MC
MONTGOMERY
COLLEGE

Office of Institutional Research & Effectiveness

MC Student Satisfaction Survey

Research Brief

A spotlight on the key questions from the fall 2024 administration of the survey reflecting the changes from the 2023 survey.

May 1, 2025

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Contents

Introduction

The second annual administration of the MC Student Satisfaction Survey conducted during the fall 2024 semester captured the opinions of 1,535 credit students. The mix of respondents approximated the racial and gender demographics of the fall enrollment.

Race / Gender	% of Sample	Frequency (Count)
Hispanic	25%	388
Black/African Am.	25%	378
Foreign	16%	240
Asian	14%	215
White	14%	211
Multirace	3%	51
Unknown	3%	48
Hawaiian / Pac. Isl.	0.1%	3
Female	55%	842
Male	42%	642
Unknown	3%	51

Table 1 Respondent Demographics

Given the above sample stratification and the +/3 % margin of error, *the survey results are strongly representative of student opinions on the whole.*

Similar to the 2023 survey, the results reveal that *students continue to highly value their Montgomery College educational experience.* The satisfaction percentage on almost all the survey items remained high, ranging from fifty-three percent (53%) to ninety-one percent (91%), with dissatisfaction percentages mostly relegated to the single digits.

Students rated their college experiences across eight categories or *dimensions:*

- Instruction

- Academic support services

- Registration, financial aid, and support services

- Counseling and academic advising

- Facilities

- Student life

- Diversity, equity, and inclusion

- Overall Satisfaction

Benchmarks

Out of the sixty-four questions on the survey, a handful can be considered benchmarks. These questions stand out as high-impact, key indicators in their respective dimensions. They imply how well the administration, faculty, and staff are helping students achieve their goals relative to the dimensions.

Question	% Satisfaction or Agreement 2024	Change in % Satisfaction or Agreement (2023 – 2024)	Dimension
11b. I would recommend MC to friends and family.	91%	*No change*	Overall Satisfaction
10c. People with my identity, culture, and demographic background are welcome at MC.	**89%**	**▲ 2%**	**Diversity, Equity, and Inclusion**
11c. The overall quality of my MC education met or exceeded my expectations.	85%	*No change*	Overall Satisfaction
4b. Quality of teaching	**82%**	**▲ 1 %**	**Instruction**
4c. Your intellectual growth in class	82%	*No change*	Instruction
3d. Valued by your instructors	**82%**	***No Change***	**Instruction**

▲ *= Increase in % satisfaction / agreement*

Table 2.1 Student-Satisfaction Benchmarks (high-to-low % satisfaction)

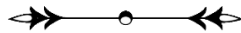| Question	% Satisfaction or Agreement 2024	Change in % Satisfaction or Agreement (2023 – 2024)	Dimension
8e. Classrooms	78%	▲ 5%	Facilities
10b. The MC leadership expresses a zero tolerance for prejudice and discrimination at MC.	**77%**	**▲ 1 %**	**Diversity, Equity, and Inclusion**
10a. I feel a sense of belonging at MC.	75%	▲ 2%	Diversity, Equity, and Inclusion
9a. Campus safety and security	**74%**	**▲ 3%**	**Facilities**
7e. Advisors and counselors are knowledgeable about your program requirements.	72%	▲ 4%	Counseling and Academic Advising
6c. Course registration process	**70%**	**▼ -6 %**	**Registration, Financial Aid, and Student Support Services**
5e. Quality of Library staff	68%	▲ 7%	Academic Support Services
4f. Quality of Writing, Reading, and World Language Centers	**67%**	**▲ 4 %**	**Academic Support Services**
4g. Quality of STEM Centers	62%	▲ 5%	Academic Support Services
9e. The appeal of social and extracurricular events	**55%**	**▲ 3 %**	**Student Life**
▲ *= Increase in % satisfaction / agreement*			

Table 2.2 Student-Satisfaction Benchmarks (high-to-low % satisfaction)

Tables 2.1 and 2.2 show that almost all the satisfaction scores on the 2024 benchmark items have either stayed the same or increased slightly compared to 2023.

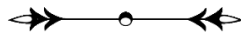The benchmark items with the top three scores remain unchanged from 2023.

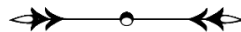### *11b. I would recommend MC to friends and family.*

91%

10c. People with my identity, culture, and demographic background are welcome at MC.

89%

11c. The overall quality of my MC education met or exceeded my expectations.

85%

Take particular note of the eighty-nine percent (89%) score on question 10c. The culture that fostered this sentiment should be a point of pride for the MC community. It is a mission-critical outcome the administration, faculty, and staff should staunchly seek to maintain.
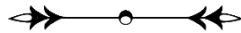
Satisfaction Percent By Question

The benchmark items foreshadow the results for the remaining survey questions. [Click here to access the supplemental exhibit](#) showing the satisfaction percentages for all the questions along with their 2023 to 2024 *deltas* or changes in satisfaction percentage.

In the supplemental exhibit, you'll see that these questions, received the top three satisfaction and agreement scores, excluding the benchmark items.
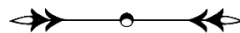
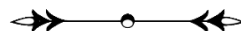### *3b. Fair, unbiased treatment by your instructors*

87%

3g. Course mode (in-person, distance, remote, combo).

86%

11a. MC events promote DEI.

83%

This trio speaks to the strength of MC's faculty, the college's accommodating course modes, and again, to the college's culture of celebrating diversity.

Lowest Rated Items

The supplemental exhibit also shows that the following questions received the lowest satisfaction scores at fifty-three percent (53%). Though, keep in mind, that "lowest" here is relative since this percentage still indicates a majority of satisfaction.

6f. Availability of financial aid funds

9g. Ease of attending social and extracurricular events

53%

Low-Response Questions

Note also that the fourteen survey questions on page 3 of the supplemental exhibit at this link pertain to experiences, programs, processes, and services typically utilized by fewer students. As a result, fewer respondents were able to answer them as was the case for the 2023 survey.

Adjusting for Nonresponse

When twenty percent or more (>= 20%) students selected the "Cannot Evaluate" option for a question, its satisfaction percentage can be adjusted to mitigate the negative skewing effect of this nonresponse. The adjustment yields a more accurate reflection of student satisfaction or agreement. The recalculation is made by removing the nonrespondents from the satisfaction-percentage calculations for these items. For instance, consider this question

　　　　Do you like red velvet cake?　　○ Yes　○ No　○ Never tried it

Now say the question got twenty-five (25) Yes responses, five (5) No's, and seventy-five (75) "Never tried it" responses.

If the satisfaction and dissatisfaction percentages were to be calculated including the "Never tried it" responses, they would come in artificially low.

$$\frac{20}{100} = 20\% \text{ Satisfaction}$$

$$\frac{5}{100} = 5\% \text{ Dissatisfaction}$$

More rightfully, the satisfaction for such a question should be solely based on the twenty-five (25) respondents *who've actually tried red velvet cake.* Removing the "Never tried it" group from the calculation means the denominator becomes 25 instead of 100, yielding a satisfaction and dissatisfaction percentage of eighty (80%) and twenty percent (20%).

Highest Increases in Satisfaction and Agreement Scores

The items in the following table experienced a higher gain in satisfaction or agreement than others. *Topping the chart are questions 8a and 8g that measure satisfaction with the cafeteria and cafeteria menu. Both items increased by an impressive eight points,* raising their respective satisfaction percentages to fifty-five (55%) and sixty percent (60%) in the 2024 survey. The rest of the high-gaining *plus deltas* are also listed.

Question	Change in % Satisfaction or Agreement (2023 – 2024)	% Satisfaction or Agreement 2024
8a. Cafeteria	▲ 8%	55%
8g. Cafeteria menu	**▲ 8%**	**60%**
5e. Quality of Library Staff	▲ 7%	68%
4e. Availability of STEM Centers	**▲ 6%**	**63%**
4g. Quality of STEM Centers	▲ 5%	62%
8e. Classrooms	**▲ 5%**	**78%**

Table 3 Highest Plus Delta Increases 2023-2024

Conclusion

Student satisfaction remains high for the second year in a row. But the devil is in the details. *To fulfill MC's mission, we must seek to peel back the data underneath the toplines reported in this brief. To do that, enlist OIRE's help to do three things:*

- Study the full frequency distributions by survey question.

- Drill down on the satisfaction levels by special-focus demography (race, gender, etc.) that is pertinent to the student-centered programs, services, initiatives, and processes in your academic department or administrative office.

- Likewise examine the students' written comments by the relevant demography.

Doing this will reveal a more nuanced picture, a targeted student viewpoint that can help you more thoroughly assess how well your department or office is living up to its instructional or administrative mission and where to focus your improvement efforts.

Additional Data Requests

Feel free to submit a request to OIRE for additional information or analyses by…

<p align="center">Clicking this OIRE Request Form for follow-up data</p>

<p align="center">**…or cutting and pasting this URL into your browser's address field…**</p>

<p align="center">https://www.montgomerycollege.edu/offices/institutional-research-and-effectiveness/data-project-request.html</p>

<p align="center">**…or using this QR code to fill out a project request form on your phone…**</p>

<p align="center">❖ ❖ ❖</p>