

Noel-Levitz Student Satisfaction Inventory (SSI): Survey Administration in 2014

In spring 2014 MPC conducted the Noel-Levitz Student Satisfaction Inventory (SSI). The Office of Institutional Research at MPC selected a random, representative sample of class sections to participate in the survey. The sample included a variety of courses, including general education, occupational, and basic skills. There were courses from all academic divisions as well as courses offered through Student Services. The sample was stratified such that areas with more class sections (such as English) were more likely to be included in the sample. The sample was also stratified by location (Monterey campus, Education Center at Marina, and Public Safety Training Center), time of day and days of week the course was offered. Online courses were NOT included in this survey administration. A total of 44 sections across the three locations were selected. Instructors were asked to administer the surveys to students during class time. A **total of 579 surveys** from 38 sections were returned. Surveys were returned from courses in all three locations and across all curricular areas (general education, occupational, and basic skills).

There are two sets of results for the SSI:

- [SSI Results: 2014 vs. 2009](#)
- [SSI Results: MPC vs. National](#)

For each set of results you will see the following:

- Demographics
- Strategic Planning Overview (Strengths and Challenges)
- Scales, listed in order of importance
- Items, listed in order of importance
- Scales (listed in alphabetical order) with items that make up the scales
- Items (listed in sequential order)
- Summary items