



2017 STUDENT SATISFACTION SURVEY RESULTS

94%



2016 Student Satisfaction Survey Results
Institutional Planning and Effectiveness

2017 Student Satisfaction Survey Results

Edison State Community College seeks the responses of our students annually, through an online survey. This survey captures the satisfaction level and importance ratings of 23 services, and an additional 12 services specific to the Darke County Campus. Students with 30+ credit hours are identified and solicited for the survey, managed through the Office of Institutional Planning and Effectiveness.

The results for the 2017 Survey are presented here.

Survey Instrument

The request to participate in the online survey is delivered to the students through their Edison State email account, with the link to the survey included in the message. This online survey is anonymous with responses reported in aggregate. Students are asked to indicate their level of satisfaction with various services using a seven-point satisfaction scale, with an option for ‘not applicable.’ Students are also asked to comment on any items that they expressed dissatisfaction with.

Very Satisfied	Satisfied	Somewhat Satisfied	Neutral – No Opinion	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
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Using the same list of services, students are asked to indicate the level of importance for each service, using a four-point scale, with an option for ‘not applicable.’ The difference between satisfaction and importance is considered the performance gap and is reviewed so that we better understand where improvement is needed.

Very Important	Important	Somewhat Important	Not Important	Not Applicable
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Additional questions are asked concerned with the Edison State experience, diversity, basic demographics, course of study, and degree. The responses to the questions on diversity are used for the Assessment of Student Learning in relation to the general education outcome on cultural diversity.

Comments received on the open-ended questions are sorted by service and provided to the respective senior administrator. All comments are reported as entered by the respondent.

Response Rate

The Satisfaction and Importance response rates are determined by calculating the positive response rate. This is done by adding the count of the ‘satisfied’ and dividing by the total of the ‘satisfied’ and ‘dissatisfied’. In this example, the Satisfaction Rate is 96%; $(9+13+3) / (9+13+3+1)$. The ‘Neutral’ and ‘Not Applicable’ responses are discarded.

Very Satisfied	Satisfied	Somewhat Satisfied	Neutral - No Opinion	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Positive Response Rate
9	13	3	2	0	0	1	3	96%

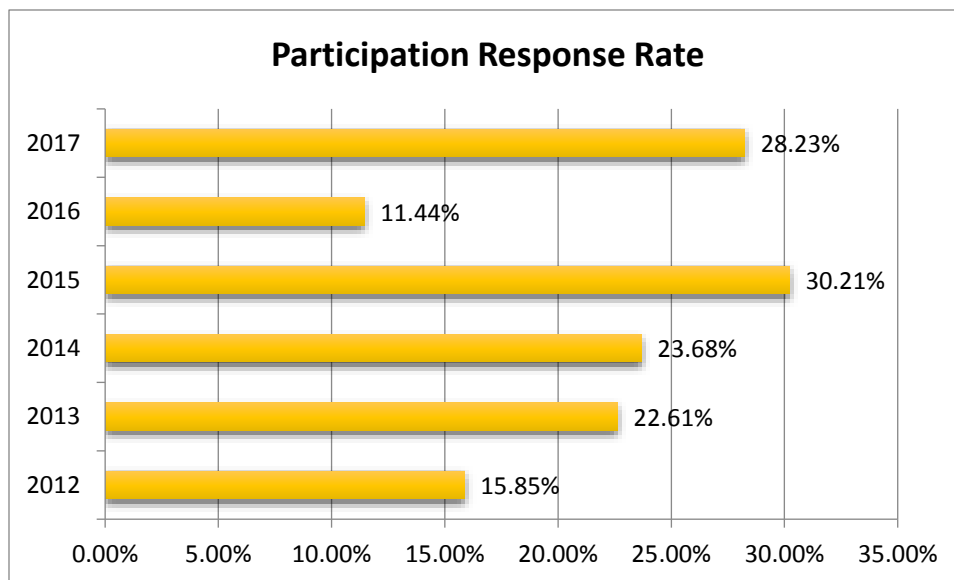
Student Count

953 students who met the selection criteria of 30+ credit hours were identified to be surveyed. This number is 7% less than the student count for 2016; and 16% less than 2015.

Participation

2017 participation response rate was greater than last year with 28.23% of those selected for the survey responding. The target count for participation is 300 students.

Response Rates:	2012	2013	2014	2015	2016	2017
Total Number Sent	1,577	1,331	1,474	1,132	1,023	953
Responses Received	250	301	349	342	117	269
Response Rate	15.85%	22.61%	23.68%	30.21%	11.44%	28.23%



Services Surveyed

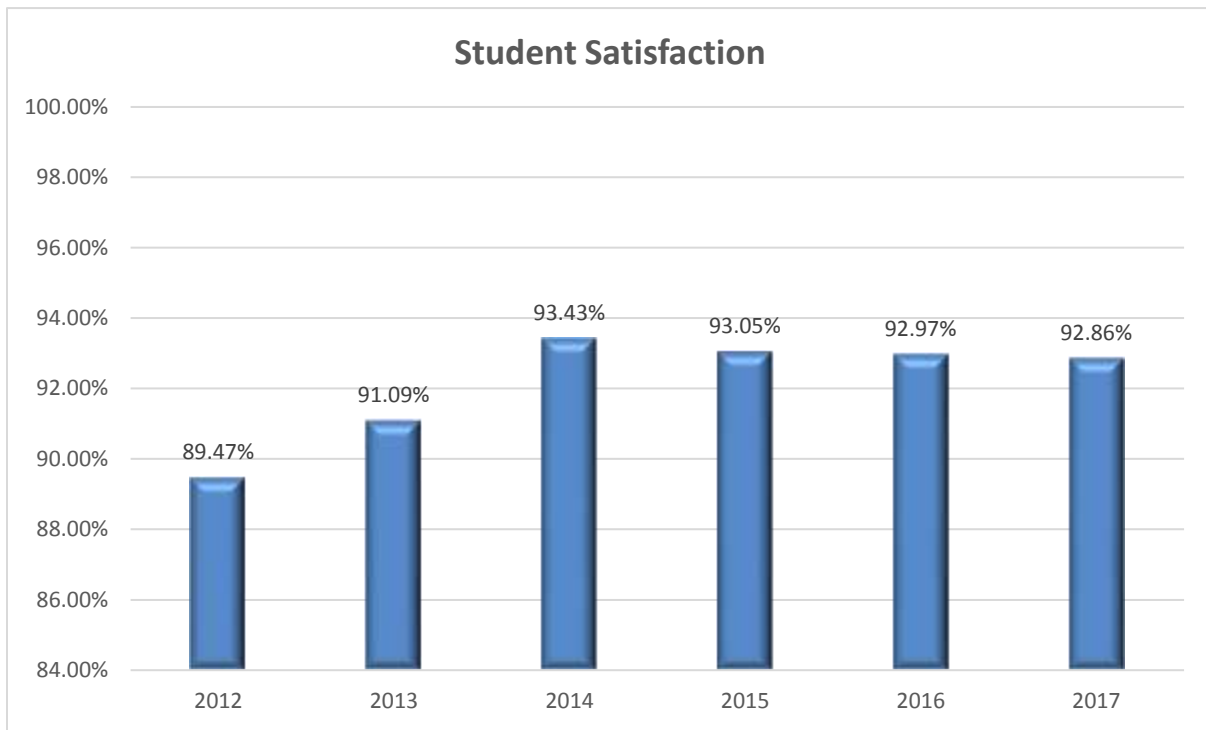
The services included in the survey are:

- Admissions
- Advising Resource Center
- Advising with your Faculty Advisor
- Bookstore
- Cafeteria
- Career Advising
- Career Job Search Resources
- Cashier's Office
- Classroom Instruction
- Disability Support
- Facilities - Cleanliness of campus
- Facilities - Temperature of classrooms
- Financial Aid
- Internet Cafe
- IT Helpdesk
- Learning Center
- Library Services
- Parking
- Quality of help provided at the Student Affairs Service Counter
- Registration
- Security
- Student Activities
- Student Health Services

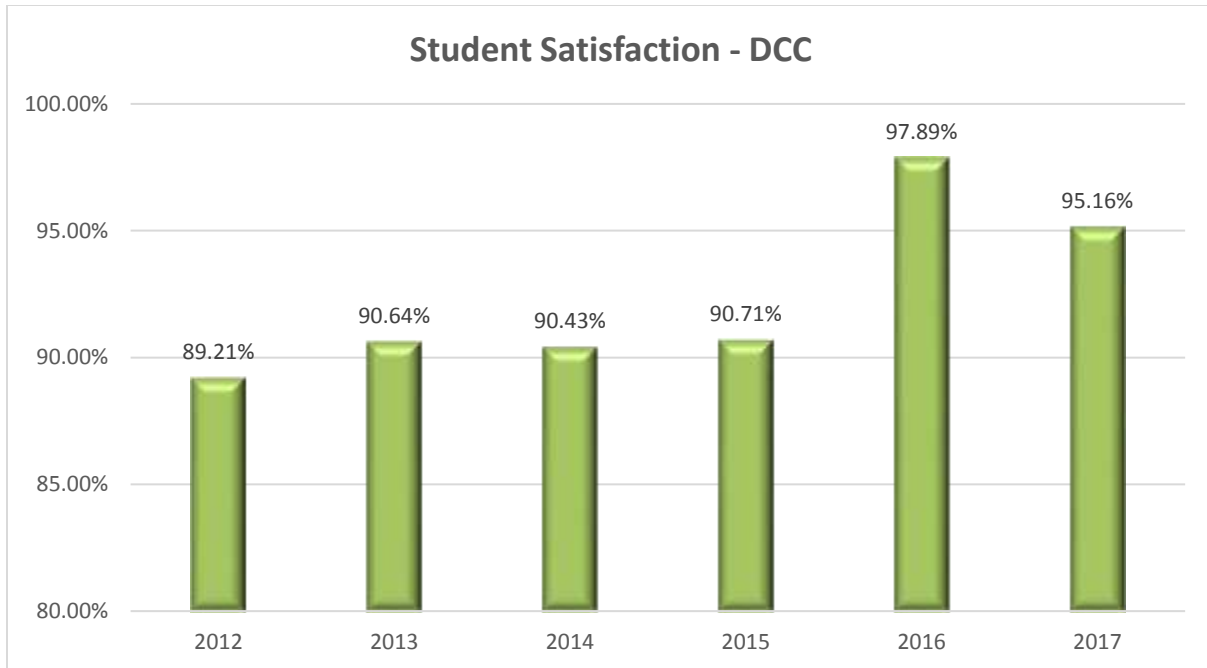
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|------------------------------------|--------------------------------------|
| Darke County Admissions & Testing | Darke County Internet Café |
| Darke County Advising | Darke County Learning Center/Tutors |
| Darke County Class Schedule | Darke County Remote Library Services |
| Darke County Classroom Instruction | Darke County Parking |
| Darke County Fee Payment | Darke County Registration |
| Darke County Financial Aid Help | Darke County Vending Services |

Satisfaction Rate

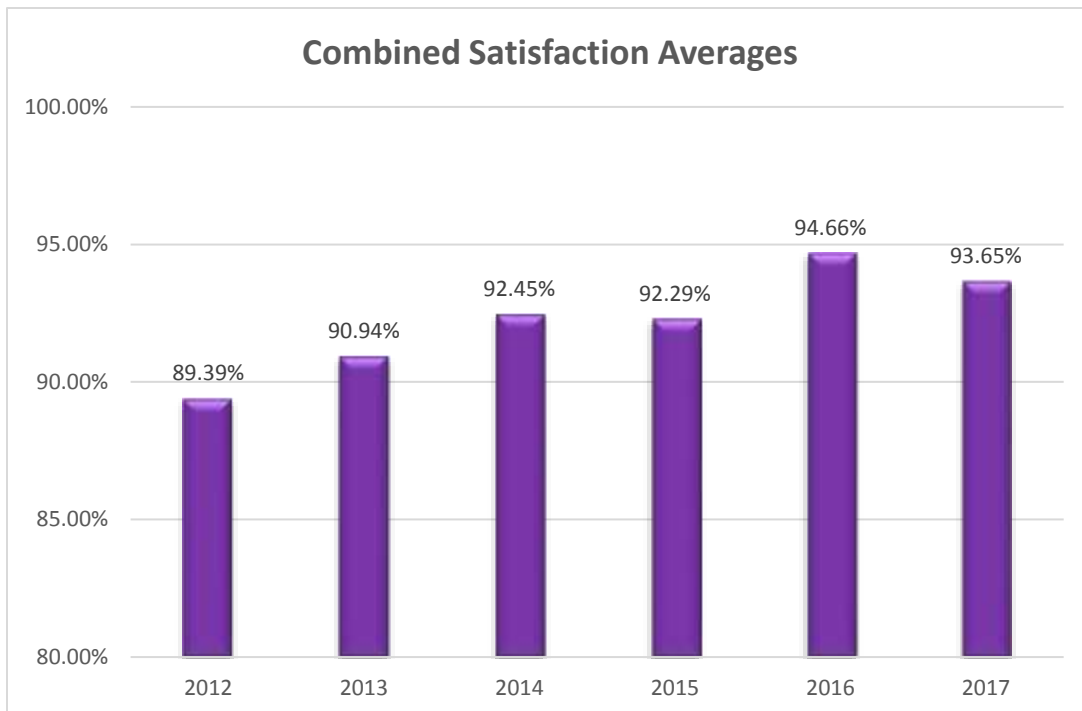
The 2017 satisfaction rate, based on responses by the 269 participants was 92.86%. This is slightly lower (0.12%) than the previous year with 92.97% satisfaction.



Satisfaction with services at Darke County Campus decreased in 2017 by 2.77 % to 95.16%. This rating is the second highest received in the five-year experience period where satisfaction had remained relatively steady in the previous years.



The combined satisfaction with the 35 services surveyed was 93.65%, 1.01% lower than the 2016 combined rate.



For the 2017 survey, the Satisfaction Level ranged from a low of 81.88% to a high of 99.50%. Library Services received the highest satisfaction rating, and the Cafeteria received the lowest. At Darke County, the range was from a low of 87.23% (Class Schedule) to a high of 100%, received by three services.

Importance Rate

The Importance Level ranged from a low of 87.96% to a high of 100%. Three services (Classroom Instruction, IT Help Desk, and Registration) were ranked as the most important (100%). Student Activities was ranked as the least important (87.96%). At Darke County, the range was from a low of 95.16% (Vending Services) to a high of 98.51% received by two services (Classroom Instruction; Class Schedule).

Performance Gap

Studying the Satisfaction Rate against the Importance Rate gives us the Performance Gap, an indicator of where improvement is needed. The larger the gap, the greater the need for improvement. The 2017 Performance Gap was the highest for Classroom Instruction (see chart below). This implies that with low satisfaction and a high importance rating, improvement is needed. The lowest Performance Gap was for Student Activities at -2.66% (Sat 90.63%; Impt 87.96%). Though the negative performance gap indicates that immediate attention is not imperative, when comparing the Satisfaction rating between 2017 and 2016, the 2017 rating (90.63) dropped significantly from 2016 (100%) for a -9.37% drop. This drop requires a review and action.

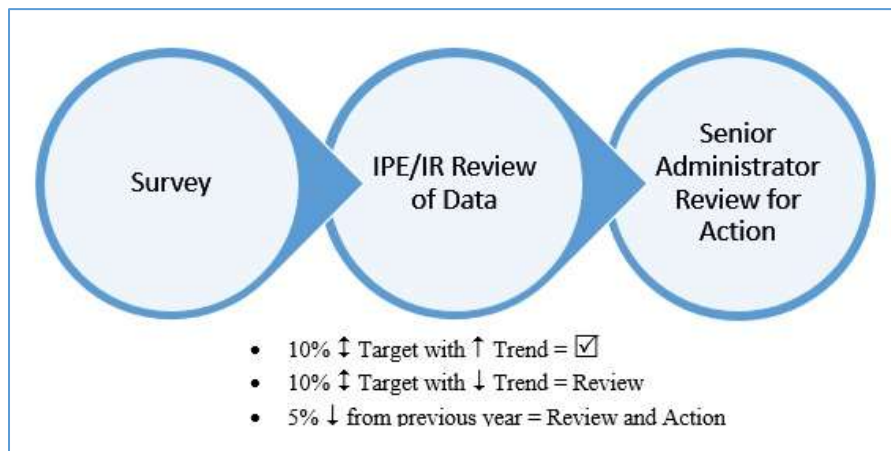
At Darke County, the Performance Gap was highest for the Classroom Schedule (11.28%); and lowest for the Admissions & Testing at -3.03% (Sat 100%; Impt 96.97%).

Service	Satisfaction	Importance	Gap
Admissions	96.65%	98.73%	2.08%
Advising Resource Center	91.79%	98.68%	6.90%
Advising with your Faculty Advisor	88.70%	99.57%	10.88%
Bookstore	90.72%	97.89%	7.17%
Cafeteria	81.88%	90.00%	8.12%
Career Advising	89.57%	95.81%	6.25%
Career Job Search Resources	91.49%	95.79%	4.31%
Cashier's Office	93.55%	99.13%	5.59%
Classroom Instruction	85.54%	100.00%	14.46%
Disability Support	96.61%	98.29%	1.68%
Facilities - Cleanliness of campus	96.77%	99.16%	2.38%
Facilities - Temperature of classrooms	91.21%	96.57%	5.35%
Financial Aid	93.48%	96.36%	2.89%
Internet Cafe	94.58%	93.43%	-1.15%
IT Help Desk	93.60%	100.00%	6.40%
Learning Center	97.60%	99.10%	1.49%
Library Services	99.50%	99.14%	-0.36%
Parking	91.16%	97.06%	5.89%
Student Affairs Service Counter	93.33%	99.12%	5.78%
Registration	95.74%	100.00%	4.26%
Security	95.65%	97.46%	1.81%
Student Activities	90.63%	87.96%	-2.66%
Student Health Services	95.96%	95.05%	-0.91%

Service	Satisfaction	Importance	Gap
Darke County - Admissions & Testing	100.00%	96.97%	-3.03%
Darke County - Advising	95.45%	98.48%	3.03%
Darke County - Class Schedule	87.23%	98.51%	11.28%
Darke County - Classroom Instruction	95.74%	98.51%	2.77%
Darke County - Fee Payment	95.35%	98.44%	3.09%
Darke County - Financial Aid Help	92.11%	96.77%	4.66%
Darke County - Internet Café	94.44%	96.83%	2.39%
Darke County - Learning Center/Tutors	100.00%	98.41%	-1.59%
Darke County - Library Services	100.00%	98.39%	-1.61%
Darke County - Parking	93.62%	97.01%	3.39%
Darke County - Registration	95.24%	98.46%	3.22%
Darke County - Vending Services	92.68%	95.16%	2.48%

Action Analysis

Criteria to be used for identifying when action should be taken in response to the satisfaction survey was defined in 2014. This criteria identifies when satisfaction trends are okay, in review, or called for action. Items that are in review or called for action are the responsibility of the respective senior administrator for improvement measures.



The results of the 2017 survey show that a total of eight services are in the Review band, and six services fall into the Review for Action band. Both bands increased in count over 2016 which had five in each of the two bands.

Recap	Services		DCC Services		All Services	
	Count	Percent	Count	Percent	Count	Percent
✓	15	65%	6	50%	21	60%
Review	4	17%	4	33%	8	23%
Review & Action	4	17%	2	17%	6	17%

Comments Received

Ninety-five comments were received for the question “For any of the above items that you are ‘Somewhat Dissatisfied,’ ‘Dissatisfied,’ or ‘Very Dissatisfied’ with, please explain. Include the item name in your comments.” When asked, “Is there anything you would like to share with us or explain that has not been addressed above?” 53 comments were received. The total number of comments received was 148. Several of the responses included multiple service areas. A grand total of 224 comments were categorized by service or functional area for review by the respective senior administrator.

Satisfaction Comments			
Count	Service	Count	Service
23	Instruction	2	Course Schedule
14	Advising	2	DCC Parking
13	Parking	2	Vending
11	Cafeteria	2	WIFI
11	Temperature	1	Academic Program
10	Financial Aid	1	CCP Process
9	Customer Service	1	Class Cancellations
8	Bookstore	1	Communication
6	IT Help Desk	1	DCC Advising
4	Cashiers	1	DCC Student Activities
4	Internet Café	1	DCC Tutoring
4	Registration	1	Deferred Payment Option
4	Student Activities	1	Disabilities
3	Career Services	1	Learning Center
3	DCC Course Schedule	1	Learning Center/Tutoring
3	Facilities - RR	1	Online Courses
3	Security	1	Survey Incentive
2	Admissions	1	Tutoring

Additional Comments			
Count	Service	Count	Service
22	Instruction	1	Career / job placement
10	Course Schedule	1	Credit for prior learning
7	Academic Program	1	DCC Course Schedule
6	Advising	1	DCC Instruction
6	Customer Service	1	Financial Aid
3	Admissions - Nursing	1	Parking
2	Online	1	Printing and Print Charges
1	Bookstore		

Demographics

Gender: 236 of the 269 respondents indicated their gender. Of those responding, 74.6% are female; and 25.4% male. Overall satisfaction rate for female 93.54%; Male 93.95% and all others not specified 85.08%.

Age: 238 of the 269 respondents indicated their age. The largest age group of those responding was the 22-25 age bracket with 14.7% of the respondents.

Age Bracket	Percent of Respondents (N=238)	Response Count	Overall Satisfaction
Less than 18	3.8%	9	95%
18-19	12.6%	30	99%
20-21	14.3%	34	97%
22-25	14.7%	35	93%
26-29	9.7%	23	92%
30-34	11.8%	28	92%
35-39	15.5%	37	95%
40-49	11.3%	27	95%
50 or older	6.3%	15	96%
Did Not Identify		29	93%

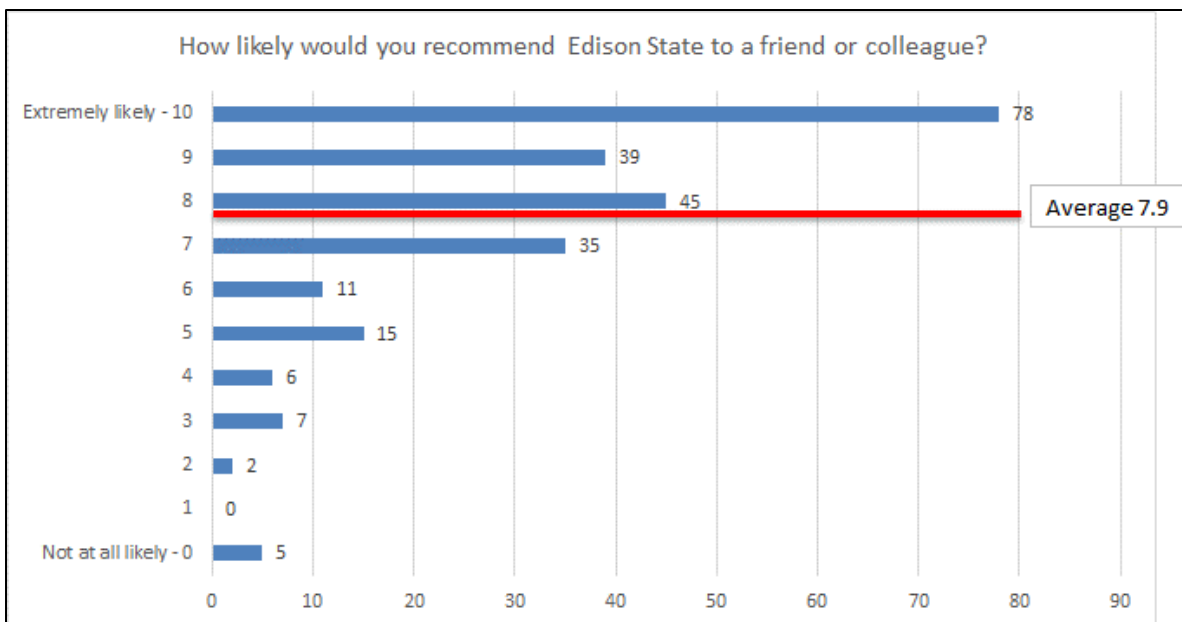
Supplemental Questions

Students were asked about their **overall satisfaction** with their experience at Edison State Community College. Of the 243 respondents, 91.4% (222) indicated Yes.

When asked if **satisfied with their education** at Edison State, 92.3% (227/246) responded with Yes.

The students were asked if they are **accomplishing their educational goal** at Edison State. Of the 246 respondents, 91.1% (224) indicated Yes.

Student were also asked how likely they would **recommend** Edison State Community College to a friend or colleague. This question was model after the Net Promoter Score (NPS) benchmark, using a scale of 0 (Not at all likely) to 10 (Extremely likely). 243 students responded for an average rating of 7.9 on the 10 point scale. NPS looks at responses differently than a simple average and considers ratings of 0-6 Detractors; 7-8 Passives; and 9-10 Promoters. Using the NPS scoring system, our Net Promotor Score was 29. The 2016 Global Benchmark available through Survey Monkey is 38 NPS.

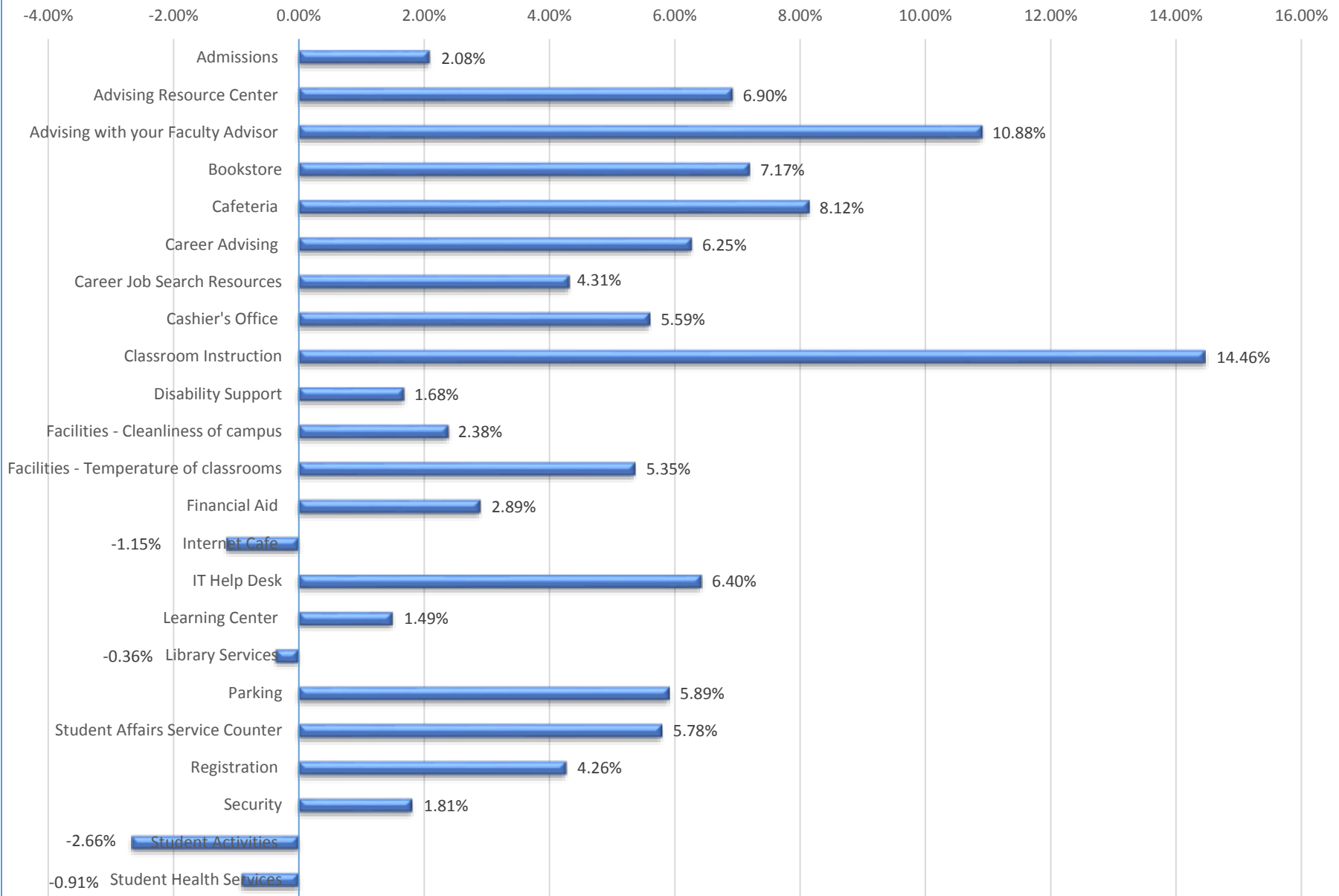


Data Tables and Charts

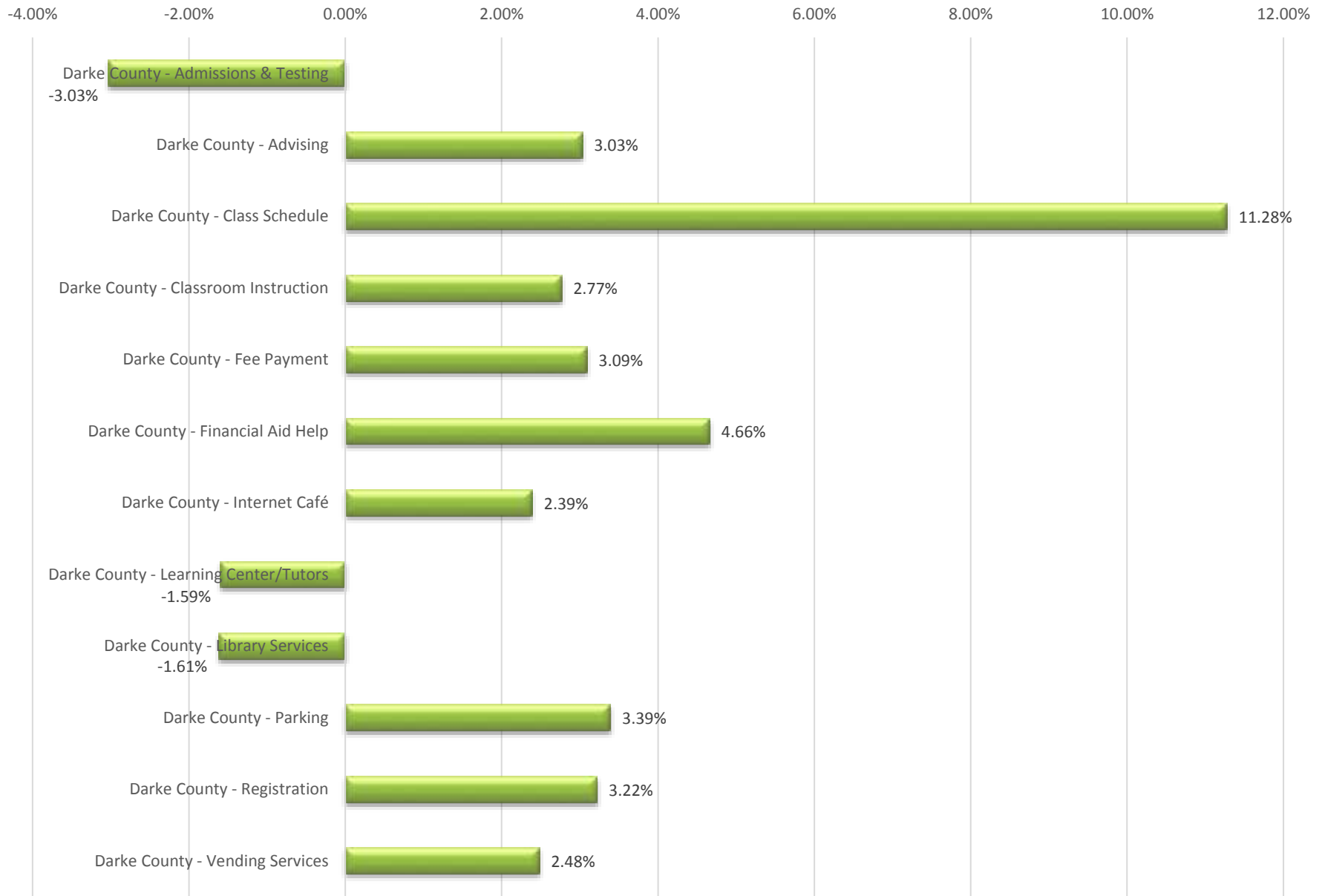
2017 Student Satisfaction of Services	2012		2013		2014		2015		2016		2017	
	SAT	IMPT	SAT	IMPT	SAT	IMPT	SAT	IMPT	SAT	IMPT	SAT	IMPT
Admissions	92.82%	99.58%	92.67%	100.00%	94.35%	100.00%	94.52%	99.33%	93.55%	100.00%	96.65%	98.73%
Advising Resource Center	89.73%	97.84%	90.04%	99.26%	90.76%	99.31%	90.67%	98.61%	92.31%	97.00%	91.79%	98.68%
Advising with your Faculty Advisor	89.77%	98.74%	88.76%	100.00%	90.26%	98.64%	90.28%	100.00%	92.55%	100.00%	88.70%	99.57%
Bookstore	87.78%	96.28%	96.07%	99.27%	94.23%	100.00%	92.81%	99.33%	93.46%	96.00%	90.72%	97.89%
Cafeteria	88.31%	86.79%	86.43%	90.12%	85.79%	95.85%	86.76%	91.48%	80.95%	93.00%	81.88%	90.00%
Career Advising	80.45%	97.24%	84.91%	98.06%	91.03%	99.28%	90.59%	97.47%	89.09%	93.00%	89.57%	95.81%
Career Job Search Resources	68.12%	97.04%	90.44%	98.03%	95.38%	99.25%	90.41%	98.13%	95.45%	95.00%	91.49%	95.79%
Cashier's Office	89.76%	98.28%	92.77%	98.90%	94.87%	98.60%	97.48%	98.29%	90.72%	98.00%	93.55%	99.13%
Classroom Instruction	91.11%	99.16%	90.91%	100.00%	94.75%	100.00%	92.72%	100.00%	84.11%	99.00%	85.54%	100.00%
Disability Support	90.74%	95.36%	92.73%	100.00%	97.40%	98.56%	93.10%	97.78%	100.00%	99.00%	96.61%	98.29%
Facilities - Cleanliness of campus			97.16%	99.64%	98.12%	99.66%	97.76%	99.33%	98.18%	100.00%	96.77%	99.16%
Facilities - Temperature of classrooms			89.82%	99.27%	90.26%	99.32%	90.85%	98.99%	84.11%	99.00%	91.21%	96.57%
Financial Aid	83.70%	97.69%	87.16%	100.00%	91.60%	100.00%	91.80%	98.28%	93.83%	95.00%	93.48%	96.36%
Internet Cafe	95.36%	90.19%	94.50%	94.84%	97.36%	95.65%	95.05%	95.24%	95.59%	95.00%	94.58%	93.43%
IT Help Desk	93.37%	97.35%	92.24%	100.00%	97.66%	99.65%	95.85%	98.98%	96.20%	99.00%	93.60%	100.00%
Learning Center	93.85%	97.79%	96.21%	100.00%	97.44%	99.65%	96.40%	98.63%	97.22%	100.00%	97.60%	99.10%
Library Services	97.12%	97.87%	98.83%	100.00%	99.29%	100.00%	98.53%	99.32%	94.25%	100.00%	99.50%	99.14%
Parking	70.00%	97.91%	81.07%	98.90%	76.14%	99.66%	90.46%	98.66%	88.89%	97.00%	91.16%	97.06%
Quality of help provided at the Student Affairs Service Counter			91.74%	99.63%	95.09%	100.00%	94.49%	98.23%	92.77%	97.00%	93.33%	99.12%
Registration	91.82%	99.58%	93.48%	100.00%	95.18%	100.00%	96.42%	99.66%	94.12%	100.00%	95.74%	100.00%
Security	93.48%	97.90%	92.98%	99.27%	96.08%	98.97%	93.82%	98.31%	94.94%	99.00%	95.65%	97.46%
Student Activities	95.20%	89.22%	91.45%	88.84%	94.77%	94.64%	94.41%	89.76%	100.00%	88.00%	90.63%	87.96%
Student Health Services	93.68%	90.95%	94.49%	94.61%	97.08%	98.08%	96.12%	94.76%	96.08%	91.00%	95.96%	95.05%
Childcare Center (Availability 2015)	93.75%	91.04%	84.09%	90.73%	85.90%	93.89%	80.82%	91.09%				
Faculty Support	93.09%	98.18%										
Quality of help by our Answer Center			86.21%	99.61%	94.90%	98.55%	94.23%	97.44%				
Quality of Instruction												
Welcome Center	94.83%	91.43%										

2017 Student Satisfaction of Services	2012		2013		2014		2015		2016		2017	
	SAT	IMPT	SAT	IMPT	SAT	IMPT	SAT	IMPT	SAT	IMPT	SAT	IMPT
Darke County - Admissions & Testing	92.31%	97.06%	95.45%	96.30%	94.59%	97.20%	94.92%	96.74%	100.00%	89.00%	100.00%	96.97%
Darke County - Advising	89.29%	98.06%	93.18%	96.30%	92.31%	96.33%	92.06%	96.77%	95.83%	91.00%	95.45%	98.48%
Darke County - Class Schedule	80.33%	98.10%	84.75%	97.56%	84.52%	97.22%	79.03%	96.81%	92.31%	91.00%	87.23%	98.51%
Darke County - Classroom Instruction	89.23%	98.10%	94.12%	97.56%	88.10%	97.20%	92.73%	96.81%	100.00%	91.00%	95.74%	98.51%
Darke County - Fee Payment	91.49%	95.83%	87.23%	95.00%	91.53%	95.19%	94.00%	96.67%	100.00%	91.00%	95.35%	98.44%
Darke County - Financial Aid Help	90.48%	96.88%	91.43%	96.15%	89.66%	96.94%	86.27%	96.59%	95.45%	89.00%	92.11%	96.77%
Darke County - Internet Café	89.13%	94.79%	92.86%	89.74%	90.00%	95.83%	88.37%	96.63%	95.65%	89.00%	94.44%	96.83%
Darke County - Learning Center/Tutors	91.11%	93.07%	92.59%	95.00%	92.16%	97.06%	93.18%	96.67%	100.00%	89.00%	100.00%	98.41%
Darke County - Library Services	85.71%	92.55%	90.00%	95.00%	86.54%	97.00%	94.87%	96.63%	100.00%	86.00%	100.00%	98.39%
Darke County - Parking	88.71%	95.10%	88.68%	95.24%	91.86%	96.36%	91.94%	96.81%	100.00%	89.00%	93.62%	97.01%
Darke County - Registration	93.55%	98.00%	91.67%	96.30%	94.67%	97.20%	93.33%	96.77%	100.00%	91.00%	95.24%	98.46%
Darke County - Vending Services			85.71%	87.50%	89.19%	93.14%	87.76%	92.55%	95.45%	87.00%	92.68%	95.16%
Averages of Services	89.47%	95.80%	91.09%	97.96%	93.43%	98.69%	93.05%	97.48%	92.97%	96.96%	92.86%	97.14%
Averages of Darke County Services	89.21%	96.14%	90.64%	94.80%	90.43%	96.39%	90.71%	96.37%	97.89%	89.42%	95.16%	97.66%
Average of Services Combined	89.39%	95.91%	90.94%	96.94%	92.45%	97.94%	92.29%	97.12%	94.66%	94.37%	93.65%	97.32%
Target	95%		95%		95%		95%		95%		95%	

Gap: Importance - Satisfaction



Gap: Importance - Satisfaction DCC



Action Analysis Charts

Services Reviewed for Satisfaction	2012	2013	2014	2015	2016	2017	2017 To	Trend Line	2016 to	2017 Response
	Satisfaction	Satisfaction	Satisfaction	Satisfaction	Satisfaction	Satisfaction	Target		2017	
Admissions	92.82%	92.67%	94.35%	94.52%	93.55%	96.65%	1.65%		3.10%	<input checked="" type="checkbox"/>
Advising Resource Center	89.73%	90.04%	90.76%	90.67%	92.31%	91.79%	-3.21%		-0.52%	<input checked="" type="checkbox"/>
Advising with your Faculty Advisor	89.77%	88.76%	90.26%	90.28%	92.55%	88.70%	-6.30%		-3.85%	Review & Action
Bookstore	87.78%	96.07%	94.23%	92.81%	93.46%	90.72%	-4.28%		-2.74%	Review
Cafeteria	88.31%	86.43%	85.79%	86.74%	80.95%	81.88%	-13.12%		0.93%	Review & Action
Career Advising	80.45%	84.91%	91.03%	90.59%	89.09%	89.57%	-5.43%		0.48%	<input checked="" type="checkbox"/>
Career Job Search Resources		90.44%	95.38%	90.41%	95.45%	91.49%	-3.51%		-3.96%	Review
Cashier's Office	89.76%	92.77%	94.87%	97.48%	90.72%	93.55%	-1.45%		2.83%	<input checked="" type="checkbox"/>
Classroom Instruction	91.11%	90.91%	94.75%	92.72%	84.11%	85.54%	-9.46%		1.43%	Review & Action
Disability Support	90.74%	92.73%	97.40%	93.10%	100.00%	96.61%	1.61%		-3.39%	<input checked="" type="checkbox"/>
Facilities - Cleanliness of campus		97.16%	98.12%	97.76%	98.18%	96.77%	1.77%		-1.41%	<input checked="" type="checkbox"/>
Facilities - Temperature of classrooms		89.82%	90.26%	90.85%	84.11%	91.21%	-3.79%		7.10%	<input checked="" type="checkbox"/>
Quality of help provided by staff at the Student Affairs Service		91.74%	95.09%	94.49%	92.77%	93.33%	-1.67%		0.56%	<input checked="" type="checkbox"/>
Financial Aid	83.70%	87.16%	91.60%	91.80%	93.83%	93.48%	-1.52%		-0.35%	<input checked="" type="checkbox"/>
IT Helpdesk	93.37%	92.24%	97.66%	95.85%	96.20%	93.60%	-1.40%		-2.60%	Review
Internet Cafe	95.36%	94.50%	97.36%	95.05%	95.59%	94.58%	-0.42%		-1.01%	Review
Learning Center	93.85%	96.21%	97.44%	96.40%	97.22%	97.60%	2.60%		0.38%	<input checked="" type="checkbox"/>
Library Services	97.12%	98.83%	99.29%	98.53%	94.25%	99.50%	4.50%		5.25%	<input checked="" type="checkbox"/>
Parking	70.00%	81.07%	76.14%	90.46%	88.89%	91.16%	-3.84%		2.27%	<input checked="" type="checkbox"/>
Registration	91.82%	93.48%	95.18%	96.42%	94.12%	95.74%	0.74%		1.62%	<input checked="" type="checkbox"/>
Security	93.48%	92.98%	96.08%	93.82%	94.94%	95.65%	0.65%		0.71%	<input checked="" type="checkbox"/>
Student Activities	95.20%	91.45%	94.77%	94.41%	100.00%	90.63%	-4.38%		-9.38%	Review & Action
Student Health Services	93.68%	94.49%	97.08%	96.12%	96.08%	95.96%	0.96%		-0.12%	<input checked="" type="checkbox"/>
Target	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%				

Darke County Campus Services Reviewed for Satisfaction	2012	2013	2014	2015	2016	2017	2017 To Target	Trend Line	2016 to 2017	2017 Response
	Satisfaction	Satisfaction	Satisfaction	Satisfaction	Satisfaction	Satisfaction				
Darke County - Admissions & Testing	92.31%	95.45%	94.59%	94.92%	100.00%	100.00%	5.00%		0.00%	<input checked="" type="checkbox"/>
Darke County - Advising	89.29%	93.18%	92.31%	92.06%	95.83%	95.45%	0.45%		-0.38%	<input checked="" type="checkbox"/>
Darke County - Class Schedule	80.33%	84.75%	84.52%	79.03%	92.31%	87.23%	-7.77%		-5.08%	Review & Action
Darke County - Classroom Instruction	89.23%	94.12%	88.10%	92.73%	100.00%	95.74%	0.74%		-4.26%	<input checked="" type="checkbox"/>
Darke County - Fee Payment	91.49%	87.23%	91.53%	94.00%	100.00%	95.35%	0.35%		-4.65%	<input checked="" type="checkbox"/>
Darke County - Financial Aid Help	90.48%	91.43%	89.66%	86.27%	95.45%	92.11%	-2.89%		-3.34%	Review
Darke County - Internet Café	89.13%	92.86%	90.00%	88.37%	95.65%	94.44%	-0.56%		-1.21%	Review
Darke County - Learning Center/Tutors	91.11%	92.59%	92.16%	93.18%	100.00%	100.00%	5.00%		0.00%	<input checked="" type="checkbox"/>
Darke County - Library Services	85.71%	90.00%	86.54%	94.87%	100.00%	100.00%	5.00%		0.00%	<input checked="" type="checkbox"/>
Darke County - Parking	88.71%	88.68%	91.86%	91.94%	100.00%	93.62%	-1.38%		-6.38%	Review & Action
Darke County - Registration	93.55%	91.67%	94.67%	93.33%	100.00%	95.24%	0.24%		-4.76%	Review
Darke County - Vending Services		85.71%	89.19%	87.76%	95.45%	92.68%	-2.32%		-2.77%	Review
Target	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%				