2021 Ruffalo Noel Levitz Student Satisfaction Survey

Spring 2021

Lamar State College Port Arthur

Table of Contents

0

Ruffalo Noel-Levitz Student Satisfaction Inventory **2**

Student Demographics (with majority percentages) 2

The National Comparison Group 3

Student Data Application 3

Scaled Areas (in order of importance and level of satisfaction) 3

Student Satisfaction Survey for 2-Year Colleges 4

Academic Advising (and Counseling) Effectiveness 4

Admissions and Financial Aid Effectiveness 4

Campus Climate 4

Campus Services: 4

Instructional Effectiveness 4

Registration Effectiveness 4

Safety and Security 4

Student Centeredness: 4

Scale Summary 4

Strengths (High Importance – High Satisfaction) 5

High Satisfaction Ratings 10

Performance Gaps 15

Challenges (High Importance – Low Satisfaction) 15

Lowest Satisfaction Ratings Graphs 19

Summary Report of Scaled Areas 22

ACADEMIC ADVISING EFFECTIVENESS 22

ADMISSIONS & FINANCIAL AID EFFECTIVENESS 23

CAMPUS CLIMATE 24

CAMPUS SERVICES 25

INSTRUCTIONAL EFFECTIVENESS 26

REGISTRATION EFFECTIVENESS 27

SAFETY AND SECURITY 28

STUDENT CENTEREDNESS 29

Ruffalo Noel-Levitz Form B, Community College Survey questions 30

LSCPA Campus-Specific Questions 31

Ruffalo Noel-Levitz Student Satisfaction Inventory

The Ruffalo Noel-Levitz (RNL) Student Satisfaction Inventory (SSI) survey is administered to a carefully selected sample of students in April of each year. The results annually provide valuable information about Lamar State College Port Arthur (LSCPA) students as well as their perceptions of the College and its services and programs. Gathering current satisfaction data from the student population makes decision making more data-driven and allows for more strategic management of resources, initiatives and retention activities. (Due to the Covid-19 pandemic, the onsite Spring 2020 R N-L SSI was not administered)

Student Demographics (with majority percentages)

The LSCPA student sample in spring 2021 consisted of 403 participants (59% of the 670 issued) and was selected from 38 classes, a balance of academic and technical courses at the entry and middle level. The sample can be characterized according to the following demographical data (majority percentages only reported).

Gender = Female	60.05%		Age = 19 to 24 Age =25 to 34	54.66% 21.24%
Ethnicity-Race = White Hispanic	35.73% 30.08%			
Current Residence = Parent's home	49.60%		Residence = In-State	96.24%
Enrollment Status = Day	90.53%		Class Load = Full-Time	79.69%
Class Level = 1st year 2nd year	35.14% 42.64%		Current GPA = 3.0- 3.49	35.45%
Organization Memberships = None	84.59%		Tuition Source = Financial Aid	51.97%
Institution = First Choice	68.18%		Plans to Transfer = No	60.11%
Educational Goal= Associate degree	57.70%		Employment= Full-Time off campus Part-Time off campus Not Employed	 25.77% 37.50% 27.55%

The National Comparison Group

LSCPA, as a 2-year state college, is compared to 80 Community, Junior and Technical Colleges from across the United States. All of these institutions award academic and/or technical associate degrees and certificates. Some institutions in this national comparison group are part of a university group or system but are two-year campuses that meet the national group profile (E.g. Arkansas State University-Mountain Home, Louisiana State University at Eunice, and Southern University in Shreveport-Louisiana).Full list of National Comparison Group on last page.

Student Data Application

Student Success and Retention

- Focus on campus climate items
- Celebrate your strengths
- Improve items students care about
- Communicate regarding changes made

Strategic Planning

- Identify challenges that cannot be fixed immediately
- Align budget dollars on top priority issues
- Compare externally with aspirant institutions

Accreditation Documentation

- Match satisfaction survey items to accreditation criteria
- Respond to challenge items
- Highlight institutional strengths
- Document improvements over time

Recruitment

- Identify factors in the decision to enroll
- Highlight your strengths in your recruitment materials
- Understand student perceptions of admissions and financial aid

Scaled Areas (in order of importance and level of satisfaction)

Available student responses range from 1 to 7, as follows.

Importance	Satisfaction
1 = not important at all	1 = not satisfied
2 = not very important	2 = not very satisfied
3 = somewhat unimportant	3 = somewhat dissatisfied
4 = neutral	4 = neutral
5 = somewhat important	5 = somewhat satisfied
6 = important	6 = satisfied
7 = very important	7 = very satisfied

Student Satisfaction Survey for 2-Year Colleges

The RNL, Form B, is a 58-question survey that includes 10 campus-specific questions. These 58 questions are aligned into 8 academic scales:

Academic Advising (and Counseling) Effectiveness: Assesses the comprehensiveness of your academic advising program. Academic advisors (and counselors) are evaluated on the basis of their knowledge, competence, and personal concern for student success, as well as on their approachability.

Admissions and Financial Aid Effectiveness: Assesses your institution's ability to enroll students in an effective manner. This scale covers issues such as competence and knowledge of admissions counselors, as well as the effectiveness and availability of financial aid programs.

Campus Climate: Assesses the extent to which your institution provides experiences that promote a sense of campus pride and feelings of belonging. This scale also assess the effectiveness of your institution's channels of communication for students

Campus Services: (similar to Academic Services) Assess services students utilize to achieve their academic goals. These services include the library, computer labs, tutoring, and study areas.

Instructional Effectiveness: Assesses your students' academic experience, the curriculum, and the campus's overriding commitment to academic excellence. This comprehensive scale covers areas such as the effectiveness of your faculty in and out of the classroom, content of the courses, and sufficient course offerings.

Registration Effectiveness: Assesses issues associated with registration and billing. This scale also measures your institution's commitment to making this process as smooth and effective as possible.

Safety and Security: Assesses your institution's responsiveness to students' personal safety and security on your campus. This scale measures the effectiveness of both security personnel and campus facilities.

Student Centeredness: Assesses your campus's efforts to convey to students that they are important to your institution. This scale measures the extent to which students feel welcome and valued.

Scale Summary

The scales, as generated by the survey team at RNL, provide "the big picture" of areas that matter to students. Listed below is the Institutional Summary of the scales from most important to not important, and from very satisfied to not satisfied. (Scale Report)

Importance	LSCPA Average Importance	Increase /Decrease from 2019	National Average Importance	Comparison to National Average
Registration Effectiveness	6.40	0.00	6.47	-0.03
Campus Climate	6.33	-0.01	6.44	-0.11
Instructional Effectiveness	6.31	-0.02	6.42	-0.11
Academic Advising Effectiveness	6.31	0.01	6.39	-0.08
Safety and Security	6.28	0.01	6.36	-0.12
Admissions & Financial Aid Effectiveness	6.27	0.04	6.29	-0.02
Student Centeredness	6.26	-0.03	6.39	-0.13
Campus Services	6.22	0.00	6.33	-0.11
Average importance scores 6.30	**6.30**	**-0.05**	**6.39**	**-0.09**

As a summary, the LSC-PA average importance score is 6.30, which -0.05 points below the 2019 average importance score, and is 0.09 points below the National Average of 6.39.

Satisfaction	LSCPA Average Satisfaction	Increase /Decrease from 2019	National Average Satisfaction	Comparison to National Average
Registration Effectiveness	5.91	0.20	5.88	0.03
Campus Climate	5.84	0.16	5.94	-0.10
Campus Services	5.79	0.14	5.96	-0.17
Instructional Effectiveness	5.79	0.06	5.87	-0.08
Student Centeredness	5.76	0.17	5.83	-0.07
Admissions & Financial Aid Effectiveness	5.74	0.25	5.67	0.07
Safety and Security	5.74	0.37	5.73	0.01
Academic Advising Effectiveness	5.70	0.05	5.74	-0.04
Average satisfaction scores	**5.78**	**0.18**	**5.83**	**-0.05**

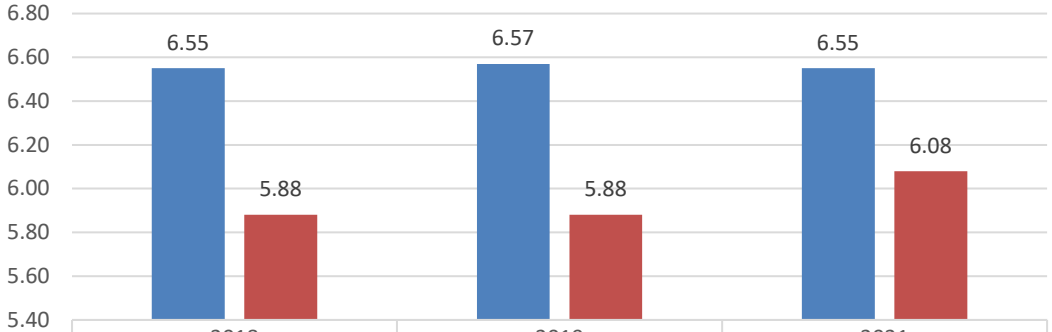
As a summary, the 2021 LSCPA Average Satisfaction score is 5.78, up 0.18 points from the 2019 average satisfaction score of 5.60, and 0.05 points below the National Average. In analyzing the satisfaction levels of the LSCPA students, overall, the results show increases in all eight scales.

Strengths (High Importance – High Satisfaction)

RNL identifies those items that rank highest for importance and satisfaction. These items are listed from strongest to weakest, first by importance, and then satisfaction.

Scale	Question	Importance	Satisfaction
Campus Climate	13. The campus is safe and secure for all students.	6.55	6.08
Campus Climate	20. Students are made to feel welcome here.	6.45	6.07
Academic Advising Effectiveness	14. My academic advisor is knowledgeable about my program requirements.	6.42	5.88
Registration Effectiveness	9. I am able to register for the classes I need with few conflicts.	6.39	5.94
Registration Effectiveness	19. Registration processes and procedures are convenient.	6.38	5.98
Campus Services	28. This campus provides online access to services I need.	6.38	6.02
Registration Effectiveness	32. I am able to take care of college-related business at times that are convenient for me.	6.38	5.86
Registration Effectiveness	29. There are convenient ways of paying my school bill	6.37	5.96
Campus Climate	1. The campus staff are caring and helpful.	6.36	5.94
Admissions and Fin Aid Effectiveness	15. Financial aid counseling is available if I need it.	6.35	5.86
Campus Climate	39. On the whole, the campus is well maintained.	6.34	5.98
Campus Item 3	*43. I am satisfied with the library services provided by LSCPA.	6.29	6.04

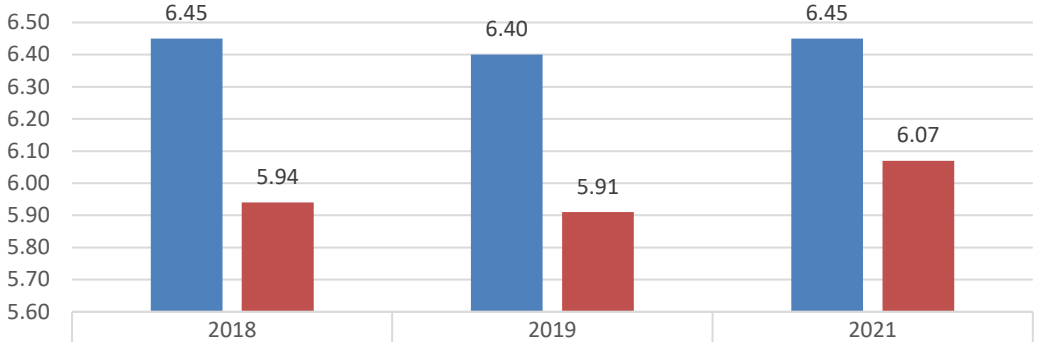
Q13 The campus is safe and secure for all students.



	2018	2019	2021
Importance	6.55	6.57	6.55
Satisfaction	5.88	5.88	6.08

Importance Satisfaction

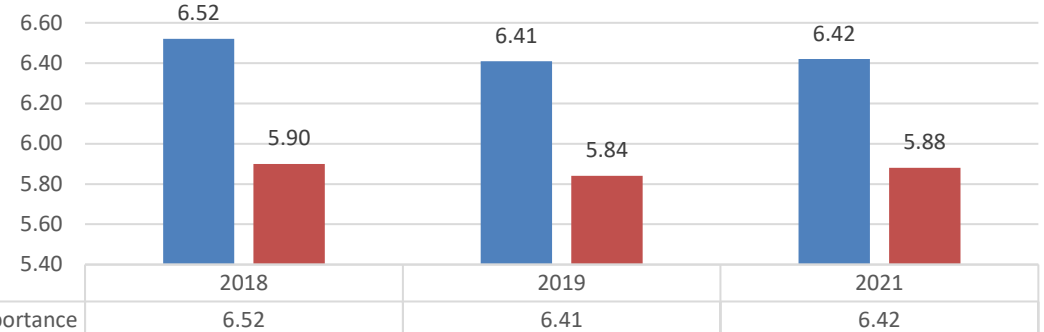
Q20 Students are made to feel welcome here



	2018	2019	2021
Importance	6.45	6.40	6.45
Satisfaction	5.94	5.91	6.07

Importance Satisfaction

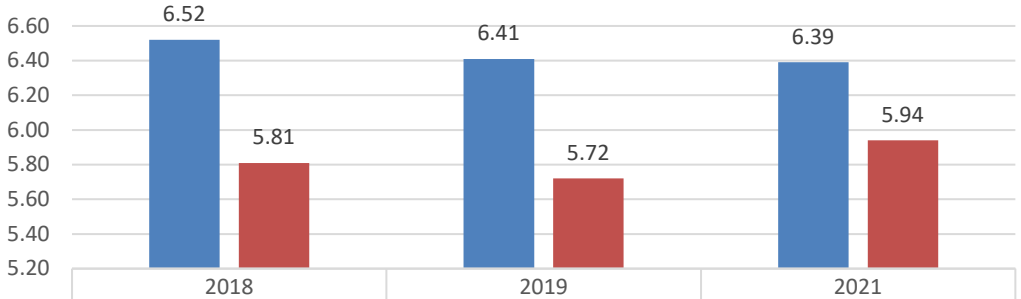
Q14 My academic advisor is knowledgeable about my program requirements



	2018	2019	2021
Importance	6.52	6.41	6.42
Satisfaction	5.90	5.84	5.88

Importance Satisfaction

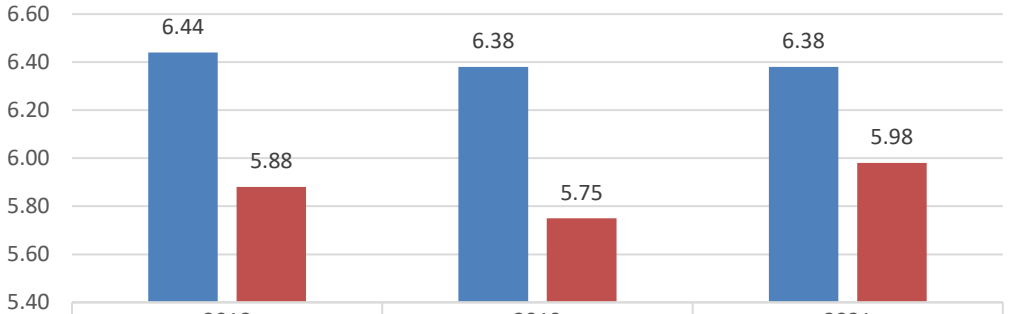
Q9 I am able to register for the classes I need with few conflicts



	2018	2019	2021
Importance	6.52	6.41	6.39
Satisfaction	5.81	5.72	5.94

Importance Satisfaction

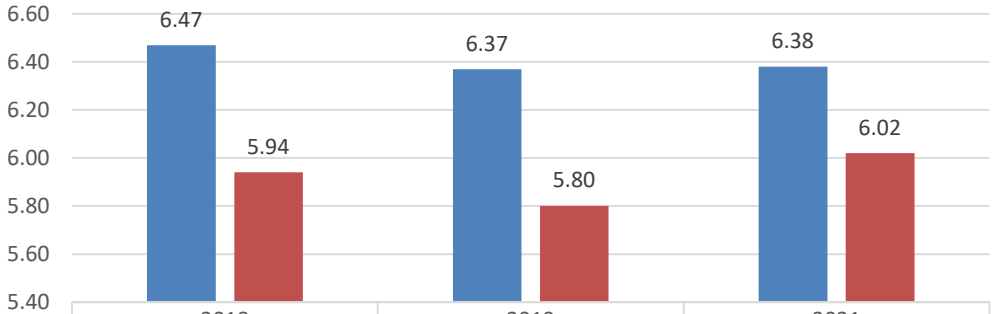
Q19 Registration processes and procedures are convenient



	2018	2019	2021
Importance	6.44	6.38	6.38
Satisfaction	5.88	5.75	5.98

Importance Satisfaction

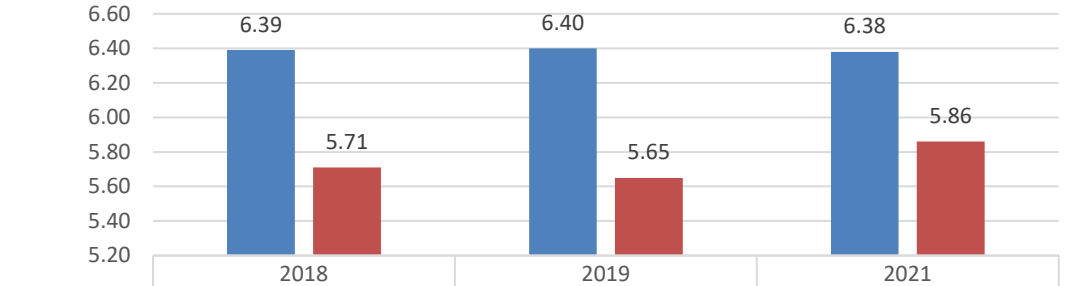
Q28 This campus provides online access to services I need.



	2018	2019	2021
Importance	6.47	6.37	6.38
Satisfaction	5.94	5.80	6.02

Importance Satisfaction

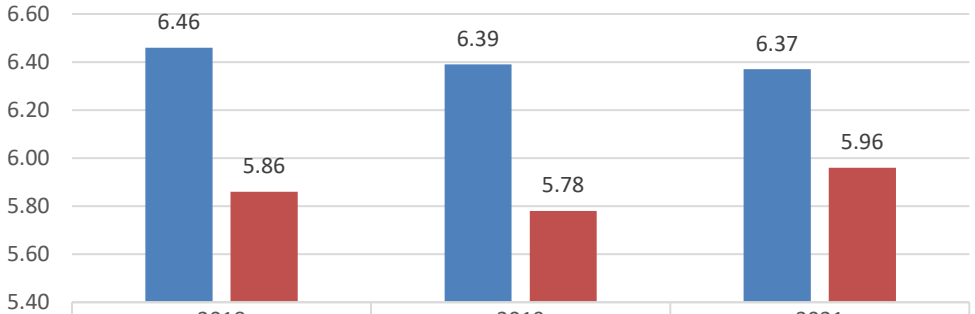
Q32 I am able to take care of college-related business at times that are convenient for me.



	2018	2019	2021
Importance	6.39	6.40	6.38
Satisfaction	5.71	5.65	5.86

Importance Satisfaction

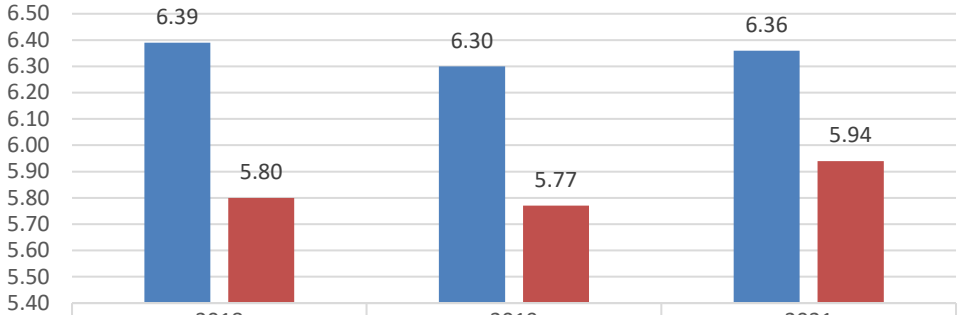
Q29 There are convenient ways of paying my school bill



	2018	2019	2021
Importance	6.46	6.39	6.37
Satisfaction	5.86	5.78	5.96

Importance Satisfaction

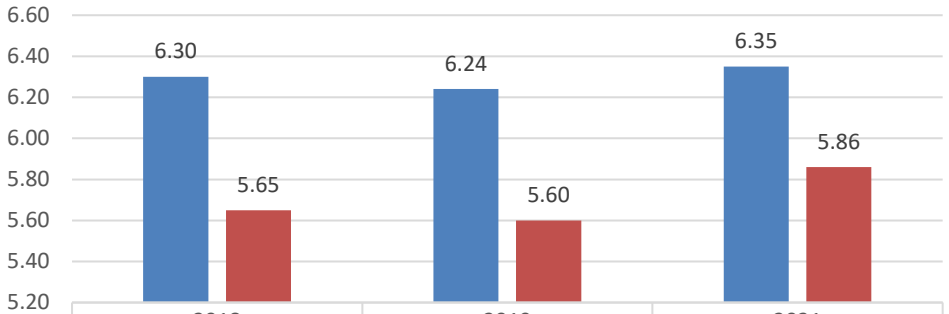
Q1 The campus staff are caring and helpful.



	2018	2019	2021
Importance	6.39	6.30	6.36
Satisfaction	5.80	5.77	5.94

Importance Satisfaction

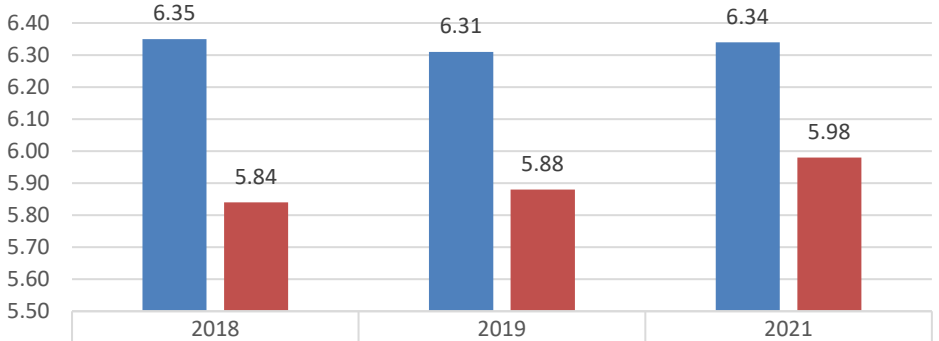
Q15 Financial aid counseling is available if I need it.



	2018	2019	2021
Importance	6.30	6.24	6.35
Satisfaction	5.65	5.60	5.86

Importance Satisfaction

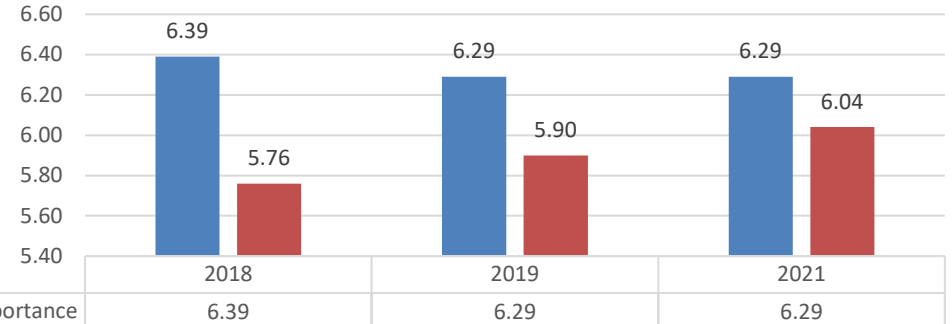
Q39 On the whole, the campus is well maintained



	2018	2019	2021
Importance	6.35	6.31	6.34
Satisfaction	5.84	5.88	5.98

Importance Satisfaction

Q43 I am satisfied with the library services provided by LSCPA.

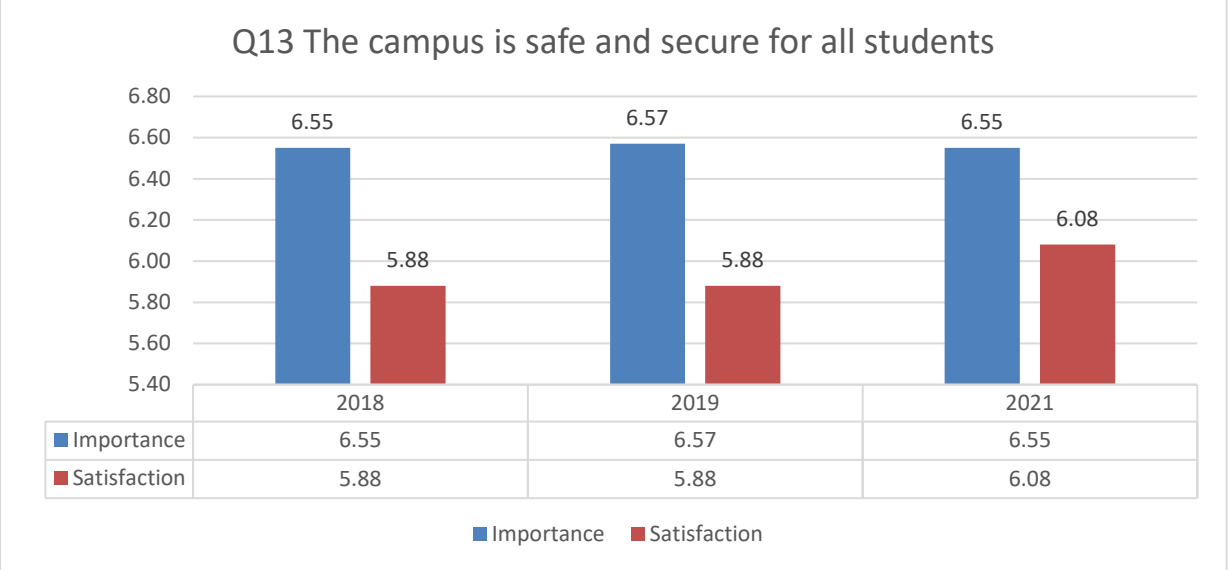


	2018	2019	2021
Importance	6.39	6.29	6.29
Satisfaction	5.76	5.90	6.04

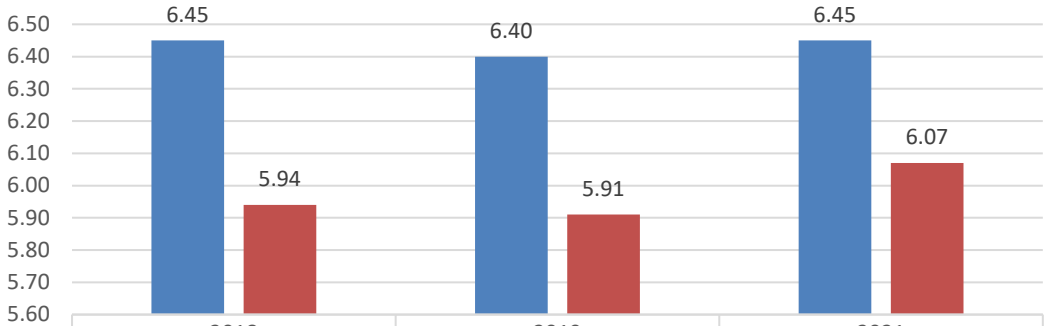
Importance Satisfaction

High Satisfaction Ratings When reviewing the satisfaction ratings for all survey items, these scales are ranked with the highest points of satisfaction on our campus, independent of importance rating.

Scale	Survey Question	Satisfaction
Campus Climate	13. The campus is safe and secure for all students.	6.08
Campus Climate	20. Students are made to feel welcome here.	6.07
Campus Item 3	43. I am satisfied with the library services provided by LSCPA.	6.04
Campus Services	28. This campus provides online access to services I need.	6.02
Campus Services	18. Computer labs are adequate and accessible.	6.01
Registration Effectiveness	19. Registration processes and procedures are convenient.	5.98
Campus Climate	39. On the whole, the campus is well maintained.	5.98
Registration Effectiveness	29. There are convenient ways of paying my school bill.	5.96
Campus Climate	1. The campus staff are caring and helpful.	5.94
Campus Services	6. Library resources and services are adequate.	5.94
Registration Effectiveness	9. I am able to register for the classes I need with few conflicts.	5.94
Academic Advising Effectiveness	14. My academic advisor is knowledgeable about my program requirements.	5.88



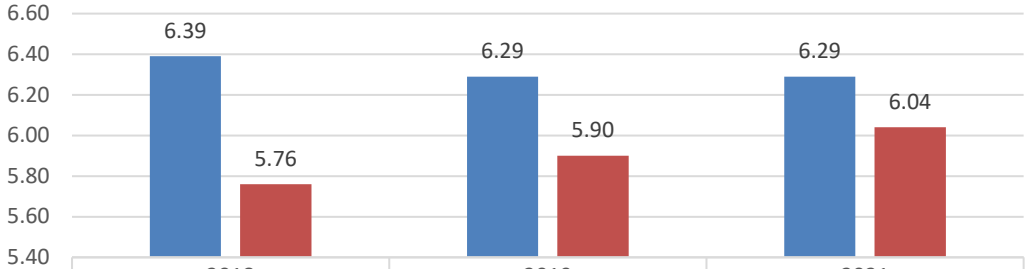
Q20 Students are made to feel welcome here



	2018	2019	2021
Importance	6.45	6.40	6.45
Satisfaction	5.94	5.91	6.07

Importance Satisfaction

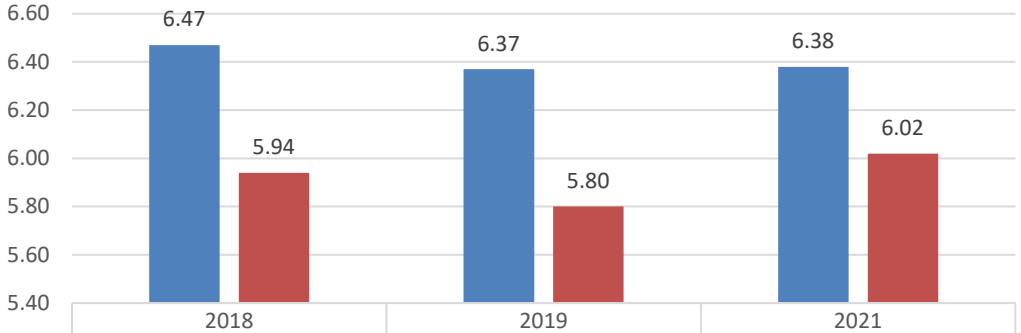
Q43 I am satisfied with the library services provided by LSCPA.



	2018	2019	2021
Importance	6.39	6.29	6.29
Satisfaction	5.76	5.90	6.04

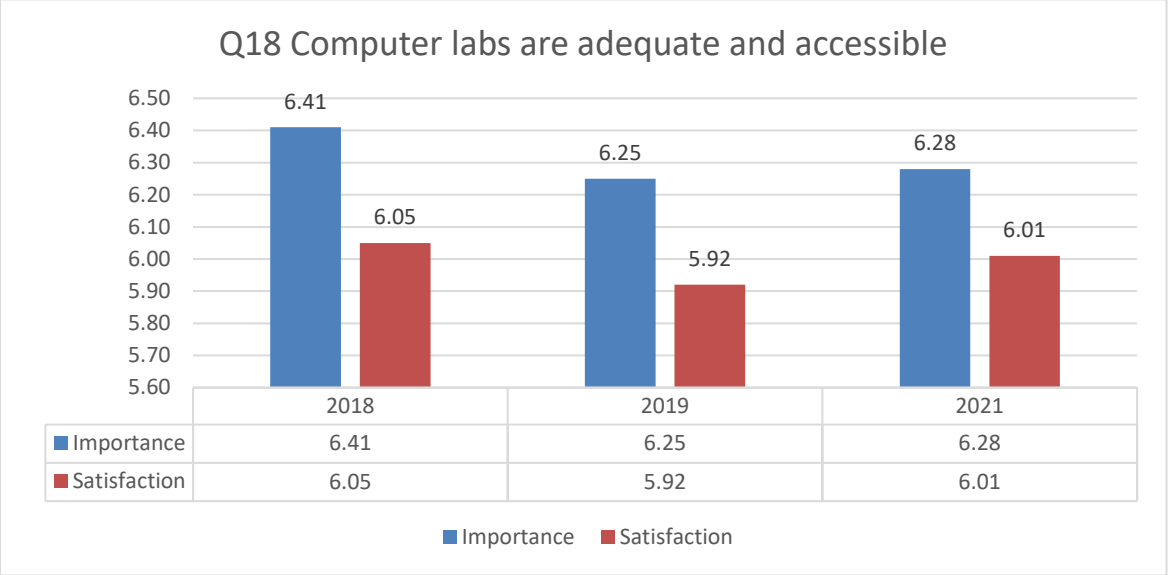
Importance Satisfaction

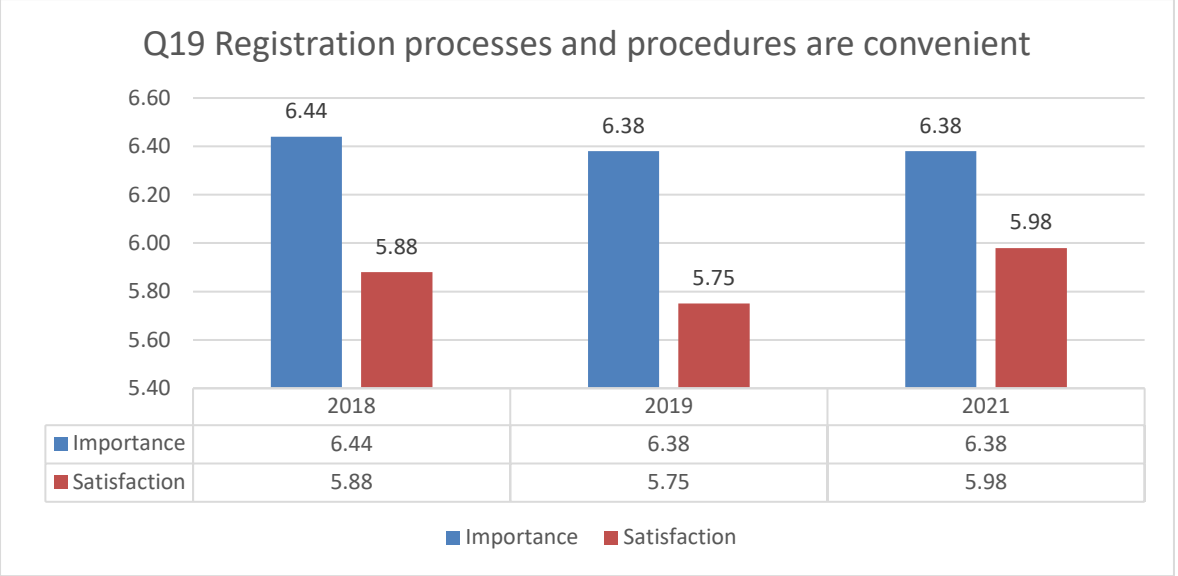
Q28 This campus provides online access to services I need

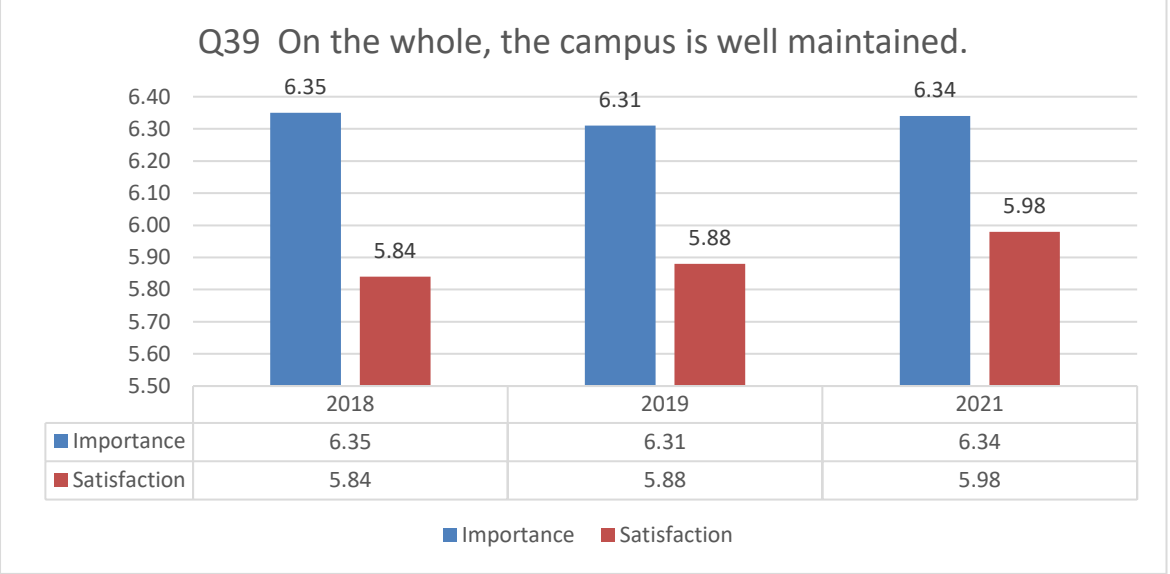


	2018	2019	2021
Importance	6.47	6.37	6.38
Satisfaction	5.94	5.80	6.02

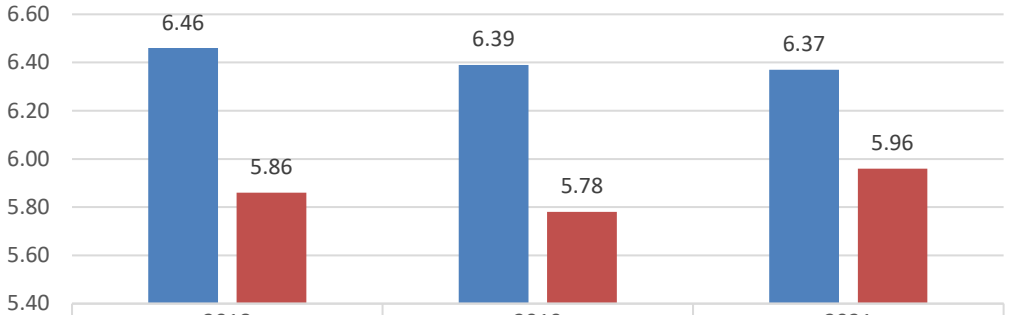
Importance Satisfaction


Q18 Computer labs are adequate and accessible
6.50
6.40
6.30
6.20
6.10
6.00
5.90
5.80
5.70
5.60
6.41
6.05
6.25
5.92
6.28
6.01
2018
2019
2021
Importance
6.41
6.25
6.28
Satisfaction
6.05
5.92
6.01
Importance
Satisfaction


Q19 Registration processes and procedures are convenient
6.60
6.40
6.20
6.00
5.80
5.60
5.40
6.44
5.88
6.38
5.75
6.38
5.98
2018
2019
2021
Importance
6.44
6.38
6.38
Satisfaction
5.88
5.75
5.98
Importance
Satisfaction


Q39 On the whole, the campus is well maintained.
6.40
6.30
6.20
6.10
6.00
5.90
5.80
5.70
5.60
5.50
6.35
5.84
6.31
5.88
6.34
5.98
2018
2019
2021
Importance
6.35
6.31
6.34
Satisfaction
5.84
5.88
5.98
Importance
Satisfaction

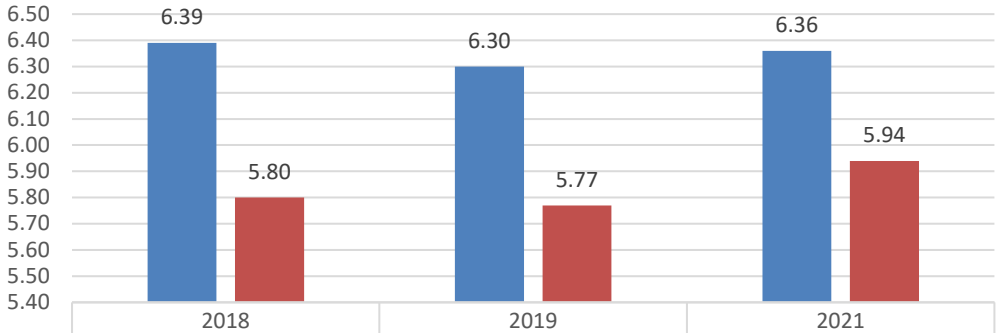
Q29 here are convenient ways of paying my school bill



	2018	2019	2021
Importance	6.46	6.39	6.37
Satisfaction	5.86	5.78	5.96

Importance Satisfaction

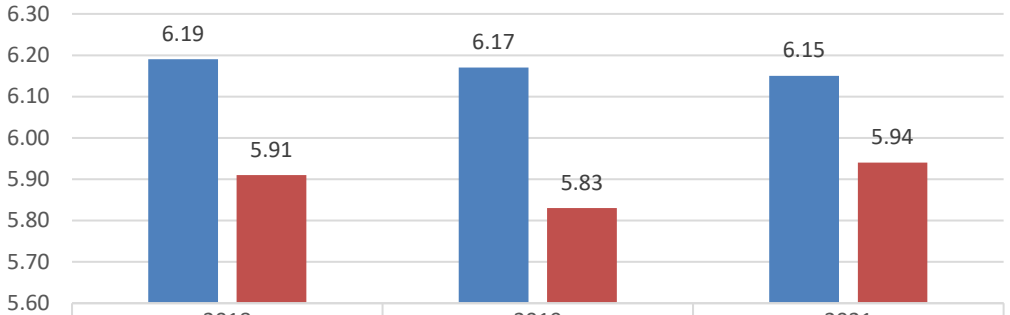
Q1 The campus staff are caring and helpful.



	2018	2019	2021
Importance	6.39	6.30	6.36
Satisfaction	5.80	5.77	5.94

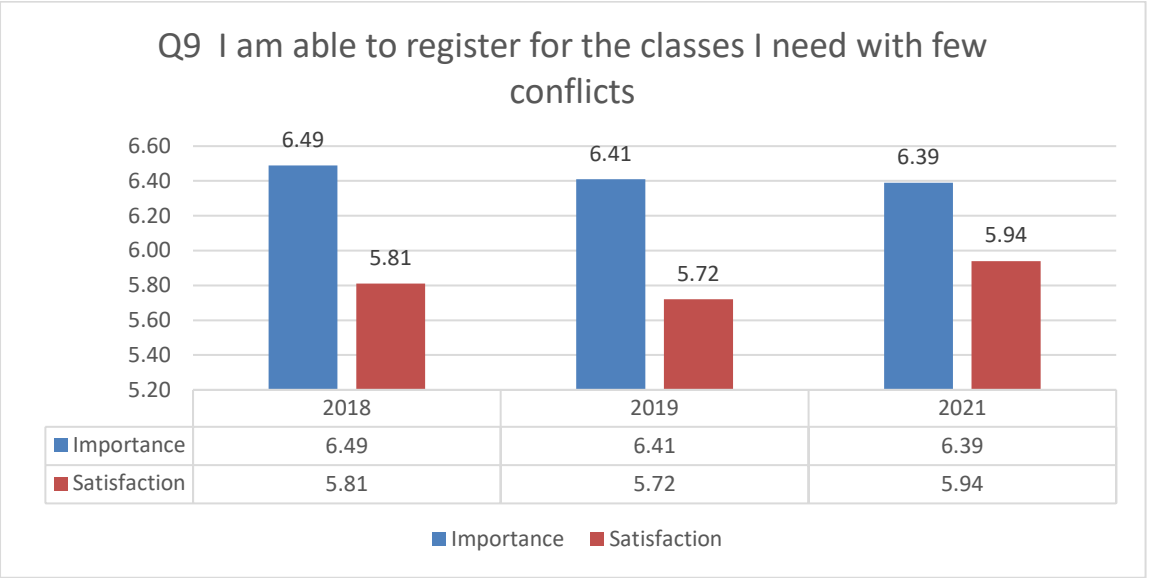
Importance Satisfaction

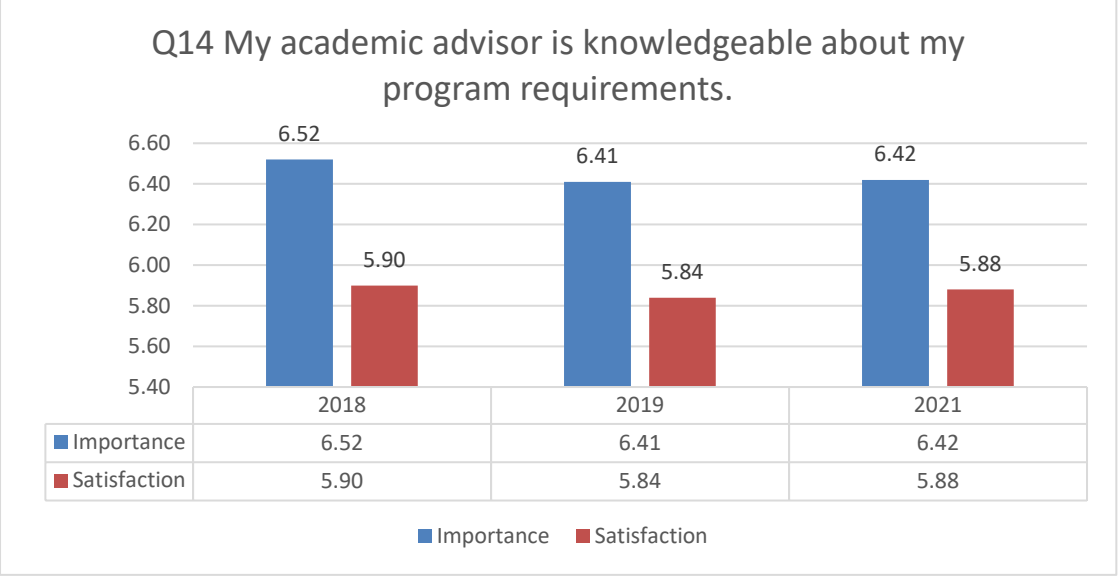
Q6 Library resources and services are adequate



	2018	2019	2021
Importance	6.19	6.17	6.15
Satisfaction	5.91	5.83	5.94

Importance Satisfaction


Q9 I am able to register for the classes I need with few conflicts
6.60
6.40
6.20
6.00
5.80
5.60
5.40
5.20
6.49
5.81
6.41
5.72
6.39
5.94
2018
2019
2021
Importance 6.49 6.41 6.39
Satisfaction 5.81 5.72 5.94
Importance
Satisfaction


Q14 My academic advisor is knowledgeable about my program requirements.
6.60
6.40
6.20
6.00
5.80
5.60
5.40
6.52
5.90
6.41
5.84
6.42
5.88
2018
2019
2021
Importance 6.52 6.41 6.42
Satisfaction 5.90 5.84 5.88
Importance
Satisfaction

Performance Gaps These survey items received the lowest performance gap (difference in importance ranking and satisfaction ranking) indicating that not only were LSC-PA students highly satisfied with this survey item but ranked those services as highly important.

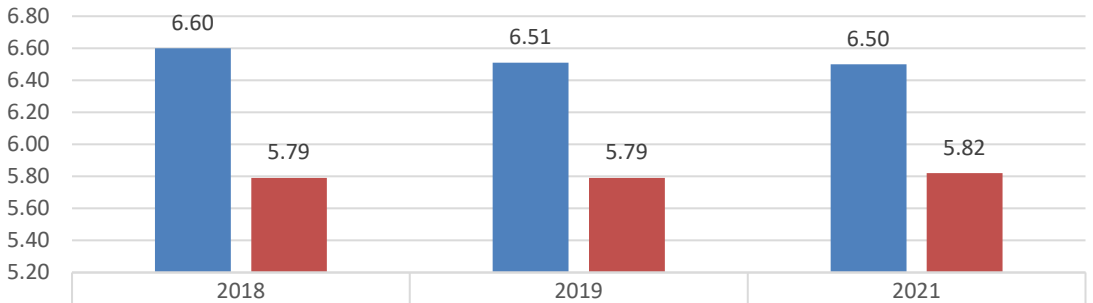
Scale	Survey Question	Lowest Performance Gaps
Campus Services	18. Computer labs are adequate and accessible.	0.33
Campus Services	6. Library resources and services are adequate.	0.34
Campus item 3	43. I am satisfied with the library services provided by LSCPA.	0.39
Campus Climate	39. On the whole, the campus is well maintained.	0.43
Instructional Effectiveness	31. Faculty use a variety of technology and media in the classroom.	0.44
Campus item 8	48. I am aware of the Student Success Center and its services.	0.44
Campus item 9	49. Activities on this campus reflect student interests.	0.45
Campus Climate	20. Students are made to feel welcome here.	0.49
Academic Advising Effectiveness	16. My advisor helps me apply my program of study to career goals.	0.51
Instructional Effectiveness	38. Most classes deal with practical experiences and applications	0.52

Challenges (High Importance – Low Satisfaction)

These survey items are identified as those that ranked above the average mid-point in importance but fell into the lower 25 percent in satisfaction. The ranking averages provided are first importance, then satisfaction. Each question and response are compared graphically to the 2018-19 & 2021 responses

Scale	Question	High Importance	Low Satisfaction
Campus Item 2	42. I was advised correctly about my course requirements and/or prerequisites.	6.50	5.82
Registration Effectiveness	2. Classes are scheduled at times that are convenient for me.	6.47	5.80
Campus Item 1	41. Advisors help me establish realistic educational goals	6.39	5.73
Academic Advising Effectiveness	16. My advisor helps me apply my program of study to career goals.	6.38	5.70
Admissions and Fin Aid Effectiveness	23. This institution helps me identify resources to finance my education.	6.37	5.69
Instructional Effectiveness	25. Faculty provide timely feedback about my academic progress.	6.35	5.61
Campus Item 7	47. The Advising Office provides adequate information to students concerning career choices	6.32	5.62
Campus Item 4	44. The Advising Office helps me to easily determine how close I am to graduation	6.31	5.55

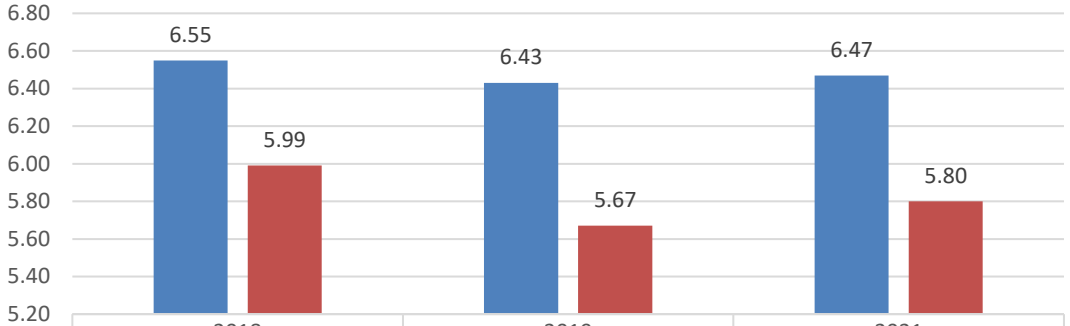
Q42 I was advised correctly about my course requirements and/or prerequisites.



	2018	2019	2021
Importance	6.60	6.51	6.50
Satisfaction	5.79	5.79	5.82

Importance Satisfaction

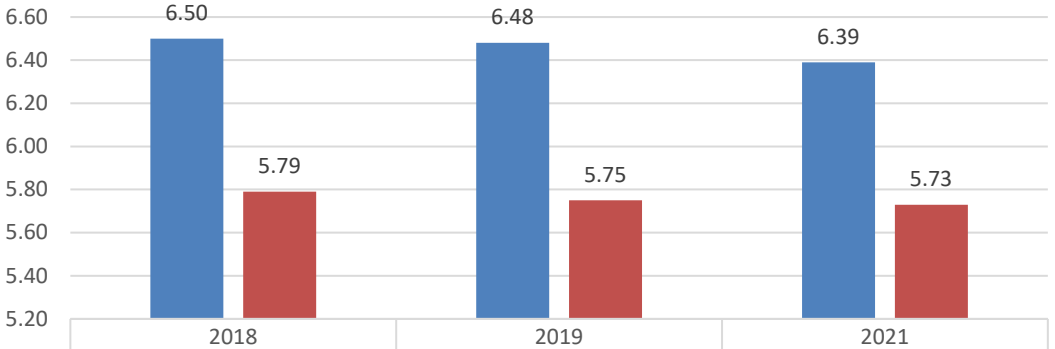
Q2 Classes are scheduled at times that are convenient for me.



	2018	2019	2021
Importance	6.55	6.43	6.47
Satisfaction	5.99	5.67	5.80

Importance Satisfaction

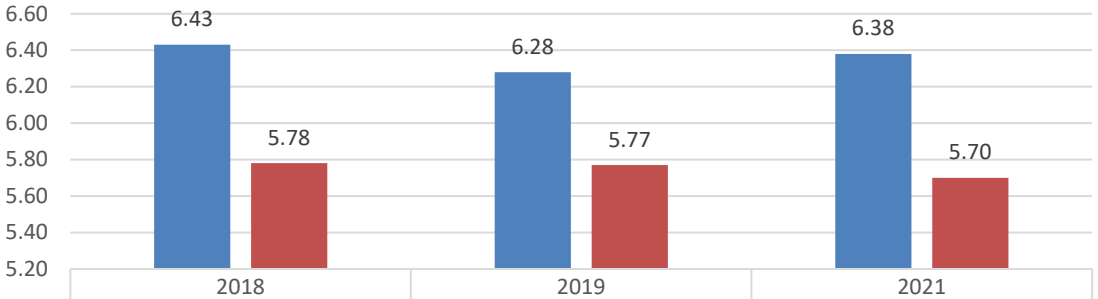
Q41 Advisors help me establish realistic educational goals



	2018	2019	2021
Importance	6.50	6.48	6.39
Satisfaction	5.79	5.75	5.73

Importance Satisfaction

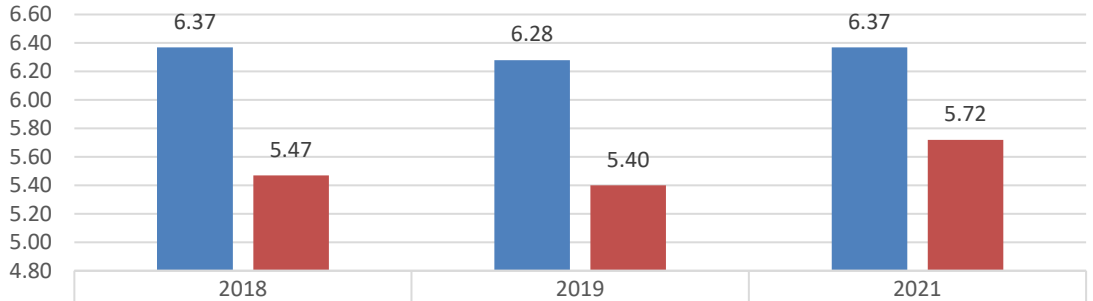
Q16 My advisor helps me apply my program of study to career goals.



	2018	2019	2021
Importance	6.43	6.28	6.38
Satisfaction	5.78	5.77	5.70

Importance Satisfaction

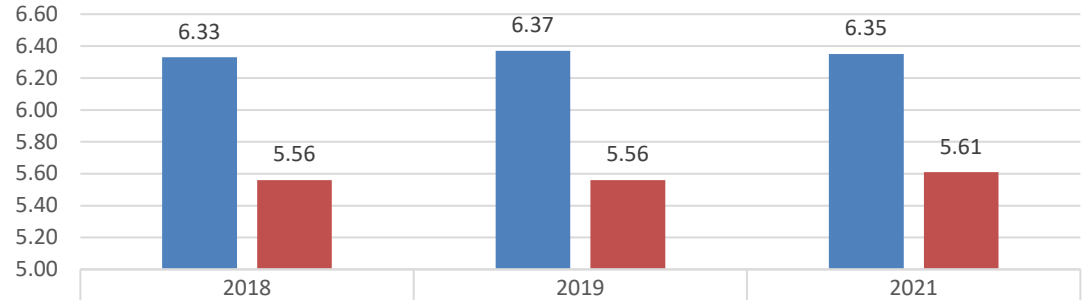
Q23 This institution helps me identify resources to finance my education.



	2018	2019	2021
Importance	6.37	6.28	6.37
Satisfaction	5.47	5.40	5.72

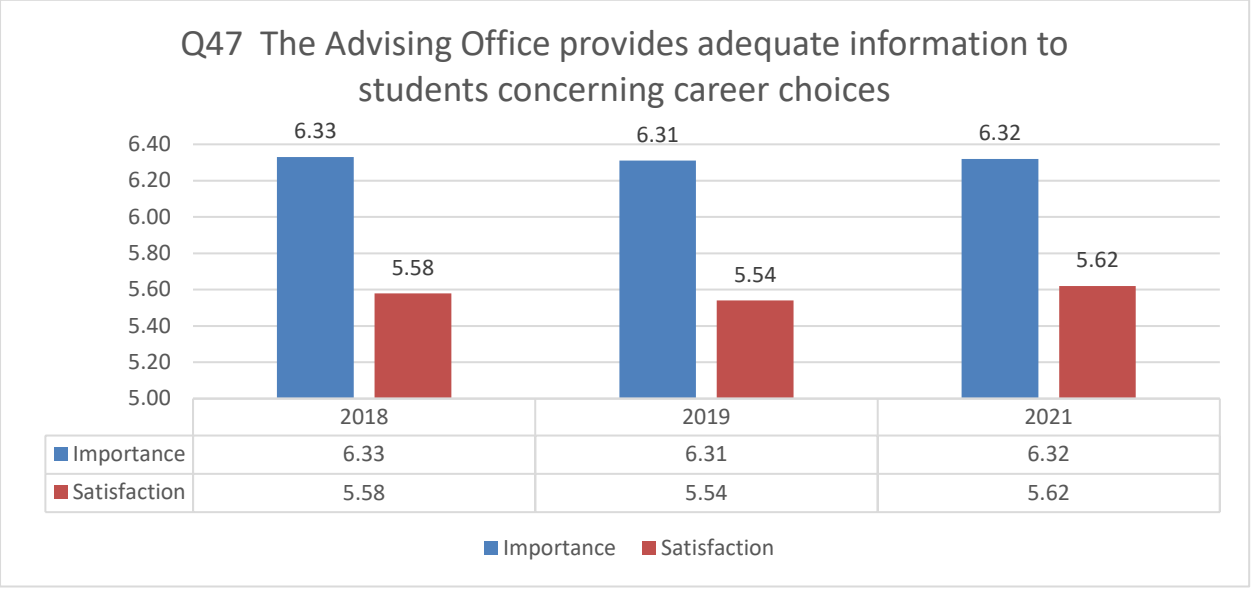
Importance Satisfaction

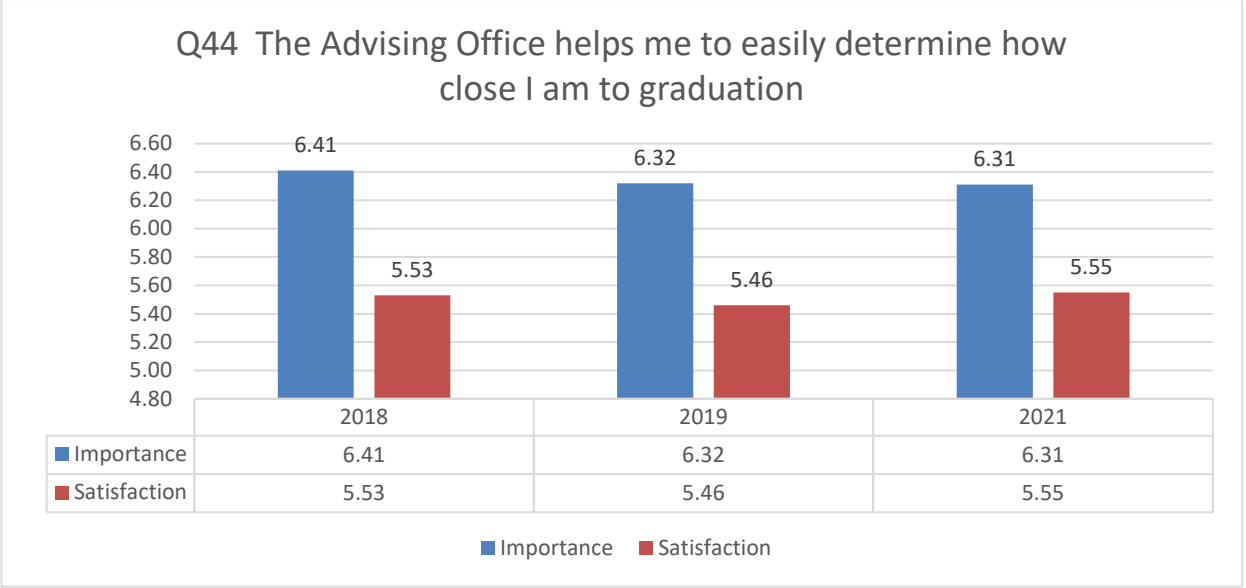
Q25 Faculty provide timely feedback about my academic progress.



	2018	2019	2021
Importance	6.33	6.37	6.35
Satisfaction	5.56	5.56	5.61

Importance Satisfaction

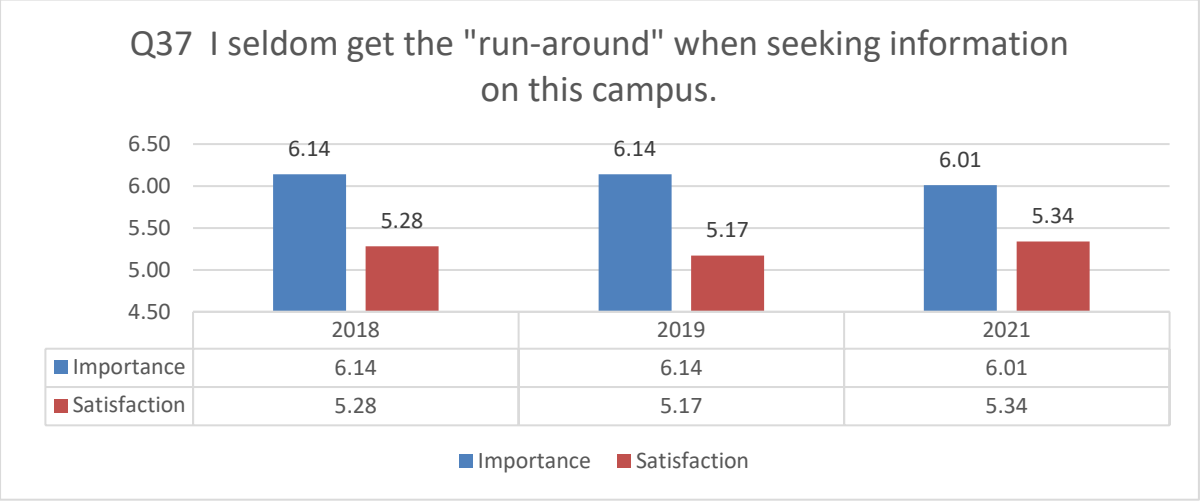

Q47 The Advising Office provides adequate information to students concerning career choices
6.40
6.20
6.00
5.80
5.60
5.40
5.20
5.00
6.33
5.58
6.31
5.54
6.32
5.62
2018
2019
2021
Importance 6.33 6.31 6.32
Satisfaction 5.58 5.54 5.62
Importance
Satisfaction

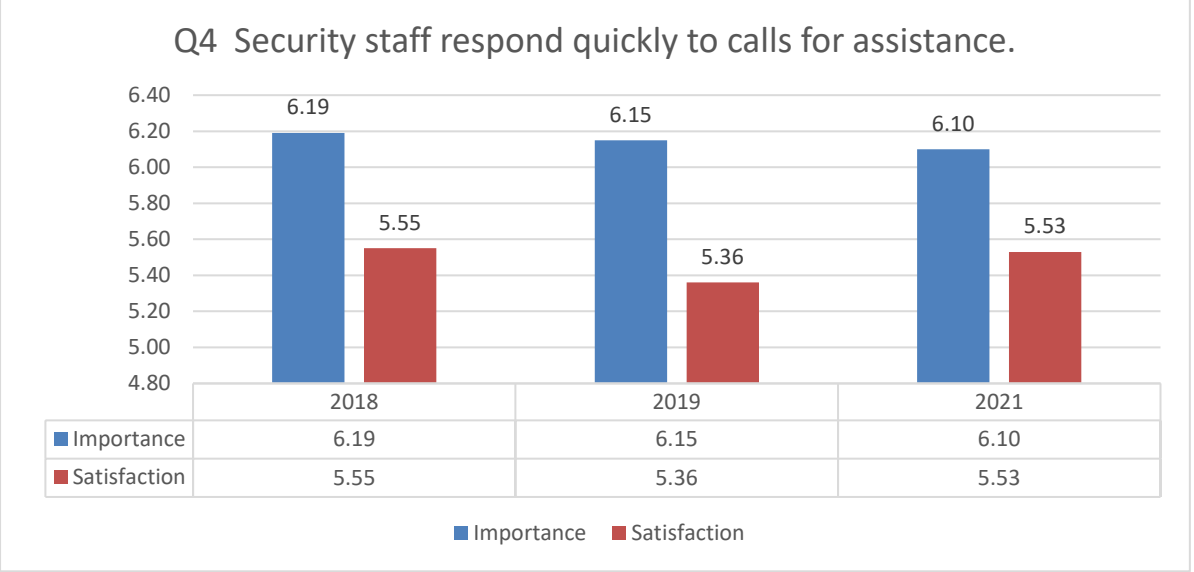

Q44 The Advising Office helps me to easily determine how close I am to graduation
6.60
6.40
6.20
6.00
5.80
5.60
5.40
5.20
5.00
4.80
6.41
5.53
6.32
5.46
6.31
5.55
2018
2019
2021
Importance 6.41 6.32 6.31
Satisfaction 5.53 5.46 5.55
Importance
Satisfaction

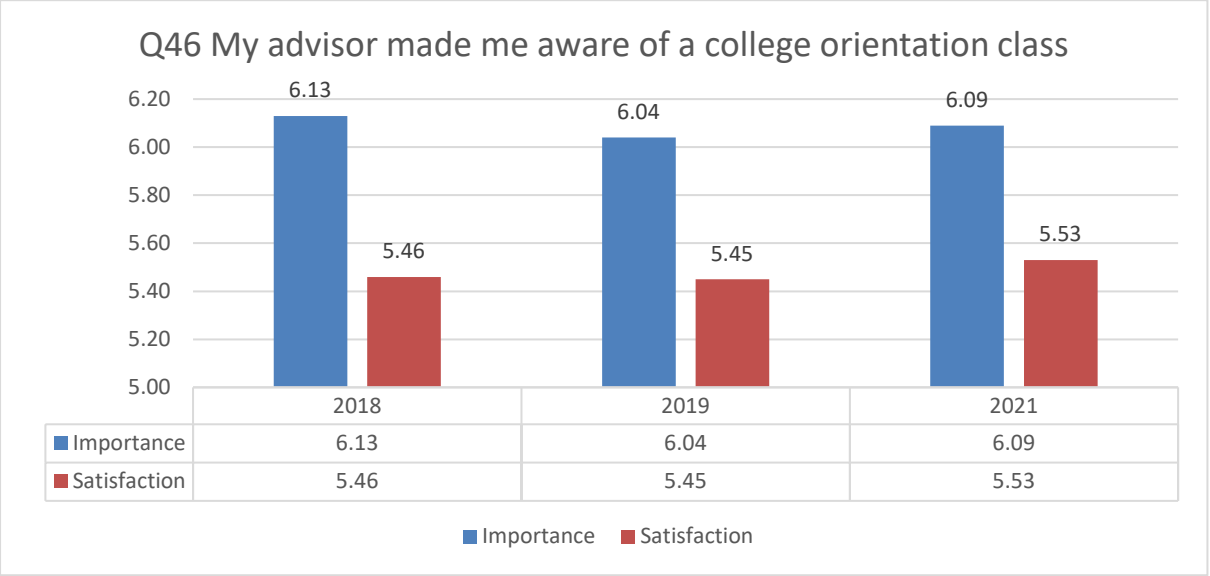
Lowest Satisfaction Ratings Graphs

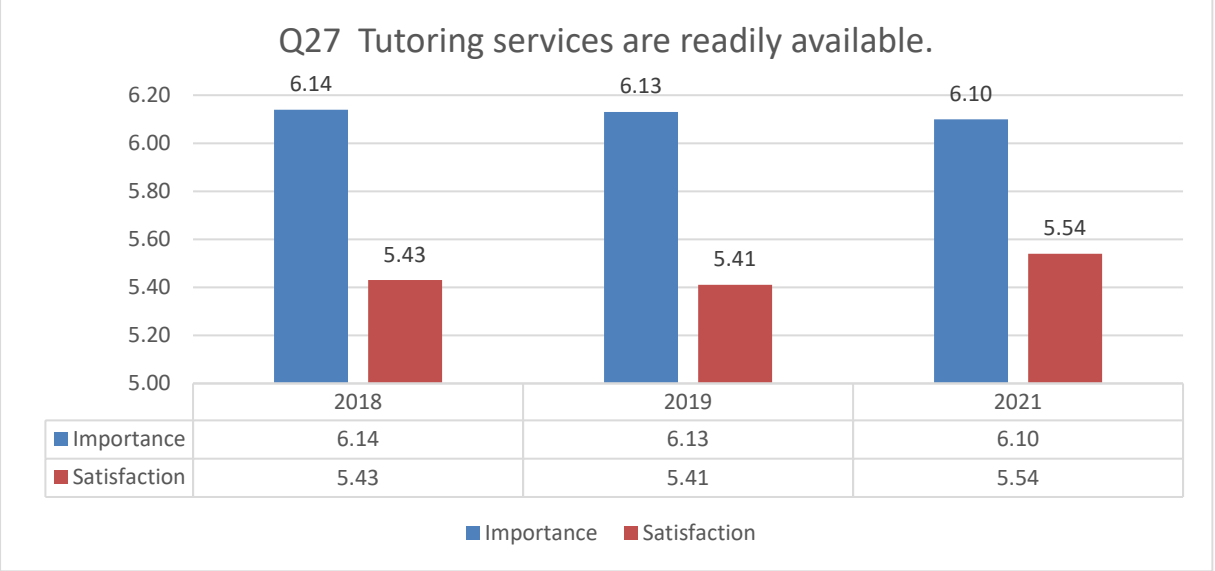
The bottom 6 individual items, those receiving the lowest satisfaction responses from the students are:

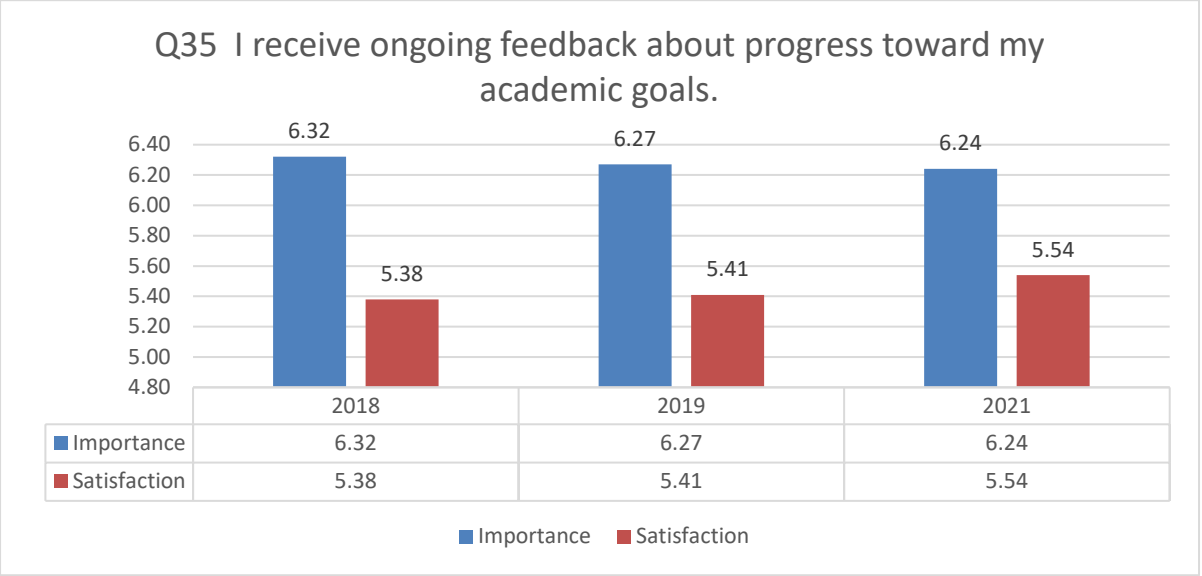
Scale	Survey Question	Lowest Satisfaction Ratings
Campus Climate	37. I seldom get the "run-around" when seeking information on this campus.	5.34
Safety and Security	4. Security staff respond quickly to calls for assistance.	5.53
Campus Item #6	46. My advisor made me aware of a college orientation class.	5.53
Campus Services	27. Tutoring services are readily available.	5.54
Academic Advising Effectiveness	35. I receive ongoing feedback about progress toward my academic goals.	5.54
Safety and Security	21. The amount of student parking space on campus is adequate.	5.55

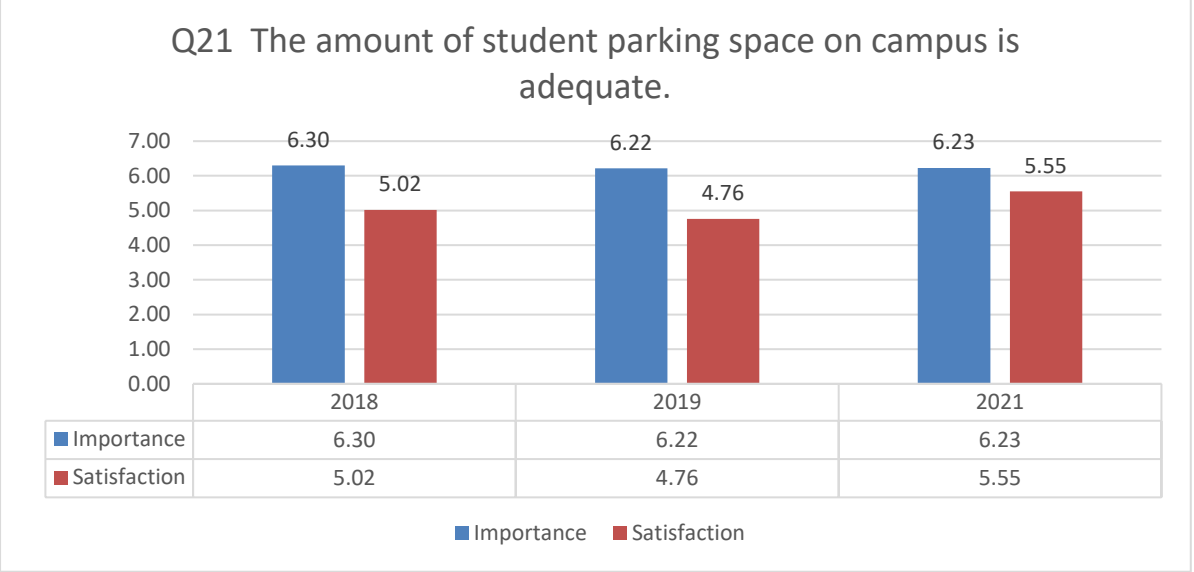





Q46 My advisor made me aware of a college orientation class
6.20
6.00
5.80
5.60
5.40
5.20
5.00
6.13
5.46
6.04
5.45
6.09
5.53
2018
2019
2021
Importance
6.13
6.04
6.09
Satisfaction
5.46
5.45
5.53
Importance
Satisfaction


Q27 Tutoring services are readily available.
6.20
6.00
5.80
5.60
5.40
5.20
5.00
6.14
5.43
6.13
5.41
6.10
5.54
2018
2019
2021
Importance
6.14
6.13
6.10
Satisfaction
5.43
5.41
5.54
Importance
Satisfaction

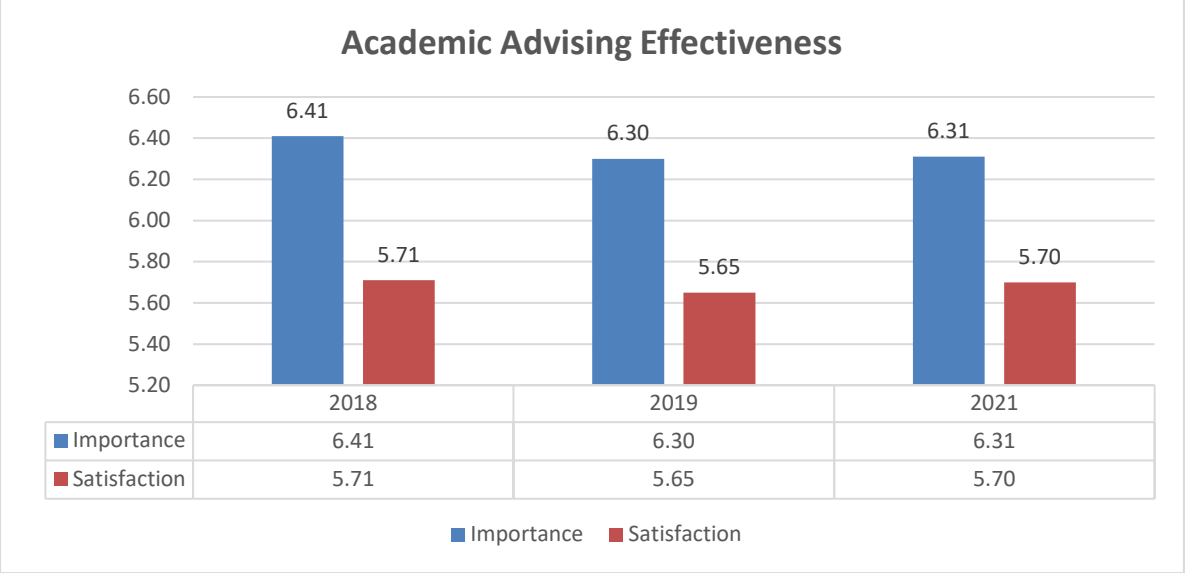

Q35 I receive ongoing feedback about progress toward my academic goals.
6.40
6.20
6.00
5.80
5.60
5.40
5.20
5.00
4.80
6.32
5.38
6.27
5.41
6.24
5.54
2018
2019
2021
Importance 6.32 6.27 6.24
Satisfaction 5.38 5.41 5.54
Importance
Satisfaction


Q21 The amount of student parking space on campus is adequate.
7.00
6.00
5.00
4.00
3.00
2.00
1.00
0.00
6.30
5.02
6.22
4.76
6.23
5.55
2018
2019
2021
Importance 6.30 6.22 6.23
Satisfaction 5.02 4.76 5.55
Importance
Satisfaction

Summary Report of Scaled Areas

Below are the scaled areas mentioned in this summary report, with the individual survey items included to identify particular items of the areas (in sequential order). The charts reveal a visual representation of satisfaction ratings provided by students over time. **Campus-added survey items

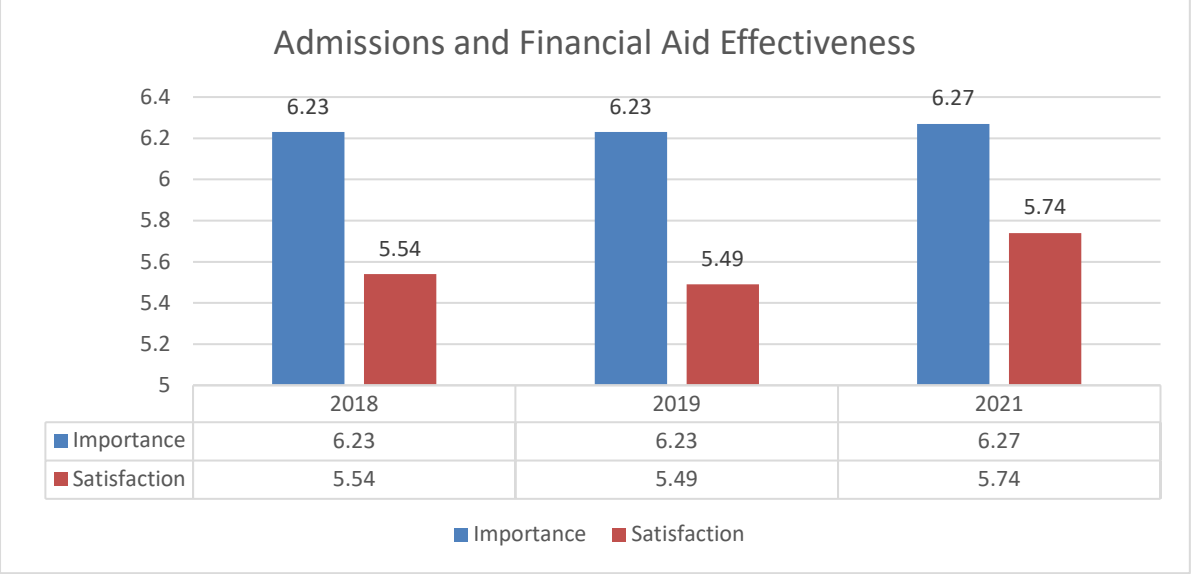
ACADEMIC ADVISING EFFECTIVENESS **This** area assesses the comprehensiveness of your academic advising program. Academic advisors are evaluated based on their knowledge, competence, and personal concern for student success, as well as on their approachability.			
Item	**Importance**	**Satisfaction**	**Performance Gap**
Overall (Scale) Averages	**6.31**	**5.70**	**0.61**
3. My academic advisor is available when I need help.	6.22	5.75	0.47
14. My academic advisor is knowledgeable about my program requirements.	6.42	5.88	0.54
16. My advisor helps me apply my program of study to career goals.	6.38	5.70	0.68
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.27	5.62	0.65
35. I receive ongoing feedback about progress toward my academic goals.	6.24	5.54	0.70
** 41. Advisors help me establish realistic educational goals.	6.39	5.73	0.66
** 42 I was advised correctly about my course requirements and/or prerequisites.	6.29	6.04	0.25
** 44. The Advising Office helps me to easily determine how close I am to graduation.	6.31	5.55	0.76
** 46. My advisor made me aware of a college orientation class.	6.09	5.53	0.56
** 47. The Advising Office provides adequate information to students concerning career choices.	6.32	5.62	0.70



ADMISSIONS & FINANCIAL AID EFFECTIVENESS

This area assesses your institution's ability to enroll students in an effective manner. This scale covers issues such as competence and knowledge of admissions counselors, as well as the effectiveness and availability of financial aid programs.

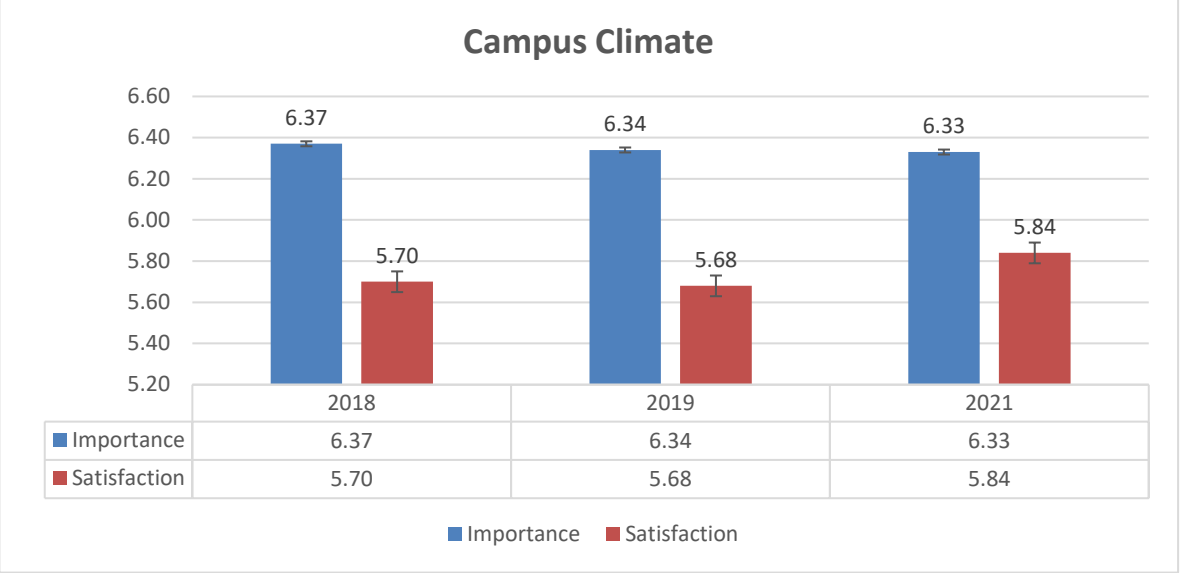
Item	Importance	Satisfaction	Performance Gap
Overall (Scale) Averages	**6.27**	**5.74**	**0.53**
5. Financial aid awards are announced in time to be helpful in college planning.	6.27	5.72	0.55
7. Admissions staff provide personalized attention prior to enrollment	6.21	5.71	0.50
15. Financial aid counseling is available if I need it.	6.35	5.86	0.49
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.13	5.69	0.44
23. This institution helps me identify resources to finance my education.	6.37	5.72	0.65



CAMPUS CLIMATE

This area assesses the extent to which your institution provides experiences that promote a sense of campus pride and feelings of belonging. This scale also assesses the effectiveness of our institution's channels of communication for students.

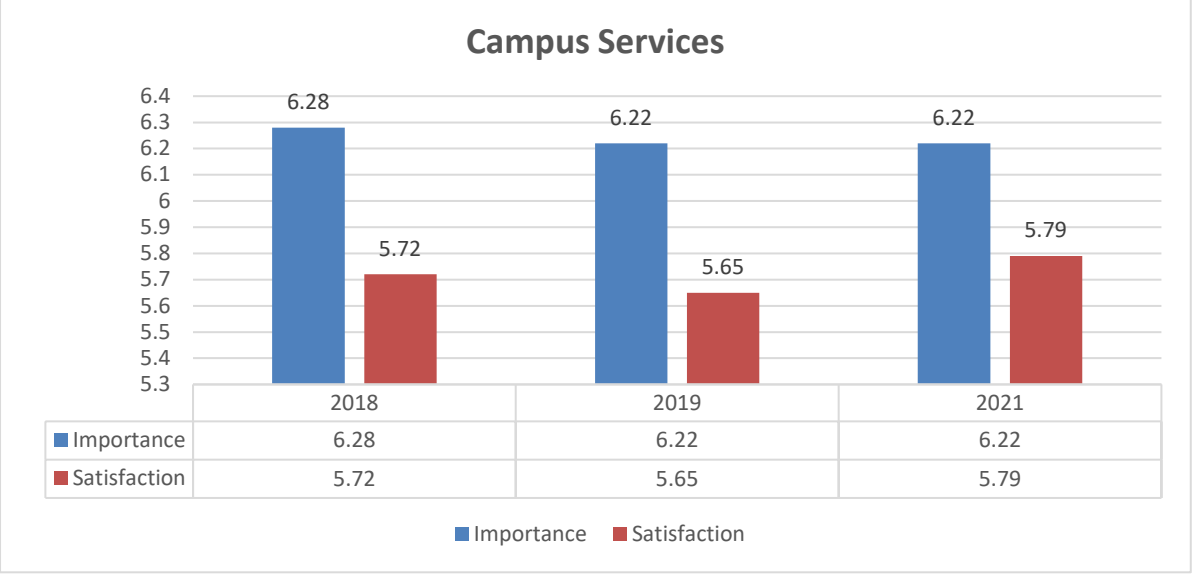
Item	Importance	Satisfaction	Performance Gap
Overall (Scale) Averages	**6.33**	**5.84**	**0.49**
1. The campus staff are caring and helpful.	6.36	5.94	0.42
13. The campus is safe and secure for all students.	6.55	6.08	0.47
20. Students are made to feel welcome here.	6.45	6.07	0.38
33. Administrators are available to hear students' concerns.	6.20	5.63	0.57
36. Tuition paid is a worthwhile investment.	6.36	5.81	0.55
37. I seldom get the "run-around" when seeking information on this campus.	6.01	5.34	0.67
39. On the whole, the campus is well maintained.	6.34	5.98	0.36



CAMPUS SERVICES

This area assesses services students utilize to achieve their academic goals. These services include the library, computer labs, and tutoring and study areas.

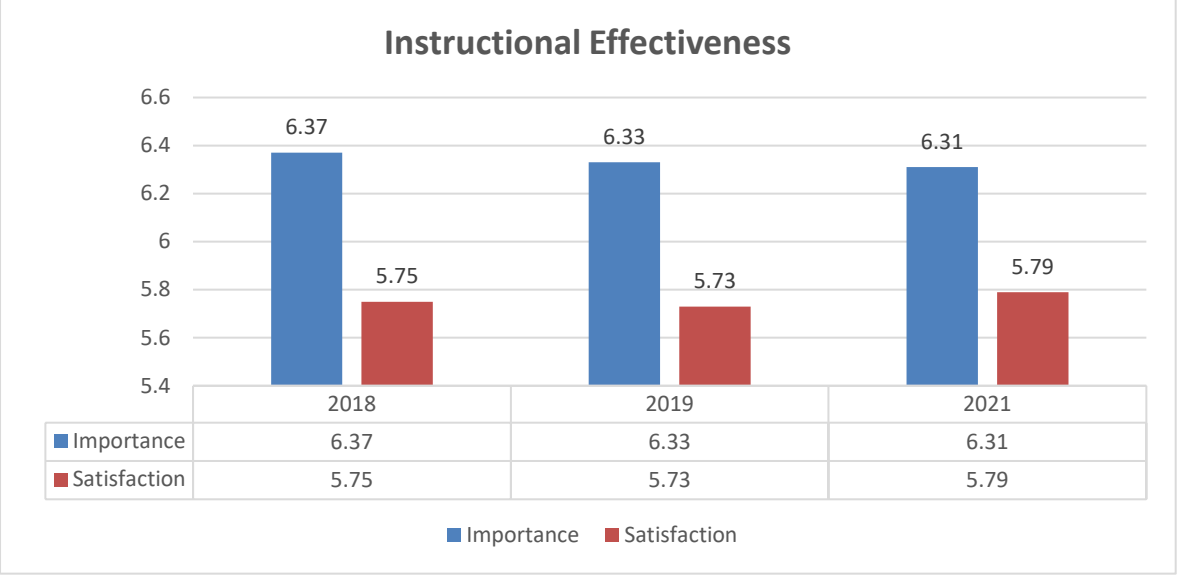
Item	Importance	Satisfaction	Performance Gap
Overall (Scale) Averages	**6.22**	**5.79**	**0.43**
6. Library resources and services are adequate.	6.15	5.94	0.21
11. Counseling services are available if I need them.	6.09	5.70	0.39
18. Computer labs are adequate and accessible.	6.28	6.01	0.27
6.The equipment in the lab facilities is kept up to date	6.26	5.64	0.62
26. There are adequate services to help me decide upon a career.	6.24	5.57	0.67
27. Tutoring services are readily available.	6.10	5.54	0.56
28. This campus provides online access to services I need.	6.38	6.02	0.36
30. The assessment and course placement procedures are reasonable.	6.22	5.83	0.39
**43. I am satisfied with the library services provided by LSCPA.	6.29	6.04	0.25
**48. I am aware of the Student Success Center and its services.	6.28	5.83	0.45



INSTRUCTIONAL EFFECTIVENESS

This area assesses your students' academic experience, the curriculum, and the campus's overriding commitment to academic excellence. This comprehensive scale covers areas such as the effectiveness of your faculty in and out of the classroom, content of the courses, and sufficient course offerings.

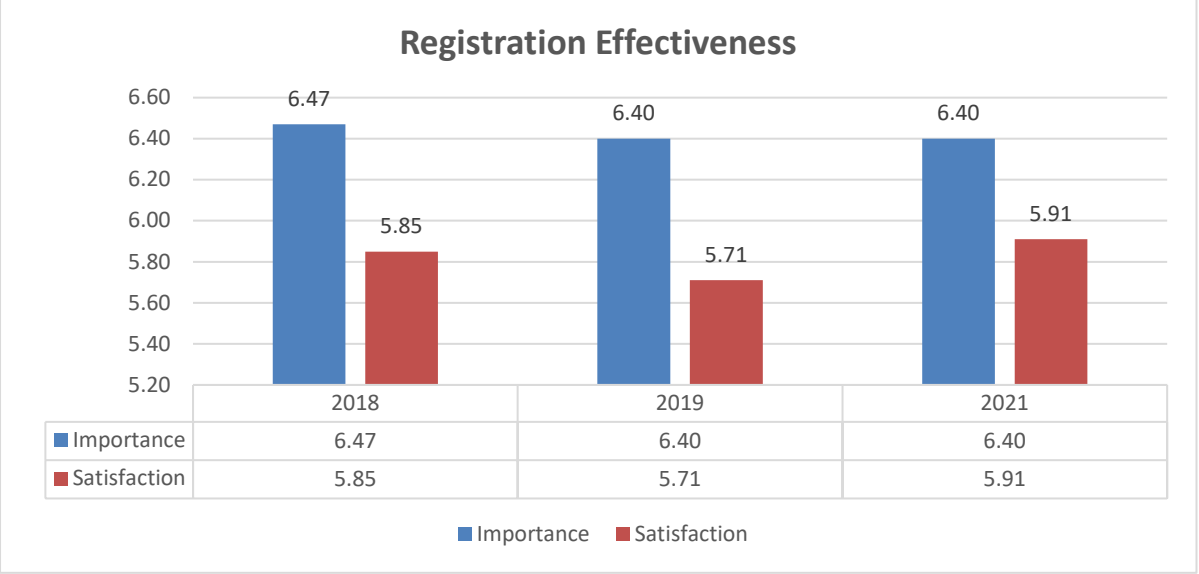
Item	Importance	Satisfaction	Performance Gap
Overall (Scale) Averages	**6.31**	**5.79**	**0.52**
8. The quality of instruction I receive in most of my classes is excellent.	6.43	5.79	0.64
12. Faculty are fair and unbiased in their treatment of individual students.	6.41	5.85	0.56
25. Faculty provide timely feedback about my academic progress.	6.35	5.61	0.74
31. Faculty use a variety of technology and media in the classroom.	6.20	5.85	0.35
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.29	5.85	0.44
38. Most classes deal with practical experiences and applications.	6.16	5.73	0.43
40. There are sufficient courses within my program of study available each term.	6.32	5.85	0.47



REGISTRATION EFFECTIVENESS

This area assesses issues associated with registration and billing. This scale also measures your institution's commitment to making this process as smooth and effective as possible.

Item	Importance	Satisfaction	Performance Gap
Overall (Scale) Averages	**6.40**	**5.91**	**0.49**
0.492. Classes are scheduled at times that are convenient for me.	6.47	5.80	0.67
9. I am able to register for the classes I need with few conflicts.	6.39	5.94	0.45
19. Registration processes and procedures are convenient.	6.38	5.98	0.40
29. There are convenient ways of paying my school bill.	6.37	5.96	0.41
32. I am able to take care of college-related business at times that are convenient for me.	6.38	5.86	0.52



SAFETY AND SECURITY

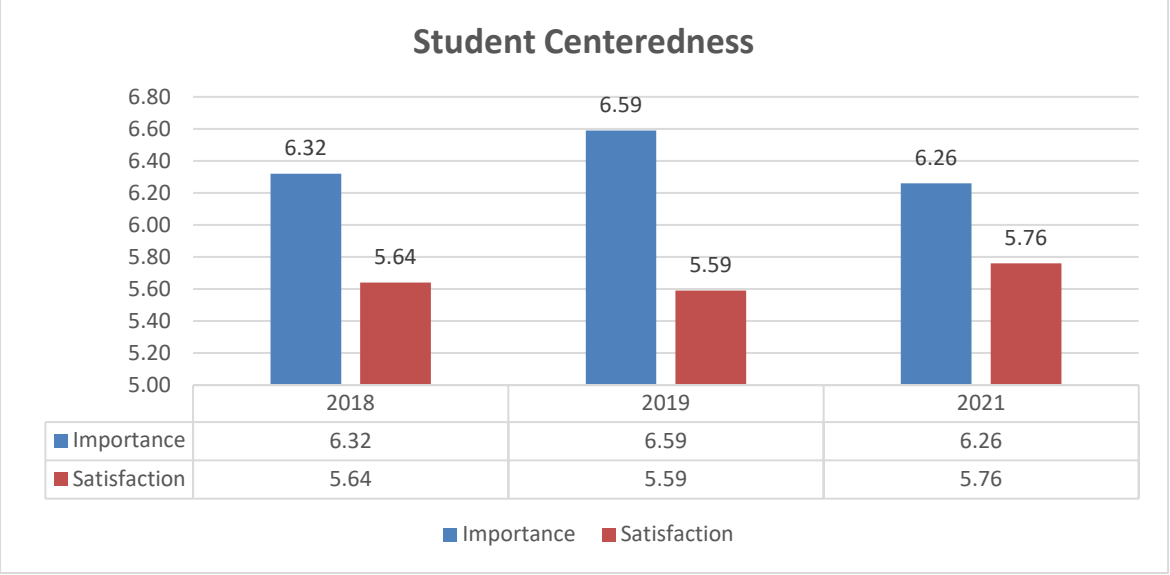
This area assesses your institution's responsiveness to students' personal safety and security on your campus. This scale measures the effectiveness of both security personnel and campus facilities.

Item	Importance	Satisfaction	Performance Gap
Overall (Scale) Averages	**6.28**	**5.74**	**0.54**
4. Security staff respond quickly to calls for assistance.	6.10	5.53	0.57
10. Parking lots are well lighted and secure.	6.23	5.75	0.48
13. The campus is safe and secure for all students.	6.55	6.08	0.47
21. The amount of student parking space on campus is adequate.	6.23	5.55	0.68

STUDENT CENTEREDNESS

This area assesses your campus's efforts to convey to students that they are important to your institution. This scale measures the extent to which students feel welcome and valued.

Item	Importance	Satisfaction	Performance Gap
Overall (Scale) Averages	**6.26**	**5.76**	**0.50**
1. The campus staff are caring and helpful.	6.36	5.94	0.42
20. Students are made to feel welcome here.	6.45	6.07	0.38
33. Administrators are available to hear students' concerns.	6.20	5.63	0.57
37. I seldom get the "run-around" when seeking information on this campus.	6.01	5.34	0.67
**45. The institutional statement of a student's role and participation in institutional decision-making is readily accessible to students.	6.20	5.71	0.49
**49. Activities on this campus reflect student interests.	6.15	5.71	0.44
**50. A published statement of student rights is available to students.	6.17	5.76	0.41



Ruffalo Noel-Levitz Form B, Community College Survey questions

Questions 1-40 are common to LSCPA and the National CC Comparison group, and provide both importance and satisfaction data. Questions 41-50, which are campus specific, provide only the LSCPA importance and satisfaction data. Questions 51-58 are common to LSCPA and the National CC Comparison group, but are importance-specific only.

01. The campus staff are caring and helpful.
02. Classes are scheduled at times that are convenient for me.
03. My academic advisor is available when I need help.
04. Security staff respond quickly to calls for assistance.
05. Financial aid awards are announced in time to be helpful in college planning.
06. Library resources and services are adequate.
07. Admissions staff provide personalized attention prior to enrollment.
08. The quality of instruction I receive in most of my classes is excellent.
09. I am able to register for the classes I need with few conflicts.
10. Parking lots are well-lighted and secure.
11. Counseling services are available if I need them.
12. Faculty are fair and unbiased in their treatment of individual students.
13. The campus is safe and secure for all students.
14. My academic advisor is knowledgeable about my program requirements.
15. Financial aid counseling is available if I need it.
16. My advisor helps me apply my program of study to career goals.
17. Admissions counselors accurately portray program offerings in their recruiting practices.
18. Computer labs are adequate and accessible.
19. Registration processes and procedures are convenient.
20. Students are made to feel welcome here.
21. The amount of student parking space on campus is adequate.
22. My academic advisor is knowledgeable about transfer requirements of other schools.
23. This institution helps me identify resources to finance my education.
24. The equipment in the lab facilities is kept up to date.
25. Faculty provide timely feedback about my academic progress.
26. There are adequate services to help me decide upon a career.
27. Tutoring services are readily available.
28. This campus provides online access to services I need.
29. There are convenient ways of paying my school bill.
30. The assessment and course placement procedures are reasonable.
31. Faculty use a variety of technology and media in the classroom.
32. I am able to take care of college-related business at times that are convenient for me.
33. Administrators are available to hear students' concerns.
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
35. I receive ongoing feedback about progress toward my academic goals.
36. Tuition paid is a worthwhile investment.
37. I seldom get the "run-around" when seeking information on this campus.
38. Most classes deal with practical experiences and applications.
39. On the whole, the campus is well-maintained.
40. There are sufficient courses within my program of study available each term.
41. Campus item 1
42. Campus item 2
43. Campus item 3
44. Campus item 4
45. Campus item 5
46. Campus item 6
47. Campus item 7
48. Campus item 8
49. Campus item 9
50. Campus item 10
51. Cost as factor in decision to enroll.
52. Financial assistance as factor in decision to enroll.
53. Academic reputation as factor in decision to enroll.
54. Future career opportunities as factor in decision to enroll.
55. Personal recommendations as factor in decision to enroll.
56. Distance from campus as factor in decision to enroll.
57. Information on the campus Web site as factor in decision to enroll.
58. Campus visits as factor in decision to enroll.

LSCPA Campus-Specific Questions

These questions will not have the data National CC comparison group.

41. Advisors help me establish realistic educational goals.
42. I was advised correctly about my course requirements and/or prerequisites.
43. I am satisfied with the library services provided by LSCPA.
44. The Advising Office helps me to easily determine how close I am to graduation.
45. The institutional statement of a student's role and participation in institutional decision-making is readily accessible to students.
46. My advisor made me aware of a college orientation class.
47. The Advising Office provides adequate information to students concerning career choices.
48. I am aware of the Student Success Center and its services.
49. Activities on this campus reflect student interests.
50. A published statement of student rights is available to students.

Student Satisfaction Inventory

National Comparison Group
As of June 2020

Community, Junior, and Technical Colleges (Form B)

69,527 student records from 80 institutions

Alexandria Technical & Community College, MN
Ameritech College, UT
Arizona Western College, AZ
Arkansas State University-Mountain Home, AR
Austin Community College District, TX
Black Hawk College, IL
Calhoun Community College, AL
Carl Sandburg College, IL
Casper College, WY
Central Maine Community College, ME
Chippewa Valley Technical College, WI
City Colleges of Chicago Richard J. Daley College, IL
Clovis Community College, NM
College of Eastern Idaho, ID
College of the Siskiyous, CA
College of Western Idaho, ID
Columbus Technical College, GA
Community College of Philadelphia, PA
County College of Morris, NJ
Cowley College, KS
Dunwoody College of Technology, MN
East Central College, MO
Eastfield College (DCCCD), TX
Fort Scott Community College, KS
Georgia Northwestern Technical College, GA
Germanna Community College, VA
Glen Oaks Community College, MI
Grand Rapids Community College, MI
Hinds Community College, MS
Hutchinson Community College, KS
Iowa Lakes Community College, IA
Jefferson College, MO
Kishwaukee College, IL
Lakeshore Technical College, WI
Lamar State College - Port Arthur, TX
Louisiana State University at Eunice, LA
Madisonville Community College, KY
Marion Technical College, OH
McHenry County College, IL
Midland College, TX
Mid-State Technical College, WI
Milwaukee Area Technical College, WI
Mississippi Gulf Coast Community College, MS
Moberly Area Community College, MO
Moraine Park Technical College, WI
Mountwest Community & Technical College, WV
Neosho County Community College, KS
North Central State College, OH
Northeastern Junior College, CO
NorthWest Arkansas Community College, AR
Ogeechee Technical College, GA
Oklahoma State University Institute of Technology-Okmulgee, OK
Ozarka College, AR
Prairie State College, IL
Ridgewater College, MN
Robeson Community College, NC
Rochester Community and Technical College, MN
Saint Paul College-A Community & Technical College, MN
Salina Area Technical College, KS
Seward County Community College, KS
Skagit Valley College, WA
South Plains College, TX
Southeastern Community College, IA
Southeastern Technical College-Vidalia, GA
Southern University in Shreveport-Louisiana, LA
Southwest Mississippi Community College, MS
Southwest Wisconsin Technical College, WI
Southwestern Indian Polytechnic Institute, NM
Southwestern Michigan College, MI
Southwestern Oregon Community College, OR
State Fair Community College, MO
Turtle Mountain Community College, ND
Union County College, NJ
Victoria College, TX
Waubonsee Community College, IL
Waukesha County Technical College, WI
Wayne County Community College District, MI
West Georgia Technical College, GA
Western Technical College, WI
Yavapai College, AZ

 © 2019 Ruffalo Noel Levitz, LLC