Spring 2019 Student Satisfaction Survey Report (RNL)
Background

• Kishwaukee College regularly assesses Student Satisfaction and Importance of the College services every other Spring since 2011.

• Why?
  • Accreditation Bodies (HLC)
  • Strategic Planning Design
  • Departmental Assessment
• Admissions
• Athletics
• Faculty
• TRiO
• Marketing
• Senior Leadership
• Everyone else!
Spring 2019 Demographics

• Response Rate: 21.7% (n=487)
• Gender: 67% female/33% male
• Health careers programs slightly over-represented
• Transportation career programs under-represented
• Racial minority students slightly under-represented
What is a “Strength”?  

**Strengths:**  

<table>
<thead>
<tr>
<th>Importance</th>
<th>Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top Half</td>
<td>Top Quartile</td>
</tr>
</tbody>
</table>

Must be in both to meet requisite of “Strength”
What is a “Challenge”? 

- **Challenge:**

  - **Importance**
    - Top Half

  - **Satisfaction**
    - Bottom Quartile

  - **Importance**
    - Top Half

  - **Imp/Sat Gap**
    - Top Quartile
Strengths at Kishwaukee College

1. The campus is safe and secure for all students.
2. Students are made to feel welcome here.
3. Kishwaukee College is a valuable resource for local students.
4. The college demonstrates a commitment to meeting the needs of students with disabilities.
5. Computer labs are adequate and accessible.
6. On the whole, the campus is well-maintained.
Strengths at Kishwaukee College

7. The Bookstore on campus provides quality learning texts and supplies.

8. The college provides resources to support students who have experienced, witnessed, or have knowledge of sexual misconduct.

9. This campus provides online access to services I need.

10. The college demonstrates a commitment to the education/support of a diverse student body.

11. Library resources and services are adequate.
Challenges at Kishwaukee College

1. The quality of instruction I receive in most of my classes is excellent.
2. Tuition paid is a worthwhile investment.*
3. My academic advisor is knowledgeable about my program requirements.*
4. There are sufficient courses within my program of study available each term.
5. The college website provides all necessary information and is laid out well.*
6. Classes are scheduled at times that are convenient for me.
7. Faculty provide timely feedback about my academic progress.

*Signifies “Gap” Challenge
How do we Compare?

Higher Satisfaction vs. National Community Colleges

1. The campus is safe and secure for all students.
2. Registration processes and procedures are convenient.
3. Students are made to feel welcome here.
4. Computer labs are adequate and accessible.
5. I am able to register for the classes I need with few conflicts.
6. On the whole, the campus is well-maintained.
7. This campus provides online access to services I need.
8. Library resources and services are adequate.

Lower Satisfaction vs. National Community Colleges

1. The quality of instruction I receive in most of my classes is excellent.
Average Satisfaction Rating: Spring 2015 to Spring 2019

- My academic advisor is available when I need help.
- Computer labs are adequate and accessible.
- Counseling services are available if I need them.
- I am able to register for the classes I need with few conflicts.
- My academic advisor is knowledgeable about transfer requirements of other schools.
- Registration processes and procedures are convenient.
- Security staff respond quickly to calls for assistance.
- Students are made to feel welcome here.
- Admissions counselors accurately portray program offerings in their recruiting practices.
- My academic advisor is knowledgeable about my program requirements.
- The campus is safe and secure for all students.

Most Significant Changes 2015 to 2019
Average Satisfaction Rating: Spring 2015 to Spring 2019

- **Blue line**: Faculty provide timely feedback about my academic progress.
- **Red line**: Tuition paid is a worthwhile investment.
- **Green line**: The quality of instruction I receive in most of my classes is excellent.
- **Purple line**: Financial aid awards are announced in time to be helpful in college planning.

<table>
<thead>
<tr>
<th>Year</th>
<th>Faculty Feedback</th>
<th>Tuition Worth</th>
<th>Instruction Quality</th>
<th>Financial Aid</th>
<th>Average Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring 2015</td>
<td>5.20</td>
<td>5.80</td>
<td>5.50</td>
<td>5.30</td>
<td>Average Satisfaction</td>
</tr>
<tr>
<td>Spring 2017</td>
<td>5.50</td>
<td>5.90</td>
<td>5.70</td>
<td>5.50</td>
<td>Average Satisfaction</td>
</tr>
<tr>
<td>Spring 2019</td>
<td>5.80</td>
<td>5.70</td>
<td>5.90</td>
<td>5.70</td>
<td>Average Satisfaction</td>
</tr>
</tbody>
</table>
Positive Commentary Summary

• General Positive Regard: 47% (up from 42% in SP17)
  • Overall Experience
  • Quality for Value
  • Quality/Caring Instructors

• Campus Facilities/Renovations: 5%

• Safe/Welcoming Campus: 4%

• Quality Staff: 4%
• Improve Instructional Quality/Feedback: 6%
  • Providing Grades (timely) via D2L
  • Expanding Office Hours (Adjunct)
• Kish Café Food Options/Quality/Cost: 5%
  • Gluten-Free
  • Proportions/Freshness
  • Lower Overall Cost
• Improve Academic Advisement: 4%
  • Knowledge of Programs
  • Personal Caring/Approach
• Expanding Course Offerings: Evening/Online: 3%
**Final Summary**

- **The Good Stuff**
  - The composite satisfaction of items in Spring 2019 was the highest of all surveys (5.92) as was the response rate (21.7%)!
  - Of the 50 items on the survey, 46 had an aggregate positive change from Spring 2015 to Spring 2019
  - Though still on challenge items, areas of Academic Advising/Counseling statistically improved.

- **The Challenges**
  - Instructional Quality/Feedback amongst areas of decline in SP19
  - Providing diverse sections with enrollment declines
  - Best way to serve students…
    - Food
Please contact regarding data, questions, or further presentations

-Matthew Crull
Director of Research and Data Management