

Lake Land College

Noel Levitz

Student Satisfaction

Inventory Summary

2018

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2018 Student Satisfaction Inventory

The Lake Land College – Noel Levitz Student Satisfaction Inventory was administered annually during the spring semesters of 2002 through 2009 and once every three years since 2012. The spring 2018 survey results are based on the responses of 761 students enrolled in a variety of course sections including day and evening courses, on and off campus courses, and online courses, excluding dual credit and Department of Corrections students. This represents approximately 23% of the students who were considered for completion of the survey.









Student Satisfaction with 12 Major Areas of the College: Lake Land Students Compared to National Community College Sample in order of importance to Lake Land Students

Below	Lake Land students are not as satisfied as students at other community colleges across the nation.		
Meets	Lake Land students are equally satisfied as students at other community colleges across the nation.		
Exceeds	Lake Land 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.			
Safety and Security – College’s responsiveness to students’ personal safety and security on campus; effectiveness of both security personnel and campus facilities.			
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.			
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.			
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.			
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.			

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

Below	Lake Land students are not as satisfied as students at other community colleges across the nation.		
Meets	Lake Land students are equally satisfied as students at other community colleges across the nation.		
Exceeds	Lake Land 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.			<input checked="" type="checkbox"/>
2. Cost as a factor in decision to enroll.			
3. My academic advisor is approachable.			<input checked="" type="checkbox"/>
4. I can easily find information, assignments, instructions, and resources for my online course(s) in Canvas.*			
5. Nearly all of the faculty are knowledgeable in their fields.			<input checked="" type="checkbox"/>
6. I am able to register for classes that I need with few conflicts.			<input checked="" type="checkbox"/>
7. The campus is safe and secure for all students.			<input checked="" type="checkbox"/>
8. I am able to experience intellectual growth here.			<input checked="" type="checkbox"/>
9. The quality of instruction I receive in most of my classes is excellent.		<input checked="" type="checkbox"/>	
10. Classes are scheduled at times that are convenient for me.		<input checked="" type="checkbox"/>	
11. Information important to me is easily located on Lake Land College's website.*			
12. Faculty are fair and unbiased in their treatment of individual students.		<input checked="" type="checkbox"/>	
13. There is a good variety of courses provided on this campus.			<input checked="" type="checkbox"/>
14. I find Lake Land's HUB helpful in accessing the information that I use every day.*			
15. Lake Land College's text messages provide helpful reminders. *			
16. Program requirements are clear and reasonable.			<input checked="" type="checkbox"/>

Continued Lake Land College Student Satisfaction with the 25 Most Important Activities

Below	Lake Land students are not as satisfied as students at other community colleges across the nation.		
Meets	Lake Land students are equally satisfied as students at other community colleges across the nation.		
Exceeds	Lake Land students are more satisfied than students at other community colleges across the nation.		
Activities	Below	Meets	Exceeds
17. My academic advisor is concerned about my success as an individual.			
18. On the whole, the campus is well-maintained.			
19. Faculty are understanding of students' unique life circumstances.			
20. My online course instructor(s) provide timely feedback.*			
21. This school does whatever it can to help me reach my educational goals.			
22. Faculty provide timely feedback about student progress in a course.			
23. The personnel involved in registration are helpful.			
24. Adequate financial aid is available for most students.			
25. Computer labs are adequate and accessible.			

NOTE: Questions 4, 11, 14, 15, and 20 (*) are Campus Items and do not have national comparison data and question 2 does not have a satisfaction component.

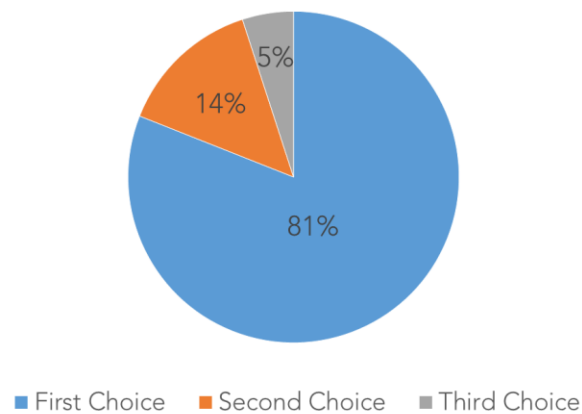
Overall National Comparison

Lake Land College Student Satisfaction Compared to Students at Other Community Colleges Across the Nation in 2018	Below	Meets	Exceeds
Lake Land student satisfaction according to the total of 88 survey items.	0	20	68

NOTE: In 2015, Lake Land students were more satisfied than students at other community colleges in 59 (77%) of the survey items.

Institutional Choice

Lake Land College as Student Institutional Choice Noel Levitz 2018



Top 5 Reasons Students Chose to Enroll at Lake Land College

Item	2018 Rank	2015 Rank	2012 Rank	2009 Rank
Cost	1	1	1	1
Financial Aid	2	2	2	2
Academic Reputation	3	3	3	3
Personalized attention prior to enrollment	4	5	4	4
Geographic Setting	5	4	5	5