

Glen Oaks Community College Report Card

Student Satisfaction Survey – Summary

March 2004

Analysis of responses to a student satisfaction survey in December 2003 (using the Noel Levitz Student Satisfaction Inventory) reveals two sets of findings.

Internal Findings

1. To Glen Oaks students, the most important aspects of college are in the areas of:
 - instruction
 - registering and paying for courses
 - academic advising/counseling
2. Aspects of the college with which Glen Oaks students are most satisfied lie in the areas of:
 - instruction
 - services for diverse populations
 - academic resources
3. The aspects of the college that best meet expectations of students' lie in the areas of :
 - academic resources
 - campus climate
 - support services
 - instruction
 - registering and paying for courses
4. The aspects of the college that least meet expectations of students lie in the areas of:
 - registering and paying for courses
 - academic advising/counseling
 - admissions and financial aid
 - instruction
 - campus climate
 - customer services
5. Glen Oaks' strengths are offerings in the areas of:
 - instruction
 - academic advising/counseling
 - campus climate
6. Glen Oaks' challenges are concentrated in the areas of:
 - registering and paying for courses
 - admissions and financial aid
 - academic advising/counseling
 - instruction
 - campus climate

External Findings

1. The quality and effectiveness of college programs, services, and attributes are more important to Glen Oaks students than to students at U. S. community, junior, and technical colleges and to students at seven other similar community colleges in the Midwest.
2. Compared to students at seven similar community colleges, Glen Oaks students generally are less satisfied with college programs, services, and attributes; but they are slightly more satisfied than are community college students nationwide.
3. Glen Oaks trails U.S. community colleges as a whole and seven similar institutions when it comes to providing the quality and scope of programs, services, and attributes that best meet student expectations.