MONTGOMERY COLLEGE

OFFICE OF INSTITUTIONAL RESEARCH AND EFFECTIVENESS

ANALYSIS BRIEF

MC STUDENT SATISFACTION SURVEY

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A summary of the spring 2026 survey results

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Introduction

One thousand three hundred and forty-four credit students (n=1344) participated in this third administration of the MC Student Satisfaction Survey conducted during the spring 2026 semester. The census of respondents approximates the racial and gender demographics of the spring 2026 enrollment.

Table 1 Respondent Demographics

Race / Gender	% of Sample	Frequency (Count)
Hispanic	31%	410
Black/African Am.	**27%**	**357**
Asian	14%	194
White	**14%**	**185**
Foreign	11%	147
Multi-race	**3%**	**44**
Unknown	< 1%	5
Am. Indian / AK Native	**< 1%**	**2**
Hawaiian / Pac. Isl.	0%	0
Female	**64%**	**855**
Male	36%	487
Unknown	**< 1%**	**2**



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

As evidenced by the range of satisfaction ratings[1] across all survey dimensions, Table 1 illustrates the majority of respondents value their Montgomery College educational experiences. This is consistent with the 2024 survey.

Table 2 Range of Satisfaction Percentage by Survey Dimension

Dimension	Range of Satisfaction Percentage
Instruction	63% to 88%
Academic Support Services	**64% to 72%**
Registration, Financial Aid, and Other Support Services	57% to 74%
Counseling and Advising	**70% to 73%**
Facilities	56% to 81%
Student Life	**54% to 69%**
Diversity, Equity, and Inclusion	79% to 90%
Overall Satisfaction	**64% to 93%**

Benchmarks

Beginning on the next page, table 3 spotlights the *deltas* (or changes in satisfaction percentage) for the benchmark items from the fall 2024 survey to the current survey. Benchmark items serve as key satisfaction/agreement indicators in their respective survey dimensions.

The benchmark results reinforce that student satisfaction remained stable or increased across all dimensions. With a five percent (5%) increase in satisfaction, the following two items registered the greatest increase in satisfaction *(plus delta)*.

- 4g. Quality of STEM Centers
- 9a. Campus safety and security

[1] Throughout this document, *satisfaction ratings* mean the combined frequency percentages of respondents who rated a survey item as either satisfied or very satisfied, or agree or strongly agree. The terms satisfaction rating, frequency percentage, and score is used interchangibly.

By contrast, item "7e. Advisors and counselors are knowledgeable about your program requirements" had the greatest decrease in satisfaction *(minus delta)*. However, the two percent (2%) drop here is statistically insignificant.

Table 3 Student-Satisfaction Benchmarks from Highest to Lowest Delta (1 of 2)

Question	% Satisfaction or Agreement 2026	Change in % Satisfaction or Agreement (2024– 2026)	Dimension
4g. Quality of STEM Centers*	81%	▲ 5%	Academic Support Services
9a. Campus safety and security	**79%**	**▲ 5%**	**Facilities**
4c. Your intellectual growth in class	86%	▲ 4%	Instruction
6c. Course registration process	**74%**	**▲ 4%**	**Registration, Financial Aid, and Student Support Services**
8e. Classrooms	81%	▲ 3%	Facilities
9e. The appeal of social and extracurricular events	**58%**	**▲ 3%**	**Student Life**
10b. The MC leadership expresses a zero tolerance for prejudice and discrimination at MC.	80%	▲ 3%	Diversity, Equity, and Inclusion
3d. Valued by your instructors	**84%**	**▲ 2%**	**Instruction**
11b. I would recommend MC to friends and family.	93%	▲ 2%	Overall Satisfaction
11c. The overall quality of my MC education met or exceeded my expectations.	**87%**	**▲ 2%**	**Overall Satisfaction**
4f. Quality of Writing, Reading, and World Language Centers	68%	▲ 1%	Academic Support Services

▲ = Increase in % satisfaction or agreement | ▼ = Decrease in % satisfaction or agreement

**NOTE: To prevent data skewing, the nonresponse was omitted in the delta calculation of this question because twenty percent (20%) or more of the respondents did not or could not rate this item.*

Table 3 Student-Satisfaction Benchmarks from Highest to Lowest Delta (2 of 2)

Question	% Satisfaction or Agreement 2026	Change in % Satisfaction or Agreement (2024– 2026)	Dimension
10c. People with my identity, culture, and demographic background are welcome at MC.	90%	▲ 1%	Diversity, Equity, and Inclusion
5e. Quality of Library staff	**68%**	***No Change***	**Academic Support Services**
4b. Quality of teaching	81%	▼ -1%	Instruction
10a. I feel a sense of belonging at MC.	**79%**	▼ **-1%**	**Diversity, Equity, and Inclusion**
7e. Advisors and counselors are knowledgeable about your program requirements.	70%	▼ -2%	Counseling and Academic Advising

▲ ***= Increase in % satisfaction or agreement*** | ▼ ***= Decrease in % satisfaction or agreement***

Table 3 also reveals that the three top benchmark items are the same as they were in the 2024 survey.

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

93%

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

90%

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

87%

Most significantly, the ninety percent (90%) score on question 10c, "People with my identity, culture, and demographic background are welcome at MC," reflects the high mark that students give the MC community for promoting and fostering a sense of inclusion and diversity.

This satisfaction score is likely a major contributing factor to the seventy-nine percent (79%) satisfaction score on item "10a. I feel a sense of belonging at MC. *Garnering these ratings are no small feat considering our current national climate that's rife with culture wars and a controversial federal immigration-enforcement policy.*

Satisfaction Percentage By Question

The remaining survey questions reveal the same kind of positive results reflected in the benchmark items. Click here to access the Satisfaction-Agreement with Deltas Report showing the satisfaction/agreement percentages, dissatisfaction/disagreement percentages and their corresponding deltas for all the survey questions. An excerpt of the satisfaction statistics for the top ten out of the fifty-nine substantive survey items are presented in table 4.

Table 4 Top Ten Student Satisfaction Scores from Highest to Lowest % Satisfaction

Question	% Satisfaction or Agreement 2026	Change in % Satisfaction or Agreement (2024– 2026)	Dimension
11b. I would recommend MC to friends and family.	93%	▲ 2%	Overall Satisfaction
10c. People with my identity, culture, and demographic background are welcome at MC.	**90%**	**▲ 1%**	**Diversity, Equity, and Inclusion**
3g. Course mode (in-person, distance, remote, combo)	88%	▲ 2%	Instruction
3b Fair, unbiased treatment by your instructors	**88%**	**▲ 1%**	**Instruction**
11c. The overall quality of my MC education met or exceeded my expectations.	87%	▲ 2%	Overall Satisfaction
11a. MC events promote DEI.	**86%**	**▲ 3%**	**Diversity, Equity, and Inclusion**
4c. Your intellectual growth in class	86%	▲ 4%	Instruction
3d. Valued by your instructors	**84%**	**▲ 2%**	**Instruction**
4e. Availability of STEM Centers*	82%	▲ 6%	Academic Support Services
3a. Timeliness of instructors' feedback on your work	**82%**	**▲ 2%**	**Instruction**

▲ = Increase in % satisfaction or agreement | ▼ = Decrease in % satisfaction or agreement

**NOTE: To prevent data skewing, the nonresponse was omitted in the delta calculation of this question because twenty percent (20%) or more of the respondents did not or could not rate this item.*

High-Satisfaction Non-Benchmark Items

Excluding the benchmark items covered in the preceding section, table 4 shows that the following items received the top three satisfaction and agreement scores. This trio mirrors the 2024 survey, which stands as a testament to the college's accommodating course-delivery modes and culture that espouses fairness and diversity.

3b. Fair, unbiased treatment by your instructors

88%

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

87%

11a. MC events promote DEI.

86%

Low-Satisfaction Non-Benchmark Items

By contrast, determining the questions that received the lowest satisfaction scores is not a simple matter of focusing on the items in the Satisfaction-Agreement with Deltas Report that received the lowest combined satisfaction or agreement frequency percentages. Instead, you'll need to apply the following *analysis rubric* to derive the following low-satisfaction items:

- Exclude the results of question 9f "Being a member of a sports team" because this item applies to very few students.
- Exclude the results of the three items with the lowest agreement scores, which are questions 10d, 10f, and 10g (the same low-score items in the 2024 survey). This trio focuses on instances in which a student has had a negative experience as either the victim of or a witness to an act of discrimination and/or prejudice on campus or in class. *In every survey iteration, a low agreement score is the desired goal for these three items.*



Applying the rubric yields the following three as the items with the lowest satisfaction scores:

8a. Cafeteria

56%

6f. Availability of financial aid funds

57%

9e. The appeal of social and extracurricular events

58%

Note, the low three are nonetheless majority-favorable satisfaction items as over fifty percent of respondents indicated satisfaction with each of them. And moreover, each score is a plus delta from the 2024 survey as illustrated in table 5:

Table 5 Lowest Three Non-Benchmark Satisfaction Scores

Question	% Satisfaction or Agreement 2026	Change in % Satisfaction or Agreement (2024– 2026)	Dimension
9e. The appeal of social and extracurricular events	58%	▲ 3%	Student Life
6f. Availability of financial aid funds	**57%**	**▲ 4%**	**Registration, Financial Aid, and Student Support Services**
8a. Cafeteria	56%	▲ 1%	Facilities, campus buildings, and grounds

Conclusion

With three MC Satisfaction Surveys now completed, one can assert that student satisfaction remains high with stable ratings across all survey items and dimensions.

As always, the MC leadership team should only use this brief as a starting point. Each unit should engage in a deeper use and study of the items that are most relevant to their respective spheres of management and control.

OIRE stands ready to assist with all applicable follow-up research, which may include:

- Studying the full frequency distributions for the questions that are pertinent to your interests.
- Drilling 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.
- Exploring students' written comments by the relevant demography.

Additional Data Requests

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

Clicking this OIRE Request Form for follow-up data

…or cutting and pasting this URL into your browser's address field…

https://www.montgomerycollege.edu/offices/institutional-research-and-effectiveness/data-project-request.html

…or using this QR code to fill out a project request form on your phone…

