

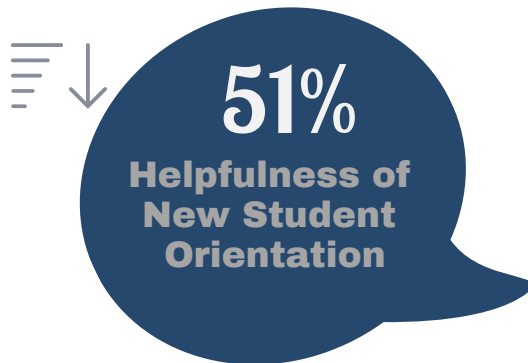


# Student Satisfaction ... Are you surprised by how students responded?



*75% or more of students are satisfied with the first-stop services, tutoring availability and feel welcome at Southwestern!*

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**Students Expect  
Access to Program &  
Support Services**



Student Satisfaction  
Inventory (SSI)  
Results Spring 2018

*Paid for by Title III Funds*





# Connecting Our Mission to Planning and Student Success

Plan for Success: Core Themes - LA: Learning and Achievement; A: Access



*Strategic Plan Projects 2017-2020*  
Guided Pathways Program Mapping  
Guided Pathways Intake Advising  
Student Learning Outcomes Assessment

## 68% or less

Satisfied with  
Academic Advising Services  
and Support

*"I love attending locally and seeing familiar faces coming to school. Financially I'm trying to figure out how to obtain my degree without access to financial aide because earning a degree will help my family in the long run in obtaining financial stability. Getting knowledge about how to obtain another means of going to college is vital and it seems those resources are extremely hard to come by."*

*"More than anything I appreciate the fact that faculty and staff have all been super supportive and they show that they believe in the students of Southwestern!"*

## 51%

Satisfied with ongoing feedback about their progress toward their academic goals

## Support Student Success

LakerConnect - Early Alert System for Faculty & Advisors  
EXi - Interactive Degree Planning for Students & Advisors  
Timely Financial Aid and Academic Progress Information

*"I like the campus. I do think advisors need to be a little bit more informed on programs."*

## Student Learning & Achievement

Learning Outcomes Assessment  
Graduation & Success Rates



# Now You Know ... What Students Said