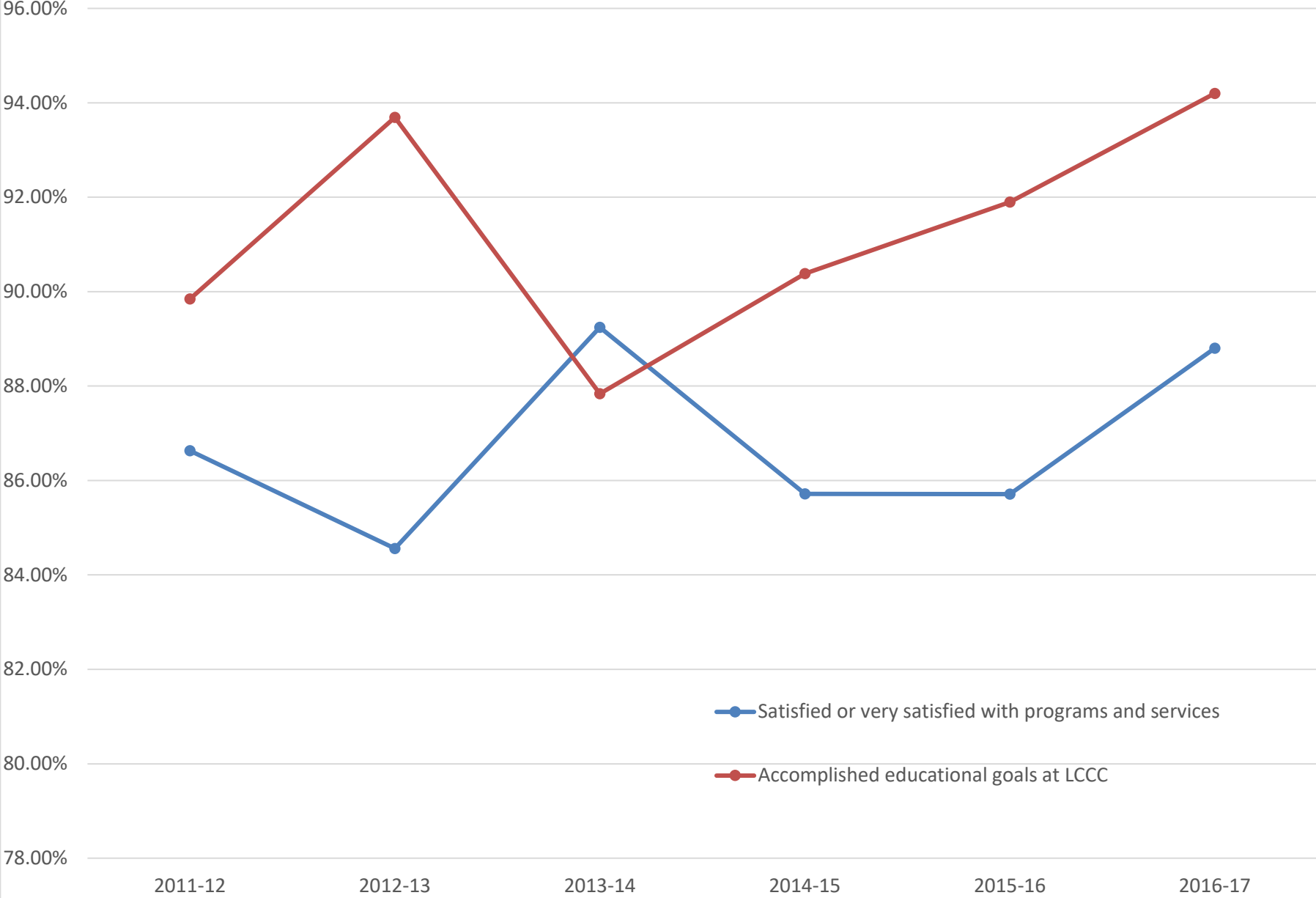


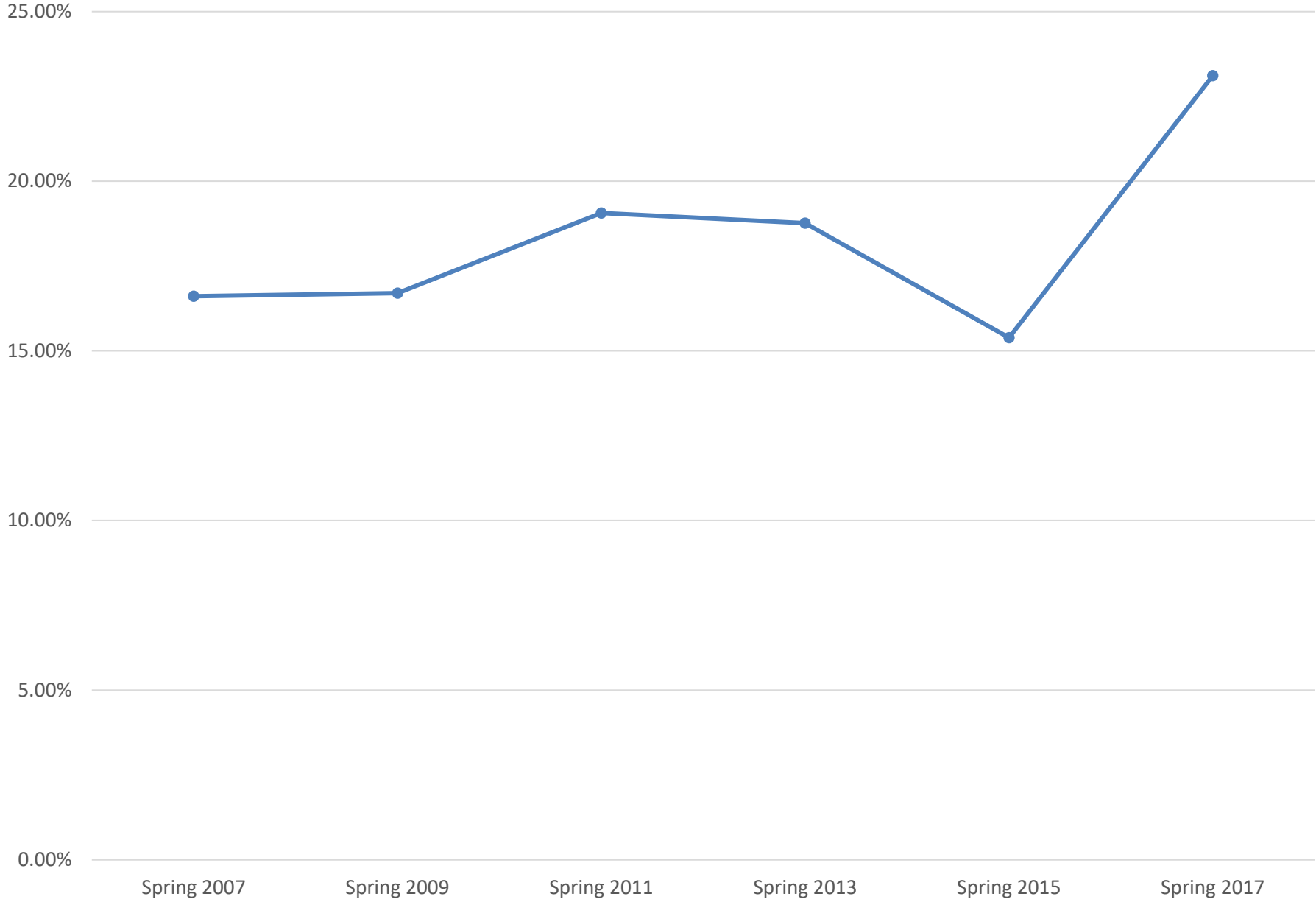
KPI Student Satisfaction and Engagement Measures

Alumni Survey	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	Internal Target	External Benchmark
Satisfied or very satisfied with programs and services	86.63%	84.56%	89.24%	85.71%	85.71%	88.80%	86.16%	n/a
Accomplished educational goals at LCCC	89.84%	93.69%	87.84%	90.38%	91.90%	94.20%	95.20%	92.79%
CCSSE Satisfaction Items	Spring 2007	Spring 2009	Spring 2011	Spring 2013	Spring 2015	Spring 2017	Internal Target	External Benchmark
Percent very satisfied with programs and services	16.61%	16.70%	19.06%	18.77%	15.39%	23.11%	15.39%	21.27%
CCSSE Benchmark Items (Average Response)	Spring 2007	Spring 2009	Spring 2011	Spring 2013	Spring 2015	Spring 2017	Internal Target	External Benchmark
Active and Collaborative Learning	2.12	2.12	2.35	2.18	2.09	2.29	2.29	2.14
Student Effort	2.41	2.40	2.46	2.42	2.37	2.29	2.29	2.32
Academic Challenge	2.57	2.42	2.53	2.52	2.76	2.68	2.73	2.76
Student-Faculty Interaction	2.17	2.22	2.42	2.37	2.30	2.47	2.49	2.31
Support for Learners	2.29	2.29	2.34	2.37	2.34	2.30	2.30	2.10

Alumni Survey Results By Graduation Year



CCSSE Respondents Very Satisfied with Programs and Services



CCSSE Benchmark Items - Average Response

