

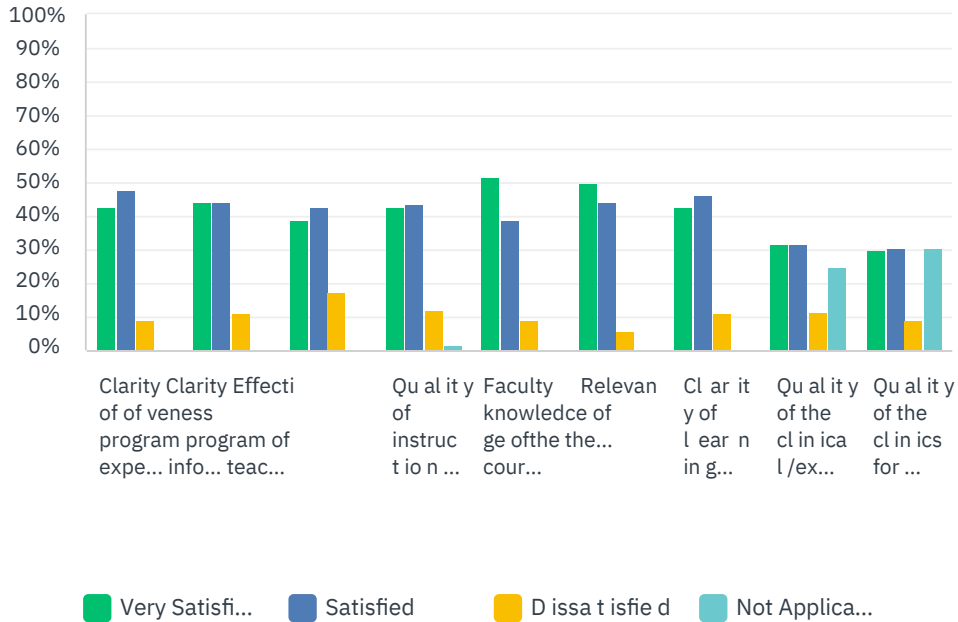
STUDENT SATISFACTION SURVEY 2023



STUDENT SATISFACTION SURVEY

Q1 General Academics

Answered: 138 Skipped: 0



	VERY SATISFIED (1)	SATISFIED (2)	DISSATISFIED (3)	NOT APPLICABLE (4)	TOTAL	WEIGHTED AVERAGE
Clarity of program expectations and requirements	42.75% 59	47.83% 66	8.70% 12	0.72% 1	138	3.33
Clarity of program information in the catalog and college website	44.20% 61	44.20% 61	10.87% 15	0.72% 1	138	3.32
Effectiveness of teaching strategies used by my professors	39.13% 54	42.75% 59	17.39% 24	0.72% 1	138	3.20
Quality of instructional materials, including technology, used to enhance my learning	42.75% 59	43.48% 60	12.32% 17	1.45% 2	138	3.28
Faculty knowledge of the subject matter	51.45% 71	39.13% 54	8.70% 12	0.72% 1	138	3.41
Relevance of the courses in my field of study	50.00% 69	44.20% 61	5.80% 8	0.00% 0	138	3.44
Clarity of learning outcomes assessment and grading system	42.75% 59	46.38% 64	10.87% 15	0.00% 0	138	3.32
Quality of the clinical/externship sites (for Nursing, DMS, and CVT Students)	31.62% 43	31.62% 43	11.76% 16	25.00% 34	136	2.70
Quality of the clinics for DH students	29.77% 39	30.53% 40	9.16% 12	30.53% 40	131	2.60

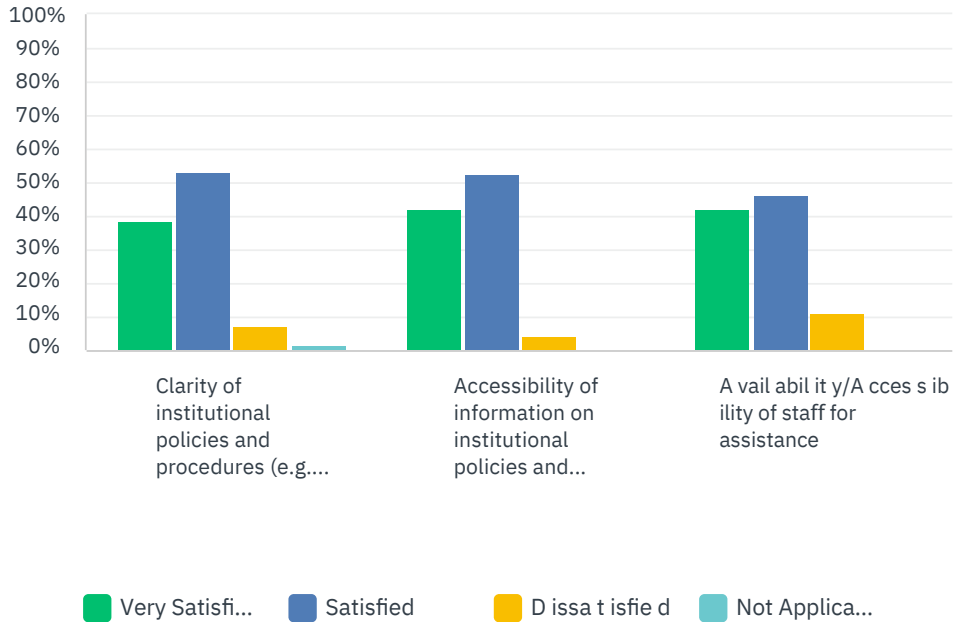
STUDENT SATISFACTION SURVEY

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
Clarity of program expectations and requirements	1.00	4.00	2.00	1.67	0.66
Clarity of program information in the catalog and college website	1.00	4.00	2.00	1.68	0.69
Effectiveness of teaching strategies used by my professors	1.00	4.00	2.00	1.80	0.74
Quality of instructional materials, including technology, used to enhance my learning	1.00	4.00	2.00	1.72	0.73
Faculty knowledge of the subject matter	1.00	4.00	1.00	1.59	0.68
Relevance of the courses in my field of study	1.00	3.00	1.50	1.56	0.60
Clarity of learning outcomes assessment and grading system	1.00	3.00	2.00	1.68	0.66
Quality of the clinical/externship sites (for Nursing, DMS, and CVT Students)	1.00	4.00	2.00	2.30	1.16
Quality of the clinics for DH students	1.00	4.00	2.00	2.40	1.20

STUDENT SATISFACTION SURVEY

Q2 Institutional Policies and Procedures

Answered: 138 Skipped: 0

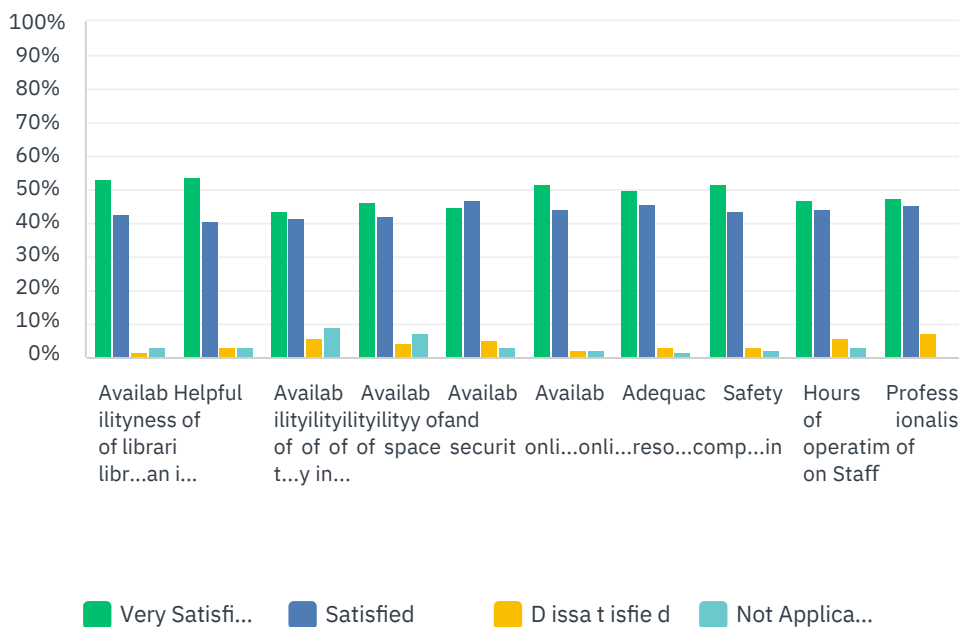


	VERY SATISFIED	SATISFIED	DISSATISFIED	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Clarity of institutional policies and procedures (e.g. Transfer Credit, Admissions, Program Dismissal, Appeals, etc)	38.41% 53	52.90% 73	7.25% 10	1.45% 2	138	3.28
Accessibility of information on institutional policies and procedures (e.g. College Website, Catalog, etc)	42.34% 58	52.55% 72	4.38% 6	0.73% 1	137	3.36
Availability/Accessibility of staff for assistance	41.91% 57	46.32% 63	11.03% 15	0.74% 1	136	3.29

STUDENT SATISFACTION SURVEY

Q3 Library and Learning Resources

Answered: 138 Skipped: 0

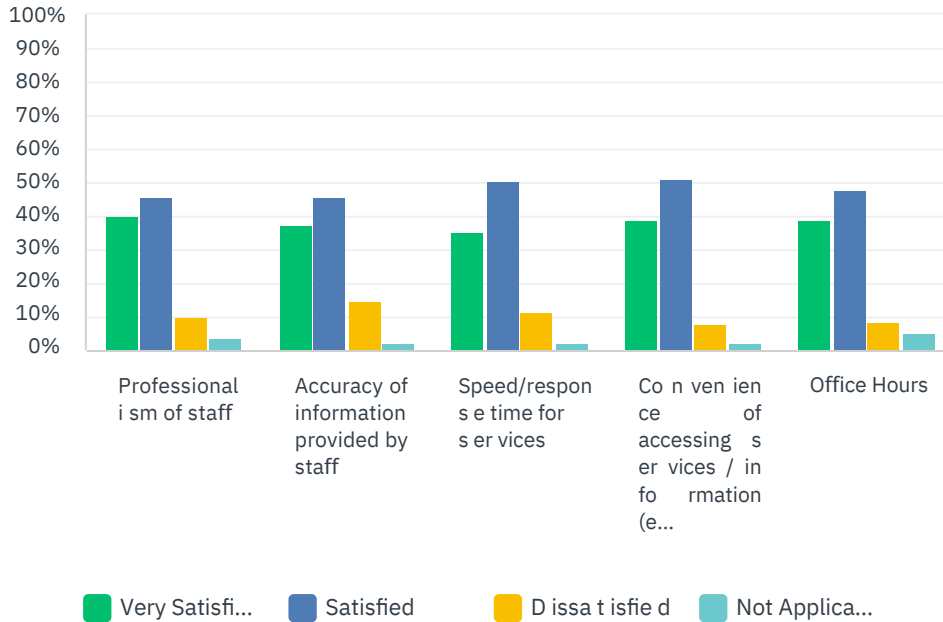


	VERY SATISFIED	SATISFIED	DISSATISFIED	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Availability of librarian for help/assistance via multiple communication methods (email, in person, telephone)	52.90% 73	42.75% 59	1.45% 2	2.90% 4	138	3.46
Helpfulness of librarian in responding to my questions	53.68% 73	40.44% 55	2.94% 4	2.94% 4	136	3.45
Availability of online database for my field of study	43.80% 60	41.61% 57	5.84% 8	8.76% 12	137	3.20
Availability of online journals and e-books for my field of study	46.38% 64	42.03% 58	4.35% 6	7.25% 10	138	3.28
Availability of resource materials on site	44.93% 62	47.10% 65	5.07% 7	2.90% 4	138	3.34
Availability of computers for your use	51.45% 71	44.20% 61	2.17% 3	2.17% 3	138	3.45
Adequacy of space in the library	50.00% 68	45.59% 62	2.94% 4	1.47% 2	136	3.44
Safety and security in the library	51.45% 71	43.48% 60	2.90% 4	2.17% 3	138	3.44
Hours of operation	46.67% 63	44.44% 60	5.93% 8	2.96% 4	135	3.35
Professionalism of Staff	47.41% 64	45.19% 61	7.41% 10	0.00% 0	135	3.40

STUDENT SATISFACTION SURVEY

Q4 Financial Aid and Bursar

Answered: 138 Skipped: 0

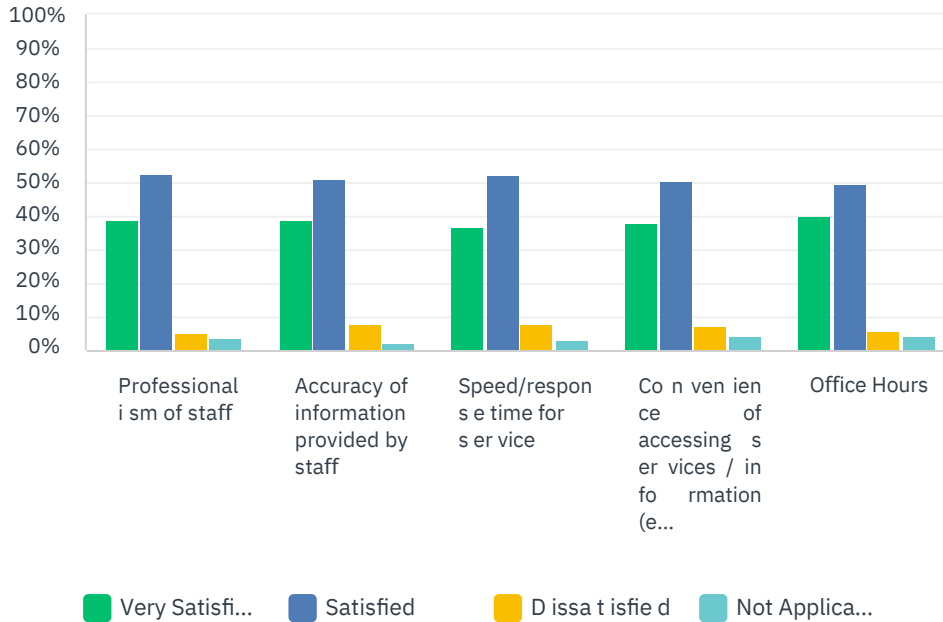


	VERY SATISFIED	SATISFIED	DISSATISFIED	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Professionalism of staff	40.15% 55	45.99% 63	10.22% 14	3.65% 5	137	3.23
Accuracy of information provided by staff	37.23% 51	45.99% 63	14.60% 20	2.19% 3	137	3.18
Speed/response time for services	35.29% 48	50.74% 69	11.76% 16	2.21% 3	136	3.19
Convenience of accessing services/information (e.g. Virtual processing of financial documents, Docusign, Google meeting, etc)	38.69% 53	51.09% 70	8.03% 11	2.19% 3	137	3.26
Office Hours	38.81% 52	47.76% 64	8.21% 11	5.22% 7	134	3.20

STUDENT SATISFACTION SURVEY

Q5 Registrar

Answered: 138 Skipped: 0

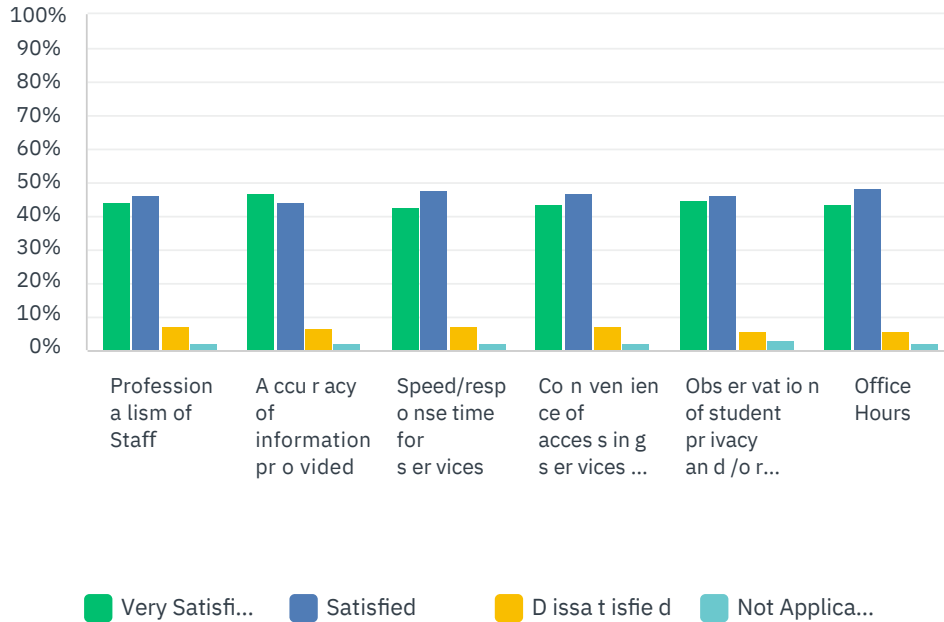


	VERY SATISFIED	SATISFIED	DISSATISFIED	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Professionalism of staff	38.69% 53	52.55% 72	5.11% 7	3.65% 5	137	3.26
Accuracy of information provided by staff	38.69% 53	51.09% 70	8.03% 11	2.19% 3	137	3.26
Speed/response time for service	36.96% 51	52.17% 72	7.97% 11	2.90% 4	138	3.23
Convenience of accessing services/information (e.g. electronic means, virtual forms for ordering of transcripts, etc)	37.96% 52	50.36% 69	7.30% 10	4.38% 6	137	3.22
Office Hours	40.15% 55	49.64% 68	5.84% 8	4.38% 6	137	3.26

STUDENT SATISFACTION SURVEY

Q6 Counseling and Academic Advising

Answered: 138 Skipped: 0

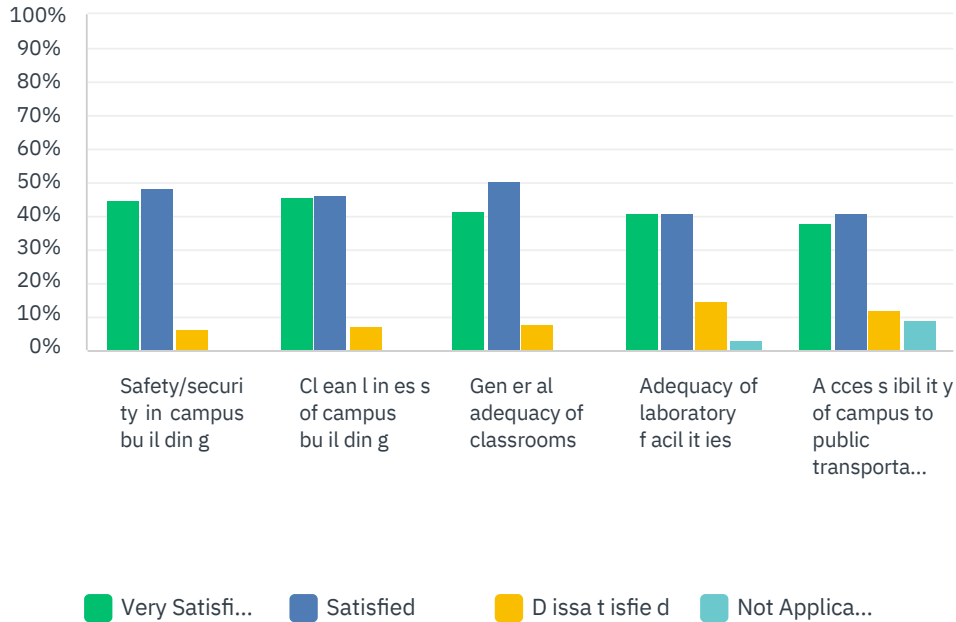


	VERY SATISFIED	SATISFIED	DISSATISFIED	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Professionalism of Staff	44.20% 61	46.38% 64	7.25% 10	2.17% 3	138	3.23
Accuracy of information provided	47.06% 64	44.12% 60	6.62% 9	2.21% 3	136	3.27
Speed/response time for services	42.75% 59	47.83% 66	7.25% 10	2.17% 3	138	3.22
Convenience of accessing services / information	43.80% 60	46.72% 64	7.30% 10	2.19% 3	137	3.23
Observation of student privacy and/or confidentiality	44.93% 62	46.38% 64	5.80% 8	2.90% 4	138	3.25
Office Hours	43.80% 60	48.18% 66	5.84% 8	2.19% 3	137	3.26

STUDENT SATISFACTION SURVEY

Q7 Physical Environment

Answered: 138 Skipped: 0

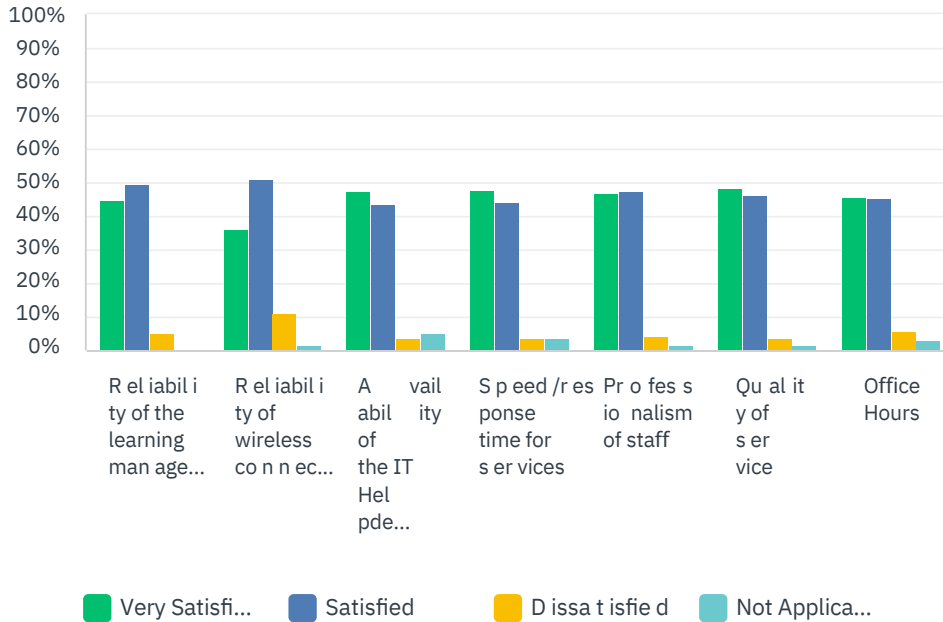


	VERY SATISFIED	SATISFIED	DISSATISFIED	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Safety/security in campus building	44.53% 61	48.18% 66	6.57% 9	0.73% 1	137	3.36
Cleanliness of campus building	45.59% 62	46.32% 63	7.35% 10	0.74% 1	136	3.37
General adequacy of classrooms	41.61% 57	50.36% 69	8.03% 11	0.00% 0	137	3.34
Adequacy of laboratory facilities	41.18% 56	41.18% 56	14.71% 20	2.94% 4	136	3.21
Accessibility of campus to public transportation (EIC is a commuter college)	37.68% 52	41.30% 57	12.32% 17	8.70% 12	138	3.08

STUDENT SATISFACTION SURVEY

Q8 Technology

Answered: 138 Skipped: 0

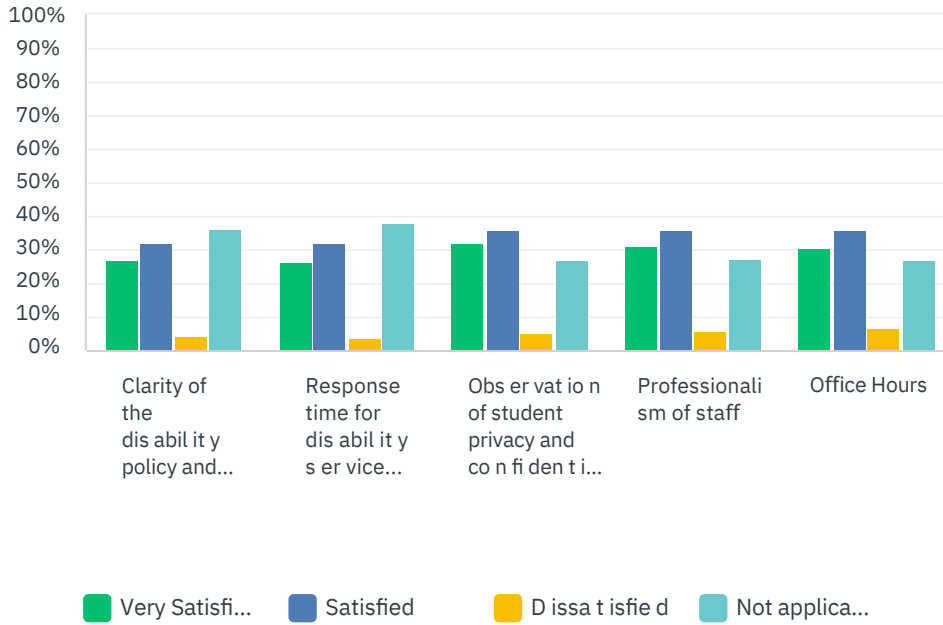


	VERY SATISFIED	SATISFIED	DISSATISFIED	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Reliability of the learning management system (Canvas)	44.93% 62	49.28% 68	5.07% 7	0.72% 1	138	3.38
Reliability of wireless connection on campus (WiFi)	36.30% 49	51.11% 69	11.11% 15	1.48% 2	135	3.22
Availability of the IT Helpdesk	47.45% 65	43.80% 60	3.65% 5	5.11% 7	137	3.34
Support staff	48.15% 65	44.44% 60	3.70% 5	3.70% 5	135	3.37
Speed/response time for services	46.72% 64	47.45% 65	4.38% 6	1.46% 2	137	3.39
Professionalism of staff	48.53% 66	46.32% 63	3.68% 5	1.47% 2	136	3.42
Quality of service	45.99% 63	45.26% 62	5.84% 8	2.92% 4	137	3.34
Office Hours						

STUDENT SATISFACTION SURVEY

Q9 Disability Services

Answered: 137 Skipped: 1

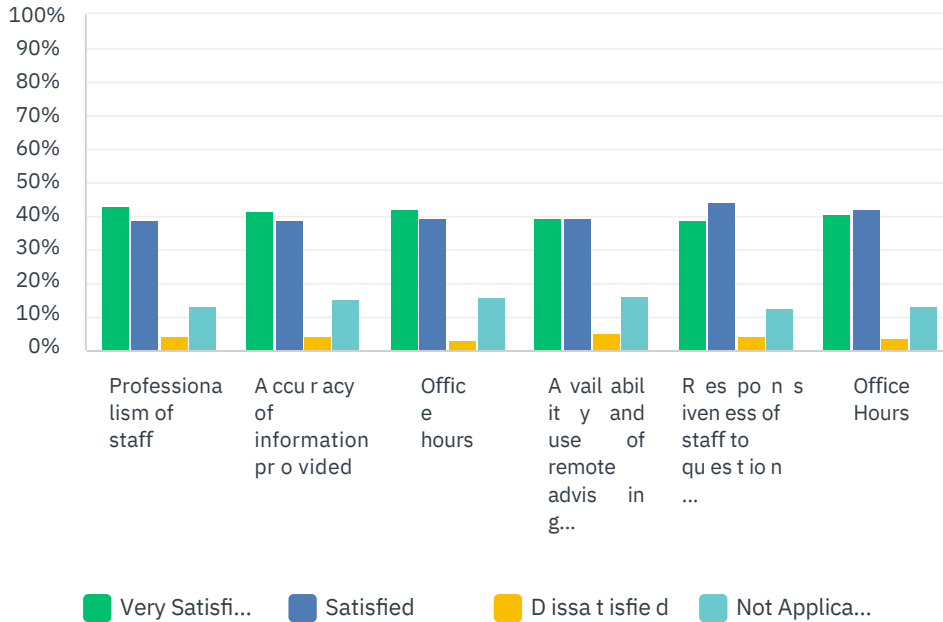


	VERY SATISFIED	SATISFIED	DISSATISFIED	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Clarity of the disability policy and procedure	27.01% 37	32.12% 44	4.38% 6	36.50% 50	137	2.50
Response time for disability service request	26.12% 35	32.09% 43	3.73% 5	38.06% 51	134	2.46
Observation of student privacy and confidentiality	32.12% 44	35.77% 49	5.11% 7	27.01% 37	137	2.73
Professionalism of staff	31.11% 42	35.56% 48	5.93% 8	27.41% 37	135	2.70
Office Hours	30.60% 41	35.82% 48	6.72% 9	26.87% 36	134	2.70

STUDENT SATISFACTION SURVEY

Q10 Career Services

Answered: 137 Skipped: 1



	VERY SATISFIED	SATISFIED	DISSATISFIED	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Professionalism of staff	43.38% 59	38.97% 53	4.41% 6	13.24% 18	136	3.13
Accuracy of information provided	41.61% 57	38.69% 53	4.38% 6	15.33% 21	137	3.07
Office hours	42.22% 57	39.26% 53	2.96% 4	15.56% 21	135	3.08
Availability and use of remote advising (online)	39.42% 54	39.42% 54	5.11% 7	16.06% 22	137	3.02
Responsiveness of staff to questions (via email or any other means)	38.97% 53	44.12% 60	4.41% 6	12.50% 17	136	3.10
Office Hours	40.74% 55	42.22% 57	3.70% 5	13.33% 18	135	3.10