



**Noel Levitz Student Satisfaction Inventory:
A Gap Analysis Review
Illinois Valley Community College
Spring, 2021 Survey Administration**

***Office of Institutional Research
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Abstract

Illinois Valley Community College administered the Spring, 2021 Noel Levitz Student Satisfaction Inventory to spring, 2021 students enrolled during the Covid-19 pandemic in hopes of measuring students' satisfaction with their learning experience during these most trying times. The results offer a mix of both satisfaction and disappointment during what can only be described as one of the most difficult periods in Illinois Valley's history as the College community continues to adjust to the protracted consequences of teaching and learning in an on-going pandemic.

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**Noel Levitz Student Satisfaction Inventory
Illinois Valley Community College
Spring, 2021**

The Noel Levitz Student Satisfaction Inventory (SSI) was administered in the spring, 2021 semester via email to 1,792 eligible students of which approximately 305 responded (for comparison, in 2017, 2,382 students were invited to participate and 450 responded). The adjusted response rate did not surpass the anticipated national response rate of 20 percent. The 2017 survey reached 19.5 percent which equaled the spring, 2014 administration's response rate. This year, fewer than one in five Illinois Valley students responded to the Noel Levitz survey (17.0 percent). However, the response rate is respectable and closely mirrors the national average of 20 percent for community colleges. Illinois Valley has conducted the Noel Levitz SSI every three years since 2004. Originally scheduled for spring, 2020 the survey was postponed until spring, 2021 due to Covid-19 shutdowns. The original SSI format consisted of paper and pencil *Scantron* forms mailed to students. This year's SSI, like the 2017 survey, was administered via the eligible students' college and personal email accounts. Affording students multiple email options for receiving and completing the survey helps ensure optimal survey coverage participation.

Noel Levitz SSI is a *Gap Analysis* which differs from the more traditional student satisfaction survey which measures only satisfaction with students' college experience. The SSI purports to measure what students think is *Important* and then asks to what degree their *Satisfaction* is being met on multiple higher education related items. The difference between the two scores is the gap being measured.

The aim of this report is to give a comprehensive, yet brief, analysis of the spring, 2021 survey findings. The Noel Levitz SSI's 2021 outcomes highlight the strengths and challenges confronting Illinois Valley Community College in this most trying year of Covid-19 when the majority of classes were conducted online while being taught by faculty, many of whom are still new to online teaching and by students, many of whom were not at all familiar nor comfortable with classes being taught through distance education methods.

Despite this unfamiliarity, the spring, 2021 semester was technically the second full semester where students and faculty experienced online learning almost exclusively via *Zoom* and *Blackboard Learning Management* systems. Despite these limitations, the College thought it was best, if not essential, to discover how Illinois Valley students were coping under these unusual learning conditions.

Therefore, after input from administrators, faculty and staff, the decision was made to conduct the spring, 2021 survey. Despite the expected challenges, this data was needed to help guide the College community as it navigates its way through what is expected to be a difficult time for all who work for and attend Illinois Valley over the coming year(s).

Noel Levitz Student Satisfactory Inventory Overview

The heart of the Noel Levitz Student Satisfactory Inventory (SSI) is comprised of 95 statements designed to elicit responses from students that compare the gap between their perceived views of importance and satisfaction related to their collegiate experience. These 95 statements are further distilled down to 12 scales along with four stand-alone items covering four unrelated topics of interest to the college. The 12 scales cover such topics as Student Centeredness, Instructional Effectiveness, Safety & Security and Campus Climate just to name a few. A complete list of scales is provided in *Appendix D*. In addition, three *Summary Questions* designed to elicit students' satisfaction with their college choice were examined. A final section asks a series of *Demographic Questions*, such as gender, age, ethnicity and education goals along with many others totaling 15 statements in all. These questions help define who completed the survey while allowing for additional drill down analyses if required.

This year, embedded within the 95 statements are **ten Illinois Valley Community College Campus Items** that specifically ask questions related to students' satisfaction with the teaching and learning environment during the pandemic. This section will be covered in detail in this report.

Illinois Valley Survey Demographics

Almost 59 percent of survey respondents live at home with their parents while another nine percent rent a room or apartment off campus. The majority are enrolled during the day (85 percent) and take a full-time class load (64 percent). The class academic level is split almost evenly between freshmen (38 percent) and sophomore (44 percent) year. The top two educational goals are to obtain an Associate degree (56 percent) or transfer to another institution (25 percent). When asked what *choice Illinois Valley was when selecting a college* almost 84 percent indicated Illinois Valley was their first choice. Thirteen percent indicated Illinois Valley was their second choice. Asked what *most influenced a student's decision to attend Illinois Valley*, 37 percent specified *Word of mouth*. Only 11 percent mentioned *High school counselor*. Eighteen percent of respondents are nursing students. The majority of the demographic findings are similar if not identical to the responses tallied by the 2017 survey respondents. The complete list of demographic questions is provided in *Appendix B*.

Illinois Valley Strengths & Challenges

The following table examines the *Strengths & Challenges* confronting students as calculated by the 2021, SSI. This year's strengths outnumbered challenges 15 to 8. These numbers are similar to the 2017, SSI (14 vs. 9). Over half of the *Strengths* (8) carry over from the 2017 survey*. This is helpful to know since it indicates SSI's internal consistency helping to validate the 2021 results. The strengths emphasize IVCC's *knowledgeable faculty*, and *a safe & secure campus that is well maintained where adequate virtual library resources are provided as needed* and where *tutoring services are readily available*. In addition, *campus staff are caring and helpful* with particular attention paid to the *Admissions staff's knowledge*. Interestingly, some of the college's strengths are also found in its challenges. While academic area strengths indicate *faculty are knowledgeable in their fields and students had the opportunity to grow intellectually*, the bulk of the *Challenges* identified (6 of 8) impact academic related areas. In addition, six of the eight *Challenges* carry over from the 2017 survey*.

Strengths

- 31. *The campus is safe and secure for all students.*
- 58. *Nearly all of the faculty are knowledgeable in their fields.*
- 73. Campus item: My instructor is accessible by telephone, e-mail and/or virtually while I am off campus.
- 68. On the whole, the campus is well-maintained.
- 70. *I am able to experience intellectual growth here.*
- 50. *Tutoring services are readily available.*
- 05. The personnel involved in registration are helpful.
- 06. My academic advisor is approachable.
- 51. There are convenient ways of paying my school bill.
- 69. *There is a good variety of courses provided on this campus.*
- 39. The amount of student parking space on campus is adequate.
- 76. Campus item: Adequate virtual library resources are provided as needed.
- 45. *This institution has a good reputation within the community.*
- 41. *Admissions staff are knowledgeable.*
- 27. *The campus staff are caring and helpful.*

Challenges

- 07. *Adequate financial aid is available for most students.*
- 08. *Classes are scheduled at times that are convenient for me.*
- 18. *The quality of instruction I receive in most of my classes is excellent.*
- 23. *Faculty are understanding of students' unique life circumstances.*
- 32. My academic advisor is knowledgeable about my program requirements.
- 40. *My academic advisor is knowledgeable about the transfer requirements of other schools.*
- 46. *Faculty provide timely feedback about student progress in a course.*
- 72. Campus item: Faculty provide timely feedback about my academic progress while in a virtual environment.

* *Italicize indicates carry over from 2017 NL SSI survey.*

Note: # refers to NL SSI item sequence number in full statistical report.

Most of these challenges need context in order to properly evaluate them. The inadequate support some students feel they are receiving may actually stem from issues that all students face at college and may not accurately portray the true support that Illinois Valley’s faculty actually give. Indeed, as we will see briefly when compared to Midwest Region National norms, Illinois Valley compares favorably on most measures.

Illinois Valley Institutional Summary Scale Report

The complete Noel Levitz SSI is made up of 95 items plus three summary questions designed to rate students’ perceived level of importance and overall satisfaction with Illinois Valley. For ease of analysis these 95 items are compressed into **Twelve Scales** allowing for a more concise examination. Each scale is comprised of multiple related items that, when combined, yield a calculated composite score. The following table ranks each *Scale* in order of importance and compares each with the National Community Colleges’ Midwest Region comparison norms. The breakdown of each scale can be found in *Appendix A: Scale Summary*. *Appendix D: Twelve Summary Scales* details which individual survey Items fall under each Scale Summary.

Illinois Valley Institutional Summary Scales Spring, 2021 Scales: In Order of Importance

Scale	Illinois Valley Community College - SSI			National Community Colleges - Midwest Region			Mean Difference
	Importance	Satisfaction/SD	Gap	Importance	Satisfaction/SD	Gap	
Safety and Security	6.42	6.16/0.94	0.26	6.26	5.57/1.17	0.69	0.59***
Academic Advising/Counseling	6.38	5.90/1.25	0.48	6.32	5.66/1.32	0.66	0.24**
Admissions and Financial Aid	6.38	5.96/1.11	0.42	6.26	5.62/1.22	0.64	0.34***
Registration Effectiveness	6.38	6.06/0.97	0.32	6.31	5.79/1.03	0.52	0.27***
Instructional Effectiveness	6.37	5.85/1.14	0.52	6.35	5.75/1.08	0.60	0.10
Academic Services	6.35	6.10/0.96	0.25	6.26	5.90/1.02	0.36	0.20***
Student Centeredness	6.3	5.92/1.15	0.38	6.21	5.76/1.14	0.45	0.16*
Campus Climate	6.29	5.89/1.05	0.40	6.19	5.70/1.08	0.49	0.19**
Concern for the Individual	6.29	5.79/1.16	0.50	6.26	5.64/1.21	0.62	0.15*
Service Excellence	6.29	5.96/1.00	0.33	6.16	5.69/1.08	0.47	0.27***
Campus Support Services	6.10	5.69/1.33	0.41	5.87	5.47/1.27	0.40	0.22**
Responsiveness to Diverse Populations		6.05/1.20			5.89/1.24		0.20**

Importance = How important is it for IVCC to meet this expectation, Satisfaction = How satisfied are you that IVCC has met this expectation.

SD = standard deviation, Gap = difference between Importance and Satisfaction.

*Statistically significant difference at * 0.05 level, ** 0.01 level, ***0.001 level*

An important observation from the *Institutional Summary* is that Illinois Valley students are significantly more satisfied with their collegiate experience than the National Community Colleges - Midwest Regions cohort. The difference across 11 of 12 scales is statistically significant at moderate to high levels (between $p < .05$ - $p < 0.001$ levels). Illinois Valley students are most satisfied with *Safety & Security* on campus (6.16, 0.59***), *Academic Advising/Counseling* (5.90, 0.24**), *Admissions & Financial Aid* (5.96, 0.34***), and *Registration Effectiveness* (6.06, 0.27***). Additional scales in order of importance include *Academic Services* (6.10, 0.20***), *Student Centeredness* (5.92, 0.16*) followed by *Campus Climate* (5.89, 0.19**) which is similarly highly rated. The scales with the smallest Mean Difference score includes *Institutional Effectiveness* (5.85, 0.10), *Concern for the Individual* (5.79, 0.15*) and *Campus Support Services* (5.69, 0.22**). Rated without an *Importance* score is *Responsive to Diverse Populations* (6.05, 0.20**).

These rankings and external comparisons are important to keep in mind when analyzing Illinois Valley's satisfaction levels. When *Importance* and *Satisfaction* ratings are compared solely against what Illinois Valley students consider important and satisfied the results can be a bit misleading without noting that even Illinois Valley's challenges sometimes rank above the National Midwest norms.

Illinois Valley Summary Report

The *Item Percentage Summary Report* section is designed to provide a bottom line analysis covering the perceptions students develop while studying at Illinois Valley. It includes the average score for the responses to the summary items on the survey, as well as the percentage of responses for each of the possible indicators from Low (1) to High (7). The following table displays results for both measures along with statistically significant indicators if they are present.

The *Summary* results offer a mixed bag that are cautionary, yet offer hope for a post-pandemic learning experience at Illinois Valley. On two of the three measures Illinois Valley falls below the National Midwest norms. On the third measure Illinois Valley measures just above the National Midwest norms. The small magnitude in difference among all three measures gives hope for measurable improvements. When asked whether their (IVCC) *college experience has met their expectations*, Illinois Valley students rated it at 4.77 vs 5.01 for the Midwest cohort. This is a significant, yet small difference of -0.24 ($p < .01$). Asked to "*Rate your overall satisfaction with your experience at IVCC thus far,*" Illinois Valley students rated it at 5.52 vs. 5.62, a non-significant difference of -0.10. Finally, and of particular interest to Illinois Valley, is the third question which asks students, "*All in all, if you had to do it over,*

would you enroll here (Illinois Valley) again?" Respondents indicate in the affirmative that they would definitely consider enrolling in Illinois Valley again if given the chance. Illinois Valleys' mean score 6.00 (5.92 in 2017) is slightly higher, but not significantly, than the National Community College Midwest average of 5.91 (5.78 in 2017) yielding a non-significant mean difference of just +0.09.

**Noel Levitz SSI Spring, 2021
Item Percentage Summary Findings**

	Illinois Valley Community College - SSI	Midwest Community Colleges	Mean Difference
Summary Report			
So far, how has your college experience met your expectations?	4.77	5.01	-0.24**
1=Much worse than expected	2%	1%	
2=Quite a bit worse than I expected	2%	1%	
3=Worse than I expected	7%	5%	
4=About what I expected	32%	30%	
5=Better than I expected	25%	25%	
6=Quite a bit better than I expected	12%	15%	
7=Much better than expected	16%	19%	
Rate your overall satisfaction with your experience here thus far.	5.52	5.62	-0.10
1=Not satisfied at all	1%	1%	
2=Not very satisfied	4%	2%	
3=Somewhat dissatisfied	4%	4%	
4=Neutral	12%	10%	
5=Somewhat satisfied	11%	15%	
6=Satisfied	40%	40%	
7=Very satisfied	25%	25%	
All in all, if you had to do it over, would you enroll here again?	6.00	5.91	0.09
1=Definitely not	2%	1%	
2=Probably not	1%	3%	
3=Maybe not	3%	2%	
4=I don't know	7%	7%	
5=Maybe yes	6%	9%	
6=Probably yes	32%	30%	
7=Definitely yes	47%	44%	

**This report's top line provides a look at the average of responses that indicate an answer of 6 or 7 to the items in the survey: 6 is considered "important" or "satisfied" and 7 is considered "very important" or very Satisfied."*

*** Difference statistically significant at the .01 level*

Overall, the individual response percentages for each question do not vary greatly from their spring, 2017 survey numbers. This indicates a fair degree of stability over time and despite the ongoing pandemic.

Illinois Valley Pandemic Related Campus Items Analysis

Created and asked in response to attending Illinois Valley while still learning in the ongoing Covid-19 Pandemic, Noel Levitz, in conjunction with the Office of Institutional Research, developed ten questions geared towards Illinois Valley's students that sought to measure how important and how satisfied students were with online learning and access to campus services, such as advising and library services, during the pandemic. Because these questions are mostly institution specific, there is no Midwest Region comparison group. The following questions (10) were worded and asked in such a way as to measure *Importance* and *Satisfaction* with these crucial pandemic related concerns.

1. **Campus item 71:** The quality of virtual instruction is excellent.
2. **Campus item 72:** Faculty provide timely feedback about my academic progress while in a virtual environment.
3. **Campus item 73:** My instructor is accessible by telephone, e-mail and/or virtually while I am off campus.
4. **Campus item 74:** I receive timely information on the availability of financial aid, even while we are remote.
5. **Campus item 75:** Virtual academic counseling is available.
6. **Campus item 76:** Adequate virtual library resources are provided as needed.
7. **Campus item 77:** Tutoring services are readily available virtually.
8. **Campus item 78:** Refund and billing policies are appropriate during the pandemic response.
9. **Campus item 79:** Virtual career services are available.
10. **Campus item 80:** Appropriate technical assistance is available to support virtual learning.

The Pandemic related campus items analysis can be found in *Appendix A: Item Report, Noel Levitz, Item Report, 2021 (Item 71-80)*. On average, respondents rated all ten items higher in *Importance* than *Satisfaction* which is expected given the nature of the questions. The Gap between *Importance* and *Satisfaction* averaged 0.42 across all ten questions. The largest gap, or greatest dissatisfaction belongs to Item 71, "*The quality of virtual instruction is excellent,*" which measures 0.96 (Imp = 6.19, Sat = 5.23). The smallest gap, or least dissatisfaction belongs to Item 77, "*Tutoring services are readily available virtually,*" which measures 0.17 (Imp = 6.33, Sat = 6.16). The second largest gap can be found in Item 72, "*Faculty provide timely feedback about my academic progress while in a virtual environment,*" which measures 0.90.

Item 71, "*The quality of virtual instruction is excellent,*" highlights a challenge previously identified in the *Challenge 2021 Report* section. Encouragingly, two *Strengths* are found in the Campus Item section. Campus item 73, "*My instructor is accessible by telephone, e-mail and/or virtually while I am off campus,*" which reveals a gap of 0.35. Camps item 76, "*Adequate virtual library resources are provided as needed,*" measures a gap of 0.26.

While the overall gap between *Importance* and *Satisfaction* is small, generally speaking, campus items related to virtual instruction and faculty feedback/accessibility issues saw a larger dissatisfaction gap than items related to traditional campus services such as access to counseling and library resources. Illinois Valley can take note of its online virtual performance, both good and bad, during the pandemic to better inform its response as post-pandemic learning and instruction moves forward.

A note for the *Scale Summary* and *Item Reports*: Calculating the Average Scores Means for importance and satisfaction for summary and individual items are calculated by summing the respondents' ratings (for those that responded to that specific item) and dividing by the number of respondents. The item calculation is based on the number of respondents to that item (not the total data set) and is unique for the responses to the importance and the satisfaction segments. Only responses between 1-7 are included; zero responses (for not applicable/not used) and blanks are not included when creating the average score.

Illinois Valley Item Report & Item Percentage Reports

The complete *Item Report* and *Item Percentage Report* are available in *Appendix A*. Due to their length and detail, readers are encouraged to review all 95 items at their convenience. Illinois Valley's results are compared with the Noel Levitz National Community Colleges – Midwest Region cohort. The Midwest Region was selected for comparison because it was believed to more accurately reflect and contrast with Illinois Valley's findings while not overstating the comparison. Previous research has shown that Illinois Valley's results compare very favorably to the national cohort (*NCCBP, 2021*) but less favorably to the state level cohort (*IPEDS Peer Group, 2021*). The Midwest Region cohort may better reflect where Illinois Valley stands *viz-a-vis* other Midwest institutions on these important satisfaction measures.

Conclusions & General Findings

The complete statistical report covers a wide range of subjects including many topics of interest to students, faculty and administrators alike. While the report should be reviewed from the student's perspective, one should keep in mind that this perspective is sometimes limited. Students may not always understand all the components that make the college work; thus certain components may seem at odds with individual expectations and experiences. From a student's perspective, Illinois Valley's strengths are in its facilities, campus security, admission, academic support services and advising approachability. Concerns can be found in perceived adequate financial aid availability, quality of

instruction in some classes, advising and satisfaction with faculty feedback, including in the virtual environment.

Ironically, several contradictions are apparent in the report. For instance, students' voice concern for the quality of instruction they receive in most of their classes while also stating that they experience intellectual growth while pursuing their education. Campus staff are caring and helpful, but students feel that faculty are not necessarily understanding of students' unique life circumstances. There is a good variety of courses provided on campus, but classes aren't scheduled at times that are convenient for students. And finally, faculty don't necessarily provide timely feedback about students' academic progress while in a virtual environment yet their instructor is accessible by telephone, e-mail and/or virtually while off campus.

These contradictions offer a cautionary tale. One should not read too much into individual survey results (Items 1-95 in complete statistical survey) without also comparing the *Institutional Summary Scales*. In order to make better sense of the internal results, one should compare Illinois Valley's results with the National Community Colleges' Midwest cohort comparison group which in many instances indicates that Illinois Valley Community College is performing equal to or better than the National Midwest average.

A final word about the conditions under which this survey was conducted is necessary to put the results in context. During the spring term of 2020, the nation's schools virtually ceased on-campus instruction and rapidly switched to virtual learning for the remainder of the semester due to the onset of the Covid-19 Pandemic. Through hard work and a little bit of luck, the semester was concluded on time with hopes that normal on-campus operations would resume during the fall 2020 term. When it became apparent that remote learning was going to be the norm for the following academic year (2020-21), Illinois Valley, like all community colleges in the State of Illinois, switched to virtually all online learning for the duration. Exceptions were made for programs that required on-campus learning, such as nursing, and technical education programs such as truck driver training, electronics, and welding.

By the time the spring, 2021 Noel Levitz SSI was administered, Illinois Valley students had at least two and a half semesters experiencing virtual/online learning. Most classes were taught virtually, and student services were conducted for the most part via *Zoom*, internet, or phone. Despite Illinois Valley's recent, but hopefully brief, experience conducting large scale online learning, the decision was made to conduct the Noel Levitz SSI in hopes of gathering baseline data which would help guide the

College forward through the remainder of the pandemic. While the response rate was not as high (17.0 percent) as hoped for, the results nevertheless give the office of Institutional Research confidence that the findings are valid and consistent with the spring, 2017 survey (19.5 percent) which was conducted under pre-pandemic conditions.

Note: Additional analyses available upon request.

Appendices

**Noel Levitz Student Satisfaction Inventory
Illinois Valley Community College
Spring, 2021**

Appendix A: Illinois Valley Community College, Spring, 2021 Noel Levitz Statistical Results Tables

Appendix B: Illinois Valley Community College, Spring, 2021 Noel Levitz Demographic Results Tables

Appendix C: Noel Levitz Student Satisfaction Inventory: Survey Items 1-95, Summary Questions,
Demographics & IVCC Survey Academic Program Listing

Appendix D: Noel Levitz Student Satisfaction Inventory: Summary Scales (12) & Stand-Alone Items (4)



Appendix A

**Noel Levitz Student Satisfaction Inventory
Illinois Valley Community College
Spring, 2021
Statistical Results Tables**

October, 2021

**Strengths: Illinois Valley Community College - SSI - May 2021
vs. National Community Colleges - Midwestern Region**

S/C	Strength & Challenge	Item Number	Item	vs. Comparison	Higher & Lower Satisfaction vs Comparison	Importance Rank*
1	Strength	31	The campus is safe and secure for all students.	1	higher satisfaction	1
1	Strength	58	Nearly all of the faculty are knowledgeable in their fields.	1	higher satisfaction	2
1	Strength	73	Campus item: My instructor is accessible by telephone, e-mail and/or virtually while I am off campus.			3
1	Strength	68	On the whole, the campus is well-maintained.	1	higher satisfaction	4
1	Strength	70	I am able to experience intellectual growth here.			4
1	Strength	50	Tutoring services are readily available.	1	higher satisfaction	9
1	Strength	5	The personnel involved in registration are helpful.	1	higher satisfaction	12
1	Strength	6	My academic advisor is approachable.	1	higher satisfaction	12
1	Strength	51	There are convenient ways of paying my school bill.	1	higher satisfaction	12
1	Strength	69	There is a good variety of courses provided on this campus.			17
1	Strength	39	The amount of student parking space on campus is adequate.	1	higher satisfaction	20
1	Strength	76	Campus item: Adequate virtual library resources are provided as needed.			20
1	Strength	45	This institution has a good reputation within the community.			25
1	Strength	41	Admissions staff are knowledgeable.	1	higher satisfaction	32
1	Strength	27	The campus staff are caring and helpful.	1	higher satisfaction	33

* The Importance Rank or "Imp Rank" indicates the item rank in importance; only items in the top half of importance appear as either a strength or a challenge.

**Challenges: Illinois Valley Community College - SSI - May 2021
vs. National Community Colleges - Midwestern Region**

S/C	Strength & Challenge	Item Number	Item	vs. Comparison	Higher & Lower Satisfaction	Importance Rank*
2	Challenge	7	Adequate financial aid is available for most students.	1	higher satisfaction	22
2	Challenge	8	Classes are scheduled at times that are convenient for me.			37
2	Challenge	18	The quality of instruction I receive in most of my classes is excellent.			9
2	Challenge	23	Faculty are understanding of students' unique life circumstances.			28
2	Challenge	32	My academic advisor is knowledgeable about my program requirements.			11
2	Challenge	40	My academic advisor is knowledgeable about the transfer requirements of other schools.	1	higher satisfaction	12
2	Challenge	46	Faculty provide timely feedback about student progress in a course.			25
2	Challenge	72	Campus item: Faculty provide timely feedback about my academic progress while in a virtual environment.			37

* The Importance Rank or "Imp Rank" indicates the item rank in importance; only items in the top half of importance appear as either a strength or a challenge.

**Scale Summary: Illinois Valley Community College - SSI - May 2021
vs. National Community Colleges - Midwestern Region**

Scale Summary	Illinois Valley Community College				National Community Colleges - Midwest Region				Avg Satisfaction Difference	Statistically Significant
	Avg Importance	Avg Satisfaction	SD	Gap	Avg Importance	Avg Satisfaction	SD	Gap		
Safety and Security	6.42	6.16	0.94	0.26	6.26	5.57	1.17	0.69	0.59	★★★
Academic Advising/Counseling	6.38	5.90	1.25	0.48	6.32	5.66	1.32	0.66	0.24	★★
Admissions and Financial Aid	6.38	5.96	1.11	0.42	6.26	5.62	1.22	0.64	0.34	★★★
Registration Effectiveness	6.38	6.06	0.97	0.32	6.31	5.79	1.03	0.52	0.27	★★★
Instructional Effectiveness	6.37	5.85	1.14	0.52	6.35	5.75	1.08	0.60	0.10	
Academic Services	6.35	6.10	0.96	0.25	6.26	5.90	1.02	0.36	0.20	★★★
Student Centeredness	6.30	5.92	1.15	0.38	6.21	5.76	1.14	0.45	0.16	★
Campus Climate	6.29	5.89	1.05	0.40	6.19	5.70	1.08	0.49	0.19	★★
Concern for the Individual	6.29	5.79	1.16	0.50	6.26	5.64	1.21	0.62	0.15	★
Service Excellence	6.29	5.96	1.00	0.33	6.16	5.69	1.08	0.47	0.27	★★★
Campus Support Services	6.10	5.69	1.33	0.41	5.87	5.47	1.27	0.40	0.22	★★
Responsiveness to Diverse Populations		6.05	1.2			5.85	1.24		0.20	★★

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level

**Item Report: Illinois Valley Community College - SSI - May 2021
vs. National Community Colleges - Midwestern Region**

S/C	Strength & Challenge	Item Number	Item	Illinois Valley Community College				National Community Colleges - Midwest Region				Avg Satisfaction Difference	SS
				Avg Importance	Avg Satisfaction	SD	Gap	Avg Importance	Avg Satisfaction	SD	Gap		
0	Neither	1	Most students feel a sense of belonging here.	6.09	5.69	1.33	0.40	5.89	5.61	1.33	0.28	0.08	
0	Neither	2	Faculty care about me as an individual.	6.13	5.62	1.44	0.51	6.15	5.67	1.37	0.48	-0.05	
0	Neither	3	The quality of instruction in the vocational/technical programs is excellent.	6.19	5.67	1.31	0.52	6.26	5.65	1.33	0.61	0.02	
0	Neither	4	Security staff are helpful.	6.17	6.12	1.29	0.05	6.00	5.58	1.50	0.42	0.54	★★★
1	Strength	5	The personnel involved in registration are helpful.	6.44	6.15	1.23	0.29	6.31	5.75	1.44	0.56	0.40	★★★
1	Strength	6	My academic advisor is approachable.	6.44	6.15	1.31	0.29	6.38	5.83	1.53	0.55	0.32	★★★
2	Challenge	7	Adequate financial aid is available for most students.	6.41	5.83	1.53	0.58	6.33	5.54	1.60	0.79	0.29	★★
2	Challenge	8	Classes are scheduled at times that are convenient for me.	6.35	5.76	1.46	0.59	6.43	5.68	1.45	0.75	0.08	
0	Neither	9	Internships or practical experiences are provided in my degree/certificate program.	6.09	5.43	1.65	0.66	6.11	5.37	1.60	0.74	0.06	
0	Neither	10	Child care facilities are available on campus.	5.28	4.55	2.04	0.73	5.00	4.67	1.94	0.33	-0.12	
0	Neither	11	Security staff respond quickly in emergencies.	6.43	6.08	1.22	0.35	6.29	5.59	1.44	0.70	0.49	★★★
0	Neither	12	My academic advisor helps me set goals to work toward.	6.25	5.69	1.63	0.56	6.16	5.45	1.71	0.71	0.24	★
0	Neither	13	Financial aid awards are announced to students in time to be helpful in college planning.	6.31	5.78	1.43	0.53	6.25	5.42	1.61	0.83	0.36	★★★
0	Neither	14	Library resources and services are adequate.	6.37	6.10	1.19	0.27	6.27	5.98	1.27	0.29	0.12	
0	Neither	15	I am able to register for classes I need with few conflicts.	6.48	6.09	1.33	0.39	6.45	5.79	1.42	0.66	0.30	★★★
0	Neither	16	The college shows concern for students as individuals.	6.30	5.74	1.47	0.56	6.22	5.51	1.52	0.71	0.23	★
0	Neither	17	Personnel in the Veterans' Services program are helpful.	5.97	5.54	1.49	0.43	5.57	5.25	1.52	0.32	0.29	
2	Challenge	18	The quality of instruction I receive in most of my classes is excellent.	6.46	5.75	1.39	0.71	6.50	5.71	1.36	0.79	0.04	
0	Neither	19	This campus provides effective support services for displaced homemakers.	6.02	5.63	1.53	0.39	5.71	5.29	1.50	0.42	0.34	★
0	Neither	20	Financial aid counselors are helpful.	6.44	5.93	1.41	0.51	6.27	5.54	1.60	0.73	0.39	★★★
0	Neither	21	There are a sufficient number of study areas on campus.	6.26	6.20	1.23	0.06	6.25	5.91	1.38	0.34	0.29	★★★
0	Neither	22	People on this campus respect and are supportive of each other.	6.34	6.11	1.14	0.23	6.23	5.76	1.32	0.47	0.35	★★★
2	Challenge	23	Faculty are understanding of students' unique life circumstances.	6.39	5.79	1.49	0.60	6.32	5.61	1.50	0.71	0.18	
0	Neither	24	Parking lots are well-lighted and secure.	6.49	6.00	1.42	0.49	6.24	5.58	1.55	0.66	0.42	★★★
0	Neither	25	My academic advisor is concerned about my success as an individual.	6.29	5.83	1.46	0.46	6.27	5.51	1.67	0.76	0.32	★★
0	Neither	26	Library staff are helpful and approachable.	6.29	6.13	1.23	0.16	6.15	5.95	1.30	0.20	0.18	★
1	Strength	27	The campus staff are caring and helpful.	6.37	6.16	1.05	0.21	6.28	5.91	1.24	0.37	0.25	★★
0	Neither	28	It is an enjoyable experience to be a student on this campus.	6.31	5.87	1.48	0.44	6.29	5.82	1.38	0.47	0.05	
0	Neither	29	Faculty are fair and unbiased in their treatment of individual students.	6.37	5.88	1.33	0.49	6.41	5.75	1.45	0.66	0.13	
0	Neither	30	The career services office provides students with the help they need to get a job.	6.35	5.87	1.41	0.48	6.19	5.60	1.44	0.59	0.27	★
1	Strength	31	The campus is safe and secure for all students.	6.57	6.30	1.03	0.27	6.50	6.00	1.23	0.50	0.30	★★★
2	Challenge	32	My academic advisor is knowledgeable about my program requirements.	6.45	5.90	1.56	0.55	6.46	5.80	1.55	0.66	0.10	
0	Neither	33	Admissions counselors accurately portray the campus in their recruiting practices.	6.35	5.93	1.36	0.42	6.12	5.67	1.41	0.45	0.26	★★
0	Neither	34	Computer labs are adequate and accessible.	6.32	5.98	1.35	0.34	6.32	6.01	1.28	0.31	-0.03	
0	Neither	35	Policies and procedures regarding registration and course selection are clear and well-publicized.	6.39	5.94	1.31	0.45	6.34	5.79	1.37	0.55	0.15	
0	Neither	36	Students are made to feel welcome on this campus.	6.43	6.09	1.21	0.34	6.36	5.98	1.26	0.38	0.11	
0	Neither	37	Faculty take into consideration student differences as they teach a course.	6.30	5.64	1.48	0.66	6.25	5.54	1.48	0.71	0.10	
0	Neither	38	The student center is a comfortable place for students to spend their leisure time.	6.25	5.99	1.41	0.26	5.99	5.76	1.39	0.23	0.23	★
1	Strength	39	The amount of student parking space on campus is adequate.	6.42	6.25	1.21	0.17	6.24	5.08	1.91	1.16	1.17	★★★
2	Challenge	40	My academic advisor is knowledgeable about the transfer requirements of other schools.	6.44	5.86	1.59	0.58	6.34	5.61	1.59	0.73	0.25	★
1	Strength	41	Admissions staff are knowledgeable.	6.38	6.18	1.24	0.20	6.36	5.86	1.33	0.50	0.32	★★★
0	Neither	42	The equipment in the lab facilities is kept up to date.	6.34	5.83	1.40	0.51	6.32	5.81	1.36	0.51	0.02	
0	Neither	43	Class change (drop/add) policies are reasonable.	6.32	6.13	1.18	0.19	6.28	5.85	1.40	0.43	0.28	★★
0	Neither	44	I generally know what's happening on campus.	5.87	5.57	1.60	0.30	5.75	5.37	1.57	0.38	0.20	
1	Strength	45	This institution has a good reputation within the community.	6.40	6.12	1.16	0.28	6.24	5.97	1.29	0.27	0.15	
2	Challenge	46	Faculty provide timely feedback about student progress in a course.	6.40	5.75	1.40	0.65	6.35	5.61	1.47	0.74	0.14	
0	Neither	47	There are adequate services to help me decide upon a career.	6.31	5.83	1.45	0.48	6.24	5.65	1.45	0.59	0.18	
0	Neither	48	Counseling staff care about students as individuals.	6.39	5.93	1.39	0.46	6.28	5.76	1.42	0.52	0.17	
0	Neither	49	Admissions counselors respond to prospective students' unique needs and requests.	6.41	6.05	1.27	0.36	6.22	5.70	1.41	0.52	0.35	★★★
1	Strength	50	Tutoring services are readily available.	6.46	6.36	1.11	0.10	6.27	5.90	1.38	0.37	0.46	★★★
1	Strength	51	There are convenient ways of paying my school bill.	6.44	6.21	1.16	0.23	6.35	5.84	1.41	0.51	0.37	★★★
0	Neither	52	This school does whatever it can to help me reach my educational goals.	6.39	5.89	1.38	0.50	6.36	5.65	1.45	0.71	0.24	★★

**Item Report: Illinois Valley Community College - SSI - May 2021
vs. National Community Colleges - Midwestern Region**

S/C	Strength & Challenge	Item Number	Item	Illinois Valley Community College				National Community Colleges - Midwest Region				Avg Satisfaction Difference	SS
				Avg Importance	Avg Satisfaction	SD	Gap	Avg Importance	Avg Satisfaction	SD	Gap		
0	Neither	53	The assessment and course placement procedures are reasonable.	6.32	6.03	1.28	0.29	6.24	5.76	1.37	0.48	0.27	★★
0	Neither	54	Faculty are interested in my academic problems.	6.31	5.76	1.38	0.55	6.20	5.56	1.49	0.64	0.20	★
0	Neither	55	Academic support services adequately meet the needs of students.	6.41	6.09	1.19	0.32	6.25	5.74	1.36	0.51	0.35	★★★
0	Neither	56	The business office is open during hours which are convenient for most students.	6.28	6.03	1.24	0.25	6.19	5.74	1.39	0.45	0.29	★★
0	Neither	57	Administrators are approachable to students.	6.35	6.00	1.32	0.35	6.22	5.72	1.42	0.50	0.28	★★
1	Strength	58	Nearly all of the faculty are knowledgeable in their fields.	6.52	6.22	1.10	0.30	6.49	6.00	1.25	0.49	0.22	★★
0	Neither	59	New student orientation services help students adjust to college.	6.18	5.83	1.51	0.35	6.07	5.62	1.52	0.45	0.21	★
0	Neither	60	Billing policies are reasonable.	6.35	6.08	1.23	0.27	6.27	5.74	1.40	0.53	0.34	★★★
0	Neither	61	Faculty are usually available after class and during office hours.	6.37	6.03	1.28	0.34	6.34	5.93	1.29	0.41	0.10	
0	Neither	62	Bookstore staff are helpful.	6.34	6.14	1.33	0.20	6.17	5.90	1.40	0.27	0.24	★★
0	Neither	63	I seldom get the "run-around" when seeking information on this campus.	6.30	5.86	1.43	0.44	6.15	5.49	1.59	0.66	0.37	★★★
0	Neither	64	Nearly all classes deal with practical experiences and applications.	6.34	5.76	1.41	0.58	6.26	5.73	1.36	0.53	0.03	
0	Neither	65	Students are notified early in the term if they are doing poorly in a class.	6.20	5.35	1.85	0.85	6.25	5.29	1.73	0.96	0.06	
0	Neither	66	Program requirements are clear and reasonable.	6.47	6.03	1.35	0.44	6.43	5.87	1.34	0.56	0.16	
0	Neither	67	Channels for expressing student complaints are readily available.	6.31	5.47	1.78	0.84	6.13	5.28	1.70	0.85	0.19	
1	Strength	68	On the whole, the campus is well-maintained.	6.49	6.31	1.09	0.18	6.38	6.11	1.20	0.27	0.20	★★
1	Strength	69	There is a good variety of courses provided on this campus.	6.43	6.13	1.25	0.30	6.43	6.02	1.26	0.41	0.11	
1	Strength	70	I am able to experience intellectual growth here.	6.49	6.18	1.22	0.31	6.49	6.09	1.21	0.40	0.09	
0	Neither	71	Campus item: The quality of virtual instruction is excellent.	6.19	5.23	1.73	0.96						
2	Challenge	72	Campus item: Faculty provide timely feedback about my academic progress while in a virtual environment.	6.35	5.45	1.68	0.90						
1	Strength	73	Campus item: My instructor is accessible by telephone, e-mail and/or virtually while I am off campus.	6.50	6.15	1.33	0.35						
0	Neither	74	Campus item: I receive timely information on the availability of financial aid, even while we are remote.	6.34	6.09	1.26	0.25						
0	Neither	75	Campus item: Virtual academic counseling is available.	6.35	6.07	1.33	0.28						
1	Strength	76	Campus item: Adequate virtual library resources are provided as needed.	6.42	6.16	1.20	0.26						
0	Neither	77	Campus item: Tutoring services are readily available virtually.	6.33	6.16	1.28	0.17						
0	Neither	78	Campus item: Refund and billing policies are appropriate during the pandemic response.	6.40	6.05	1.34	0.35						
0	Neither	79	Campus item: Virtual career services are available.	6.19	5.85	1.42	0.34						
0	Neither	80	Campus item: Appropriate technical assistance is available to support virtual learning.	6.29	6.00	1.44	0.29						
0	Neither	81	Institution's commitment to part-time students?		5.99	1.30			5.91	1.33		0.08	
0	Neither	82	Institution's commitment to evening students?		5.93	1.30			5.77	1.43		0.16	
0	Neither	83	Institution's commitment to older, returning learners?		6.10	1.33			5.89	1.38		0.21	★
0	Neither	84	Institution's commitment to under-represented populations?		6.00	1.35			5.83	1.37		0.17	
0	Neither	85	Institution's commitment to commuters?		6.09	1.25			5.77	1.42		0.32	★★
0	Neither	86	Institution's commitment to students with disabilities?		6.21	1.26			5.94	1.33		0.27	★★
0	Neither	87	Cost as factor in decision to enroll.	6.34				6.38					
0	Neither	88	Financial aid as factor in decision to enroll.	6.27				6.12					
0	Neither	89	Academic reputation as factor in decision to enroll.	5.94				5.97					
0	Neither	90	Size of institution as factor in decision to enroll.	5.38				5.30					
0	Neither	91	Opportunity to play sports as factor in decision to enroll.	4.45				3.78					
0	Neither	92	Recommendations from family/friends as factor in decision to enroll.	5.38				5.08					
0	Neither	93	Geographic setting as factor in decision to enroll.	5.85				5.66					
0	Neither	94	Campus appearance as factor in decision to enroll.	5.47				5.31					
0	Neither	95	Personalized attention prior to enrollment as factor in decision to enroll.	5.65				5.49					

★ Difference statistically significant at the .05 level
 ★★ Difference statistically significant at the .01 level
 ★★★ Difference statistically significant at the .001 level

**Item Percentage Report: Illinois Valley Community College - SSI - May 2021
vs. National Community Colleges - Midwestern Region***

Strength & Challenge	Item Number	Item	Illinois Valley Community College			National Community Colleges - Midwest Region			
			Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Satisfaction % Difference
0	1	Most students feel a sense of belonging here.	73 %	60 %	13 %	69 %	61 %	8 %	-1 %
0	2	Faculty care about me as an individual.	75 %	63 %	12 %	78 %	64 %	14 %	-1 %
0	3	The quality of instruction in the vocational/technical programs is excellent.	81 %	62 %	19 %	81 %	62 %	19 %	0 %
0	4	Security staff are helpful.	78 %	78 %	0 %	72 %	61 %	11 %	17 %
1	5	The personnel involved in registration are helpful.	89 %	81 %	8 %	83 %	67 %	16 %	14 %
1	6	My academic advisor is approachable.	87 %	81 %	6 %	85 %	70 %	15 %	11 %
2	7	Adequate financial aid is available for most students.	84 %	69 %	15 %	83 %	61 %	22 %	8 %
2	8	Classes are scheduled at times that are convenient for me.	84 %	67 %	17 %	86 %	63 %	23 %	4 %
0	9	Internships or practical experiences are provided in my degree/certificate program.	79 %	58 %	21 %	76 %	55 %	21 %	3 %
0	10	Child care facilities are available on campus.	57 %	37 %	20 %	51 %	39 %	12 %	-2 %
0	11	Security staff respond quickly in emergencies.	85 %	74 %	11 %	81 %	60 %	21 %	14 %
0	12	My academic advisor helps me set goals to work toward.	80 %	64 %	16 %	78 %	59 %	19 %	5 %
0	13	Financial aid awards are announced to students in time to be helpful in college planning.	83 %	66 %	17 %	81 %	56 %	25 %	10 %
0	14	Library resources and services are adequate.	84 %	76 %	8 %	81 %	73 %	8 %	3 %
0	15	I am able to register for classes I need with few conflicts.	89 %	79 %	10 %	87 %	68 %	19 %	11 %
0	16	The college shows concern for students as individuals.	84 %	66 %	18 %	80 %	58 %	22 %	8 %
0	17	Personnel in the Veterans' Services program are helpful.	68 %	54 %	14 %	62 %	48 %	14 %	6 %
2	18	The quality of instruction I receive in most of my classes is excellent.	88 %	63 %	25 %	89 %	65 %	24 %	-2 %
0	19	This campus provides effective support services for displaced homemakers.	75 %	62 %	13 %	65 %	49 %	16 %	13 %
0	20	Financial aid counselors are helpful.	87 %	72 %	15 %	82 %	60 %	22 %	12 %
0	21	There are a sufficient number of study areas on campus.	79 %	81 %	-2 %	80 %	71 %	9 %	10 %
0	22	People on this campus respect and are supportive of each other.	83 %	75 %	8 %	80 %	66 %	14 %	9 %
2	23	Faculty are understanding of students' unique life circumstances.	87 %	68 %	19 %	83 %	62 %	21 %	6 %
0	24	Parking lots are well-lighted and secure.	89 %	74 %	15 %	80 %	62 %	18 %	12 %
0	25	My academic advisor is concerned about my success as an individual.	83 %	69 %	14 %	82 %	61 %	21 %	8 %
0	26	Library staff are helpful and approachable.	80 %	77 %	3 %	77 %	72 %	5 %	5 %
1	27	The campus staff are caring and helpful.	85 %	79 %	6 %	82 %	70 %	12 %	9 %
0	28	It is an enjoyable experience to be a student on this campus.	81 %	70 %	11 %	82 %	69 %	13 %	1 %
0	29	Faculty are fair and unbiased in their treatment of individual students.	83 %	70 %	13 %	86 %	67 %	19 %	3 %
0	30	The career services office provides students with the help they need to get a job.	84 %	72 %	12 %	79 %	60 %	19 %	12 %
1	31	The campus is safe and secure for all students.	90 %	84 %	6 %	88 %	74 %	14 %	10 %
2	32	My academic advisor is knowledgeable about my program requirements.	88 %	73 %	15 %	87 %	69 %	18 %	4 %
0	33	Admissions counselors accurately portray the campus in their recruiting practices.	84 %	72 %	12 %	77 %	63 %	14 %	9 %
0	34	Computer labs are adequate and accessible.	82 %	72 %	10 %	83 %	74 %	9 %	-2 %
0	35	Policies and procedures regarding registration and course selection are clear and well-publicized.	87 %	71 %	16 %	84 %	67 %	17 %	4 %
0	36	Students are made to feel welcome on this campus.	86 %	76 %	10 %	84 %	73 %	11 %	3 %
0	37	Faculty take into consideration student differences as they teach a course.	82 %	64 %	18 %	81 %	59 %	22 %	5 %
0	38	The student center is a comfortable place for students to spend their leisure time.	78 %	75 %	3 %	72 %	66 %	6 %	9 %
1	39	The amount of student parking space on campus is adequate.	85 %	81 %	4 %	81 %	52 %	29 %	29 %
2	40	My academic advisor is knowledgeable about the transfer requirements of other schools.	87 %	72 %	15 %	84 %	63 %	21 %	9 %
1	41	Admissions staff are knowledgeable.	88 %	81 %	7 %	84 %	70 %	14 %	11 %
0	42	The equipment in the lab facilities is kept up to date.	83 %	67 %	16 %	83 %	68 %	15 %	-1 %
0	43	Class change (drop/add) policies are reasonable.	83 %	79 %	4 %	82 %	70 %	12 %	9 %
0	44	I generally know what's happening on campus.	71 %	65 %	6 %	64 %	54 %	10 %	11 %
1	45	This institution has a good reputation within the community.	85 %	76 %	9 %	81 %	73 %	8 %	3 %
2	46	Faculty provide timely feedback about student progress in a course.	87 %	66 %	21 %	85 %	62 %	23 %	4 %
0	47	There are adequate services to help me decide upon a career.	83 %	70 %	13 %	81 %	63 %	18 %	7 %
0	48	Counseling staff care about students as individuals.	86 %	71 %	15 %	82 %	66 %	16 %	5 %
0	49	Admissions counselors respond to prospective students' unique needs and requests.	85 %	75 %	10 %	80 %	64 %	16 %	11 %
1	50	Tutoring services are readily available.	88 %	84 %	4 %	81 %	71 %	10 %	13 %

**Item Percentage Report: Illinois Valley Community College - SSI - May 2021
vs. National Community Colleges - Midwestern Region***

Strength & Challenge	Item Number	Item	Illinois Valley Community College			National Community Colleges - Midwest Region			Satisfaction % Difference
			Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	
1	51	There are convenient ways of paying my school bill.	88 %	80 %	8 %	84 %	70 %	14 %	10 %
0	52	This school does whatever it can to help me reach my educational goals.	85 %	69 %	16 %	84 %	63 %	21 %	6 %
0	53	The assessment and course placement procedures are reasonable.	85 %	75 %	10 %	81 %	66 %	15 %	9 %
0	54	Faculty are interested in my academic problems.	84 %	64 %	20 %	79 %	60 %	19 %	4 %
0	55	Academic support services adequately meet the needs of students.	86 %	76 %	10 %	81 %	65 %	16 %	11 %
0	56	The business office is open during hours which are convenient for most students.	80 %	72 %	8 %	79 %	65 %	14 %	7 %
0	57	Administrators are approachable to students.	84 %	73 %	11 %	80 %	65 %	15 %	8 %
1	58	Nearly all of the faculty are knowledgeable in their fields.	89 %	80 %	9 %	88 %	75 %	13 %	5 %
0	59	New student orientation services help students adjust to college.	78 %	72 %	6 %	75 %	62 %	13 %	10 %
0	60	Billing policies are reasonable.	86 %	77 %	9 %	81 %	66 %	15 %	11 %
0	61	Faculty are usually available after class and during office hours.	86 %	75 %	11 %	84 %	72 %	12 %	3 %
0	62	Bookstore staff are helpful.	83 %	78 %	5 %	78 %	71 %	7 %	7 %
0	63	I seldom get the "run-around" when seeking information on this campus.	82 %	69 %	13 %	78 %	60 %	18 %	9 %
0	64	Nearly all classes deal with practical experiences and applications.	84 %	65 %	19 %	81 %	65 %	16 %	0 %
0	65	Students are notified early in the term if they are doing poorly in a class.	80 %	57 %	23 %	81 %	55 %	26 %	2 %
0	66	Program requirements are clear and reasonable.	88 %	74 %	14 %	87 %	70 %	17 %	4 %
0	67	Channels for expressing student complaints are readily available.	83 %	60 %	23 %	77 %	54 %	23 %	6 %
1	68	On the whole, the campus is well-maintained.	88 %	85 %	3 %	85 %	78 %	7 %	7 %
1	69	There is a good variety of courses provided on this campus.	87 %	77 %	10 %	87 %	74 %	13 %	3 %
1	70	I am able to experience intellectual growth here.	90 %	80 %	10 %	89 %	77 %	12 %	3 %
0	71	Campus item: The quality of virtual instruction is excellent.	80 %	51 %	29 %				
2	72	Campus item: Faculty provide timely feedback about my academic progress while in a virtual environment.	83 %	59 %	24 %				
1	73	Campus item: My instructor is accessible by telephone, e-mail and/or virtually while I am off campus.	89 %	78 %	11 %				
0	74	Campus item: I receive timely information on the availability of financial aid, even while we are remote.	83 %	78 %	5 %				
0	75	Campus item: Virtual academic counseling is available.	84 %	76 %	8 %				
1	76	Campus item: Adequate virtual library resources are provided as needed.	86 %	79 %	7 %				
0	77	Campus item: Tutoring services are readily available virtually.	85 %	77 %	8 %				
0	78	Campus item: Refund and billing policies are appropriate during the pandemic response.	86 %	77 %	9 %				
0	79	Campus item: Virtual career services are available.	79 %	68 %	11 %				
0	80	Campus item: Appropriate technical assistance is available to support virtual learning.	84 %	75 %	9 %				
0	81	Institution's commitment to part-time students?		72 %			71 %		1 %
0	82	Institution's commitment to evening students?		70 %			67 %		3 %
0	83	Institution's commitment to older, returning learners?		76 %			71 %		5 %
0	84	Institution's commitment to under-represented populations?		74 %			69 %		5 %
0	85	Institution's commitment to commuters?		75 %			67 %		8 %
0	86	Institution's commitment to students with disabilities?		79 %			72 %		7 %
0	87	Cost as factor in decision to enroll.	84 %			85 %			
0	88	Financial aid as factor in decision to enroll.	83 %			78 %			
0	89	Academic reputation as factor in decision to enroll.	70 %			72 %			
0	90	Size of institution as factor in decision to enroll.	55 %			54 %			
0	91	Opportunity to play sports as factor in decision to enroll.	43 %			31 %			
0	92	Recommendations from family/friends as factor in decision to enroll.	61 %			50 %			
0	93	Geographic setting as factor in decision to enroll.	69 %			65 %			
0	94	Campus appearance as factor in decision to enroll.	57 %			55 %			
0	95	Personalized attention prior to enrollment as factor in decision to enroll.	63 %			60 %			

**This report provides a look at the percentage of Responses that indicate an answer of 6 or 7 to the items in the survey: 6 is considered "important" or "satisfied" and 7 is considered "very important" or very Satisfied.*

Importance % (Avg. Student Importance Perceived Response)

Satisfaction % (Avg. Student Satisfaction Perceived Response)

**Item Percentage Summary Report: Illinois Valley Community College - SSI - May 2021
vs. National Community Colleges - Midwestern Region**

Summary Report*	Answer Description	Illinois Valley	National Norms - Midwest Region	Difference	Statistically Significant*
So far, how has your college experience met your expectations?		4.77	5.01	-0.24	★★
	1= Much worse than I expected	2%	1%		
	2= Quite a bit worse than I expected	2%	1%		
	3= Worse than I expected	7%	5%		
	4= About what I expected	32%	30%		
	5= Better than I expected	25%	25%		
	6= Quite a bit better than I expected	12%	15%		
	7= Much better than I expected	16%	19%		
Rate your overall satisfaction with your experience here thus far.		5.52	5.62	-0.10	
	1= Not satisfied at all	1%	1%		
	2= Not very satisfied	4%	2%		
	3= Somewhat dissatisfied	4%	4%		
	4= Neutral	12%	10%		
	5= Somewhat satisfied	11%	15%		
	6= Satisfied	40%	40%		
	7= Very satisfied	25%	25%		
All in all, if you had it to do over again, would you enroll here?		6.00	5.91	0.09	
	1= Definitely not	2%	1%		
	2= Probably not	1%	3%		
	3= Maybe not	3%	2%		
	4= I don't know	7%	7%		
	5= Maybe yes	6%	9%		
	6= Probably yes	32%	30%		
	7= Definitely yes	47%	44%		

**This report's top line provides a look at the average of responses that indicate an answer of 6 or 7 to the items in the survey: 6 is considered "important" or "satisfied" and 7 is considered "very important" or very Satisfied."*

- ★ Difference statistically significant at the .05 level
- ★★ Difference statistically significant at the .01 level
- ★★★ Difference statistically significant at the .001 level



Appendix B

**Noel Levitz Student Satisfaction Inventory
Illinois Valley Community College
Spring, 2021
Demographic Results Tables**

October, 2021

Illinois Valley Community College - SSI - 5/2021-May 2021

Demographics
Age
Class Level
Current Class Load
Current Enrollment Status
Current GPA
Current Residence
Disabilities
Educational Goal
Employment
Ethnicity/Race
Gender
How many hours a week are you employed at a job during the school year (work study, part/full-time, etc.)?
Institution Was My
My decision to attend this college was influenced most by:
Residence Classification

Age of Respondents
Illinois Valley Community College - SSI - 5/2021-May 2021

Demographic Responses	N	%
18 and under	32	11.72 %
19 to 24	137	50.18 %
25 to 34	51	18.68 %
35 to 44	30	10.99 %
45 and over	23	8.42 %
Total	273	100.00 %
No Answer	32	
	305	

Class Level by Year
Illinois Valley Community College - SSI - 5/2021-May 2021

Demographic Responses	N	%
1 year or less	109	37.59 %
2 years	127	43.79 %
3 years	34	11.72 %
4 or more years	20	6.90 %
Total	290	100.00 %
No Answer	15	
	305	

Current Class Load
Illinois Valley Community College - SSI - 5/2021-May 2021

Demographic Responses	N	%
Full-time	187	63.82 %
Part-time	106	36.18 %
Total	293	100.00 %
No Answer	12	
	305	

Current Enrollment Status
Illinois Valley Community College - SSI - 5/2021-May 2021

Demographic Responses	N	%
Day	252	84.85 %
Evening	43	14.48 %
Weekend	2	0.67 %
Total	297	100.00 %
No Answer	8	
	305	

Current GPA
Illinois Valley Community College - SSI - 5/2021-May 2021

Demographic Responses	N	%
No credits earned	12	4.23 %
1.99 or below	3	1.06 %
2.0 - 2.49	27	9.51 %
2.5 - 2.99	52	18.31 %
3.0 - 3.49	86	30.28 %
3.5 or above	104	36.62 %
Total	284	100.00 %
No Answer	21	
	305	

Current Residence
Illinois Valley Community College - SSI - 5/2021-May 2021

Demographic Responses	N	%
Residence hall	0	0.00 %
No Answer	14	
Other residence	15	5.15 %
Rent room or apt off campus	25	8.59 %
Own house	80	27.49 %
Parent's home	171	58.76 %
Total	291	100.00 %

Disabilities

Illinois Valley Community College - SSI - 5/2021-May 2021

Demographic Responses	N	%
No Answer	16	
Yes - Disability	51	17.65 %
No - Disability	238	82.35 %
Total	289	100.00 %

Educational Goal
Illinois Valley Community College - SSI - 5/2021-May 2021

Demographic Responses	N	%
Associate degree	162	55.86 %
Vocational/technical program	7	2.41 %
Transfer to another institution	72	24.83 %
Certification (initial / renewal)	24	8.28 %
Self-improvement/pleasure	2	0.69 %
Job-related training	7	2.41 %
Other educational goal	16	5.52 %
Total	290	100.00 %
No Answer	15	

Employment

Illinois Valley Community College - SSI - 5/2021-May 2021

Demographic Responses	N	%
Full-time off campus	70	24.05 %
Part-time off campus	135	46.39 %
Full-time on campus	5	1.72 %
Part-time on campus	14	4.81 %
Not employed	67	23.02 %
Total	291	100.00 %
No Answer	14	
	305	

Ethnicity/Race
Illinois Valley Community College - SSI - 5/2021-May 2021

Demographic Responses	N	%
African-American	4	1.34 %
American Indian or Alaskan Native	3	1.01 %
Asian or Pacific Islander	4	1.34 %
Caucasian/White	239	80.20 %
Hispanic	34	11.41 %
Other race	1	0.34 %
Race - Prefer not to respond	13	4.36 %
Total	298	100.00 %
No Answer	7	

Gender
Illinois Valley Community College - SSI - 5/2021-May 2021

Demographic Responses	N	%
Female	171	63.10 %
Male	100	36.90 %
Total	271	100.00 %
No Answer	34	

How many hours a week are you employed at a job during the school year (work study, part/full-time, etc.)?
Illinois Valley Community College - SSI - 5/2021-May 2021

Demographic Responses	N	%
none	66	22.07 %
1-10 hrs	26	8.70 %
11-20 hrs	62	20.74 %
21-30 hrs	68	22.74 %
31-40 hrs	44	14.72 %
More than 40 hrs	33	11.04 %
Total	299	100.00 %
No Answer	6	

Institution Was My X Choice
Illinois Valley Community College - SSI - 5/2021-May 2021

Demographic Responses	N	%
1st choice	250	83.61 %
2nd choice	39	13.04 %
3rd choice or lower	10	3.34 %
Total	299	100.00 %
No Answer	6	

**My decision to attend this college was influenced most by:
Illinois Valley Community College - SSI - 5/2021-May 2021**

Demographic Responses	N	%
My high school counselor	33	10.89 %
Newspaper advertisements	2	0.66 %
Radio advertisements	0	0.00 %
Word of mouth (recommended by family/friends)	113	37.29 %
Tabloids (schedules) received by mail	0	0.00 %
None of the above	155	51.16 %
Total	303	100.00 %
No Answer	2	

Residence Classification
Illinois Valley Community College - SSI - 5/2021-May 2021

Demographic Responses	N	%
In-state	287	98.63 %
Out-of-state	1	0.34 %
International (not U.S. citizen)	3	1.03 %
Total	291	100.00 %
No Answer	14	

Major/Program Enrolled In
Illinois Valley Community College - SSI - 5/2021-May 2021

Majors/Programs	N	%
1010: Associate in Engineering Science	8	2.74 %
1011: Associate in General Studies	24	8.22 %
1013: IAI (Illinois Articulation Initiative: General Education Core Curric)	3	1.03 %
1101: AA/AS - Agriculture	3	1.03 %
1103: AA/AS - Art	14	4.79 %
1104: AA/AS - Biology	7	2.40 %
1105: AA/AS - Business	16	5.48 %
1106: AA/AS - Chemistry	2	0.68 %
1108: AA/AS - Communications Studies	3	1.03 %
1109: AA/AS - Computer Science	5	1.71 %
1110: AA/AS - Criminal Justice	7	2.40 %
1112: AA/AS - Early Childhood Education	9	3.08 %
1113: AA/AS - Elementary Education	6	2.05 %
1114: AA/AS - Engineering	5	1.71 %
1115: AA/AS - English	5	1.71 %
1118: AA/AS - Foreign Language	1	0.34 %
1119: AA/AS - Forestry and Conservation	1	0.34 %
1122: AA/AS - Graphic Design	1	0.34 %
1123: AA/AS - Health Studies	3	1.03 %
1124: AA/AS - History	2	0.68 %
1125: AA/AS - Industrial/Engineering Technology	1	0.34 %
1127: AA/AS - Music	1	0.34 %
1128: AA/AS - Nursing (Transfer)	25	8.56 %
1129: AA/AS - Physical Education/Athletic Training/Exercise Science	3	1.03 %
1130: AA/AS - Political Science	1	0.34 %
1133: AA/AS - Pre-Dentistry	2	0.68 %
1134: AA/AS - Pre-Law	2	0.68 %
1137: AA/AS - Pre-Pharmacy	1	0.34 %
1138: AA/AS - Pre-Physical Therapy	2	0.68 %
1139: AA/AS - Pre-Speech Pathology/Audiology/Communication Disorders	1	0.34 %
1140: AA/AS - Pre-Veterinary	3	1.03 %
1141: AA/AS - Psychology	7	2.40 %
1143: AA/AS - Secondary Education	1	0.34 %
1144: AA/AS - Social Work	2	0.68 %
1146: AA/AS - Special Education	1	0.34 %
2201: AAS - Accounting	6	2.05 %
2206: AAS - Computer-Aided Engineering & Design	3	1.03 %
2210: AAS - Engineering Technology	1	0.34 %
2211: AAS - Early Childhood Education	3	1.03 %
2212: AAS - Electronics & Electricians Technology	2	0.68 %
2216: AAS - Manufacturing Technology	1	0.34 %
2217: AAS - Marketing	2	0.68 %
2218: AAS - Nursing	27	9.25 %
2220: AAS - Office Professional	3	1.03 %
2221: AAS - Therapeutic Massage	2	0.68 %
2222: AAS - Welding Construction Technology	8	2.74 %
2223: AAS - Welding Production Technology	9	3.08 %
3313: CERT - Cannabis Production	1	0.34 %

Major/Program Enrolled In
Illinois Valley Community College - SSI - 5/2021-May 2021

Majors/Programs	N	%
3314: CERT - Certified Nursing Assistant (C.N.A.)	1	0.34 %
3316: CERT - Computer Numerical Control (CNC) Operator	1	0.34 %
3318: CERT - Criminal Justice	1	0.34 %
3319: CERT - Cybersecurity	3	1.03 %
3321: CERT - Dental Assisting	1	0.34 %
3322: CERT - Early Childhood Education Gateways Credential	1	0.34 %
3325: CERT - Forensic Science	1	0.34 %
3327: CERT - Industrial Electrician	2	0.68 %
3328: CERT - Industrial Maintenance	2	0.68 %
3330: CERT - Therapeutic Massage	1	0.34 %
3333: CERT - Mechanical/Electronics CAD	2	0.68 %
3334: CERT - Medical Assistant	5	1.71 %
3335: CERT - Office Professional I	2	0.68 %
3337: CERT - Paramedic	1	0.34 %
3338: CERT - Phlebotomy	1	0.34 %
3339: CERT - Practical Nursing	2	0.68 %
3343: CERT - Truck Driver Training	1	0.34 %
3345: CERT - Welding (other)	12	4.11 %
3349: CERT - Basic Shielded Metal Arc Welding	2	0.68 %
3350: CERT - Intermediate Shielded Metal Arc Welding	1	0.34 %
3352: CERT - Oxy Acetylene Welding	1	0.34 %
3353: CERT - Gas Tungsten Arc Welding	2	0.68 %
Total	292	100.00 %



Appendix C

Noel Levitz Student Satisfaction Inventory: Survey Items 1-95, Summary Questions, Demographics & IVCC Survey Academic Program Listing.

Student Satisfaction Inventory™

Community, Junior and Technical College Version

Form A

Items 1 – 95 are responded as follows:

Each item below describes an expectation about your experiences with this program.

On the left, tell us how important it is for your institution to meet this expectation.

Level of importance...

- 1 - not important at all
- 2 - not very important
- 3 - somewhat unimportant
- 4 - neutral
- 5 - somewhat important
- 6 - important
- 7 - very important
- N/A - does not apply

On the right, tell us how satisfied you are that your institution has met this expectation.

...Level of satisfaction

- 1 - not satisfied at all
- 2 - not very satisfied
- 3 - somewhat dissatisfied
- 4 - neutral
- 5 - somewhat satisfied
- 6 - satisfied
- 7 - very satisfied
- N/A - not available / not used

The questions are as follows:

1. Most students feel a sense of belonging here.
2. Faculty care about me as an individual.
3. The quality of instruction in the vocational/technical programs is excellent.
4. Security staff are helpful.
5. The personnel involved in registration are helpful.
6. My academic advisor is approachable.
7. Adequate financial aid is available for most students.
8. Classes are scheduled at times that are convenient for me.
9. Internships or practical experiences are provided in my degree/certificate program.
10. Child care facilities are available on campus.
11. Security staff respond quickly in emergencies.
12. My academic advisor helps me set goals to work toward.
13. Financial aid awards are announced to students in time to be helpful in college planning.
14. Library resources and services are adequate.
15. I am able to register for classes I need with few conflicts.
16. The college shows concern for students as individuals.
17. Personnel in the Veterans' Services program are helpful.
18. The quality of instruction I receive in most of my classes is excellent.
19. This campus provides effective support services for displaced homemakers.
20. Financial aid counselors are helpful.
21. There are a sufficient number of study areas on campus.
22. People on this campus respect and are supportive of each other.
23. Faculty are understanding of students' unique life circumstances.
24. Parking lots are well-lighted and secure.
25. My academic advisor is concerned about my success as an individual.
26. Library staff are helpful and approachable.
27. The campus staff are caring and helpful.
28. It is an enjoyable experience to be a student on this campus.
29. Faculty are fair and unbiased in their treatment of individual students.
30. The career services office provides students with the help they need to get a job.
31. The campus is safe and secure for all students.
32. My academic advisor is knowledgeable about my program requirements.
33. Admissions counselors accurately portray the campus in their recruiting practices.
34. Computer labs are adequate and accessible.
35. Policies and procedures regarding registration and course selection are clear and well-publicized.
36. Students are made to feel welcome on this campus.
37. Faculty take into consideration student differences as they teach a course.
38. The student center is a comfortable place for students to spend their leisure time.
39. The amount of student parking space on campus is adequate.
40. My academic advisor is knowledgeable about the transfer requirements of other schools.
41. Admissions staff are knowledgeable.
42. The equipment in the lab facilities is kept up to date.
43. Class change (drop/add) policies are reasonable.
44. I generally know what's happening on campus.
45. This institution has a good reputation within the community.
46. Faculty provide timely feedback about student progress in a course.
47. There are adequate services to help me decide upon a career.

48. Counseling staff care about students as individuals.
49. Admissions counselors respond to prospective students' unique needs and requests.
50. Tutoring services are readily available.
51. There are convenient ways of paying my school bill.
52. This school does whatever it can to help me reach my educational goals.
53. The assessment and course placement procedures are reasonable.
54. Faculty are interested in my academic problems.
55. Academic support services adequately meet the needs of students.
56. The business office is open during hours which are convenient for most students.
57. Administrators are approachable to students.
58. Nearly all of the faculty are knowledgeable in their fields.
59. New student orientation services help students adjust to college.
60. Billing policies are reasonable.
61. Faculty are usually available after class and during office hours.
62. Bookstore staff are helpful.
63. I seldom get the "run-around" when seeking information on this campus.
64. Nearly all classes deal with practical experiences and applications.
65. Students are notified early in the term if they are doing poorly in a class.
66. Program requirements are clear and reasonable.
67. Channels for expressing student complaints are readily available.
68. On the whole, the campus is well-maintained.
69. There is a good variety of courses provided on this campus.
70. I am able to experience intellectual growth here.
71. **Campus item** - The quality of virtual instruction is excellent.
72. **Campus item** - Faculty provide timely feedback about my academic progress while in a virtual environment.
73. **Campus item** - My instructor is accessible by telephone, e-mail and/or virtually while I am off campus.
74. **Campus item** - I receive timely information on the availability of financial aid, even while we are remote.
75. **Campus item** - Virtual academic counseling is available.
76. **Campus item** - Adequate virtual library resources are provided as needed.
77. **Campus item** - Tutoring services are readily available virtually.
78. **Campus item** - Refund and billing policies are appropriate during the pandemic response.
79. **Campus item** - Virtual career services are available.
80. **Campus item** - Appropriate technical assistance is available to support virtual learning.

How satisfied are you that this campus demonstrates a commitment to the needs of:

81. Institution's commitment to part-time students?
82. Institution's commitment to evening students?
83. Institution's commitment to older, returning learners?
84. Institution's commitment to under-represented populations?
85. Institution's commitment to commuters?
86. Institution's commitment to student with disabilities?

How important were each of the following factors in your decision to enroll at this institution?

87. Cost as a factor in decision to enroll.
88. Financial aid as a factor in decision to enroll.
89. Academic reputation as a factor in decision to enroll.
90. Size of institution as a factor in decision to enroll.
91. Opportunity to play sports as a factor in decision to enroll.
92. Recommendations from family/friends as a factor in decision to enroll.
93. Geographic setting as a factor in decision to enroll.
94. Campus appearance as a factor in decision to enroll.
95. Personalized attention prior to enrollment as a factor in decision to enroll.

Section #2 - Summary Questions

1. So far, how has your college experience met your expectations?

- 1 - Much worse than I expected
- 2 - Quite a bit worse than I expected
- 3 - Worse than I expected
- 4 - About what I expected
- 5 - Better than I expected
- 6 - Quite a bit better than I expected
- 7 - Much better than I expected

2. Rate your overall satisfaction with your experience here thus far.

- 1 - Not satisfied at all
- 2 - Not very satisfied
- 3 - Somewhat dissatisfied
- 4 - Neutral
- 5 - Somewhat satisfied
- 6 - Satisfied
- 7 - Very satisfied

3. All in all, if you had it to do over again, would you enroll here?

- 1 - Definitely not
- 2 - Probably not
- 3 - Maybe not
- 4 - I don't know
- 5 - Maybe yes
- 6 - Probably yes
- 7 - Definitely yes

Section #3 – Demographic Questions

1. Gender

- 1 - Female
- 2 - Male

2. Age

- 1 - 18 and under
- 2 - 19 to 24
- 3 - 25 to 34
- 4 - 35 to 44
- 5 - 45 and over

3. Ethnicity/Race

- 1 - African-American
- 2 - American Indian or Alaskan Native
- 3 - Asian or Pacific Islander
- 4 - Caucasian / White
- 5 - Hispanic
- 6 - Other
- 7 - Prefer not to respond

4. Current Enrollment Status

- 1 - Day
- 2 - Evening
- 3 - Weekend

5. Current Class Load

- 1 - Full-time
- 2 - Part-time

6. Class Level

- 1 - 1 or less
- 2 - 2
- 3 - 3
- 4 - 4 or more

7. Current GPA

- 1 - No credits earned
- 2 - 1.99 or below
- 3 - 2.0 - 2.49
- 4 - 2.5 - 2.99
- 5 - 3.0 - 3.49
- 6 - 3.5 or above

8. Educational Goal

- 1 - Associate degree
- 2 - Vocational / technical program
- 3 - Transfer to another institution
- 4 - Certification (initial or renewal)
- 5 - Self-improvement / pleasure
- 6 - Job-related training
- 7 - Other educational goal

9. Employment

- 1 - Full-time off campus
- 2 - Part-time off campus
- 3 - Full-time on campus
- 4 - Part-time on campus
- 5 - Not employed

10. Current Residence

- 1 - Residence hall
- 2 - Own house
- 3 - Rent room or apartment off campus
- 4 - Parent's home
- 5 - Other residence

11. Residence Classification

- 1 - In-state
- 2 - Out-of-state
- 3 - International (not U.S. citizen)

12. Disabilities

- 1 - Yes - disability
- 2 - No - disability

13. Institution Was My:

- 1 - 1st choice
- 2 - 2nd choice
- 3 - 3rd choice or lower

Demographic Item #1 requested by institution. My decision to attend this college was influenced most by: Six possible responses.

- 1. My high school counselor
- 2. Newspaper advertisements
- 3. Radio advertisements
- 4. Word of mouth (recommended by family/friends)
- 5. Tabloids (schedules) received by mail
- 6. None of the above

Demographic Item #2 requested by institution. How many hours a week are you employed at a job during the school year (work study, part/full-time, etc.)? Six possible responses.

- 1. None
- 2. 1-10 hrs.
- 3. 11-20 hrs.
- 4. 21-30 hrs.
- 5. 31-40 hrs.
- 6. More than 40 hrs.

Selection of program/major: if utilized by institution. Consult survey administrator for codes. If not used by institution, this item is blank. (see following page)

How likely is it that you would recommend our institution to a friend or colleague?

- 0 – Not at all likely
- 1
- 2
- 3
- 4
- 5 – Neutral
- 6
- 7
- 8
- 9
- 10 – Extremely likely

Please enter any comments you would like to share with this institution.

Illinois Valley Community College Noel Levitz Spring, 2021 Survey Program Listing*

- 1010: Associate in Engineering Science
- 1011: Associate in General Studies
- 1013: IAI (Illinois Articulation Initiative: General Education Core Curriculum)
- 1101: AA/AS - Agriculture
- 1103: AA/AS - Art
- 1104: AA/AS - Biology
- 1105: AA/AS - Business
- 1106: AA/AS - Chemistry
- 1107: AA/AS - Clinical Laboratory
- 1108: AA/AS - Communications Studies
- 1109: AA/AS - Computer Science
- 1110: AA/AS - Criminal Justice
- 1112: AA/AS - Early Childhood Education
- 1113: AA/AS - Elementary Education
- 1114: AA/AS - Engineering
- 1115: AA/AS - English
- 1116: AA/AS - Environmental Studies
- 1117: AA/AS - Fashion Merchandising
- 1118: AA/AS - Foreign Language
- 1119: AA/AS - Forestry and Conservation
- 1120: AA/AS - Geography/Meteorologist
- 1121: AA/AS - Geology
- 1122: AA/AS - Graphic Design
- 1123: AA/AS - Health Studies
- 1124: AA/AS - History
- 1125: AA/AS - Industrial/Engineering Technology
- 1126: AA/AS - Mathematics
- 1127: AA/AS - Music
- 1128: AA/AS - Nursing (Transfer)
- 1129: AA/AS - Physical Education/Athletic Training/Exercise Science
- 1130: AA/AS - Political Science
- 1131: AA/AS - Pre-Architectural Studies

- 1132: AA/AS - Pre-Chiropractic
- 1133: AA/AS - Pre-Dentistry
- 1134: AA/AS - Pre-Law
- 1135: AA/AS - Pre-Medicine
- 1136: AA/AS - Pre-Optometry
- 1137: AA/AS - Pre-Pharmacy
- 1138: AA/AS - Pre-Physical Therapy
- 1139: AA/AS - Pre-Speech Pathology/Audiology/Communication Disorders
- 1140: AA/AS - Pre-Veterinary
- 1141: AA/AS - Psychology
- 1142: AA/AS - Recreation/Leisure Studies
- 1143: AA/AS - Secondary Education
- 1144: AA/AS - Social Work
- 1145: AA/AS - Sociology
- 1146: AA/AS - Special Education
- 1147: AA/AS - Theater
- 1150: AA/AS - Nutrition
- 2201: AAS - Accounting
- 2202: AAS - Agricultural Business Management
- 2203: AAS - Agronomy
- 2204: AAS - Automotive Technology
- 2205: AAS - Business Administration
- 2206: AAS - Computer-Aided Engineering & Design
- 2207: AAS - Computer Network Administration
- 2208: AAS - Criminal Justice
- 2209: AAS - Cybersecurity
- 2210: AAS - Engineering Technology
- 2211: AAS - Early Childhood Education
- 2212: AAS - Electronics & Electricians Technology
- 2216: AAS - Manufacturing Technology
- 2217: AAS - Marketing
- 2218: AAS - Nursing
- 2220: AAS - Office Professional
- 2221: AAS - Therapeutic Massage

- 2222: AAS - Welding Construction Technology
- 2223: AAS - Welding Production Technology
- 3301: CERT - Accounting
- 3302: CERT - Agricultural Studies
- 3303: CERT - Advanced Accounting
- 3304: CERT - Basic/Advanced Automotive Technology
- 3305: CERT - Auto Brakes, Suspension, & Alignment
- 3306: CERT - Automotive Drivability
- 3307: CERT - Automotive Engine Performance
- 3308: CERT - Architectural/Construction CAD
- 3309: CERT - Basic Computer Aided Drafting
- 3310: CERT - Basic Dental Office Management
- 3311: CERT - Advanced Dental Office Management
- 3312: CERT - Business Management
- 3313: CERT - Cannabis Production
- 3314: CERT - Certified Nursing Assistant (C.N.A.)
- 3315: CERT - Certified Production Technician
- 3316: CERT - Computer Numerical Control (CNC) Operator
- 3317: CERT - Computer Networking
- 3318: CERT - Criminal Justice
- 3319: CERT - Cybersecurity
- 3320: CERT - Criminology
- 3321: CERT - Dental Assisting
- 3322: CERT - Early Childhood Education Gateways Credential
- 3323: CERT - Infant/Toddler Gateways Credential Level 2
- 3324: CERT - Infant/Toddler Gateways Credential Level 3
- 3325: CERT - Forensic Science
- 3326: CERT - Heating, Ventilation, & Air Conditioning
- 3327: CERT - Industrial Electrician
- 3328: CERT - Industrial Maintenance
- 3329: CERT - Leadership Elevation Framework
- 3330: CERT - Therapeutic Massage
- 3331: CERT - Advanced Clinical Massage Therapy
- 3332: CERT - Machinist and Tool & Die

- 3333: CERT - Mechanical/Electronics CAD
- 3334: CERT - Medical Assistant
- 3335: CERT - Office Professional I
- 3336: CERT - Office Professional II
- 3337: CERT - Paramedic
- 3338: CERT - Phlebotomy
- 3339: CERT - Practical Nursing
- 3340: CERT - Process Operation Technology
- 3341: CERT - Renewable Energy Technician
- 3342: CERT - Social Justice
- 3343: CERT - Truck Driver Training
- 3344: CERT - Truck Driver Training Advanced Proficiency
- 3345: CERT - Welding (other)
- 3346: CERT - Basic Gas Metal Arc Welding
- 3347: CERT - Intermediate Gas Metal Arc Welding
- 3348: CERT - Advanced Gas Metal Arc Welding
- 3349: CERT - Basic Shielded Metal Arc Welding
- 3350: CERT - Intermediate Shielded Metal Arc Welding
- 3351: CERT - Advanced Shielded Metal Arc Welding
- 3352: CERT - Oxy Acetylene Welding
- 3353: CERT - Gas Tungsten Arc Welding

**Four-digit Code is NL generated and not linked to IVCC's*



Appendix D

Noel Levitz Student Satisfaction Inventory: Summary Scales (12) & Stand-Alone Items (4).

Student Satisfaction Inventory

Community, Junior and Technical College Scales

Form A

Scale 1: Student Centeredness

Item Number	
36	Students are made to feel welcome here.
28	It is an enjoyable experience to be a student on this campus.
57	Administrators are approachable to students
27	The campus staff are caring and helpful.
16	The college shows concern for students as individuals.
1	Most students feel a sense of belonging here.

Scale 2: Instructional Effectiveness

Item Number	
58	Nearly all the faculty are knowledgeable in their fields.
18	The quality of instruction I receive in most of my classes is excellent.
46	Faculty provide timely feedback about student progress in a course.
23	Faculty are understanding of students' unique life circumstances.
29	Faculty are fair and unbiased in their treatment of individual students.
37	Faculty take into consideration student differences as they teach a course.
2	Faculty care about me as an individual.
61	Faculty are usually available after class and during office hours.
54	Faculty are interested in my academic problems.
65	Students are notified early in the term if they are doing poorly in a class.
66	Program requirements are clear and reasonable.
64	Nearly all classes deal with practical experiences and applications.
70	I am able to experience intellectual growth here.
69	There is a good variety of courses provided on this campus.

Scale 3: Responsiveness to Diverse Populations

Item Number

- 81 How satisfied are you that this campus demonstrates a commitment to meeting the needs of part-time students?
- 82 How satisfied are you that this campus demonstrates a commitment to meeting the needs of evening students?
- 83 How satisfied are you that this campus demonstrates a commitment to meeting the needs of older, returning learners?
- 84 How satisfied are you that this campus demonstrates a commitment to meeting the needs of under-represented populations?
- 85 How satisfied are you that this campus demonstrates a Commitment to meeting the needs of commuters?
- 86 How satisfied are you that this campus demonstrates a commitment to meeting the needs of students with disabilities?

Scale 4: Campus Support Services

Item Number

- 30 The career services office provides students with the help they need to get a job.
- 17 Personnel in the Veteran's Services program are helpful.
- 19 The campus provides effective support services for displaced homemakers
- 38 The student center is a comfortable place for students to spend their leisure time.
- 10 Child care facilities are available on campus.
- 47 There are adequate services to help me decide upon a career.
- 59 New student orientation services help students adjust to college.

Scale 5: Safety and Security

Item Number

- 4 Security staff are helpful.
- 11 Security staff respond quickly in emergencies.
- 31 The campus is safe and secure for all students.
- 24 Parking lots are well-lighted and secure.
- 39 The amount of student parking space on campus is adequate.

Scale 6: Academic Advising/Counseling Effectiveness

Item Number

- 32 My academic advisor is knowledgeable about my program requirements.
- 6 My academic advisor is approachable.
- 40 My academic advisor is knowledgeable about the transfer requirements of other schools.
- 12 My academic advisor helps me to set goals to work toward.
- 25 My academic advisor is concerned about my success as an individual.
- 48 Counseling staff care about students as individuals.
- 52 This school does whatever it can to help me reach my educational goals.

Scale 7: Admissions and Financial Aid Effectiveness

Item
Number

- 7 Adequate financial aid is available for most students.
- 13 Financial aid awards are announced to students in time to be helpful in college planning.
- 20 Financial aid counselors are helpful.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 41 Admissions staff are knowledgeable.
- 49 Admissions counselors respond to prospective students' unique

needs and requests.

Scale 8: Academic Services

Item
Number

- 21 There are a sufficient number of study areas on campus.
- 14 Library resources and services are adequate.
- 26 Library staff are helpful and approachable.
- 34 Computer labs are adequate and accessible.
- 42 The equipment in the lab facilities is kept up to date.
- 50 Tutoring services are readily available.
- 55 Academic support services adequately meet the needs of students.

Scale 9: Registration Effectiveness

Item Number

- 5 The personnel involved in registration are helpful.
- 15 I am able to register for the classes I need with few conflicts.
- 43 Class change (drop/add) policies are reasonable.
- 8 Classes are scheduled at times that are convenient for me.
- 35 Policies and procedures regarding registration and course selection are clear and well-publicized.
- 60 Billing policies are reasonable.
- 51 There are convenient ways of paying my school bill.
- 56 The business office is open during hours which are convenient for most students.
- 62 Bookstore staff are helpful.

Scale 10: Service Excellence

Item

Number

- 62 Bookstore staff are helpful.
- 67 Channels for expressing student complaints are readily available.
- 57 Administrators are approachable to students
- 63 I seldom get the "run-around" when seeking information on this campus.
- 22 People on this campus respect and are supportive of each other.
- 5 The personnel involved in registration are helpful.
- 26 Library staff are helpful and approachable.
- 44 I generally know what's happening on campus.
- 27 The campus staff are caring and helpful.

Scale 11: Concern for the Individual

Item

Number

- 16 The college shows concern for students as individuals.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 2 Faculty care about me as an individual.
- 48 Counseling staff care about students as individuals.
- 25 My academic advisor is concerned about my success as an individual.

Scale 12: Campus Climate

Item

Number

- 36 Students are made to feel welcome here.
- 59 New student orientation services help students adjust to college.
- 28 It is an enjoyable experience to be a student on this campus.
- 57 Administrators are approachable to students
- 27 The campus staff are caring and helpful.
- 16 The college shows concern for students as individuals.
- 52 This school does whatever it can to help me reach my educational goals.
- 1 Most students feel a sense of belonging here.
- 44 I generally know what's happening on campus.
- 22 People on this campus respect and are supportive of each other.
- 45 This institution has a good reputation within the community.
- 2 Faculty care about me as an individual.
- 31 The campus is safe and secure for all students.
- 67 Channels for expressing student complaints are readily available.
- 63 I seldom get the "run around" when seeking information on this campus.

Stand-Alone Items:

Item
Number

- 9 Internships or practical experiences are provided in my degree/certificate program.
- 3 The quality of instruction in the vocational/technical programs is excellent.
- 68 On the whole, the campus is well-maintained.
- 53 The assessment and course placement procedures are reasonable.