



*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

# Strengths:

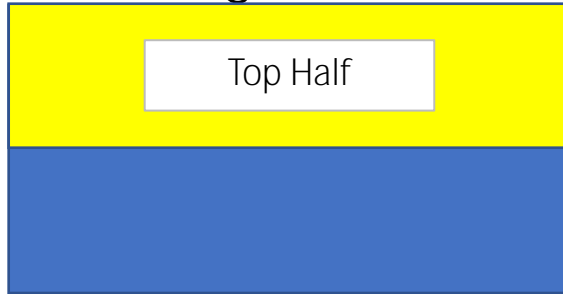


Importance



Satisfaction

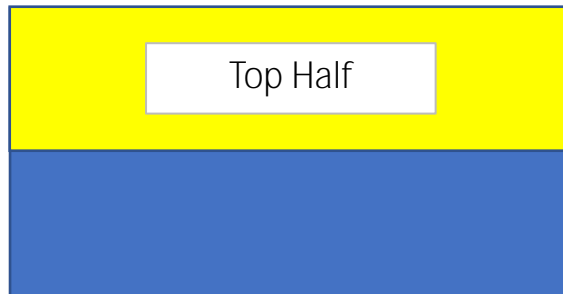
## Challenge:



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)

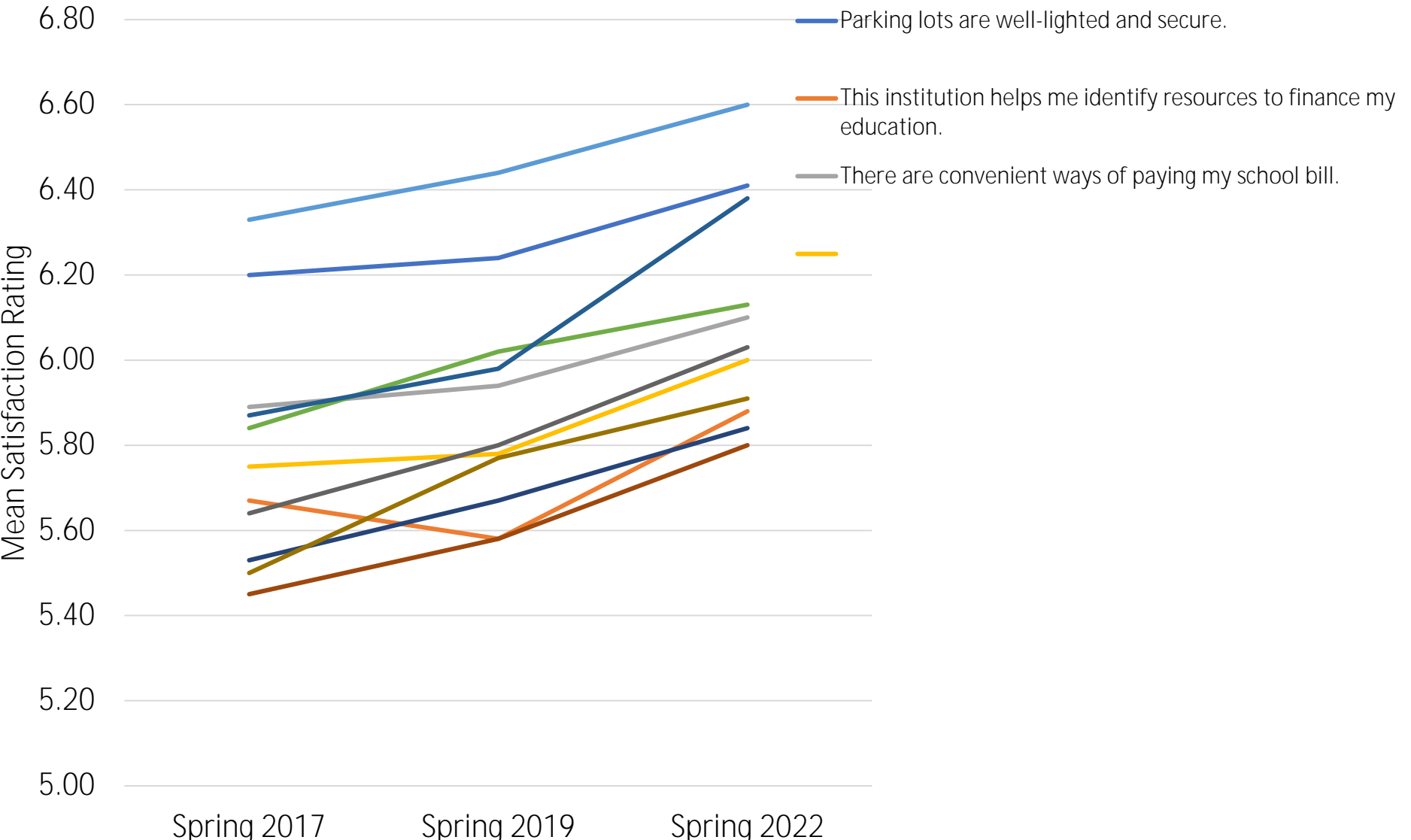
## Lower Satisfaction vs. National Community Colleges

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





# 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

**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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