



Final Survey Report
January 8, 2018



Student Engagement & Support Services Study



Equilibrium and Entropy
IRREVERSIBLE PROCESSES: OCCUR spontaneously in only one direction (macroscopically) (ARROW OF TIME)

Systems move towards equilibrium
Irreversibility: energy flows not of states available to a system

$\ln(\Omega^N) \propto \ln(\Omega^N)$
2nd Law of Thermodynamics
The entropy (S) of an isolated system never decreases

Final Survey Report

1. Executive Summary
2. Introduction
 - Survey Purpose
 - Survey Topics
 - Survey Format
 - Survey Distribution
 - Schedule
3. Student Survey Demographics
4. Student Survey Results
5. Next Steps



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.*

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.*

Purpose of Survey

Montgomery College cares about how you as a student experience our campuses

Therefore, the purpose of this survey is to gather your feedback on the many aspects of which you experience support services at Montgomery College (MC). The information you provide will help us in making decisions about the services you receive on our campuses such as; WiFi accessibility, study spaces, food service operations on campus, transportation services, enhanced classroom and space use facilities, etc. 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. All information gathered is anonymous and confidential and no personal data will be shared.

Student Survey Topics

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

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graph LR; A[Food & Nutrition] --- B[17 questions on Student Experiences]; A --- C[13 questions on Student Demographics]; B --- D[Fitness & Wellness]; B --- E[Student Housing]; B --- F[Transportation]; B --- G[Class Schedules/Availability]; B --- H[Financial Support]; B --- I[Personal Support]; B --- J[Technology Support]; B --- K[24/7 Campus Activities]; B --- L[Study Activities]; C --- M[Student Demographics];
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17 questions on
Student Experiences

13 questions on
Student Demographics

MC MONTGOMERY COLLEGE

Student Experience Survey

Montgomery College cares about how you as a student experience our campuses. Therefore, the purpose of this survey is to gather your feedback on the many aspects of which you experience support services at Montgomery College (MC). The information you provide will help us in making decisions about the services you receive on our campuses such as well accessibility, study spaces, food services operations on campus, transportation services, enhanced classroom and space use facilities, etc. 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. All information gathered is anonymous and confidential and no personal data will be shared.

1. Food / Nutrition:
Please indicate below the degree in which you agree or disagree with the following statements regarding food/nutrition and dining options at Montgomery College (MC).

	Strongly Agree	Agree	No opinion	Disagree	Strongly Disagree
I prefer to eat at food venues on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I prefer to eat at food venues away from campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I prefer to bring my own food to campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would be more likely to eat on campus if major chains were available (Chipotle Mexican Grill, Sweetgreen, Chick-fil-A)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receiving nutritional information on the meals I eat at MC is important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cooking meals with friends is important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If student housing were available at MC, I would prefer to eat in this facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your Voice Matters at Montgomery College Page 1 of 13

Your Voice Matters at Montgomery College Page 2 of 13

Your Voice Matters at Montgomery College Page 13 of 13

Strongly Disagree

I prefer to bring my own food to campus

☐ Strongly Agree

☐ Agree

☐ No opinion

☐ Disagree

☐ Strongly Disagree

I would be more likely to eat on campus if major chains (d) were available (Chipotle Mexican Grill, Sweetgreen)



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
- Ability to save and continue later, as well as print responses at completion

MC MONTGOMERY COLLEGE

Montgomery College cares about how you as a student experience our campuses. Therefore, the purpose of this survey is to gather your feedback on the many aspects of which you experience support services at Montgomery College (MC). The information you provide will help us in making decisions about the services you receive on our campuses such as well accessibility, study spaces, food services operations on campus, transportation services, enhanced classroom and space use facilities, etc. 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. All information gathered is anonymous and confidential and no personal data will be shared.

4 Housing:
Student housing developments enhance the campus experience and build living & learning communities for many students. Montgomery College is studying the need and desire of its students for such an environment and balancing the fiscal requirements to build it. Indicate if you would be interested in student housing options on or near your main campus location below.

	Yes	No	Not Sure
(a) Would you live in student housing in Rockville if available?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) Would you live in student housing in Germantown if available?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) Would you live in student housing in Takoma Park/Silver Spring if available?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5 Housing:

15. 24/7 Campus Activities:
What are your preferred time frames for the following activities on campus. Check all that apply.

	M-F / 6am-8am	M-F / 8am-5pm	M-F / 5pm-10pm	M-F / 10pm-2am	M-F / 2am-6am
(a) Eat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Sleep or Take a Nap	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Study	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Seek Personal Help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Seek Academic Help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Pray/Meditate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MONTGOMERY COLLEGE

Thank you!

Thank you for your participation. If you have additional questions about this survey, please email Response@MontgomeryCollege.edu or call the Response Center at 240-567-5000

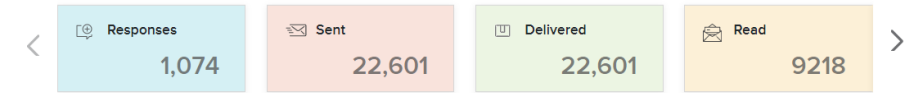
If you are experiencing an emergency situation, please contact Counseling & Advising or the Office of the Dean of Student Affairs on your respective campus.

By completing the survey, you will be entered for a chance to win prizes (including a \$500 scholarship) in a raffle held each week during the four week survey period. You will be notified by email if

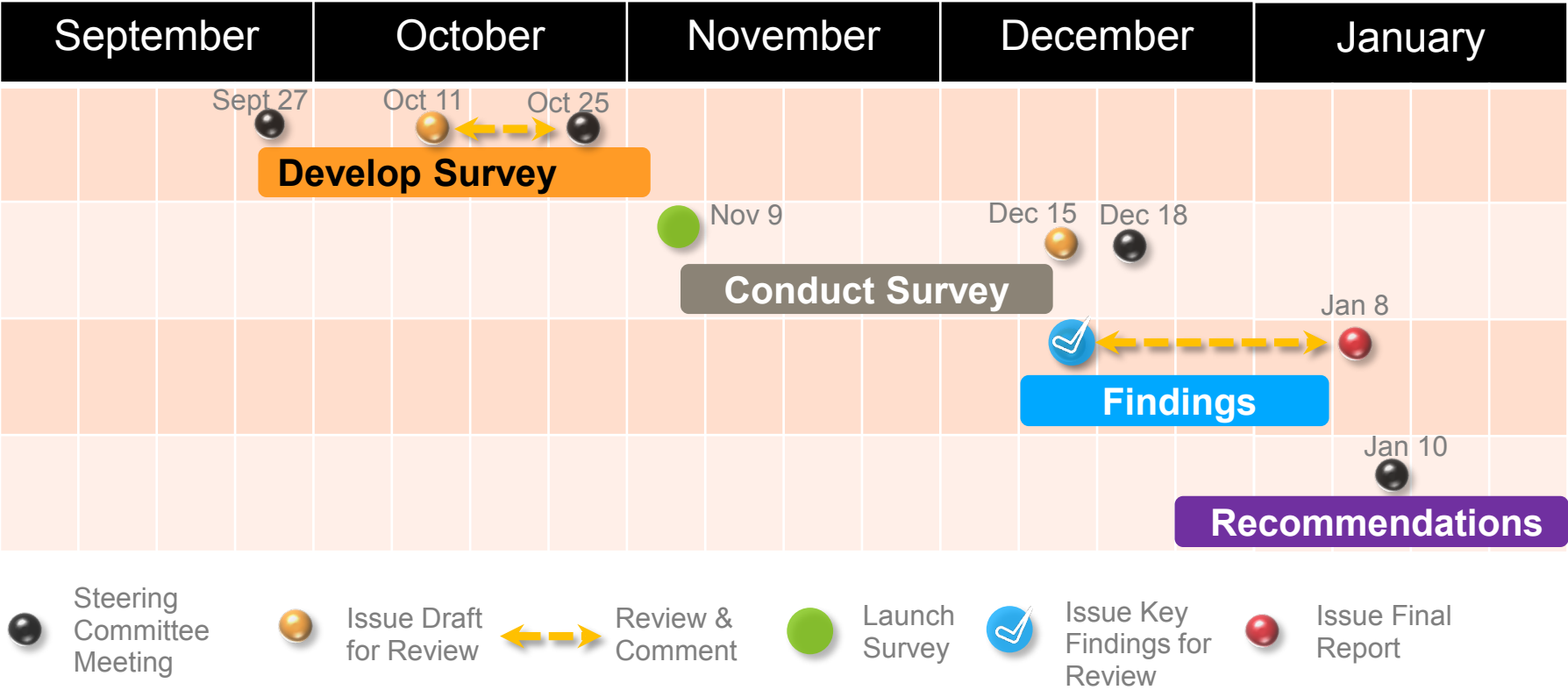
Survey Distribution

- Surveys were sent through email to all 22,601 credit enrolled students at Montgomery College (MC)
- Survey timeframe: 5 weeks Nov 9 - Dec 14, 2017
- Survey was promoted within MC organizations and reminder emails with survey link were sent each week
- \$500 scholarship prize raffled to students who completed surveys each week
- Total responses: 1,074 (5%)
- Student survey demographics correlate with MC population
- Findings and trends summarized in this report
- Conditional analysis of some topics based on variables set by MC
- Additional filtering can be provided

MC-Student Experience Survey-110917

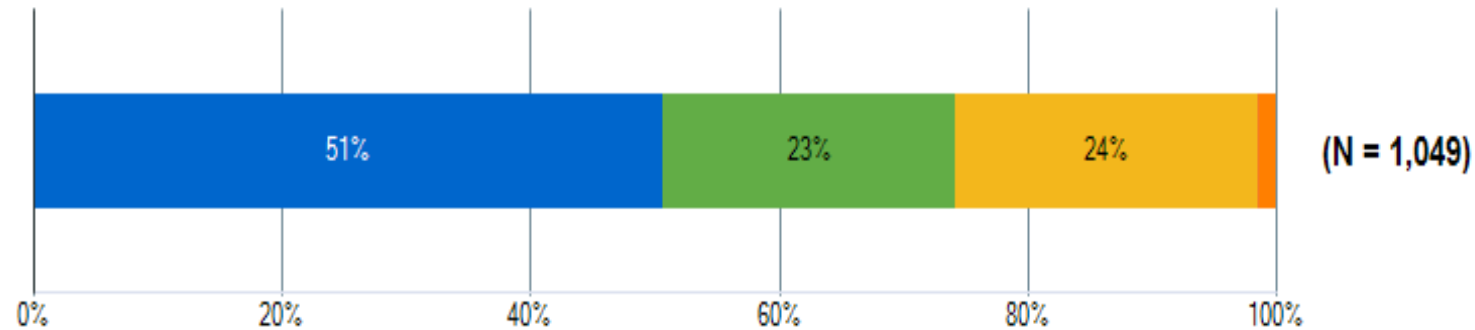


Survey Schedule



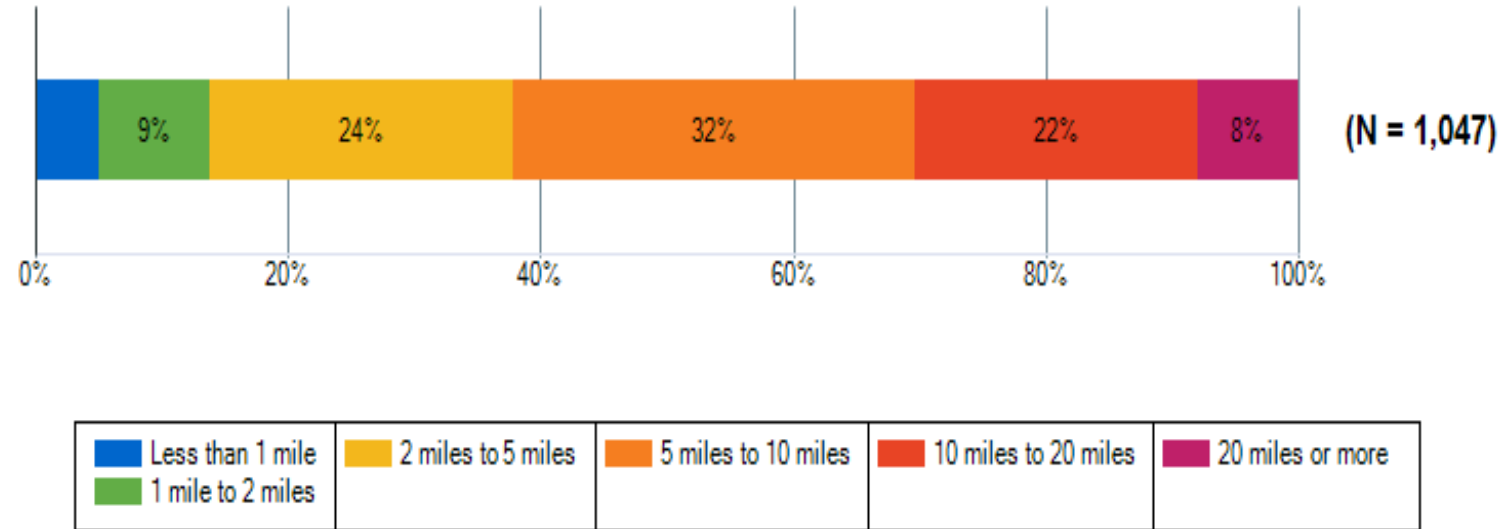
Student Survey Demographics

Which of the following is your main location for attending classes at Montgomery College?

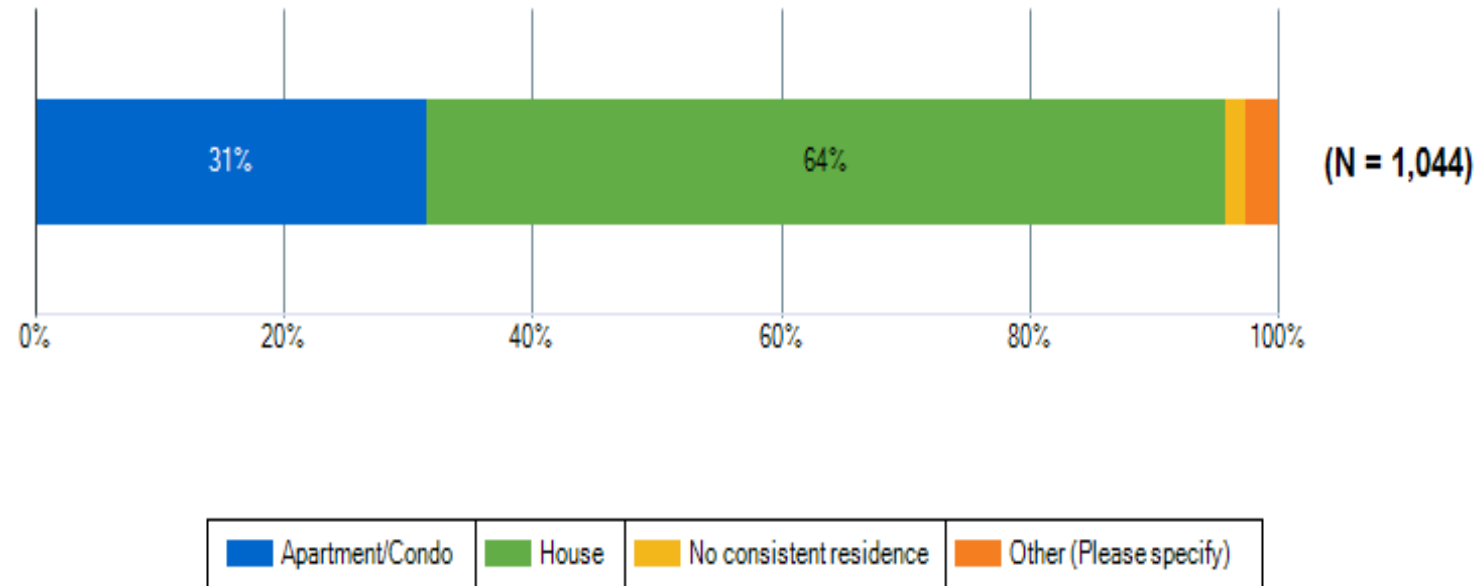


<div></div> Rockville Campus	<div></div> Gaithersburg Business Training Center	<div></div> Other Workforce Development & Continuing Education Centers	<div></div> Online
<div></div> Takoma Park/Silver Spring Campus	<div></div> Westfield South Center (Wheaton)	<div></div> MCPS Adult Education Classroom Locations	
<div></div> Germantown Campus			

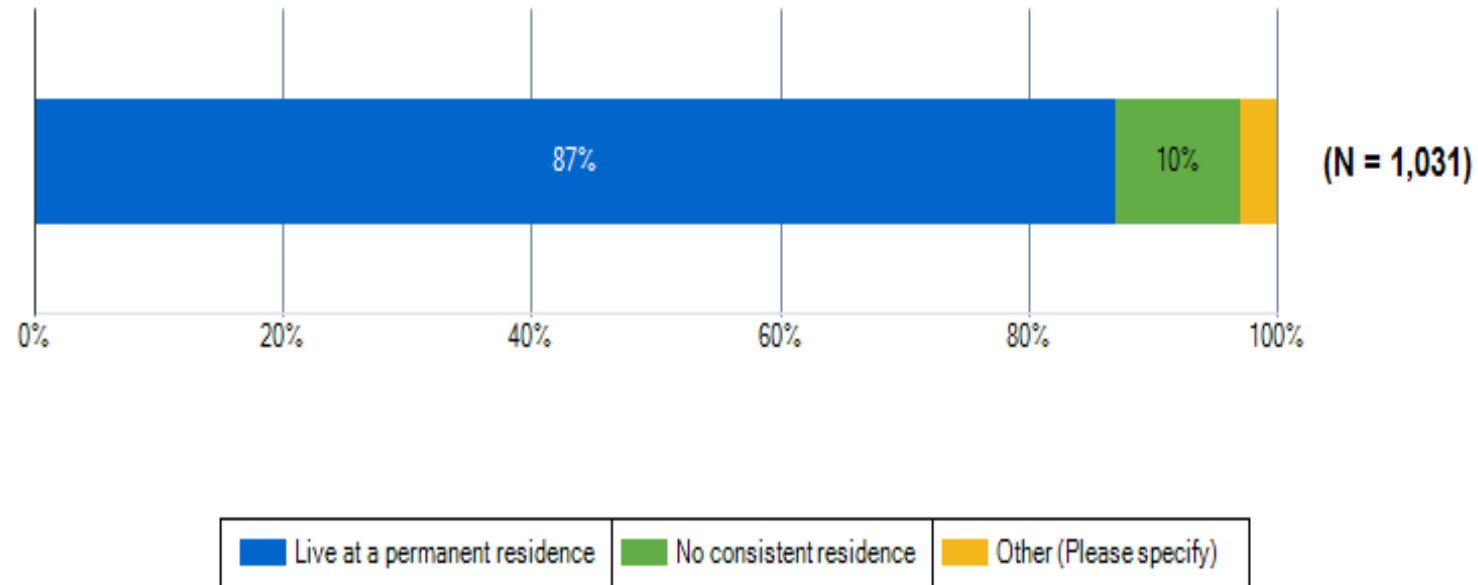
How far do you live from your main campus location?



What type of residence do you currently live in?

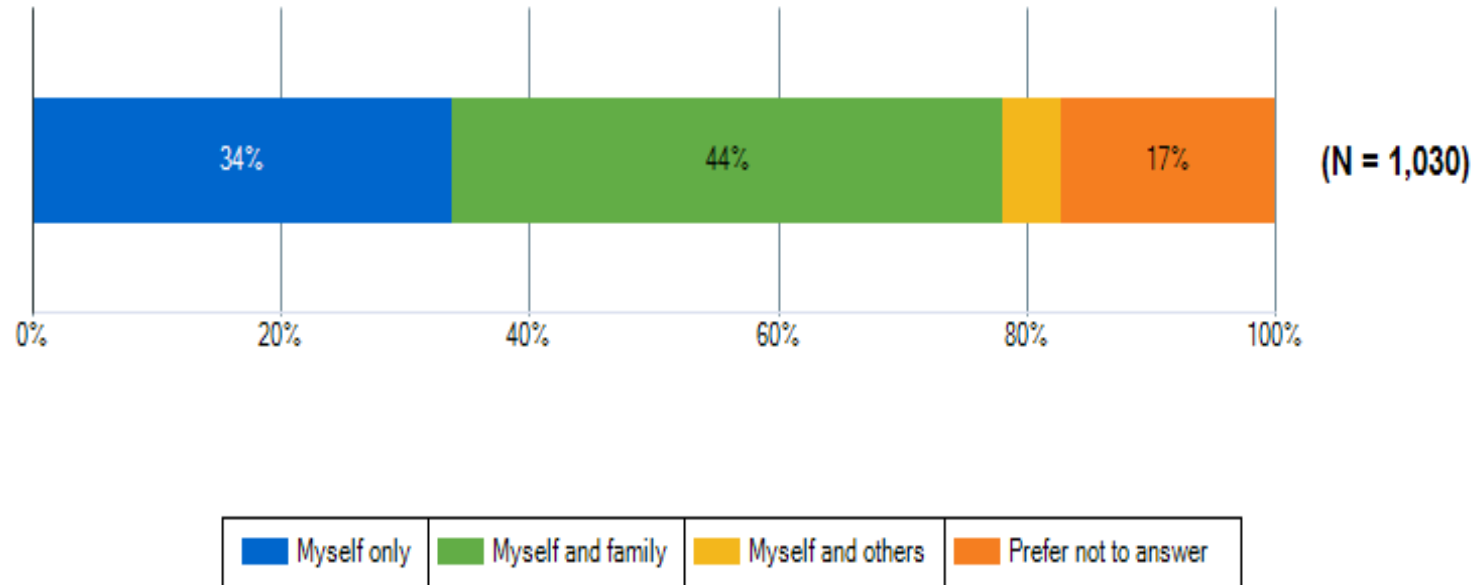


In the past year, what best describes your living arrangements at home?

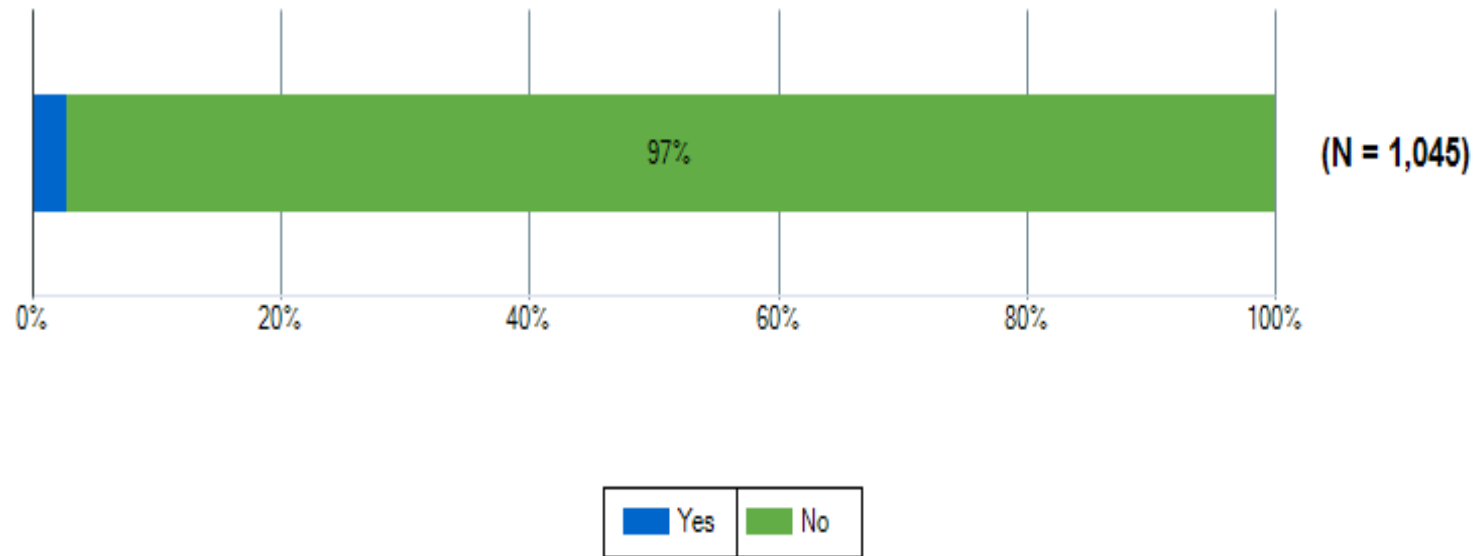


Student
Demographics

Please indicate if you provide financial support for the following individuals:

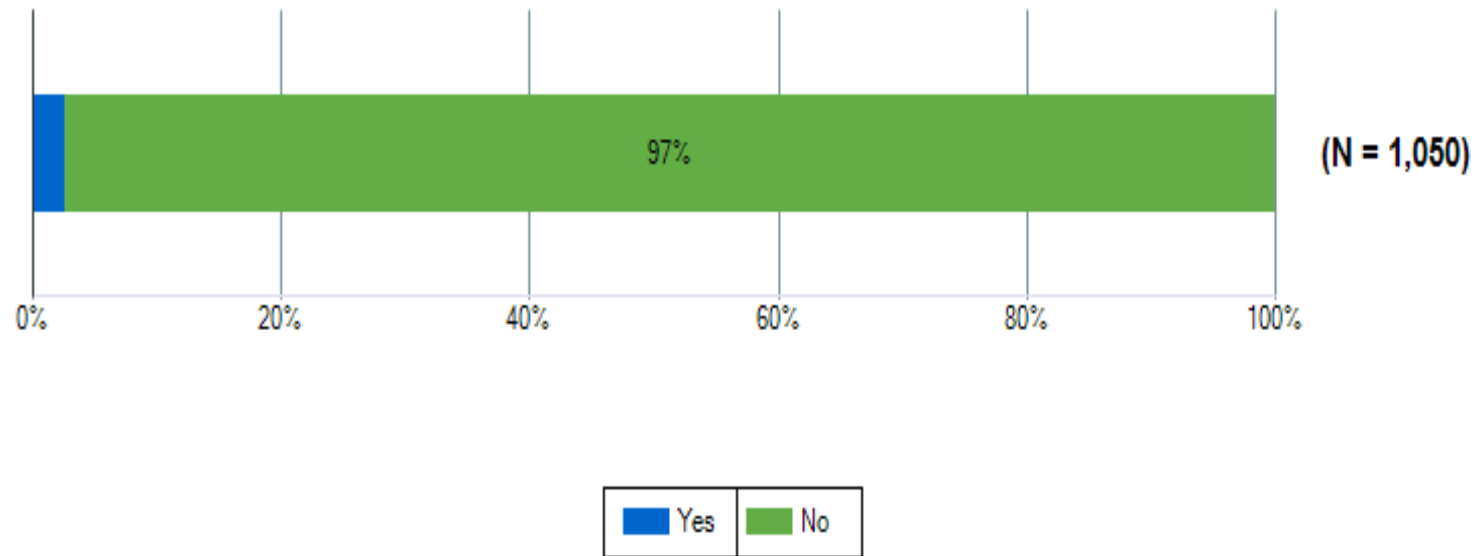


Are you a current or former member of the U. S. Armed Forces, Reserves, or National Guard?

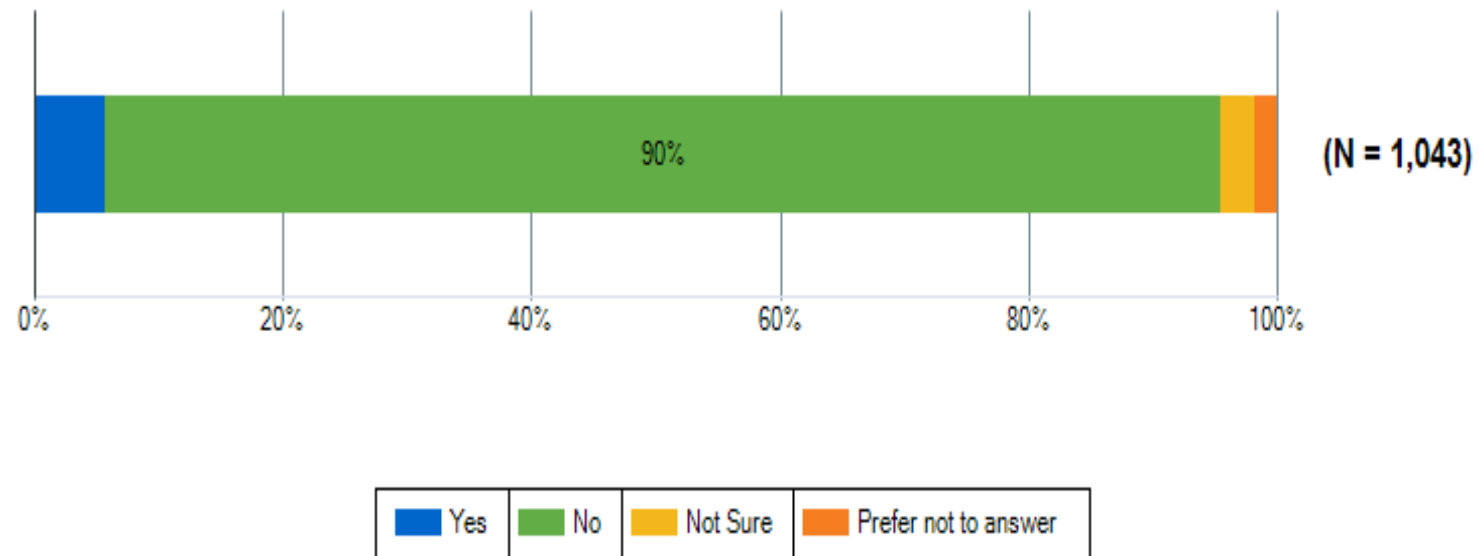


Student
Demographics

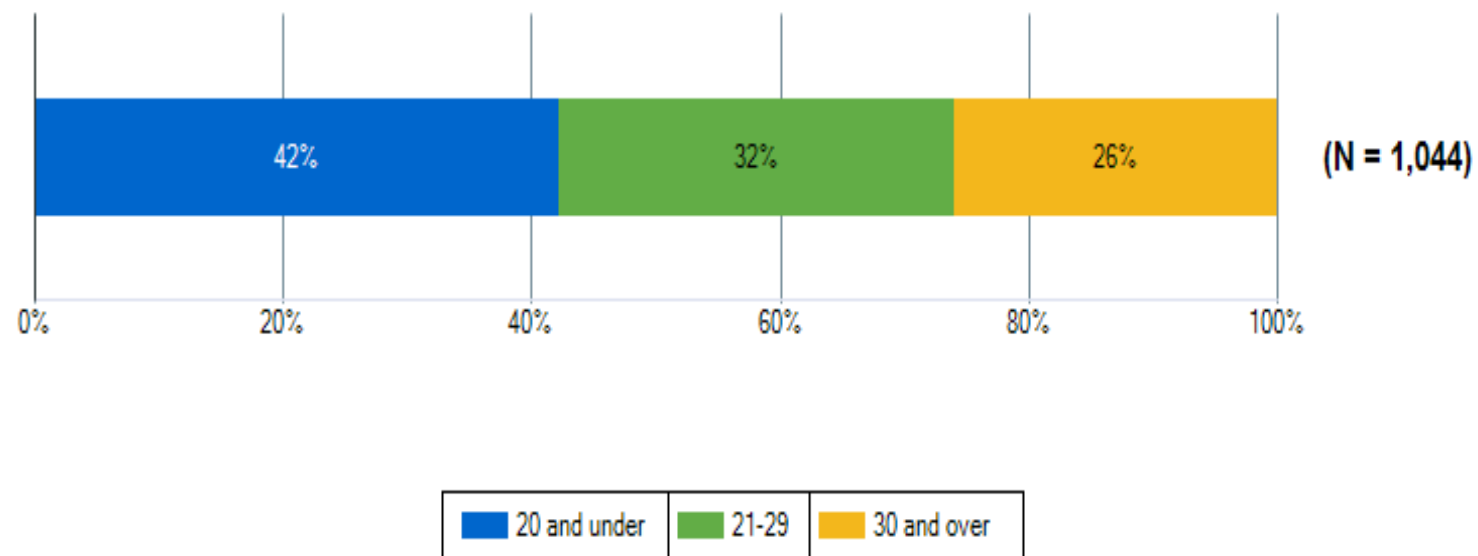
Are you a Student Athlete on an intercollegiate sports team sponsored by Montgomery College athletics department?



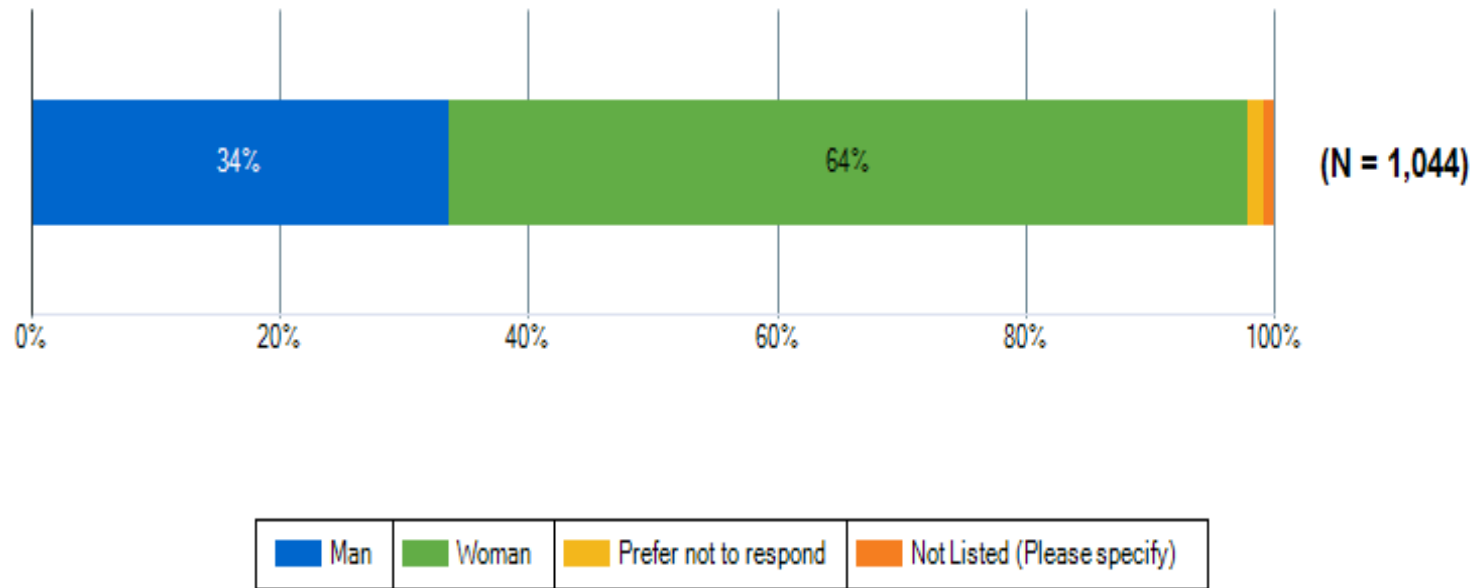
Are you an International Student with an F-1 Visa?



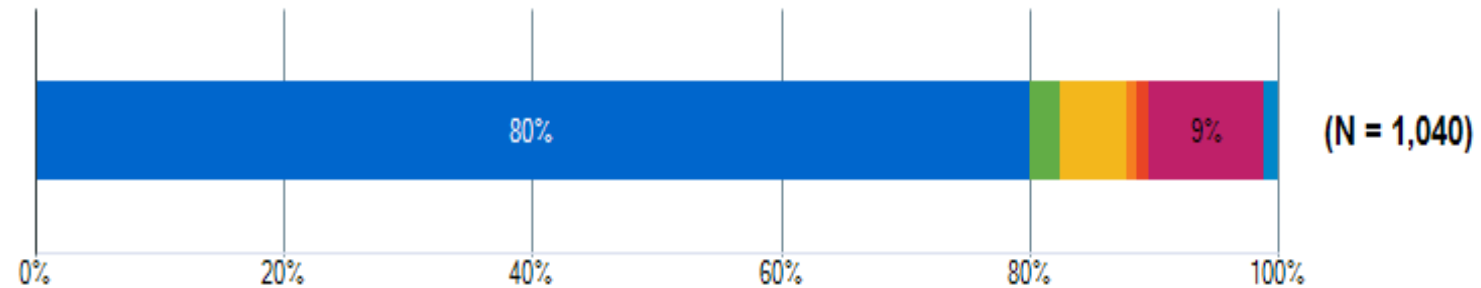
What age group are you in?



What is your preferred gender identification?

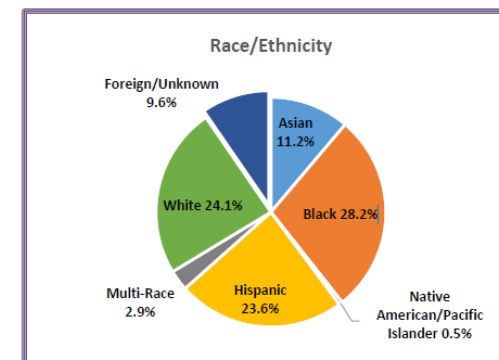


What is your sexual orientation?



<div></div> Heterosexual or Straight	<div></div> Bisexual	<div></div> Queer	<div></div> Questioning	<div></div> Prefer not to respond	<div></div> Other (Please specify)
<div></div> Gay or Lesbian					

What is your race/ethnicity?



11.2%

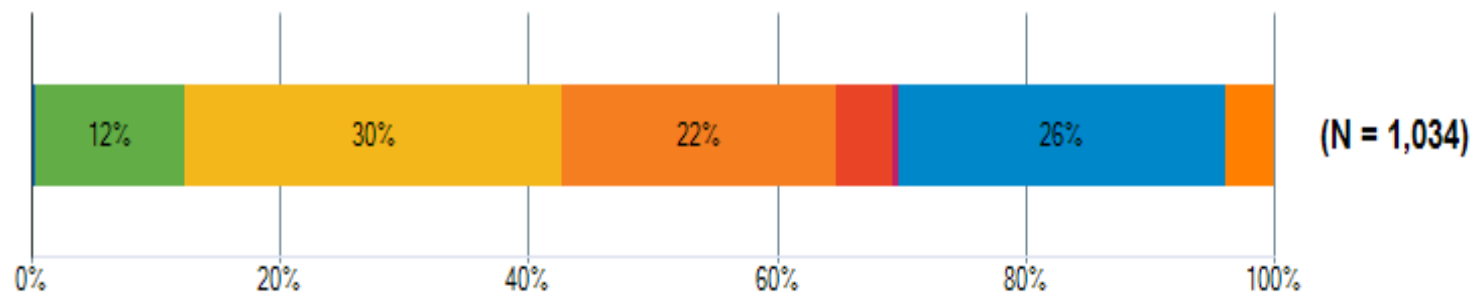
28.2%

23.6%

2.9%

24.1%

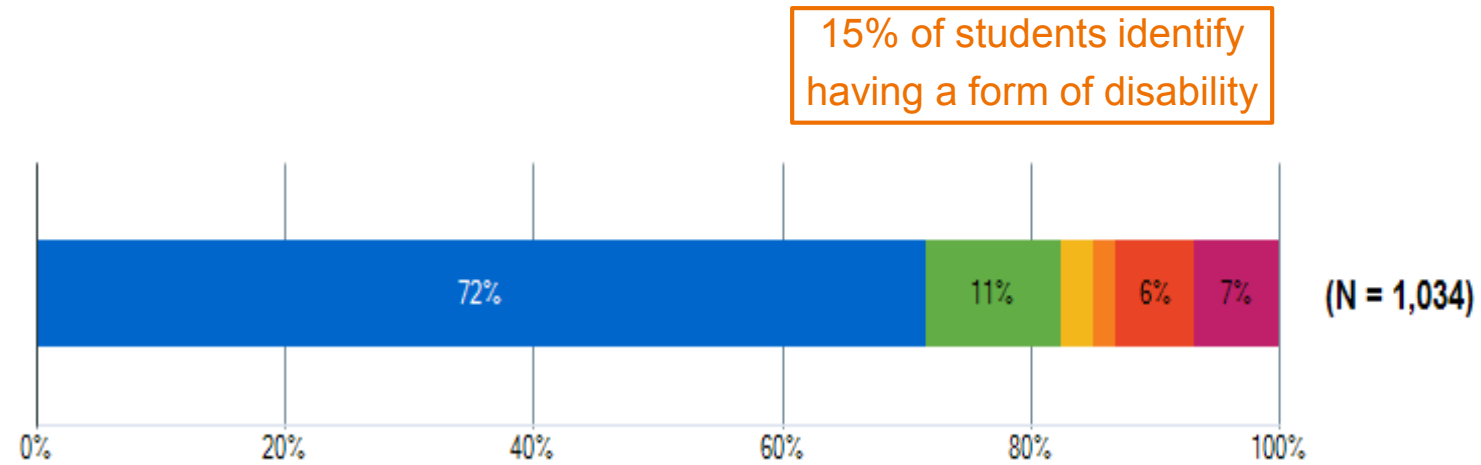
Montgomery College
Fall 2016 Enrollment









STUDENT SURVEY PARTICIPANTS

American Indian and Alaska Native	Black or African American	Multiracial	White
Asian	Hispanic or Latino	Native Hawaiian and Other Pacific Islander	Other (Please specify)

Do you have a disability?



 I do not have any disabilities	 I have a physical disability	 I have both a learning and physical disability	 Don't know	 Prefer not to answer
 I have a learning disability				

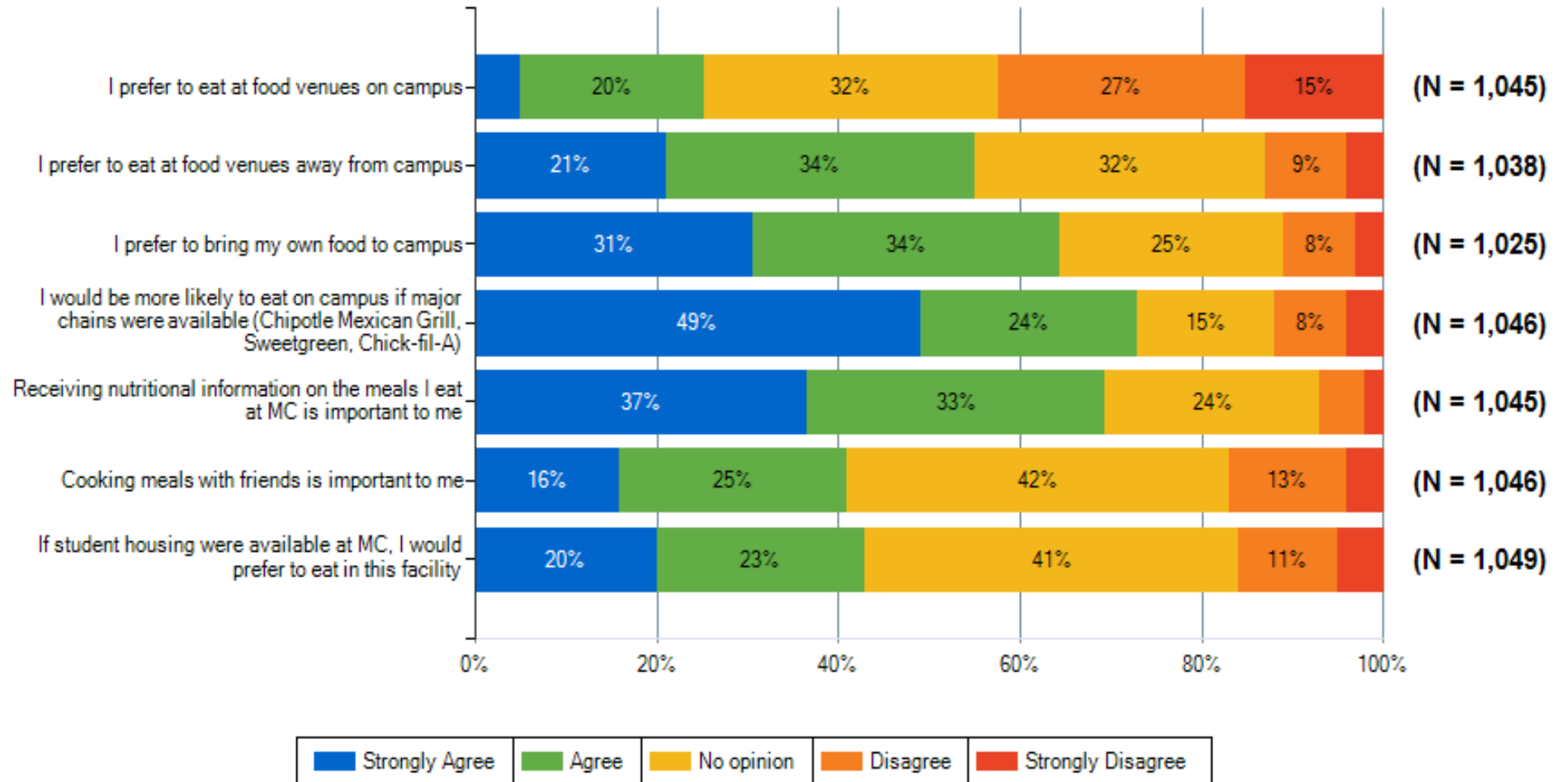
Student Survey Results

Please indicate below the degree in which you agree or disagree with the following statements regarding food/nutrition and dining options at Montgomery College

TAKE AWAY:

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

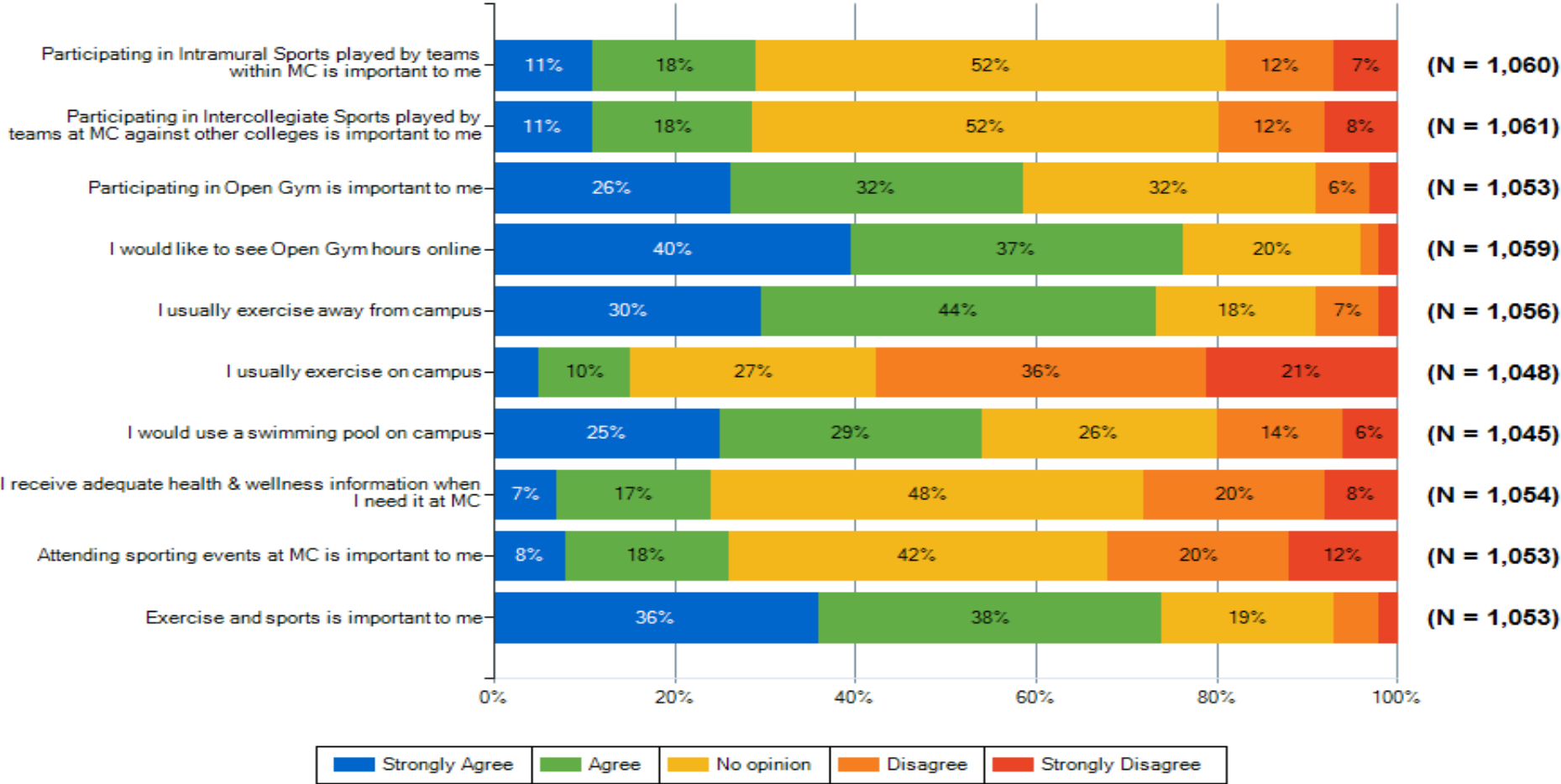
The most write-in comments were related to the quality, price & options available for food on campus today



Please indicate below the degree in which you agree or disagree with the following statements regarding fitness/wellness options at Montgomery College

TAKE AWAY:

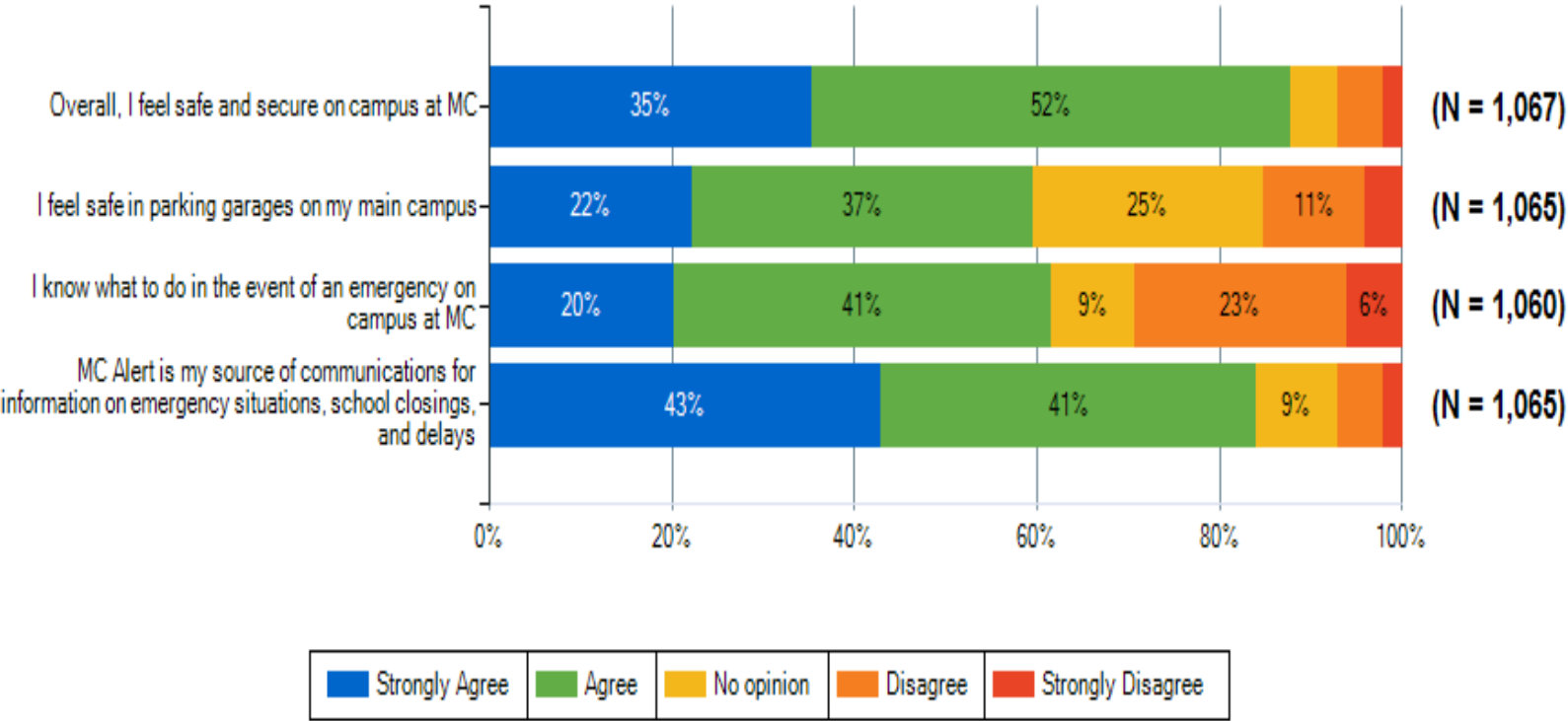
While fitness is important to students, most exercise away from campus and fewer participate and attend sporting events on campus today



Please indicate below the degree in which you agree or disagree with the following statements regarding safety/security at Montgomery College

TAKE AWAY:

The majority of students generally feel safe, but are more anxious on their safety in parking garages on Takoma Park/Silver Spring campus

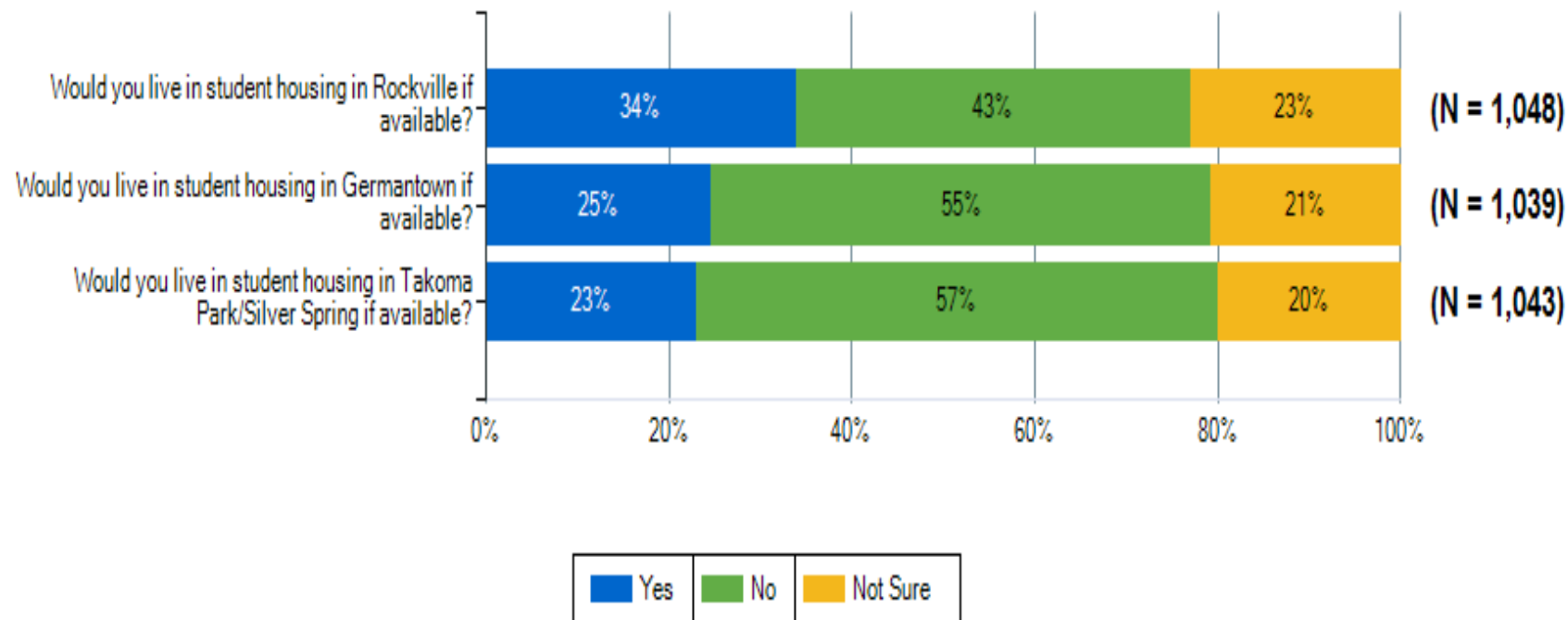


Student Housing

Please indicate if you would be interested in student housing options on or near your main campus location below

TAKE AWAY:

1/3 of all students want a housing option on Rockville Campus and 1/4 of all students want housing options on Germantown and Takoma Park/Silver Spring Campuses



Please indicate if you would be interested in student housing options on or near your main campus location below

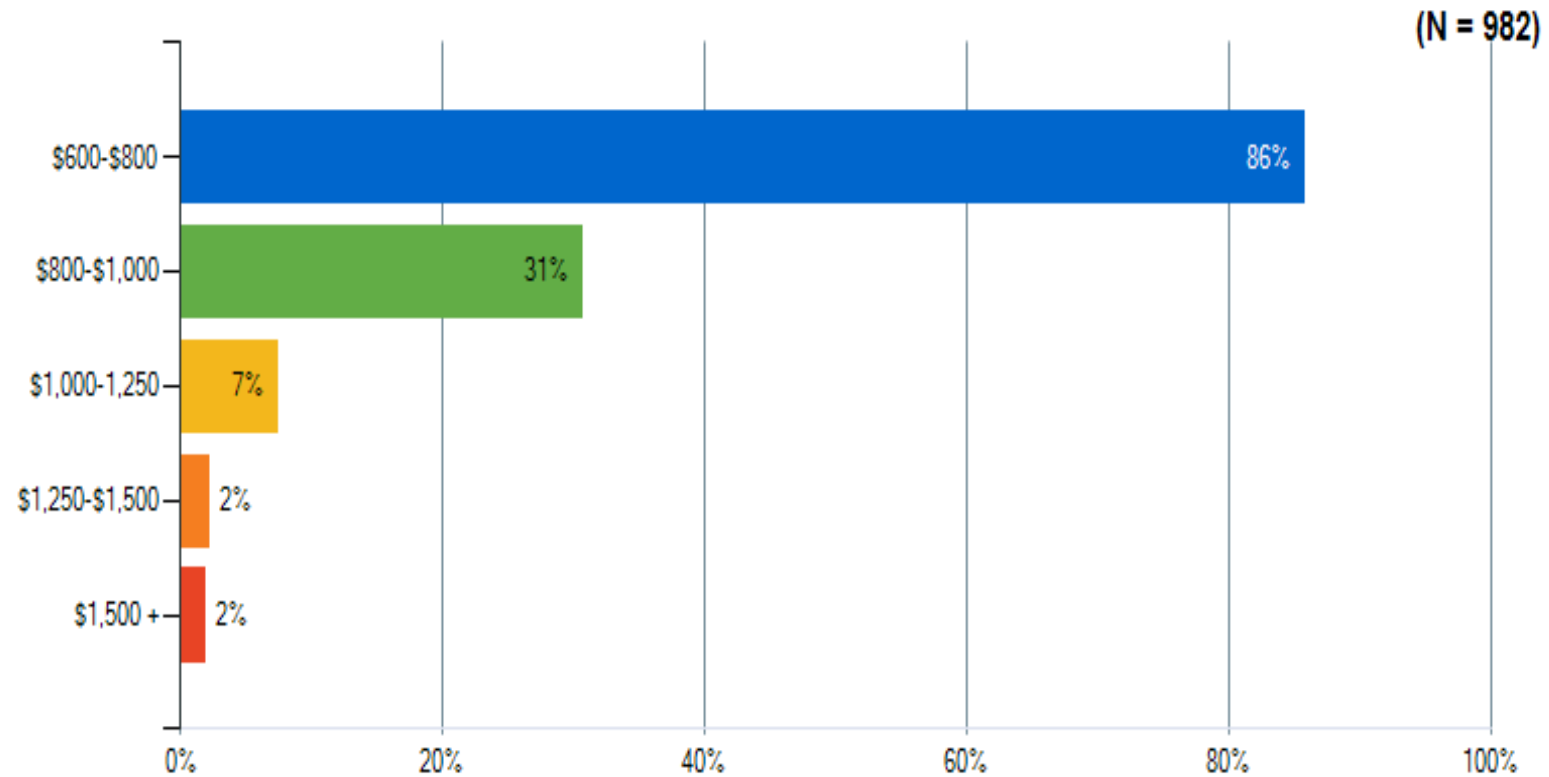
Interested in Student Housing	International Students	Student Athletes	Student Veterans	RV	GT	TP/SS	All Students
YES on Rockville Campus (RV)	45%	52%	21%	20%	10%	7%	34%
YES on Germantown Campus (GT)	28%	37%	21%	7%	11%	4%	25%
YES on Takoma Park / Silver Spring Campus (TP/SS)	40%	15%	32%	7%	4%	12%	23%
Total Percentages				34%	25%	23%	
Total Responses	68	28	21	353	255	237	

TAKE AWAY: A greater interest in housing from international students and student athletes, especially at RV

What cost range would you find affordable for monthly student housing costs (including utilities)?
Check all that apply

TAKE AWAY:

Strong preference for
monthly housing
costs \leq \$1,000

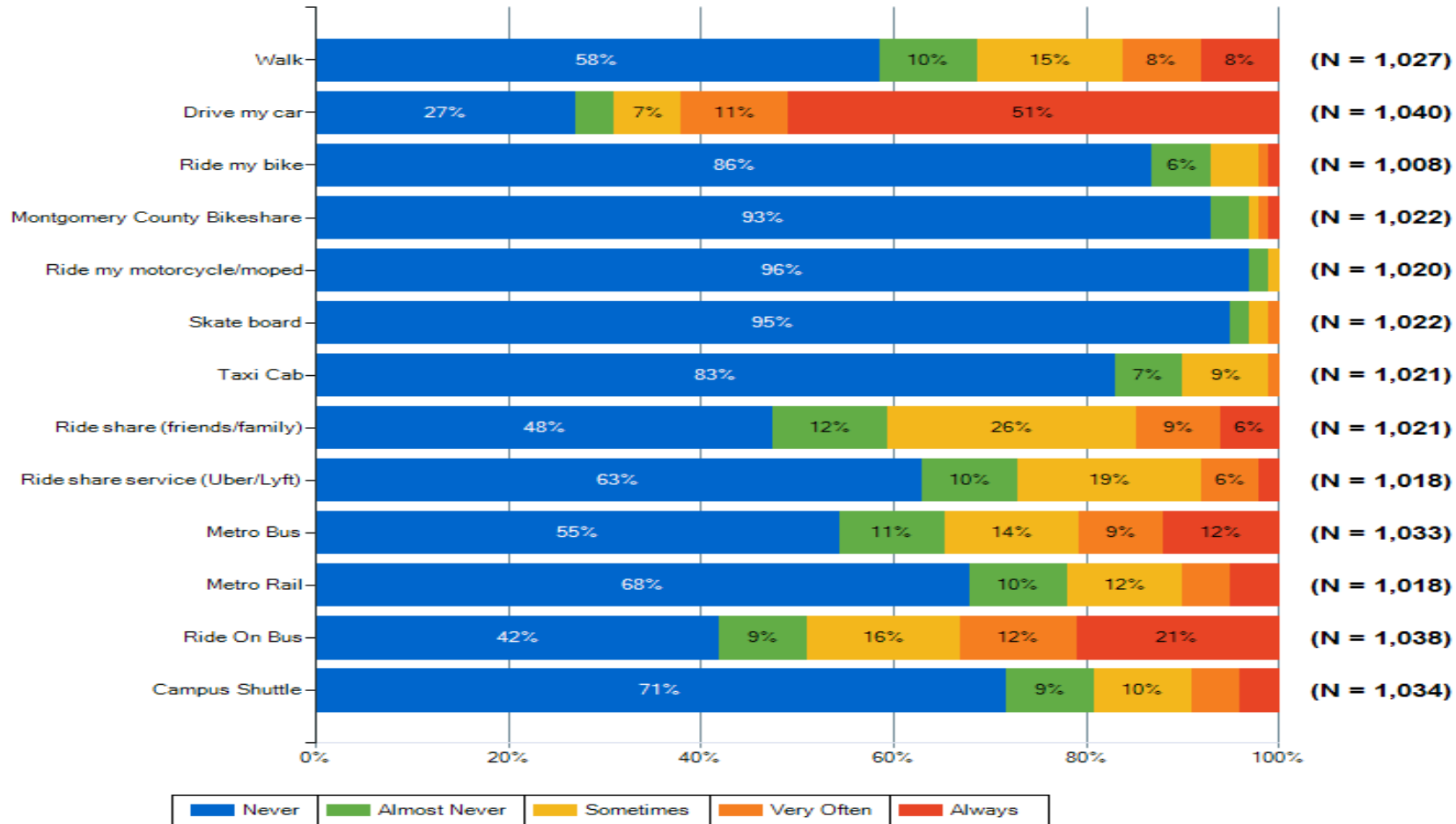


Transportation

How often do you use the following modes of transportation to and from your MAIN CAMPUS location?
Check all that apply

TAKE AWAY:

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



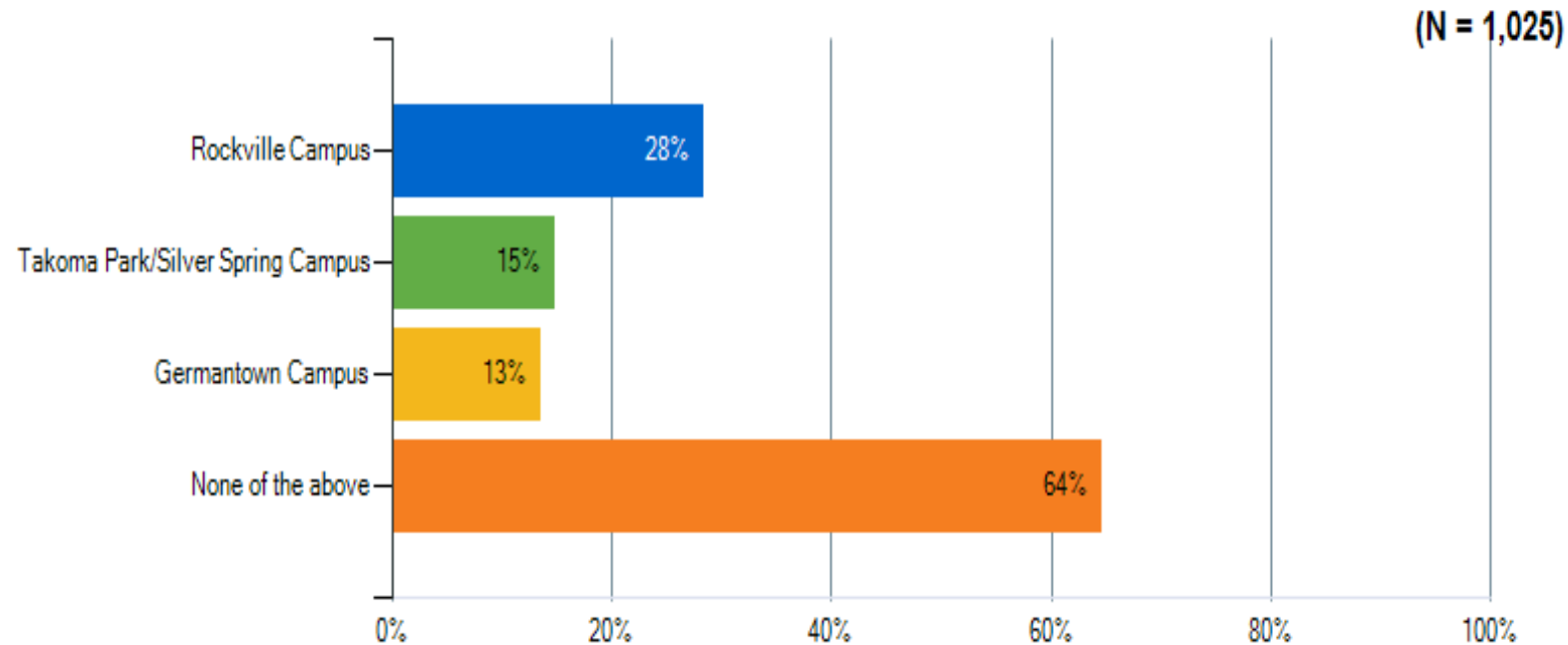
Drive Car

Ride Bus

Which campus locations do you travel to on the Campus Shuttle? Check all that apply

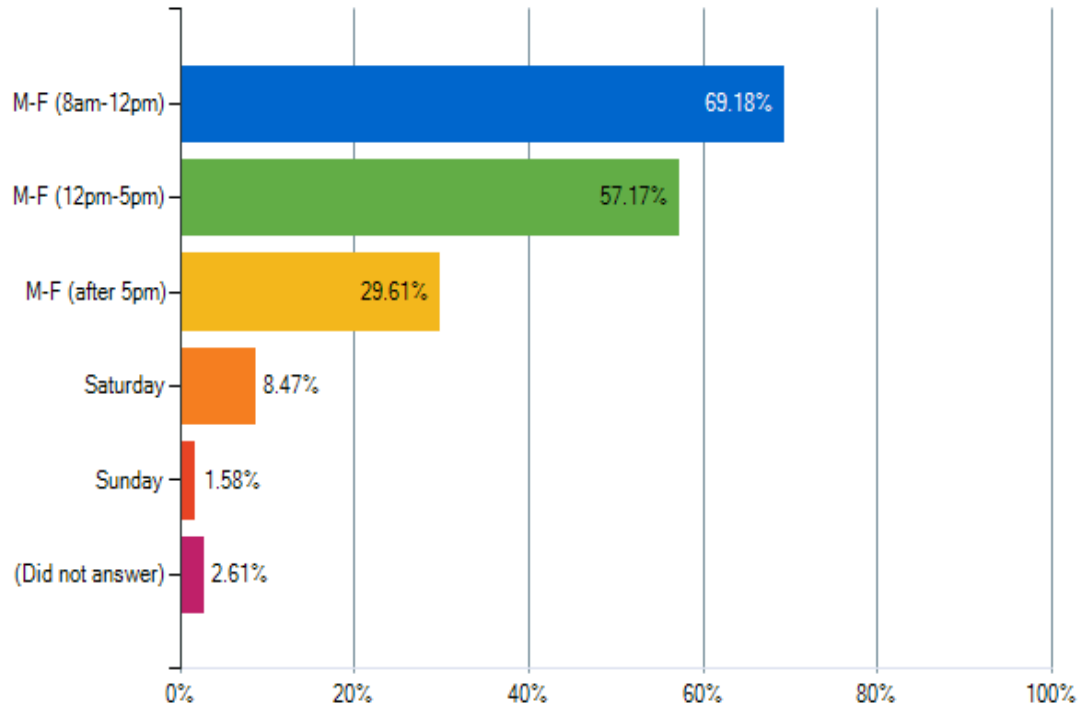
TAKE AWAY:

Transportation write-in comments had concerns on Campus Shuttle & Ride On Bus schedules (getting late to classes because of delays) and seat availability on full buses at certain times

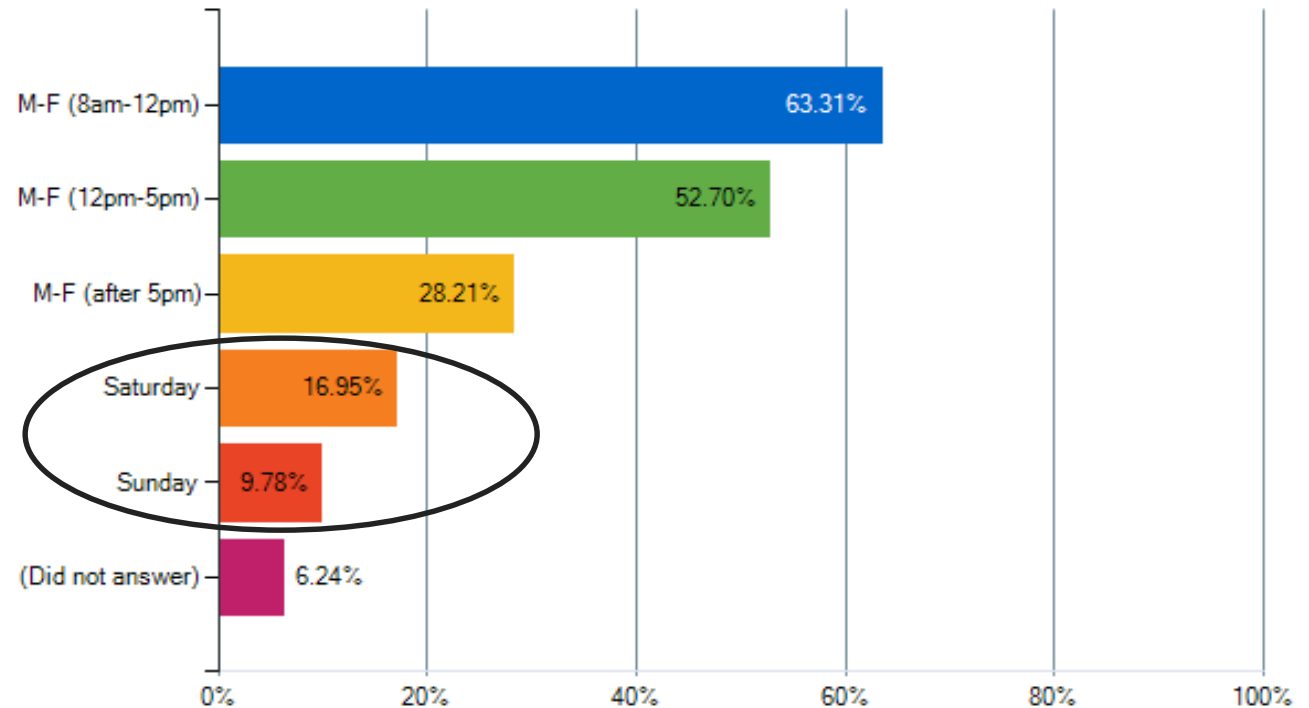


Please indicate your current and desired class time frame based on your personal schedules. (including online classes)
Check all that apply

When are you currently taking classes?



When would you prefer your classes to be offered?



TAKE AWAY: Strong preference by students over 21 for more WEEKEND Classes on all Campuses

Financial Support

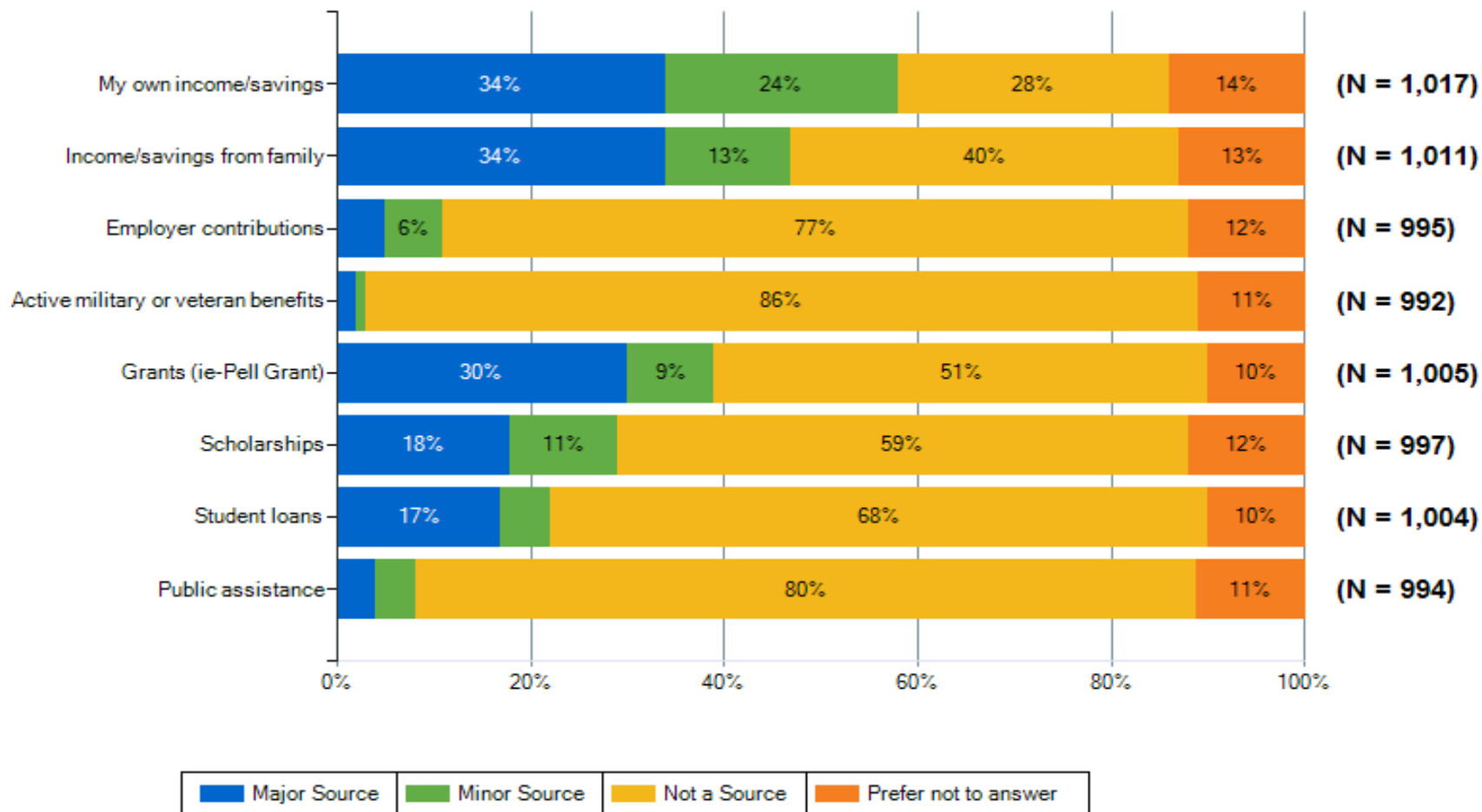
How do you pay for your tuition and expenses at Montgomery College? Check all that apply

TAKE AWAY:

Most students pay for their college from:

- Income/Savings
- Grants
- Scholarships
- Student Loans

Strong desire to finish college with no debt

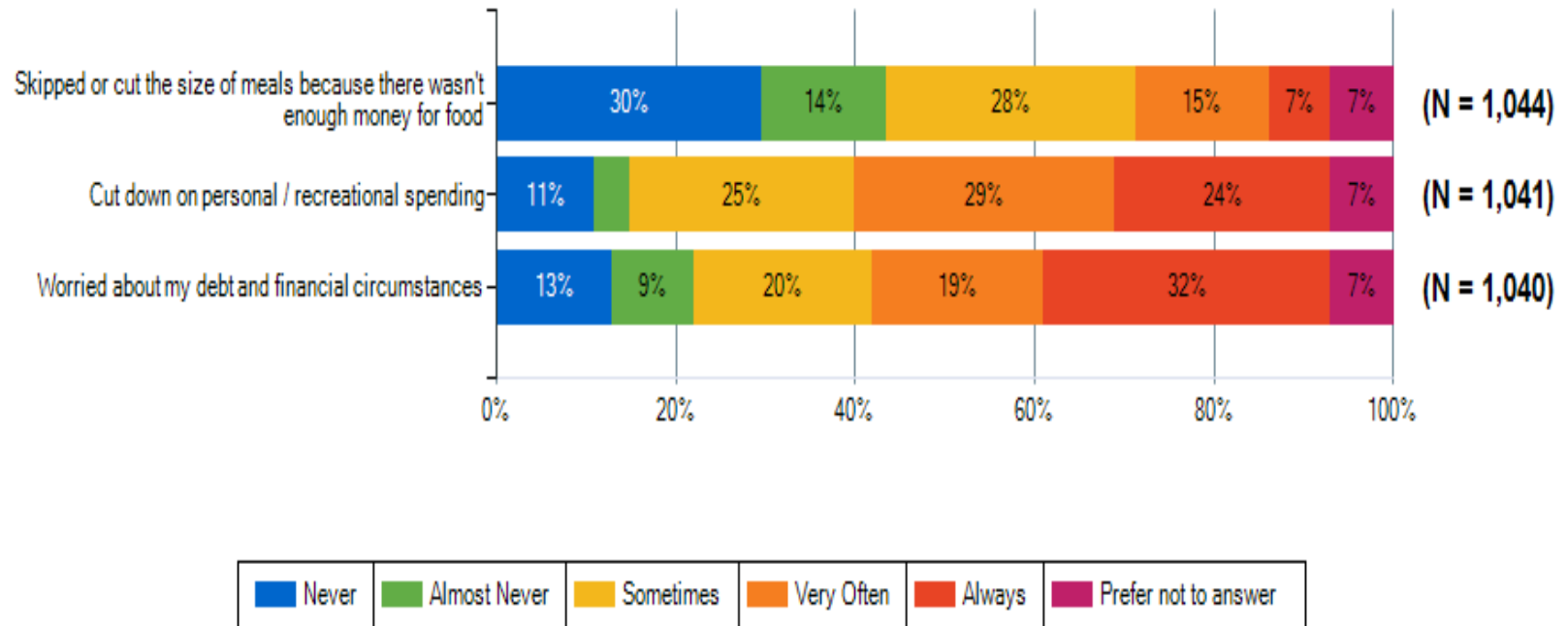


During this academic year, how frequently have you? Check all that apply

TAKE AWAY:

Students are managing their spending within their financial circumstances.

More than half of students worry about their finances and students on TP/SS have more concerns related finances.



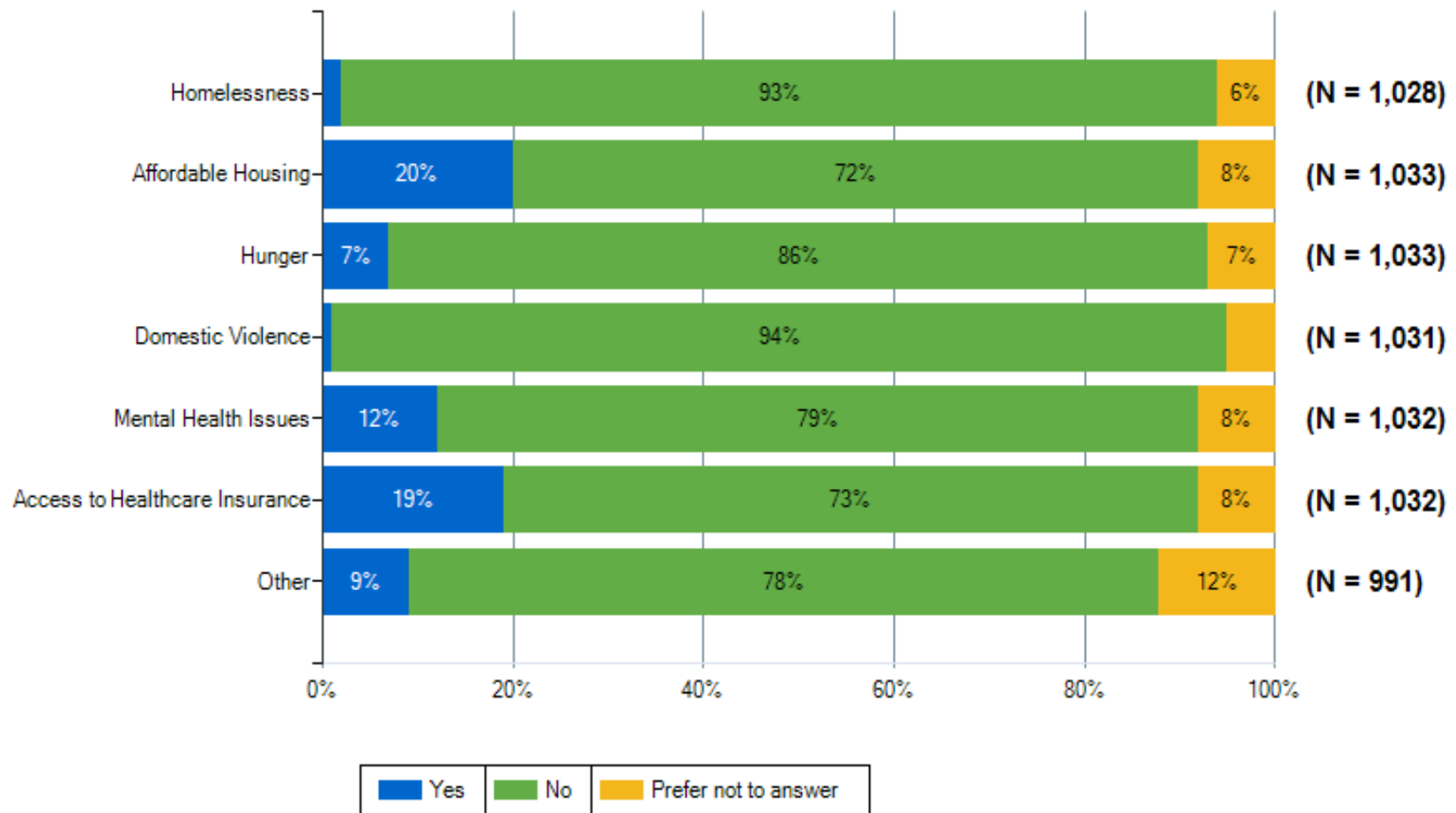
Personal Support

Do you need assistance with the following issues? If you are currently experiencing a situation listed below, please contact the Dean of Students on your campus. Check all that apply

TAKE AWAY:

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

Students have more concerns related to affordable housing on TP/SS

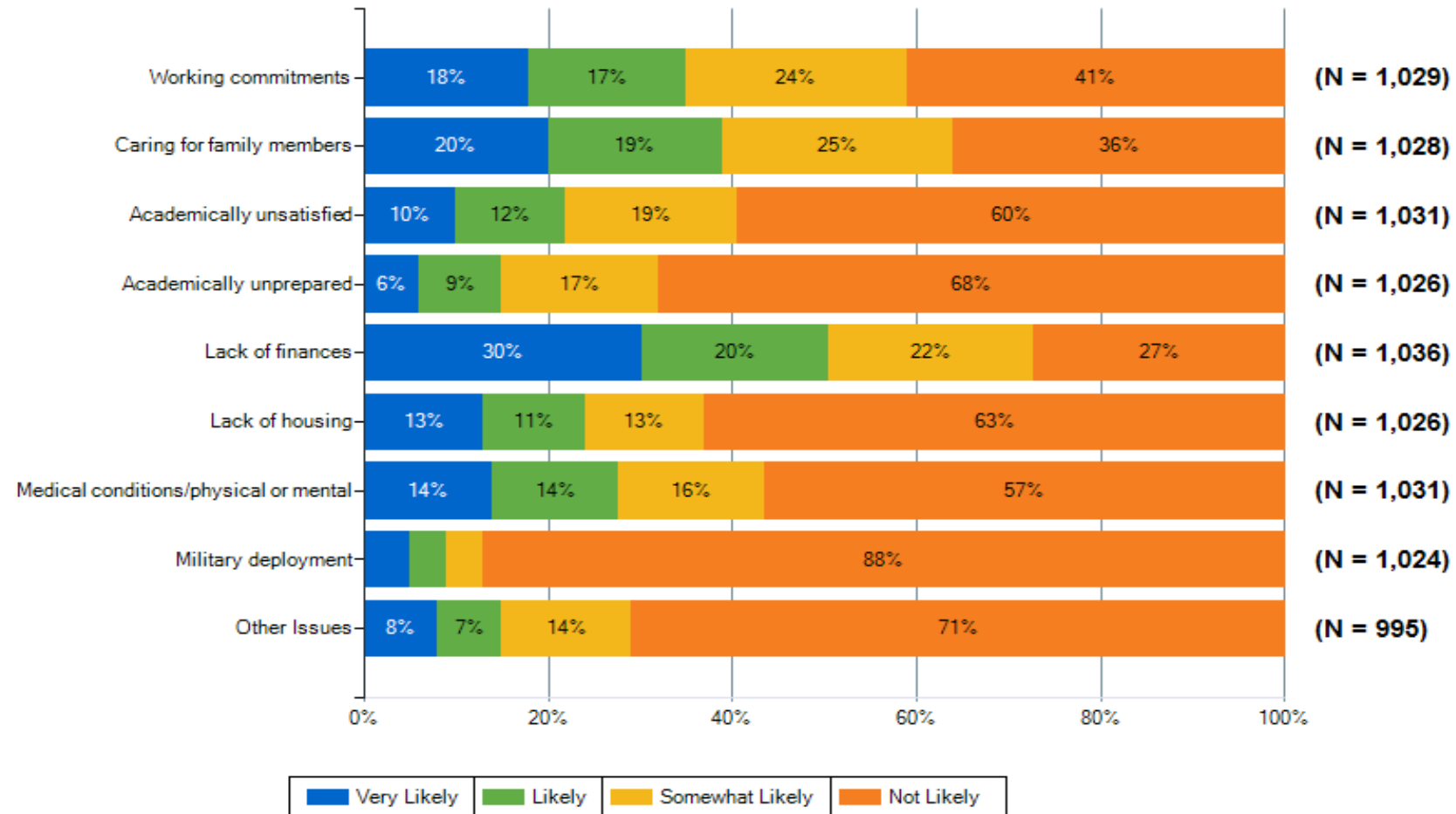


How likely is it that the following issues would cause you to stop taking classes at Montgomery College? Check all that apply

TAKE AWAY:

Students are managing their personal issues to stay in college

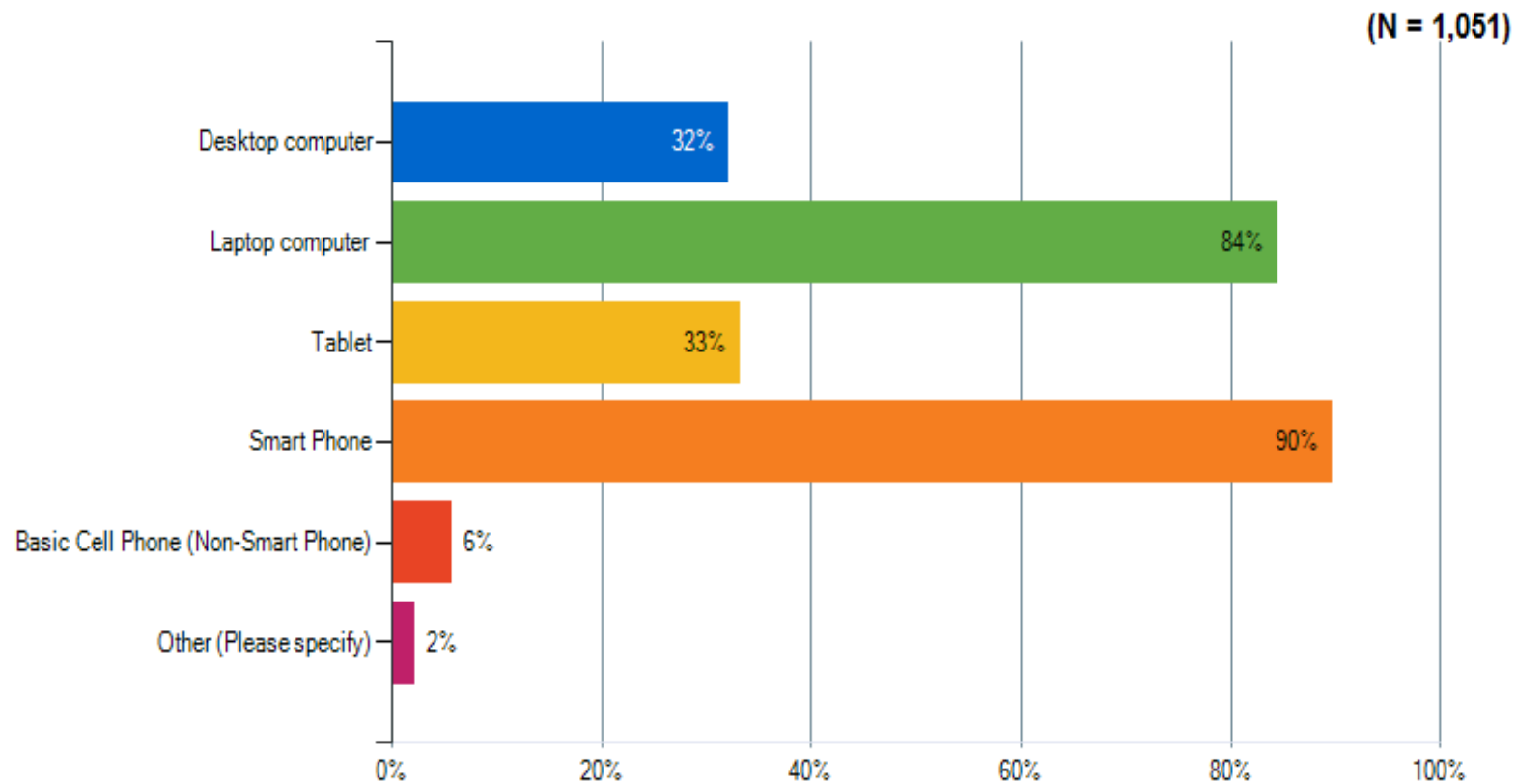
The main reason students would stop taking classes is related to a lack of finances, followed by caring for family members and working commitments



Which of the following electronic/computing devices do you currently own?
Check all that apply

TAKE AWAY:

The vast majority of students own a laptop computer and a smart phone

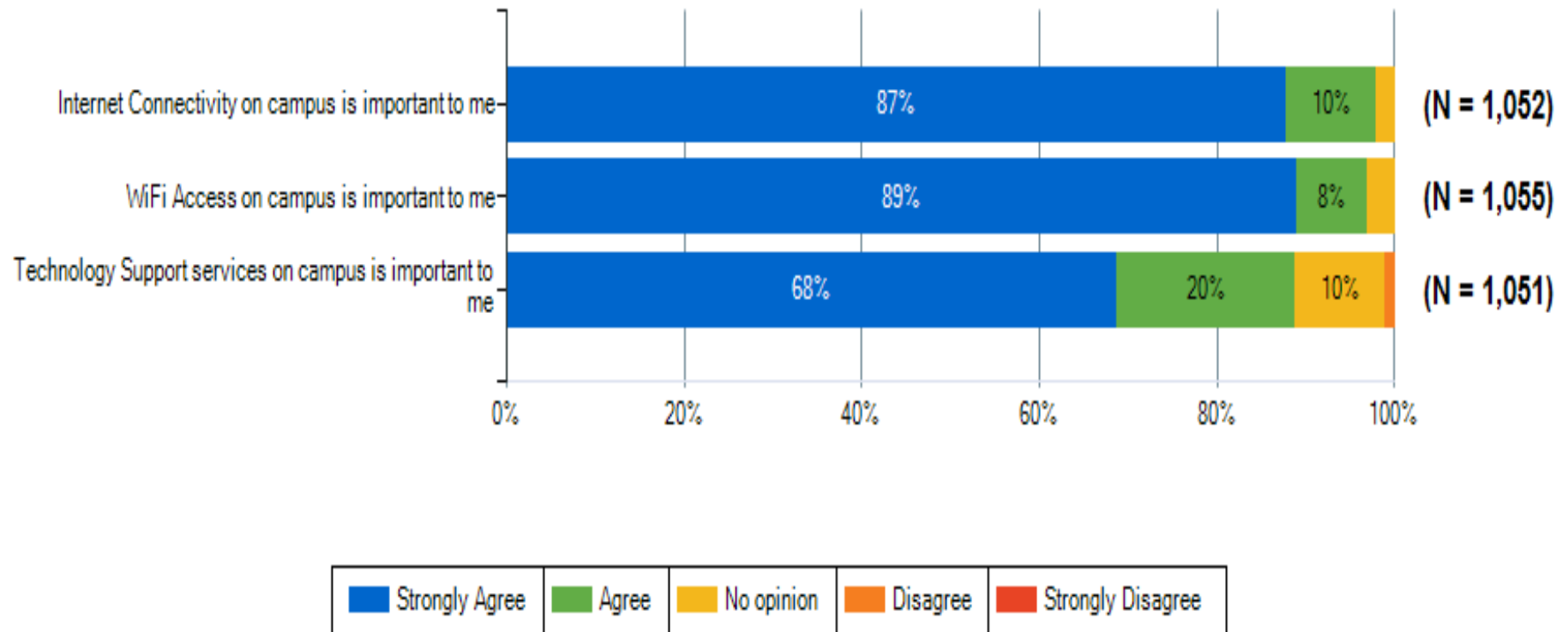


Technology Support

Please indicate below the degree in which you agree or disagree with the following statements regarding technology support at Montgomery College. Check all that apply

TAKE AWAY:

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



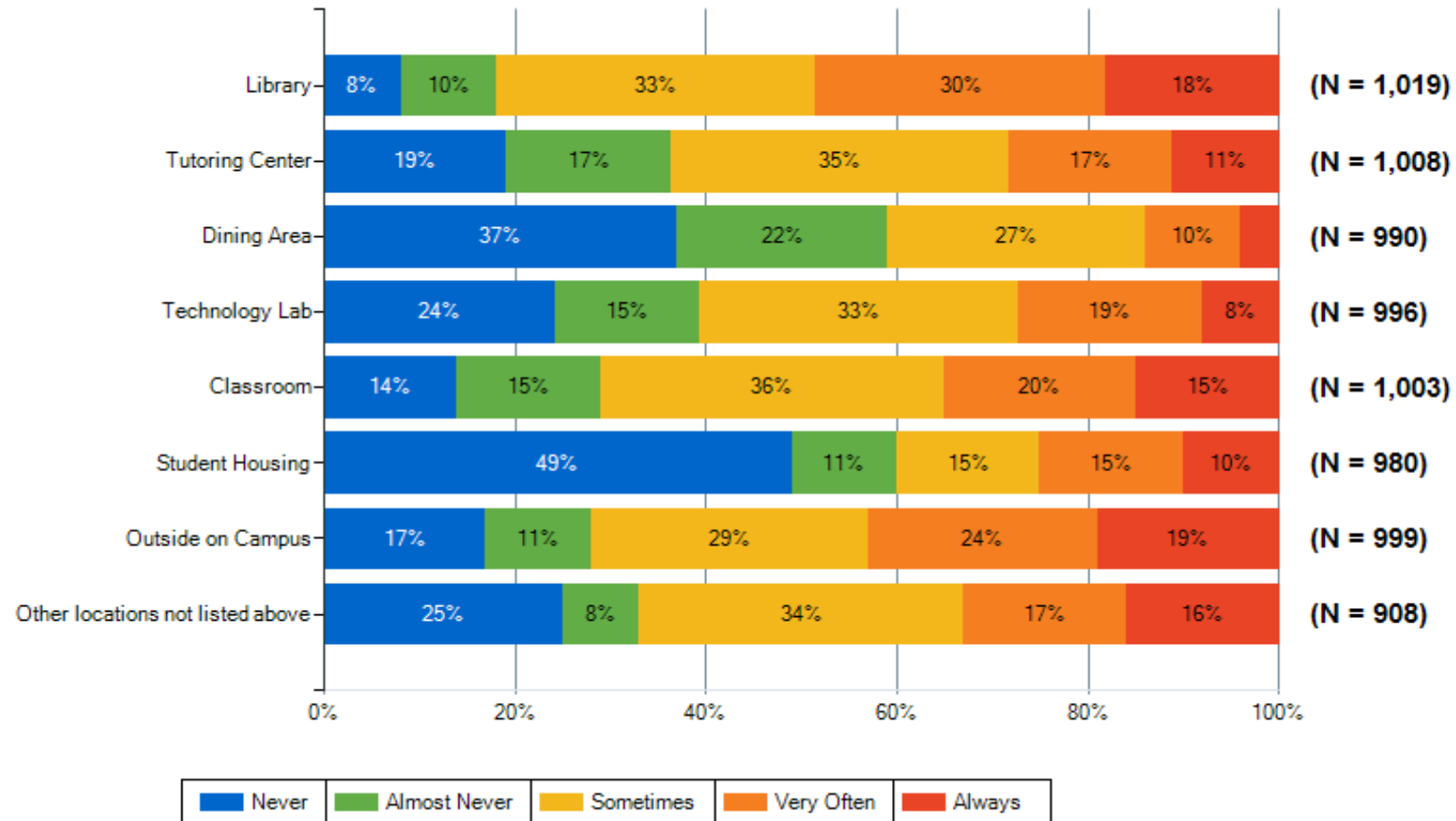
Study Activities

If you had a choice, indicate how frequently you would study alone or with friends in these locations on campus:
Check all that apply

TAKE AWAY:

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

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



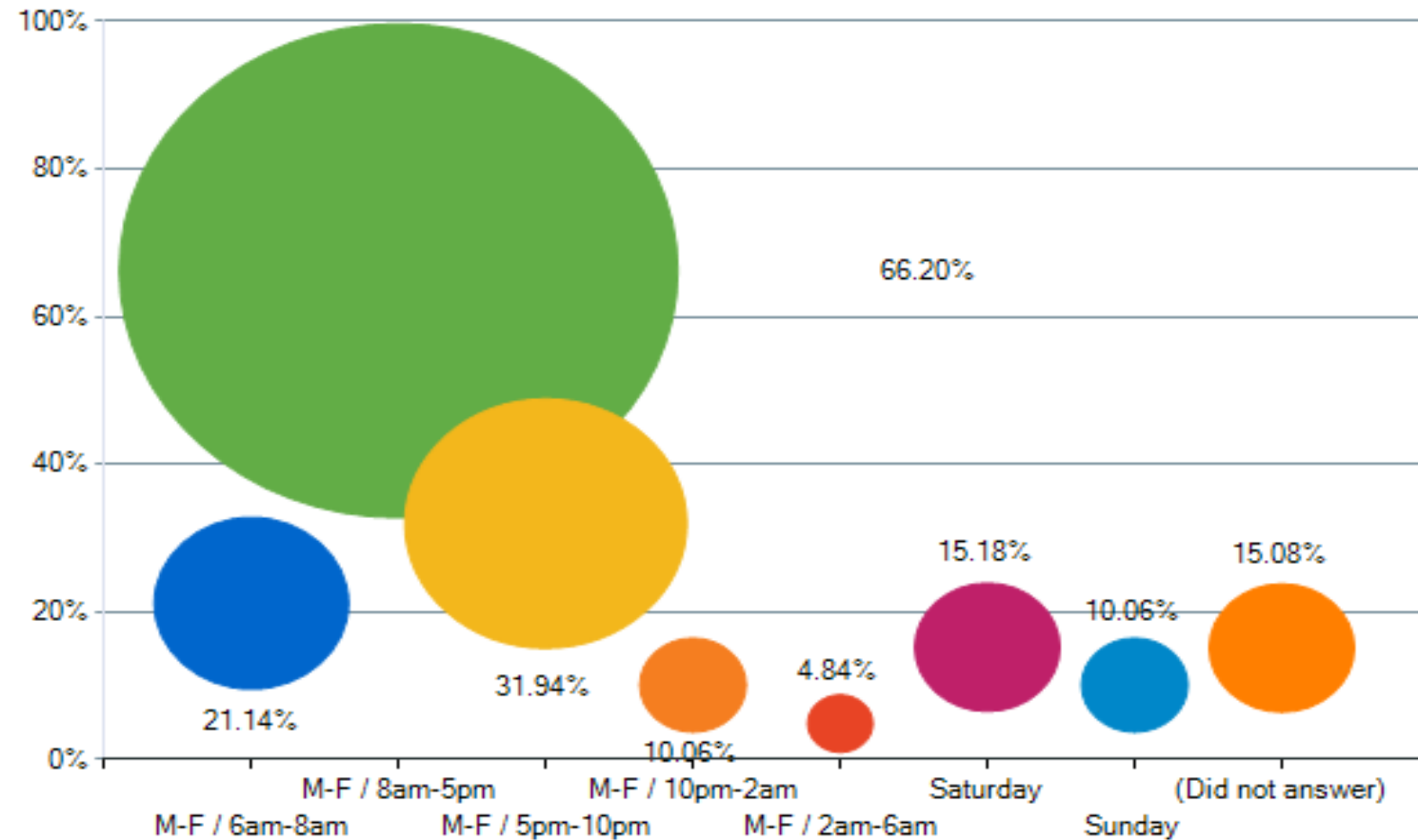
24/7 Campus Activities

What are your preferred time frames for the following activity
on campus: **Eat**
Check all that apply

TAKE AWAY:

Students eat on campus primarily during the daytime:
M-F / 8am-5pm

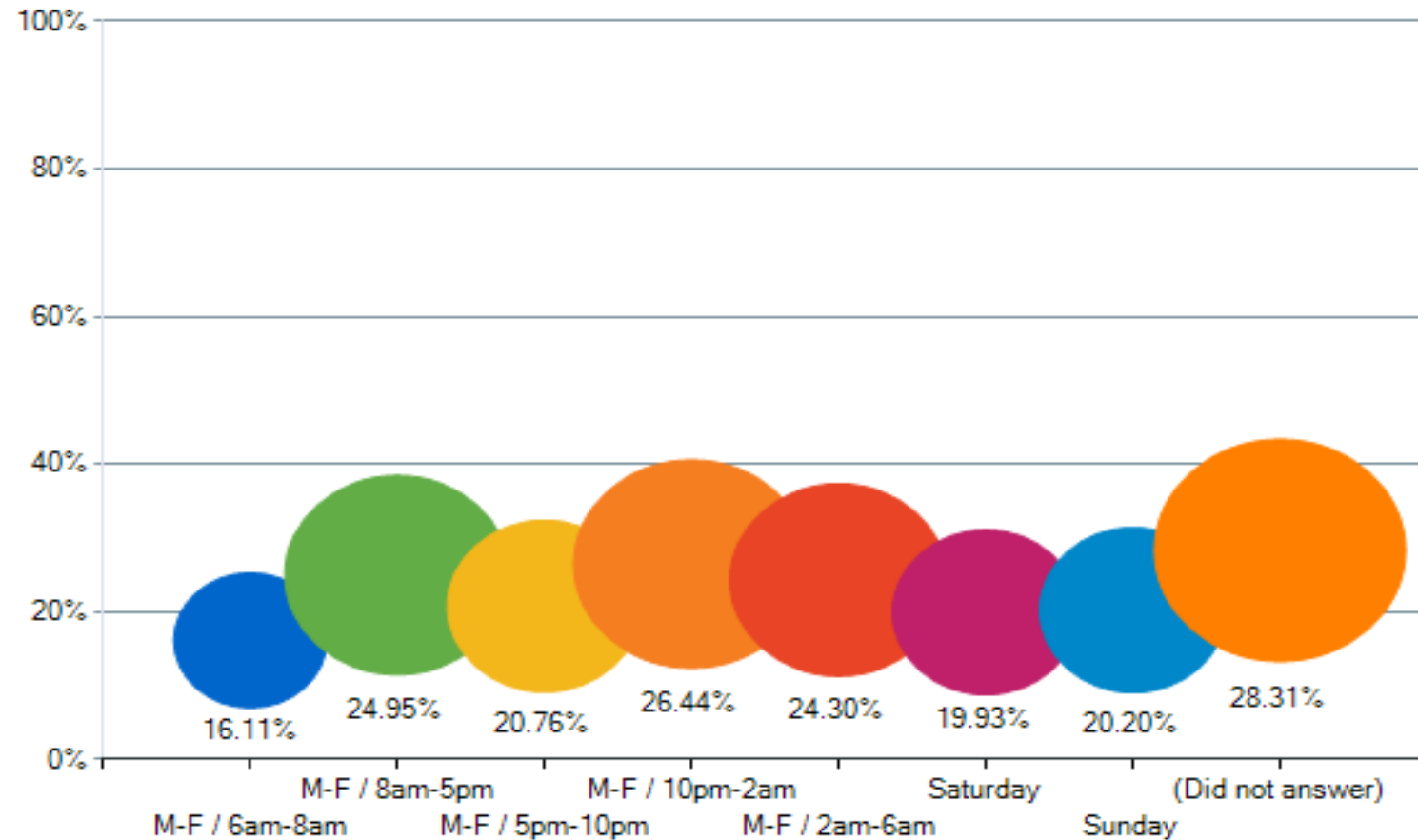
Some prefer to early and late when they are studying on campus



What are your preferred time frames for the following activity
on campus: **Sleep or Take a Nap**
Check all that apply

TAKE AWAY:

Students like to sleep
or take a nap
through-out the entire
day



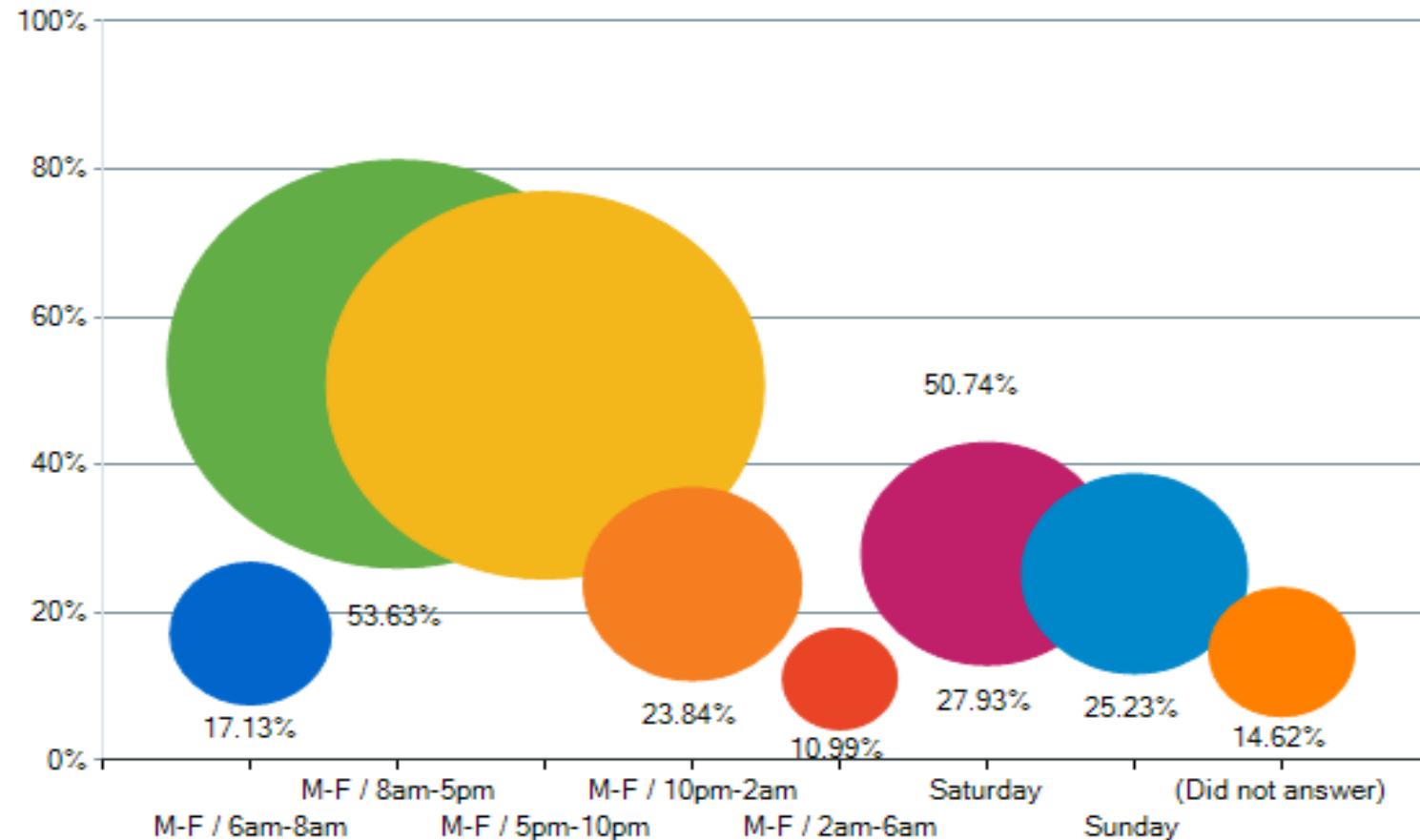
24/7 Campus Activities

What are your preferred time frames for the following activity on campus: **Study**
Check all that apply

TAKE AWAY:

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

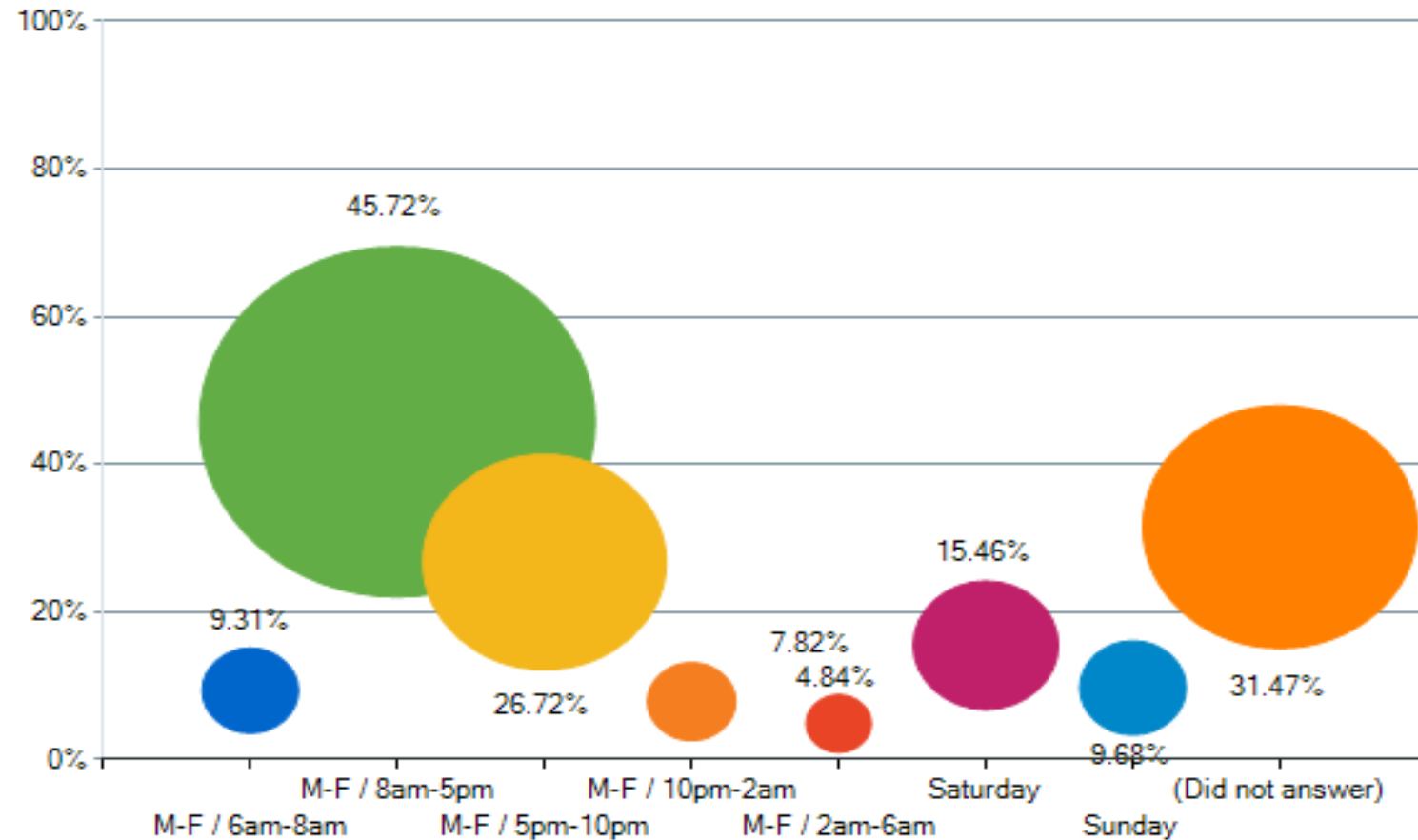


What are your preferred time frames for the following activity on campus: **Seek Personal Help** Check all that apply

TAKE AWAY:

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

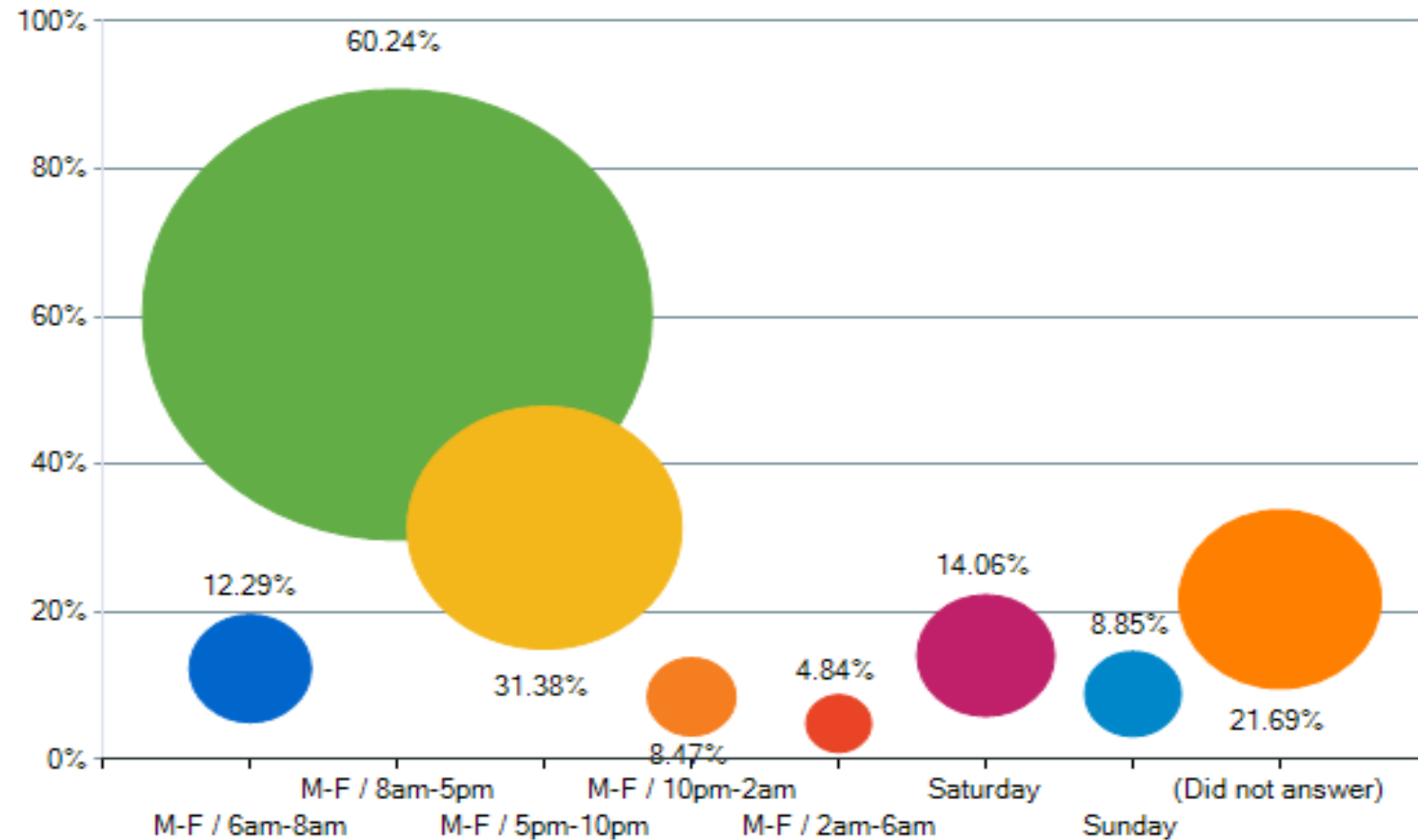


What are your preferred time frames for the following activity on campus: **Seek Academic Help** Check all that apply

TAKE AWAY:

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



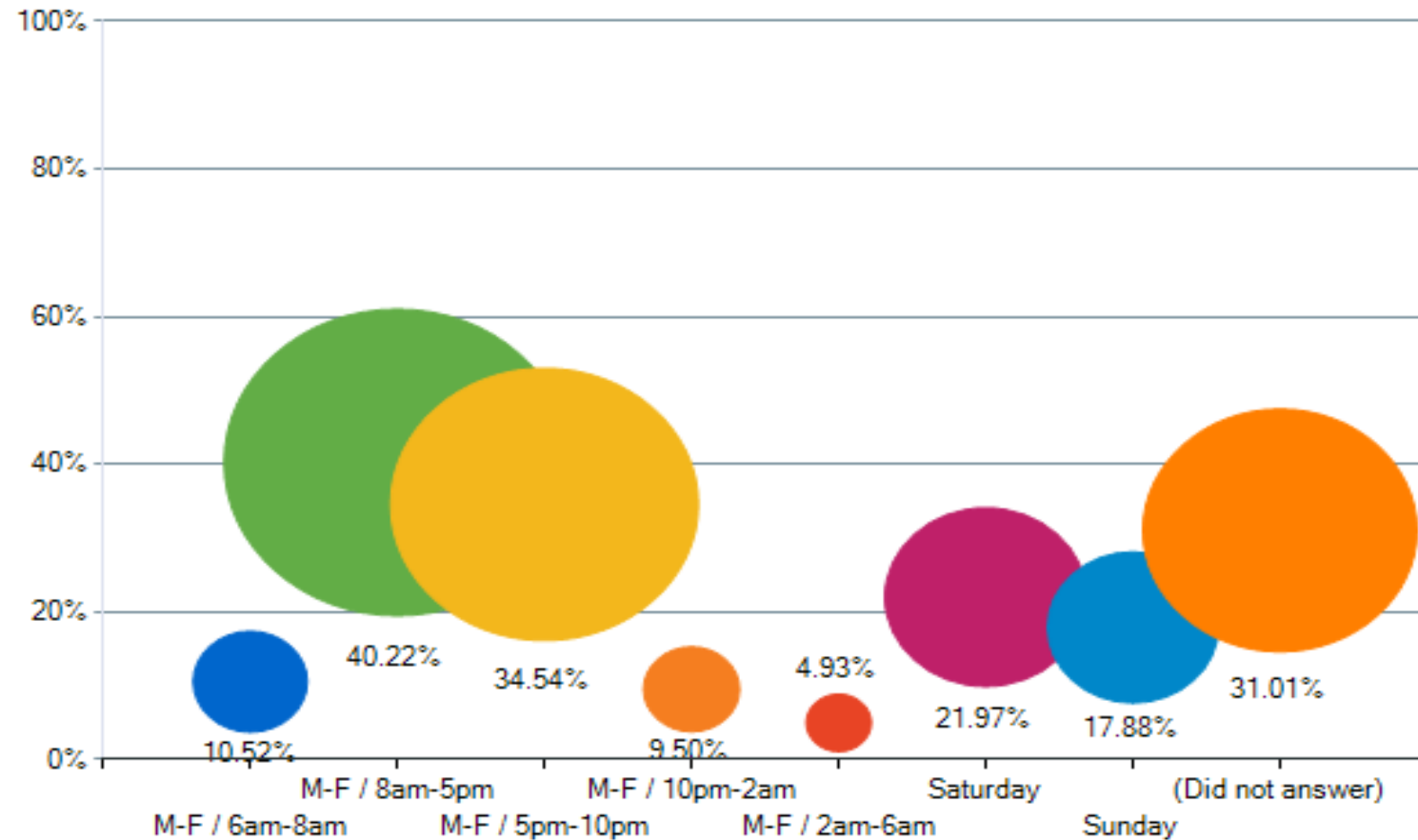
24/7 Campus Activities

What are your preferred time frames for the following activity on campus: **Work**
Check all that apply

TAKE AWAY:

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



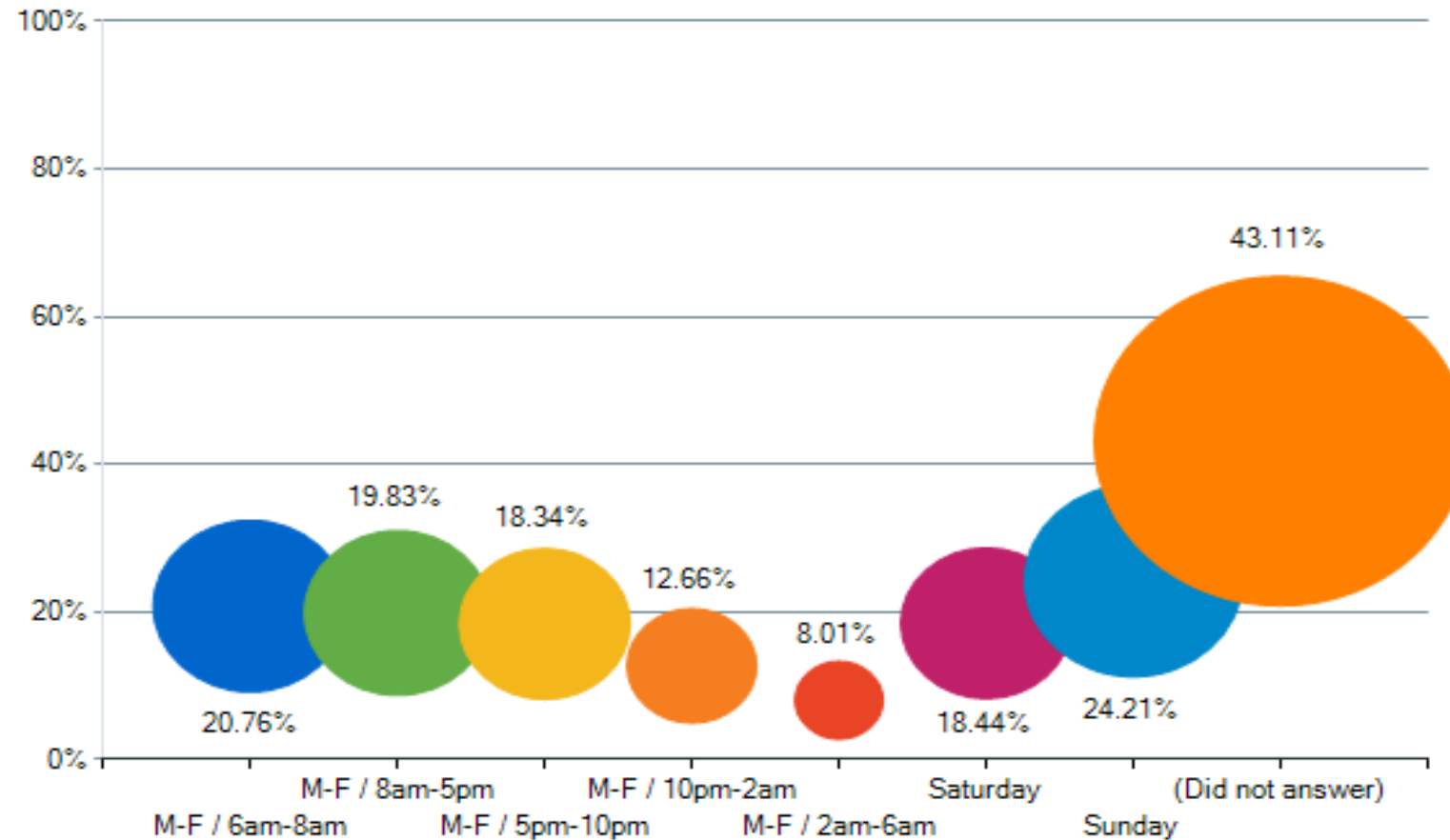
24/7 Campus Activities

What are your preferred time frames for the following activity
on campus: **Pray/Meditate**
Check all that apply

TAKE AWAY:

Some students
pray/meditate on
campus through-out
every day of the
week

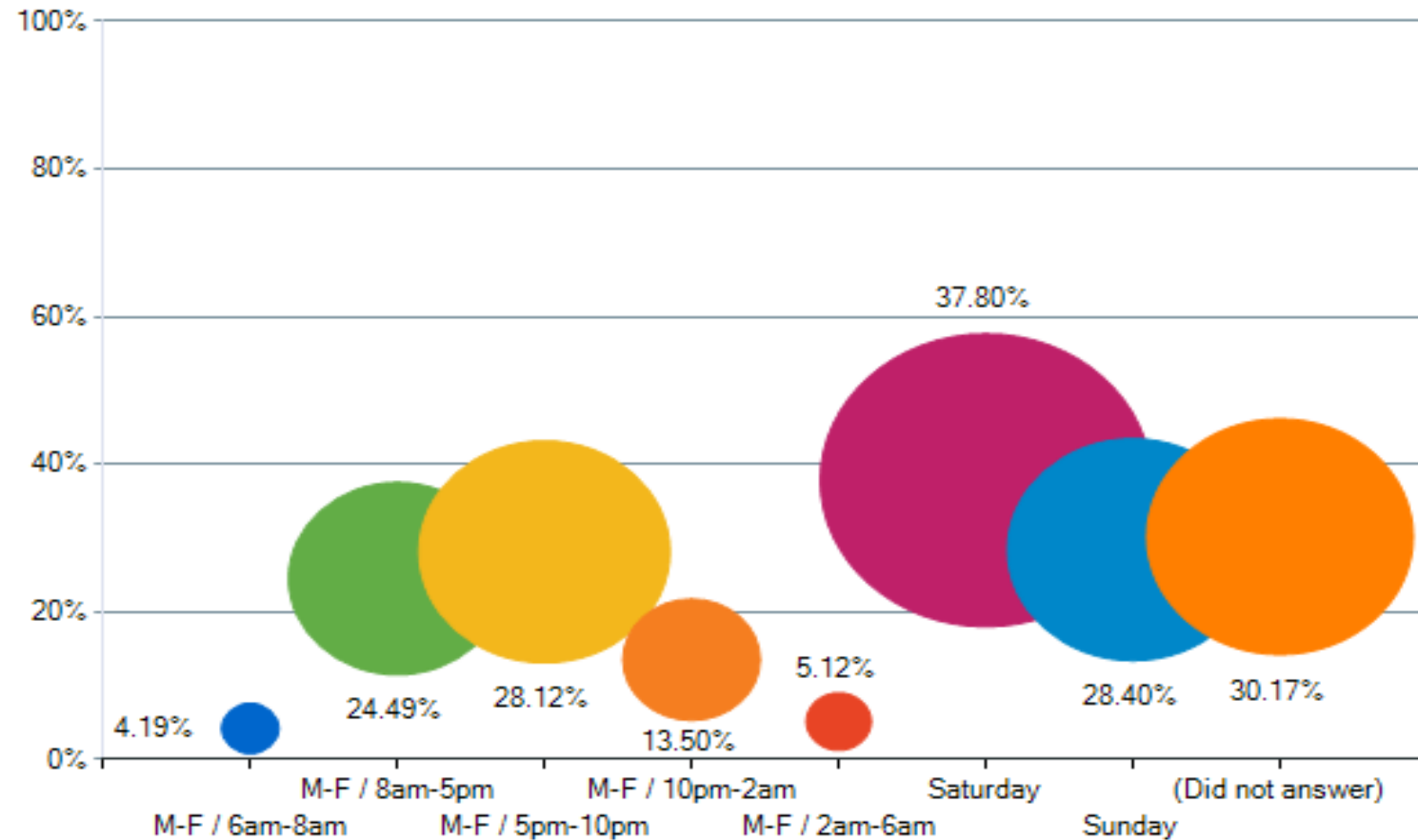
Most prefer to
pray/meditate in quiet
areas that are
convenient on
campus



What are your preferred time frames for the following activity
on campus: **Hang-out with Friends**
Check all that apply

TAKE AWAY:

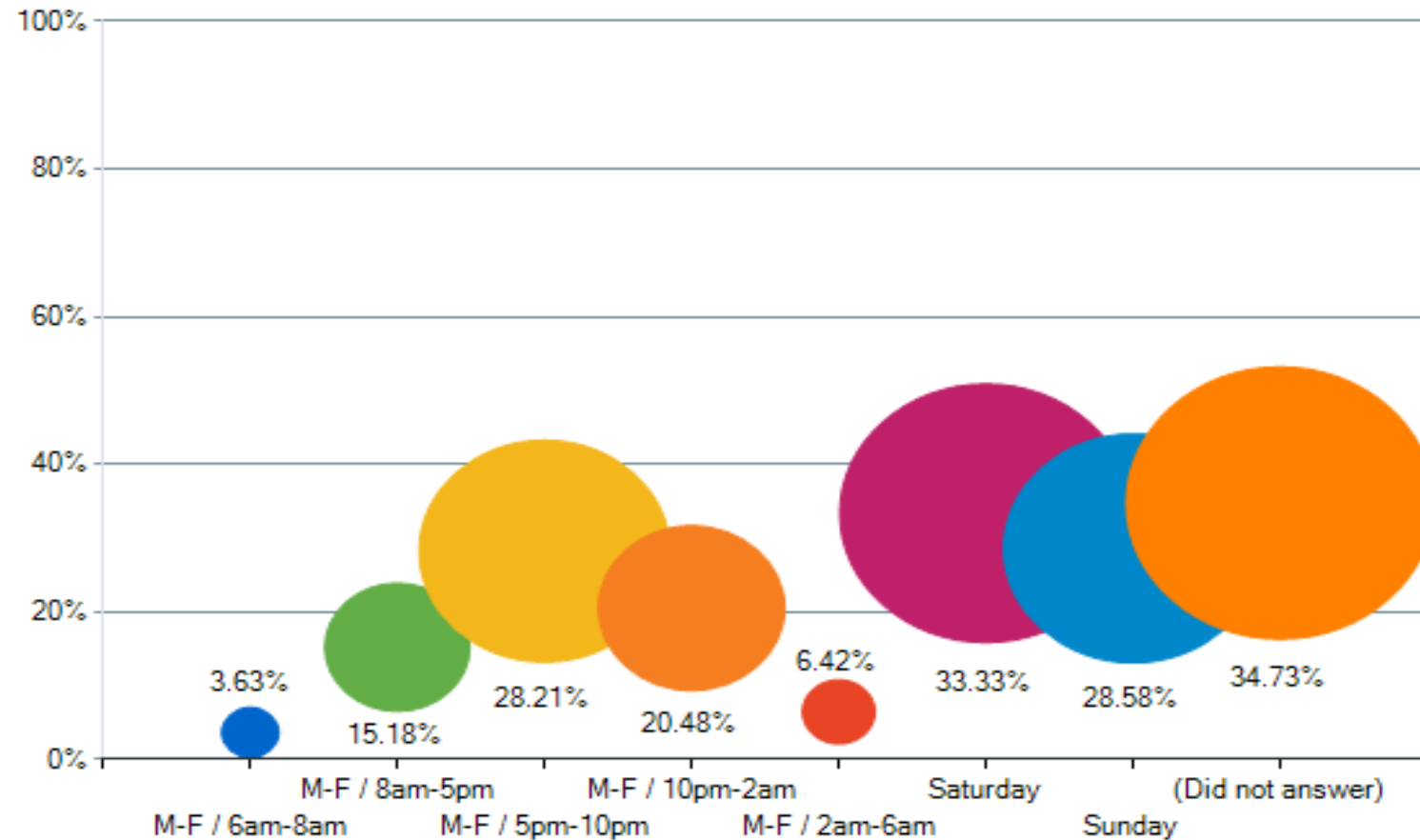
Most students hang-out with friends on the weekends and in the evenings on campus



What are your preferred time frames for the following activity
on campus: **Watch TV / Movies**
Check all that apply

TAKE AWAY:

Students watch TV &
movies on the
weekends and in the
evenings on campus



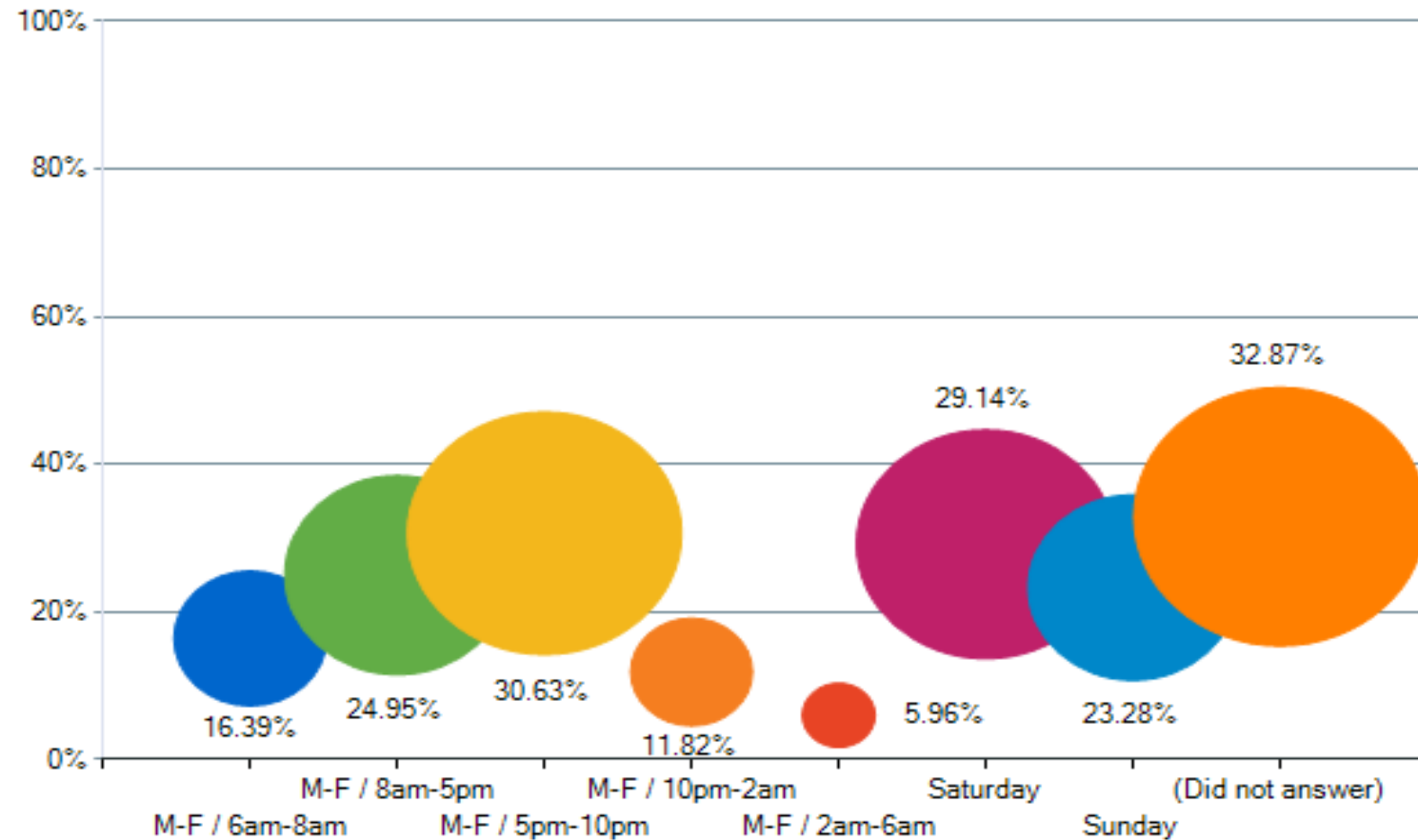
24/7 Campus Activities

What are your preferred time frames for the following activity on campus: **Work-out**
Check all that apply

TAKE AWAY:

Some students work-out on campus through-out every day of the week

Most prefer to exercise away from campus

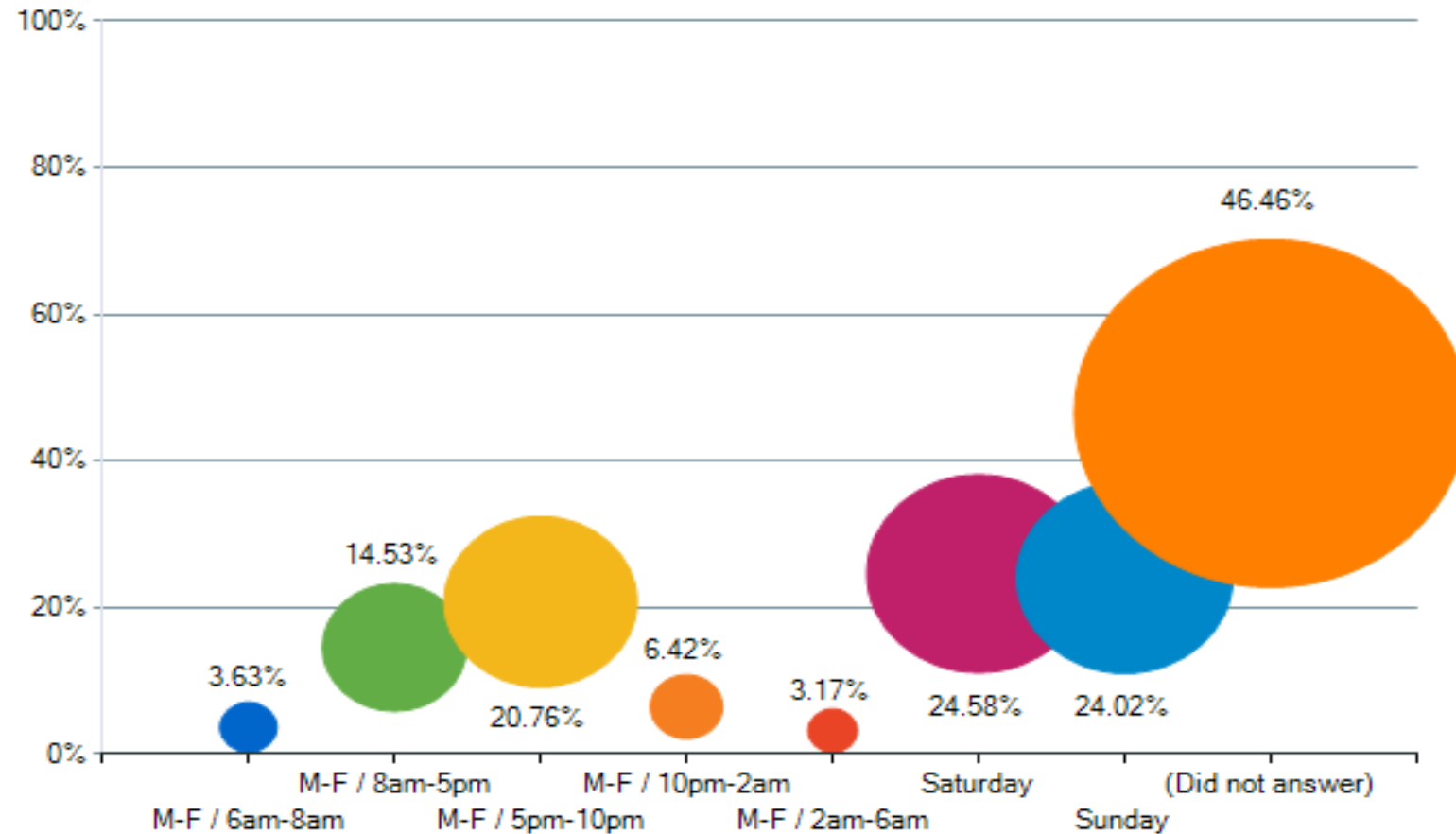


24/7 Campus Activities

What are your preferred time frames for the following activity on campus: **Play or Watch Sports**
Check all that apply

TAKE AWAY:

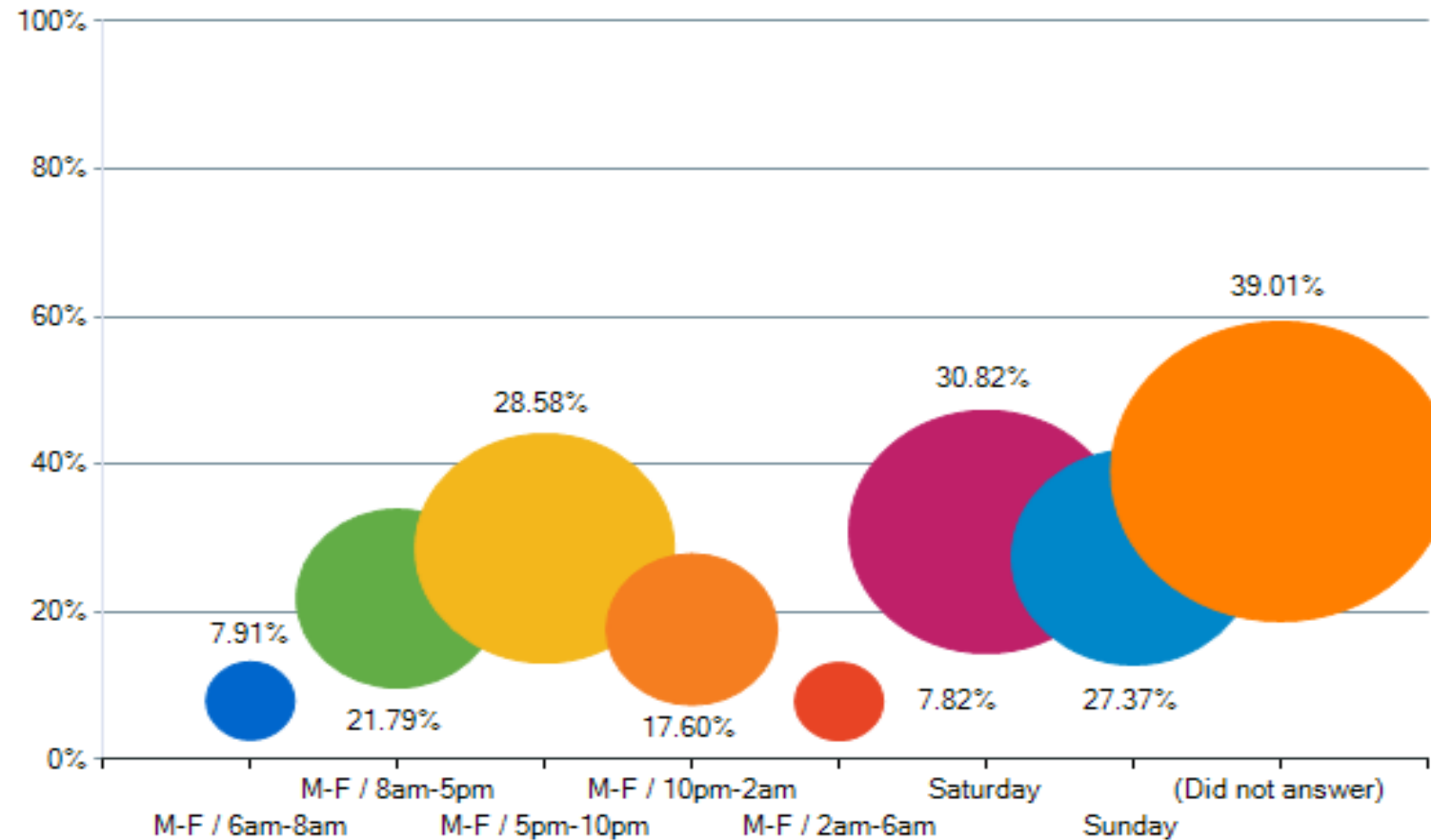
A few students play or watch sports on the weekends and in the evenings on campus



What are your preferred time frames for the following activity
on campus: **Play Games / Internet**
Check all that apply

TAKE AWAY:

Students play games
/ internet on campus
through-out every
day of the week



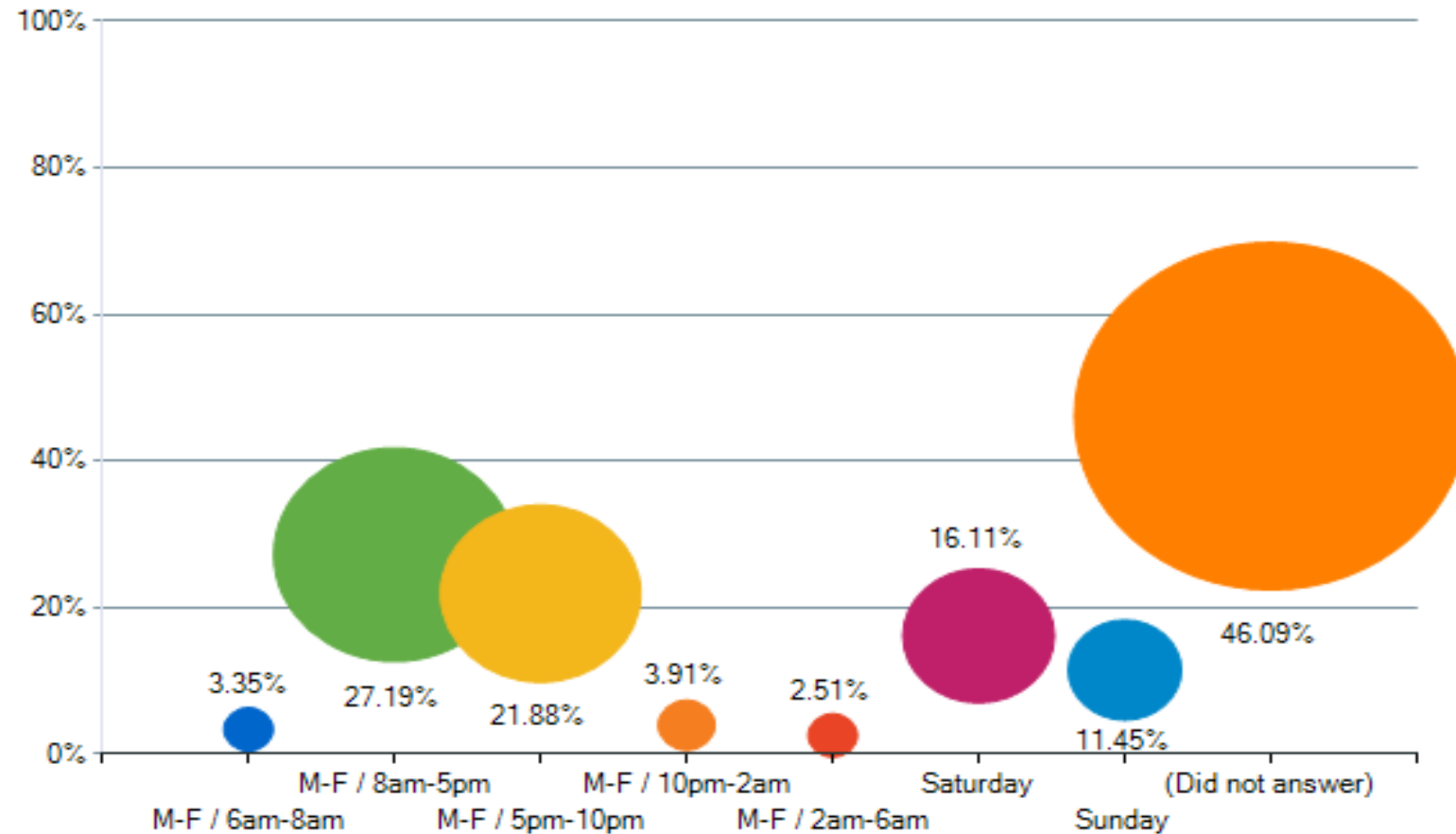
24/7 Campus Activities

What are your preferred time frames for the following activity on campus: **Clubs / Associations**
Check all that apply

TAKE AWAY:

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”



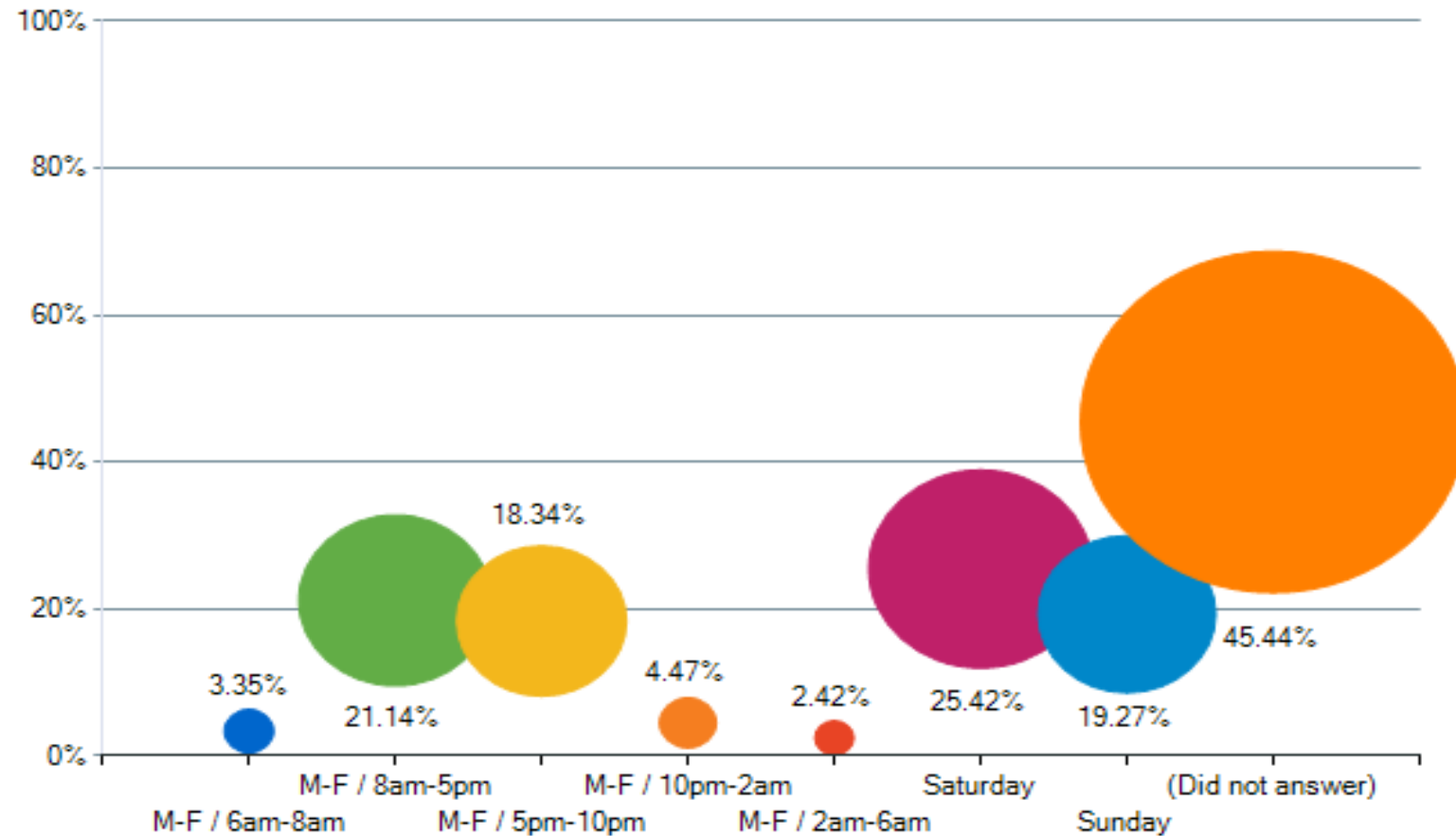
24/7 Campus Activities

What are your preferred time frames for the following activity on campus: **Cultural Events**
Check all that apply

TAKE AWAY:

A few students participate in cultural events on campus through-out the week

Some write-in comments included requests for more "entertainment on campus"



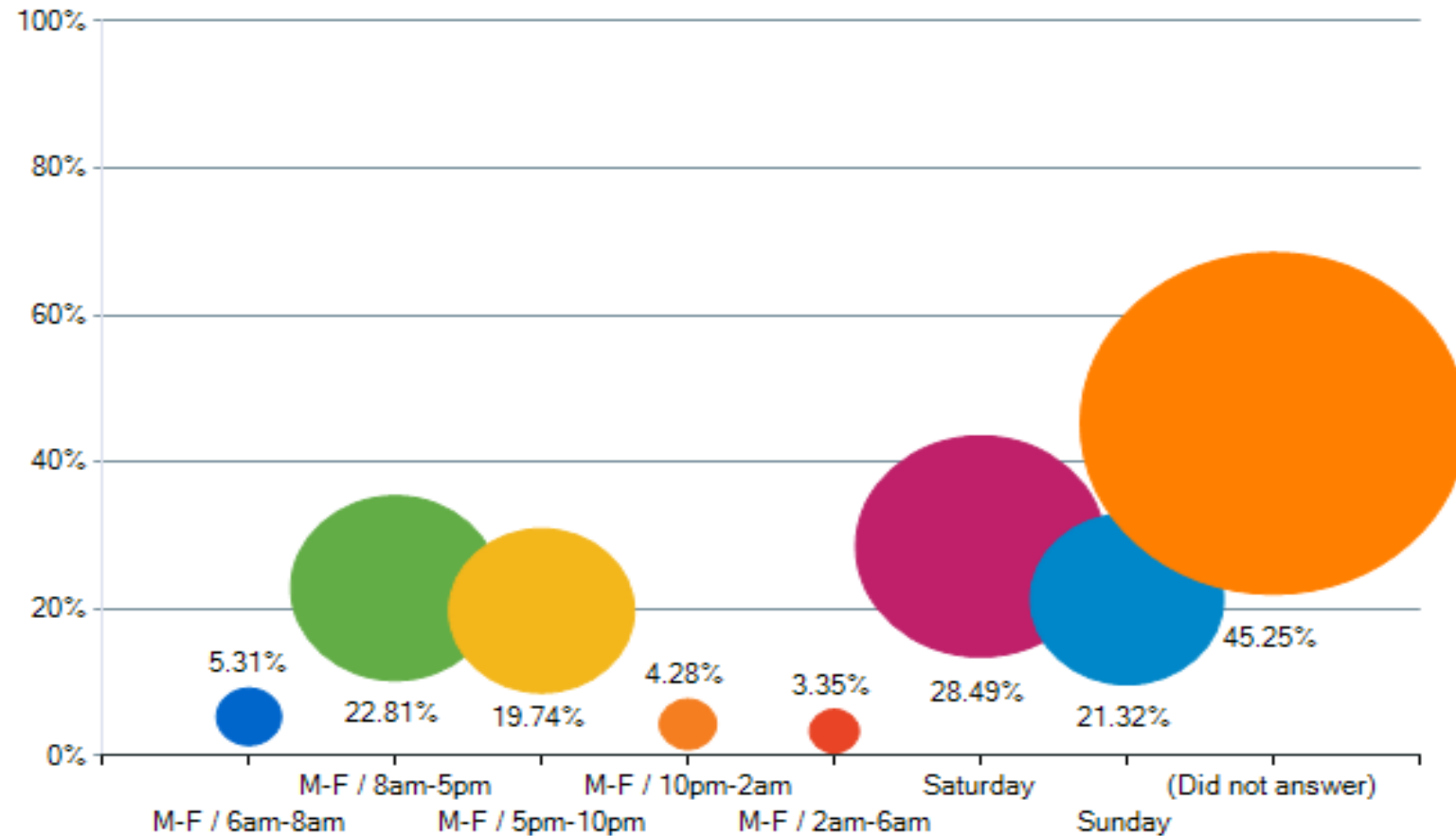
24/7 Campus Activities

What are your preferred time frames for the following activity on campus: **Community Service / Volunteer**
Check all that apply

TAKE AWAY:

A few students participate in community service / volunteer activities on campus through-out the week

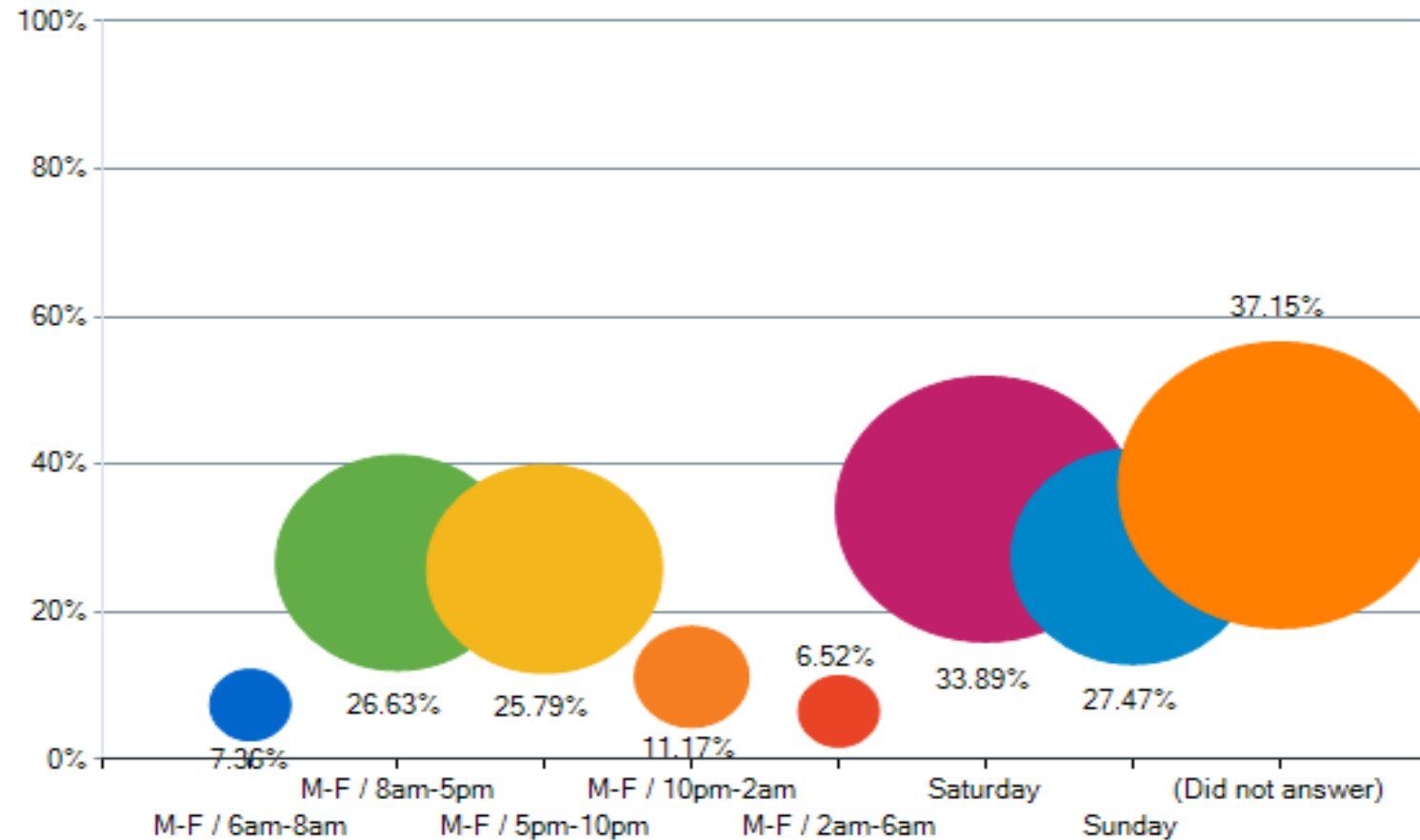
Some write-in comments included requests for more “opportunities or clubs for full-time working students to participate in the evenings or weekends”



What are your preferred time frames for the following activity
on campus: **Personal Projects**
Check all that apply

TAKE AWAY:

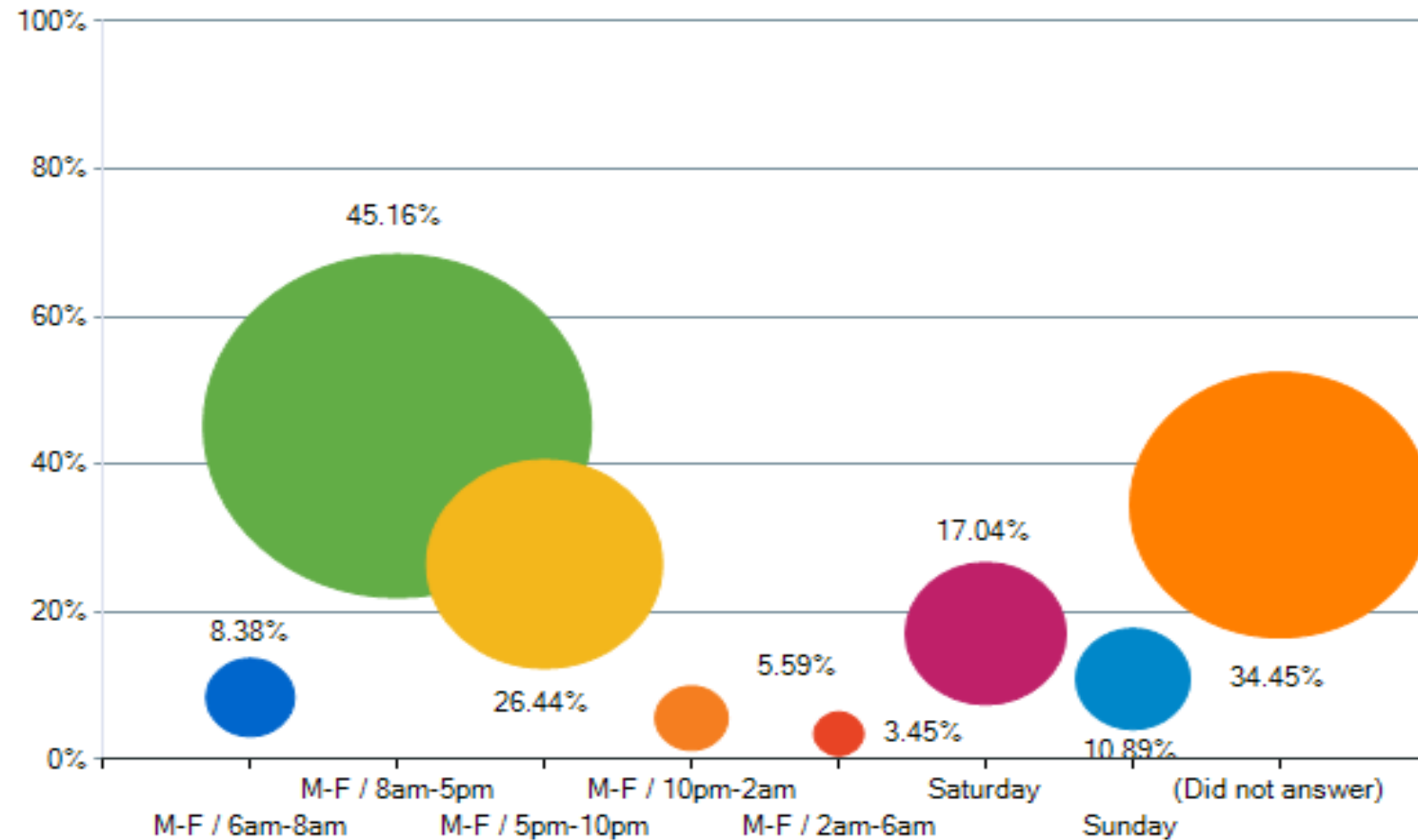
Students participate
in personal project
activities on campus
through-out the week



What are your preferred time frames for the following activity
on campus: **Lectures / Seminars**
Check all that apply

TAKE AWAY:

Students attend
lectures and
seminars on campus
primarily during the
week day



Feel free to write in any other comments you would like to share regarding your experiences/needs at MC:

Themes in the 303 responses to this open question included:

- Financial assistance
- Academic assistance
- Food options & quality
- Personal safety
- Affordable housing
- Adult learner issues
- Counseling/advising issues
- General appreciation
- Concern over cost of living
- Class availability
- Communication issues

Feel free to write in any other comments you would like to share regarding your experiences/needs at MC:

Class Availability Issues:

“Need more classes for Communications and Spanish courses.”

“I'd like more services and classes to be offered at the Takoma Park campus which I feel is less dynamic than Rockville.”

“I really wish the Takoma campus could offer more languages classes because it is very hard for me to go all the way to Rockville Campus to take just one class. Also, it is a lot of time consuming. more availability in the tutor center.”

“I am a night student in the Tech Bldg. Outside of class time, there is no lab availability at night or on weekends. Open labs are only during day. So to complete labs, night students must give up work hours. This makes the class extremely costly.”

Counseling Issues:

“I wish there was someone to talk about mental health issues to on the Rockville campus.”

“Training on mental health is essential for professors.”

“I just want to say how much I appreciate the professors here at MC. I was fortunate enough to have wonderful professors this semester who tried to helped me in any way possible when I suffered from a severe crisis that happened to someone I love.”

“I believe there should be a difference between older adults with disabilities and young adults. I also believe that there should always be someone available to advocate for students with disabilities including parents if needed.”

Feel free to write in any other comments you would like to share regarding your experiences/needs at MC:

International Student Issues:

"I am thankful for this survey because it means the school cares about its students. It would be great if the school can create the opportunity for international students to get a job on campus."

"It would be helpful to find more support for the graduates in foreign countries. More Academic support. better plans to get the skilled professional to work in their fields. I currently benefit and enjoy the food and snacks placed for us."

"There so much discrimination, especially finance wise when it comes to F1 students. We are all students and we all go through the same struggles as College students. We cannot work outside of campus, but on campus... its almost impossible."

Academic Support Issues:

"I enjoy the study spaces and tutors at the Ackerman Learning Center. To learn at MC, I hope to use the library and professors. This institution is patient and generous with time and books."

"There are very limited tutors at the tutoring centers to attend to a particular student, especially at the math tutoring center."

"Students should be allowed to study in classrooms after class hours for better study space."

"Need to expand transfer programs to work with other schools. So that its an easier process."

Feel free to write in any other comments you would like to share regarding your experiences/needs at MC:

Safety Issues:

“Safety is a huge concern on the Takoma park campus that needs to be addressed. No one feels safe in the parking garage and there are never any security guards around even just walking through. That would help prevent car thefts tremendously.”

“When I am on MC Rockville Campus I feel really safe.”

“Montgomery College in my opinion is a safe cool place.”

“Everything is pretty good at MC but I do worry about my personal and property safety in the garages.”

“In the Takoma Park / Silver Spring east parking garage on the 3-5th levels there is always the smell of people smoking marijuana in their cars before they go to class and there isn't enough campus security on this end of the campus.”

“I would enjoy spending more time on campus and engaging in more student activities if I could feel safer.”

“The new MC Alert system is great, but I think you may need to tweak it some. It called me three times in a row the day there was a gas leak at Germantown and it did not leave a message about it until the 3rd time it called.”

Feel free to write in any other comments you would like to share regarding your experiences/needs at MC:

Housing Issues:

"The most important issue for me is to have an affordable on campus housing so that I can be much closer to school and study efficiently."

"I would be very pleased if Montgomery College offered housing."

"I think that the idea of having housing available to students is a wonderful idea and would be beneficial to students who don't have a secure housing environment, live very far from campus and are having troubles transportation wise, or anything else."

"While it does not apply to me, I think student housing would be convenient for some individuals."

"I would prefer if there was on-campus housing."

"I've heard often that if there were dorms on campus people would love to stay there with their friends. I appreciate you guys taking a survey of students' wants!!"

"I've had a great experience! Housing would be a great opportunity for a lot of students in the future, especially International students and those who commute from PG county, the district, or other surrounding areas."

"I love the quality of education I'm receiving here (Rockville Campus) but, as my family lives out of the country, housing is difficult for me. I would benefit greatly from on-campus housing! Otherwise, I'm very satisfied here."

Feel free to write in any other comments you would like to share regarding your experiences/needs at MC:

Adult Learner Issues:

"I'm an adult learner taking an evening class in audio production. I work full time M-F. I am very disappointed that there is zero open lab time available after 6pm for me to complete class assignments. Because of this I have to miss work often."

"There is not enough consideration for scheduling classes for evening students who work full time. In my degree program (Interior Design) there are required classes that are scheduled only during the day which prevents me from finishing my degree."

"MC needs to cater more towards adult students. We aren't offered as much of a selection as the daytime students."

"As an adult learner that takes night course I feel extremely limited about the things I can accomplish at MC. There needs to be 5p.m -11p.m courses offered to us adults that have careers to go to during the day."

"Great experience so far. Wish there were more class choices offered to an adult for evening classes going back to school after a long time being away. Counselors were not as helpful as I thought they would be."

"I am an adult student changing career. I have 2 small children in MCPS schools and their school hours are the hours I'm available for most of my own schooling. It would be nice to have more options for classes then, preferably at the TPSS campus."

"Wish there were more opportunities or clubs for fulltime working students to participate in the evening time or weekend. I wanted to become more active with the campus Programs. But the opportunity is not available for working students. Disappointing."

Feel free to write in any other comments you would like to share regarding your experiences/needs at MC:

Food/Nutrition Issues:

“Reasonably healthy food goes a long way when you're studying for 6+ hours.”

“We should have access to better and affordable food in the cafeteria. Most of the food that is available is not nutritious and it's very expensive. We have professors that are experts in nutrition and health, they can be a great help for recommendation.”

“Organic food in the cafeteria, and more vegetarian options.”

“Please put more vegan friendly meals in the cafeteria, some of us have allergies and cannot eat on campus!”

“The food in the cafeteria is low quality and expensive. I would never eat there.”

“I think we should get Chipotle in the cafeteria. That would make a lot more people buy lunch here.”

“I would like that the cafeteria were better than it is. I do not need outside branches, MC could improve its own cafeteria. I mean more food options, better prices and so on. I consider the dining experience kind of poor at MC at this time.”

“Please we NEED better food on campus!!!!!!!!!!”

“Need more nutritional labels on foods. Plus would be nice if there was a wellness blog which I'd like to take part in.”

“The food on campus is too expensive, two years ago it wasn't like that and the food used to be better. Change it back please.”

Feel free to write in any other comments you would like to share regarding your experiences/needs at MC:

Affirmations:

"I do think that MC is a great learning community and that our President, faculty and staff are committed to promote our academic growth"

"Thank You for Being Best Community College!!"

"No comments everything at MC is good and a safe, reliable and fun campus to go too."

"This college is the best one to enroll in. It's great that this college is still growing and improving."

"MC has been such a great experience. I have encountered so many different people at MC and it has really taught me a lot about diversity and respect."

"It has been an exciting and wonderful experience at Montgomery College for this academic year as a first time college student. I love every minute of it because it has helped me immensely recognized my potential."

"These surveys are great. I feel like you care about us and the needs of the students to excel and progress."

"MC has made it possible to earn my degree after military life. The disability support system and Dr. Cathy Wilson is tremendous!"

"Montgomery College has been a life changing element for me, both prior and after retirement. I very happily spend most of my wake time in the college, or studying for college at home. I am generally very satisfied with the College, and its faculty."



Next Steps

- Provide feedback & information on selected priority areas that may need further study
- Create focus group(s) for additional follow-up if required
- Communicate key findings of survey in appropriate channels at Montgomery College
- Identify action items and timeframe for implementation.
- Resources will be invested in areas identified for action that are critical for student success at MC.