



Last April, Calhoun Community College students were invited to participate in the Ruffalo Noel Levitz Student Satisfaction Surveys (Student Satisfaction Inventory - SSI and Priorities Survey of Online Learners – PSOL). These national surveys are important tools used to measure areas in which the College excels and those where change or improvement should be considered. The results below reflect student feedback.

ON CAMPUS – 436 Students Participated

Calhoun College STRENGTHS as rated by on-campus students:

- The campus is safe and secure for all students.
- Students are made to feel welcome here.
- This campus provides online access to services I need.
- Security staff respond quickly to calls for assistance.
- The equipment is kept up to date.
- On the whole, the campus is well-maintained.
- Tutoring services are readily available.

Calhoun College AREAS FOR IMPROVEMENT as rated by on-campus students:

- The quality of instruction I receive in most of my classes is excellent.
- Registration processes and procedures are convenient.
- My academic advisor is knowledgeable about my program requirements.
- There are sufficient courses within my program of study available each term.
- Faculty provide timely feedback about my academic progress.
- The Financial Aid application process is clear and student-friendly.

ONLINE – 218 Students Participated

Calhoun College STRENGTHS as rated by online students:

- Registration for online courses is convenient.
- Admissions procedures are clear and the application process is student-friendly.
- Billing and payment procedures are convenient for me.

Calhoun College AREAS FOR IMPROVEMENT as rated by online students:

- Tuition paid is a worthwhile investment.
- The quality of online instruction is excellent.
- Program requirements are clear and reasonable.
- Faculty are responsive to student needs.
- The Financial Aid application process is clear and student-friendly.
- There are sufficient offerings within my program of study.

The Importance of Institutional Choice:

Students attending their first-choice institution are more likely to have higher satisfaction levels overall.

The results reflect the percent of students selecting Calhoun as their first, second or third choice.

ON CAMPUS

(Not an option for the online learners)	1 ST Choice	2 nd Choice	3 rd Choice
	79%	16%	5%

What Factors Influence Our Students to Enroll?

It is important to understand why students enroll here.

Results indicate the percentage of students saying the following factors were important or very important.

ON CAMPUS

Cost	Future Career Opportunities	Financial Assistance	Distance from Campus	Academic Reputation	Campus Website
90%	87%	83%	80%	78%	72%

ONLINE

Flexible pacing to complete a program	Ability to transfer credits	Convenience	Cost	Work Schedule	Financial Assistance
89%	88%	87%	86%	86%	82%

Bottomline Indicators – (students with positive responses)

	So far, has your college experience met your expectations?	Rate your overall satisfaction with your experience thus far.	All in all, if you had it to do over again, would you enroll here?
ON CAMPUS			
Calhoun College	94%	88%	89%
National Community Colleges – Southern Region	89%	81%	85%
ONLINE			
Calhoun College	94%	88%	89%
National Online Learners	89%	81%	85%

Student feedback is critical to improving the quality of our academic programs, student services, and guiding the College's commitment of financial resources to areas needing improvement. These results indicate that students feel safe and welcome while attending classes, enjoy up-to-date labs and facilities, and appreciate online access to services. These survey results will be reviewed by the College's Strategic Planning Council at its meeting in July 2022 as the Council works to develop goals and action plans for the upcoming year.