

FY 2017 IECC Student Satisfaction Survey

Description:

Date Created: 1/31/2017 9:09:36 AM

Date Range: 3/13/2017 12:01:00 AM - 4/7/2017 11:59:00 PM

Total Respondents: 774

Q1. What is your primary college of attendance?

Count	Percent		
168	21.71%		Frontier Community College
179	23.13%		Lincoln Trail College
229	29.59%		Olney Central College
198	25.58%		Wabash Valley College
774	Respondents		

Q2. My student status is:

Count	Percent		
318	41.09%		First Year
236	30.49%		Second Year
39	5.04%		Dual Credit
181	23.39%		Returning adult
774	Respondents		

Q3. I am enrolled in:

Count	Percent		
241	31.14%		Transfer
358	46.25%		Career/Technical
42	5.43%		Dual Credit
133	17.18%		Other
774	Respondents		

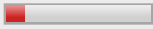


Q4. What is your current enrollment status?

Count	Percent		
544	70.28%		Full-time (12 credit hours or more)
146	18.86%		Part-time (5-11 hours)
84	10.85%		Part-time (4 hours or less)
774	Respondents		

Q5. When do you attend classes?

Count	Respondent %	Response %	
602	78.28%	59.25%	Day
138	17.95%	13.58%	Evening
235	30.56%	23.13%	Online
22	2.86%	2.17%	Dual Credit at High School
19	2.47%	1.87%	Dual Credit at College
769	Respondents		
1016	Responses		

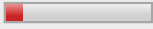

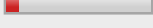
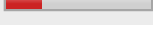
Q6. Please check the following formats that you use to access the IECC Catalog.

Count	Respondent %	Response %		
111	14.43%	13.29%		Printed Copy
329	42.78%	39.40%		On-line Catalog
395	51.37%	47.31%		I do not use the IECC catalog
769	Respondents			
835	Responses			

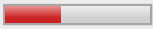

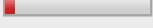
Q7. How would you rate the communication between the four IECC colleges as it applies to your needs?

Count	Percent		
296	38.49%		Great
288	37.45%		OK
16	2.08%		Poor (please comment)
169	21.98%		N/A
769	Respondents		

Q8. Which websites do you access to receive information from the colleges?

Count	Respondent %	Response %		
159	20.68%	12.13%		College Homepage
708	92.07%	54.00%		Entrata
116	15.08%	8.85%		Facebook
328	42.65%	25.02%		IECC Homepage
769	Respondents			
1311	Responses			

Q9. Do you participate in student organizations available at your college?

Count	Percent		
300	39.01%		Yes
418	54.36%		No
51	6.63%		Not aware of student organizations available
769	Respondents		

Q10. Do you know about IECC's online transcript ordering and delivery service through National Student Clearinghouse?

Count	Percent		
400	54.27%		Yes
337	45.73%		No
737	Respondents		

Q11. Please respond with your level of satisfaction regarding IECC's online transcript ordering and delivery service:

Count	Percent		
129	17.50%		Very satisfied
191	25.92%		Satisfied
10	1.36%		Dissatisfied
4	0.54%		Very dissatisfied
403	54.68%		N/A
737	Respondents		

Q13. Please respond with your level of satisfaction regarding the following services at your college. - My advisor is helpful and knowledgeable.

Count	Percent		
422	57.26%		Very satisfied
241	32.70%		Satisfied
20	2.71%		Dissatisfied
9	1.22%		Very dissatisfied
45	6.11%		N/A
737	Respondents		

Q14. Please respond with your level of satisfaction regarding the following services at your college. - The Records Office personnel are helpful and knowledgeable.

Count	Percent		
342	46.40%		Very satisfied
309	41.93%		Satisfied
11	1.49%		Dissatisfied
2	0.27%		Very dissatisfied
73	9.91%		N/A
737	Respondents		

Q15. Please respond with your level of satisfaction regarding the following services at your college. - The Business Office personnel are helpful and knowledgeable.

Count	Percent		
356	48.30%		Very satisfied
290	39.35%		Satisfied
12	1.63%		Dissatisfied
4	0.54%		Very dissatisfied
75	10.18%		N/A
737	Respondents		

Q16. Please respond with your level of satisfaction regarding the following services at your college. - The Financial Aid personnel are helpful and knowledgeable, regardless of your eligibility.

Count	Percent		
353	47.90%		Very satisfied
234	31.75%		Satisfied
35	4.75%		Dissatisfied
7	0.95%		Very dissatisfied
108	14.65%		N/A
737	Respondents		

Q17. Please respond with your level of satisfaction regarding the following services at your college. - Please rate your level of satisfaction with the Registration Services.

Count	Percent		
388	52.65%		Very satisfied
299	40.57%		Satisfied
18	2.44%		Dissatisfied
4	0.54%		Very dissatisfied
28	3.80%		N/A
737	Respondents		

Q18. Please respond with your level of satisfaction regarding the following services at your college. - Student Services office hours are convenient to my schedule.

Count	Percent		
354	48.03%		Very satisfied
302	40.98%		Satisfied
17	2.31%		Dissatisfied
4	0.54%		Very dissatisfied
60	8.14%		N/A
737	Respondents		

Q19. Please respond with your level of satisfaction regarding the following services at your college. - The Bookstore personnel are helpful and knowledgeable.

Count	Percent		
351	47.63%		Very satisfied
283	38.40%		Satisfied
29	3.93%		Dissatisfied
15	2.04%		Very dissatisfied
59	8.01%		N/A
737	Respondents		

Q20. Please respond with your level of satisfaction regarding the following services at your college. - The student cafeteria offers a selection of items at reasonable prices.

Count	Percent		
219	29.72%		Very satisfied
203	27.54%		Satisfied
39	5.29%		Dissatisfied
5	0.68%		Very dissatisfied
271	36.77%		N/A
737	Respondents		

Q22. Please rate your level of satisfaction with the following Library Services: - Time of Availability

Count	Percent		
319	44.12%		Very Satisfied
252	34.85%		Satisfied
21	2.90%		Dissatisfied
0	0.00%		Very Dissatisfied
131	18.12%		N/A
723	Respondents		

Q23. Please rate your level of satisfaction with the following Library Services: - Resources available on site

Count	Percent		
316	43.71%		Very Satisfied
263	36.38%		Satisfied
7	0.97%		Dissatisfied
1	0.14%		Very Dissatisfied
136	18.81%		N/A
723	Respondents		

Q24. Please rate your level of satisfaction with the following Library Services: - Assistance with accessing resources online

Count	Percent		
330	45.64%		Very Satisfied
233	32.23%		Satisfied
11	1.52%		Dissatisfied
1	0.14%		Very Dissatisfied
148	20.47%		N/A
723	Respondents		

Q25. Please rate your level of satisfaction with the following Library Services: - Library personnel are helpful and knowledgeable

Count	Percent		
350	48.41%		Very Satisfied
216	29.88%		Satisfied
8	1.11%		Dissatisfied
2	0.28%		Very Dissatisfied
147	20.33%		N/A
723	Respondents		

Q27. Please rate your level of satisfaction with the Technology Services and IECC Websites: - Entrata

Count	Percent		
377	52.14%		Very Satisfied
317	43.85%		Satisfied
13	1.80%		Dissatisfied
5	0.69%		Very Dissatisfied
11	1.52%		N/A
723	Respondents		

Q28. Please rate your level of satisfaction with the Technology Services and IECC Websites: - Helpdesk Services

Count	Percent		
276	38.17%		Very Satisfied
279	38.59%		Satisfied
19	2.63%		Dissatisfied
3	0.41%		Very Dissatisfied
146	20.19%		N/A
723	Respondents		

Q29. Please rate your level of satisfaction with the Technology Services and IECC Websites: - D2L

Count	Percent		
356	49.24%		Very Satisfied
305	42.19%		Satisfied
26	3.60%		Dissatisfied
7	0.97%		Very Dissatisfied
29	4.01%		N/A
723	Respondents		

Q30. Please rate your level of satisfaction with the Technology Services and IECC Websites: - Accessing online classes and materials

Count	Percent		
321	44.40%		Very Satisfied
289	39.97%		Satisfied
28	3.87%		Dissatisfied
8	1.11%		Very Dissatisfied
77	10.65%		N/A
723	Respondents		

Q31. Please rate your level of satisfaction with the Technology Services and IECC Websites: - Locating information on the IECC homepage

Count	Percent		
318	43.98%		Very Satisfied
338	46.75%		Satisfied
31	4.29%		Dissatisfied
3	0.41%		Very Dissatisfied
33	4.56%		N/A
723	Respondents		

Q32. Please rate your level of satisfaction with the Technology Services and IECC Websites: - Locating information on the College homepage

Count	Percent		
318	43.98%		Very Satisfied
319	44.12%		Satisfied
31	4.29%		Dissatisfied
4	0.55%		Very Dissatisfied
51	7.05%		N/A
723	Respondents		

Q34. Please rate your level of satisfaction regarding academics: - Quality of instruction

Count	Percent		
385	53.70%		Very Satisfied
298	41.56%		Satisfied
28	3.91%		Dissatisfied
6	0.84%		Very Dissatisfied
717	Respondents		

Q35. Please rate your level of satisfaction regarding academics: - Instructor provides feedback in a timely manner regarding course progress

Count	Percent		
384	53.56%		Very Satisfied
288	40.17%		Satisfied
36	5.02%		Dissatisfied
9	1.26%		Very Dissatisfied
717	Respondents		

Q36. Please rate your level of satisfaction regarding academics: - Courses of instruction are academically challenging

Count	Percent		
379	52.86%		Very Satisfied
318	44.35%		Satisfied
16	2.23%		Dissatisfied
4	0.56%		Very Dissatisfied
717	Respondents		

Q37. Please rate your level of satisfaction regarding academics: - Satisfaction level with class size

Count	Percent		
420	58.58%		Very Satisfied
287	40.03%		Satisfied
8	1.12%		Dissatisfied
2	0.28%		Very Dissatisfied
717	Respondents		

Q38. Please rate your level of satisfaction regarding academics: - Computer labs or science labs are adequate to meet the objectives of the course

Count	Percent		
369	51.46%		Very Satisfied
305	42.54%		Satisfied
19	2.65%		Dissatisfied
24	3.35%		Very Dissatisfied
717	Respondents		

Q39. Please rate your level of satisfaction regarding academics: - Courses are available at the times you want or need them

Count	Percent		
361	50.35%		Very Satisfied
317	44.21%		Satisfied
33	4.60%		Dissatisfied
6	0.84%		Very Dissatisfied
717	Respondents		

Q40. Please rate your level of satisfaction regarding academics: - Satisfaction level with the variety of courses offered by IECC

Count	Percent		
362	50.49%		Very Satisfied
317	44.21%		Satisfied
28	3.91%		Dissatisfied
10	1.39%		Very Dissatisfied
717	Respondents		

Q41. Please rate your level of satisfaction regarding academics: - Faculty and staff, with whom you come in contact, respect you as an individual

Count	Percent		
436	60.81%		Very Satisfied
261	36.40%		Satisfied
15	2.09%		Dissatisfied
5	0.70%		Very Dissatisfied
717	Respondents		

Q43. Would you recommend this college to others?

Count	Percent		
429	59.83%		Yes, definitely recommend
267	37.24%		Yes, likely to recommend
15	2.09%		No, not likely to recommend
6	0.84%		No, definitely would not recommend
717	Respondents		

Q45. Are you familiar with how to register for IECC classes online?

Count	Percent		
209	29.31%		Not at all familiar
122	17.11%		Slightly familiar
150	21.04%		Somewhat familiar
133	18.65%		Moderately familiar
99	13.88%		Extremely familiar
713	Respondents		

Q46. How aware are you of the requirements for graduating from your program?

Count	Percent		
40	5.61%		Not at all aware
74	10.38%		Slightly aware
111	15.57%		Somewhat aware
207	29.03%		Moderately aware
281	39.41%		Extremely aware
713	Respondents		

Q47. How satisfied are you with the services you received from the advising department?

Count	Percent		
15	2.10%		Not at all satisfied
49	6.87%		Slightly satisfied
188	26.37%		Moderately satisfied
236	33.10%		Very satisfied
225	31.56%		Extremely satisfied
713	Respondents		