

# Cañada Noel-Levitz Results

Spring 2010 Semester

# What is the Noel-Levitz Survey?

- National survey of students conducted by hundreds of colleges every year in the US
- Measure of importance and satisfaction
- Given to a representative sample (by gender, ethnicity and age) of Cañada students
- Administered in late Spring 2010
- Results can be compared to national average of other community colleges

# Example

- Students are given a statement, like “Most students feel a sense of belonging here.”
- They assign a number from 1 (low) to 7 (high) to how important that statement is to them.
- They also rate it, on the same 1 to 7 scale, of how satisfied they are at their college with that statement.
- The performance gap is calculated as the difference between importance and satisfaction.
- 70 statements were rated.
- Statements are aggregated into 11 categories.

# General Findings

- Cañada students are more demanding than the national average. They consistently gave higher importance ratings to every category than the national average of other community colleges.
- Students are much more satisfied than the national average. They reported satisfaction higher than the national average on 61 of 70 items.

# Strengths: Academic Services

- Covers library resources and staff, computer labs and equipment, tutoring and academic support services (i.e. learning center).
- 6.34 importance, 5.89 satisfaction, gap of .45
- Satisfaction greatly exceeds national average of 5.46 (significant to a very high level, .001).
- Satisfaction is highest of the 11 categories.
- Gap is smallest of the 11 categories.

# Strengths: Student Centeredness

- Covers staff helpfulness, approachable administrators, feeling of belonging, concern for students, etc.
- 6.21 importance, 5.70 satisfaction, .51 gap
- Satisfaction greatly exceeds national average of 5.38 (significant to a very high level, .001)
- Satisfaction is second highest of 11 categories.
- Gap is second smallest of 11 categories.

# Lowest Scores: Campus Support Services

- Covers child care, veteran services, career services, orientation, student center, etc.
- 5.73 importance, 5.08 satisfaction, .65 gap
- Satisfaction higher, but not significantly, above the national average of 4.97
- Lowest satisfaction , second highest gap
- Note: Some items were rated very highly (like the student center) but complete lack of child care and low ratings for several items put this at the bottom of the 11 categories

# Summary Question #1

- So far, how has your college met your expectations? (7 point likert scale)
- Average of 5.31 for Cañada vs. 4.79 for nation.
- Difference of .52 is extremely significant.
- 25% of our students gave a 7 (much better than expected) compared to 14% for nation.

# Summary Question #2

- Rate your overall satisfaction with your experience here thus far (7 point likert scale)
- Average of 5.88 for Cañada vs. 5.46 for nation.
- Difference of .42 is extremely significant.
- 31% of our students gave a 7 (very satisfied) compared to 19% for nation

# Summary Question #3

- All in all, if you had to do it over, would you enroll here again?(7 point likert scale)
- Average of 6.26 for Cañada vs. 5.72 for nation.
- Difference of .54 is extremely significant.
- 58% of our students gave a 7 (definitely yes) compared to 38% for nation