

# Fall 2015 Student Satisfaction Survey

Saturday, March 26, 2016

# 69

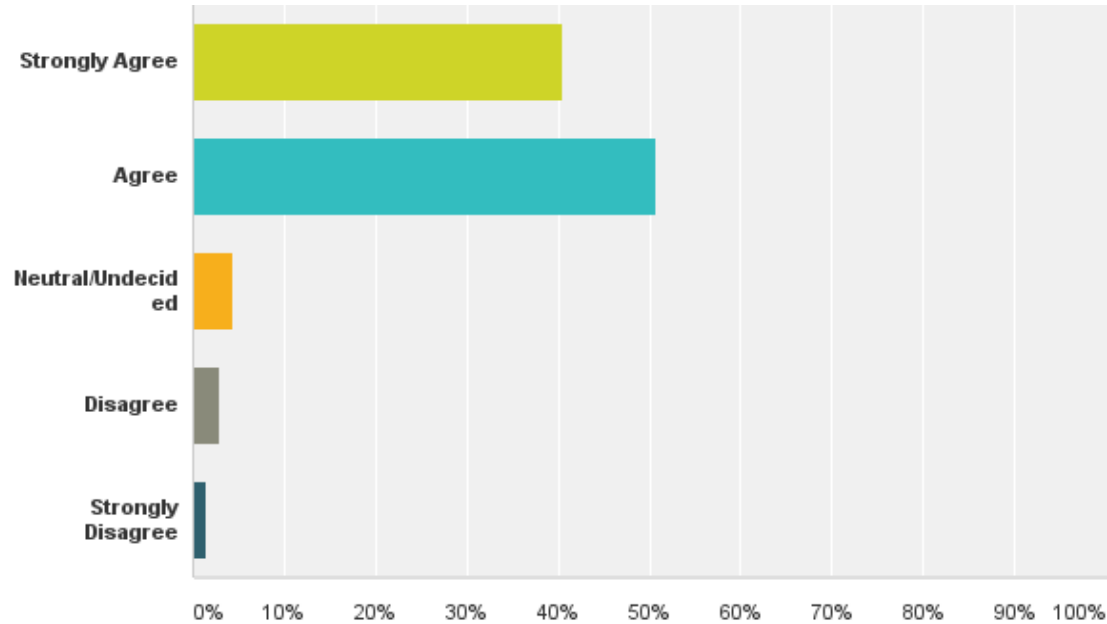
**Total Responses**

Date Created: Saturday, December 12, 2015

Complete Responses: 69

# Q1: I feel welcomed at the International College of the Cayman Islands.

Answered: 69 Skipped: 0



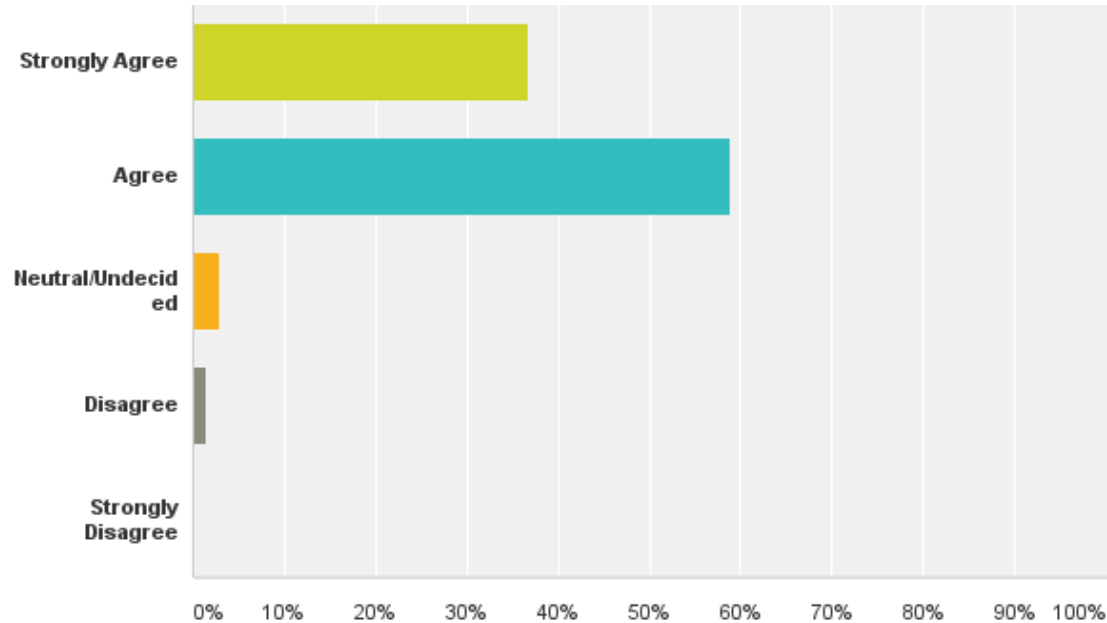
# Q1: I feel welcomed at the International College of the Cayman Islands.

Answered: 69 Skipped: 0

Answer Choices	Responses
Strongly Agree	40.58% 28
Agree	50.72% 35
Neutral/Undecided	4.35% 3
Disagree	2.90% 2
Strongly Disagree	1.45% 1
<b>Total</b>	<b>69</b>

# Q2: There is a commitment to academic excellence at the International College of the Cayman Islands

Answered: 68 Skipped: 1



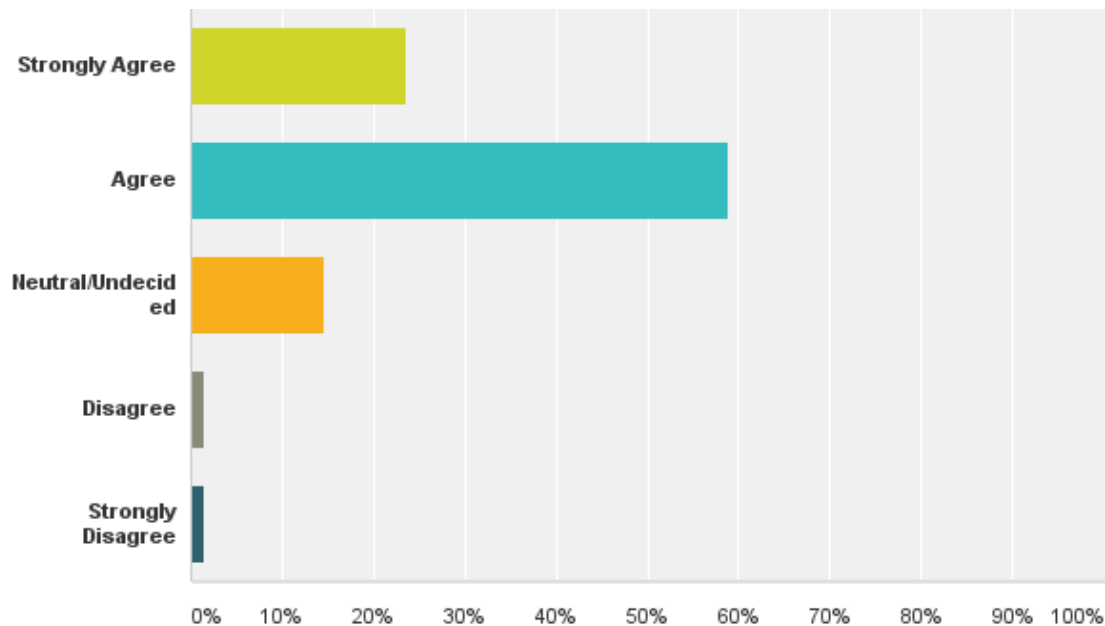
## Q2: There is a commitment to academic excellence at the International College of the Cayman Islands

Answered: 68 Skipped: 1

Answer Choices	Responses	
Strongly Agree	36.76%	25
Agree	58.82%	40
Neutral/Undecided	2.94%	2
Disagree	1.47%	1
Strongly Disagree	0.00%	0
<b>Total</b>		<b>68</b>

# Q3: The quality of my educational experience at ICCI is worth the tuition that I am investing.

Answered: 68 Skipped: 1



# Q3: The quality of my educational experience at ICCI is worth the tuition that I am investing.

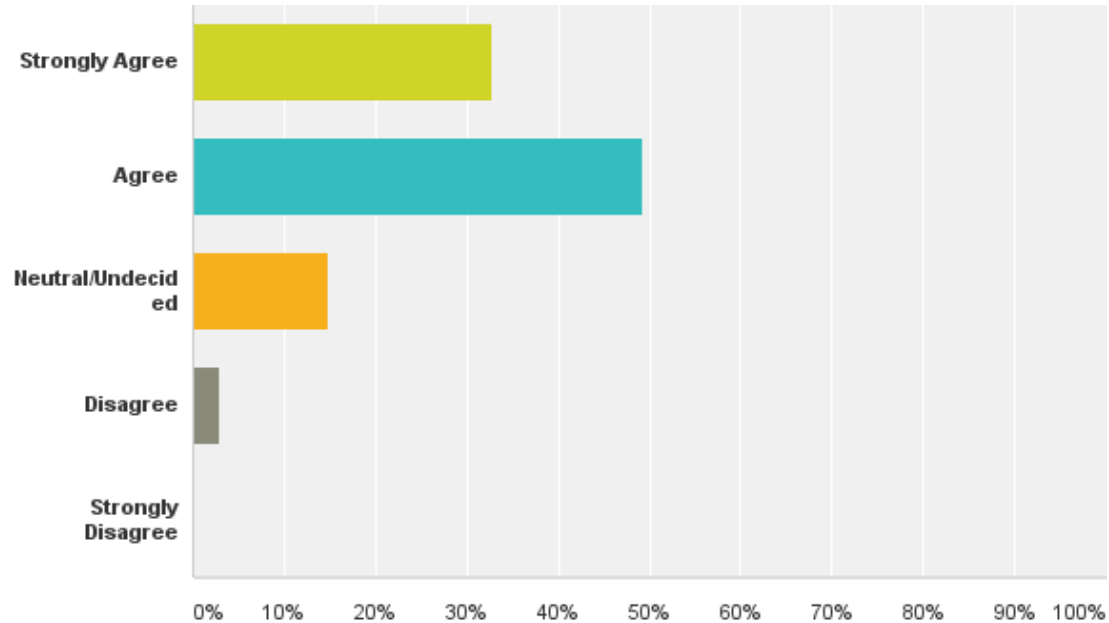
Answered: 68 Skipped: 1

Answer Choices	Responses	
Strongly Agree	23.53%	16
Agree	58.82%	40
Neutral/Undecided	14.71%	10
Disagree	1.47%	1
Strongly Disagree	1.47%	1
<b>Total</b>		<b>68</b>



# Q4: My educational experience at ICCL will prepare me to land a job or advance in my career field.

Answered: 67 Skipped: 2



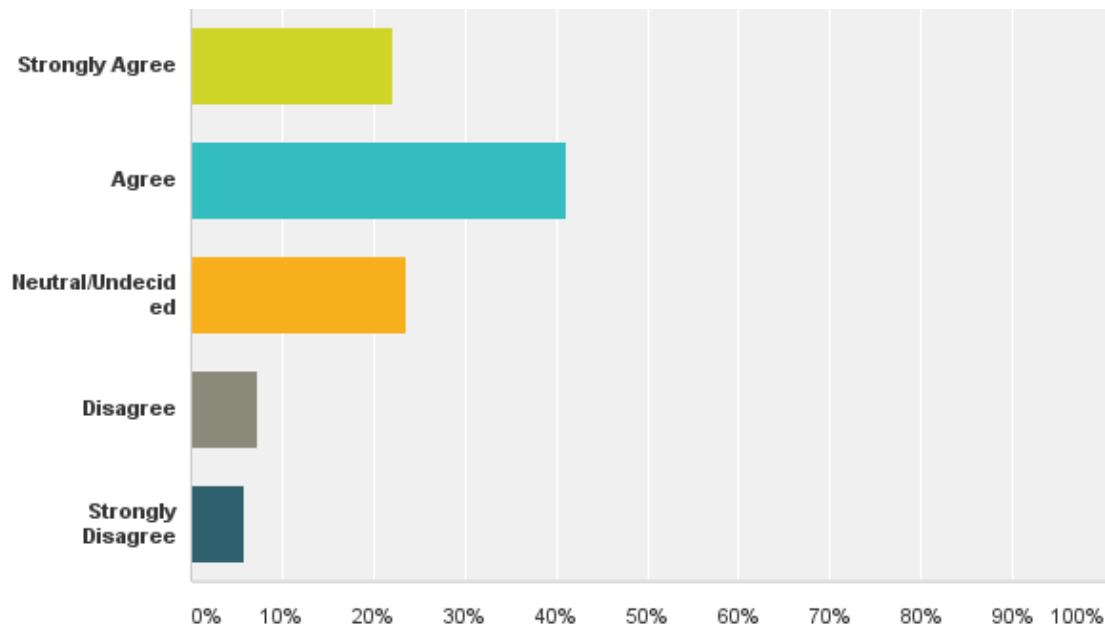
## Q4: My educational experience at ICCI will prepare me to land a job or advance in my career field.

Answered: 67 Skipped: 2

Answer Choices	Responses	
Strongly Agree	32.84%	22
Agree	49.25%	33
Neutral/Undecided	14.93%	10
Disagree	2.99%	2
Strongly Disagree	0.00%	0
<b>Total</b>		<b>67</b>

# Q5: I can easily reach offices at ICICI by phone when I need something.

Answered: 68 Skipped: 1



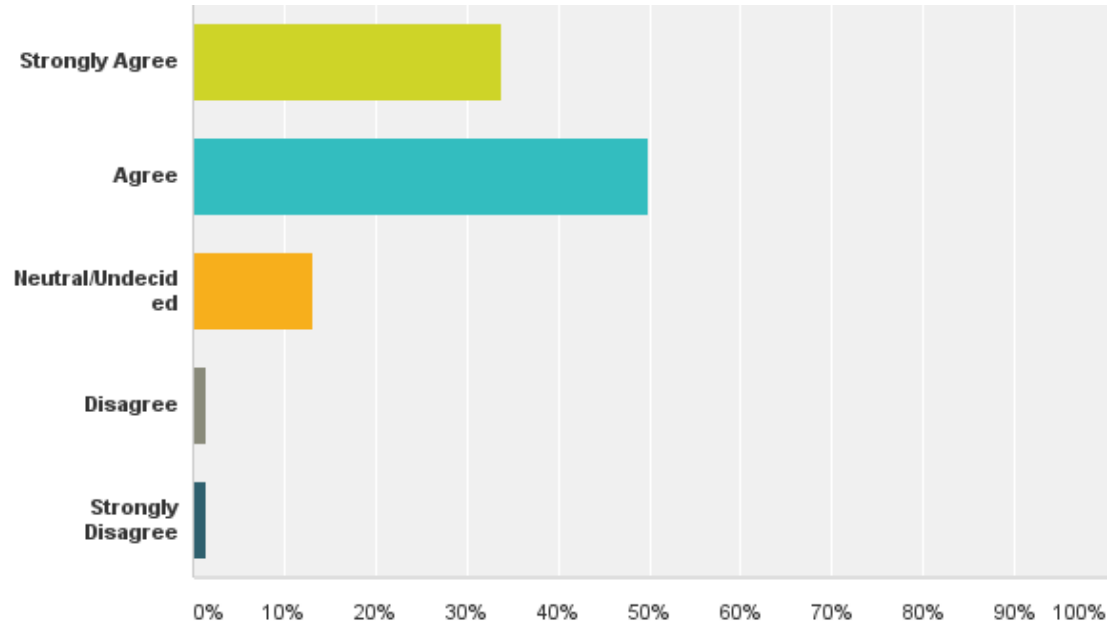
# Q5: I can easily reach offices at ICCI by phone when I need something.

Answered: 68 Skipped: 1

Answer Choices	Responses
Strongly Agree	22.06% 15
Agree	41.18% 28
Neutral/Undecided	23.53% 16
Disagree	7.35% 5
Strongly Disagree	5.88% 4
<b>Total</b>	<b>68</b>

# Q6: I can easily reach offices at ICICI by email when I need something.

Answered: 68 Skipped: 1



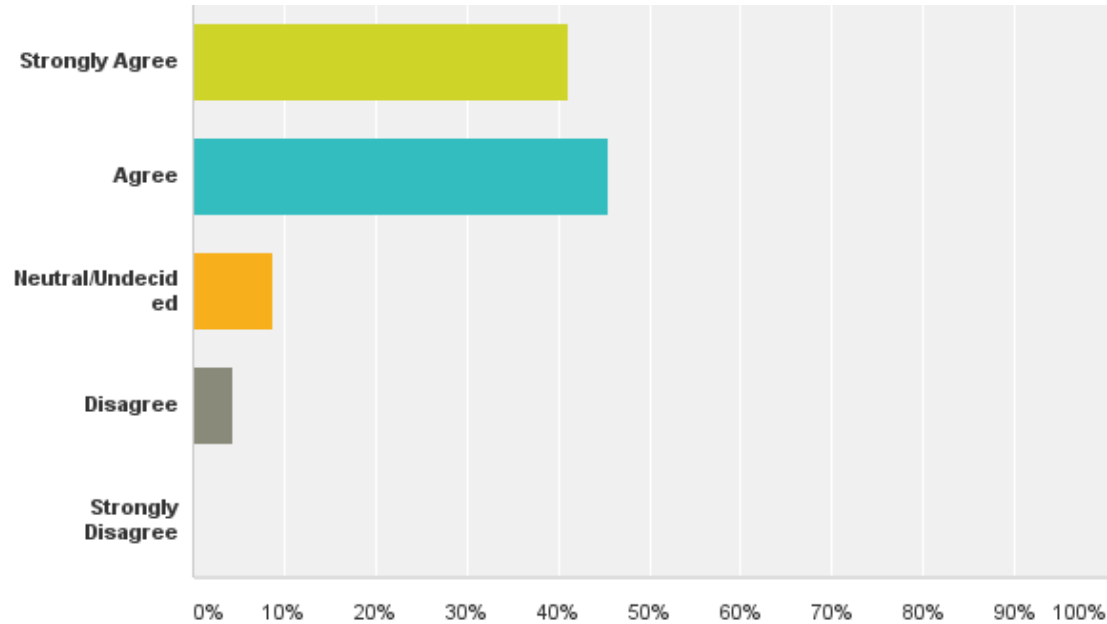
# Q6: I can easily reach offices at ICCI by email when I need something.

Answered: 68 Skipped: 1

Answer Choices	Responses
Strongly Agree	33.82% 23
Agree	50.00% 34
Neutral/Undecided	13.24% 9
Disagree	1.47% 1
Strongly Disagree	1.47% 1
<b>Total</b>	<b>68</b>

# Q7: I can easily reach offices at ICCL in person when I need something.

Answered: 68 Skipped: 1



# Q7: I can easily reach offices at ICCL in person when I need something.

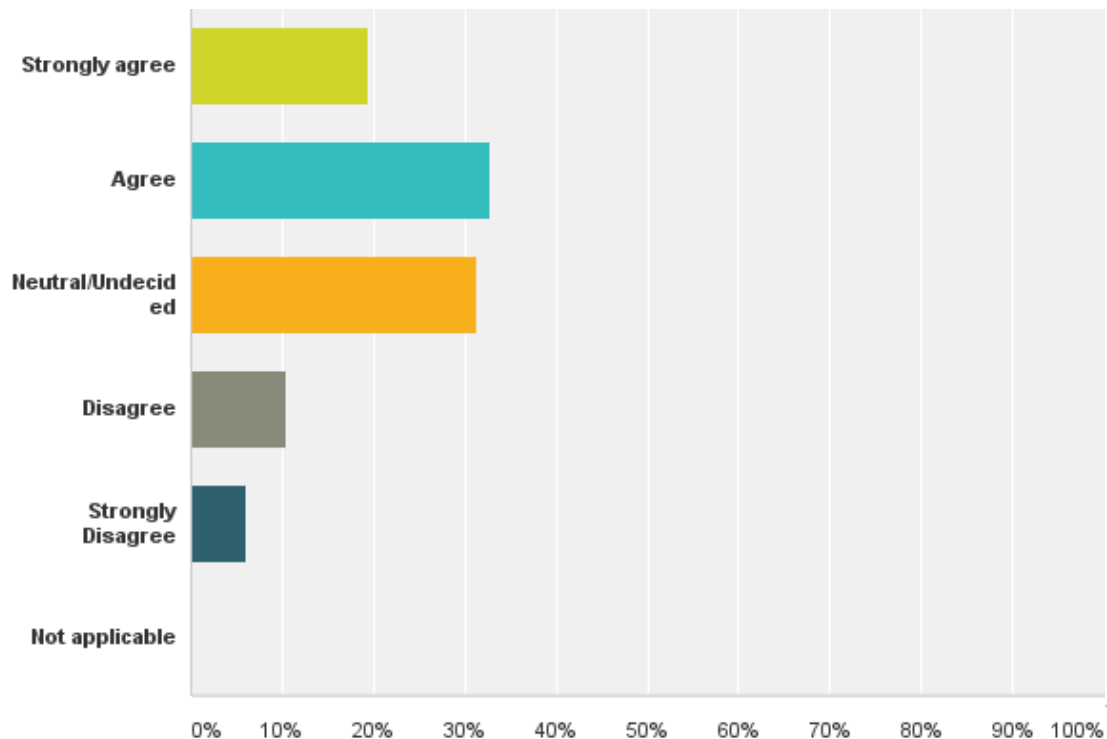
Answered: 68 Skipped: 1

Answer Choices	Responses	
Strongly Agree	41.18%	28
Agree	45.59%	31
Neutral/Undecided	8.82%	6
Disagree	4.41%	3
Strongly Disagree	0.00%	0
<b>Total</b>		<b>68</b>



# Q8: Channels are readily available for me to express my concerns as a student.

Answered: 67 Skipped: 2



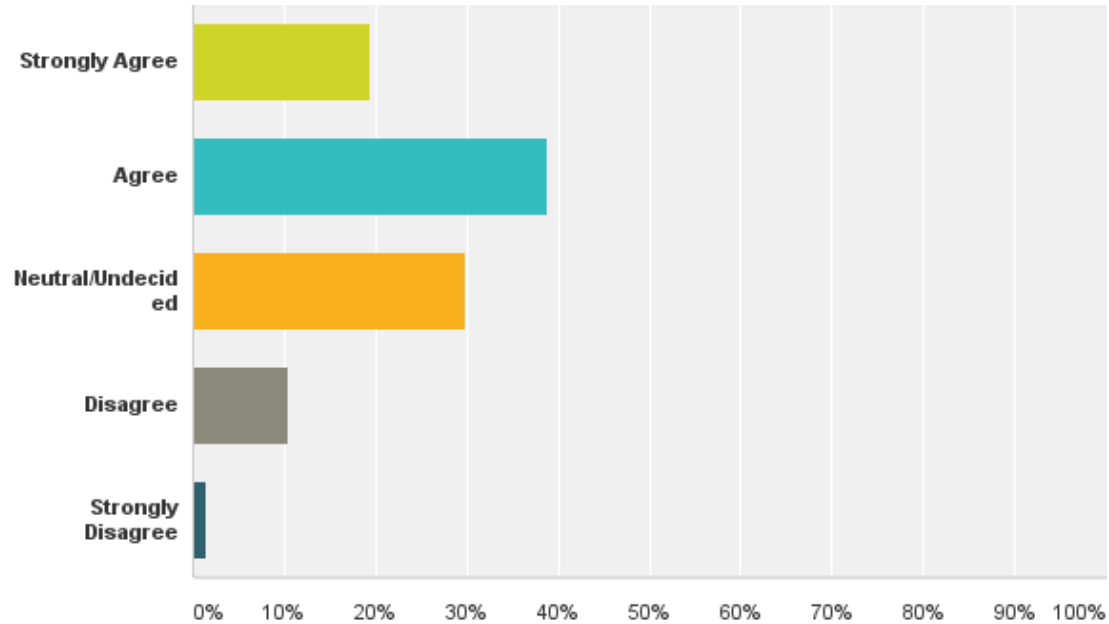
## Q8: Channels are readily available for me to express my concerns as a student.

Answered: 67 Skipped: 2

Answer Choices	Responses
Strongly agree	19.40% 13
Agree	32.84% 22
Neutral/Undecided	31.34% 21
Disagree	10.45% 7
Strongly Disagree	5.97% 4
Not applicable	0.00% 0
<b>Total</b>	<b>67</b>

## Q9: I am satisfied about the course book ordering process.

Answered: 67 Skipped: 2



## Q9: I am satisfied about the course book ordering process.

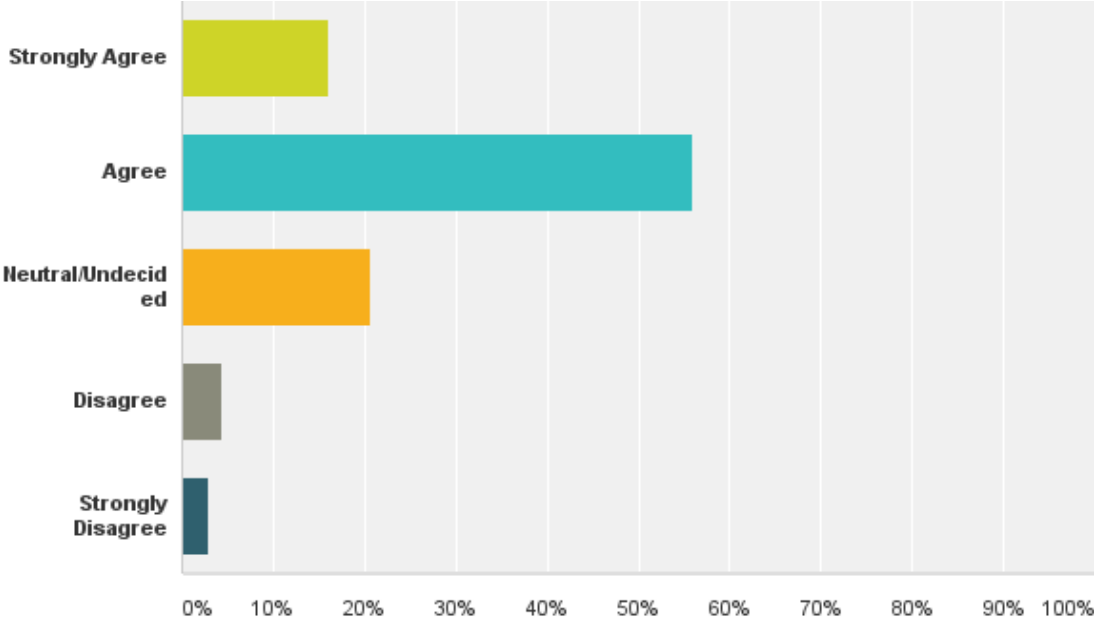
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Answered: 67 Skipped: 2

Answer Choices	Responses	
Strongly Agree	19.40%	13
Agree	38.81%	26
Neutral/Undecided	29.85%	20
Disagree	10.45%	7
Strongly Disagree	1.49%	1
<b>Total</b>		<b>67</b>

# Q10: ICCI's billing policies are reasonable.

Answered: 68 Skipped: 1



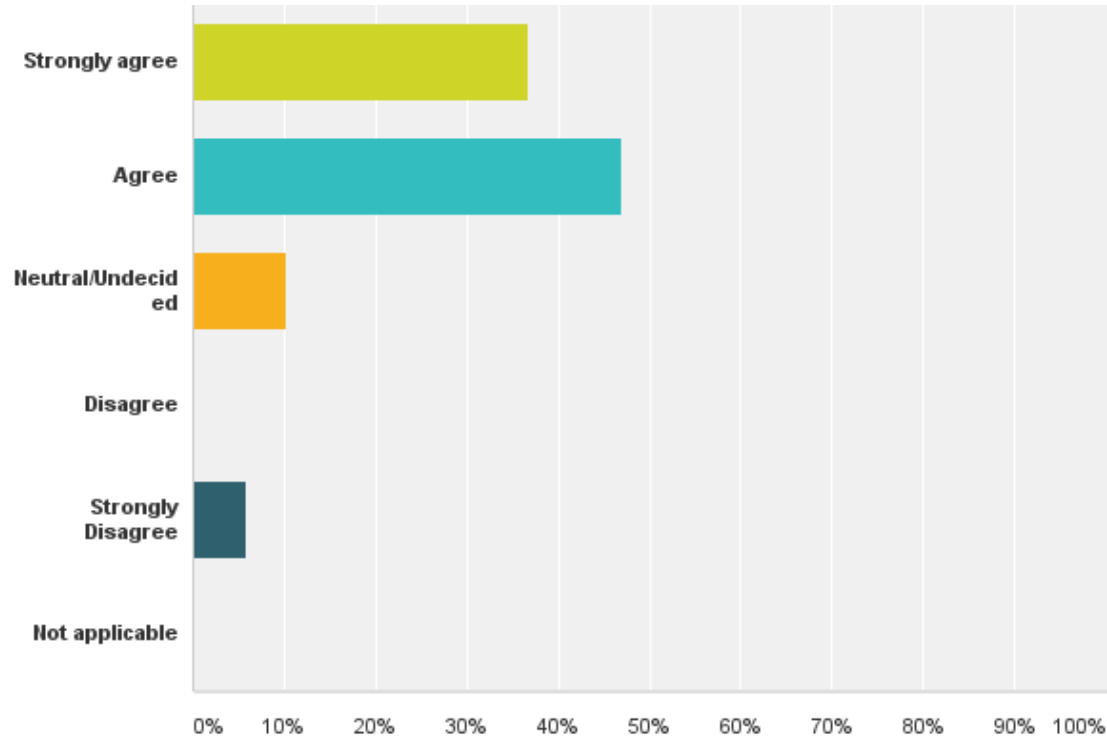
## Q10: ICCI's billing policies are reasonable.

Answered: 68 Skipped: 1

Answer Choices	Responses	
Strongly Agree	<b>16.18%</b>	11
Agree	<b>55.88%</b>	38
Neutral/Undecided	<b>20.59%</b>	14
Disagree	<b>4.41%</b>	3
Strongly Disagree	<b>2.94%</b>	2
<b>Total</b>		<b>68</b>

# Q11: Populi is a helpful tool for me as a student.

Answered: 68 Skipped: 1



# Q11: Populi is a helpful tool for me as a student.

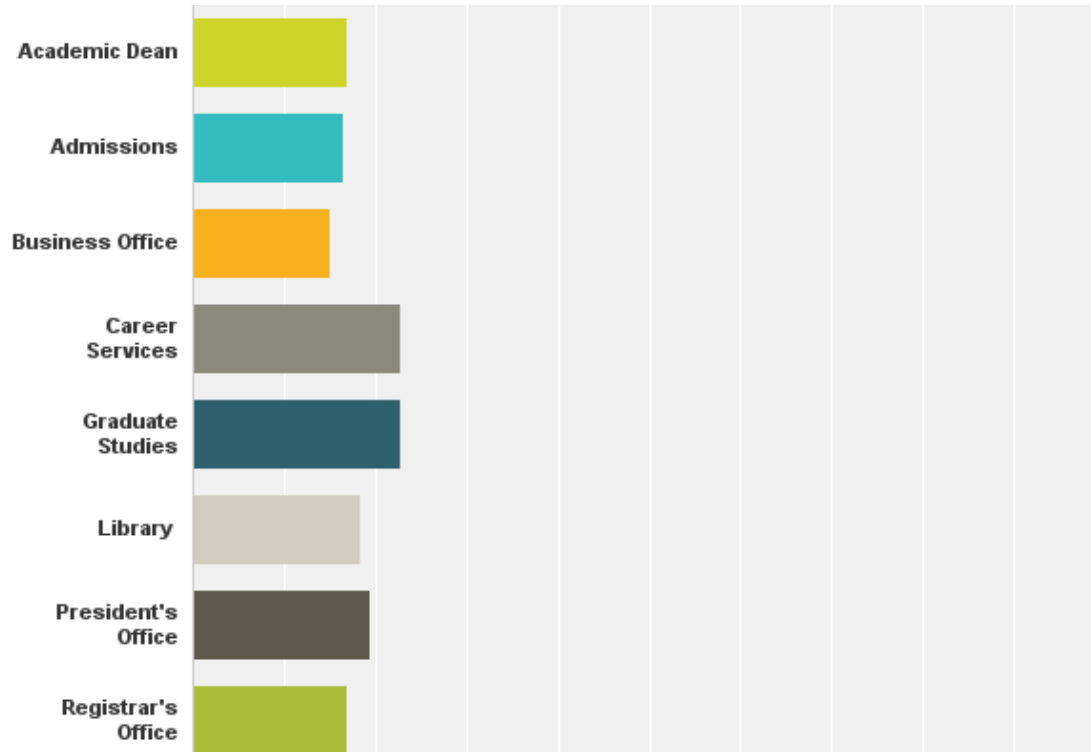
Answered: 68 Skipped: 1

Answer Choices	Responses
Strongly agree	36.76% 25
Agree	47.06% 32
Neutral/Undecided	10.29% 7
Disagree	0.00% 0
Strongly Disagree	5.88% 4
Not applicable	0.00% 0
<b>Total</b>	<b>68</b>



# Q12: During your time to date at ICCI, how satisfied are you with the overall services of the following offices:

Answered: 68 Skipped: 1



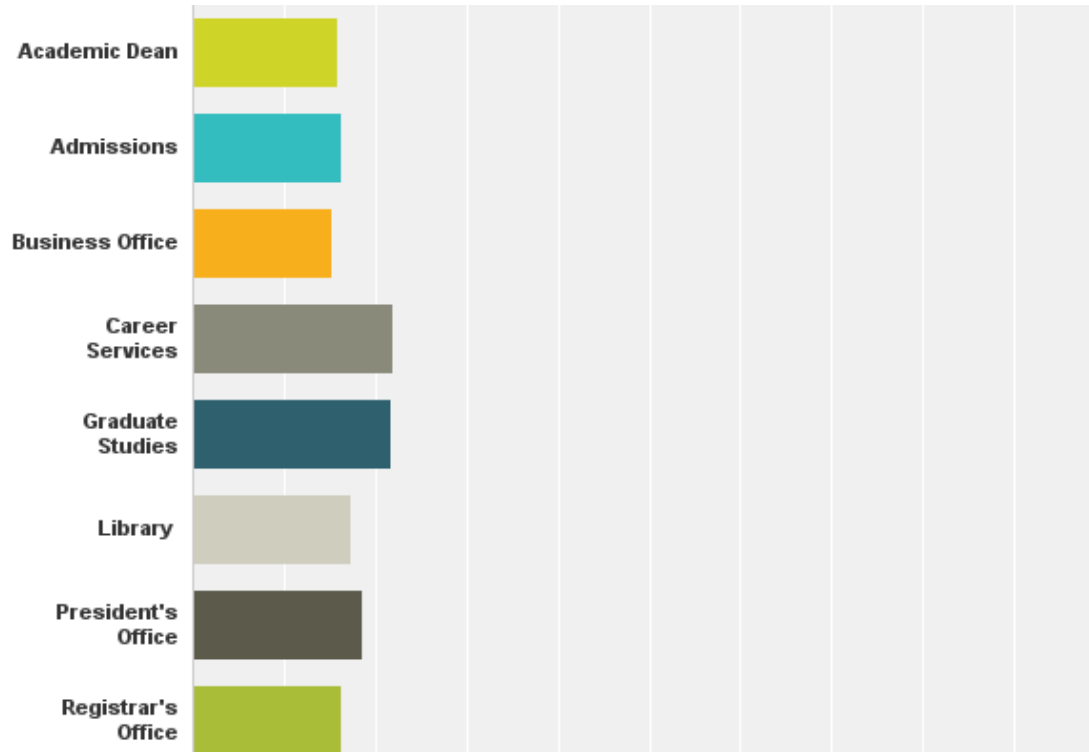
# Q12: During your time to date at ICCI, how satisfied are you with the overall services of the following offices:

Answered: 68 Skipped: 1

	Very Satisfied	Satisfied	Neither Satisfied nor unsatisfied	Unsatisfied	Very Unsatisfied	Not applicable	Total	Weighted Average
Academic Dean	38.24% 26	54.41% 37	7.35% 5	0.00% 0	0.00% 0	0.00% 0	68	1.69
Admissions	38.24% 26	54.41% 37	4.41% 3	0.00% 0	0.00% 0	2.94% 2	68	1.65
Business Office	52.94% 36	42.65% 29	4.41% 3	0.00% 0	0.00% 0	0.00% 0	68	1.51
Career Services	16.18% 11	29.41% 20	25.00% 17	1.47% 1	2.94% 2	25.00% 17	68	2.27
Graduate Studies	16.18% 11	27.94% 19	14.71% 10	2.94% 2	4.41% 3	33.82% 23	68	2.27
Library	38.24% 26	42.65% 29	16.18% 11	2.94% 2	0.00% 0	0.00% 0	68	1.84
President's Office	29.41% 20	48.53% 33	20.59% 14	1.47% 1	0.00% 0	0.00% 0	68	1.94
Registrar's Office	42.65% 29	42.65% 29	13.24% 9	0.00% 0	0.00% 0	1.47% 1	68	1.70

# Q13: How satisfied are you with the treatment you receive as a student from the following offices?

Answered: 68 Skipped: 1



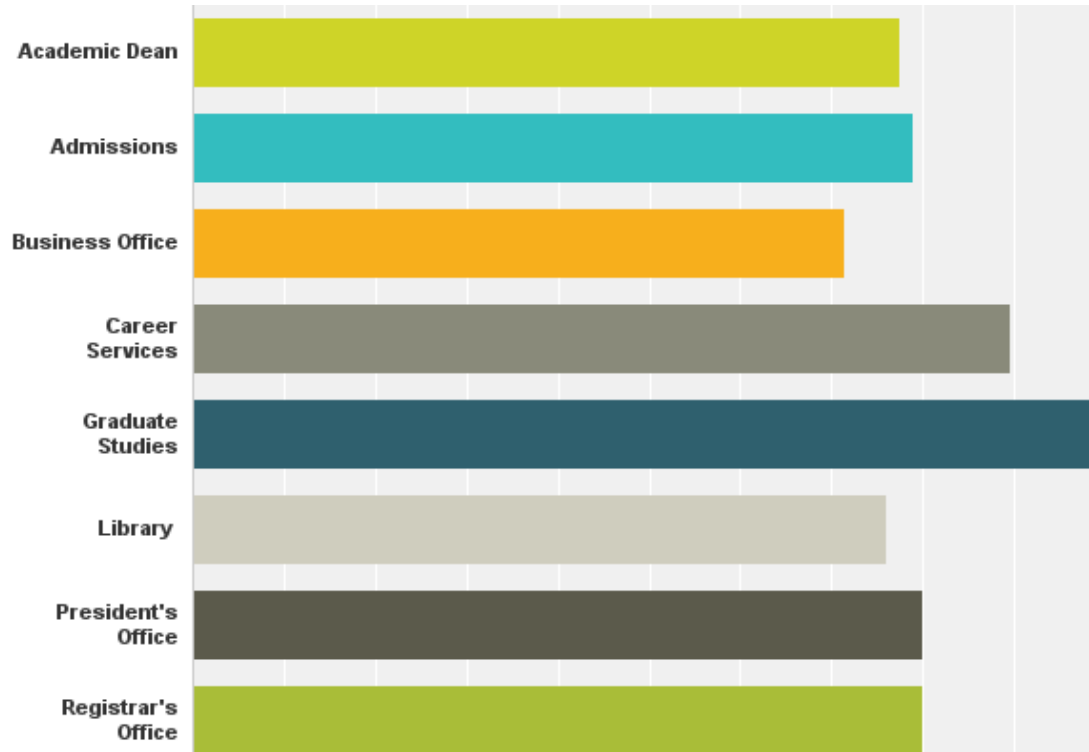
# Q13: How satisfied are you with the treatment you receive as a student from the following offices?

Answered: 68 Skipped: 1

	Very Satisfied	Satisfied	Neither Satisfied nor unsatisfied	Unsatisfied	Very Unsatisfied	Not applicable	Total	Weighted Average
Academic Dean	43.94% 29	53.03% 35	3.03% 2	0.00% 0	0.00% 0	0.00% 0	66	1.59
Admissions	42.42% 28	46.97% 31	6.06% 4	0.00% 0	0.00% 0	4.55% 3	66	1.62
Business Office	48.48% 32	50.00% 33	1.52% 1	0.00% 0	0.00% 0	0.00% 0	66	1.53
Career Services	16.42% 11	31.34% 21	20.90% 14	0.00% 0	2.99% 2	28.36% 19	67	2.19
Graduate Studies	19.70% 13	24.24% 16	13.64% 9	1.52% 1	4.55% 3	36.36% 24	66	2.17
Library	41.79% 28	43.28% 29	11.94% 8	1.49% 1	0.00% 0	1.49% 1	67	1.73
President's Office	36.76% 25	41.18% 28	22.06% 15	0.00% 0	0.00% 0	0.00% 0	68	1.85
Registrar's Office	44.78% 30	46.27% 31	7.46% 5	0.00% 0	0.00% 0	1.49% 1	67	1.62

# Q14: Please rate the degree of responsiveness to your requests from the following offices

Answered: 67 Skipped: 2



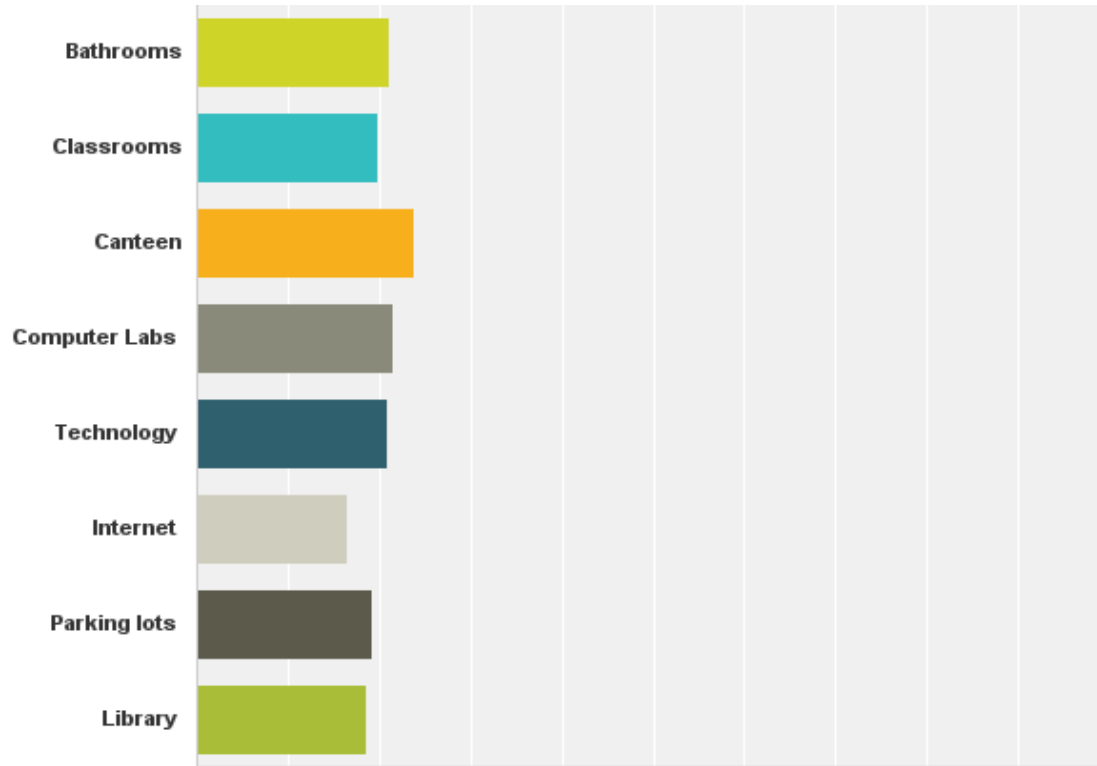
# Q14: Please rate the degree of responsiveness to your requests from the following offices

Answered: 67 Skipped: 2

	Highly responsive	Responsive	Unresponsive	Highly Unresponsive	Not applicable	Total	Weighted Average
Academic Dean	46.97% 31	48.48% 32	3.03% 2	0.00% 0	1.52% 1	66	1.55
Admissions	42.42% 28	50.00% 33	0.00% 0	1.52% 1	6.06% 4	66	1.58
Business Office	56.72% 38	43.28% 29	0.00% 0	0.00% 0	0.00% 0	67	1.43
Career Services	20.00% 13	33.85% 22	4.62% 3	1.54% 1	40.00% 26	65	1.79
Graduate Studies	18.18% 12	28.79% 19	7.58% 5	4.55% 3	40.91% 27	66	1.97
Library	46.97% 31	46.97% 31	1.52% 1	0.00% 0	4.55% 3	66	1.52
President's Office	42.42% 28	46.97% 31	4.55% 3	0.00% 0	6.06% 4	66	1.60
Registrar's Office	41.79% 28	53.73% 36	0.00% 0	1.49% 1	2.99% 2	67	1.60
Student	26.87%	35.82%	0.00%	1.49%	35.82%		

# Q15: How satisfied are you with the following facilities?

Answered: 67 Skipped: 2



# Q15: How satisfied are you with the following facilities?

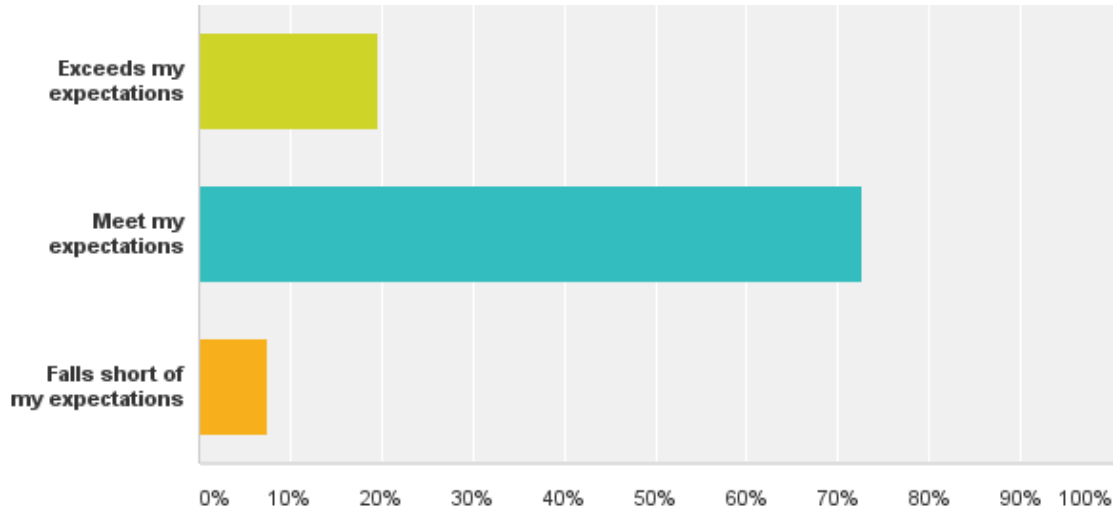
Answered: 67 Skipped: 2

	Very satisfied	Satisfied	Neither Satisfied nor Unsatisfied	Unsatisfied	Very Unsatisfied	Total	Weighted Average
Bathrooms	25.76% 17	46.97% 31	10.61% 7	12.12% 8	4.55% 3	66	2.10
Classrooms	18.75% 12	65.63% 42	7.81% 5	4.69% 3	3.13% 2	64	1.98
Canteen	16.67% 11	31.82% 21	28.79% 19	10.61% 7	12.12% 8	66	2.38
Computer Labs	19.40% 13	50.75% 34	13.43% 9	10.45% 7	5.97% 4	67	2.16
Technology	24.62% 16	49.23% 32	10.77% 7	10.77% 7	4.62% 3	65	2.08
Internet	40.30% 27	53.73% 36	2.99% 2	1.49% 1	1.49% 1	67	1.65
Parking lots	25.37% 17	50.75% 34	11.94% 8	2.99% 2	8.96% 6	67	1.92
Library	26.87% 18	55.22% 37	13.43% 9	0.00% 0	4.48% 3	67	1.86



# Q16: Please indicate which one of the following that best describes your overall customer service experiences at ICCL:

Answered: 66 Skipped: 3



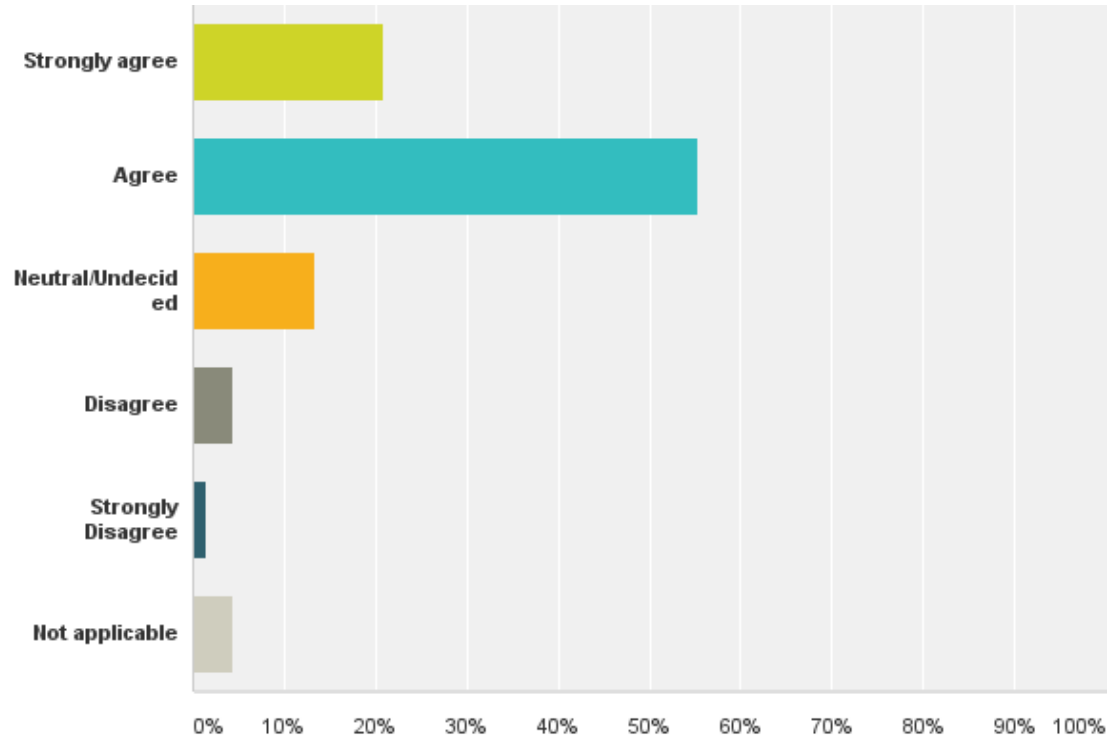
# Q16: Please indicate which one of the following that best describes your overall customer service experiences at ICCI:

Answered: 66 Skipped: 3

Answer Choices	Responses	
Exceeds my expectations	19.70%	13
Meet my expectations	72.73%	48
Falls short of my expectations	7.58%	5
<b>Total</b>		<b>66</b>

# Q17: The parking lots are safe and secure.

Answered: 67 Skipped: 2



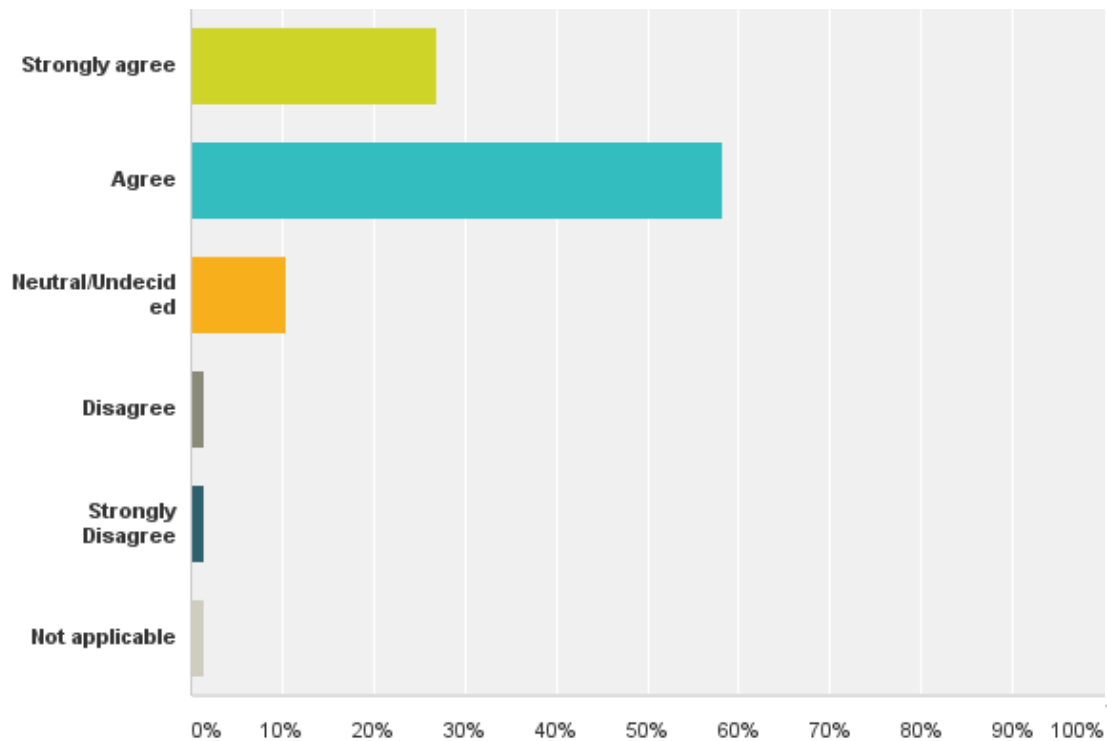
## Q17: The parking lots are safe and secure.

Answered: 67 Skipped: 2

Answer Choices	Responses	
Strongly agree	20.90%	14
Agree	55.22%	37
Neutral/Undecided	13.43%	9
Disagree	4.48%	3
Strongly Disagree	1.49%	1
Not applicable	4.48%	3
<b>Total</b>		<b>67</b>

## Q18: The classrooms are safe.

Answered: 67 Skipped: 2



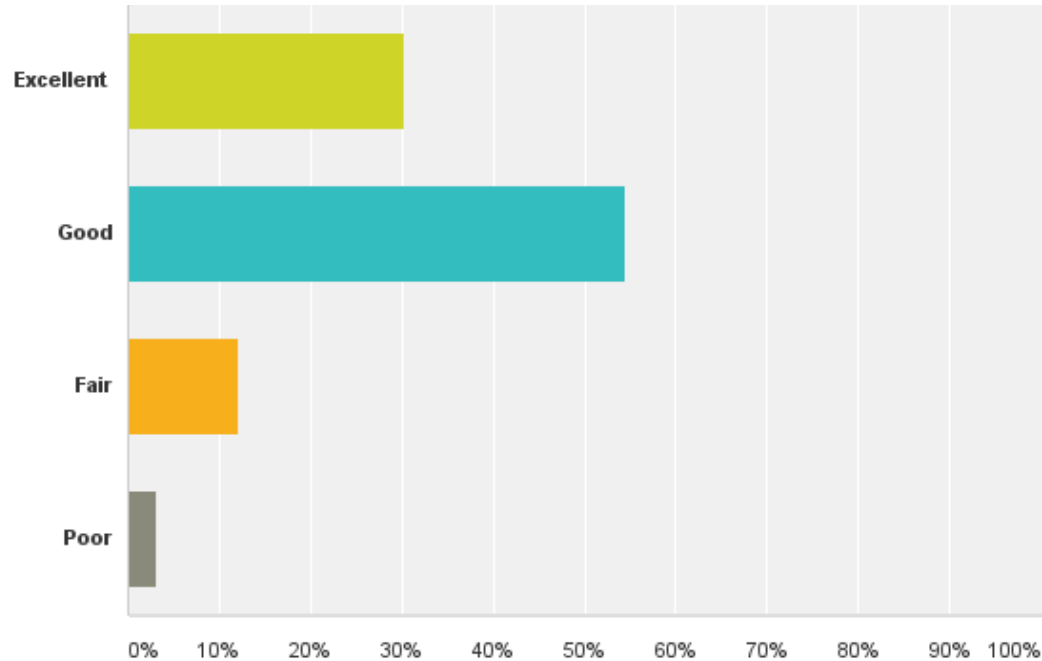
## Q18: The classrooms are safe.

Answered: 67 Skipped: 2

Answer Choices	Responses	
Strongly agree	26.87%	18
Agree	58.21%	39
Neutral/Undecided	10.45%	7
Disagree	1.49%	1
Strongly Disagree	1.49%	1
Not applicable	1.49%	1
<b>Total</b>		<b>67</b>

# Q19: How would you characterize the overall academic and learning environment at ICCI?

Answered: 66 Skipped: 3



# Q19: How would you characterize the overall academic and learning environment at ICCI?

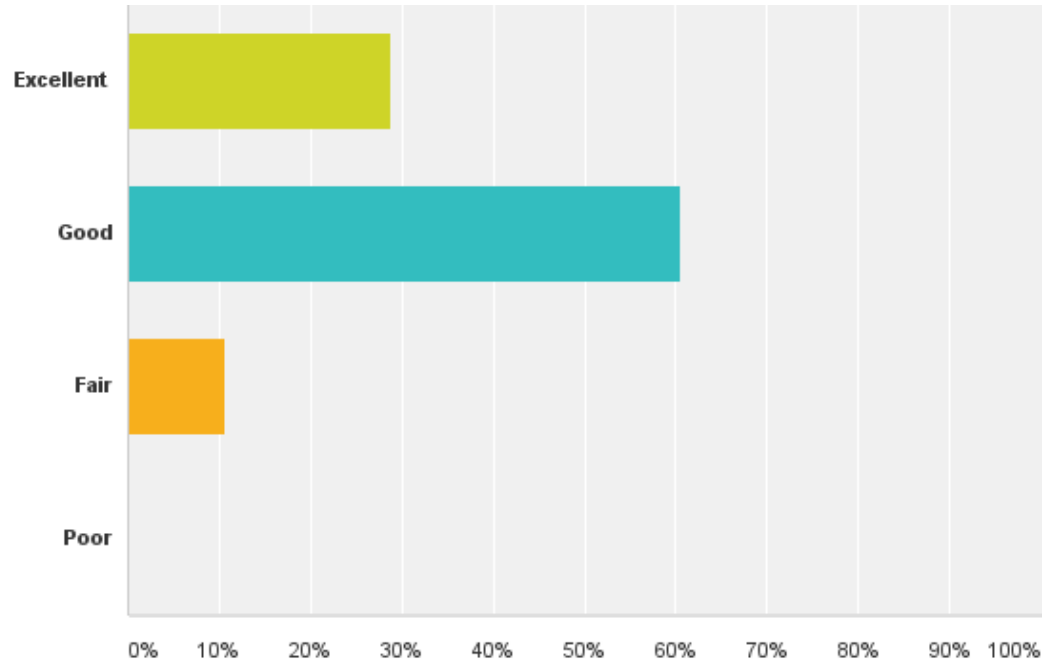
Answered: 66 Skipped: 3

Answer Choices	Responses
Excellent	30.30% 20
Good	54.55% 36
Fair	12.12% 8
Poor	3.03% 2
<b>Total</b>	<b>66</b>



## Q20: How would you rate the overall quality of teaching at ICCI?

Answered: 66 Skipped: 3



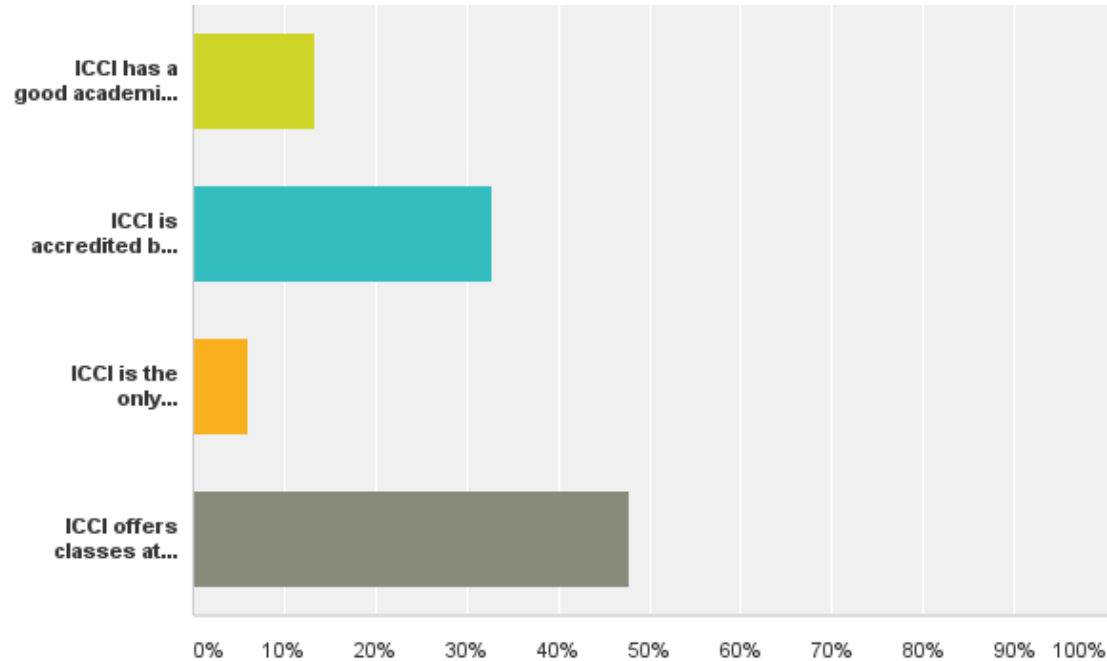
## Q20: How would you rate the overall quality of teaching at ICCI?

Answered: 66 Skipped: 3

Answer Choices	Responses
Excellent	28.79% 19
Good	60.61% 40
Fair	10.61% 7
Poor	0.00% 0
<b>Total</b>	<b>66</b>

# Q21: Please indicate the most important reason why you decided to pursue higher education at ICCI?

Answered: 67 Skipped: 2



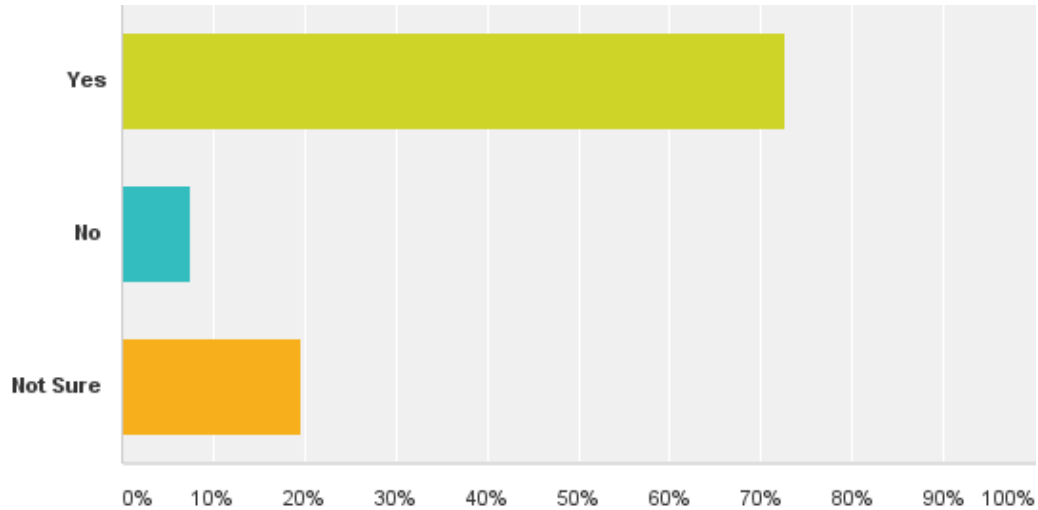
# Q21: Please indicate the most important reason why you decided to pursue higher education at ICCI?

Answered: 67 Skipped: 2

Answer Choices	Responses	
ICCI has a good academic reputation.	13.43%	9
ICCI is accredited by one of the major U.S. accrediting bodies.	32.84%	22
ICCI is the only institution on Island that offers my program of interest	5.97%	4
ICCI offers classes at night allowing me to pursue my degree while I work.	47.76%	32
<b>Total</b>		<b>67</b>

## Q24: Do you plan to complete your degree at ICCI?

Answered: 66 Skipped: 3



## Q24: Do you plan to complete your degree at ICCI?

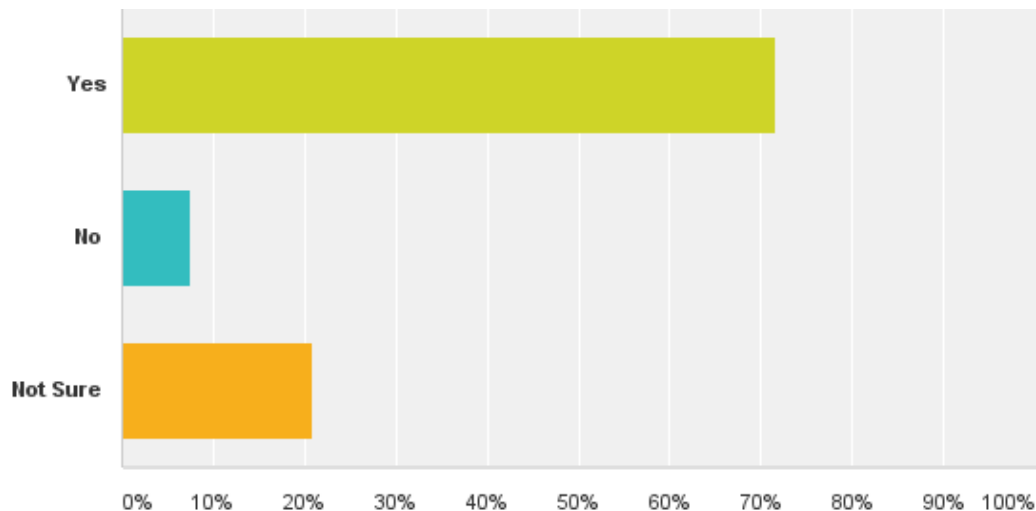
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Answered: 66 Skipped: 3

Answer Choices	Responses
Yes	72.73% 48
No	7.58% 5
Not Sure	19.70% 13
<b>Total</b>	<b>66</b>

# Q25: If you could start over again, would you still choose to attend ICCI?

Answered: 67 Skipped: 2



# Q25: If you could start over again, would you still choose to attend ICCI?

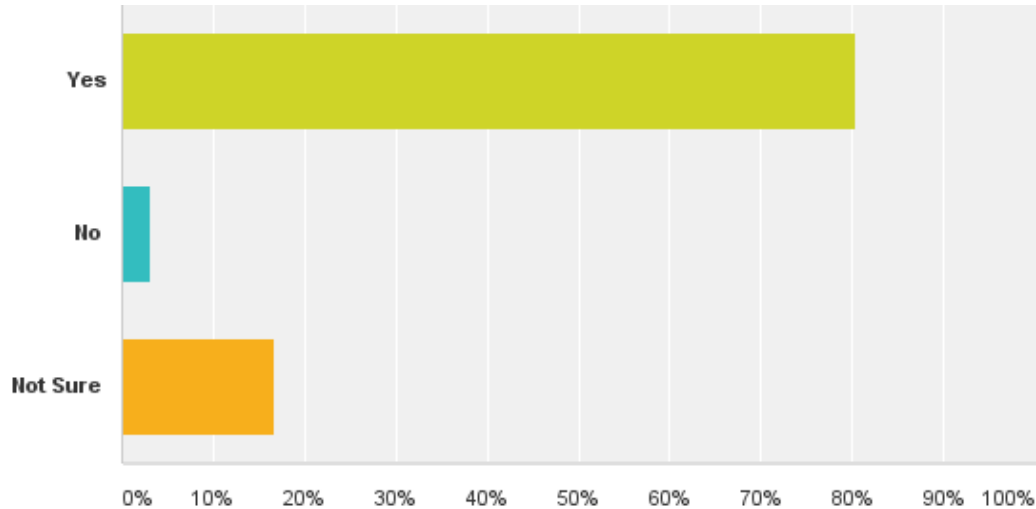
Answered: 67 Skipped: 2

Answer Choices	Responses	
Yes	71.64%	48
No	7.46%	5
Not Sure	20.90%	14
<b>Total</b>		<b>67</b>



# Q26: Would you recommend going to school at ICCI to your friends and relatives?

Answered: 66 Skipped: 3



# Q26: Would you recommend going to school at ICCI to your friends and relatives?

Answered: 66 Skipped: 3

Answer Choices	Responses
Yes	80.30% 53
No	3.03% 2
Not Sure	16.67% 11
<b>Total</b>	<b>66</b>