

## Parkland College Student Satisfaction Survey: Fall 2021

No	Item	Parkland College			National Community Colleges 2018-2021					
		Importance %	Satisfactor	Gap %	Space3	Importance	Satisfactor	Gap %	Space4	Difference
1	Most students feel a sense of belonging here.	77 %	63 %	14 %		71 %	62 %	9 %		1 %
2	Faculty care about me as an individual.	81 %	63 %	18 %		78 %	63 %	15 %		0 %
3	The quality of instruction in the vocational/technical programs is excellent.	85 %	68 %	17 %		81 %	63 %	18 %		5 %
4	Security staff are helpful.	81 %	78 %	3 %		76 %	64 %	12 %		14 %
5	The personnel involved in registration are helpful.	86 %	71 %	15 %		84 %	67 %	17 %		4 %
6	My academic advisor is approachable.	88 %	76 %	12 %		85 %	70 %	15 %		6 %
7	Adequate financial aid is available for most students.	86 %	63 %	23 %		84 %	63 %	21 %		0 %
8	Classes are scheduled at times that are convenient for me.	86 %	67 %	19 %		86 %	67 %	19 %		0 %
9	Internships or practical experiences are provided in my degree/certificate program.	78 %	62 %	16 %		77 %	56 %	21 %		6 %
10	Child care facilities are available on campus.	69 %	66 %	3 %		55 %	41 %	14 %		25 %
11	Security staff respond quickly in emergencies.	91 %	82 %	9 %		83 %	64 %	19 %		18 %
12	My academic advisor helps me set goals to work toward.	80 %	68 %	12 %		80 %	61 %	19 %		7 %
13	Financial aid awards are announced to students in time to be helpful in college planning.	88 %	66 %	22 %		82 %	58 %	24 %		8 %
14	Library resources and services are adequate.	87 %	81 %	6 %		83 %	74 %	9 %		7 %
15	I am able to register for classes I need with few conflicts.	89 %	72 %	17 %		87 %	68 %	19 %		4 %
16	The college shows concern for students as individuals.	82 %	61 %	21 %		81 %	60 %	21 %		1 %
17	Personnel in the Veterans' Services program are helpful.	77 %	70 %	7 %		66 %	52 %	14 %		18 %
18	The quality of instruction I receive in most of my classes is excellent.	91 %	68 %	23 %		88 %	65 %	23 %		3 %
19	This campus provides effective support services for displaced homemakers.	75 %	63 %	12 %		68 %	53 %	15 %		10 %
20	Financial aid counselors are helpful.	87 %	72 %	15 %		83 %	61 %	22 %		11 %
21	There are a sufficient number of study areas on campus.	83 %	86 %	-3 %		81 %	71 %	10 %		15 %
22	People on this campus respect and are supportive of each other.	84 %	73 %	11 %		82 %	68 %	14 %		5 %
23	Faculty are understanding of students' unique life circumstances.	86 %	63 %	23 %		84 %	63 %	21 %		0 %
24	Parking lots are well-lighted and secure.	85 %	77 %	8 %		81 %	64 %	17 %		13 %
25	My academic advisor is concerned about my success as an individual.	84 %	68 %	16 %		83 %	62 %	21 %		6 %
26	Library staff are helpful and approachable.	81 %	77 %	4 %		80 %	73 %	7 %		4 %
27	The campus staff are caring and helpful.	85 %	79 %	6 %		83 %	71 %	12 %		8 %
28	It is an enjoyable experience to be a student on this campus.	85 %	70 %	15 %		83 %	69 %	14 %		1 %
29	Faculty are fair and unbiased in their treatment of individual students.	90 %	72 %	18 %		86 %	69 %	17 %		3 %
30	The career services office provides students with the help they need to get a job.	83 %	74 %	9 %		80 %	62 %	18 %		12 %
31	The campus is safe and secure for all students.	91 %	78 %	13 %		88 %	75 %	13 %		3 %
32	My academic advisor is knowledgeable about my program requirements.	92 %	78 %	14 %		88 %	70 %	18 %		8 %
33	Admissions counselors accurately portray the campus in their recruiting practices.	86 %	74 %	12 %		78 %	65 %	13 %		9 %
34	Computer labs are adequate and accessible.	82 %	77 %	5 %		83 %	74 %	9 %		3 %
35	Policies and procedures regarding registration and course selection are clear and well-publicized.	87 %	72 %	15 %		84 %	67 %	17 %		5 %
36	Students are made to feel welcome on this campus.	89 %	78 %	11 %		85 %	74 %	11 %		4 %
37	Faculty take into consideration student differences as they teach a course.	83 %	64 %	19 %		82 %	61 %	21 %		3 %
38	The student center is a comfortable place for students to spend their leisure time.	76 %	78 %	-2 %		75 %	68 %	7 %		10 %
39	The amount of student parking space on campus is adequate.	86 %	79 %	7 %		82 %	58 %	24 %		21 %
40	My academic advisor is knowledgeable about the transfer requirements of other schools.	90 %	79 %	11 %		85 %	65 %	20 %		14 %
41	Admissions staff are knowledgeable.	89 %	80 %	9 %		85 %	70 %	15 %		10 %
42	The equipment in the lab facilities is kept up to date.	85 %	75 %	10 %		83 %	68 %	15 %		7 %
43	Class change (drop/add) policies are reasonable.	83 %	72 %	11 %		83 %	71 %	12 %		1 %
44	I generally know what's happening on campus.	71 %	61 %	10 %		68 %	57 %	11 %		4 %
45	This institution has a good reputation within the community.	83 %	77 %	6 %		81 %	74 %	7 %		3 %
46	Faculty provide timely feedback about student progress in a course.	88 %	66 %	22 %		85 %	64 %	21 %		2 %

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		Importance %	Satisfactor	Gap %	Space3	Importance	Satisfactor	Gap %	Space4	Difference
47	There are adequate services to help me decide upon a career.	87 %	71 %	16 %		82 %	64 %	18 %		7 %
48	Counseling staff care about students as individuals.	88 %	76 %	12 %		83 %	67 %	16 %		9 %
49	Admissions counselors respond to prospective students' unique needs and requests.	87 %	74 %	13 %		82 %	65 %	17 %		9 %
50	Tutoring services are readily available.	88 %	76 %	12 %		83 %	72 %	11 %		4 %
51	There are convenient ways of paying my school bill.	86 %	76 %	10 %		85 %	70 %	15 %		6 %
52	This school does whatever it can to help me reach my educational goals.	86 %	65 %	21 %		85 %	64 %	21 %		1 %
53	The assessment and course placement procedures are reasonable.	85 %	70 %	15 %		82 %	68 %	14 %		2 %
54	Faculty are interested in my academic problems.	83 %	64 %	19 %		80 %	61 %	19 %		3 %
55	Academic support services adequately meet the needs of students.	86 %	73 %	13 %		83 %	67 %	16 %		6 %
56	The business office is open during hours which are convenient for most students.	82 %	74 %	8 %		81 %	67 %	14 %		7 %
57	Administrators are approachable to students.	86 %	67 %	19 %		82 %	67 %	15 %		0 %
58	Nearly all of the faculty are knowledgeable in their fields.	91 %	80 %	11 %		88 %	74 %	14 %		6 %
59	New student orientation services help students adjust to college.	82 %	67 %	15 %		78 %	65 %	13 %		2 %
60	Billing policies are reasonable.	85 %	73 %	12 %		83 %	67 %	16 %		6 %
61	Faculty are usually available after class and during office hours.	87 %	79 %	8 %		84 %	73 %	11 %		6 %
62	Bookstore staff are helpful.	80 %	78 %	2 %		80 %	72 %	8 %		6 %
63	I seldom get the "run-around" when seeking information on this campus.	81 %	63 %	18 %		79 %	60 %	19 %		3 %
64	Nearly all classes deal with practical experiences and applications.	82 %	66 %	16 %		82 %	65 %	17 %		1 %
65	Students are notified early in the term if they are doing poorly in a class.	83 %	57 %	26 %		82 %	58 %	24 %		-1 %
66	Program requirements are clear and reasonable.	89 %	74 %	15 %		87 %	71 %	16 %		3 %
67	Channels for expressing student complaints are readily available.	83 %	58 %	25 %		79 %	56 %	23 %		2 %
68	On the whole, the campus is well-maintained.	86 %	83 %	3 %		85 %	78 %	7 %		5 %
69	There is a good variety of courses provided on this campus.	89 %	81 %	8 %		87 %	75 %	12 %		6 %
70	I am able to experience intellectual growth here.	90 %	83 %	7 %		88 %	77 %	11 %		6 %
71	Campus item: My experience at this college is preparing me for a career.	91 %	78 %	13 %						
72	Campus item: The college has adequate academic support services for my needs.	89 %	78 %	11 %						
73	Campus item: It is easy to obtain information when calling the college by phone.	86 %	63 %	23 %						
74	Campus item: Information about college services and / or events are easy to access.	80 %	68 %	12 %						
75	Campus item: The school provides an adequate orientation for first year students.	81 %	66 %	15 %						
76	Campus item: College facilities are up-to-date, clean, and supportive of my learning.	89 %	82 %	7 %						
77	Campus item: Students from different backgrounds feel comfortable here.	88 %	77 %	11 %						
78	Campus item: All college programs and activities are accessible to students with disabilities.	89 %	79 %	10 %						
79	Campus item: The campus is free from all types of harassment and discrimination.	89 %	71 %	18 %						
80	Campus item: I have gained valuable leadership skills through my co-curricular activities.	80 %	73 %	7 %						
81	Institution's commitment to part-time students?		75 %				72 %			3 %
82	Institution's commitment to evening students?		73 %				69 %			4 %
83	Institution's commitment to older, returning learners?		77 %				72 %			5 %
84	Institution's commitment to under-represented populations?		74 %				70 %			4 %
85	Institution's commitment to commuters?		72 %				69 %			3 %
86	Institution's commitment to students with disabilities?		78 %				73 %			5 %
87	Cost as factor in decision to enroll.	83 %				85 %				
88	Financial aid as factor in decision to enroll.	82 %				81 %				
89	Academic reputation as factor in decision to enroll.	75 %				74 %				
90	Size of institution as factor in decision to enroll.	56 %				57 %				
91	Opportunity to play sports as factor in decision to enroll.	37 %				36 %				
92	Recommendations from family/friends as factor in decision to enroll.	55 %				55 %				

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93	Geographic setting as factor in decision to enroll.	67 %			67 %			
94	Campus appearance as factor in decision to enroll.	57 %			59 %			
95	Personalized attention prior to enrollment as factor in decision to enroll.	59 %			64 %			