

Demographics

Gender			Class Level		
	N	%		N	%
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	
Age			Current GPA		
	N	%		N	%
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	
Ethnicity/Race			Educational Goal		
	N	%		N	%
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	
Current Enrollment Status			Employment		
	N	%		N	%
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%
			No Response	41	
Current Class Load					
	N	%			
Full-time	296	55.02%			
Part-time	242	44.98%			
Total	538	100.00%			
No Response	41				

Demographics

Current Residence			Institution Question 2		
	N	%		N	%
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	

Residence Classification			Group Code		
	N	%		N	%
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%
			0683	8	1.38%
			0696	1	0.17%
			0845	10	1.73%
			1329	1	0.17%
			4008	11	1.90%
			4032	6	1.04%
			4090	15	2.60%
			4128	9	1.56%
			4144	10	1.73%
			4166	16	2.77%
			4329	15	2.60%
			4379	22	3.81%
			4441	21	3.63%
			4469	19	3.29%
			4528	14	2.42%
			4537	13	2.25%
			4650	14	2.42%
			4662	10	1.73%
			4683	17	2.94%
			4720	14	2.42%
			4732	11	1.90%
			4750	1	0.17%
			4754	18	3.11%
			4757	22	3.81%

Disabilities		
	N	%
Yes - Disability	60	11.19%
No - Disability	476	88.81%
Total	536	100.00%
No Response	43	

Institution Was My		
	N	%
1st choice	354	66.67%
2nd choice	126	23.73%
3rd choice or lower	51	9.60%
Total	531	100.00%
No Response	48	

Institution Question		
	N	%
Campus item - Answer 1	6	42.86%
Campus item - Answer 2	2	14.29%
Campus item - Answer 3	1	7.14%
Campus item - Answer 4	3	21.43%
Campus item - Answer 5	0	0.00%
Campus item - Answer 6	2	14.29%
Total	14	100.00%
No Response	565	

Demographics

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		

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 Benchmarks

Higher Satisfaction vs. National Community Colleges

- 18. The quality of instruction I receive in most of my classes is excellent.
- 26. Library staff are helpful and approachable.

Lower Satisfaction vs. National Community Colleges

- 8. Classes are scheduled at times that are convenient for me.
- 69. There is a good variety of courses provided on this campus.
- 31. The campus is safe and secure for all students.
- 39. The amount of student parking space on campus is adequate.
- 66. Program requirements are clear and reasonable.
- 32. My academic advisor is knowledgeable about my program requirements.
- 52. This school does whatever it can to help me reach my educational goals.
- 24. Parking lots are well-lighted and secure.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 7. Adequate financial aid is available for most students.
- 51. There are convenient ways of paying my school bill.
- 36. Students are made to feel welcome on this campus.
- 48. Counseling staff care about students as individuals.
- 65. Students are notified early in the term if they are doing poorly in a class.

Institutional Summary
Scales: In Order of Importance

Scale	Monterey Peninsula College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.18	5.46 / 0.98	0.72	6.27	5.51 / 1.11	0.76	-0.05
Academic Advising/Counseling	6.15	5.21 / 1.24	0.94	6.24	5.32 / 1.37	0.92	-0.11
Registration Effectiveness	6.14	5.39 / 0.96	0.75	6.24	5.53 / 1.07	0.71	-0.14 **
Concern for the Individual	6.08	5.27 / 1.12	0.81	6.18	5.34 / 1.25	0.84	-0.07
Academic Services	6.07	5.51 / 1.00	0.56	6.14	5.62 / 1.06	0.52	-0.11 *
Admissions and Financial Aid	6.00	5.15 / 1.16	0.85	6.16	5.30 / 1.26	0.86	-0.15 **
Safety and Security	6.00	4.96 / 1.17	1.04	6.10	5.23 / 1.20	0.87	-0.27 ***
Student Centeredness	5.97	5.38 / 1.05	0.59	6.08	5.48 / 1.18	0.60	-0.10 *
Campus Climate	5.95	5.29 / 0.99	0.66	6.08	5.43 / 1.11	0.65	-0.14 **
Service Excellence	5.94	5.24 / 1.01	0.70	6.06	5.40 / 1.11	0.66	-0.16 ***
Campus Support Services	5.52	4.96 / 1.18	0.56	5.60	5.11 / 1.23	0.49	-0.15 **
Responsiveness to Diverse Populations		5.46 / 1.21			5.60 / 1.27		-0.14 *

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

National Group Means are based on 185186 records.

Institutional Summary
Items: In Order of Importance

Item	Monterey Peninsula College - SSI			National Community Colleges			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	6.48	5.63 / 1.36	0.85	0.14 *
8. Classes are scheduled at times that are convenient for me.	6.39	5.36 / 1.50	1.03	6.47	5.52 / 1.51	0.95	-0.16 *
70. I am able to experience intellectual growth here.	6.35	5.83 / 1.23	0.52	6.41	5.84 / 1.32	0.57	-0.01
15. I am able to register for classes I need with few conflicts.	6.33	5.47 / 1.43	0.86	6.42	5.47 / 1.56	0.95	0.00
69. There is a good variety of courses provided on this campus.	6.32	5.57 / 1.40	0.75	6.36	5.71 / 1.40	0.65	-0.14 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.31	5.72 / 1.23	0.59	6.40	5.78 / 1.32	0.62	-0.06
31. The campus is safe and secure for all students.	6.29	5.57 / 1.29	0.72	6.38	5.75 / 1.31	0.63	-0.18 **
14. Library resources and services are adequate.	6.26	5.72 / 1.38	0.54	6.19	5.75 / 1.33	0.44	-0.03
39. The amount of student parking space on campus is adequate.	6.26	4.40 / 2.01	1.86	6.21	4.69 / 1.97	1.52	-0.29 ***
66. Program requirements are clear and reasonable.	6.24	5.47 / 1.33	0.77	6.35	5.63 / 1.40	0.72	-0.16 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.23	5.53 / 1.31	0.70	6.32	5.50 / 1.50	0.82	0.03
32. My academic advisor is knowledgeable about my program requirements.	6.23	5.24 / 1.60	0.99	6.38	5.48 / 1.66	0.90	-0.24 **
87. Cost as factor in decision to enroll.	6.22			6.34			
68. On the whole, the campus is well-maintained.	6.21	5.84 / 1.26	0.37	6.25	5.91 / 1.28	0.34	-0.07
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.20	5.23 / 1.59	0.97	6.24	5.24 / 1.68	1.00	-0.01
41. Admissions staff are knowledgeable.	6.20	5.46 / 1.37	0.74	6.25	5.50 / 1.46	0.75	-0.04

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Institutional Summary Items: In Order of Importance

Item	Monterey Peninsula College - SSI			National Community Colleges			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	6.29	5.35 / 1.52	0.94	-0.14 *
43. Class change (drop/add) policies are reasonable.	6.18	5.56 / 1.36	0.62	6.18	5.59 / 1.46	0.59	-0.03
46. Faculty provide timely feedback about student progress in a course.	6.18	5.38 / 1.41	0.80	6.28	5.37 / 1.51	0.91	0.01
24. Parking lots are well-lighted and secure.	6.17	5.13 / 1.55	1.04	6.16	5.33 / 1.60	0.83	-0.20 **
26. Library staff are helpful and approachable.	6.16	5.83 / 1.22	0.33	6.04	5.70 / 1.37	0.34	0.13 *
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.16	5.34 / 1.41	0.82	6.25	5.51 / 1.46	0.74	-0.17 **
61. Faculty are usually available after class and during office hours.	6.16	5.62 / 1.33	0.54	6.27	5.72 / 1.36	0.55	-0.10
23. Faculty are understanding of students' unique life circumstances.	6.15	5.27 / 1.44	0.88	6.22	5.35 / 1.54	0.87	-0.08
28. It is an enjoyable experience to be a student on this campus.	6.15	5.55 / 1.37	0.60	6.22	5.60 / 1.44	0.62	-0.05
6. My academic advisor is approachable.	6.14	5.37 / 1.50	0.77	6.30	5.49 / 1.65	0.81	-0.12
7. Adequate financial aid is available for most students.	6.14	5.08 / 1.64	1.06	6.31	5.37 / 1.67	0.94	-0.29 ***
51. There are convenient ways of paying my school bill.	6.13	5.48 / 1.41	0.65	6.24	5.62 / 1.46	0.62	-0.14 *
5. The personnel involved in registration are helpful.	6.10	5.28 / 1.48	0.82	6.25	5.41 / 1.59	0.84	-0.13
25. My academic advisor is concerned about my success as an individual.	6.10	5.07 / 1.61	1.03	6.20	5.17 / 1.74	1.03	-0.10
36. Students are made to feel welcome on this campus.	6.10	5.51 / 1.30	0.59	6.24	5.70 / 1.36	0.54	-0.19 **

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Institutional Summary Items: In Order of Importance

Item	Monterey Peninsula College - SSI			National Community Colleges			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	6.10	5.13 / 1.76	0.97	0.03
27. The campus staff are caring and helpful.	6.09	5.51 / 1.25	0.58	6.15	5.58 / 1.34	0.57	-0.07
48. Counseling staff care about students as individuals.	6.09	5.20 / 1.46	0.89	6.14	5.34 / 1.55	0.80	-0.14 *
65. Students are notified early in the term if they are doing poorly in a class.	6.09	4.78 / 1.76	1.31	6.22	5.02 / 1.74	1.20	-0.24 **
3. The quality of instruction in the vocational/technical programs is excellent.	6.08	5.59 / 1.23	0.49	6.15	5.47 / 1.37	0.68	0.12 *
21. There are a sufficient number of study areas on campus.	6.08	5.27 / 1.56	0.81	6.09	5.59 / 1.48	0.50	-0.32 ***
45. This institution has a good reputation within the community.	6.06	5.74 / 1.21	0.32	6.12	5.72 / 1.37	0.40	0.02
64. Nearly all classes deal with practical experiences and applications.	6.06	5.40 / 1.34	0.66	6.16	5.51 / 1.39	0.65	-0.11
42. The equipment in the lab facilities is kept up to date.	6.05	5.46 / 1.30	0.59	6.20	5.56 / 1.43	0.64	-0.10
53. The assessment and course placement procedures are reasonable.	6.05	5.34 / 1.32	0.71	6.12	5.47 / 1.43	0.65	-0.13 *
16. The college shows concern for students as individuals.	6.04	5.06 / 1.51	0.98	6.17	5.21 / 1.58	0.96	-0.15 *
37. Faculty take into consideration student differences as they teach a course.	6.03	5.32 / 1.48	0.71	6.14	5.32 / 1.49	0.82	0.00
47. There are adequate services to help me decide upon a career.	6.02	5.10 / 1.45	0.92	6.13	5.31 / 1.52	0.82	-0.21 **
60. Billing policies are reasonable.	6.02	5.31 / 1.39	0.71	6.16	5.48 / 1.46	0.68	-0.17 *
55. Academic support services adequately meet the needs of students.	6.01	5.37 / 1.31	0.64	6.12	5.41 / 1.41	0.71	-0.04

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Institutional Summary
Items: In Order of Importance

Item	Monterey Peninsula College - SSI			National Community Colleges			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	6.07	5.31 / 1.49	0.76	-0.21 **
20. Financial aid counselors are helpful.	5.99	5.18 / 1.54	0.81	6.19	5.18 / 1.71	1.01	0.00
34. Computer labs are adequate and accessible.	5.99	5.54 / 1.36	0.45	6.25	5.73 / 1.41	0.52	-0.19 **
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.98	4.98 / 1.62	1.00	6.19	5.11 / 1.71	1.08	-0.13
22. People on this campus respect and are supportive of each other.	5.97	5.31 / 1.37	0.66	6.07	5.44 / 1.40	0.63	-0.13 *
57. Administrators are approachable to students.	5.97	5.27 / 1.41	0.70	6.12	5.43 / 1.48	0.69	-0.16 *
54. Faculty are interested in my academic problems.	5.96	5.21 / 1.38	0.75	6.11	5.29 / 1.52	0.82	-0.08
56. The business office is open during hours which are convenient for most students.	5.95	5.23 / 1.39	0.72	6.11	5.52 / 1.43	0.59	-0.29 ***
50. Tutoring services are readily available.	5.94	5.37 / 1.35	0.57	6.11	5.60 / 1.45	0.51	-0.23 ***
63. I seldom get the "run-around" when seeking information on this campus.	5.94	5.06 / 1.53	0.88	6.13	5.16 / 1.69	0.97	-0.10
67. Channels for expressing student complaints are readily available.	5.93	4.86 / 1.54	1.07	6.01	5.00 / 1.68	1.01	-0.14
62. Bookstore staff are helpful.	5.92	5.42 / 1.35	0.50	6.11	5.67 / 1.46	0.44	-0.25 ***
2. Faculty care about me as an individual.	5.91	5.47 / 1.30	0.44	6.07	5.45 / 1.44	0.62	0.02
11. Security staff respond quickly in emergencies.	5.89	4.90 / 1.39	0.99	6.03	5.16 / 1.48	0.87	-0.26 ***
9. Internships or practical experiences are provided in my degree/certificate program.	5.82	4.70 / 1.62	1.12	6.00	5.09 / 1.62	0.91	-0.39 ***

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Institutional Summary Items: In Order of Importance

Item	Monterey Peninsula College - SSI			National Community Colleges			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	6.00	5.10 / 1.52	0.90	-0.23 **
89. Academic reputation as factor in decision to enroll.	5.80			5.91			
38. The student center is a comfortable place for students to spend their leisure time.	5.79	5.05 / 1.62	0.74	5.79	5.40 / 1.47	0.39	-0.35 ***
88. Financial aid as factor in decision to enroll.	5.74			6.09			
59. New student orientation services help students adjust to college.	5.71	5.14 / 1.47	0.57	5.91	5.38 / 1.51	0.53	-0.24 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.67	5.08 / 1.35	0.59	5.90	5.28 / 1.47	0.62	-0.20 **
93. Geographic setting as factor in decision to enroll.	5.67			5.56			
1. Most students feel a sense of belonging here.	5.50	5.39 / 1.28	0.11	5.62	5.38 / 1.39	0.24	0.01
94. Campus appearance as factor in decision to enroll.	5.47			5.24			
4. Security staff are helpful.	5.40	4.75 / 1.54	0.65	5.69	5.19 / 1.56	0.50	-0.44 ***
44. I generally know what's happening on campus.	5.40	4.59 / 1.62	0.81	5.63	5.16 / 1.55	0.47	-0.57 ***
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.35			5.44			
19. This campus provides effective support services for displaced homemakers.	5.18	4.87 / 1.36	0.31	5.30	4.90 / 1.45	0.40	-0.03
90. Size of institution as factor in decision to enroll.	4.97			5.21			
17. Personnel in the Veterans' Services program are helpful.	4.92	4.73 / 1.36	0.19	5.03	4.82 / 1.46	0.21	-0.09

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Institutional Summary
Items: In Order of Importance

Item	Monterey Peninsula College - SSI			National Community Colleges			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	4.54	4.44 / 1.75	0.10	0.44 ***
92. Recommendations from family/friends as factor in decision to enroll.	4.86			4.95			
91. Opportunity to play sports as factor in decision to enroll.	3.81			3.52			
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			5.69 / 1.36		-0.06
82. Institution's commitment to evening students?		5.52 / 1.41			5.57 / 1.45		-0.05
83. Institution's commitment to older, returning learners?		5.48 / 1.41			5.67 / 1.42		-0.19 **
84. Institution's commitment to under-represented populations?		5.38 / 1.39			5.51 / 1.41		-0.13

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 *** Difference statistically significant at the .001 level

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Institutional Summary
Items: In Order of Importance

Item	Monterey Peninsula College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to commuters?		5.32 / 1.40			5.49 / 1.48		-0.17 *
86. Institution's commitment to students with disabilities?		5.44 / 1.36			5.65 / 1.41		-0.21 **

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

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Institutional Summary

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

Scale/Item	Monterey Peninsula College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.15	5.21 / 1.24	0.94	6.24	5.32 / 1.37	0.92	-0.11
6. My academic advisor is approachable.	6.14	5.37 / 1.50	0.77	6.30	5.49 / 1.65	0.81	-0.12
12. My academic advisor helps me set goals to work toward.	6.09	5.16 / 1.64	0.93	6.10	5.13 / 1.76	0.97	0.03
25. My academic advisor is concerned about my success as an individual.	6.10	5.07 / 1.61	1.03	6.20	5.17 / 1.74	1.03	-0.10
32. My academic advisor is knowledgeable about my program requirements.	6.23	5.24 / 1.60	0.99	6.38	5.48 / 1.66	0.90	-0.24 **
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.20	5.23 / 1.59	0.97	6.24	5.24 / 1.68	1.00	-0.01
48. Counseling staff care about students as individuals.	6.09	5.20 / 1.46	0.89	6.14	5.34 / 1.55	0.80	-0.14 *
52. This school does whatever it can to help me reach my educational goals.	6.19	5.21 / 1.45	0.98	6.29	5.35 / 1.52	0.94	-0.14 *

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

National Group Means are based on 185186 records.

Institutional Summary

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

Scale/Item	Monterey Peninsula College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.07	5.51 / 1.00	0.56	6.14	5.62 / 1.06	0.52	-0.11 *
14. Library resources and services are adequate.	6.26	5.72 / 1.38	0.54	6.19	5.75 / 1.33	0.44	-0.03
21. There are a sufficient number of study areas on campus.	6.08	5.27 / 1.56	0.81	6.09	5.59 / 1.48	0.50	-0.32 ***
26. Library staff are helpful and approachable.	6.16	5.83 / 1.22	0.33	6.04	5.70 / 1.37	0.34	0.13 *
34. Computer labs are adequate and accessible.	5.99	5.54 / 1.36	0.45	6.25	5.73 / 1.41	0.52	-0.19 **
42. The equipment in the lab facilities is kept up to date.	6.05	5.46 / 1.30	0.59	6.20	5.56 / 1.43	0.64	-0.10
50. Tutoring services are readily available.	5.94	5.37 / 1.35	0.57	6.11	5.60 / 1.45	0.51	-0.23 ***
55. Academic support services adequately meet the needs of students.	6.01	5.37 / 1.31	0.64	6.12	5.41 / 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

National Group Means are based on 185186 records.

Institutional Summary

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

Scale/Item	Monterey Peninsula College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.00	5.15 / 1.16	0.85	6.16	5.30 / 1.26	0.86	-0.15 **
7. Adequate financial aid is available for most students.	6.14	5.08 / 1.64	1.06	6.31	5.37 / 1.67	0.94	-0.29 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.98	4.98 / 1.62	1.00	6.19	5.11 / 1.71	1.08	-0.13
20. Financial aid counselors are helpful.	5.99	5.18 / 1.54	0.81	6.19	5.18 / 1.71	1.01	0.00
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.67	5.08 / 1.35	0.59	5.90	5.28 / 1.47	0.62	-0.20 **
41. Admissions staff are knowledgeable.	6.20	5.46 / 1.37	0.74	6.25	5.50 / 1.46	0.75	-0.04
49. Admissions counselors respond to prospective students' unique needs and requests.	6.00	5.10 / 1.40	0.90	6.07	5.31 / 1.49	0.76	-0.21 **

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

National Group Means are based on 185186 records.

Institutional Summary

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

Scale/Item	Monterey Peninsula College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	5.95	5.29 / 0.99	0.66	6.08	5.43 / 1.11	0.65	-0.14 **
1. Most students feel a sense of belonging here.	5.50	5.39 / 1.28	0.11	5.62	5.38 / 1.39	0.24	0.01
2. Faculty care about me as an individual.	5.91	5.47 / 1.30	0.44	6.07	5.45 / 1.44	0.62	0.02
16. The college shows concern for students as individuals.	6.04	5.06 / 1.51	0.98	6.17	5.21 / 1.58	0.96	-0.15 *
22. People on this campus respect and are supportive of each other.	5.97	5.31 / 1.37	0.66	6.07	5.44 / 1.40	0.63	-0.13 *
27. The campus staff are caring and helpful.	6.09	5.51 / 1.25	0.58	6.15	5.58 / 1.34	0.57	-0.07
28. It is an enjoyable experience to be a student on this campus.	6.15	5.55 / 1.37	0.60	6.22	5.60 / 1.44	0.62	-0.05
31. The campus is safe and secure for all students.	6.29	5.57 / 1.29	0.72	6.38	5.75 / 1.31	0.63	-0.18 **
36. Students are made to feel welcome on this campus.	6.10	5.51 / 1.30	0.59	6.24	5.70 / 1.36	0.54	-0.19 **
44. I generally know what's happening on campus.	5.40	4.59 / 1.62	0.81	5.63	5.16 / 1.55	0.47	-0.57 ***
45. This institution has a good reputation within the community.	6.06	5.74 / 1.21	0.32	6.12	5.72 / 1.37	0.40	0.02
52. This school does whatever it can to help me reach my educational goals.	6.19	5.21 / 1.45	0.98	6.29	5.35 / 1.52	0.94	-0.14 *
57. Administrators are approachable to students.	5.97	5.27 / 1.41	0.70	6.12	5.43 / 1.48	0.69	-0.16 *
59. New student orientation services help students adjust to college.	5.71	5.14 / 1.47	0.57	5.91	5.38 / 1.51	0.53	-0.24 **
63. I seldom get the "run-around" when seeking information on this campus.	5.94	5.06 / 1.53	0.88	6.13	5.16 / 1.69	0.97	-0.10
67. Channels for expressing student complaints are readily available.	5.93	4.86 / 1.54	1.07	6.01	5.00 / 1.68	1.01	-0.14

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

National Group Means are based on 185186 records.

Institutional Summary

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

Scale/Item	Monterey Peninsula College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.52	4.96 / 1.18	0.56	5.60	5.11 / 1.23	0.49	-0.15 **
10. Child care facilities are available on campus.	4.90	4.88 / 1.47	0.02	4.54	4.44 / 1.75	0.10	0.44 ***
17. Personnel in the Veterans' Services program are helpful.	4.92	4.73 / 1.36	0.19	5.03	4.82 / 1.46	0.21	-0.09
19. This campus provides effective support services for displaced homemakers.	5.18	4.87 / 1.36	0.31	5.30	4.90 / 1.45	0.40	-0.03
30. The career services office provides students with the help they need to get a job.	5.82	4.87 / 1.41	0.95	6.00	5.10 / 1.52	0.90	-0.23 **
38. The student center is a comfortable place for students to spend their leisure time.	5.79	5.05 / 1.62	0.74	5.79	5.40 / 1.47	0.39	-0.35 ***
47. There are adequate services to help me decide upon a career.	6.02	5.10 / 1.45	0.92	6.13	5.31 / 1.52	0.82	-0.21 **
59. New student orientation services help students adjust to college.	5.71	5.14 / 1.47	0.57	5.91	5.38 / 1.51	0.53	-0.24 **

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

National Group Means are based on 185186 records.

Institutional Summary

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

Scale/Item	Monterey Peninsula College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.08	5.27 / 1.12	0.81	6.18	5.34 / 1.25	0.84	-0.07
2. Faculty care about me as an individual.	5.91	5.47 / 1.30	0.44	6.07	5.45 / 1.44	0.62	0.02
16. The college shows concern for students as individuals.	6.04	5.06 / 1.51	0.98	6.17	5.21 / 1.58	0.96	-0.15 *
25. My academic advisor is concerned about my success as an individual.	6.10	5.07 / 1.61	1.03	6.20	5.17 / 1.74	1.03	-0.10
29. Faculty are fair and unbiased in their treatment of individual students.	6.23	5.53 / 1.31	0.70	6.32	5.50 / 1.50	0.82	0.03
48. Counseling staff care about students as individuals.	6.09	5.20 / 1.46	0.89	6.14	5.34 / 1.55	0.80	-0.14 *

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

National Group Means are based on 185186 records.

Institutional Summary

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

Scale/Item	Monterey Peninsula College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.18	5.46 / 0.98	0.72	6.27	5.51 / 1.11	0.76	-0.05
2. Faculty care about me as an individual.	5.91	5.47 / 1.30	0.44	6.07	5.45 / 1.44	0.62	0.02
18. The quality of instruction I receive in most of my classes is excellent.	6.45	5.77 / 1.16	0.68	6.48	5.63 / 1.36	0.85	0.14 *
23. Faculty are understanding of students' unique life circumstances.	6.15	5.27 / 1.44	0.88	6.22	5.35 / 1.54	0.87	-0.08
29. Faculty are fair and unbiased in their treatment of individual students.	6.23	5.53 / 1.31	0.70	6.32	5.50 / 1.50	0.82	0.03
37. Faculty take into consideration student differences as they teach a course.	6.03	5.32 / 1.48	0.71	6.14	5.32 / 1.49	0.82	0.00
46. Faculty provide timely feedback about student progress in a course.	6.18	5.38 / 1.41	0.80	6.28	5.37 / 1.51	0.91	0.01
54. Faculty are interested in my academic problems.	5.96	5.21 / 1.38	0.75	6.11	5.29 / 1.52	0.82	-0.08
58. Nearly all of the faculty are knowledgeable in their fields.	6.31	5.72 / 1.23	0.59	6.40	5.78 / 1.32	0.62	-0.06
61. Faculty are usually available after class and during office hours.	6.16	5.62 / 1.33	0.54	6.27	5.72 / 1.36	0.55	-0.10
64. Nearly all classes deal with practical experiences and applications.	6.06	5.40 / 1.34	0.66	6.16	5.51 / 1.39	0.65	-0.11
65. Students are notified early in the term if they are doing poorly in a class.	6.09	4.78 / 1.76	1.31	6.22	5.02 / 1.74	1.20	-0.24 **
66. Program requirements are clear and reasonable.	6.24	5.47 / 1.33	0.77	6.35	5.63 / 1.40	0.72	-0.16 **

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

National Group Means are based on 185186 records.

Institutional Summary

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

Scale/Item	Monterey Peninsula College - SSI			National Community Colleges			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	6.36	5.71 / 1.40	0.65	-0.14 *
70. I am able to experience intellectual growth here.	6.35	5.83 / 1.23	0.52	6.41	5.84 / 1.32	0.57	-0.01

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

National Group Means are based on 185186 records.

Institutional Summary

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

Scale/Item	Monterey Peninsula College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.14	5.39 / 0.96	0.75	6.24	5.53 / 1.07	0.71	-0.14 **
5. The personnel involved in registration are helpful.	6.10	5.28 / 1.48	0.82	6.25	5.41 / 1.59	0.84	-0.13
8. Classes are scheduled at times that are convenient for me.	6.39	5.36 / 1.50	1.03	6.47	5.52 / 1.51	0.95	-0.16 *
15. I am able to register for classes I need with few conflicts.	6.33	5.47 / 1.43	0.86	6.42	5.47 / 1.56	0.95	0.00
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.16	5.34 / 1.41	0.82	6.25	5.51 / 1.46	0.74	-0.17 **
43. Class change (drop/add) policies are reasonable.	6.18	5.56 / 1.36	0.62	6.18	5.59 / 1.46	0.59	-0.03
51. There are convenient ways of paying my school bill.	6.13	5.48 / 1.41	0.65	6.24	5.62 / 1.46	0.62	-0.14 *
56. The business office is open during hours which are convenient for most students.	5.95	5.23 / 1.39	0.72	6.11	5.52 / 1.43	0.59	-0.29 ***
60. Billing policies are reasonable.	6.02	5.31 / 1.39	0.71	6.16	5.48 / 1.46	0.68	-0.17 *
62. Bookstore staff are helpful.	5.92	5.42 / 1.35	0.50	6.11	5.67 / 1.46	0.44	-0.25 ***

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

National Group Means are based on 185186 records.

Institutional Summary

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

Scale/Item	Monterey Peninsula College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.46 / 1.21			5.60 / 1.27		-0.14 *
81. Institution's commitment to part-time students?		5.63 / 1.34			5.69 / 1.36		-0.06
82. Institution's commitment to evening students?		5.52 / 1.41			5.57 / 1.45		-0.05
83. Institution's commitment to older, returning learners?		5.48 / 1.41			5.67 / 1.42		-0.19 **
84. Institution's commitment to under-represented populations?		5.38 / 1.39			5.51 / 1.41		-0.13
85. Institution's commitment to commuters?		5.32 / 1.40			5.49 / 1.48		-0.17 *
86. Institution's commitment to students with disabilities?		5.44 / 1.36			5.65 / 1.41		-0.21 **

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

National Group Means are based on 185186 records.

Institutional Summary

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

Scale/Item	Monterey Peninsula College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.00	4.96 / 1.17	1.04	6.10	5.23 / 1.20	0.87	-0.27 ***
4. Security staff are helpful.	5.40	4.75 / 1.54	0.65	5.69	5.19 / 1.56	0.50	-0.44 ***
11. Security staff respond quickly in emergencies.	5.89	4.90 / 1.39	0.99	6.03	5.16 / 1.48	0.87	-0.26 ***
24. Parking lots are well-lighted and secure.	6.17	5.13 / 1.55	1.04	6.16	5.33 / 1.60	0.83	-0.20 **
31. The campus is safe and secure for all students.	6.29	5.57 / 1.29	0.72	6.38	5.75 / 1.31	0.63	-0.18 **
39. The amount of student parking space on campus is adequate.	6.26	4.40 / 2.01	1.86	6.21	4.69 / 1.97	1.52	-0.29 ***

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

National Group Means are based on 185186 records.

Institutional Summary

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

Scale/Item	Monterey Peninsula College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	5.94	5.24 / 1.01	0.70	6.06	5.40 / 1.11	0.66	-0.16 ***
5. The personnel involved in registration are helpful.	6.10	5.28 / 1.48	0.82	6.25	5.41 / 1.59	0.84	-0.13
22. People on this campus respect and are supportive of each other.	5.97	5.31 / 1.37	0.66	6.07	5.44 / 1.40	0.63	-0.13 *
26. Library staff are helpful and approachable.	6.16	5.83 / 1.22	0.33	6.04	5.70 / 1.37	0.34	0.13 *
27. The campus staff are caring and helpful.	6.09	5.51 / 1.25	0.58	6.15	5.58 / 1.34	0.57	-0.07
44. I generally know what's happening on campus.	5.40	4.59 / 1.62	0.81	5.63	5.16 / 1.55	0.47	-0.57 ***
57. Administrators are approachable to students.	5.97	5.27 / 1.41	0.70	6.12	5.43 / 1.48	0.69	-0.16 *
62. Bookstore staff are helpful.	5.92	5.42 / 1.35	0.50	6.11	5.67 / 1.46	0.44	-0.25 ***
63. I seldom get the "run-around" when seeking information on this campus.	5.94	5.06 / 1.53	0.88	6.13	5.16 / 1.69	0.97	-0.10
67. Channels for expressing student complaints are readily available.	5.93	4.86 / 1.54	1.07	6.01	5.00 / 1.68	1.01	-0.14

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

National Group Means are based on 185186 records.

Institutional Summary

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

Scale/Item	Monterey Peninsula College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	5.97	5.38 / 1.05	0.59	6.08	5.48 / 1.18	0.60	-0.10 *
1. Most students feel a sense of belonging here.	5.50	5.39 / 1.28	0.11	5.62	5.38 / 1.39	0.24	0.01
16. The college shows concern for students as individuals.	6.04	5.06 / 1.51	0.98	6.17	5.21 / 1.58	0.96	-0.15 *
27. The campus staff are caring and helpful.	6.09	5.51 / 1.25	0.58	6.15	5.58 / 1.34	0.57	-0.07
28. It is an enjoyable experience to be a student on this campus.	6.15	5.55 / 1.37	0.60	6.22	5.60 / 1.44	0.62	-0.05
36. Students are made to feel welcome on this campus.	6.10	5.51 / 1.30	0.59	6.24	5.70 / 1.36	0.54	-0.19 **
57. Administrators are approachable to students.	5.97	5.27 / 1.41	0.70	6.12	5.43 / 1.48	0.69	-0.16 *

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

National Group Means are based on 185186 records.

Institutional Summary

Items: In Sequential Order

Item	Monterey Peninsula College - SSI			National Community Colleges			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	5.62	5.38 / 1.39	0.24	0.01
2. Faculty care about me as an individual.	5.91	5.47 / 1.30	0.44	6.07	5.45 / 1.44	0.62	0.02
3. The quality of instruction in the vocational/technical programs is excellent.	6.08	5.59 / 1.23	0.49	6.15	5.47 / 1.37	0.68	0.12 *
4. Security staff are helpful.	5.40	4.75 / 1.54	0.65	5.69	5.19 / 1.56	0.50	-0.44 ***
5. The personnel involved in registration are helpful.	6.10	5.28 / 1.48	0.82	6.25	5.41 / 1.59	0.84	-0.13
6. My academic advisor is approachable.	6.14	5.37 / 1.50	0.77	6.30	5.49 / 1.65	0.81	-0.12
7. Adequate financial aid is available for most students.	6.14	5.08 / 1.64	1.06	6.31	5.37 / 1.67	0.94	-0.29 ***
8. Classes are scheduled at times that are convenient for me.	6.39	5.36 / 1.50	1.03	6.47	5.52 / 1.51	0.95	-0.16 *
9. Internships or practical experiences are provided in my degree/certificate program.	5.82	4.70 / 1.62	1.12	6.00	5.09 / 1.62	0.91	-0.39 ***
10. Child care facilities are available on campus.	4.90	4.88 / 1.47	0.02	4.54	4.44 / 1.75	0.10	0.44 ***
11. Security staff respond quickly in emergencies.	5.89	4.90 / 1.39	0.99	6.03	5.16 / 1.48	0.87	-0.26 ***
12. My academic advisor helps me set goals to work toward.	6.09	5.16 / 1.64	0.93	6.10	5.13 / 1.76	0.97	0.03
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.98	4.98 / 1.62	1.00	6.19	5.11 / 1.71	1.08	-0.13
14. Library resources and services are adequate.	6.26	5.72 / 1.38	0.54	6.19	5.75 / 1.33	0.44	-0.03
15. I am able to register for classes I need with few conflicts.	6.33	5.47 / 1.43	0.86	6.42	5.47 / 1.56	0.95	0.00
16. The college shows concern for students as individuals.	6.04	5.06 / 1.51	0.98	6.17	5.21 / 1.58	0.96	-0.15 *

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

National Group Means are based on 185186 records.

Institutional Summary

Items: In Sequential Order

Item	Monterey Peninsula College - SSI			National Community Colleges			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	5.03	4.82 / 1.46	0.21	-0.09
18. The quality of instruction I receive in most of my classes is excellent.	6.45	5.77 / 1.16	0.68	6.48	5.63 / 1.36	0.85	0.14 *
19. This campus provides effective support services for displaced homemakers.	5.18	4.87 / 1.36	0.31	5.30	4.90 / 1.45	0.40	-0.03
20. Financial aid counselors are helpful.	5.99	5.18 / 1.54	0.81	6.19	5.18 / 1.71	1.01	0.00
21. There are a sufficient number of study areas on campus.	6.08	5.27 / 1.56	0.81	6.09	5.59 / 1.48	0.50	-0.32 ***
22. People on this campus respect and are supportive of each other.	5.97	5.31 / 1.37	0.66	6.07	5.44 / 1.40	0.63	-0.13 *
23. Faculty are understanding of students' unique life circumstances.	6.15	5.27 / 1.44	0.88	6.22	5.35 / 1.54	0.87	-0.08
24. Parking lots are well-lighted and secure.	6.17	5.13 / 1.55	1.04	6.16	5.33 / 1.60	0.83	-0.20 **
25. My academic advisor is concerned about my success as an individual.	6.10	5.07 / 1.61	1.03	6.20	5.17 / 1.74	1.03	-0.10
26. Library staff are helpful and approachable.	6.16	5.83 / 1.22	0.33	6.04	5.70 / 1.37	0.34	0.13 *
27. The campus staff are caring and helpful.	6.09	5.51 / 1.25	0.58	6.15	5.58 / 1.34	0.57	-0.07
28. It is an enjoyable experience to be a student on this campus.	6.15	5.55 / 1.37	0.60	6.22	5.60 / 1.44	0.62	-0.05
29. Faculty are fair and unbiased in their treatment of individual students.	6.23	5.53 / 1.31	0.70	6.32	5.50 / 1.50	0.82	0.03
30. The career services office provides students with the help they need to get a job.	5.82	4.87 / 1.41	0.95	6.00	5.10 / 1.52	0.90	-0.23 **
31. The campus is safe and secure for all students.	6.29	5.57 / 1.29	0.72	6.38	5.75 / 1.31	0.63	-0.18 **

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

National Group Means are based on 185186 records.

Institutional Summary

Items: In Sequential Order

Item	Monterey Peninsula College - SSI			National Community Colleges			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	6.38	5.48 / 1.66	0.90	-0.24 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.67	5.08 / 1.35	0.59	5.90	5.28 / 1.47	0.62	-0.20 **
34. Computer labs are adequate and accessible.	5.99	5.54 / 1.36	0.45	6.25	5.73 / 1.41	0.52	-0.19 **
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.16	5.34 / 1.41	0.82	6.25	5.51 / 1.46	0.74	-0.17 **
36. Students are made to feel welcome on this campus.	6.10	5.51 / 1.30	0.59	6.24	5.70 / 1.36	0.54	-0.19 **
37. Faculty take into consideration student differences as they teach a course.	6.03	5.32 / 1.48	0.71	6.14	5.32 / 1.49	0.82	0.00
38. The student center is a comfortable place for students to spend their leisure time.	5.79	5.05 / 1.62	0.74	5.79	5.40 / 1.47	0.39	-0.35 ***
39. The amount of student parking space on campus is adequate.	6.26	4.40 / 2.01	1.86	6.21	4.69 / 1.97	1.52	-0.29 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.20	5.23 / 1.59	0.97	6.24	5.24 / 1.68	1.00	-0.01
41. Admissions staff are knowledgeable.	6.20	5.46 / 1.37	0.74	6.25	5.50 / 1.46	0.75	-0.04
42. The equipment in the lab facilities is kept up to date.	6.05	5.46 / 1.30	0.59	6.20	5.56 / 1.43	0.64	-0.10
43. Class change (drop/add) policies are reasonable.	6.18	5.56 / 1.36	0.62	6.18	5.59 / 1.46	0.59	-0.03
44. I generally know what's happening on campus.	5.40	4.59 / 1.62	0.81	5.63	5.16 / 1.55	0.47	-0.57 ***
45. This institution has a good reputation within the community.	6.06	5.74 / 1.21	0.32	6.12	5.72 / 1.37	0.40	0.02
46. Faculty provide timely feedback about student progress in a course.	6.18	5.38 / 1.41	0.80	6.28	5.37 / 1.51	0.91	0.01

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Institutional Summary Items: In Sequential Order

Item	Monterey Peninsula College - SSI			National Community Colleges			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	6.13	5.31 / 1.52	0.82	-0.21 **
48. Counseling staff care about students as individuals.	6.09	5.20 / 1.46	0.89	6.14	5.34 / 1.55	0.80	-0.14 *
49. Admissions counselors respond to prospective students' unique needs and requests.	6.00	5.10 / 1.40	0.90	6.07	5.31 / 1.49	0.76	-0.21 **
50. Tutoring services are readily available.	5.94	5.37 / 1.35	0.57	6.11	5.60 / 1.45	0.51	-0.23 ***
51. There are convenient ways of paying my school bill.	6.13	5.48 / 1.41	0.65	6.24	5.62 / 1.46	0.62	-0.14 *
52. This school does whatever it can to help me reach my educational goals.	6.19	5.21 / 1.45	0.98	6.29	5.35 / 1.52	0.94	-0.14 *
53. The assessment and course placement procedures are reasonable.	6.05	5.34 / 1.32	0.71	6.12	5.47 / 1.43	0.65	-0.13 *
54. Faculty are interested in my academic problems.	5.96	5.21 / 1.38	0.75	6.11	5.29 / 1.52	0.82	-0.08
55. Academic support services adequately meet the needs of students.	6.01	5.37 / 1.31	0.64	6.12	5.41 / 1.41	0.71	-0.04
56. The business office is open during hours which are convenient for most students.	5.95	5.23 / 1.39	0.72	6.11	5.52 / 1.43	0.59	-0.29 ***
57. Administrators are approachable to students.	5.97	5.27 / 1.41	0.70	6.12	5.43 / 1.48	0.69	-0.16 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.31	5.72 / 1.23	0.59	6.40	5.78 / 1.32	0.62	-0.06
59. New student orientation services help students adjust to college.	5.71	5.14 / 1.47	0.57	5.91	5.38 / 1.51	0.53	-0.24 **
60. Billing policies are reasonable.	6.02	5.31 / 1.39	0.71	6.16	5.48 / 1.46	0.68	-0.17 *
61. Faculty are usually available after class and during office hours.	6.16	5.62 / 1.33	0.54	6.27	5.72 / 1.36	0.55	-0.10

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Institutional Summary
Items: In Sequential Order

Item	Monterey Peninsula College - SSI			National Community Colleges			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	6.11	5.67 / 1.46	0.44	-0.25 ***
63. I seldom get the "run-around" when seeking information on this campus.	5.94	5.06 / 1.53	0.88	6.13	5.16 / 1.69	0.97	-0.10
64. Nearly all classes deal with practical experiences and applications.	6.06	5.40 / 1.34	0.66	6.16	5.51 / 1.39	0.65	-0.11
65. Students are notified early in the term if they are doing poorly in a class.	6.09	4.78 / 1.76	1.31	6.22	5.02 / 1.74	1.20	-0.24 **
66. Program requirements are clear and reasonable.	6.24	5.47 / 1.33	0.77	6.35	5.63 / 1.40	0.72	-0.16 **
67. Channels for expressing student complaints are readily available.	5.93	4.86 / 1.54	1.07	6.01	5.00 / 1.68	1.01	-0.14
68. On the whole, the campus is well-maintained.	6.21	5.84 / 1.26	0.37	6.25	5.91 / 1.28	0.34	-0.07
69. There is a good variety of courses provided on this campus.	6.32	5.57 / 1.40	0.75	6.36	5.71 / 1.40	0.65	-0.14 *
70. I am able to experience intellectual growth here.	6.35	5.83 / 1.23	0.52	6.41	5.84 / 1.32	0.57	-0.01
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							

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Institutional Summary
Items: In Sequential Order

Item	Monterey Peninsula College - SSI			National Community Colleges			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			5.69 / 1.36		-0.06
82. Institution's commitment to evening students?		5.52 / 1.41			5.57 / 1.45		-0.05
83. Institution's commitment to older, returning learners?		5.48 / 1.41			5.67 / 1.42		-0.19 **
84. Institution's commitment to under-represented populations?		5.38 / 1.39			5.51 / 1.41		-0.13
85. Institution's commitment to commuters?		5.32 / 1.40			5.49 / 1.48		-0.17 *
86. Institution's commitment to students with disabilities?		5.44 / 1.36			5.65 / 1.41		-0.21 **
87. Cost as factor in decision to enroll.	6.22			6.34			
88. Financial aid as factor in decision to enroll.	5.74			6.09			
89. Academic reputation as factor in decision to enroll.	5.80			5.91			
90. Size of institution as factor in decision to enroll.	4.97			5.21			
91. Opportunity to play sports as factor in decision to enroll.	3.81			3.52			
92. Recommendations from family/friends as factor in decision to enroll.	4.86			4.95			
93. Geographic setting as factor in decision to enroll.	5.67			5.56			
94. Campus appearance as factor in decision to enroll.	5.47			5.24			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.35			5.44			

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Institutional Summary

Summary Items

Summary Item	Monterey Peninsula College - SSI	National Community Colleges	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 4.81 1% 1% 5% 39% 25% 14% 12%	Average: 4.86 1% 1% 6% 34% 25% 13% 16%	-0.05
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.56 0% 1% 3% 13% 14% 46% 19%	Average: 5.51 1% 2% 5% 10% 16% 40% 22%	0.05
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.87 1% 2% 2% 7% 11% 33% 40%	Average: 5.74 2% 4% 3% 8% 10% 30% 40%	0.13