


Noel Levitz
Student Satisfaction Survey



Noel Levitz

- 75% of the students surveyed said that Harper College was their first choice of colleges.
 - 70% of students said that they plan to transfer.
 - 80% replied that they do not belong to any college organizations.
 - 40% said that financial aid is the source of their tuition while 34% said that they were paying for their own tuition. Only 20% said that their family was contributing.
- 

Noel Levitz

Importance

- 1: not important at all
- 2: not very important
- 3: somewhat important
- 4: neutral
- 5: somewhat important
- 6: important
- 7: very important

Satisfaction

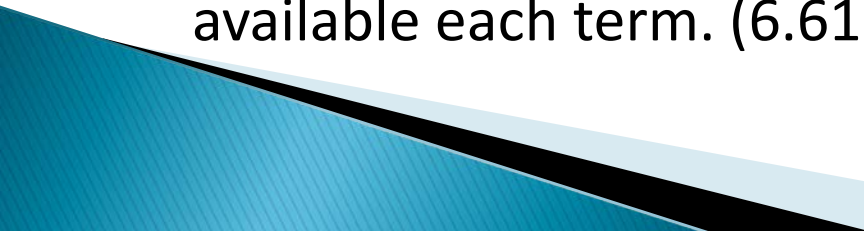
- 1: not satisfied at all
- 2: not very satisfied
- 3: somewhat dissatisfied
- 4: neutral
- 5: somewhat satisfied
- 6: satisfied
- 7: very satisfied

Gap Analysis

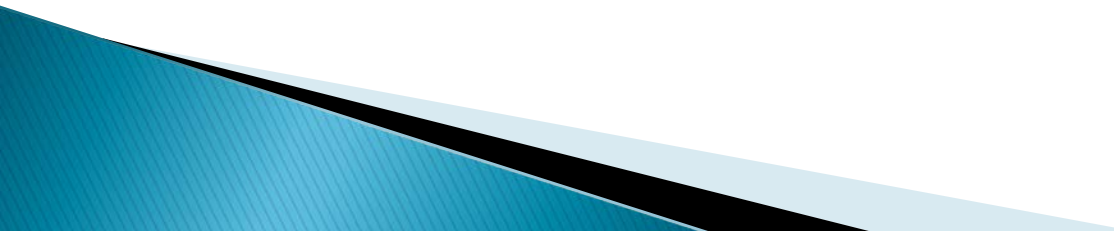
Average Importance Score – Average Satisfaction Score = Gap




Items of most importance to Harper students

- The quality of instruction I receive in most of my classes is excellent. (6.69)
 - Classes are scheduled at times that are convenient for me. (6.64)
 - Tuition paid is a worthwhile investment. (6.63)
 - I am able to register for classes I need with few conflicts. (6.61)
 - There are sufficient courses within my program of study available each term. (6.61)
- 


Items of greatest satisfaction for Harper students:

- On the whole, the campus is well-maintained. (6.40)
 - This campus provides online access to services I need. (6.20)
 - The campus is safe and secure for all students. (6.18)
 - Computer labs are adequate and accessible. (6.17)
 - The equipment in the lab facilities is kept up to date. (6.12)
- 

Harper's Strengths

- The campus is safe and secure for all students.
 - Registration processes and procedures are convenient.
 - There are convenient ways of paying my school bill.
 - Faculty are usually available to students outside of class (during office hours, by phone, or by email).
 - This campus provides online access to services I need.
 - Students are made to feel welcome here.
 - The equipment in the lab facilities is kept up to date.
 - Computer labs are adequate and accessible.
 - On the whole, the campus is well-maintained.
- 

Harper's Challenges

- The amount of student parking space on campus is adequate.
 - This institution helps me identify resources to finance my education.
 - There are sufficient courses within my program of study available each term.
 - I receive ongoing feedback about progress toward my academic goals.
 - Classes are scheduled at times that are convenient for me.
 - I am able to register for the classes I need with few conflicts.
- 

Summary Items

1. So far, how has your college experience met your expectations?

	Harper	National
Quite a bit or much better than expected:	62%	54%

2. Rate your overall satisfaction with your experience here thus far.

Satisfied or very satisfied:	72%	64%
-------------------------------------	------------	------------

3. All in all, if you had to do it over, would you enroll here again?

Probably or definitely yes:	83%	73%
------------------------------------	------------	------------

Questions?