

2016 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/25/2016 - 5/6/2016

Total Send: 382

Total Received: 160

Question: 1

Surveyee Type: All



HEPSS Demographics

Q What method of communication do you prefer to use to communicate with Lake Superior College?

Answer	Count	Percent
Email	150	93.75%
Mail	5	3.12%
Telephone	5	3.12%

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Question: 2

Surveyee Type: All

Total Send: 382

Total Received: 160



HEPSS Demographics

Q During the past 12 months, how often have you communicated with Lake Superior College?

Answer	Count	Percent
0	23	14.47%
1-3 occurrences	52	32.7%
4-5 occurrences	23	14.47%
6-10 occurrences	25	15.72%
11-20 occurrences	17	10.69%
21+ occurrences	19	11.95%

2016 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

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Total Send: 382

Total Received: 160

Question: 3

Surveyee Type: All



HEPSS Demographics

Q How long has your organization partnered with Lake Superior College?

Answer	Count	Percent
less than 1 year	4	2.55%
1 year-23 months	3	1.91%
2-3 years	11	7.01%
4-5 years	17	10.83%
6-8 years	17	10.83%
9-12 years	20	12.74%
more than 13 years	52	33.12%
Doesn't Apply/Don't Know	33	21.02%

2016 Higher Education Partnership Satisfaction Survey Results

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Question: 4

Surveyee Type: All

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HEPSS Demographics

Q Does the partnership between your organization and Lake Superior College include a formal governing document (i.e. contract, memoranda of understanding (MOUs), intergovernmental agreements (IGAs), etc.)?

Answer	Count	Percent
Yes	57	<u>36.77%</u>
No	62	<u>40%</u>
Doesn't Apply/Don't Know	36	<u>23.23%</u>

2016 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/25/2016 - 5/6/2016

Question: 5

Surveyee Type: All

Total Send: 382

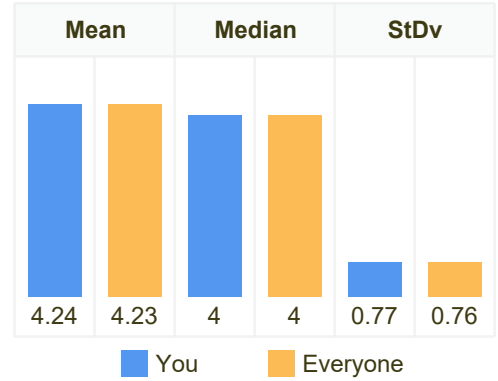
Total Received: 160



Higher Education Partnership Satisfaction Survey Benchmark Questions

Q A relationship of mutual trust exists between Lake Superior College and our organization.

Answer	You		Everyone
	Count	Percent	Count
5. Strongly agree	56	36.36%	438
4. Agree	71	46.1%	580
3. Neutral	14	9.09%	101
2. Disagree	1	0.65%	15
1. Strongly disagree	2	1.3%	13
Doesn't apply / Don't know	10	6.49%	95



Mode - You: Agree

Mode - Everyone: Agree

Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.24	62.5%	4.09	4.16	4.23	4.3	4.39

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Question: 6

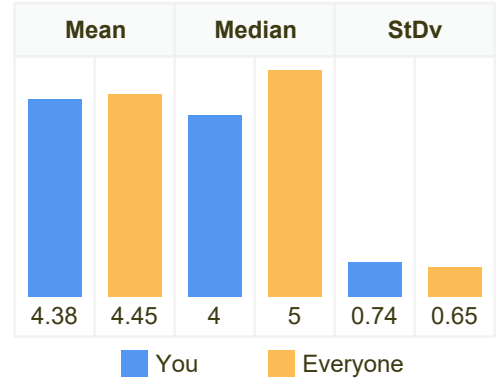
Surveyee Type: All



Higher Education Partnership Satisfaction Survey Benchmark Questions

Q Our organization plans to continue the relationship with Lake Superior College for the foreseeable future.

Answer	You		Everyone
	Count	Percent	Count
5. Strongly agree	65	43.05%	587
4. Agree	65	43.05%	493
3. Neutral	3	1.99%	41
2. Disagree	2	1.32%	6
1. Strongly disagree	2	1.32%	6
Doesn't apply / Don't know	14	9.27%	95



Mode - You: Agree, Strongly agree

Mode - Everyone: Strongly agree

Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.38	12.5%	4.38	4.39	4.45	4.53	4.61

2016 Higher Education Partnership Satisfaction Survey Results

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4/25/2016 - 5/6/2016

Question: 7

Surveyee Type: All

Total Send: 382

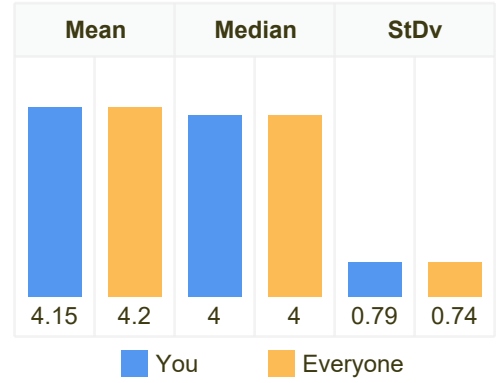
Total Received: 160



Higher Education Partnership Satisfaction Survey Benchmark Questions

Q This relationship meets the established needs and expectations of our organization.

Answer	You		Everyone
	Count	Percent	Count
5. Strongly agree	48	32%	408
4. Agree	67	44.67%	573
3. Neutral	19	12.67%	117
2. Disagree	1	0.67%	26
1. Strongly disagree	2	1.33%	3
Doesn't apply / Don't know	13	8.67%	87



Mode - You: Agree

Mode - Everyone: Agree

Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.15	50%	4.06	4.12	4.19	4.29	4.4

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Question: 8

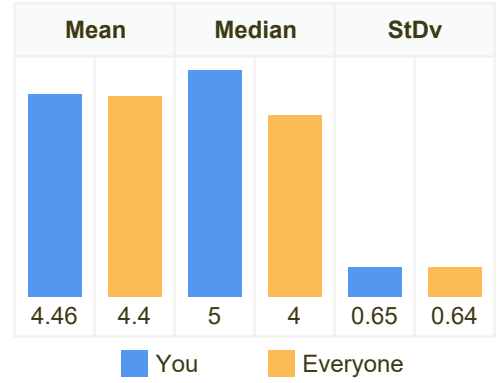
Surveyee Type: All



Higher Education Partnership Satisfaction Survey Benchmark Questions

Q Our organization feels comfortable contacting Lake Superior College with questions or concerns.

Answer	You		Everyone
	Count	Percent	Count
5. Strongly agree	73	48.67%	541
4. Agree	64	42.67%	551
3. Neutral	3	2%	55
2. Disagree	1	0.67%	9
1. Strongly disagree	1	0.67%	3
Doesn't apply / Don't know	8	5.33%	45



Mode - You: Strongly agree

Mode - Everyone: Agree

Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.46	75%	4.21	4.31	4.41	4.48	4.52

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Question: 9

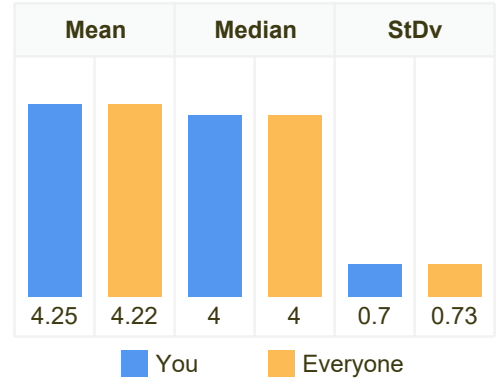
Surveyee Type: All



Higher Education Partnership Satisfaction Survey Benchmark Questions

Q Our organization's opinions and recommendations are respected by Lake Superior College.

Answer	You		Everyone
	Count	Percent	Count
5. Strongly agree	50	33.56%	393
4. Agree	69	46.31%	552
3. Neutral	11	7.38%	105
2. Disagree	3	2.01%	22
1. Strongly disagree	0	0%	4
Doesn't apply / Don't know	16	10.74%	120



Mode - You: Agree

Mode - Everyone: Agree

Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.25	75%	3.96	4.19	4.22	4.26	4.33

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Question: 10

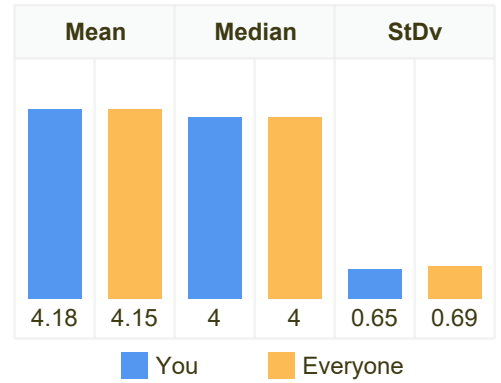
Surveyee Type: All



Higher Education Partnership Satisfaction Survey Benchmark Questions

Q Lake Superior College gives our organization adequate lead time when requesting information or reports.

Answer	You		Everyone
	Count	Percent	Count
5. Strongly agree	37	25.17%	285
4. Agree	66	44.9%	554
3. Neutral	16	10.88%	97
2. Disagree	0	0%	13
1. Strongly disagree	0	0%	5
Doesn't apply / Don't know	28	19.05%	230



Mode - You: Agree

Mode - Everyone: Agree

Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.18	62.5%	4.02	4.08	4.16	4.22	4.24

2016 Higher Education Partnership Satisfaction Survey Results

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Total Send: 382

Total Received: 160

Question: 11

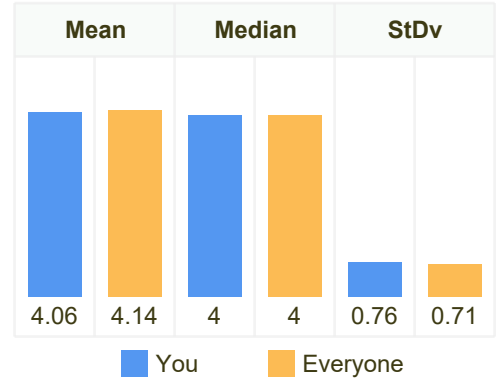
Surveyee Type: All



Higher Education Partnership Satisfaction Survey Benchmark Questions

Q When requesting information from Lake Superior College, our organization receives it in a timely manner and information is accurate.

Answer	You		Everyone
	Count	Percent	Count
5. Strongly agree	32	21.92%	297
4. Agree	70	47.95%	583
3. Neutral	17	11.64%	96
2. Disagree	1	0.68%	20
1. Strongly disagree	2	1.37%	6
Doesn't apply / Don't know	24	16.44%	177



Mode - You: Agree

Mode - Everyone: Agree

Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.06	37.5%	3.85	4.04	4.17	4.21	4.23

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Total Send: 382

Total Received: 160

Question: 12

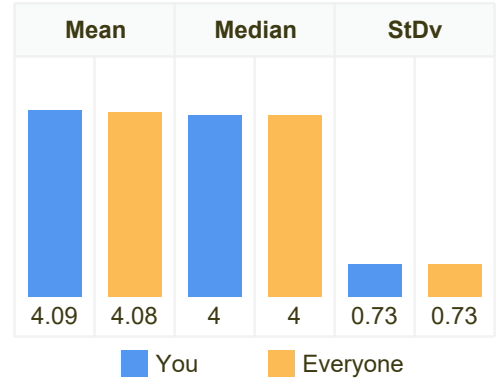
Surveyee Type: All



Higher Education Partnership Satisfaction Survey Benchmark Questions

Q The purposes of the partnership are well defined.

Answer	You		Everyone
	Count	Percent	Count
5. Strongly agree	36	24.66%	286
4. Agree	70	47.95%	576
3. Neutral	19	13.01%	147
2. Disagree	1	0.68%	24
1. Strongly disagree	1	0.68%	4
Doesn't apply / Don't know	19	13.01%	139



Mode - You: Agree

Mode - Everyone: Agree

Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.09	62.5%	3.87	4.03	4.08	4.13	4.17

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Total Send: 382

Total Received: 160

Question: 13

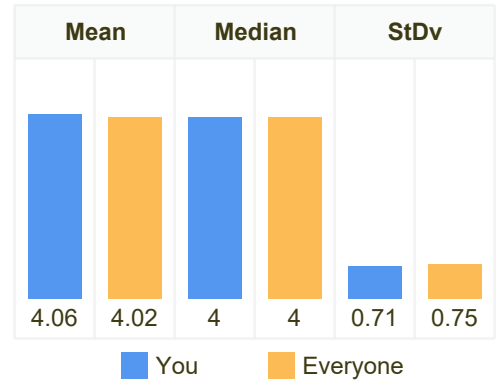
Surveyee Type: All



Higher Education Partnership Satisfaction Survey Benchmark Questions

Q The responsibilities of each party are well defined.

Answer	You		Everyone
	Count	Percent	Count
5. Strongly agree	31	21.23%	252
4. Agree	69	47.26%	564
3. Neutral	21	14.38%	163
2. Disagree	0	0%	32
1. Strongly disagree	1	0.68%	3
Doesn't apply / Don't know	24	16.44%	157



Mode - You: Agree

Mode - Everyone: Agree

Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.06	62.5%	3.87	3.95	4.05	4.06	4.1

2016 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/25/2016 - 5/6/2016

Question: 14

Surveyee Type: All

Total Send: 382

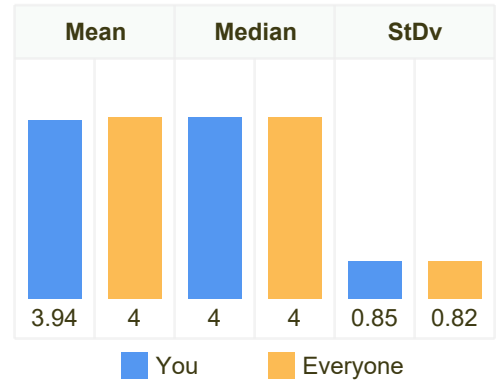
Total Received: 160



Higher Education Partnership Satisfaction Survey Benchmark Questions

Q Our organization receives a return on our investment of time and money into this partnership.

Answer	You		Everyone
	Count	Percent	Count
5. Strongly agree	29	19.86%	246
4. Agree	51	34.93%	450
3. Neutral	24	16.44%	165
2. Disagree	4	2.74%	26
1. Strongly disagree	1	0.68%	10
Doesn't apply / Don't know	37	25.34%	271



Mode - You: Agree

Mode - Everyone: Agree

Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
3.94	50%	3.78	3.88	3.98	4.13	4.3

2016 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/25/2016 - 5/6/2016

Question: 15

Surveyee Type: All

Total Send: 382

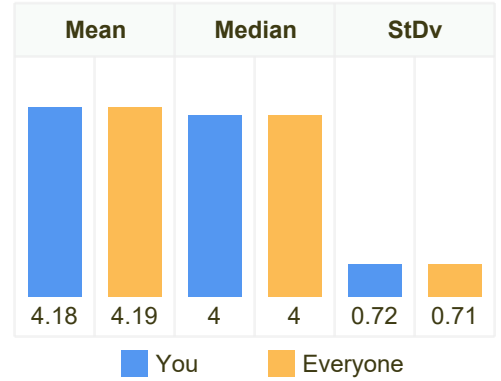
Total Received: 160



Higher Education Partnership Satisfaction Survey Benchmark Questions

Q Overall, our organization is satisfied with the relationship between Lake Superior College and our organization.

Answer	You		Everyone
	Count	Percent	Count
5. Strongly agree	43	29.45%	361
4. Agree	78	53.42%	613
3. Neutral	13	8.9%	102
2. Disagree	0	0%	18
1. Strongly disagree	2	1.37%	6
Doesn't apply / Don't know	10	6.85%	63



Mode - You: Agree

Mode - Everyone: Agree

Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.18	50%	3.97	4.13	4.2	4.26	4.38

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Question: 16

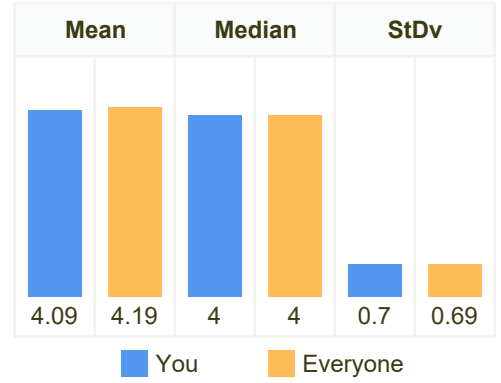
Surveyee Type: All



Higher Education Partnership Satisfaction Survey Benchmark Questions

Q Our organization is likely to recommend that others form partnerships with Lake Superior College.

Answer	You		Everyone
	Count	Percent	Count
5. Strongly agree	35	23.97%	348
4. Agree	77	52.74%	570
3. Neutral	18	12.33%	124
2. Disagree	1	0.68%	6
1. Strongly disagree	1	0.68%	4
Doesn't apply / Don't know	14	9.59%	107



Mode - You: Agree

Mode - Everyone: Agree

Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.09	25%	4.03	4.12	4.2	4.25	4.33

2016 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/25/2016 - 5/6/2016

Question: 17

Surveyee Type: All

Total Send: 382

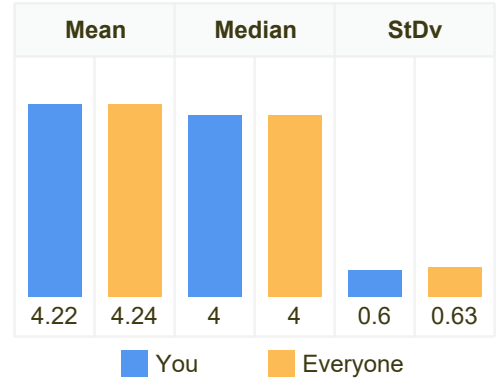
Total Received: 160



Higher Education Partnership Satisfaction Survey Benchmark Questions

Q Students receive a high quality education at Lake Superior College.

Answer	You		Everyone
	Count	Percent	Count
5. Strongly agree	42	28.77%	343
4. Agree	80	54.79%	571
3. Neutral	12	8.22%	94
2. Disagree	0	0%	3
1. Strongly disagree	0	0%	1
Doesn't apply / Don't know	12	8.22%	147



Mode - You: Agree

Mode - Everyone: Agree

Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.22	37.5%	4.16	4.2	4.24	4.27	4.3

2016 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/25/2016 - 5/6/2016

Question: 18

Surveyee Type: All

Total Send: 382

Total Received: 160



Higher Education Partnership Satisfaction Survey Benchmark Questions

Q Open Comments

2016 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/25/2016 - 5/6/2016

Total Send: 382

Total Received: 160

Question: 19

Surveyee Type: All



2016 Institution Specific Questions

Q I am personally satisfied with my relationship with LSC.

Answer	Count	Percent
Yes	135	92.47%
No	11	7.53%