

## Demographics

<b>Position</b>	<b>N</b>	<b>%</b>	<b>Employment</b>	<b>N</b>	<b>%</b>
Faculty	68	40.48%	Full-time	164	98.20%
Administration	26	15.48%	Part-time	3	1.80%
Staff	72	42.86%	Temporary	0	0.00%
Board member/trustee	2	1.19%	Total	167	100.00%
Total	168	100.00%	No Response	7	
No Response	6				
			<b>Tenure Status</b>	<b>N</b>	<b>%</b>
<b>Gender</b>	<b>N</b>	<b>%</b>	Tenured	37	43.02%
Female	106	62.35%	Tenure-track	27	31.40%
Male	54	31.76%	Non-tenure track	12	13.95%
Prefer not to respond	10	5.88%	Other tenure status	10	11.63%
Total	170	100.00%	Total	86	100.00%
No Response	4		No Response	88	
			<b>Teaching Assignment</b>	<b>N</b>	<b>%</b>
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	Credit courses	56	74.67%
African-American	15	8.82%	Non-credit courses	5	6.67%
American Indian or Alaskan Native	1	0.59%	Both credit and non-credit courses	8	10.67%
Asian or Pacific Islander	3	1.76%	Other teaching assignment	6	8.00%
Caucasian/White	106	62.35%	Total	75	100.00%
Hispanic	23	13.53%	No Response	99	
Other race	2	1.18%			
Race - Prefer not to respond	20	11.76%	<b>Rank</b>	<b>N</b>	<b>%</b>
Total	170	100.00%	Professor	17	24.29%
No Response	4		Associate professor	19	27.14%
			Assistant professor	30	42.86%
<b>Years Employed</b>	<b>N</b>	<b>%</b>	Instructor/lecturer	2	2.86%
Less than 1 year	15	8.98%	Adjunct	2	2.86%
1-5 years	48	28.74%	Total	70	100.00%
6-10 years	50	29.94%	No Response	104	
11-20 years	36	21.56%			
More than 20 years	18	10.78%			
Total	167	100.00%			
No Response	7				

## Demographics

<b>Institution Question</b>	<b>N</b>	<b>%</b>
Campus item - Answer 1	0	0%
Campus item - Answer 2	0	0%
Campus item - Answer 3	0	0%
Campus item - Answer 4	0	0%
Campus item - Answer 5	0	0%
Campus item - Answer 6	0	0%
Total	0	100.00%
No Response	174	

<b>Institution Question 2</b>	<b>N</b>	<b>%</b>
Campus item 2 - Answer 1	0	0%
Campus item 2 - Answer 2	0	0%
Campus item 2 - Answer 3	0	0%
Campus item 2 - Answer 4	0	0%
Campus item 2 - Answer 5	0	0%
Campus item 2 - Answer 6	0	0%
Total	0	100.00%
No Response	174	

<b>Group Code</b>	<b>N</b>	<b>%</b>
0004	1	33.33%
0008	1	33.33%
5123	1	33.33%
Total	3	100.00%
No Response	171	

## Institutional Summary

**Scales: In Order of Importance**

Scale	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
Safety and Security	6.61	5.27 / 1.06	1.34	6.49	5.47 / 1.15	1.02	-0.20 *
Concern for the Individual	6.60	5.39 / 1.02	1.21	6.56	5.72 / 1.01	0.84	-0.33 ***
Academic Advising/Counseling	6.59	4.95 / 1.25	1.64	6.50	5.52 / 1.12	0.98	-0.57 ***
Admissions and Financial Aid	6.58	5.06 / 1.06	1.52	6.49	5.48 / 1.15	1.01	-0.42 ***
Instructional Effectiveness	6.57	5.60 / 0.83	0.97	6.54	5.80 / 0.87	0.74	-0.20 **
Campus Climate	6.56	5.19 / 0.97	1.37	6.50	5.68 / 0.95	0.82	-0.49 ***
Student Centeredness	6.52	5.38 / 1.16	1.14	6.48	5.81 / 1.01	0.67	-0.43 ***
Registration Effectiveness	6.49	5.29 / 1.02	1.20	6.39	5.56 / 0.97	0.83	-0.27 ***
Service Excellence	6.48	5.07 / 1.07	1.41	6.43	5.49 / 1.09	0.94	-0.42 ***
Academic Services	6.46	5.42 / 1.08	1.04	6.45	5.73 / 1.03	0.72	-0.31 ***
Campus Support Services	6.28	5.05 / 1.10	1.23	6.21	5.25 / 1.26	0.96	-0.20 *
Responsiveness to Diverse Populations		5.62 / 1.07			5.90 / 1.02		-0.28 ***

\* 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 10044 records.

## Institutional Summary

### Items: In Order of Importance

Item	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
40. Nearly all of the faculty are knowledgeable in their fields.	6.84	5.99 / 1.11	0.85	6.74	6.08 / 1.09	0.66	-0.09
13. The quality of instruction students receive in most classes is excellent.	6.82	5.63 / 1.08	1.19	6.70	5.68 / 1.17	1.02	-0.05
7. Security staff respond quickly in emergencies.	6.80	6.12 / 1.00	0.68	6.61	5.69 / 1.50	0.92	0.43 ***
21. Academic advisors are knowledgeable about program requirements.	6.80	4.53 / 1.86	2.27	6.65	5.49 / 1.47	1.16	-0.96 ***
20. The campus is safe and secure for all students.	6.79	5.31 / 1.47	1.48	6.70	5.83 / 1.28	0.87	-0.52 ***
31. This institution has a good reputation within the community.	6.73	4.00 / 1.73	2.73	6.60	5.79 / 1.41	0.81	-1.79 ***
24. Students are made to feel welcome on this campus.	6.71	5.44 / 1.34	1.27	6.61	5.98 / 1.12	0.63	-0.54 ***
2. The personnel involved in registration are helpful.	6.70	4.96 / 1.51	1.74	6.56	5.46 / 1.41	1.10	-0.50 ***
18. Faculty are fair and unbiased in their treatment of individual students.	6.70	5.56 / 1.18	1.14	6.66	5.72 / 1.24	0.94	-0.16
1. Faculty care about students as individuals.	6.67	5.88 / 1.04	0.79	6.64	5.88 / 1.14	0.76	0.00
3. Academic advisors are approachable.	6.67	4.91 / 1.62	1.76	6.60	5.60 / 1.35	1.00	-0.69 ***
28. Admissions staff are knowledgeable.	6.67	5.22 / 1.33	1.45	6.57	5.61 / 1.36	0.96	-0.39 ***
54. Campus item 4	6.63	5.57 / 1.33	1.06				
32. Faculty provide timely feedback about student progress in their courses.	6.62	5.26 / 1.37	1.36	6.54	5.65 / 1.25	0.89	-0.39 ***
36. This school does whatever it can to help students reach their educational goals.	6.59	5.29 / 1.27	1.30	6.49	5.72 / 1.24	0.77	-0.43 ***

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National Group Means are based on 10044 records.

## Institutional Summary

### Items: In Order of Importance

Item	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
67. Cost as factor in decision to enroll.	6.59			6.45			
4. Adequate financial aid is available for most students.	6.58	5.33 / 1.26	1.25	6.48	5.59 / 1.35	0.89	-0.26 *
11. Students are able to register for classes they need with few conflicts.	6.58	4.81 / 1.60	1.77	6.38	5.21 / 1.43	1.17	-0.40 **
50. Students are able to experience intellectual growth here.	6.58	5.68 / 1.15	0.90	6.58	6.02 / 1.07	0.56	-0.34 ***
9. Financial aid awards are announced to students in time to be helpful in college planning.	6.57	4.81 / 1.46	1.76	6.46	5.25 / 1.51	1.21	-0.44 **
27. Academic advisors are knowledgeable about the transfer requirements of other schools.	6.57	4.79 / 1.47	1.78	6.41	5.17 / 1.50	1.24	-0.38 **
17. The campus staff are caring and helpful.	6.56	5.50 / 1.21	1.06	6.52	5.86 / 1.14	0.66	-0.36 ***
29. The equipment in the lab facilities is kept up to date.	6.56	4.70 / 1.54	1.86	6.50	5.49 / 1.46	1.01	-0.79 ***
15. Parking lots are well-lighted and secure.	6.55	4.24 / 1.85	2.31	6.40	5.48 / 1.49	0.92	-1.24 ***
12. The college shows concern for students as individuals.	6.54	5.23 / 1.46	1.31	6.53	5.71 / 1.29	0.82	-0.48 ***
16. Academic advisors are concerned about students' success as individuals.	6.54	4.93 / 1.56	1.61	6.50	5.58 / 1.33	0.92	-0.65 ***
23. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.54	5.20 / 1.47	1.34	6.48	5.50 / 1.43	0.98	-0.30 **
34. Counseling staff care about students as individuals.	6.54	5.31 / 1.19	1.23	6.49	5.68 / 1.39	0.81	-0.37 **
44. Students seldom get the "run-around" when seeking information on this campus.	6.53	4.13 / 1.72	2.40	6.47	4.84 / 1.71	1.63	-0.71 ***
46. Program requirements are clear and reasonable.	6.53	5.66 / 0.99	0.87	6.53	5.89 / 1.11	0.64	-0.23 *

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 \*\* Difference statistically significant at the .01 level  
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National Group Means are based on 10044 records.

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

Item	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
5. Classes are scheduled at times that are convenient for students.	6.51	5.48 / 1.33	1.03	6.36	5.67 / 1.27	0.69	-0.19
43. Faculty are usually available after class and during office hours.	6.50	5.69 / 1.20	0.81	6.44	5.68 / 1.33	0.76	0.01
22. Computer labs are adequate and accessible.	6.49	5.52 / 1.37	0.97	6.47	5.64 / 1.44	0.83	-0.12
14. Financial aid counselors are helpful.	6.47	4.80 / 1.41	1.67	6.47	5.43 / 1.43	1.04	-0.63 ***
48. On the whole, the campus is well-maintained.	6.45	4.52 / 1.65	1.93	6.46	5.98 / 1.27	0.48	-1.46 ***
35. Tutoring services are readily available.	6.44	5.60 / 1.27	0.84	6.49	5.92 / 1.27	0.57	-0.32 **
49. There is a good variety of courses provided on this campus.	6.44	5.44 / 1.27	1.00	6.46	5.89 / 1.21	0.57	-0.45 ***
8. Academic advisors help students set goals to work toward.	6.43	4.85 / 1.50	1.58	6.36	5.30 / 1.44	1.06	-0.45 ***
38. The business office is open during hours which are convenient for most students.	6.43	5.51 / 1.26	0.92	6.33	5.69 / 1.31	0.64	-0.18
41. New student orientation services help students adjust to college.	6.42	5.63 / 1.16	0.79	6.34	5.42 / 1.47	0.92	0.21
52. Campus item 2	6.42	5.13 / 1.41	1.29				
37. The assessment and course placement procedures are reasonable.	6.41	5.30 / 1.28	1.11	6.34	5.52 / 1.33	0.82	-0.22
10. Library resources and services are adequate.	6.35	5.76 / 1.17	0.59	6.35	5.83 / 1.24	0.52	-0.07
30. Class change (drop/add) policies are reasonable.	6.35	5.64 / 1.12	0.71	6.31	5.81 / 1.25	0.50	-0.17
57. Campus item 7	6.35	5.19 / 1.44	1.16				

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

Item	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
33. There are adequate services to help students decide upon a career.	6.34	4.81 / 1.37	1.53	6.31	5.23 / 1.48	1.08	-0.42 **
19. The career services office provides students with the help they need to get a job.	6.33	4.55 / 1.56	1.78	6.33	5.23 / 1.55	1.10	-0.68 ***
51. Campus item 1	6.33	5.47 / 1.34	0.86				
47. Channels for expressing student complaints are readily available.	6.32	5.37 / 1.32	0.95	6.33	5.59 / 1.41	0.74	-0.22
68. Financial aid as factor in decision to enroll.	6.32			6.43			
42. Billing policies are reasonable.	6.31	5.41 / 1.09	0.90	6.32	5.54 / 1.33	0.78	-0.13
26. The amount of student parking space on campus is adequate.	6.29	5.44 / 1.59	0.85	6.25	4.91 / 1.82	1.34	0.53 ***
39. Administrators are approachable to students.	6.28	5.36 / 1.34	0.92	6.27	5.66 / 1.34	0.61	-0.30 **
58. Campus item 8	6.28	5.50 / 1.33	0.78				
56. Campus item 6	6.25	4.75 / 1.54	1.50				
53. Campus item 3	6.08	5.52 / 1.34	0.56				
25. The student center is a comfortable place for students to spend their leisure time.	6.02	5.07 / 1.37	0.95	5.84	5.12 / 1.63	0.72	-0.05
45. Nearly all classes deal with practical experiences and applications.	6.01	5.16 / 1.11	0.85	6.08	5.46 / 1.29	0.62	-0.30 **
73. Geographic setting as factor in decision to enroll.	5.96			5.87			
60. Campus item 10	5.86	3.58 / 1.82	2.28				

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National Group Means are based on 10044 records.

## Institutional Summary

### Items: In Order of Importance

Item	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
6. Internships or practical experiences are provided in each degree/certificate program.	5.83	4.76 / 1.43	1.07	5.99	5.11 / 1.56	0.88	-0.35 *
59. Campus item 9	5.64	4.08 / 1.69	1.56				
55. Campus item 5	5.48	5.30 / 1.14	0.18				
75. Personalized attention prior to enrollment as factor in decision to enroll.	5.46			5.89			
72. Recommendations from family/friends as factor in decision to enroll.	5.35			5.60			
69. Academic reputation as factor in decision to enroll.	5.26			5.83			
70. Size of institution as factor in decision to enroll.	4.86			5.30			
74. Campus appearance as factor in decision to enroll.	4.65			5.30			
71. Opportunity to play sports as factor in decision to enroll.	3.19			3.58			
61. Institution's commitment to part-time students?		5.78 / 1.17			5.94 / 1.17		-0.16
62. Institution's commitment to evening students?		5.36 / 1.42			5.76 / 1.32		-0.40 ***
63. Institution's commitment to older, returning learners?		5.60 / 1.26			5.95 / 1.17		-0.35 ***
64. Institution's commitment to under-represented populations?		5.77 / 1.28			5.91 / 1.21		-0.14
65. Institution's commitment to commuters?		5.62 / 1.23			5.90 / 1.21		-0.28 **
66. Institution's commitment to students with disabilities?		5.62 / 1.27			5.96 / 1.22		-0.34 ***

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

National Group Means are based on 10044 records.



### Institutional Summary

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

Scale/Item	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
<b>ACADEMIC ADVISING/COUNSELING</b>	6.59	4.95 / 1.25	1.64	6.50	5.52 / 1.12	0.98	-0.57 ***
3. Academic advisors are approachable.	6.67	4.91 / 1.62	1.76	6.60	5.60 / 1.35	1.00	-0.69 ***
8. Academic advisors help students set goals to work toward.	6.43	4.85 / 1.50	1.58	6.36	5.30 / 1.44	1.06	-0.45 ***
16. Academic advisors are concerned about students' success as individuals.	6.54	4.93 / 1.56	1.61	6.50	5.58 / 1.33	0.92	-0.65 ***
21. Academic advisors are knowledgeable about program requirements.	6.80	4.53 / 1.86	2.27	6.65	5.49 / 1.47	1.16	-0.96 ***
27. Academic advisors are knowledgeable about the transfer requirements of other schools.	6.57	4.79 / 1.47	1.78	6.41	5.17 / 1.50	1.24	-0.38 **
34. Counseling staff care about students as individuals.	6.54	5.31 / 1.19	1.23	6.49	5.68 / 1.39	0.81	-0.37 **
36. This school does whatever it can to help students reach their educational goals.	6.59	5.29 / 1.27	1.30	6.49	5.72 / 1.24	0.77	-0.43 ***

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National Group Means are based on 10044 records.

### Institutional Summary

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

Scale/Item	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
<b>ACADEMIC SERVICES</b>	6.46	5.42 / 1.08	1.04	6.45	5.73 / 1.03	0.72	-0.31 ***
10. Library resources and services are adequate.	6.35	5.76 / 1.17	0.59	6.35	5.83 / 1.24	0.52	-0.07
22. Computer labs are adequate and accessible.	6.49	5.52 / 1.37	0.97	6.47	5.64 / 1.44	0.83	-0.12
29. The equipment in the lab facilities is kept up to date.	6.56	4.70 / 1.54	1.86	6.50	5.49 / 1.46	1.01	-0.79 ***
35. Tutoring services are readily available.	6.44	5.60 / 1.27	0.84	6.49	5.92 / 1.27	0.57	-0.32 **

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 \*\*\* 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	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
<b>ADMISSIONS AND FINANCIAL AID</b>	6.58	5.06 / 1.06	1.52	6.49	5.48 / 1.15	1.01	-0.42 ***
4. Adequate financial aid is available for most students.	6.58	5.33 / 1.26	1.25	6.48	5.59 / 1.35	0.89	-0.26 *
9. Financial aid awards are announced to students in time to be helpful in college planning.	6.57	4.81 / 1.46	1.76	6.46	5.25 / 1.51	1.21	-0.44 **
14. Financial aid counselors are helpful.	6.47	4.80 / 1.41	1.67	6.47	5.43 / 1.43	1.04	-0.63 ***
28. Admissions staff are knowledgeable.	6.67	5.22 / 1.33	1.45	6.57	5.61 / 1.36	0.96	-0.39 ***

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 \*\* 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 - Campus Climate**

Scale/Item	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.56	5.19 / 0.97	1.37	6.50	5.68 / 0.95	0.82	-0.49 ***
1. Faculty care about students as individuals.	6.67	5.88 / 1.04	0.79	6.64	5.88 / 1.14	0.76	0.00
12. The college shows concern for students as individuals.	6.54	5.23 / 1.46	1.31	6.53	5.71 / 1.29	0.82	-0.48 ***
17. The campus staff are caring and helpful.	6.56	5.50 / 1.21	1.06	6.52	5.86 / 1.14	0.66	-0.36 ***
20. The campus is safe and secure for all students.	6.79	5.31 / 1.47	1.48	6.70	5.83 / 1.28	0.87	-0.52 ***
24. Students are made to feel welcome on this campus.	6.71	5.44 / 1.34	1.27	6.61	5.98 / 1.12	0.63	-0.54 ***
31. This institution has a good reputation within the community.	6.73	4.00 / 1.73	2.73	6.60	5.79 / 1.41	0.81	-1.79 ***
36. This school does whatever it can to help students reach their educational goals.	6.59	5.29 / 1.27	1.30	6.49	5.72 / 1.24	0.77	-0.43 ***
39. Administrators are approachable to students.	6.28	5.36 / 1.34	0.92	6.27	5.66 / 1.34	0.61	-0.30 **
41. New student orientation services help students adjust to college.	6.42	5.63 / 1.16	0.79	6.34	5.42 / 1.47	0.92	0.21
44. Students seldom get the "run-around" when seeking information on this campus.	6.53	4.13 / 1.72	2.40	6.47	4.84 / 1.71	1.63	-0.71 ***
47. Channels for expressing student complaints are readily available.	6.32	5.37 / 1.32	0.95	6.33	5.59 / 1.41	0.74	-0.22

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 \*\* Difference statistically significant at the .01 level  
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### Institutional Summary

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

Scale/Item	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
<b>CAMPUS SUPPORT SERVICES</b>	6.28	5.05 / 1.10	1.23	6.21	5.25 / 1.26	0.96	-0.20 *
19. The career services office provides students with the help they need to get a job.	6.33	4.55 / 1.56	1.78	6.33	5.23 / 1.55	1.10	-0.68 ***
25. The student center is a comfortable place for students to spend their leisure time.	6.02	5.07 / 1.37	0.95	5.84	5.12 / 1.63	0.72	-0.05
33. There are adequate services to help students decide upon a career.	6.34	4.81 / 1.37	1.53	6.31	5.23 / 1.48	1.08	-0.42 **
41. New student orientation services help students adjust to college.	6.42	5.63 / 1.16	0.79	6.34	5.42 / 1.47	0.92	0.21

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

National Group Means are based on 10044 records.

### Institutional Summary

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

Scale/Item	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
<b>CONCERN FOR THE INDIVIDUAL</b>	6.60	5.39 / 1.02	1.21	6.56	5.72 / 1.01	0.84	-0.33 ***
1. Faculty care about students as individuals.	6.67	5.88 / 1.04	0.79	6.64	5.88 / 1.14	0.76	0.00
12. The college shows concern for students as individuals.	6.54	5.23 / 1.46	1.31	6.53	5.71 / 1.29	0.82	-0.48 ***
16. Academic advisors are concerned about students' success as individuals.	6.54	4.93 / 1.56	1.61	6.50	5.58 / 1.33	0.92	-0.65 ***
18. Faculty are fair and unbiased in their treatment of individual students.	6.70	5.56 / 1.18	1.14	6.66	5.72 / 1.24	0.94	-0.16
34. Counseling staff care about students as individuals.	6.54	5.31 / 1.19	1.23	6.49	5.68 / 1.39	0.81	-0.37 **

\* 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 10044 records.

## Institutional Summary

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

Scale/Item	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.57	5.60 / 0.83	0.97	6.54	5.80 / 0.87	0.74	-0.20 **
1. Faculty care about students as individuals.	6.67	5.88 / 1.04	0.79	6.64	5.88 / 1.14	0.76	0.00
13. The quality of instruction students receive in most classes is excellent.	6.82	5.63 / 1.08	1.19	6.70	5.68 / 1.17	1.02	-0.05
18. Faculty are fair and unbiased in their treatment of individual students.	6.70	5.56 / 1.18	1.14	6.66	5.72 / 1.24	0.94	-0.16
32. Faculty provide timely feedback about student progress in their courses.	6.62	5.26 / 1.37	1.36	6.54	5.65 / 1.25	0.89	-0.39 ***
40. Nearly all of the faculty are knowledgeable in their fields.	6.84	5.99 / 1.11	0.85	6.74	6.08 / 1.09	0.66	-0.09
43. Faculty are usually available after class and during office hours.	6.50	5.69 / 1.20	0.81	6.44	5.68 / 1.33	0.76	0.01
45. Nearly all classes deal with practical experiences and applications.	6.01	5.16 / 1.11	0.85	6.08	5.46 / 1.29	0.62	-0.30 **
46. Program requirements are clear and reasonable.	6.53	5.66 / 0.99	0.87	6.53	5.89 / 1.11	0.64	-0.23 *
49. There is a good variety of courses provided on this campus.	6.44	5.44 / 1.27	1.00	6.46	5.89 / 1.21	0.57	-0.45 ***
50. Students are able to experience intellectual growth here.	6.58	5.68 / 1.15	0.90	6.58	6.02 / 1.07	0.56	-0.34 ***

\* 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 10044 records.

### Institutional Summary

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

Scale/Item	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.49	5.29 / 1.02	1.20	6.39	5.56 / 0.97	0.83	-0.27 ***
2. The personnel involved in registration are helpful.	6.70	4.96 / 1.51	1.74	6.56	5.46 / 1.41	1.10	-0.50 ***
5. Classes are scheduled at times that are convenient for students.	6.51	5.48 / 1.33	1.03	6.36	5.67 / 1.27	0.69	-0.19
11. Students are able to register for classes they need with few conflicts.	6.58	4.81 / 1.60	1.77	6.38	5.21 / 1.43	1.17	-0.40 **
23. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.54	5.20 / 1.47	1.34	6.48	5.50 / 1.43	0.98	-0.30 **
30. Class change (drop/add) policies are reasonable.	6.35	5.64 / 1.12	0.71	6.31	5.81 / 1.25	0.50	-0.17
38. The business office is open during hours which are convenient for most students.	6.43	5.51 / 1.26	0.92	6.33	5.69 / 1.31	0.64	-0.18
42. Billing policies are reasonable.	6.31	5.41 / 1.09	0.90	6.32	5.54 / 1.33	0.78	-0.13

\* 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 10044 records.



### Institutional Summary

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

Scale/Item	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.62 / 1.07			5.90 / 1.02		-0.28 ***
61. Institution's commitment to part-time students?		5.78 / 1.17			5.94 / 1.17		-0.16
62. Institution's commitment to evening students?		5.36 / 1.42			5.76 / 1.32		-0.40 ***
63. Institution's commitment to older, returning learners?		5.60 / 1.26			5.95 / 1.17		-0.35 ***
64. Institution's commitment to under-represented populations?		5.77 / 1.28			5.91 / 1.21		-0.14
65. Institution's commitment to commuters?		5.62 / 1.23			5.90 / 1.21		-0.28 **
66. Institution's commitment to students with disabilities?		5.62 / 1.27			5.96 / 1.22		-0.34 ***

\* 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 10044 records.

### Institutional Summary

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

Scale/Item	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.61	5.27 / 1.06	1.34	6.49	5.47 / 1.15	1.02	-0.20 *
7. Security staff respond quickly in emergencies.	6.80	6.12 / 1.00	0.68	6.61	5.69 / 1.50	0.92	0.43 ***
15. Parking lots are well-lighted and secure.	6.55	4.24 / 1.85	2.31	6.40	5.48 / 1.49	0.92	-1.24 ***
20. The campus is safe and secure for all students.	6.79	5.31 / 1.47	1.48	6.70	5.83 / 1.28	0.87	-0.52 ***
26. The amount of student parking space on campus is adequate.	6.29	5.44 / 1.59	0.85	6.25	4.91 / 1.82	1.34	0.53 ***

\* 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 10044 records.

### Institutional Summary

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

Scale/Item	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
<b>SERVICE EXCELLENCE</b>	6.48	5.07 / 1.07	1.41	6.43	5.49 / 1.09	0.94	-0.42 ***
2. The personnel involved in registration are helpful.	6.70	4.96 / 1.51	1.74	6.56	5.46 / 1.41	1.10	-0.50 ***
17. The campus staff are caring and helpful.	6.56	5.50 / 1.21	1.06	6.52	5.86 / 1.14	0.66	-0.36 ***
39. Administrators are approachable to students.	6.28	5.36 / 1.34	0.92	6.27	5.66 / 1.34	0.61	-0.30 **
44. Students seldom get the "run-around" when seeking information on this campus.	6.53	4.13 / 1.72	2.40	6.47	4.84 / 1.71	1.63	-0.71 ***
47. Channels for expressing student complaints are readily available.	6.32	5.37 / 1.32	0.95	6.33	5.59 / 1.41	0.74	-0.22

National Group Means are based on 10044 records.

\* 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	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.52	5.38 / 1.16	1.14	6.48	5.81 / 1.01	0.67	-0.43 ***
12. The college shows concern for students as individuals.	6.54	5.23 / 1.46	1.31	6.53	5.71 / 1.29	0.82	-0.48 ***
17. The campus staff are caring and helpful.	6.56	5.50 / 1.21	1.06	6.52	5.86 / 1.14	0.66	-0.36 ***
24. Students are made to feel welcome on this campus.	6.71	5.44 / 1.34	1.27	6.61	5.98 / 1.12	0.63	-0.54 ***
39. Administrators are approachable to students.	6.28	5.36 / 1.34	0.92	6.27	5.66 / 1.34	0.61	-0.30 **

National Group Means are based on 10044 records.

\* 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	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
1. Faculty care about students as individuals.	6.67	5.88 / 1.04	0.79	6.64	5.88 / 1.14	0.76	0.00
2. The personnel involved in registration are helpful.	6.70	4.96 / 1.51	1.74	6.56	5.46 / 1.41	1.10	-0.50 ***
3. Academic advisors are approachable.	6.67	4.91 / 1.62	1.76	6.60	5.60 / 1.35	1.00	-0.69 ***
4. Adequate financial aid is available for most students.	6.58	5.33 / 1.26	1.25	6.48	5.59 / 1.35	0.89	-0.26 *
5. Classes are scheduled at times that are convenient for students.	6.51	5.48 / 1.33	1.03	6.36	5.67 / 1.27	0.69	-0.19
6. Internships or practical experiences are provided in each degree/certificate program.	5.83	4.76 / 1.43	1.07	5.99	5.11 / 1.56	0.88	-0.35 *
7. Security staff respond quickly in emergencies.	6.80	6.12 / 1.00	0.68	6.61	5.69 / 1.50	0.92	0.43 ***
8. Academic advisors help students set goals to work toward.	6.43	4.85 / 1.50	1.58	6.36	5.30 / 1.44	1.06	-0.45 ***
9. Financial aid awards are announced to students in time to be helpful in college planning.	6.57	4.81 / 1.46	1.76	6.46	5.25 / 1.51	1.21	-0.44 **
10. Library resources and services are adequate.	6.35	5.76 / 1.17	0.59	6.35	5.83 / 1.24	0.52	-0.07
11. Students are able to register for classes they need with few conflicts.	6.58	4.81 / 1.60	1.77	6.38	5.21 / 1.43	1.17	-0.40 **
12. The college shows concern for students as individuals.	6.54	5.23 / 1.46	1.31	6.53	5.71 / 1.29	0.82	-0.48 ***
13. The quality of instruction students receive in most classes is excellent.	6.82	5.63 / 1.08	1.19	6.70	5.68 / 1.17	1.02	-0.05
14. Financial aid counselors are helpful.	6.47	4.80 / 1.41	1.67	6.47	5.43 / 1.43	1.04	-0.63 ***
15. Parking lots are well-lighted and secure.	6.55	4.24 / 1.85	2.31	6.40	5.48 / 1.49	0.92	-1.24 ***

\* 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 10044 records.

## Institutional Summary

### Items: In Sequential Order

Item	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
16. Academic advisors are concerned about students' success as individuals.	6.54	4.93 / 1.56	1.61	6.50	5.58 / 1.33	0.92	-0.65 ***
17. The campus staff are caring and helpful.	6.56	5.50 / 1.21	1.06	6.52	5.86 / 1.14	0.66	-0.36 ***
18. Faculty are fair and unbiased in their treatment of individual students.	6.70	5.56 / 1.18	1.14	6.66	5.72 / 1.24	0.94	-0.16
19. The career services office provides students with the help they need to get a job.	6.33	4.55 / 1.56	1.78	6.33	5.23 / 1.55	1.10	-0.68 ***
20. The campus is safe and secure for all students.	6.79	5.31 / 1.47	1.48	6.70	5.83 / 1.28	0.87	-0.52 ***
21. Academic advisors are knowledgeable about program requirements.	6.80	4.53 / 1.86	2.27	6.65	5.49 / 1.47	1.16	-0.96 ***
22. Computer labs are adequate and accessible.	6.49	5.52 / 1.37	0.97	6.47	5.64 / 1.44	0.83	-0.12
23. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.54	5.20 / 1.47	1.34	6.48	5.50 / 1.43	0.98	-0.30 **
24. Students are made to feel welcome on this campus.	6.71	5.44 / 1.34	1.27	6.61	5.98 / 1.12	0.63	-0.54 ***
25. The student center is a comfortable place for students to spend their leisure time.	6.02	5.07 / 1.37	0.95	5.84	5.12 / 1.63	0.72	-0.05
26. The amount of student parking space on campus is adequate.	6.29	5.44 / 1.59	0.85	6.25	4.91 / 1.82	1.34	0.53 ***
27. Academic advisors are knowledgeable about the transfer requirements of other schools.	6.57	4.79 / 1.47	1.78	6.41	5.17 / 1.50	1.24	-0.38 **
28. Admissions staff are knowledgeable.	6.67	5.22 / 1.33	1.45	6.57	5.61 / 1.36	0.96	-0.39 ***
29. The equipment in the lab facilities is kept up to date.	6.56	4.70 / 1.54	1.86	6.50	5.49 / 1.46	1.01	-0.79 ***
30. Class change (drop/add) policies are reasonable.	6.35	5.64 / 1.12	0.71	6.31	5.81 / 1.25	0.50	-0.17

\* 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 10044 records.

## Institutional Summary

### Items: In Sequential Order

Item	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
31. This institution has a good reputation within the community.	6.73	4.00 / 1.73	2.73	6.60	5.79 / 1.41	0.81	-1.79 ***
32. Faculty provide timely feedback about student progress in their courses.	6.62	5.26 / 1.37	1.36	6.54	5.65 / 1.25	0.89	-0.39 ***
33. There are adequate services to help students decide upon a career.	6.34	4.81 / 1.37	1.53	6.31	5.23 / 1.48	1.08	-0.42 **
34. Counseling staff care about students as individuals.	6.54	5.31 / 1.19	1.23	6.49	5.68 / 1.39	0.81	-0.37 **
35. Tutoring services are readily available.	6.44	5.60 / 1.27	0.84	6.49	5.92 / 1.27	0.57	-0.32 **
36. This school does whatever it can to help students reach their educational goals.	6.59	5.29 / 1.27	1.30	6.49	5.72 / 1.24	0.77	-0.43 ***
37. The assessment and course placement procedures are reasonable.	6.41	5.30 / 1.28	1.11	6.34	5.52 / 1.33	0.82	-0.22
38. The business office is open during hours which are convenient for most students.	6.43	5.51 / 1.26	0.92	6.33	5.69 / 1.31	0.64	-0.18
39. Administrators are approachable to students.	6.28	5.36 / 1.34	0.92	6.27	5.66 / 1.34	0.61	-0.30 **
40. Nearly all of the faculty are knowledgeable in their fields.	6.84	5.99 / 1.11	0.85	6.74	6.08 / 1.09	0.66	-0.09
41. New student orientation services help students adjust to college.	6.42	5.63 / 1.16	0.79	6.34	5.42 / 1.47	0.92	0.21
42. Billing policies are reasonable.	6.31	5.41 / 1.09	0.90	6.32	5.54 / 1.33	0.78	-0.13
43. Faculty are usually available after class and during office hours.	6.50	5.69 / 1.20	0.81	6.44	5.68 / 1.33	0.76	0.01
44. Students seldom get the "run-around" when seeking information on this campus.	6.53	4.13 / 1.72	2.40	6.47	4.84 / 1.71	1.63	-0.71 ***

\* 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 10044 records.

**Institutional Summary**  
**Items: In Sequential Order**

Item	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
45. Nearly all classes deal with practical experiences and applications.	6.01	5.16 / 1.11	0.85	6.08	5.46 / 1.29	0.62	-0.30 **
46. Program requirements are clear and reasonable.	6.53	5.66 / 0.99	0.87	6.53	5.89 / 1.11	0.64	-0.23 *
47. Channels for expressing student complaints are readily available.	6.32	5.37 / 1.32	0.95	6.33	5.59 / 1.41	0.74	-0.22
48. On the whole, the campus is well-maintained.	6.45	4.52 / 1.65	1.93	6.46	5.98 / 1.27	0.48	-1.46 ***
49. There is a good variety of courses provided on this campus.	6.44	5.44 / 1.27	1.00	6.46	5.89 / 1.21	0.57	-0.45 ***
50. Students are able to experience intellectual growth here.	6.58	5.68 / 1.15	0.90	6.58	6.02 / 1.07	0.56	-0.34 ***
51. Campus item 1	6.33	5.47 / 1.34	0.86				
52. Campus item 2	6.42	5.13 / 1.41	1.29				
53. Campus item 3	6.08	5.52 / 1.34	0.56				
54. Campus item 4	6.63	5.57 / 1.33	1.06				
55. Campus item 5	5.48	5.30 / 1.14	0.18				
56. Campus item 6	6.25	4.75 / 1.54	1.50				
57. Campus item 7	6.35	5.19 / 1.44	1.16				
58. Campus item 8	6.28	5.50 / 1.33	0.78				
59. Campus item 9	5.64	4.08 / 1.69	1.56				
60. Campus item 10	5.86	3.58 / 1.82	2.28				

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

National Group Means are based on 10044 records.



**Institutional Summary**  
**Items: In Sequential Order**

Item	College of the Mainland - IPS			National Community Colleges IPS			Mean Difference
	Importance	Agreement / SD	Performance Gap	Importance	Agreement / SD	Performance Gap	
61. Institution's commitment to part-time students?		5.78 / 1.17			5.94 / 1.17		-0.16
62. Institution's commitment to evening students?		5.36 / 1.42			5.76 / 1.32		-0.40 ***
63. Institution's commitment to older, returning learners?		5.60 / 1.26			5.95 / 1.17		-0.35 ***
64. Institution's commitment to under-represented populations?		5.77 / 1.28			5.91 / 1.21		-0.14
65. Institution's commitment to commuters?		5.62 / 1.23			5.90 / 1.21		-0.28 **
66. Institution's commitment to students with disabilities?		5.62 / 1.27			5.96 / 1.22		-0.34 ***
67. Cost as factor in decision to enroll.	6.59			6.45			
68. Financial aid as factor in decision to enroll.	6.32			6.43			
69. Academic reputation as factor in decision to enroll.	5.26			5.83			
70. Size of institution as factor in decision to enroll.	4.86			5.30			
71. Opportunity to play sports as factor in decision to enroll.	3.19			3.58			
72. Recommendations from family/friends as factor in decision to enroll.	5.35			5.60			
73. Geographic setting as factor in decision to enroll.	5.96			5.87			
74. Campus appearance as factor in decision to enroll.	4.65			5.30			
75. Personalized attention prior to enrollment as factor in decision to enroll.	5.46			5.89			

\* 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 10044 records.

### Institutional Summary

#### Summary Items

Summary Item	College of the Mainland - IPS	National Community Colleges IPS	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: 4.49 0% 0% 9% 47% 27% 11% 3%	Average: 4.83 0% 0% 4% 37% 35% 12% 9%	-0.34
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: 5.15 0% 0% 9% 11% 34% 38% 5%	Average: 5.61 0% 1% 4% 7% 22% 48% 16%	-0.46
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: 5.45 0% 2% 4% 12% 19% 45% 15%	Average: 5.86 0% 1% 2% 7% 10% 48% 28%	-0.41