FY 2018 IECC Student Satisfaction Survey Description: Date Created: 2/14/2018 12:21:21 PM Date Range: 3/12/2018 12:00:00 AM - 4/13/2018 11:59:00 PM Total Respondents: 844

| Q1. What is your p | Q1. What is your primary college of attendance? | | | | | | |
|--------------------|---|----------------------------|--|--|--|--|--|
| Count | Percent | | | | | | |
| 198 | 23.46% | Frontier Community College | | | | | |
| 160 | 18.96% | Lincoln Trail College | | | | | |
| 240 | 28.44% | Olney Central College | | | | | |
| 246 | 29.15% | Wabash Valley College | | | | | |
| 844 | Respondents | | | | | | |

| Q2. My student sta | atus is: | |
|--------------------|-------------|--|
| Count | Percent | |
| 291 | 34.48% | College Freshman (Less than 32 credit hours) |
| 457 | 54.15% | College Sophomore (32 or more credit hours) |
| 27 | 3.20% | High School Dual Credit Student |
| 1 | 0.12% | High School Equivalency/GED Student |
| 68 | 8.06% | Workforce/Continuing Education Student |
| 844 | Respondents | |

| Q3. What is your current enrollment status? | | | | | |
|---|-------------|--|--|--|--|
| Count | Percent | | | | |
| 585 | 69.31% | Full-time (12 credit hours or more) | | | |
| 85 | 10.07% | Three-quarter time or more but less than full-time (Between 11.5 and 9 credit hours) | | | |
| 79 | 9.36% | Half-time or more but less than three-quarter time (Between 8.5 and 6 credit hours) | | | |
| 95 | 11.26% | Less than half-time (Less than 6 credit hours) | | | |
| 844 | Respondents | | | | |

| Q4. What is your e | Q4. What is your educational plan? | | | | | |
|--------------------|------------------------------------|--|--|--|--|--|
| Count | Percent | | | | | |
| 98 | 11.76% | | Take course(s) with the intent of transferring to a 4-year college/university without receiving a degree or certificate | | | |
| 226 | 27.13% | | Complete an Associate Degree in a Transfer/General program(A.S.A, A.A., A.S.) with the intent of transferring to a 4-year college/university | | | |
| 205 | 24.61% | | Complete an Associate Degree in a Career/Technical program(A.A.S) with the aim of finding gainful employment | | | |
| 62 | 7.44% | | Complete an Associate Degree in a Career/Technical program(A.A.S) with the intent to transfer to a 4-year college/university | | | |
| 78 | 9.36% | | Complete a Certificate in a Career/Technical program with the aim of finding gainful employment | | | |
| 62 | 7.44% | | Undecided but pursuing a degree or certificate | | | |
| 30 | 3.60% | | Take course(s) to improve skills needed for present job | | | |
| 37 | 4.44% | | Take course(s) for self-development/personal interest | | | |
| 35 | 4.20% | | Other | | | |
| 833 | Respondents | | | | | |

| Q5. Please select | Q5. Please select your program of study at Frontier Community College. | | | | | |
|-------------------|--|--|--|--|--|--|
| Count | Percent | | | | | |
| 4 | 4.55% | | Automotive Technology | | | |
| 9 | 10.23% | | Construction Technology | | | |
| 1 | 1.14% | | CNA/Basic Nurse Assistant Training Program | | | |
| 5 | 5.68% | | Electrical Distribution Systems | | | |
| 1 | 1.14% | | Emergency Preparedness (EMT/PARAMEDIC) | | | |
| 1 | 1.14% | | Entrepreneurship | | | |
| 6 | 6.82% | | Executive Office Professional | | | |
| 2 | 2.27% | | Fire Science | | | |
| 5 | 5.68% | | Graphic Design | | | |
| 2 | 2.27% | | Health Careers | | | |
| 8 | 9.09% | | Health Informatics | | | |
| 2 | 2.27% | | Information Systems Technology | | | |
| 40 | 45.45% | | Nursing | | | |
| 0 | 0.00% | | Phlebotomy | | | |
| 2 | 2.27% | | Paraprofessional Educator | | | |
| 0 | 0.00% | | Sports Management | | | |
| 88 | Respondents | | | | | |

| Count | Percent | |
|-------|-------------|--|
| 0 | 0.00% | CNA/Basic Nurse Assistant Training Program |
| 17 | 24.64% | Broadband Telecom |
| 3 | 4.35% | Construction Technology |
| 0 | 0.00% | Corrections |
| 3 | 4.35% | Office Management |
| 0 | 0.00% | Emergency Management |
| 1 | 1.45% | Entrepreneurship |
| 1 | 1.45% | Industrial Management |
| 0 | 0.00% | Health Careers |
| 6 | 8.70% | Medical Assistant |
| 1 | 1.45% | Medical Records |
| 26 | 37.68% | Nursing |
| 0 | 0.00% | Paraprofessional Educator |
| 0 | 0.00% | Petroleum Drilling Technology |
| 3 | 4.35% | Pharmacy Technician |
| 6 | 8.70% | Process Technology |
| 1 | 1.45% | Sports Management |
| 1 | 1.45% | Welding |
| 69 | Respondents | |

| Q7. Please select | Q7. Please select your program of study at Olney Central College. | | | | | |
|-------------------|---|--|--|--|--|--|
| Count | Percent | | | | | |
| 7 | 7.29% | | Accounting | | | |
| 11 | 11.46% | | Administration of Justice | | | |
| 3 | 3.13% | | Automotive Service Technology | | | |
| 1 | 1.04% | | CNA/Basic Nurse Assistant Training Program | | | |
| 3 | 3.13% | | Collision Repair Technology | | | |
| 9 | 9.38% | | Cosmetology/Nail Technician | | | |
| 0 | 0.00% | | Entrepreneurship | | | |
| 6 | 6.25% | | Industrial Maintenance/HVAC | | | |
| 4 | 4.17% | | Massage Therapy | | | |
| 8 | 8.33% | | Medical Office/Medical Coding | | | |
| 26 | 27.08% | | Nursing | | | |
| 2 | 2.08% | | Office Administration/Human Resources | | | |
| 9 | 9.38% | | Phlebotomy | | | |
| 6 | 6.25% | | Radiography | | | |
| 0 | 0.00% | | Welding | | | |
| 1 | 1.04% | | Sport Management | | | |
| 0 | 0.00% | | Paraprofessional Educator | | | |
| 96 | Respondents | | | | | |

Q8. Please select your program of study at Wabash Valley College.

| Count | Percent | |
|-------|-------------|--|
| 12 | 13.33% | Advanced Manufacturing |
| 6 | 6.67% | Agriculture |
| 1 | 1.11% | CNA/Basic Nurse Assistant Training Program |
| 0 | 0.00% | Coal Mining Technology |
| 14 | 15.56% | Diesel Equipment Technology |
| 3 | 3.33% | Early Childhood Education |
| 0 | 0.00% | Educational Leadership |
| 0 | 0.00% | Entrepreneurship |
| 0 | 0.00% | Executive Office Professional |
| 7 | 7.78% | Gunsmithing |
| 4 | 4.44% | Health Careers |
| 9 | 10.00% | Marketing Business Management |
| 28 | 31.11% | Nursing |
| 1 | 1.11% | Paralegal |
| 0 | 0.00% | Paraprofessional Educator |
| 3 | 3.33% | Radio/TV & Digital Media |
| 0 | 0.00% | Real Estate |
| 0 | 0.00% | Sport Management |
| 2 | 2.22% | Social Services Specialist |
| 0 | 0.00% | Truck Driving |
| 90 | Respondents | |

| | e your satisfaction with the fo gram skill courses | ollowing as they pertain to general education | or other courses outside of y | our major program of study |
|--------|---|---|-------------------------------|----------------------------|
| Count | Percent | | | |
| 235 | 69.53% | Very Satisfied | | |
| 78 | 23.08% | Somewhat Satisfied | | |
| 12 | 3.55% | Somewhat Dissatisfied | | |
| 6 | 1.78% | Very Dissatisfied | | |
| 7 | 2.07% | N/A | | |
| 338 | Respondents | | | |
| Top 2 | 94.56% (313) | Bottom 2 | 5.44% (18) | |
| Mean | 3.64 | Std Deviation | 0.64 | |
| Median | 4.00 | Std Error | 0.04 | |
| Mode | 4 | Confidence Interval @ 95% | 3.57-3.71 | |

Q10. Please rate your satisfaction with the following as they pertain to general education or other courses outside of your major program of study. -Lectures, lab experience

| Count | Percent | | | |
|--------|--------------|---------------------------|------------|--|
| 219 | 64.79% | Very Satisfied | | |
| 82 | 24.26% | Somewhat Satisfied | | |
| 13 | 3.85% | Somewhat Dissatisfied | | |
| 12 | 3.55% | Very Dissatisfied | | |
| 12 | 3.55% | N/A | | |
| 338 | Respondents | | | |
| Top 2 | 92.33% (301) | Bottom 2 | 7.67% (25) | |
| Mean | 3.56 | Std Deviation | 0.74 | |
| Median | 4.00 | Std Error | 0.04 | |
| Mode | 4 | Confidence Interval @ 95% | 3.48-3.64 | |

Q11. Please rate your satisfaction with the following as they pertain to general education or other courses outside of your major program of study. - Equipment, facilities, and materials

| Mode | 4 | Confidence Interval @ 95% | 3.41-3.57 | |
|--------|--------------|---------------------------|-------------|--|
| Median | 4.00 | Std Error | 0.04 | |
| Mean | 3.49 | Std Deviation | 0.76 | |
| Top 2 | 88.79% (293) | Bottom 2 | 11.21% (37) | |
| 338 | Respondents | | | |
| 8 | 2.37% | N/A | | |
| 9 | 2.66% | Very Dissatisfied | | |
| 28 | 8.28% | Somewhat Dissatisfied | | |
| 85 | 25.15% | Somewhat Satisfied | | |
| 208 | 61.54% | Very Satisfied | | |
| Count | Percent | | | |

| Q12. Please ra Job preparatio | | following as they pertain to general education | n or other courses outside of | your major program of study |
|----------------------------------|--------------|--|-------------------------------|-----------------------------|
| Count | Percent | | | |
| 205 | 60.65% | Very Satisfied | | |
| 94 | 27.81% | Somewhat Satisfied | | |
| 15 | 4.44% | Somewhat Dissatisfied | | |
| 10 | 2.96% | Very Dissatisfied | | |
| 14 | 4.14% | N/A | | |
| 338 | Respondents | | | |
| Top 2 | 92.28% (299) | Bottom 2 | 7.72% (25) | |
| Mean | 3.52 | Std Deviation | 0.73 | |
| Median | 4.00 | Std Error | 0.04 | |
| Mode | 4 | Confidence Interval @ 95% | 3.45-3.60 | |

Q13. Please rate your satisfaction with the following as they pertain to general education or other courses outside of your major program of study. -Information on current employment

| 201 | 59.47% | Very Satisfied | | |
|--------|--------------|---------------------------|------------|--|
| 80 | 23.67% | Somewhat Satisfied | | |
| 25 | 7.40% | Somewhat Dissatisfied | | |
| 4 | 1.18% | Very Dissatisfied | | |
| 28 | 8.28% | N/A | | |
| 338 | Respondents | | | |
| Top 2 | 90.65% (281) | Bottom 2 | 9.35% (29) | |
| Mean | 3.54 | Std Deviation | 0.70 | |
| Median | 4.00 | Std Error | 0.04 | |
| | | Confidence Interval @ 95% | 3.46-3.62 | |

| Q14. Please provid | Q14. Please provide additional comments to support your answers above. | | | | | |
|--------------------|--|--|--|--|--|--|
| Count | Percent | | | | | |
| 135 | 100.00% | | | | | |
| 135 | Respondents | | | | | |

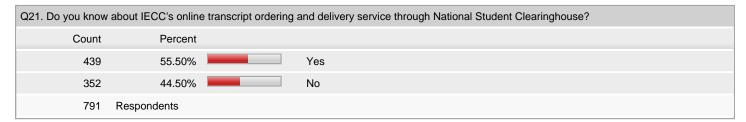
| Q15. Do you plan t | Q15. Do you plan to graduate during this academic year? | | | | | |
|--------------------|---|--|--------|--|--|--|
| Count | Percent | | | | | |
| 154 | 45.56% | | Yes | | | |
| 165 | 48.82% | | No | | | |
| 19 | 5.62% | | Unsure | | | |
| 338 | Respondents | | | | | |

| Q16. When do you attend classes? | | | | | |
|----------------------------------|-----------------------------|-------------------------|----------------------|-------------------------------|--|
| Count | Respondent % | Response % | | | |
| 663 | 80.66% | 60.55% | | Day | |
| 142 | 17.27% | 12.97% | | Evening | |
| 255 | 31.02% | 23.29% | | Online | |
| 23 | 2.80% | 2.10% | | Dual Credit at High School | |
| 12 | 1.46% | 1.10% | | Dual Credit at College | |
| 822 | Respondents | | | | |
| 1095 | Responses | | | | |
| Q17. Please chec | k the following formats tha | t you use to access the | IECC Catalog. | | |
| Count | Respondent % | Response % | | | |
| 83 | 10.10% | 9.47% | | Printed Copy | |
| 365 | 44.40% | 41.67% | | On-line Catalog | |
| 428 | 52.07% | 48.86% | | I do not use the IECC catalog | |
| 822 | Respondents | | | | |
| 876 | Responses | | | | |
| | | | | | |
| Q18. How would y | you rate the communication | n between the four IECC | colleges as it appli | les to your needs? | |

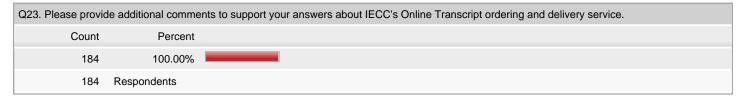
| Count | Percent | | |
|-------|-------------|------------------|---------|
| 317 | 38.56% | Great | |
| 317 | 38.56% | ОК | |
| 25 | 3.04% | Poor (please cor | omment) |
| 163 | 19.83% | N/A | |
| 822 | Respondents | | |

Q19. Which websites do you access to receive information from the colleges? Count Respondent % Response % 180 21.90% 12.75% College Homepage 760 92.46% 53.82% Entrata 155 18.86% 10.98% Facebook 22.45% IECC Homepage 317 38.56% 822 Respondents 1412 Responses

| Q20. Do you partic | Q20. Do you participate in student organizations available at your college? | | | | | |
|--------------------|---|--|--|--|--|--|
| Count | Percent | | | | | |
| 310 | 37.71% | | Yes | | | |
| 441 | 53.65% | | No | | | |
| 71 | 8.64% | | Not aware of student organizations available | | | |
| 822 | Respondents | | | | | |



| Q22. Please r | Q22. Please respond with your level of satisfaction regarding IECC's online transcript ordering and delivery service: | | | | |
|---------------|---|---------------------------|------------|--|--|
| Count | Percent | | | | |
| 147 | 18.58% | Very satisfied | | | |
| 235 | 29.71% | Satisfied | | | |
| 8 | 1.01% | Dissatisfied | | | |
| 6 | 0.76% | Very dissatisfied | | | |
| 395 | 49.94% | N/A | | | |
| 791 | Respondents | | | | |
| Top 2 | 96.46% (382) | Bottom 2 | 3.54% (14) | | |
| Mean | 3.32 | Std Deviation | 0.59 | | |
| Median | 3.00 | Std Error | 0.03 | | |
| Mode | 3 | Confidence Interval @ 95% | 3.26-3.38 | | |



Q24. Please respond with your level of satisfaction regarding the following services at your college. - My advisor is helpful and knowledgeable.

| Count | Percent | | | |
|--------|--------------|---------------------------|------------|--|
| 488 | 61.69% | Very satisfied | | |
| 231 | 29.20% | Satisfied | | |
| 27 | 3.41% | Dissatisfied | | |
| 11 | 1.39% | Very dissatisfied | | |
| 34 | 4.30% | N/A | | |
| 791 | Respondents | | | |
| Top 2 | 94.98% (719) | Bottom 2 | 5.02% (38) | |
| Mean | 3.58 | Std Deviation | 0.63 | |
| Median | 4.00 | Std Error | 0.02 | |
| Mode | 4 | Confidence Interval @ 95% | 3.53-3.63 | |

Q25. Please respond with your level of satisfaction regarding the following services at your college. - The Records Office personnel are helpful and knowledgeable.

| Count | Percent | | | |
|--------|--------------|---------------------------|------------|--|
| 463 | 58.53% | Very satisfied | | |
| 236 | 29.84% | Satisfied | | |
| 18 | 2.28% | Dissatisfied | | |
| 3 | 0.38% | Very dissatisfied | | |
| 71 | 8.98% | N/A | | |
| 791 | Respondents | | | |
| Top 2 | 97.08% (699) | Bottom 2 | 2.92% (21) | |
| Mean | 3.61 | Std Deviation | 0.56 | |
| Median | 4.00 | Std Error | 0.02 | |
| Mode | 4 | Confidence Interval @ 95% | 3.57-3.65 | |

Q26. Please respond with your level of satisfaction regarding the following services at your college. - The Business Office personnel are helpful and knowledgeable. Count Percent 60.68% Very satisfied 480 241 30.47% Satisfied 2.28% Dissatisfied 18 4 0.51% Very dissatisfied 6.07% N/A 48 791 Respondents Top 2 97.04% (721) Bottom 2 2.96% (22) Mean 3.61 Std Deviation 0.56 Median 4.00 Std Error 0.02 Confidence Interval @ 95% 3.57-3.65 Mode 4

Q27. 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.

| Mode | 4 | Confidence Interval @ 95% | 3.51-3.61 | |
|--------|--------------|---------------------------|------------|--|
| Median | 4.00 | Std Error | 0.03 | |
| Mean | 3.56 | Std Deviation | 0.68 | |
| Top 2 | 93.87% (658) | Bottom 2 | 6.13% (43) | |
| 791 | Respondents | | | |
| 90 | 11.38% | N/A | | |
| 17 | 2.15% | Very dissatisfied | | |
| 26 | 3.29% | Dissatisfied | | |
| 208 | 26.30% | Satisfied | | |
| 450 | 56.89% | Very satisfied | | |
| Count | Percent | | | |

Q28. Please respond with your level of satisfaction regarding the following services at your college. - Please rate your level of satisfaction with the Registration Services.

| Mode | 4 | Confidence Interval @ 95% | 3.57-3.65 | |
|--------|--------------|---------------------------|------------|--|
| Median | 4.00 | Std Error | 0.02 | |
| Mean | 3.61 | Std Deviation | 0.56 | |
| Top 2 | 98.03% (746) | Bottom 2 | 1.97% (15) | |
| 791 | Respondents | | | |
| 30 | 3.79% | N/A | | |
| 6 | 0.76% | Very dissatisfied | | |
| 9 | 1.14% | Dissatisfied | | |
| 264 | 33.38% | Satisfied | | |
| 482 | 60.94% | Very satisfied | | |
| Count | Percent | | | |

Q29. Please respond with your level of satisfaction regarding the following services at your college. - Student Services office hours are convenient to my schedule.

| my schedule. | | | | |
|--------------|--------------|---------------------------|------------|--|
| Count | Percent | | | |
| 464 | 58.66% | Very satisfied | | |
| 241 | 30.47% | Satisfied | | |
| 21 | 2.65% | Dissatisfied | | |
| 10 | 1.26% | Very dissatisfied | | |
| 55 | 6.95% | N/A | | |
| 791 | Respondents | | | |
| Top 2 | 95.79% (705) | Bottom 2 | 4.21% (31) | |
| Mean | 3.57 | Std Deviation | 0.62 | |
| Median | 4.00 | Std Error | 0.02 | |
| Mode | 4 | Confidence Interval @ 95% | 3.53-3.62 | |

Q30. Please respond with your level of satisfaction regarding the following services at your college. - The Bookstore personnel are helpful and knowledgeable.

| Count | Percent | | | |
|--------|--------------|---------------------------|------------|--|
| 454 | 57.40% | Very satisfied | | |
| 242 | 30.59% | Satisfied | | |
| 24 | 3.03% | Dissatisfied | | |
| 15 | 1.90% | Very dissatisfied | | |
| 56 | 7.08% | N/A | | |
| 791 | Respondents | | | |
| Top 2 | 94.69% (696) | Bottom 2 | 5.31% (39) | |
| Mean | 3.54 | Std Deviation | 0.66 | |
| Median | 4.00 | Std Error | 0.02 | |
| Mode | 4 | Confidence Interval @ 95% | 3.50-3.59 | |

Q31. 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 | | | |
|--------|--------------|---------------------------|-------------|--|
| 270 | 34.13% | Very satisfied | | |
| 173 | 21.87% | Satisfied | | |
| 48 | 6.07% | Dissatisfied | | |
| 24 | 3.03% | Very dissatisfied | | |
| 276 | 34.89% | N/A | | |
| 791 | Respondents | | | |
| Top 2 | 86.02% (443) | Bottom 2 | 13.98% (72) | |
| Mean | 3.34 | Std Deviation | 0.83 | |
| Median | 4.00 | Std Error | 0.04 | |
| Mode | 4 | Confidence Interval @ 95% | 3.27-3.41 | |

| Q32. Please provid | Q32. Please provide additional comments to support your answers above. | | | | |
|--------------------|--|--|--|--|--|
| Count | Percent | | | | |
| 190 | 100.00% | | | | |
| 190 | Respondents | | | | |

| Q33. Please ra | Q33. Please rate your level of satisfaction with the following Library Services: - Time of Availability | | | |
|----------------|---|---------------------------|------------|--|
| Count | Percent | | | |
| 419 | 53.44% | Very Satisfied | | |
| 184 | 23.47% | Satisfied | | |
| 10 | 1.28% | Dissatisfied | | |
| 9 | 1.15% | Very Dissatisfied | | |
| 162 | 20.66% | N/A | | |
| 784 | Respondents | | | |
| Top 2 | 96.95% (603) | Bottom 2 | 3.05% (19) | |
| Mean | 3.63 | Std Deviation | 0.59 | |
| Median | 4.00 | Std Error | 0.02 | |
| Mode | 4 | Confidence Interval @ 95% | 3.58-3.68 | |

| Q34. Please r | ate your level of satisfaction wi | ith the following Library Services: - Resourc | es available on site | |
|---------------|-----------------------------------|---|----------------------|--|
| Count | Percent | | | |
| 396 | 50.51% | Very Satisfied | | |
| 211 | 26.91% | Satisfied | | |
| 13 | 1.66% | Dissatisfied | | |
| 2 | 0.26% | Very Dissatisfied | | |
| 162 | 20.66% | N/A | | |
| 784 | Respondents | | | |
| Top 2 | 97.59% (607) | Bottom 2 | 2.41% (15) | |
| Mean | 3.61 | Std Deviation | 0.55 | |
| Median | 4.00 | Std Error | 0.02 | |
| Mode | 4 | Confidence Interval @ 95% | 3.57-3.65 | |

| Q35. Please ra | ate your level of satisfaction w | ith the following Library Services: - Assistan | ce with accessing resources | online |
|----------------|----------------------------------|--|-----------------------------|--------|
| Count | Percent | | | |
| 419 | 53.44% | Very Satisfied | | |
| 179 | 22.83% | Satisfied | | |
| 11 | 1.40% | Dissatisfied | | |
| 3 | 0.38% | Very Dissatisfied | | |
| 172 | 21.94% | N/A | | |
| 784 | Respondents | | | |
| Top 2 | 97.71% (598) | Bottom 2 | 2.29% (14) | |
| Mean | 3.66 | Std Deviation | 0.54 | |
| Median | 4.00 | Std Error | 0.02 | |
| Mode | 4 | Confidence Interval @ 95% | 3.61-3.70 | |

| Q36. Please ra | ate your level of satisfaction w | vith the following Library Services: - Library p | ersonnel are helpful and kno | owledgeable |
|----------------|----------------------------------|--|------------------------------|-------------|
| Count | Percent | | | |
| 445 | 56.76% | Very Satisfied | | |
| 157 | 20.03% | Satisfied | | |
| 10 | 1.28% | Dissatisfied | | |
| 4 | 0.51% | Very Dissatisfied | | |
| 168 | 21.43% | N/A | | |
| 784 | Respondents | | | |
| Top 2 | 97.73% (602) | Bottom 2 | 2.27% (14) | |
| Mean | 3.69 | Std Deviation | 0.53 | |
| Median | 4.00 | Std Error | 0.02 | |
| Mode | 4 | Confidence Interval @ 95% | 3.65-3.74 | |

| Q37. Please provid | Q37. Please provide additional comments to support your answers above. | | | | |
|--------------------|--|--|--|--|--|
| Count | Percent | | | | |
| 178 | 100.00% | | | | |
| 178 | Respondents | | | | |

Q38. Please rate your level of satisfaction with the Technology Services and IECC Websites: - Entrata

| Count | Percent | | | |
|--------|--------------|---------------------------|------------|--|
| 479 | 61.10% | Very Satisfied | | |
| 263 | 33.55% | Satisfied | | |
| 22 | 2.81% | Dissatisfied | | |
| 6 | 0.77% | Very Dissatisfied | | |
| 14 | 1.79% | N/A | | |
| 784 | Respondents | | | |
| Top 2 | 96.36% (742) | Bottom 2 | 3.64% (28) | |
| Mean | 3.58 | Std Deviation | 0.59 | |
| Median | 4.00 | Std Error | 0.02 | |
| Mode | 4 | Confidence Interval @ 95% | 3.54-3.62 | |

Q39. Please rate your level of satisfaction with the Technology Services and IECC Websites: - Helpdesk Services

| Median | 4.00 | Std Error | 0.02 | |
|--------|--------------|-------------------|------------|--|
| Mean | 3.53 | Std Deviation | 0.60 | |
| Top 2 | 95.85% (601) | Bottom 2 | 4.15% (26) | |
| 784 | Respondents | | | |
| 157 | 20.03% | N/A | | |
| 4 | 0.51% | Very Dissatisfied | | |
| 22 | 2.81% | Dissatisfied | | |
| 241 | 30.74% | Satisfied | | |
| 360 | 45.92% | Very Satisfied | | |
| Count | Percent | | | |

| Q40. Please ra | ate your level of satisfaction wi | th the Technology Services and IECC Web | sites: - D2L | |
|----------------|-----------------------------------|---|--------------|--|
| Count | Percent | | | |
| 454 | 57.91% | Very Satisfied | | |
| 260 | 33.16% | Satisfied | | |
| 29 | 3.70% | Dissatisfied | | |
| 12 | 1.53% | Very Dissatisfied | | |
| 29 | 3.70% | N/A | | |
| 784 | Respondents | | | |
| Top 2 | 94.57% (714) | Bottom 2 | 5.43% (41) | |
| Mean | 3.53 | Std Deviation | 0.65 | |
| Median | 4.00 | Std Error | 0.02 | |
| Mode | 4 | Confidence Interval @ 95% | 3.48-3.58 | |

| Q41. Please ra | ate your level of satisfaction wi | th the Technology Services and IECC Web | sites: - Accessing online clas | ses and materials |
|----------------|-----------------------------------|---|--------------------------------|-------------------|
| Count | Percent | | | |
| 414 | 52.81% | Very Satisfied | | |
| 273 | 34.82% | Satisfied | | |
| 27 | 3.44% | Dissatisfied | | |
| 10 | 1.28% | Very Dissatisfied | | |
| 60 | 7.65% | N/A | | |
| 784 | Respondents | | | |
| Top 2 | 94.89% (687) | Bottom 2 | 5.11% (37) | |
| Mean | 3.51 | Std Deviation | 0.64 | |
| Median | 4.00 | Std Error | 0.02 | |
| Mode | 4 | Confidence Interval @ 95% | 3.46-3.55 | |

| Q42. Please r | ate your level of satisfaction | with the Technology Services and IECC Web | sites: - Locating information | on the IECC homepage |
|---------------|--------------------------------|---|-------------------------------|----------------------|
| Count | Percent | | | |
| 394 | 50.26% | Very Satisfied | | |
| 312 | 39.80% | Satisfied | | |
| 38 | 4.85% | Dissatisfied | | |
| 9 | 1.15% | Very Dissatisfied | | |
| 31 | 3.95% | N/A | | |
| 784 | Respondents | | | |
| Top 2 | 93.76% (706) | Bottom 2 | 6.24% (47) | |
| Mean | 3.45 | Std Deviation | 0.65 | |
| Median | 4.00 | Std Error | 0.02 | |
| Mode | 4 | Confidence Interval @ 95% | 3.40-3.50 | |

| Q43. Please r | ate your level of satisfaction v | vith the Technology Services and IECC Web | sites: - Locating information | on the College homepage |
|---------------|----------------------------------|---|-------------------------------|-------------------------|
| Count | Percent | | | |
| 386 | 49.23% | Very Satisfied | | |
| 310 | 39.54% | Satisfied | | |
| 32 | 4.08% | Dissatisfied | | |
| 9 | 1.15% | Very Dissatisfied | | |
| 47 | 5.99% | N/A | | |
| 784 | Respondents | | | |
| Top 2 | 94.44% (696) | Bottom 2 | 5.56% (41) | |
| Mean | 3.46 | Std Deviation | 0.64 | |
| Median | 4.00 | Std Error | 0.02 | |
| Mode | 4 | Confidence Interval @ 95% | 3.41-3.50 | |

| Q44. Please provid | le additional commer | nts to support your answers above. |
|--------------------|----------------------|------------------------------------|
| Count | Percent | |
| 152 | 100.00% | |
| 152 | Respondents | |

| Q45. Please r | ate your level of satisfaction re | egarding academics: - Quality of instruction | | |
|---------------|-----------------------------------|--|------------|--|
| Count | Percent | | | |
| 469 | 60.21% | Very Satisfied | | |
| 268 | 34.40% | Satisfied | | |
| 29 | 3.72% | Dissatisfied | | |
| 13 | 1.67% | Very Dissatisfied | | |
| 779 | Respondents | | | |
| Top 2 | 94.61% (737) | Bottom 2 | 5.39% (42) | |
| Mean | 3.53 | Std Deviation | 0.65 | |
| Median | 4.00 | Std Error | 0.02 | |
| Mode | 4 | Confidence Interval @ 95% | 3.49-3.58 | |

| Median | 4.00 | Std Error | 0.03 | |
|---------------|-----------------------------------|---|------------------------------|-------------------------|
| Mean | 3.50 | Std Deviation | 0.71 | |
| Top 2 | 91.91% (716) | Bottom 2 | 8.09% (63) | |
| 779 | Respondents | | | |
| 17 | 2.18% | Very Dissatisfied | | |
| 46 | 5.91% | Dissatisfied | | |
| 246 | 31.58% | Satisfied | | |
| 470 | 60.33% | Very Satisfied | | |
| Count | Percent | | | |
| Q46. Please r | ate your level of satisfaction re | egarding academics: - Instructor provides fee | edback in a timely manner re | garding course progress |

| Mode | 4 | Confidence Interval @ 95% | 3.51-3.60 | |
|----------------|-----------------------------------|--|-------------------------------|---|
| Median | 4.00 | Std Error | 0.02 | |
| Mean | 3.55 | Std Deviation | 0.62 | |
| Top 2 | 96.02% (748) | Bottom 2 | 3.98% (31) | |
| 779 | Respondents | | | |
| 10 | 1.28% | Very Dissatisfied | | |
| 21 | 2.70% | Dissatisfied | | |
| 275 | 35.30% | Satisfied | | |
| 473 | 60.72% | Very Satisfied | | |
| Count | Percent | | | |
| Q47. Please ra | ate your level of satisfaction re | egarding academics: - Courses of instruction | n are academically challengir | g |

| Q48. Please r | ate your level of satisfaction re | egarding academics: - Satisfaction level with | class size | |
|---------------|-----------------------------------|---|------------|--|
| Count | Percent | | | |
| 536 | 68.81% | Very Satisfied | | |
| 227 | 29.14% | Satisfied | | |
| 6 | 0.77% | Dissatisfied | | |
| 10 | 1.28% | Very Dissatisfied | | |
| 779 | Respondents | | | |
| Top 2 | 97.95% (763) | Bottom 2 | 2.05% (16) | |
| Mean | 3.65 | Std Deviation | 0.56 | |
| Median | 4.00 | Std Error | 0.02 | |
| Mode | 4 | Confidence Interval @ 95% | 3.62-3.69 | |

| Q49. Please ra | ate your level of satisfaction re | garding academics: - Computer labs or scie | ence labs are adequate to me | et the objectives of the course |
|----------------|-----------------------------------|--|------------------------------|---------------------------------|
| Count | Percent | | | |
| 456 | 58.54% | Very Satisfied | | |
| 254 | 32.61% | Satisfied | | |
| 23 | 2.95% | Dissatisfied | | |
| 46 | 5.91% | Very Dissatisfied | | |
| 779 | Respondents | | | |
| Top 2 | 91.14% (710) | Bottom 2 | 8.86% (69) | |
| Mean | 3.44 | Std Deviation | 0.81 | |
| Median | 4.00 | Std Error | 0.03 | |
| Mode | 4 | Confidence Interval @ 95% | 3.38-3.49 | |

| Q50. Please ra | ate your level of satisfaction re | garding academics: - Courses are available | e at the times you want or ne | ed them |
|----------------|-----------------------------------|--|-------------------------------|---------|
| Count | Percent | | | |
| 444 | 57.00% | Very Satisfied | | |
| 285 | 36.59% | Satisfied | | |
| 39 | 5.01% | Dissatisfied | | |
| 11 | 1.41% | Very Dissatisfied | | |
| 779 | Respondents | | | |
| Top 2 | 93.58% (729) | Bottom 2 | 6.42% (50) | |
| Mean | 3.49 | Std Deviation | 0.66 | |
| Median | 4.00 | Std Error | 0.02 | |
| Mode | 4 | Confidence Interval @ 95% | 3.45-3.54 | |

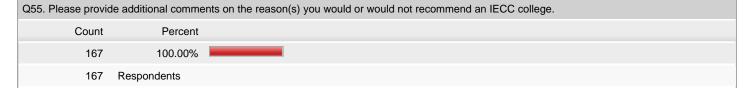
| Q51. Please ra | ate your level of satisfaction re | egarding academics: - Satisfaction level with | the variety of courses offered | I by IECC |
|----------------|-----------------------------------|---|--------------------------------|-----------|
| Count | Percent | | | |
| 441 | 56.61% | Very Satisfied | | |
| 297 | 38.13% | Satisfied | | |
| 25 | 3.21% | Dissatisfied | | |
| 16 | 2.05% | Very Dissatisfied | | |
| 779 | Respondents | | | |
| Top 2 | 94.74% (738) | Bottom 2 | 5.26% (41) | |
| Mean | 3.49 | Std Deviation | 0.66 | |
| Median | 4.00 | Std Error | 0.02 | |
| Mode | 4 | Confidence Interval @ 95% | 3.45-3.54 | |

Q52. Please rate your level of satisfaction regarding academics: - Faculty and staff, with whom you come in contact, respect you as an individual

| Count | Percent | | | |
|--------|--------------|---------------------------|------------|--|
| 531 | 68.16% | Very Satisfied | | |
| 223 | 28.63% | Satisfied | | |
| 14 | 1.80% | Dissatisfied | | |
| 11 | 1.41% | Very Dissatisfied | | |
| 779 | Respondents | | | |
| Top 2 | 96.79% (754) | Bottom 2 | 3.21% (25) | |
| Mean | 3.64 | Std Deviation | 0.59 | |
| Median | 4.00 | Std Error | 0.02 | |
| Mode | 4 | Confidence Interval @ 95% | 3.59-3.68 | |

| Q53. Please provid | le additional comments | to support your answers above. |
|--------------------|------------------------|--------------------------------|
| Count | Percent | |
| 167 | 100.00% 💻 | |
| 167 | Respondents | |

| Count 483 | Percent 62.08% | Yes, definitely recommend | | |
|--------------|-----------------------------|------------------------------------|------------|--|
| 248 | 31.88% | | | |
| 35 | 4.50% | No, not likely to recommend | | |
| 12 | 1.54% | No, definitely would not recommend | | |
| 778 | Respondents | | | |
| Top 2 | 93.96% (731) | Bottom 2 | 6.04% (47) | |
| Mean | 3.54 | Std Deviation | 0.66 | |
| Median | 4.00 | Std Error | 0.02 | |
| Mode | 4 Confidence Interval @ 95% | | 3.50-3.59 | |



Q56. Are you familiar with how to register for IECC classes online?

| Count | Percent | |
|-------|-------------|---------------------|
| 231 | 29.77% | Not at all familiar |
| 162 | 20.88% | Slightly familiar |
| 138 | 17.78% | Somewhat familiar |
| 142 | 18.30% | Moderately familiar |
| 103 | 13.27% | Extremely familiar |
| 776 | Respondents | |

Q57. How aware are you of the requirements for graduating from your program?

| Count | Percent | |
|-------|-------------|------------------|
| 34 | 4.38% | Not at all aware |
| 78 | 10.05% | Slightly aware |
| 106 | 13.66% | Somewhat aware |
| 236 | 30.41% | Moderately aware |
| 322 | 41.49% | Extremely aware |
| 776 | Respondents | |

| Q58. How satisfied are you with the services you received from the advising department? | | | | | | |
|---|-------------|--|----------------------|--|--|--|
| Count | Percent | | | | | |
| 19 | 2.45% | | Not at all satisfied | | | |
| 56 | 7.22% | | Slightly satisfied | | | |
| 201 | 25.90% | | Moderately satisfied | | | |
| 235 | 30.28% | | Very satisfied | | | |
| 265 | 34.15% | | Extremely satisfied | | | |
| 776 | Respondents | | | | | |