



Lake Land College

Noel Levitz

Student Satisfaction

Inventory Summary

2023

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Office of Institutional Research

2023 Student Respondent Profile

Lake Land College began administering the Noel Levitz Student Satisfaction Inventory (SSI) in 2002, and since 2002, the College has administered the survey a total of 11 times. Between 2002 and 2018, the College participated in the SSI each year from 2002 through 2009. After the 2009 SSI, the College decided to administer the SSI every three years which resulted in survey dissemination to students in 2012, 2015, and 2018. The College postponed the 2021 survey administration due to the COVID pandemic and administered the survey again in spring 2023 for the first time since 2018. Since COVID, the Noel Levitz SSI has converted from a paper and pencil and online survey to a 100% online survey. As a result, the number of students completing the survey in 2023 is not as high as it has been in the past, when the survey was administered in the classroom as well as online.

The 2023 Lake Land College SSI survey was administered to all college students enrolled at the college during the spring 2023 semester. Dual credit and Department of Correction students were excluded from the survey, since they do not utilize all resources on campus. Lake Land's 2,369 regular college students enrolled in spring 2023 were sent multiple emails over a four week period and asked to complete the survey. In addition, the survey was posted in Canvas and many faculty members reminded and encouraged students to complete the survey. All responses were collected online. The survey had a 19.1% response rate.

Survey results are based on the responses of 454 students who completed the survey. 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

Table 1 provides a summary of the demographic characteristics for the 19.1% (454) students who were enrolled in spring 2023 and responded to the survey.

Table 1: Demographic Characteristics of Student Respondents to 2023 SSI					
Demographic	n	%	Demographic	n	%
Gender			Current GPA		
Female	263	65.6%	No credits earned	10	2.4%
Male	121	30.2%	1.99 or less	10	2.4%
Transgender	3	0.7%	2.0 to 2.49	29	7.0%
Genderqueer	5	1.2%	2.5 to 2.99	57	13.8%
Other	3	0.7%	3.0 to 3.40	140	33.8%
Prefer not to respond	6	1.5%	3.5 or above	168	40.6%
Age			Race		
Less than 18	50	12.4%	American Indian	1	0.2%
19 to 24	241	60.0%	Asian or Pacific Islander	1	0.2%
25 to 34	51	12.7%	Black	14	3.1%
35 to 44	37	9.2%	Caucasian	399	89.3%
45 and over	23	5.7%	Hispanic	12	2.7%
Residence			Other	1	0.2%
In-State	399	95.9%	Prefer not to respond	8	1.8%
Out of State	14	3.4%	Multi-racial	11	2.5%
International	3	0.7%	Educational Goal		
Employment			Associate Degree	187	44.8%
Full-time off campus	99	23.7%	Vocation/Technical	10	2.4%
Part-time off campus	208	49.9%	Transfer	164	39.3%
Full-time on campus	11	2.6%	Certification	30	7.2%
Part-time on campus	20	4.8%	Job-related training	10	2.4%
Not employed	79	18.9%	Other	16	3.8%
Institution Was My			Current Class Load		
1st choice	368	82.5%	Full-time	360	85.9%
2nd choice	59	13.2%	Part-Time	59	14.1%
3rd choice	19	4.3%	Disability		
			Disability	36	8.7%

The students who completed the survey reflect the student population enrolled at Lake Land during the spring 2023 semester with a few exceptions. Almost 31% of the spring enrolled students (excluding dual credit students) are part-time students compared to only 14.1% of students completing the survey. In addition, 41% of all students enrolled in spring 23 were male compared to only 30.2% of survey respondents. Furthermore, 74% of the students responding to the survey were 24 and younger, which means that only 26% of the respondents are non-traditional students.

Lake Land College Experience

Table 2 provides a summary of the students' college experience based on three SSI questions. Overall it appears that Lake Land College is meeting students' expectations in relation to their college experience. In fact, 69% of Lake Land students are reporting that their experience at Lake Land College is better, quite a bit better, or much better than expected. Only 62% of the national comparison group are reporting the same expectations with their college experience. More Lake Land College students are also satisfied or very satisfied with their experience at Lake Land (76%) than their counterparts at other community colleges across the nation (68%). Furthermore, a higher percentage of Lake Land students (83%) would probably or definitely enroll at Lake Land again compared to their national counterparts (77%).

Table 2: Summary of College Experience		
Experience Question	Lake Land Students	National Comparison Students
So far, how has your college experience met your expectations		
Much worse than I expected	0%	1%
Quite a bit worse than I expected	0%	1%
Worse than I expected	4%	5%
About what I expected	24%	27%
Better than I expected	28%	24%
Quite a bit better than I expected	17%	15%
Much better than I expected	24%	23%
Rate your overall satisfaction with your experience here thus far.		
Not satisfied at all	0%	1%
Not very satisfied	0%	2%
Somewhat dissatisfied	2%	4%
Neutral	8%	9%
Somewhat satisfied	10%	13%
Satisfied	42%	38%
Very satisfied	34%	30%
All in all, if you had to do it over again, would you enroll here?		
Definitely not	0%	1%
Probably not	2%	2%
Maybe not	1%	2%
I don't know	2%	6%
Maybe yes	8%	8%
Probably yes	27%	28%
Definitely yes	56%	49%

Strengths and Challenges

Noel Levitz provides each participating college a summary that outlines the strengths and challenges facing that college. Strengths are categorized as items with high importance and high satisfaction results while challenges include items with high importance and low satisfaction scores. The means of both importance and satisfaction are provided for both strengths and challenges. The mean for satisfaction is calculated based on a seven-point scale where 1=not at all satisfied, 4=neutral, and 7=very satisfied. The mean for importance is also calculated on a seven-point scale where 1=not at all important, 4=neutral, and 7=very important.

The SSI focuses on a performance gap (P Gap) score that is the difference between the importance mean and the satisfaction mean (i.e., importance minus satisfaction). Optimal results are reflected by low P Gap scores, which is indicative of very little difference between importance and satisfaction. The higher the P Gap score is the bigger the difference between importance and satisfaction, which may represent areas that students highly value but with low satisfaction.

Lake Land College students are significantly more satisfied than students at other community colleges across the nation for all of the items characterized as strengths except for the two Lake Land campus items. Since these items are given only to Lake Land's students, there is no national comparison data for the campus items, "I can easily find information, assignments, instructions, and resources for my online course(s) in Canvas" and "Lake Land College's text messages provide helpful reminders."

Since 2018, there have been a few changes in areas identified by important to Lake Land College students. Students identified six new important areas for which they are satisfied that were not as important during the 2018 SSI administration. These new items that have high importance and high satisfaction include:

- Tutoring services are readily available.
- Admission staff are knowledgeable.
- Class change (drop/add) policies are reasonable.
- Academic support services adequately meet the needs of students.
- The amount of student parking space on campus is adequate.
- There are a sufficient number of study areas on campus.

These new items replaced the following six items that were identified by students in 2018 with high importance and high satisfaction means:

- My academic advisor is approachable.
- Campus Item: Information important to me is easily located on the Lake Land College's website.
- Campus Item: I find Lake Land's HUB helpful in accessing the information I use every day.
- Program requirements are clear and reasonable.
- Computer labs are adequate and accessible.
- The campus staff are caring and helpful.

Based on survey results between 2018 and 2023, it appears there has been a shift in importance and satisfaction from adequate and accessible computer labs to sufficient number of study areas on campus. In 2023, students placed higher importance on academic support services and tutoring than they did in 2018.

Table 3 provides the items identified as strengths from the 2023 SSI results.

Table 3: Strengths Identified in the 2023 SSI			
Item	Mean Importance	Mean Satisfaction	P Gap
74. Campus item: I can easily find information, assignments, instructions, and resources for my online course(s) in Canvas.	6.71	6.37	.34
69. There is a good variety of courses provided on this campus.	6.66	6.44**	.22
32. My academic advisor is knowledgeable about my program requirements.	6.66	6.38**	.28
58. Nearly all of the faculty are knowledgeable in their fields.	6.64	6.40**	.24
31. The campus is safe and secure for all students.	6.62	6.46**	.16
70. I am able to experience intellectual growth here.	6.61	6.39**	.22
36. Students are made to feel welcome on this campus.	6.60	6.17**	.43
68. On the whole, the campus is well-maintained.	6.58	6.47**	.11
45. This institution has a good reputation within the community.	6.56	6.53**	.03
50. Tutoring services are readily available. *	6.55	6.39**	.16
41. Admission staff are knowledgeable. *	6.55	6.32**	.23
80. Campus Item: Lake Land College's text messages provide helpful reminders.	6.50	6.41	.09
43. Class change (drop/add) policies are reasonable. *	6.50	6.36**	.14
55. Academic support services adequately meet the needs of students. *	6.49	6.29**	.20
61. Faculty are usually available after class and during office hours.	6.48	6.28**	.20
39. The amount of student parking space on campus is adequate. *	6.48	6.30**	.18
21. There are a sufficient number of study areas on campus. *	6.48	6.47**	.01
*Indicates a new strength identified by students since the 2018 SSI administration. **indicates a significant difference in satisfaction between Lake Land students and the national comparison group.			

Even though many of the items classified as challenges for Lake Land College exceed the national average in satisfaction, the items are considered challenges because of the gap between importance and satisfaction for Lake Land College students. The challenges identified by Noel Levitz in Table 4 represent items with the greatest discrepancy between importance and

satisfaction. In other words, even though satisfaction levels on these items seem fairly high, the difference between the level of importance and satisfaction is too large. Ideally, the level of satisfaction should be parallel to the level of importance. These items have the largest gap between importance and satisfaction. As a result, focusing attention on enhancing these areas may lead to improvements in the student experience.

Table 4: Challenges Identified in the 2023 SSI

Item	Mean Importance	Mean Satisfaction	P Gap
73. Campus item: My online course instructor(s) provide timely feedback.	6.62	6.05	.57
18. The quality of instruction I receive in most of my classes is excellent.	6.58	5.97**	.61
34. Computers and/or WI-FI are adequate and accessible. *	6.57	6.12	.45
11. Security staff respond quickly in emergencies.	6.55	6.08	.47
29. Faculty are fair and unbiased in their treatment of individual students.	6.51	6.00	.51
75. Campus Item: My online instructor(s) interacted with me through announcements, discussion boards, and/or forums multiple times a week. *	6.51	6.05	.46
23. Faculty are understanding of students' unique life circumstances.	6.48	5.88**	.60
37. Faculty take into consideration student differences as they teach a course.	6.48	5.98	.50
65. Students are notified early in the term if they are doing poorly in class.	6.39	5.77	.62
*Indicates a new challenge identified by students since the 2018 SSI administration. **indicates a significant difference in satisfaction between Lake Land College students and the national comparison group.			

Institutional Questions

Each time a college administers the Noel Levitz SSI, the college can generate up to 10 of its own questions. Each year it has participated, Lake Land has taken advantage of this opportunity. For the spring 2023 SSI, the college used the same ten institutional questions that were asked in the 2018 administration. These ten questions focused on online courses and communication efforts with students. The result summaries for the college questions are presented in order of importance as indicated by student participants in 2023 and the mean satisfaction is also provided. Table 5 provides a summary of the results of the institutional questions from 2018 and 2023.

Table 5: Institutional Questions over Time						
Item	2023 Mean Importance	2023 Mean Satisfaction	P Gap	2018 Mean Importance	2018 Mean Satisfaction	P Gap
I can easily find information, assignments, instructions, and resources for my online course(s) in Canvas.	6.71	6.37	.34	6.46	6.03	.43
My online course instructor(s) provide timely feedback.	6.62	6.05	.57	6.31	5.52	.79
Online course instructors set clear expectations for successful course completion.	6.60	6.17	.43	6.24	5.66	.58
Technical assistance for my online course(s) is readily available.	6.56	6.22	.34	6.12	5.48	.64
Information important to me is easily located on the Lake Land College's website.	6.53	6.13	.40	6.41	5.95	.46
Lake Land College's text messages provide helpful reminders.	6.50	6.41	.09	6.36	6.19	.17
I find Lake Land's HUB helpful in accessing the information I use every day.	6.49	6.18	.31	6.37	6.05	.32
My online instructor(s) interacted with me through announcements, discussion boards, and/or forums multiple times a week.	6.44	6.07	.37	6.15	5.56	.59
Online course instructors use multiple media methods (power points, video clips, discussion boards) to convey course content.	6.44	6.07	.37	6.05	5.55	.50
Lake Land's social media usage (Facebook, twitter, etc.) makes me feel connected to the community at Lake Land College.	6.02	6.03	-.01	5.46	5.42	.04

Based on the comparison between the time points the college has improved (decreased) the performance gap scores relating to five different questions. The performance gap of four of these five questions decreased to less than .45. However, one item, "My online course instructor(s) provide timely feedback" continues to have a high performance gap score even though it has also seen a little improvement. This item's importance and satisfaction have increased between 2018 and 2023. However, given the performance gap score it could still use some improvement.

Departmental Results

The following section provides an item summary of the SSI results by department. Data presented for each item includes results from 2023 for Lake Land College, 2023 results from the national comparison group, and 2018 results for Lake Land College. Presenting the results in this manner allows the reader to see how items have changed in importance and satisfaction as well as how the College compares in importance and satisfaction with a national community college comparison group. The highlighted items in the tables represent areas with large P Gap scores (.45 or higher) for the 2023 administration. These scores are indicative of areas for further examination and improvement for departments.

Academic Services

The Academic Services department includes items related to academics/instruction and academic support services such as the library and course schedules. Items classified as areas of concern (based on the high P Gap score) are highlighted. Table 6 presents a summary of items classified as academic support services which include questions related to library services, course schedules and scheduling. Table 7 provides a summary of items categorized under instruction which relate directly to in class instruction, faculty, and program requirements.

Scale	2023 Results Lake Land College			2023 Comparison Group Results			2018 Results Lake Land College		
	Importance	Satisfaction	Gap	Comparison Importance	Comparison Satisfaction	Comparison Gap	Importance	Satisfaction	Gap
Library resources and services are adequate.	6.42	6.30	0.12	6.41	6.14	0.27	6.16	6.01	0.15
Library staff are helpful and approachable.	6.34	6.13	0.21	6.36	6.19	0.17	6.00	5.84	0.16
Academic support services adequately meet the needs of students.	6.49	6.29	0.20	6.41	5.96	0.45	6.12	5.67	0.45
Classes are scheduled at times that are convenient for me.	6.41	5.85	0.56	6.45	5.88	0.57	6.42	5.70	0.72
I am able to register for classes I need with few conflicts.	6.55	6.16	0.39	6.50	5.92	0.58	6.44	5.86	0.58
Policies and procedures regarding registration and course selection are clear and well-publicized.	6.46	6.09	0.37	6.46	5.96	0.50	6.22	5.75	0.47
Channels for expressing student complaints are readily available.	6.44	5.91	0.53	6.30	5.51	0.79	5.96	5.31	0.65
Class change (drop/add) policies are reasonable.	6.50	6.36	0.14	6.41	6.06	0.35	6.17	5.75	0.42

Scale	2023 Results Lake Land College			2023 Comparison Group Results			2018 Results Lake Land College		
	Importance	Satisfaction	Gap	Comparison Importance	Comparison Satisfaction	Comparison Gap	Importance	Satisfaction	Gap
Faculty care about me as an individual.	6.40	5.93	0.47	6.25	5.77	0.48	6.12	5.77	0.35
The quality of instruction I receive in most of my classes is excellent.	6.58	5.97	0.61	6.54	5.82	0.72	6.43	5.72	0.71
Faculty are understanding of students' unique life circumstances.	6.48	5.88	0.60	6.43	5.79	0.64	6.31	5.57	0.74
Faculty are fair and unbiased in their treatment of individual students.	6.51	6.00	0.51	6.51	5.98	0.53	6.38	5.70	0.68
Faculty take into consideration student differences as they teach a course.	6.48	5.98	0.50	6.37	5.73	0.64	6.21	5.52	0.69
Faculty provide timely feedback about student progress in a course.	6.53	6.10	0.43	6.46	5.83	0.63	6.29	5.66	0.63
Faculty are interested in my academic problems.	6.47	6.05	0.42	6.33	5.74	0.59	6.15	5.63	0.52
Nearly all of the faculty are knowledgeable in their fields.	6.64	6.40	0.24	6.57	6.15	0.42	6.45	6.03	0.42
The quality of instruction in the vocational/technical programs is excellent.	6.42	5.92	0.50	6.38	5.80	0.58	6.03	5.63	0.40
Faculty are usually available after class and during office hours.	6.48	6.29	0.19	6.43	6.11	0.32	6.26	5.92	0.34
Internships or practical experiences are provided in my degree/certificate program	6.24	5.79	0.45	6.23	5.62	0.61	6.06	5.50	0.56
Nearly all classes deal with practical experiences and applications.	6.48	6.19	0.29	6.36	5.90	0.46	6.17	5.68	0.49
Students are notified early in the term if they are doing poorly in a class.	6.39	5.77	0.62	6.36	5.58	0.78	6.15	5.25	0.90
Program requirements are clear and reasonable.	6.62	6.25	0.37	6.52	6.04	0.48	6.34	5.88	0.46
There is a good variety of courses provided on this campus.	6.66	6.44	0.22	6.51	6.18	0.33	6.38	5.99	0.39
I am able to experience intellectual growth here.	6.61	6.39	0.22	6.56	6.22	0.34	6.44	6.05	0.39

Student Services

The Student Services department includes items related to admissions and registration, financial aid, tutoring, academic advising/counseling, career services and general support services. Items classified as areas of concern (based on the high P Gap score) are highlighted. Table 8 provides a summary of the results for questions related to departments within student services.

Table 8: Student Services Departmental Results for 2023 and 2018

Scale	2023 Results Lake Land College			2023 Comparison Group Results			2018 Results Lake Land College		
	Importance	Satisfaction	Gap	Comparison Importance	Comparison Satisfaction	Comparison Gap	Importance	Satisfaction	Gap
Academic Advising/Counseling									
My academic advisor is approachable.	6.67	6.28	0.39	6.47	5.99	0.48	6.49	6.09	0.40
My academic advisor helps me set goals to work toward.	6.47	5.94	0.53	6.29	5.67	0.62	6.23	5.66	0.57
My academic advisor is concerned about my success as an individual.	6.56	6.15	0.41	6.37	5.71	0.66	6.32	5.77	0.55
My academic advisor is knowledgeable about my program requirements.	6.66	6.38	0.28	6.55	6.00	0.55	6.53	6.12	0.41
My academic advisor is knowledgeable about the transfer requirements of other schools.	6.54	6.20	0.34	6.46	5.89	0.57	6.27	5.84	0.43
Counseling staff care about students as individuals.	6.55	6.27	0.28	6.45	6.00	0.45	6.16	5.74	0.42
New student orientation services help students adjust to college.	6.46	6.15	0.31	6.29	5.86	0.40	6.07	5.64	0.43
The personnel involved in registration are helpful.	6.45	6.09	0.36	6.42	5.94	0.48	6.28	5.82	0.46
Admissions									
Admissions counselors accurately portray the campus in their recruiting practices.	6.45	6.29	0.16	6.34	5.96	0.38	6.01	5.66	0.35
Admissions staff are knowledgeable.	6.55	6.32	0.23	6.48	6.08	0.40	6.23	5.85	0.38
Admissions counselors respond to prospective students' unique needs and requests.	6.47	6.19	0.28	6.40	5.95	0.45	6.06	5.65	0.41

Table 8 cont'd: Student Services Departmental Results for 2023 and 2018									
Scale	2023 Results Lake Land College			2023 Comparison Group Results			2018 Results Lake Land College		
	Importance	Satisfaction	Gap	Comparison Importance	Comparison Satisfaction	Comparison Gap	Importance	Satisfaction	Gap
Financial Aid									
Adequate financial aid is available for most students.	6.46	5.99	0.47	6.43	5.81	0.62	6.27	5.52	0.75
Financial aid awards are announced to students in time to be helpful in college planning.	6.44	5.97	0.47	6.40	5.73	0.67	6.16	5.50	0.66
Financial aid counselors are helpful.	6.56	6.22	0.34	6.42	5.78	0.64	6.18	5.49	0.69
Tutoring and Career Services									
Tutoring services are readily available.	6.55	6.39	0.16	6.44	6.15	0.29	6.15	6.02	0.13
The assessment and course placement procedures are reasonable.	6.48	6.28	0.20	6.40	6.00	0.40	6.08	5.68	0.40
The career services office provides students with the help they need to get a job.	6.45	6.21	0.24	6.38	5.91	0.47	6.10	5.50	0.60
There are adequate services to help me decide upon a career.	6.48	6.17	0.31	6.39	5.89	0.50	6.16	5.61	0.55
General Support Services									
Child care facilities are available on campus.	5.65	5.04	0.61	5.51	5.03	0.48	4.82	4.66	0.16
This campus provides effective support services for single parents.	6.29	5.82	0.47	6.12	5.72	0.40	n/a	n/a	n/a
Personnel in the Veterans' Services program are helpful.	6.19	6.01	0.18	6.06	5.73	0.33	5.25	5.03	0.22

Business Services

The Business Services department manages and oversees the campus in relation to information services and systems, facilities and grounds, accounting, custodial work, and the book store. It includes other aspects of the College as well that are not addressed in the SSI. The results for questions related to services provided by Business Services are included in Table 9. Items classified as areas of concern (based on the high P Gap score) are highlighted.

Table 9: Business Services Departmental Results for 2023 and 2018									
Scale	2023 Results Lake Land College			2023 Comparison Group Results			2018 Results Lake Land College		
	Importance	Satisfaction	Gap	Comparison Importance	Comparison Satisfaction	Comparison Gap	Importance	Satisfaction	Gap
Information Services & Systems									
Computers and/or Wi-Fi are adequate and accessible.	6.57	6.12	0.45	6.41	6.16	0.25	6.27	6.02	0.25
The equipment in the lab facilities is kept up to date.	6.52	6.23	0.29	6.43	6.01	0.42	6.16	5.76	0.40
Facilities									
There are a sufficient number of study areas on campus.	6.48	6.47	0.01	6.34	6.10	0.24	6.14	6.08	0.06
The amount of student parking space on campus is adequate.	6.48	6.30	0.18	6.37	5.80	0.57	6.24	5.78	0.46
On the whole, the campus is well-maintained.	6.58	6.47	0.11	6.48	6.31	0.17	6.32	6.13	0.19
The student center is a comfortable place for students to spend their leisure time.	6.37	6.34	0.03	6.22	6.04	0.18	5.84	5.69	0.15
Business Services									
There are convenient ways of paying my school bill.	6.46	6.24	0.22	6.47	6.07	0.40	6.26	5.84	0.42
The business office is open during hours which are convenient for most students.	6.46	6.25	0.21	6.36	5.96	0.40	6.07	5.66	0.41
Billing policies are reasonable.	6.49	6.22	0.27	6.41	5.97	0.44	6.19	5.75	0.44
Bookstore staff are helpful.	6.45	6.27	0.18	6.34	6.07	0.27	6.06	5.81	0.25

Institutional

The SSI asks a few questions about the institution in general. These questions are included in Table 10 and center around campus climate and safety and security. For the most part students seem to be satisfied with these areas of the College and have identified only two areas that could be looked at more closely for potential improvements. These two areas include 1) the college showing more concern for students as individuals, and 2) security staff responding quickly in emergencies.

Table 11 provides a summary of how satisfied students are with Lake Land's commitment to various student populations. These questions focus only on satisfaction and not importance. As a result, these questions do not have P Gap scores. It appears that Lake Land students are significantly more satisfied than students from the national community comparison group when it comes to Lake Land's commitment to part-time, evening, and older, returning students. Results also indicate that students enrolled at Lake Land in 2023 have higher satisfaction with Lake Land's commitment to various student populations than students enrolled in 2018.

Table 10: Institutional Results for 2023 and 2018									
Scale	2023 Results Lake Land College			2023 Comparison Group Results			2018 Results Lake Land College		
	Importance	Satisfaction	Gap	Comparison Importance	Comparison Satisfaction	Comparison Gap	Importance	Satisfaction	Gap
<i>Campus Climate</i>									
Most students feel a sense of belonging here.	6.27	5.99	0.28	6.09	5.77	0.32	5.76	5.67	0.09
The college shows concern for students as individuals.	6.44	5.92	0.52	6.33	5.69	0.64	6.19	5.58	0.61
People on this campus respect and are supportive of each other.	6.45	6.15	0.30	6.40	6.06	0.34	6.11	5.68	0.43
The campus staff are caring and helpful.	6.51	6.25	0.26	6.43	6.11	0.32	6.21	5.90	0.31
It is an enjoyable experience to be a student on this campus.	6.51	6.21	0.30	6.42	5.99	0.43	6.22	5.85	0.37
Students are made to feel welcome on this campus.	6.60	6.36	0.24	6.49	6.16	0.33	6.26	5.98	0.28
I generally know what's happening on campus.	6.21	6.16	0.05	5.98	5.63	0.35	5.71	5.35	0.36
This institution has a good reputation within the community.	6.56	6.53	0.03	6.39	6.19	0.20	6.20	6.12	0.08
This school does whatever it can to help me reach my educational goals.	6.54	6.13	0.41	6.46	5.84	0.62	6.30	5.73	0.57
Administrators are approachable to students.	6.50	6.18	0.32	6.37	5.93	0.44	6.21	5.79	0.42
I seldom get the "run-around" when seeking information on this campus.	6.40	6.03	0.37	6.27	5.67	0.60	5.98	5.52	0.46
<i>Safety and Security</i>									
Security staff are helpful.	6.36	5.98	0.38	6.21	5.90	0.31	5.90	5.47	0.43
Security staff respond quickly in emergencies.	6.55	6.08	0.47	6.45	5.99	0.46	6.19	5.50	0.69
Parking lots are well-lighted and secure.	6.42	6.17	0.25	6.39	5.95	0.44	6.21	5.84	0.37
The campus is safe and secure for all students.	6.62	6.46	0.16	6.60	6.25	0.35	6.44	6.01	0.43

Table 11: Student Satisfaction with Institutions Commitment to Student Populations

Scale	2023 Satisfaction	Comparison Satisfaction	2018 Satisfaction
How satisfied are you with the...			
Institution's commitment to part-time students?	6.27*	6.07	5.87
Institution's commitment to evening students?	6.14*	5.96	5.69
Institution's commitment to older, returning learners?	6.29*	6.07	5.88
Institution's commitment to under-represented populations?	6.18	6.05	5.71
Institution's commitment to commuters?	6.09	5.97	5.75
Institution's commitment to students with disabilities.	6.28	6.15	5.83
* indicates Lake Land students are significantly more satisfied than the students in the national community college comparison group.			

Conclusion

In general, the demographic characteristics of all enrolled college students in spring 2023 mimics the demographics of survey completers. However, when it comes to student load, part-time students are underrepresented in the survey which should be considered when evaluating the results in some areas.

Overall, it seems that students enrolled at Lake Land College in the spring of 2023 are satisfied with their college experience and the education they are receiving. They appear to rate the level of importance close to their level of satisfaction in relation to:

- finding key information in CANVAS,
- the variety of courses offered,
- knowledge of faculty and academic advisors,
- the safety and maintenance of campus,
- student spaces available on campus,
- the reputation of the College,
- the welcome feeling on campus, and
- the availability of faculty.

Even though students are feeling satisfied in a number of areas that they feel are important, there are still a few areas where students would like to see improvement. One of the main areas is notification of how well they are doing in class early in the semester and timely feedback in online courses. In the 2023 survey administration, the P Gap score for the question “Students are notified early in the term if they are doing poorly in class” is .62 which is the largest P Gap score across all questions for the current survey results. This question has consistently had a high P Gap score at every single survey administration (12 total) at Lake Land College since 2002. Both 2018 and in 2023 results indicate students would like to have more timely feedback from faculty in online courses. The P Gap score for the question “My online course instructor(s) provide timely feedback” stands at .57 for 2023. While this is an improvement from 2018, it still ranks as one of the higher P Gap scores for Lake Land. Other areas to examine in more detail include:

- quality of instruction,
- accessibility and adequacy of computers and/or Wi-Fi,
- responding to emergencies,
- faculty treating students in a fair and unbiased manner,
- diversifying interactions with students via online courses, and
- understanding and considering students’ unique life situations and differences.