

## June 2014 Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	285	52.88%	1 year or less	240	44.61%
Male	254	47.12%	2 years	145	26.95%
Total	539	100.00%	3 years	81	15.06%
No Response	40		4 or more years	72	13.38%
			Total	538	100.00%
			No Response	41	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
18 and under	48	8.91%	No credits earned	60	11.49%
19 to 24	321	59.55%	1.99 or below	15	2.87%
25 to 34	100	18.55%	2.0 - 2.49	61	11.69%
35 to 44	30	5.57%	2.5 - 2.99	105	20.11%
45 and over	40	7.42%	3.0 - 3.49	155	29.69%
Total	539	100.00%	3.5 or above	126	24.14%
No Response	40		Total	522	100.00%
			No Response	57	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	24	4.54%	Associate degree	180	34.03%
American Indian or Alaskan Native	2	0.38%	Vocational/technical program	12	2.27%
Asian or Pacific Islander	46	8.70%	Transfer to another institution	246	46.50%
Caucasian/White	183	34.59%	Certification (initial / renewal)	20	3.78%
Hispanic	178	33.65%	Self-improvement/pleasure	25	4.73%
Other race	40	7.56%	Job-related training	11	2.08%
Race - Prefer not to respond	56	10.59%	Other educational goal	35	6.62%
Total	529	100.00%	Total	529	100.00%
No Response	50		No Response	50	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Employment</b>	<b>N</b>	<b>%</b>
Day	385	75.20%	Full-time off campus	164	30.48%
Evening	121	23.63%	Part-time off campus	193	35.87%
Weekend	6	1.17%	Full-time on campus	5	0.93%
Total	512	100.00%	Part-time on campus	15	2.79%
No Response	67		Not employed	161	29.93%
			Total	538	100.00%
<b>Current Class Load</b>	<b>N</b>	<b>%</b>	No Response	41	
Full-time	296	55.02%			
Part-time	242	44.98%			
Total	538	100.00%			
No Response	41				

## June 2014 Demographics

<b>Current Residence</b>			<b>Institution Question 2</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Residence hall	1	0.19%	Campus item 2 - Answer 1	0	0%
Own house	51	9.53%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	154	28.79%	Campus item 2 - Answer 3	0	0%
Parent's home	284	53.08%	Campus item 2 - Answer 4	0	0%
Other residence	45	8.41%	Campus item 2 - Answer 5	0	0%
Total	535	100.00%	Campus item 2 - Answer 6	0	0%
No Response	44		Total	0	100.00%
			No Response	579	
<b>Residence Classification</b>			<b>Group Code</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
In-state	511	96.05%	0101	20	3.46%
Out-of-state	13	2.44%	0123	11	1.90%
International (not U.S. citizen)	8	1.50%	0312	14	2.42%
Total	532	100.00%	0349	6	1.04%
No Response	47		0365	21	3.63%
			0391	9	1.56%
			0654	23	3.98%
<b>Disabilities</b>	<b>N</b>	<b>%</b>	0683	8	1.38%
Yes - Disability	60	11.19%	0696	1	0.17%
No - Disability	476	88.81%	0845	10	1.73%
Total	536	100.00%	1329	1	0.17%
No Response	43		4008	11	1.90%
			4032	6	1.04%
			4090	15	2.60%
<b>Institution Was My</b>	<b>N</b>	<b>%</b>	4128	9	1.56%
1st choice	354	66.67%	4144	10	1.73%
2nd choice	126	23.73%	4166	16	2.77%
3rd choice or lower	51	9.60%	4329	15	2.60%
Total	531	100.00%	4379	22	3.81%
No Response	48		4441	21	3.63%
			4469	19	3.29%
			4528	14	2.42%
<b>Institution Question</b>	<b>N</b>	<b>%</b>	4537	13	2.25%
Campus item - Answer 1	6	42.86%	4650	14	2.42%
Campus item - Answer 2	2	14.29%	4662	10	1.73%
Campus item - Answer 3	1	7.14%	4683	17	2.94%
Campus item - Answer 4	3	21.43%	4720	14	2.42%
Campus item - Answer 5	0	0.00%	4732	11	1.90%
Campus item - Answer 6	2	14.29%	4750	1	0.17%
Total	14	100.00%	4754	18	3.11%
No Response	565		4757	22	3.81%

## June 2014 Demographics

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4966	21	3.63%	
5006	14	2.42%	
5011	11	1.90%	
5050	21	3.63%	
5071	33	5.71%	
5075	19	3.29%	
5127	10	1.73%	
5137	21	3.63%	
5180	10	1.73%	
6501	1	0.17%	
6502	15	2.60%	
Total	578	100.00%	
No Response	1		

## May 2009 Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	367	63.06%	1 year or less	253	43.92%
Male	215	36.94%	2 years	159	27.60%
Total	582	100.00%	3 years	65	11.28%
No Response	25		4 or more years	99	17.19%
			Total	576	100.00%
			No Response	31	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
18 and under	48	8.30%	No credits earned	80	14.29%
19 to 24	265	45.85%	1.99 or below	9	1.61%
25 to 34	116	20.07%	2.0 - 2.49	50	8.93%
35 to 44	63	10.90%	2.5 - 2.99	97	17.32%
45 and over	86	14.88%	3.0 - 3.49	155	27.68%
Total	578	100.00%	3.5 or above	169	30.18%
No Response	29		Total	560	100.00%
			No Response	47	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	35	6.08%	Associate degree	181	31.98%
American Indian or Alaskan Native	6	1.04%	Vocational/technical program	24	4.24%
Asian or Pacific Islander	86	14.93%	Transfer to another institution	223	39.40%
Caucasian/White	268	46.53%	Certification (initial / renewal)	30	5.30%
Hispanic	94	16.32%	Self-improvement/pleasure	50	8.83%
Other race	40	6.94%	Job-related training	19	3.36%
Race - Prefer not to respond	47	8.16%	Other educational goal	39	6.89%
Total	576	100.00%	Total	566	100.00%
No Response	31		No Response	41	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Employment</b>	<b>N</b>	<b>%</b>
Day	432	78.40%	Full-time off campus	130	22.49%
Evening	112	20.33%	Part-time off campus	223	38.58%
Weekend	7	1.27%	Full-time on campus	6	1.04%
Total	551	100.00%	Part-time on campus	22	3.81%
No Response	56		Not employed	197	34.08%
			Total	578	100.00%
<b>Current Class Load</b>	<b>N</b>	<b>%</b>	No Response	29	
Full-time	325	56.42%			
Part-time	251	43.58%			
Total	576	100.00%			
No Response	31				

## May 2009 Demographics

<b>Current Residence</b>			<b>Institution Question 2</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Residence hall	1	0.17%	Campus item 2 - Answer 1	0	0%
Own house	103	17.94%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	195	33.97%	Campus item 2 - Answer 3	0	0%
Parent's home	228	39.72%	Campus item 2 - Answer 4	0	0%
Other residence	47	8.19%	Campus item 2 - Answer 5	0	0%
Total	574	100.00%	Campus item 2 - Answer 6	0	0%
No Response	33		Total	0	100.00%
			No Response	607	
<b>Residence Classification</b>			<b>Group Code</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
In-state	551	95.33%	0005	1	0.17%
Out-of-state	9	1.56%	4004	20	3.31%
International (not U.S. citizen)	18	3.11%	4017	32	5.30%
Total	578	100.00%	4019	10	1.66%
No Response	29		4062	9	1.49%
			4066	15	2.48%
			4067	2	0.33%
<b>Disabilities</b>	<b>N</b>	<b>%</b>	4107	15	2.48%
Yes - Disability	76	13.19%	4115	60	9.93%
No - Disability	500	86.81%	4122	8	1.32%
Total	576	100.00%	4137	14	2.32%
No Response	31		4348	10	1.66%
			4367	19	3.15%
			4373	7	1.16%
<b>Institution Was My</b>	<b>N</b>	<b>%</b>	4405	15	2.48%
1st choice	442	77.54%	4478	20	3.31%
2nd choice	94	16.49%	4488	1	0.17%
3rd choice or lower	34	5.96%	4513	17	2.81%
Total	570	100.00%	4522	37	6.13%
No Response	37		4548	9	1.49%
			4664	1	0.17%
			4694	20	3.31%
<b>Institution Question</b>	<b>N</b>	<b>%</b>	4700	1	0.17%
Campus item - Answer 1	5	45.45%	4711	25	4.14%
Campus item - Answer 2	1	9.09%	4764	32	5.30%
Campus item - Answer 3	2	18.18%	4840	1	0.17%
Campus item - Answer 4	1	9.09%	4849	11	1.82%
Campus item - Answer 5	1	9.09%	4912	2	0.33%
Campus item - Answer 6	1	9.09%	4940	14	2.32%
Total	11	100.00%	4984	9	1.49%
No Response	596		5075	5	0.83%

## May 2009 Demographics

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5102	19	3.15%
5184	31	5.13%
5199	16	2.65%
5229	1	0.17%
5257	16	2.65%
5286	20	3.31%
5287	1	0.17%
5289	10	1.66%
5299	19	3.15%
5318	20	3.31%
5319	9	1.49%
Total	604	100.00%
No Response	3	

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## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 18. The quality of instruction I receive in most of my classes is excellent.
- 70. I am able to experience intellectual growth here.
- 69. There is a good variety of courses provided on this campus.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 31. The campus is safe and secure for all students.
- 14. Library resources and services are adequate.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 68. On the whole, the campus is well-maintained.
- 43. Class change (drop/add) policies are reasonable.
- 26. Library staff are helpful and approachable.
- 61. Faculty are usually available after class and during office hours.
- 28. It is an enjoyable experience to be a student on this campus.
- 51. There are convenient ways of paying my school bill.
- 36. Students are made to feel welcome on this campus.
- 27. The campus staff are caring and helpful.
- 3. The quality of instruction in the vocational/technical programs is excellent.

#### **Challenges**

- 8. Classes are scheduled at times that are convenient for me.
- 39. The amount of student parking space on campus is adequate.
- 32. My academic advisor is knowledgeable about my program requirements.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 52. This school does whatever it can to help me reach my educational goals.
- 24. Parking lots are well-lighted and secure.
- 7. Adequate financial aid is available for most students.
- 25. My academic advisor is concerned about my success as an individual.
- 12. My academic advisor helps me set goals to work toward.
- 48. Counseling staff care about students as individuals.
- 65. Students are notified early in the term if they are doing poorly in a class.

## **Strategic Planning Overview Trends**

### **Higher Satisfaction vs. May 2009**

- 31. The campus is safe and secure for all students.
- 39. The amount of student parking space on campus is adequate.
- 24. Parking lots are well-lighted and secure.

### **Lower Satisfaction vs. May 2009**

- 15. I am able to register for classes I need with few conflicts.
- 69. There is a good variety of courses provided on this campus.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 14. Library resources and services are adequate.
- 32. My academic advisor is knowledgeable about my program requirements.
- 46. Faculty provide timely feedback about student progress in a course.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 23. Faculty are understanding of students' unique life circumstances.
- 28. It is an enjoyable experience to be a student on this campus.
- 36. Students are made to feel welcome on this campus.
- 65. Students are notified early in the term if they are doing poorly in a class.

### **Higher Importance vs. May 2009**

- 12. My academic advisor helps me set goals to work toward.



**Institutional Summary**  
**Scales: In Order of Importance**

Scale	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.18	5.46 / 0.98	0.72	6.17	5.61 / 1.00	0.56	-0.15 **
Academic Advising/Counseling	6.15	5.21 / 1.24	0.94	6.11	5.34 / 1.28	0.77	-0.13
Registration Effectiveness	6.14	5.39 / 0.96	0.75	6.12	5.52 / 0.98	0.60	-0.13 *
Concern for the Individual	6.08	5.27 / 1.12	0.81	6.07	5.42 / 1.12	0.65	-0.15 *
Academic Services	6.07	5.51 / 1.00	0.56	6.08	5.62 / 1.01	0.46	-0.11
Admissions and Financial Aid	6.00	5.15 / 1.16	0.85	5.92	5.10 / 1.17	0.82	0.05
Safety and Security	6.00	4.96 / 1.17	1.04	6.03	4.56 / 1.26	1.47	0.40 ***
Student Centeredness	5.97	5.38 / 1.05	0.59	5.96	5.52 / 1.05	0.44	-0.14 *
Campus Climate	5.95	5.29 / 0.99	0.66	5.92	5.36 / 0.99	0.56	-0.07
Service Excellence	5.94	5.24 / 1.01	0.70	5.91	5.28 / 1.01	0.63	-0.04
Campus Support Services	5.52	4.96 / 1.18	0.56	5.39	5.01 / 1.16	0.38	-0.05
Responsiveness to Diverse Populations		5.46 / 1.21			5.58 / 1.18		-0.12

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

### Items: In Order of Importance

Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
18. The quality of instruction I receive in most of my classes is excellent.	6.45	5.77 / 1.16	0.68	6.46	5.88 / 1.16	0.58	-0.11
8. Classes are scheduled at times that are convenient for me.	6.39	5.36 / 1.50	1.03	6.43	5.45 / 1.49	0.98	-0.09
70. I am able to experience intellectual growth here.	6.35	5.83 / 1.23	0.52	6.41	5.97 / 1.21	0.44	-0.14
15. I am able to register for classes I need with few conflicts.	6.33	5.47 / 1.43	0.86	6.39	5.71 / 1.33	0.68	-0.24 **
69. There is a good variety of courses provided on this campus.	6.32	5.57 / 1.40	0.75	6.34	5.80 / 1.38	0.54	-0.23 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.31	5.72 / 1.23	0.59	6.36	5.87 / 1.20	0.49	-0.15 *
31. The campus is safe and secure for all students.	6.29	5.57 / 1.29	0.72	6.32	5.05 / 1.53	1.27	0.52 ***
14. Library resources and services are adequate.	6.26	5.72 / 1.38	0.54	6.29	5.92 / 1.24	0.37	-0.20 *
39. The amount of student parking space on campus is adequate.	6.26	4.40 / 2.01	1.86	6.24	3.79 / 1.98	2.45	0.61 ***
66. Program requirements are clear and reasonable.	6.24	5.47 / 1.33	0.77	6.18	5.61 / 1.33	0.57	-0.14
29. Faculty are fair and unbiased in their treatment of individual students.	6.23	5.53 / 1.31	0.70	6.30	5.58 / 1.36	0.72	-0.05
32. My academic advisor is knowledgeable about my program requirements.	6.23	5.24 / 1.60	0.99	6.32	5.44 / 1.57	0.88	-0.20 *
87. Cost as factor in decision to enroll.	6.22			6.01			
68. On the whole, the campus is well-maintained.	6.21	5.84 / 1.26	0.37	6.13	5.88 / 1.26	0.25	-0.04
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.20	5.23 / 1.59	0.97	6.19	5.31 / 1.59	0.88	-0.08
41. Admissions staff are knowledgeable.	6.20	5.46 / 1.37	0.74	6.12	5.49 / 1.31	0.63	-0.03

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

**Institutional Summary**  
**Items: In Order of Importance**

Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
52. This school does whatever it can to help me reach my educational goals.	6.19	5.21 / 1.45	0.98	6.11	5.36 / 1.39	0.75	-0.15
43. Class change (drop/add) policies are reasonable.	6.18	5.56 / 1.36	0.62	6.10	5.56 / 1.38	0.54	0.00
46. Faculty provide timely feedback about student progress in a course.	6.18	5.38 / 1.41	0.80	6.13	5.55 / 1.35	0.58	-0.17 *
24. Parking lots are well-lighted and secure.	6.17	5.13 / 1.55	1.04	6.20	4.69 / 1.70	1.51	0.44 ***
26. Library staff are helpful and approachable.	6.16	5.83 / 1.22	0.33	6.14	5.75 / 1.33	0.39	0.08
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.16	5.34 / 1.41	0.82	6.15	5.68 / 1.25	0.47	-0.34 ***
61. Faculty are usually available after class and during office hours.	6.16	5.62 / 1.33	0.54	6.17	5.68 / 1.34	0.49	-0.06
23. Faculty are understanding of students' unique life circumstances.	6.15	5.27 / 1.44	0.88	6.07	5.48 / 1.32	0.59	-0.21 *
28. It is an enjoyable experience to be a student on this campus.	6.15	5.55 / 1.37	0.60	6.22	5.80 / 1.25	0.42	-0.25 **
6. My academic advisor is approachable.	6.14	5.37 / 1.50	0.77	6.12	5.53 / 1.49	0.59	-0.16
7. Adequate financial aid is available for most students.	6.14	5.08 / 1.64	1.06	6.04	4.97 / 1.65	1.07	0.11
51. There are convenient ways of paying my school bill.	6.13	5.48 / 1.41	0.65	6.00	5.50 / 1.50	0.50	-0.02
5. The personnel involved in registration are helpful.	6.10	5.28 / 1.48	0.82	6.06	5.41 / 1.43	0.65	-0.13
25. My academic advisor is concerned about my success as an individual.	6.10	5.07 / 1.61	1.03	6.06	5.17 / 1.61	0.89	-0.10
36. Students are made to feel welcome on this campus.	6.10	5.51 / 1.30	0.59	6.09	5.67 / 1.27	0.42	-0.16 *

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

**Institutional Summary**  
**Items: In Order of Importance**

Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
12. My academic advisor helps me set goals to work toward.	6.09	5.16 / 1.64	0.93	5.92	5.27 / 1.59	0.65	-0.11
27. The campus staff are caring and helpful.	6.09	5.51 / 1.25	0.58	6.02	5.52 / 1.24	0.50	-0.01
48. Counseling staff care about students as individuals.	6.09	5.20 / 1.46	0.89	6.04	5.32 / 1.51	0.72	-0.12
65. Students are notified early in the term if they are doing poorly in a class.	6.09	4.78 / 1.76	1.31	6.06	5.05 / 1.56	1.01	-0.27 *
3. The quality of instruction in the vocational/technical programs is excellent.	6.08	5.59 / 1.23	0.49	6.05	5.68 / 1.29	0.37	-0.09
21. There are a sufficient number of study areas on campus.	6.08	5.27 / 1.56	0.81	6.01	5.43 / 1.51	0.58	-0.16
45. This institution has a good reputation within the community.	6.06	5.74 / 1.21	0.32	5.98	5.85 / 1.28	0.13	-0.11
64. Nearly all classes deal with practical experiences and applications.	6.06	5.40 / 1.34	0.66	6.00	5.45 / 1.35	0.55	-0.05
42. The equipment in the lab facilities is kept up to date.	6.05	5.46 / 1.30	0.59	6.11	5.58 / 1.33	0.53	-0.12
53. The assessment and course placement procedures are reasonable.	6.05	5.34 / 1.32	0.71	5.87	5.25 / 1.39	0.62	0.09
16. The college shows concern for students as individuals.	6.04	5.06 / 1.51	0.98	6.04	5.32 / 1.44	0.72	-0.26 **
37. Faculty take into consideration student differences as they teach a course.	6.03	5.32 / 1.48	0.71	5.98	5.44 / 1.36	0.54	-0.12
47. There are adequate services to help me decide upon a career.	6.02	5.10 / 1.45	0.92	5.92	5.25 / 1.43	0.67	-0.15
60. Billing policies are reasonable.	6.02	5.31 / 1.39	0.71	5.98	5.46 / 1.35	0.52	-0.15
55. Academic support services adequately meet the needs of students.	6.01	5.37 / 1.31	0.64	6.03	5.37 / 1.34	0.66	0.00

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

**Institutional Summary**  
**Items: In Order of Importance**

Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
49. Admissions counselors respond to prospective students' unique needs and requests.	6.00	5.10 / 1.40	0.90	5.88	5.15 / 1.43	0.73	-0.05
20. Financial aid counselors are helpful.	5.99	5.18 / 1.54	0.81	5.96	5.10 / 1.65	0.86	0.08
34. Computer labs are adequate and accessible.	5.99	5.54 / 1.36	0.45	6.07	5.75 / 1.34	0.32	-0.21 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.98	4.98 / 1.62	1.00	5.88	4.72 / 1.60	1.16	0.26 *
22. People on this campus respect and are supportive of each other.	5.97	5.31 / 1.37	0.66	5.95	5.36 / 1.32	0.59	-0.05
57. Administrators are approachable to students.	5.97	5.27 / 1.41	0.70	5.94	5.23 / 1.41	0.71	0.04
54. Faculty are interested in my academic problems.	5.96	5.21 / 1.38	0.75	5.99	5.41 / 1.35	0.58	-0.20 *
56. The business office is open during hours which are convenient for most students.	5.95	5.23 / 1.39	0.72	5.97	5.31 / 1.41	0.66	-0.08
50. Tutoring services are readily available.	5.94	5.37 / 1.35	0.57	5.91	5.54 / 1.38	0.37	-0.17
63. I seldom get the "run-around" when seeking information on this campus.	5.94	5.06 / 1.53	0.88	6.05	5.16 / 1.58	0.89	-0.10
67. Channels for expressing student complaints are readily available.	5.93	4.86 / 1.54	1.07	5.79	4.76 / 1.62	1.03	0.10
62. Bookstore staff are helpful.	5.92	5.42 / 1.35	0.50	5.97	5.57 / 1.39	0.40	-0.15
2. Faculty care about me as an individual.	5.91	5.47 / 1.30	0.44	5.91	5.69 / 1.25	0.22	-0.22 **
11. Security staff respond quickly in emergencies.	5.89	4.90 / 1.39	0.99	5.90	4.67 / 1.50	1.23	0.23 *
9. Internships or practical experiences are provided in my degree/certificate program.	5.82	4.70 / 1.62	1.12	5.81	4.88 / 1.50	0.93	-0.18

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

### Items: In Order of Importance

Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
30. The career services office provides students with the help they need to get a job.	5.82	4.87 / 1.41	0.95	5.72	4.84 / 1.45	0.88	0.03
89. Academic reputation as factor in decision to enroll.	5.80			5.70			
38. The student center is a comfortable place for students to spend their leisure time.	5.79	5.05 / 1.62	0.74	5.48	5.05 / 1.57	0.43	0.00
88. Financial aid as factor in decision to enroll.	5.74			5.35			
59. New student orientation services help students adjust to college.	5.71	5.14 / 1.47	0.57	5.63	5.17 / 1.41	0.46	-0.03
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.67	5.08 / 1.35	0.59	5.55	5.07 / 1.35	0.48	0.01
93. Geographic setting as factor in decision to enroll.	5.67			5.66			
1. Most students feel a sense of belonging here.	5.50	5.39 / 1.28	0.11	5.45	5.51 / 1.31	-0.06	-0.12
94. Campus appearance as factor in decision to enroll.	5.47			5.33			
4. Security staff are helpful.	5.40	4.75 / 1.54	0.65	5.43	4.62 / 1.62	0.81	0.13
44. I generally know what's happening on campus.	5.40	4.59 / 1.62	0.81	5.24	4.69 / 1.50	0.55	-0.10
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.35			5.04			
19. This campus provides effective support services for displaced homemakers.	5.18	4.87 / 1.36	0.31	5.16	4.92 / 1.38	0.24	-0.05
90. Size of institution as factor in decision to enroll.	4.97			4.91			
17. Personnel in the Veterans' Services program are helpful.	4.92	4.73 / 1.36	0.19	4.70	4.64 / 1.33	0.06	0.09

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

**Institutional Summary**  
**Items: In Order of Importance**

Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
10. Child care facilities are available on campus.	4.90	4.88 / 1.47	0.02	4.84	5.03 / 1.53	-0.19	-0.15
92. Recommendations from family/friends as factor in decision to enroll.	4.86			4.87			
91. Opportunity to play sports as factor in decision to enroll.	3.81			3.39			
71. Campus item 1							
72. Campus item 2							
73. Campus item 3							
74. Campus item 4							
75. Campus item 5							
76. Campus item 6							
77. Campus item 7							
78. Campus item 8							
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.63 / 1.34			5.77 / 1.27		-0.14
82. Institution's commitment to evening students?		5.52 / 1.41			5.53 / 1.44		-0.01
83. Institution's commitment to older, returning learners?		5.48 / 1.41			5.73 / 1.34		-0.25 **
84. Institution's commitment to under-represented populations?		5.38 / 1.39			5.44 / 1.45		-0.06

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

**Institutional Summary**  
**Items: In Order of Importance**

Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to commuters?		5.32 / 1.40			5.38 / 1.45		-0.06
86. Institution's commitment to students with disabilities?		5.44 / 1.36			5.59 / 1.41		-0.15

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level



## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Academic Advising/Counseling

Scale/Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING/COUNSELING</b>	6.15	5.21 / 1.24	0.94	6.11	5.34 / 1.28	0.77	-0.13
6. My academic advisor is approachable.	6.14	5.37 / 1.50	0.77	6.12	5.53 / 1.49	0.59	-0.16
12. My academic advisor helps me set goals to work toward.	6.09	5.16 / 1.64	0.93	5.92	5.27 / 1.59	0.65	-0.11
25. My academic advisor is concerned about my success as an individual.	6.10	5.07 / 1.61	1.03	6.06	5.17 / 1.61	0.89	-0.10
32. My academic advisor is knowledgeable about my program requirements.	6.23	5.24 / 1.60	0.99	6.32	5.44 / 1.57	0.88	-0.20 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.20	5.23 / 1.59	0.97	6.19	5.31 / 1.59	0.88	-0.08
48. Counseling staff care about students as individuals.	6.09	5.20 / 1.46	0.89	6.04	5.32 / 1.51	0.72	-0.12
52. This school does whatever it can to help me reach my educational goals.	6.19	5.21 / 1.45	0.98	6.11	5.36 / 1.39	0.75	-0.15

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Academic Services

Scale/Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC SERVICES</b>	6.07	5.51 / 1.00	0.56	6.08	5.62 / 1.01	0.46	-0.11
14. Library resources and services are adequate.	6.26	5.72 / 1.38	0.54	6.29	5.92 / 1.24	0.37	-0.20 *
21. There are a sufficient number of study areas on campus.	6.08	5.27 / 1.56	0.81	6.01	5.43 / 1.51	0.58	-0.16
26. Library staff are helpful and approachable.	6.16	5.83 / 1.22	0.33	6.14	5.75 / 1.33	0.39	0.08
34. Computer labs are adequate and accessible.	5.99	5.54 / 1.36	0.45	6.07	5.75 / 1.34	0.32	-0.21 *
42. The equipment in the lab facilities is kept up to date.	6.05	5.46 / 1.30	0.59	6.11	5.58 / 1.33	0.53	-0.12
50. Tutoring services are readily available.	5.94	5.37 / 1.35	0.57	5.91	5.54 / 1.38	0.37	-0.17
55. Academic support services adequately meet the needs of students.	6.01	5.37 / 1.31	0.64	6.03	5.37 / 1.34	0.66	0.00

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Admissions and Financial Aid**

Scale/Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ADMISSIONS AND FINANCIAL AID</b>	6.00	5.15 / 1.16	0.85	5.92	5.10 / 1.17	0.82	0.05
7. Adequate financial aid is available for most students.	6.14	5.08 / 1.64	1.06	6.04	4.97 / 1.65	1.07	0.11
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.98	4.98 / 1.62	1.00	5.88	4.72 / 1.60	1.16	0.26 *
20. Financial aid counselors are helpful.	5.99	5.18 / 1.54	0.81	5.96	5.10 / 1.65	0.86	0.08
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.67	5.08 / 1.35	0.59	5.55	5.07 / 1.35	0.48	0.01
41. Admissions staff are knowledgeable.	6.20	5.46 / 1.37	0.74	6.12	5.49 / 1.31	0.63	-0.03
49. Admissions counselors respond to prospective students' unique needs and requests.	6.00	5.10 / 1.40	0.90	5.88	5.15 / 1.43	0.73	-0.05

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Campus Climate

Scale/Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	5.95	5.29 / 0.99	0.66	5.92	5.36 / 0.99	0.56	-0.07
1. Most students feel a sense of belonging here.	5.50	5.39 / 1.28	0.11	5.45	5.51 / 1.31	-0.06	-0.12
2. Faculty care about me as an individual.	5.91	5.47 / 1.30	0.44	5.91	5.69 / 1.25	0.22	-0.22 **
16. The college shows concern for students as individuals.	6.04	5.06 / 1.51	0.98	6.04	5.32 / 1.44	0.72	-0.26 **
22. People on this campus respect and are supportive of each other.	5.97	5.31 / 1.37	0.66	5.95	5.36 / 1.32	0.59	-0.05
27. The campus staff are caring and helpful.	6.09	5.51 / 1.25	0.58	6.02	5.52 / 1.24	0.50	-0.01
28. It is an enjoyable experience to be a student on this campus.	6.15	5.55 / 1.37	0.60	6.22	5.80 / 1.25	0.42	-0.25 **
31. The campus is safe and secure for all students.	6.29	5.57 / 1.29	0.72	6.32	5.05 / 1.53	1.27	0.52 ***
36. Students are made to feel welcome on this campus.	6.10	5.51 / 1.30	0.59	6.09	5.67 / 1.27	0.42	-0.16 *
44. I generally know what's happening on campus.	5.40	4.59 / 1.62	0.81	5.24	4.69 / 1.50	0.55	-0.10
45. This institution has a good reputation within the community.	6.06	5.74 / 1.21	0.32	5.98	5.85 / 1.28	0.13	-0.11
52. This school does whatever it can to help me reach my educational goals.	6.19	5.21 / 1.45	0.98	6.11	5.36 / 1.39	0.75	-0.15
57. Administrators are approachable to students.	5.97	5.27 / 1.41	0.70	5.94	5.23 / 1.41	0.71	0.04
59. New student orientation services help students adjust to college.	5.71	5.14 / 1.47	0.57	5.63	5.17 / 1.41	0.46	-0.03
63. I seldom get the "run-around" when seeking information on this campus.	5.94	5.06 / 1.53	0.88	6.05	5.16 / 1.58	0.89	-0.10
67. Channels for expressing student complaints are readily available.	5.93	4.86 / 1.54	1.07	5.79	4.76 / 1.62	1.03	0.10

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Campus Support Services

Scale/Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SUPPORT SERVICES</b>	5.52	4.96 / 1.18	0.56	5.39	5.01 / 1.16	0.38	-0.05
10. Child care facilities are available on campus.	4.90	4.88 / 1.47	0.02	4.84	5.03 / 1.53	-0.19	-0.15
17. Personnel in the Veterans' Services program are helpful.	4.92	4.73 / 1.36	0.19	4.70	4.64 / 1.33	0.06	0.09
19. This campus provides effective support services for displaced homemakers.	5.18	4.87 / 1.36	0.31	5.16	4.92 / 1.38	0.24	-0.05
30. The career services office provides students with the help they need to get a job.	5.82	4.87 / 1.41	0.95	5.72	4.84 / 1.45	0.88	0.03
38. The student center is a comfortable place for students to spend their leisure time.	5.79	5.05 / 1.62	0.74	5.48	5.05 / 1.57	0.43	0.00
47. There are adequate services to help me decide upon a career.	6.02	5.10 / 1.45	0.92	5.92	5.25 / 1.43	0.67	-0.15
59. New student orientation services help students adjust to college.	5.71	5.14 / 1.47	0.57	5.63	5.17 / 1.41	0.46	-0.03

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

Scales: In Order With Items That Make Up the Scale - Concern for the Individual

Scale/Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CONCERN FOR THE INDIVIDUAL</b>	6.08	5.27 / 1.12	0.81	6.07	5.42 / 1.12	0.65	-0.15 *
2. Faculty care about me as an individual.	5.91	5.47 / 1.30	0.44	5.91	5.69 / 1.25	0.22	-0.22 **
16. The college shows concern for students as individuals.	6.04	5.06 / 1.51	0.98	6.04	5.32 / 1.44	0.72	-0.26 **
25. My academic advisor is concerned about my success as an individual.	6.10	5.07 / 1.61	1.03	6.06	5.17 / 1.61	0.89	-0.10
29. Faculty are fair and unbiased in their treatment of individual students.	6.23	5.53 / 1.31	0.70	6.30	5.58 / 1.36	0.72	-0.05
48. Counseling staff care about students as individuals.	6.09	5.20 / 1.46	0.89	6.04	5.32 / 1.51	0.72	-0.12

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

Scale/Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.18	5.46 / 0.98	0.72	6.17	5.61 / 1.00	0.56	-0.15 **
2. Faculty care about me as an individual.	5.91	5.47 / 1.30	0.44	5.91	5.69 / 1.25	0.22	-0.22 **
18. The quality of instruction I receive in most of my classes is excellent.	6.45	5.77 / 1.16	0.68	6.46	5.88 / 1.16	0.58	-0.11
23. Faculty are understanding of students' unique life circumstances.	6.15	5.27 / 1.44	0.88	6.07	5.48 / 1.32	0.59	-0.21 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.23	5.53 / 1.31	0.70	6.30	5.58 / 1.36	0.72	-0.05
37. Faculty take into consideration student differences as they teach a course.	6.03	5.32 / 1.48	0.71	5.98	5.44 / 1.36	0.54	-0.12
46. Faculty provide timely feedback about student progress in a course.	6.18	5.38 / 1.41	0.80	6.13	5.55 / 1.35	0.58	-0.17 *
54. Faculty are interested in my academic problems.	5.96	5.21 / 1.38	0.75	5.99	5.41 / 1.35	0.58	-0.20 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.31	5.72 / 1.23	0.59	6.36	5.87 / 1.20	0.49	-0.15 *
61. Faculty are usually available after class and during office hours.	6.16	5.62 / 1.33	0.54	6.17	5.68 / 1.34	0.49	-0.06
64. Nearly all classes deal with practical experiences and applications.	6.06	5.40 / 1.34	0.66	6.00	5.45 / 1.35	0.55	-0.05
65. Students are notified early in the term if they are doing poorly in a class.	6.09	4.78 / 1.76	1.31	6.06	5.05 / 1.56	1.01	-0.27 *
66. Program requirements are clear and reasonable.	6.24	5.47 / 1.33	0.77	6.18	5.61 / 1.33	0.57	-0.14

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

**Institutional Summary**

**Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness**

Scale/Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.32	5.57 / 1.40	0.75	6.34	5.80 / 1.38	0.54	-0.23 **
70. I am able to experience intellectual growth here.	6.35	5.83 / 1.23	0.52	6.41	5.97 / 1.21	0.44	-0.14

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level



## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Registration Effectiveness

Scale/Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.14	5.39 / 0.96	0.75	6.12	5.52 / 0.98	0.60	-0.13 *
5. The personnel involved in registration are helpful.	6.10	5.28 / 1.48	0.82	6.06	5.41 / 1.43	0.65	-0.13
8. Classes are scheduled at times that are convenient for me.	6.39	5.36 / 1.50	1.03	6.43	5.45 / 1.49	0.98	-0.09
15. I am able to register for classes I need with few conflicts.	6.33	5.47 / 1.43	0.86	6.39	5.71 / 1.33	0.68	-0.24 **
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.16	5.34 / 1.41	0.82	6.15	5.68 / 1.25	0.47	-0.34 ***
43. Class change (drop/add) policies are reasonable.	6.18	5.56 / 1.36	0.62	6.10	5.56 / 1.38	0.54	0.00
51. There are convenient ways of paying my school bill.	6.13	5.48 / 1.41	0.65	6.00	5.50 / 1.50	0.50	-0.02
56. The business office is open during hours which are convenient for most students.	5.95	5.23 / 1.39	0.72	5.97	5.31 / 1.41	0.66	-0.08
60. Billing policies are reasonable.	6.02	5.31 / 1.39	0.71	5.98	5.46 / 1.35	0.52	-0.15
62. Bookstore staff are helpful.	5.92	5.42 / 1.35	0.50	5.97	5.57 / 1.39	0.40	-0.15

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Responsiveness to Diverse Populations**

Scale/Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.46 / 1.21			5.58 / 1.18		-0.12
81. Institution's commitment to part-time students?		5.63 / 1.34			5.77 / 1.27		-0.14
82. Institution's commitment to evening students?		5.52 / 1.41			5.53 / 1.44		-0.01
83. Institution's commitment to older, returning learners?		5.48 / 1.41			5.73 / 1.34		-0.25 **
84. Institution's commitment to under-represented populations?		5.38 / 1.39			5.44 / 1.45		-0.06
85. Institution's commitment to commuters?		5.32 / 1.40			5.38 / 1.45		-0.06
86. Institution's commitment to students with disabilities?		5.44 / 1.36			5.59 / 1.41		-0.15

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

Scales: In Order With Items That Make Up the Scale - Safety and Security

Scale/Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.00	4.96 / 1.17	1.04	6.03	4.56 / 1.26	1.47	0.40 ***
4. Security staff are helpful.	5.40	4.75 / 1.54	0.65	5.43	4.62 / 1.62	0.81	0.13
11. Security staff respond quickly in emergencies.	5.89	4.90 / 1.39	0.99	5.90	4.67 / 1.50	1.23	0.23 *
24. Parking lots are well-lighted and secure.	6.17	5.13 / 1.55	1.04	6.20	4.69 / 1.70	1.51	0.44 ***
31. The campus is safe and secure for all students.	6.29	5.57 / 1.29	0.72	6.32	5.05 / 1.53	1.27	0.52 ***
39. The amount of student parking space on campus is adequate.	6.26	4.40 / 2.01	1.86	6.24	3.79 / 1.98	2.45	0.61 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Service Excellence**

Scale/Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SERVICE EXCELLENCE</b>	5.94	5.24 / 1.01	0.70	5.91	5.28 / 1.01	0.63	-0.04
5. The personnel involved in registration are helpful.	6.10	5.28 / 1.48	0.82	6.06	5.41 / 1.43	0.65	-0.13
22. People on this campus respect and are supportive of each other.	5.97	5.31 / 1.37	0.66	5.95	5.36 / 1.32	0.59	-0.05
26. Library staff are helpful and approachable.	6.16	5.83 / 1.22	0.33	6.14	5.75 / 1.33	0.39	0.08
27. The campus staff are caring and helpful.	6.09	5.51 / 1.25	0.58	6.02	5.52 / 1.24	0.50	-0.01
44. I generally know what's happening on campus.	5.40	4.59 / 1.62	0.81	5.24	4.69 / 1.50	0.55	-0.10
57. Administrators are approachable to students.	5.97	5.27 / 1.41	0.70	5.94	5.23 / 1.41	0.71	0.04
62. Bookstore staff are helpful.	5.92	5.42 / 1.35	0.50	5.97	5.57 / 1.39	0.40	-0.15
63. I seldom get the "run-around" when seeking information on this campus.	5.94	5.06 / 1.53	0.88	6.05	5.16 / 1.58	0.89	-0.10
67. Channels for expressing student complaints are readily available.	5.93	4.86 / 1.54	1.07	5.79	4.76 / 1.62	1.03	0.10

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

Scales: In Order With Items That Make Up the Scale - Student Centeredness

Scale/Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	5.97	5.38 / 1.05	0.59	5.96	5.52 / 1.05	0.44	-0.14 *
1. Most students feel a sense of belonging here.	5.50	5.39 / 1.28	0.11	5.45	5.51 / 1.31	-0.06	-0.12
16. The college shows concern for students as individuals.	6.04	5.06 / 1.51	0.98	6.04	5.32 / 1.44	0.72	-0.26 **
27. The campus staff are caring and helpful.	6.09	5.51 / 1.25	0.58	6.02	5.52 / 1.24	0.50	-0.01
28. It is an enjoyable experience to be a student on this campus.	6.15	5.55 / 1.37	0.60	6.22	5.80 / 1.25	0.42	-0.25 **
36. Students are made to feel welcome on this campus.	6.10	5.51 / 1.30	0.59	6.09	5.67 / 1.27	0.42	-0.16 *
57. Administrators are approachable to students.	5.97	5.27 / 1.41	0.70	5.94	5.23 / 1.41	0.71	0.04

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

### Items: In Sequential Order

Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.50	5.39 / 1.28	0.11	5.45	5.51 / 1.31	-0.06	-0.12
2. Faculty care about me as an individual.	5.91	5.47 / 1.30	0.44	5.91	5.69 / 1.25	0.22	-0.22 **
3. The quality of instruction in the vocational/technical programs is excellent.	6.08	5.59 / 1.23	0.49	6.05	5.68 / 1.29	0.37	-0.09
4. Security staff are helpful.	5.40	4.75 / 1.54	0.65	5.43	4.62 / 1.62	0.81	0.13
5. The personnel involved in registration are helpful.	6.10	5.28 / 1.48	0.82	6.06	5.41 / 1.43	0.65	-0.13
6. My academic advisor is approachable.	6.14	5.37 / 1.50	0.77	6.12	5.53 / 1.49	0.59	-0.16
7. Adequate financial aid is available for most students.	6.14	5.08 / 1.64	1.06	6.04	4.97 / 1.65	1.07	0.11
8. Classes are scheduled at times that are convenient for me.	6.39	5.36 / 1.50	1.03	6.43	5.45 / 1.49	0.98	-0.09
9. Internships or practical experiences are provided in my degree/certificate program.	5.82	4.70 / 1.62	1.12	5.81	4.88 / 1.50	0.93	-0.18
10. Child care facilities are available on campus.	4.90	4.88 / 1.47	0.02	4.84	5.03 / 1.53	-0.19	-0.15
11. Security staff respond quickly in emergencies.	5.89	4.90 / 1.39	0.99	5.90	4.67 / 1.50	1.23	0.23 *
12. My academic advisor helps me set goals to work toward.	6.09	5.16 / 1.64	0.93	5.92	5.27 / 1.59	0.65	-0.11
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.98	4.98 / 1.62	1.00	5.88	4.72 / 1.60	1.16	0.26 *
14. Library resources and services are adequate.	6.26	5.72 / 1.38	0.54	6.29	5.92 / 1.24	0.37	-0.20 *
15. I am able to register for classes I need with few conflicts.	6.33	5.47 / 1.43	0.86	6.39	5.71 / 1.33	0.68	-0.24 **
16. The college shows concern for students as individuals.	6.04	5.06 / 1.51	0.98	6.04	5.32 / 1.44	0.72	-0.26 **

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

### Items: In Sequential Order

Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	4.92	4.73 / 1.36	0.19	4.70	4.64 / 1.33	0.06	0.09
18. The quality of instruction I receive in most of my classes is excellent.	6.45	5.77 / 1.16	0.68	6.46	5.88 / 1.16	0.58	-0.11
19. This campus provides effective support services for displaced homemakers.	5.18	4.87 / 1.36	0.31	5.16	4.92 / 1.38	0.24	-0.05
20. Financial aid counselors are helpful.	5.99	5.18 / 1.54	0.81	5.96	5.10 / 1.65	0.86	0.08
21. There are a sufficient number of study areas on campus.	6.08	5.27 / 1.56	0.81	6.01	5.43 / 1.51	0.58	-0.16
22. People on this campus respect and are supportive of each other.	5.97	5.31 / 1.37	0.66	5.95	5.36 / 1.32	0.59	-0.05
23. Faculty are understanding of students' unique life circumstances.	6.15	5.27 / 1.44	0.88	6.07	5.48 / 1.32	0.59	-0.21 *
24. Parking lots are well-lighted and secure.	6.17	5.13 / 1.55	1.04	6.20	4.69 / 1.70	1.51	0.44 ***
25. My academic advisor is concerned about my success as an individual.	6.10	5.07 / 1.61	1.03	6.06	5.17 / 1.61	0.89	-0.10
26. Library staff are helpful and approachable.	6.16	5.83 / 1.22	0.33	6.14	5.75 / 1.33	0.39	0.08
27. The campus staff are caring and helpful.	6.09	5.51 / 1.25	0.58	6.02	5.52 / 1.24	0.50	-0.01
28. It is an enjoyable experience to be a student on this campus.	6.15	5.55 / 1.37	0.60	6.22	5.80 / 1.25	0.42	-0.25 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.23	5.53 / 1.31	0.70	6.30	5.58 / 1.36	0.72	-0.05
30. The career services office provides students with the help they need to get a job.	5.82	4.87 / 1.41	0.95	5.72	4.84 / 1.45	0.88	0.03
31. The campus is safe and secure for all students.	6.29	5.57 / 1.29	0.72	6.32	5.05 / 1.53	1.27	0.52 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

### Items: In Sequential Order

Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.23	5.24 / 1.60	0.99	6.32	5.44 / 1.57	0.88	-0.20 *
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.67	5.08 / 1.35	0.59	5.55	5.07 / 1.35	0.48	0.01
34. Computer labs are adequate and accessible.	5.99	5.54 / 1.36	0.45	6.07	5.75 / 1.34	0.32	-0.21 *
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.16	5.34 / 1.41	0.82	6.15	5.68 / 1.25	0.47	-0.34 ***
36. Students are made to feel welcome on this campus.	6.10	5.51 / 1.30	0.59	6.09	5.67 / 1.27	0.42	-0.16 *
37. Faculty take into consideration student differences as they teach a course.	6.03	5.32 / 1.48	0.71	5.98	5.44 / 1.36	0.54	-0.12
38. The student center is a comfortable place for students to spend their leisure time.	5.79	5.05 / 1.62	0.74	5.48	5.05 / 1.57	0.43	0.00
39. The amount of student parking space on campus is adequate.	6.26	4.40 / 2.01	1.86	6.24	3.79 / 1.98	2.45	0.61 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.20	5.23 / 1.59	0.97	6.19	5.31 / 1.59	0.88	-0.08
41. Admissions staff are knowledgeable.	6.20	5.46 / 1.37	0.74	6.12	5.49 / 1.31	0.63	-0.03
42. The equipment in the lab facilities is kept up to date.	6.05	5.46 / 1.30	0.59	6.11	5.58 / 1.33	0.53	-0.12
43. Class change (drop/add) policies are reasonable.	6.18	5.56 / 1.36	0.62	6.10	5.56 / 1.38	0.54	0.00
44. I generally know what's happening on campus.	5.40	4.59 / 1.62	0.81	5.24	4.69 / 1.50	0.55	-0.10
45. This institution has a good reputation within the community.	6.06	5.74 / 1.21	0.32	5.98	5.85 / 1.28	0.13	-0.11
46. Faculty provide timely feedback about student progress in a course.	6.18	5.38 / 1.41	0.80	6.13	5.55 / 1.35	0.58	-0.17 *

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level



## Institutional Summary

### Items: In Sequential Order

Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.02	5.10 / 1.45	0.92	5.92	5.25 / 1.43	0.67	-0.15
48. Counseling staff care about students as individuals.	6.09	5.20 / 1.46	0.89	6.04	5.32 / 1.51	0.72	-0.12
49. Admissions counselors respond to prospective students' unique needs and requests.	6.00	5.10 / 1.40	0.90	5.88	5.15 / 1.43	0.73	-0.05
50. Tutoring services are readily available.	5.94	5.37 / 1.35	0.57	5.91	5.54 / 1.38	0.37	-0.17
51. There are convenient ways of paying my school bill.	6.13	5.48 / 1.41	0.65	6.00	5.50 / 1.50	0.50	-0.02
52. This school does whatever it can to help me reach my educational goals.	6.19	5.21 / 1.45	0.98	6.11	5.36 / 1.39	0.75	-0.15
53. The assessment and course placement procedures are reasonable.	6.05	5.34 / 1.32	0.71	5.87	5.25 / 1.39	0.62	0.09
54. Faculty are interested in my academic problems.	5.96	5.21 / 1.38	0.75	5.99	5.41 / 1.35	0.58	-0.20 *
55. Academic support services adequately meet the needs of students.	6.01	5.37 / 1.31	0.64	6.03	5.37 / 1.34	0.66	0.00
56. The business office is open during hours which are convenient for most students.	5.95	5.23 / 1.39	0.72	5.97	5.31 / 1.41	0.66	-0.08
57. Administrators are approachable to students.	5.97	5.27 / 1.41	0.70	5.94	5.23 / 1.41	0.71	0.04
58. Nearly all of the faculty are knowledgeable in their fields.	6.31	5.72 / 1.23	0.59	6.36	5.87 / 1.20	0.49	-0.15 *
59. New student orientation services help students adjust to college.	5.71	5.14 / 1.47	0.57	5.63	5.17 / 1.41	0.46	-0.03
60. Billing policies are reasonable.	6.02	5.31 / 1.39	0.71	5.98	5.46 / 1.35	0.52	-0.15
61. Faculty are usually available after class and during office hours.	6.16	5.62 / 1.33	0.54	6.17	5.68 / 1.34	0.49	-0.06

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

### Items: In Sequential Order

Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	5.92	5.42 / 1.35	0.50	5.97	5.57 / 1.39	0.40	-0.15
63. I seldom get the "run-around" when seeking information on this campus.	5.94	5.06 / 1.53	0.88	6.05	5.16 / 1.58	0.89	-0.10
64. Nearly all classes deal with practical experiences and applications.	6.06	5.40 / 1.34	0.66	6.00	5.45 / 1.35	0.55	-0.05
65. Students are notified early in the term if they are doing poorly in a class.	6.09	4.78 / 1.76	1.31	6.06	5.05 / 1.56	1.01	-0.27 *
66. Program requirements are clear and reasonable.	6.24	5.47 / 1.33	0.77	6.18	5.61 / 1.33	0.57	-0.14
67. Channels for expressing student complaints are readily available.	5.93	4.86 / 1.54	1.07	5.79	4.76 / 1.62	1.03	0.10
68. On the whole, the campus is well-maintained.	6.21	5.84 / 1.26	0.37	6.13	5.88 / 1.26	0.25	-0.04
69. There is a good variety of courses provided on this campus.	6.32	5.57 / 1.40	0.75	6.34	5.80 / 1.38	0.54	-0.23 **
70. I am able to experience intellectual growth here.	6.35	5.83 / 1.23	0.52	6.41	5.97 / 1.21	0.44	-0.14
71. Campus item 1							
72. Campus item 2							
73. Campus item 3							
74. Campus item 4							
75. Campus item 5							
76. Campus item 6							
77. Campus item 7							
78. Campus item 8							

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

### Items: In Sequential Order

Item	June 2014			May 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.63 / 1.34			5.77 / 1.27		-0.14
82. Institution's commitment to evening students?		5.52 / 1.41			5.53 / 1.44		-0.01
83. Institution's commitment to older, returning learners?		5.48 / 1.41			5.73 / 1.34		-0.25 **
84. Institution's commitment to under-represented populations?		5.38 / 1.39			5.44 / 1.45		-0.06
85. Institution's commitment to commuters?		5.32 / 1.40			5.38 / 1.45		-0.06
86. Institution's commitment to students with disabilities?		5.44 / 1.36			5.59 / 1.41		-0.15
87. Cost as factor in decision to enroll.	6.22			6.01			
88. Financial aid as factor in decision to enroll.	5.74			5.35			
89. Academic reputation as factor in decision to enroll.	5.80			5.70			
90. Size of institution as factor in decision to enroll.	4.97			4.91			
91. Opportunity to play sports as factor in decision to enroll.	3.81			3.39			
92. Recommendations from family/friends as factor in decision to enroll.	4.86			4.87			
93. Geographic setting as factor in decision to enroll.	5.67			5.66			
94. Campus appearance as factor in decision to enroll.	5.47			5.33			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.35			5.04			

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

## Institutional Summary

### Summary Items

Summary Item	June 2014	May 2009	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.81	Average: 5.13	-0.32
1=Much worse than expected	1%	0%	
2=Quite a bit worse than I expected	1%	0%	
3=Worse than I expected	5%	2%	
4=About what I expected	39%	32%	
5=Better than I expected	25%	27%	
6=Quite a bit better than I expected	14%	15%	
7=Much better than expected	12%	20%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.56	Average: 5.82	-0.26
1=Not satisfied at all	0%	0%	
2=Not very satisfied	1%	0%	
3=Somewhat dissatisfied	3%	3%	
4=Neutral	13%	9%	
5=Somewhat satisfied	14%	12%	
6=Satisfied	46%	43%	
7=Very satisfied	19%	29%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.87	Average: 6.18	-0.31
1=Definitely not	1%	0%	
2=Probably not	2%	1%	
3=Maybe not	2%	2%	
4=I don't know	7%	6%	
5=Maybe yes	11%	7%	
6=Probably yes	33%	28%	
7=Definitely yes	40%	53%	