INSTITUTIONAL EFFECTIVENESS
Illinois Valley Community College

Project: Noel Levitz Student Satisfaction Survey	
Survey Administered: Spring 2024	
Overview: Measure student satisfaction and priorities, show how satisfied students are as well as what issues are important to them.	
Audience: Currently enrolled IVCC students, excluding Dual Credit and IBEW	
Participants/Response Rates	**Surveyed:** 1835 **Participated:** 161 **Participation Rate:** 9%
Goals & Objectives	• Identify unique strengths and wins over time • Identify opportunities for growth and discuss with stakeholders how to improve

Institutional Effectiveness Committee recommendations based on RNL SSI results discussions	
Committee/Administrator	**Key Insights**
Director of Financial Aid shared 2025/06/11	• Evaluate Financial Aid communications with students to ensure students understand the options presented, related to accepting, deferring, rejecting aid
Director of Learning Resources shared 2025/06/09	• Bolster and advertise the Technology Loan Program • Pulse App Education, specifically differences between browser and app functionalities for both student and faculty users • Communicate the process for identification and hiring of peer tutors
Director of Purchasing/ Bookstore shared 2025/06/30	• Courseware vs. E-Campus Books: gauge student satisfaction and pain points
President's Council 2025/07/01	• Payment plans and drop for non-payment procedures o Research with supporting data • Deans can/can't override
Professional Development shared 2025/06/30	• Include opportunities from PACE results in Faculty onboarding
Teaching & Learning 2025/07/01	• Brightspace Shells-setting expectations
Strategic Enrollment Management/Professional Development SEM shared 2025/06/11	• Provide customer service training for employees in front-facing departments, providing information needed to direct students effectively/accurately to optimize connecting students to the appropriate resources as they move through service points

Strategic Enrollment Management/Student Success 2025/06/11	• Utilization and education of the Retention Alert System • Work to ensure Orientation and Get Set Program support each other

Vice President of Academic Affairs 2025/07/01	• Increase communication of expectations and best practices for faculty, noted was reviewing the Best Practices and Expectations for Teaching document
	• Course Master Schedule
	   o Assess trends over a larger period of time
	   o Utilize CourseDog and Self-Service capabilities

Opportunities for Engagement	Date	Open/Closed Discussion
IE Task Force	January 29, 2025	Closed

Identified Strengths	Ideas for Improvement
• Sense of safety on campus	• None identified o Continue to monitor

Identified Challenges/Opportunities	Ideas for Improvement
• Use of the retention alert system • Faculty and classroom focused challenges and opportunities • Payment plans and drop for non-payment procedures	• Connect with Student Success team and create education/connection opportunities with faculty • Faculty focused challenges and opportunities suggest a need for more faculty onboarding topics and education

Additional Research Requested
• None identified

Opportunities for Engagement	Date	Open/Closed Discussion
Development Day Discussion	March 7, 2025	Open

Identified Strengths	Ideas for Improvement
• Technology Loan Program • Sense of safety on campus • Tutoring center loc. change • Computer systems upgraded	• Advertise refurbished laptops are available in the bookstore; students can use book vouchers to cover

Identified Challenges/Opportunities	Ideas for Improvement

• Empty BrightSpace shells
• Early feedback
 	
• Pulse App vs. Browser
 	
• Master Schedule
	• Set expectations for all BrightSpace shells
	• Encourage instructors to reach out to students in multiple ways
	   o Individually via email
	   o Retention alert
	   o BrightSpace comms
	      ▪ SMS option
	   o Tutors encourage retention
	• Education instructors and students about the differences between app and browser capabilities

• Demystify the registration process	• Work with all forward-facing departments to ensure processes are understood and students are not
	• bounced around
	   o What questions to ask
	   o Who/where to send students
	   o Not answering when you don't know an answer

Additional Research Requested
• Breakdown of internship questions by program of study   o Not all programs have internship opportunities

Opportunities for Engagement	Date and Time	Open/Closed Discussion
Feedback Session	April 4, 2025	Open

Identified Strengths	Ideas for Improvement

• Tutoring Program satisfaction
   o Peer tutor program
   o Hired more tutors in varying subject matters
	• Faculty used to be encouraged to identify students who performed well in their class to serve as peer tutors

• Grow the Get Set program	• Coordinate those planning orientation and onboarding programs with Get Set to make sure programs are complimenting each other
• Info desk staffing and environment has improved	
• Less sterile feeling environment now that the entry way is utilized	

| Identified Challenges/Opportunities	Ideas for Improvement

• Setting expectations
   o Communication
   o Grading turnarounds
   o Course Progress
   o Flexibility
	• Identify student expectations through focus groups
	   o Work with faculty to communicate those expectations
	   o Work as an institution to help students set reasonable expectations

• Master Schedule	• When creating the master schedule, looking at trends over a larger period of time. Going beyond offered vs. made the year prior
	   o What capabilities does CourseDog have?
	      ▪ IT is having issues servicing classrooms due to CourseDog calendar capabilities

• Financial Aid Options for students	• Create clear communications to students on how to accept/defer/reject financial aid o Make options clear
• Inventory classroom technology	• Replace older/outdated technology
• Childcare options on campus	
• Second-year students report higher satisfaction with our services	• Increase marketing of our services to first-year students o Onboarding/Orientation programs

Additional Research Requested

• Student focus groups
 o Partner with faculty to encourage student participation
  ▪ If an instructor has a planned absence, use that time to meet with students
 o Encourage participation with a session by the info desk
  ▪ Partner with marketing to create "You asked, we listened" visuals
 o SGA participation
 o Student experience using external materials that have been imported into BrightSpace
  ▪ Courseware vs. E-Campus books
  ▪ Speak with Bookstore to identify faculty that use this feature
   • Partner with these faculty to have mini-sessions with their students to gauge the satisfaction and pain-points of using this software

Contributing Factors	
Factor	**Timeline**
SS launch for registration *	April 10, 2024
SRO*	Began August 2022
Parking lot lights	Completed early 24SP
Career Services turnover *	Vacant February-September 2024
Financial Aid delay	October 2023 delayed to December 2023
Data Breach*	2020
Tutoring Center location change	May 2021
Computer systems upgraded*	2021 on

Discussed in multiple settings
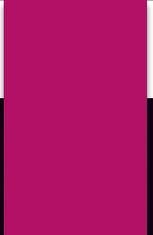
2024 IVCC Noel Levitz Survey

OFFICE OF INSTITUTIONAL EFFECTIVENESS

Continuous Improvement Cycle
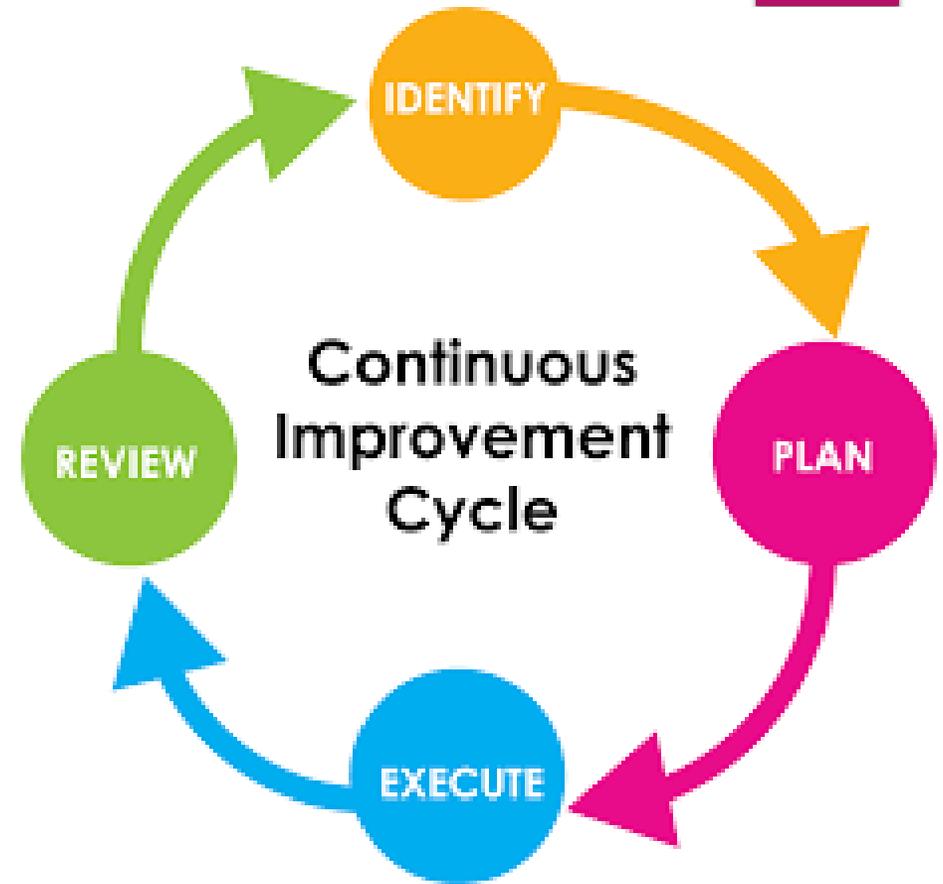
Guidelines for participating in this discussion

▶ Stay focused on the topic at hand

▶ Defer judgement

   ▶ The data represents current student perceptions

   ▶ All ideas are good ideas

      ▶ Look for the obvious

      ▶ Explore wild ideas

▶ Collaborate

   ▶ Build on ideas of others

   ▶ Listen, don't talk over others

▶ We have limited time today

   ▶ Don't spend too much time on one topic

   ▶ If you don't get a chance to share, please email your thoughts

Consider

- Are the results what we expect?
- Is there something we did to improve a strength?
- Is there something we can do differently to change the results for our challenges/opportunities?
  - Methods
  - Resources
  - Environment
- Do we need more information to better understand the results?

Survey Administration

- TIMING: 24 SPRING

- PARTICIPANTS: 1835
  EXCLUDED IBEW AND DUAL CREDIT STUDENTS

- RESPONSES: 161

- RESPONSE RATE: 9%

- SCALE: 1-7 POINT, NA

- COLOR CODING:
  - PINK: SUPPORT/SERVICES/SUCCESS ORIENTED
  - PURPLE: CAMPUS/BASE LEVEL
  - ORANGE: FACULTY/CLASSROOM/PROGRAM LEVEL

- RECURRING ITEM 2017, 2021, AND 2024

- TAKEAWAYS:
  - PARTNER WITH MARKETING
  - POTENTIAL FOR INCENTIVE

IVCC Noel Levitz Response Rate

IVCC Noel Levitz: Strengths in 2017, 2021, and 2024
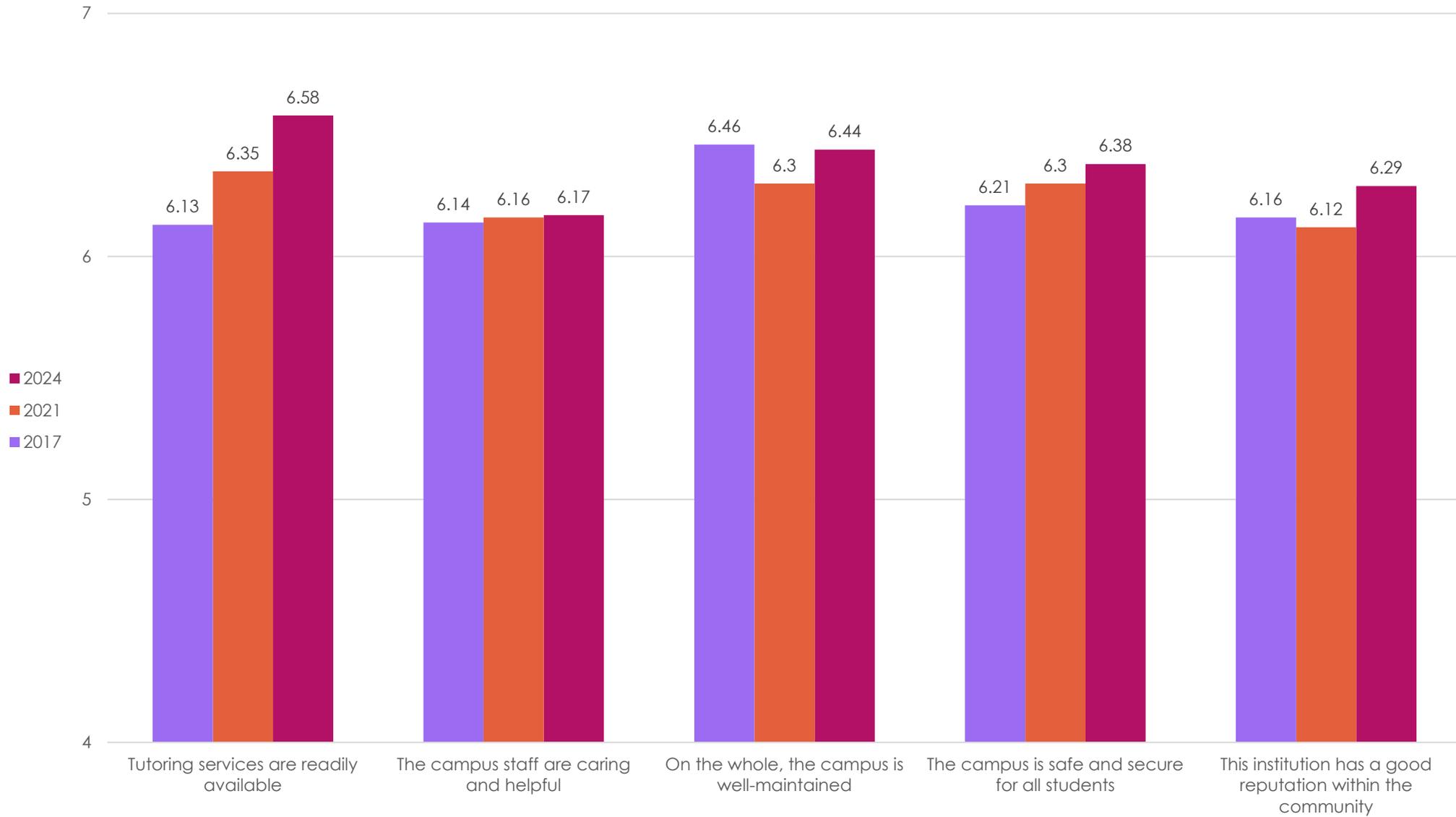
IVCC Noel Levitz: New Strengths 2024
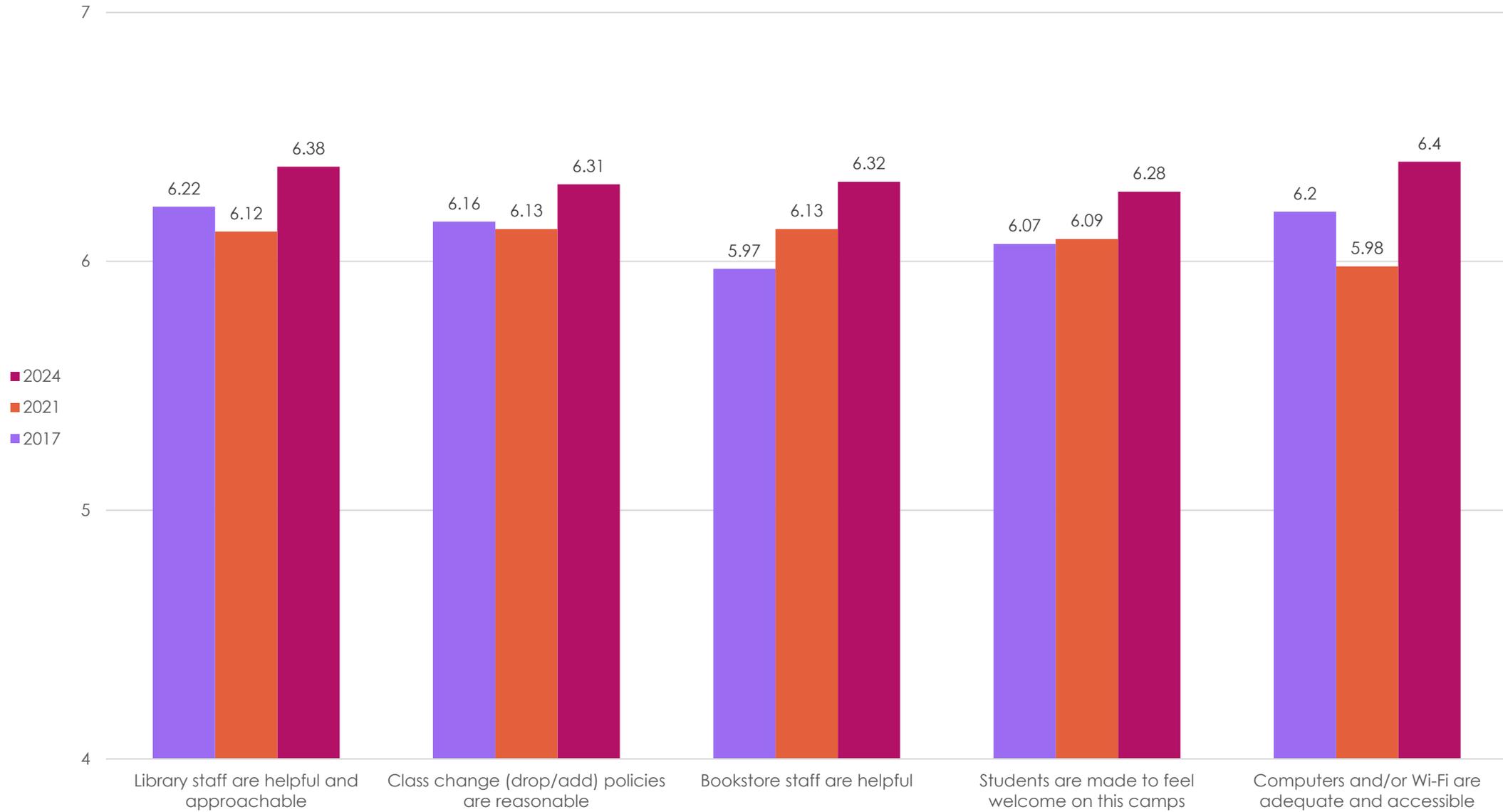
Legend:
- 2024
- 2021
- 2017

Library staff are helpful and approachable
- 2017: 6.22
- 2021: 6.12
- 2024: 6.38

Class change (drop/add) policies are reasonable
- 2017: 6.16
- 2021: 6.13
- 2024: 6.31

Bookstore staff are helpful
- 2017: 5.97
- 2021: 6.13
- 2024: 6.32

Students are made to feel welcome on this camps
- 2017: 6.07
- 2021: 6.09
- 2024: 6.28

Computers and/or Wi-Fi are adequate and accessible
- 2017: 6.2
- 2021: 5.98
- 2024: 6.4

Consider

- Are the results what we expect?
- Is there something we did to improve a strength?
- Is there something we can do differently to change the results for our challenges/opportunities?
  - Methods
  - Resources
  - Environment
- Do we need more information to better understand the results?

Student Satisfaction Inventory: Challenges/Opportunities

My academic advisor is concerned about my success as an individual

5.91

This school does whatever it can to help me reach my educational goals

5.89

Faculty provide timely feedback about student progress in a course

5.82

The career services office provides students with the help they need to get a job

5.77

Faculty are understanding of students' unique life circumstances

5.73

I am able to register for classes I need with few conflicts

5.69

The quality of instruction I receive in most of my classes is excellent

5.54

Students are notified early in the term if they are doing poorly in a class

5.21

Challenge/opportunity for 2017, 2021, and 2024

IVCC Noel Levitz: Challenges in 2017, 2021, and 2024

Legend: 2024, 2021, 2017

Faculty provide timely feedback about student progress in a course: 5.68, 5.75, 5.82

The quality of instruction I receive in most of my classes is excellent: 5.64, 5.76, 5.54

Faculty are understanding of students' unique life circumstances: 5.64, 5.78, 5.73
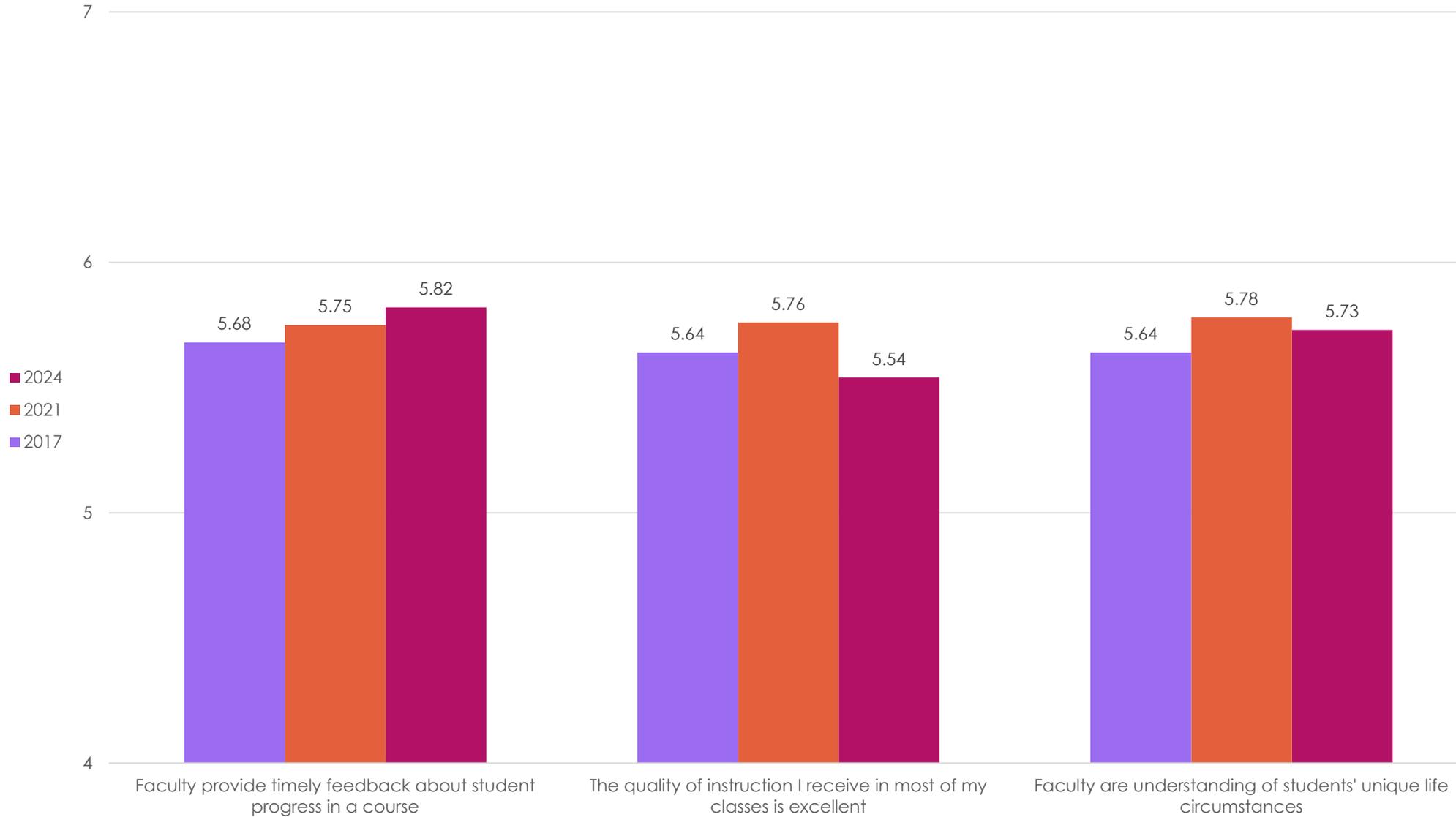
IVCC Noel Levitz: New Challenges 2024
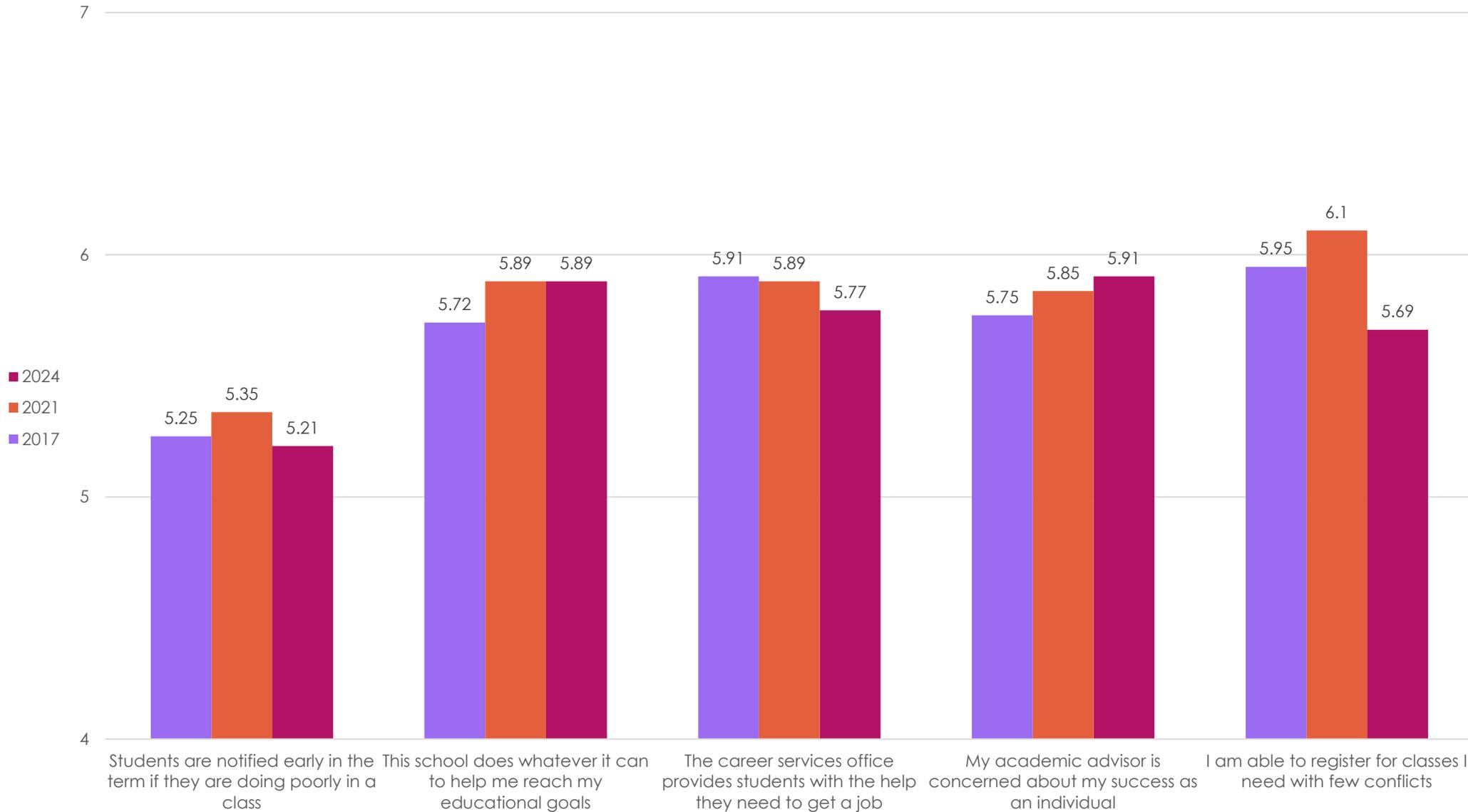
Legend:
- 2024
- 2021
- 2017

Students are notified early in the term if they are doing poorly in a class: 2017 = 5.25, 2021 = 5.35, 2024 = 5.21

This school does whatever it can to help me reach my educational goals: 2017 = 5.72, 2021 = 5.89, 2024 = 5.89

The career services office provides students with the help they need to get a job: 2017 = 5.91, 2021 = 5.89, 2024 = 5.77

My academic advisor is concerned about my success as an individual: 2017 = 5.75, 2021 = 5.85, 2024 = 5.91

I am able to register for classes I need with few conflicts: 2017 = 5.95, 2021 = 6.1, 2024 = 5.69

Consider

- Are the results what we expect?
- Is there something we did to improve a strength?
- Is there something we can do differently to change the results for our challenges/opportunities?
  - Methods
  - Resources
  - Environment
- Do we need more information to better understand the results?

Adult Learners

▶ Unique Strengths

- Nearly all faculty are knowledgeable in their field
- Faculty are usually available for adult students outside the classroom by phone/email/in-person
- There is commitment to academic excellence at this institution
- Faculty are fair and unbiased in their treatment of individual students
- The college supports my success as an adult student

▶ Unique Challenges/Opportunities

- Administrators are approachable/available to adult students
- I am able to easily register for classes online
- I seldom get the "run-around" when seeking information at this institution
- There are sufficient options within my program of study
- This institution provides timely responses to student complaints
- This institution offers a variety of payment plans for adult students

IVCC was First/Second Choice Institution: Strengths Top 5

First Choice – campus level topics

- Tutoring services are readily available
- This institution has a good reputation within the community
- On the whole, the campus is well-maintained
- Library staff are helpful and approachable
- Computers and/or Wi-Fi are adequate and easily accessible

Second Choice – success focused topics

- There are convenient ways of paying my school bill
- My academic advisor is knowledgeable about my program requirements
- Program requirements are clear and reasonable
- There is a good variety of courses provided on this campus
- Financial aid counselors are helpful

IVCC was First/Second Choice Institution: Challenges/Opportunities Bottom 5

First Choice – academic focused topics

- Nearly all classes deal with practical experiences and applications
- Faculty take into consideration student differences as they teach a course
- I am able to register for classes I need with few conflicts
- Faculty are understanding of students' unique life circumstances
- Students are notified early in the term if they are doing poorly in a class

Second Choice – success focused topics

- My academic advisor is concerned about my success as an individual
- Rate your overall satisfaction with your experience here thus far
- Internships or practical experiences are provided in my degree/certificate program
- The quality of instruction I receive in most of my classes is excellent
- The career services office provides students with the help they need to get a job

First/Second Year: Strengths Top 5

First Year – base level topics

- The business office is open during hours which are convenient for most students
- The campus is safe and secure for all students
- Financial aid counselors are helpful
- The institution has a good reputation within the community
- This campus provides effective support services for single parents

Second Year – success focused topics

- Tutoring services are readily available
- On the whole, the campus is well-maintained
- Admissions counselors accurately portray the campus in their recruiting practices
- Counseling staff care about students as individuals
- Library staff are helpful and approachable

First/Second Year: Challenges/Opportunities Bottom 5

▶ First Year – instruction/human level topics

$	Adequate financial aid is available for most students
	Admissions counselors accurately portray the campus in their recruiting practices
	Faculty are interested in my academic problems
♥	Faculty care about me as an individual
	The quality of instruction I receive in most of my classes is excellent

▶ Second Year – success level topics

	This school does whatever it can to help me reach my education goals
	Faculty are understanding of students' unique life circumstances
	I am able to register for classes I need with few conflicts
	Internships or practical experience are provided in my degree/certificate program
!	Students are notified early in the term if they are doing poorly in a class
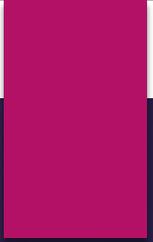
Amazing **Helpful** Caring Kind *Understanding* **Thankful** Incredible **Satisfied** Rewarding Professional Responsive **Affordable** FRIENDLY Safe

Thank you!!

Jennifer Etscheid
Research Analyst

Dr. Kathy Hart
Dean of Institutional Effectiveness

Ruffalo Noel Levitz Student Satisfaction and Priorities Survey Results

In 2024, Q34 changed from "Computer labs are adequate and accessible" to "Computers and/or Wi-Fi are adequate and accessible"

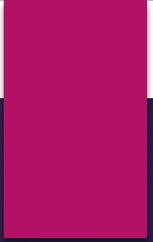| No	Item	Satisfaction to Importance Gap	2017 Importance	2017 Satisfaction	2021 Importance	2021 Satisfaction	2024 Importance	2024 Satisfaction
1	Most students feel a sense of belonging here		6.1	5.55	6.09	5.69	5.96	5.8
2	Faculty care about me as an individual		6.33	5.71	6.13	5.62	6.24	5.58
3	The quality of instruction in the vocational/technical programs is excellent		6.32	5.54	6.19	5.67	6.10	5.29
4	Security staff are helpful		6.26	6.08	6.17	6.12	6.18	5.95
5	The personnel involved in registration are helpful		6.58	6.07	6.44	6.15	6.30	5.77
6	My academic advisor is approachable		6.53	5.91	6.44	6.15	6.41	5.98
7	Adequate financial aid is available for most students		6.5	5.48	6.41	5.83	6.30	5.68
8	Classes are scheduled at times that are convenient for me		6.52	5.63	6.35	5.76	6.33	5.69
9	Internships or practical experiences are provided in my degree/certificate program		6.24	5.33	6.09	5.43	6.24	5.21
10	Child care facilities are available on campus		5.31	3.31	5.28	4.55	5.91	6.03
11	Security staff respond quickly in emergencies		6.51	5.85	6.43	6.08	6.26	6.06
12	My academic advisor helps me set goals to work toward		6.32	5.54	6.25	5.69	6.02	5.58
13	Financial aid awards are announced to students in time to be helpful in college planning		6.44	5.66	6.31	5.78	6.15	5.1
14	Library resources and services are adequate		6.47	6.16	6.37	6.1	6.33	6.14
15	I am able to register for classes I need with few conflicts		6.58	5.94	6.48	6.09	6.47	5.69
16	The college shows concern for students as individuals		6.4	5.55	6.3	5.74	6.28	5.88
17	Personnel in the Veterans' Services program are helpful		5.99	5.52	5.97	5.54	6.25	5.86
18	The quality of instruction I receive in most of my classes is excellent		6.56	5.63	6.46	5.75	6.45	5.54
19	This campus provides effective support services for single parents		6.03	5.49	6.02	5.63	6.28	6
20	Financial aid counselors are helpful		6.46	5.75	6.44	5.93	6.33	6.16
21	There are a sufficient number of study areas on campus		6.45	6.29	6.26	6.2	6.23	6.1
22	People on this campus respect and are supportive of each other		6.43	5.88	6.34	6.11	6.33	6
23	Faculty are understanding of students' unique life circumstances		6.51	5.63	6.39	5.79	6.46	5.73
24	Parking lots are well-lighted and secure		6.41	5.91	6.49	6	6.21	5.86
25	My academic advisor is concerned about my success as an individual		6.45	5.74	6.29	5.83	6.43	5.91
26	Library staff are helpful and approachable		6.4	6.21	6.29	6.13	6.41	6.34
27	The campus staff are caring and helpful		6.48	6.13	6.37	6.16	6.48	6.15
28	It is an enjoyable experience to be a student on this campus		6.42	5.72	6.31	5.87	6.34	5.87
29	Faculty are fair and unbiased in their treatment of individual students		6.56	5.8	6.37	5.88	6.38	5.98
30	The career services office provides students with the help they need to get a job		6.36	5.9	6.35	5.87	6.41	5.77
31	The campus is safe and secure for all students		6.64	6.19	6.57	6.3	6.53	6.36
32	My academic advisor is knowledgeable about my program requirements		6.61	5.97	6.45	5.9	6.36	5.91
33	Admissions counselors accurately portray the campus in their recruiting practices		6.39	6.04	6.35	5.93	6.45	6.1
34	Computers and/or Wi-Fi are adequate and accessible		6.50	6.2	6.32	5.98	6.54	6.39
35	Policies and procedures regarding registration and course selection are clear and well-publicized		6.48	6	6.39	5.94	6.42	6.02
36	Students are made to feel welcome on this campus		6.58	6.06	6.43	6.09	6.49	6.26
37	Faculty take into consideration student differences as they teach a course		6.35	5.53	6.3	5.64	6.34	5.67
38	The student center is a comfortable place for students to spend their leisure time		6.2	6.08	6.25	5.99	6.17	5.9
39	The amount of student parking space on campus is adequate		6.41	5.81	6.42	6.25	6.22	6.02
40	My academic advisor is knowledgeable about the transfer requirements of other schools		6.56	5.8	6.44	5.86	6.47	5.98
41	Admissions staff are knowledgeable		6.54	6.17	6.38	6.18	6.41	6.18
42	The equipment in the lab facilities is kept up to date		6.47	6	6.34	5.83	6.31	6.17
43	Class change (drop/add) policies are reasonable		6.48	6.15	6.32	6.13	6.47	6.28
44	I generally know what's happening on campus		5.97	5.4	5.87	5.57	6.24	5.76
45	This institution has a good reputation within the community		6.52	6.15	6.4	6.12	6.52	6.29
46	Faculty provide timely feedback about student progress in a course		6.5	5.67	6.4	5.75	6.40	5.82
47	There are adequate services to help me decide upon a career		6.45	5.73	6.31	5.83	6.44	5.93
48	Counseling staff care about students as individuals		6.53	5.8	6.39	5.93	6.37	6.15
49	Admissions counselors respond to prospective students' unique needs and requests		6.53	6.07	6.41	6.05	6.44	6.08
50	Tutoring services are readily available		6.54	6.12	6.46	6.36	6.43	6.54

#	Item							
51	There are convenient ways of paying my school bill		6.54	6.03	6.44	6.21	6.43	6.2
52	This school does whatever it can to help me reach my educational goals		6.5	5.71	6.39	5.89	6.42	5.89
53	The assessment and course placement procedures are reasonable		6.46	5.99	6.32	6.03	6.30	6
54	Faculty are interested in my academic problems		6.39	5.59	6.31	5.76	6.33	5.78
55	Academic support services adequately meet the needs of students		6.5	6.01	6.41	6.09	6.43	6.1
56	The business office is open during hours which are convenient for most students		6.43	6.11	6.28	6.03	6.15	6.06
57	Administrators are approachable to students		6.38	5.89	6.35	6	6.33	5.95
58	Nearly all of the faculty are knowledgeable in their fields		6.67	6.14	6.52	6.22	6.42	6.11
59	New student orientation services help students adjust to college		6.36	5.89	6.18	5.83	6.36	6.15
60	Billing policies are reasonable		6.47	6.05	6.35	6.08	6.22	6.14
61	Faculty are usually available after class and during office hours		6.56	6.05	6.37	6.03	6.36	6.02
62	Bookstore staff are helpful		6.39	5.97	6.34	6.14	6.49	6.27
63	I seldom get the "run-around" when seeking information on this campus		6.31	5.81	6.3	5.86	6.00	5.9
64	Nearly all classes deal with practical experiences and applications		6.44	5.68	6.34	5.76	6.37	5.87
65	Students are notified early in the term if they are doing poorly in a class		6.43	5.24	6.2	5.35	6.38	5.21
66	Program requirements are clear and reasonable		6.56	6.06	6.47	6.03	6.45	6.07
67	Channels for expressing student complaints are readily available		6.31	5.23	6.31	5.47	6.35	5.51
68	On the whole, the campus is well-maintained		6.55	6.45	6.49	6.31	6.48	6.41
69	There is a good variety of courses provided on this campus		6.58	6.1	6.43	6.13	6.40	6.11
70	I am able to experience intellectual growth here		6.64	6.17	6.49	6.18	6.38	6.17
81	Institution's commitment to part-time students?		0	6.02	0	5.99	0	6.05
82	Institution's commitment to evening students?		0	5.99	0	5.93	0	5.68
83	Institution's commitment to older, returning learners?		0	6.06	0	6.1	0	6.04
84	Institution's commitment to under-represented populations?		0	6.02	0	6	0	6.12
85	Institution's commitment to commuters?		0	5.89	0	6.09	0	5.95
86	Institution's commitment to students with disabilities?		0	6.32	0	6.21	0	5.94
87	Cost as factor in decision to enroll		6.37	0	6.34	0	6.17	0
88	Financial aid as factor in decision to enroll		6.33	0	6.27	0	6.21	0
89	Academic reputation as factor in decision to enroll		6.01	0	5.94	0	6.02	0
90	Size of institution as factor in decision to enroll		5.31	0	5.38	0	5.30	0
91	Opportunity to play sports as factor in decision to enroll		4.04	0	4.45	0	5.02	0
92	Recommendations from family/friends as factor in decision to enroll		5.37	0	5.38	0	6.00	0
93	Geographic setting as factor in decision to enroll		5.74	0	5.85	0	5.84	0
94	Campus appearance as factor in decision to enroll		5.33	0	5.47	0	5.29	0
95	Personalized attention prior to enrollment as factor in decision to enroll		5.54	0	5.65	0	5.75	0
	Campus item: The college supports my success as a student		#N/A	#N/A	#N/A	#N/A	6.43	6.02
	Campus item: Student assignments are clearly defined in the syllabus		#N/A	#N/A	#N/A	#N/A	6.36	5.91
	Campus item: Tuition paid is a worthwhile investment		#N/A	#N/A	#N/A	#N/A	6.38	5.91
	Campus item: Rate your overall satisfaction with your experience here thus far		#N/A	#N/A	#N/A	#N/A	6.31	5.79
	Campus item: The quality of virtual instruction is excellent		#N/A	#N/A	6.19	5.23	#N/A	#N/A
	Campus item: Faculty provide timely feedback about my academic progress while in a virtual environment		#N/A	#N/A	6.35	5.45	#N/A	#N/A
	Campus item: My instructor is accessible by telephone, e-mail and/or virtually while I am off campus		#N/A	#N/A	6.50	6.15	#N/A	#N/A
	Campus item: I receive timely information on the availability of financial aid, even while we are remote		#N/A	#N/A	6.34	6.09	#N/A	#N/A
	Campus item: Virtual academic counseling is available		#N/A	#N/A	6.35	6.07	#N/A	#N/A
	Campus item: Adequate virtual library resources are provided as needed		#N/A	#N/A	6.42	6.16	#N/A	#N/A
	Campus item: Tutoring services are readily available virtually		#N/A	#N/A	6.33	6.16	#N/A	#N/A
	Campus item: Refund and billing policies are appropriate during the pandemic response		#N/A	#N/A	6.40	6.05	#N/A	#N/A
	Campus item: Virtual career services are available		#N/A	#N/A	6.19	5.85	#N/A	#N/A
	Campus item: Appropriate technical assistance is available to support virtual learning		#N/A	#N/A	6.29	6	#N/A	#N/A
	Campus item: It is easy to find information using the IVCC website		6.60	5.86	#N/A	#N/A	#N/A	#N/A
	Campus item: My IVCC email account provides valuable college-related communication		6.48	6.12	#N/A	#N/A	#N/A	#N/A

Campus item: My previous education adequately prepared me for the academic demands of IVCC	6.46	5.71	#N/A	#N/A	#N/A	#N/A
Campus item: My placement tests placed me into the appropriate reading, English, and math courses so that I could be a successful student	6.57	5.96	#N/A	#N/A	#N/A	#N/A
Campus item: The college's calendar of events includes the interests and concerns of diverse groups of students	6.28	6.07	#N/A	#N/A	#N/A	#N/A
Campus item: My computer skills were adequate for the level of work expected of me when I started at IVCC	6.42	6.32	#N/A	#N/A	#N/A	#N/A
Campus item: On-campus wireless internet access (Wi-Fi) is adequate	6.57	5.69	#N/A	#N/A	#N/A	#N/A
Campus item: On-campus cell phone coverage is adequate	6.53	5.87	#N/A	#N/A	#N/A	#N/A
Campus item: Classrooms and other instructional spaces support student learning	6.63	6.21	#N/A	#N/A	#N/A	#N/A
Campus item: I know what classes to take to earn my degree or certificate	6.68	6.03	#N/A	#N/A	#N/A	#N/A