Student
Satisfaction
Inventory

We asked . . . students answered



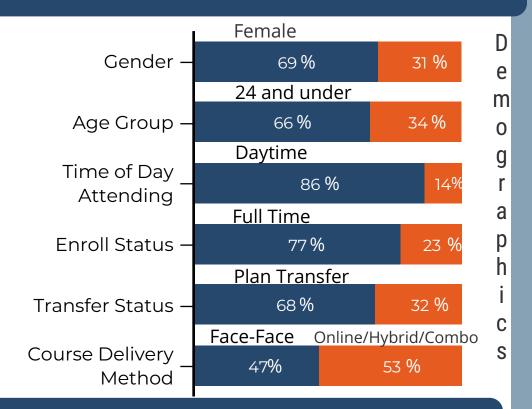
Students are Very Satisfied/Satisfied With . . .

Important and Satisfied

85% + indicated very important or important **AND**

75% + were very satisfied or satisfied with the following services:

- 1. myLakerLink enrollment services
- 2. Helpful Student First Stop Center
- 3. Tutoring service availability



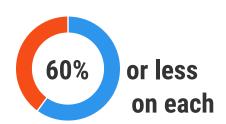
My instructor hasn't emailed me back???



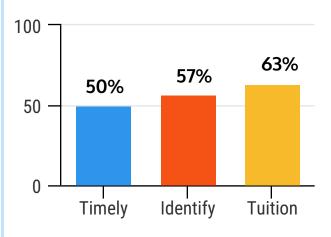
Students Answered Highly Important with Low Satisfaction...

Program and Course Access

- 1. **Register** without conflicts
- 2. Availability of courses each term
- 3. **Whom** to contact about programs and services and ongoing **feedback**



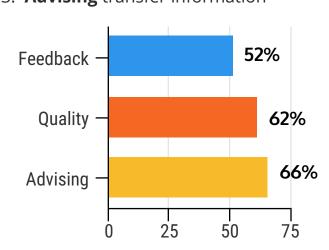
College Costs & Assistance



- 1. **Timely** financial award notification
- 2. **Identify** resources to fund education
- **3. Tuition** paid is worthwhile investment

Feedback and Support

- 1. Timely instructor/academic **feedback**
- 2. **Quality** of instruction
- 3. Advising transfer information



Satisfaction Ratings: Percentage Reporting Very Satisfied or Satisfied

When faculty and staff focus on **enhancing** the student learning and service environments, **improvements made can influence student learning, engagement, and retention.**



Survey administered in spring 2017 to degree-seeking students enrolled in 6 + credits (22% response rate - 257 responded out of 1194 surveys sent). The survey is a Ruffalo Noel Levitz product.

Contact ir@socc.edu for more information. Survey funded by Title III grant funds.

Southwestern Oregon Community College is an Equal Opportunity Educator and Employer

Printed: 8/24/2017