



*Spring 2025 Student Satisfaction  
Survey Report (RNL)*

# Background

- Kishwaukee College regularly assesses Student Satisfaction and Importance of the College services every other or every three years in Spring since 2011.
- Why?
  - Accreditation Bodies (HLC)
  - Strategic Planning Design/Goals
  - Departmental Assessment

# Spring 2025 Demographics

- Response Rate: 22.2% (n=390/1758)
- Gender: 70% female/26% male/4% Other/N.A.
- Hispanic students slightly under-represented.
- Nursing and Radiology students slightly over-represented.
- All other demographics were commensurate with college.

# What is a “Strength”?

- Strengths:



Importance

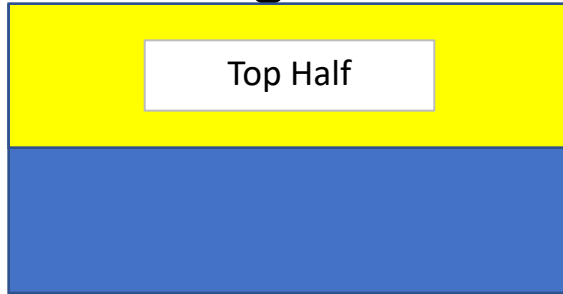


Satisfaction

Must be in both to meet requisite of “Strength”

# What is a “Challenge”?

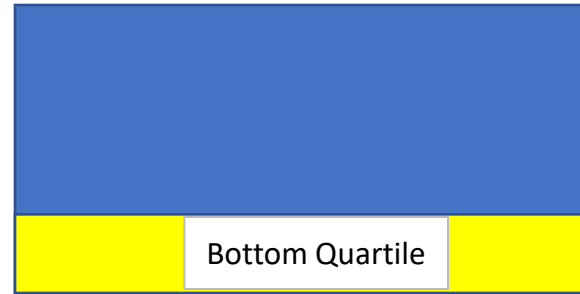
- Challenge:



Importance



Importance



Satisfaction



Imp./Sat. Gap

# Strengths at Kishwaukee College\*

1. The campus is safe and secure for all students.
2. Students are made to feel welcome here.
3. This campus provides online access to services I need.
4. Kishwaukee College is a valuable resource for local students in the community. (Custom Item)
5. The college demonstrates a commitment to equitable education for all students. (Custom Item)
6. There are convenient ways of paying my school bill.
7. Kishwaukee College uses appropriate technologies to prepare me for the future. (Custom Item)

*\*Ranked by Importance*

# Challenges at Kishwaukee College\*

1. The quality of instruction I receive in most of my classes is excellent.
2. My academic advisor is knowledgeable about program requirements.\*\*
3. My academic advisor is knowledgeable about transfer requirements of other schools.\*\*
4. I am able to register for the classes I need with few conflicts.
5. There are sufficient courses within my program of study available each term.
6. The quality of my online classes meets my expectations. (Custom Item)
7. The college website provides all necessary information and is laid out well. (Custom Item)\*\*
8. My advisor helps me apply my program of study to career goals.\*\*

*\*Ranked by Importance*

*\*\*Gap Challenge*

# Strategies in Response to Challenges

1. Website: Working with consultant to update College website to meet the needs of students, stakeholders and current industry standards.
2. Advising: Added advisor, developing plan for regular professional development and training.
3. Course Offerings: Core general education classes offered with multiple face-to-face options between 9:00am – 2:00pm M-Th. New technology tools will provide additional data on student needs.
4. Instruction: Language added to KACEA contract to define improving instructor response time to students in online instruction. Will also be discussed with KCEA.



# How do we Compare?\*

## **Higher Satisfaction vs. National Community Colleges**

1. The amount of student parking space on campus is adequate.
2. Parking lots are well-lighted and secure.
3. The campus is safe and secure for all students.
4. On the whole, the campus is well-maintained.
5. The campus staff are caring and helpful.
6. Students are made to feel welcome here.

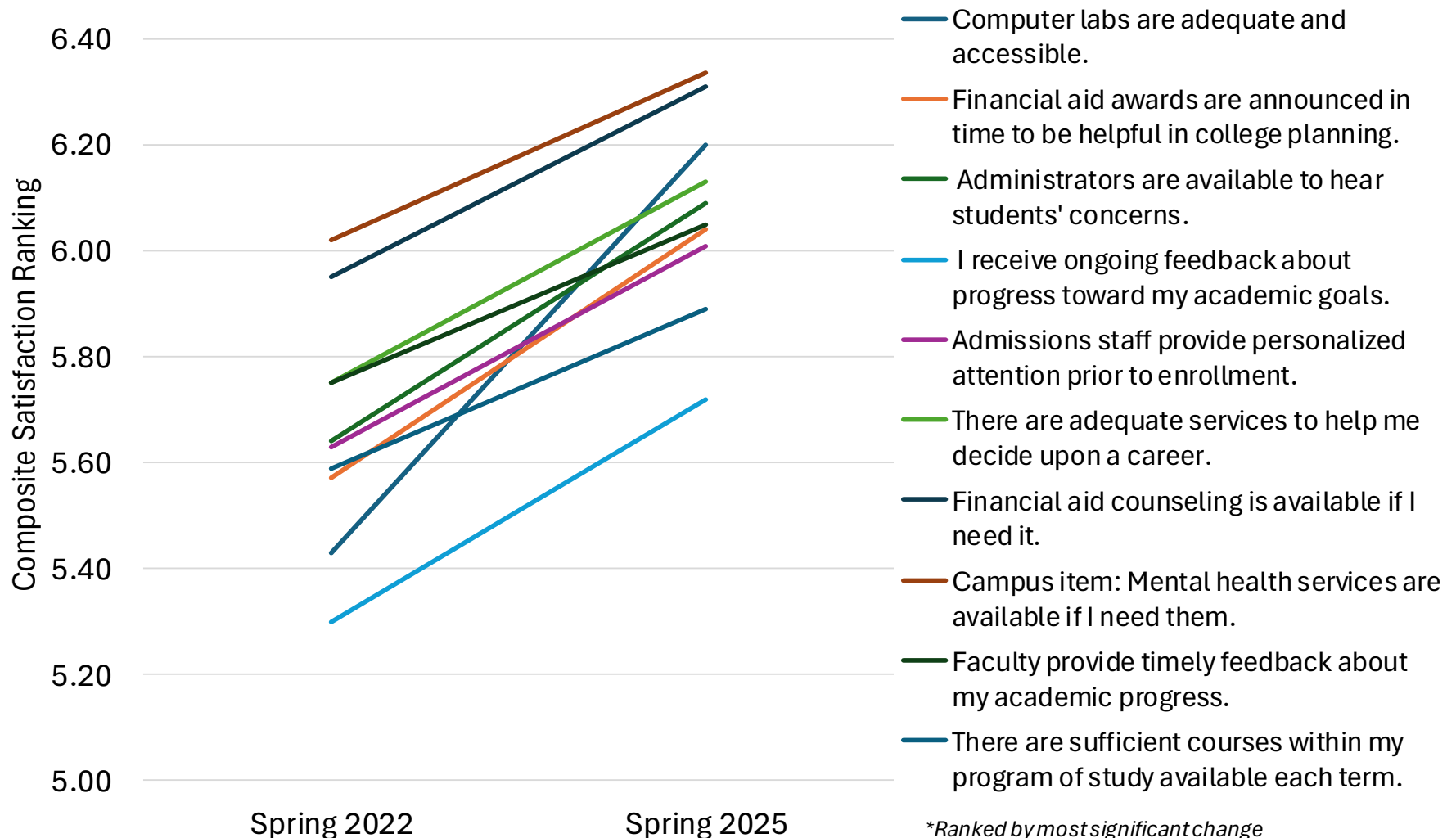
## **Lower Satisfaction vs. National Community Colleges**

1. There are sufficient courses within my program available each term.
2. Classes are scheduled at times that are convenient for me.
3. Most classes deal with practical experiences and applications.

*\*Ranked by most significant difference from National Ratings*

# Most Significant Positive Changes\*

Most Significant Positive Changes: Spring 2022 to Spring 2025



# Most Significant Negative Changes

No Significant Data Found



# Positive Commentary Summary\*

- Positive Regard (71%)
- General Experience/Value
- Instruction/Staff
- Campus Cleanliness/Safety
- TRIO
- Advising

*\*Ranked by Frequency*

# Improvement Commentary Summary\*

- Comments for Improvement (29%)
- Section Availability
- F2F Options
- Academic Advising
- Dedicated Advisors
- Knowledge on Transfer and Careers
- Availability
- Food Options and Pricing
- Instructional Feedback
- Engagement, Online Grading, Email Responsiveness

*\*Ranked by Frequency*

# Strategic Planning Summary

## **The Strengths**

- High water mark in composite Item satisfaction in Spring 2025 after the same in Spring 2022 (6.15 vs 5.94).
- Likelihood to re-enroll: 85% at Kish vs National Score of 78%.
- Most significant increases in accessibility and responsiveness.
- No significant item declines.

## **The Challenges**

- Section availability for face-to face options.
- Academic advising availability and knowledgeability.
- Food options and affordability.
- Persisting issues in online quality/responsiveness.

# Questions

For data inquiries, questions, or to request additional information on the presentation, please contact:

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