

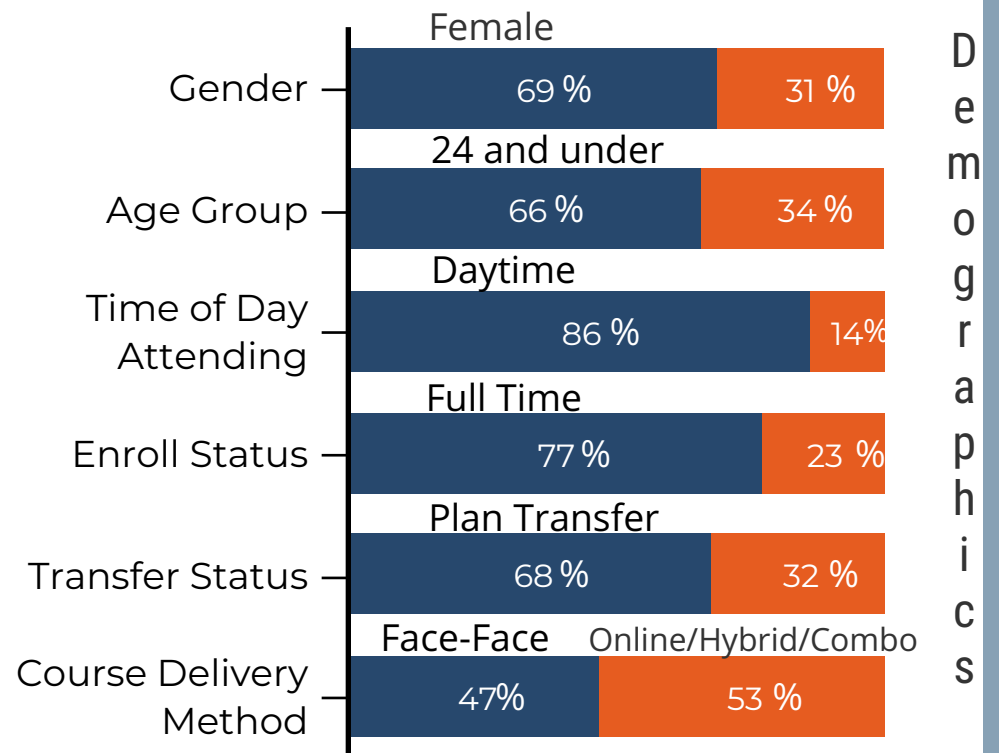


## Students are Very Satisfied/Satisfied With . . .

### 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



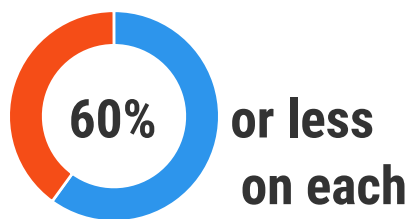
My instructor hasn't emailed me back???



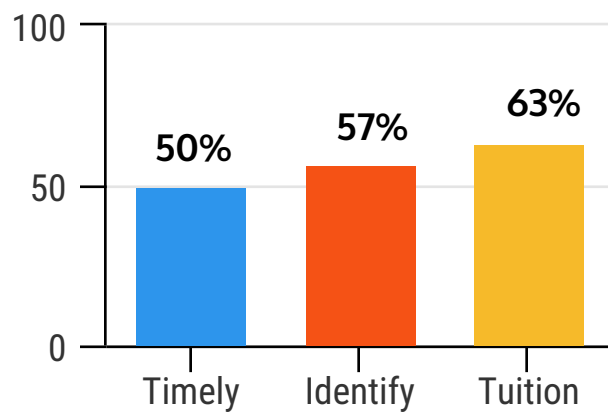
## Students Answered Highly Important with Low Satisfaction...

### 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**



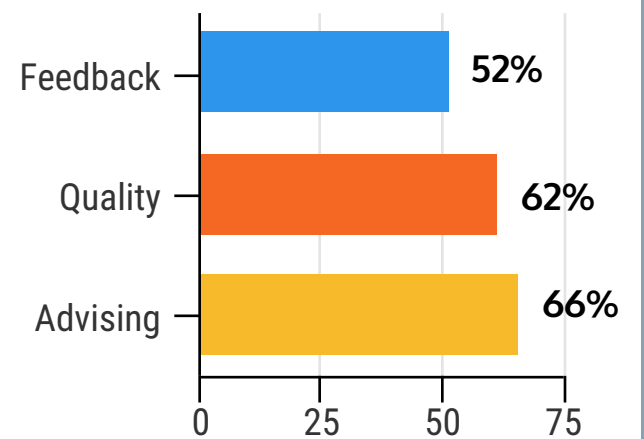
### College Costs & Assistance



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.**