

**The Survey:** The Ruffalo Noel Levitz Student Satisfaction Inventory (SSI) is a national survey designed for community colleges. The SSI measures both student satisfaction and level of importance on 58 campus experience items, using a rating scale of 1-7. The complete results may be found online at <http://www.eastcentral.edu/institutional-research/surveys-and-reports-2/>. Ruffalo Noel-Levitz web site: <https://www.ruffalonl.com/>

**Sample:** Introduction to Writing, English Composition I, English Composition II, and a few career/technical sections were surveyed. This sample represents a cross section of all academic and career/technical programs. Thirty-three course sections in Union and Rolla were included. Over four hundred students completed the survey.

**Survey Administration:** Staff from the main campus and satellite locations administered each survey. Surveys were given during November 2018.

**Respondents:** Sixty percent (60%) of respondents were female, 40% were male. The majority, 80% of respondents were full-time, and nearly 72% had been at ECC for one year or less. Over half (52%) of the respondents are 19 to 24 years old. 60% indicated obtaining their associate degree was their primary educational goal. The majority of students (56%) are working at least part-time while attending ECC. 65% of students indicated ECC was their first choice of attendance.

**Benchmark Comparison:** ECC's fall 2018 SSI results were compared to previous ECC SSI survey administrations in fall 2015, spring 2012, and fall 2009.

**Comparison Group:** Data are compared to a National comparison group. The National comparison group includes three academic years of data for students who completed the same survey from community, junior and technical colleges throughout the United States.

**Demographics:** Demographic information on ECC survey respondents may be found at the end of this Executive Summary.

## Result Highlights:

### ECC SSI Strengths

SSI Strengths are survey items ECC students identified as both highly important (top half of importance) and as highly satisfied (top quartile of satisfaction). Below is a summary of the items that were identified as ECC strengths in the 2009, 2012, 2015, and 2018 SSI survey. Five items have remained a strength in all 4 survey years. The majority of the strengths were in the area of campus climate.

Institutional Area	Strengths	2009	2012	2015	2018
Student Centeredness	*Students are made to feel welcome here.	X	X	X	X
	*The campus staff are caring and helpful.	X	X	X	X
Instructional Effectiveness	Faculty are fair and unbiased in their treatment of individual students.	X			X
	Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	X	X	X	X
Safety and Security	*The campus is safe and secure for all students.	X	X	X	X
Academic Advising Effectiveness	My academic advisor is knowledgeable about my program requirements.		X		X
Campus Services	This campus provides online access to services I need.	X	X	X	X
	Computer labs are adequate and accessible.		X	X	
Registration Effectiveness	There are convenient ways of paying my school bill.		X		
	Registration processes and procedures are convenient.			X	X
Campus Climate	Tuition paid is a worthwhile investment.	X	X		
	*The campus is safe and secure for all students.	X	X	X	X
	*Students are made to feel welcome here.	X	X	X	X
	On the whole, the campus is well-maintained.	X	X	X	X
	*The campus staff are caring and helpful.	X	X	X	X
Admissions and Financial Aid Effectiveness	Financial aid counseling is available if I need it.				X
Institutional Question	It's easy to find my way around campus.	X	X	NA	NA
	Study areas are adequate and accessible.	X	NA	NA	NA
	Tuition and fee charges are reasonable.	NA	X	NA	NA

\* Strength reflected in more than one Institutional Area.

NA: Represents institutional questions not asked in survey year.

## ECC SSI Challenges

SSI Challenges are survey items ECC students identified as highly important (top half of importance), with low levels of satisfaction (bottom quartile of satisfaction) or they have a large performance gap (i.e. the difference between importance score and the satisfaction score). Below is a summary of the items that were identified as ECC challenges in the 2009, 2012, 2015, and 2018 SSI survey. Four items have remained a challenge in all 4 survey years. The majority of challenges were in the area of instructional effectiveness.

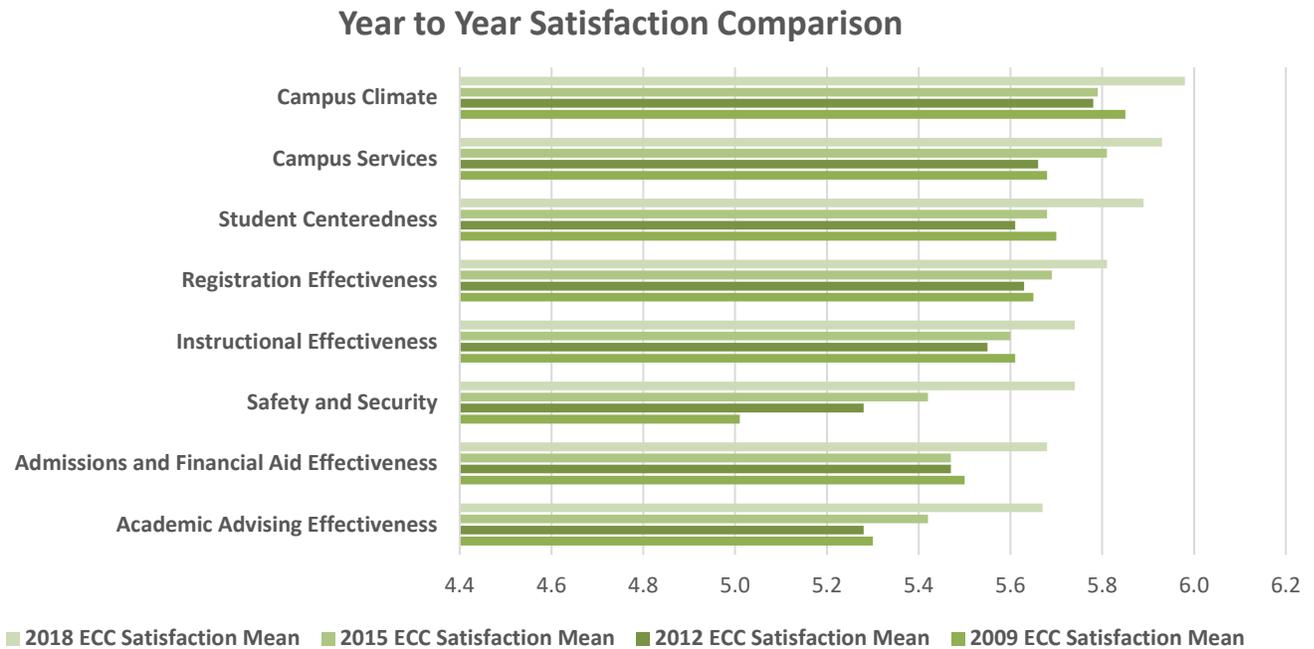
Institutional Area	Challenges	2009	2012	2015	2018
Student Centeredness	*I seldom get the "run-around" when seeking information on this campus.	X			
Instructional Effectiveness	The quality of instruction I receive in most of my classes is excellent.	X	X	X	X
	There are sufficient courses within my program of study available each term.	X	X	X	X
	Faculty provide timely feedback about my academic progress.	X	X	X	X
Safety and Security	The amount of student parking space on campus is adequate.	X	X	X	
Academic Advising Effectiveness	My academic advisor is knowledgeable about transfer requirements of other schools.	X		X	
Admissions and Financial Aid Effectiveness	This institution helps me identify resources to finance my education.		X		
Registration Effectiveness	Classes are scheduled at times that are convenient for me.	X	X		X
	I am able to register for the classes I need with few conflicts.	X	X	X	X
Campus Climate	*I seldom get the "run-around" when seeking information on this campus.	X			
Institutional Question	Degree plans are accessible and easy to understand.	X	X	NA	X
	The textbooks/materials I purchase for my classes are generally a good value.	NA	NA	NA	X
	It's easy to find information on the college website.	NA		NA	X

\* Challenge reflected in more than one Institutional Area.

NA: Represents institutional questions not asked in survey year.

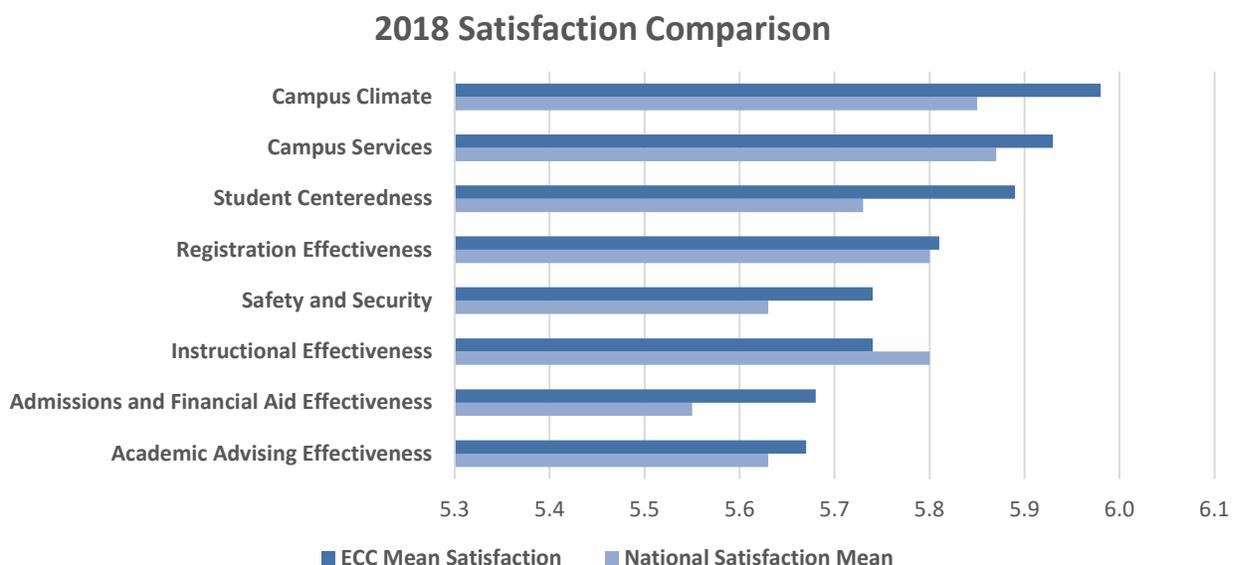
## Year to Year Comparison

Individual SSI questions are grouped into an overall institutional area. From these individual questions, a mean satisfaction score is calculated for each institutional area. The graph below represents the mean satisfaction score for each of the eight institutional areas. It provides a comparison of the satisfaction of ECC students from the first SSI administration to the last SSI administration. ECC student's mean satisfaction is the highest it has ever been in every institutional area since the first SSI administration. Since 2015, Safety and Security had the largest mean satisfaction increase, followed closely by Academic Advising Effectiveness.



## National Comparison

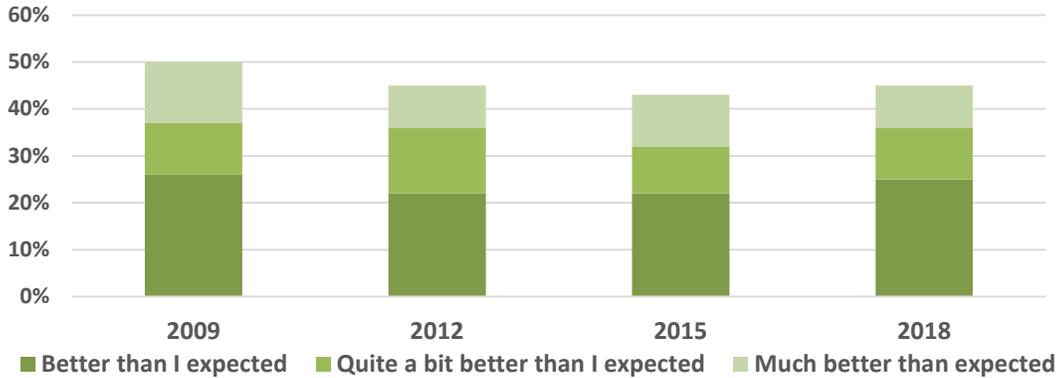
The graph below depicts ECC's 2018 mean satisfaction scores compared to the National Satisfaction Mean. ECC students have a higher mean satisfaction than the National group in every institutional area, except for Instructional Effectiveness. Instructional Effectiveness has been slightly below the national average in the 2012, 2015, and 2018 survey administrations. The 2009 survey was the only year the ECC mean satisfaction score was higher than the national average.



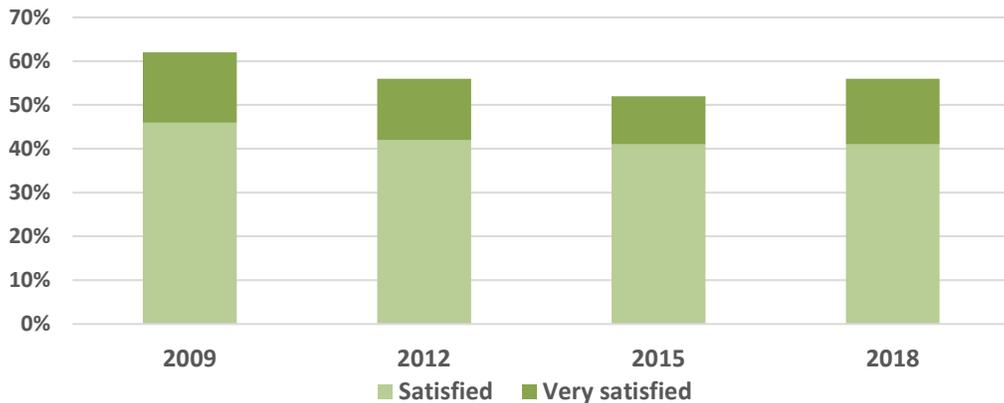
**College-wide Ratings**

The SSI asks three overview questions about how our students feel about their experience. Overall, since the 2015 SSI survey administration, ECC students are slightly more satisfied about their experiences.

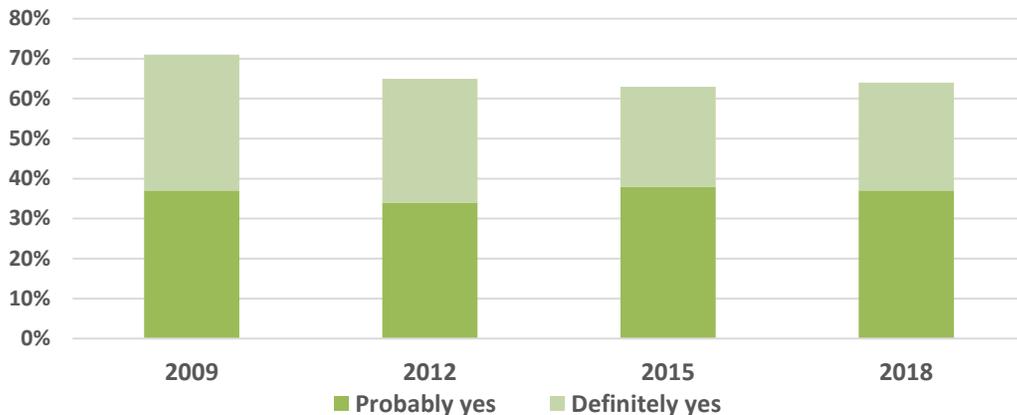
- College Expectation:** The SSI asked, “So far, how has your college experience met your expectation?” In 2018, forty-five percent (45%) of ECC respondents indicated that their experience was better to much better than expected, representing a 2% increase since the 2015 survey.



- Overall Satisfaction:** The SSI asked students to, “Rate your overall satisfaction with your experience here thus far.” In 2018, fifty-six percent (56%) of ECC respondents indicated they were satisfied or very satisfied with their experience, representing a 4% increase since the 2015 survey.

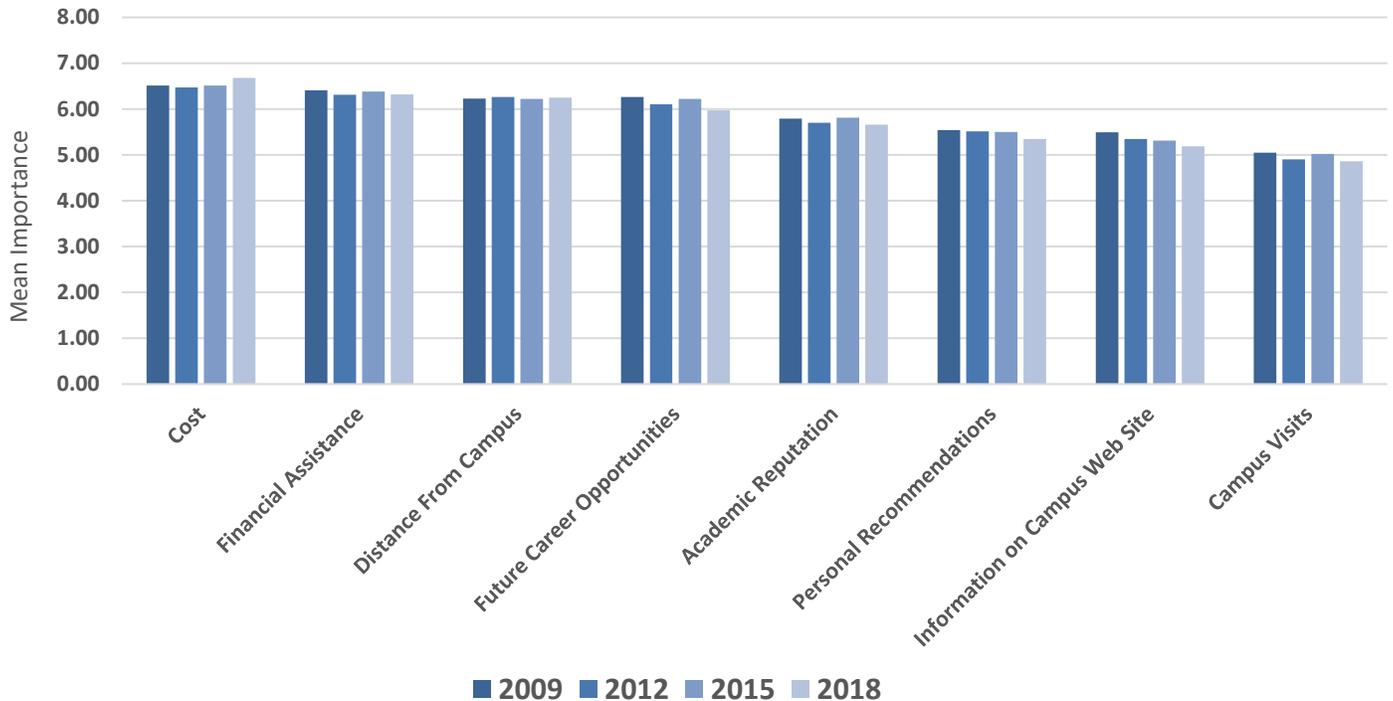


- Enroll Again:** The SSI asked, “All in all, if you had to do it all over, would you enroll here again?” In 2018, sixty-four percent (64%) of ECC respondents replied probably yes or definitely yes that they would enroll at ECC again, representing a 1% increase since 2015 survey.



## Enrollment Factors

The SSI asked students to rate the importance in their decision to enroll at the institution. The chart below depicts the average score on factors they find important when deciding to enroll at ECC. It is important to be aware of the students' motivational factors for attending ECC. Our students place a high priority on the financial factors when enrolling at ECC.



## Other Highlights

Students were asked to rate their satisfaction on forty different survey items. When compared to the 2015 respondents, ECC students were more satisfied or their satisfaction remained the same on every item, with the exception of two survey items.

### 2015 to 2018 Top Satisfaction Increases

- Security staff respond quickly to calls for assistance.
- The amount of student parking space on campus is adequate.
- My academic advisor is available when I need help.
- The campus is safe and secure for all students.
- Financial aid counseling is available if I need it.

### 2015 to 2018 Decreased Satisfaction

- Classes are scheduled at times that are convenient for me.
- The equipment in the lab facilities is kept up to date.

## ECC SSI Respondents Demographics:

Gender	N	%
Female	251	59.76%
Male	169	40.24%
Total	420	100.00%
No Answer	6	

Age	N	%
18 and under	147	35.25%
19 to 24	218	52.28%
25 to 34	33	7.91%
35 to 44	12	2.88%
45 and over	7	1.68%
Total	417	100.00%
No Answer	9	

Race	N	%
Alaskan Native	0	0.00%
American Indian	4	0.96%
Asian	7	1.68%
Black/African-American	13	3.13%
Hispanic or Latino (and Puerto Rican)	9	2.16%
Native Hawaiian or Pacific Islander	2	0.48%
White/Caucasian	369	88.70%
Multi-racial	6	1.44%
Other race	6	1.44%
Total	416	100.00%
No Answer	10	

Current Enrollment Status	N	%
Day	372	90.73%
Evening	38	9.27%
Weekend	0	0.00%
Total	410	100.00%
No Answer	16	

Current Class Load	N	%
Full-time	336	80.19%
Part-time	83	19.81%
Total	419	100.00%
No Answer	7	

Class Level	N	%
1 year or less	300	71.77%
2 years	73	17.46%
3 years	36	8.61%
4 or more years	9	2.15%
Total	418	100.00%
No Answer	8	

Educational Goal	N	%
Associate degree	247	59.81%
Vocational/technical program	3	0.73%
Transfer to another institution	128	30.99%
Certification (initial/renewal)	4	0.97%
Self-improvement/pleasure	3	0.73%
Job-related training	4	0.97%
Other educational goal	24	5.81%
Total	413	100.00%
No Answer	13	

Employment	N	%
Full-time off campus	82	19.66%
Part-time off campus	234	56.12%
Full-time on campus	8	1.92%
Part-time on campus	10	2.40%
Not employed	83	19.90%
Total	417	100.00%
No Answer	9	

Current Residence	N	%
Residence hall	1	0.24%
Own house	57	13.57%
Rent room or apt off campus	61	14.52%
Parent's home	287	68.33%
Other residence	14	3.33%
Total	420	100.00%
No Answer	6	

Residence Classification	N	%
In-state	405	96.89%
Out-of-state	7	1.67%
International (not U.S. citizen)	6	1.44%
Total	418	100.00%
No Answer	8	

Institution Was My	N	%
1st choice	273	65.47%
2nd choice	95	22.78%
3rd choice or lower	49	11.75%
Total	417	100.00%
No Answer	9	

Plan to Transfer	N	%
Yes I plan to transfer	319	76.68%
No I do not plan to transfer	97	23.32%
Total	416	100.00%
No Answer	10	

Current GPA	N	%
No credits earned	55	13.75%
1.99 or below	16	4.00%
2.0 - 2.49	37	9.25%
2.5 - 2.99	59	14.75%
3.0 - 3.49	129	32.25%
3.5 or above	104	26.00%
Total	400	100.00%
No Answer	26	

Organization Memberships	N	%
No organization memberships	343	81.86%
One or two organization memberships	70	16.71%
Three or four organization memberships	5	1.19%
Five or more organization memberships	1	0.24%
Total	419	100.00%
No Answer	7	

Tuition Source	N	%
Scholarships	83	20.65%
Financial aid	212	52.74%
Family contributions	31	7.71%
Self support	43	10.70%
Other tuition source	33	8.21%
Total	402	100.00%
No Answer	24	