



Lake Land College Noel Levitz Student Satisfaction Inventory Summary 2026

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2026 Student Respondent Profile

Lake Land College began administering the Noel Levitz Student Satisfaction Inventory (SSI) in 2002, and since then, the College has administered the survey a total of 12 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 and spring 2026. 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 student response rates post COVID are not as high pre-COVID response rates.

The 2026 Lake Land College SSI survey was administered to all college students enrolled at the college during the spring 2026 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 2,393 college students enrolled in spring 2026 were sent multiple emails and texts over a four-week period and asked to complete the survey. In addition, the survey was posted in Canvas and on the HUB with many faculty members reminding and encouraging students to complete the survey. All responses were collected online. The survey had a 23.8% response rate.

Survey results are based on the responses of 569 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 23.8% (569) students who were enrolled in spring 2026 and responded to the survey.

Table 1: Demographic Characteristics of Student Respondents to 2026 SSI					
Demographic	n	%	Demographic	n	%
Gender			Current GPA		
Female	365	67.6%	No credits earned	21	3.9%
Male	157	29.1%	1.99 or less	6	1.1%
Transgender	3	0.7%	2.0 to 2.49	41	7.6%
Genderqueer	9	1.7%	2.5 to 2.99	102	18.9%
Other	2	0.4%	3.0 to 3.40	170	31.5%
Prefer not to respond	4	0.7%	3.5 or above	200	37.0%
Age			Race		
Less than 18	58	10.7%	American Indian	4	0.7%
19 to 24	319	58.9%	Asian or Pacific Islander	6	1.1%
25 to 34	87	16.1%	Black	17	3.1%
35 to 44	49	9.1%	Caucasian	489	88.4%
45 and over	28	5.2%	Hispanic	12	2.2%
Residence			Other	2	0.4%
In-State	531	96.9%	Prefer not to respond	4	0.7%
Out of State	12	2.2%	Multi-racial	19	3.4%
International	5	1.0%	Educational Goal		
Employment			Associate's Degree	355	64.8%
Full-time off campus	150	27.3%	Vocation/Technical	12	2.2%
Part-time off campus	258	47.0%	Transfer	121	22.1%
Full-time on campus	17	3.1%	Certification	40	7.3%
Part-time on campus	15	2.7%	Job-related training	5	0.9%
Not employed	109	19.8%	Other	15	2.7%
Institution Was My			Current Class Load		
1st choice	467	84.6%	Full-time	444	80.7%
2nd choice	67	12.1%	Part-Time	106	19.3%
3rd choice	18	3.3%	Disability		
			Disability	64	11.7%

The students who completed the survey reflect the student population enrolled at Lake Land during the spring 2026 semester with a few exceptions. Almost 40% of the spring enrolled students (excluding dual credit students) are part-time students compared to only 19.3% of students completing the survey. In addition, 38% of all students enrolled in spring 26 were male compared to only 29.1% of survey respondents. Furthermore, 69% of the students responding to the survey were 24 and younger, which means that only 31% of the respondents are non-traditional students. It is also important to note, that 30% of students

are working full-time, a little more than 50% are working part-time, and slightly less than 20% are not employed.

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, 64% of Lake Land students reported that their experience at Lake Land College is better, quite a bit better, or much better than expected, and 66% of the national comparison group related the same expectations with their college experience. More Lake Land College students are also satisfied or very satisfied with their experience at Lake Land (75%) than their counterparts at other community colleges across the nation (70%). Furthermore, a higher percentage of Lake Land students (83%) would probably or definitely enroll at Lake Land again compared to their national counterparts (79%).

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	2%	4%
About what I expected	30%	24%
Better than I expected	25%	24%
Quite a bit better than I expected	15%	16%
Much better than I expected	24%	26%
Rate your overall satisfaction with your experience here thus far.		
Not satisfied at all	0%	0%
Not very satisfied	1%	1%
Somewhat dissatisfied	2%	3%
Neutral	9%	9%
Somewhat satisfied	11%	12%
Satisfied	43%	37%
Very satisfied	32%	33%
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	5%	5%
Maybe yes	7%	8%
Probably yes	32%	27%
Definitely yes	51%	52%

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 2023, there have been a few changes in areas identified by importance to Lake Land College students. Students identified six new important areas for which they are satisfied that were not as important during the 2023 SSI administration. These new items that have high importance and high satisfaction include:

- My academic advisor is approachable.
- Counseling staff care about students as individuals.
- The campus staff are caring and helpful.
- Admissions counselors respond to prospective students' unique needs and requests.
- Library resources and services are adequate.

These new items replaced the following seven items that were identified by students in 2023 with high importance and high satisfaction means:

- Campus item: I can easily find information, assignments, instructions, and resources for my online course(s) in Canvas.
- Campus Item: Lake Land College's text messages provide helpful reminders.
- Class change (drop/add) policies are reasonable.

- Academic support services adequately meet the needs of students.
- Faculty are usually available after class and during office hours.
- The amount of student parking space on campus is adequate.
- There are a sufficient number of study areas on campus.

Based on survey results between 2023 and 2026, it appears there has been a shift in importance and satisfaction from adequate and accessible parking and study areas to a variety of staff being approachable and connecting with students.

Table 3 provides the items identified as strengths from the 2026 SSI results.

Table 3: Strengths Identified in the 2026 SSI			
Item	Mean Importance	Mean Satisfaction	P Gap
31. The campus is safe and secure for all students.	6.60	6.46**	.14
32. My academic advisor is knowledgeable about my program requirements.	6.58	6.32**	.26
6. My academic advisor is approachable. *	6.54	6.33**	.21
58. Nearly all of the faculty are knowledgeable in their fields.	6.54	6.35**	.19
36. Students are made to feel welcome on this campus.	6.51	6.39**	.12
69. There is a good variety of courses provided on this campus.	6.51	6.29	.22
70. I am able to experience intellectual growth here.	6.50	6.32	.18
48. Counseling staff care about students as individuals. *	6.49	6.31**	.18
41. Admission staff are knowledgeable.	6.48	6.29	.19
50. Tutoring services are readily available.	6.45	6.28	.17
27. The campus staff are caring and helpful. *	6.43	6.31	.12
68. On the whole, the campus is well-maintained.	6.42	6.36	.06
45. This institution has a good reputation within the community.	6.41	6.41	.00
49. Admissions counselors respond to prospective students' unique needs and requests. *	6.41	6.27	.14
14. Library resources and services are adequate. *	6.39	6.38	.01
*Indicates a new strength identified by students since the 2023 SSI administration.			
**indicates a significant difference in satisfaction between Lake Land students and the national comparison group.			

Even though all of the non-campus items classified as challenges for Lake Land College exceed the national average in satisfaction, the items are 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 2026 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. *	6.56	6.15	0.41
18. The quality of instruction I receive in most of my classes is excellent.	6.52	6.02	0.50
15. I am able to register for classes I need with few conflicts. *	6.50	6.15**	0.35
29. Faculty are fair and unbiased in their treatment of individual students.	6.50	6.16	0.34
40. My academic advisor is knowledgeable about the transfer requirements of other schools. *	6.49	6.13**	0.36
52. This school does whatever it can to help me reach my educational goals. *	6.47	6.11**	0.36
71. Campus item: Information important to me is easily located on Lake Land College's website. *	6.46	6.1	0.36
73. Campus item: My online course instructor(s) provide timely feedback.	6.46	5.99	0.47
46. Faculty provide timely feedback about student progress in a course. *	6.44	6.05	0.39
7. Adequate financial aid is available for most students. *	6.43	6.00	0.43
8. Classes are scheduled at times that are convenient for me. *	6.40	6.00	0.40
25. My academic advisor is concerned about my success as an individual. *	6.39	6.05**	0.34
*Indicates a new challenge identified by students since the 2023 SSI administration. **indicates a significant difference in satisfaction between Lake Land College students and the national comparison group.			

In 2023, the following six items were identified as challenges. However, they are not considered challenges by respondents in 2026.

- Computers and/or WI-FI are adequate and accessible.
- Security staff respond quickly in emergencies.
- Campus Item: My online instructor(s) interacted with me through announcements, discussion boards, and/or forums multiple times a week.
- Faculty are understanding of students' unique life circumstances.
- Faculty take into consideration student differences as they teach a course.

Institutional Questions

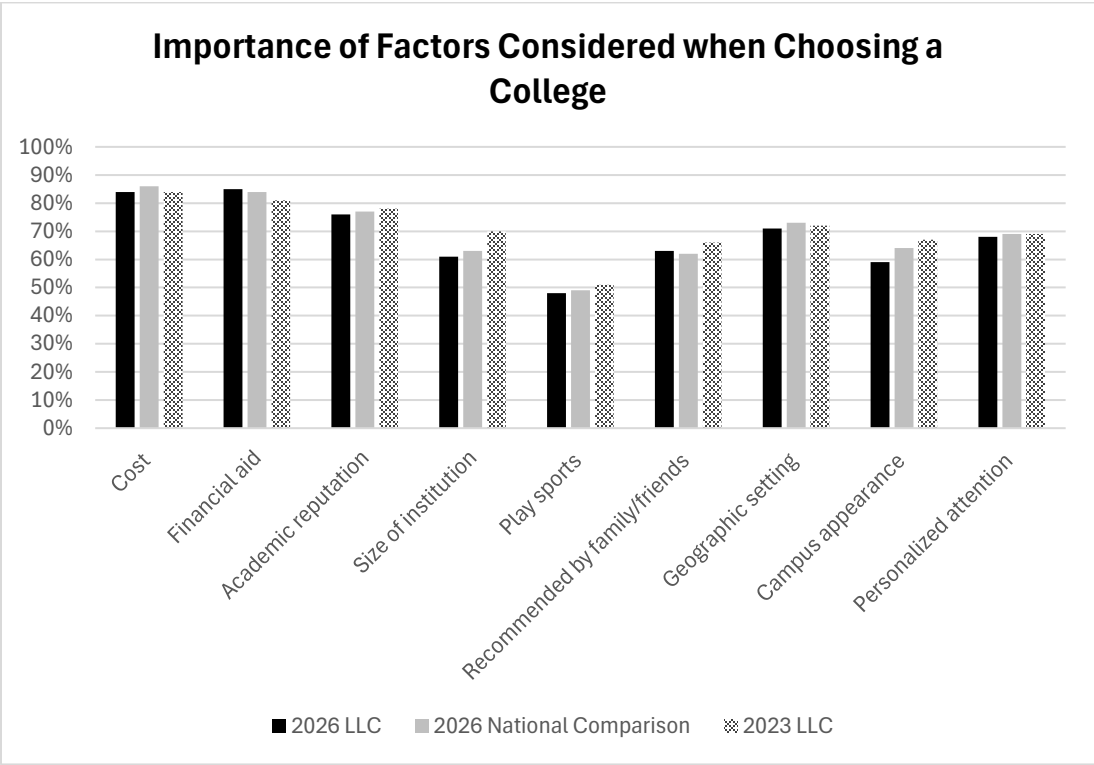
Each time a college administers the Noel Levitz SSI, the college can generate up to 10 of its own questions. Each year it has participated, Lake Land has taken advantage of this opportunity. For the spring 2026 SSI, the college used the same ten institutional questions that were asked in the 2023 and 2018 administrations. 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 2026 and the mean satisfaction is also provided. Table 5 provides a summary of the results of the institutional questions from 2026 and 2023.

Table 5: Institutional Questions over Time						
Item	2026 Mean Import- ance	2026 Mean Satis- faction	P Gap	2023 Mean Import- ance	2023 Mean Satis- faction	P Gap
I can easily find information, assignments, instructions, and resources for my online course(s) in Canvas.	6.56	6.15	0.41	6.71	6.37	.34
Online course instructors set clear expectations for successful course completion.	6.48	6.16	0.32	6.60	6.17	.43
I find Lake Land's HUB helpful in accessing the information I use every day.	6.47	6.24	0.23	6.49	6.18	.31
Information important to me is easily located on the Lake Land College's website.	6.46	6.1	0.36	6.53	6.13	.40
My online course instructor(s) provide timely feedback.	6.46	5.99	0.47	6.62	6.05	.57
Technical assistance for my online course(s) is readily available.	6.41	6.1	0.31	6.56	6.22	.34
My online instructor(s) interacted with me through announcements, discussion boards, and/or forums multiple times a week.	6.33	5.96	0.37	6.44	6.07	.37
Online course instructors use multiple media methods (power points, video clips, discussion boards) to convey course content.	6.29	6.0	0.29	6.44	6.07	.37
Lake Land College's text messages provide helpful reminders.	6.25	6.3	-0.05	6.50	6.41	.09
Lake Land's social media usage (Facebook, twitter, etc.) makes me feel connected to the community at Lake Land College.	5.81	5.97	-0.16	6.02	6.03	-.01

Based on the comparison between the time points the college has improved (decreased) the performance gap scores relating to eight different questions. The performance gap for one item remained the same for one item, the gap actually increased. For the item “I can easily find information, assignments, instructions, and resources for my online course(s) in Canvas” increased from .34 in 2023 to .41 in 2026. The performance gap for seven of these questions decreased to less than .40. However, one item, “My online course instructor(s) provide timely feedback” continues to have a high-performance gap score even though importance and satisfaction have decreased between 2023 and 2026.

Factors Influencing Enrollment Decisions

When making decisions about college enrollment, students and families can examine and evaluate a number of factors that influence this decision. The graph below provides a summary of the importance that students place on the listed factors when deciding which college to attend. The percentages in the table represent the combined percent of students who replied “important or very important” to the factor listed when making decisions about college. When comparing 2026 Lake Land respondents to the national comparison group and 2023 respondents, there are no significant differences in what students consider when making college enrollment decisions. Across the board, it appears that the most important factors considered are cost, financial aid, and academic reputation.



Departmental Results

The following section provides an item summary of the SSI results by department. Data presented for each item includes results from 2026 for Lake Land College, 2026 results from the national comparison group, and 2023 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 (.40 or higher) for the 2026 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.

Table 6: Academic Support Services Item Results for 2026 and 2023

	2026 Results Lake Land College			2026 National Comparison Group Results			2023 Results Lake Land College		
Scale	Importance	Satisfaction	Gap	Comparison Importance	Comparison Satisfaction	Gap	Importance	Satisfaction	Gap
Library resources and services are adequate.	6.39	6.38	0.01	6.46	6.26	0.20	6.42	6.30	0.12
Library staff are helpful and approachable.	6.34	6.29	0.05	6.42	6.34	0.08	6.34	6.13	0.21
Academic support services adequately meet the needs of students.	6.50	6.24	0.26	6.45	6.08	0.37	6.49	6.29	0.20
Classes are scheduled at times that are convenient for me.	6.40	6.00	0.40	6.45	5.94	0.51	6.41	5.85	0.56
I am able to register for classes I need with few conflicts.	6.50	6.15	0.35	6.51	5.98	0.53	6.55	6.16	0.39
Policies and procedures regarding registration and course selection are clear and well-publicized.	6.45	6.18	0.27	6.50	6.06	0.44	6.46	6.09	0.37
Channels for expressing student complaints are readily available.	6.31	5.86	0.45	6.34	5.70	0.64	6.44	5.91	0.53
Class change (drop/add) policies are reasonable.	6.40	6.23	0.17	6.44	6.15	0.29	6.50	6.36	0.14

Table 7: Instructional Items Results for 2026 and 2023

	2026 Results Lake Land College			2026 National Comparison Group Results			2023 Results Lake Land College		
Scale	Importance	Satisfaction	Gap	Comparison Importance	Comparison Satisfaction	Gap	Importance	Satisfaction	Gap
Faculty care about me as an individual.	6.24	5.98	0.26	6.28	5.91	0.37	6.40	5.93	0.47
The quality of instruction I receive in most of my classes is excellent.	6.52	6.02	0.50	6.55	5.94	0.61	6.58	5.97	0.61
Faculty are understanding of students' unique life circumstances.	6.38	5.99	0.39	6.45	5.93	0.52	6.48	5.88	0.60
Faculty are fair and unbiased in their treatment of individual students.	6.50	6.16	0.34	6.53	6.11	0.42	6.51	6.00	0.51
Faculty take into consideration student differences as they teach a course.	6.37	5.97	0.40	6.40	5.88	0.52	6.48	5.98	0.50
Faculty provide timely feedback about student progress in a course.	6.44	6.05	0.39	6.47	5.95	0.52	6.53	6.10	0.43
Faculty are interested in my academic problems.	6.33	6.04	0.29	6.35	5.88	0.47	6.47	6.05	0.42
Nearly all of the faculty are knowledgeable in their fields.	6.54	6.35	0.19	6.58	6.23	0.35	6.64	6.40	0.24
The quality of instruction in the vocational/technical programs is excellent.	6.32	5.98	0.34	6.39	5.91	0.48	6.42	5.92	0.50
Faculty are usually available after class and during office hours.	6.38	6.19	0.19	6.44	6.19	0.25	6.48	6.29	0.19
Internships or practical experiences are provided in my degree/ certificate program	6.25	6.03	0.22	6.26	5.73	0.53	6.24	5.79	0.45
Nearly all classes deal with practical experiences and applications.	6.37	6.05	0.32	6.38	6.00	0.38	6.48	6.19	0.29
Students are notified early in the term if they are doing poorly in a class.	6.30	5.82	0.48	6.38	5.76	0.62	6.39	5.77	0.62
Program requirements are clear and reasonable.	6.49	6.22	0.27	6.54	6.12	0.42	6.62	6.25	0.37
There is a good variety of courses provided on this campus.	6.51	6.29	0.22	6.54	6.25	0.29	6.66	6.44	0.22
I am able to experience intellectual growth here.	6.50	6.32	0.18	6.58	6.31	0.27	6.61	6.39	0.22

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 2026 and 2023									
	2026 Results Lake Land College			2026 National Comparison Group Results			2023 Results Lake Land College		
Scale	Importance	Satisfaction	Gap	Comparison Importance	Comparison Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising/Counseling									
My academic advisor is approachable.	6.54	6.33	0.21	6.47	6.07	0.40	6.67	6.28	0.39
My academic advisor helps me set goals to work toward.	6.27	5.86	0.41	6.32	5.81	0.51	6.47	5.94	0.53
My academic advisor is concerned about my success as an individual.	6.39	6.05	0.34	6.37	5.83	0.54	6.56	6.15	0.41
My academic advisor is knowledgeable about my program requirements.	6.58	6.32	0.26	6.54	6.06	0.48	6.66	6.38	0.28
My academic advisor is knowledgeable about the transfer requirements of other schools.	6.49	6.13	0.36	6.47	5.99	0.48	6.54	6.20	0.34
Counseling staff care about students as individuals.	6.49	6.31	0.18	6.48	6.14	0.34	6.55	6.27	0.28
New student orientation services help students adjust to college.	6.32	6.10	0.22	6.36	6.05	0.31	6.46	6.15	0.31
The personnel involved in registration are helpful.	6.39	6.19	0.20	6.45	6.04	0.41	6.45	6.09	0.36
Admissions									
Admissions counselors accurately portray the campus in their recruiting practices.	6.38	6.25	0.13	6.38	6.09	0.29	6.16	6.29	0.16
Admissions staff are knowledgeable.	6.48	6.29	0.19	6.50	6.17	0.33	6.55	6.32	0.23
Admissions counselors respond to prospective students' unique needs and requests.	6.41	6.27	0.14	6.44	6.08	0.36	6.47	6.19	0.28

Table 8 cont'd: Student Services Departmental Results for 2026 and 2023

	2026 Results Lake Land College			2026 National Comparison Group Results			2023 Results Lake Land College		
Scale	Importance	Satisfaction	Gap	Comparison Importance	Comparison Satisfaction	Comparison Gap	Importance	Satisfaction	Gap
Financial Aid									
Adequate financial aid is available for most students.	6.43	6.00	0.43	6.44	5.90	0.54	6.46	5.99	0.47
Financial aid awards are announced to students in time to be helpful in college planning.	6.34	5.93	0.41	6.40	5.80	0.60	6.13	5.97	0.47
Financial aid counselors are helpful.	6.42	6.11	0.31	6.44	5.91	0.53	6.56	6.22	0.34
Tutoring and Career Services									
Tutoring services are readily available.	6.45	6.28	0.17	6.49	6.27	0.22	6.55	6.39	0.16
The assessment and course placement procedures are reasonable.	6.39	6.24	0.15	6.42	6.10	0.32	6.48	6.28	0.20
The career services office provides students with the help they need to get a job.	6.38	6.22	0.16	6.42	6.05	0.37	6.45	6.21	0.24
There are adequate services to help me decide upon a career.	6.42	6.16	0.26	6.41	6.01	0.40	6.48	6.17	0.31
General Support Services									
Child care facilities are available on campus.	5.56	4.84	0.72	5.75	5.32	0.43	5.65	5.04	0.61
This campus provides effective support services for single parents.	6.18	5.76	0.42	6.20	5.80	0.40	6.29	5.82	0.47
Personnel in the Veterans' Services program are helpful.	6.21	6.06	0.15	6.18	5.95	0.23	6.19	6.01	0.18

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 bookstore. 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 2026 and 2023

Scale	2026 Results Lake Land College			2026 National Comparison Group Results			2023 Results Lake Land College		
	Importance	Satisfaction	Gap	Comparison Importance	Comparison Satisfaction	Comparison on Gap	Importance	Satisfaction	Gap
Information Services & Systems									
Computers and/or Wi-Fi are adequate and accessible.	6.53	6.22	0.31	6.55	6.13	0.42	6.57	6.12	0.45
The equipment in the lab facilities is kept up to date.	6.38	6.18	0.20	6.47	6.11	0.36	6.52	6.23	0.29
Facilities									
There are a sufficient number of study areas on campus.	6.28	6.34	-0.06	6.39	6.21	0.18	6.48	6.47	0.01
The amount of student parking space on campus is adequate.	6.24	6.28	-0.04	6.32	6.19	0.13	6.48	6.30	0.18
On the whole, the campus is well-maintained.	6.42	6.36	0.06	6.52	6.37	0.15	6.58	6.47	0.11
The student center is a comfortable place for students to spend their leisure time.	6.24	6.28	-0.04	6.32	6.19	0.13	6.37	6.34	0.03
Business Services									
There are convenient ways of paying my school bill.	6.46	6.18	0.28	6.48	6.14	0.34	6.46	6.24	0.22
The business office is open during hours which are convenient for most students.	6.39	6.21	0.18	6.39	6.09	0.30	6.46	6.25	0.21
Billing policies are reasonable.	6.45	6.15	0.30	6.43	6.06	0.37	6.49	6.22	0.27
Bookstore staff are helpful.	6.31	6.17	0.14	6.38	6.20	0.18	6.45	6.27	0.18

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 very satisfied with these areas of the College. Students feel a sense of belonging at Lake Land and tend to feel welcome at the college. They find the campus staff caring and helpful and feel the college has a good reputation in the community. They also reported the campus is safe and secure for all students, parking lots are well lit, security staff are helpful, and they respond quickly in emergencies.

Table 10: Institutional Results for 2026 and 2023									
	2026 Results Lake Land College			2026 National Comparison Group Results			2023 Results Lake Land College		
Scale	Importance	Satisfaction	Gap	Comparison Importance	Comparison Satisfaction	Comparison on Gap	Importance	Satisfaction	Gap
Campus Climate									
Most students feel a sense of belonging here.	6.11	5.98	0.13	6.18	5.91	0.27	6.27	5.99	0.28
The college shows concern for students as individuals.	6.34	6.00	0.34	6.36	5.85	0.51	6.44	5.92	0.52
People on this campus respect and are supportive of each other.	6.32	6.13	0.19	6.44	6.16	0.28	6.45	6.15	0.30
The campus staff are caring and helpful.	6.43	6.31	0.12	6.47	6.23	0.24	6.51	6.25	0.26
It is an enjoyable experience to be a student on this campus.	6.36	6.17	0.19	6.45	6.12	0.33	6.51	6.21	0.30
Students are made to feel welcome on this campus.	6.51	6.39	0.12	6.53	6.27	0.26	6.60	6.36	0.24
I generally know what's happening on campus.	5.95	5.94	0.01	6.05	5.75	0.30	6.21	6.16	0.05
This institution has a good reputation within the community.	6.41	6.41	0.00	6.42	6.28	0.14	6.56	6.53	0.03
This school does whatever it can to help me reach my educational goals.	6.47	6.11	0.36	6.48	5.97	0.51	6.54	6.13	0.41
Administrators are approachable to students.	6.35	6.24	0.11	6.40	6.05	0.35	6.50	6.18	0.32
I seldom get the "run-around" when seeking information on this campus.	6.27	5.94	0.33	6.29	5.81	0.48	6.40	6.03	0.37
Safety and Security									
Security staff are helpful.	6.28	6.18	0.10	6.31	6.05	0.26	6.36	5.98	0.38
Security staff respond quickly in emergencies.	6.45	6.24	0.21	6.50	6.14	0.36	6.55	6.08	0.47
Parking lots are well-lighted and secure.	6.32	6.22	0.10	6.41	6.07	0.34	6.42	6.17	0.25
The campus is safe and secure for all students.	6.60	6.46	0.14	6.62	6.32	0.30	6.62	6.46	0.16

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 just as satisfied as the national comparison group in relation to how Lake Land is committed to various student populations with one exception. The national comparison group is significantly more satisfied with their colleges' commitment to commuters than Lake Land Students.

Table 11: Student Satisfaction with Institutions Commitment to Student Populations			
Scale	2026 Lake Land Satisfaction	2026 Comparison Satisfaction	2023 Lake Land Satisfaction
How satisfied are you with the...			
Institution's commitment to part-time students?	6.20	6.17	6.27
Institution's commitment to evening students?	6.05	6.06	6.14
Institution's commitment to older, returning learners?	6.21	6.09	6.29
Institution's commitment to under-represented populations?	6.19	6.16	6.18
Institution's commitment to commuters?	5.95	6.08*	6.09
Institution's commitment to students with disabilities.	6.20	6.22	6.28
* indicates Lake Land students are significantly less satisfied than the students in the national community college comparison group.			

Conclusion

In general, the demographic characteristics of all enrolled college students in spring 2026 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 2026 are satisfied with their college experience and the education they are receiving. They rate their level of satisfaction higher than importance in relation to:

- Lake Land's social medial usage
- Study areas on campus
- Text messages that provide helpful reminders
- Student center providing a comfortable place to spend leisure time

They appear to rate the level of importance close to their level of satisfaction in relation to:

- Lake Land has a good reputation in the community
- Library resources and services
- Knowing what's happening on campus
- Library staff being helpful and approachable
- Campus being well-maintained
- Helpful security staff
- Parking lots are well-lit and secure
- Administrators are approachable to students
- Campus staff are caring and helpful
- Students are made to feel welcome on campus and feel a sense of belonging.

Even though students are feeling satisfied in multiple areas they feel are important, there are still a few areas where students would like to see improvement. Two of the main areas are notification of how well they are doing in class early in the semester and timely feedback in online courses. In the 2026 survey administration, the P Gap score for two questions related to timely feedback two of the highest P Gap scores across all questions. In fact, the first question in the bullets below question has consistently had a high P Gap score at every single survey administration (13 total) at Lake Land College since 2002. The three questions below have the highest P Gap scores for the 2026 survey administration.

- Students are notified early in the term if they are doing poorly in class (P Gap = .48)
- My online course instructor(s) provide timely feedback (P Gap = .47)
- The quality of instruction I receive in most of my classes is excellent (P Gap = /50)

Other areas to examine in more detail include:

- Classes are scheduled at times that are convenient for me.
- Faculty take into consideration student differences as they teach a course.
- My academic advisor helps me set goals to work toward.
- Financial aid awards are announced to students in time to be helpful in college planning.
- I can easily find information, assignments, instructions, and resources for my online course(s) in Canvas.
- This campus provides effective support services for single parents.
- Adequate financial aid is available for most students.
- Channels for expressing student complaints are readily available.

These results offer current student perspectives on importance and satisfaction across a variety of areas integral to student success. Overall, the student satisfaction inventory results indicate that students are satisfied with their experience at Lake Land College. In fact, only 17 items in the survey have a mean satisfaction score below 6.0/satisfied response option. While students are satisfied, in general, there are areas where the College has opportunities to improve its services. These areas for growth (i.e., quality education, course scheduling, and easily finding information for assignments and instructions) provide further evidence to justify the goals and objectives of Lake Land College's new strategic direction "Education that Fits Your Life."