

Demographics

Gender	N	%	Class Level	N	%
Female	425	57.28%	1 year or less	359	48.38%
Male	317	42.72%	2 years	240	32.35%
Total	742	100.00%	3 years	86	11.59%
No Response	25		4 or more years	57	7.68%
			Total	742	100.00%
			No Response	25	
Age	N	%	Current GPA	N	%
18 and under	121	16.26%	No credits earned	75	10.50%
19 to 24	330	44.35%	1.99 or below	26	3.64%
25 to 34	188	25.27%	2.0 - 2.49	87	12.18%
35 to 44	74	9.95%	2.5 - 2.99	153	21.43%
45 and over	31	4.17%	3.0 - 3.49	205	28.71%
Total	744	100.00%	3.5 or above	168	23.53%
No Response	23		Total	714	100.00%
			No Response	53	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	128	17.46%	Associate degree	447	60.98%
American Indian or Alaskan Native	3	0.41%	Vocational/technical program	48	6.55%
Asian or Pacific Islander	26	3.55%	Transfer to another institution	153	20.87%
Caucasian/White	317	43.25%	Certification (initial / renewal)	31	4.23%
Hispanic	212	28.92%	Self-improvement/pleasure	6	0.82%
Other race	17	2.32%	Job-related training	7	0.95%
Race - Prefer not to respond	30	4.09%	Other educational goal	41	5.59%
Total	733	100.00%	Total	733	100.00%
No Response	34		No Response	34	
Current Enrollment Status	N	%	Employment	N	%
Day	593	83.99%	Full-time off campus	198	26.76%
Evening	112	15.86%	Part-time off campus	242	32.70%
Weekend	1	0.14%	Full-time on campus	9	1.22%
Total	706	100.00%	Part-time on campus	26	3.51%
No Response	61		Not employed	265	35.81%
			Total	740	100.00%
			No Response	27	
Current Class Load	N	%			
Full-time	486	65.76%			
Part-time	253	34.24%			
Total	739	100.00%			
No Response	28				

Demographics

Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	2	0.27%	Campus item 2 - Answer 1	0	0%
Own house	141	18.95%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	176	23.66%	Campus item 2 - Answer 3	0	0%
Parent's home	363	48.79%	Campus item 2 - Answer 4	0	0%
Other residence	62	8.33%	Campus item 2 - Answer 5	0	0%
Total	744	100.00%	Campus item 2 - Answer 6	0	0%
No Response	23		Total	0	100.00%
			No Response	767	
Residence Classification			Group Code		
	N	%		N	%
In-state	712	96.09%	0010	1	50.00%
Out-of-state	14	1.89%	0112	1	50.00%
International (not U.S. citizen)	15	2.02%	Total	2	100.00%
Total	741	100.00%	No Response	765	
No Response	26				
Disabilities					
	N	%			
Yes - Disability	45	6.07%			
No - Disability	696	93.93%			
Total	741	100.00%			
No Response	26				
Institution Was My					
	N	%			
1st choice	491	66.44%			
2nd choice	191	25.85%			
3rd choice or lower	57	7.71%			
Total	739	100.00%			
No Response	28				
Institution Question					
	N	%			
Campus item - Answer 1	3	75.00%			
Campus item - Answer 2	1	25.00%			
Campus item - Answer 3	0	0.00%			
Campus item - Answer 4	0	0.00%			
Campus item - Answer 5	0	0.00%			
Campus item - Answer 6	0	0.00%			
Total	4	100.00%			
No Response	763				

Institutional Summary
Scales: In Order of Importance

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Scale	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Registration Effectiveness	6.09	5.32 / 1.12	0.77	6.23	5.49 / 1.07	0.74	-0.17 ***
Instructional Effectiveness	6.08	5.33 / 1.12	0.75	6.25	5.46 / 1.10	0.79	-0.13 **
Academic Advising/Counseling	6.06	5.07 / 1.40	0.99	6.22	5.26 / 1.36	0.96	-0.19 ***
Academic Services	6.03	5.47 / 1.07	0.56	6.12	5.56 / 1.07	0.56	-0.09 *
Safety and Security	5.98	5.09 / 1.18	0.89	6.08	5.15 / 1.21	0.93	-0.06
Concern for the Individual	5.97	5.08 / 1.27	0.89	6.15	5.28 / 1.25	0.87	-0.20 ***
Service Excellence	5.94	5.20 / 1.15	0.74	6.04	5.34 / 1.11	0.70	-0.14 ***
Admissions and Financial Aid	5.92	4.93 / 1.30	0.99	6.13	5.24 / 1.25	0.89	-0.31 ***
Campus Climate	5.90	5.17 / 1.13	0.73	6.05	5.37 / 1.11	0.68	-0.20 ***
Student Centeredness	5.90	5.24 / 1.18	0.66	6.06	5.43 / 1.18	0.63	-0.19 ***
Campus Support Services	5.50	5.00 / 1.14	0.50	5.57	5.05 / 1.21	0.52	-0.05
Responsiveness to Diverse Populations		5.37 / 1.31			5.56 / 1.26		-0.19 ***

National Group Means are based on 180574 records.

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Institutional Summary
Items: In Order of Importance

Item	College of the Mainland - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
87. Cost as factor in decision to enroll.	6.34			6.34			
77. Campus item 7	6.31	5.46 / 1.61	0.85				
8. Classes are scheduled at times that are convenient for me.	6.28	5.47 / 1.51	0.81	6.46	5.52 / 1.51	0.94	-0.05
15. I am able to register for classes I need with few conflicts.	6.26	5.29 / 1.61	0.97	6.40	5.42 / 1.57	0.98	-0.13 *
74. Campus item 4	6.26	5.44 / 1.51	0.82				
18. The quality of instruction I receive in most of my classes is excellent.	6.24	5.52 / 1.36	0.72	6.46	5.61 / 1.36	0.85	-0.09
72. Campus item 2	6.23	5.61 / 1.40	0.62				
58. Nearly all of the faculty are knowledgeable in their fields.	6.18	5.58 / 1.26	0.60	6.37	5.72 / 1.34	0.65	-0.14 **
70. I am able to experience intellectual growth here.	6.18	5.55 / 1.42	0.63	6.38	5.79 / 1.33	0.59	-0.24 ***
76. Campus item 6	6.17	4.83 / 1.78	1.34				
66. Program requirements are clear and reasonable.	6.16	5.40 / 1.42	0.76	6.32	5.58 / 1.40	0.74	-0.18 ***
5. The personnel involved in registration are helpful.	6.15	5.24 / 1.64	0.91	6.23	5.36 / 1.60	0.87	-0.12 *
6. My academic advisor is approachable.	6.14	5.27 / 1.68	0.87	6.28	5.44 / 1.65	0.84	-0.17 **
61. Faculty are usually available after class and during office hours.	6.14	5.60 / 1.35	0.54	6.25	5.67 / 1.38	0.58	-0.07
24. Parking lots are well-lighted and secure.	6.13	4.97 / 1.75	1.16	6.15	5.25 / 1.62	0.90	-0.28 ***
31. The campus is safe and secure for all students.	6.13	5.39 / 1.40	0.74	6.36	5.68 / 1.34	0.68	-0.29 ***

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Institutional Summary
Items: In Order of Importance

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.12	5.13 / 1.74	0.99	6.35	5.43 / 1.66	0.92	-0.30 ***
69. There is a good variety of courses provided on this campus.	6.12	5.39 / 1.51	0.73	6.35	5.67 / 1.42	0.68	-0.28 ***
71. Campus item 1	6.12	5.44 / 1.58	0.68				
78. Campus item 8	6.12	5.63 / 1.44	0.49				
14. Library resources and services are adequate.	6.11	5.68 / 1.29	0.43	6.18	5.70 / 1.35	0.48	-0.02
52. This school does whatever it can to help me reach my educational goals.	6.11	5.13 / 1.56	0.98	6.27	5.30 / 1.52	0.97	-0.17 **
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.10	5.00 / 1.69	1.10	6.22	5.19 / 1.67	1.03	-0.19 **
73. Campus item 3	6.10	5.39 / 1.47	0.71				
46. Faculty provide timely feedback about student progress in a course.	6.09	5.24 / 1.50	0.85	6.25	5.32 / 1.51	0.93	-0.08
29. Faculty are fair and unbiased in their treatment of individual students.	6.08	5.24 / 1.54	0.84	6.29	5.45 / 1.50	0.84	-0.21 ***
34. Computer labs are adequate and accessible.	6.08	5.67 / 1.30	0.41	6.23	5.66 / 1.43	0.57	0.01
36. Students are made to feel welcome on this campus.	6.08	5.42 / 1.39	0.66	6.22	5.64 / 1.37	0.58	-0.22 ***
23. Faculty are understanding of students' unique life circumstances.	6.07	5.24 / 1.49	0.83	6.19	5.29 / 1.54	0.90	-0.05
65. Students are notified early in the term if they are doing poorly in a class.	6.07	5.06 / 1.63	1.01	6.22	4.96 / 1.75	1.26	0.10
68. On the whole, the campus is well-maintained.	6.07	5.29 / 1.55	0.78	6.23	5.85 / 1.31	0.38	-0.56 ***

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Institutional Summary
Items: In Order of Importance

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.06	5.19 / 1.50	0.87	6.23	5.47 / 1.46	0.76	-0.28 ***
50. Tutoring services are readily available.	6.06	5.42 / 1.45	0.64	6.10	5.55 / 1.45	0.55	-0.13 *
51. There are convenient ways of paying my school bill.	6.06	5.33 / 1.52	0.73	6.22	5.57 / 1.46	0.65	-0.24 ***
42. The equipment in the lab facilities is kept up to date.	6.05	5.19 / 1.56	0.86	6.18	5.50 / 1.44	0.68	-0.31 ***
41. Admissions staff are knowledgeable.	6.04	5.20 / 1.58	0.84	6.22	5.45 / 1.45	0.77	-0.25 ***
39. The amount of student parking space on campus is adequate.	6.03	5.00 / 1.76	1.03	6.20	4.58 / 1.99	1.62	0.42 ***
57. Administrators are approachable to students.	6.03	5.20 / 1.54	0.83	6.09	5.36 / 1.49	0.73	-0.16 **
60. Billing policies are reasonable.	6.03	5.16 / 1.54	0.87	6.13	5.43 / 1.46	0.70	-0.27 ***
64. Nearly all classes deal with practical experiences and applications.	6.02	5.32 / 1.39	0.70	6.13	5.46 / 1.39	0.67	-0.14 **
21. There are a sufficient number of study areas on campus.	6.01	5.48 / 1.50	0.53	6.07	5.51 / 1.50	0.56	-0.03
7. Adequate financial aid is available for most students.	6.00	4.95 / 1.82	1.05	6.29	5.34 / 1.68	0.95	-0.39 ***
12. My academic advisor helps me set goals to work toward.	6.00	5.03 / 1.77	0.97	6.09	5.08 / 1.75	1.01	-0.05
25. My academic advisor is concerned about my success as an individual.	6.00	4.88 / 1.81	1.12	6.18	5.11 / 1.74	1.07	-0.23 ***
43. Class change (drop/add) policies are reasonable.	6.00	5.31 / 1.51	0.69	6.17	5.54 / 1.47	0.63	-0.23 ***
62. Bookstore staff are helpful.	6.00	5.48 / 1.51	0.52	6.09	5.62 / 1.47	0.47	-0.14 *
28. It is an enjoyable experience to be a student on this campus.	5.99	5.35 / 1.40	0.64	6.20	5.55 / 1.45	0.65	-0.20 ***

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Institutional Summary
Items: In Order of Importance

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
56. The business office is open during hours which are convenient for most students.	5.99	5.39 / 1.48	0.60	6.09	5.46 / 1.44	0.63	-0.07
16. The college shows concern for students as individuals.	5.98	4.97 / 1.61	1.01	6.15	5.15 / 1.58	1.00	-0.18 **
27. The campus staff are caring and helpful.	5.98	5.36 / 1.38	0.62	6.13	5.51 / 1.36	0.62	-0.15 **
37. Faculty take into consideration student differences as they teach a course.	5.97	5.11 / 1.51	0.86	6.12	5.27 / 1.49	0.85	-0.16 **
20. Financial aid counselors are helpful.	5.96	4.80 / 1.76	1.16	6.17	5.12 / 1.72	1.05	-0.32 ***
63. I seldom get the "run-around" when seeking information on this campus.	5.96	4.83 / 1.73	1.13	6.10	5.11 / 1.68	0.99	-0.28 ***
9. Internships or practical experiences are provided in my degree/certificate program.	5.95	5.05 / 1.59	0.90	5.97	5.03 / 1.61	0.94	0.02
11. Security staff respond quickly in emergencies.	5.95	5.02 / 1.39	0.93	6.00	5.09 / 1.47	0.91	-0.07
47. There are adequate services to help me decide upon a career.	5.95	5.04 / 1.52	0.91	6.11	5.25 / 1.51	0.86	-0.21 ***
3. The quality of instruction in the vocational/technical programs is excellent.	5.94	5.36 / 1.36	0.58	6.10	5.42 / 1.37	0.68	-0.06
22. People on this campus respect and are supportive of each other.	5.94	5.28 / 1.39	0.66	6.04	5.36 / 1.42	0.68	-0.08
48. Counseling staff care about students as individuals.	5.94	5.04 / 1.57	0.90	6.11	5.26 / 1.55	0.85	-0.22 ***
55. Academic support services adequately meet the needs of students.	5.94	5.22 / 1.40	0.72	6.09	5.35 / 1.41	0.74	-0.13 *
26. Library staff are helpful and approachable.	5.93	5.58 / 1.35	0.35	6.02	5.62 / 1.39	0.40	-0.04
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.92	4.66 / 1.74	1.26	6.17	5.05 / 1.71	1.12	-0.39 ***

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Institutional Summary
Items: In Order of Importance

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
53. The assessment and course placement procedures are reasonable.	5.92	5.24 / 1.43	0.68	6.10	5.41 / 1.44	0.69	-0.17 **
75. Campus item 5	5.92	5.32 / 1.46	0.60				
49. Admissions counselors respond to prospective students' unique needs and requests.	5.91	4.99 / 1.54	0.92	6.04	5.25 / 1.49	0.79	-0.26 ***
54. Faculty are interested in my academic problems.	5.90	5.13 / 1.47	0.77	6.09	5.23 / 1.51	0.86	-0.10
67. Channels for expressing student complaints are readily available.	5.87	4.94 / 1.61	0.93	5.99	4.95 / 1.66	1.04	-0.01
2. Faculty care about me as an individual.	5.86	5.26 / 1.43	0.60	6.03	5.39 / 1.45	0.64	-0.13 *
45. This institution has a good reputation within the community.	5.83	5.13 / 1.54	0.70	6.11	5.67 / 1.39	0.44	-0.54 ***
88. Financial aid as factor in decision to enroll.	5.78			6.09			
59. New student orientation services help students adjust to college.	5.77	5.15 / 1.53	0.62	5.89	5.33 / 1.50	0.56	-0.18 **
80. Campus item 10	5.71	4.80 / 1.81	0.91				
89. Academic reputation as factor in decision to enroll.	5.71			5.90			
30. The career services office provides students with the help they need to get a job.	5.69	4.96 / 1.44	0.73	5.97	5.02 / 1.52	0.95	-0.06
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.68	4.98 / 1.50	0.70	5.87	5.21 / 1.47	0.66	-0.23 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.68	5.25 / 1.45	0.43	5.77	5.33 / 1.47	0.44	-0.08
4. Security staff are helpful.	5.66	5.05 / 1.53	0.61	5.67	5.13 / 1.56	0.54	-0.08

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Institutional Summary
Items: In Order of Importance

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
79. Campus item 9	5.58	4.75 / 1.78	0.83				
44. I generally know what's happening on campus.	5.57	4.87 / 1.58	0.70	5.62	5.09 / 1.55	0.53	-0.22 ***
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.39			5.44			
1. Most students feel a sense of belonging here.	5.36	5.15 / 1.36	0.21	5.58	5.35 / 1.40	0.23	-0.20 ***
93. Geographic setting as factor in decision to enroll.	5.29			5.53			
19. This campus provides effective support services for displaced homemakers.	5.16	4.76 / 1.35	0.40	5.25	4.84 / 1.43	0.41	-0.08
94. Campus appearance as factor in decision to enroll.	5.16			5.26			
17. Personnel in the Veterans' Services program are helpful.	5.11	4.76 / 1.38	0.35	4.92	4.73 / 1.44	0.19	0.03
92. Recommendations from family/friends as factor in decision to enroll.	5.04			4.96			
90. Size of institution as factor in decision to enroll.	5.03			5.22			
10. Child care facilities are available on campus.	4.95	4.94 / 1.44	0.01	4.57	4.45 / 1.71	0.12	0.49 ***
91. Opportunity to play sports as factor in decision to enroll.	3.98			3.58			
81. Institution's commitment to part-time students?		5.53 / 1.44			5.65 / 1.37		-0.12 *
82. Institution's commitment to evening students?		5.33 / 1.51			5.55 / 1.44		-0.22 ***
83. Institution's commitment to older, returning learners?		5.42 / 1.40			5.63 / 1.42		-0.21 ***
84. Institution's commitment to under-represented populations?		5.28 / 1.41			5.46 / 1.40		-0.18 **

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Institutional Summary
Items: In Order of Importance

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to commuters?		5.30 / 1.40			5.45 / 1.47		-0.15 *
86. Institution's commitment to students with disabilities?		5.32 / 1.44			5.60 / 1.42		-0.28 ***

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Institutional Summary

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

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.06	5.07 / 1.40	0.99	6.22	5.26 / 1.36	0.96	-0.19 ***
6. My academic advisor is approachable.	6.14	5.27 / 1.68	0.87	6.28	5.44 / 1.65	0.84	-0.17 **
12. My academic advisor helps me set goals to work toward.	6.00	5.03 / 1.77	0.97	6.09	5.08 / 1.75	1.01	-0.05
25. My academic advisor is concerned about my success as an individual.	6.00	4.88 / 1.81	1.12	6.18	5.11 / 1.74	1.07	-0.23 ***
32. My academic advisor is knowledgeable about my program requirements.	6.12	5.13 / 1.74	0.99	6.35	5.43 / 1.66	0.92	-0.30 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.10	5.00 / 1.69	1.10	6.22	5.19 / 1.67	1.03	-0.19 **
48. Counseling staff care about students as individuals.	5.94	5.04 / 1.57	0.90	6.11	5.26 / 1.55	0.85	-0.22 ***
52. This school does whatever it can to help me reach my educational goals.	6.11	5.13 / 1.56	0.98	6.27	5.30 / 1.52	0.97	-0.17 **

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Institutional Summary

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

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.03	5.47 / 1.07	0.56	6.12	5.56 / 1.07	0.56	-0.09 *
14. Library resources and services are adequate.	6.11	5.68 / 1.29	0.43	6.18	5.70 / 1.35	0.48	-0.02
21. There are a sufficient number of study areas on campus.	6.01	5.48 / 1.50	0.53	6.07	5.51 / 1.50	0.56	-0.03
26. Library staff are helpful and approachable.	5.93	5.58 / 1.35	0.35	6.02	5.62 / 1.39	0.40	-0.04
34. Computer labs are adequate and accessible.	6.08	5.67 / 1.30	0.41	6.23	5.66 / 1.43	0.57	0.01
42. The equipment in the lab facilities is kept up to date.	6.05	5.19 / 1.56	0.86	6.18	5.50 / 1.44	0.68	-0.31 ***
50. Tutoring services are readily available.	6.06	5.42 / 1.45	0.64	6.10	5.55 / 1.45	0.55	-0.13 *
55. Academic support services adequately meet the needs of students.	5.94	5.22 / 1.40	0.72	6.09	5.35 / 1.41	0.74	-0.13 *

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Institutional Summary

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

Scale/Item	College of the Mainland - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	5.92	4.93 / 1.30	0.99	6.13	5.24 / 1.25	0.89	-0.31 ***
7. Adequate financial aid is available for most students.	6.00	4.95 / 1.82	1.05	6.29	5.34 / 1.68	0.95	-0.39 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.92	4.66 / 1.74	1.26	6.17	5.05 / 1.71	1.12	-0.39 ***
20. Financial aid counselors are helpful.	5.96	4.80 / 1.76	1.16	6.17	5.12 / 1.72	1.05	-0.32 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.68	4.98 / 1.50	0.70	5.87	5.21 / 1.47	0.66	-0.23 ***
41. Admissions staff are knowledgeable.	6.04	5.20 / 1.58	0.84	6.22	5.45 / 1.45	0.77	-0.25 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	5.91	4.99 / 1.54	0.92	6.04	5.25 / 1.49	0.79	-0.26 ***

National Group Means are based on 180574 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 - Campus Climate

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	5.90	5.17 / 1.13	0.73	6.05	5.37 / 1.11	0.68	-0.20 ***
1. Most students feel a sense of belonging here.	5.36	5.15 / 1.36	0.21	5.58	5.35 / 1.40	0.23	-0.20 ***
2. Faculty care about me as an individual.	5.86	5.26 / 1.43	0.60	6.03	5.39 / 1.45	0.64	-0.13 *
16. The college shows concern for students as individuals.	5.98	4.97 / 1.61	1.01	6.15	5.15 / 1.58	1.00	-0.18 **
22. People on this campus respect and are supportive of each other.	5.94	5.28 / 1.39	0.66	6.04	5.36 / 1.42	0.68	-0.08
27. The campus staff are caring and helpful.	5.98	5.36 / 1.38	0.62	6.13	5.51 / 1.36	0.62	-0.15 **
28. It is an enjoyable experience to be a student on this campus.	5.99	5.35 / 1.40	0.64	6.20	5.55 / 1.45	0.65	-0.20 ***
31. The campus is safe and secure for all students.	6.13	5.39 / 1.40	0.74	6.36	5.68 / 1.34	0.68	-0.29 ***
36. Students are made to feel welcome on this campus.	6.08	5.42 / 1.39	0.66	6.22	5.64 / 1.37	0.58	-0.22 ***
44. I generally know what's happening on campus.	5.57	4.87 / 1.58	0.70	5.62	5.09 / 1.55	0.53	-0.22 ***
45. This institution has a good reputation within the community.	5.83	5.13 / 1.54	0.70	6.11	5.67 / 1.39	0.44	-0.54 ***
52. This school does whatever it can to help me reach my educational goals.	6.11	5.13 / 1.56	0.98	6.27	5.30 / 1.52	0.97	-0.17 **
57. Administrators are approachable to students.	6.03	5.20 / 1.54	0.83	6.09	5.36 / 1.49	0.73	-0.16 **
59. New student orientation services help students adjust to college.	5.77	5.15 / 1.53	0.62	5.89	5.33 / 1.50	0.56	-0.18 **
63. I seldom get the "run-around" when seeking information on this campus.	5.96	4.83 / 1.73	1.13	6.10	5.11 / 1.68	0.99	-0.28 ***
67. Channels for expressing student complaints are readily available.	5.87	4.94 / 1.61	0.93	5.99	4.95 / 1.66	1.04	-0.01

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

National Group Means are based on 180574 records.

Institutional Summary

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

Scale/Item	College of the Mainland - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.50	5.00 / 1.14	0.50	5.57	5.05 / 1.21	0.52	-0.05
10. Child care facilities are available on campus.	4.95	4.94 / 1.44	0.01	4.57	4.45 / 1.71	0.12	0.49 ***
17. Personnel in the Veterans' Services program are helpful.	5.11	4.76 / 1.38	0.35	4.92	4.73 / 1.44	0.19	0.03
19. This campus provides effective support services for displaced homemakers.	5.16	4.76 / 1.35	0.40	5.25	4.84 / 1.43	0.41	-0.08
30. The career services office provides students with the help they need to get a job.	5.69	4.96 / 1.44	0.73	5.97	5.02 / 1.52	0.95	-0.06
38. The student center is a comfortable place for students to spend their leisure time.	5.68	5.25 / 1.45	0.43	5.77	5.33 / 1.47	0.44	-0.08
47. There are adequate services to help me decide upon a career.	5.95	5.04 / 1.52	0.91	6.11	5.25 / 1.51	0.86	-0.21 ***
59. New student orientation services help students adjust to college.	5.77	5.15 / 1.53	0.62	5.89	5.33 / 1.50	0.56	-0.18 **

National Group Means are based on 180574 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 - Concern for the Individual

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	5.97	5.08 / 1.27	0.89	6.15	5.28 / 1.25	0.87	-0.20 ***
2. Faculty care about me as an individual.	5.86	5.26 / 1.43	0.60	6.03	5.39 / 1.45	0.64	-0.13 *
16. The college shows concern for students as individuals.	5.98	4.97 / 1.61	1.01	6.15	5.15 / 1.58	1.00	-0.18 **
25. My academic advisor is concerned about my success as an individual.	6.00	4.88 / 1.81	1.12	6.18	5.11 / 1.74	1.07	-0.23 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.08	5.24 / 1.54	0.84	6.29	5.45 / 1.50	0.84	-0.21 ***
48. Counseling staff care about students as individuals.	5.94	5.04 / 1.57	0.90	6.11	5.26 / 1.55	0.85	-0.22 ***

National Group Means are based on 180574 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 - Instructional Effectiveness

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.08	5.33 / 1.12	0.75	6.25	5.46 / 1.10	0.79	-0.13 **
2. Faculty care about me as an individual.	5.86	5.26 / 1.43	0.60	6.03	5.39 / 1.45	0.64	-0.13 *
18. The quality of instruction I receive in most of my classes is excellent.	6.24	5.52 / 1.36	0.72	6.46	5.61 / 1.36	0.85	-0.09
23. Faculty are understanding of students' unique life circumstances.	6.07	5.24 / 1.49	0.83	6.19	5.29 / 1.54	0.90	-0.05
29. Faculty are fair and unbiased in their treatment of individual students.	6.08	5.24 / 1.54	0.84	6.29	5.45 / 1.50	0.84	-0.21 ***
37. Faculty take into consideration student differences as they teach a course.	5.97	5.11 / 1.51	0.86	6.12	5.27 / 1.49	0.85	-0.16 **
46. Faculty provide timely feedback about student progress in a course.	6.09	5.24 / 1.50	0.85	6.25	5.32 / 1.51	0.93	-0.08
54. Faculty are interested in my academic problems.	5.90	5.13 / 1.47	0.77	6.09	5.23 / 1.51	0.86	-0.10
58. Nearly all of the faculty are knowledgeable in their fields.	6.18	5.58 / 1.26	0.60	6.37	5.72 / 1.34	0.65	-0.14 **
61. Faculty are usually available after class and during office hours.	6.14	5.60 / 1.35	0.54	6.25	5.67 / 1.38	0.58	-0.07
64. Nearly all classes deal with practical experiences and applications.	6.02	5.32 / 1.39	0.70	6.13	5.46 / 1.39	0.67	-0.14 **
65. Students are notified early in the term if they are doing poorly in a class.	6.07	5.06 / 1.63	1.01	6.22	4.96 / 1.75	1.26	0.10
66. Program requirements are clear and reasonable.	6.16	5.40 / 1.42	0.76	6.32	5.58 / 1.40	0.74	-0.18 ***

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

National Group Means are based on 180574 records.

Institutional Summary

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

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.12	5.39 / 1.51	0.73	6.35	5.67 / 1.42	0.68	-0.28 ***
70. I am able to experience intellectual growth here.	6.18	5.55 / 1.42	0.63	6.38	5.79 / 1.33	0.59	-0.24 ***

National Group Means are based on 180574 records.

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

Institutional Summary

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

Scale/Item	College of the Mainland - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.09	5.32 / 1.12	0.77	6.23	5.49 / 1.07	0.74	-0.17 ***
5. The personnel involved in registration are helpful.	6.15	5.24 / 1.64	0.91	6.23	5.36 / 1.60	0.87	-0.12 *
8. Classes are scheduled at times that are convenient for me.	6.28	5.47 / 1.51	0.81	6.46	5.52 / 1.51	0.94	-0.05
15. I am able to register for classes I need with few conflicts.	6.26	5.29 / 1.61	0.97	6.40	5.42 / 1.57	0.98	-0.13 *
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.06	5.19 / 1.50	0.87	6.23	5.47 / 1.46	0.76	-0.28 ***
43. Class change (drop/add) policies are reasonable.	6.00	5.31 / 1.51	0.69	6.17	5.54 / 1.47	0.63	-0.23 ***
51. There are convenient ways of paying my school bill.	6.06	5.33 / 1.52	0.73	6.22	5.57 / 1.46	0.65	-0.24 ***
56. The business office is open during hours which are convenient for most students.	5.99	5.39 / 1.48	0.60	6.09	5.46 / 1.44	0.63	-0.07
60. Billing policies are reasonable.	6.03	5.16 / 1.54	0.87	6.13	5.43 / 1.46	0.70	-0.27 ***
62. Bookstore staff are helpful.	6.00	5.48 / 1.51	0.52	6.09	5.62 / 1.47	0.47	-0.14 *

National Group Means are based on 180574 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 - Responsiveness to Diverse Populations

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.37 / 1.31			5.56 / 1.26		-0.19 ***
81. Institution's commitment to part-time students?		5.53 / 1.44			5.65 / 1.37		-0.12 *
82. Institution's commitment to evening students?		5.33 / 1.51			5.55 / 1.44		-0.22 ***
83. Institution's commitment to older, returning learners?		5.42 / 1.40			5.63 / 1.42		-0.21 ***
84. Institution's commitment to under-represented populations?		5.28 / 1.41			5.46 / 1.40		-0.18 **
85. Institution's commitment to commuters?		5.30 / 1.40			5.45 / 1.47		-0.15 *
86. Institution's commitment to students with disabilities?		5.32 / 1.44			5.60 / 1.42		-0.28 ***

National Group Means are based on 180574 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 - Safety and Security

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	5.98	5.09 / 1.18	0.89	6.08	5.15 / 1.21	0.93	-0.06
4. Security staff are helpful.	5.66	5.05 / 1.53	0.61	5.67	5.13 / 1.56	0.54	-0.08
11. Security staff respond quickly in emergencies.	5.95	5.02 / 1.39	0.93	6.00	5.09 / 1.47	0.91	-0.07
24. Parking lots are well-lighted and secure.	6.13	4.97 / 1.75	1.16	6.15	5.25 / 1.62	0.90	-0.28 ***
31. The campus is safe and secure for all students.	6.13	5.39 / 1.40	0.74	6.36	5.68 / 1.34	0.68	-0.29 ***
39. The amount of student parking space on campus is adequate.	6.03	5.00 / 1.76	1.03	6.20	4.58 / 1.99	1.62	0.42 ***

National Group Means are based on 180574 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 - Service Excellence

Scale/Item	College of the Mainland - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	5.94	5.20 / 1.15	0.74	6.04	5.34 / 1.11	0.70	-0.14 ***
5. The personnel involved in registration are helpful.	6.15	5.24 / 1.64	0.91	6.23	5.36 / 1.60	0.87	-0.12 *
22. People on this campus respect and are supportive of each other.	5.94	5.28 / 1.39	0.66	6.04	5.36 / 1.42	0.68	-0.08
26. Library staff are helpful and approachable.	5.93	5.58 / 1.35	0.35	6.02	5.62 / 1.39	0.40	-0.04
27. The campus staff are caring and helpful.	5.98	5.36 / 1.38	0.62	6.13	5.51 / 1.36	0.62	-0.15 **
44. I generally know what's happening on campus.	5.57	4.87 / 1.58	0.70	5.62	5.09 / 1.55	0.53	-0.22 ***
57. Administrators are approachable to students.	6.03	5.20 / 1.54	0.83	6.09	5.36 / 1.49	0.73	-0.16 **
62. Bookstore staff are helpful.	6.00	5.48 / 1.51	0.52	6.09	5.62 / 1.47	0.47	-0.14 *
63. I seldom get the "run-around" when seeking information on this campus.	5.96	4.83 / 1.73	1.13	6.10	5.11 / 1.68	0.99	-0.28 ***
67. Channels for expressing student complaints are readily available.	5.87	4.94 / 1.61	0.93	5.99	4.95 / 1.66	1.04	-0.01

National Group Means are based on 180574 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

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	5.90	5.24 / 1.18	0.66	6.06	5.43 / 1.18	0.63	-0.19 ***
1. Most students feel a sense of belonging here.	5.36	5.15 / 1.36	0.21	5.58	5.35 / 1.40	0.23	-0.20 ***
16. The college shows concern for students as individuals.	5.98	4.97 / 1.61	1.01	6.15	5.15 / 1.58	1.00	-0.18 **
27. The campus staff are caring and helpful.	5.98	5.36 / 1.38	0.62	6.13	5.51 / 1.36	0.62	-0.15 **
28. It is an enjoyable experience to be a student on this campus.	5.99	5.35 / 1.40	0.64	6.20	5.55 / 1.45	0.65	-0.20 ***
36. Students are made to feel welcome on this campus.	6.08	5.42 / 1.39	0.66	6.22	5.64 / 1.37	0.58	-0.22 ***
57. Administrators are approachable to students.	6.03	5.20 / 1.54	0.83	6.09	5.36 / 1.49	0.73	-0.16 **

National Group Means are based on 180574 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

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.36	5.15 / 1.36	0.21	5.58	5.35 / 1.40	0.23	-0.20 ***
2. Faculty care about me as an individual.	5.86	5.26 / 1.43	0.60	6.03	5.39 / 1.45	0.64	-0.13 *
3. The quality of instruction in the vocational/technical programs is excellent.	5.94	5.36 / 1.36	0.58	6.10	5.42 / 1.37	0.68	-0.06
4. Security staff are helpful.	5.66	5.05 / 1.53	0.61	5.67	5.13 / 1.56	0.54	-0.08
5. The personnel involved in registration are helpful.	6.15	5.24 / 1.64	0.91	6.23	5.36 / 1.60	0.87	-0.12 *
6. My academic advisor is approachable.	6.14	5.27 / 1.68	0.87	6.28	5.44 / 1.65	0.84	-0.17 **
7. Adequate financial aid is available for most students.	6.00	4.95 / 1.82	1.05	6.29	5.34 / 1.68	0.95	-0.39 ***
8. Classes are scheduled at times that are convenient for me.	6.28	5.47 / 1.51	0.81	6.46	5.52 / 1.51	0.94	-0.05
9. Internships or practical experiences are provided in my degree/certificate program.	5.95	5.05 / 1.59	0.90	5.97	5.03 / 1.61	0.94	0.02
10. Child care facilities are available on campus.	4.95	4.94 / 1.44	0.01	4.57	4.45 / 1.71	0.12	0.49 ***
11. Security staff respond quickly in emergencies.	5.95	5.02 / 1.39	0.93	6.00	5.09 / 1.47	0.91	-0.07
12. My academic advisor helps me set goals to work toward.	6.00	5.03 / 1.77	0.97	6.09	5.08 / 1.75	1.01	-0.05
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.92	4.66 / 1.74	1.26	6.17	5.05 / 1.71	1.12	-0.39 ***
14. Library resources and services are adequate.	6.11	5.68 / 1.29	0.43	6.18	5.70 / 1.35	0.48	-0.02
15. I am able to register for classes I need with few conflicts.	6.26	5.29 / 1.61	0.97	6.40	5.42 / 1.57	0.98	-0.13 *
16. The college shows concern for students as individuals.	5.98	4.97 / 1.61	1.01	6.15	5.15 / 1.58	1.00	-0.18 **

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

National Group Means are based on 180574 records.

Institutional Summary
Items: In Sequential Order

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	5.11	4.76 / 1.38	0.35	4.92	4.73 / 1.44	0.19	0.03
18. The quality of instruction I receive in most of my classes is excellent.	6.24	5.52 / 1.36	0.72	6.46	5.61 / 1.36	0.85	-0.09
19. This campus provides effective support services for displaced homemakers.	5.16	4.76 / 1.35	0.40	5.25	4.84 / 1.43	0.41	-0.08
20. Financial aid counselors are helpful.	5.96	4.80 / 1.76	1.16	6.17	5.12 / 1.72	1.05	-0.32 ***
21. There are a sufficient number of study areas on campus.	6.01	5.48 / 1.50	0.53	6.07	5.51 / 1.50	0.56	-0.03
22. People on this campus respect and are supportive of each other.	5.94	5.28 / 1.39	0.66	6.04	5.36 / 1.42	0.68	-0.08
23. Faculty are understanding of students' unique life circumstances.	6.07	5.24 / 1.49	0.83	6.19	5.29 / 1.54	0.90	-0.05
24. Parking lots are well-lighted and secure.	6.13	4.97 / 1.75	1.16	6.15	5.25 / 1.62	0.90	-0.28 ***
25. My academic advisor is concerned about my success as an individual.	6.00	4.88 / 1.81	1.12	6.18	5.11 / 1.74	1.07	-0.23 ***
26. Library staff are helpful and approachable.	5.93	5.58 / 1.35	0.35	6.02	5.62 / 1.39	0.40	-0.04
27. The campus staff are caring and helpful.	5.98	5.36 / 1.38	0.62	6.13	5.51 / 1.36	0.62	-0.15 **
28. It is an enjoyable experience to be a student on this campus.	5.99	5.35 / 1.40	0.64	6.20	5.55 / 1.45	0.65	-0.20 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.08	5.24 / 1.54	0.84	6.29	5.45 / 1.50	0.84	-0.21 ***
30. The career services office provides students with the help they need to get a job.	5.69	4.96 / 1.44	0.73	5.97	5.02 / 1.52	0.95	-0.06
31. The campus is safe and secure for all students.	6.13	5.39 / 1.40	0.74	6.36	5.68 / 1.34	0.68	-0.29 ***

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

National Group Means are based on 180574 records.

Institutional Summary **Items: In Sequential Order**

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.12	5.13 / 1.74	0.99	6.35	5.43 / 1.66	0.92	-0.30 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.68	4.98 / 1.50	0.70	5.87	5.21 / 1.47	0.66	-0.23 ***
34. Computer labs are adequate and accessible.	6.08	5.67 / 1.30	0.41	6.23	5.66 / 1.43	0.57	0.01
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.06	5.19 / 1.50	0.87	6.23	5.47 / 1.46	0.76	-0.28 ***
36. Students are made to feel welcome on this campus.	6.08	5.42 / 1.39	0.66	6.22	5.64 / 1.37	0.58	-0.22 ***
37. Faculty take into consideration student differences as they teach a course.	5.97	5.11 / 1.51	0.86	6.12	5.27 / 1.49	0.85	-0.16 **
38. The student center is a comfortable place for students to spend their leisure time.	5.68	5.25 / 1.45	0.43	5.77	5.33 / 1.47	0.44	-0.08
39. The amount of student parking space on campus is adequate.	6.03	5.00 / 1.76	1.03	6.20	4.58 / 1.99	1.62	0.42 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.10	5.00 / 1.69	1.10	6.22	5.19 / 1.67	1.03	-0.19 **
41. Admissions staff are knowledgeable.	6.04	5.20 / 1.58	0.84	6.22	5.45 / 1.45	0.77	-0.25 ***
42. The equipment in the lab facilities is kept up to date.	6.05	5.19 / 1.56	0.86	6.18	5.50 / 1.44	0.68	-0.31 ***
43. Class change (drop/add) policies are reasonable.	6.00	5.31 / 1.51	0.69	6.17	5.54 / 1.47	0.63	-0.23 ***
44. I generally know what's happening on campus.	5.57	4.87 / 1.58	0.70	5.62	5.09 / 1.55	0.53	-0.22 ***
45. This institution has a good reputation within the community.	5.83	5.13 / 1.54	0.70	6.11	5.67 / 1.39	0.44	-0.54 ***
46. Faculty provide timely feedback about student progress in a course.	6.09	5.24 / 1.50	0.85	6.25	5.32 / 1.51	0.93	-0.08

* 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 180574 records.

Institutional Summary
Items: In Sequential Order

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	5.95	5.04 / 1.52	0.91	6.11	5.25 / 1.51	0.86	-0.21 ***
48. Counseling staff care about students as individuals.	5.94	5.04 / 1.57	0.90	6.11	5.26 / 1.55	0.85	-0.22 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	5.91	4.99 / 1.54	0.92	6.04	5.25 / 1.49	0.79	-0.26 ***
50. Tutoring services are readily available.	6.06	5.42 / 1.45	0.64	6.10	5.55 / 1.45	0.55	-0.13 *
51. There are convenient ways of paying my school bill.	6.06	5.33 / 1.52	0.73	6.22	5.57 / 1.46	0.65	-0.24 ***
52. This school does whatever it can to help me reach my educational goals.	6.11	5.13 / 1.56	0.98	6.27	5.30 / 1.52	0.97	-0.17 **
53. The assessment and course placement procedures are reasonable.	5.92	5.24 / 1.43	0.68	6.10	5.41 / 1.44	0.69	-0.17 **
54. Faculty are interested in my academic problems.	5.90	5.13 / 1.47	0.77	6.09	5.23 / 1.51	0.86	-0.10
55. Academic support services adequately meet the needs of students.	5.94	5.22 / 1.40	0.72	6.09	5.35 / 1.41	0.74	-0.13 *
56. The business office is open during hours which are convenient for most students.	5.99	5.39 / 1.48	0.60	6.09	5.46 / 1.44	0.63	-0.07
57. Administrators are approachable to students.	6.03	5.20 / 1.54	0.83	6.09	5.36 / 1.49	0.73	-0.16 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.18	5.58 / 1.26	0.60	6.37	5.72 / 1.34	0.65	-0.14 **
59. New student orientation services help students adjust to college.	5.77	5.15 / 1.53	0.62	5.89	5.33 / 1.50	0.56	-0.18 **
60. Billing policies are reasonable.	6.03	5.16 / 1.54	0.87	6.13	5.43 / 1.46	0.70	-0.27 ***
61. Faculty are usually available after class and during office hours.	6.14	5.60 / 1.35	0.54	6.25	5.67 / 1.38	0.58	-0.07

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Institutional Summary
Items: In Sequential Order

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.00	5.48 / 1.51	0.52	6.09	5.62 / 1.47	0.47	-0.14 *
63. I seldom get the "run-around" when seeking information on this campus.	5.96	4.83 / 1.73	1.13	6.10	5.11 / 1.68	0.99	-0.28 ***
64. Nearly all classes deal with practical experiences and applications.	6.02	5.32 / 1.39	0.70	6.13	5.46 / 1.39	0.67	-0.14 **
65. Students are notified early in the term if they are doing poorly in a class.	6.07	5.06 / 1.63	1.01	6.22	4.96 / 1.75	1.26	0.10
66. Program requirements are clear and reasonable.	6.16	5.40 / 1.42	0.76	6.32	5.58 / 1.40	0.74	-0.18 ***
67. Channels for expressing student complaints are readily available.	5.87	4.94 / 1.61	0.93	5.99	4.95 / 1.66	1.04	-0.01
68. On the whole, the campus is well-maintained.	6.07	5.29 / 1.55	0.78	6.23	5.85 / 1.31	0.38	-0.56 ***
69. There is a good variety of courses provided on this campus.	6.12	5.39 / 1.51	0.73	6.35	5.67 / 1.42	0.68	-0.28 ***
70. I am able to experience intellectual growth here.	6.18	5.55 / 1.42	0.63	6.38	5.79 / 1.33	0.59	-0.24 ***
71. Campus item 1	6.12	5.44 / 1.58	0.68				
72. Campus item 2	6.23	5.61 / 1.40	0.62				
73. Campus item 3	6.10	5.39 / 1.47	0.71				
74. Campus item 4	6.26	5.44 / 1.51	0.82				
75. Campus item 5	5.92	5.32 / 1.46	0.60				
76. Campus item 6	6.17	4.83 / 1.78	1.34				
77. Campus item 7	6.31	5.46 / 1.61	0.85				

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Institutional Summary
Items: In Sequential Order

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
78. Campus item 8	6.12	5.63 / 1.44	0.49				
79. Campus item 9	5.58	4.75 / 1.78	0.83				
80. Campus item 10	5.71	4.80 / 1.81	0.91				
81. Institution's commitment to part-time students?		5.53 / 1.44			5.65 / 1.37		-0.12 *
82. Institution's commitment to evening students?		5.33 / 1.51			5.55 / 1.44		-0.22 ***
83. Institution's commitment to older, returning learners?		5.42 / 1.40			5.63 / 1.42		-0.21 ***
84. Institution's commitment to under-represented populations?		5.28 / 1.41			5.46 / 1.40		-0.18 **
85. Institution's commitment to commuters?		5.30 / 1.40			5.45 / 1.47		-0.15 *
86. Institution's commitment to students with disabilities?		5.32 / 1.44			5.60 / 1.42		-0.28 ***
87. Cost as factor in decision to enroll.	6.34			6.34			
88. Financial aid as factor in decision to enroll.	5.78			6.09			
89. Academic reputation as factor in decision to enroll.	5.71			5.90			
90. Size of institution as factor in decision to enroll.	5.03			5.22			
91. Opportunity to play sports as factor in decision to enroll.	3.98			3.58			
92. Recommendations from family/friends as factor in decision to enroll.	5.04			4.96			
93. Geographic setting as factor in decision to enroll.	5.29			5.53			

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Institutional Summary
Items: In Sequential Order

	College of the Mainland - SSI			National Community Colleges			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
94. Campus appearance as factor in decision to enroll.	5.16			5.26			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.39			5.44			

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Institutional Summary

Summary Items

Summary Item	College of the Mainland - SSI	National Community Colleges	Mean Difference
<p>So far, how has your college experience met your expectations?</p> <p>1=Much worse than expected</p> <p>2=Quite a bit worse than I expected</p> <p>3=Worse than I expected</p> <p>4=About what I expected</p> <p>5=Better than I expected</p> <p>6=Quite a bit better than I expected</p> <p>7=Much better than expected</p>	<p>Average: 4.74</p> <p>0%</p> <p>2%</p> <p>6%</p> <p>42%</p> <p>22%</p> <p>11%</p> <p>14%</p>	<p>Average: 4.84</p> <p>1%</p> <p>1%</p> <p>6%</p> <p>35%</p> <p>24%</p> <p>12%</p> <p>16%</p>	-0.10
<p>Rate your overall satisfaction with your experience here thus far.</p> <p>1=Not satisfied at all</p> <p>2=Not very satisfied</p> <p>3=Somewhat dissatisfied</p> <p>4=Neutral</p> <p>5=Somewhat satisfied</p> <p>6=Satisfied</p> <p>7=Very satisfied</p>	<p>Average: 5.34</p> <p>1%</p> <p>2%</p> <p>6%</p> <p>15%</p> <p>18%</p> <p>36%</p> <p>19%</p>	<p>Average: 5.47</p> <p>1%</p> <p>2%</p> <p>5%</p> <p>11%</p> <p>16%</p> <p>40%</p> <p>21%</p>	-0.13
<p>All in all, if you had to do it over, would you enroll here again?</p> <p>1=Definitely not</p> <p>2=Probably not</p> <p>3=Maybe not</p> <p>4=I don't know</p> <p>5=Maybe yes</p> <p>6=Probably yes</p> <p>7=Definitely yes</p>	<p>Average: 5.57</p> <p>2%</p> <p>4%</p> <p>3%</p> <p>10%</p> <p>15%</p> <p>29%</p> <p>33%</p>	<p>Average: 5.72</p> <p>2%</p> <p>4%</p> <p>3%</p> <p>8%</p> <p>10%</p> <p>30%</p> <p>39%</p>	-0.15