

**2019 Noel Levitz
Student Satisfaction Survey**

Spring 2019

Office of Institutional Effectiveness

Lamar State College Port Arthur

The Noel-Levitz Student Satisfaction Inventory survey is administered to a carefully selected sample of students in April of each year. The results annually provide valuable information about Lamar State College-Port Arthur students as well as their perceptions of the College and its services and programs. Gathering current satisfaction data from the student population makes decision making more data-driven and allows for more strategic management of resources, initiatives and retention activities.

Student Demographics (with majority percentages)

The student sample in spring 2019 consisted of 522 participants (77% of the 680 issued) and was selected from 29 classes; with the majority (40 percent) being MATH courses and the remainder primarily consisted of intermediate level and/or allied health courses. The sample can be characterized according to the following demographical data (majority percentages only reported). Both increases and decreases are noted in the table as well for data comparison with the 2018 population surveyed.

Gender = Female	68.48% (↓7.55)	Age = 19 to 24	50.00% (↓ 1.45)
		Age =19 to 34	74.12% (↓3.42)
Ethnicity-Race = White	35.94% (↑0.86)		
Current Residence = Parent's home	47.01% (↓2.27)	Residence = In-State	97.38% (↓0.54)
Enrollment Status = Day	92.06% (↓ 2.10)	Class Load = Full-Time	73.06% (↑1.91)
Class Level = 1st year	49.81% (↑ 0.30)	Current GPA = 3.0- 3.49	33.07% (↑3.49)
Organization Memberships = None	82.13% (↓3.58)	Tuition Source = Financial Aid	46.72% (↓5.30)
Institution = First Choice	65.20% (↑4.32)	Plans to Transfer = Yes	51.20% (↑1.81)
Educational Goal= Associate degree	57.43% (↑4.76)	Employment= Full-Time off campus Part-Time off campus Not Employed	29.10% (↑4.68) 40.43% (↓2.06) 26.56% (↑1.74)

Scaled Areas (in order of importance and level of satisfaction)

Available student responses range from 1 to 7, as follows.

Importance	Satisfaction
1 = not important at all	1 = not satisfied
2 = not very important	2 = not very satisfied
3 = somewhat unimportant	3 = somewhat dissatisfied
4 = neutral	4 = neutral
5 = somewhat important	5 = somewhat satisfied
6 = important	6 = satisfied
7 = very important	7 = very satisfied

The scales, as generated by the survey team at Noel-Levitz, provide "the big picture" of areas that matter to students. Listed below is the Institutional Summary of the scales from most important to not important, and from very satisfied to not satisfied. (Scale Report)

IMPORTANCE

	LSCPA Average	Increase /Decrease from 2018	National Average	Comparison to National Average
Registration Effectiveness	6.40	-0.07	6.45	-0.05
Campus Climate	6.34	-0.03	6.41	-0.07
Instructional Effectiveness	6.33	-0.04	6.40	-0.07
Academic Advising Effectiveness	6.30	-0.11	6.36	-0.06
Student Centeredness	6.29	-0.03	6.36	-0.07
Safety and Security	6.27	-0.06	6.31	-0.04
Admissions & Financial Aid Effectiveness	6.23	0.00	6.25	-0.02
Campus Services	6.22	-0.06	6.28	-0.06
Average importance scores	6.30	-0.05	6.35	-0.05

As a summary, the LSC-PA average importance score is 6.30, down 0.05 points from the 2018 average importance score of 6.35, and 0.05 points below the National Average.

SATISFACTION

	LSCPA Average/SD	Increase /Decrease from 2018	National Average/SD	Comparison to National Average
Instructional Effectiveness	5.73/1.16	-0.02	5.80/1.07	-0.07
Registration Effectiveness	5.71/1.22	-0.14	5.80/1.08	-0.09
Campus Climate	5.68/1.20	-0.02	5.85/1.07	-0.17**
Academic Advising Effectiveness	5.65/1.24	-0.06	5.63/1.33	0.02
Campus Services	5.65/1.18	-0.07	5.87/1.02	-0.22***
Student Centeredness	5.59/1.33	-0.05	5.73/1.20	-0.14**
Admissions & Financial Aid Effectiveness	5.49/1.30	-0.05	5.55/1.29	-0.06
Safety and Security	5.37/1.25	-0.13	5.63.1.19	-0.26***
Average satisfaction scores	5.61	-0.07	5.73	-0.12

* Difference statistically significant at the .05 level*, at the .01 level** and at the .001 level***

As a summary, the 2019 LSCPA Average Satisfaction score is 5.61, down 0.07 points from the 2018 average satisfaction score of 5.68, and 0.12 points below the National Average. In analyzing the satisfaction levels of the LSC-PA students, overall, the results show decreases in all eight scales.

Statistical Significance

Statistical significance in the difference of the means is calculated when two groups are compared and [the] mean difference is reflected in the far right column. The difference is between [LSC-PA's] satisfaction means and the comparison group means. [When the mean difference is negative, the students are less satisfied than the students in the National Community College group.]

The greater the number of asterisks, the greater the confidence in the significance of this difference, and the greater the likelihood that this difference did not occur by chance. For example, statistical significance at the .05 level indicates that there are five chances in 100 that the difference between [LSC-PA's] satisfaction score and the comparison group [National Community Colleges] satisfaction score would occur due to chance alone.

The most statistically significant among the areas are "Campus Climate," "Campus Services," and "Instructional Effectiveness."

Standard Deviation

The standard deviation (SD) represents the variability in the satisfaction scores. The larger the standard deviation, the greater the variability in the responses (with some students being very satisfied and some students being very dissatisfied). The smaller the standard deviation, the less variability in the responses.

Strengths (High Importance – High Satisfaction) Noel-Levitz identifies those items that rank highest for importance and satisfaction. These items are listed below from strongest to weakest. The ranking averages provided are first importance, then satisfaction.

Scale	Question	Importance	Satisfaction
Campus Climate	13. The campus is safe and secure for all students.	6.57	5.88
Campus Item 2	42. I was advised correctly about my course requirements and/or prerequisites.	6.51	5.79
Instructional Effectiveness	8. The quality of instruction I receive in most of my classes is excellent.	6.48	5.84
Academic Advising Effectiveness	14. My academic advisor is knowledgeable about my program requirements.	6.41	5.84
Campus Climate	20. Students are made to feel welcome here.	6.40	5.91
Registration Effectiveness	29. There are convenient ways of paying my school bill	6.39	5.78
Campus Services	28. This campus provides online access to services I need.	6.37	5.80
Instructional Effectiveness	34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail)	6.37	5.84
Campus Item 8	48. I am aware of the Student Success Center and its services	6.32	5.88
Campus Climate	39. On the whole, the campus is well maintained.	6.31	5.88
Campus Item 3	43. I am satisfied with the library services provided by LSCPA.	6.29	5.90

High Satisfaction Ratings When reviewing the satisfaction ratings for all survey items, these scales are ranked with the highest points of satisfaction on our campus, independent of importance rating.

Scale	Survey Question	Satisfaction
Campus Services	18. Computer labs are adequate and accessible.	5.92
Campus Climate	20. Students are made to feel welcome here.	5.91
Campus item 3	43. I am satisfied with the library services provided by LSCPA.	5.90
Safety and Security	13. The campus is safe and secure for all students.	5.88
Campus Climate	39. On the whole, the campus is well maintained.	5.88
Campus item 8	48. I am aware of the Student Success Center and its services.	5.88

Instructional Effectiveness	8. The quality of instruction I receive in most of my classes is excellent.	5.84
Academic Advising Effectiveness	14. My academic advisor is knowledgeable about my program requirements.	5.84
Instructional Effectiveness	34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	5.84
Campus Services	6. Library resources and services are adequate.	5.83

Performance Gaps These survey items received the **lowest performance gap** (difference in importance ranking and satisfaction ranking) indicating that not only were LSC-PA students highly satisfied with this survey item but ranked those services as highly important.

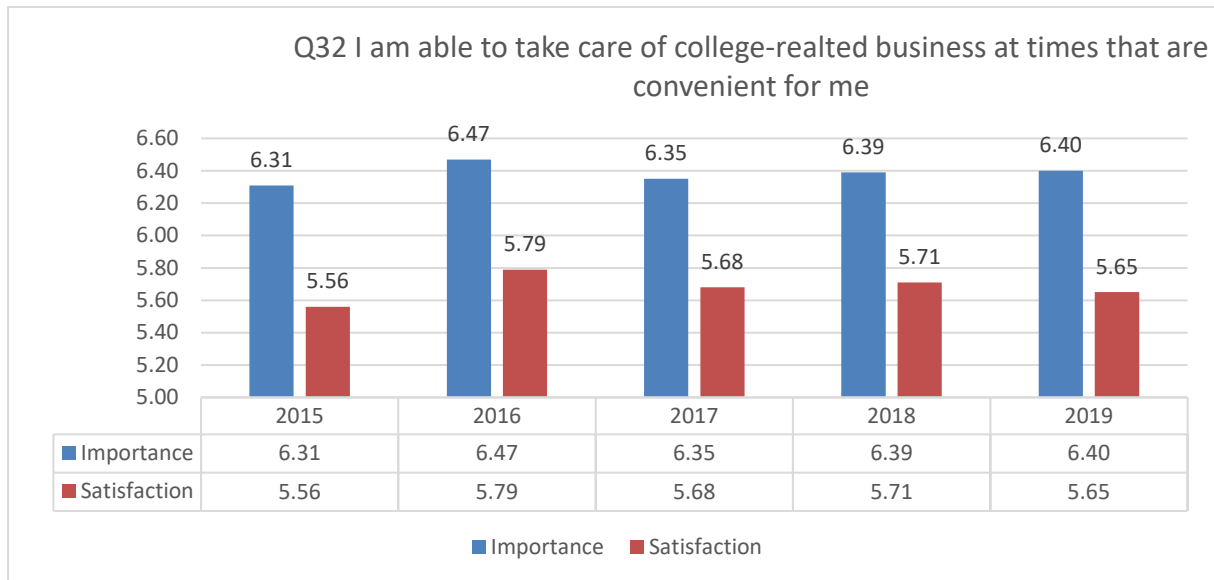
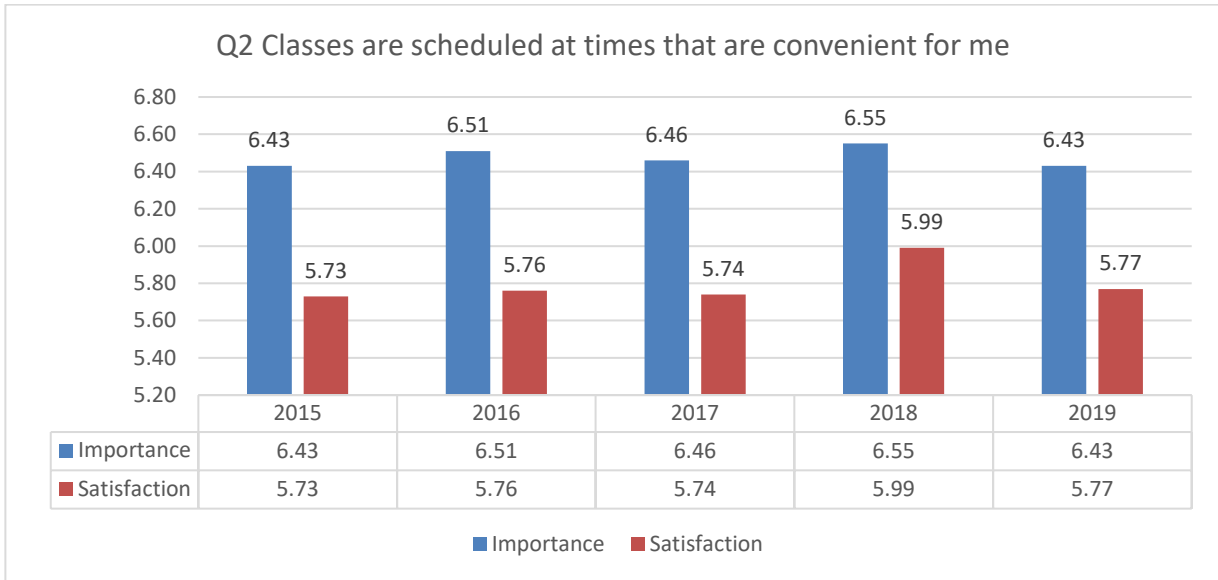
Scale	Survey Question	Lowest Performance Gaps
Campus Services	18. Computer labs are adequate and accessible.	0.33
Campus Services	6. Library resources and services are adequate.	0.34
Campus item 3	43. I am satisfied with the library services provided by LSCPA.	0.39
Campus Climate	39. On the whole, the campus is well maintained.	0.43
Instructional Effectiveness	31. Faculty use a variety of technology and media in the classroom.	0.44
Campus item 8	48. I am aware of the Student Success Center and its services.	0.44
Campus item 9	49. Activities on this campus reflect student interests.	0.45
Campus Climate	20. Students are made to feel welcome here.	0.49
Academic Advising Effectiveness	16. My advisor helps me apply my program of study to career goals.	0.51
Instructional Effectiveness	38. Most classes deal with practical experiences and applications	0.52

Challenges (High Importance – Low Satisfaction)

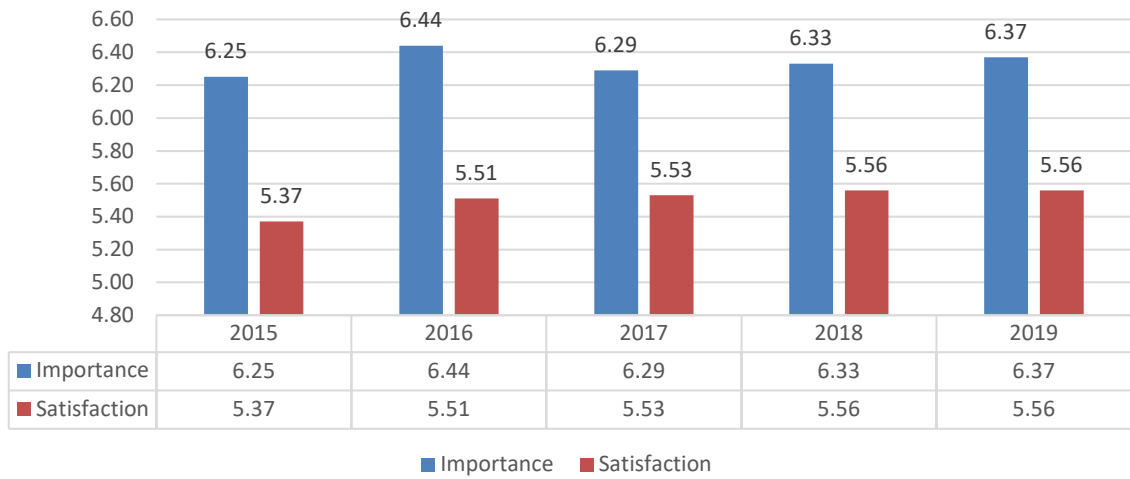
These survey items are identified as those that ranked above the average mid-point in importance but fell into the lower 25 percent in satisfaction. The ranking averages provided are first importance, then satisfaction.

Scale	Question	High Importance	Low Satisfaction
Registration Effectiveness	2. Classes are scheduled at times that are convenient for me.	6.43	5.77
Registration Effectiveness	32. I am able to take care of college-related business at times that are convenient for me.	6.40	5.65
Instructional Effectiveness	25. Faculty provide timely feedback about my academic progress.	6.37	5.56
Campus Climate	36. Tuition paid is a worthwhile investment.	6.36	5.61
Campus item 4	44. The Advising Office helps me to easily	6.32	5.46

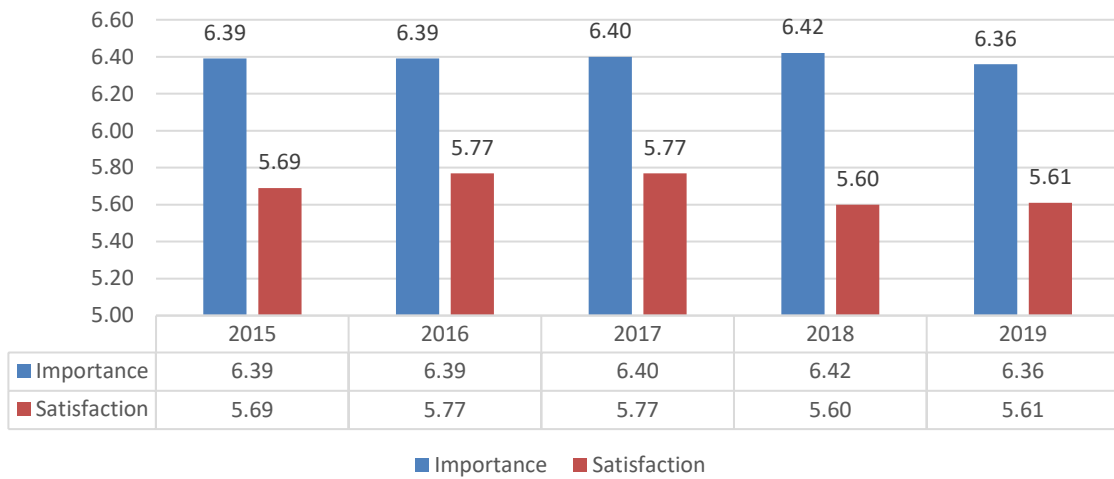
	determine how close I am to graduation		
Student Centeredness	33. Administrators are available to hear students' concerns.	6.31	5.50
Campus item 7	47. The Advising Office provides adequate information to students concerning career choices	6.31	5.54
Admissions and Financial Aid Effectiveness	5. Financial aid awards are announced in time to be helpful in college planning	6.30	5.24



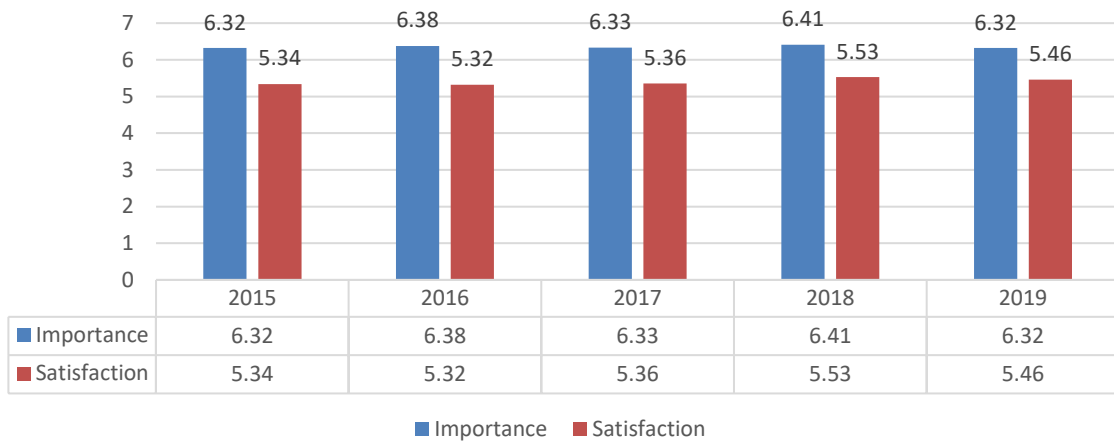
Q 25 Faculty provide timely feedback about my academic progress



Q 36 Tuition paid is a worthwhile investment



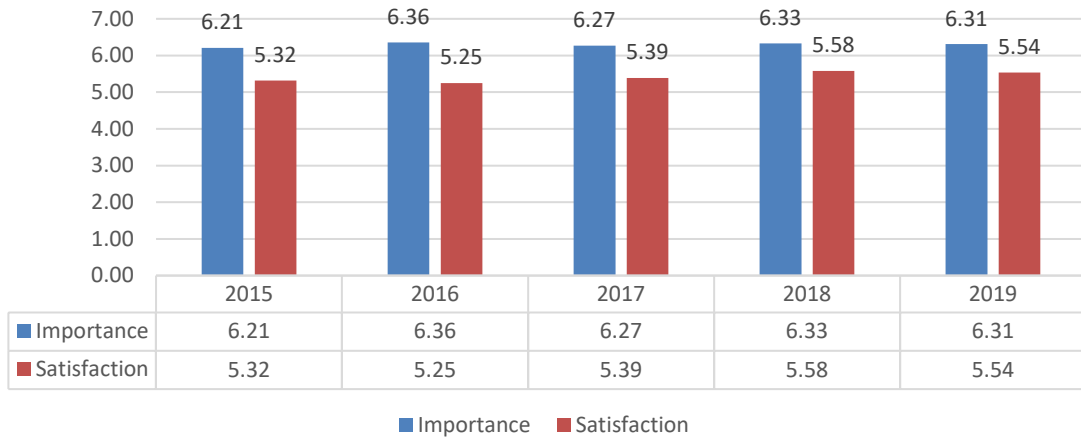
Q 44 The Advising Office helps me to easily determine how close I am to graduation



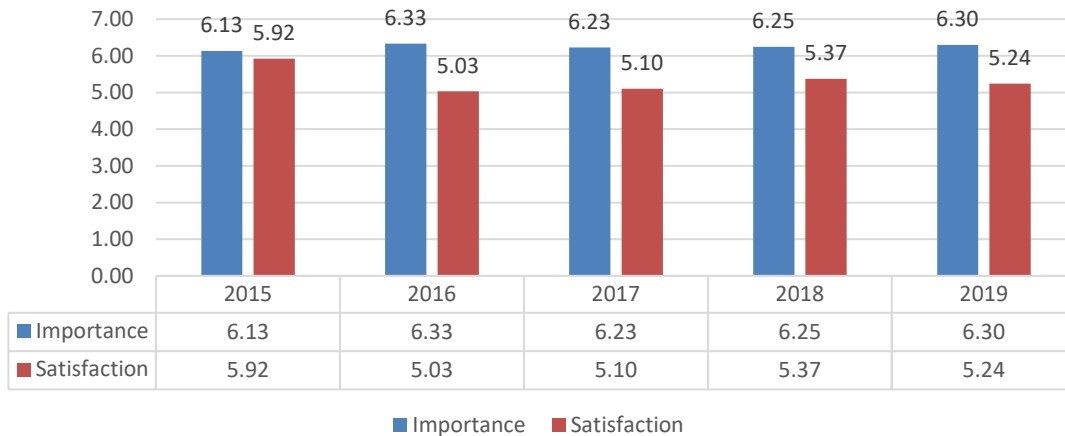
Q 33 Adminsitrators are available to hear students' concerns



Q 47 The Advising Office provides adequate information to students concerning career choices



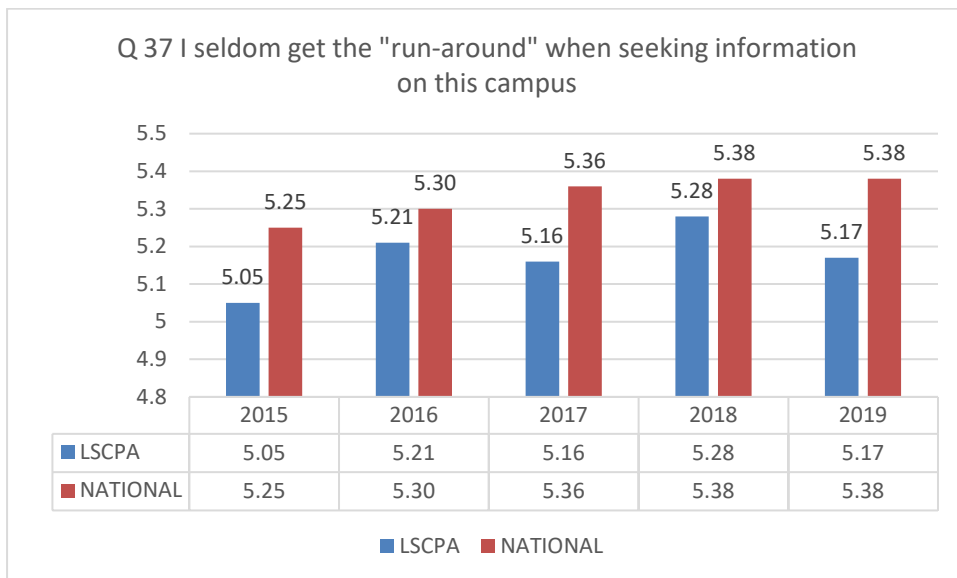
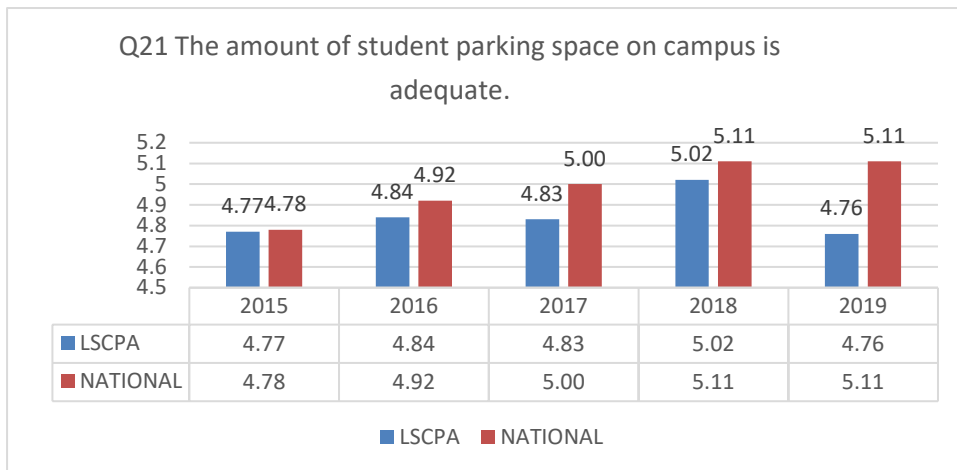
Q 5 Financial aid awards are announced in time to be helpful in college planning



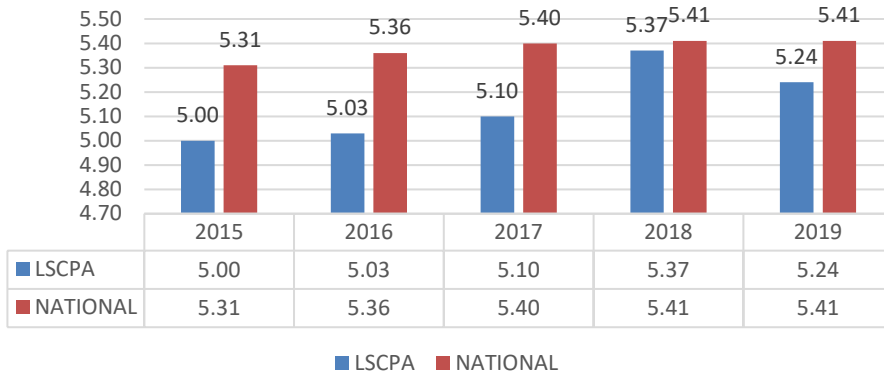
Lowest Satisfaction Ratings Graphs

The bottom 5 individual items, those receiving the lowest satisfaction responses from the students are:

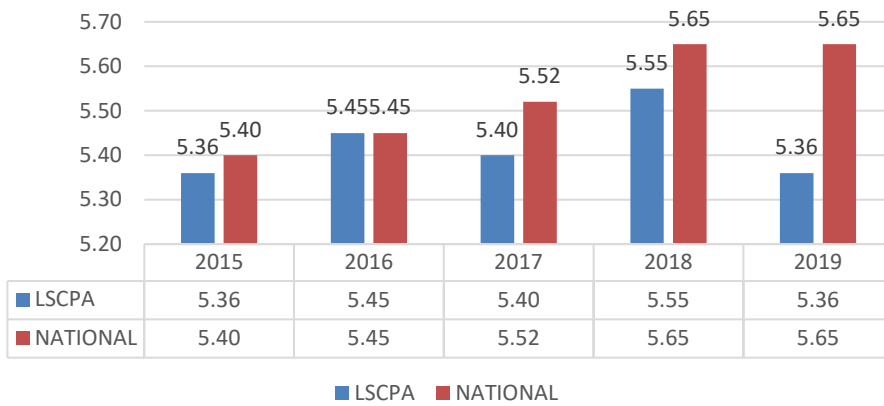
Scale	Survey Question	Lowest Satisfaction Ratings
Safety and Security	21. The amount of student parking space on campus is adequate.	4.76
Campus Climate	37. I seldom get the "run-around" when seeking information on this campus.	5.17
Admissions and Financial Aid Effectiveness	5. Financial aid awards are announced in time to be helpful in college planning.	5.24
Academic Advising Effectiveness	4. Security staff respond quickly to calls for assistance.	5.36
Campus Services	23. This institution helps me identify resources to finance my education.	5.40



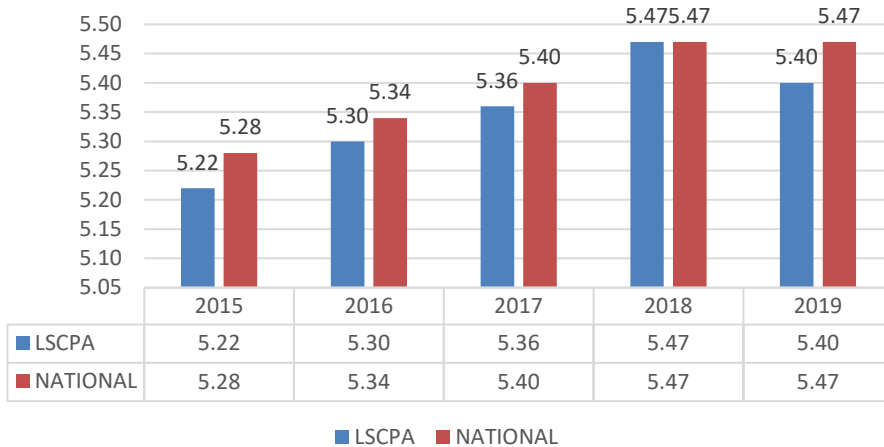
Q 5 Financial Aid awards are announced in time to be helpful in college planning



Q 4 Security staff respond quickly to calls for assistance

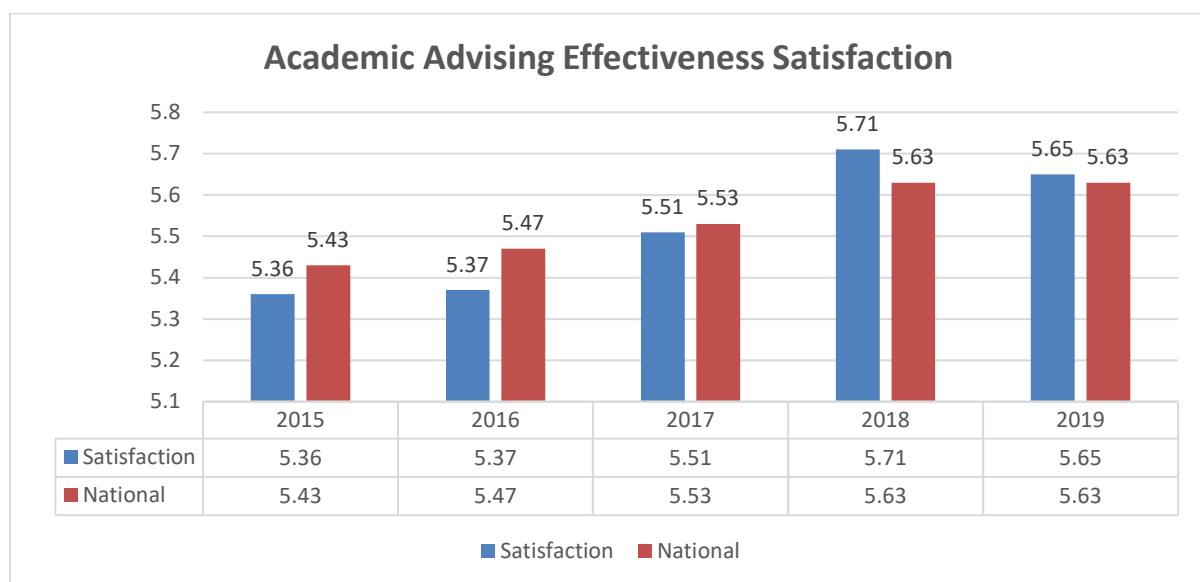


Q 23 This institution helps me identify resources to finance my education



Below are the scaled areas mentioned in this summary report, with the individual survey items included to identify particular items of the areas (in sequential order). The charts reveal a visual representation of satisfaction ratings provided by students over time. **Campus-added survey items

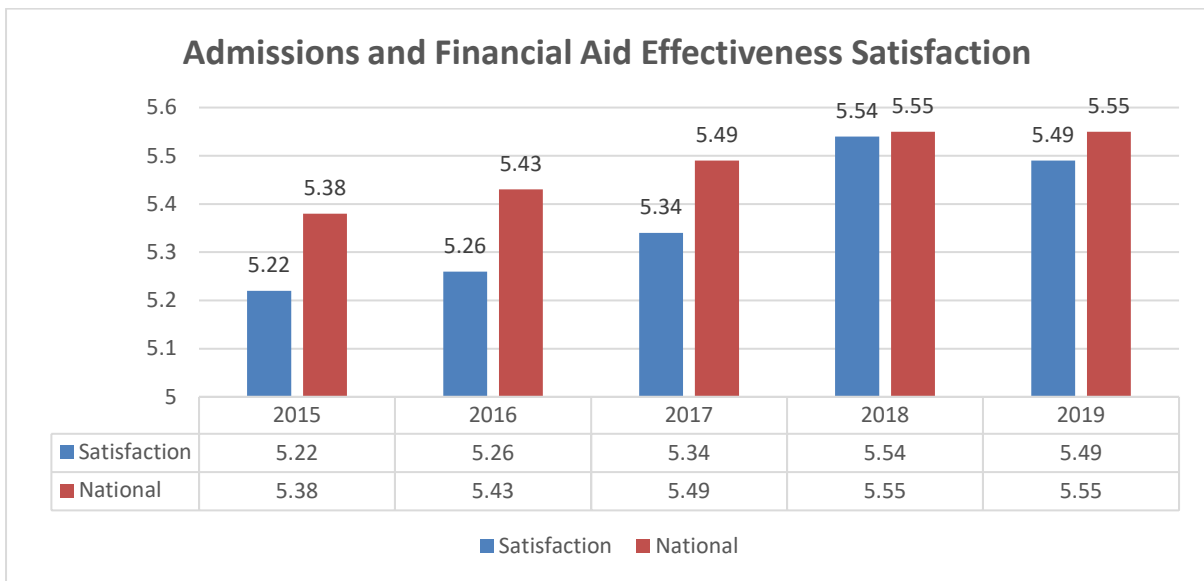
ACADEMIC ADVISING EFFECTIVENESS This area assesses the comprehensiveness of your academic advising program. Academic advisors are evaluated based on their knowledge, competence, and personal concern for student success, as well as on their approachability.			
Item	Importance	Satisfaction	Performance Gap
Overall (Scale) Averages	6.30	5.65	0.65
3. My academic advisor is available when I need help.	6.29	5.72	0.57
14. My academic advisor is knowledgeable about my program requirements.	6.41	5.84	0.57
16. My advisor helps me apply my program of study to career goals.	6.28	5.77	0.51
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.24	5.51	0.73
35. I receive ongoing feedback about progress toward my academic goals.	6.27	5.41	0.86
** 41. Advisors help me establish realistic educational goals.	6.48	5.75	0.73
** 42 I was advised correctly about my course requirements and/or prerequisites.	6.51	5.79	0.72
** 44. The Advising Office helps me to easily determine how close I am to graduation.	6.32	5.46	0.86
** 46. My advisor made me aware of a college orientation class.	6.04	5.45	0.59
** 47. The Advising Office provides adequate information to students concerning career choices.	6.31	5.54	0.77



ADMISSIONS & FINANCIAL AID EFFECTIVENESS

This area assesses your institution's ability to enroll students in an effective manner. This scale covers issues such as competence and knowledge of admissions counselors, as well as the effectiveness and availability of financial aid programs.

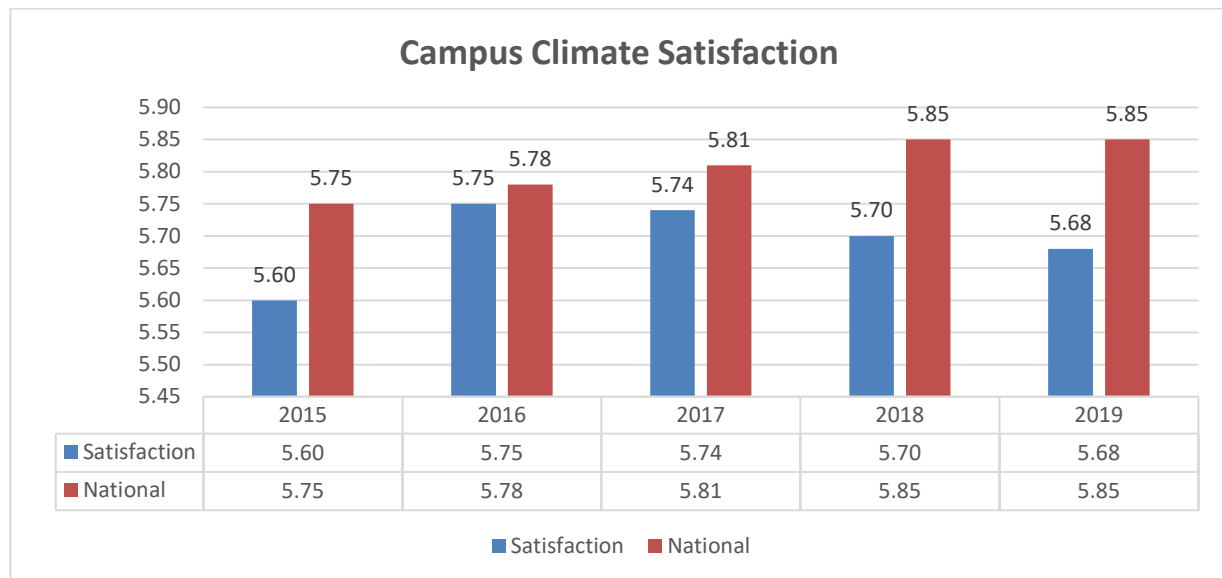
Item	Importance	Satisfaction	Performance Gap
Overall (Scale) Averages	6.23	5.49	0.74
5. Financial aid awards are announced in time to be helpful in college planning.	6.30	5.24	1.06
7. Admissions staff provide personalized attention prior to enrollment	6.22	5.64	0.58
15. Financial aid counseling is available if I need it.	6.24	5.60	0.64
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.11	5.55	0.56
23. This institution helps me identify resources to finance my education.	6.28	5.40	0.88



CAMPUS CLIMATE

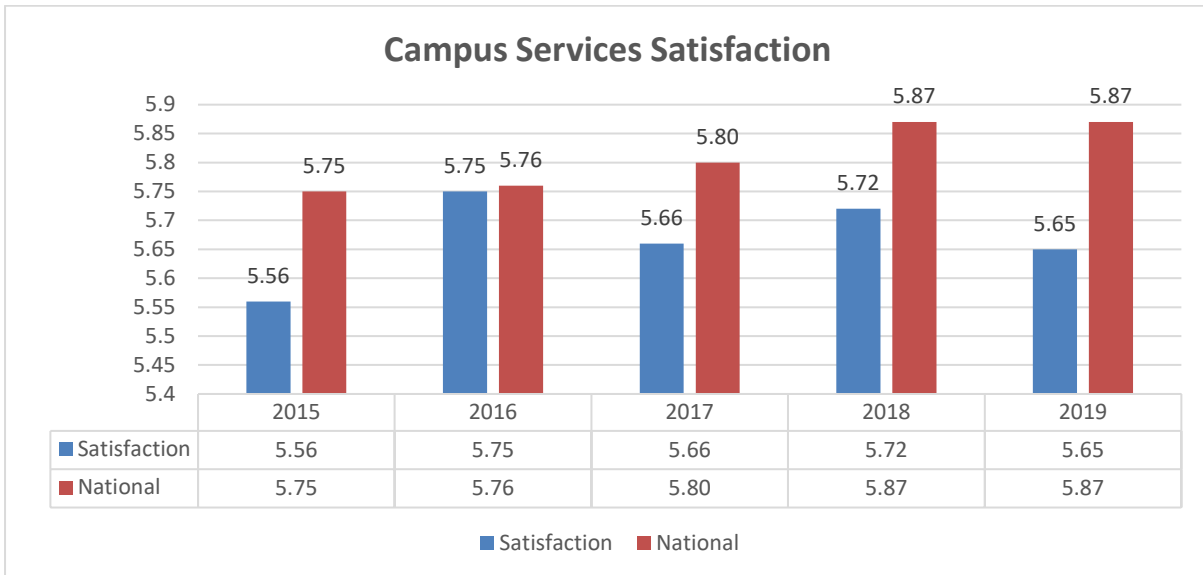
This area assesses the extent to which your institution provides experiences that promote a sense of campus pride and feelings of belonging. This scale also assesses the effectiveness of our institution’s channels of communication for students.

Item	Importance	Satisfaction	Performance Gap
Overall (Scale) Averages	6.34	5.68	0.66
1. The campus staff are caring and helpful.	6.30	5.77	0.53
13. The campus is safe and secure for all students.	6.57	5.88	0.69
20. Students are made to feel welcome here.	6.40	5.91	0.49
33. Administrators are available to hear students’ concerns.	6.31	5.50	0.81
36. Tuition paid is a worthwhile investment.	6.36	5.61	0.75
37. I seldom get the “run-around” when seeking information on this campus.	6.14	5.17	0.97
39. On the whole, the campus is well maintained.	6.31	5.88	0.43



CAMPUS SERVICES This area assesses services students utilize to achieve their academic goals. These services include the library, computer labs, and tutoring and study areas.

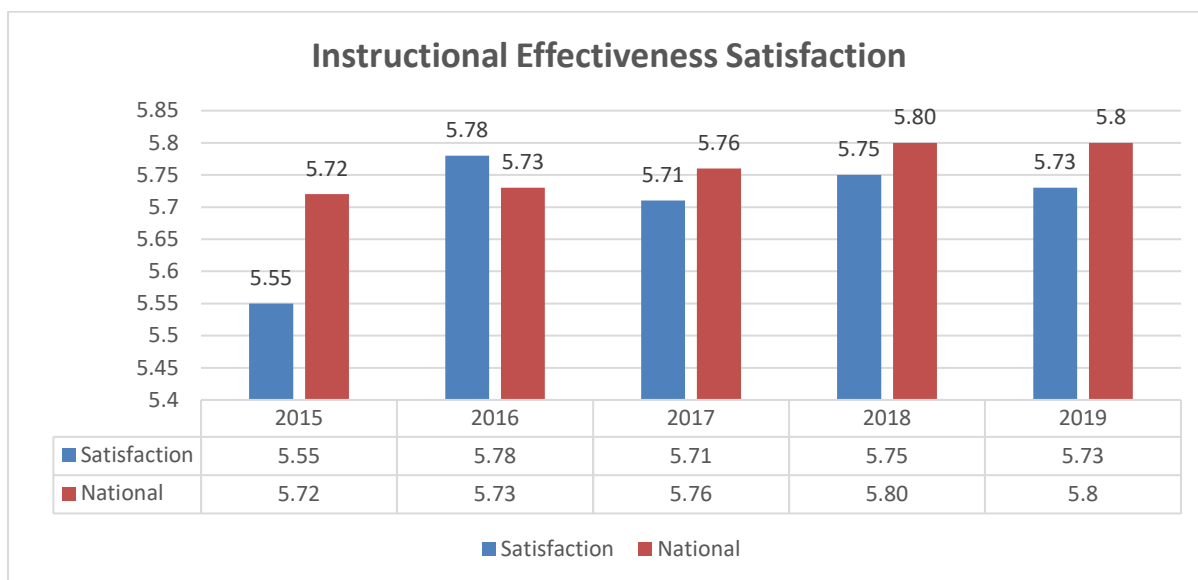
Item	Importance	Satisfaction	Performance Gap
Overall (Scale) Averages	6.22	5.65	0.57
6. Library resources and services are adequate.	6.17	5.83	0.34
11. Counseling services are available if I need them.	6.11	5.56	0.55
18. Computer labs are adequate and accessible.	6.25	5.92	0.33
24. The equipment in the lab facilities is kept up to date	6.22	5.51	0.71
26. There are adequate services to help me decide upon a career.	6.21	5.53	0.68
27. Tutoring services are readily available.	6.13	5.41	0.72
28. This campus provides online access to services I need.	6.37	5.80	0.57
30. The assessment and course placement procedures are reasonable.	6.26	5.61	0.65
**43. I am satisfied with the library services provided by LSCPA.	6.29	5.90	0.39
**48. I am aware of the Student Success Center and its services.	6.32	5.88	0.44



INSTRUCTIONAL EFFECTIVENESS

This area assesses your students' academic experience, the curriculum, and the campus's overriding commitment to academic excellence. This comprehensive scale covers areas such as the effectiveness of your faculty in and out of the classroom, content of the courses, and sufficient course offerings.

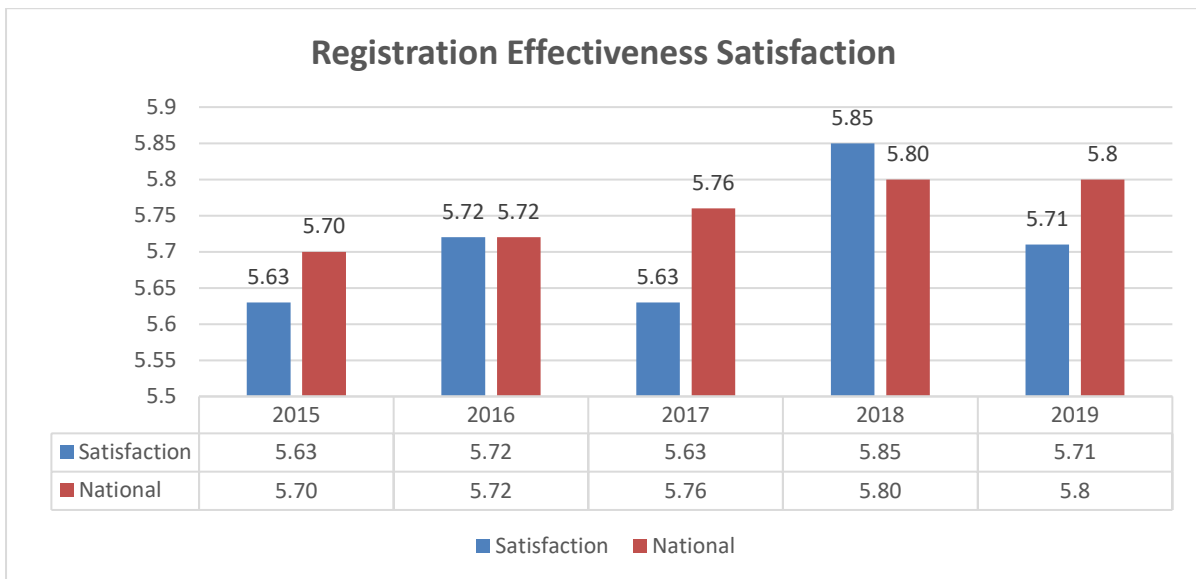
Item	Importance	Satisfaction	Performance Gap
Overall (Scale) Averages	6.33	5.73	0.60
8. The quality of instruction I receive in most of my classes is excellent.	6.48	5.84	0.64
12. Faculty are fair and unbiased in their treatment of individual students.	6.37	5.75	0.62
25. Faculty provide timely feedback about my academic progress.	6.37	5.56	0.81
31. Faculty use a variety of technology and media in the classroom.	6.12	5.68	0.44
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.37	5.84	0.53
38. Most classes deal with practical experiences and applications.	6.20	5.68	0.52
40. There are sufficient courses within my program of study available each term.	6.40	5.72	0.68



REGISTRATION EFFECTIVENESS

This area assesses issues associated with registration and billing. This scale also measures your institution’s commitment to making this process as smooth and effective as possible.

Item	Importance	Satisfaction	Performance Gap
Overall (Scale) Averages	6.40	5.71	0.69
2. Classes are scheduled at times that are convenient for me.	6.43	5.67	0.76
9. I am able to register for the classes I need with few conflicts.	6.41	5.72	0.69
19. Registration processes and procedures are convenient.	6.38	5.75	0.63
29. There are convenient ways of paying my school bill.	6.39	5.78	0.61
32. I am able to take care of college-related business at times that are convenient for me.	6.40	5.65	0.75



SAFETY AND SECURITY

This area assesses your institution’s responsiveness to students’ personal safety and security on your campus. This scale measures the effectiveness of both security personnel and campus facilities.

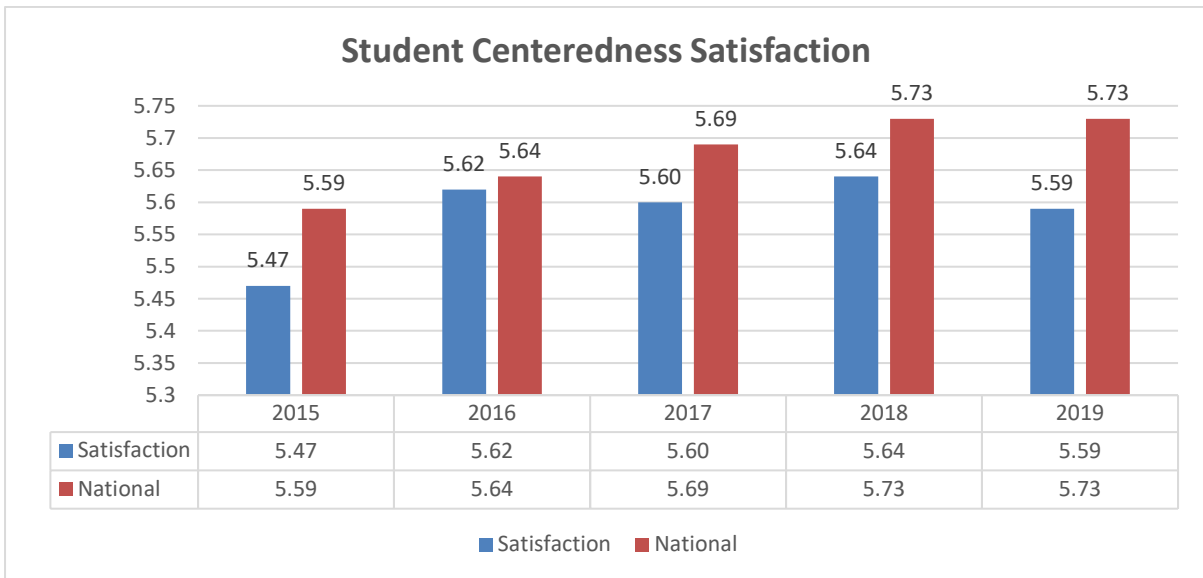
Item	Importance	Satisfaction	Performance Gap
Overall (Scale) Averages	6.27	5.37	0.90
4. Security staff respond quickly to calls for assistance.	6.15	5.36	0.79
10. Parking lots are well lighted and secure.	6.13	5.46	0.67
13. The campus is safe and secure for all students.	6.57	5.88	0.69
21. The amount of student parking space on campus is adequate.	6.22	4.76	1.46



STUDENT CENTEREDNESS

This area assesses your campus's efforts to convey to students that they are important to your institution. This scale measures the extent to which students feel welcome and valued.

Item	Importance	Satisfaction	Performance Gap
Overall (Scale) Averages	6.29	5.59	0.70
1. The campus staff are caring and helpful.	6.30	5.77	0.53
20. Students are made to feel welcome here.	6.40	5.91	0.49
33. Administrators are available to hear students' concerns.	6.31	5.50	0.81
37. I seldom get the "run-around" when seeking information on this campus.	6.14	5.17	0.97
**45. The institutional statement of a student's role and participation in institutional decision-making is readily accessible to students.	6.19	5.63	0.56
**49. Activities on this campus reflect student interests.	6.05	5.60	0.45
**50. A published statement of student rights is available to students.	6.28	5.59	0.69



01. The campus staff are caring and helpful.
02. Classes are scheduled at times that are convenient for me.
03. My academic advisor is available when I need help.
04. Security staff respond quickly to calls for assistance.
05. Financial aid awards are announced in time to be helpful in college planning.
06. Library resources and services are adequate.
07. Admissions staff provide personalized attention prior to enrollment.
08. The quality of instruction I receive in most of my classes is excellent.
09. I am able to register for the classes I need with few conflicts.
10. Parking lots are well-lighted and secure.
11. Counseling services are available if I need them.
12. Faculty are fair and unbiased in their treatment of individual students.
13. The campus is safe and secure for all students.
14. My academic advisor is knowledgeable about my program requirements.
15. Financial aid counseling is available if I need it.
16. My advisor helps me apply my program of study to career goals.
17. Admissions counselors accurately portray program offerings in their recruiting practices.
18. Computer labs are adequate and accessible.
19. Registration processes and procedures are convenient.
20. Students are made to feel welcome here.
21. The amount of student parking space on campus is adequate.
22. My academic advisor is knowledgeable about transfer requirements of other schools.
23. This institution helps me identify resources to finance my education.
24. The equipment in the lab facilities is kept up to date.
25. Faculty provide timely feedback about my academic progress.
26. There are adequate services to help me decide upon a career.
27. Tutoring services are readily available.
28. This campus provides online access to services I need.
29. There are convenient ways of paying my school bill.
30. The assessment and course placement procedures are reasonable.
31. Faculty use a variety of technology and media in the classroom.
32. I am able to take care of college-related business at times that are convenient for me.
33. Administrators are available to hear students' concerns.
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
35. I receive ongoing feedback about progress toward my academic goals.
36. Tuition paid is a worthwhile investment.
37. I seldom get the "run-around" when seeking information on this campus.
38. Most classes deal with practical experiences and applications.
39. On the whole, the campus is well-maintained.
40. There are sufficient courses within my program of study available each term.
41. Campus item 1
42. Campus item 2
43. Campus item 3
44. Campus item 4
45. Campus item 5
46. Campus item 6
47. Campus item 7
48. Campus item 8
49. Campus item 9
50. Campus item 10
51. Cost as factor in decision to enroll.
52. Financial assistance as factor in decision to enroll.
53. Academic reputation as factor in decision to enroll.
54. Future career opportunities as factor in decision to enroll.
55. Personal recommendations as factor in decision to enroll.
56. Distance from campus as factor in decision to enroll.
57. Information on the campus Web site as factor in decision to enroll.
58. Campus visits as factor in decision to enroll.

Noel-Levitz *Student Satisfaction Inventory Survey*

LSCPA Additional Campus-Specific Questions

41. Advisors help me establish realistic educational goals.
42. I was advised correctly about my course requirements and/or prerequisites.
43. I am satisfied with the library services provided by LSCPA.
44. The Advising Office helps me to easily determine how close I am to graduation.
45. The institutional statement of a student's role and participation in institutional decision-making is readily accessible to students.
46. My advisor made me aware of a college orientation class.
47. The Advising Office provides adequate information to students concerning career choices.
48. I am aware of the Student Success Center and its services.
49. Activities on this campus reflect student interests.
50. A published statement of student rights is available to students.