



OFFICE OF INSTITUTIONAL RESEARCH

NOEL LEVITZ STUDENT SATISFACTION
INVENTORY SUMMARY

SPRING 2015

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




2015 Student Respondent Profile

The 2015 Lake Land College survey results are based on the responses of 650 students enrolled in a variety of course sections including day and evening courses, on and off campus courses, and online courses. Respondents may not have completed all of the questions on the SSI. As a result, the number of respondents for the demographic information varies slightly from question to question. The students that did not complete the demographic questions are excluded from the demographic results.

Demographics

- **Gender:** 65% were female and 35% were male.
- **Age:** 13% were 18 and under, 63% were between 19 and 24, 14% were between 25 and 34, 5% were between 35 and 44 and 4% were 45 and older.
- **Ethnicity/Race:** The ethnicity/race of LLC's student population (excluding DOC and dual credit) is normally 91% white, 6% African American, 1% Asian, 2% Hispanic, and less than 1% Native American. The SSI student breakdown is as follows:
 - 90% White/non-Hispanic
 - 2% Hispanic/Latino/Spanish
 - 3.4% African American
 - >1% Native American
 - >1% Asian or Pacific Islander
 - 1.6% Other
 - 2% Prefer not to respond
- **Enrollment Status:** 86% reported being full time students while only 14% reported being part time students.
- **Educational Goal:** Over half of the students indicated their goal is to receive an associate degree and around one third reported an intent to transfer to another institution as their educational goal. The full breakdown of educational goals for the responding students is as follows:
 - 46% Associate Degree
 - 4% Vocational/technical program
 - 37% Transfer to another institution
 - 9% Certification
 - >1% self-improvement/pleasure
 - 1% job-related training
 - 3% other educational goal
- **Employment:** Employment status of SSI respondents varied. 25% of students were not employed, 52% were employed part time, and 23% were employed full time.
- **Institutional Choice:** 73% indicated that Lake Land College was their first choice for college, 21% indicated it was their second choice, and 6% indicated it was their third choice.

Student Satisfaction with 12 Major Areas of the College: LLC Students Compared to National Community College Sample (Order of importance to LLC Students)








| Below | LLC students are not as satisfied as students at other community colleges across the nation. | | |
|---|--|-------|---|
| Meets | LLC students are equally satisfied as students at other community colleges across the nation. | | |
| Exceeds | LLC students are more satisfied than students at other community colleges across the nation. | | |
| Area of College | Below | Meets | Exceeds |
| Academic Advising/Counseling – Comprehensiveness of college’s advising program; academic advisors’ and counselors’ approachability, knowledge, competence and personal concern for student success. | | |  |
| Instructional Effectiveness – Student’s academic experience and curriculum; college’s commitment to academic excellence including variety of courses offered and effectiveness of faculty in and out of the classroom. | | |  |
| Registration Effectiveness – Issues associated with registration and billing including institution’s commitment to making the process as smooth and effective as possible. | | |  |
| Concern for the Individual – College’s commitment to treating each student as an individual. | | |  |
| Academic Services – Services students use to achieve their academic goals including the library, computer labs, tutoring and study areas. | | |  |
| Student Centeredness – College’s efforts to convey to students that they are important to the institution; college’s attitude toward students and the extent to which students feel welcome and valued. | | |  |
| 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. | | |  |
| 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. | | |  |
| Safety and Security – College’s responsiveness to students’ personal safety and security on campus; effectiveness of both security personnel and campus facilities. | | |  |
| Service Excellence – Attitude of staff toward students, especially front-line staff. | | |  |
| Campus Support Services – Quality of support programs used to make educational experiences more meaningful and productive including career services, orientation, child care, veterans services. | | |  |
| Responsiveness to Diverse Populations – College’s commitment to specific groups of students, including under-represented populations, students with disabilities, commuters, part-time students, and older returning learners. | | |  |

LLC Student Satisfaction with the 25 Most Important Activities: LLC Students Compared to National Community College Sample

| Below | LLC students are not as satisfied as students at other community colleges across the nation. | | |
|--|--|---|---|
| Meets | LLC students are equally satisfied as students at other community colleges across the nation. | | |
| Exceeds | LLC students are more satisfied than students at other community colleges across the nation. | | |
| Activities | Below | Meets | Exceeds |
| 1. My academic advisor is knowledgeable about my program requirements. | | |  |
| 2. My academic advisor is approachable. | | |  |
| 3. There is a good variety of courses provided on this campus. | | |  |
| 4. Cost as a factor in decision to enroll.* | | | |
| 5. Classes are scheduled at times that are convenient for me. | |  | |
| 6. I am able to register for classes that I need with few conflicts. | | |  |
| 7. The quality of instruction I receive in most of my classes is excellent. | | |  |
| 8. Nearly all of the faculty are knowledgeable in their fields. | | |  |
| 9. Information important to me is easily located on the LLC website. * | | | |
| 10. I am able to experience intellectual growth here. | | |  |
| 11. My academic advisor is knowledgeable about the transfer requirements of other schools. | | |  |
| 12. The campus is safe and secure for all students. | | |  |
| 13. Faculty are usually available after class and during office hours. | | |  |
| 14. On the whole, the campus is well-maintained. | | |  |
| 15. My academic advisor is concerned about my success as an individual. | | |  |
| 16. This school does whatever it can to help me reach my educational goals. | | |  |
| 17. Adequate financial aid is available for most students. | |  | |


Continued

Lake Land College Student Satisfaction with the 25 Most Important Activities



| Below | LLC students are not as satisfied as students at other community colleges across the nation. | | |
|--|--|---|---|
| Meets | LLC students are equally satisfied as students at other community colleges across the nation. | | |
| Exceeds | LLC students are more satisfied than students at other community colleges across the nation. | | |
| Activities | Below | Meets | Exceeds |
| 18. Computer labs are adequate and accessible. | | |  |
| 19. Program requirements are clear and reasonable. | | |  |
| 20. Information about tuition and fees is easily accessible.* | | | |
| 21. The personnel involved in registration are helpful. | | |  |
| 22. Faculty are fair and unbiased in their treatment of individual students. | |  | |
| 23. There are convenient ways for paying my school bill. | | |  |
| 24. Faculty provide timely feedback about student progress in a course. | | |  |
| 25. Policies and procedures regarding registration and course selection are clear and well-publicized. | | |  |

NOTE: Question 4 does not have a satisfaction response and questions 9 and 20 (*) are Campus Items and do not have national comparison data.

New This Year to the Top 25

| Activities | Below | Meets | Exceeds |
|---|-------|-------|---|
| 87. Cost as a factor in decision to enroll. | | | |
| 46. Faculty provide timely feedback about student progress in a course. | | |  |

No Longer in Top 25

| Activities | Below | Meets | Exceeds |
|---|-------|---|---|
| 65. Students are notified early in the term if they are doing poorly in class. (22) | |  | |
| 39. The amount of student parking space on campus is adequate. (25) | | |  |





NOTE: The number in () indicates where the item was ranked in the Top 25 in 2012

Overall National Comparison

| Lake Land College Student Satisfaction Compared to Students at Other Community Colleges Across the Nation | Below | Meets | Exceeds |
|---|-------|-------|---------|
| LLC student satisfaction according to the total of 76 survey items. | 4 | 13 | 59 |

NOTE: In 2012, LLC students were more satisfied than students at other community colleges in 65 (85%) of the survey items.

Areas where Lake Land College falls BELOW the Nation on Satisfaction

| Activities | Below | Meets | Exceeds |
|--|---|-------|---------|
| 4. Security staff are helpful. |  | | |
| 11. Security staff respond quickly in emergencies. |  | | |
| 26. Library staff are helpful and approachable. |  | | |
| 62. Bookstore staff are helpful. |  | | |

Top 5 Reasons Students Chose to Enroll at Lake Land College

| Item | 2015 Rank | 2012 Rank | 2009 Rank |
|--|-----------|-----------|-----------|
| Cost | 1 | 1 | 1 |
| Financial Aid | 2 | 2 | 2 |
| Academic Reputation | 3 | 3 | 3 |
| Geographic Setting | 4 | 5 | 5 |
| Personalized attention prior to enrollment | 5 | 4 | 4 |