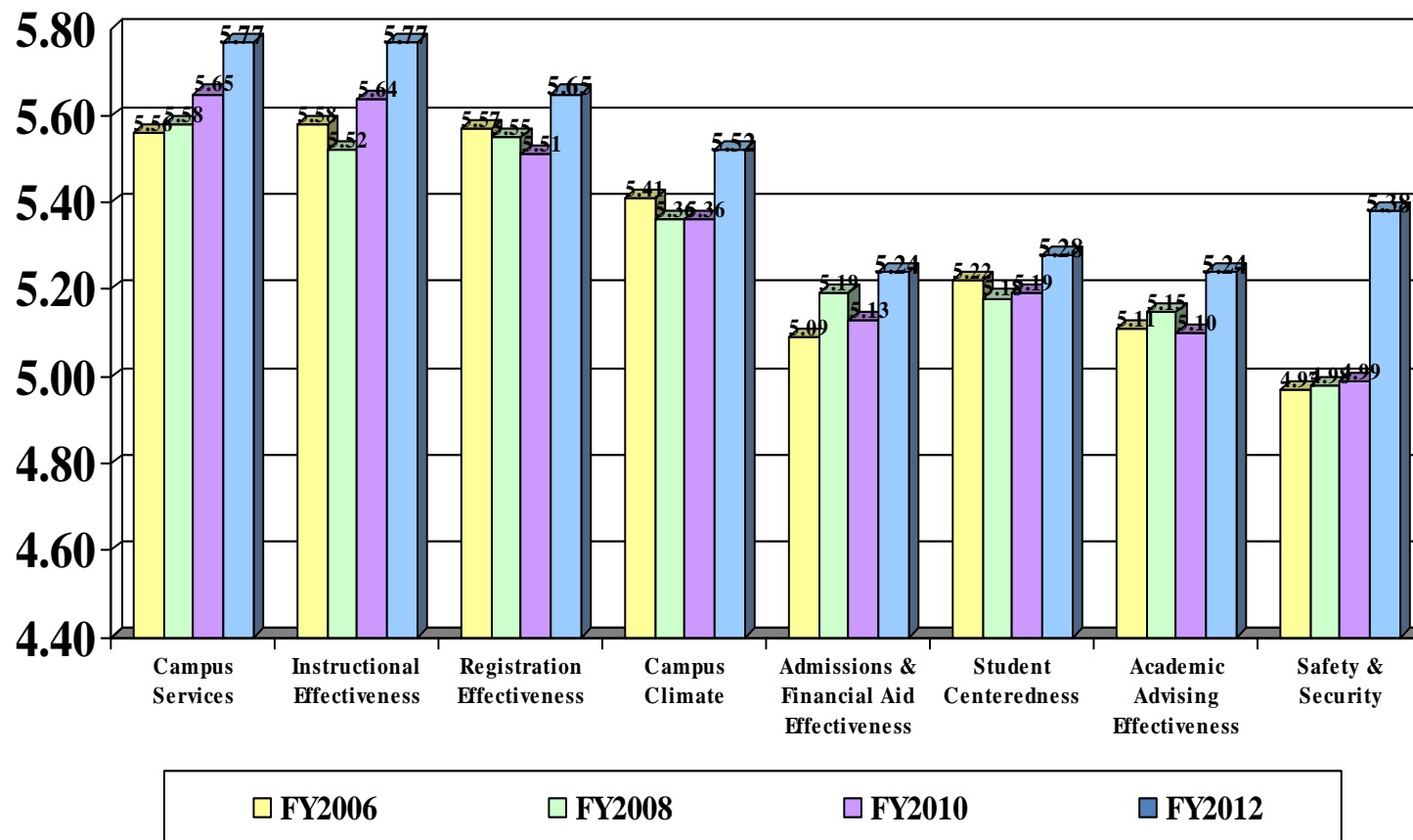


# Student Satisfaction

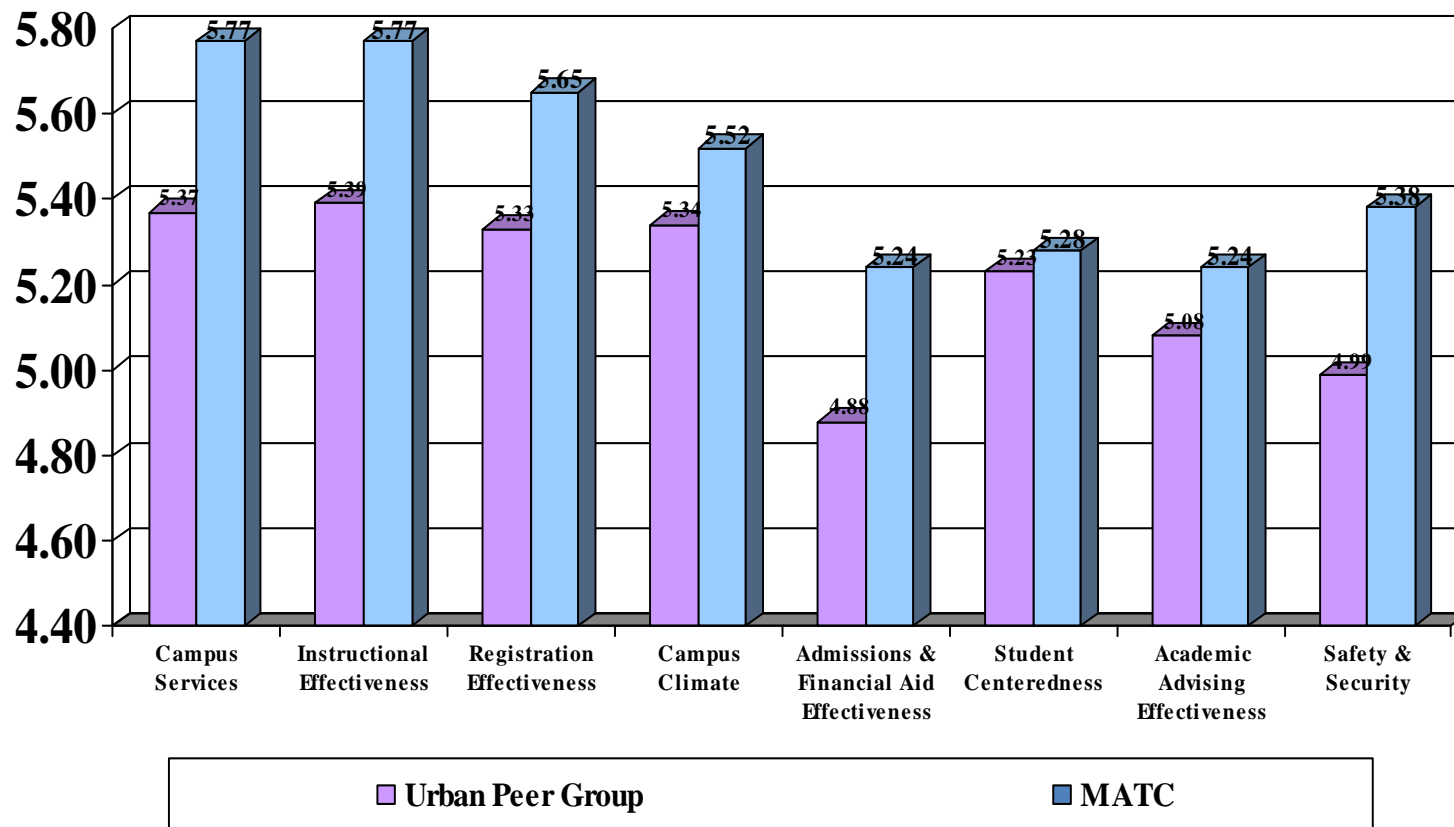
# MATC PROFILE: Student Satisfaction Scores by College Area

Notes: Student satisfaction levels are the average composite scores for 8 institutional areas among MATC students responding to on-line items on the Noel Levitz Student Satisfaction Inventory (SSI). The composite scores are based on a 7 pt. scale ranging from very dissatisfied (1) to very satisfied (7). The data are collected among MATC students in the spring of the year, with sample sizes varying between 1,600 and 2,500. All differences in average scores between 2010 and 2012 are statistically significant.



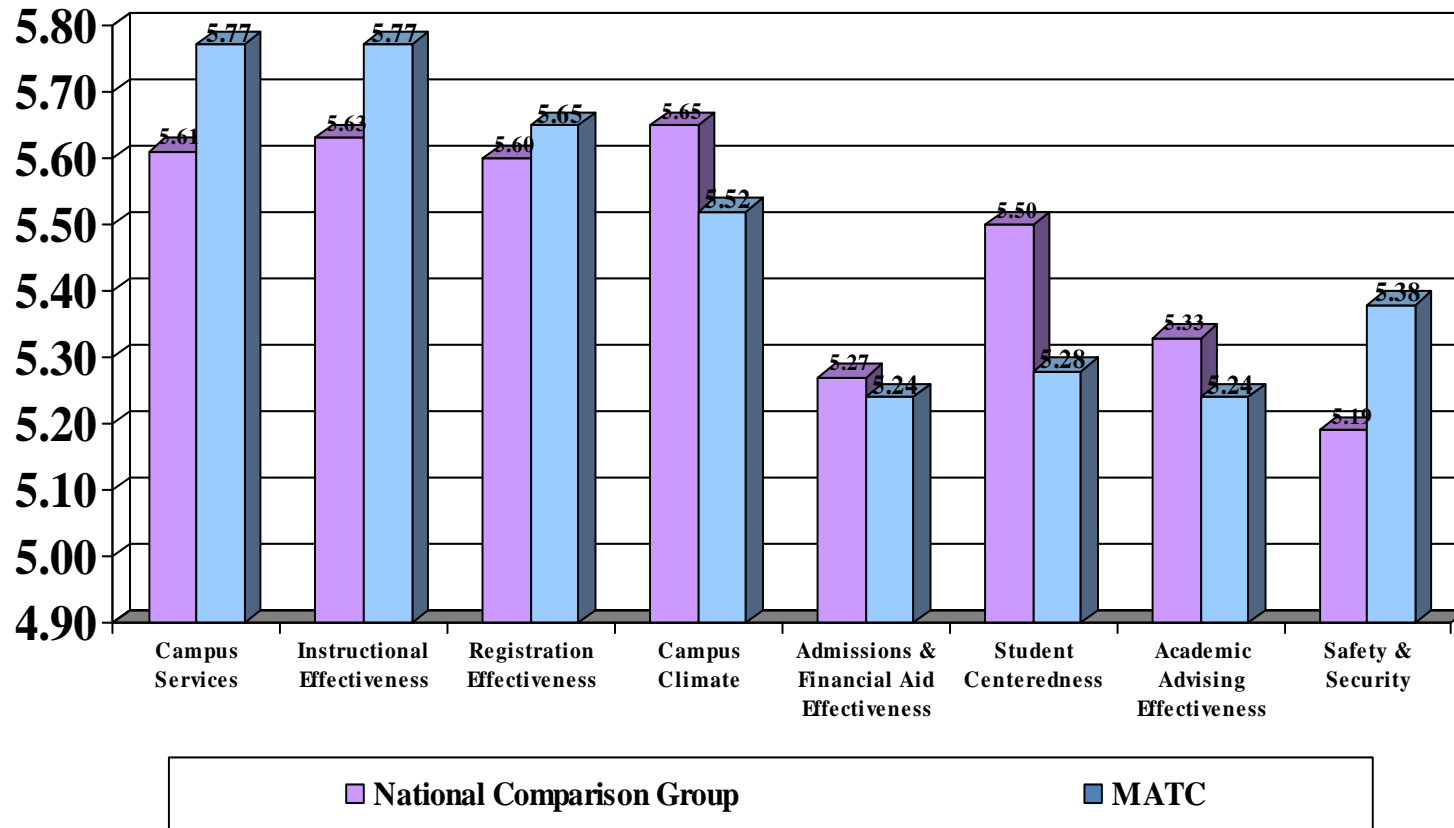
# MATC PROFILE: Student Satisfaction Comparison I

**Note:** The composite satisfaction ratings are based on a 7 pt. scale ranging from very dissatisfied (1) to very satisfied (7). The national urban peer cohort was composed of 8 multi-campus, public institutions: Cincinnati State Technical and Community College; Portland (OR) Community College; Florida Community College (Jacksonville); Cuyahoga Community College (Cleveland); Community College of Southern Nevada (Las Vegas); Albuquerque TVI/Central New Mexico Comm. College; Wayne County Community College District (Detroit); and Kansas City Kansas Community College.



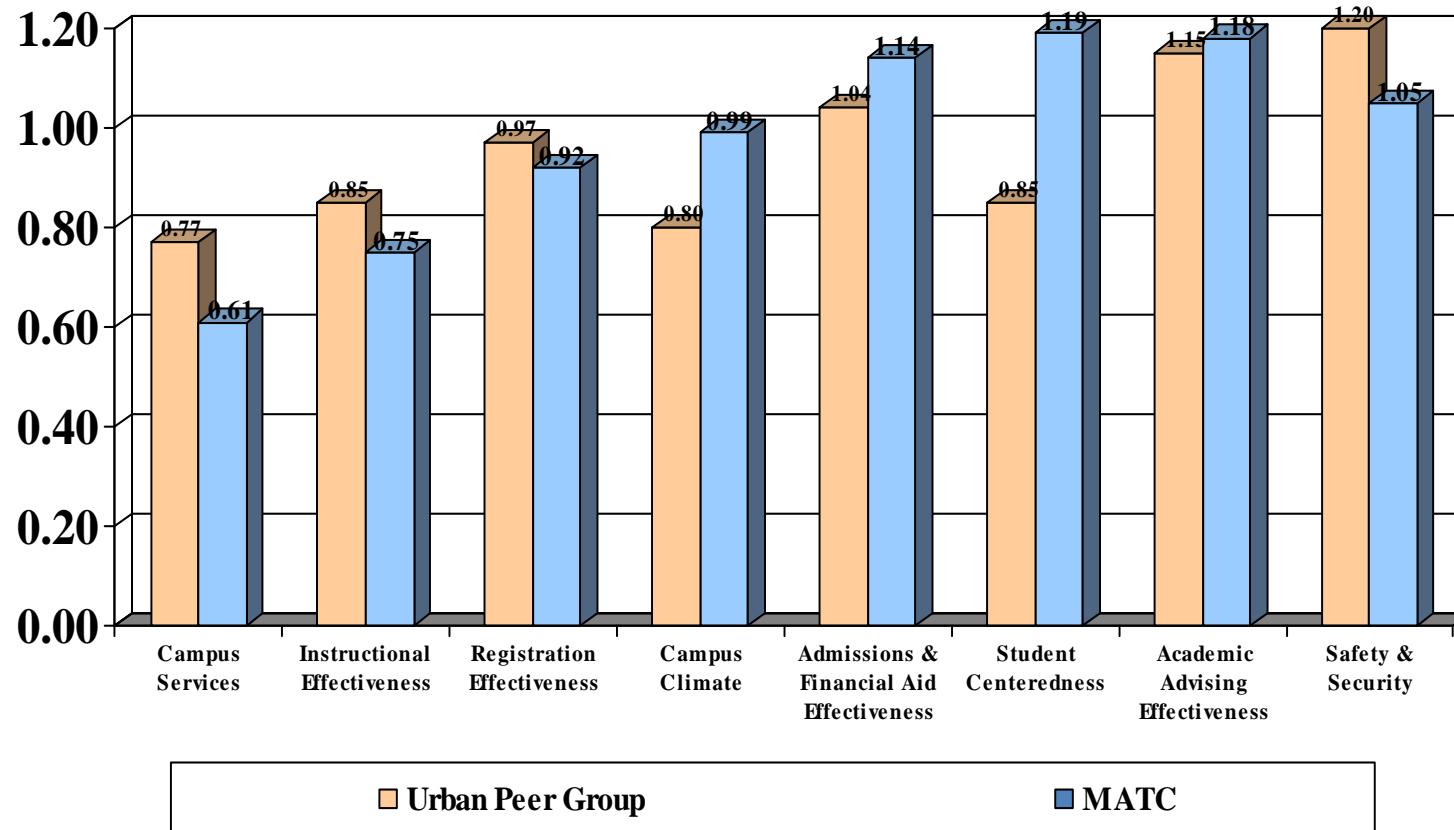
# MATC PROFILE: Student Satisfaction Comparison II

**Note:** The composite satisfaction ratings are based on a 7 pt. scale ranging from very dissatisfied (1) to very satisfied (7). The national community college comparison group is composed of all two-year institutions participating in the SSI.



# MATC PROFILE: The Expectation-Performance Gap I

**Note:** Based on 7-pt. scales, the gaps below between student expectations (“importance”) and college performance (“satisfaction”) are for each of the 8 institutional areas. **The greater gap score, the greater the challenge in meeting student needs.**



# MATC PROFILE: The Expectation-Performance Gap II

**Note:** Based on 7-pt. scales, the gaps below between student expectations (“importance”) and college performance (“satisfaction”) are for each of the 8 institutional areas. **The greater gap score, the greater the challenge in meeting student needs.**

