



2023-24 Student Satisfaction Survey Results (without comments)

The 2023-24 Student Satisfaction Survey was administered during Spring Quarter 2024. There were 214 respondents indicating that they were 18 or older (127 of whom answered one or more questions beyond the first question). Students were asked to answer a variety of questions and respond based on a numerical scale, ranging from 5 (strongly agree) to 1 (strongly disagree). A comment box was provided at the end of the survey. Averages (in shaded areas) based only on responses from students who said they used the service (“doesn’t apply” responses are excluded). Note: column totals may not equal 100% due to rounding. Survey results from years prior to 2022-23 not provided due to a change in the survey format.

Satisfaction Questions

1. I am satisfied with the assistance I received prior to applying for admission to LCC.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	112 – 45%	97 – 39%	22 – 9%	14 – 6%	5 – 2%	84%	4.19
2023-24	62 – 51%	36 – 30%	13 – 11%	5 – 4%	5 – 4%	81%	4.20

2. I am satisfied with the assistance I received with the math and English testing (placement) process.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	74 – 37%	84 – 42%	29 – 15%	9 – 5%	4 – 2%	79%	4.08
2023-24	45 – 49%	26 – 28%	14 – 15%	3 – 3%	4 – 4%	77%	4.14

3. I am satisfied with the information I received about how to pay for college.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	108 – 42%	84 – 33%	32 – 12%	22 – 9%	11 – 4%	75%	4.00
2023-24	53 – 45%	45 – 38%	12 – 10%	2 – 2%	6 – 5%	83%	4.16

4. I am satisfied with the assistance I received while applying for financial aid.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	96 – 42%	68 – 30%	31 – 13%	24 – 10%	11- 5%	71%	3.93
2023-24	51 – 48%	36 – 34%	10 – 9%	9 – 8%	1 – 1%	81%	4.19

5. I am satisfied with the assistance I received between applying for admission and registering for classes.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	126 – 48%	88 – 34%	22 – 8%	14 – 5%	12 – 5%	82%	4.15
2023-24	56 – 45%	42 – 34%	14 – 11%	11 – 9%	1 – 1%	79%	4.14

6. I am satisfied with the assistance I received to get registered for my first quarter.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	129 – 51%	89 – 35%	15 – 6%	11 – 4%	8 – 3%	87%	4.27
2023-24	57 – 48%	43 – 36%	6 – 5%	10 – 8%	3 – 3%	84%	4.18

7. I am satisfied with the assistance I received from cashiering to process my tuition and fee payments.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	73 – 40%	69 – 38%	20 – 11%	11 – 6%	9 – 5%	78%	4.02
2023-24	43 – 50%	28 – 33%	8 – 9%	4 – 5%	3 – 3%	83%	4.21

8. I am satisfied with the assistance I received to set up a tuition payment plan.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	50 – 42%	33 – 28%	20 – 17%	12 – 10%	5 – 4%	69%	3.92
2023-24	18 – 39%	16 – 35%	7 – 15%	2 – 4%	3 – 7%	74%	3.96

9. I am satisfied with the assistance I received in regard to career counseling from Career and Employment Services.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	59 – 40%	39 – 26%	34 – 23%	10 – 7%	6 – 4%	66%	3.91
2023-24	27 – 39%	22 – 32%	14 – 20%	3 – 4%	3 – 4%	71%	3.97

10. I am satisfied with the assistance I received from my faculty advisor.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	118 – 52%	75 – 33%	19 – 8%	9 – 4%	7 – 3%	85%	4.26
2023-24	52 – 50%	29 – 28%	9 – 9%	3 – 3%	10 – 10%	79%	4.07

11. I am satisfied with the amount of communication I received from LCC about registering for the upcoming quarter.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	110 – 42%	105 – 41%	23 – 9%	13 – 5%	8 – 3%	83%	4.14
2023-24	55 – 46%	42 – 35%	17 – 14%	4 – 3%	2 – 2%	81%	4.20

12. I am satisfied with the amount of information available to me regarding graduation requirements for my certificate or degree program.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	83 – 35%	88 – 37%	42 – 18%	13 – 5%	13 – 5%	72%	3.90
2023-24	46 – 41%	39 – 35%	15 – 13%	9 – 8%	4 – 4%	75%	4.01

13. I am satisfied with the amount of information I received about the availability of LCC scholarships.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	94 – 38%	85 – 34%	34 – 14%	27 – 11%	8 – 3%	72%	3.93
2023-24	46 – 39%	46 – 39%	15 – 13%	9 – 8%	2 – 2%	78%	4.06

14. I am satisfied with the assistance I received while applying for LCC scholarships.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	64 – 35%	55 – 30%	41 – 22%	19 – 10%	4 – 2%	65%	3.85
2023-24	27 – 33%	15 – 19%	29 – 36%	8 – 10%	2 – 2%	52%	3.70

15. I am satisfied with the information I received about student activities (lectures, student clubs, ASLCC events, etc.) on campus.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	101 – 41%	100 – 41%	34 – 14%	6 – 2%	3 – 1%	82%	4.19
2023-24	41 – 36%	44 – 39%	18 – 16%	8 – 7%	2 – 2%	75%	4.01

16. I am satisfied with the information I received about athletic events on campus.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	59 – 29%	70 – 35%	46 – 23%	20 – 10%	6 – 3%	64%	3.78
2023-24	30 – 30%	33 – 33%	20 – 20%	13 – 13%	3 – 3%	64%	3.75

17. I am satisfied with the information I received about arts and cultural events on campus.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	71 – 32%	95 – 42%	49 – 22%	7 – 3%	2 – 1%	74%	4.01
2023-24	33 – 31%	48 – 44%	22 – 20%	5 – 5%	0 – 0%	75%	4.01

18. I am satisfied with the service I received from the LCC Bookstore.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	116 – 46%	96 – 38%	22 – 9%	15 – 6%	3 – 1%	84%	4.22
2023-24	52 – 45%	39 – 34%	19 – 16%	6 – 5%	0 – 0%	78%	4.18

19. I am satisfied with the service I received during 'Book Buy Back' at the LCC Bookstore.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	55 – 39%	39 – 27%	31 – 22%	12 – 8%	5 – 4%	66%	3.89
2023-24	27 – 44%	19 – 31%	11 – 18%	2 – 3%	3 – 5%	74%	4.05

20. I am satisfied with the service I received from the TRiO (Student Support Services) program.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	51 – 40%	31 – 25%	37 – 29%	4 – 3%	3 – 2%	65%	3.98
2023-24	23 – 40%	21 – 37%	10 – 18%	2 – 4%	1 – 2%	77%	4.11

21. I am satisfied with the condition of the grounds at LCC.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	120 – 55%	83 – 38%	12 – 5%	1 – 0%	3 – 1%	93%	4.44
2023-24	69 – 65%	33 – 31%	2 – 2%	2 – 2%	0 – 0%	96%	4.59

22. I am satisfied with the condition of the facilities at LCC.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	108 – 48%	94 – 41%	15 – 7%	6 – 3%	4 – 2%	89%	4.30
2023-24	61 – 57%	36 – 34%	6 – 6%	3 – 3%	1 – 1%	91%	4.43

23. I am satisfied with the visibility of security guards on the LCC campus.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	92 – 42%	59 – 27%	42 – 19%	18 – 8%	7 – 3%	69%	3.97
2023-24	45 – 41%	39 – 36%	19 – 17%	2 – 2%	4 – 4%	77%	4.09

24. I am satisfied with the information available on the Library webpages.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	98 – 42%	94 – 41%	33 – 14%	5 – 2%	2 – 1%	83%	4.21
2023-24	47 – 44%	39 – 36%	20 – 19%	2 – 2%	0 – 0%	80%	4.21

25. I am satisfied with the library assistance I received from the Library/Learning Commons.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	102 – 51%	65 – 33%	22 – 11%	4 – 2%	6 – 3%	84%	4.27
2023-24	62 – 63%	24 – 24%	11 – 11%	0 – 0%	1 – 1%	88%	4.49

26. I am satisfied with the assistance I received from Tutoring.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	72 – 49%	37 – 25%	24 – 16%	12 – 8%	3 – 2%	74%	4.10
2023-24	33 – 49%	20 – 30%	9 – 13%	4 – 6%	1 – 1%	79%	4.19

27. I am satisfied with the hours of availability of student services.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	82 – 36%	93 – 41%	32 – 14%	12 – 5%	6 – 3%	78%	4.04
2023-24	44 – 39%	42 – 37%	18 – 16%	10 – 9%	0 – 0%	75%	4.05

28. I am satisfied with the availability of services offered via the Internet.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	102 – 42%	108 – 44%	23 – 9%	7 – 3%	5 – 2%	86%	4.20
2023-24	54 – 45%	41 – 34%	21 – 18%	4 – 3%	0 – 0%	79%	4.21

29. I am satisfied with the times classes are offered.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	80 – 33%	104 – 42%	34 – 14%	19 – 8%	8 – 3%	75%	3.93
2023-24	40 – 33%	45 – 38%	17 – 14%	13 – 11%	5 – 4%	71%	3.85

30. I am satisfied with the availability of classes.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	82 – 32%	112 – 44%	30 – 12%	20 – 8%	9 – 4%	77%	3.94
2023-24	46 – 38%	48 – 39%	14 – 11%	12 – 10%	2 – 2%	77%	4.02

31. I am satisfied with the availability of online courses.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	110 – 43%	102 – 40%	23 – 9%	8 – 3%	11 – 4%	83%	4.15
2023-24	51 – 44%	42 – 37%	14 – 12%	6 – 5%	2 – 2%	81%	4.17

32. I am satisfied with the assistance I have received to use CANVAS, LCC's online course management system.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	97 – 39%	110 – 44%	27 – 11%	11 – 4%	3 – 1%	83%	4.16
2023-24	65 – 55%	37 – 31%	15 – 13%	2 – 2%	0 – 0%	86%	4.39

33. I am satisfied with the quality of online courses.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	102 – 41%	96 – 38%	30 – 12%	14 – 6%	9 – 4%	79%	4.07
2023-24	46 – 41%	40 – 35%	15 – 13%	6 – 5%	6 – 5%	76%	4.01

34. I have participated in meaningful learning experiences.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	115 – 46%	106 – 42%	18 – 7%	8 – 3%	4 – 2%	88%	4.27
2023-24	65 – 53%	40 – 33%	11 – 9%	4 – 3%	2 – 2%	86%	4.33

35. am able to reliably access the Internet from home.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	143 – 56%	92 – 36%	10 – 4%	9 – 4%	2 – 1%	92%	4.43
2023-24	78 – 63%	35 – 28%	5 – 4%	3 – 2%	3 – 2%	91%	4.47

36. I am able to access the technology tools I need to be successful in my classes.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	122 – 47%	114 – 44%	10 – 4%	10 – 4%	3 – 1%	91%	4.32
2023-24	69 – 57%	44 – 36%	7 – 6%	1 – 1%	1 – 1%	93%	4.47

37. I am able to do what I need to in ctLink.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	122 – 47%	111 – 43%	20 – 8%	5 – 2%	2 – 1%	90%	4.33
2023-24	74 – 60%	40 – 33%	5 – 4%	3 – 2%	1 – 1%	93%	4.49

38. I am able to do what I need to in Navigate.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	100 – 40%	104 – 42%	33 – 13%	8 – 3%	4 – 2%	82%	4.16
2023-24	57 – 47%	40 – 33%	15 – 12%	9 – 7%	0 – 0%	80%	4.20

39. I am able to find the information I need on the LCC website.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	101 – 39%	116 – 44%	25 – 10%	13 – 5%	6 – 2%	83%	4.12
2023-24	62 – 50%	47 – 38%	8 – 7%	4 – 3%	2 – 2%	89%	4.33

40. I know where to find information about student rights and responsibilities.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	97 – 37%	119 – 46%	25 – 10%	15 – 6%	4 – 2%	83%	4.12
2023-24	52 – 43%	54 – 44%	9 – 7%	5 – 4%	2 – 2%	87%	4.22

41. I know where to go when I have a problem related to services.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	88 – 34%	100 – 39%	31 – 12%	28 – 11%	10 – 4%	73%	3.89
2023-24	57 – 46%	41 – 33%	14 – 11%	11 – 9%	2 – 2%	78%	4.12

42. I know where to go when I have a problem related to academics.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	88 – 34%	112 – 43%	30 – 12%	20 – 8%	9 – 3%	77%	3.97
2023-24	51 – 41%	42 – 34%	19 – 15%	10 – 8%	2 – 2%	75%	4.05

43. I would recommend LCC to a friend or family member.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	139 – 53%	81 – 31%	26 – 10%	7 – 3%	8 – 3%	84%	4.29
2023-24	71 – 57%	38 – 31%	12 – 10%	0 – 0%	3 – 2%	88%	4.40

44. I believe LCC has a good reputation in the community.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	Strongly Agree or Agree	Mean
2022-23	124 – 48%	91 – 35%	31 – 12%	9 – 3%	4 – 2%	83%	4.24
2023-24	70 – 57%	37 – 30%	12 – 10%	1 – 1%	3 – 2%	87%	4.38