	3.5	3.7	3.7	3.7
Student government	3.4	3.5	3.5	3.5
College media (college newspapers, campus radio, etc.)	3.5	3.5	3.5	3.6
This college in general	4.0	4.1	4.0	4.1

significantly **above** national mean for colleges with enrollment > 5,000

significantly **below** national mean for colleges with enrollment > 5,000



Note: The difference between the MCTC mean and the national mean is statistically significant at the .1, .05 or the .001 level as reported by the ACT Student Opinion Survey Statistical Comparison Report.

**Table 11** Which is the BEST method to communicate information (about campus events/activities) to you?

MCTC Additional Question	% Mail	% Email	% MCTC Website	% MyMCTC	% Posters around campus	% Text messaging via phone	% TV Monitors across campus	% Blank
Which is the BEST method to communicate information (about campus events/activities) to you?	13.9	24.0	16.8	9.3	4.7	2.4	1.6	27.2

**Table 12** What type of health coverage do you currently have?

MCTC Additional Question	% None	% Minnesota Care	% Insured by employer	% Insured by self	% I am a dependent & insured by parents/spouse/partner	% Blank
What type of health coverage do you currently have?	19.3	10.1	17.2	5.2	21.1	27.1