

# **Student Satisfaction Survey Analysis Report**

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Prepared for

**Concorde Career College  
Aurora, CO**

April 13, 2009

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**STUDENT SATISFACTION SURVEY**  
**I. EXECUTIVE SUMMARY**

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This section summarizes key observations, findings and recommendations derived from the analysis of survey items. The information contained in this section should only be used as a guide for evaluating the primary findings from the report. Please refer to the detailed sections of this report for information about specific survey items.

# Redacted by HELP Committee

## **Perception of Value is Key Component to Satisfaction**

*Key Factor:* The statement “I believe I am getting a valuable education in exchange for the tuition paid here at Concorde” was found to be highly related to overall student satisfaction. The statement also generated a large degree of difference between satisfied and dissatisfied students.

- Correlation to overall satisfaction: .649
- Agreement rating: 1.84 (on a one-to-five scale where one is total agreement and five is total disagreement).
- Satisfied student rating: 1.60, Dissatisfied student rating: 4.00.
- Trend: Performance improvement of 13.3%. Rating was 2.12 in the previous survey.

*Recommendation:* Take advantage of opportunities to advertise any school improvements to existing students. Remind students why the school is so great and publicize success stories of current and past students.

## **Dissatisfied Students May Feel Deceived by Admissions**

*Key Factor:* The statement “The Admissions Department presented an accurate profile of school life at Concorde” was found to be highly correlated to overall student satisfaction and a strong differentiating factor between satisfied and dissatisfied students.

- Correlation to overall satisfaction: .610
- Agreement rating: 1.97
- Satisfied student rating: 1.73, Dissatisfied student rating: 4.17.
- Trend: Performance improvement of 16.8%. Rating was 2.37 in the previous survey.

*Recommendation:* It is important to train the admissions staff to more clearly explain all that will be required of students through their educational experience. Although presenting the school in the best light possible is critical to attracting students, students need to recognize the seriousness of the commitment they are making and realize that making it to graduation will be a challenge.

# Redacted by HELP Committee

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<sup>2</sup>Although not statistically valid, overall satisfaction percentages are based on the total number of students that responded to overall satisfaction as very satisfied (1) or satisfied (2), plus half of those that responded to overall satisfaction as neutral (3).

**STUDENT SATISFACTION SURVEY**

**Appendix A: OPEN-ENDED RESPONSES**

The following table is a summary of the general themes derived from the analysis of the open-ended question: "Please jot down what one thing you think this school could do to make more students succeed here."

Suggestion	Number of Responses
Nothing/Everything is good	32
Equipment and supplies	18
Organization	13
Smaller classes	9
Honesty	7
Student activities, recognition and incentives	7
Instructors	6
Facilities (bigger breakroom, recycling bins, bike rack, etc.)	6
Be more flexible and understanding	6
Better student services	6
Labs/hands on	5
Prepare new students for programs (checklists, orientation, no middle mod)	5
More financial aid options and better officers	4
Day care	4

**INDIVIDUAL RESPONSES** - Copied verbatim from survey

- A BETTER REVIEW FOR TESTS
- A HAVE HEALTH PROBLEMS AND NEED HELP IN AREAS TO DO EXTERNSHIP AND GRADUATE BECAUSE OF MY PROBLEMS I NEED MORE HELP PLEASE PLEASE
- ABILITY TO DO CLASS PROJECTS AND GET POINTS FOR THEM THIS ALLOWS FOR BETTER LEARNING NEEDS
- ADMISSIONS NEEDS TO BE MORE ACCURATE IN THE INFORMATION THEY GIVE OUT
- AFTER ACCEPTION TO PROGRAM PROVIDE A CHECKLIST OF ALL ITEMS AND MEETINGS THAT I NEED TO COMPLETED PRIOR TO BEGINNING
- ALLOW STUDENTS TO HAVE EXCUSED ABSENCES
- ASK MORE QUESTIONS
- Redacted IS GREAT AND Redacted by IS GREAT AND Redacted by IS GREAT
- Redacted IS THE BEST INSTRUCTORS ARE EITHER EXCELLENT OR DISMAL
- by HELP Redacted by HELP AND MOST TEACHERS ARE GREAT STUDENT SERVICES NEED WORK
- Redacted by MAKES MY DAY SHE CARES ABOUT ALL THE STUDENTS AT CONCORDE. ILL MISS HER
- BE HONEST
- BE MORE ATTENTIVE TO FIRST MOD STUDENTS AND SHOW THEM HOW TO USE EQUIPMENT INSTEAD OF JUST TELLING THEM. KEEP UP THE GREAT WORK DENVER CONCORDE
- BE MORE FLEXIBLE AND UNDERSTANDING
- BE MORE ORGANIZED IN GENERAL HAVE CLASSROOMS READY AND NOT MOVE OUR RN CLASS TO A TOTALLY INADEQUATE ROOM HIRE EDUCATORS AND NOT JUST RNS
- BE MORE ORGANIZED STAY ON POINT IN CLASSROOM DISCUSSIONS
- BE MORE PROFESSIONAL
- BE MORE RESPECTFUL OF OTHERS AND STOP INTIMIDATING OTHER WHO DO NOT KNOW STUDENT NEED TO LISTEN TO INSTRUCTOR

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- BE MORE UNDERSTANDING THE INSTRUCTORS
- BETTER ANATOMY MODELS STRICTER ABOUT CLASSROOM TALKING AND DISRUPTIONS
- BETTER BOOKS BETTER TEACHERS BETTER LABS INCLUDE LABS IN CLASS
- BETTER LAB WORK
- BETTER POWERPOINT NOTES <sup>Redacted by HELP Committee</sup> SHOULD BE THE MODEL
- BETTER PROJECTORS IN THE CLASSROOMS
- BIKE RACKS RECYCLE BINS
- BUS PASSES THROUGH THE SCHOOL LIKE OTHER COLLEGES HAVE DISCOUNTED ONES
- CAN WE PLEASE GET A BOTTLE RECYCLING BINS AND A BIKE RACK
- CONCORDE NEEDS TO BE MORE ACCURATE WITH THE TIMES THEY SAY NEW STUDENTS SCHEDULES WILL BE
- CONSTANT SCHEDULE CONFUSION STAFF TURNOVER SEVERAL UNREALISTIC INSTRUCTORS
- DENTAL LAB NEEDS A BETTER SUPPLY OF PRODUCTS TO PRACTICE WITH
- DO A BETTER JOB OF TRANSFER CREDITS AND WAS TOLD THAT MATH WOULD NOT TRANSFER WITHOUT EVEN LOOKIN AT MY TRANSCRIPT
- DO NOT MAKE EXCEPTIONS FOR TARDY OR ABSENT STUDENTS. IT IS NOT FAIR TO US THAT ARE HERE EVERYDAY
- DO NOT MAKE STUDENTS WAIT 10 WEEKS TO START AGAIN THIS IS DISCOURAGING
- DONT MISREPRESENT THE SCHOOL OR ITS POLICIES TO PROSPECTIVE STUDENTS DONT TALK DOWN TO THOSE THAT PAY YOUR SALARIES.
- ENCOURAGE STUDENTS TO STOP GOSSIP AND PAY CLOSE ATTENTION TO IT
- EVERYTHING HAS BENE SO WONDERFUL THANK YOU
- EVERYTHING WAS GOOD I LIKE THE CANDY THAT COMES WITH SURVYES NICE TOUCH SHOULD BE INVOLVED IN BUDGET IF IT ISNT ALREADY
- FAVORTISM AMONG FACULTY AND STUDENTS IS OUTRAGEOUS HERE AND ISNT FAIR I DONT THINK THIS SCHOOL CARES ABOUT ANYTHING BUT MONEY
- FIGURE OUT MORE DAY OPTIONS
- FINANCIAL AID NEEDS TO HAVE MORE ACCURATE INFORMATION SOMETIMES IT SOUNDS LIKE THEY ARE GUESSING
- FINANCIAL AID OFFICE SUCKS BOOKS DISORGANIZED NEED CLASS FOR STUDENTS TO BE PROFESSIONAL
- FLEXIBILITY TO REAL LIFE CIRCUMSTANCES IE COURT HOSPITAL ILLNESS
- FLEXIBLE TIMES OF REQUIRED CLASSES
- FREE BUS PASSES FOR THE STUDENTS THAT HAS FINANCIAL DIFFICULTIES
- FREE COFFEE
- FRIENDLY ALWAYS SOMEONE TO ASK A QUESTION TOO IF NEEDED. LOTS OF NICE FUN STUFF ALWAYS POSITIVE I ENJOY BEING HERE AND AM GLAD I
- GET A NEW STUDENT SERVICES REPRESENTATIVE
- GET A TRUSTWORTHY DAYCARE CENTER ON CAMPUS
- GET BETTER LAB EQUIPMENT THAT WORKS
- GIVE OUT INCENTIVES
- GIVE OUT RECOGNIZED AWARDS TO STUDENTS WHO ARE DOING WELL
- GRADUATE SERVICES HAVE NOT CONTACTED ME ABOUT ANYTHING VERY SLOW
- HAVE AN ON CAMPUS DAYCARE AND POSSIBLY MAKE THE CLASS A LITTLE LONGER FEEL MATERIAL IS COVERED IN A BIT OF A HURRY. THANK YOU
- HAVE MORE INSTRUCTORS AND SHORTER CLASSES
- HAVE OTHER COURSES LIKE LPN RESPONSE TO FIT SCHEDULES

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- HAVE SUPPLIES IN LAB AT ALL TIMES
- HAVE THE LABS STOCKED WELL MOST OF THE TIME THE LAB DOESNT HAVE ENOUGH SUPPLIES
- HAVE THE STUDY UTENSILS AVAILABLE MORE OFTEN
- HAVE TUTORING EVERYDAY FOR 3 SETS OF STUDENTS EVERYDAY TUTORING
- HAVENT NOTICED CHANGES DISAPPOINTED ADMISSIONS DEPT STATED CONCORDE WAS FULLY ACCREDITED WHEN IN FACT IT IS NOT
- HELP EACH STUDENTS NOT JUST THE TOP STUDENT OF THE CLASS
- HELP MORE WITH FINANCES PREPARE NEW STUDENTS BETTER
- HELP WITH GRANT INSTEAD OF JUST GIVING YOU A PALE GRANT AND LEAVE YOU ON YOUR OWN
- HIRE EDUCATORS NOT JUST RNS OFFER LABS FOR SCIENCE CLASSIS SO THAT PEOPLE CAN TRANSFER TO OTHER SCHOOLS AFTER GRADUATION
- HOLD THEM TO A HIGH LEVEL DONT LET THEM WHINE ABOUT THINGS BEING TOO HARD
- I BELIEVE THAT STUDENTS SHOULD NOT BE ADMITTED HALFWAY THROUGH ANOTHER CLASS BECAUSE THEY DO NOT HAVE THE MATERIAL THAT ALL STUDENTS ARE WORKING ON THIS MAKES STUDENTS UNPREPARED FOR CLASS TOPICS
- I BELIEVE THE NEW STUDENTS SHOULD GET A LITTLE MORE AID WHEN MIXED WITH THE OLD MOD ONES
- I CAN SEE A MUCH IMPROVED ATMOSPHERE AT CONCORDE IT IS MORE STABLE AND THE INSTRUCTORS ARE SOMEONE THAT I WOULD LIKE TO EMULATE AS A MODEL FOR MYSELF TO BE A NURSE
- I DO NOT FEEL <sup>Redacted by</sup> SHOULD NOT TEACH. HE NEEDS TO KNOW THAT HE IS HERE TO TEACH US. THIS IS NOT ABOUT HIM. HE IS RUDE AND 95% OF STUDENTS DONT WANT TO IF HE IS HERE
- I DONT THINK ANYTHING SHOULD BE CHANGED
- I FEEL STUDENT SERVICES IS TOO BUSY THE DEAN MADE A DECISION I FEEL STUDENT SERVICES CHANGED HES MIND CLINICALS IS LIKE BEING A CNA NOT RN
- I FEEL THAT THE LABS COULD BE BETTER EQUIPPED AND HAVE NEWER EQUIPMENT I THINK THAT THERE SHOULD BE MORE LIMITS ON WHO YOU ENROLL
- I HAD A CHALLENGING AND EXCITING EXPERIENCE AND I FEEL THAT I CAN ACCOMPLISH ANYTHING
- I HAVE HAD A GREAT EXPERIENCE SO FAR
- I HAVE LOVE <sup>Redacted by</sup> ADMINISTRATION SHE IS AWESOME AND CARING
- I LOVE IT HERE
- I LOVE THIS SCHOOL
- I THINK EVERYTHING HERE AT CONCORDE IS PERFECT NOTHING COULD BE BETTER
- I THINK EVERYTHING IS GREAT
- I THINK IF THEY HAVE MORE HELP FOR STUDENTS MAYBE ONE ON ONE TWICE A WEEK MAYBE TO UNDERSTAND A LITTLE MORE STUFF
- I THINK THAT IT WOULD BE MORE EFFECTIVE IF THE INSTRUCTORS WOULD NOT JUST READ FROM THE POWERPOINT PRESENTATIONS
- I THINK THAT THE CLASSROOM SHOULD NOT EXCEED 12-14 PEOPLE. IT GETS TOO HARD TO COVER THINGS SMOOTHLY BECAUSE PEOPLE ASK THE SAME QUESTIONS OVER AND OVER. THANK YOU
- I THINK THAT WE SHOULD HAVE A LOT MORE TRAINING TIME DOING BLOOD DRAWS

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- I THINK THAT YOU SHOULD HAVE A DAY FOR WOMEN THAT HAS BABIES AND YOU WILL HAVE MORE STUDENTS
- I THINK THE MA LABS/CLASSES SHOULD BE SMALLER
- I THINK WE SHOULD EXPAND THE SCHOOLS TO ACCOMODATE THE LARGER NUMBER OF PROGRAMS BIGGER CAFETERIA LIBRARY AND STUDENT LOUNGE
- I WENT TO EDUCATION DEPT ABOUT ISSUES WITH CLINICALS BUT WAS IGNORED
- I WOULD NOT CHANGE A THING
- IF EVERY SCHOOL WAS LIKE CONCORDE THERE WOULD BE MORE GRADUATES KEEP UP THE GOOD TEACHING
- IF IT WERENT FOR THE STAFF HERE AT CONCORDE BEING CARING AND UNDERSTANDING OF MY HEALTH SITUATION I WOULDNT BE WEHRE I AM TODAY. THANK YOU
- IM A NEW STUDENT AND HAVE NOT BEEN TAUGHT WHAT I AM REQUIRED TO BE DOING IVE BEEN TAUGHT BY STUDENTS AND NOT MY TEACHER
- IM NOT GETTING THINGS ACCOMPLISHED BECAUSE I DONT FEEL I AM LEARNING RELEVANT THINGS AS TO WHAT I WAS TOLD I WOULD WHEN I FIRST STARTED
- IN SCHOOL DAYCARE FOR THE STUDENTS THAT ARE PARENTS
- INFORM STUDENTS THAT SCRUBS SIZE SMALL
- INPUT INTO SCHEDULE 10.5 HOUR DAYS TOO LONG
- INSTURCTORS NEED TO BE PREPARED TO TEACH ANY COURSE NOT JUST THEIR ASSIGNED COURSES
- IT HAS BEEN GREAT
- IT IS RIDICULOUS THAT UPON STARTING AT CONCORDE WE WERE TOLD ITS FULLY ACCREDITED BUT NOW WE HAVE ALL LEARNED THAT NO OTHER SCHOOLS WILL TAKE OUR CREDITS
- IT WOULD BE GREAT TO HAVE A CAMPUS CLOSER TO HOME
- KEEP CLASSES SEPERATE
- KEEP ON SMILING
- KEEP UP THE GOOD WORK
- KEEPING STUDENT CONFIDENTIALITY WOULD BE BENEFICIAL TO GAIN THE STUDENTS TRUST
- LARGER BREAKROOM MORE PLACES TO STUDY PICNIC TABLES OUTSIDE
- LITTLE BIT LONGER BREAKS MORE SPIRIT WEEKS MORE SCHOOL INTERACTION SCHOOL DANCE
- LOWER TUITION
- MAKE SURE SCHEDULED CLASSROOM IS LARGE ENOUGH FOR THE CLASS SO WE DONT HAVE TO MOVE WERE STRESSED ENOUGH AS IT IS
- MAKE THE CLASS SIZES SMALLER
- MAYBE UPDATE TECHNOLOGIES TO EQUAL WHAT IS BEING USED OUT THERE
- MORE AND BETTER SUPPLIES IN LAB
- MORE CAMPUS THROUGHOUT THE CONTINENTAL US LIKE ONLY ONE CAMPUS IN THE STATE OF TEXAS I BELIEVE THERE SHOULD BE MORE IN THE STATE
- MORE CASUAL DAYS
- MORE LAB TIME
- MORE LAB TIME
- MORE SCHOOL ACTIVIES
- MORE VEGETARIAN FOOD IN VENDING MACHINES WE NEED A BIKE RACK
- Redacted by HELP Committee IS THE BEST AND Redacted by HELP Committee IS AWESOME HAVE FUN WITH LEARNING
- MY TIME HERE IS OK
- NA

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- NO COMMENT
- NO PROBLEMS
- NOT ENOUGH EQUIPMENT IN LABS
- NOT ENOUGH SUPPLIES IN THE LAB WE ARE ALWAYS RUNNING OUT
- NOT HAVE SUCH OUTRAGEOUS SIZED CLASSES SUCH AS OVER 30 STUDENTS
- NOTHING I THINK THIS SCHOOL IS A VERY GOOD SCHOOL AND ARE ON TOP OF EVERYTHING
- NOTHING VERY GOOD SO FAR
- OFFER DAYCARE
- OFFER MORE TIMES FOR TUTORING
- ORGANIZATION TEACHERS FOR THE MOST PART ARE AWESOME BESIDES A FEW AND Redacted IS THE BEST EVER. SHE TRULY CARES ABOUT ALL THE STUDENTS
- OTHER THAN ISSUES WITH A SPECIFIC INSTRUCTOR I AM VERY SATISFIED WITH THE SCHOOL
- OTHER THAN PROBLEMS WITH MY A&P TEACHER THE SCHOOL IS DOING GOOD
- PEOPLE IN THE FRONT OFFICES NEED TO PUT SMILES ON THEIR FACES EVEN WHEN THEY'RE IN A BAD MOOD. MOST LOOK LIKE PISSED OFF. ACT IF THEY HAVE TO
- PREPARE INCOMING STUDENTS OF PROFESSIONALISM
- PROVIDE BETTER LUNCH SPACE AND STUDY AREA TREAT STUDENTS WITH RESPECT AND NOT LIKE CHILDREN
- PROVIDE STUDY HALL THE LIBRARY IS NOT QUIET ENOUGH
- PROVIDE THE SCHEDULE SOONER. MORE ORGANIZED FIRST DAY OF EACH TERM. RECEIVE BOOK PRIOR TO TERM START DATE
- RECYCLE BINS AND BIKE RACKS
- SCHEDULE FLEXIBILITY WOULD BE A PLUS MY ADMISSION REP Redacted HASNT SPOKEN TO ME SINCE I TOOK THE NET TEST
- SCHEDULES NEED TO BE GIVEN OUT SOONER.
- SMALLER CLASSES
- SMALLER CLASSES.
- SO FAR AM VERY SATISFIED AND I AM GLAD I PICKED THIS SCHOOL IT IS JUST A LITTLE DRIVE FOR ME
- SO FAR SO GOOD
- SOME TYPE OF STUDENT GOVERNMENT WOULD HELP THE STUDENTS CONNECT WITH THE ADMINISTRATION
- STUDENT SERVICES COULD BE MORE PUNCTUAL AND MORE HELPFUL
- STUDENT SERVICES GOT UNORGANIZED AND HAS BEEN TOUCHY JUST FYI
- STUDENT SERVICES WAS HORRIBLE TO DEAL WITH IN REGARDS TO MY TRANSFER INTO THE RN PROGRAM VERY UNPROFESSIONAL AND QUITE DISAPPOINTING Redacted by HELP
- TEACH TO USE SUCTION WITH RIGHT HAND AND TRAIN TO WORK WITH A LEFT HANDED DOCTOR
- TELL THE ADMISSION PEOPLE TO BE HONEST ABOUT SCHEDULES AND WHAT TO EXPECT IN GENERAL THEY TOLD ME MANY MANY LIES
- THANK YOU
- THANK YOU THIS COURSE WAS FUN
- THANKS FOR ALL OF YOUR SUPPORT AND HELP
- THE DEAN NEEDS IMPROVEMENT IN INTERACTION WITH HIS STUDENTS Redacted  
Redacted by Redacted by HELP Committee NEEDS IMPROVEMENT ON HER PEOPLE SKILLS AND ATTITUDE

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- THE LABS NEED TO BE STOCKED BETTER MORE MEDIUM GLOVES
- THE ONLY ISSUE I HAVE HAD WAS WITH MY ENGLISH PROF AND THAT WAS ADDRESSED IN ANOTHER SURVEY. I LOVE IT HERE
- THE PERSON THAT GOT ME STARTED AT CONCORDE NO LONGER WORKS HERE AND THAT MAKES ME MAD CAUSE SHE TRIED SO HARD TO HELP ME AND THEN YALL LET HER GO
- THE PRESIDENT IS AWESOME
- THE PROJECTORS ALWAYS SEEM BROKEN
- THE SCHOOL AS A WHOLE SEEMS RATHER DRACONIAN AND UNCARING WITH SITUATIONS THAT OCCUR IN STUDENTS LIVES OUTSIDE THEIR CONTROL. TRY NOT TO BE SUCH
- THE SCHOOL SHOULD HAVE MORE WORKING MICROWAVES IN THE BREAKROOM
- THEY NEED TO BE MORE ACCURATE WITH THE TIMES YOUR IN SCHOOL BEFORE YOU START
- TIME TIME TIME TIME
- TISSUES IN ALL CLASSROOMS
- TUITION IS TOO HIGH COMPARED TO OTHER SCHOOLS. ITS JUST NOT HAVING TO WAIT THAT MAKES PEOPLE CHOOSE THIS SCHOOL
- UPDATE VIDEOS
- VERY HAPPY WITH MY CHOICE IN SCHOOL
- WE NEED MORE SUPPLIES IN THE LAB MOST OF THE TIME WE ARE SITTING AROUND WAITING OON OTHERS TO FINISH WITH THEIR SUPPLIES
- WE SHOULD GET NEW SKELETONS
- WOULD BE NICE TO SEE STUDENT RECOGNITION ON THE MA BOARD HAVENT SEEN ANYTHING ON IT SINCE I STARTED IN NOV 2008
- YES EVERYTHING IS GREAT HERE