



*Spring 2022 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/Goals
 - Departmental Assessment

Spring 2022 Demographics

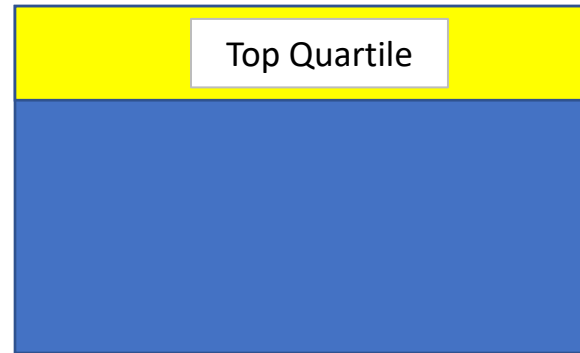
- Response Rate: 24.3% (n=366)
- Gender: 65% female/31% male/4% other/N.A.
- Racial minority students slightly under-represented
- Health careers programs slightly over-represented
- All other career programs under-represented

What is a “Strength”?

- Strengths:



Importance

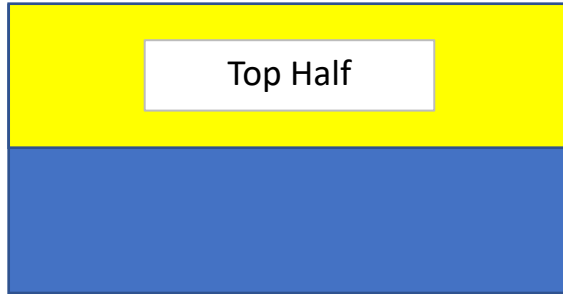


Satisfaction

Must be in both to meet requisite of “Strength”

What is a “Challenge”?

- Challenge:



Importance



Satisfaction



Importance



Imp/Sat Gap*

* None found in Spring 2022 survey

Strengths at Kishwaukee College

1. The campus is safe and secure for all students.
2. Students are made to feel welcome here.
3. The college demonstrates a commitment to meeting the needs of students with disabilities.
4. Registration processes and procedures are convenient.
5. Kishwaukee College is a valuable resource for local students.
6. The college provides online access to the tools I need.
7. On the whole, the campus is well maintained.

Challenges at Kishwaukee College

1. The quality of instruction I receive in most of my classes is excellent.
2. Classes are scheduled at times that are convenient for me.
3. I am able to register for the classes I need with few conflicts.
4. There are sufficient courses within my program of study available each term.
5. The quality of my online classes meets my expectations.
6. The college website provides all necessary information and is laid out well.
7. My advisor helps apply my program of study to career goals.

How do we Compare?

Higher Satisfaction vs. National Community Colleges

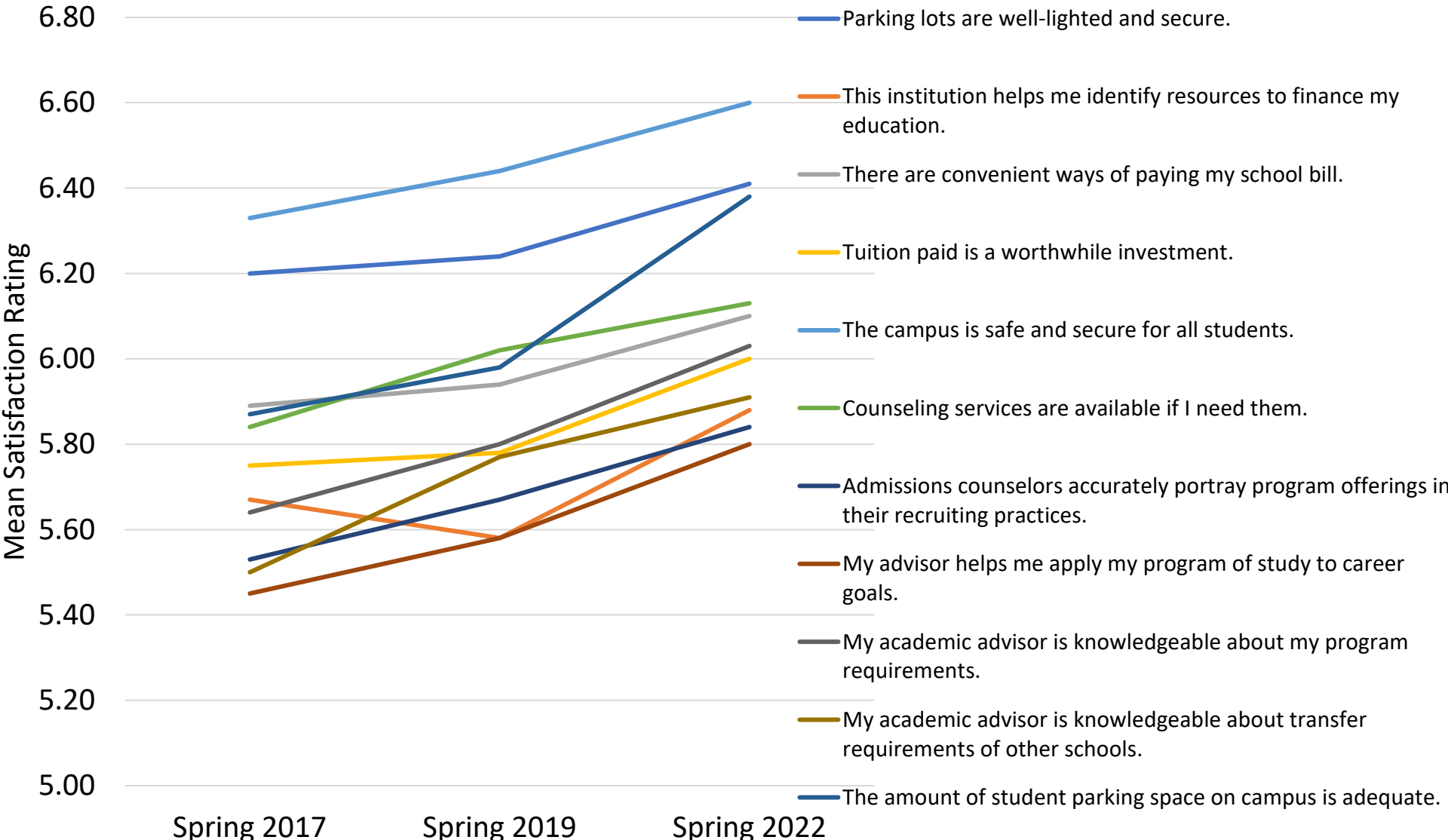
1. The campus is safe and secure for all students. (4)
2. On the whole, the campus is well-maintained. (4)

Lower Satisfaction vs. National Community Colleges

1. There are sufficient courses within my program of study available each term. (1)
2. The quality of instruction I receive in most of my classes is excellent. (2)

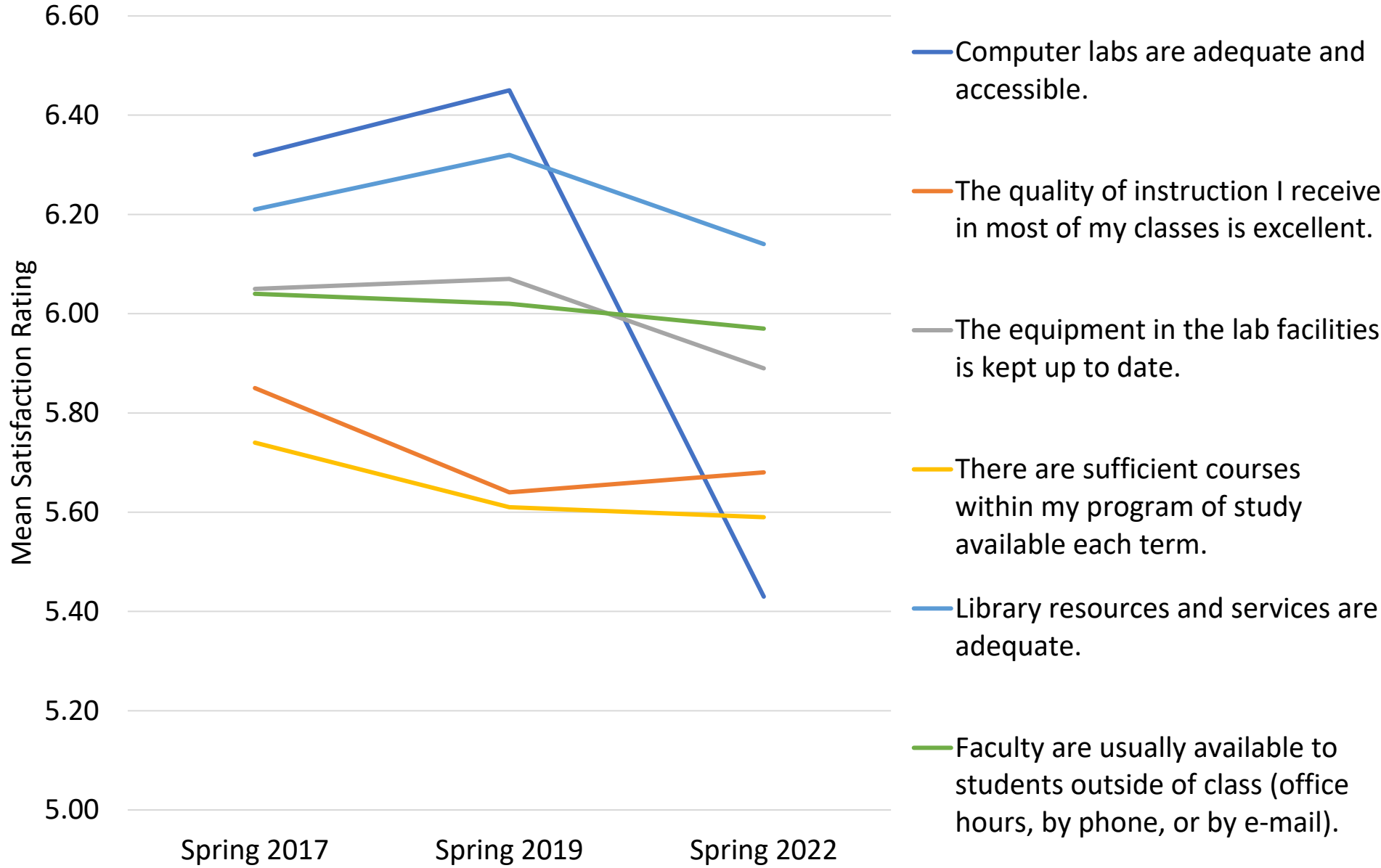
Most Significant Positive Changes (Net)

Average Satisfaction Rating: Spring 2017 to Spring 2022



Most Significant Negative Changes (Net)

Average Satisfaction Rating: Spring 2017 to Spring 2022



Positive Commentary Summary

- General Positive Regard: 51%
 - Overall Experience
 - Welcoming Environment
 - Quality/Caring Instructors
- Cost for the Opportunity: 4%
- Facility Cleanliness/Security: 3%
- TRIO Student Support Services: 3%

Improvement Commentary Summary

- Improve Instructional Quality/Feedback: 15%
 - Providing an Engaging Experience Online
 - Timely Feedback/Grades/Email Responsiveness
 - Faculty seeming “Caring”
- More Section Availability: 5%
 - Industrial Arts
- Improve Advisor Knowledge/Availability: 4%
 - Program/Transfer Requirements
 - Outreach/Number of Advisors
- Improve Facilities/Equipment: 3%
 - Dept: Horticulture/Radiology
 - Lack of usage: Cafeteria/Computer Labs

Strategic Planning Summary

The Strengths

- Overall Satisfaction/Willingness to re-enroll equal to Spring 2019 (high water mark). Approx. 90% positive.
- Campus Security/Safety/Welcomeness all time high
- Further improvements in Advising and Financing Education

The Challenges

- Instructional Engagement/Feedback (online)
- Section Availability
- Campus Facility Availability: Computer Labs/Student Areas

Questions?

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