

MJC Student Experience Survey 2017: Summary Results for Counseling Services and Student Success Support Services (Hubs and Pathways Centers) on Campus

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Introduction

During April and May 2017, MJC conducted the 2017 MJC Student Experience Survey with all of its students. The survey was conducted online by the MJC Office of Research and Planning via Survey Monkey link distributed to all students through several campus-wide email announcements. The full survey is located at the following address: <http://www.mjc.edu/general/research/2017studentexperiencesurveyquestions.pdf>

A total of nearly 1700 MJC students participated in this survey, which is nearly 10% of the entire campus population in Spring 2017. Results from this survey were tallied after the survey closed in May. (Overall summary of results is available at <http://www.mjc.edu/general/research/2017studentexperiencesurveyresults.pdf>)

A major question in this survey asked students to rate several items in terms of how well they help students to be successful. Students were asked to indicate whether each item was “excellent”, “good:”, “fair”, or “poor”. (A summary page of total responses for all items is available at <http://www.mjc.edu/general/research/2017studentexperiencesurveysuccessratings.pdf>) Three items under this question pertain to MJC counseling and student success services:

- (1) Availability of counseling services on campus (i.e. without having to wait for a long time for appointment)
- (2) Quality of counseling services on campus
- (3) Quality of student success support services (Hubs and Pathways Centers) on campus

Students were also invited to provide open-ended feedback on their most “rewarding” and “disappointing” aspect of their MJC educational experiences. A total of nearly 3300 comments were received.

Results on the following pages of this report provide quantitative and qualitative summary of responses related to these questions.

Key Findings

Availability of Counseling Services on Campus (Based on **1537 students** who rated this item)

- (1) This item had the lowest overall approval rating based on the 16 items listed under this question, at just **2.7** on a 4-point scale.
- (2) Overall approval rating for this item (percentage rating “excellent” or “good”) was just **58.5%**, while **41.5%** indicated a rating of “fair” or “poor”
- (3) Students who enrolled in primarily day courses had higher approval ratings (**61%**) than students enrolled primarily in evenings (**55.6%**), or combined day and evening enrollments (**54.2%**).
- (4) Students who primarily attended West campus classes had slightly higher approval ratings compared with students who primarily attended East campus (**66.3% vs. 64.3%**)
- (5) Students who primarily attended online classes had slightly lower approval ratings, at **60.6%**
- (6) Students in their first year of study gave this item lowest approval, with only **50.4%** rating it “excellent” or “good”, compared with **56.8%** of second-year students, **53.0%** of third-year students, and a much higher **69.1%** of students in their fourth or later years
- (7) Students enrolled in the following Divisions had highest proportions of “excellent” and “good” ratings: Tech Education (**71.2%**); Allied Health (**67.0%**); and Physical/Recreation/Health Education (**59.3%**).
- (8) Students enrolled in the following Divisions had the lowest proportions of “excellent” or “good” ratings: Agriculture (**46.5%**) and Arts/Humanities/Communications (**51.3%**)

Quality of Counseling Services on Campus (Based on **1547 students** who rated this item)

- (1) This item had the 4th lowest overall approval rating based on the 16 items listed under this question, at just **2.96** on a 4-point scale.
- (2) Overall approval rating for this item (percentage rating “excellent” or “good”) was **70.9%**
- (3) Students who enrolled in primarily day courses had slightly higher approval ratings (**74.9%**) than students enrolled primarily in evenings (**70.3%**).
- (4) Students who primarily attended West campus classes had slightly higher approval ratings compared with students who primarily attended East campus (**74.2% vs. 70.3%**)
- (5) Students who primarily attended online classes had slightly lower approval ratings, at **68.5%**
- (6) Students in their first year of study gave this item highest approval, with **78.2%** rating it “excellent” or “good”, compared with **68.8%** of second-year students, **70.3%** of third-year students, and **66.1%** of students in their fourth or later years
- (7) Students enrolled in the following Divisions had highest proportions of “excellent” and “good” ratings: Tech Education (**82.7%**); Allied Health (**73.4%**).
- (8) Students enrolled in the following Divisions had the lowest proportions of “excellent” or “good” ratings: Agriculture (**64.8%**) and Arts/Humanities/Communications (**65.5%**)

Quality of Student Success Support Services (i.e. Hubs and Pathways Centers) on Campus (Based on **1296 students** who rated this item)

- (1) This item had the 9th highest overall approval rating based on the 16 items listed under this question, at **3.03** on a 4-point scale.
- (2) Overall approval rating for this item (percentage rating “excellent” or “good”) was **73.5%**
- (3) Students who enrolled in primarily day courses had significantly higher approval ratings (**75.4%**) than students enrolled primarily in evenings (**62.3%**)
- (4) Students who primarily attended West campus classes had somewhat higher approval ratings compared with students who primarily attended East campus (**80% vs. 71.1%**)
- (5) Students who primarily attended online classes had slightly lower approval ratings, at **68.5%**
- (6) Students in their first year of study gave this item highest approval, with **77.8%** rating it “excellent” or “good”, compared with **71.1%** of second-year students, **76.6%** of third-year students, and **69.1%** of students in their fourth or later years
- (7) Students enrolled in the following Divisions had highest proportions of “excellent” and “good” ratings: Tech Education (**84.1%**); Allied Health (**82.4%**).
- (8) Students enrolled in the following Divisions had the lowest proportions of “excellent” or “good” ratings: Arts/Humanities/Communications (**67.2%**) and Literature & Language Arts (**68.8%**)

Qualitative Feedback on Counseling Services and Counselors (Based on approximately 3300 total comments)

- (1) Students were asked to provide feedback about aspects of their educational experiences at MJC that they considered the “most rewarding” and the “most frustrating or disappointing”. A total of **20** respondents listed some aspect of counseling as among the most rewarding, and **60** respondents listed some aspect of counseling as the most frustrating.
- (2) Among respondents who listed counseling as a most rewarding aspect, several listed that their counselors were “helpful” and supportive.
- (3) Among respondents who listed counseling as a “frustrating” aspect of their educational experience, the following themes were among the most frequently reported concerns:
 - * Poor availability of counselors (long waiting periods)
 - * Inadequate, or conflicting information from various counselors
 - * Insufficient information regarding specific courses needed for completing a particular degree (e.g., Nursing Associate’s degree)
 - * Need for more counselors to be hired
 - * Frustration with poor facilitation of effective transfer strategies to 4-year institutions (especially current knowledge of transferrable course requirements by UC system and CSU campuses)
 - * Need for better communication between Counseling Office and other offices at MJC such as Student Financial Services
 - * Record-keeping practices for documenting student meetings need to be improved

Quantitative Results Detail

I. Ratings of “Availability of Counseling Services on Campus” (Based on 1537 respondents)

- Overall percentage rating as “excellent” or “good”: **58.5%**
- Ratings of “excellent” or “good” based on time of primary studies:
 - * Day students: **61.1%**
 - * Evening students: **55.6%**
 - * Day and Evening Enrollment students: **54.2%**
- Ratings of “excellent” or “good” based on “online only” students: **60.6%**
- Ratings of “excellent” or “good” based on campus/location of primary course attendance:
 - * East campus: **64.3%**
 - * West campus: **66.3%**
 - * Both campuses: **55.2%**
- Ratings of “excellent” or “good” based on year of study:
 - * First year: **50.4%**
 - * Second year: **56.8%**
 - * Third year: **53.0%**
 - * Fourth year or more: **69.1%**
- Divisions with highest and lowest percentages of respondents rating “excellent” or “good”
 - * Highest Ratings
 - Tech Ed: **71.2%**
 - Allied Health: **67.0%**
 - Physical/Rec/Health Education: **59.3%**
 - * Lowest Ratings
 - Agriculture: **46.5%**
 - Arts/Humanities/Communication: **51.3%**

II. Ratings of “Quality of Counseling Services on Campus” (Based on 1547 respondents)

- Overall percentage rating as “excellent” or “good”: **70.9%**
- Ratings of “excellent” or “good” based on time of primary studies:
 - * Day students: **74.9%**

- * Evening students: **59.1%**
- * Day and Evening Enrollment students: **69.8%**

- Ratings of “excellent” or “good” among online only students: **68.5%**

- Ratings of “excellent” or “good” based on campus/location of primary course attendance:
 - * East campus: **70.3%**
 - * West campus: **74.2%**
 - * Both campuses: **69.5%**

- Ratings of “excellent” or “good” based on year of study:
 - * First year: **78.2%**
 - * Second year: **68.8%**
 - * Third year: **70.3%**
 - * Fourth year or more: **66.1%**

- Divisions with highest and lowest percentages of respondents rating “excellent” or “good”
 - * Highest Ratings
 - Tech Ed: **82.7%**
 - Allied Health: **73.4%**
 - * Lowest Ratings
 - Literature & Language Arts: **64.8%**
 - Family & Consumer Sciences: **65.5%**

III. Ratings of “Quality of Student Success Support Services (Hubs and Pathways Centers) on Campus” (Based on 1296 respondents)

- Overall percentage rating as “excellent” or “good”: **73.5%**

- Ratings of “excellent” or “good” based on time of primary studies:
 - * Day students: **75.4%**
 - * Evening students: **62.3%**
 - * Day and Evening Enrollment students: **72.7%**

- Ratings of “excellent” or “good” among “online only students”: **77.8%**

- Ratings of “excellent” or “good” based on campus/location of primary course attendance:
 - * East campus: **71.1%**
 - * West campus: **80.0%**
 - * Both campuses: **71.1%**

- Ratings of “excellent” or “good” based on year of study:
 - * First year: **77.8%**
 - * Second year: **71.1%**
 - * Third year: **76.6%**
 - * Fourth year or more: **69.1%**

- Divisions with highest and lowest percentages of respondents rating “excellent” or “good”
 - * Highest Ratings
 - Tech Ed: **84.1%**
 - Allied Health: **82.4%**

 - * Lowest Ratings
 - Literature & Language Arts: **67.2%**
 - Family & Consumer Sciences: **68.8%**

Appendix: MJC 2017 Student Experience Survey: Comments Regarding Counseling

I. Most Rewarding Aspects of Education at MJC: Counseling Mentions (20 comments out of 1443 responses to this Question) (RESULTS Available on Request)

II. Most “Frustrating” Aspects of Education at MJC: Counseling Mentions (60 comments out of 1484 responses to this Question) (RESULTS Available on Request)