

# 2018 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/16/2018 - 4/27/2018

Total Send: 489

Total Received: 162

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	155	95.68%
Mail	2	1.23%
Telephone	5	3.09%

# 2018 Higher Education Partnership Satisfaction Survey Results

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Total Received: 162

Question: 2

Surveyee Type: All



## HEPSS Demographics

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

Answer	Count	Percent
0	22	13.66%
1-3 occurrences	60	37.27%
4-5 occurrences	33	20.5%
6-10 occurrences	11	6.83%
11-20 occurrences	14	8.7%
21+ occurrences	21	13.04%

# 2018 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

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Total Send: 489

Total Received: 162

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	2.56%
1 year-23 months	4	2.56%
2-3 years	9	5.77%
4-5 years	16	10.26%
6-8 years	15	9.62%
9-12 years	19	12.18%
more than 13 years	61	39.1%
Doesn't Apply/Don't Know	28	17.95%

# 2018 Higher Education Partnership Satisfaction Survey Results

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Total Received: 162

Question: 4

Surveyee Type: All



## 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	54	<u>35.06%</u>
No	57	<u>37.01%</u>
Doesn't Apply/Don't Know	43	<u>27.92%</u>

# 2018 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

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Total Send: 489

Total Received: 162

Question: 5

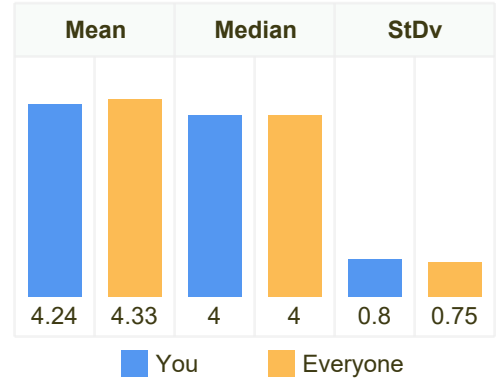
Surveyee Type: All



## 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	58	37.66%	456
4. Agree	66	42.86%	428
3. Neutral	14	9.09%	86
2. Disagree	2	1.3%	9
1. Strongly disagree	2	1.3%	9
Doesn't apply / Don't know	12	7.79%	68



**Mode - You:** Agree

**Mode - Everyone:** Strongly agree

### Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.24	28.57%	4.22	4.25	4.35	4.37	4.45

# 2018 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/16/2018 - 4/27/2018

Total Send: 489

Total Received: 162

Question: 6

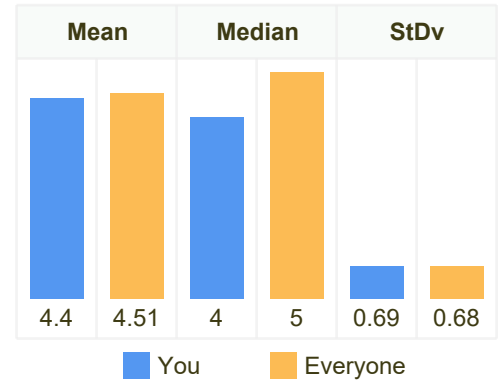
Surveyee Type: All



## 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	66	43.42%	563
4. Agree	65	42.76%	369
3. Neutral	4	2.63%	25
2. Disagree	2	1.32%	7
1. Strongly disagree	1	0.66%	9
Doesn't apply / Don't know	14	9.21%	70



**Mode - You:** Strongly agree

**Mode - Everyone:** Strongly agree

### Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.4	28.57%	4.34	4.43	4.53	4.56	4.66

# 2018 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/16/2018 - 4/27/2018

Total Send: 489

Total Received: 162

Question: 7

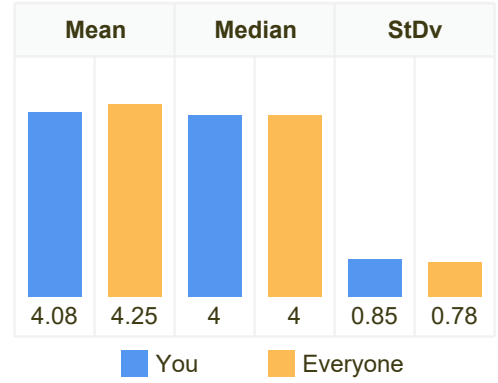
Surveyee Type: All



## 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	45	29.61%	400
4. Agree	73	48.03%	451
3. Neutral	18	11.84%	93
2. Disagree	3	1.97%	19
1. Strongly disagree	3	1.97%	9
Doesn't apply / Don't know	10	6.58%	60



**Mode - You:** Agree

**Mode - Everyone:** Agree

### Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.08	28.57%	4.07	4.13	4.28	4.32	4.38

# 2018 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

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Total Send: 489

Total Received: 162

Question: 8

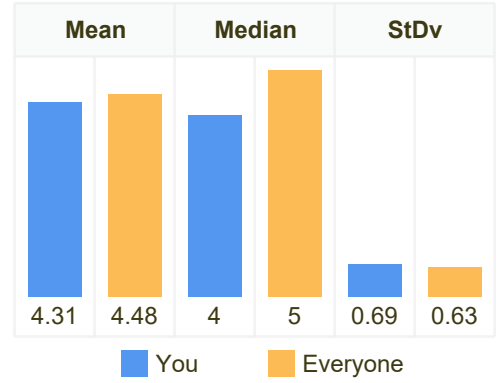
Surveyee Type: All



## 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	58	38.67%	528
4. Agree	70	46.67%	403
3. Neutral	9	6%	39
2. Disagree	3	2%	6
1. Strongly disagree	0	0%	3
Doesn't apply / Don't know	10	6.67%	44



**Mode - You:** Agree

**Mode - Everyone:** Strongly agree

### Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.31	14.29%	4.32	4.4	4.5	4.52	4.6



# 2018 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

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Total Send: 489

Total Received: 162

Question: 9

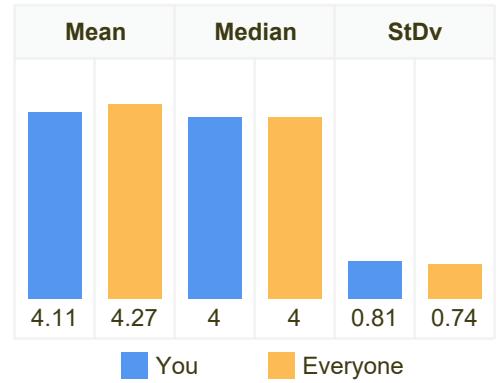
Surveyee Type: All



## 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	47	31.33%	384
4. Agree	69	46%	442
3. Neutral	18	12%	86
2. Disagree	5	3.33%	17
1. Strongly disagree	1	0.67%	4
Doesn't apply / Don't know	10	6.67%	86



**Mode - You:** Agree

**Mode - Everyone:** Agree

### Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.11	14.29%	4.14	4.26	4.3	4.33	4.34

# 2018 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/16/2018 - 4/27/2018

Total Send: 489

Total Received: 162

Question: 10

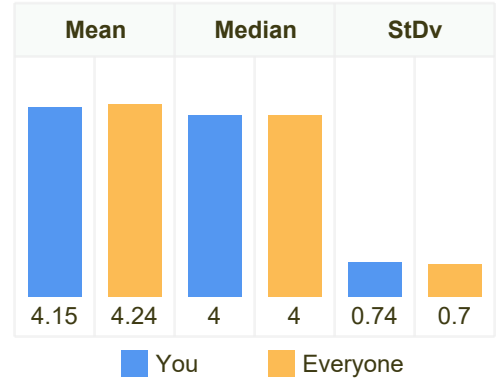
Surveyee Type: All



## 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	34	22.82%	295
4. Agree	66	44.3%	428
3. Neutral	8	5.37%	67
2. Disagree	3	2.01%	12
1. Strongly disagree	1	0.67%	3
Doesn't apply / Don't know	37	24.83%	205



**Mode - You:** Agree

**Mode - Everyone:** Agree

### Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.15	28.57%	4.13	4.18	4.27	4.29	4.3

# 2018 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/16/2018 - 4/27/2018

Total Send: 489

Total Received: 162

Question: 11

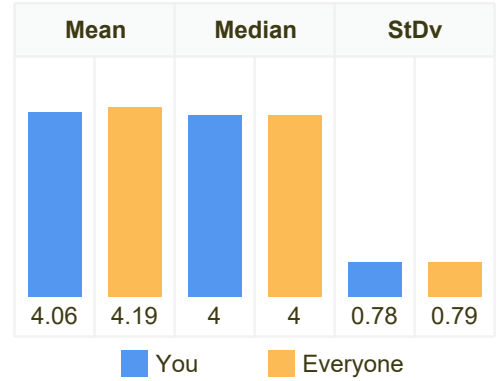
Surveyee Type: All



## 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	34	22.82%	318
4. Agree	70	46.98%	437
3. Neutral	13	8.72%	77
2. Disagree	7	4.7%	26
1. Strongly disagree	0	0%	8
Doesn't apply / Don't know	25	16.78%	135



**Mode - You:** Agree

**Mode - Everyone:** Agree

### Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.06	28.57%	3.95	4.08	4.26	4.26	4.35

# 2018 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/16/2018 - 4/27/2018

Total Send: 489

Total Received: 162

Question: 12

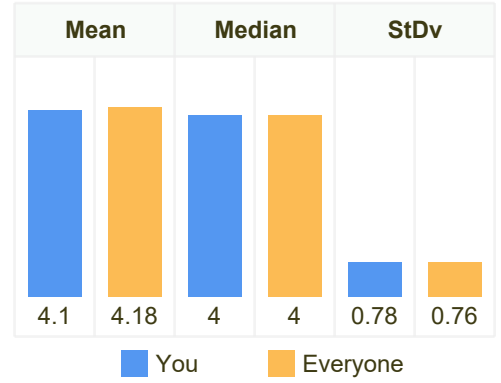
Surveyee Type: All



## 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	40	26.85%	324
4. Agree	70	46.98%	435
3. Neutral	16	10.74%	112
2. Disagree	4	2.68%	19
1. Strongly disagree	1	0.67%	3
Doesn't apply / Don't know	18	12.08%	107



**Mode - You:** Agree

**Mode - Everyone:** Agree

### Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.1	28.57%	4.07	4.12	4.2	4.25	4.29

# 2018 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/16/2018 - 4/27/2018

Total Send: 489

Total Received: 162

Question: 13

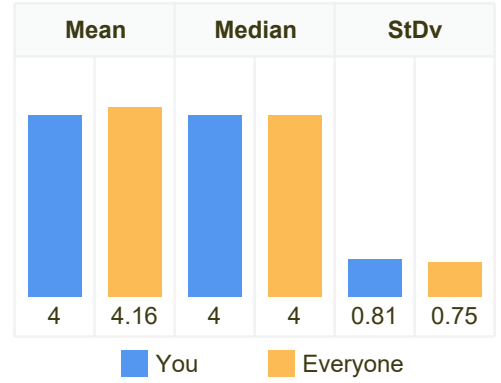
Surveyee Type: All



## 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	34	22.82%	304
4. Agree	68	45.64%	435
3. Neutral	21	14.09%	115
2. Disagree	5	3.36%	18
1. Strongly disagree	1	0.67%	3
Doesn't apply / Don't know	20	13.42%	122



**Mode - You:** Agree

**Mode - Everyone:** Agree

### Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4	28.57%	3.98	4.04	4.18	4.27	4.31

# 2018 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/16/2018 - 4/27/2018

Total Send: 489

Total Received: 162

Question: 14

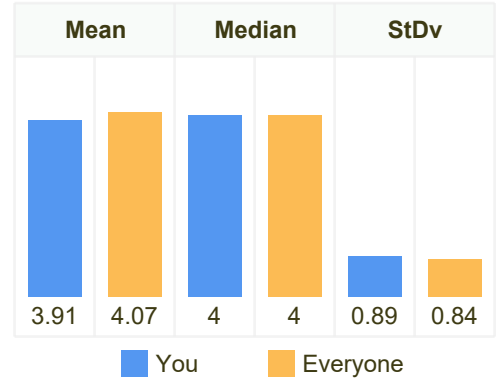
Surveyee Type: All



## 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	32	21.48%	271
4. Agree	52	34.9%	348
3. Neutral	32	21.48%	146
2. Disagree	1	0.67%	26
1. Strongly disagree	3	2.01%	5
Doesn't apply / Don't know	29	19.46%	196



**Mode - You:** Agree

**Mode - Everyone:** Agree

### Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
3.91	14.29%	3.91	3.96	4.12	4.14	4.18

# 2018 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/16/2018 - 4/27/2018

Total Send: 489

Total Received: 162

Question: 15

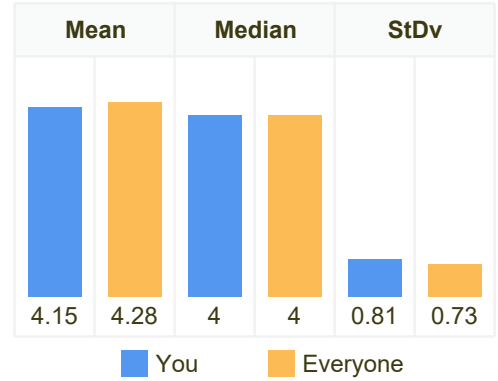
Surveyee Type: All



## 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	49	33.11%	394
4. Agree	71	47.97%	446
3. Neutral	16	10.81%	80
2. Disagree	3	2.03%	17
1. Strongly disagree	2	1.35%	4
Doesn't apply / Don't know	7	4.73%	45



**Mode - You:** Agree

**Mode - Everyone:** Agree

### Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.15	28.57%	4.13	4.18	4.29	4.37	4.44

# 2018 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/16/2018 - 4/27/2018

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Total Received: 162

Question: 16

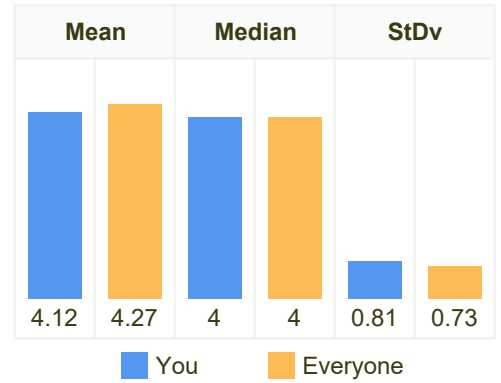
Surveyee Type: All



## 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	46	31.08%	380
4. Agree	64	43.24%	411
3. Neutral	22	14.86%	102
2. Disagree	1	0.68%	9
1. Strongly disagree	2	1.35%	4
Doesn't apply / Don't know	13	8.78%	79



**Mode - You:** Agree

**Mode - Everyone:** Agree

### Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.12	28.57%	4.1	4.13	4.32	4.41	4.45



# 2018 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/16/2018 - 4/27/2018

Total Send: 489

Total Received: 162

Question: 17

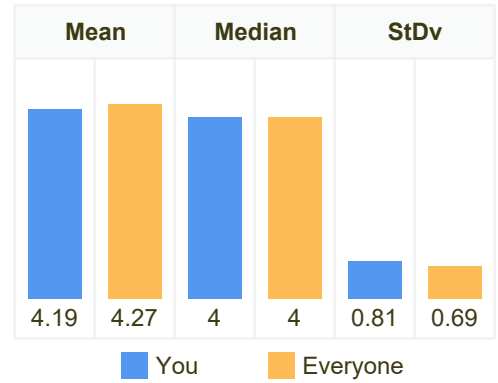
Surveyee Type: All



## 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	50	33.78%	324
4. Agree	65	43.92%	437
3. Neutral	15	10.14%	74
2. Disagree	2	1.35%	8
1. Strongly disagree	2	1.35%	3
Doesn't apply / Don't know	14	9.46%	138



**Mode - You:** Agree

**Mode - Everyone:** Agree

### Percentile Results

Your Mean	Your Percentile	10th	25th	Median	75th	90th
4.19	28.57%	4.18	4.19	4.23	4.33	4.43

# 2018 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/16/2018 - 4/27/2018

Total Send: 489

Total Received: 162

Question: 18

Surveyee Type: All



## Higher Education Partnership Satisfaction Survey Benchmark Questions

**Q** Open Comments

# 2018 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/16/2018 - 4/27/2018

Total Send: 489

Total Received: 162

Question: 19

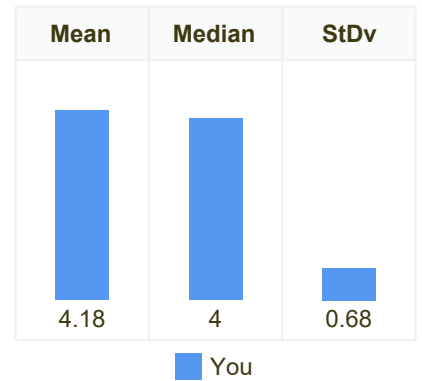
Surveyee Type: All



## 2018 Institution Specific Questions

**Q** Lake Superior College has a reputation for integrity.

Answer	Count	Percent
5. Strongly agree	43	29.45%
4. Agree	84	57.53%
3. Neutral	13	8.9%
2. Disagree	1	0.68%
1. Strongly disagree	1	0.68%
Doesn't apply / Don't know	4	2.74%



# 2018 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/16/2018 - 4/27/2018

Total Send: 489

Total Received: 162

Question: 20

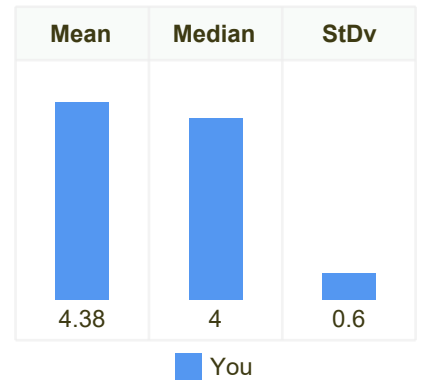
Surveyee Type: All



## 2018 Institution Specific Questions

**Q** I trust the Lake Superior College employees I deal with to act with integrity.

Answer	Count	Percent
5. Strongly agree	62	42.47%
4. Agree	75	51.37%
3. Neutral	6	4.11%
2. Disagree	1	0.68%
1. Strongly disagree	0	0%
Doesn't apply / Don't know	2	1.37%



# 2018 Higher Education Partnership Satisfaction Survey Results

Lake Superior College

4/16/2018 - 4/27/2018

Total Send: 489

Total Received: 162

Question: 21

Surveyee Type: All



## 2018 Institution Specific Questions

**Q** Lake Superior College values my viewpoints and participation in our partnership.

Answer	Count	Percent
5. Strongly agree	51	34.93%
4. Agree	65	44.52%
3. Neutral	18	12.33%
2. Disagree	3	2.05%
1. Strongly disagree	2	1.37%
Doesn't apply / Don't know	7	4.79%

