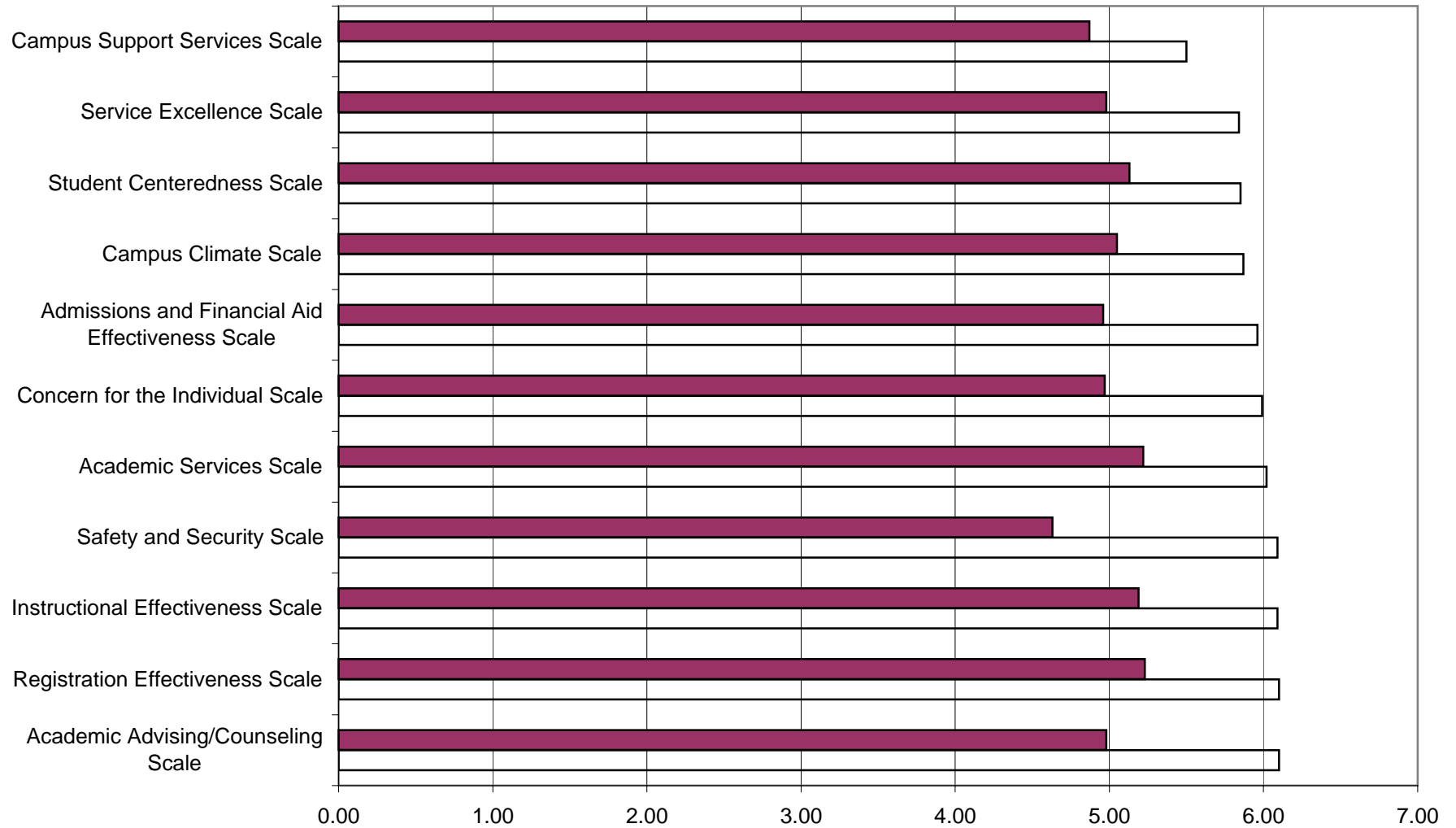
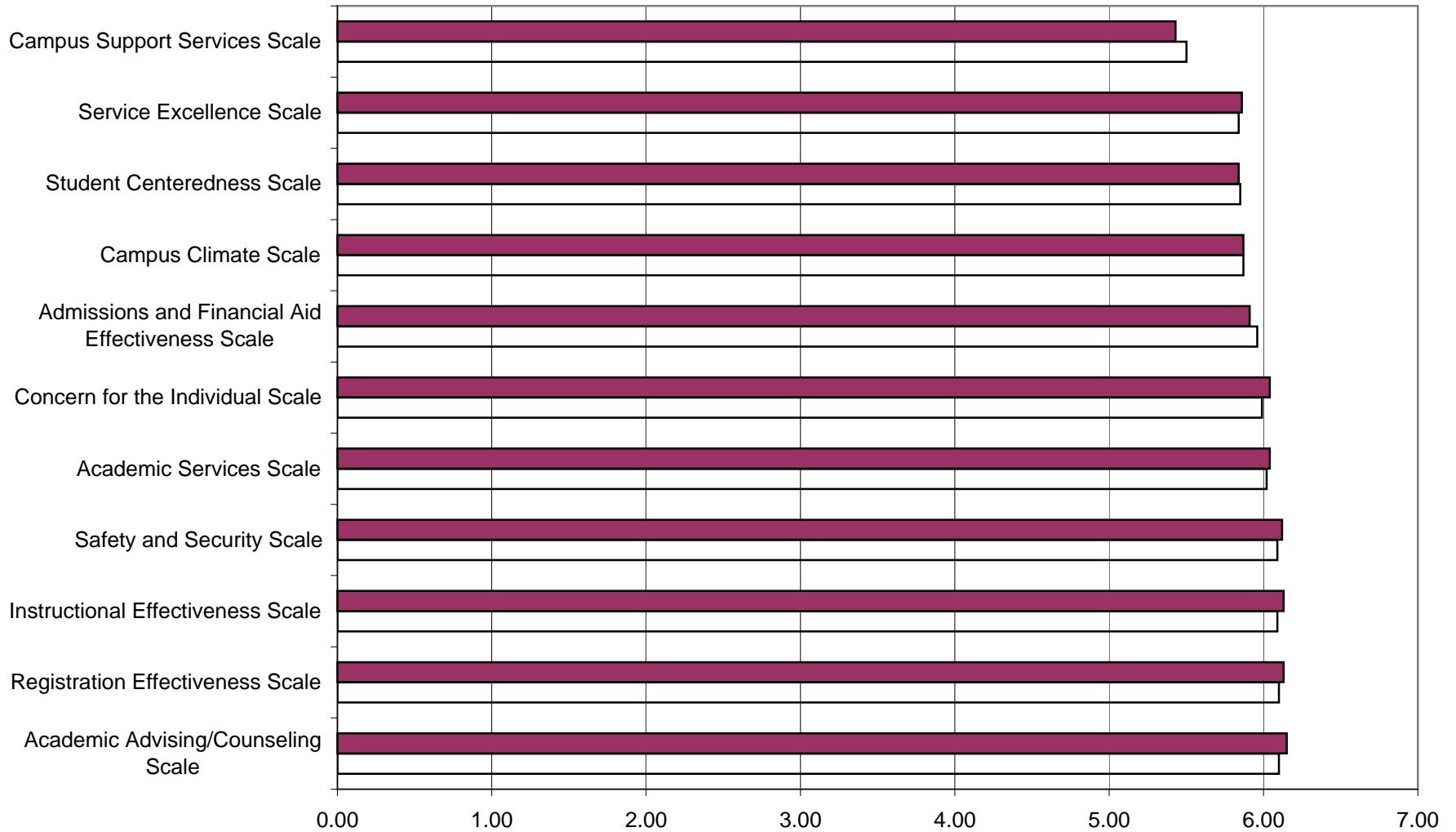


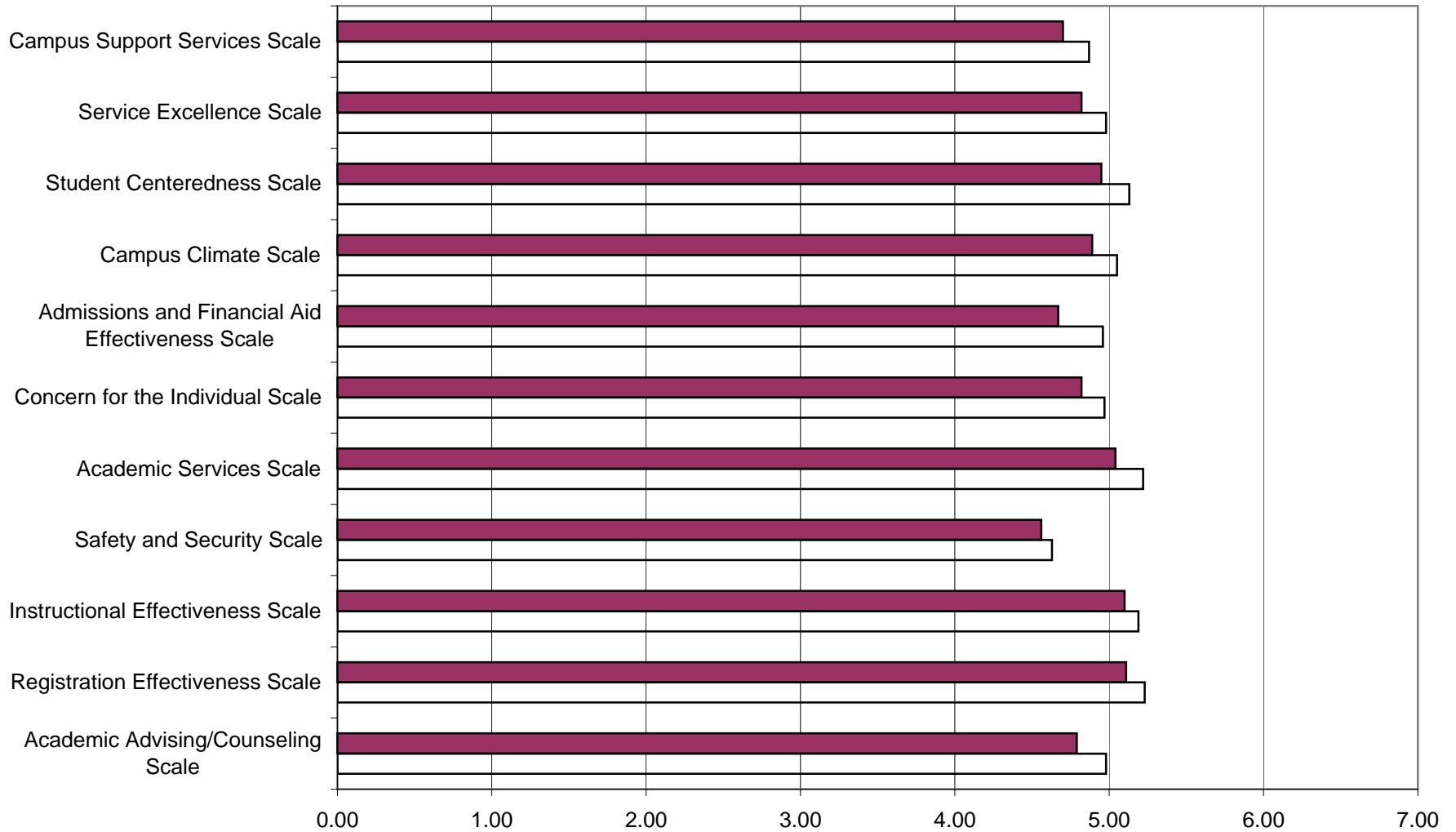
## How Well Are We Meeting Our Students' Expectations?



### What's Important to LBCC Students Compared to Other CCC Students?



### How Satisfied Are LBCC Students Compared to Other CCC Students?



Scale	Scale	LBCC Students Fall 2001			Comparison CC Colleges			Satisfaction (Mean Diff)
		Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
<b>Scales Sorted in Order of Importance to Our Students</b>								
		LBCC Importance	LBCC Satisfaction		Other CCC Importance	Other CCC Satisfaction		
AAC	Academic Advising/Counseling Scale	6.10	4.98	1.12	6.15	4.79	1.36	0.19***
RE	Registration Effectiveness Scale	6.10	5.23	0.87	6.13	5.11	1.02	0.12***
IE	Instructional Effectiveness Scale	6.09	5.19	0.90	6.13	5.10	1.03	0.09***
SS	Safety and Security Scale	6.09	4.63	1.46	6.12	4.56	1.56	0.07*
AS	Academic Services Scale	6.02	5.22	0.80	6.04	5.04	1.00	0.18***
CFI	Concern for the Individual Scale	5.99	4.97	1.02	6.04	4.82	1.22	0.15***
AFA	Admissions and Financial Aid Effectiveness Scale	5.96	4.96	1.00	5.91	4.67	1.24	0.29***
CC	Campus Climate Scale	5.87	5.05	0.82	5.87	4.89	0.98	0.16***
SC	Student Centeredness Scale	5.85	5.13	0.72	5.84	4.95	0.89	0.18***
SE	Service Excellence Scale	5.84	4.98	0.86	5.86	4.82	1.04	0.16***
CSS	Campus Support Services Scale	5.50	4.87	0.63	5.43	4.70	0.73	0.17***
RDP	Respect for Diverse Populations Scale		5.29			5.20		0.09**

LBCC mean scores are based on a representative sample of students that included 2,123 student surveys or 10% of the credit enrollment as of September 2001.

Comparison colleges include: Cerritos, Fresno City, LA City, LA Valley, Sacramento City, Consumnes River, Rio Hondo, El Camino, and Palomar Colleges  
Mean scores are based on 14,759 student surveys

\*Differences of this size in the mean (average) score would only happen by chance 5 out of 100 times, an unlikely possibility.

\*\*Differences of this size in the mean (average) score would only happen by chance 1 out of 100 times, a highly unlikely possibility.

\*\*\*Differences of this size in the mean (average) score would only happen by chance 1 out of 1000 times, an extremely rare possibility.

## Noel Levitz Student Satisfaction Inventory (SSI), Fall 2001

Scale	Scale	LBCC Students Fall 2001			Comparison CC Colleges			Satisfaction (Mean Diff)
		Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
<b>Scales Sorted in Order of Importance to Our Students</b>								
AAC	Academic Advising/Counseling Scale	6.10	4.98	1.12	6.15	4.79	1.36	0.19***
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LBCC mean scores are based on a representative sample of students that included 2,123 student surveys or 10% of the credit enrollment as of September 2001.								
Comparison colleges include: Cerritos, Fresno City, LA City, LA Valley, Sacramento City, Consumnes River, Rio Hondo, El Camino, and Palomar Colleges Mean scores are based on 14,759 student surveys								
*Differences of this size in the mean (average) score would only happen by chance 5 out of 100 times, an unlikely possibility.								
**Differences of this size in the mean (average) score would only happen by chance 1 out of 100 times, a highly unlikely possibility.								
***Differences of this size in the mean (average) score would only happen by chance 1 out of 1000 times, an extremely rare possibility.								