



Final Survey Report  
January 8, 2018

EXECUTIVE  
SUMMARY



# Student Engagement & Support Services Study

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## 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.*

# Student Experience Survey - Key Findings

## FOOD / NUTRITION

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



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

## FITNESS / WELLNESS

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

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

## 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*

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 then would prefer to take then 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

# Student Experience Survey - Key Findings

## 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 eat 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.*

# Student Experience Survey - Key Findings

## 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.*