OVERVIEW: A total of 475 students completed the Student Satisfaction Inventory out of a targeted sample of 715. The sample was representative of the spring 2015 enrollment profile. The only difference was that the sample was 52% full-time.

CHOICE FACTORS: The three most important choice factors for LSSC students in order of importance are cost, financial aid, and academic reputation.

The survey asks participants three big overarching questions regarding their LSSC experience:

1. So far, has your college experience met your expectations? On a 7 point scale with 7 being very satisfied, LSSC scored 4.8 versus 4.86 for the national average.
2. Rate your OVERALL SATISFACTION with your experience here thus far. On a 7 point scale with 7 being very satisfied, LSSC scored 5.44 versus 5.51 for the national average.
3. All in all, if you had to do it over, would you enroll here again? On a 7 point scale with 7 being very satisfied, LSSC scored 5.61 versus 5.74 for the national average.

HIGH IMPORTANCE: Most important to students:

1. I am able to register for classes I need with few conflicts.
2. The quality of instruction I receive in most of my classes is excellent.
3. Classes are scheduled at times that are convenient for me.
4. Nearly all of the faculty are knowledgeable in their fields.
5. I am able to experience intellectual growth here.

HIGH SATISFACTION: Areas of highest satisfaction:

1. The quality of instruction I receive in most of my classes is excellent.
2. Nearly all of the faculty are knowledgeable in their fields.
3. I am able to experience intellectual growth here.
4. The campus is safe and secure for all students.

LOW SATISFACTION: Areas of low satisfaction are:

1. Child care facilities are available on campus.
2. The diversity of courses scheduled during the summer meets my needs. (Campus Item #2)
3. The number of courses scheduled during the summer term meets my needs. (Campus Item #1)
4. I know what to do in the event of an emergency on campus. (Campus Item #5)
5. Students are notified early in the term if they are doing poorly in a class.

TOP CHALLENGES: Top 5 identified challenges based on performance gaps between ratings of importance and levels of satisfaction include:

1. I am able to register for classes I need with few conflicts.
2. Classes are scheduled at times that are convenient for me.
3. There is a good variety of courses provided on this campus.
4. Adequate financial aid is available for most students.
5. Faculty provide timely feedback about student progress in a course.

AREAS OF STRENGTH: Areas of strengths are defined as items rated with high importance and high satisfaction for LSSC include:

- Bookstore staff are helpful.
- On the whole, the campus is well-maintained.
- Library resources and services are adequate.
- Faculty are usually available after class and during office hours.

NATIONAL COMPARISONS: The following is a summary of where LSSC performed better or worse than the national average for satisfaction:

**Higher Satisfaction Versus the National Average:**

1. Library staff are helpful and approachable
2. Bookstore staff are helpful.
3. People on this campus respect and are supportive of each other.
4. My academic advisor is approachable.
5. Faculty are usually available after class and during office hours.

**Lower Satisfaction Versus the National Average:**

1. I am able to experience intellectual growth here.
2. There is a good variety of courses provided on this campus.
3. Adequate financial aid is available for most students.
4. There are convenient ways of paying my school bill.
5. The equipment in the lab facilities is kept up to date.
6. Students are notified early in the term if they are doing poorly in a class.
7. Financial aid awards are announced to students in time to be helpful in college planning.