



# Full Report: Student Satisfaction Inventory

Skagit Valley College

Spring 2024



## Our Administration

The Student Satisfaction Inventory was administered on our campus during the Spring of 2024. The survey was completed by 188 students. We had a response rate of 5% out of the 3791 who were invited to complete the online survey.

## Demographics

The students who completed the survey are representative of our overall population. This is an overview of the students reflected in this data set.

AGE	Count	Percentage
18 and under	18	10.1%
19 to 24	42	23.6%
25 to 34	41	23.0%
35 to 44	39	21.9%
45 and over	37	21.4%

CLASS LEVEL	Count	Percentage
1 year or less	67	37.4%
2 years	81	45.3%
3 years	14	7.8%
4 or more years	17	9.5%

CURRENT CLASS LOAD	Count	Percentage
Full-time	131	72.0%
Part-time	51	28.0%

CURRENT ENROLLMENT STATUS	Count	Percentage
Day	142	79.3%
Evening	28	15.6%
Weekend	9	5.0%

CURRENT GPA	Count	Percentage
No credits earned	9	5.1%
1.99 or below	3	1.7%

2.0-2.49	18	10.2%
2.5-2.99	16	9.0%
3.0-3.49	41	23.2%
3.5 or above	90	50.9%

CURRENT RESIDENCE	Count	Percentage
Residence hall	10	5.6%
Own house	56	31.3%
Rent room or apt off campus	43	24.0%
Parent's home	49	27.4%
Other residence	21	11.7%

DISABILITIES	Count	Percentage
Yes- Disability	44	25.0%
No- Disability	132	75.0%

EDUCATIONAL GOAL	Count	Percentage
Associate degree	80	44.4%
Vocational/technical program	11	6.1%
Transfer to another institution	43	23.9%
Certification (initial/renewal)	14	7.8%
Self-improvement/pleasure	6	3.3%
Job-related training	6	3.3%
Other educational goal	20	11.1%

EMPLOYMENT	Count	Percentage
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Full-time off campus	40	22.4%
Part-time off campus	40	22.4%
Full-time on campus	4	2.2%
Part-time on campus	18	10.1%
Not employed	77	43.0%

ETHNICITY/RACE	Count	Percentage
Black/African-American	2	1.0%
American Indian or Alaskan Native	3	1.6%
Asian or Pacific Islander	25	13.7%
Caucasian/White	98	53.6%
Hispanic	36	19.7%
Other race	3	1.6%
Multi-racial	13	7.1%

GENDER	Count	Percentage
Female	112	62.9%
Male	51	28.7%
Prefer not to respond	5	2.8%
Transgender	2	1.1%
Genderqueer	7	3.9%
Additional gender category or Other	1	0.6%

INSTITUTIONAL CHOICE	Count	Percentage
1 <sup>st</sup> choice	145	79.7%

2 <sup>nd</sup> choice	25	13.7%
3 <sup>rd</sup> choice or lower	12	6.6%

RESIDENCE CLASSIFICATION	Count	Percentage
In-state	165	92.2%
Out-of-state	4	2.2%
International (not U.S. citizen)	10	5.6%

## Majors/Programs

MAJORS/PROGRAMS	Count	Percentage
Transfer Degree (DTA, AST, MRP)	44	23.8%
Other	29	15.7%
Nursing	22	11.9%
Human Services (Generalists, Substance Use Disorder Counseling)	18	9.7%
Bachelor's Degree in Management	11	6.0%
Early Childhood Education	10	5.4%
Business Management	9	4.9%
Allied Health (Medical Assistant, Medical Billing and Coding)	9	4.9%
Environmental Conservation	4	2.2%
Bachelor's Degree in Computer Science	4	2.2%
Automotive	4	2.2%
Marine Maintenance Technology	4	2.2%
Culinary Arts	4	2.2%
Engineering	4	2.2%
Music	3	1.6%
Welding	2	1.1%
Craft Brewing	2	1.1%
Multimedia/Interactive Technology	1	0.5%
Fire Sciences (Fire Service Administration, Fire Protection Technology)	1	0.5%

## Our Strengths and Challenges

### Strengths

**Strengths are items with high importance and high satisfaction.** These are specifically identified as items above the mid-point in importance (top half) and in the upper quartile (25 percent) of our satisfaction scores. The strengths are listed in descending order of importance.

- The campus is safe and secure for all students.
- I am able to experience intellectual growth here.
- My academic advisor is approachable.
- Nearly all of the faculty are knowledgeable in their fields.
- My academic advisor is knowledgeable about my program requirements.
- Financial aid counselors are helpful.
- People on this campus respect and are supportive of each other.
- I felt welcomed when I began at Skagit Valley College.
- On the whole, the campus is well-maintained.
- Computers and/or Wi-Fi are adequate and accessible.
- The campus staff are caring and helpful.
- Bookstore staff are helpful.
- Library staff are helpful and approachable.
- Library resources and services are adequate.
- Faculty are usually available after class and during office hours.

### Challenges

**Challenges are items with high importance and low satisfaction or a large performance gap.** These are specifically identified as items above the mid-point in importance (top half) and in the lower quartile (25 percent) of your satisfaction scores **or** items above the mid-point in importance (top half) and in the top quartile (25 percent) of our performance gap scores. The performance gap score is likely the reason the item has been identified as a challenge. The challenges are listed in descending order of importance.

- The quality of instruction I receive in most of my classes is excellent.
- Faculty are fair and unbiased in their treatment of individual students.
- There is a good variety of courses provided on this campus.
- Faculty provide timely feedback about student progress in a course.
- Admissions counselors respond to prospective students' unique needs and request.
- This school does whatever it can to help me reach my educational goals.

- Academic support services adequately meet the needs of students.
- The career services office provides students with the help they need to get a job.

## Scale Summary

Students were instructed to rate the importance and significance of statements on a scale of 1 to 7, with 1 being not important/satisfied at all and 7 being extremely important/satisfied. Statements were then sorted into their respective themes and average student scores presented below.

SCALE	Skagit Valley College		National		Difference in Satisfaction	
	Importance	Satisfaction	Importance	Satisfaction	Value	Significance*
Academic Advising/ Counseling	6.42	5.83	6.45	5.91	-0.08	N/A
Academic Services	6.4	5.97	6.42	6.15	-0.18	★
Admissions and Financial Aid	6.38	5.63	6.44	5.95	-0.32	★★★
Campus Climate	6.32	5.66	6.36	5.95	-0.29	★★★
Campus Support Services	6.21	5.43	6.22	5.87	-0.44	★★★
Concern for the Individual	6.35	5.62	6.4	5.87	-0.25	★★
Instructional Effectiveness	6.43	5.71	6.46	5.96	-0.25	★★
Registration Effectiveness	6.41	5.78	6.44	6.03	-0.25	★★
Responsiveness to Diverse Populations	N/A	5.61	N/A	6.09	-0.48	★★★
Safety and Security	6.39	5.77	6.44	6.08	-0.31	★★★
Service Excellence	6.34	5.74	6.34	5.96	-0.22	★★
Student Centeredness	6.32	5.69	6.37	5.98	-0.29	★★★

\*Statistical significance looks at the difference between college and national satisfaction scores. The value indicates the p-value at which the difference is statistically significant. One star represents significance at .05; two stars represents significance at .01; three stars represents significance at .001.

## Item Report

Students were instructed to rate the importance and significance of statements on a scale of 1 to 7, with 1 being not important/satisfied at all and 7 being extremely important/satisfied. Average student scores presented are below.

SCALE	Skagit Valley College		National		Difference in Satisfaction	
	Importance	Satisfaction	Importance	Satisfaction	Value	Significance*
Most students feel a sense of belonging here.	6.09	5.56	6.12	5.81	-0.25	★
Faculty care about me as an individual.	6.25	5.58	6.27	5.81	-0.23	★
The quality of instruction in the vocational/technical programs is excellent.	6.37	5.56	6.39	5.83	-0.27	★
Security staff are helpful.	6.28	5.98	6.24	5.97	0.01	
The personnel involved in registration are helpful.	6.40	5.84	6.43	5.98	-0.14	
My academic advisor is approachable.	6.55	6.18	6.47	6.02	0.16	
Adequate financial aid is available for most students.	6.33	5.5	6.45	5.87	-0.37	★★
Classes are scheduled at times that are convenient for me.	6.41	5.61	6.46	5.92	-0.31	★★
Internships or practical experiences are provided in my degree/certificate program.	6.15	5.6	6.24	5.67	-0.07	
Child care facilities are available on campus.	5.63	4	5.61	5.16	-1.16	★★★
Security staff respond quickly in emergencies.	6.46	5.78	6.47	6.06	-0.28	★
My academic advisor helps me set goals to work toward.	6.23	5.76	6.3	5.72	0.04	
Financial aid awards are announced to students in time to be helpful in college planning.	6.28	5.35	6.42	5.8	-0.45	★★★
Library resources and services are adequate.	6.38	6.14	6.42	6.18	-0.04	
I am able to register for classes I need with few conflicts.	6.52	5.85	6.51	5.96	-0.11	
The college shows concern for students as individuals.	6.21	5.34	6.35	5.74	-0.40	★★★
Personnel in the Veterans' Services program are helpful.	6.31	5.85	6.13	5.83	0.02	
The quality of instruction I receive in most of my classes is excellent.	6.52	5.68	6.55	5.85	-0.17	
This campus provides effective support services for single parents.	6.33	5.19	6.18	5.8	-0.61	★★
Financial aid counselors are helpful.	6.52	5.93	6.44	5.85	0.08	

There are a sufficient number of study areas on campus.	6.28	5.95	6.35	6.16	-0.21	★
People on this campus respect and are supportive of each other.	6.51	6.06	6.43	6.12	-0.06	
Faculty are understanding of students' unique life circumstances.	6.46	5.69	6.45	5.84	-0.15	
Parking lots are well-lighted and secure.	6.35	5.86	6.41	6.05	-0.19	
My academic advisor is concerned about my success as an individual.	6.33	5.79	6.38	5.76	0.03	
Library staff are helpful and approachable.	6.40	6.21	6.38	6.25	-0.04	
The campus staff are caring and helpful.	6.47	5.98	6.45	6.16	-0.18	
It is an enjoyable experience to be a student on this campus.	6.32	5.76	6.43	6.03	-0.27	★★
Faculty are fair and unbiased in their treatment of individual students.	6.52	5.61	6.53	6.04	-0.43	★★★
The career services office provides students with the help they need to get a job.	6.37	5.54	6.41	5.99	-0.45	★★
The campus is safe and secure for all students.	6.60	6.13	6.61	6.31	-0.18	★
My academic advisor is knowledgeable about my program requirements.	6.53	5.93	6.56	6.04	-0.11	
Admissions counselors accurately portray the campus in their recruiting practices.	6.30	5.73	6.37	6.03	-0.30	★
Computers and/or Wi-Fi are adequate and accessible.	6.48	6.19	6.44	6.18	0.01	
Policies and procedures regarding registration and course selection are clear and well-publicized.	6.42	5.72	6.48	6.01	-0.29	★★
Students are made to feel welcome on this campus.	6.54	5.92	6.51	6.21	-0.29	★★
Faculty take into consideration student differences as they teach a course.	6.36	5.56	6.39	5.78	-0.22	
The student center is a comfortable place for students to spend their leisure time.	6.29	5.96	6.26	6.11	-0.15	
The amount of student parking space on campus is adequate.	6.25	5.14	6.4	5.97	-0.83	★★★
My academic advisor is knowledgeable about the transfer requirements of other schools.	6.41	5.67	6.47	5.95	-0.28	★
Admissions staff are knowledgeable.	6.45	5.76	6.49	6.14	-0.38	★★★
The equipment in the lab facilities is kept up to date.	6.50	5.86	6.45	6.05	-0.19	
Class change (drop/add) policies are reasonable.	6.34	5.87	6.43	6.11	-0.24	★
I generally know what's happening on campus.	5.96	5.5	6	5.68	-0.18	
This institution has a good reputation within the community.	6.33	5.97	6.4	6.23	-0.26	★★
Faculty provide timely feedback about student progress in a course.	6.47	5.51	6.48	5.87	-0.36	★★★

There are adequate services to help me decide upon a career.	6.25	5.47	6.41	5.95	-0.48	★★★
Counseling staff care about students as individuals.	6.46	5.85	6.47	6.05	-0.20	
Admissions counselors respond to prospective students' unique needs and requests.	6.42	5.54	6.42	6.02	-0.48	★★★
Tutoring services are readily available.	6.36	5.8	6.46	6.2	-0.40	★★★
There are convenient ways of paying my school bill.	6.47	5.85	6.48	6.12	-0.27	★
This school does whatever it can to help me reach my educational goals.	6.41	5.56	6.47	5.88	-0.32	★★
The assessment and course placement procedures are reasonable.	6.28	5.94	6.41	6.04	-0.10	
Faculty are interested in my academic problems.	6.30	5.57	6.35	5.78	-0.21	
Academic support services adequately meet the needs of students.	6.39	5.55	6.44	6	-0.45	★★★
The business office is open during hours which are convenient for most students.	6.33	5.47	6.38	6.01	-0.54	★★★
Administrators are approachable to students.	6.33	5.57	6.39	5.98	-0.41	★★★
Nearly all of the faculty are knowledgeable in their fields.	6.54	6.05	6.58	6.19	-0.14	
New student orientation services help students adjust to college.	6.23	5.5	6.32	5.94	-0.44	★★★
Billing policies are reasonable.	6.34	5.67	6.43	6.02	-0.35	★★
Faculty are usually available after class and during office hours.	6.36	5.94	6.44	6.14	-0.20	★
Bookstore staff are helpful.	6.44	6.07	6.36	6.13	-0.06	
I seldom get the "run-around" when seeking information on this campus.	6.29	5.44	6.29	5.73	-0.29	★
Nearly all classes deal with practical experiences and applications.	6.35	5.78	6.37	5.93	-0.15	
Students are notified early in the term if they are doing poorly in a class.	6.33	5.38	6.37	5.65	-0.27	
Program requirements are clear and reasonable.	6.50	5.8	6.54	6.07	-0.27	★★
Channels for expressing student complaints are readily available.	6.29	4.8	6.32	5.57	-0.77	★★★
On the whole, the campus is well-maintained.	6.49	6.34	6.49	6.35	-0.01	
There is a good variety of courses provided on this campus.	6.48	5.66	6.53	6.22	-0.56	★★★
I am able to experience intellectual growth here.	6.57	5.99	6.57	6.25	-0.26	★★
Campus item: I felt welcomed when I began at Skagit Valley College	6.51	6.03				

Campus item: I see students similar to me reaching their educational goals at this college	6.38	5.91			
Campus item: The courses I take include diverse perspectives and emphasize equity and inclusion	6.15	5.95			
Campus item: I have experienced bias, exclusion or discrimination at SVC	5.30	3.98			
Campus item: SVC fosters a sense of belonging	6.16	5.37			
Campus item: I have a clear understanding of my degree requirements and my path to graduation	6.55	5.83			
Campus item: I feel connected to a peer group through the college (at the college)	6.09	5.18			
Campus item: I have built connections with people at SVC whom I would not necessarily encounter in my everyday life	6.15	5.73			
Campus item: I feel comfortable sharing my perspective and/or cultural experience	6.16	5.7			
Campus item: School sponsored events related to diversity, equity, or inclusion are part of my college education and/or experiences	5.82	5.8			
Institution's commitment to part-time students?		5.71	6.11	-0.40	★★★
Institution's commitment to evening students?		5.55	6.01	-0.46	★★★
Institution's commitment to older, returning learners?		5.58	6.11	-0.53	★★★
Institution's commitment to under-represented populations?		5.61	6.1	-0.49	★★★
Institution's commitment to commuters?		5.44	6.03	-0.59	★★★
Institution's commitment to students with disabilities?		5.77	6.18	-0.41	★★★
Cost as factor in decision to enroll.	6.25		6.4		
Financial aid as factor in decision to enroll.	6.23		6.32		
Academic reputation as factor in decision to enroll.	5.79		6.13		
Size of institution as factor in decision to enroll.	4.90		5.49		
Opportunity to play sports as factor in decision to enroll.	3.99		4.34		
Recommendations from family/friends as factor in decision to enroll.	5.08		5.39		
Geographic setting as factor in decision to enroll.	5.94		5.9		
Campus appearance as factor in decision to enroll.	5.17		5.53		
Personalized attention prior to enrollment as factor in decision to enroll.	5.40		5.75		
Most students feel a sense of belonging here.	6.09	5.56	6.12	5.81	-0.25 ★
Faculty care about me as an individual.	6.25	5.58	6.27	5.81	-0.23 ★

The quality of instruction in the vocational/technical programs is excellent.	6.37	5.56	6.39	5.83	-0.27	★
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\*Statistical significance looks at the difference between college and national satisfaction scores. The value indicates the p-value at which the difference is statistically significant. One star represents significance at .05; two stars represents significance at .01; three stars represents significance at .001.

## Item Percentage

This section provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered “important” or “satisfied” and 7 is considered “very important” or “very satisfied.”

SCALE	Skagit Valley College		National		Difference in Satisfaction
	Importance	Satisfaction	Importance	Satisfaction	Percentage
Most students feel a sense of belonging here.	77%	63%	76%	67%	-4%
Faculty care about me as an individual.	81%	57%	81%	68%	-11%
The quality of instruction in the vocational/technical programs is excellent.	84%	59%	85%	68%	-9%
Security staff are helpful.	82%	73%	79%	72%	1%
The personnel involved in registration are helpful.	83%	66%	86%	73%	-7%
My academic advisor is approachable.	89%	78%	87%	75%	3%
Adequate financial aid is available for most students.	82%	61%	86%	70%	-9%
Classes are scheduled at times that are convenient for me.	84%	62%	86%	70%	-8%
Internships or practical experiences are provided in my degree/certificate program.	77%	58%	80%	64%	-6%
Child care facilities are available on campus.	63%	31%	65%	54%	-23%
Security staff respond quickly in emergencies.	87%	68%	86%	74%	-6%
My academic advisor helps me set goals to work toward.	80%	67%	82%	67%	0%
Financial aid awards are announced to students in time to be helpful in college planning.	84%	54%	85%	67%	-13%
Library resources and services are adequate.	86%	76%	85%	78%	-2%
I am able to register for classes I need with few conflicts.	90%	72%	89%	73%	-1%
The college shows concern for students as individuals.	78%	53%	83%	66%	-13%
Personnel in the Veterans' Services program are helpful.	80%	66%	77%	67%	-1%

The quality of instruction I receive in most of my classes is excellent.	88%	60%	90%	69%	-9%
This campus provides effective support services for single parents.	81%	52%	78%	66%	-14%
Financial aid counselors are helpful.	89%	71%	86%	70%	1%
There are a sufficient number of study areas on campus.	80%	69%	82%	77%	-8%
People on this campus respect and are supportive of each other.	87%	75%	85%	77%	-2%
Faculty are understanding of students' unique life circumstances.	84%	66%	87%	69%	-3%
Parking lots are well-lighted and secure.	83%	68%	85%	74%	-6%
My academic advisor is concerned about my success as an individual.	82%	68%	85%	68%	0%
Library staff are helpful and approachable.	82%	77%	83%	80%	-3%
The campus staff are caring and helpful.	87%	70%	86%	78%	-8%
It is an enjoyable experience to be a student on this campus.	82%	65%	86%	75%	-10%
Faculty are fair and unbiased in their treatment of individual students.	90%	63%	89%	76%	-13%
The career services office provides students with the help they need to get a job.	84%	57%	85%	73%	-16%
The campus is safe and secure for all students.	90%	77%	91%	83%	-6%
My academic advisor is knowledgeable about my program requirements.	87%	70%	90%	76%	-6%
Admissions counselors accurately portray the campus in their recruiting practices.	81%	67%	84%	74%	-7%
Computers and/or Wi-Fi are adequate and accessible.	86%	79%	86%	78%	1%
Policies and procedures regarding registration and course selection are clear and well-publicized.	85%	64%	87%	73%	-9%
Students are made to feel welcome on this campus.	88%	68%	88%	80%	-12%
Faculty take into consideration student differences as they teach a course.	84%	59%	85%	67%	-8%
The student center is a comfortable place for students to spend their leisure time.	79%	72%	80%	76%	-4%
The amount of student parking space on campus is adequate.	81%	52%	85%	73%	-21%
My academic advisor is knowledgeable about the transfer requirements of other schools.	85%	64%	87%	73%	-9%
Admissions staff are knowledgeable.	85%	62%	88%	78%	-16%
The equipment in the lab facilities is kept up to date.	87%	68%	86%	75%	-7%

Class change (drop/add) policies are reasonable.	82%	68%	86%	77%	-9%
I generally know what's happening on campus.	67%	59%	72%	63%	-4%
This institution has a good reputation within the community.	84%	74%	85%	80%	-6%
Faculty provide timely feedback about student progress in a course.	89%	60%	88%	70%	-10%
There are adequate services to help me decide upon a career.	80%	58%	85%	71%	-13%
Counseling staff care about students as individuals.	88%	69%	87%	75%	-6%
Admissions counselors respond to prospective students' unique needs and requests.	86%	58%	86%	74%	-16%
Tutoring services are readily available.	81%	72%	86%	79%	-7%
There are convenient ways of paying my school bill.	85%	69%	87%	77%	-8%
This school does whatever it can to help me reach my educational goals.	84%	61%	87%	70%	-9%
The assessment and course placement procedures are reasonable.	82%	73%	85%	75%	-2%
Faculty are interested in my academic problems.	82%	61%	83%	68%	-7%
Academic support services adequately meet the needs of students.	87%	65%	86%	74%	-9%
The business office is open during hours which are convenient for most students.	82%	58%	84%	73%	-15%
Administrators are approachable to students.	80%	60%	84%	73%	-13%
Nearly all of the faculty are knowledgeable in their fields.	89%	76%	90%	79%	-3%
New student orientation services help students adjust to college.	82%	63%	82%	72%	-9%
Billing policies are reasonable.	83%	63%	86%	74%	-11%
Faculty are usually available after class and during office hours.	83%	72%	86%	78%	-6%
Bookstore staff are helpful.	82%	72%	83%	78%	-6%
I seldom get the "run-around" when seeking information on this campus.	83%	55%	82%	67%	-12%
Nearly all classes deal with practical experiences and applications.	84%	65%	84%	71%	-6%
Students are notified early in the term if they are doing poorly in a class.	82%	56%	84%	65%	-9%
Program requirements are clear and reasonable.	89%	67%	89%	76%	-9%
Channels for expressing student complaints are readily available.	81%	46%	82%	63%	-17%
On the whole, the campus is well-maintained.	89%	83%	87%	84%	-1%

There is a good variety of courses provided on this campus.	87%	64%	89%	80%	-16%
I am able to experience intellectual growth here.	92%	74%	90%	81%	-7%
Campus item: I felt welcomed when I began at Skagit Valley College	90%	75%			
Campus item: I see students similar to me reaching their educational goals at this college	86%	71%			
Campus item: The courses I take include diverse perspectives and emphasize equity and inclusion	79%	72%			
Campus item: I have experienced bias, exclusion or discrimination at SVC	66%	36%			
Campus item: SVC fosters a sense of belonging	74%	53%			
Campus item: I have a clear understanding of my degree requirements and my path to graduation	89%	69%			
Campus item: I feel connected to a peer group through the college (at the college)	74%	55%			
Campus item: I have built connections with people at SVC whom I would not necessarily encounter in my everyday life	78%	67%			
Campus item: I feel comfortable sharing my perspective and/or cultural experience	79%	65%			
Campus item: School sponsored events related to diversity, equity, or inclusion are part of my college education and/or experiences	69%	67%			
Institution's commitment to part-time students?		63%	77%		-14%
Institution's commitment to evening students?		63%	74%		-11%
Institution's commitment to older, returning learners?		66%	78%		-12%
Institution's commitment to under-represented populations?		64%	76%		-12%
Institution's commitment to commuters?		57%	74%		-17%
Institution's commitment to students with disabilities?		70%	79%		-9%
Cost as factor in decision to enroll.	81%		85%		
Financial aid as factor in decision to enroll.	80%		83%		
Academic reputation as factor in decision to enroll.	65%		77%		
Size of institution as factor in decision to enroll.	43%		60%		
Opportunity to play sports as factor in decision to enroll.	36%		43%		
Recommendations from family/friends as factor in decision to enroll.	48%		59%		
Geographic setting as factor in decision to enroll.	72%		71%		
Campus appearance as factor in decision to enroll.	50%		61%		

Personalized attention prior to enrollment as factor in decision to enroll.	58%	67%		
Most students feel a sense of belonging here.	77%	63%	76%	67%
Faculty care about me as an individual.	81%	57%	81%	68%
The quality of instruction in the vocational/technical programs is excellent.	84%	59%	85%	68%

## Summary Report

**Students provide the responses to these last two items on the survey to indicate their overall levels of satisfaction and the likelihood that they would re-enroll here again if they had it to do over.** The data below reflects the percentage of students who indicated they were satisfied or very satisfied with their experience and the percentage that said they would probably or definitely re-enroll here again if they had it to do over.

	SVC	National	Difference	Significance*
<b>So far, how has your college experience met your expectations?</b>	<b>4.98</b>	<b>5.12</b>	<b>-0.14</b>	
1= Much worse than I expected	2%	1%		
2= Quite a bit worse than I expected	1%	1%		
3= Worse than I expected	11%	5%		
4= About what I expected	24%	27%		
5= Better than I expected	25%	24%		
6= Quite a bit better than I expected	12%	15%		
7= Much better than I expected	23%	23%		
<b>Rate your overall satisfaction with your experience here thus far.</b>	<b>5.50</b>	<b>5.70</b>	<b>-0.20</b>	<b>★</b>
1= Not satisfied at all	2%	1%		
2= Not very satisfied	2%	2%		
3= Somewhat dissatisfied	6%	4%		
4= Neutral	8%	9%		
5= Somewhat satisfied	20%	13%		
6= Satisfied	30%	37%		
7= Very satisfied	28%	31%		

<b>All in all, if you had it to do over again, would you enroll here?</b>	<b>5.74</b>	<b>6.04</b>	<b>-0.30</b>	<b>★★</b>
1= Definitely not	3%	1%		
2= Probably not	3%	2%		
3= Maybe not	2%	2%		
4= I don't know	10%	5%		
5= Maybe yes	10%	8%		
6= Probably yes	22%	28%		
7= Definitely yes	46%	50%		

\*Statistical significance looks at the difference between college and national satisfaction scores. The value indicates the p-value at which the difference is statistically significant. One star represents significance at .05; two stars represents significance at .01.

## Items with a significant shift in satisfaction

Since our last administration, the following items have seen significant **improvement** in student satisfaction.

- I have built connections with people at SVC whom I would not necessarily encounter in my everyday life

Since our last administration, the following items have seen significant **decrease** in student satisfaction.

- Faculty are fair and unbiased in their treatment of individual students.
- SVC fosters a sense of belonging.
- The business office is open during hours which are convenient for most students.
- Financial aid awards are announced to students in time to be helpful in college planning.
- There are convenient ways of paying my school bill.
- The amount of student parking space on campus is adequate.
- Students are made to feel welcome on this campus.
- Tutoring services are readily available.
- Faculty provide timely feedback about student progress in a course.
- There are adequate services to help me decide upon a career.
- I am able to register for classes I need with few conflicts.
- I felt welcomed when I began at Skagit Valley College.
- I see students similar to me reaching their educational goals at this college.
- The campus is safe and secure for all students.
- Classes are scheduled at times that are convenient for me.
- The assessment and course placement procedures are reasonable.