








Kansas City Kansas Community College

Student Satisfaction Inventory (06/2019)

This report provides the best summary of KCKCC - SSI survey results. It lists strengths (high importance and high satisfaction) and challenges (high importance and low satisfaction and/or large performance gap). For your strengths and challenges, comparable indicators are reported, these indicators allow you to easily see if the item is **significantly higher in satisfaction** (reflected with a plus sign for significantly greater) or if the item is **significantly lower in satisfaction** (shown with a minus sign for significantly less) as compared with KCKCC comparable group.

Strengths and Challenges

Strengths	vs. Comparison
80. Campus item: My major is providing me with the necessary preparation for a successful career.	
79. Campus item: Students can monitor their course progress by accessing their grades, status of assignments, and feedback during the course.	
31. The campus is safe and secure for all students.	
8. Classes are scheduled at times that are convenient for me.	
72. Campus item: My faculty advisor is readily available to assist me with understanding program specific educational requirements.	
32. My academic advisor is knowledgeable about my program requirements.	
70. I am able to experience intellectual growth here.	
69. There is a good variety of courses provided on this campus.	
58. Nearly all of the faculty are knowledgeable in their fields.	
6. My academic advisor is approachable.	
36. Students are made to feel welcome on this campus.	
61. Faculty are usually available after class and during office hours.	
24. Parking lots are well-lighted and secure.	
68. On the whole, the campus is well-maintained.	
51. There are convenient ways of paying my school bill.	
5. The personnel involved in registration are helpful.	
14. Library resources and services are adequate.	
27. The campus staff are caring and helpful.	

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Challenges

80. Campus item: My major is providing me with the necessary preparation for a successful career.	
71. Campus item: My Student Success Advisor provides me with accurate information about courses, programs, and requirements.	
18. The quality of instruction I receive in most of my classes is excellent.	
29. Faculty are fair and unbiased in their treatment of individual students.	⊖
52. This school does whatever it can to help me reach my educational goals.	
46. Faculty provide timely feedback about student progress in a course.	⊖
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	
20. Financial aid counselors are helpful.	
11. Security staff respond quickly in emergencies.	
13. Financial aid awards are announced to students in time to be helpful in college planning.	
73. Campus item: The college offers adequate career services for students to develop job search skills and to learn of career opportunities.	
65. Students are notified early in the term if they are doing poorly in a class.	⊖
16. The college shows concern for students as individuals.	

Benchmarks

Higher Satisfaction vs. National Community Colleges

8. Classes are scheduled at times that are convenient for me.	
6. My academic advisor is approachable.	
24. Parking lots are well-lighted and secure.	

Lower Satisfaction vs. National Community Colleges

70. I am able to experience intellectual growth here.	
58. Nearly all of the faculty are knowledgeable in their fields.	
29. Faculty are fair and unbiased in their treatment of individual students.	
66. Program requirements are clear and reasonable.	

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Lower Satisfaction vs. National Community Colleges

46. Faculty provide timely feedback about student progress in a course.	
68. On the whole, the campus is well-maintained.	
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	
65. Students are notified early in the term if they are doing poorly in a class.	
22. People on this campus respect and are supportive of each other.	