

Lake Land College
2002-2009 and 2012, 2015 Noel-Levitz Student Satisfaction Inventory

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Note: The Noel Levitz Student Satisfaction Inventory (SSI) was administered annually during the spring semesters of 2002 through 2009 and again in 2012. This report includes the Table of Results for all of those years. Annual narrative reports are also available.

LAKE LAND COLLEGE COMPARED TO A NATIONAL GROUP OF COMMUNITY, JUNIOR, AND
TECHNICAL COLLEGES BY CATEGORY
(IN ORDER OF IMPORTANCE TO STUDENTS IN 2012)

	Category	Below Mean	At Mean	Above Mean	
1.	Academic Advising/Counseling – Comprehensiveness of our advising program; academic advisors’ and counselors’ knowledge, competence and personal concern for student success and approachability.			2002 2003 2004 2005 2006	2007 2008 2009 2012 2015
2.	Instructional Effectiveness – Student’s academic experience, curriculum, campus’s commitment to academic excellence including variety of courses offered, effectiveness of faculty in and out of the classroom.		2002 2005 2006	2003 2004 2007 2008	2009 2012 2015
3.	Registration Effectiveness – Issues associated with registration and billing including institution’s commitment to making the process as smooth and effective as possible.		2002 2003	2004 2005 2006 2007	2008 2009 2012 2015
4.	Concern for the Individual – College’s commitment to treating each student as an individual.		2002 2006 2008	2003 2004 2005 2007	2009 2012 2015
5.	Academic Services – Services students use to achieve their academic goals including the library, computer labs, tutoring and study areas.			2002 2003 2004 2005 2006	2007 2008 2009 2012 2015
6.	Student Centeredness – College’s efforts to convey to students that they are important to the institution; college’s attitude toward students and the extent they feel welcome and valued.		2002	2003 2004 2005 2006 2007	2008 2009 2012 2015
7.	Admissions and Financial Aid – College’s ability to enroll students in an effective manner; competence and knowledge of admissions representatives; availability of financial aid programs.		2002 2006 2008	2003 2004 2005 2007	2009 2012 2015

	Category	Below Mean	At Mean	Above Mean	
8.	Campus Climate – Extent to which college provides experiences that promote a sense of campus pride and feelings of belonging; effectiveness of college’s channels of communication for students.			2002 2003 2004 2005 2006	2007 2008 2009 2012 2015
9.	Safety and Security – College’s responsiveness to students’ personal safety and security on campus; effectiveness of both security personnel and campus facilities.		2002	2003 2004 2005 2006 2007	2008 2009 2012 2015
10.	Service Excellence – Attitude of staff toward students, especially front-line staff.		2002 2003 2006	2004 2005 2007 2008	2009 2012 2015
11.	Campus Support Services – Quality of support programs used to make educational experiences more meaningful and productive including career services, orientation, child care, veterans services.			2002 2003 2004 2005 2006	2007 2008 2009 2012 2015
12.	Responsiveness to Diverse Populations – College’s commitment to specific groups of students, e.g. under-represented populations, students with disabilities, commuters, part-time students, and older returning learners.		2002	2003 2004 2005 2006 2007	2008 2009 2012 2015

- 2002 was first year of survey
- 2006 was implementation of new student records and registration system
- CCSSE was administered in 2010
- No student survey was administered in 2011
- Categories are presented in order of importance to students according to the 2012 results. This order may change each year.

Item	Order of Importance and P Gap Smallest P Gap Highlighted										Comparison to Group		
	2002	2003	2004	2005	2006	2007	2008	2009	2012	2015	Below Mean	At Mean	Above Mean
32. My academic advisor is knowledgeable about my program requirements. P Gap	8 .81	5 .71	6 .60	7 .49	4 .68	8 .44	1 .81	3 .38	3 .66	1 .48			2002 - 2009 2012 2015
6. My academic advisor is approachable. P Gap	7 .73	8 .64	8 .56	8 .54	8 .77	7 .49	9 .72	7 .36	4 .71	2 .52			2002 - 2009 2012 2015
69. There is a good variety of courses provided on this campus. P Gap	9 .61	7 .59	9 .58	11 .43	12 .49	11 .45	13 .52	8 .35	9 .38	3 .45			2002 - 2009 2012 2015
8. Classes are scheduled at times that are convenient for me. P Gap	4 1.03	2 1.27	2 1.10	3 .91	5 .98	3 .83	4 1.08	6 .80	1 .81	4 .92	2003	2002 2004-2009 2015	2012
15. I am able to register for classes I need with few conflicts. P Gap	6 .99	4 1.07	3 .95	5 .77	6 .84	4 .68	5 .92	4 .59	2 .77	5 .81		2002 2003	2004 - 2009 2012 2015
18. The quality of instruction I receive in most of my classes is excellent P Gap	3 .86	6 .85	5 .79	6 .78	3 .88	5 .66	7 .67	9 .52	5 .73	6 .65		2002 - 2007 2012	2008 2009 2015
58. Nearly all of the faculty are knowledgeable in their fields. P Gap	5 .61	9 .66	10 .59	9 .51	7 .64	6 .54	8 .64	12 .37	8 .43	7 .44		2003 2007	2002 2004 - 2006 2008 - 2009 2012 2015
79. Information important to me is easily located on the LLC website.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	6	8	Campus Items Comparison Not Available		
70. I am able to experience intellectual growth here. P Gap	11 .64	15 .54	13 .52	16 .44	21 .48	12 .37	14 .53	5 .36	10 .40	9 .37		2002 2006	2003 - 2005 2007 - 2009 2012 2015
40. My academic advisor is knowledgeable about the transfer requirements of other schools. P Gap	14 1.03	18 .87	26 .71	28 .71	28 .77	29 .62	16 1.00	26 .50	18 .76	10 .67			2002 - 2009 2012 2015

P Gap: The Performance Gap shows how well the college is meeting students' expectations overall and is the difference between the importance students place on an item and their satisfaction with that item. A large performance gap (1.5 or higher) indicates that the college is not meeting students' expectations; a small performance gap (.50 or lower) indicates that the college is meeting students' expectations; a negative performance gap indicates that the college is exceeding the students' expectations.

Item	Order of Importance and P Gap Smallest P Gap Highlighted										Comparison to Group		
	2002	2003	2004	2005	2006	2007	2008	2009	2012	2015	Below Mean	At Mean	Above Mean
31. The campus is safe and secure for all students. P Gap	17 .60	17 .55	17 .53	15 .48	16 .51	14 .43	6 .70	28 .37	7 .43	11 .28			2002 - 2009 2012 2015
61. Faculty are usually available after class and during office hours. P Gap	12 .58	13 .57	12 .53	12 .57	17 .63	15 .51	10 .58	20 .39	15 .33	12 .47		2005 2006	2002 - 2004 2007 - 2009 2012 2015
68. On the whole, the campus is well-maintained. P Gap	29 .30	31 .22	20 .23	38 .13	31 .11	20 .15	40 .14	37 .04	20 .13	13 .18			2002 - 2009 2012 2015
25. My academic advisor is concerned about my success as an individual. P Gap	28 .96	27 .84	25 .84	20 .79	20 1.01	26 .78	21 1.01	31 .41	19 .97	14 .66			2002 - 2009 2012 2015
52. This school does whatever it can to help me reach my educational goals. P Gap	23 1.05	20 .93	23 .85	23 .85	23 .91	17 .76	28 .77	11 .61	16 .75	15 .70		2003 2007	2002 2004 2005 2006 2008 2009 2012 2015
7. Adequate financial aid is available for most students. P Gap	21 1.31	10 1.36	15 1.12	10 1.16	10 1.42	21 .90	17 1.31	25 .80	12 .85	16 .91	2006	2002- 2005 2007-2008 2015	2009 2012
34. Computer labs are adequate and accessible. P Gap	10 .69	11 .75	11 .84	14 .73	11 .62	10 .48	18 .74	16 .39	11 .43	17 .28		2004 2005 2008	2002 2003 2006 2007 2009 2012 2015
66. Program requirements are clear and reasonable. P Gap	20 .71	14 .76	14 .71	17 .58	13 .70	16 .59	12 .72	15 .57	14 .48	18 .48		2002 - 2004 2007	2005 2006 2008 2009 2012 2015
74. Information about tuition and fees is easily accessible.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	17 .24	19 .45	Campus Items Comparison Not Available		
5. The personnel involved in registration are helpful. P Gap	33 .88	24 .88	21 .80	26 .67	15 .95	24 .64	34 .72	24 .62	21 .78	20 .70		2002 - 2006 2008 2012	2007 2009 2015
29. Faculty are fair and unbiased in	15	19	16	13	14	13	11	17	13	21	2005	2002 2003	2007

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Item	Order of Importance and P Gap Smallest P Gap Highlighted										Comparison to Group		
	2002	2003	2004	2005	2006	2007	2008	2009	2012	2015	Below Mean	At Mean	Above Mean
their treatment of individual students. P Gap	1.04	.95	.82	1.06	1.06	.70	1.06	.65	.75	.80	2006	2004 2008 2012 2015	2009
51. There are convenient ways of paying my school bill. P Gap	.44	.29	.43	.31	.48	.48	.46	.30	.31	.22		2002 2005	2003 2004 2006 - 2009 2012 2015
46. Faculty provide timely feedback about student progress in a course. P Gap	.35	.28	.35	.25	.26	.43	.19	.23	.26	.23		2002 2003 2004 2005 2007	2006 2008 2009 2012 2015
35. Policies and procedures regarding registration and course selection are clear and well-publicized. P Gap	.31	.22	.18	.33	.24	.28	.22	.38	.23	.24		2003 2004 2005	2002 2006 - 2009 2012 2015
36. Students are made to feel welcome on this campus. P Gap	.24	.33	.29	.50	.30	.27	.33	.41	.30	.25		2002 2003 2005	2004 2006 2007 - 2009 2012 2015
28. It is an enjoyable experience to be a student on this campus. P Gap	.45	.44	.42	.47	.44	.41	.31	.40	.32	.26		2002 2003 2005 2006 2012	2004 2007 - 2009 2015
39. The amount of student parking space on campus is adequate. P Gap	.13	.16	.19	.30	.36	.32	.23	.29	.24	.27	2002 2003	2004	2005 2006 - 2009 2012 2015
43. Class change (drop/add) policies are reasonable. P Gap	.46	.40	.38	.34	.42	.37	.42	.33	.27	.28		2007 2008	2002 - 2006 2009 2012 2015
76. The quality of instruction I receive online is comparable to the quality of instruction I receive on campus.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	52 .85	29 1.00	Campus Items Comparison Not Available	
80. I find the LLC "hub" helpful in accessing the information I use every day	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	69 .16	30 .61	Campus Items Comparison Not Available	
12. My academic advisor helps me set goals to work toward. P Gap	.56	.64	.52	.60	.62	.62	.62	.32	.40	.31		2002 2006 2008	2003 - 2005 2007 2009 2012 2015
16. The college shows concern for students as individuals.	.43	.42	.34	.39	.41	.25	.27	.18	.38	.32		2002 2003	2004 2005 2007 - 2009

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Item	Order of Importance and P Gap Smallest P Gap Highlighted										Comparison to Group		
	2002	2003	2004	2005	2006	2007	2008	2009	2012	2015	Below Mean	At Mean	Above Mean
P Gap	1.02	.92	.91	.82	.94	.73	.93	.65				2006	2012 2015
23. Faculty are understanding of students' unique life circumstances.	34	43	32	42	35	36	20	46	33	33	2006	2002 2003 2004 2005	2007 2009
P Gap	1.07	.94	.97	.94	1.15	.66	1.10	.62	.71	.79		2008 2015	2012
50. Tutoring services are readily available.	72	70	69	73	68	54	68	70	53	34		2003 2005 2006 2007	2002 2004 2008 2009 2012 2015
P Gap	.33	.47	.42	.39	.49	.59	.45	.27	.14	.26			
60. Billing policies are reasonable.	51	48	45	55	45	50	61	45	28	35		2002 2003	2004 - 2009 2012 2015
P Gap	.72	.73	.67	.58	.60	.41	.47	.33	.42	.51			
65. Students are notified early in the term if they are doing poorly in a class.	37	30	36	21	33	30	38	42	22	36		2002-2007 2009	2008
P Gap	1.33	1.42	1.17	1.14	1.18	1.13	1.02	1.01	1.14	1.10		2012 2015	
42. The equipment in the lab facilities is kept up to date.	26	26	27	22	19	33	24	44	25	37			2002 – 2009 2012 2015
P Gap	.52	.54	.52	.61	.56	.39	.58	.30	.48	.41			
37. Faculty take into consideration student differences as they teach a course.	39	36	33	56	51	42	50	43	35	38		2002 - 2006 2008 2015	2007 2009 2012
P Gap	.98	.90	.84	.88	.87	.68	.86	.63	.70	.75			
47. There are adequate services to help me decide upon a career.	48	47	55	57	56	57	60	50	39	39		2002 2008	2003 - 2007 2009 2012 2015
P Gap	.94	.77	.77	.61	.76	.58	.77	.49	.63	.55			
2. Faculty care about me as an individual.	50	39	51	35	54	44	39	35	49	40		2006 2008 2012	2002 - 2005 2007 2009 2015
P Gap	.58	.58	.51	.53	.73	.37	.72	.42	.52	.47			
45. This institution has a good reputation within the community.	47	53	54	53	47	39	32	49	48	41		2007	2002 – 2006 2008 2009 2012 2015
P Gap	.42	.25	.19	.19	.23	.36	.31	.14	.10	.16			
24. Parking lots are well-lighted and secure.	30	46	41	43	38	46	41	56	47	52			2002 – 2009 2012 2015
P Gap	.95	.74	.81	.63	.53	.56	.71	.46	.41	.32			
54. Faculty are interested in my academic problems.	49	55	46	52	53	56	43	58	46	53		2002 2003	2004 2005 2007 - 2009

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Item	Order of Importance and P Gap Smallest P Gap Highlighted										Comparison to Group		
	2002	2003	2004	2005	2006	2007	2008	2009	2012	2015	Below Mean	At Mean	Above Mean
P Gap	.90	.80	.77	.73	.85	.59	.73	.40	.61	.60		2006	2012 2015
57. Administrators are approachable to students.	63	62	61	65	61	49	58	55	54	54		2002 2003 2005 2006	2004 2007 2008 2009 2012 2015
P Gap	.80	.76	.61	.58	.69	.60	.66	.33	.44	.46			
14. Library resources and services are adequate.	19	21	31	27	40	35	35	36	41	55			2002 – 2009 2012 2015
P Gap	.59	.59	.43	.45	.43	.31	.41	.34	.16	.25			
64. Nearly all classes deal with practical experiences and applications.	41	35	50	48	43	45	47	47	34	56		2002 2003 2004 2005 2008	2006 2007 2009 2012 2015
P Gap	.77	.77	.59	.52	.61	.47	.66	.34	.52	.48			
21. There are a sufficient number of study areas on campus.	53	61	62	61	58	59	49	65	45	57			2002 – 2009 2012 2015
P Gap	.42	.33	.39	.31	.31	.23	.43	.07	.16	.10			
27. The campus staff are caring and helpful.	57	58	53	58	50	53	45	59	43	58		2002 2005 2006	2003 2004 2007 - 2009 2012 2015
P Gap	.60	.52	.47	.47	.60	.38	.54	.23	.42	.39			
48. Counseling staff care about students as individuals.	38	45	44	51	52	47	37	34	36	59		2002 2008	2003 - 2007 2009 2012 2015
P Gap	1.00	.87	.81	.72	.78	.71	.91	.51	.61	.48			
55. Academic support services adequately meet the needs of students.	70	68	66	63	69	58	56	66	59	60		2002 2005 2006 2008	2003 2004 2007 2009 2012 2015
P Gap	.70	.58	.56	.65	.61	.45	.71	.35	.43	.41			
77. The counseling/advising services I receive off campus meet my needs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	66	61	Campus Items Comparison Not Available		
P Gap									.56	.54			
13. Financial aid awards are announced to students in time to be helpful in college planning	52	41	56	36	55	73	63	54	29	62		2006 2008	2002 - 2005 2007 2009 2012 2015
P Gap	1.19	1.13	.98	.99	1.29	.80	1.07	.74	.76	.72			
62. Bookstore staff are helpful.	65	60	59	62	59	66	67	67	65	63	2002 2003 2004 2015	2005 - 2009 2012	
P Gap	.71	1.06	.71	.50	.59	.39	.53	.36	.32	.47			
49. Admissions counselors respond to	58	67	64	67	66	61	64	60	57	64		2008	2002

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Item	Order of Importance and P Gap Smallest P Gap Highlighted										Comparison to Group		
	2002	2003	2004	2005	2006	2007	2008	2009	2012	2015	Below Mean	At Mean	Above Mean
prospective students' unique needs and requests. P Gap	.78	.70	.65	.61	.67	.63	.72	.37	.50	.56			2003 - 2007 2009 2012 2015
53. The assessment and course placement procedures are reasonable. P Gap	55 .76	59 .73	68 .62	59 .66	63 .56	55 .49	54 .60	53 .35	50 .33	65 .42		2002-2005	2006 - 2009 2012 2015
63. I seldom get the "run-around" when seeking information on this campus. P Gap	40 1.20	34 1.20	47 .85	37 .94	37 1.05	51 .66	57 .76	48 .53	42 .62	66 .59		2002 2003 2005 2006	2004 2007 2008 2009 2012 2015
20. Financial aid counselors are helpful. P Gap	64 .99	56 .97	60 .84	40 1.09	46 1.17	65 .77	53 .94	51 .72	44 .79	67 .70		2002 2003 2005-2008	2004 2009 2012 2015
56. The business office is open during hours which are convenient for most students. P Gap	60 .48	49 .62	58 .49	64 .40	57 .52	60 .44	66 .40	52 .25	61 .28	68 .37		2003 2015	2002 2004 - 2009 2012
22. People on this campus respect and are supportive of each other. P Gap	67 .63	72 .46	63 .53	68 .46	65 .54	70 .37	65 .55	57 .38	56 .46	69 .50		2002 2015	2003 - 2009 2012
59. New student orientation services help students adjust to college. P Gap	71 .61	73 .59	72 .57	75 .41	73 .51	63 .51	72 .50	71 .31	62 .34	70 .41		2002-2005 2008	2006 2007 2009 2012 2015
78. The financial aid services I receive off campus meet my needs.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	60 .64	71 .58	Campus Items Comparison Not Available		
9. Internships or practical experiences are provided in my degree/certificate program. P Gap	61 .81	57 .71	57 .78	29 .68	49 .82	68 .62	52 .89	61 .60	58 .75	72 .66		2008	2002 2003 - 2007 2009 2012 2015
11. Security staff respond quickly in emergencies. P Gap	68 .96	71 .99	73 .85	70 .78	64 .90	64 .68	59 1.12	69 .74	67 .82	73 .78	2015	2002 2003 2008 2012	2004 - 2007 2009
30. The career services office provides students with the help they need to get	69	69	70	69	70	72	69	62	64	74		2002	2003

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Item	Order of Importance and P Gap Smallest P Gap Highlighted										Comparison to Group		
	2002	2003	2004	2005	2006	2007	2008	2009	2012	2015	Below Mean	At Mean	Above Mean
a job. P Gap	.88	.69	.82	.75	.79	.62	.91	.53	.68	.61		2004 2008	2005 - 2007 2009 2012 2015
3. The quality of instruction in the vocational/technical programs is excellent. P Gap	.62	.54	.49	.46	.60	.52	.44	.63	.55	.75		2002 2004 2006 2008 2009 2012	2003 2005 2007 2015
33. Admissions counselors accurately portray the campus in their recruiting practices. P Gap	.73	.75	.75	.74	.74	.76	.74	.73	.70	.76		2008	2002 - 2007 2009 2012 2015
67. Channels for expressing student complaints are readily available. P Gap	.66	.65	.65	.66	.67	.67	.71	.64	.63	.77		2002 2003 2005 2006 2008	2004 2007 2009 2012 2015
75. The quality of instruction I receive off campus is comparable to the quality of instruction I receive on campus. P Gap	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	51	.78	Campus Items Comparison Not Available		
26. Library staff are helpful and approachable. P Gap	.59	.63	.67	.71	.72	.71	.70	.68	.68	.79	2015	2004 - 2009 2012	2002 2003
38. The student center is a comfortable place for students to spend their leisure time. P GAP	.76	.76	.77	.77	.77	.75	.76	.75	.71	.80		2002 - 2006	2007 2008 2009 2012 2015
1. Most students feel a sense of belonging here. P Gap	.79	.78	.76	.76	.76	.78	.77	.72	.72	.81			2002 – 2009 2012 2015
44. I generally know what's happening on campus. P Gap	.78	.79	.81	.81	.79	.79	.79	.76	.74	.82			2002 – 2009 2012 2015
71. My coursework at LLC increases my understanding of people from diverse economic, social, and racial or ethnic backgrounds. P Gap	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	.73	.83	Campus Items Comparison Not Available		
									.08	.22			

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Item	Order of Importance and P Gap Smallest P Gap Highlighted										Comparison to Group		
	2002	2003	2004	2005	2006	2007	2008	2009	2012	2015	Below Mean	At Mean	Above Mean
P Gap													
4. Security staff are helpful.	81	80	78	80	78	82	78	77	76	84	2015	2002 2003 2008 2012	2004 2005 2006 2007 2009
P Gap	.47	.55	.48	.27	.53	.36	.69	.47	.35	.54			
73. LLC provides opportunities for me to engage in activities related to the local community. P Gap	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	77 .10	85 .05	Campus Items Comparison Not Available		
72. LLC provides opportunities for me to engage in activities related to social, economic, cultural, and racial or ethnic diversity. P Gap	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	75 -.05	86 .01	Campus Items Comparison Not Available		
19. This campus provides effective support services for displaced homemakers. P Gap	85	86	84	84	84	86	85	78	78	87		2002-2005 2008	2006 2007 2009 2012 2015
P Gap	.18	.17	.26	.25	.16	.04	.19	.23	.19	.12			
17. Personnel in the Veterans' Services program are helpful. P Gap	88	87	87	87	87	87	88	79	79	88		2002 2003 2005 2006 2008 2015	2004 2007 2009 2012
P Gap	.01	.02	0.0	-.01	-.03	-.08	-.13	.04	.11	.13			
10. Child care facilities are available on campus. P Gap	87	88	88	88	88	88	87	80	80	89			2002 – 2009 2012 2012
P Gap	-.41	-.32	-.36	-.33	-.44	-.40	-.40	-0.29	-.50	-.41			

NOTE: Priority order may have some gaps in numbering because of survey items presented on the following two pages.

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LAKE LAND COLLEGE'S COMMITMENT TO SPECIAL STUDENT POPULATIONS

The following six questions are regarding the college's commitment to specific populations of students. These items are not ranked in order of importance but student satisfaction in comparison to the national group is indicated.			
Item	Comparison to Group		
	Below Mean	At Mean	Above Mean
81. Institution's commitment to part-time students?		2002 2004 2005 2006	2003 2007 2008 2009 2012 2015
82. Institution's commitment to evening students?		2002 2005	2003 2004 2006-2009 2012 2015
83. Institution's commitment to older, returning learners?		2002 2007 2015	2003 2004 2005 2006 2008 2009 2012
84. Institution's commitment to under-represented populations?		2002 2004 2005 2008 2015	2003 2006 2007 2009 2012
85. Institution's commitment to commuters?		2002 2008 2015	2003-2007 2009 2012
86. Institution's commitment to students with disabilities?		2002 2005 2006 2008 2009 2015	2003 2004 2007 2012

LAKE LAND COLLEGE FACTORS IMPACTING A STUDENT'S DECISION TO ENROLL

The following nine questions are regarding factors impacting a student's decision to enroll at the college. They are presented in rank order of importance 1-9. No comparisons to the national group are available.										
	2002	2003	2004	2005	2006	2007	2008	2009	2012	2015
87. Cost as factor in decision to enroll.	1	1	1	1	1	1	1	1	1	1
88. Financial aid as factor in decision to enroll.	2	2	2	2	2	3	2	2	2	2
89. Academic reputation as factor in decision to enroll.	3	3	3	3	3	2	3	3	3	3
93. Geographic setting as factor in decision to enroll.	4	4	4	4	4	4	4	5	5	4
95. Personalized attention prior to enrollment as factor in decision to enroll.	5	6	6	6	5	5	5	4	4	5
92. Recommendations from family/friends as factor in decision to enroll.	8	8	8	8	8	8	8	8	8	6
94. Campus appearance as factor in decision to enroll.	7	7	7	7	7	7	7	7	6	7
90. Size of institution as factor in decision to enroll.	6	5	5	5	6	6	6	6	7	8
91. Opportunity to play sports as factor in decision to enroll.	9	9	9	9	9	9	9	9	9	9