

1. Age:	18 or under	19-24	25-39	40 or over								
	0	42	54	42								
2. Gender:	Male	Female										
	34	101										
3. Reason for seeking a Bachelor's Degree:	employment advancement	change careers	start career	salary increase	personal growth	other						
	11	18	52	8	16	7						
4. Major:	Business Administration	Management	Social Work	PACE	Justice Studies	Inter disciplinary	Communication	Nursing	Business w/ accounting emph	General Studies	Business and Communications	Professional Technical
	32	2	34	1	28	1	17	7	20	0	1	3
5. Concurrently enrolled at:	NIC	U of I	Neither									
	37	0	105									
6. How did you hear about LCSC-Cd'A?	radio ad	NIC Sentinel AD	NIC faculty	friends	family	trade fair	LCSC website	Cd'A Press	Northwest Blvd Signage	other		
	4	4	50	25	17	3	27	5	9	47		
7. When you first needed information about LCSC-Cd'A programs, what did you do?	called LCSC-Cd'A	visited the website	looked in an LC brochure	asked NIC advisor	asked NIC faculty	other						
	61	57	15	29	12	16						
8. Why did you choose LCSC-Cd'A?	convenient course schedule	offers a degree that I want	availability of advisors	qualified faculty	personal customer service	accurate advising	low cost	supportive staff	NIC to LCSC-CdA partnership	quality of instruction	proximity to home	other
	31	74	10	10	5	3	20	11	37	12	80	5
9. How often do you access LCSC-Cd'A website?	1-3 times/week	4-6 times/week	7+ times/week	Never								
	54	38	40	10								
HOW SATISFIED ARE YOU WITH LCSC-CDA:	Very Satisfied	Somewhat Satisfied	N/A	Not Very Satisfied	Thoroughly Dissatisfied	Total Responses						
10. admission process	98	39	6	3	1	147						
	67%	27%	4%	2%	1%	100%						
11. advising guides	68	52	17	8	3	148						
	46%	35%	11%	5%	2%	100%						
12. Ambassadors Honor Society	21	21	97	6	0	145						
	14%	14%	67%	4%	0%	100%						
13. Blackboard training	35	51	48	9	2	145						
	24%	35%	33%	6%	1%	100%						
14. book buy-back organization	13	19	62	33	20	147						
	9%	13%	42%	22%	14%	100%						
15. career workshops	14	17	107	7	2	147						
	10%	12%	73%	5%	1%	100%						
16. concurrent NIC-LCSC enrollment process	42	36	49	13	7	147						
	29%	24%	33%	9%	5%	100%						
17. disability services	10	11	124	1	1	147						
	7%	7%	84%	1%	1%	100%						

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HOW SATISFIED ARE YOU WITH LCSC-CDA:	Very Satisfied	Somewhat Satisfied	N/A	Not Very Satisfied	Thoroughly Dissatisfied	Total Responses
18. financial aid advising	38	48	49	9	4	148
	26%	32%	33%	6%	3%	100%
19. health services	18	14	100	10	4	146
	12%	10%	68%	7%	3%	100%
20. LCSC library services	31	28	62	20	3	144
	22%	19%	43%	14%	2%	100%
21. new student information	62	41	33	9	2	147
	42%	28%	22%	6%	1%	100%
22. organization of LCSC website	65	59	17	4	1	146
	45%	40%	12%	3%	1%	100%
23. Student Government	18	22	102	3	0	145
	12%	15%	70%	2%	0%	100%
24. student development courses	11	12	115	6	2	146
	8%	8%	79%	4%	1%	100%
25. the Transfer-mation website	16	19	103	5	1	144
	11%	13%	72%	3%	1%	100%
26. transfer processes	54	51	31	6	3	145
	37%	35%	21%	4%	2%	100%
27. Online writing lab tutoring	6	5	127	5	1	144
	4%	3%	88%	3%	1%	100%
RATE LCSC-CDA CUSTOMER SERVICE:	Very Satisfied	Somewhat Satisfied	N/A	Not Very Satisfied	Thoroughly Dissatisfied	Total Responses
28. Admin Assist provide accurate registration info	98	36	8	4	2	148
	66%	24%	5%	3%	1%	100%
29. Admin Assist provide accurate admission info	99	36	7	5	1	148
	67%	24%	5%	3%	1%	100%
30. Cd'A Associate Director answers my financial aid questions in a timely manner	71	27	46	3	1	148
	48%	18%	31%	2%	1%	100%
31. Phone calls are answered professionally	122	19	6	1	0	148
	82%	13%	4%	1%	0%	100%
32. CdA staff always greets me with respect	130	15	3	0	0	148
	88%	10%	2%	0%	0%	100%
33. staff interacts positively with each other	125	14	9	0	0	148
	84%	9%	6%	0%	0%	100%
34. Cd'A front office staff demonstrates an interest in my success	122	17	6	3	0	148
	82%	11%	4%	2%	0%	100%