

DCCCD Student Satisfaction

The DCCCD colleges began administering the Noel-Levitz Student Satisfaction Inventory in the mid-1990s. This inventory asks students to rate importance and satisfaction on almost 100 items that cover the full range of college experiences. Each location has since repeated the survey one or more times based on timelines that were most helpful and meaningful to the individual college. For summary purposes only, college-level findings were compiled to create the following District overview.

“Top 5” Items Rated Most Important by DCCCD Students

1. Classes are scheduled at convenient times
2. Quality of instruction is excellent
3. Good variety of courses is provided
4. Campus is safe and secure for students
5. Able to register with few conflicts (*Tied with*) Able to experience intellectual growth

DCCCD Student Satisfaction and National Average for Top 5 Most Important

<i>scale = 1(not satisfied at all) to 7 (very satisfied)</i>	DCCCD	National
Classes are scheduled at convenient times	5.55	5.33
Quality of instruction is excellent	5.50	5.50
Good variety of courses is provided	5.62	5.38
Campus is safe and secure for students	5.39	5.33
Able to register with few conflicts	5.35	5.25
Able to experience intellectual growth	5.64	5.54

DCCCD Student Satisfaction on Items with National Comparisons

Higher than National average on 12 items

Within National average on 61 items

Lower than National average on 6 items

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

DCCCD = 5.76 National Average = 5.56

Notes:

See Noel Levitz Student Satisfaction Inventory (pdf format) for item description, importance and satisfaction ratings.

Data reflect Noel-Levitz Student Satisfaction Inventory surveys conducted by DCCCD colleges during the Fall 2001 through Fall 2002 time period.

National average is based on survey responses from more than 220,000 community college students.

Considered “Higher” if DCCCD average/National average is 104% or greater.

Considered “Lower” if DCCCD average/ National average is 96% or less.