

CAEL Adult Learner 360 Survey Results by Principle and Question - Student Data

11/30/20

Principle/Question	Satisfaction				Satisfaction - Difference		
	LFCC-2020	LFCC-2017	2-yrs	All	LFCC-2017	2-yrs	All
Outreach Principle Score	4.46	4.22	4.08	4.06	0.24	0.38	0.40
1. Enrolling at this institution is easy.	4.69	4.64	4.50	4.43	0.05	0.19	0.26
2. I can easily and conveniently get help from the admissions office.	4.48	4.39	4.16	4.12	0.09	0.32	0.36
3. I can easily and conveniently register for courses.	4.66	4.56	4.40	4.33	0.10	0.26	0.33
4. My institution offers a planning, onboarding, or orientation course.	4.60	4.13	4.11	4.07	0.47	0.49	0.53
5. For each course, I can choose a delivery method (e.g., online, face-to-face, hybrid) that best suits me.	4.22	4.33	4.22	4.08	-0.11	0.00	0.14
6. I have regular contact with a mentor or advisor.	4.01	3.77	3.60	3.73	0.24	0.41	0.28
7. My institution respects differing opinions and a diversity of backgrounds, cultures, and life experiences.	4.56	4.47	4.40	4.37	0.09	0.16	0.19
Life & Career Planning Principle Score	4.01	3.72	3.78	3.68	0.29	0.23	0.33
1. Each term, I have enough information to make decisions about my course schedule.	4.42	4.20	4.06	4.07	0.22	0.36	0.35
2. My institution provides online, up-to-date information about my program of study and its requirements.	4.35	4.45	4.29	4.27	-0.10	0.06	0.08
3. I can easily and conveniently access career advising at my institution.	4.23	3.87	3.91	3.82	0.36	0.32	0.41
4. Advisors at my institution help me select a program of study that aligns with my life and career goals.	4.39	3.74	3.81	3.68	0.65	0.58	0.71
5. Advisors at my institution help me identify career options based on my interests and aptitudes.	4.19	3.64	3.74	3.57	0.55	0.45	0.62
6. Advisors at my institution incorporate my work, life, and family commitments into my learning plan.	4.05	3.87	3.84	3.76	0.18	0.21	0.29
7. My institution provides a process to assess whether the knowledge and skills I already learned through life and work could qualify for credit.	3.54	3.25	3.48	3.37	0.29	0.06	0.17
8. Each term, I have access to sufficient course offerings within my program of study.	4.21	3.78	4.02	3.92	0.43	0.19	0.29
9. My institution provides information regarding local jobs in my chosen field.	3.72	3.29	3.51	3.30	0.43	0.21	0.42
10. I was encouraged to engage with career services early in my program of study.	3.42	3.27	3.42	3.26	0.15	0.00	0.16
11. Life and career planning activities are integrated into my program of study.	3.56	3.39	3.58	3.44	0.17	-0.02	0.12
Financing Principle Score	4.10	3.95	3.86	3.78	0.15	0.24	0.32
1. I can easily find tuition and payment options.	4.42	4.41	4.31	4.26	0.01	0.11	0.16
2. I can easily locate information about scholarships for which I am eligible.	3.89	3.56	3.54	3.39	0.33	0.35	0.50
3. My institution provides me with information regarding sources of financial assistance that suit my needs.	4.11	3.96	3.77	3.63	0.15	0.34	0.48
4. My institution offers flexible payment plans for tuition and fees.	4.26	4.05	4.04	3.97	0.21	0.22	0.29
5. I can easily and conveniently access one-on-one help from financial aid advisors.	4.22	4.19	3.95	3.88	0.03	0.27	0.34

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	LFCC-2020	LFCC-2017	2-yrs	All	LFCC-2017	2-yrs	All
6. If needed, my institution helps me process my employer tuition reimbursement claims.	3.84	3.53	3.68	3.63	0.31	0.16	0.21
7. With the financial resources available, I can afford to complete my program of study at my desired pace.	4.27	4.01	4.02	3.93	0.26	0.25	0.34
8. I can easily and conveniently access help from the bursar's office.	3.81	3.80	3.73	3.73	0.01	0.08	0.08
Assessment of Learning Outcomes Principle Score	4.24	4.09	4.13	4.08	0.15	0.11	0.16
1. My instructors provide tools that help me compare what I have learned against course and program objectives.	4.06	4.15	4.09	4.03	-0.09	-0.03	0.03
2. My assignments and exams assess whether I have gained the knowledge and skills to be successful in the future.	4.18	4.16	4.20	4.12	0.02	-0.02	0.06
3. My instructors provide opportunities for me to demonstrate my knowledge and skills in different ways.	4.15	4.08	4.15	4.08	0.07	0.00	0.07
4. My institution placed me in the appropriate level of mathematics, reading, and/or writing courses.	4.56	4.38	4.32	4.40	0.18	0.24	0.16
5. Before completing an exam or assignment, my instructors provide me with the criteria used to evaluate my performance.	4.23	4.33	4.30	4.29	-0.10	-0.07	-0.06
6. My instructors provide me with clear and meaningful feedback on my course and program performance.	4.19	4.16	4.20	4.12	0.03	-0.01	0.07
7. The methods and process for evaluating my learning are fair.	4.16	4.32	4.28	4.24	-0.16	-0.12	-0.08
8. My instructors clearly communicate my expected learning objectives in each course.	4.39	4.45	4.39	4.36	-0.06	0.00	0.03
The Teaching-Learning Process Principle Score	4.24	4.09	4.13	4.08	0.15	0.11	0.16
1. My instructors are flexible in meeting with me.	4.49	4.39	4.33	4.32	0.10	0.16	0.17
2. In each of my courses, the learning goals are achievable.	4.34	4.54	4.40	4.39	-0.20	-0.06	-0.05
3. My instructors respect different perspectives and believes.	4.59	4.52	4.43	4.43	0.07	0.16	0.16
4. In most courses, my instructors use multiple ways of teaching (e.g., lectures, group discussions, hands-on practice, etc.)	4.24	4.30	4.15	4.08	-0.06	0.09	0.16
5. I can relate my work and life experiences to my course activities and assignments.	4.21	4.23	4.21	4.15	-0.02	0.00	0.06
6. Each of my courses builds upon what I have previously learned to extend my knowledge and skills.	4.44	4.49	4.42	4.39	-0.05	0.02	0.05
7. If I fall behind in a course(s), my instructors proactively communicate with me.	3.98	4.16	4.08	3.98	-0.18	-0.10	0.00
8. I am part of a learning community or study group within my institution.	3.53	3.55	3.74	3.67	-0.02	-0.21	-0.14
Student Support Systems Principle Score	4.25	3.91	4.06	3.98	0.34	0.19	0.27
1. When I request help or information, support staff are responsive.	4.44	4.43	4.29	4.27	0.01	0.15	0.17

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2. If needed, I can conveniently access resources that help me improve my academic skills (e.g., mathematics lab, writing center).	4.40	4.32	4.40	4.36	0.08	0.00	0.04
3. My institution's support services are accessible when and where I need them.	4.34	4.32	4.23	4.19	0.02	0.11	0.15
4. My institution provides me with one primary point of contact for most of the support services that I need.	4.20	4.06	3.92	3.94	0.14	0.28	0.26
5. If needed, I can conveniently access tutoring assistance.	4.29	3.97	4.07	3.91	0.32	0.22	0.38
6. If needed, I can conveniently access disability-related staff and services.	4.37	3.56	4.02	3.89	0.81	0.35	0.48
7. All components of my institution's support services are accessible to students with disabilities.	4.41	4.00	4.15	4.04	0.41	0.26	0.37
8. If needed, my institution provides appropriate resources or referrals to providers of high-quality, affordable childcare.	3.67	3.25	3.74	3.63	0.42	-0.07	0.04
9. If needed, my institution provides appropriate resources or referrals to providers of mental and physical health services.	4.05	3.55	3.94	3.87	0.50	0.11	0.18
10. If needed, my institution provides appropriate resources or referrals to providers of social services (e.g., food pantry, housing).	4.29	3.59	4.00	3.87	0.70	0.29	0.42
Technology Principle Score	4.34	4.30	4.25	4.22	0.04	0.09	0.12
1. If needed, I can easily and conveniently access guidance and instruction to improve my technology skills.	4.28	4.18	4.15	4.06	0.10	0.13	0.22
2. If needed, I can easily access technological support (e.g., the helpdesk).	4.34	4.23	4.24	4.24	0.11	0.10	0.10
3. My institution consistently communicates with me via technological means.	4.62	4.54	4.45	4.47	0.08	0.17	0.15
4. If needed, I can easily access support services via technology.	4.41	4.50	4.35	4.35	-0.09	0.06	0.06
5. My institution provides an orientation to the technology I am expected to use in my program of study.	4.22	3.81	3.86	3.90	0.41	0.36	0.32
6. My instructors are adept with technology.	4.14	4.33	4.25	4.22	-0.19	-0.11	-0.08
7. My institution uses technology that is current within my field of study.	4.36	4.47	4.36	4.41	-0.11	0.00	-0.05
Strategic Partnerships Principle Score	3.78	3.40	3.66	3.57	0.38	0.12	0.21
1. My institution provides me with accessible opportunities for internships with employers in my field of study.	3.72	3.35	3.70	3.65	0.37	0.02	0.07
2. My institution provides me with accessible opportunities for informational interviews with employers in my field of study.	3.69	3.26	3.65	3.56	0.43	0.04	0.13
3. I am aware that my institution works closely with employers in my field of study.	3.79	3.51	3.76	3.63	0.28	0.03	0.16
4. I am aware that my institution works closely with local community organizations.	4.08	3.66	3.83	3.70	0.42	0.25	0.38
5. My institution provides me with accessible opportunities for networking with alumni.	3.61	3.38	3.55	3.55	0.23	0.06	0.06
Transitions Principle Score	4.27	4.12	4.04	3.97	0.15	0.23	0.30

