

Student Engagement Survey

Purpose and Scope: The Student Engagement Survey (SES) was developed to enable the college to assess student academic and personal growth and to measure the impact of support services and programs provided at the institution. In previous years, the college utilized the Community College Survey of Student Engagement (CCSSE) for this purpose; however, the rising cost of CCSSE as well as the lack of specificity to LTCC programs and services created the need to develop a more personalized tool for the college. The college will also be able to administer this survey each year instead of the three year cycle previously established, which will be helpful in determining Service Learning Outcome (SLO) data for the service programs at LTCC. The SES instrument was created through a collaborative effort including the Instruction Office, the Office of Institutional Effectiveness, and Student Services. The Student Services portion of the SES is larger than the other five due to the fact that this instrument is the primary data collection tool for student services whereas the other five areas have additional tools in place for assessment. The SES is an online survey first made available to all enrolled students (except those in the Incarcerated Student Program, ISP) during the spring quarter of 2016. The survey opened for a three week period, and there were three avenues for data collection: students were first emailed the link to the survey in which they were invited to participate online, Student Services personnel visited several face-to-face classes in which students were provided a tablet to complete the survey during class, and finally, students could also complete the survey by stopping at a variety of table events in the commons. One hundred sixty-six responses were received in 2016. While this number can certainly grow, the data provided to the college through the 2016 SES was sufficient to produce an accurate sample for evaluating current status and for designing improvement strategies for the future. To increase student participation for the 2017 SES, enhanced marketing and incentive strategies will be implemented, as well as a paper-based version for the ISP students.

Overview of Results: The 2016 SES results indicate an overall favorable attitude from students toward Lake Tahoe Community College in all six areas assessed. Details for each category are provided at the end of this report; however, a data summary statement and an action plan for each area is provided in the table below:

Area Assessed	Summary	Action
Personal and Academic Development	Overall average of 97% of the students reported growth in the four areas identified.	The college will continue to integrate these skills across the curriculum and within co-curricular activities.
Student Connection	Overall average of 77% of the students responded favorably. Most categories were in the 80-90 percentile, with the lower scores in the areas of “being informed.”	The college will develop an improved communications plan with current students to include texting and continue efforts of social media and classroom announcements to better inform students.
Instruction	Overall average of 74% of the students responded favorably to the quality of instruction they have received. The lowest scores were in the area of course schedules with the highest in individual faculty satisfaction.	The college has been working on a course scheduling system to better serve students. This will continue to evolve and improve.
Physical Plant	Overall average of 85% of the students reported satisfaction with appearance, cleanliness, and functionality.	The college will continue to improve campus appearance and functionality through the Bond projects.
Registration	Overall average of 81% of the students reported satisfaction with the registration process.	The college will continue to enhance the student portal features and will introduce the mobile app in 2016-17.
Student Services	Student services were divided into two areas. The <i>Auxiliary Student Support Services</i> (CDC, Bookstore, Library, and Online Support) scored an average of 54% in student satisfaction; however, a large number of students responded “no opinion” in these areas which would indicate they were not “dissatisfied” with the services but merely had “no opinion” about them. An average of 89% of the students reported satisfaction with the <i>Integrated Student Service areas</i> . The integrated areas were also evaluated on student awareness, usage, and impact toward personal growth. Results indicate a definite lack of awareness of several services available, but of those students who used the services, 89% reported satisfaction with the service as well as an 89% average who reported that the service had a positive impact on their personal development.	The college will increase marketing efforts for both Auxiliary and Integrated Student Services available to students at orientation, on the website, and in new student communications. The college will continue to assess the individual service areas for program improvement. The college will look to expand support services in the evenings as well as further develop online services for distance students.

The final portion of the SES allowed students to suggest comments about strengths and improvement opportunities. Multiple students responded. The summary data for strengths noted small class sizes, a welcoming atmosphere, talented instructors, a beautiful location, and friendly support staff. Areas identified for improvements were scheduling and course offerings, technology, the website, lack of food service, evening support services, online course quality of instruction. There were also several complaints about repeatability

rules. As a whole, comments were overwhelmingly positive about the student experience with several students asking for LTCC to become a four year school.

Student Engagement Survey Report Summary, 2016

(Totals may not be 100% due to rounding or choice of "decline to state")

GENERAL DEMOGRAPHICS:

Gender	Race/Ethnicity	Number of Years Attended LTCC	First Generation	Instructional Mode
Male = 36% Female = 63%	Caucasian = 62% Hispanic/Latino = 28% Other = 10%	Less than a year = 28% 1-3 years = 50% 4+ years = 22%	Yes = 66% No = 34%	Online only = 5% F2F only = 20% Mixed = 75%

STUDENT PERSONAL AND ACADEMIC GROWTH:

Skill	"A Great Deal or a Lot"	"Little or Moderate"	"Not at All"
Communication	54%	43%	4%
Critical Thinking and Information Competency	57%	42%	1%
Global Awareness	50%	43%	7%
Personal Responsibility and Professional Development	67%	31%	1%

CONNECTION:

Statement	Strongly Agree	Somewhat Agree	No Opinion	Somewhat Disagree	Strongly Disagree
<i>I feel that students have a sufficient voice in college issues</i>	18%	30%	40%	7%	5%
<i>I would recommend LTCC to a friend or family member.</i>	78%	15%	4%	1%	1%
<i>Students are made to feel welcome on this campus.</i>	66%	24%	7%	2%	1%
<i>Employees across campus are generally helpful and approachable</i>	59%	31%	5%	4%	1%
<i>People on this campus respect one another</i>	53%	30%	12%	3%	1%
<i>People on this campus are supportive of one another</i>	52%	28%	13%	4%	2%
<i>I feel a sense of belonging at LTCC</i>	48%	31%	12%	4%	5%
<i>I am proud to tell others that I'm an LTCC student</i>	61%	23%	11%	2%	2%
<i>LTCC shows concern for students as individuals</i>	51%	27%	15%	5%	2%
<i>I feel informed about what is happening on campus</i>	28%	32%	25%	11%	4%
<i>The LTCC website is easy to navigate</i>	29%	37%	13%	14%	7%

INSTRUCTION:

Statement	Strongly Agree	Somewhat Agree	No Opinion	Somewhat Disagree	Strongly Disagree
<i>Instructors are fair and unbiased in their treatment of students</i>	47%	34%	10%	7%	2%
<i>My instructors care about me as an individual</i>	52%	29%	14%	3%	2%
<i>Instructors generally provide relevant feedback in a timely manner</i>					
<i>Instructor office hours are sufficient to meet my needs</i>	44%	30%	18%	4%	3%
<i>The quality of instruction at LTCC is excellent</i>	49%	36%	9%	5%	1%
<i>Instructors are supportive of each student's unique life circumstances</i>	46%	31%	15%	4%	4%
<i>Classes are scheduled at times that are convenient for me</i>	36%	32%	17%	12%	3%
<i>The variety of courses offered is sufficient</i>	22%	38%	19%	16%	6%
<i>The classes I need to take are offered</i>	25%	37%	14%	15%	8%

PHYSICAL ENVIRONMENT:

Statement	Strongly Agree	Somewhat Agree	No Opinion	Somewhat Disagree	Strongly Disagree
<i>Computer labs are adequate and accessible</i>	50%	25%	19%	3%	3%
<i>Classrooms/labs are sufficiently equipped with technology for learning</i>	40%	31%	22%	4%	3%
<i>The campus grounds (parking, landscape, paths)are well cared for</i>	60%	32%	5%	1%	1%
<i>The campus is well maintained</i>	62%	35%	2%	1%	1%
<i>Overall, the campus is clean</i>	71%	25%	3%	1%	1%
<i>There are an adequate number of study areas on campus</i>	58%	27%	5%	8%	1%
<i>Restrictions for smoking on campus are sufficient</i>	51%	26%	7%	7%	5%

REGISTRATION:

Statement	Strongly Agree	Somewhat Agree	No Opinion	Somewhat Disagree	Strongly Disagree
<i>The assessment and course placement procedures are reasonable</i>	43%	28%	21%	7%	1%
<i>I understand what I need to do in order to reach my educational goals</i>	63%	25%	7%	3%	1%
<i>On-line registration is easy to use</i>	48%	29%	13%	8%	2%
<i>The personnel involved in registration are helpful</i>	61%	24%	8%	5%	2%
<i>The counselors are concerned about my success</i>	54%	30%	8%	5%	3%
<i>The counselors provide accurate information</i>	59%	21%	10%	6%	4%

AUXILLARY SUPPORT SERVICES:

Statement	Strongly Agree	Somewhat Agree	No Opinion	Somewhat Disagree	Strongly Disagree
<i>Library resources meet my needs</i>	63%	20%	11%	1%	4%
<i>Childcare on campus is sufficient to support my success</i>	14%	1%	72%	2%	10%
<i>The selection at the bookstore meets my needs</i>	37%	32%	13%	13%	5%
<i>Online support services (counseling, tutoring, library, etc) meet my needs</i>	20%	28%	39%	8%	5%

STUDENT SUPPORT SERVICES:

Area	Awareness	Usage	Satisfaction Level		
			Satisfied	Neutral	Dissatisfied
<i>Athletics</i>	71%	20%	68%	32%	0%
<i>Career Services</i>	71%	10%	93%	8%	0%
<i>Counseling</i>	95%	80%	89%	4%	6%
<i>Disability Resource Center</i>	80%	19%	89%	7%	3%
<i>Early Childhood Programs (CDC, FKCE, TPNS, ECE courses)</i>	54%	7%	80%	10%	10%
<i>EOPS/CARE/CalWorks</i>	65%	22%	91%	6%	3%
<i>Financial Aid</i>	92%	69%	89%	5%	6%
<i>International Student Support Program</i>	53%	5%	100%	0%	0%
<i>Library/Media Services</i>	86%	68%	94%	6%	0%
<i>Student Activities and Organizations</i>	78%	25%	88%	6%	6%
<i>Student Equity</i>	63%	13%	95%	5%	0%
<i>Transfer Center</i>	67%	11%	82%	18%	0%
<i>Tutoring and Learning Center (TLC)</i>	90%	57%	90%	8%	1%
<i>Veteran's Services</i>	46%	3%	100%	0%	0%
<i>Work Experience/Internship</i>	66%	15%	82%	13%	4%