

# El Centro College (DCCCD) - SSI - 05/2015











## Student Satisfaction Inventory

Sort on each column to see data from highest to lowest.

Item	El Centro College (DCCCD) - SSI			National Community Colleges			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
18. The quality of instruction I receive in most of my classes is excellent.	6.66	5.78 / 1.41	0.88	6.48	5.63 / 1.36	0.85	0.15 *
66. Program requirements are clear and reasonable.	6.65	5.80 / 1.47	0.85	6.35	5.63 / 1.40	0.72	0.17 **
★ 15. I am able to register for classes I need with few conflicts.	6.64	5.85 / 1.41	0.79	6.42	5.47 / 1.56	0.95	0.38 ***
📖 32. My academic advisor is knowledgeable about my program requirements.	6.64	5.50 / 1.75	1.14	6.38	5.48 / 1.66	0.90	0.02
★ 58. Nearly all of the faculty are knowledgeable in their fields.	6.64	5.91 / 1.39	0.73	6.40	5.78 / 1.32	0.62	0.13 *
8. Classes are scheduled at times that are convenient for me.	6.63	5.79 / 1.43	0.84	6.47	5.52 / 1.51	0.95	0.27 ***
📖 31. The campus is safe and secure for all students.	6.62	5.41 / 1.57	1.21	6.38	5.75 / 1.31	0.63	-0.34 ***
★ 69. There is a good variety of courses provided on this campus.	6.62	6.04 / 1.27	0.58	6.36	5.71 / 1.40	0.65	0.33 ***
★ 72. Campus item: This college provides online access to adequate library/learning resources.	6.61	6.16 / 1.15	0.45				
★ 70. I am able to experience intellectual growth here.	6.60	5.99 / 1.26	0.61	6.41	5.84 / 1.32	0.57	0.15 *
71. Campus item: College online courses are well-structured and accessible.	6.60	5.67 / 1.56	0.93				
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.59	5.72 / 1.50	0.87	6.25	5.51 / 1.46	0.74	0.21 **
📖 41. Admissions staff are knowledgeable.	6.58	5.59 / 1.54	0.99	6.25	5.50 / 1.46	0.75	0.09
📖 46. Faculty provide timely feedback about student progress in a course.	6.58	5.41 / 1.64	1.17	6.28	5.37 / 1.51	0.91	0.04

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65. Students are notified early in the term if they are doing poorly in a class.	6.58	5.05 / 1.93	1.53	6.22	5.02 / 1.74	1.20	0.03
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.57	5.43 / 1.74	1.14	6.24	5.24 / 1.68	1.00	0.19 *
52. This school does whatever it can to help me reach my educational goals.	6.57	5.39 / 1.60	1.18	6.29	5.35 / 1.52	0.94	0.04
80. Campus item: My classroom experiences have helped me improve my critical thinking skills and apply these skills in everyday life.	6.57	5.98 / 1.40	0.59				
76. Campus item: Faculty encourage me to ask questions that help me complete assignments or participate in class discussions.	6.56	6.00 / 1.29	0.56				
14. Library resources and services are adequate.	6.55	6.14 / 1.18	0.41	6.19	5.75 / 1.33	0.44	0.39 ***
79. Campus item: I am expected to problem solve and formulate well-reasoned conclusions for class assignments or discussions.	6.55	6.16 / 1.15	0.39				
43. Class change (drop/add) policies are reasonable.	6.54	6.02 / 1.30	0.52	6.18	5.59 / 1.46	0.59	0.43 ***
60. Billing policies are reasonable.	6.54	5.85 / 1.35	0.69	6.16	5.48 / 1.46	0.68	0.37 ***
73. Campus item: This college provides assistance in using the Blackboard technology required for online courses.	6.54	5.97 / 1.31	0.57				
29. Faculty are fair and unbiased in their treatment of individual students.	6.53	5.54 / 1.67	0.99	6.32	5.50 / 1.50	0.82	0.04
51. There are convenient ways of paying my school bill.	6.53	5.97 / 1.30	0.56	6.24	5.62 / 1.46	0.62	0.35 ***
75. Campus item: I am expected to think critically or creatively when completing class assignments or participating in class discussions.	6.53	6.19 / 1.13	0.34				

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68. On the whole, the campus is well-maintained.	6.52	5.69 / 1.42	0.83	6.25	5.91 / 1.28	0.34	-0.22 ***
6. My academic advisor is approachable.	6.49	5.66 / 1.63	0.83	6.30	5.49 / 1.65	0.81	0.17 *
 20. Financial aid counselors are helpful.	6.49	5.14 / 1.87	1.35	6.19	5.18 / 1.71	1.01	-0.04
 25. My academic advisor is concerned about my success as an individual.	6.49	5.28 / 1.78	1.21	6.20	5.17 / 1.74	1.03	0.11
 26. Library staff are helpful and approachable.	6.49	6.11 / 1.15	0.38	6.04	5.70 / 1.37	0.34	0.41 ***
 34. Computer labs are adequate and accessible.	6.49	6.00 / 1.32	0.49	6.25	5.73 / 1.41	0.52	0.27 ***
42. The equipment in the lab facilities is kept up to date.	6.49	5.67 / 1.45	0.82	6.20	5.56 / 1.43	0.64	0.11
48. Counseling staff care about students as individuals.	6.49	5.58 / 1.51	0.91	6.14	5.34 / 1.55	0.80	0.24 **
61. Faculty are usually available after class and during office hours.	6.49	5.66 / 1.46	0.83	6.27	5.72 / 1.36	0.55	-0.06
 78. Campus item: Faculty encourage me to think reflectively on what I have learned and how I am learning.	6.49	6.03 / 1.26	0.46				
87. Cost as factor in decision to enroll.	6.49			6.34			
36. Students are made to feel welcome on this campus.	6.48	5.67 / 1.44	0.81	6.24	5.70 / 1.36	0.54	-0.03
 56. The business office is open during hours which are convenient for most students.	6.48	5.90 / 1.27	0.58	6.11	5.52 / 1.43	0.59	0.38 ***
 77. Campus item: I am expected to evaluate the quality and relevance of information when completing writing assignments.	6.48	6.10 / 1.17	0.38				
 13. Financial aid awards are announced to students in time to be helpful in college planning.	6.47	5.26 / 1.78	1.21	6.19	5.11 / 1.71	1.08	0.15
28. It is an enjoyable experience to be a student on this campus.	6.47	5.63 / 1.47	0.84	6.22	5.60 / 1.44	0.62	0.03
47. There are adequate services to help me decide upon a career.	6.47	5.53 / 1.56	0.94	6.13	5.31 / 1.52	0.82	0.22 **
50. Tutoring services are readily available.	6.47	5.77 / 1.49	0.70	6.11	5.60 / 1.45	0.51	0.17 *

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64. Nearly all classes deal with practical experiences and applications.	6.47	5.77 / 1.35	0.70	6.16	5.51 / 1.39	0.65	0.26 ***
55. Academic support services adequately meet the needs of students.	6.46	5.48 / 1.49	0.98	6.12	5.41 / 1.41	0.71	0.07
57. Administrators are approachable to students.	6.46	5.46 / 1.53	1.00	6.12	5.43 / 1.48	0.69	0.03
63. I seldom get the "run-around" when seeking information on this campus.	6.46	5.23 / 1.79	1.23	6.13	5.16 / 1.69	0.97	0.07
45. This institution has a good reputation within the community.	6.45	5.65 / 1.47	0.80	6.12	5.72 / 1.37	0.40	-0.07
53. The assessment and course placement procedures are reasonable.	6.45	5.67 / 1.41	0.78	6.12	5.47 / 1.43	0.65	0.20 **
5. The personnel involved in registration are helpful.	6.44	5.51 / 1.62	0.93	6.25	5.41 / 1.59	0.84	0.10
21. There are a sufficient number of study areas on campus.	6.44	5.59 / 1.60	0.85	6.09	5.59 / 1.48	0.50	0.00
54. Faculty are interested in my academic problems.	6.44	5.36 / 1.62	1.08	6.11	5.29 / 1.52	0.82	0.07
23. Faculty are understanding of students' unique life circumstances.	6.43	5.33 / 1.67	1.10	6.22	5.35 / 1.54	0.87	-0.02
74. Campus item: This college provides students in distance education courses with procedures for resolving complaints.	6.42	5.66 / 1.47	0.76				
27. The campus staff are caring and helpful.	6.41	5.57 / 1.43	0.84	6.15	5.58 / 1.34	0.57	-0.01
30. The career services office provides students with the help they need to get a job.	6.41	5.49 / 1.56	0.92	6.00	5.10 / 1.52	0.90	0.39 ***
59. New student orientation services help students adjust to college.	6.41	5.72 / 1.46	0.69	5.91	5.38 / 1.51	0.53	0.34 ***
3. The quality of instruction in the vocational/technical programs is excellent.	6.40	5.54 / 1.44	0.86	6.15	5.47 / 1.37	0.68	0.07
11. Security staff respond quickly in emergencies.	6.40	5.61 / 1.53	0.79	6.03	5.16 / 1.48	0.87	0.45 ***

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12. My academic advisor helps me set goals to work toward.	6.40	5.36 / 1.82	1.04	6.10	5.13 / 1.76	0.97	0.23 **
49. Admissions counselors respond to prospective students' unique needs and requests.	6.40	5.51 / 1.60	0.89	6.07	5.31 / 1.49	0.76	0.20 **
62. Bookstore staff are helpful.	6.40	5.84 / 1.47	0.56	6.11	5.67 / 1.46	0.44	0.17 *
67. Channels for expressing student complaints are readily available.	6.40	5.07 / 1.78	1.33	6.01	5.00 / 1.68	1.01	0.07
7. Adequate financial aid is available for most students.	6.39	5.44 / 1.76	0.95	6.31	5.37 / 1.67	0.94	0.07
22. People on this campus respect and are supportive of each other.	6.37	5.38 / 1.62	0.99	6.07	5.44 / 1.40	0.63	-0.06
37. Faculty take into consideration student differences as they teach a course.	6.37	5.38 / 1.60	0.99	6.14	5.32 / 1.49	0.82	0.06
16. The college shows concern for students as individuals.	6.35	5.28 / 1.58	1.07	6.17	5.21 / 1.58	0.96	0.07
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.34	5.49 / 1.61	0.85	5.90	5.28 / 1.47	0.62	0.21 **
9. Internships or practical experiences are provided in my degree/certificate program.	6.32	5.48 / 1.64	0.84	6.00	5.09 / 1.62	0.91	0.39 ***
24. Parking lots are well-lighted and secure.	6.30	4.23 / 2.06	2.07	6.16	5.33 / 1.60	0.83	-1.10 ***
2. Faculty care about me as an individual.	6.28	5.40 / 1.50	0.88	6.07	5.45 / 1.44	0.62	-0.05
89. Academic reputation as factor in decision to enroll.	6.24			5.91			
39. The amount of student parking space on campus is adequate.	6.23	3.48 / 2.20	2.75	6.21	4.69 / 1.97	1.52	-1.21 ***
38. The student center is a comfortable place for students to spend their leisure time.	6.18	5.46 / 1.56	0.72	5.79	5.40 / 1.47	0.39	0.06
88. Financial aid as factor in decision to enroll.	6.17			6.09			
4. Security staff are helpful.	6.14	5.46 / 1.57	0.68	5.69	5.19 / 1.56	0.50	0.27 ***
1. Most students feel a sense of belonging here.	5.98	5.46 / 1.38	0.52	5.62	5.38 / 1.39	0.24	0.08

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44. I generally know what's happening on campus.	5.94	5.46 / 1.55	0.48	5.63	5.16 / 1.55	0.47	0.30 ***
19. This campus provides effective support services for displaced homemakers.	5.86	5.11 / 1.67	0.75	5.30	4.90 / 1.45	0.40	0.21 *
93. Geographic setting as factor in decision to enroll.	5.84			5.56			
17. Personnel in the Veterans' Services program are helpful.	5.71	5.28 / 1.68	0.43	5.03	4.82 / 1.46	0.21	0.46 ***
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.67			5.44			
94. Campus appearance as factor in decision to enroll.	5.44			5.24			
90. Size of institution as factor in decision to enroll.	5.31			5.21			
92. Recommendations from family/friends as factor in decision to enroll.	5.01			4.95			
10. Child care facilities are available on campus.	4.78	3.99 / 2.07	0.79	4.54	4.44 / 1.75	0.10	-0.45 ***
91. Opportunity to play sports as factor in decision to enroll.	3.65			3.52			
81. Institution's commitment to part-time students?		6.00 / 1.26			5.69 / 1.36		0.31 ***
82. Institution's commitment to evening students?		5.88 / 1.35			5.57 / 1.45		0.31 ***
83. Institution's commitment to older, returning learners?		5.93 / 1.43			5.67 / 1.42		0.26 ***
84. Institution's commitment to under-represented populations?		5.89 / 1.42			5.51 / 1.41		0.38 ***
85. Institution's commitment to commuters?		5.96 / 1.49			5.49 / 1.48		0.47 ***
86. Institution's commitment to students with disabilities?		6.09 / 1.24			5.65 / 1.41		0.44 ***

National Group Means are based on 185186 records

\*Difference statistically significant at the .05 level

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

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