## 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 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 status is:

| Count | Percent |  |  |
| ---: | ---: | :--- | :--- |
| 291 | $34.48 \%$ | $\square$ | College Freshman (Less than 32 credit hours) |
| 457 | $54.15 \%$ | $\square$ | College Sophomore (32 or more credit hours) |
| 27 | $3.20 \%$ |  | High School Dual Credit Student |
| 1 | $0.12 \%$ | $\square$ | 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 educational plan?

| Count | Percent |  |
| :---: | :---: | :---: |
| 98 | 11.76\% $\square$ | Take course(s) with the intent of transferring to a 4-year college/university without receiving a degree or certificate |
| 226 | $27.13 \% \square \square$ | 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\% $\square$ | Complete an Associate Degree in a Career/Technical program(A.A.S) with the aim of finding gainful employment |
| 62 | 7.44\% $\square$ | 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\% $\square$ | Complete a Certificate in a Career/Technical program with the aim of finding gainful employment |
| 62 | 7.44\% $\square$ | Undecided but pursuing a degree or certificate |
| 30 | 3.60\% $\square$ | Take course(s) to improve skills needed for present job |
| 37 | 4.44\% $\square$ | Take course(s) for self-development/personal interest |
| 35 | 4.20\% $\square$ | Other |
| 833 | dents |  |

Q5. Please select your program of study at Frontier Community College.

| Count | Percent |  |
| :---: | :---: | :---: |
| 4 | 4.55\% $\square$ | Automotive Technology |
| 9 | 10.23\% $\square$ | Construction Technology |
| 1 | 1.14\% $\square$ | CNA/Basic Nurse Assistant Training Program |
| 5 | 5.68\% $\square$ | Electrical Distribution Systems |
| 1 | 1.14\% $\square$ | Emergency Preparedness (EMT/PARAMEDIC) |
| 1 | 1.14\% $\square$ | Entrepreneurship |
| 6 | 6.82\% $\square$ | Executive Office Professional |
| 2 | 2.27\% $\square$ | Fire Science |
| 5 | 5.68\% $\square$ | Graphic Design |
| 2 | 2.27\% $\square$ | Health Careers |
| 8 | 9.09\% $\square$ | Health Informatics |
| 2 | 2.27\% $\square$ | Information Systems Technology |
| 40 | $45.45 \%$ | Nursing |
| 0 | 0.00\% $\square$ | Phlebotomy |
| 2 | 2.27\% $\square$ | Paraprofessional Educator |
| 0 | 0.00\% $\square$ | Sports Management |
| 88 | Respondents |  |

Q6. Please select your program of study at Lincoln Trail College.

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

Q7. Please select your program of study at Olney Central College.

| Count | Percent |  |  |
| :---: | :---: | :---: | :---: |
| 7 | 7.29\% | $\square$ | Accounting |
| 11 | 11.46\% | $\square$ | Administration of Justice |
| 3 | 3.13\% | $\square$ | Automotive Service Technology |
| 1 | 1.04\% | $\square$ | CNA/Basic Nurse Assistant Training Program |
| 3 | 3.13\% | $\square$ | Collision Repair Technology |
| 9 | 9.38\% | $\square$ | Cosmetology/Nail Technician |
| 0 | 0.00\% | $\square$ | Entrepreneurship |
| 6 | 6.25\% | $\square$ | Industrial Maintenance/HVAC |
| 4 | 4.17\% | $\square$ | Massage Therapy |
| 8 | 8.33\% | $\square$ | Medical Office/Medical Coding |
| 26 | 27.08\% | $\square$ | Nursing |
| 2 | 2.08\% | $\square$ | Office Administration/Human Resources |
| 9 | 9.38\% | $\square$ | Phlebotomy |
| 6 | 6.25\% | $\square$ | Radiography |
| 0 | 0.00\% | $\square$ | Welding |
| 1 | 1.04\% | $\square$ | Sport Management |
| 0 | 0.00\% | $\square$ | Paraprofessional Educator |
|  | nts |  |  |

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


Q9. Please rate your satisfaction with the following as they pertain to general education or other courses outside of your major program of study. Content of program skill courses

| Count | Percent |  |  |
| ---: | ---: | :--- | :--- |
| 235 | $69.53 \%$ | $\square$ | Very Satisfied |
| 78 | $23.08 \%$ | $\square$ | Somewhat Satisfied |
| 12 | $3.55 \%$ | $\square$ | Somewhat Dissatisfied |
| 6 | $1.78 \%$ | $\square$ |  |
| 7 | $2.07 \%$ | $\square$ Very Dissatisfied |  |

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\% $\square$ | Very Satisfied |  |
| 82 | 24.26\% $\square$ | Somewhat Satisfied |  |
| 13 | 3.85\% $\square$ | Somewhat Dissatisfied |  |
| 12 | 3.55\% $\square$ | Very Dissatisfied |  |
| 12 | 3.55\% $\square$ | 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

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

Q12. Please rate your satisfaction with the following as they pertain to general education or other courses outside of your major program of study. Job preparation

| Count | Percent |  |  |
| :---: | :---: | :---: | :---: |
| 205 | 60.65\% $\square$ | Very Satisfied |  |
| 94 | 27.81\% $\square$ | Somewhat Satisfied |  |
| 15 | 4.44\% $\square$ | Somewhat Dissatisfied |  |
| 10 | 2.96\% $\square$ | Very Dissatisfied |  |
| 14 | 4.14\% $\square$ | 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


Q14. Please provide additional comments to support your answers above.

| Count | Percent |
| ---: | :---: |
| 135 | $100.00 \%$ |
| 135 | Respondents |


| Q15. Do you plan to graduate during this academic year? |  |  |
| ---: | :--- | :--- |
| Count | Percent |  |
| 154 | $45.56 \%$ |  |
| 165 | $48.82 \%$ |  |
| 19 | $5.62 \%$ |  |
| 338 | Respondents | Yos |

Q16. When do you attend classes?

| Count | Respondent \% | Response \% |  |
| :---: | :---: | :---: | :---: |
| 663 | 80.66\% | 60.55\% $\square$ | Day |
| 142 | 17.27\% | 12.97\% $\square$ | Evening |
| 255 | 31.02\% | 23.29\% $\square$ | Online |
| 23 | 2.80\% | 2.10\% $\square$ | Dual Credit at High School |
| 12 | 1.46\% | 1.10\% $\square$ | Dual Credit at College |
| 822 | ndents |  |  |
| 1095 | nses |  |  |

Q17. Please check the following formats that you use to access the IECC Catalog.

| Count | Respondent \% | Response \% |  |  |
| ---: | ---: | ---: | ---: | :--- |
| 83 | $10.10 \%$ | $9.47 \%$ |  |  |
| 365 | $44.40 \%$ | $41.67 \%$ | $\square$ | Printed Copy |
| 428 | $52.07 \%$ | $48.86 \%$ |  | On-line Catalog |
| 822 | Respondents |  | I do not use the IECC catalog |  |
| 876 | Responses |  |  |  |

Q18. How would you rate the communication between the four IECC colleges as it applies to your needs?

| Count | Percent |  |
| ---: | :--- | :--- |
| 317 | $38.56 \%$ | $\square$ |
| 317 | $38.56 \%$ | Great |
| 25 | $3.04 \%$ | OK |
| 163 | $19.83 \%$ | Poor (please comment) |
| 822 | Respondents | N/A |

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 | $18.86 \%$ | $10.98 \%$ | $\square$ | Facebook |
| 317 | $38.56 \%$ | $22.45 \%$ |  | IECC Homepage |
| 822 | Respondents |  |  |  |
| 1412 | Responses |  |  |  |

Q20. Do you participate in student organizations available at your college?

| Count | Percent |  |
| ---: | :---: | :--- |
| 310 | $37.71 \%$ |  |
| 441 | $53.65 \%$ |  |
| 71 | $8.64 \%$ |  |
| 822 | Respondents |  |

Q21. Do you know about IECC's online transcript ordering and delivery service through National Student Clearinghouse?

| Count | Percent |  |
| :--- | :--- | :--- |
| 439 | $55.50 \%$ |  |
| 352 | $44.50 \%$ | Yes |
| 791 | Respondents | No |

Q22. Please respond with your level of satisfaction regarding IECC's online transcript ordering and delivery service:

| Count | Percent |  |  |
| :---: | :---: | :---: | :---: |
| 147 | 18.58\% $\square$ | Very satisfied |  |
| 235 | $29.71 \% \square$ | Satisfied |  |
| 8 | 1.01\% $\quad \square$ | Dissatisfied |  |
| 6 | 0.76\% $\quad \square$ | Very dissatisfied |  |
| 395 | 49.94\% $\square$ | 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 |

Q23. Please provide additional comments to support your answers about IECC's Online Transcript ordering and delivery service.

| Count | Percent |
| ---: | :---: |
| 184 | $100.00 \%$ |
| 184 | Respondents |

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

| Count | Percent |  |
| ---: | :--- | :--- |
| 488 | $61.69 \%$ | $\square$ | Very satisfied

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 | $58.53 \%$ | $\square$ |
| 236 | $29.84 \%$ | $\square$ |
| 18 | $2.28 \%$ | $\square$ |
| 3 | $0.38 \%$ | $\square$ |


| 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 |  |
| ---: | ---: | :--- |
| 480 | $60.68 \%$ | $\square$ |
| 241 | $30.47 \%$ | $\square$ |
| 18 | $2.28 \%$ | $\square$ |
| 4 | $0.51 \%$ | $\square$ |
| 48 | $6.07 \%$ | $\square$ |


| Top 2 | $97.04 \%(721)$ | Bottom 2 | $2.96 \%(22)$ |
| ---: | ---: | ---: | ---: |
| Mean | 3.61 | Std Deviation | 0.56 |
| Median | 4.00 | Std Error | 0.02 |
| Mode | 4 | Confidence Interval @ 95\% | $3.57-3.65$ |

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.

| Count | Percent |  |
| ---: | ---: | :--- |
| 450 | $56.89 \%$ | $\square$ |
| 208 | $26.30 \%$ | $\square$ |
| 26 | $3.29 \%$ | $\square$ |
| 17 | $2.15 \%$ | $\square$ |
| 90 | $11.38 \%$ | $\square$ Satisfied satisfied |
|  |  | Very dissatisfied |

791 Respondents

| Top 2 | $93.87 \%(658)$ | Bottom 2 | $6.13 \%(43)$ |
| ---: | ---: | ---: | ---: |
| Mean | 3.56 | Std Deviation | 0.68 |
| Median | 4.00 | Std Error | 0.03 |
| Mode | 4 | Confidence Interval @ 95\% | $3.51-3.61$ |

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.

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

Q29. 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 |  |
| ---: | ---: | :--- |
| 464 | $58.66 \%$ | $\square$ |
| 241 | $30.47 \%$ | $\square \square$ |
| 21 | $2.65 \%$ | $\square$ |
| 10 | $1.26 \%$ | $\square$ Vatisfied satisfied |
| 55 | $6.95 \%$ | $\square$ |
| 791 | Ressatisfied |  |
| 79 | Very dissatisfied |  |


| 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 | $57.40 \%$ | $\square$ |
| 242 | $30.59 \%$ | $\square$ |
| 24 | $3.03 \%$ | $\square$ |
| 15 | $1.90 \%$ | $\square$ |
|  | Satisfied satisfied |  |
| 56 | $7.08 \%$ | $\square$ |

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 | $34.13 \%$ | $\square$ | Very satisfied


| 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 provide additional comments to support your answers above.

| Count | Percent |
| ---: | :---: |
| 190 | $100.00 \%$ |
| 190 | Respondents |


| Q33. Please rate your level of satisfaction with the following Library Services: - Time of Availability |  |  |  |
| :---: | :---: | :---: | :---: |
| Count | Percent |  |  |
| 419 | 53.44\% $\square$ | Very Satisfied |  |
| 184 | 23.47\% | Satisfied |  |
| 10 | 1.28\% $\square$ | Dissatisfied |  |
| 9 | 1.15\% $\square$ | Very Dissatisfied |  |
| 162 | 20.66\% |  |  |
| 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 |



| Count | Percent |  |  |
| :---: | :---: | :---: | :---: |
| 419 | 53.44\% $\square$ | Very Satisfied |  |
| 179 | 22.83\% | Satisfied |  |
| 11 | 1.40\% $\square$ | Dissatisfied |  |
| 3 | 0.38\% $\square$ | 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 rate your level of satisfaction with the following Library Services: - Library personnel are helpful and knowledgeable |  |  |  |
| :---: | :---: | :---: | :---: |
| Count | Percent |  |  |
| 445 | 56.76\% $\square$ | Very Satisfied |  |
| 157 | 20.03\% | Satisfied |  |
| 10 | 1.28\% $\square$ | Dissatisfied |  |
| 4 | 0.51\% $\square$ | Very Dissatisfied |  |
| 168 | 21.43\% | N/A |  |
| 784 | pondents |  |  |
| 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 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\% $\square$ | Very Satisfied |  |
| 263 | 33.55\% $\square$ | Satisfied |  |
| 22 | 2.81\% $\square$ | Dissatisfied |  |
| 6 | 0.77\% $\square$ | Very Dissatisfied |  |
| 14 | 1.79\% $\square$ |  |  |
| 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 |



| Q40. Please rate your level of satisfaction with the Technology Services and IECC Websites: - D2L |  |  |  |
| :---: | :---: | :---: | :---: |
| Count | Percent |  |  |
| 454 | 57.91\% $\square$ | Very Satisfied |  |
| 260 | 33.16\% $\square$ | Satisfied |  |
| 29 | 3.70\% $\square$ | Dissatisfied |  |
| 12 | 1.53\% $\square$ | Very Dissatisfied |  |
| 29 | 3.70\% $\square$ | 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 rate your level of satisfaction with the Technology Services and IECC Websites: - Accessing online classes and materials |  |  |  |
| :---: | :---: | :---: | :---: |
| Count | Percent |  |  |
| 414 | 52.81\% $\square$ | Very Satisfied |  |
| 273 | 34.82\% $\square$ | Satisfied |  |
| 27 | 3.44\% $\square$ | Dissatisfied |  |
| 10 | 1.28\% $\square$ | Very Dissatisfied |  |
| 60 | 7.65\% $\square$ |  |  |
| 784 | pondents |  |  |
| 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 |


| Count | Percent |  |  |
| :---: | :---: | :---: | :---: |
| 394 | 50.26\% | Very Satisfied |  |
| 312 | 39.80\% $\square$ | Satisfied |  |
| 38 | 4.85\% $\square$ | Dissatisfied |  |
| 9 | 1.15\% $\square$ | Very Dissatisfied |  |
| 31 | 3.95\% $\square$ | 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 |



Q44. Please provide additional comments to support your answers above.

| Count | Percent |
| ---: | :---: |
| 152 | $100.00 \%$ |
| 152 | Respondents |



| Count | Percent |  |  |
| :---: | :---: | :---: | :---: |
| 470 | 60.33\% $\square$ | Very Satisfied |  |
| 246 | 31.58\% $\square$ | Satisfied |  |
| 46 | 5.91\% $\square$ | Dissatisfied |  |
| 17 | 2.18\% $\square$ | Very Dissatisfied |  |
| 779 | pondents |  |  |
| Top 2 | 91.91\% (716) | Bottom 2 | 8.09\% (63) |
| Mean | 3.50 | Std Deviation | 0.71 |
| Median | 4.00 | Std Error | 0.03 |
| Mode | 4 | Confidence Interval @ 95\% | 3.45-3.55 |



| Q48. Please rate your level of satisfaction regarding academics: - Satisfaction level with class size |  |  |  |
| :---: | :---: | :---: | :---: |
| Count | Percent |  |  |
| 536 | 68.81\% $\square$ | Very Satisfied |  |
| 227 | 29.14\% $\square$ | Satisfied |  |
| 6 | 0.77\% $\square$ | Dissatisfied |  |
| 10 | 1.28\% $\square$ | 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 |



Q50. Please rate your level of satisfaction regarding academics: - Courses are available at the times you want or need them

| Count | Percent |  |
| ---: | ---: | :--- |
| 444 | $57.00 \%$ | $\square$ |
| 285 | $36.59 \%$ | $\square$ |
| 39 | $5.01 \%$ | Very Satisfied |
| 11 | $1.41 \%$ | $\square$ |


| 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 rate your level of satisfaction regarding academics: - Satisfaction level with the variety of courses offered by IECC |  |  |  |
| :---: | :---: | :---: | :---: |
| Count | Percent |  |  |
| 441 | 56.61\% $\square$ | Very Satisfied |  |
| 297 | 38.13\% $\square$ | Satisfied |  |
| 25 | 3.21\% $\square$ | Dissatisfied |  |
| 16 | 2.05\% $\square$ | 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\% $\square$ | Very Satisfied |  |
| 223 | 28.63\% $\square$ | Satisfied |  |
| 14 | 1.80\% $\square$ | Dissatisfied |  |
| 11 | 1.41\% $\square$ | 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 provide additional comments to support your answers above.

| Count | Percent |
| ---: | :---: |
| 167 | $100.00 \%$ |
| 167 | Respondents |

Q54. Would you recommend this college to others?

| Count | Percent |  |
| ---: | ---: | :--- |
| 483 | $62.08 \%$ | $\square$ | Yes, definitely recommend


| 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\% | $3.50-3.59$ |

Q55. Please provide additional comments on the reason(s) you would or would not recommend an IECC college.

| Count | Percent |
| ---: | :---: |
| 167 | $100.00 \%$ |
| 167 | Respondents |


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

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

| Count | Percent |  |
| ---: | :--- | :--- |
| 34 | $4.38 \%$ |  |
| 78 | $10.05 \%$ |  |
| 106 | $13.66 \%$ |  |
| 236 | $30.41 \%$ |  |
| 322 | $41.49 \%$ | Slightly aware all aware |
| 776 | Respondents |  |

Q58. How satisfied are you with the services you received from the advising department?

| Count | Percent |  |
| ---: | :--- | :--- |
| 19 | $2.45 \%$ |  |
| 56 | $7.22 \%$ |  |

