

Mount Mercy University Student Services Annual Survey of Students – 2019

The Annual Student Services Student Survey consisted of 68 questions as was offered to all students during the Fall 2019 semester. There were 155 students responding out of approximately 1800 for a response rate of 8.6%.

The questions cover four areas:

Demographic type: class level, which building they live in, athlete or band

Activity type: how many weekends they stay on campus, do they attend events and activities, do they go to offices such as nursing, counseling, etc.

Satisfaction: are they satisfied with public safety, meal value, facilities, WiFi, etc.

Personal: felt anxious or distressed, ability to handle difficulties, etc.

There were three different scoring methods for the various questions:

1-5 scale for: 1 = completely disagree and 5 = completely agree

1-5 scale for: 1 = strongly disagree and 5 = strongly agree

1-5 scale for: 1 = never, 2 = rarely, 3 = sometimes, 4 = often, 5 = very often

In this summary, the highest and lowest scoring items or most popular answers, will be including from each of the four areas listed above. Additionally, the items which will be targeted for attention in the coming year will be identified and tracked in subsequent annual reports.

DEMOGRAPHICS

Number of first-year students responding to the survey: 26.5%.

64.5% of the respondents were not athletes.

83.2% of the respondents were not a member of a musical squad.

45.8% of the respondents live off campus.

ACTIVITY

67.9% of those respondents who live on campus, stay on campus 3 or 4 weekends per month (up from 53.5% in 2018)

Students vastly preferred communications through email vs other delivery methods.

74.8% of the respondents don't read the MMU Times regularly (up from 68% in 2018)

75.5% of respondents have attended programs or events at Mount Mercy. (down from 79.5% in 2018)

Other notable responses:

I know where to go if I need or want to see a mental health counselor for free on campus – 3.85 avg (1-5 scale). (down from 3.87 in 2018)

I know where to go if I need or want to see a nurse on campus for free – 3.52 avg (1-5 scale). (down from 3.66 in 2018)

I know where to go to report a potential Title IX violation – 3.43 avg (1-5 scale). (down from 3.5 in 2018)

During my free time, I join in activities that allow me to meet new people – 3.23 avg (1-5 scale). (same as 2018)

Have you visited Counseling Services – 81.9% No (up from 81% in 2018)

Why have you not visited Counseling Services – 61.1% report no need; 14.8% report either they didn't know MMU had free counseling services or would be embarrassed to have someone see them walk in. (up from 10.0% in 2018)

SATISFACTION

The lowest ranked item was: I am satisfied with the value I get from my meal plan – 2.42 avg (1-5 scale). (down from 2.49 in 2018)

The highest ranked item was: I feel the support offered by Career Services was helpful – 4.59 avg for 48 respondents (1-5 scale). (down from 4.67 in 2018)

Other notable responses:

Respondents living on campus rating their level of feeling safe in their living space at 4.35 average (1-5 scale). (down from 4.47 in 2018)

I think the members of the MMU community show respect for people of all races – 4.41 avg (1-5 scale). (down from 4.47 in 2018)

I am satisfied with the WiFi connectivity around campus – 2.5 avg (1-5 scale) (down from 3.2 in 2018)

PERSONAL

During the last semester, how often have you felt as though you were no longer in control of your life – 2.59 avg (1-5 scale). (up from 2.43 in 2018)

During the last semester, how often have you felt anxious or distressed about personal relationships – 3.09 avg (1-5 scale). (up from 3.01 in 2018)

During the last semester, how often have you felt anxious or distressed about academic matters – 3.77 avg (1-5 scale). (up from 3.71 in 2018)

During the last semester, how often have you felt anxious or distressed because events were not going as planned – 3.19 avg (1-5 scale). (up from 3.16 in 2018)

Those items targeted for attention for 2020-2021:

1. I join in activities that allow me to meet new people – 3.23 (2019) – 3.23 (2018) With onset of COVID-19 it will be important to target this area.
2. Respondents living on campus rating their level of feeling safe in their living space at 4.35 (2019) - 4.47 (n 2018). With the onset of COVID-19 it will be important to target this area.

Items targeted from the 2018-2019 survey and results:

Perceived value of the food plan. The VIP food plan was modified in response to the survey, however, satisfaction in the perceived value of the food plan still decreased slightly, 2.42 down from 2.49.

Number of students not knowing where Counseling Services is and number of students embarrassed if they were seen going to Counseling Services. Continued with monthly tabling in the cafeteria and adding weekly tips in the campus newsletter; created a new physical space in lower Busse which provided more privacy.

Visited counseling services: 81% (2018) – 81.9% (2019)

Not know about or embarrassed: 10% (2018) – 14.8% (2019)