

Mount Mercy University Student Services Annual Survey of Students – 2020

The Annual Student Services Student Survey consisted of 74 questions as was offered to all students during the Fall 2020 semester. There were 179 students responding out of approximately 1800 for a response rate of 9.9%.

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: 26.8%. The largest group responding were the Junior level students with 30.2%.

67.0% of the respondents were not athletes.

92.5% of the respondents were not a member of a musical squad.

57.2% of the respondents live off campus.

Activity

56.8% of those respondents who live on campus, stay on campus 3 or 4 weekends per month (down from 67.9% in 2019)

Students vastly preferred communications through email vs other delivery methods.

85.8% of the respondents don't read the MMU Times regularly (up from 74.8% in 2019)

61.5% of respondents have attended programs or events at Mount Mercy. (down from 75.5% in 2019)

Other notable responses:

I know where to go if I need or want to see a mental health counselor for free on campus – 3.98 avg (1-5 scale). (up from 3.85 in 2019)

I know where to go if I need or want to see a nurse on campus for free – 3.77 avg (1-5 scale). (up from 3.52 in 2019)

I know where to go to report a potential Title IX violation – 3.41 avg (1-5 scale). (down from 3.43 in 2019)

During my free time, I join in activities that allow me to meet new people – 3.02avg (1-5 scale). (down from 3.23 in 2019)

Have you visited Counseling Services – 81% No.

Why have you not visited Counseling Services – 67.1% no need (up from 61.1% in 2019). 9.8% report either they didn't know MMU had free counseling services or would be embarrassed to have someone see them walk in. (down from 14.8% in 2019)

Satisfaction

The lowest ranked item: I am satisfied with the WiFi connectivity around campus – 2.68 avg (1-5 scale) (up from 2.5 in 2018)

The highest ranked item was: I feel the support offered by Career Services was helpful – 4.5 avg for 34 respondents (1-5 scale). (down from 4.59 in 2019)

Other notable responses:

I am satisfied with the value I get from my meal plan – 3.05 avg (1-5 scale). (up from 2.42 in 2019)

Respondents living on campus rating their level of feeling safe in their living space at 4.4 average (1-5 scale). (up from 4.35 in 2019)

I think the members of the MMU community show respect for people of all races – 4.32 avg (1-5 scale). (down from 4.41 in 2019)

PERSONAL

During the last semester, how often have you felt as though you were no longer in control of your life – 2.75 avg (1-5 scale). (up from 2.59 in 2019)

During the last semester, how often have you felt anxious or distressed about personal relationships – 3.21 avg (1-5 scale). (up from 3.09 in 2019)

During the last semester, how often have you felt anxious or distressed about academic matters – 3.86 avg (1-5 scale). (up from 3.77 in 2019)

During the last semester, how often have you felt anxious or distressed because events were not going as planned – 3.41 avg (1-5 scale). (up from 3.19 in 2019)

Items targeted from the 2019-2020 survey and results:

1. I join in activities that allow me to meet new people: 3.02 (2020) – 3.23 (2019). With the onset of COVID-19 efforts were made to engage students through virtual activities and meetings. The satisfaction rating did slip from the previous year even with the targeted efforts.
2. Respondents living on campus rating their level of feeling safe in their living Space: 4.4 (2020) - 4.35 (2019). With the onset of COVID-19 special arrangements in living spaces were made to accommodate social distancing (along with the rest of the campus). The satisfaction rating did improve from 2019.

Student Service items targeted for attention for 2021-2022:

1. Mental Health: Build awareness campaigns for Counseling Services in partnership with the MFT Program: To increase the awareness of support available
2. Title IX: Build awareness for TIX support during Sexual Assault Awareness Month with Linn County Sexual Assault Response Team (SART), our MFT program, and Riverview Center (community partner) through videos, events, and marketing: To increase the awareness of support available, the process we have on campus, and resources
3. Meal Plan: Continue offering to-go options as that has helped significantly improve the perceived value of the plan this year due to COVID: Increase perceived value of meal plan
4. Clubs: Implementing videos, training for clubs/advisors, and incentives to re-engage clubs that were not engaged in fall due to COVID
5. Race: Implement a multicultural room (\$10-20k investment from SGA) to create a safe/brave space for identity groups and begin the Sister Cora Marie Billings Diversity & Inclusivity Program (\$10k endowment from SGA): Goal is to increase awareness, understanding, and acceptance of our diverse community – to increase perceived respect for people of all races.