

Student Satisfaction Survey 2013

Age:

Response (n = 924)	Frequency	Percent
19 or Less	307	33.2%
20 to 24	382	41.3%
25 to 29	82	8.9%
30 to 34	45	4.9%
35 to 39	39	4.2%
40 to 49	20	2.2%
50 or More	30	3.2%
No Response	19	2.1%
Mode 2	Mean 2.23	Variance 2.1464
Median 2.00	Std. Dev. 1.4651	

Gender:

Response (n = 924)	Frequency	Percent
Female	456	49.4%
Male	440	47.6%
No Response	28	3.0%
Mode 1	Mean 1.49	Variance 0.2502
Median 1.00	Std. Dev. 0.5002	

Ethnicity:

Response (n = 924)	Frequency	Percent
African-American	102	11.0%
American Indian/Alaskan Native	3	0.3%
Asian	63	6.8%
Filipino	54	5.8%
Hispanic	250	27.1%
Pacific Islander	16	1.7%
Two or More Races	147	15.9%
White Non-Hispanic	191	20.7%
Other	29	3.1%
No Response	69	7.5%
Mode 5	Mean 4.53	Variance 5.3431
Median 5.00	Std. Dev. 2.3115	

1. Your overall academic experience

Response (n = 924)	Frequency	Percent
Very Satisfied	249	26.9%
Satisfied	606	65.6%
Dissatisfied	42	4.5%
Very Dissatisfied	7	0.8%
Not Applicable	3	0.3%
No Response	17	1.8%
Mode 4	Mean 4.20	Variance 0.3407
Median 4.00	Std. Dev. 0.5837	

2. Your social experience

Response (n = 924)	Frequency	Percent
Very Satisfied	198	21.4%
Satisfied	563	60.9%
Dissatisfied	95	10.3%
Very Dissatisfied	20	2.2%
Not Applicable	31	3.4%
No Response	17	1.8%
Mode 4	Mean 3.97	Variance 0.7186
Median 4.00	Std. Dev. 0.8477	

3. The classroom and physical environment (lighting, heating/cooling, cleanliness, comfort of seats, etc...)

Response (n = 924)	Frequency	Percent
Very Satisfied	236	25.5%
Satisfied	569	61.6%
Dissatisfied	83	9.0%
Very Dissatisfied	16	1.7%
Not Applicable	2	0.2%
No Response	18	1.9%
Mode 4	Mean 4.13	Variance 0.4270
Median 4.00	Std. Dev. 0.6535	

4. The instructors

Response (n = 924)	Frequency	Percent
Very Satisfied	372	40.3%
Satisfied	491	53.1%
Dissatisfied	34	3.7%
Very Dissatisfied	8	0.9%
Not Applicable	2	0.2%
No Response	17	1.8%
Mode 4	Mean 4.35	Variance 0.3818
Median 4.00	Std. Dev. 0.6179	

5. The quality of the academic programs

Response (n = 924)	Frequency	Percent
Very Satisfied	259	28.0%
Satisfied	536	58.0%
Dissatisfied	61	6.6%
Very Dissatisfied	9	1.0%
Not Applicable	41	4.4%
No Response	18	1.9%
Mode 4	Mean 4.06	Variance 0.7971
Median 4.00	Std. Dev. 0.8928	

6. The overall quality of instruction

Response (n = 924)	Frequency	Percent
Very Satisfied	268	29.0%
Satisfied	570	61.7%
Dissatisfied	55	6.0%
Very Dissatisfied	6	0.6%
Not Applicable	6	0.6%
No Response	19	2.1%
Mode 4	Mean 4.20	Variance 0.4026
Median 4.00	Std. Dev. 0.6345	

7. Courses in your major area

Response (n = 924)	Frequency	Percent
Very Satisfied	251	27.2%
Satisfied	436	47.2%
Dissatisfied	111	12.0%
Very Dissatisfied	39	4.2%
Not Applicable	63	6.8%
No Response	24	2.6%
Mode 4	Mean 3.86	Variance 1.1870
Median 4.00	Std. Dev. 1.0895	

8. Required courses outside your major area (general education requirements)

Response (n = 924)	Frequency	Percent
Very Satisfied	151	16.3%
Satisfied	526	56.9%
Dissatisfied	134	14.5%
Very Dissatisfied	24	2.6%
Not Applicable	55	6.0%
No Response	34	3.7%
Mode 4	Mean 3.78	Variance 0.9368
Median 4.00	Std. Dev. 0.9679	

9. Information your instructors give you about course requirements (grading, attendance, participation, etc...)

Response (n = 924)	Frequency	Percent
Very Satisfied	323	35.0%
Satisfied	493	53.4%
Dissatisfied	63	6.8%
Very Dissatisfied	18	1.9%
Not Applicable	9	1.0%
No Response	18	1.9%
Mode 4	Mean 4.22	Variance 0.5482
Median 4.00	Std. Dev. 0.7404	

10. Online course experiences

Response (n = 924)	Frequency	Percent
Very Satisfied	106	11.5%
Satisfied	215	23.3%
Dissatisfied	98	10.6%
Very Dissatisfied	42	4.5%
Not Applicable	439	47.5%
No Response	24	2.6%
Mode 1	Mean 2.45	Variance 2.4104
Median 2.00	Std. Dev. 1.5525	

11. The relevance of classes to your career goals, objectives, and employment

Response (n = 924)	Frequency	Percent
Very Satisfied	191	20.7%
Satisfied	525	56.8%
Dissatisfied	119	12.9%
Very Dissatisfied	19	2.1%
Not Applicable	43	4.7%
No Response	27	2.9%
Mode 4	Mean 3.89	Variance 0.8515
Median 4.00	Std. Dev. 0.9228	

12. Information you have obtained about career and job opportunities

Response (n = 924)	Frequency	Percent
Very Satisfied	164	17.7%
Satisfied	362	39.2%
Dissatisfied	201	21.8%
Very Dissatisfied	47	5.1%
Not Applicable	131	14.2%
No Response	19	2.1%
Mode 4	Mean 3.42	Variance 1.5803
Median 4.00	Std. Dev. 1.2571	

13. Getting the courses you need in the sequence you should take

Response (n = 924)	Frequency	Percent
Very Satisfied	160	17.3%
Satisfied	417	45.1%
Dissatisfied	213	23.1%
Very Dissatisfied	79	8.5%
Not Applicable	36	3.9%
No Response	19	2.1%
Mode 4	Mean 3.65	Variance 0.9962
Median 4.00	Std. Dev. 0.9981	

14. Academic advising from an instructor

Response (n = 924)	Frequency	Percent
Very Satisfied	210	22.7%
Satisfied	487	52.7%
Dissatisfied	100	10.8%
Very Dissatisfied	33	3.6%
Not Applicable	75	8.1%
No Response	19	2.1%
Mode 4	Mean 3.80	Variance 1.1956
Median 4.00	Std. Dev. 1.0934	

15. Academic counseling in the counseling center

Response (n = 924)	Frequency	Percent
Very Satisfied	207	22.4%
Satisfied	358	38.7%
Dissatisfied	130	14.1%
Very Dissatisfied	63	6.8%
Not Applicable	146	15.8%
No Response	20	2.2%
Mode 4	Mean 3.46	Variance 1.8169
Median 4.00	Std. Dev. 1.3479	

16. Counseling services for personal matters

Response (n = 924)	Frequency	Percent
Very Satisfied	98	10.6%
Satisfied	240	26.0%
Dissatisfied	81	8.8%
Very Dissatisfied	49	5.3%
Not Applicable	429	46.4%
No Response	27	2.9%
Mode 1	Mean 2.47	Variance 2.3992
Median 2.00	Std. Dev. 1.5489	

17. The accuracy of information provided by a counselor about requirements in your major

Response (n = 924)	Frequency	Percent
Very Satisfied	216	23.4%
Satisfied	345	37.3%
Dissatisfied	117	12.7%
Very Dissatisfied	76	8.2%
Not Applicable	143	15.5%
No Response	27	2.9%
Mode 4	Mean 3.46	Variance 1.8583
Median 4.00	Std. Dev. 1.3632	

18. The availability of instructors for communication outside of class

Response (n = 924)	Frequency	Percent
Very Satisfied	209	22.6%
Satisfied	521	56.4%
Dissatisfied	110	11.9%
Very Dissatisfied	21	2.3%
Not Applicable	46	5.0%
No Response	17	1.8%
Mode 4	Mean 3.91	Variance 0.8938
Median 4.00	Std. Dev. 0.9454	

19. The general helpfulness of instructors

Response (n = 924)	Frequency	Percent
Very Satisfied	314	34.0%
Satisfied	527	57.0%
Dissatisfied	49	5.3%
Very Dissatisfied	6	0.6%
Not Applicable	10	1.1%
No Response	18	1.9%
Mode 4	Mean 4.25	Variance 0.4664
Median 4.00	Std. Dev. 0.6829	

20. The general helpfulness of other campus personnel

Response (n = 924)	Frequency	Percent
Very Satisfied	171	18.5%
Satisfied	516	55.8%
Dissatisfied	94	10.2%
Very Dissatisfied	15	1.6%
Not Applicable	106	11.5%
No Response	22	2.4%
Mode 4	Mean 3.70	Variance 1.3292
Median 4.00	Std. Dev. 1.1529	

21. The availability of tutoring services

Response (n = 924)	Frequency	Percent
Very Satisfied	191	20.7%
Satisfied	389	42.1%
Dissatisfied	68	7.4%
Very Dissatisfied	22	2.4%
Not Applicable	231	25.0%
No Response	23	2.5%
Mode 4	Mean 3.32	Variance 2.2306
Median 4.00	Std. Dev. 1.4935	

22. The quality of specially-equipped classrooms (such as labs or training facilities)

Response (n = 924)	Frequency	Percent
Very Satisfied	226	24.5%
Satisfied	458	49.6%
Dissatisfied	67	7.3%
Very Dissatisfied	13	1.4%
Not Applicable	135	14.6%
No Response	25	2.7%
Mode 4	Mean 3.70	Variance 1.6456
Median 4.00	Std. Dev. 1.2828	

23. The use of technology in the classroom

Response (n = 924)	Frequency	Percent
Very Satisfied	214	23.2%
Satisfied	505	54.7%
Dissatisfied	98	10.6%
Very Dissatisfied	21	2.3%
Not Applicable	67	7.3%
No Response	19	2.1%
Mode 4	Mean 3.86	Variance 1.0854
Median 4.00	Std. Dev. 1.0418	

24. The availability of computers in skills labs and computer labs

Response (n = 924)	Frequency	Percent
Very Satisfied	278	30.1%
Satisfied	469	50.8%
Dissatisfied	64	6.9%
Very Dissatisfied	13	1.4%
Not Applicable	79	8.5%
No Response	21	2.3%
Mode 4	Mean 3.95	Variance 1.2221
Median 4.00	Std. Dev. 1.1055	

25. Obtaining help using computers in these labs

Response (n = 924)	Frequency	Percent
Very Satisfied	214	23.2%
Satisfied	429	46.4%
Dissatisfied	72	7.8%
Very Dissatisfied	11	1.2%
Not Applicable	177	19.2%
No Response	21	2.3%
Mode 4	Mean 3.54	Variance 1.9245
Median 4.00	Std. Dev. 1.3873	

26. The availability of needed materials in the Library

Response (n = 924)	Frequency	Percent
Very Satisfied	200	21.6%
Satisfied	467	50.5%
Dissatisfied	56	6.1%
Very Dissatisfied	7	0.8%
Not Applicable	173	18.7%
No Response	21	2.3%
Mode 4	Mean 3.57	Variance 1.8552
Median 4.00	Std. Dev. 1.3621	

27. Library hours of operation

Response (n = 924)	Frequency	Percent
Very Satisfied	236	25.5%
Satisfied	426	46.1%
Dissatisfied	96	10.4%
Very Dissatisfied	25	2.7%
Not Applicable	122	13.2%
No Response	19	2.1%
Mode 4	Mean 3.70	Variance 1.5994
Median 4.00	Std. Dev. 1.2647	

28. The availability of spaces for individual and group study on campus

Response (n = 924)	Frequency	Percent
Very Satisfied	183	19.8%
Satisfied	476	51.5%
Dissatisfied	102	11.0%
Very Dissatisfied	17	1.8%
Not Applicable	122	13.2%
No Response	24	2.6%
Mode 4	Mean 3.65	Variance 1.4882
Median 4.00	Std. Dev. 1.2199	

29. The overall process of registering for classes

Response (n = 924)	Frequency	Percent
Very Satisfied	149	16.1%
Satisfied	454	49.1%
Dissatisfied	213	23.1%
Very Dissatisfied	80	8.7%
Not Applicable	7	0.8%
No Response	21	2.3%
Mode 4	Mean 3.73	Variance 0.7522
Median 4.00	Std. Dev. 0.8673	

30. The process of applying for financial aid

Response (n = 924)	Frequency	Percent
Very Satisfied	121	13.1%
Satisfied	351	38.0%
Dissatisfied	165	17.9%
Very Dissatisfied	85	9.2%
Not Applicable	175	18.9%
No Response	27	2.9%
Mode 4	Mean 3.18	Variance 1.7770
Median 4.00	Std. Dev. 1.3330	

31. The process of paying for classes

Response (n = 924)	Frequency	Percent
Very Satisfied	204	22.1%
Satisfied	535	57.9%
Dissatisfied	85	9.2%
Very Dissatisfied	37	4.0%
Not Applicable	27	2.9%
No Response	36	3.9%
Mode 4	Mean 3.96	Variance 0.7650
Median 4.00	Std. Dev. 0.8746	

32. Course placement based on assessment results (English, Math, and/or ESL)

Response (n = 924)	Frequency	Percent
Very Satisfied	177	19.2%
Satisfied	452	48.9%
Dissatisfied	103	11.1%
Very Dissatisfied	39	4.2%
Not Applicable	126	13.6%
No Response	27	2.9%
Mode 4	Mean 3.57	Variance 1.5707
Median 4.00	Std. Dev. 1.2533	

33. Communication with LMC personnel via phone and email

Response (n = 924)	Frequency	Percent
Very Satisfied	169	18.3%
Satisfied	460	49.8%
Dissatisfied	128	13.9%
Very Dissatisfied	37	4.0%
Not Applicable	105	11.4%
No Response	25	2.7%
Mode 4	Mean 3.61	Variance 1.3979
Median 4.00	Std. Dev. 1.1823	

34. The LMC website

Response (n = 924)	Frequency	Percent
Very Satisfied	247	26.7%
Satisfied	519	56.2%
Dissatisfied	81	8.8%
Very Dissatisfied	32	3.5%
Not Applicable	16	1.7%
No Response	29	3.1%
Mode 4	Mean 4.06	Variance 0.6675
Median 4.00	Std. Dev. 0.8170	

35. Opportunities to engage in extra-curricular activities (student activities, organizations, clubs, etc...)

Response (n = 924)	Frequency	Percent
Very Satisfied	139	15.0%
Satisfied	381	41.2%
Dissatisfied	105	11.4%
Very Dissatisfied	26	2.8%
Not Applicable	245	26.5%
No Response	28	3.0%
Mode 4	Mean 3.16	Variance 2.1454
Median 4.00	Std. Dev. 1.4647	

36. Opportunities to attend campus cultural events (outside speakers, concerts, films, etc...)

Response (n = 924)	Frequency	Percent
Very Satisfied	123	13.3%
Satisfied	381	41.2%
Dissatisfied	113	12.2%
Very Dissatisfied	24	2.6%
Not Applicable	258	27.9%
No Response	25	2.7%
Mode 4	Mean 3.10	Variance 2.1387
Median 4.00	Std. Dev. 1.4624	

37. Space on campus for relaxing or socializing between classes

Response (n = 924)	Frequency	Percent
Very Satisfied	207	22.4%
Satisfied	457	49.5%
Dissatisfied	131	14.2%
Very Dissatisfied	30	3.2%
Not Applicable	74	8.0%
No Response	25	2.7%
Mode 4	Mean 3.77	Variance 1.1991
Median 4.00	Std. Dev. 1.0950	

38. The availability of recreational opportunities and facilities on campus

Response (n = 924)	Frequency	Percent
Very Satisfied	139	15.0%
Satisfied	395	42.7%
Dissatisfied	140	15.2%
Very Dissatisfied	28	3.0%
Not Applicable	191	20.7%
No Response	31	3.4%
Mode 4	Mean 3.29	Variance 1.8672
Median 4.00	Std. Dev. 1.3665	

39. Getting the books you need from the campus bookstore

Response (n = 924)	Frequency	Percent
Very Satisfied	199	21.5%
Satisfied	503	54.4%
Dissatisfied	103	11.1%
Very Dissatisfied	37	4.0%
Not Applicable	54	5.8%
No Response	28	3.0%
Mode 4	Mean 3.84	Variance 1.0214
Median 4.00	Std. Dev. 1.0106	

40. Safety on campus

Response (n = 924)	Frequency	Percent
Very Satisfied	230	24.9%
Satisfied	538	58.2%
Dissatisfied	82	8.9%
Very Dissatisfied	25	2.7%
Not Applicable	23	2.5%
No Response	26	2.8%
Mode 4	Mean 4.03	Variance 0.6890
Median 4.00	Std. Dev. 0.8301	

41. The availability of parking on campus

Response (n = 924)	Frequency	Percent
Very Satisfied	121	13.1%
Satisfied	337	36.5%
Dissatisfied	230	24.9%
Very Dissatisfied	146	15.8%
Not Applicable	63	6.8%
No Response	27	2.9%
Mode 4	Mean 3.34	Variance 1.2432
Median 4.00	Std. Dev. 1.1150	

42. I have experienced or observed verbal or physical harassment because of my gender at LMC during the past year.

Response (n = 924)	Frequency	Percent
Yes	68	7.4%
No	833	90.2%
No Response	23	2.5%
Mode 1	Mean 1.08	Variance 0.0699
Median 1.00	Std. Dev. 0.2644	

43. I have experienced or observed verbal or physical harassment because of my sexual orientation at LMC during the past year.

Response (n = 924)	Frequency	Percent
Yes	30	3.2%
No	866	93.7%
No Response	28	3.0%
Mode 1	Mean 1.03	Variance 0.0324
Median 1.00	Std. Dev. 0.1800	

44. I have experienced or observed verbal or physical harassment because of my race/ethnicity at LMC during the past year.

Response (n = 924)	Frequency	Percent
Yes	61	6.6%
No	832	90.0%
No Response	31	3.4%
Mode 1	Mean 1.07	Variance 0.0637
Median 1.00	Std. Dev. 0.2524	

45. I am satisfied with the diversity of LMC students.

Response (n = 924)	Frequency	Percent
Yes	825	89.3%
No	64	6.9%
No Response	35	3.8%
Mode 2	Mean 1.93	Variance 0.0669
Median 2.00	Std. Dev. 0.2587	

46. I am satisfied with the diversity of LMC employees.

Response (n = 924)	Frequency	Percent
Yes	822	89.0%
No	64	6.9%
No Response	38	4.1%
Mode 2	Mean 1.93	Variance 0.0671
Median 2.00	Std. Dev. 0.2590	

47. I generally feel comfortable discussing ethnic/racial issues with members of the LMC community.

Response (n = 924)	Frequency	Percent
Strongly Agree	266	28.8%
Agree	497	53.8%
Disagree	99	10.7%
Strongly Disagree	23	2.5%
No Response	39	4.2%
Mode 3	Mean 3.14	Variance 0.4983
Median 3.00	Std. Dev. 0.7059	

48. The perspectives and contributions of my culture(s) are included in the curriculum.

Response (n = 924)	Frequency	Percent
Strongly Agree	160	17.3%
Agree	515	55.7%
Disagree	162	17.5%
Strongly Disagree	46	5.0%
No Response	41	4.4%
Mode 3	Mean 2.89	Variance 0.5624
Median 3.00	Std. Dev. 0.7499	

49. Do you intend to complete a Certificate, AA, or AS degree program at LMC?

Response (n = 924)	Frequency	Percent
Yes	671	72.6%
No	225	24.4%
No Response	28	3.0%
Mode 2	Mean 1.75	Variance 0.1883
Median 2.00	Std. Dev. 0.4339	

50. Are you planning on transferring to a four-year college or university?

Response (n = 924)	Frequency	Percent
Yes	697	75.4%
No	195	21.1%
No Response	32	3.5%
Mode 2	Mean 1.78	Variance 0.1710
Median 2.00	Std. Dev. 0.4135	

51. Are you following a Career Technical Education (CTE) Vocational Education major?

Response (n = 924)	Frequency	Percent
Yes	167	18.1%
No	728	78.8%
No Response	29	3.1%
Mode 1	Mean 1.19	Variance 0.1519
Median 1.00	Std. Dev. 0.3897	

52. Are you currently employed?

Response (n = 924)	Frequency	Percent
Yes	482	52.2%
No	413	44.7%
No Response	29	3.1%
Mode 2	Mean 1.54	Variance 0.2488
Median 2.00	Std. Dev. 0.4988	

53. Have any of your parents completed a two-year or four-year college or university degree?

Response (n = 924)	Frequency	Percent
Yes	393	42.5%
No	503	54.4%
No Response	28	3.0%
Mode 1	Mean 1.44	Variance 0.2465
Median 1.00	Std. Dev. 0.4965	

54. On average, how many hours per week do you Work?

Response (n = 924)	Frequency	Percent
None	354	38.3%
1-7 hours	51	5.5%
8-15 hours	95	10.3%
16-23 hours	110	11.9%
24-33 hours	150	16.2%
34+ hours	132	14.3%
No Response	32	3.5%
Mode 1	Mean 3.05	Variance 3.7739
Median 3.00	Std. Dev. 1.9427	

54. On average, how many hours per week do you Study?

Response (n = 924)	Frequency	Percent
None	45	4.9%
1-7 hours	333	36.0%
8-15 hours	261	28.2%
16-23 hours	149	16.1%
24-33 hours	67	7.3%
34+ hours	39	4.2%
No Response	30	3.2%
Mode 2	Mean 2.97	Variance 1.4338
Median 3.00	Std. Dev. 1.1974	