

## May 2015 Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	351	75.32%	1 year or less	93	20.31%
Male	115	24.68%	2 years	207	45.20%
Total	466	100.00%	3 years	84	18.34%
No Response	57		4 or more years	74	16.16%
			Total	458	100.00%
			No Response	65	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
18 and under	17	3.67%	No credits earned	22	4.86%
19 to 24	147	31.75%	1.99 or below	6	1.32%
25 to 34	136	29.37%	2.0 - 2.49	33	7.28%
35 to 44	81	17.49%	2.5 - 2.99	77	17.00%
45 and over	82	17.71%	3.0 - 3.49	137	30.24%
Total	463	100.00%	3.5 or above	178	39.29%
No Response	60		Total	453	100.00%
			No Response	70	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	131	28.73%	Associate degree	300	65.65%
American Indian or Alaskan Native	2	0.44%	Vocational/technical program	20	4.38%
Asian or Pacific Islander	30	6.58%	Transfer to another institution	90	19.69%
Caucasian/White	94	20.61%	Certification (initial / renewal)	14	3.06%
Hispanic	154	33.77%	Self-improvement/pleasure	1	0.22%
Other race	21	4.61%	Job-related training	7	1.53%
Race - Prefer not to respond	24	5.26%	Other educational goal	25	5.47%
Total	456	100.00%	Total	457	100.00%
No Response	67		No Response	66	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Employment</b>	<b>N</b>	<b>%</b>
Day	361	78.65%	Full-time off campus	148	32.60%
Evening	82	17.86%	Part-time off campus	123	27.09%
Weekend	16	3.49%	Full-time on campus	14	3.08%
Total	459	100.00%	Part-time on campus	26	5.73%
No Response	64		Not employed	143	31.50%
			Total	454	100.00%
<b>Current Class Load</b>	<b>N</b>	<b>%</b>	No Response	69	
Full-time	290	62.63%			
Part-time	173	37.37%			
Total	463	100.00%			
No Response	60				

## May 2015 Demographics

<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>The courses that I am taking are mostly</b>	<b>N</b>	<b>%</b>
Residence hall	0	0.00%	Face-to-face Courses	346	75.88%
Own house	116	25.49%	Online Courses	99	21.71%
Rent room or apt off campus	155	34.07%	Dual Credit Courses	11	2.41%
Parent's home	138	30.33%	Campus item 2 - Answer 4	0	0.00%
Other residence	46	10.11%	Campus item 2 - Answer 5	0	0.00%
Total	455	100.00%	Campus item 2 - Answer 6	0	0.00%
No Response	68		Total	456	100.00%
			No Response	67	
<b>Residence Classification</b>	<b>N</b>	<b>%</b>	<b>Group Code</b>	<b>N</b>	<b>%</b>
In-state	426	94.67%	1000: Accounting	9	1.97%
Out-of-state	10	2.22%	1010: Business Administration	21	4.60%
International (not U.S. citizen)	14	3.11%	1020: Business Office Systems and Support	5	1.09%
Total	450	100.00%	1030: Cardiac Sonography	5	1.09%
No Response	73		1040: Computer Information Technology (Networking Security)	7	1.53%
 			1050: Computer Information Technology (PC Support)	3	0.66%
<b>Disabilities</b>	<b>N</b>	<b>%</b>	1060: Computer Information Technology (Programming)	9	1.97%
Yes - Disability	31	6.83%	1070: Conflict Management	2	0.44%
No - Disability	423	93.17%	1080: Diagnostic Medical Sonography	16	3.50%
Total	454	100.00%	1090: Fashion Design	15	3.28%
No Response	69		2010: Food and Hospitality	21	4.60%
 			2020: Interior Design	7	1.53%
<b>Institution Was My</b>	<b>N</b>	<b>%</b>	2030: Internet Development Technologies	1	0.22%
1st choice	304	67.41%	2040: Invasive Cardiovascular Technology	3	0.66%
2nd choice	109	24.17%	2050: Liberal Arts	8	1.75%
3rd choice or lower	38	8.43%	2060: Magnetic Resonance Imaging	4	0.88%
Total	451	100.00%	2070: Management	3	0.66%
No Response	72		2080: Fashion Marketing	4	0.88%
 			2090: Medical Assisting	3	0.66%
<b>Most of my courses are taken at</b>	<b>N</b>	<b>%</b>	3000: Medical Laboratory Technology	10	2.19%
Downtown Campus	407	88.86%	3010: Nursing	161	35.23%
West Campus	12	2.62%	3020: Paralegal	15	3.28%
Bill J. Priest Campus	0	0.00%	3040: Radiologic Sciences	19	4.16%
Other location	39	8.52%	3050: Respiratory Care	3	0.66%
Campus item - Answer 5	0	0.00%	3070: Surgical Technologist	4	0.88%
Campus item - Answer 6	0	0.00%	3080: Teacher Preparation	15	3.28%
Total	458	100.00%			
No Response	65				

## May 2015 Demographics

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9999: Other	84	18.38%
Total	457	100.00%
No Response	66	

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## March 2009 Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	296	70.14%	1 year or less	204	48.11%
Male	126	29.86%	2 years	133	31.37%
Total	422	100.00%	3 years	61	14.39%
No Response	22		4 or more years	26	6.13%
			Total	424	100.00%
			No Response	20	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
18 and under	42	9.93%	No credits earned	75	18.20%
19 to 24	198	46.81%	1.99 or below	10	2.43%
25 to 34	99	23.40%	2.0 - 2.49	36	8.74%
35 to 44	47	11.11%	2.5 - 2.99	81	19.66%
45 and over	37	8.75%	3.0 - 3.49	119	28.88%
Total	423	100.00%	3.5 or above	91	22.09%
No Response	21		Total	412	100.00%
			No Response	32	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	97	22.93%	Associate degree	240	56.60%
American Indian or Alaskan Native	6	1.42%	Vocational/technical program	14	3.30%
Asian or Pacific Islander	19	4.49%	Transfer to another institution	116	27.36%
Caucasian/White	102	24.11%	Certification (initial / renewal)	28	6.60%
Hispanic	155	36.64%	Self-improvement/pleasure	9	2.12%
Other race	21	4.96%	Job-related training	5	1.18%
Race - Prefer not to respond	23	5.44%	Other educational goal	12	2.83%
Total	423	100.00%	Total	424	100.00%
No Response	21		No Response	20	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Employment</b>	<b>N</b>	<b>%</b>
Day	313	79.44%	Full-time off campus	142	33.57%
Evening	70	17.77%	Part-time off campus	123	29.08%
Weekend	11	2.79%	Full-time on campus	4	0.95%
Total	394	100.00%	Part-time on campus	14	3.31%
No Response	50		Not employed	140	33.10%
			Total	423	100.00%
<b>Current Class Load</b>	<b>N</b>	<b>%</b>	No Response	21	
Full-time	257	61.34%			
Part-time	162	38.66%			
Total	419	100.00%			
No Response	25				

## March 2009 Demographics

<b>Current Residence</b>			<b>Institution Question 2</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Residence hall	0	0.00%	Campus item 2 - Answer 1	0	0%
Own house	91	21.51%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	124	29.31%	Campus item 2 - Answer 3	0	0%
Parent's home	172	40.66%	Campus item 2 - Answer 4	0	0%
Other residence	36	8.51%	Campus item 2 - Answer 5	0	0%
Total	423	100.00%	Campus item 2 - Answer 6	0	0%
No Response	21		Total	0	100.00%
			No Response	444	
<b>Residence Classification</b>			<b>Group Code</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
In-state	398	93.65%	0001	18	6.45%
Out-of-state	4	0.94%	0004	1	0.36%
International (not U.S. citizen)	23	5.41%	0005	39	13.98%
Total	425	100.00%	0007	5	1.79%
No Response	19		0009	4	1.43%
			0011	18	6.45%
			0012	2	0.72%
<b>Disabilities</b>	<b>N</b>	<b>%</b>	0013	1	0.36%
Yes - Disability	23	5.48%	0014	4	1.43%
No - Disability	397	94.52%	0015	1	0.36%
Total	420	100.00%	0023	1	0.36%
No Response	24		0025	1	0.36%
			0030	1	0.36%
			0031	1	0.36%
<b>Institution Was My</b>	<b>N</b>	<b>%</b>	0032	1	0.36%
1st choice	259	61.08%	0034	1	0.36%
2nd choice	122	28.77%	0037	1	0.36%
3rd choice or lower	43	10.14%	0038	1	0.36%
Total	424	100.00%	0046	1	0.36%
No Response	20		0047	21	7.53%
			0048	3	1.08%
			0049	14	5.02%
<b>Institution Question</b>	<b>N</b>	<b>%</b>	0050	1	0.36%
Campus item - Answer 1	82	28.67%	0052	2	0.72%
Campus item - Answer 2	39	13.64%	0055	3	1.08%
Campus item - Answer 3	40	13.99%	0058	6	2.15%
Campus item - Answer 4	13	4.55%	0061	19	6.81%
Campus item - Answer 5	75	26.22%	0062	14	5.02%
Campus item - Answer 6	37	12.94%	0071	1	0.36%
Total	286	100.00%	0072	1	0.36%
No Response	158		0074	4	1.43%

## March 2009 Demographics

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0077	2	0.72%
0080	17	6.09%
0081	2	0.72%
0082	2	0.72%
0084	15	5.38%
0085	1	0.36%
0086	16	5.73%
0089	16	5.73%
0091	1	0.36%
0101	1	0.36%
0201	1	0.36%
0301	1	0.36%
0302	1	0.36%
0408	2	0.72%
0503	2	0.72%
0908	1	0.36%
1205	1	0.36%
1601	1	0.36%
1612	1	0.36%
2203	1	0.36%
5001	1	0.36%
5109	1	0.36%
5201	1	0.36%
Total	279	100.00%
No Response	165	

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## Strategic Planning Overview

### Strengths and Challenges

#### Strengths

- 15. I am able to register for classes I need with few conflicts.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 69. There is a good variety of courses provided on this campus.
- 72. Campus item: This college provides online access to adequate library/learning resources.
- 70. I am able to experience intellectual growth here.
- 80. Campus item: My classroom experiences have helped me improve my critical thinking skills and apply these skills in everyday life.
- 76. Campus item: Faculty encourage me to ask questions that help me complete assignments or participate in class discussions.
- 14. Library resources and services are adequate.
- 79. Campus item: I am expected to problem solve and formulate well-reasoned conclusions for class assignments or discussions.
- 43. Class change (drop/add) policies are reasonable.
- 60. Billing policies are reasonable.
- 73. Campus item: This college provides assistance in using the Blackboard technology required for online courses.
- 51. There are convenient ways of paying my school bill.
- 75. Campus item: I am expected to think critically or creatively when completing class assignments or participating in class discussions.
- 26. Library staff are helpful and approachable.
- 34. Computer labs are adequate and accessible.
- 78. Campus item: Faculty encourage me to think reflectively on what I have learned and how I am learning.
- 56. The business office is open during hours which are convenient for most students.
- 77. Campus item: I am expected to evaluate the quality and relevance of information when completing writing assignments.

#### Challenges

- 32. My academic advisor is knowledgeable about my program requirements.
- 31. The campus is safe and secure for all students.
- 41. Admissions staff are knowledgeable.
- 46. Faculty provide timely feedback about student progress in a course.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 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.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 20. Financial aid counselors are helpful.
- 25. My academic advisor is concerned about my success as an individual.

## **Strategic Planning Overview**

13. Financial aid awards are announced to students in time to be helpful in college planning.



## Strategic Planning Overview Trends

### Higher Satisfaction vs. March 2009

- 18. The quality of instruction I receive in most of my classes is excellent.
- 66. Program requirements are clear and reasonable.
- 15. I am able to register for classes I need with few conflicts.
- 32. My academic advisor is knowledgeable about my program requirements.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 8. Classes are scheduled at times that are convenient for me.
- 69. There is a good variety of courses provided on this campus.
- 72. Campus item: This college provides online access to adequate library/learning resources.
- 70. I am able to experience intellectual growth here.
- 71. Campus item: College online courses are well-structured and accessible.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 41. Admissions staff are knowledgeable.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 80. Campus item: My classroom experiences have helped me improve my critical thinking skills and apply these skills in everyday life.
- 76. Campus item: Faculty encourage me to ask questions that help me complete assignments or participate in class discussions.
- 14. Library resources and services are adequate.
- 79. Campus item: I am expected to problem solve and formulate well-reasoned conclusions for class assignments or discussions.
- 43. Class change (drop/add) policies are reasonable.
- 60. Billing policies are reasonable.
- 73. Campus item: This college provides assistance in using the Blackboard technology required for online courses.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 51. There are convenient ways of paying my school bill.
- 20. Financial aid counselors are helpful.
- 25. My academic advisor is concerned about my success as an individual.
- 26. Library staff are helpful and approachable.
- 34. Computer labs are adequate and accessible.
- 42. The equipment in the lab facilities is kept up to date.
- 48. Counseling staff care about students as individuals.
- 6. My academic advisor is approachable.
- 61. Faculty are usually available after class and during office hours.
- 78. Campus item: Faculty encourage me to think reflectively on what I have learned and how I am learning.
- 36. Students are made to feel welcome on this campus.

## Strategic Planning Overview

- 56. The business office is open during hours which are convenient for most students.
- 77. Campus item: I am expected to evaluate the quality and relevance of information when completing writing assignments.

### Higher Importance vs. March 2009

- 18. The quality of instruction I receive in most of my classes is excellent.
- 66. Program requirements are clear and reasonable.
- 15. I am able to register for classes I need with few conflicts.
- 32. My academic advisor is knowledgeable about my program requirements.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 8. Classes are scheduled at times that are convenient for me.
- 31. The campus is safe and secure for all students.
- 69. There is a good variety of courses provided on this campus.
- 72. Campus item: This college provides online access to adequate library/learning resources.
- 70. I am able to experience intellectual growth here.
- 71. Campus item: College online courses are well-structured and accessible.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 41. Admissions staff are knowledgeable.
- 46. Faculty provide timely feedback about student progress in a course.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 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.
- 80. Campus item: My classroom experiences have helped me improve my critical thinking skills and apply these skills in everyday life.
- 76. Campus item: Faculty encourage me to ask questions that help me complete assignments or participate in class discussions.
- 14. Library resources and services are adequate.
- 79. Campus item: I am expected to problem solve and formulate well-reasoned conclusions for class assignments or discussions.
- 43. Class change (drop/add) policies are reasonable.
- 60. Billing policies are reasonable.
- 73. Campus item: This college provides assistance in using the Blackboard technology required for online courses.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 51. There are convenient ways of paying my school bill.
- 68. On the whole, the campus is well-maintained.
- 20. Financial aid counselors are helpful.
- 25. My academic advisor is concerned about my success as an individual.
- 26. Library staff are helpful and approachable.
- 42. The equipment in the lab facilities is kept up to date.

## **Strategic Planning Overview**

- 48. Counseling staff care about students as individuals.
- 6. My academic advisor is approachable.
- 61. Faculty are usually available after class and during office hours.
- 78. Campus item: Faculty encourage me to think reflectively on what I have learned and how I am learning.
- 36. Students are made to feel welcome on this campus.
- 56. The business office is open during hours which are convenient for most students.
- 77. Campus item: I am expected to evaluate the quality and relevance of information when completing writing assignments.

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

Scale	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Registration Effectiveness	6.53	5.82 / 1.03	0.71	6.20	5.32 / 1.12	0.88	0.50 ***
Academic Advising/Counseling	6.52	5.46 / 1.51	1.06	6.16	5.08 / 1.28	1.08	0.38 ***
Instructional Effectiveness	6.52	5.60 / 1.19	0.92	6.22	5.29 / 1.12	0.93	0.31 ***
Academic Services	6.48	5.83 / 1.06	0.65	6.21	5.49 / 1.10	0.72	0.34 ***
Admissions and Financial Aid	6.45	5.41 / 1.40	1.04	6.06	4.97 / 1.31	1.09	0.44 ***
Concern for the Individual	6.42	5.41 / 1.33	1.01	6.12	5.09 / 1.25	1.03	0.32 ***
Campus Climate	6.37	5.45 / 1.19	0.92	6.05	5.16 / 1.19	0.89	0.29 ***
Service Excellence	6.37	5.52 / 1.14	0.85	6.07	5.09 / 1.18	0.98	0.43 ***
Student Centeredness	6.35	5.51 / 1.23	0.84	6.02	5.25 / 1.22	0.77	0.26 **
Safety and Security	6.34	4.90 / 1.43	1.44	6.07	4.56 / 1.40	1.51	0.34 ***
Campus Support Services	6.06	5.32 / 1.43	0.74	5.55	4.80 / 1.19	0.75	0.52 ***
Responsiveness to Diverse Populations		5.96 / 1.24			5.40 / 1.31		0.56 ***

\* 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	May 2015			March 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.	6.66	5.78 / 1.41	0.88	6.41	5.48 / 1.43	0.93	0.30 **
66. Program requirements are clear and reasonable.	6.65	5.80 / 1.47	0.85	6.30	5.39 / 1.51	0.91	0.41 ***
15. I am able to register for classes I need with few conflicts.	6.64	5.85 / 1.41	0.79	6.40	5.31 / 1.64	1.09	0.54 ***
32. My academic advisor is knowledgeable about my program requirements.	6.64	5.50 / 1.75	1.14	6.27	5.19 / 1.60	1.08	0.31 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.64	5.91 / 1.39	0.73	6.34	5.58 / 1.38	0.76	0.33 ***
8. Classes are scheduled at times that are convenient for me.	6.63	5.79 / 1.43	0.84	6.31	5.30 / 1.73	1.01	0.49 ***
31. The campus is safe and secure for all students.	6.62	5.41 / 1.57	1.21	6.39	5.24 / 1.63	1.15	0.17
69. There is a good variety of courses provided on this campus.	6.62	6.04 / 1.27	0.58	6.35	5.52 / 1.44	0.83	0.52 ***
72. Campus item: This college provides online access to adequate library/learning resources.	6.61	6.16 / 1.15	0.45	5.88	5.23 / 1.51	0.65	0.93 ***
70. I am able to experience intellectual growth here.	6.60	5.99 / 1.26	0.61	6.40	5.67 / 1.29	0.73	0.32 ***
71. Campus item: College online courses are well-structured and accessible.	6.60	5.67 / 1.56	0.93	5.96	4.31 / 1.91	1.65	1.36 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.59	5.72 / 1.50	0.87	6.33	5.35 / 1.42	0.98	0.37 ***
41. Admissions staff are knowledgeable.	6.58	5.59 / 1.54	0.99	6.25	5.17 / 1.51	1.08	0.42 ***
46. Faculty provide timely feedback about student progress in a course.	6.58	5.41 / 1.64	1.17	6.27	5.24 / 1.52	1.03	0.17
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	4.68 / 1.73	1.54	0.37 **

\* 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	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.57	5.43 / 1.74	1.14	6.20	5.02 / 1.60	1.18	0.41 ***
52. This school does whatever it can to help me reach my educational goals.	6.57	5.39 / 1.60	1.18	6.26	5.27 / 1.43	0.99	0.12
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	6.01	4.93 / 1.50	1.08	1.05 ***
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	5.55	4.63 / 1.65	0.92	1.37 ***
14. Library resources and services are adequate.	6.55	6.14 / 1.18	0.41	6.26	5.72 / 1.40	0.54	0.42 ***
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	5.92	4.85 / 1.55	1.07	1.31 ***
43. Class change (drop/add) policies are reasonable.	6.54	6.02 / 1.30	0.52	6.19	5.38 / 1.54	0.81	0.64 ***
60. Billing policies are reasonable.	6.54	5.85 / 1.35	0.69	6.06	5.42 / 1.36	0.64	0.43 ***
73. Campus item: This college provides assistance in using the Blackboard technology required for online courses.	6.54	5.97 / 1.31	0.57	6.23	4.92 / 1.67	1.31	1.05 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.53	5.54 / 1.67	0.99	6.26	5.18 / 1.55	1.08	0.36 ***
51. There are convenient ways of paying my school bill.	6.53	5.97 / 1.30	0.56	6.27	5.66 / 1.42	0.61	0.31 **
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	6.40	6.07 / 1.52	0.33	0.12
68. On the whole, the campus is well-maintained.	6.52	5.69 / 1.42	0.83	6.31	5.59 / 1.39	0.72	0.10
6. My academic advisor is approachable.	6.49	5.66 / 1.63	0.83	6.15	5.22 / 1.57	0.93	0.44 ***

\* 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	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
20. Financial aid counselors are helpful.	6.49	5.14 / 1.87	1.35	6.03	4.87 / 1.74	1.16	0.27 *
25. My academic advisor is concerned about my success as an individual.	6.49	5.28 / 1.78	1.21	6.13	5.00 / 1.69	1.13	0.28 *
26. Library staff are helpful and approachable.	6.49	6.11 / 1.15	0.38	6.24	5.80 / 1.29	0.44	0.31 ***
34. Computer labs are adequate and accessible.	6.49	6.00 / 1.32	0.49	6.35	5.64 / 1.46	0.71	0.36 ***
42. The equipment in the lab facilities is kept up to date.	6.49	5.67 / 1.45	0.82	6.23	5.44 / 1.47	0.79	0.23 *
48. Counseling staff care about students as individuals.	6.49	5.58 / 1.51	0.91	6.11	5.03 / 1.59	1.08	0.55 ***
61. Faculty are usually available after class and during office hours.	6.49	5.66 / 1.46	0.83	6.17	5.38 / 1.56	0.79	0.28 **
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	5.73	4.59 / 1.58	1.14	1.44 ***
87. Cost as factor in decision to enroll.	6.49			6.54			
36. Students are made to feel welcome on this campus.	6.48	5.67 / 1.44	0.81	6.13	5.39 / 1.43	0.74	0.28 **
56. The business office is open during hours which are convenient for most students.	6.48	5.90 / 1.27	0.58	5.99	5.28 / 1.51	0.71	0.62 ***
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	5.66	4.70 / 1.49	0.96	1.40 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.47	5.26 / 1.78	1.21	6.06	4.75 / 1.77	1.31	0.51 ***
28. It is an enjoyable experience to be a student on this campus.	6.47	5.63 / 1.47	0.84	6.15	5.44 / 1.46	0.71	0.19
47. There are adequate services to help me decide upon a career.	6.47	5.53 / 1.56	0.94	6.09	5.20 / 1.50	0.89	0.33 **

\* 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	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
50. Tutoring services are readily available.	6.47	5.77 / 1.49	0.70	6.15	5.42 / 1.48	0.73	0.35 **
64. Nearly all classes deal with practical experiences and applications.	6.47	5.77 / 1.35	0.70	6.14	5.35 / 1.33	0.79	0.42 ***
55. Academic support services adequately meet the needs of students.	6.46	5.48 / 1.49	0.98	6.13	5.21 / 1.45	0.92	0.27 *
57. Administrators are approachable to students.	6.46	5.46 / 1.53	1.00	6.10	5.07 / 1.61	1.03	0.39 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.46	5.23 / 1.79	1.23	6.04	4.78 / 1.74	1.26	0.45 ***
45. This institution has a good reputation within the community.	6.45	5.65 / 1.47	0.80	6.17	5.44 / 1.50	0.73	0.21 *
53. The assessment and course placement procedures are reasonable.	6.45	5.67 / 1.41	0.78	6.04	5.25 / 1.48	0.79	0.42 ***
5. The personnel involved in registration are helpful.	6.44	5.51 / 1.62	0.93	6.16	5.09 / 1.60	1.07	0.42 ***
21. There are a sufficient number of study areas on campus.	6.44	5.59 / 1.60	0.85	6.10	5.18 / 1.66	0.92	0.41 ***
54. Faculty are interested in my academic problems.	6.44	5.36 / 1.62	1.08	6.09	5.17 / 1.51	0.92	0.19
23. Faculty are understanding of students' unique life circumstances.	6.43	5.33 / 1.67	1.10	6.08	5.07 / 1.54	1.01	0.26 *
74. Campus item: This college provides students in distance education courses with procedures for resolving complaints.	6.42	5.66 / 1.47	0.76	6.15	4.64 / 1.81	1.51	1.02 ***
27. The campus staff are caring and helpful.	6.41	5.57 / 1.43	0.84	6.13	5.33 / 1.41	0.80	0.24 *
30. The career services office provides students with the help they need to get a job.	6.41	5.49 / 1.56	0.92	5.97	4.94 / 1.49	1.03	0.55 ***

\* 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	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
59. New student orientation services help students adjust to college.	6.41	5.72 / 1.46	0.69	5.92	5.21 / 1.46	0.71	0.51 ***
3. The quality of instruction in the vocational/technical programs is excellent.	6.40	5.54 / 1.44	0.86	5.97	5.26 / 1.40	0.71	0.28 **
11. Security staff respond quickly in emergencies.	6.40	5.61 / 1.53	0.79	6.10	4.84 / 1.55	1.26	0.77 ***
12. My academic advisor helps me set goals to work toward.	6.40	5.36 / 1.82	1.04	5.99	4.81 / 1.72	1.18	0.55 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.40	5.51 / 1.60	0.89	5.91	5.04 / 1.58	0.87	0.47 ***
62. Bookstore staff are helpful.	6.40	5.84 / 1.47	0.56	6.09	5.08 / 1.67	1.01	0.76 ***
67. Channels for expressing student complaints are readily available.	6.40	5.07 / 1.78	1.33	6.10	4.81 / 1.69	1.29	0.26 *
7. Adequate financial aid is available for most students.	6.39	5.44 / 1.76	0.95	6.17	5.04 / 1.78	1.13	0.40 **
22. People on this campus respect and are supportive of each other.	6.37	5.38 / 1.62	0.99	6.05	5.00 / 1.59	1.05	0.38 ***
37. Faculty take into consideration student differences as they teach a course.	6.37	5.38 / 1.60	0.99	6.15	5.05 / 1.60	1.10	0.33 **
16. The college shows concern for students as individuals.	6.35	5.28 / 1.58	1.07	6.17	4.98 / 1.58	1.19	0.30 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.34	5.49 / 1.61	0.85	5.92	4.92 / 1.54	1.00	0.57 ***
9. Internships or practical experiences are provided in my degree/certificate program.	6.32	5.48 / 1.64	0.84	6.09	5.15 / 1.52	0.94	0.33 **
24. Parking lots are well-lighted and secure.	6.30	4.23 / 2.06	2.07	6.08	3.96 / 2.02	2.12	0.27
2. Faculty care about me as an individual.	6.28	5.40 / 1.50	0.88	5.93	5.25 / 1.49	0.68	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**  
**Items: In Order of Importance**

Item	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
89. Academic reputation as factor in decision to enroll.	6.24			6.17			
39. The amount of student parking space on campus is adequate.	6.23	3.48 / 2.20	2.75	5.95	3.56 / 2.16	2.39	-0.08
38. The student center is a comfortable place for students to spend their leisure time.	6.18	5.46 / 1.56	0.72	5.86	4.90 / 1.70	0.96	0.56 ***
88. Financial aid as factor in decision to enroll.	6.17			5.97			
4. Security staff are helpful.	6.14	5.46 / 1.57	0.68	5.84	4.98 / 1.60	0.86	0.48 ***
1. Most students feel a sense of belonging here.	5.98	5.46 / 1.38	0.52	5.49	5.28 / 1.40	0.21	0.18 *
44. I generally know what's happening on campus.	5.94	5.46 / 1.55	0.48	5.68	4.86 / 1.57	0.82	0.60 ***
19. This campus provides effective support services for displaced homemakers.	5.86	5.11 / 1.67	0.75	5.22	4.66 / 1.38	0.56	0.45 **
93. Geographic setting as factor in decision to enroll.	5.84			5.64			
17. Personnel in the Veterans' Services program are helpful.	5.71	5.28 / 1.68	0.43	4.76	4.48 / 1.31	0.28	0.80 ***
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.67			5.68			
94. Campus appearance as factor in decision to enroll.	5.44			5.54			
90. Size of institution as factor in decision to enroll.	5.31			5.27			
92. Recommendations from family/friends as factor in decision to enroll.	5.01			5.27			
10. Child care facilities are available on campus.	4.78	3.99 / 2.07	0.79	4.55	3.93 / 1.79	0.62	0.06
91. Opportunity to play sports as factor in decision to enroll.	3.65			4.05			

\* 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	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
81. Institution's commitment to part-time students?		6.00 / 1.26			5.50 / 1.57		0.50 ***
82. Institution's commitment to evening students?		5.88 / 1.35			5.37 / 1.55		0.51 ***
83. Institution's commitment to older, returning learners?		5.93 / 1.43			5.40 / 1.45		0.53 ***
84. Institution's commitment to under-represented populations?		5.89 / 1.42			5.30 / 1.49		0.59 ***
85. Institution's commitment to commuters?		5.96 / 1.49			5.42 / 1.51		0.54 ***
86. Institution's commitment to students with disabilities?		6.09 / 1.24			5.39 / 1.50		0.70 ***

\* 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	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING/COUNSELING</b>	6.52	5.46 / 1.51	1.06	6.16	5.08 / 1.28	1.08	0.38 ***
6. My academic advisor is approachable.	6.49	5.66 / 1.63	0.83	6.15	5.22 / 1.57	0.93	0.44 ***
12. My academic advisor helps me set goals to work toward.	6.40	5.36 / 1.82	1.04	5.99	4.81 / 1.72	1.18	0.55 ***
25. My academic advisor is concerned about my success as an individual.	6.49	5.28 / 1.78	1.21	6.13	5.00 / 1.69	1.13	0.28 *
32. My academic advisor is knowledgeable about my program requirements.	6.64	5.50 / 1.75	1.14	6.27	5.19 / 1.60	1.08	0.31 **
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.57	5.43 / 1.74	1.14	6.20	5.02 / 1.60	1.18	0.41 ***
48. Counseling staff care about students as individuals.	6.49	5.58 / 1.51	0.91	6.11	5.03 / 1.59	1.08	0.55 ***
52. This school does whatever it can to help me reach my educational goals.	6.57	5.39 / 1.60	1.18	6.26	5.27 / 1.43	0.99	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 - Academic Services

Scale/Item	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC SERVICES</b>	6.48	5.83 / 1.06	0.65	6.21	5.49 / 1.10	0.72	0.34 ***
14. Library resources and services are adequate.	6.55	6.14 / 1.18	0.41	6.26	5.72 / 1.40	0.54	0.42 ***
21. There are a sufficient number of study areas on campus.	6.44	5.59 / 1.60	0.85	6.10	5.18 / 1.66	0.92	0.41 ***
26. Library staff are helpful and approachable.	6.49	6.11 / 1.15	0.38	6.24	5.80 / 1.29	0.44	0.31 ***
34. Computer labs are adequate and accessible.	6.49	6.00 / 1.32	0.49	6.35	5.64 / 1.46	0.71	0.36 ***
42. The equipment in the lab facilities is kept up to date.	6.49	5.67 / 1.45	0.82	6.23	5.44 / 1.47	0.79	0.23 *
50. Tutoring services are readily available.	6.47	5.77 / 1.49	0.70	6.15	5.42 / 1.48	0.73	0.35 **
55. Academic support services adequately meet the needs of students.	6.46	5.48 / 1.49	0.98	6.13	5.21 / 1.45	0.92	0.27 *

\* 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	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ADMISSIONS AND FINANCIAL AID</b>	6.45	5.41 / 1.40	1.04	6.06	4.97 / 1.31	1.09	0.44 ***
7. Adequate financial aid is available for most students.	6.39	5.44 / 1.76	0.95	6.17	5.04 / 1.78	1.13	0.40 **
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.47	5.26 / 1.78	1.21	6.06	4.75 / 1.77	1.31	0.51 ***
20. Financial aid counselors are helpful.	6.49	5.14 / 1.87	1.35	6.03	4.87 / 1.74	1.16	0.27 *
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.34	5.49 / 1.61	0.85	5.92	4.92 / 1.54	1.00	0.57 ***
41. Admissions staff are knowledgeable.	6.58	5.59 / 1.54	0.99	6.25	5.17 / 1.51	1.08	0.42 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.40	5.51 / 1.60	0.89	5.91	5.04 / 1.58	0.87	0.47 ***

\* 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	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.37	5.45 / 1.19	0.92	6.05	5.16 / 1.19	0.89	0.29 ***
1. Most students feel a sense of belonging here.	5.98	5.46 / 1.38	0.52	5.49	5.28 / 1.40	0.21	0.18 *
2. Faculty care about me as an individual.	6.28	5.40 / 1.50	0.88	5.93	5.25 / 1.49	0.68	0.15
16. The college shows concern for students as individuals.	6.35	5.28 / 1.58	1.07	6.17	4.98 / 1.58	1.19	0.30 **
22. People on this campus respect and are supportive of each other.	6.37	5.38 / 1.62	0.99	6.05	5.00 / 1.59	1.05	0.38 ***
27. The campus staff are caring and helpful.	6.41	5.57 / 1.43	0.84	6.13	5.33 / 1.41	0.80	0.24 *
28. It is an enjoyable experience to be a student on this campus.	6.47	5.63 / 1.47	0.84	6.15	5.44 / 1.46	0.71	0.19
31. The campus is safe and secure for all students.	6.62	5.41 / 1.57	1.21	6.39	5.24 / 1.63	1.15	0.17
36. Students are made to feel welcome on this campus.	6.48	5.67 / 1.44	0.81	6.13	5.39 / 1.43	0.74	0.28 **
44. I generally know what's happening on campus.	5.94	5.46 / 1.55	0.48	5.68	4.86 / 1.57	0.82	0.60 ***
45. This institution has a good reputation within the community.	6.45	5.65 / 1.47	0.80	6.17	5.44 / 1.50	0.73	0.21 *
52. This school does whatever it can to help me reach my educational goals.	6.57	5.39 / 1.60	1.18	6.26	5.27 / 1.43	0.99	0.12
57. Administrators are approachable to students.	6.46	5.46 / 1.53	1.00	6.10	5.07 / 1.61	1.03	0.39 ***
59. New student orientation services help students adjust to college.	6.41	5.72 / 1.46	0.69	5.92	5.21 / 1.46	0.71	0.51 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.46	5.23 / 1.79	1.23	6.04	4.78 / 1.74	1.26	0.45 ***
67. Channels for expressing student complaints are readily available.	6.40	5.07 / 1.78	1.33	6.10	4.81 / 1.69	1.29	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

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

Scale/Item	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SUPPORT SERVICES</b>	6.06	5.32 / 1.43	0.74	5.55	4.80 / 1.19	0.75	0.52 ***
10. Child care facilities are available on campus.	4.78	3.99 / 2.07	0.79	4.55	3.93 / 1.79	0.62	0.06
17. Personnel in the Veterans' Services program are helpful.	5.71	5.28 / 1.68	0.43	4.76	4.48 / 1.31	0.28	0.80 ***
19. This campus provides effective support services for displaced homemakers.	5.86	5.11 / 1.67	0.75	5.22	4.66 / 1.38	0.56	0.45 **
30. The career services office provides students with the help they need to get a job.	6.41	5.49 / 1.56	0.92	5.97	4.94 / 1.49	1.03	0.55 ***
38. The student center is a comfortable place for students to spend their leisure time.	6.18	5.46 / 1.56	0.72	5.86	4.90 / 1.70	0.96	0.56 ***
47. There are adequate services to help me decide upon a career.	6.47	5.53 / 1.56	0.94	6.09	5.20 / 1.50	0.89	0.33 **
59. New student orientation services help students adjust to college.	6.41	5.72 / 1.46	0.69	5.92	5.21 / 1.46	0.71	0.51 ***

\* 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	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CONCERN FOR THE INDIVIDUAL</b>	6.42	5.41 / 1.33	1.01	6.12	5.09 / 1.25	1.03	0.32 ***
2. Faculty care about me as an individual.	6.28	5.40 / 1.50	0.88	5.93	5.25 / 1.49	0.68	0.15
16. The college shows concern for students as individuals.	6.35	5.28 / 1.58	1.07	6.17	4.98 / 1.58	1.19	0.30 **
25. My academic advisor is concerned about my success as an individual.	6.49	5.28 / 1.78	1.21	6.13	5.00 / 1.69	1.13	0.28 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.53	5.54 / 1.67	0.99	6.26	5.18 / 1.55	1.08	0.36 ***
48. Counseling staff care about students as individuals.	6.49	5.58 / 1.51	0.91	6.11	5.03 / 1.59	1.08	0.55 ***

\* 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	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.52	5.60 / 1.19	0.92	6.22	5.29 / 1.12	0.93	0.31 ***
2. Faculty care about me as an individual.	6.28	5.40 / 1.50	0.88	5.93	5.25 / 1.49	0.68	0.15
18. The quality of instruction I receive in most of my classes is excellent.	6.66	5.78 / 1.41	0.88	6.41	5.48 / 1.43	0.93	0.30 **
23. Faculty are understanding of students' unique life circumstances.	6.43	5.33 / 1.67	1.10	6.08	5.07 / 1.54	1.01	0.26 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.53	5.54 / 1.67	0.99	6.26	5.18 / 1.55	1.08	0.36 ***
37. Faculty take into consideration student differences as they teach a course.	6.37	5.38 / 1.60	0.99	6.15	5.05 / 1.60	1.10	0.33 **
46. Faculty provide timely feedback about student progress in a course.	6.58	5.41 / 1.64	1.17	6.27	5.24 / 1.52	1.03	0.17
54. Faculty are interested in my academic problems.	6.44	5.36 / 1.62	1.08	6.09	5.17 / 1.51	0.92	0.19
58. Nearly all of the faculty are knowledgeable in their fields.	6.64	5.91 / 1.39	0.73	6.34	5.58 / 1.38	0.76	0.33 ***
61. Faculty are usually available after class and during office hours.	6.49	5.66 / 1.46	0.83	6.17	5.38 / 1.56	0.79	0.28 **
64. Nearly all classes deal with practical experiences and applications.	6.47	5.77 / 1.35	0.70	6.14	5.35 / 1.33	0.79	0.42 ***
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	4.68 / 1.73	1.54	0.37 **
66. Program requirements are clear and reasonable.	6.65	5.80 / 1.47	0.85	6.30	5.39 / 1.51	0.91	0.41 ***

\* 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	May 2015			March 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.	6.62	6.04 / 1.27	0.58	6.35	5.52 / 1.44	0.83	0.52 ***
70. I am able to experience intellectual growth here.	6.60	5.99 / 1.26	0.61	6.40	5.67 / 1.29	0.73	0.32 ***

\* 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	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.53	5.82 / 1.03	0.71	6.20	5.32 / 1.12	0.88	0.50 ***
5. The personnel involved in registration are helpful.	6.44	5.51 / 1.62	0.93	6.16	5.09 / 1.60	1.07	0.42 ***
8. Classes are scheduled at times that are convenient for me.	6.63	5.79 / 1.43	0.84	6.31	5.30 / 1.73	1.01	0.49 ***
15. I am able to register for classes I need with few conflicts.	6.64	5.85 / 1.41	0.79	6.40	5.31 / 1.64	1.09	0.54 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.59	5.72 / 1.50	0.87	6.33	5.35 / 1.42	0.98	0.37 ***
43. Class change (drop/add) policies are reasonable.	6.54	6.02 / 1.30	0.52	6.19	5.38 / 1.54	0.81	0.64 ***
51. There are convenient ways of paying my school bill.	6.53	5.97 / 1.30	0.56	6.27	5.66 / 1.42	0.61	0.31 **
56. The business office is open during hours which are convenient for most students.	6.48	5.90 / 1.27	0.58	5.99	5.28 / 1.51	0.71	0.62 ***
60. Billing policies are reasonable.	6.54	5.85 / 1.35	0.69	6.06	5.42 / 1.36	0.64	0.43 ***
62. Bookstore staff are helpful.	6.40	5.84 / 1.47	0.56	6.09	5.08 / 1.67	1.01	0.76 ***

\* 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	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.96 / 1.24			5.40 / 1.31		0.56 ***
81. Institution's commitment to part-time students?		6.00 / 1.26			5.50 / 1.57		0.50 ***
82. Institution's commitment to evening students?		5.88 / 1.35			5.37 / 1.55		0.51 ***
83. Institution's commitment to older, returning learners?		5.93 / 1.43			5.40 / 1.45		0.53 ***
84. Institution's commitment to under-represented populations?		5.89 / 1.42			5.30 / 1.49		0.59 ***
85. Institution's commitment to commuters?		5.96 / 1.49			5.42 / 1.51		0.54 ***
86. Institution's commitment to students with disabilities?		6.09 / 1.24			5.39 / 1.50		0.70 ***

\* 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	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.34	4.90 / 1.43	1.44	6.07	4.56 / 1.40	1.51	0.34 ***
4. Security staff are helpful.	6.14	5.46 / 1.57	0.68	5.84	4.98 / 1.60	0.86	0.48 ***
11. Security staff respond quickly in emergencies.	6.40	5.61 / 1.53	0.79	6.10	4.84 / 1.55	1.26	0.77 ***
24. Parking lots are well-lighted and secure.	6.30	4.23 / 2.06	2.07	6.08	3.96 / 2.02	2.12	0.27
31. The campus is safe and secure for all students.	6.62	5.41 / 1.57	1.21	6.39	5.24 / 1.63	1.15	0.17
39. The amount of student parking space on campus is adequate.	6.23	3.48 / 2.20	2.75	5.95	3.56 / 2.16	2.39	-0.08

\* 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	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SERVICE EXCELLENCE</b>	6.37	5.52 / 1.14	0.85	6.07	5.09 / 1.18	0.98	0.43 ***
5. The personnel involved in registration are helpful.	6.44	5.51 / 1.62	0.93	6.16	5.09 / 1.60	1.07	0.42 ***
22. People on this campus respect and are supportive of each other.	6.37	5.38 / 1.62	0.99	6.05	5.00 / 1.59	1.05	0.38 ***
26. Library staff are helpful and approachable.	6.49	6.11 / 1.15	0.38	6.24	5.80 / 1.29	0.44	0.31 ***
27. The campus staff are caring and helpful.	6.41	5.57 / 1.43	0.84	6.13	5.33 / 1.41	0.80	0.24 *
44. I generally know what's happening on campus.	5.94	5.46 / 1.55	0.48	5.68	4.86 / 1.57	0.82	0.60 ***
57. Administrators are approachable to students.	6.46	5.46 / 1.53	1.00	6.10	5.07 / 1.61	1.03	0.39 ***
62. Bookstore staff are helpful.	6.40	5.84 / 1.47	0.56	6.09	5.08 / 1.67	1.01	0.76 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.46	5.23 / 1.79	1.23	6.04	4.78 / 1.74	1.26	0.45 ***
67. Channels for expressing student complaints are readily available.	6.40	5.07 / 1.78	1.33	6.10	4.81 / 1.69	1.29	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

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

Scale/Item	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.35	5.51 / 1.23	0.84	6.02	5.25 / 1.22	0.77	0.26 **
1. Most students feel a sense of belonging here.	5.98	5.46 / 1.38	0.52	5.49	5.28 / 1.40	0.21	0.18 *
16. The college shows concern for students as individuals.	6.35	5.28 / 1.58	1.07	6.17	4.98 / 1.58	1.19	0.30 **
27. The campus staff are caring and helpful.	6.41	5.57 / 1.43	0.84	6.13	5.33 / 1.41	0.80	0.24 *
28. It is an enjoyable experience to be a student on this campus.	6.47	5.63 / 1.47	0.84	6.15	5.44 / 1.46	0.71	0.19
36. Students are made to feel welcome on this campus.	6.48	5.67 / 1.44	0.81	6.13	5.39 / 1.43	0.74	0.28 **
57. Administrators are approachable to students.	6.46	5.46 / 1.53	1.00	6.10	5.07 / 1.61	1.03	0.39 ***

\* 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	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.98	5.46 / 1.38	0.52	5.49	5.28 / 1.40	0.21	0.18 *
2. Faculty care about me as an individual.	6.28	5.40 / 1.50	0.88	5.93	5.25 / 1.49	0.68	0.15
3. The quality of instruction in the vocational/technical programs is excellent.	6.40	5.54 / 1.44	0.86	5.97	5.26 / 1.40	0.71	0.28 **
4. Security staff are helpful.	6.14	5.46 / 1.57	0.68	5.84	4.98 / 1.60	0.86	0.48 ***
5. The personnel involved in registration are helpful.	6.44	5.51 / 1.62	0.93	6.16	5.09 / 1.60	1.07	0.42 ***
6. My academic advisor is approachable.	6.49	5.66 / 1.63	0.83	6.15	5.22 / 1.57	0.93	0.44 ***
7. Adequate financial aid is available for most students.	6.39	5.44 / 1.76	0.95	6.17	5.04 / 1.78	1.13	0.40 **
8. Classes are scheduled at times that are convenient for me.	6.63	5.79 / 1.43	0.84	6.31	5.30 / 1.73	1.01	0.49 ***
9. Internships or practical experiences are provided in my degree/certificate program.	6.32	5.48 / 1.64	0.84	6.09	5.15 / 1.52	0.94	0.33 **
10. Child care facilities are available on campus.	4.78	3.99 / 2.07	0.79	4.55	3.93 / 1.79	0.62	0.06
11. Security staff respond quickly in emergencies.	6.40	5.61 / 1.53	0.79	6.10	4.84 / 1.55	1.26	0.77 ***
12. My academic advisor helps me set goals to work toward.	6.40	5.36 / 1.82	1.04	5.99	4.81 / 1.72	1.18	0.55 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.47	5.26 / 1.78	1.21	6.06	4.75 / 1.77	1.31	0.51 ***
14. Library resources and services are adequate.	6.55	6.14 / 1.18	0.41	6.26	5.72 / 1.40	0.54	0.42 ***
15. I am able to register for classes I need with few conflicts.	6.64	5.85 / 1.41	0.79	6.40	5.31 / 1.64	1.09	0.54 ***
16. The college shows concern for students as individuals.	6.35	5.28 / 1.58	1.07	6.17	4.98 / 1.58	1.19	0.30 **

\* 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	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	5.71	5.28 / 1.68	0.43	4.76	4.48 / 1.31	0.28	0.80 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.66	5.78 / 1.41	0.88	6.41	5.48 / 1.43	0.93	0.30 **
19. This campus provides effective support services for displaced homemakers.	5.86	5.11 / 1.67	0.75	5.22	4.66 / 1.38	0.56	0.45 **
20. Financial aid counselors are helpful.	6.49	5.14 / 1.87	1.35	6.03	4.87 / 1.74	1.16	0.27 *
21. There are a sufficient number of study areas on campus.	6.44	5.59 / 1.60	0.85	6.10	5.18 / 1.66	0.92	0.41 ***
22. People on this campus respect and are supportive of each other.	6.37	5.38 / 1.62	0.99	6.05	5.00 / 1.59	1.05	0.38 ***
23. Faculty are understanding of students' unique life circumstances.	6.43	5.33 / 1.67	1.10	6.08	5.07 / 1.54	1.01	0.26 *
24. Parking lots are well-lighted and secure.	6.30	4.23 / 2.06	2.07	6.08	3.96 / 2.02	2.12	0.27
25. My academic advisor is concerned about my success as an individual.	6.49	5.28 / 1.78	1.21	6.13	5.00 / 1.69	1.13	0.28 *
26. Library staff are helpful and approachable.	6.49	6.11 / 1.15	0.38	6.24	5.80 / 1.29	0.44	0.31 ***
27. The campus staff are caring and helpful.	6.41	5.57 / 1.43	0.84	6.13	5.33 / 1.41	0.80	0.24 *
28. It is an enjoyable experience to be a student on this campus.	6.47	5.63 / 1.47	0.84	6.15	5.44 / 1.46	0.71	0.19
29. Faculty are fair and unbiased in their treatment of individual students.	6.53	5.54 / 1.67	0.99	6.26	5.18 / 1.55	1.08	0.36 ***
30. The career services office provides students with the help they need to get a job.	6.41	5.49 / 1.56	0.92	5.97	4.94 / 1.49	1.03	0.55 ***
31. The campus is safe and secure for all students.	6.62	5.41 / 1.57	1.21	6.39	5.24 / 1.63	1.15	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	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.64	5.50 / 1.75	1.14	6.27	5.19 / 1.60	1.08	0.31 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.34	5.49 / 1.61	0.85	5.92	4.92 / 1.54	1.00	0.57 ***
34. Computer labs are adequate and accessible.	6.49	6.00 / 1.32	0.49	6.35	5.64 / 1.46	0.71	0.36 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.59	5.72 / 1.50	0.87	6.33	5.35 / 1.42	0.98	0.37 ***
36. Students are made to feel welcome on this campus.	6.48	5.67 / 1.44	0.81	6.13	5.39 / 1.43	0.74	0.28 **
37. Faculty take into consideration student differences as they teach a course.	6.37	5.38 / 1.60	0.99	6.15	5.05 / 1.60	1.10	0.33 **
38. The student center is a comfortable place for students to spend their leisure time.	6.18	5.46 / 1.56	0.72	5.86	4.90 / 1.70	0.96	0.56 ***
39. The amount of student parking space on campus is adequate.	6.23	3.48 / 2.20	2.75	5.95	3.56 / 2.16	2.39	-0.08
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.57	5.43 / 1.74	1.14	6.20	5.02 / 1.60	1.18	0.41 ***
41. Admissions staff are knowledgeable.	6.58	5.59 / 1.54	0.99	6.25	5.17 / 1.51	1.08	0.42 ***
42. The equipment in the lab facilities is kept up to date.	6.49	5.67 / 1.45	0.82	6.23	5.44 / 1.47	0.79	0.23 *
43. Class change (drop/add) policies are reasonable.	6.54	6.02 / 1.30	0.52	6.19	5.38 / 1.54	0.81	0.64 ***
44. I generally know what's happening on campus.	5.94	5.46 / 1.55	0.48	5.68	4.86 / 1.57	0.82	0.60 ***
45. This institution has a good reputation within the community.	6.45	5.65 / 1.47	0.80	6.17	5.44 / 1.50	0.73	0.21 *
46. Faculty provide timely feedback about student progress in a course.	6.58	5.41 / 1.64	1.17	6.27	5.24 / 1.52	1.03	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	May 2015			March 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.	6.47	5.53 / 1.56	0.94	6.09	5.20 / 1.50	0.89	0.33 **
48. Counseling staff care about students as individuals.	6.49	5.58 / 1.51	0.91	6.11	5.03 / 1.59	1.08	0.55 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.40	5.51 / 1.60	0.89	5.91	5.04 / 1.58	0.87	0.47 ***
50. Tutoring services are readily available.	6.47	5.77 / 1.49	0.70	6.15	5.42 / 1.48	0.73	0.35 **
51. There are convenient ways of paying my school bill.	6.53	5.97 / 1.30	0.56	6.27	5.66 / 1.42	0.61	0.31 **
52. This school does whatever it can to help me reach my educational goals.	6.57	5.39 / 1.60	1.18	6.26	5.27 / 1.43	0.99	0.12
53. The assessment and course placement procedures are reasonable.	6.45	5.67 / 1.41	0.78	6.04	5.25 / 1.48	0.79	0.42 ***
54. Faculty are interested in my academic problems.	6.44	5.36 / 1.62	1.08	6.09	5.17 / 1.51	0.92	0.19
55. Academic support services adequately meet the needs of students.	6.46	5.48 / 1.49	0.98	6.13	5.21 / 1.45	0.92	0.27 *
56. The business office is open during hours which are convenient for most students.	6.48	5.90 / 1.27	0.58	5.99	5.28 / 1.51	0.71	0.62 ***
57. Administrators are approachable to students.	6.46	5.46 / 1.53	1.00	6.10	5.07 / 1.61	1.03	0.39 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.64	5.91 / 1.39	0.73	6.34	5.58 / 1.38	0.76	0.33 ***
59. New student orientation services help students adjust to college.	6.41	5.72 / 1.46	0.69	5.92	5.21 / 1.46	0.71	0.51 ***
60. Billing policies are reasonable.	6.54	5.85 / 1.35	0.69	6.06	5.42 / 1.36	0.64	0.43 ***
61. Faculty are usually available after class and during office hours.	6.49	5.66 / 1.46	0.83	6.17	5.38 / 1.56	0.79	0.28 **

\* 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	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.40	5.84 / 1.47	0.56	6.09	5.08 / 1.67	1.01	0.76 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.46	5.23 / 1.79	1.23	6.04	4.78 / 1.74	1.26	0.45 ***
64. Nearly all classes deal with practical experiences and applications.	6.47	5.77 / 1.35	0.70	6.14	5.35 / 1.33	0.79	0.42 ***
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	4.68 / 1.73	1.54	0.37 **
66. Program requirements are clear and reasonable.	6.65	5.80 / 1.47	0.85	6.30	5.39 / 1.51	0.91	0.41 ***
67. Channels for expressing student complaints are readily available.	6.40	5.07 / 1.78	1.33	6.10	4.81 / 1.69	1.29	0.26 *
68. On the whole, the campus is well-maintained.	6.52	5.69 / 1.42	0.83	6.31	5.59 / 1.39	0.72	0.10
69. There is a good variety of courses provided on this campus.	6.62	6.04 / 1.27	0.58	6.35	5.52 / 1.44	0.83	0.52 ***
70. I am able to experience intellectual growth here.	6.60	5.99 / 1.26	0.61	6.40	5.67 / 1.29	0.73	0.32 ***
71. Campus item: College online courses are well-structured and accessible.	6.60	5.67 / 1.56	0.93	5.96	4.31 / 1.91	1.65	1.36 ***
72. Campus item: This college provides online access to adequate library/learning resources.	6.61	6.16 / 1.15	0.45	5.88	5.23 / 1.51	0.65	0.93 ***
73. Campus item: This college provides assistance in using the Blackboard technology required for online courses.	6.54	5.97 / 1.31	0.57	6.23	4.92 / 1.67	1.31	1.05 ***
74. Campus item: This college provides students in distance education courses with procedures for resolving complaints.	6.42	5.66 / 1.47	0.76	6.15	4.64 / 1.81	1.51	1.02 ***
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	6.40	6.07 / 1.52	0.33	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 Sequential Order

Item	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
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	5.55	4.63 / 1.65	0.92	1.37 ***
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	5.66	4.70 / 1.49	0.96	1.40 ***
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	5.73	4.59 / 1.58	1.14	1.44 ***
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	5.92	4.85 / 1.55	1.07	1.31 ***
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	6.01	4.93 / 1.50	1.08	1.05 ***
81. Institution's commitment to part-time students?		6.00 / 1.26			5.50 / 1.57		0.50 ***
82. Institution's commitment to evening students?		5.88 / 1.35			5.37 / 1.55		0.51 ***
83. Institution's commitment to older, returning learners?		5.93 / 1.43			5.40 / 1.45		0.53 ***
84. Institution's commitment to under-represented populations?		5.89 / 1.42			5.30 / 1.49		0.59 ***
85. Institution's commitment to commuters?		5.96 / 1.49			5.42 / 1.51		0.54 ***
86. Institution's commitment to students with disabilities?		6.09 / 1.24			5.39 / 1.50		0.70 ***
87. Cost as factor in decision to enroll.	6.49			6.54			
88. Financial aid as factor in decision to enroll.	6.17			5.97			
89. Academic reputation as factor in decision to enroll.	6.24			6.17			
90. Size of institution as factor in decision to enroll.	5.31			5.27			

\* 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	May 2015			March 2009			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
91. Opportunity to play sports as factor in decision to enroll.	3.65			4.05			
92. Recommendations from family/friends as factor in decision to enroll.	5.01			5.27			
93. Geographic setting as factor in decision to enroll.	5.84			5.64			
94. Campus appearance as factor in decision to enroll.	5.44			5.54			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.67			5.68			

\* 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	May 2015	March 2009	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.94	Average: 4.83	0.11
1=Much worse than expected	2%	1%	
2=Quite a bit worse than I expected	2%	1%	
3=Worse than I expected	4%	5%	
4=About what I expected	32%	39%	
5=Better than I expected	25%	22%	
6=Quite a bit better than I expected	12%	13%	
7=Much better than expected	20%	15%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.55	Average: 5.36	0.19
1=Not satisfied at all	0%	1%	
2=Not very satisfied	2%	2%	
3=Somewhat dissatisfied	7%	7%	
4=Neutral	9%	12%	
5=Somewhat satisfied	12%	19%	
6=Satisfied	43%	37%	
7=Very satisfied	23%	19%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.94	Average: 5.82	0.12
1=Definitely not	2%	0%	
2=Probably not	2%	4%	
3=Maybe not	3%	2%	
4=I don't know	4%	8%	
5=Maybe yes	9%	11%	
6=Probably yes	30%	31%	
7=Definitely yes	46%	40%	