



96%

# 2022 STUDENT SATISFACTION SURVEY RESULTS



# 2022 Student Satisfaction Survey Results

Edison State Community College seeks the responses of our students annually through an online survey, which captures the satisfaction level of services and collects related comments. The 2021 survey was revised by President’s Council members with the intent to capture responses in a more informative manner. As a result, the services being surveyed were broken into like-kind groups, the importance ratings were removed, and the response scale moved from 7 to 5. Students with 24+ credit hours instead of the prior 30+ were identified and solicited for the survey. Additionally, the students’ schedules were reviewed and the campus where they attend 75% or more of their courses was identified. Students received a survey version respective to that campus. In 2022, to include more feedback from part-time students, the criteria were adjusted to students who previously completed 2 semesters at Edison State and surveys combined into one with supporting questions on which campus the students used their services. The campus change is in recognition of students using services at multiple campuses.

The results for the 2022 Survey are presented here.

## Survey Instrument

The request to participate in the online survey is delivered to the students through their Edison State email account, with the link to the survey included in the message. This online survey is anonymous with responses reported in aggregate. Students are asked to indicate their level of satisfaction with various services using a five-point satisfaction scale, with an option for ‘not applicable.’ Students are also asked to comment on any of the items they want to expound on.

<b>Very Dissatisfied</b>	<b>Dissatisfied</b>	<b>Neutral – No Opinion</b>	<b>Satisfied</b>	<b>Very Satisfied</b>	<b>Not Applicable</b>
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Additional questions are asked concerned with the Edison State experience, overall satisfaction at Edison State’s supportive and educational services, and basic demographics. Comments received on the open-ended questions are sorted by service and provided to the members of President’s Cabinet. All comments are reported as entered by the respondent. Comments stating ‘n/a’ were removed.

## Response Rate

The satisfaction rates are determined by calculating the positive response rate. This is done by adding the count of the ‘satisfied’ and dividing by the total of the ‘satisfied’ and ‘dissatisfied’. In this example, the Satisfaction Rate is 96%;  $(15+13) / (15+13+1+0)$ . The ‘Neutral’ and ‘Not Applicable’ responses are discarded.

<b>Very Dissatisfied</b>	<b>Dissatisfied</b>	<b>Neutral - No Opinion</b>	<b>Satisfied</b>	<b>Very Satisfied</b>	<b>Not Applicable</b>	<b>Positive Response Rate</b>
0	1	4	15	13	3	96%

## Student Count

2,120 students who met the selection criteria of having previously attended 2 semesters. This number is 25% greater than the student count for 2021 (1,592), 32% greater than 2019 (1,435), and 54% greater than 2018 (982). The surveys had a sorting question to verify the campus the student was reviewing.

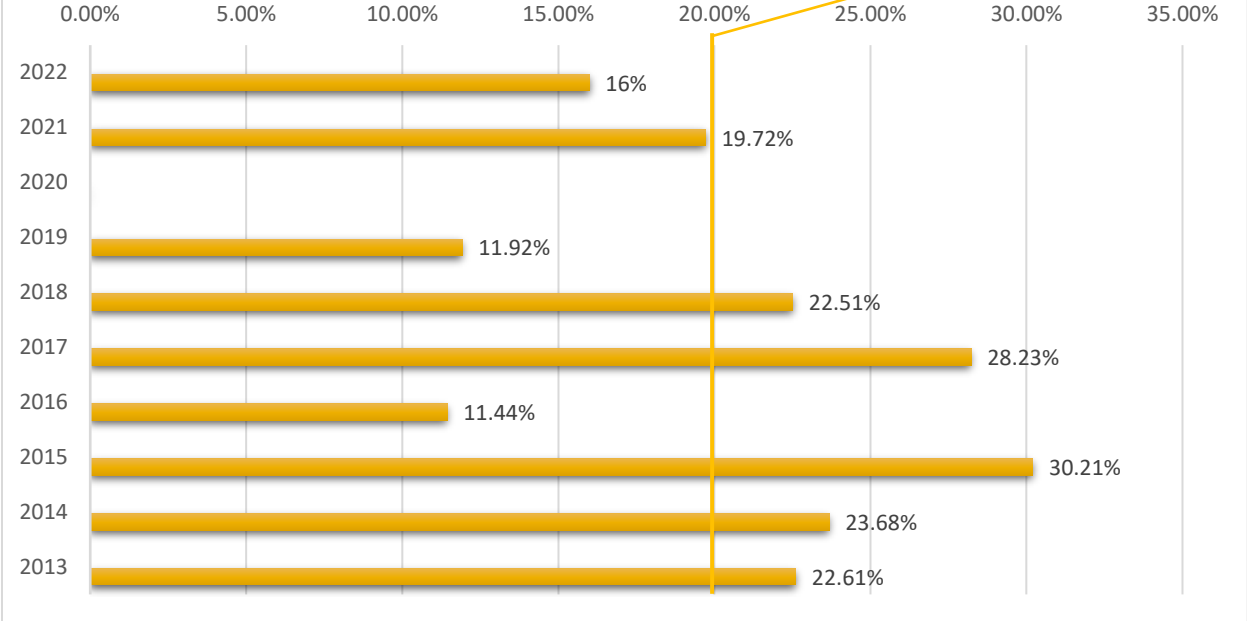
## Participation

The total number of responses received equaled 339. This was determined by reviewing the email addresses entered for the door prizes to be given away for completing the survey along with other identifying data. The net 2022 participation response rate 3.72% lower than 2021, however, it was 4.08% greater than the 2019. The survey participation met the target count for participation, which is 300 students. Campus designation for all areas for overall count is based on the campus students attended for coursework.

Response Rates:	30+ credit hours						24+ credit hours			Completed 2+ semesters
Calendar Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
<b>Total Number Sent</b>	1,331	1,474	1,132	1,023	953	982	1,435	n/a	1,592	2120
<b>Responses Received</b>	301	349	342	117	269	221	171	n/a	314	339
<b>Response Rate</b>	22.61%	23.68%	30.21%	11.44%	28.23%	22.51%	11.92%	n/a	19.72%	16.00%
2022 Count of Responses – Piqua Campus							161			179
2021 Count of Responses – Regional Campuses							37			----
2022 Count of Responses – Greenville Campus							(Included in regional)			13
2022 Count of Responses – Troy Campus							(Included in regional)			17
2022 Count of Responses – Eaton Campus							(Included in regional)			3
2022 Count of Responses – Online							105			108
2022 Count of Responses – High Schools							11			19

# Participation Response Rate

Average 20%



## Services Surveyed

The services listed in the survey were presented by type.

*Student Services:* Students were asked to identify which campus they attended to use these services. Online indicates they did not use the assistance of a staff member or conducted the activities through online communications. The ratings for the services at each campus are below.

<b>Student Services: 96%</b>							
	Piqua PRR (219)	Greenville PRR (18)	Troy PRR (11)	Eaton PRR (3)	Online PRR (52)	H. School PRR (36)	Combined PRR
Application Process	99%	100%	100%	100%	100%	96%	99%
Student Services Advising	94%	91%	100%	100%	90%	86%	93%
Faculty Advising	95%	92%	100%	100%	94%	89%	95%
Financial Aid	92%	89%	100%	100%	93%	93%	93%
Registration	99%	85%	100%	100%	98%	97%	98%
Disability Support	96%	100%	100%	100%	88%	100%	96%
Career Guidance	89%	88%	100%	100%	88%	94%	90%
Walk-Up Services	99%	80%	100%	100%	100%	100%	99%
Online Payment Process	94%	100%	100%	100%	93%	89%	94%
Face-to-Face Payment Process	99%	67%	100%	100%	100%	88%	98%
Veteran's Services	97%	100%	100%	100%	100%	100%	98%
Online Orientation	95%	83%	100%	100%	95%	97%	95%
MyESCC Tutorial Videos	97%	83%	86%	100%	100%	100%	97%
Virtual Campus Tour	98%	71%	100%	100%	90%	89%	95%
Virtual Information Sessions	97%	83%	100%	100%	96%	100%	97%
Student Resource Center	99%	83%	100%	100%	100%	100%	99%
Charger Station Food Pantries	99%	80%	100%	50%	100%	100%	98%

*Student Activities:* Students were asked to identify which campus they attended for student activities. The activities at that campus are rated below.

<b>Student Activities: 96%</b>							
	Piqua PRR (106)	Greenville PRR (5)	Troy PRR (9)	Eaton PRR (1)	Online PRR (33)	H. School PRR (19)	Combined PRR
Athletics	94%	100%	100%	100%	100%	100%	94%
Student Clubs	100%	100%	100%	100%	100%	100%	100%
Student Senate	100%	100%	---	100%	67%	100%	96%
Campus Activities	93%	100%	100%	100%	100%	100%	95%
Career Workshops	90%	100%	100%	100%	100%	100%	94%

*Academic Services:* Students were asked to identify the campus in which they obtain their services. The ratings for the services at each campus are below.

<b>Academic Services: 94%</b>							
	Piqua PRR (205)	Greenville PRR (8)	Troy PRR (17)	Eaton PRR (2)	Online PRR (56)	H. School PRR (19)	Combined PRR
In Person Library Services	99%	100%	100%	0%	100%	100%	98%
Remote Library Services	94%	100%	50%	100%	94%	92%	94%
In Person Tutoring	94%	100%	---	100%	75%	100	93%
E-Tutoring	90%	100%	---	100%	90%	100	91%

*Instruction, Technology, Facilities, Other Services:* Students were asked to identify the campus in which they took their courses (if several, the campus they had most of their classes). The rating below is based on the classroom instruction, technology, facilities, and other services conducted at that specific campus.

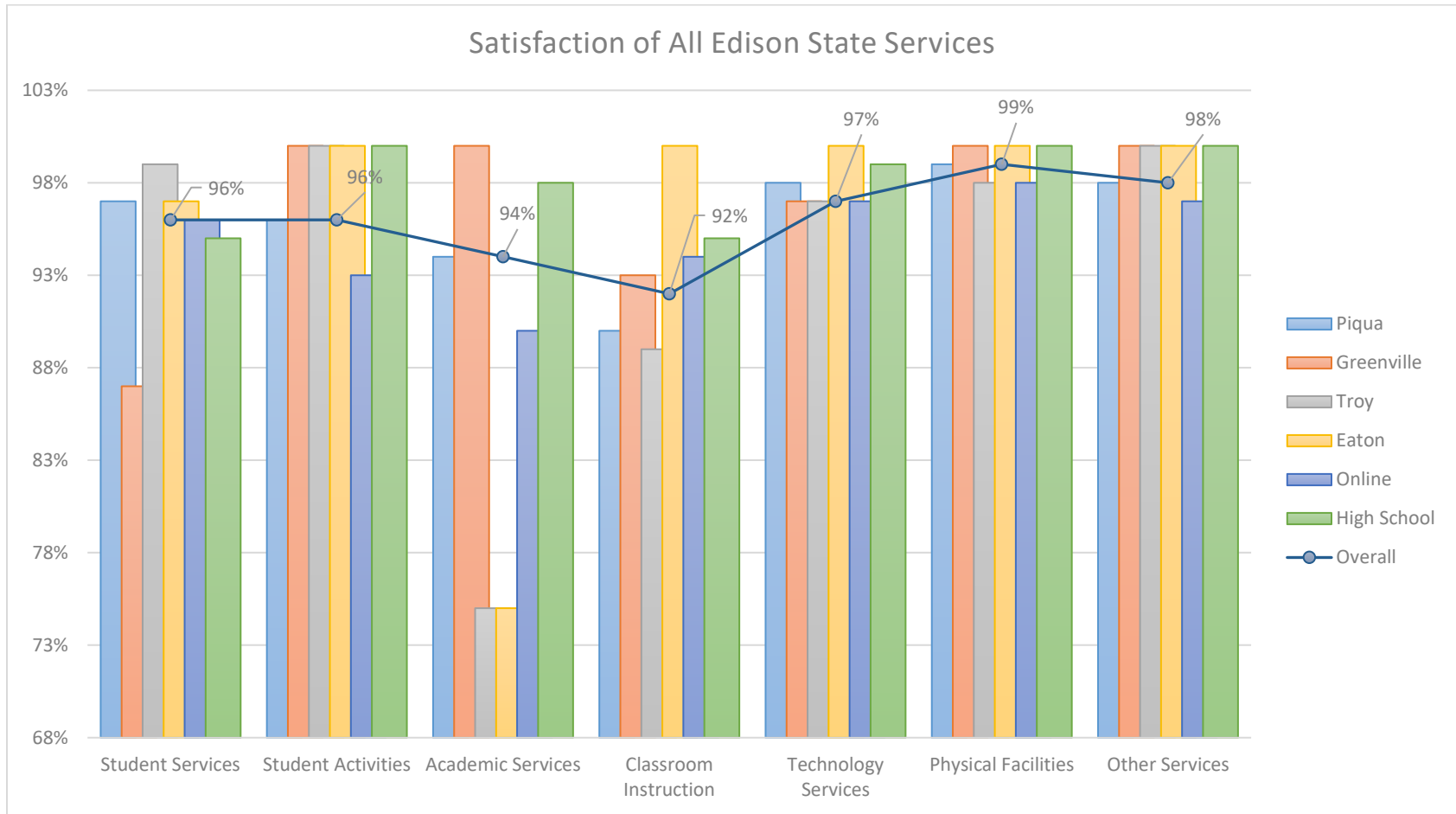
<b>Classroom Instruction: 92%</b>							
	Piqua PRR (179)	Greenville PRR (13)	Troy PRR (17)	Eaton PRR (3)	Online PRR (108)	H. School PRR (19)	Combined PRR
Traditional Classroom	95%	100%	88%	100%	96%	100%	95%
Webflex Classroom	94%	100%	100%	100%	93%	86%	94%
Online Classroom	81%	80%	80%	100%	94%	100%	87%

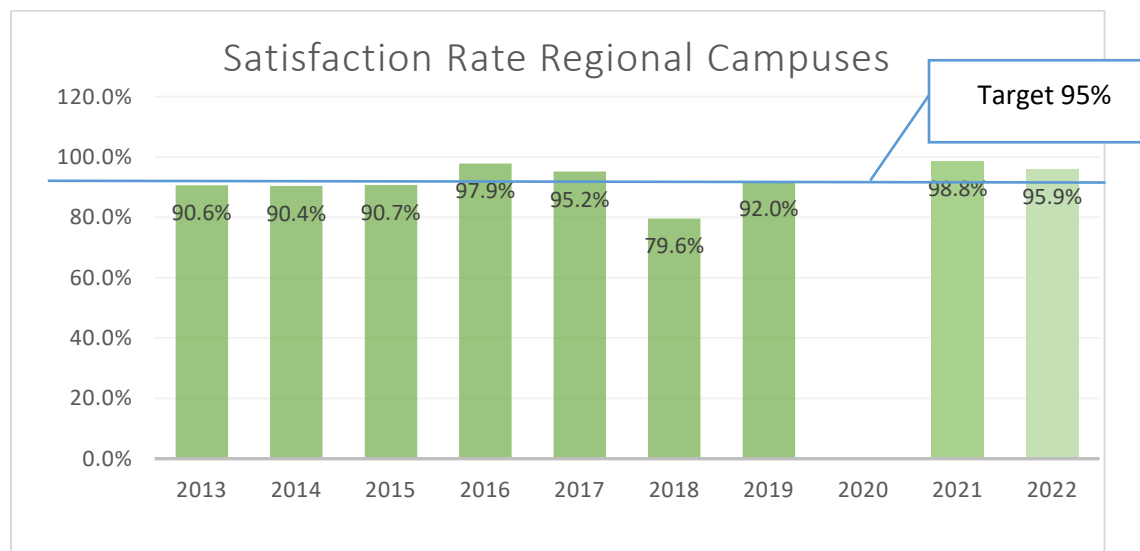
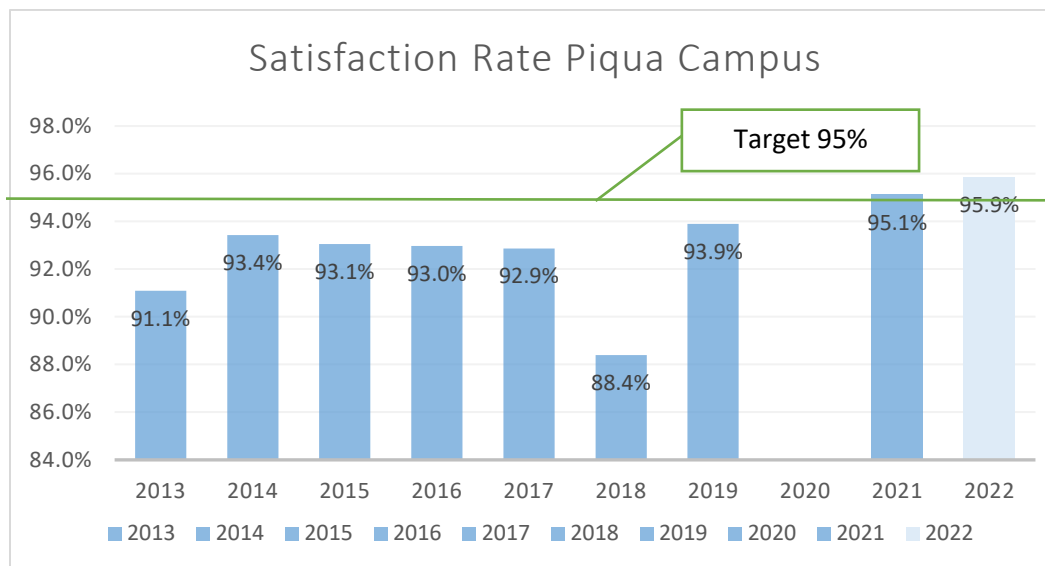
<b>Technology Services: 97%</b>							
	Piqua PRR (179)	Greenville PRR (13)	Troy PRR (17)	Eaton PRR (3)	Online PRR (108)	H. School PRR (19)	Combined PRR
Website	97%	100%	94%	100%	100%	100%	98%
IT Help Desk	99%	100%	100%	100%	97%	100%	98%
MyESCC	98%	91%	94%	100%	98%	100%	98%
Student Email	98%	100%	100%	100%	99%	95%	98%
Blackboard	98%	91%	100%	100%	99%	100%	98%
Rave Guardian	97%	100%	100%	100%	85%	100%	95%
Phone-In System	98%	100%	100%	100%	100%	100%	98%
Communications from ESCC	97%	91%	100%	100%	91%	100%	95%
Computers on Campus	98%	100%	83%	100%	100%	100%	97%





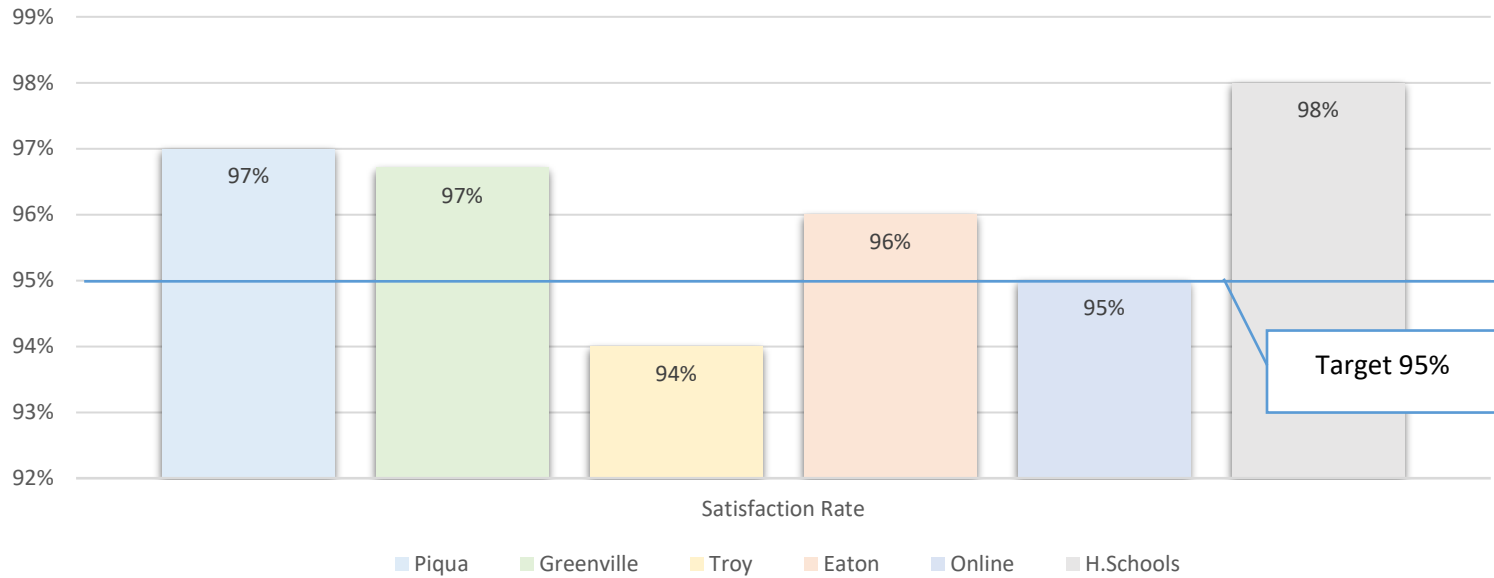
# Overall Satisfaction of Edison State Community College



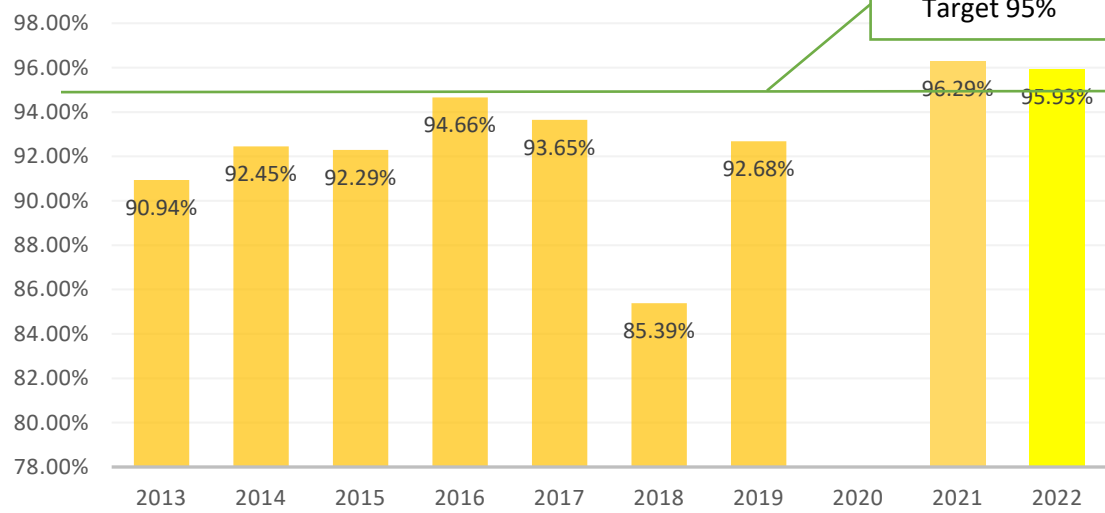


Regional Campuses include Troy, Eaton, and Greenville Campuses

### Overall Satisfaction Rate By Campus

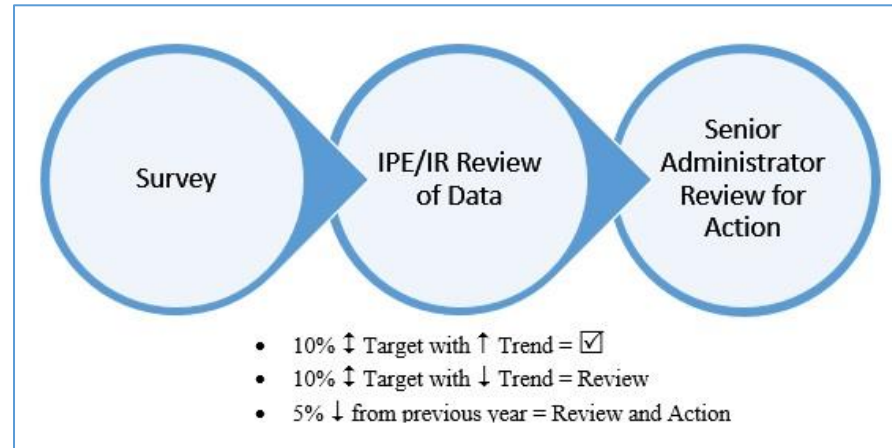


### Combined Satisfaction Rate



## Action Analysis

Criteria to be used for identifying when action should be taken in response to the satisfaction survey was defined in 2014. This criterion identifies when satisfaction trends are okay, in review, or called for action. Items that are in review or called for action are the responsibility of the respective senior administrator for improvement measures.



The 2022 survey contained similarly labeled services as those listed on the 2021 survey. The review shows that of the 35 services that could be reviewed against last year.

- Services offered at the Piqua Campus that fall into the Review is Online Instruction.
- Services at the Greenville campus that fell more than 5% from the previous year include: Student Services Advising, Faculty Advising, Registration, Career Guidance, Walk-Up Services, Face-to-Face Payments, MyESCC, Blackboard, and Communications. Of these, Registration, Walk-up Services, Face-to-Face Payments, and Online Instruction also fell into the ‘Review’ category.
- Services at Troy Campus that fell more than 5% from the previous year include Traditional Classroom Instruction, Computers on Campus, and Remote Library Services. Online Instruction continues to fall in the ‘Review’
- All services at Eaton campus fell within the target range and had none to be reviewed.
- Services offered online that fell more than 5% from the previous year include: Disability Support, Student Senate Activities, In-Person Tutoring, and the Rave Guardian App. Student Senate Activities for online students also fell below the target range.
- Services offered at the High school that fell more than 5% from the previous year include: Student Services Advising, Faculty Advising, Financial Aid, Payment methods, and Remote Library Services.

As an overall comparison of the entire college, all 35 services fell within the target range and withing 5% of the previous year’s findings. In the previous year, Eaton, Troy, and Greenville campuses were evaluated together as ‘Regional campuses.’ As individual campus reviews have been launched, each was compared to the overall from the regional campuses the previous year. With the lower numbers of survey completers from those campuses, some numbers were heavily affected.

Recap	Services @ Piqua		Services @ Greenville		Services @ Troy		Services @ Eaton		Services @ Online		Services @ H. School		Overall	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
<input checked="" type="checkbox"/>	34	97%	27	77%	31	89%	35	100%	31	89%	29	83%	35	100%
Review	1	3%	1	3%	1	3%	0	0%	1	3%	0	0	0	0.00%
Review & Action	0	0%	8	20%	3	8%	0	0%	3	8%	6	17%	0	0%

### Comments Received

Students who completed the survey were asked “What would you like us to know concerning any of the above services” for each of the eight sections. In total, 376 comments were received. The comments were made available to President’s Cabinet for review and possible action.

COMMENT SECTION	PIQUA	GREENVILLE	TROY	EATON	ONLINE	HIGH SCHOOLS	TOTAL
Student Services	47	4	4	0	8	7	<b>70</b>
Student Activities	19	0	2	0	2	2	<b>25</b>
Academic Services	43	0	0	0	12	1	<b>56</b>
Instructional Services	50	3	5	0	29	4	<b>91</b>
Technology Services	33	2	4	0	9	1	<b>49</b>
Physical Facilities	34	2	4	0	4	2	<b>46</b>
Other Services	22	0	2	0	14	1	<b>39</b>
Total Comments Received	<b>248</b>	<b>11</b>	<b>21</b>	<b>0</b>	<b>78</b>	<b>18</b>	<b>376</b>

## Demographics

**Gender:** 76.6% of the students responding to the survey are female and 22.8% male.

	Piqua		Greenville		Troy		Eaton		Online		High Schools		Totals	
<b>Male</b>	23.46%	42	30.77%	4	17.65%	3	0.00%	0	20.56%	22	31.58%	6	22.78%	77
<b>Female</b>	75.98%	136	69.23%	9	82.35%	14	100.00%	3	78.50%	84	68.42%	13	76.63%	259
<b>Other</b>	0.56%	1	0.00%	0	0.00%	0	0.00%	0	0.93%	1	0.00%	0	0.59%	2
<b>Totals</b>		179		13		17		3		107		19		338

**Age:** 48.82% of the respondents indicated their age to be within the 18-24 age bracket. 34.81% (118) of the respondents indicated that they are a current College Credit Plus student.

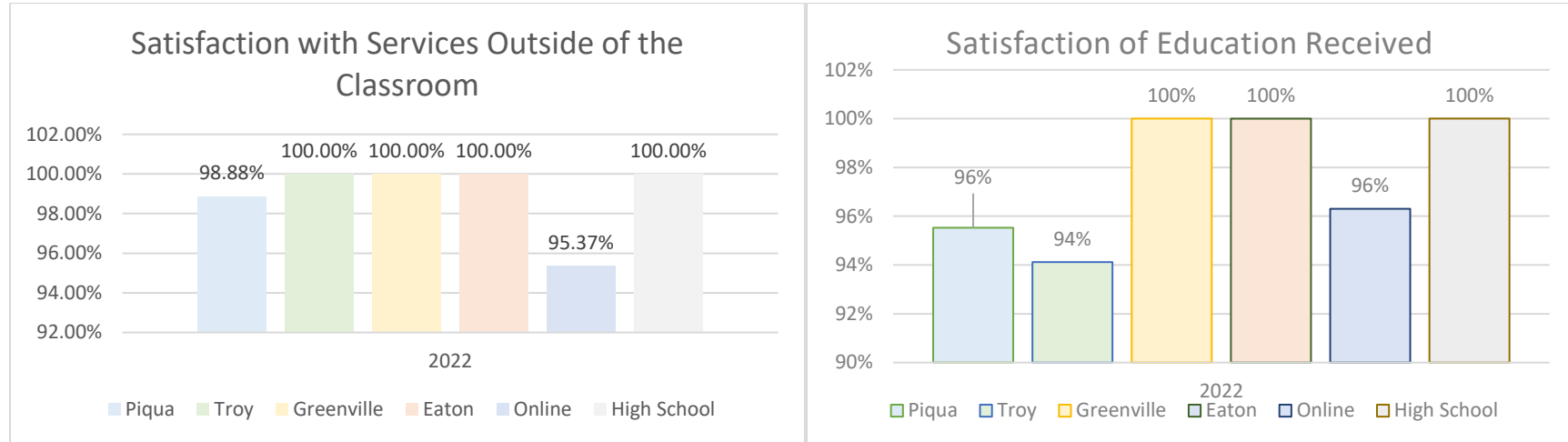
Age	Piqua		Greenville		Troy		Eaton		Online		High Schools		Totals	
<b>Under 18</b>	7.26%	13	23.08%	3	11.76%	2	66.67%	2	25.23%	27	52.63%	10	16.86%	57
<b>18-24</b>	47.49%	85	61.54%	8	64.71%	11	33.33%	1	47.66%	51	47.37%	9	48.82%	165
<b>25-34</b>	23.46%	42	15.38%	2	17.65%	3	0.00%	0	13.08%	14	0.00%	0	18.05%	61
<b>35-44</b>	15.08%	27	0.00%	0	0.00%	0	0.00%	0	9.35%	10	0.00%	0	10.95%	37
<b>45-54</b>	5.59%	10	0.00%	0	5.88%	1	0.00%	0	1.87%	2	0.00%	0	3.85%	13
<b>55-64</b>	1.12%	2	0.00%	0	0.00%	0	0.00%	0	2.80%	3	0.00%	0	1.48%	5
<b>65+</b>	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
<b>Totals</b>		179		13		17		3		107		19		338

**Enrollment Status:** 73.6% of the students responding to the survey are part-time students and 26.4% are full-time students.

	Piqua		Greenville		Troy		Eaton		Online		High Schools		Totals	
<b>1 Class</b>	15.07%	27	15.38%	2	---	---	33.3%	1	10.2%	11	10.52%	2	12.72%	43
<b>2 Classes</b>	30.17%	54	30.76%	4	35.29%	6	---	---	36.44%	39	47.37%	9	33.12%	112
<b>3 Classes</b>	26.82%	48	39.46%	5	29.42%	5	33.3%	1	28.04%	30	26.32%	5	27.81%	94
<b>4 Classes</b>	20.67%	37	15.38%	2	35.29%	6	33.3%	1	20.56%	22	10.53%	2	20.71%	70
<b>5+ Classes</b>	7.26%	13	---	---	---	---	---	---	4.67%	5	5.23%	1	5.62%	19
<b>Totals</b>		179		13		17		3		107		19		338

## Supplemental Questions

In 2022, students were asked overall their satisfaction of services offered and instruction. Findings show students are satisfied.



The overall satisfaction with the services outside of the classroom provided by age and gender is as shown in the following table.

Age Bracket	Percent of Respondents (N = 338)	Response Count	Overall Satisfaction- Male	Overall Satisfaction- Female	Overall Satisfaction Other	Overall Satisfaction-All Respondents
<b>Less than 18</b>	16.86%	57	100%	97.88%	50%	96.49%
<b>18-24</b>	48.82%	165	97.78%	97.5%	n/a	97.56%
<b>25-34</b>	18.21%	61	92.3%	100%	n/a	98.39%
<b>35-44</b>	10.95%	37	100%	100%	n/a	100%
<b>45-54</b>	3.85%	13	100%	100%	n/a	100%
<b>55-64</b>	1.47%	5	100%	100%	n/a	100%
<b>65+</b>	0.00%	0	0.00%	0.00%	n/a	0.00%

The overall satisfaction with the education provided by age and gender is as shown in the following table.

Age Bracket	Percent of Respondents (N = 339)	Response Count	Overall Satisfaction- Male	Overall Satisfaction- Female	Overall Satisfaction Other	Overall Satisfaction-All Respondents
<b>Less than 18</b>	16.86%	57	100%	94.12%	0.00%	94.44%
<b>18-24</b>	48.82%	165	97.78%	92.5%	100%	93.94%
<b>25-34</b>	18.21%	61	100%	100%	0.00%	100%
<b>35-44</b>	10.95%	37	100%	100%	n/a	100%
<b>45-54</b>	3.85%	13	100%	100%	n/a	100%
<b>55-64</b>	1.47%	5	100%	100%	n/a	100%
<b>65+</b>	0.00%	0	0.00%	0.00%	n/a	0.00%

Overall satisfaction for the College Credit Plus students is based on the average of the overall satisfaction of the education and services provided. Services outside of the classroom:

	Percent of Respondents (N = 338)	Response Count	Overall Satisfaction Male	Overall Satisfaction Female	Overall Satisfaction Other	Overall Satisfaction All Respondents
<b>CCP Students</b>	34.91%	118	96.43%	98.87%	50%	97.46%

Education Received:

	Percent of Respondents (N = 338)	Response Count	Overall Satisfaction Male	Overall Satisfaction Female	Overall Satisfaction Other	Overall Satisfaction All Respondents
<b>CCP Students</b>	34.91%	118	96.43%	97.73%	50%	96.61%

The overall satisfaction of College Credit Plus students is 97.04%



The overall satisfaction with the services provided by enrollment level and gender is as shown in the following table.

<b>Enrollment Level</b>	<b>Percent of Respondents (N = 338)</b>	<b>Response Count</b>	<b>Overall Satisfaction-Male</b>	<b>Overall Satisfaction-Female</b>	<b>Overall Satisfaction Other</b>	<b>Overall Satisfaction-All Respondents</b>
<b>1 Class</b>	12.7%	43	100%	97.00%	0%	95.34%
<b>2 Classes</b>	33.1%	112	95.66%	98.86%	n/a	98.21%
<b>3 Classes</b>	27.8%	94	95.45%	100%	100%	98.93%
<b>4 Classes</b>	20.7%	70	100%	96.36%	n/a	97.14%
<b>5+ Classes</b>	5.62%	19	100%	100%	n/a	100%

The overall satisfaction with the education provided by enrollment level and gender is as shown in the following table.

<b>Enrollment Level</b>	<b>Percent of Respondents (N = 338)</b>	<b>Response Count</b>	<b>Overall Satisfaction-Male</b>	<b>Overall Satisfaction-Female</b>	<b>Overall Satisfaction Other</b>	<b>Overall Satisfaction-All Respondents</b>
<b>1 Class</b>	12.7%	43	100%	97.00%	0%	95.34%
<b>2 Classes</b>	33.1%	112	100%	97.7%	n/a	98.21%
<b>3 Classes</b>	27.8%	94	95.45%	97.14%	100%	96.8%
<b>4 Classes</b>	20.7%	70	100%	96.36%	n/a	97.14%
<b>5+ Classes</b>	5.62%	19	80%	78.57%	n/a	

Students were also asked how likely they would **recommend** Edison State Community College to a friend or colleague. This question was modeled after the Net Promoter Score (NPS) benchmark, using a scale of 0 (Not at all likely) to 10 (Extremely likely). 171 students responded for an average rating of 8.75 on the 10-point scale. NPS looks at responses differently than a simple average and considers ratings of 0-6 Detractors; 7-8 Passives; and 9-10 Promoters. 61.31% percent of the responses were Promoters.

