Student Engagement & Support Services Study

Survey Purpose
The purpose of this survey was to gather feedback from all students relative to their perspective on many aspects of their student experiences at Montgomery College (MC). The survey results and key findings will be used in future planning exercises and will inform decisions about where to invest resources for student success.

Who did we Survey?
All credit enrolled students at Montgomery College (22,601 students total). Participation was confidential and voluntary.

When did we Survey?
Survey timeframe: 5 weeks from Nov 9 - Dec 14, 2017.

Survey Topics
- Food & Nutrition
- Fitness & Wellness
- Student Housing
- Transportation
- Class Schedules/Availability
- Financial Support
- Personal Support
- Technology Support
- Study Activities
- 24/7 Campus Activities

Survey Format
On-line survey platform with a single-use link sent through email for tracking responses and sending reminders. Accessible through a computer, tablet, and mobile devices.

Survey Responses
Total responses: 1,074 students (5% of student body). Student survey demographics correlate closely with MC population.

Survey Results
The survey responses, key findings and trends are summarized in the Final Report.

Next Steps
- Provide feedback on selected priority areas that may need further study.
- Communicate key findings of survey in appropriate channels at MC.
- Identify action items and timeframe for implementation.
- Resources will be invested in areas identified for action that are critical for student success at MC.
SAFETY / SECURITY
The majority of students generally feel safe, but are more anxious on their safety in parking garages on Takoma Park/Silver Spring campus.

FITNESS / WELLNESS
While fitness is important to students, most exercise away from campus and fewer participate and attend sporting events on campus today.

FOOD / NUTRITION
Improving the Food/Nutrition quality and expanding the options on all campuses is a major concern for the majority of students.

Executive Summary

Student Experience Survey - Key Findings

- **55%** Prefer to EAT AWAY from campus
  - The most write-in comments were related to the quality, price & options available for food on campus today.

- **73%** Want a MAJOR CHAIN food option on campus

- **58%** Say participating in OPEN GYM is important
  - More than half of the students would use a swimming pool on campus.

- **74%** Say EXERCISE and SPORTS are important

- **87%** Feel SAFE & SECURE on campus at MC
  - A majority of students consider MC Alert their source of communications for information on emergency situations.

- **84%** Consider MC Alert their source of information
Student Experience Survey - Key Findings

STUDENT HOUSING
1/3 of all students want a housing option on Rockville Campus (RV) and 1/4 of all students want housing options on Germantown (GT) and Takoma Park/Silver Spring (TP/SS) Campuses.

1/3 RV Campus
1/4 GT & TP/SS Campuses

Strong preference for monthly housing costs less than or equal to $1,000.
A stronger interest in student housing on Rockville Campus from International Students and Student Athletes, with:
45% International
52% Athletes

TRANSPORTATION
Most students drive their Cars or take a Bus to their campus each day.

62% DRIVE a CAR to campus

More than half of the students also ride a bus and or metro rail to campus very often or always.

64% RIDE a BUS and/or Take Metro Rail to campus

CLASS SCHEDULES & AVAILABILITY
Most students are currently taking classes when they would prefer to take them in the desired time and day during the weekdays.

However, there is a strong preference by students over 21 for significantly more WEEKEND Classes on all Campuses.

17% Saturday
10% Sunday
**FINANCIAL SUPPORT**
Most students are managing their spending and pay for their college from: Income/Savings, Grants, Scholarships and/or Student Loans.

58% Pay for Tuition and Expenses with their INCOME & SAVINGS
Strong desire by most students to finish college with no debt.

68% DO NOT USE LOANS to pay for college expenses

**PERSONAL SUPPORT**
Personal support needs are primarily related to affordable housing, mental health and access to health insurance issues.

20% Require assistance with AFFORDABLE HOUSING
The main reason students would stop taking classes is related to a lack of finances, followed by caring for family members and working commitments.

50% Say LACK OF FINANCES are likely to stop their education plans

**TECHNOLOGY SUPPORT**
The vast majority of students own a laptop computer and a smart phone.

84%

90%
Given that the majority of students own a laptop computer and a smart phone; WiFi access, internet connectivity, and technology support services are all very important to them.

97%

Consider WiFi ACCESS on campus very important
Student Experience Survey - Key Findings

STUDY ACTIVITIES

Strong preference for studying in a Library, Tutoring Center, Technology Lab, Classroom, and outside on campus.

48%

Most use the LIBRARY to study alone or with friends

If expanded dining-student centers and student housing were to be provided on campus, the demand for these areas would increase to match other institutions.

Tutoring Centers, Classrooms, & Tech Labs are used most often

24/7 CAMPUS ACTIVITIES

Eat: Students eat on campus primarily during the daytime: M-F / 8am-5pm. Some prefer to early and late when they are studying on campus.

Sleep or Take a Nap: Students like to sleep or take a nap through-out the entire day.

Study: Students study on campus primarily during the daytime: M-F / 8am-5pm and in the evening; M-F 5pm-10pm. Some prefer to study on the weekends on campus.

Seek Personal Help: Students seek personal help on campus primarily during the daytime: M-F / 8am-5pm. Some prefer to seek help later in the day when they are on campus.

24/7 CAMPUS ACTIVITIES

Seek Academic Help: Students seek academic help on campus primarily during the daytime: M-F / 8am-5pm. Some prefer to seek help later in the day when they are studying on campus.

Work: Students work on campus primarily during the daytime: M-F / 8am-5pm and in the evening; M-F 5pm-10pm. Some prefer to work on the weekends on campus.

Pray/Meditate: Some students pray/meditate on campus through-out every day of the week. Most prefer to pray/meditate in quiet areas that are convenient on campus.
24/7 CAMPUS ACTIVITIES

Watch TV / Movies: Students watch TV & movies on the weekends and in the evenings on campus.

Work-out: Some students work-out on campus through-out every day of the week. Most prefer to exercise away from campus.

Play or Watch Sports: A few students play or watch sports on the weekends and in the evenings on campus.

Play Games / Internet: Students play games / internet on campus through-out every day of the week.

24/7 CAMPUS ACTIVITIES

Clubs / Associations: A few students participate in clubs/association activities on campus during the weekdays. Some write-in comments included requests for more “student fairs, fests and events of that nature”.

Cultural Events: A few students participate in cultural events on campus through-out the week. Some write-in comments included requests for more “entertainment on campus”.

Lectures / Seminars: Students attend lectures and seminars on campus primarily during the week day.

24/7 CAMPUS ACTIVITIES

Personal Projects: Students participate in personal project activities on campus through-out the week.

Community Service / Volunteer: A few students participate in community service / volunteer activities on campus through-out the week. Some write-in comments included requests for more “opportunities or clubs for full-time working students to participate in the evenings or weekends”.

Hang-out with Friends: Most students hang-out with friends on the weekends and in the evenings on campus.