Higher Education Partnership Satisfaction Survey Results
Lake Superior College

BACKGROUND

The development of the Partnership Satisfaction Survey was a collaborative effort between multiple AQIP institutions. The objective was to create measures and a benchmark tool for partnership satisfaction. The survey was administered by the following nine institutions:

1) Central Arizona College – Coolidge, AZ
2) Central Community College – Grand Island, NE
3) Colorado Mountain College – Glenwood Springs, CO
4) Eastern Arizona College – Thatcher, AZ
5) Lake Superior College – Duluth, MN
6) Missouri Western State University – St. Joseph, MO
7) Red Rocks Community College – Lakewood, CO
8) San Juan College – Farmington, NM
9) Western New Mexico University – Silver City, NM

Each institutional partner was placed into one of the following categories based on the relationship between the partner and the institution. The number of LSC partners within each category is indicated below:

P1) Educational organizations and other organizations from which you receive your students (44)
P2) Educational organizations and employers that depend on the supply of your students (8)
P3) Organizations that provide services to your students (6)
P4) Organizations that supply materials and services to your organization (0)
P5) Educational associations, external agencies, consortia partners, and the general community with whom you interact (56)

Overall, there were 761 survey respondents. With respect to Lake Superior College, 224 partners were invited to take the survey and 114 participated (response rate of 51%).

Graphical summaries of the LSC survey results are presented below, including frequency distributions for demographic and benchmark questions. Comparisons of LSC results and results from all institutions (“Everyone”) are also included. All figures in the charts below represent percentages unless otherwise noted. Survey comments are included within the companion document.
SURVEY RESPONSES

What method of communication do you prefer to use to communicate with LSC?

![Communication Method Chart]

During the past 12 months, how often have you communicated with LSC?

![Frequency Chart]

How long has your organization partnered with LSC?

![Partnership Duration Chart]

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

![Governing Document Chart]

Office of Accreditation, Assessment, and Research
5/23/12
Source: EAC Partnership Satisfaction Survey Results
A relationship of mutual trust exists between LSC and our organization.

Our organization plans to continue the relationship with LSC for the foreseeable future.

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

Our organization feels comfortable contacting LSC with questions or concerns.
Our organization's opinions and recommendations are respected by LSC.

LSC gives our organization adequate lead time when requesting information or reports.

When requesting information from LSC, our organization receives it in a timely manner and information is accurate.

The purposes of the partnership are well defined.

The responsibilities of each party are well defined.

Office of Accreditation, Assessment, and Research
5/23/12
Source: EAC Partnership Satisfaction Survey Results
Our organization receives a return on our investment of time and money into this partnership.

Overall, our organization is satisfied with the relationship between LSC and our organization.

Our organization is likely to recommend that others form partnerships with LSC.
SUMMARY

Aggregate LSC Partners

Overall, the response received by Lake Superior College’s partners was very positive. With respect to the 13 benchmark questions, the combined responses for the Disagree and Strongly disagree options ranges from only 0% to 5%. In other words, the combined response rate for Strongly agree, Agree, and Doesn’t apply/Don’t know ranges from 95% to 100%. The survey comments (see companion document) provide some detail regarding areas of dissatisfaction, particularly with communication.

When comparing the means of the LSC survey group with the means of the survey group consisting of all institutions combined, the differences are quite small. However, these differences must be evaluated relative to the variability of the scores, and therefore the t-test was used to determine whether or not these small differences are statistically significant. For each of the 13 benchmark questions, it was found that the difference in the means of the two survey groups is not statistically significant at the 0.05 level.

Individual LSC Partner Categories

With respect to the individual partner categories, results similar to those for the aggregate group are noted for both “P1: Educational organizations and other organizations from which you receive your students” and “P5: Educational associations, external agencies, consortia partners, and the general community with whom you interact.” For the remaining partner categories, the small number of survey participants precludes meaningful analysis.