



Wayne College

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SUMMARY: WAYNE COLLEGE STUDENT SATISFACTION INCREASES

Orrville, Ohio, Sept. 12, 2007 – The number of students who say they are satisfied or very satisfied with The University of Akron Wayne College is 7 percent higher than students at other two-year colleges in the Midwest. The number of students who say they would re-enroll at Wayne also is significantly higher than students at other Midwestern colleges.

These statistics are among the many positive statements from the Noel Levitz student satisfaction survey that was conducted during the spring semester. The survey measures 12 areas of satisfaction including instructional effectiveness, admissions and financial aid, academic advising/counseling and campus support services. According to Wayne College Research Analyst Bill Clark, Noel Levitz is one of the two most commonly used instruments for student satisfaction assessment. Wayne first conducted this survey in 1998 and has surveyed students every three years since then.

“By using the same survey tool, we are able to compare apples to apples,” says Clark. “We want to see how our performance rates compared to other schools on both a national and Midwest level, but, and perhaps more importantly, we also want to see how we have improved compared to our own rankings in previous years.”

Dean Jack Kristofco observed that “Wayne College has always received positive assessments on the Noel Levitz survey, but this year’s results are particularly good.”

Since the last survey in 2004, Wayne College improved in all 12 areas of student satisfaction. The college exceeded 10 of the national norms in this year’s survey compared to exceeding four national norms in 1998.

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Compared with other two-year schools in the Midwest, Wayne exceeded the norms in – nine of the 12 satisfaction areas. Julie Bryant, senior director of retention solutions with Noel Levitz, says that students in the Midwest region tend to have higher levels of satisfaction with their college experiences; therefore, exceeding the norms compared to other Midwest schools is a significant achievement.

“We are very pleased with the results of this year’s survey,” says Kristofco, “because Wayne College places great emphasis on attention to individual students. When we say that we are a place ‘where the student comes first,’ we are serious about providing the kind of environment where students feel good about their learning experience and are successful. These results affirm that we are achieving that important goal.”

Wayne College is a regional campus of The University of Akron, and offers the first two years of general bachelor’s degree courses for students who plan to complete their degrees at the Akron campus or other colleges and universities. The general education transfer program also leads to the associate of arts degree or the associate of science degree. In addition, Wayne College can prepare students for a variety of paraprofessional and technical careers in business, industry and public service by offering a range of occupational education programs. The campus is located at 1901 Smucker Road in Orrville.

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