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ABSTRACT

As part of its continuous planning and evaluation process, Milwaukee Area Technical College (MATC) surveyed a sample of day and evening students (N=8,018) from throughout the district regarding the functions, services, and facilities of the school. The survey solicited information on students' characteristics, reasons for attending MATC, prior education, current employment, income, and transportation to MATC, and requested students to evaluate a wide range of services and facilities, such as instruction, equipment, facilities for the handicapped, opportunities for non-traditional study, the library, registration, counseling, financial aid, the bookstore, job placement, student involvement in governance, and student activities. Items receiving the highest evaluations districtwide were instructors' attitudes, course relevance, quality of instruction, availability of faculty, quality of facilities, treatment by non-teaching staff, quality of instructional equipment, and services and facilities for the handicapped. Lowest ratings districtwide were given to availability of parking, recreation facilities, job placement, athletic activities, student lounge facilities, and extracurricular activities. The study report describes methodology, profiles student subgroups (i.e., categorized by day/evening attendance, campus attended, ethnic background, and handicapped status) and details their responses, and compares findings to those of a 1981 survey. The questionnaire is appended. (KL)

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Report
of the
Student Evaluation
of the
Milwaukee Area Technical College

Spring 1982

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JC 820 543

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Report of the Student Evaluation
of the
Milwaukee Area Technical College
 Spring 1982

INTRODUCTION

As part of the continuous evaluation and planning process of the Milwaukee Area Technical College, a sample of students from throughout the District was surveyed in Spring 1982. The purpose of the survey was to provide a sample of students with the opportunity of evaluating the functions, services, and facilities of the District and to provide data to construct a profile of the MATC students. A total of 8,018 students from day and evening centers of the District provided usable responses to the survey. This Report is a summary of these responses, while the complete computer-generated results are available in MATC libraries at the Milwaukee Campus and the North, South, and West Campus Centers.

Survey
Instrument

The survey instrument (see Appendix A) was developed with the aid of recommendations from personnel of all divisions of the Milwaukee Area Technical College. It consists of 14 information items concerning the personal characteristics of the students and 31 evaluation items covering a broad range of functions, services, and facilities of the District. A multiple-choice format was selected so that the survey could be completed in a relatively short period of time and so that responses could be easily recorded on mark-sensitive sheets and electronically tabulated.

The survey was administered to the sample of students by faculty members during regularly scheduled classes.

The scheme developed to provide responses from a cross-section of day and evening students of the District and to eliminate duplication was as follows:

<u>Day/Evening, Location</u>	<u>Sample Surveyed</u>
<u>Day</u>	
All Locations	Students having a Wednesday third period class.
<u>Evening</u>	
Sample Mechanics Institute	All students having a Tuesday evening class.

Day/Evening, Location

Sample Surveyed

Evening (Cont.)

Sample

Germantown Center
Port Washington Center
Oak Creek Center
South Milwaukee Center
Greenfield Center

All students having a Tuesday evening class.

Sample

Milwaukee Campus
North Campus Center
Brown Deer Center
Grafton Center
Nicolet Center
Shorewood Center
Whitefish Bay Center
South Campus Center
Cudahy Center
Franklin Center
Greendale Center
West Campus Center
Nathan Hale Center
Wauwatosa Center
West Milwaukee Center
Whitnall Center
Wright Center

All students having a Monday evening class.

It was necessary to conduct the survey at the evening centers on two evenings, since there is no one night on which all centers offer classes.

Tables I and II indicate the number of respondents to the survey by Location and Student Division.

Based on the enrollment statistics at the time of the survey, Table I also indicates the proportion of students surveyed within each region.

TABLE I

Number of Respondents By Location

<u>Central Region</u>	<u>Day</u>	<u>Evening</u>	<u>Total</u>
Milwaukee Campus	2,394	1,473	3,867
Mechanics Institute	0	66	66
Central Region Total	2,394	1,539	3,933
% of Regional Enrollment*	20%	20%	20%
<u>North Region</u>			
North Campus Center	231	300	531
Brown Deer Center	0	226	226
Germantown Center	0	20	20
Grafton Center	0	23	23
Nicolet Center	0	99	99
Port Washington Center	0	54	54
Shorewood Center	37	157	194
Whitefish Bay Center	0	101	101
North Region Total	268	980	1,248
% of Regional Enrollment*	15%	20%	19%
<u>South Region</u>			
South Campus Center	553	689	1,242
Cudahy Center	0	51	51
Franklin Center	0	58	58
Greendale Center	0	94	94
Oak Creek Center	0	63	63
South Milwaukee Center	0	54	54
South Region Total	553	1,009	1,562
% of Regional Enrollment*	26%	24%	25%

*MATC Student Services, "Enrollment Summary," March 8, 1982

TABLE I (Continued)

Number of Respondents By Location

<u>West Region</u>	<u>Day</u>	<u>Evening</u>	<u>Total</u>
West Campus	300	288	588
Greenfield Center	0	67	67
Nathan Hale Center	0	158	158
Wauwatosa Center	34	193	227
West Milwaukee Center	0	84	84
Whitnall Center	0	59	59
Wright Center	<u>0</u>	<u>11</u>	<u>11</u>
West Region Total	334	860	1,194
% of Regional Enrollment*	16%	16%	16%
<u>Region Unknown</u>	0	81	81
<u>District Totals</u>	3,549	4,469	8,018
% of Enrollment*	20%	20%	20%

*MATC Student Services, "Enrollment Summary," March 8, 1982

TABLE II

Number and Percent of Day and Evening Respondents by Student Division

	<u>Day</u>	<u>%</u>	<u>Evening</u>	<u>%</u>	<u>Total</u>	<u>%</u>
Adult Division						
Adult Vocational	1,027	28.9	1,258	28.1	2,285	28.5
Adult General Education	259	7.3	678	15.2	937	11.7
Adult Avocational	77	2.2	441	9.9	518	6.5
Adult High School	185	5.2	377	8.4	562	7.0
Apprentice	161	4.5	157	3.5	318	4.0
Associate Degree	1,595	44.9	1,424	31.9	3,019	37.6
High School Contract	28	.8	-	-	28	.3
Not Indicated	<u>217</u>	<u>6.2</u>	<u>134</u>	<u>3.0</u>	<u>351</u>	<u>4.4</u>
Total	3,549	100.0%	4,469	100.0%	8,018	100.0%

STUDENT PROFILE OF RESPONDENTS

There are significant differences between the day and evening student profile of respondents. These differences are shown in Tables III and IV.

As shown in Table I, there were 4,469 evening students (56% of sample and 20% of total evening enrollment) and 3,549 day students (47% of sample and 20% of day enrollment) in the total of 8,018 respondents (20% of total day and evening enrollment). Day and evening enrollment will be discussed separately because of the significant differences between the two groups of students.

Respondent

Day/Evening Differences

Student Divisions

The distribution of respondents throughout the various student divisions changes significantly with time of attendance. Whereas 45% of the day students were in an Associate Degree course when surveyed, this dropped to 32% for the evening students. The survey results reveal the opposite trend for the Adult Division, with 38% of the day and 53% of the evening students responding in either adult vocational, adult general education, or adult avocational classes. As might be anticipated, a much greater proportion of the day students is full time, 60%, compared to 5% of the evening students.

Full-Time Part-Time

Age

Age also differs significantly when the time of attendance is considered; 67% percent of the day students who responded to the survey are under 25, while only 30% of the night students are less than that age. The median age for day respondents is 23.5 years, while approximately one-half of the evening students are over 30. Closely correlated with age is the statistic that 65% of the day students, as compared to 38% of the evening students, have never been married.

Marital Status

Educational Objectives

The distribution of objectives for attending MATC differs considerably between day and evening students. While earning an Associate Degree is the primary motive for 35% of the day students, 24% of their evening counterparts indicated this as the major reason for attendance. The most popular reason cited for evening attendance is "Personal fulfillment or enjoyment," selected by 32% of these students as compared to 7% of the day students. These proportions reflect the many suburban evening-only centers which have a limited demand for Associate Degree offerings.

Ethnic Background

The ethnic composition of the day and evening respondents is similarly affected by the suburban evening centers, as the proportion of minorities attending evening classes, District-wide, is noticeably less. Whereas at least 28% of the day students are of a minority ethnic background, the comparable evening statistic is 12%.

TABLE III

Profile of Respondents

Districtwide

<u>Characteristics</u>	<u>Day</u>	<u>Evening</u>	<u>District</u>
Sex - Female	51%	56%	54%
Full-Time Student	67%	7%	40%
Median Age	23.3 yrs	29.3 yrs	26.7 yrs
Married	22%	50%	37%
Less Than High School Diploma or GED	11%	6%	8%
Reasons for Attending MATC			
Earn an Associate Degree	35%	24%	29%
Acquire Skills for a New Job	17%	14%	15%
Earn a Vocational Certificate or Diploma	16%	3%	8%
Personal Fulfillment or Enjoyment	7%	32%	21%
Earn Credits for Transfer	3%	3%	3%
Fulfill Apprenticeship Requirements	3%	3%	3%
Improve Present Job Skill	3%	11%	8%
Earn a High School Diploma	4%	3%	3%
Acquire Basic Education Skills	4%	4%	4%
Prepare for the GED Exam	4%	2%	3%
Unknown	4%	3%	3%
Ethnic Background			
Asian or Pacific Islander	2.4%	1.6%	1.9%
American Indian or Alaskan Native	1.6%	0.7%	1.1%
Black	21.9%	7.9%	13.9%
Hispanic	2.7%	1.6%	2.1%
White	69.7%	86.3%	79.1%
Unknown	1.8%	1.9%	1.9%
Consider Self Handicapped	6%	4%	5%
Employed			
More than 34 hours	12%	61%	40%
20-34 hours	19%	9%	14%
Less than 20 hours	22%	8%	14%
Not employed	45%	20%	31%
Rely upon Public Transportation to MATC	33%	7%	18%

TABLE IV
Profile of Respondents by Campus

	North Campus		South Campus		West Campus		Milwaukee Campus	
	Day	Eve	Day	Eve	Day	Eve	Day	Eve
Sex - Female	57%	65%	23%	50%	57%	69%	54%	44%
Full Time	70%	5%	69%	5%	55%	3%	71%	12%
Median Age	23.3	30.4	22.7	28.1	25.0	29.7	23.4	27.3
Married	27%	56%	22%	50%	38%	52%	18%	39%
Less Than High School Diploma or GED	3%	7%	8%	4%	8%	9%	13%	6%
Reasons for Attending MATC								
Earn an Associate Degree	23%	26%	25%	29%	22%	14%	42%	35%
Acquire Skills for a New Job	21%	19%	24%	14%	20%	15%	16%	15%
Earn a Vocational Certificate or Diploma	31%	1%	21%	4%	18%	3%	13%	4%
Personal Fulfillment or Enjoyment	9%	32%	7%	26%	18%	45%	3%	11%
Earn Credits for Transfer	1%	2%	5%	3%	4%	1%	3%	6%
Fulfill Apprenticeship Requirements	1%	0%	3%	4%	0%	1%	3%	6%
Improve Present Job Skill	7%	9%	5%	12%	4%	15%	3%	11%
Earn a High School Diploma	0%	1%	2%	1%	0%	1%	5%	5%
Acquire Basic Education Skills	2%	3%	4%	3%	6%	7%	4%	3%
Prepare for the GED Exam	1%	4%	1%	1%	1%	3%	5%	2%
Unknown	5%	3%	4%	3%	7%	2%	4%	3%
Ethnic Background								
Asian or Pacific Islander	3.9%	.7%	1.6%	1.4%	5.3%	2.0%	2.4%	2.7%
American Indian or Alaskan Native	.9%	1.0%	1.6%	.7%	1.3%	.4%	1.8%	1.0%
Black	2.1%	2.0%	4.0%	.7%	3.3%	.4%	30.0%	20.6%
Hispanic	.9%	0%	1.8%	1.9%	.3%	1.7%	3.3%	2.5%
White	91.3%	93.3%	90.1%	93.9%	89.0%	94.8%	60.0%	71.0%
Unknown	.9%	.3%	1.1%	1.3%	.7%	.7%	2.4%	2.2%
Consider Self Physically Handicapped	7%	3%	5%	5%	10%	4%	6%	5%
Employed								
More than 34 hours	9%	56%	17%	67%	12%	60%	11%	63%
20-34 hours	19%	10%	21%	7%	20%	10%	19%	10%
Less than 20 hours	27%	11%	20%	7%	19%	6%	22%	8%
Not Employed	44%	20%	41%	18%	47%	24%	45%	17%
Rely Upon Public Transportation to MATC	0%	0%	9%	1%	14%	4%	45%	19%

Previous Education
Employment
Income

The most noticeable difference in educational level of day vs. evening students is the higher proportion of evening students with college degrees. About 17% of evening students had a B.S. or advanced degrees as compared to 4% during the day. This is reflective of the greater proportion of traditional students in the day and the larger relative number of part-time, older, full-time-employee students taking personal-enrichment-type courses at the evening centers. Sixty-one percent of evening students are employed full-time, while just 12% of the day students work in excess of 34 hours per week. Related to this is the statistic that the median family income, or individual income if self-supporting, is estimated at about \$7,600 for day students but about \$19,500 for evening students.

Location - Evening Only

This discussion accents differences among the characteristics of students who responded to the survey at the Milwaukee Campus, and the North, South, and West Campus Centers of the Milwaukee Area Technical College.

Student Divisions

The distribution of students throughout the student divisions is greatly influenced by location. Only 23% of evening students were enrolled in an Associate Degree course at the West Campus, while 35%, 38%, and 49% were enrolled in Associate Degree courses at the North, South, and Milwaukee Campuses respectively. The North Campus had 14% of their evening students enrolled in Avocational courses, while the West, South, and Milwaukee Campuses had 7%, 7%, and 3% respectively.

Full-Time
Part-Time

Evening students at all campuses are primarily part-time. Full-time students (12 or more credits) represented 12% of students at Milwaukee Campus, 5% at both North and South, and only 3% at West.

Educational Objectives

The prospect of earning an Associate Degree is the primary motive for attending MATC for 35% of the Milwaukee Campus evening students, and 29% of the South Campus evening students. This compares to 26% and 14% of the North and West students who are attending mainly for this reason. For the respondents at the Milwaukee and the South Campuses, this was the most popular "best reason" for attending MATC classes. At the North and West Campuses, on the other hand, "personal fulfillment or enjoyment" was cited with the greatest frequency, with 32% of the North respondents and 45% of the West making this selection.

Ethnic Background

According to the survey's respondents, the ethnic minority evening students of the District attend classes primarily at the Milwaukee Campus. At this campus, about 27% of the respondents identified themselves as ethnic minorities. More specifically, Blacks accounted for 20.6% of the total; Hispanics, 2.3%; Asians, 2.7%; and American Indians, 1.0%. At the regional campus centers, the proportion of Whites ranges from 94.8% at the West to 93.9% at the South and 93.9% and 93.3% at the South and North Campus Centers respectively.

Age

Median age of evening students, 29.3, is much higher than the day students, 23.3. The North Campus evening median age of 30.4 was higher than those at the South (28.1), West (29.7), and Milwaukee (27.3).

- Sex** The male/female mix of evening students varies greatly at campuses as follows: North 35/65%; West 31/69%; South 50/50%; Milwaukee 56/44% - a majority of female students at North and West but a majority of men at Milwaukee with the South equally divided.
- Marital Status** One-half or more of evening students are married at North (56%), West (52%), and South (50%), while 39% are married at Milwaukee Campus.
- Educational Background** The educational background of evening students is generally better than day students at all campuses.
- Previous Education** The proportion of evening respondents with less than a high school diploma is highest at the North and West Centers, 7% and 9%, respectively. At the South and Milwaukee Centers, the comparable figures are 4% and 6%, respectively. The proportion of evening students with a four-year degree or more is highest at the North Campus Center, where 17% of the respondents to the survey possess at least a Bachelor's Degree. At the Milwaukee, South, and West Centers, this level of educational achievement has been attained by 11%, 9%, and 14%, respectively, of the respondents to the survey.
- Income** Median income levels of evening respondents, if self-supporting, or their families' total income, if not self-supporting, vary significantly throughout the District. Respondents at the Milwaukee Campus reported incomes with a median of \$16,814 compared to \$17,685 in the West, \$19,913 in the South, and \$20,462 in the North in 1980-81. 1981-82 medians are not available.

Location - Day Only

- Full-Time Part-Time** Many of the differences between the Milwaukee Campus respondents and their regional counterparts are linked to the higher proportions of evening-only students who attend classes at the regional campus centers. Some of the differences are significantly lessened when only the day students at the various campuses are compared. For example, of the day respondents at the South, North, Milwaukee, and West Campuses, 69%, 70%, 71%, and 55% respectively, indicated that they were full-time students.
- Educational Objectives** An Associate Degree or a Vocational Certificate or Diploma was the primary motivator for day students at all of the campuses. Fifty-five percent of the Milwaukee Campus day students identified one of these as their major attendance objective while at the North, West, and South, the comparable proportions were 54%, 40%, and 46%, respectively. The broadest difference in motivation was evident for the "personal fulfillment or enjoyment" motive, which was cited by just 3% of the Milwaukee Campus respondents compared to 18% of the West Campus students.
- Previous Education** Thirteen percent of day students at the Milwaukee Campus had less than a high school diploma as compared to 3%, 8%, and 8% at the North, South, and West Campuses, respectively. The percentage of day students with a Bachelor's Degree or advanced degree was the following: North 11%, West 6%, Milwaukee 3%, and South 3%.

Age
Marital Status

The South Campus day respondents exhibited the lowest median age, 22.7 years, compared to 23.4 years at the Milwaukee Campus, 22.3 years at the North Campus, and 25.0 at the West Campus. Thirty-eight percent of the West day respondents and 27% of those at the North are married, while at the Milwaukee and South Campuses, 18% and 22%, respectively, of those responding have spouses.

The characteristics which differentiate the most between the Milwaukee Campus day respondents and their regional campus counterparts are ethnic background and median family income.

Ethnic Background

According to the survey, at least 37% of the Milwaukee day students are representative of an ethnic minority group. Sixty percent of respondents identified themselves as "White," while the ethnic background of 2.2% of those surveyed is unknown. Blacks constituted the largest proportion of the minority Milwaukee day respondents, with 30.0% of the total identifying themselves with this race. Hispanics, American Indians, and Asians or Pacific Islanders accounted for 2.5%, 1.0%, and 2.7%, respectively, of the day total at the Milwaukee Campus. In contrast, the White day respondents at the North, South, and West Campus Centers represented 91.3%, 90.1%, and 89.0% of their respective totals. The largest minority percentage at a regional campus center is 5.3%, the proportion of Asian or Pacific Islander responding at the West Campus Center.

Personal income, if self-supporting, or total family income, if not self-supporting, is considerably higher for the day respondents at the regional campuses than for their Milwaukee Campus counterparts. Whereas median income was \$6,777 at the Milwaukee Campus, it was \$10,500 at the South, \$11,035 at the West, and \$9,000 at the North Campus Centers in 1980-81. Medians for 1981-82 are not available, but estimates indicate that 1981-82 medians would be similar to 1980-81 figures.

Influences to Attend MATC

As shown in Table V, "parents or other relative" was the most frequent response (17.2%) of day students as to the what influenced them to attend MATC. Evening students were most influenced by the "class schedule or other material mailed to you" (39.3%). At the North Campus (47.7%) evening students indicated that mailed materials were the most influential in attending MATC. A large percentage of day and evening students (27.9%) did not respond to the questions.

Significant Changes in Student Survey Profile from 1981 to 1982

1. The percentage of full-time students (12 or more credits) increased from 60% to 67% of day students and from 32% to 40% of day and evening students.
2. The percentage of evening students indicating "personal fulfillment" or "enjoyment" as a reason for attending MATC decreased from 37% to 32%. For day and evening students, the percentage decreased from 24% to 21%.
3. The percentage of minorities day and evening increased about 3% from 16% to 19%. Day school minority percentage increased from about 24% to 28%. All minority groups showed increases.
4. Percentage of day students "unemployed" increased from 41% to 45%. Day and evening percentage increased from 29% to 31%.

The changes in student profile noted from 1981 to 1982 reflect present economic conditions including high unemployment.

TABLE V

	Influences to Attend MATC										
	North		South		West		Milwaukee		District		
	Day	Eve.	Day	Eve.	Day	Eve.	Day	Eve.	Day	Eve.	Total
1. High School Teacher	2.2%	.3%	2.2%	.9%	3.0%	0%	2.5%	1.7%	2.5%	1.4%	1.9%
2. High School Counselor	8.7%	2.3%	8.8%	2.2%	4.0%	1.4%	7.6%	3.2%	7.3%	2.7%	4.7%
3. MATC repreaentative at your high school	3.9%	.7%	2.7%	.6%	2.3%	.4%	2.7%	.7%	2.8%	.6%	1.6%
4. Social agency counselor	5.2%	.7%	4.4%	.7%	4.7%	.4%	5.9%	1.5%	5.4%	.9%	2.9%
5. Parent or other relative	15.1%	10.3%	17.2%	7.4%	18.7%	11.5%	17.5%	9.4%	17.2%	8.4%	12.3%
6. Current or former MATC student	8.2%	6.0%	9.3%	11.9%	14.7%	8.0%	12.5%	11.3%	11.9%	9.6%	10.6%
7. Employer	2.6%	7.3%	4.6%	10.6%	3.0%	8.3%	4.9%	12.0%	4.4%	8.3%	6.6%
8. Radio, TV, billboard or Newspaper publicity	6.1%	3.0%	2.2%	3.2%	2.7%	6.6%	2.7%	3.0%	2.8%	3.3%	3.1%
9. Class schedule or other material mailed to you	19.9%	47.7%	12.4%	36.4%	19.9%	42.7%	10.2%	27.8%	12.6%	39.3%	27.5%
10. Mobile Information Center at a public event8%	.3%	.9%	.7%	1.3%	0%	1.7%	.2%	1.5%	.4%	.9%
11. Unknown	27.3%	21.3%	35.3%	25.4%	26.7%	20.8%	31.8%	29.3%	31.5%	25.1%	27.9%

STUDENTS' EVALUATIONS

Items 15 through 45 of the survey allowed respondents to evaluate a broad range of functions, services, and facilities of the Milwaukee Area Technical College. The students were asked to choose one of the following seven responses regarding the subject of each survey item:

1. Excellent
2. Good
3. OK
4. Poor
5. Terrible
6. Of no concern to me
7. I can't evaluate this

Of concern in developing the scheme for a summary report of the responses was the realization that the "omits" and choices 6 and 7, above, would dilute the results of those respondents who chose to rate an item; i.e., selected either "Excellent," "Good," "OK," "Poor," or "Terrible."

Accordingly, a simple tabulation and percent-of-total was deemed unsatisfactory for summarizing the selection of these five responses, although it seemed the most appropriate for reporting the "omits" and the "of no concern to me" and "I can't evaluate this" responses. The five evaluative choices were assigned the following numerical values to facilitate summarizations:

Excellent	- 4
Good	- 3
OK	- 2
Poor	- 1
Terrible	- 0

For each item of the survey, an arithmetic mean was calculated based on both the frequency and the numeric value of the evaluative responses to the item. The magnitude of the mean response thus serves as an indicator of the students' satisfaction or dissatisfaction with the aspect of the District being evaluated. Appendix B provides for many subgroups, rank-ordered lists of the ten highest-rated items as determined by the value of the mean response. Appendix C provides similarly determined rank-ordered lists of the ten lowest-rated factors of the District.

Districtwide

Heading the list of items receiving the highest evaluations from students, District-wide, is, "The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been..." This item evoked a mean response of 3.23, well into the excellent/good range. Of additional significance is the fact that 96%

Strengths

Strengths
(Cont.)

of the students sampled rated this item, i.e., 7,728 of 8,018. The next highest evaluation given any item was that given to "In terms of my needs, the courses I have taken at MATC have been..." having a mean response of 3.09. Items dealing with the "quality of teaching," "availability of teachers to help students outside of class," "quality of facilities," "treatment by non-teaching staff," "quality of instructional equipment," and "services and facilities for the handicapped" all received responses having a mean of 2.79 or greater.

Limitations

The strong influence of the respondents at the Milwaukee Campus placed "The availability of parking at or near MATC is..." at the top of the list of student concerns, District-wide. The 1.84 mean for this item is the only one below 2.0, the equivalent of an "OK" evaluation. A second concern was "The recreation facilities at MATC are..." given a mean rating of 2.13. It should be noted however that only 42% of those surveyed chose to rate this item as compared to 88% for the parking item. The only other characteristics of the District receiving mean responses of less than 2.30 deal with "job placement," 2.16; "athletic activities," 2.21; "student lounge facilities," 2.26; and "extracurricular activities," 2.29.

Sub-Sample Differences

Day/Evening

Strengths

When the responses of day and evening students, District-wide, are compared, there is very little difference in the highest-rated items. The "manner in which I have been treated by MATC instructors," "meeting needs," "quality of teaching," and "availability of instructors," items rank one through four, respectively, for both day and evening sub-samples. The only noticeable contrast is the proportionally higher evaluations provided by the evening students, i.e., means of 3.38, 3.15, 3.15, and 3.06, respectively, for these items, compared to 3.07, 3.03, 3.03, and 2.92 for the day respondents. Nine of ten items rated the highest in day and evening in 1982 are the same as 1981. Also among the ten highest-rated items of both day and evening students are those concerned with "non-teaching employee treatment," "quality of facilities," "quality of equipment," and "services and facilities for the handicapped." The mean responses for these items range from 2.97 to 2.66.

The day students also rated "student programs" and "services or tutors" positive enough to have them included in their list of ten highest-rated characteristics of the District. Replacing these in the corresponding listing for evening school students are the items dealing with "maintenance and cleanliness of facilities" and "the library."

Limitations

The availability of parking at or near MATC was the top concern of day students (1.39) which was the only item given a mean evaluation below 2.00 in the District. Parking had a mean response of 2.27 in the evening school which was fourth largest. These results reflect the high proportion of evening students who attend classes at regional campuses or in suburban secondary school facilities which have adequate parking.

Even though the foremost concern of the day and evening subgroups differs, seven of the ten greatest concerns are common to both day and evening students. These include "athletic facilities," "recreational facilities," "student lounge facilities," "job placement services," "extracurricular activities," "parking," and "food services." While the day students were relatively more concerned with "services provided by the Bookstore," "registration procedures," and "student involvement in policy-making," the evening group expressed a greater concern over "services provided by counselors," and "financial aid services," and public transportation to MATC.

Location - Milwaukee Campus and Regional Campus Centers

There is considerable agreement among the Milwaukee, North, South, and West Campus respondents as to the strengths of the District, both day and evening, although rank-order differences exist. The most noticeable difference concerning these responses is the degree of positiveness of the evaluations by the regional students. The ten highest-rated items, day or evening, have means which range from 2.90 to 3.42 in the North, 2.84 to 3.43 in the West, 2.75 to 3.41 in the South, and from 2.59 to 3.18 at the Milwaukee Campus.

Eight common items can be found on the four lists of ten most highly rated items, both day and evening. The "treatment by faculty" item received the highest evaluation from students at all campuses. Also highly evaluated by students at all four locations was "meeting students' needs," "quality of teaching," "willingness of teachers to help students outside of class," "quality of instructional facilities," "services and facilities for the handicapped," "quality of instructional equipment," and "treatment by non-teaching employees."

Characteristics that were in the most highly rated items, day or evening, at the Milwaukee Campus and not at the three regional campuses were "the library," "student programs," and "public transportation." One characteristic that was given a high rating at the three regional campuses and yet failed to rank among the ten highest at the Milwaukee Campus is "maintenance and cleanliness of facilities."

The students at all Campuses have a mutual concern over "recreation facilities," and "athletic activities." These items are among the ten lowest-rated at each of the campuses of the District.

As in prior surveys, the greatest concern of Milwaukee Campus respondents continues to be "the availability of parking." In addition to the three items of mutual concern, Milwaukee respondents also provided relatively low evaluations, day and evening, of "student lounge facilities," "registration procedures," and "services provided by the bookstore."

Students at the North Campus were most concerned about "public transportation services," and "food services," both day and evening. "Athletic activities," and "student health services" also had mean responses below 2.0 by day students.

At the South "public transportation" (2.00) was the lowest rated by evening students and "athletic activities" (1.69) by day students. "Recreation facilities," given a mean response of 1.97 by day students, was the only other item receiving a mean response lower than 2.0.

At the West, "food services" was given the lowest mean response by both day and evening students. Parking was on the list of items with the lowest ten mean responses, but was not the number one concern of students as it was in previous years of the survey prior to 1980-81. Athletic activities (1.64) was given a rating below 2.00 by day students.

Ethnic Background

Strengths

The strengths of the District, as identified by the respondents with differing ethnic backgrounds, are quite similar. Seven of the highest mean responses for all ethnic subgroups were the same as the District summary as follows: "the manner in which I have been treated by MATC instructors," "courses meeting my needs," "quality of teaching," "instructional facilities," "availability of instructors," "the library," and "services and facilities for handicapped." Each of these characteristics was given a mean rating of 2.68 or greater by all ethnic groups.

Limitations

As viewed by the five ethnic sub-samples, there is not quite as much agreement on the limitations of the District as there is on its strengths. "Parking" is of greatest concern to all subgroups, with mean responses for this item ranging from 1.35 (Blacks) to 1.90 (Whites). A majority of ethnic minorities attend the Milwaukee Campus and their concern about parking is consistent with whites at the Milwaukee Campus.

Three other areas of concerns for subgroups was "job placement," "recreational facilities," and "student lounge facilities."

Other items that appear among the five greatest concerns of the American Indian subgroup are: "student involvement" (2.18) and "registration procedures" (2.19).

In addition to the four common concerns, "food services" (2.10) is among the top five for the Asian subgroups.

For the black subgroup, one additional concern was "registration procedures" (2.33) among the top five.

Hispanics identified "extracurricular activities" (2.17) and "registration procedures" (2.22) as concerns after "parking," "job placement," and "recreation facilities."

Whites rated "athletic activities" (2.16) and "food services" (2.22) as additional areas of concern.

Handicapped

Strengths

A total of 426 students, of 8,018 in the sample, identified themselves as handicapped. Handicapped students' highest mean responses were similar to those of all MATC students. Handicapped students included 9 of the 10 items on the District summary on their highest mean response list.

"Services provided by tutors" was ranked tenth on the handicapped list while the one difference, "maintenance and cleanliness," was ninth on the District summary rankings. "Services and facilities for the handicapped" (2.72) was ranked eighth highest by handicapped students.

The four items of greatest concern for handicapped students were the same as those for the District summary "availability of parking," (1.86); "job placement services," (2.09); "recreation facilities," (2.16); and athletic activities," (2.20).

Changes in Student Ratings from 1981 to 1982

District day and evening ratings of students did not change greatly from 1981 to 1982. Most overall ratings on survey items changed by less than .05, and only two survey items overall ratings changed by more than .1. "The availability of parking" mean response decreased .11 to 1.84 in 1982 while "athletic activities" increased .14 to 2.07. Since only about 24% of students rated the athletic activities item, the change is not significant.

There were some large changes in mean responses of day and evening students at regional campuses. There were no changes of greater than .2 on any item day or evening at the Milwaukee Campus. Two large decreases in mean responses were made at the North Campus by day students. "Food services" decreased from 1.63 to .83 and "Public transportation" from 1.35 to .94. The only item that had a relatively large change by day and evening at more than one campus was "services provided by tutors", which increased at the West Campus but decreased at the North Campus.

The ratings of students by ethnic origin did not change greatly except for Asians or Pacific Islander students whose overall ratings decreased on a majority of items in 1982. There was an increase in Asian students in the survey in 1982.

CONCLUSION

The foregoing has only highlighted some of the student-perceived strengths and limitations of the functions, services, and facilities of the Milwaukee Area Technical College District. Divisions and departments of the College are encouraged to analyze fully the results of the survey which pertain to their respective areas of responsibility and to incorporate the results of this analysis into the continuous planning efforts of their division or department. Through this analysis, together with planning and resultant improvement-oriented activities, it is anticipated that the areas of strength will be maintained and that the limitations cited by the District's students will be addressed.

Appendix A

The Survey Instrument

MATC STUDENT SURVEY QUESTIONNAIRE

DIRECTIONS: Read each item and its numbered responses. When you have decided which response is BEST, blacken the corresponding space on the answer sheet with a NUMBER 2 PENCIL (regular lead pencil). Make your mark as long as the pair of lines, and completely fill the area between the pair of lines. If you change your mind, ~~erase~~ your first mark COMPLETELY. Make no stray marks; they may be interpreted improperly when the sheet is machine tabulated.

1. Which of the following describes the class you are now in?

1. Day school (starts before 3:45 p.m.)
2. Night school (starts at or after 3:45 p.m.)

2. Which of the following BEST describes the class you are now in?

1. Adult High School class
2. Apprentice class
3. Associate Degree class
4. High School Contract class
5. Adult Vocational class
6. Adult Avocational class
7. Adult General Education class
8. CETA

3. Which of the following describes you?

1. Full-time (Associate Degree - 12 or more credits. Adult High School - 4 credits. Others - 24 or more class hours per week.)
2. At least half-time (Associate Degree - 6 to 11 credits. Adult High School - 2 or 3 credits. Others - 12 to 23 class hours per week.)
3. Less than half-time (Associate Degree - 1 to 5 credits. Adult High School - 1 credit. Others - 1 to 11 class hours per week.)

4. Which of the following BEST describes your reason for taking courses at MATC?

1. Acquire basic general education skills
2. Earn a high school diploma
3. Prepare for the GED exam
4. Earn a vocational Certificate or Diploma
5. Earn an Associate Degree
6. Earn credits for transfer to a four-year college
7. Improve present job skills
8. Acquire skills for a new job
9. To fulfill the requirements of an apprenticeship
10. Personal fulfillment or enjoyment other than above

5. What is your sex?

1. Male
2. Female

6. What is your age?

1. Under 18
2. 18 - 19
3. 20 - 24
4. 25 - 29
5. 30 - 34
6. 35 - 39
7. 40 - 44
8. 45 - 54
9. 55 - 64
10. 65 or over

7. Do you consider yourself to be physically handicapped?

1. Yes
2. No

8. What is your present marital status?

1. Never married
2. Married
3. Divorced
4. Separated
5. Spouse no longer living

9. To what ethnic group do you belong?

1. Asian or Pacific Islander
2. American Indian or Alaskan Native
3. Black
4. Hispanic
5. White

10. Which of the following BEST describes your highest level of formal education?

1. Less than eighth grade diploma
2. Eighth grade diploma but less than a high school diploma
3. High school diploma or GED equivalency
4. Vocational Diploma or Certificate
5. 1 to 30 college credits
6. 31 to 60 college credits
7. More than 61 college credits but no degree
8. Associate Degree
9. Bachelors Degree
10. Graduate Degree

11. How many hours per week are you employed?

1. 0, not employed
2. less than 5
3. 5 to 9
4. 10 to 14
5. 15 to 19
6. 20 to 24
7. 25 to 29
8. 30 to 34
9. 35 to 40
10. More than 40

12. If you are self-supporting, what is your yearly income, or if you are a member of, or head of, a family, what is the total family yearly income?

1. Under \$3,000
2. \$3,000 - \$5,999
3. \$6,000 - \$7,499
4. \$7,500 - \$8,999
5. \$9,000 - \$11,999
6. \$12,000 - \$14,999
7. \$15,000 - \$19,999
8. \$20,000 - \$24,999
9. \$25,000 - \$29,999
10. \$30,000 or above

13. Which of the following best describes how you most often get to MATC?

1. Drive an automobile
2. Carpool
3. Passenger in an automobile
4. Motorcycle or Motorbike
5. Bicycle
6. Bus
7. Taxi
8. Walk
9. Other

14. Which one of the following MOST influenced you to attend MATC?

1. High school teacher
2. High school counselor
3. MATC representative at your high school
4. Social agency counselor
5. Parent or other relative
6. Current or former MATC student
7. Employer
8. Radio, TV, billboard or Newspaper publicity
9. Class schedule or other material mailed to you
10. MATC Mobile Information Center at a public event

(Leave blank if other than any of the above)

FOR ITEMS 15 THROUGH 45, SELECT FROM THE CHOICES BELOW THE RESPONSE WHICH BEST COMPLETES THE STATEMENT. IF YOU HAVE NOT UTILIZED THE SERVICE OR FACILITY DESCRIBED AND YOU ARE THEREFORE UNFAMILIAR WITH IT, PLEASE SELECT CHOICE #7 - I CAN'T EVALUATE THIS.

CHOICES

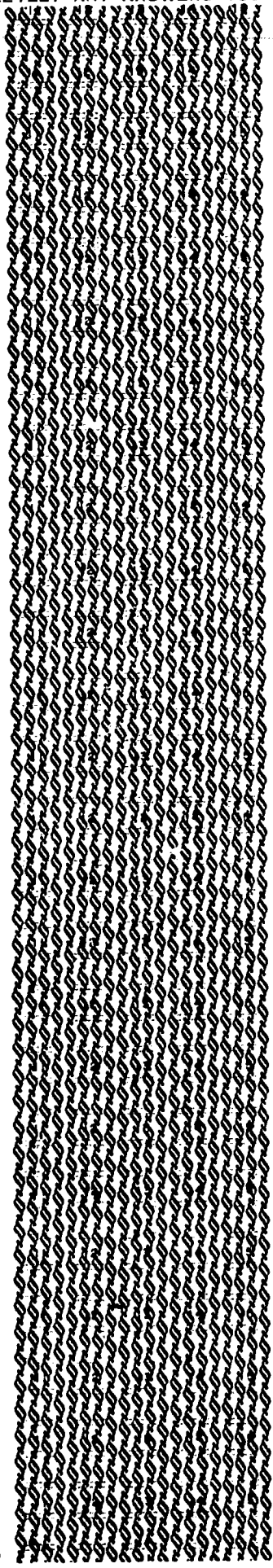
1. Excellent
2. Good
3. OK
4. Poor
5. Terrible
6. Of no concern to me
7. I can't evaluate this

15. In terms of my needs, the courses I have taken at MATC have been...
16. The quality of teaching I have received at MATC has been...
17. The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...
18. The instructional equipment (tools, machines, instruments, etc.) at MATC is...
19. The availability and willingness of instructors to help students outside of class are...
20. The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...
21. The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC non-teaching employees has been...
22. Security against theft, assault, etc., at MATC facilities is...
23. Services and facilities for the handicapped at MATC are...
24. The availability of parking at or near MATC is...
25. Public transportation services to MATC's facilities are...
26. The opportunities for non-traditional learning activities (independent study, self-paced learning, credit by examination, credit for life experience, etc.) at MATC are...
27. The library at MATC is...
28. The registration procedures at MATC are...
29. The services provided by the Counselors (assistance in choosing a major, career planning, resolving personal problems, etc.) at MATC are...
30. The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...
31. The services provided by the Bookstore at MATC are...
32. The services provided by the tutors at MATC are...
33. The job placement services at MATC are...
34. The services that MATC provides to aid veterans in obtaining educational benefits are...
35. The student health services offered at MATC are...
36. The maintenance and cleanliness of MATC's facilities are...
37. The provisions made for student involvement in school policy-making (through Student Government, committees, etc.) at MATC is...
38. The student lounge facilities at MATC are...
39. The recreation facilities at MATC are...
40. The food services offered at MATC are...
41. The extracurricular activities (clubs, fraternities, organizations, etc.) at MATC are...
42. The athletic activities at MATC are...
43. The student programs (speakers, movies, concerts, theater groups, etc.) at MATC are...
44. The student newspaper, The Times is...
45. The services that MATC provides to aid students in obtaining housing are...

If you are working toward a diploma, certificate, or associate degree, please respond to the item at the right side of the answer sheet. Ignore this item if you are not working toward a diploma, certificate or degree.

NAME OF TEST CENTER
NAME OF TEST
MAKE YOUR MARKS HEAVY AND BLACK--ERASE COMPLETELY ANY ANSWERS YOU WISH TO CHANGE

1	2	3	4	5	6	7	8	9	10
2									
3	2	3	4	5	6	7	8	9	10
4									
5	2	3	4	5	6	7	8	9	10
6									
7	2	3	4	5	6	7	8	9	10
8									
9	2	3	4	5	6	7	8	9	10
10									
11	2	3	4	5	6	7	8	9	10
12									
13	2	3	4	5	6	7	8	9	10
14									
15	2	3	4	5	6	7	8	9	10
16									
17	2	3	4	5	6	7	8	9	10
18									
19	2	3	4	5	6	7	8	9	10
20									
21	2	3	4	5	6	7	8	9	10
22									
23	2	3	4	5	6	7	8	9	10
24									
25	2	3	4	5	6	7	8	9	10
26									
27	2	3	4	5	6	7	8	9	10
28									
29	2	3	4	5	6	7	8	9	10
30									
31	2	3	4	5	6	7	8	9	10
32									
33	2	3	4	5	6	7	8	9	10
34									
35	2	3	4	5	6	7	8	9	10
36									
37	2	3	4	5	6	7	8	9	10
38									
39	2	3	4	5	6	7	8	9	10
40									
41	2	3	4	5	6	7	8	9	10
42									
43	2	3	4	5	6	7	8	9	10
44									
45	2	3	4	5	6	7	8	9	10
46									
47	2	3	4	5	6	7	8	9	10
48									
49	2	3	4	5	6	7	8	9	10



(Name of Program)

I am working toward a _____ in _____

- Diploma
- Certificate
- Associate Degree

Appendix B

The following are rank-ordered lists of those items which received the highest evaluations by the respondents to the survey.

The order has been determined by the magnitude of the mean response based on the following descriptor/value pairs:

<u>Descriptor</u>	<u>Value</u>
Excellent	4
Good	3
OK	2
Poor	1
Terrible	0

Not included in the calculation of the mean are the responses of those who chose not to rate the item; i.e., selected "Of no concern to me," "I can't evaluate this," or omitted the item. The proportion of the sample who rated the respective items is provided in the column at the right of each page.

District Summary

n = 8,018

The following is a summary of the items given the highest mean response by the students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.23	96
2	In terms of my needs, the courses I have taken at MATC have been...	3.09	96
3	The quality of teaching I have received at MATC has been...	3.08	97
4	The availability and willingness of instructors to help students outside of class are...	2.99	79
5	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.96	94
6	Services and facilities for the handicapped at MATC are...	2.81	45
7	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC non-teaching employees has been...	2.80	79
8	The instructional equipment (tools machines, instruments, etc.) at MATC is...	2.79	81
9	The maintenance and cleanliness of MATC's facilities are...	2.64	88
10	The library at MATC is...	2.61	40

District Day Summary

n = 3,549

The following is a summary of the items given the highest mean response by the day students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.07	97
2	In terms of my needs, the courses I have taken at MATC have been...	3.03	97
3	The quality of teaching I have received at MATC has been...	3.03	97
4	The availability and willingness of instructors to help students outside of class are...	2.92	90
5	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.91	95
6	Services and facilities for the handicapped at MATC are...	2.87	62
7	The instructional equipment (tools, machines, instruments, etc.) at MATC are...	2.83	85
8	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC non-teaching employees has been...	2.66	84
9	The student programs (guest speakers, entertainment, noon movies, etc.) at MATC are...	2.62	70
10	The services provided by tutors at MATC are...	2.62	38

District Evening Summary

n = 4,469

The following is a summary of the items given the highest mean response by the evening students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.38	96
2	In terms of my needs, the courses I have taken at MATC have been...	3.15	95
3	The quality of teaching I have received at MATC has been...	3.15	97
4	The availability and willingness of instructors to help students outside of class are...	3.06	71
5	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC non-teaching employees has been...	2.97	72
6	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.96	93
7	The maintenance and cleanliness of MATC's facilities are...	2.80	77
8	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.79	84
9	Services and facilities for the handi-capped at MATC are...	2.76	32
10	The library at MATC is...	2.66	37

Milwaukee Day Summary

n = 2,394

The following is a summary of the items given the highest mean response by the day students surveyed at the Milwaukee Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	In term of my needs, the courses I have taken at MATC have been...	2.98	97
2	The quality of teaching I have received at MATC has been...	2.96	98
3	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	2.95	97
4	Services and facilities for the handicapped at MATC are...	2.83	64
5	The availability and willingness of instructors to help students outside of class are...	2.82	90
6	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.75	83
7	The instructional facilities for the handicapped at MATC are...	2.73	95
8	The student programs (guest speakers, entertainment, noon movies, etc.) at MATC are...	2.72	75
9	The student newspaper, <u>The Times</u> , is...	2.60	83
10	Tutoring services at MATC are...	2.59	41

Milwaukee Evening Summary

n = 1,473

The following is a summary of the items given the highest mean response by the evening students surveyed at the Milwaukee Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.18	96
2	In terms of my needs, the courses I have taken at MATC have been...	3.00	95
3	The quality of teaching I have received at MATC has been...	2.96	97
4	The availability and willingness of instructors to help students outside of class are...	2.85	78
5	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC non-teaching employees has been...	2.72	79
6	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.71	93
7	The Library at MATC is...	2.68	60
8	Services and facilities for the handicapped at MATC are...	2.67	42
9	The instructional equipment (tools, machines, instruments, etc.) at MATC are...	2.61	79
10	Public transportation is...	2.59	59

North Day Summary

n = 231

The following is a summary of the items given the highest mean response by the day students surveyed at the North Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.33	99
2	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	3.31	99
3	The availability and willingness of instructors to help students outside of class are...	3.26	93
4	The maintenance and cleanliness of MATC's facilities are...	3.26	97
5	The quality of teaching I have received at MATC has been...	3.18	99
6	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	3.18	94
7	In terms of my needs, the courses I have taken at MATC have been...	3.14	99
8	The availability of parking at or near MATC is...	3.04	98
9	Security against theft, assault, etc., at MATC facilities is...	2.99	82
10	Services and facilities for the handicapped at MATC are...	2.90	58

North Evening Summary

n = 300

The following is a summary of the items given the highest mean response by the evening students surveyed at the North Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.42	97
2	The instructional facilities (buildings, classrooms, shops, labs etc.) at MATC are...	3.30	95
3	The maintenance and cleanliness of MATC's facilities are...	3.29	94
4	In terms of my needs, the courses I have taken at MATC have been...	3.20	95
5	The availability and willingness of instructors to help students outside of class are...	3.17	67
6	The quality of teaching I have received at MATC has been...	3.11	97
7	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	3.04	67
8	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC non-teaching employees has been...	3.04	74
9	Services and facilities for the handicapped at MATC are...	3.01	31
10	The availability of parking at or near MATC is...	2.93	96

South Day Summary

n = 453

The following is a summary of the items given the highest mean response by the day students surveyed at the South Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.21	97
2	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	3.16	98
3	The maintenance and cleanliness of MATC's facilities are...	3.10	94
4	The quality of teaching I have received at MATC has been...	3.05	97
5	Services and facilities for the handicapped at MATC are...	3.01	62
6	In terms of my needs, the courses I have taken at MATC have been...	2.99	98
7	The availability and willingness of instructors to help students outside of class are...	2.95	91
8	The provisions that MATC has made for student parking are...	2.92	94
9	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.87	91
10	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC non-teaching employees has been...	2.85	92

South Evening Summary

n = 689

The following is a summary of the items given the highest mean response by the evening students surveyed at the South Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.41	98
2	The instructional facilities (buildings, classrooms, shops, lab, etc.) at MATC are...	3.29	97
3	The maintenance and cleanliness of MATC's facilities are...	3.24	95
4	In terms of my needs, the courses I have taken at MATC have been...	3.14	97
5	The quality of teaching I have received at MATC has been...	3.09	98
6	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC non-teaching employees has been...	3.08	80
7	The availability and willingness of instructors to help students outside of class are...	3.05	77
8	Services and facilities for the handicapped at MATC are...	3.04	40
9	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.94	84
10	The student lounge facilities at MATC are...	2.75	65

West Day Summary

n = 300

The following is a summary of the items given the highest mean response by the day students surveyed at the West Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been ...	3.43	98
2	The quality of teaching I have received at MATC has been...	3.34	99
3	In terms of my needs, the courses I have taken at MATC have been...	3.33	98
4	The availability and willingness of instructors to help students outside of class are...	3.25	90
5	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	3.12	96
6	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC non-teaching employees has been...	3.12	89
7	The maintenance and cleanliness of MATC's facilities are...	3.12	95
8	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.99	88
9	The services provided by tutors at MATC are...	2.96	36
10	Services and facilities for the handi-capped at MATC are...	2.91	53

West Evening Summary

n = 288

The following is a summary of the items given the highest mean response by the evening students surveyed at the West Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.51	99
2	The quality of teaching I have received at MATC has been...	3.34	99
3	In terms of my needs, the courses I have taken at MATC have been...	3.30	97
4	The availability and willingness of instructors to help students outside of class are...	3.23	74
5	The maintenance and cleanliness of MATC's facilities are...	3.20	95
6	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	3.16	95
7	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	3.00	82
8	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC non-teaching employees has been...	2.97	80
9	Tutoring services at MATC are...	2.95	20
10	The student newspaper, <u>The Times</u> , is...	2.84	28

Summary

Asian or Pacific Islander

n = 160

The following is a summary of the items given the highest mean response by the Asians or Pacific Islanders surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The quality of teaching I have received at MATC has been...	3.02	97
2	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	2.99	91
3	In terms of my needs, the courses I have taken at MATC have been...	2.86	92
4	The Library at MATC is...	2.81	72
5	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.79	95
6	The availability and willingness of instructors to help students outside of class are...	2.79	80
7	The maintenance and cleanliness of MATC facilities are...	2.74	79
8	The services provided by tutors at MATC are...	2.73	49
9	Services and facilities for the handicapped at MATC are...	2.72	58
10	The services MATC provides to aid veterans in obtaining educational benefits are...	2.67	38

Summary

American Indian or Alaskan Native

n = 92

The following is a summary of the items given the highest mean response by the American Indians or Alaskan Natives surveyed district-wide:

<u>Rank</u>		<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.24	95
2	In terms of my needs, the courses I have taken at MATC have been...	3.19	90
3	The quality of teaching I have received at MATC has been...	3.02	98
4	The availability and willingness of instructors to help students outside of class are...	2.89	88
5	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.87	92
6	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.81	81
7	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC non-teaching employees has been...	2.79	86
8	The Library at MATC is...	2.76	64
9	Services and facilities for the handicapped at MATC are...	2.73	64
10	Public transportation services to MATC's facilities are...	2.66	66

Summary

Blacks

n = 1,123

The following is a summary of the items given the highest mean response by the Black students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The quality of teaching I have received at MATC has been...	3.02	96
2	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	2.99	94
3	In terms of my needs, the courses I have taken at MATC have been...	2.99	94
4	The Library at MATC is...	2.80	80
5	Services and facilities for the handicapped at MATC are...	2.75	63
6	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.72	77
7	The availability and willingness of instructors to help students outside of class are...	2.72	81
8	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.71	92
9	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC non-teaching employees has been...	2.69	93
10	The student programs (guest speakers, entertainment, noon movies, etc.) at MATC are...	2.66	63

Summary

Hispanic

n = 164

The following is a summary of the items given the highest mean response by the Hispanic students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.17	97
2	In terms of my needs, the courses I have taken at MATC have been...	3.03	97
3	The quality of teaching I have received at MATC has been...	3.03	97
4	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.85	90
5	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.80	80
6	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC non-teaching employees has been...	2.79	85
7	The availability and willingness of instructors to help students outside of class are...	2.78	76
8	The Library at MATC is...	2.77	70
9	Services and facilities for the handicapped at MATC are...	2.68	60
10	The student health services offered at MATC are...	2.62	35

Summary

Whites

n = 6,283

The following is a summary of the items given the highest mean response by the White students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.27	98
2	The quality of teaching I have received at MATC has been...	3.11	98
3	In terms of my needs, the courses I have taken at MATC have been...	3.10	97
4	The availability and willingness of instructors to help students outside of class are...	3.05	81
5	The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.95	95
6	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.83	82
7	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC non-teaching employees has been...	2.83	80
8	Services and facilities for the handicapped at MATC are...	2.66	45
9	The maintenance and cleanliness of MATC's facilities are...	2.66	88
10	The services provided by tutors at MATC are...	2.66	25

Handicapped Summary

n = 426

The following is a summary of the items given the highest mean response by the Handicapped surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	3.23	95
2	In terms of my needs, the courses I have taken at MATC have been...	3.01	96
3	The quality of teaching I have received at MATC has been...	3.01	97
4	The availability and willingness of instructors to help students outside of class are...	2.96	78
5	The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC non-teaching employees has been...	2.87	80
6	The instructional facilities (buildings, classrooms, shops, labs, etc) at MATC are...	2.82	93
7	The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.72	81
8	Services and facilities for the handicapped at MATC are...	2.72	60
9	The Library at MATC is...	2.70	65
10	The services provided by the tutors at MATC are...	2.64	33

Appendix C

The following are rank-ordered lists of those items which received the lowest evaluations by the respondents to the survey.

The order has been determined by the magnitude of the mean response based on the following descriptor/value pairs:

<u>Descriptor</u>	<u>Value</u>
Excellent	4
Good	3
OK	2
Poor	1
Terrible	0

Not included in the calculation of the mean are the responses of those who chose not to rate the item; i.e., selected "Of no concern to me," "I can't evaluate this," or omitted the item. The proportion of the sample who rated the respective items is provided in the column at the right of each page.

District Summary

n = 8,018

The following is a summary of the items given the lowest mean response by the students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The availability of parking at or near MATC is...	1.84	88
2	The recreation facilities at MATC are...	2.13	42
3	The job placement services at MATC are...	2.16	25
4	The athletic activities at MATC are...	2.21	26
5	The student lounge facilities at MATC are...	2.26	62
6	The extracurricular activities (clubs, fraternities, organizations, etc.) at MATC are...	2.29	28
7	The services provided by the Bookstore at MATC are...	2.30	72
8	The services provided by the counselors (assistance in choosing a major, vocational planning, resolving personal problems, etc.) at MATC are...	2.30	52
9	The registration procedures at MATC are...	2.32	93
10	The provisions made for student involvement in school policy-making (through Student Government, committees, etc.) at MATC are...	2.34	32

District Day Summary

n = 3,549

The following is a summary of the items given the lowest mean response by the day students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The availability of parking at or near MATC is...	1.39	85
2	The recreation facilities at MATC are...	2.10	66
3	The registration procedures at MATC are...	2.10	95
4	The athletic activities at MATC are...	2.14	44
5	The student lounge facilities at MATC are...	2.16	79
6	The services provided by the Bookstore at MATC are...	2.17	88
7	The job placement services at MATC are...	2.18	37
8	The food services offered at MATC are...	2.25	84
9	The provisions made for student involvement in school policy-making (through Student Government, committees, etc.) at MATC are...	2.27	51
10	The extracurricular activities (clubs, fraternities, organizations, etc.) at MATC are...	2.29	46

District Evening Summary

n = 4,469

The following is a summary of the items given the lowest mean response by the evening students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The job placement services at MATC are...	2.14	11
2	The recreation facilities at MATC are...	2.17	22
3	The athletic activities at MATC are...	2.27	13
4	The availability of parking at or near MATC is...	2.27	88
5	The food services offered at MATC are...	2.28	38
6	The extracurricular activities (clubs, fraternities, organizations, etc.) at MATC are...	2.29	14
7	The services provided by the counselors (assistance in choosing a major, vocational planning, resolving personal problems, etc.) at MATC are...	2.30	37
8	The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.35	18
9	The student lounge facilities at MATC are...	2.37	50
10	Public transportation services to MATC's facilities are...	2.39	43

Milwaukee Day Summary

n = 2,394

The following is a summary of the items given the lowest mean response by the majority of students surveyed at the Milwaukee Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The availability of parking at or near MATC is...	0.73	82
2	The registration procedures at MATC are...	1.93	94
3	The services provided by the Bookstore at MATC are...	1.98	90
4	The student lounge facilities at MATC are...	2.00	70
5	The recreation facilities at MATC are...	2.08	67
6	The maintenance and cleanliness of MATC's facilities are...	2.18	94
7	The job placement services at MATC are...	2.22	43
8	The provisions made for student involvement in school policy-making (through Student Government, Committees, etc.) at MATC are...	2.22	51
9	Security against theft, assault, etc., at MATC facilities is...	2.23	84
10	The services provided by the counselors (assistance in choosing a major, vocational planning, resolving personal problems, etc.) at MATC are...	2.25	77

Milwaukee Evening Summary

n = 1,473

The following is a summary of the items given the lowest mean response by the evening students surveyed at the Milwaukee Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The availability of parking at or near MATC is...	1.46	87
2	The job placement services at MATC are...	2.00	19
3	The recreation facilities at MATC are...	2.08	35
4	The student lounge facilities at MATC are...	2.10	59
5	The services provided by the Bookstore at MATC are...	2.13	85
6	The services provided by the counselor (assistance in choosing major, vocational planning, resolving personal problems, etc.) at MATC are...	2.20	53
7	The extracurricular activities (clubs, fraternities, organizations, etc.) at MATC are...	2.23	23
8	The registration procedures at MATC are...	2.28	94
9	The athletic activities at MATC are...	2.27	21
10	The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.31	69

North Day Summary

n = 231

The following is a summary of the items given the lowest mean response by the day students surveyed at the North Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The food services offered at MATC are...	.83	83
2	Public transportation services to MATC's facilities are...	.97	52
3	The athletic activities at MATC are...	1.57	46
4	The student health services offered at MATC are...	1.96	35
5	The registration procedures at MATC are...	2.27	98
6	The services provided by the counselors (assistance in choosing a major, vocational planning, resolving personal problems, etc.) at MATC are...	2.29	72
7	The library at MATC is...	2.37	81
8	The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.38	55
9	The recreation facilities at MATC are...	2.39	79
10	The student newspaper, <u>The Times</u> , is...	2.40	73

North Evening Summary

n = 300

The following is a summary of the items given the lowest mean response by the evening students surveyed at the North Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	Public transportation services to MATC's facilities are...	1.30	27
2	The athletic activities at MATC are...	2.00	10
3	The food services offered at MATC are...	2.03	38
4	The services that MATC provides to aid veterans in obtaining educational benefits are...	2.10	10
5	The extracurricular activities (clubs, fraternities, organizations, etc.) at MATC are...	2.23	10
6	The student health services offered at MATC are...	2.31	13
7	The services provided by the counselors (assistance in choosing a major, vocational planning, resolving personal problems, etc.) at MATC are...	2.33	32
8	The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.37	10
9	The provisions made for student involvement in school policy-making (through Student Government, committees, etc.) at MATC are...	2.40	12
10	The recreation facilities at MATC are...	2.41	18

South Day Summary

n = 453

The following is a summary of the items given the lowest mean response by the day students surveyed at the South Campus:

Rank	Item	Mean Response	% of n Who Rated
1	The athletic activities at MATC are...	1.69	47
2	The recreation facilities at MATC are...	1.97	72
3	The job placement services at MATC are...	2.01	32
4	The extracurricular activities (clubs, fraternities, organizations, etc.) at MATC are...	2.24	49
5	The provisions made for student involvement in school policy-making (through Student Government, Committees, etc.) at MATC is...	2.26	68
6	The student programs (guest speakers, entertainment, noon movies, etc.) at MATC are...	2.28	64
7	The services provided by the counselors (assistance in choosing a major, vocational planning, resolving personal problems, etc.) at MATC are...	2.32	68
8	The student newspaper, <u>The Times</u> , is...	2.34	74
9	The services that MATC provides to aid veterans in obtaining educational benefits are...	2.43	32
10	The financial aid assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.44	50

South Evening Summary

n = 689

The following is a summary of the items given the lowest mean response by the evening students surveyed at the South Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	Public transportation services to MATC's facilities are...	2.00	32
2	The job placement services at MATC are...	2.23	12
3	The athletic activities at MATC are...	2.24	12
4	The recreation facilities at MATC are...	2.31	25
5	The food services offered at MATC are...	2.34	43
6	The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.34	16
7	The services provided by the counselors (assistance in choosing a major, vocational planning, resolving personal problems, etc.) at MATC are...	2.34	38
8	The extracurricular activities (clubs, fraternities, organizations, etc.) at MATC are...	2.40	14
9	The registration procedures at MATC are...	2.50	95
10	The provisions made for student involvement in school policy-making (through Student Government, committees, etc.) at MATC are...	2.51	17

West Day Summary

n = 300

The following is a summary of the items given the lowest mean response by the day students surveyed at the West Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The food services offered at MATC are...	1.26	69
2	The athletic activities at MATC are...	1.64	33
3	The availability of parking at or near MATC is...	2.05	88
4	The recreation facilities at MATC are...	2.11	54
5	The student programs (guest speakers, entertainment, noon movies, etc.) at MATC are...	2.26	55
6	The extracurricular activities (clubs, fraternities, organizations, etc.) at MATC are...	2.40	44
7	The job placement services at MATC are...	2.40	33
8	The student newspaper, <u>The Times</u> , is...	2.42	62
9	The student health services offered at MATC are...	2.43	35
10	The student lounge facilities at MATC are...	2.47	76

West Evening Summary

n = 288

The following is a summary of the items given the lowest mean response by the evening students surveyed at the West Campus:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The food services offered at MATC are...	1.99	34
2	The recreation facilities at MATC are...	2.33	19
3	The athletic activities at MATC are...	2.39	8
4	The availability of parking at or near MATC is...	2.40	91
5	The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.44	15
6	The job placement services at MATC are...	2.53	15
7	The student health services provided at MATC are...	2.61	11
8	The student lounge facilities at MATC are...	2.64	19
9	The services provided by the counselors (assistance in choosing a major, vocational planning, resolving personal problems, etc.) at MATC are...	2.65	34
10	The student programs (guest speakers, entertainment, noon movies, etc.) at MATC are...	2.68	11

Summary

Asian or Pacific Islander

n = 160

The following is a summary of the items given the lowest mean response by the Asians or Pacific Islander surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The availability of parking at or near MATC is...	1.76	84
2	The food services offered at MATC are...	2.10	63
3	The job placement services at MATC are...	2.12	40
4	The recreation facilities at MATC are...	2.26	42
5	The extracurricular activities (clubs, fraternities, organizations, etc.) at MATC are...	2.30	47
6	The athletic activities at MATC are...	2.32	34
7	The services provided by the Bookstore at MATC are...	2.35	83
8	The student lounge facilities at MATC are...	2.39	69
9	Public transportation services to MATC's facilities are...	2.43	58
10	The services provided by counselors (assistance in choosing a major, vocational planning, resolving personal problems, etc.) at MATC are...	2.49	63

Summary

American Indian or Alaskan Native

n = 92

The following is a summary of the items given the lowest mean response by the American Indians or Alaskan Natives surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The availability of parking at or near MATC is...	1.97	83
2	The athletic activities at MATC are...	2.00	35
3	The provisions made for student involvement in school policy-making (through Student Government, committees, etc.) at MATC are...	2.18	47
4	The registration procedures at MATC are...	2.19	88
5	The job placement services at MATC are...	2.19	36
6	The services provided by the Bookstore at MATC are...	2.23	63
7	The student lounge facilities at MATC are...	2.26	71
8	The recreation facilities at MATC are...	2.26	52
9	The student health services provided at MATC are...	2.29	40
10	The services provided by the tutors at MATC are...	2.31	41

Summary

Blacks

n = 1,123

The following is a summary of the items given the lowest mean response by the Black students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The availability of parking at or near MATC is...	1.35	79
2	The job placement services at MATC are...	2.10	41
3	The student lounge facilities at MATC are...	2.24	71
4	The recreation facilities at MATC are...	2.26	64
5	The registration procedures at MATC are...	2.33	92
6	The services provided by the Bookstore at MATC are...	2.34	83
7	The extracurricular activities (clubs, fraternities, organizations, etc.) at MATC are...	2.34	47
8	The services provided by counselors (assistance in choosing a major, vocational planning, resolving personal problems, etc.) at MATC are...	2.35	75
9	The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.35	64
10	The maintenance and cleanliness of MATC facilities are...	2.40	90

Summary

Hispanic

n = 164

The following is a summary of the items given the lowest mean response by the Hispanic students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The availability of parking at or near MATC is...	1.50	79
2	The job placement services at MATC are...	1.90	34
3	The recreation facilities at MATC are...	2.09	53
4	The extracurricular activities (clubs, fraternities, organizations, etc.) at MATC are...	2.17	34
5	The registration procedures at MATC are...	2.22	89
6	The athletic activities at MATC are...	2.23	37
7	The student lounge facilities at MATC are...	2.26	70
8	The services provided by the Bookstore at MATC are...	2.33	77
9	The provisions made for student involvement in school policy-making (through Student Government, committees, etc.) at MATC are...	2.35	42
10	Security against theft, assault, etc., at MATC facilities is...	2.36	79

Summary

Whites

n = 6,283

The following is a summary of the items given the lowest mean response by the White students surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The availability of parking at or near MATC is...	1.90	90
2	The recreation facilities at MATC are...	2.08	35
3	The athletic activities at MATC are...	2.16	25
4	The job placement services at MATC are...	2.19	21
5	The food services offered at MATC are...	2.22	54
6	The student lounge facilities at MATC are...	2.25	61
7	The services provided by the counselors (assistance in choosing a major, vocational planning, resolving personal problems, etc.) at MATC are...	2.26	52
8	The extracurricular activities (clubs, fraternities, organizations, etc.) at MATC are...	2.27	25
9	The services provided by the Bookstore at MATC are...	2.28	71
10	The registration procedures at MATC are...	2.29	94

Handicapped Summary

n = 426

The following is a summary of the items given the lowest mean response by the Handicapped surveyed district-wide:

<u>Rank</u>	<u>Item</u>	<u>Mean Response</u>	<u>% of n Who Rated</u>
1	The availability of parking at or near MATC is...	1.86	87
2	The job placement services at MATC are...	2.09	28
3	The recreation facilities at MATC are...	2.16	46
4	The athletic activities at MATC are...	2.20	30
5	The services provided by the Bookstore at MATC are...	2.20	76
6	The food services offered at MATC are...	2.21	60
7	The student lounge facilities at MATC are...	2.21	62
8	The extracurricular activities (club, fraternities, organizations, etc.) at MATC are...	2.26	32
9	The registration procedures at MATC are...	2.28	91
10	The services provided by the counselors (assistance in choosing a major, vocational, planning, resolving personal problems, etc.) at MATC are...	2.28	59

Appendix D

The following table provides the mean responses of the students, by location, to each of the evaluative items of the survey.

The mean response is based on the following descriptor/value pairs:

<u>Descriptor</u>	<u>Value</u>
Excellent	4
Good	3
OK	2
Poor	1
Terrible	0

SURVEY ITEM	Mean Response by Campus											
	NORTH		SOUTH		WEST		MILWAUKEE		DISTRICT			
	Day	Eve.	Day	Eve.	Day	Eve.	Day	Eve.	Day	Eve.	Total	
1. In terms of my needs, the courses I have taken at MATC have been ...	3.14	3.12	2.99	3.14	3.33	3.30	2.98	3.00	3.03	3.15	3.09	
2. The quality of teaching I have received at MATC has been ...	3.18	3.11	3.05	3.09	3.34	3.34	2.96	2.96	3.03	3.15	3.08	
3. The instructional facilities (buildings, classrooms, labs, etc.) at MATC are ...	3.31	3.30	3.16	3.29	3.12	3.16	2.73	2.71	2.87	2.96	2.96	
4. The instructional equipment (tools, machines, instruments etc.) at MATC is...	3.18	3.04	2.87	2.94	2.99	3.00	2.75	2.61	2.83	2.79	2.81	
5. The availability and willingness of instructors to help students outside of class are ...	3.26	3.17	2.95	3.05	3.25	3.23	2.82	2.85	2.92	3.06	2.99	
6. The manner in which I have been treated (respectfulness, courtesy, helpfulness) by the MATC instructors has been ...	3.33	3.42	3.21	3.41	3.43	3.51	2.95	3.18	3.07	3.38	3.23	
7. The manner in which I have been treated (respectfulness, courtesy, helpfulness) by the MATC non-teaching employees has been ...	2.84	3.04	2.85	3.08	3.12	2.97	2.53	2.72	2.66	2.97	2.80	
8. Security against theft, assault, etc., at MATC facilities is ...	2.99	2.74	2.71	2.75	2.65	2.72	2.23	2.32	2.39	2.54	2.46	
9. Services and facilities for the handicapped at MATC are ...	2.90	3.01	3.01	3.04	2.91	2.82	2.83	2.67	2.87	2.76	2.81	
10. The availability of parking at or near MATC is ...	3.04	2.93	2.92	2.69	2.05	2.40	0.73	1.46	1.39	2.27	1.84	
11. Public transportation services to MATC's facilities are ...	0.94	1.30	2.47	2.00	2.77	2.76	2.53	2.59	2.47	2.39	2.43	
12. The opportunities for non-traditional learning activities (independent study, self-paced learning, credit by examination, credit for life experience, etc.) at MATC are ...	2.71	2.78	2.55	2.66	2.89	2.83	2.46	2.52	2.54	2.65	2.60	
13. The library at MATC is ...	2.37	2.52	2.48	2.68	2.68	2.78	2.57	2.68	2.56	2.66	2.61	
14. The registration procedures at MATC are ...	2.27	2.72	2.52	2.50	2.58	2.78	1.93	2.25	2.10	2.54	2.32	
15. The services provided by the counselors (assistance in choosing a major, vocational planning, resolving personal problems, etc.) at MATC are	2.39	2.23	2.32	2.34	2.81	2.65	2.25	2.20	2.31	2.30	2.30	

Mean Response by Campus

SURVEY ITEM	NORTH		SOUTH		WEST		MILWAUKEE		DISTRICT		
	Day	Eve.	Day	Eve.	Day	Eve.	Day	Eve.	Day	Eve.	Total
	16. The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are ...	2.38	2.37	2.44	2.34	2.73	2.44	2.26	2.31	2.32	2.35
17. The services provided by the Bookstore at MATC are ...	2.71	2.75	2.59	2.70	2.62	2.80	1.98	2.13	2.17	2.43	2.30
18. The services provided by the tutors at MATC are ...	2.50	2.53	2.60	2.58	2.96	2.95	2.43	2.62	2.62	2.55	2.59
19. The job placement services at MATC are ...	2.65	2.41	2.01	2.23	2.40	2.53	2.11	2.00	2.18	2.14	2.16
20. The services that MATC provides to aid veterans in obtaining educational benefits are ...	2.65	2.10	2.43	2.68	2.81	2.83	2.55	2.50	2.56	2.52	2.54
21. The student health services offered at MATC are ...	1.96	2.15	2.45	2.58	2.43	2.61	2.50	2.46	2.45	2.45	2.45
22. The maintenance and cleanliness of MATC's facilities are ...	3.26	3.29	3.10	3.24	3.12	3.20	2.18	2.35	2.47	2.80	2.64
23. The provisions made for student involvement in school policy-making (through Student Government, committees, etc.) at MATC are...	2.48	2.40	2.26	2.51	2.52	2.69	2.22	2.37	2.27	2.41	2.34
24. The student lounge facilities at MATC are ...	2.50	2.84	2.54	2.75	2.47	2.64	2.00	2.10	2.16	2.37	2.26
25. The recreation facilities at MATC are ...	2.39	2.41	1.97	2.31	2.11	2.33	2.08	2.08	2.10	2.17	2.13
26. The food services offered at MATC are ...	0.83	2.03	2.58	2.34	1.26	1.99	2.41	2.36	2.25	2.28	2.27
27. The extracurricular activities (clubs, fraternities, organizations, etc.) at MATC are ...	2.44	2.23	2.24	2.40	2.40	2.69	2.27	2.23	2.29	2.29	2.29
28. The athletic activities at MATC are ...	1.57	2.00	1.69	2.24	1.64	2.39	2.32	2.27	2.14	2.27	2.21
29. The student programs (guest speakers, entertainment, noon movies, etc.) at MATC are ...	2.41	2.59	2.28	2.52	2.26	2.68	2.72	2.59	2.62	2.56	2.54
30. The student newspaper, <u>The Times</u> , is ...	2.40	2.58	2.34	2.56	2.42	2.84	2.60	2.57	2.54	2.57	2.56

Appendix E

The following table provides the mean responses of the students, by ethnic background, to each of the evaluative items of the survey.

The mean response is based on the following descriptor/value pairs:

<u>Descriptor</u>	<u>Value</u>
Excellent	4
Good	3
OK	2
Poor	1
Terrible	0

SURVEY ITEM	Mean Response by Ethnic Background				
	Asian or Pacific Islander	American Indian or Alaskan Native	Blacks	Hispanics	Whites
1. In terms of my needs, the courses I have taken at MATC have been...	2.86	3.49	2.99	3.03	3.11
2. The quality of teaching I have received at MATC has been...	3.00	3.02	3.02	3.03	3.10
3. The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.79	2.87	2.71	2.85	2.95
4. The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.64	2.81	2.72	2.80	2.83
5. The availability and willingness of instructors to help students outside of class are...	2.79	2.89	2.72	2.78	3.05
6. The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	2.99	3.24	2.99	3.17	3.27
7. The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC non-teaching employees has been...	2.61	2.81	2.69	2.79	2.83
8. Security against theft, assaults, etc., at MATC facilities is...	2.61	2.44	2.45	2.36	2.46
9. Services and facilities for the handicapped at MATC are...	2.72	2.73	2.75	2.68	2.84
10. The availability of parking at or near MATC is...	1.76	1.97	1.35	1.50	1.90
11. Public transportation services to MATC's facilities are...	2.43	2.66	2.67	2.81	2.38
12. The opportunities for non-traditional learning activities (independent study, self-paced learning, credit by examination, credit for life experience, etc.) at MATC are...	2.59	2.65	2.56	2.57	2.59
13. The library at MATC is...	2.81	2.76	2.80	2.77	2.54
14. The registration procedures at MATC are...	2.65	2.19	2.33	2.22	2.29
15. The service provided by the counselors (assistance in choosing a major, vocational planning, resolving personal problems, etc.) at MATC are...	2.49	2.64	2.35	2.39	2.26

Mean Response by Ethnic Background

<u>SURVEY ITEM</u>	<u>Asian or Pacific Islander</u>	<u>American Indian or Alaskan Native</u>	<u>Blacks</u>	<u>Hispanic</u>	<u>Whites</u>
16. The financial assistance services (aid obtaining grants, loans, work-study job, etc.) at MATC are...	2.66	2.45	2.35	2.37	2.31
17. The services provided by the Bookstore at MATC are...	2.35	2.23	2.34	2.33	2.28
18. The services provided by the tutors at MATC are...	2.73	2.31	2.47	2.57	2.62
19. The job placement services at MATC are...	2.12	2.19	2.10	1.90	2.19
20. The services that MATC provides to aid veterans in obtaining educational benefits are...	2.67	2.47	2.56	2.40	2.52
21. The student health services offered at MATC are...	2.54	2.29	2.53	2.62	2.41
22. The maintenance and cleanliness of MATC's facilities are...	2.74	2.52	2.44	2.59	2.66
23. The provisions made for student involvement in school policy-making (through Student Government, committees, etc.) at MATC are...	2.46	2.18	2.44	2.35	2.29
24. The student lounge facilities at MATC are...	2.39	2.26	2.24	2.26	2.25
25. The recreation facilities at MATC are...	2.26	2.26	2.26	2.09	2.08
26. The food services offered at MATC are...	2.10	2.49	2.42	2.38	2.22
27. The extracurricular activities (clubs, fraternities, organizations, etc.) at MATC are...	2.30	2.36	2.34	2.17	2.27
28. The athletic activities at MATC are...	2.32	2.00	2.41	2.23	2.16
29. The student programs (guest speakers, entertainment, noon movies, etc.) at MATC are...	2.60	2.63	2.66	2.58	2.56
30. The student newspaper, <u>The Times</u> , is...	2.62	2.49	2.63	2.61	2.53

Appendix F

The following table provides the mean response of the Milwaukee Day students, by ethnic background, to each of the evaluative items of the survey.

The mean response is based on the following descriptor/value pairs:

<u>Descriptor</u>	<u>Value</u>
Excellent	4
Good	3
OK	2
Poor	1
Terrible	0

Mean Response by Ethnic Background - Milwaukee Day Students

<u>SURVEY ITEM</u>	<u>Asian or Pacific Islander</u>	<u>American Indian or Alaskan Native</u>	<u>Blacks</u>	<u>Hispanics</u>	<u>Whites</u>
1. In terms of my needs, the courses I have taken at MATC have been...	2.65	2.87	2.98	2.90	3.00
2. The quality of teaching I have received at MATC has been...	2.77	3.00	3.02	2.85	2.94
3. The instructional facilities (buildings, classrooms, shops, labs, etc.) at MATC are...	2.35	3.05	2.68	2.71	2.76
4. The instructional equipment (tools, machines, instruments, etc.) at MATC is...	2.43	2.71	2.70	2.81	2.78
5. The availability and willingness of instructors to help students outside of class are...	2.64	2.76	2.69	2.79	2.89
6. The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC instructors has been...	2.79	3.23	2.92	3.00	2.96
7. The manner in which I have been treated (respectfulness, courteousness, helpfulness) by the MATC non-teaching employees has been...	2.34	2.74	2.60	2.57	2.49
8. Security against theft, assault, etc., at MATC facilities is...	2.14	2.27	2.34	2.10	2.18
9. Services and facilities for the handicapped at MATC are...	2.59	2.79	2.82	2.70	2.88
10. The availability of parking at or near MATC is...	1.06	.91	.91	.80	.61
11. Public transportation services to MATC facilities are...	2.17	2.55	2.58	2.40	2.51
12. The opportunities for non-traditional learning activities (independent study, self-paced learning, credit by examination, credit for life experience, etc.) at MATC are...	2.26	2.60	2.57	2.50	2.40
13. The library at MATC is...	2.73	2.79	2.76	2.60	2.45
14. The registration procedures at MATC are...	2.34	2.05	2.26	1.91	1.76
15. The services provided by the counselors (assistance in choosing a major, vocational planning, resolving personal problems, etc.) at MATC are...	2.65	2.53	2.44	2.18	2.14

Mean Response by Ethnic Background - Milwaukee Day Students

SURVEY ITEM	Asian or Pacific Islander	American Indian or Alaskan Native	Blacks	Hispanics	Whites
16. The financial assistance services (aid obtaining grants, loans, work-study jobs, etc.) at MATC are...	2.48	2.60	2.29	2.32	2.21
17. The services provided by the Bookstore at MATC are...	1.45	2.27	2.23	2.19	1.84
18. The services provided by the tutors at MATC are...	2.61	2.45	2.60	2.37	2.57
19. The job placement services at MATC are...	1.92	2.00	2.13	1.85	2.11
20. The services that MATC provides to aid veterans in obtaining educational benefits are...	2.59	2.57	2.59	2.67	2.50
21. The student health services offered at MATC are...	2.42	2.30	2.55	2.45	2.48
22. The maintenance and cleanliness of MATC's facilities are...	2.24	2.27	2.34	2.38	2.08
23. The provisions made for student involvement in school policy-making (through Student Government, committees, etc.) at MATC are...	2.41	2.20	2.38	2.07	2.11
24. The student lounge facilities at MATC are...	2.03	2.07	2.26	2.22	1.83
25. The recreation facilities at MATC are...	2.27	2.12	2.36	2.18	1.91
26. The food services offered at MATC are...	1.93	2.47	2.45	2.41	2.42
27. The extracurricular activities (clubs, fraternities, organizations, etc.) at MATC are...	2.07	2.48	2.35	1.82	2.24
28. The athletic activities at MATC are...	2.26	2.14	2.47	2.14	2.24
29. The student programs (guest speakers, entertainment, noon movies, etc.) at MATC are...	2.57	2.80	2.77	2.78	2.70
30. The student newspaper, <u>The Times</u> , is...	2.67	2.66	2.70	2.67	2.55

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