



February 1, 2019

Dear Visiting Team,

This letter is accompanied by a report of the responses received from Luna Community College's student body through a survey conducted by the Higher Learning Commission in January 2019. The survey was intended to give all students an opportunity to participate in the accreditation process. Their responses may help you identify possible questions for your meetings with faculty, staff and students during your visit.

HLC staff has removed any identifying information of faculty, staff and students with the exception of the institution's chief executive officer.

A copy of the results is also being sent to the institution's chief executive officer and accreditation liaison officer. Per HLC policy, prior to the visit the institution may provide the evaluation team and HLC additional information or other data in response to the student survey.

If you have any questions or comments regarding the student survey report, please contact the institution's staff liaison, Steph Brzuzy.

Sincerely,

Higher Learning Commission

CC: Mr. Ricky Serna, Interim President  
Dr. Sharon Lalla, ALO

# **Higher Learning Commission Student Survey Results**

Luna Community College  
(N=44)

**Please rate your level of agreement with the following statements. If the statement does not apply to you, please mark the "Not Applicable" button.**

| #  | Question                                                                                                                                               | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | Mean | Total |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------|---------|-------|----------------|------|-------|
| 1  | The communication I received from the school about the overall enrollment process was clear                                                            | 5                 | 3        | 2       | 15    | 18             | 3.88 | 43    |
| 2  | I received clear information as to how much my education would cost                                                                                    | 4                 | 1        | 8       | 12    | 17             | 3.88 | 42    |
| 3  | A school financial aid officer provided financial aid counseling to help me understand the responsibilities of borrowing money to finance my education | 5                 | 2        | 12      | 8     | 13             | 3.55 | 40    |
| 4  | The school worked with me to identify an academic program that met my goals                                                                            | 5                 | 5        | 3       | 11    | 19             | 3.79 | 43    |
| 5  | An academic advisor provided me with accurate information about the requirements necessary to fulfill my course of study                               | 5                 | 3        | 1       | 7     | 25             | 4.07 | 41    |
| 6  | An academic advisor was available to help me with questions about my course of study                                                                   | 6                 | 1        | 2       | 7     | 26             | 4.10 | 42    |
| 7  | I was placed at the appropriate course level that matched my academic preparation                                                                      | 4                 | 1        | 3       | 12    | 22             | 4.12 | 42    |
| 8  | I am satisfied with the progress I am making toward completing my degree                                                                               | 4                 | 1        | 2       | 12    | 23             | 4.17 | 42    |
| 9  | Course content is appropriately challenging for my program of study                                                                                    | 4                 | 2        | 1       | 14    | 21             | 4.10 | 42    |
| 10 | Courses required to complete my degree are available when I need to take them                                                                          | 7                 | 2        | 5       | 10    | 17             | 3.68 | 41    |
| 11 | Faculty who teach provide helpful instruction                                                                                                          | 5                 | 1        | 1       | 11    | 23             | 4.12 | 41    |
| 12 | Faculty are available when I need help                                                                                                                 | 5                 | 0        | 3       | 10    | 23             | 4.12 | 41    |
| 13 | Faculty who teach are knowledgeable about their subject areas                                                                                          | 5                 | 0        | 2       | 8     | 25             | 4.20 | 40    |
| 14 | When I have non-academic questions, I can reach someone who can help me in a timely way                                                                | 5                 | 2        | 8       | 8     | 18             | 3.78 | 41    |
| 15 | Overall, I am satisfied with my experience at the school                                                                                               | 5                 | 0        | 3       | 13    | 21             | 4.07 | 42    |

**Please use the space below to provide your comments. Be sure not to include identifying information for yourself or individuals at your school.**

Everyone I have had the pleasure of meeting at Luna Community College have been extremely kind and helpful. It would be extremely disappointed if LCC was not accredited in the future, not just for myself but for future generations. I feel like I am getting a quality education at LCC for an affordable price. I am very impressed with Luna Community College.

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I was unsatisfied with the new degree "map". I am not a traditional student. I was told I will have to wait until spring of 2020 to take a 1credit hour class to complete my degree. They will NOT offer it in the fall. This 1 credit class will be the only class I will be taking that semester.

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The teachers, the tutors, and most of the faculty are hard working and dedicated to helping the students to excel in their areas of study. The board, however, seems to not care about Luna or the students who study here. The teachers have gone above and beyond the call of duty for the students on many occasions, and ought to be paid more, whereas the board have not earned the enormous checks they get on payday.

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New board members are needed.

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This is my second time back to Luna, and it has overall been a great experience - the classes, the staff, the facility, the instructors, the cost, the opportunities, etc.

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Such a wonderful & welcoming college! Great staff & faculty! Indeed would recommend to others to attend for a enjoyable college experience.

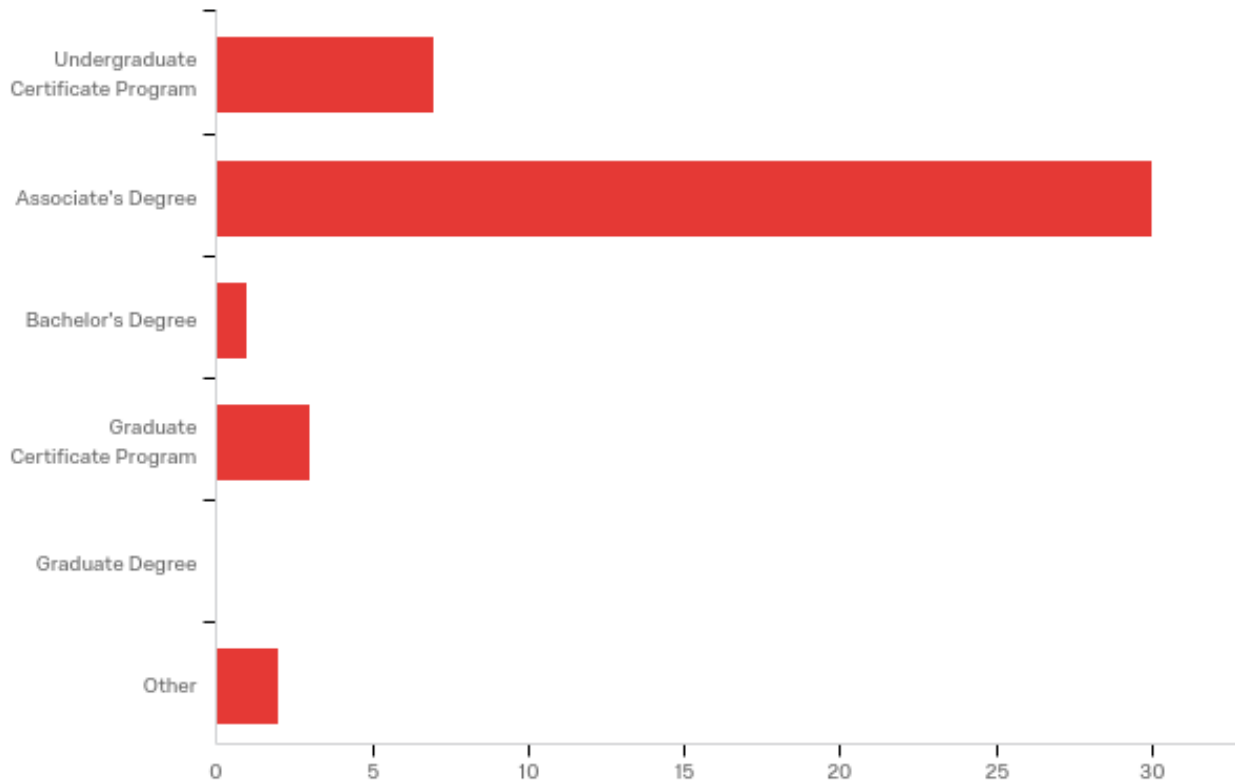
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It is difficult to get in contact with the VA rep for the school. My documents have always been submitted late and I receive my money late to pay for school.

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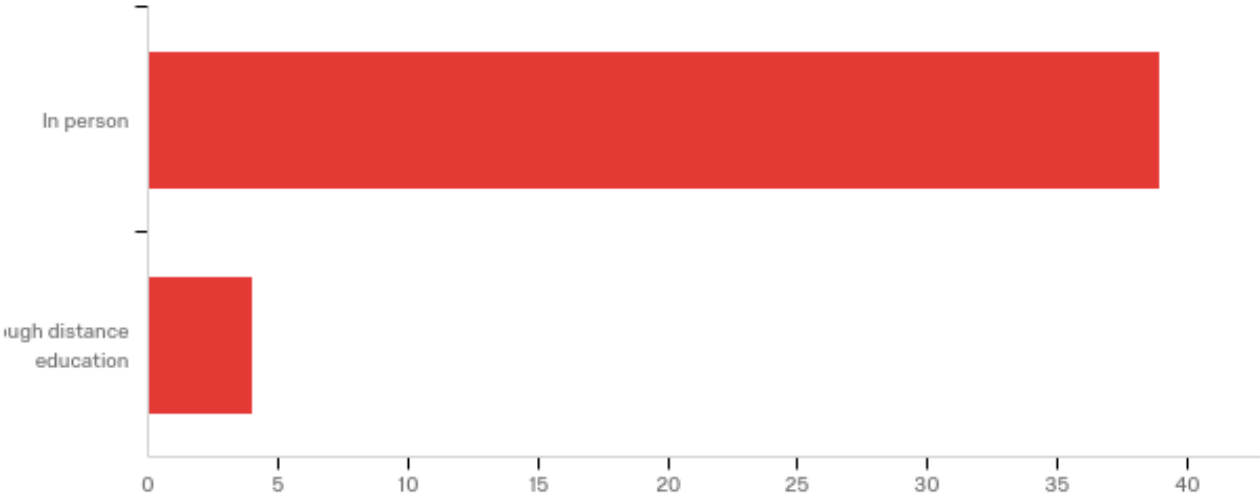
I wish the school offered more classes in the evening for those students that work full time jobs it slows down our pursuit of degrees when we can't take the classes that we need

## What academic program are you currently enrolled in?



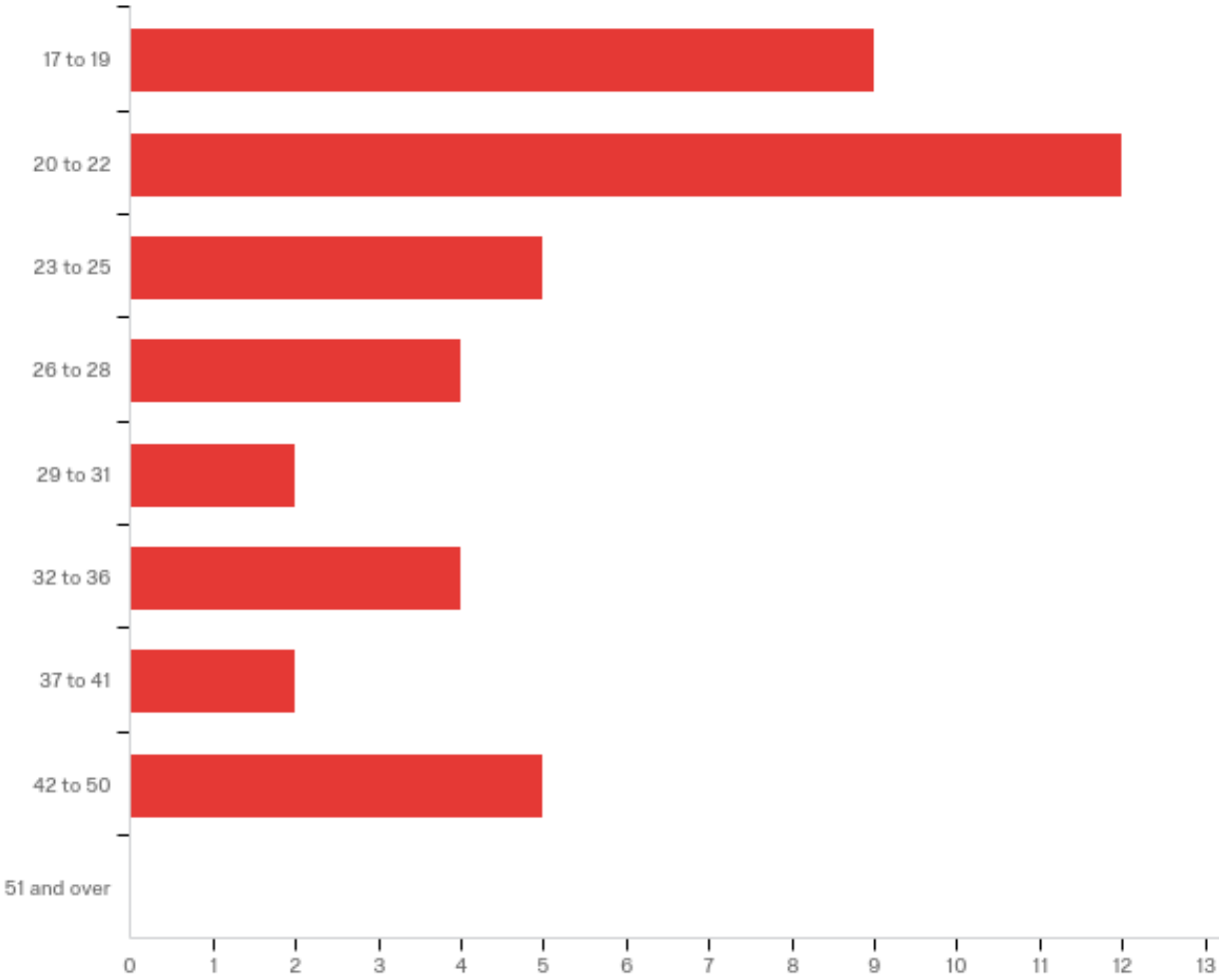
| Answer                            | %      | Count |
|-----------------------------------|--------|-------|
| Undergraduate Certificate Program | 16.28% | 7     |
| Other                             | 4.65%  | 2     |
| Graduate Degree                   | 0.00%  | 0     |
| Graduate Certificate Program      | 6.98%  | 3     |
| Bachelor's Degree                 | 2.33%  | 1     |
| Associate's Degree                | 69.77% | 30    |
| Total                             | 100%   | 43    |

# How do you primarily take classes at your school?



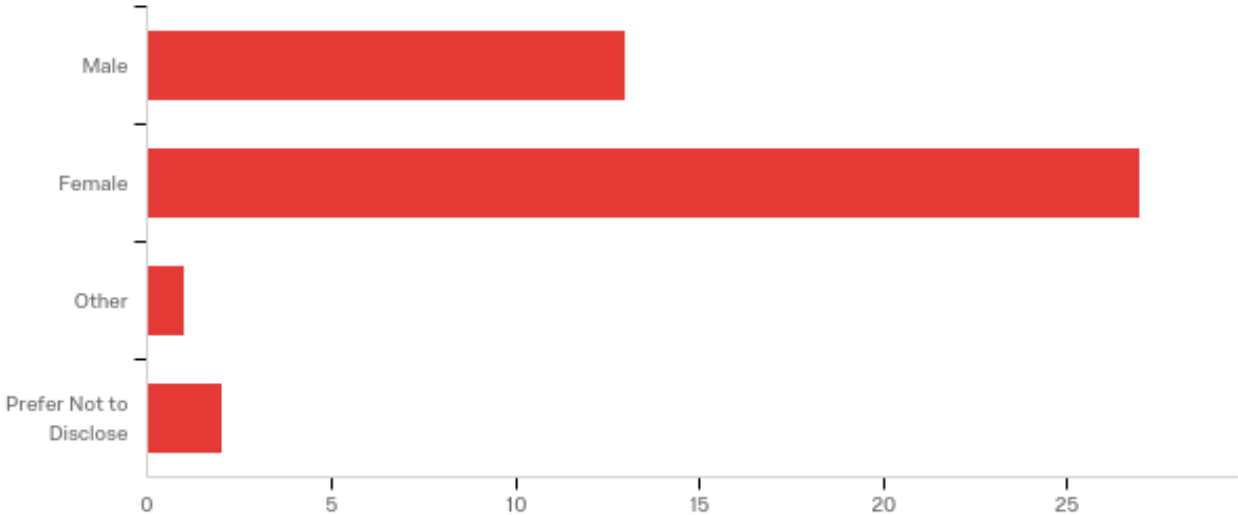
| Answer                     | %      | Count |
|----------------------------|--------|-------|
| In person                  | 90.70% | 39    |
| Through distance education | 9.30%  | 4     |
| Total                      | 100%   | 43    |

# What is your current age?



| Answer      | %      | Count |
|-------------|--------|-------|
| 17 to 19    | 20.93% | 9     |
| 20 to 22    | 27.91% | 12    |
| 23 to 25    | 11.63% | 5     |
| 26 to 28    | 9.30%  | 4     |
| 29 to 31    | 4.65%  | 2     |
| 32 to 36    | 9.30%  | 4     |
| 37 to 41    | 4.65%  | 2     |
| 42 to 50    | 11.63% | 5     |
| 51 and over | 0.00%  | 0     |
| Total       | 100%   | 43    |

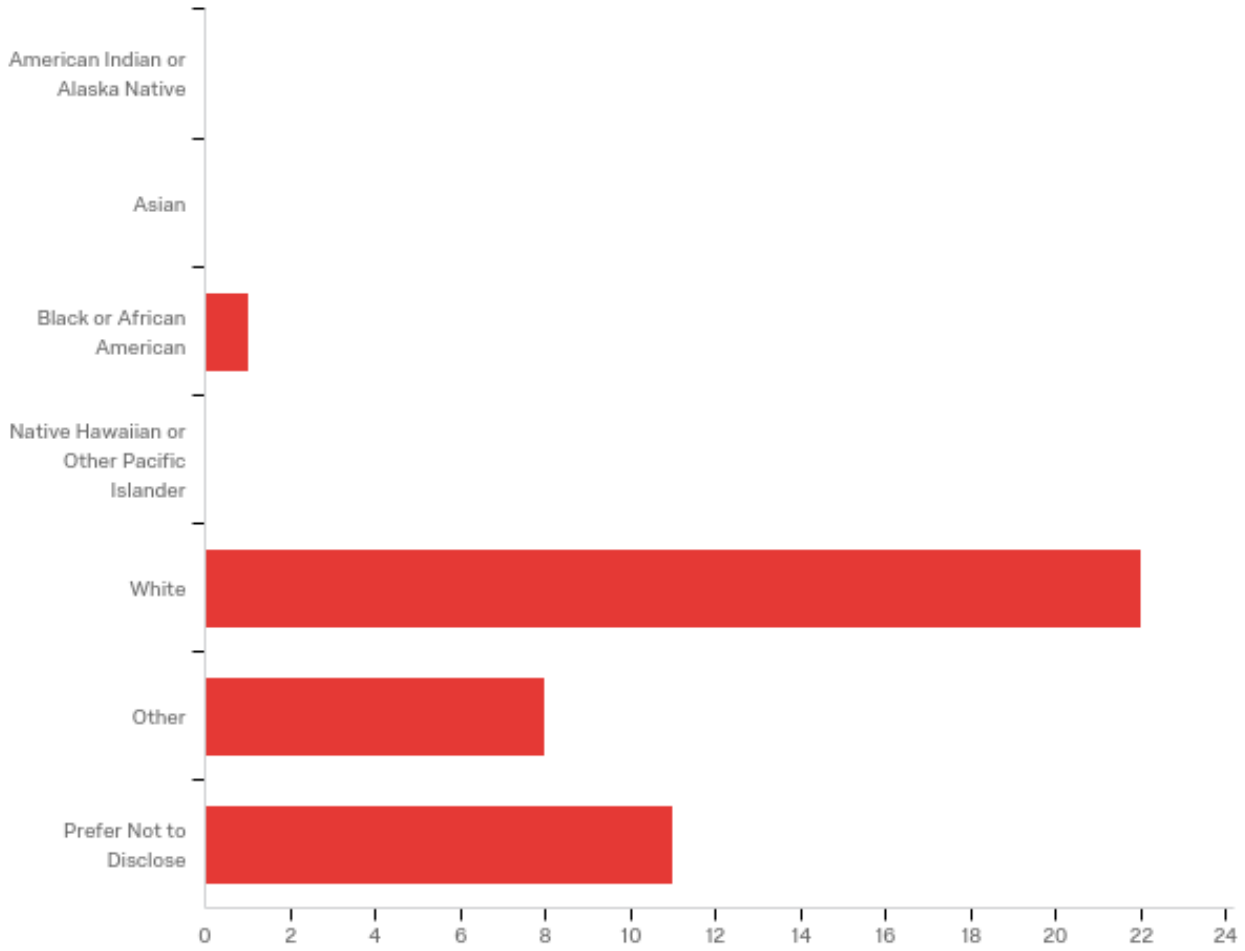
# What is your gender?



| Answer                 | %      | Count |
|------------------------|--------|-------|
| Male                   | 30.23% | 13    |
| Female                 | 62.79% | 27    |
| Other                  | 2.33%  | 1     |
| Prefer Not to Disclose | 4.65%  | 2     |
| Total                  | 100%   | 43    |

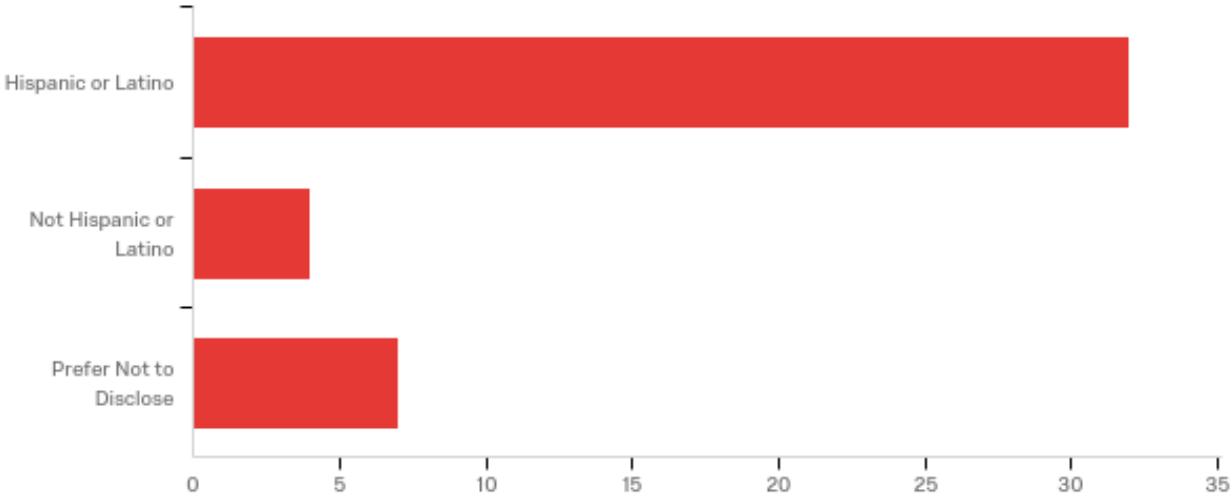


**What is your race? (choose all that apply)**



| Answer                                    | %      | Count |
|-------------------------------------------|--------|-------|
| American Indian or Alaska Native          | 0.00%  | 0     |
| Asian                                     | 0.00%  | 0     |
| Black or African American                 | 2.38%  | 1     |
| Native Hawaiian or Other Pacific Islander | 0.00%  | 0     |
| White                                     | 52.38% | 22    |
| Other                                     | 19.05% | 8     |
| Prefer Not to Disclose                    | 26.19% | 11    |
| Total                                     | 100%   | 42    |

# What is your ethnicity?



| Answer                 | %      | Count |
|------------------------|--------|-------|
| Hispanic or Latino     | 74.42% | 32    |
| Not Hispanic or Latino | 9.30%  | 4     |
| Prefer Not to Disclose | 16.28% | 7     |
| Total                  | 100%   | 43    |