

Lake Land College
2002-2009 and 2012, 2015, 2018 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, 2015 and 2018. This report includes the Table of Results for all of those years.

LAKE LAND COLLEGE COMPARED TO A NATIONAL GROUP OF COMMUNITY, JUNIOR, AND
TECHNICAL COLLEGES BY CATEGORY
(IN ORDER OF IMPORTANCE TO STUDENTS IN 2018)

	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 2018
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 2018
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 2018
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 2018
5	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 2018
6	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 2018

7	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 2018
8	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 2018
9	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 2018
10	Service Excellence – Attitude of staff toward students, especially front-line staff.		2002 2003 2006	2004 2005 2007 2008 2009 2012 2015 2018
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 2018
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 2018

Item	Order of Importance and P Gap											Comparison to Group		
	2002	2003	2004	2005	2006	2007	2008	2009	2012	2015	2018	Below Mean	At Mean	Above Mean
32. My academic advisor is knowledgeable about my program requirements.	8	5	6	7	4	8	1	3	3	1	1			2002 2003 2004 2005 2006 2007 2008 2009 2012 2015 2018
P Gap	0.81	0.71	0.6	0.49	0.68	0.44	0.81	0.38	0.66	0.48	0.41			
6. My academic advisor is approachable.	7	8	8	8	8	7	9	7	4	2	2			2002 2003 2004 2005 2006 2007 2008 2009 2012 2015 2018
P Gap	0.73	0.64	0.56	0.54	0.77	0.49	0.72	0.36	0.71	0.52	0.4			
74. I can easily find information, assignments, instructions, and resources for my online course(s) in Canvas.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3	Campus Item: comparison not available.		
P Gap											0.43			
58. Nearly all of the faculty are knowledgeable in their fields.	5	9	10	9	7	6	8	12	8	7	4		2003 2007	2002 2004 2005 2006 2008 2009 2012 2015 2018
P Gap	0.61	0.66	0.59	0.51	0.64	0.54	0.64	0.37	0.43	0.44	0.42			
15. I am able to register for classes I need with few conflicts.	6	4	3	5	6	4	5	4	2	5	5		2002 2003	2004 2005 2006 2007 2008 2009 2012 2015 2018
P Gap	0.99	1.07	0.95	0.77	0.84	0.68	0.92	0.59	0.77	0.81	0.58			
31. The campus is safe and secure for all students.	17	17	17	15	16	14	6	28	7	11	6			2002 2003 2004 2005 2006 2007 2008 2009 2012 2015 2018
P Gap	0.6	0.55	0.53	0.48	0.51	0.43	0.7	0.37	0.43	0.28	0.43			
70. I am able to experience intellectual growth here.	11	15	13	16	21	12	14	5	10	9	7		2002 2006	2003 2004 2005 2007 2008 2009 2012 2015 2018
P Gap	0.64	0.54	0.52	0.44	0.48	0.37	0.53	0.36	0.4	0.37	0.39			
18. The quality of instruction I receive in most of my classes is excellent	3	6	5	6	3	5	7	9	5	6	8		2002 2003 2004 2005 2006 2007 2012 2018	2008 2009 2015
P Gap	0.86	0.85	0.79	0.78	0.88	0.66	0.67	0.52	0.73	0.65	0.71			
8. Classes are scheduled at times that are convenient for me.	4	2	2	3	5	3	4	6	1	4	9	2003	2002 2004 2005 2006 2007 2008 2009 2015 2018	2012
P Gap	1.03	1.27	1.1	0.91	0.98	0.83	1.08	0.8	0.81	0.92	0.72			
71. Information important to me is easily located on Lake Land College's website.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	6	8	10	Campus Item: comparison not available.		
P Gap											0.46			
29. Faculty are fair and unbiased in their treatment of individual students.	15	19	16	13	14	13	11	17	13	21	11	2005 2006	2002 2003 2004 2008 2012 2015 2018	2007 2009

Item	Order of Importance and P Gap											Comparison to Group		
	2002	2003	2004	2005	2006	2007	2008	2009	2012	2015	2018	Below Mean	At Mean	Above Mean
P Gap	1.04	0.95	0.82	1.06	1.06	0.7	1.06	0.65	0.75	0.8	0.68			
69. There is a good variety of courses provided on this campus.	9	7	9	11	12	11	13	8	9	3	12			2002 2003 2004 2005 2006 2007 2008 2009 2012 2015 2018
P Gap	0.61	0.59	0.58	0.43	0.49	0.45	0.52	0.35	0.38	0.45	0.39			
72. I find Lake Land's HUB helpful in accessing the information that I use every day.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	75	86	13	Campus Item: comparison not available.		
P Gap									-0.05	0.01	0.32			
80. Lake Land College's text messages provide helpful reminders.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	14	Campus Item: comparison not available.		
P Gap											0.17			
66. Program requirements are clear and reasonable.	20	14	14	17	13	16	12	15	14	18	15		2002 2003 2004 2007	2005 2006 2008 2009 2012 2015 2018
P Gap	0.71	0.76	0.71	0.58	0.7	0.59	0.72	0.57	0.48	0.48	0.46			
25. My academic advisor is concerned about my success as an individual.	28	27	25	20	20	26	21	31	19	14	16			2002 2003 2004 2005 2006 2007 2008 2009 2012 2015 2018
P Gap	0.96	0.84	0.84	0.79	1.01	0.78	1.01	0.41	0.97	0.66	0.55			
68. On the whole, the campus is well-maintained.	29	31	20	38	31	20	40	37	20	13	17			2002 2003 2004 2005 2006 2007 2008 2009 2012 2015 2018
P Gap	0.3	0.22	0.23	0.13	0.11	0.15	0.14	0.04	0.13	0.18	0.19			
23. Faculty are understanding of students' unique life circumstances.	34	43	32	42	35	36	20	46	33	33	18	2006	2002 2003 2004 2005 2008 2015	2007 2009 2012 2018
P Gap	1.07	0.94	0.97	0.94	1.15	0.66	1.1	0.62	0.71	0.79	0.74			
73. My online course instructor(s) provide timely feedback.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	19	Campus Item: comparison not available.		
P Gap											0.79			
52. This school does whatever it can to help me reach my educational goals.	23	20	23	23	23	17	28	11	16	15	20		2003 2007	2002 2004 2005 2006 2008 2009 2012 2015 2018
P Gap	1.05	0.93	0.85	0.85	0.91	0.76	0.77	0.61	0.75	0.7	0.57			
46. Faculty provide timely feedback about student progress in a course.	35	28	35	25	26	43	19	23	26	23	21		2002 2003 2004 2005 2007	2006 2008 2009 2012 2015 2018
P Gap	0.86	0.87	0.74	0.73	0.79	0.7	0.87	0.65	0.67	0.72	0.63			
5. The personnel involved in registration are helpful.	33	24	21	26	15	24	34	24	21	20	22		2002 2003 2004 2005 2006 2008 2012	2007 2009 2015 2018
P Gap	0.88	0.88	0.8	0.67	0.95	0.64	0.72	0.62	0.78	0.7	0.46			
7. Adequate financial aid is available for most students.	21	10	15	10	10	21	17	25	12	16	23	2006	2002 2003 2004 2005 2007 2008 2015 2018	2009 2012
P Gap	1.31	1.36	1.12	1.16	1.42	0.9	1.31	0.8	0.85	0.91	0.75			
34. Computer labs are adequate and accessible.	10	11	11	14	11	10	18	16	11	17	24		2004 2005 2008	2002 2003 2006 2007 2009 2012 2015 2018
P Gap	0.69	0.75	0.84	0.73	0.62	0.48	0.74	0.39	0.43	0.28	0.25			

Item	Order of Importance and P Gap											Comparison to Group		
	2002	2003	2004	2005	2006	2007	2008	2009	2012	2015	2018	Below Mean	At Mean	Above Mean
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	14	18	26	28	28	29	16	26	18	10	25			2002 2003 2004 2005 2006 2007 2008 2009 2012 2015 2018
P Gap	1.03	0.87	0.71	0.71	0.77	0.62	1	0.5	0.76	0.67	0.43			
36. Students are made to feel welcome on this campus.	24	33	29	50	30	27	33	41	30	25	26		2002 2003 2005	2004 2006 2007 2008 2009 2012 2015 2018
P Gap	0.66	0.59	0.5	0.38	0.53	0.35	0.48	0.17	0.36	0.34	0.28			
51. There are convenient ways of paying my school bill.	44	29	43	31	48	48	46	30	31	22	27		2002 2005	2003 2004 2006 2007 2008 2009 2012 2015 2018
P Gap	0.74	0.76	0.56	0.64	0.49	0.4	0.43	0.4	0.33	0.46	0.42			
61. Faculty are usually available after class and during office hours.	12	13	12	12	17	15	10	20	15	12	28		2005 2006	2002 2003 2004 2007 2008 2009 2012 2015 2018
P Gap	0.58	0.57	0.53	0.57	0.63	0.51	0.58	0.39	0.33	0.47	0.34			
39. The amount of student parking space on campus is adequate.	13	16	19	30	36	32	23	29	24	27	29	2002 2003	2004	2005 2006 2007 2008 2009 2012 2015 2018
P Gap	2.46	2.14	1.98	1.48	1.21	0.97	1.06	0.75	0.82	0.55	0.46			
76. Online course instructors set clear expectations for successful course completion.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	30	Campus Item: comparison not available.		
P Gap											0.58			
12. My academic advisor helps me set goals to work toward.	56	64	52	60	62	62	62	32	40	31	31		2002 2006 2008	2003 2004 2005 2007 2009 2012 2015 2018
P Gap	0.98	0.74	0.76	0.68	0.9	0.66	0.95	0.52	0.84	0.65	0.57			
41. Admissions staff are knowledgeable.	25	25	37	41	25	31	36	39	37	27	32		2002 2005 2006	2003 2004 2007 2008 2009 2012 2015 2018
P Gap	0.83	0.76	0.64	0.61	0.71	0.58	0.58	0.39	0.51	0.56	0.38			
28. It is an enjoyable experience to be a student on this campus.	45	44	42	47	44	41	31	40	32	26	33		2002 2003 2005 2006 2012	2004 2007 2008 2009 2015 2018
P Gap	0.64	0.6	0.51	0.48	0.56	0.39	0.55	0.24	0.5	0.48	0.37			
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	31	22	18	33	24	28	22	38	23	24	34		2003 2004 2005	2002 2006 2007 2008 2009 2012 2015 2018
P Gap	0.65	0.77	0.76	0.57	0.67	0.55	0.69	0.43	0.46	0.56	0.47			
24. Parking lots are well-lighted and secure.	30	46	41	43	38	46	41	56	47	52	35			2002 2003 2004 2005 2006 2007 2008 2009 2012 2015 2018
P Gap	0.95	0.74	0.81	0.63	0.53	0.56	0.71	0.46	0.41	0.32	0.37			
27. The campus staff are caring and helpful.	57	58	53	58	50	53	45	59	43	58	36		2002 2005 2006	2003 2004 2007 2008 2009 2012 2015 2018
P Gap	0.6	0.52	0.47	0.47	0.6	0.38	0.54	0.23	0.42	0.39	0.31			
37. Faculty take into consideration student differences as they teach a course.	39	36	33	56	51	42	50	43	35	38	37		2002 2003 2004 2005 2006 2008 2015	2007 2009 2012 2018
P Gap	0.98	0.9	0.84	0.88	0.87	0.68	0.86	0.63	0.7	0.75	0.69			

Item	Order of Importance and P Gap											Comparison to Group		
	2002	2003	2004	2005	2006	2007	2008	2009	2012	2015	2018	Below Mean	At Mean	Above Mean
57. Administrators are approachable to students.	63	62	61	65	61	49	58	55	54	54	38		2002 2003 2005 2006	2004 2007 2008 2009 2012 2015 2018
P Gap	0.8	0.76	0.61	0.58	0.69	0.6	0.66	0.33	0.44	0.46	0.42			
45. This institution has a good reputation within the community.	47	53	54	53	47	39	32	49	48	41	39		2007	2002 2003 2004 2005 2006 2008 2009 2012 2015 2018
P Gap	0.42	0.25	0.19	0.19	0.23	0.36	0.31	0.14	0.1	0.16	0.08			
11. Security staff respond quickly in emergencies.	68	71	73	70	64	64	59	69	67	73	40		2002 2003 2008 2012	2004 2005 2006 2007 2009 2015 2018
P Gap	0.96	0.99	0.85	0.78	0.9	0.68	1.12	0.74	0.82	0.78	0.69			
16. The college shows concern for students as individuals.	43	42	34	39	41	25	27	18	38	32	41		2002 2003 2006	2004 2005 2007 2008 2009 2012 2015 2018
P Gap	1.02	0.92	0.91	0.82	0.94	0.73	0.93	0.65	0.8	0.71	0.61			
60. Billing policies are reasonable.	51	48	45	55	45	50	61	45	28	35	42		2002 2003	2004 2005 2006 2007 2008 2009 2012 2015 2018
P Gap	0.72	0.73	0.67	0.58	0.6	0.41	0.47	0.33	0.42	0.51	0.44			
20. Financial aid counselors are helpful.	64	56	60	40	46	65	53	51	44	67	43		2002 2003 2005 2006 2007 2008	2004 2009 2012 2015 2018
P Gap	0.99	0.97	0.84	1.09	1.17	0.77	0.94	0.72	0.79	0.7	0.69			
43. Class change (drop/add) policies are reasonable.	46	40	38	34	42	37	42	33	27	28	44		2007 2008 2018	2002 2003 2004 2005 2006 2009 2012 2015
P Gap	0.43	0.41	0.49	0.45	0.45	0.7	0.72	0.47	0.32	0.48	0.42			
64. Nearly all classes deal with practical experiences and applications.	41	35	50	48	43	45	47	47	34	56	45		2002 2003 2004 2005 2008 2018	2006 2007 2009 2012 2015
P Gap	0.77	0.77	0.59	0.52	0.61	0.47	0.66	0.34	0.52	0.48	0.49			
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	46		2006 2008	2002 2003 2004 2005 2007 2009 2012 2015 2018
P Gap	1.19	1.13	0.98	0.99	1.29	0.8	1.07	0.74	0.76	0.72	0.66			
14. Library resources and services are adequate.	19	21	31	27	40	35	35	36	41	55	47			2002 2003 2004 2005 2006 2007 2008 2009 2012 2015 2018
P Gap	0.59	0.59	0.43	0.45	0.43	0.31	0.41	0.34	0.16	0.25	0.15			
42. The equipment in the lab facilities is kept up to date.	26	26	27	22	19	33	24	44	25	37	48		2018	2002 2003 2004 2005 2006 2007 2008 2009 2012 2015
P Gap	0.52	0.54	0.52	0.61	0.56	0.39	0.58	0.3	0.48	0.41	0.43			
47. There are adequate services to help me decide upon a career.	48	47	55	57	56	57	60	50	39	39	49		2002 2008	2003 2004 2005 2006 2007 2009 2012 2015 2018
P Gap	0.94	0.77	0.77	0.61	0.76	0.58	0.77	0.49	0.63	0.55	0.55			
48. Counseling staff care about students as individuals.	38	45	44	51	52	47	37	34	36	59	50		2002 2008	2003 2004 2005 2006 2007 2009 2012 2015 2018
P Gap	1	0.87	0.81	0.72	0.78	0.71	0.91	0.51	0.61	0.48	0.42			

Item	Order of Importance and P Gap											Comparison to Group		
	2002	2003	2004	2005	2006	2007	2008	2009	2012	2015	2018	Below Mean	At Mean	Above Mean
50. Tutoring services are readily available.	72	70	69	73	68	54	68	70	53	34	51		2003 2005 2006 2007	2002 2004 2008 2009 2012 2015 2018
P Gap	0.33	0.47	0.42	0.39	0.49	0.59	0.45	0.27	0.14	0.26	0.13			
54. Faculty are interested in my academic problems.	49	55	46	52	53	56	43	58	46	53	52		2002 2003 2006	2004 2005 2007 2008 2009 2012 2015 2018
P Gap	0.9	0.8	0.77	0.73	0.85	0.59	0.73	0.4	0.61	0.6	0.52			
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	53		2002 2003 2004 2005 2006 2007 2009 2012 2015 2018	2008
P Gap	1.33	1.42	1.17	1.14	1.18	1.13	1.02	1.01	1.14	1.1	0.9			
75. Campus Item: My online instructor(s) interacted with me through announcements, discussions boards, and/or forums multiple times a week.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	54	Campus Item: comparison not available.		
P Gap											0.59			
21. There are a sufficient number of study areas on campus.	53	61	62	61	58	59	49	65	45	57	55			2002 2003 2004 2005 2006 2007 2008 2009 2012 2015 2018
P Gap	0.42	0.33	0.39	0.31	0.31	0.23	0.43	0.07	0.16	0.1	0.06			
2. Faculty care about me as an individual.	50	39	51	35	54	44	39	35	49	40	56		2006 2008 2012	2002 2003 2004 2005 2007 2009 2015 2018
P Gap	0.58	0.58	0.51	0.53	0.73	0.37	0.72	0.42	0.52	0.47	0.35			
55. Academic support services adequately meet the needs of students.	70	68	66	63	69	58	56	66	59	60	57		2002 2005 2006 2008	2003 2004 2007 2009 2012 2015 2018
P Gap	0.7	0.58	0.56	0.65	0.61	0.45	0.71	0.35	0.43	0.41	0.45			
78. Campus Item: Technical assistance for my online course(s) is readily available.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	58	Campus Item: comparison not available.		
P Gap											0.64			
22. People on this campus respect and are supportive of each other.	67	72	63	68	65	70	65	57	56	69	59		2002 2015	2003 2004 2005 2006 2007 2008 2009 2012 2018
P Gap	0.63	0.46	0.53	0.46	0.54	0.37	0.55	0.38	0.46	0.5	0.43			
30. The career services office provides students with the help they need to get a job.	69	69	70	69	70	72	69	62	64	74	60		2002 2004 2008	2003 2005 2006 2007 2009 2012 2015 2018
P Gap	0.88	0.69	0.82	0.75	0.79	0.62	0.91	0.53	0.68	0.61	0.6			
53. The assessment and course placement procedures are reasonable.	55	59	68	59	63	55	54	53	50	65	61		2002 2003 2004 2005 2018	2006 2007 2008 2009 2012 2015
P Gap	0.76	0.73	0.62	0.66	0.56	0.49	0.6	0.35	0.33	0.42	0.4			
56. The business office is open during hours which are convenient for most students.	60	49	58	64	57	60	66	52	61	68	62		2003 2015 2018	2002 2004 2005 2006 2007 2008 2009 2012
P Gap	0.48	0.62	0.49	0.4	0.52	0.44	0.4	0.25	0.28	0.37	0.41			
59. New student orientation services help students adjust to college.	71	73	72	75	73	63	72	71	62	70	63		2002 2003 2004 2005 2008	2006 2007 2009 2012 2015 2018

Item	Order of Importance and P Gap											Comparison to Group		
	2002	2003	2004	2005	2006	2007	2008	2009	2012	2015	2018	Below Mean	At Mean	Above Mean
P Gap	0.61	0.59	0.57	0.41	0.51	0.51	0.5	0.31	0.34	0.41	0.43			
9. Internships or practical experiences are provided in my degree/certificate program.	61	57	57	29	49	68	52	61	58	72	64		2008	2002 2003 2004 2005 2006 2007 2009 2012 2015 2018
P Gap	0.81	0.71	0.78	0.68	0.82	0.62	0.89	0.6	0.75	0.66	0.56			
49. Admissions counselors respond to prospective students' unique needs and requests.	58	67	64	67	66	61	64	60	57	64	65		2008	2002 2003 2004 2005 2006 2007 2009 2012 2015 2018
P Gap	0.78	0.7	0.65	0.61	0.67	0.63	0.72	0.37	0.5	0.56	0.41			
62. Bookstore staff are helpful.	65	60	59	62	59	66	67	67	65	63	66	2002 2003 2004 2015	2005 2006 2007 2008 2009 2012 2018	
P Gap	0.71	1.06	0.71	0.5	0.59	0.39	0.53	0.36	0.32	0.47	0.25			
77. Campus Item: Online course instructors use multiple media methods (power points, video clips, discussion boards) to convey course content.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	67	Campus Item: comparison not available.		
P Gap											0.5			
3. The quality of instruction in the vocational/technical programs is excellent.	62	54	49	46	60	52	44	63	55	75	68		2002 2004 2006 2008 2009 2012 2018	2003 2005 2007 2015
P Gap	0.52	0.52	0.57	0.51	0.62	0.37	0.65	0.4	0.48	0.33	0.4			
33. Admissions counselors accurately portray the campus in their recruiting practices.	73	75	75	74	74	76	74	73	70	76	69		2008	2002 2003 2004 2005 2006 2007 2009 2012 2015 2018
P Gap	0.53	0.44	0.48	0.5	0.55	0.33	0.54	0.21	0.39	0.37	0.35			
26. Library staff are helpful and approachable.	59	63	67	71	72	71	70	68	68	79	70	2015	2004 2005 2006 2007 2008 2009 2012 2018	2002 2003
P Gap	0.36	0.42	0.42	0.25	0.34	0.27	0.33	0.34	0.34	0.21	0.16			
63. I seldom get the "run-around" when seeking information on this campus.	40	34	47	37	37	51	57	48	42	66	71		2002 2003 2005 2006	2004 2007 2008 2009 2012 2015 2018
P Gap	1.2	1.2	0.85	0.94	1.05	0.66	0.76	0.53	0.62	0.59	0.46			
67. Channels for expressing student complaints are readily available.	66	65	65	66	67	67	71	64	63	77	72		2002 2003 2005 2006 2008	2004 2007 2009 2012 2015 2018
P Gap	1.02	1	0.95	1	0.99	0.72	0.86	0.55	0.74	0.66	0.65			
4. Security staff are helpful.	81	80	78	80	78	82	78	77	76	84	73	2015	2002 2003 2008 2012 2018	2004 2005 2006 2007 2009
P Gap	0.47	0.55	0.48	0.27	0.53	0.36	0.69	0.47	0.35	0.54	0.43			
38. The student center is a comfortable place for students to spend their leisure time.	76	76	77	77	77	75	76	75	71	80	74		2002 2003 2004 2005 2006	2007 2008 2009 2012 2015 2018
P GAP	0.5	0.5	0.38	0.42	0.48	0.36	0.33	0.2	0.22	0.17	0.15			
1. Most students feel a sense of belonging here.	79	78	76	76	76	78	77	72	72	81	75			2002 2003 2004 2005 2006 2007 2008 2009 2012 2015 2018

Item	Order of Importance and P Gap											Comparison to Group		
	2002	2003	2004	2005	2006	2007	2008	2009	2012	2015	2018	Below Mean	At Mean	Above Mean
P Gap	0.08	0.05	0.05	0.09	0.22	0.05	0.2	0.12	0.05	0.19	0.09			
44. I generally know what's happening on campus.	78	79	81	81	79	79	79	76	74	82	76		2018	2002 2003 2004 2005 2006 2007 2008 2009 2012 2015
P Gap	0.4	0.37	0.35	0.26	0.34	0.28	0.29	0.16	0.16	0.2	0.36			
19. This campus provides effective support services for displaced homemakers.	85	86	84	84	84	86	85	78	78	87	77		2002 2003 2004 2005 2008 2018	2006 2007 2009 2012 2015
P Gap	0.18	0.17	0.26	0.25	0.16	0.04	0.19	0.23	0.19	0.12	0.3			
79. Campus Item: Lake Land's social media usage (i.e., Facebook, twitter, etc.) makes me feel connected to the community at Lake Land College.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	78	Campus Item: comparison not available.		
P Gap											0.04			
17. Personnel in the Veterans' Services program are helpful.	88	87	87	87	87	87	88	79	79	88	79		2002 2003 2005 2006 2008 2015 2018	2004 2007 2009 2012
P Gap	0.01	0.02	0	-0.01	-0.03	-0.08	-0.13	0.04	0.11	0.13	0.22			
10. Child care facilities are available on campus.	87	88	88	88	88	88	87	80	80	89	80			2002 2003 2004 2005 2006 2007 2008 2009 2012 2015 2018
P Gap	-0.41	-0.32	-0.36	-0.33	-0.44	-0.4	-0.4	-0.29	-0.5	-0.41	0.16			

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.

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

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 2018
82. Institution's commitment to evening students?		2002 2005 2018	2003 2004 2006 2007 2008 2009 2012 2015
83. Institution's commitment to older, returning learners?		2002 2007 2015	2003 2004 2005 2006 2008 2009 2012 2018
84. Institution's commitment to under-represented populations?		2002 2004 2005 2008 2015 2018	2003 2006 2007 2009 2012
85. Institution's commitment to commuters?		2002 2008 2015	2003 2004 2005 2006 2007 2009 2012 2018
86. Institution's commitment to students with disabilities?		2002 2005 2006 2008 2009 2015 2018	2003 2004 2007 2012

