

Demographics

| Gender | N | % | Class Level | N | % |
|-----------------------------------|----------|----------|-----------------------------------|----------|----------|
| Female | 213 | 56.65% | 1 year or less | 201 | 53.89% |
| Male | 163 | 43.35% | 2 years | 116 | 31.10% |
| Total | 376 | 100.00% | 3 years | 41 | 10.99% |
| No Response | 15 | | 4 or more years | 15 | 4.02% |
| | | | Total | 373 | 100.00% |
| | | | No Response | 18 | |
| Age | N | % | Current GPA | N | % |
| 18 and under | 75 | 20.00% | No credits earned | 35 | 9.67% |
| 19 to 24 | 198 | 52.80% | 1.99 or below | 13 | 3.59% |
| 25 to 34 | 68 | 18.13% | 2.0 - 2.49 | 44 | 12.15% |
| 35 to 44 | 23 | 6.13% | 2.5 - 2.99 | 61 | 16.85% |
| 45 and over | 11 | 2.93% | 3.0 - 3.49 | 117 | 32.32% |
| Total | 375 | 100.00% | 3.5 or above | 92 | 25.41% |
| No Response | 16 | | Total | 362 | 100.00% |
| | | | No Response | 29 | |
| Ethnicity/Race | N | % | Educational Goal | N | % |
| African-American | 50 | 13.59% | Associate degree | 210 | 56.91% |
| American Indian or Alaskan Native | 1 | 0.27% | Vocational/technical program | 17 | 4.61% |
| Asian or Pacific Islander | 12 | 3.26% | Transfer to another institution | 116 | 31.44% |
| Caucasian/White | 162 | 44.02% | Certification (initial / renewal) | 8 | 2.17% |
| Hispanic | 127 | 34.51% | Self-improvement/pleasure | 1 | 0.27% |
| Other race | 7 | 1.90% | Job-related training | 2 | 0.54% |
| Race - Prefer not to respond | 9 | 2.45% | Other educational goal | 15 | 4.07% |
| Total | 368 | 100.00% | Total | 369 | 100.00% |
| No Response | 23 | | No Response | 22 | |
| Current Enrollment Status | N | % | Employment | N | % |
| Day | 305 | 85.67% | Full-time off campus | 110 | 29.65% |
| Evening | 51 | 14.33% | Part-time off campus | 125 | 33.69% |
| Weekend | 0 | 0.00% | Full-time on campus | 3 | 0.81% |
| Total | 356 | 100.00% | Part-time on campus | 14 | 3.77% |
| No Response | 35 | | Not employed | 119 | 32.08% |
| | | | Total | 371 | 100.00% |
| Current Class Load | N | % | No Response | 20 | |
| Full-time | 216 | 57.91% | | | |
| Part-time | 157 | 42.09% | | | |
| Total | 373 | 100.00% | | | |
| No Response | 18 | | | | |

Demographics

| Current Residence | | | Institution Question 2 | | |
|----------------------------------|----------|----------|-------------------------------|----------|----------|
| | N | % | | N | % |
| Residence hall | 2 | 0.54% | Campus item 2 - Answer 1 | 0 | 0% |
| Own house | 52 | 14.05% | Campus item 2 - Answer 2 | 0 | 0% |
| Rent room or apt off campus | 61 | 16.49% | Campus item 2 - Answer 3 | 0 | 0% |
| Parent's home | 228 | 61.62% | Campus item 2 - Answer 4 | 0 | 0% |
| Other residence | 27 | 7.30% | Campus item 2 - Answer 5 | 0 | 0% |
| Total | 370 | 100.00% | Campus item 2 - Answer 6 | 0 | 0% |
| No Response | 21 | | Total | 0 | 100.00% |
| | | | No Response | 391 | |
| Residence Classification | | | Group Code | | |
| | N | % | | N | % |
| In-state | 361 | 96.52% | 0009 | 1 | 100.00% |
| Out-of-state | 2 | 0.53% | Total | 1 | 100.00% |
| International (not U.S. citizen) | 11 | 2.94% | No Response | 390 | |
| Total | 374 | 100.00% | | | |
| No Response | 17 | | | | |
| Disabilities | | | | | |
| | N | % | | | |
| Yes - Disability | 27 | 7.24% | | | |
| No - Disability | 346 | 92.76% | | | |
| Total | 373 | 100.00% | | | |
| No Response | 18 | | | | |
| Institution Was My | | | | | |
| | N | % | | | |
| 1st choice | 254 | 68.28% | | | |
| 2nd choice | 84 | 22.58% | | | |
| 3rd choice or lower | 34 | 9.14% | | | |
| Total | 372 | 100.00% | | | |
| No Response | 19 | | | | |
| Institution Question | | | | | |
| | N | % | | | |
| Campus item - Answer 1 | 0 | 0.00% | | | |
| Campus item - Answer 2 | 2 | 100.00% | | | |
| 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 | 2 | 100.00% | | | |
| No Response | 389 | | | | |

Strategic Planning Overview

Strengths and Challenges

Strengths

- 31. The campus is safe and secure for all students.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 8. Classes are scheduled at times that are convenient for me.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 6. My academic advisor is approachable.
- 61. Faculty are usually available after class and during office hours.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 70. I am able to experience intellectual growth here.
- 34. Computer labs are adequate and accessible.
- 66. Program requirements are clear and reasonable.
- 36. Students are made to feel welcome on this campus.
- 50. Tutoring services are readily available.
- 43. Class change (drop/add) policies are reasonable.
- 28. It is an enjoyable experience to be a student on this campus.
- 14. Library resources and services are adequate.
- 21. There are a sufficient number of study areas on campus.
- 27. The campus staff are caring and helpful.

Challenges

- 31. The campus is safe and secure for all students.
- 15. I am able to register for classes I need with few conflicts.
- 8. Classes are scheduled at times that are convenient for me.
- 32. My academic advisor is knowledgeable about my program requirements.
- 41. Admissions staff are knowledgeable.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 39. The amount of student parking space on campus is adequate.
- 52. This school does whatever it can to help me reach my educational goals.
- 46. Faculty provide timely feedback about student progress in a course.
- 25. My academic advisor is concerned about my success as an individual.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 24. Parking lots are well-lighted and secure.
- 23. Faculty are understanding of students' unique life circumstances.
- 65. Students are notified early in the term if they are doing poorly in a class.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Community Colleges

- 6. My academic advisor is approachable.
- 39. The amount of student parking space on campus is adequate.
- 12. My academic advisor helps me set goals to work toward.

Lower Satisfaction vs. National Community Colleges

- 31. The campus is safe and secure for all students.
- 15. I am able to register for classes I need with few conflicts.
- 69. There is a good variety of courses provided on this campus.
- 68. On the whole, the campus is well-maintained.
- 24. Parking lots are well-lighted and secure.

Institutional Summary
Scales: In Order of Importance

| Scale | College of the Mainland - SSI | | | National Community Colleges | | | Mean Difference |
|---------------------------------------|-------------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| Academic Advising/Counseling | 6.05 | 5.48 / 1.26 | 0.57 | 6.26 | 5.36 / 1.39 | 0.90 | 0.12 |
| Instructional Effectiveness | 6.02 | 5.53 / 1.08 | 0.49 | 6.29 | 5.54 / 1.12 | 0.75 | -0.01 |
| Registration Effectiveness | 6.00 | 5.48 / 1.17 | 0.52 | 6.26 | 5.57 / 1.07 | 0.69 | -0.09 |
| Academic Services | 5.99 | 5.67 / 1.12 | 0.32 | 6.16 | 5.67 / 1.07 | 0.49 | 0.00 |
| Safety and Security | 5.95 | 5.23 / 1.25 | 0.72 | 6.14 | 5.30 / 1.21 | 0.84 | -0.07 |
| Concern for the Individual | 5.92 | 5.44 / 1.21 | 0.48 | 6.20 | 5.37 / 1.27 | 0.83 | 0.07 |
| Service Excellence | 5.86 | 5.43 / 1.16 | 0.43 | 6.08 | 5.44 / 1.13 | 0.64 | -0.01 |
| Campus Climate | 5.85 | 5.43 / 1.13 | 0.42 | 6.10 | 5.46 / 1.13 | 0.64 | -0.03 |
| Admissions and Financial Aid | 5.84 | 5.33 / 1.19 | 0.51 | 6.18 | 5.34 / 1.28 | 0.84 | -0.01 |
| Student Centeredness | 5.84 | 5.47 / 1.18 | 0.37 | 6.10 | 5.51 / 1.19 | 0.59 | -0.04 |
| Campus Support Services | 5.51 | 5.25 / 1.13 | 0.26 | 5.65 | 5.17 / 1.26 | 0.48 | 0.08 |
| Responsiveness to Diverse Populations | | 5.58 / 1.29 | | | 5.63 / 1.28 | | -0.05 |

* 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 192106 records.

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. | 6.35 | | | 6.36 | | | |
| 31. The campus is safe and secure for all students. | 6.23 | 5.64 / 1.38 | 0.59 | 6.41 | 5.79 / 1.30 | 0.62 | -0.15 * |
| 15. I am able to register for classes I need with few conflicts. | 6.18 | 5.25 / 1.82 | 0.93 | 6.43 | 5.53 / 1.54 | 0.90 | -0.28 *** |
| 8. Classes are scheduled at times that are convenient for me. | 6.16 | 5.58 / 1.50 | 0.58 | 6.47 | 5.55 / 1.51 | 0.92 | 0.03 |
| 18. The quality of instruction I receive in most of my classes is excellent. | 6.16 | 5.69 / 1.32 | 0.47 | 6.49 | 5.64 / 1.38 | 0.85 | 0.05 |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.13 | 5.64 / 1.34 | 0.49 | 6.33 | 5.53 / 1.50 | 0.80 | 0.11 |
| 32. My academic advisor is knowledgeable about my program requirements. | 6.13 | 5.56 / 1.51 | 0.57 | 6.39 | 5.52 / 1.66 | 0.87 | 0.04 |
| 6. My academic advisor is approachable. | 6.12 | 5.76 / 1.46 | 0.36 | 6.32 | 5.52 / 1.65 | 0.80 | 0.24 ** |
| 61. Faculty are usually available after class and during office hours. | 6.12 | 5.80 / 1.33 | 0.32 | 6.28 | 5.74 / 1.37 | 0.54 | 0.06 |
| 69. There is a good variety of courses provided on this campus. | 6.12 | 5.57 / 1.44 | 0.55 | 6.37 | 5.76 / 1.39 | 0.61 | -0.19 ** |
| 58. Nearly all of the faculty are knowledgeable in their fields. | 6.11 | 5.78 / 1.23 | 0.33 | 6.42 | 5.79 / 1.33 | 0.63 | -0.01 |
| 70. I am able to experience intellectual growth here. | 6.11 | 5.76 / 1.32 | 0.35 | 6.42 | 5.86 / 1.31 | 0.56 | -0.10 |
| 34. Computer labs are adequate and accessible. | 6.09 | 5.81 / 1.29 | 0.28 | 6.26 | 5.79 / 1.38 | 0.47 | 0.02 |
| 41. Admissions staff are knowledgeable. | 6.09 | 5.52 / 1.40 | 0.57 | 6.27 | 5.54 / 1.46 | 0.73 | -0.02 |
| 40. My academic advisor is knowledgeable about the transfer requirements of other schools. | 6.08 | 5.33 / 1.54 | 0.75 | 6.26 | 5.28 / 1.68 | 0.98 | 0.05 |

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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 | |
| 39. The amount of student parking space on campus is adequate. | 6.07 | 5.17 / 1.71 | 0.90 | 6.22 | 4.78 / 1.95 | 1.44 | 0.39 *** |
| 52. This school does whatever it can to help me reach my educational goals. | 6.07 | 5.46 / 1.41 | 0.61 | 6.31 | 5.39 / 1.52 | 0.92 | 0.07 |
| 66. Program requirements are clear and reasonable. | 6.07 | 5.59 / 1.29 | 0.48 | 6.37 | 5.66 / 1.41 | 0.71 | -0.07 |
| 46. Faculty provide timely feedback about student progress in a course. | 6.06 | 5.44 / 1.38 | 0.62 | 6.31 | 5.41 / 1.52 | 0.90 | 0.03 |
| 36. Students are made to feel welcome on this campus. | 6.04 | 5.61 / 1.32 | 0.43 | 6.26 | 5.73 / 1.36 | 0.53 | -0.12 |
| 25. My academic advisor is concerned about my success as an individual. | 6.03 | 5.39 / 1.58 | 0.64 | 6.22 | 5.22 / 1.74 | 1.00 | 0.17 |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized. | 6.03 | 5.46 / 1.51 | 0.57 | 6.27 | 5.56 / 1.46 | 0.71 | -0.10 |
| 50. Tutoring services are readily available. | 6.03 | 5.66 / 1.39 | 0.37 | 6.14 | 5.65 / 1.44 | 0.49 | 0.01 |
| 68. On the whole, the campus is well-maintained. | 6.03 | 5.55 / 1.44 | 0.48 | 6.27 | 5.93 / 1.28 | 0.34 | -0.38 *** |
| 42. The equipment in the lab facilities is kept up to date. | 6.02 | 5.46 / 1.41 | 0.56 | 6.23 | 5.58 / 1.43 | 0.65 | -0.12 |
| 24. Parking lots are well-lighted and secure. | 6.01 | 5.00 / 1.69 | 1.01 | 6.18 | 5.39 / 1.59 | 0.79 | -0.39 *** |
| 43. Class change (drop/add) policies are reasonable. | 6.01 | 5.58 / 1.40 | 0.43 | 6.20 | 5.63 / 1.45 | 0.57 | -0.05 |
| 23. Faculty are understanding of students' unique life circumstances. | 6.00 | 5.35 / 1.50 | 0.65 | 6.24 | 5.37 / 1.55 | 0.87 | -0.02 |
| 28. It is an enjoyable experience to be a student on this campus. | 6.00 | 5.59 / 1.38 | 0.41 | 6.23 | 5.61 / 1.45 | 0.62 | -0.02 |
| 65. Students are notified early in the term if they are doing poorly in a class. | 6.00 | 5.13 / 1.61 | 0.87 | 6.24 | 5.08 / 1.75 | 1.16 | 0.05 |

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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 | |
| 5. The personnel involved in registration are helpful. | 5.98 | 5.52 / 1.59 | 0.46 | 6.26 | 5.45 / 1.59 | 0.81 | 0.07 |
| 12. My academic advisor helps me set goals to work toward. | 5.98 | 5.42 / 1.61 | 0.56 | 6.13 | 5.18 / 1.76 | 0.95 | 0.24 ** |
| 51. There are convenient ways of paying my school bill. | 5.97 | 5.56 / 1.43 | 0.41 | 6.26 | 5.65 / 1.45 | 0.61 | -0.09 |
| 14. Library resources and services are adequate. | 5.96 | 5.86 / 1.33 | 0.10 | 6.20 | 5.80 / 1.32 | 0.40 | 0.06 |
| 21. There are a sufficient number of study areas on campus. | 5.96 | 5.63 / 1.49 | 0.33 | 6.11 | 5.65 / 1.46 | 0.46 | -0.02 |
| 27. The campus staff are caring and helpful. | 5.96 | 5.62 / 1.24 | 0.34 | 6.18 | 5.62 / 1.34 | 0.56 | 0.00 |
| 47. There are adequate services to help me decide upon a career. | 5.94 | 5.39 / 1.38 | 0.55 | 6.16 | 5.36 / 1.52 | 0.80 | 0.03 |
| 26. Library staff are helpful and approachable. | 5.93 | 5.72 / 1.34 | 0.21 | 6.07 | 5.75 / 1.36 | 0.32 | -0.03 |
| 56. The business office is open during hours which are convenient for most students. | 5.93 | 5.52 / 1.42 | 0.41 | 6.13 | 5.55 / 1.43 | 0.58 | -0.03 |
| 37. Faculty take into consideration student differences as they teach a course. | 5.92 | 5.34 / 1.38 | 0.58 | 6.16 | 5.33 / 1.50 | 0.83 | 0.01 |
| 45. This institution has a good reputation within the community. | 5.91 | 5.41 / 1.47 | 0.50 | 6.14 | 5.73 / 1.38 | 0.41 | -0.32 *** |
| 48. Counseling staff care about students as individuals. | 5.91 | 5.43 / 1.43 | 0.48 | 6.16 | 5.39 / 1.55 | 0.77 | 0.04 |
| 55. Academic support services adequately meet the needs of students. | 5.91 | 5.54 / 1.31 | 0.37 | 6.14 | 5.45 / 1.42 | 0.69 | 0.09 |
| 57. Administrators are approachable to students. | 5.90 | 5.44 / 1.40 | 0.46 | 6.15 | 5.47 / 1.49 | 0.68 | -0.03 |
| 7. Adequate financial aid is available for most students. | 5.89 | 5.26 / 1.54 | 0.63 | 6.31 | 5.40 / 1.67 | 0.91 | -0.14 |
| 49. Admissions counselors respond to prospective students' unique needs and requests. | 5.88 | 5.43 / 1.33 | 0.45 | 6.10 | 5.36 / 1.50 | 0.74 | 0.07 |

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 ** Difference statistically significant at the .01 level
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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 | |
| 54. Faculty are interested in my academic problems. | 5.88 | 5.39 / 1.36 | 0.49 | 6.14 | 5.32 / 1.53 | 0.82 | 0.07 |
| 64. Nearly all classes deal with practical experiences and applications. | 5.88 | 5.43 / 1.38 | 0.45 | 6.18 | 5.54 / 1.39 | 0.64 | -0.11 |
| 3. The quality of instruction in the vocational/technical programs is excellent. | 5.87 | 5.51 / 1.35 | 0.36 | 6.17 | 5.49 / 1.38 | 0.68 | 0.02 |
| 60. Billing policies are reasonable. | 5.86 | 5.48 / 1.41 | 0.38 | 6.18 | 5.52 / 1.45 | 0.66 | -0.04 |
| 22. People on this campus respect and are supportive of each other. | 5.85 | 5.50 / 1.32 | 0.35 | 6.09 | 5.48 / 1.41 | 0.61 | 0.02 |
| 53. The assessment and course placement procedures are reasonable. | 5.85 | 5.47 / 1.34 | 0.38 | 6.15 | 5.51 / 1.43 | 0.64 | -0.04 |
| 62. Bookstore staff are helpful. | 5.84 | 5.36 / 1.58 | 0.48 | 6.12 | 5.72 / 1.44 | 0.40 | -0.36 *** |
| 11. Security staff respond quickly in emergencies. | 5.82 | 5.15 / 1.45 | 0.67 | 6.09 | 5.24 / 1.49 | 0.85 | -0.09 |
| 67. Channels for expressing student complaints are readily available. | 5.82 | 5.22 / 1.47 | 0.60 | 6.04 | 5.03 / 1.70 | 1.01 | 0.19 * |
| 16. The college shows concern for students as individuals. | 5.81 | 5.26 / 1.54 | 0.55 | 6.19 | 5.24 / 1.59 | 0.95 | 0.02 |
| 88. Financial aid as factor in decision to enroll. | 5.80 | | | 6.11 | | | |
| 63. I seldom get the "run-around" when seeking information on this campus. | 5.79 | 5.26 / 1.52 | 0.53 | 6.14 | 5.20 / 1.68 | 0.94 | 0.06 |
| 30. The career services office provides students with the help they need to get a job. | 5.78 | 5.16 / 1.44 | 0.62 | 6.04 | 5.19 / 1.52 | 0.85 | -0.03 |
| 89. Academic reputation as factor in decision to enroll. | 5.78 | | | 5.94 | | | |
| 20. Financial aid counselors are helpful. | 5.76 | 5.23 / 1.55 | 0.53 | 6.22 | 5.24 / 1.70 | 0.98 | -0.01 |

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 ** Difference statistically significant at the .01 level
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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 | |
| 59. New student orientation services help students adjust to college. | 5.76 | 5.46 / 1.37 | 0.30 | 5.94 | 5.41 / 1.53 | 0.53 | 0.05 |
| 38. The student center is a comfortable place for students to spend their leisure time. | 5.75 | 5.57 / 1.38 | 0.18 | 5.83 | 5.45 / 1.47 | 0.38 | 0.12 |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 5.72 | 5.19 / 1.55 | 0.53 | 6.21 | 5.17 / 1.70 | 1.04 | 0.02 |
| 2. Faculty care about me as an individual. | 5.71 | 5.48 / 1.36 | 0.23 | 6.09 | 5.46 / 1.46 | 0.63 | 0.02 |
| 9. Internships or practical experiences are provided in my degree/certificate program. | 5.71 | 4.95 / 1.62 | 0.76 | 6.03 | 5.14 / 1.63 | 0.89 | -0.19 * |
| 33. Admissions counselors accurately portray the campus in their recruiting practices. | 5.70 | 5.36 / 1.37 | 0.34 | 5.94 | 5.33 / 1.48 | 0.61 | 0.03 |
| 4. Security staff are helpful. | 5.61 | 5.19 / 1.58 | 0.42 | 5.77 | 5.26 / 1.56 | 0.51 | -0.07 |
| 44. I generally know what's happening on campus. | 5.61 | 5.22 / 1.56 | 0.39 | 5.67 | 5.19 / 1.56 | 0.48 | 0.03 |
| 95. Personalized attention prior to enrollment as factor in decision to enroll. | 5.46 | | | 5.47 | | | |
| 93. Geographic setting as factor in decision to enroll. | 5.41 | | | 5.59 | | | |
| 1. Most students feel a sense of belonging here. | 5.33 | 5.31 / 1.48 | 0.02 | 5.64 | 5.40 / 1.41 | 0.24 | -0.09 |
| 94. Campus appearance as factor in decision to enroll. | 5.29 | | | 5.27 | | | |
| 19. This campus provides effective support services for displaced homemakers. | 5.13 | 4.84 / 1.45 | 0.29 | 5.36 | 4.96 / 1.47 | 0.40 | -0.12 |
| 17. Personnel in the Veterans' Services program are helpful. | 5.08 | 4.95 / 1.49 | 0.13 | 5.15 | 4.92 / 1.49 | 0.23 | 0.03 |
| 90. Size of institution as factor in decision to enroll. | 4.97 | | | 5.22 | | | |

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| Item | College of the Mainland - SSI | | | National Community Colleges | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 92. Recommendations from family/friends as factor in decision to enroll. | 4.97 | | | 4.98 | | | |
| 10. Child care facilities are available on campus. | 4.95 | 5.24 / 1.47 | -0.29 | 4.58 | 4.46 / 1.78 | 0.12 | 0.78 *** |
| 91. Opportunity to play sports as factor in decision to enroll. | 3.72 | | | 3.56 | | | |
| 71. Campus item 1 | | | | | | | |
| 72. Campus item 2 | | | | | | | |
| 73. Campus item 3 | | | | | | | |
| 74. Campus item 4 | | | | | | | |
| 75. Campus item 5 | | | | | | | |
| 76. Campus item 6 | | | | | | | |
| 77. Campus item 7 | | | | | | | |
| 78. Campus item 8 | | | | | | | |
| 79. Campus item 9 | | | | | | | |
| 80. Campus item 10 | | | | | | | |
| 81. Institution's commitment to part-time students? | | 5.72 / 1.38 | | | 5.71 / 1.37 | | 0.01 |
| 82. Institution's commitment to evening students? | | 5.52 / 1.52 | | | 5.59 / 1.46 | | -0.07 |
| 83. Institution's commitment to older, returning learners? | | 5.62 / 1.42 | | | 5.69 / 1.43 | | -0.07 |
| 84. Institution's commitment to under-represented populations? | | 5.44 / 1.41 | | | 5.55 / 1.41 | | -0.11 |

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

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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 | |
| 85. Institution's commitment to commuters? | | 5.55 / 1.33 | | | 5.54 / 1.48 | | 0.01 |
| 86. Institution's commitment to students with disabilities? | | 5.62 / 1.43 | | | 5.70 / 1.41 | | -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 192106 records.

Institutional Summary

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

| Scale/Item | College of the Mainland - SSI | | | National Community Colleges | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| ACADEMIC ADVISING/COUNSELING | 6.05 | 5.48 / 1.26 | 0.57 | 6.26 | 5.36 / 1.39 | 0.90 | 0.12 |
| 6. My academic advisor is approachable. | 6.12 | 5.76 / 1.46 | 0.36 | 6.32 | 5.52 / 1.65 | 0.80 | 0.24 ** |
| 12. My academic advisor helps me set goals to work toward. | 5.98 | 5.42 / 1.61 | 0.56 | 6.13 | 5.18 / 1.76 | 0.95 | 0.24 ** |
| 25. My academic advisor is concerned about my success as an individual. | 6.03 | 5.39 / 1.58 | 0.64 | 6.22 | 5.22 / 1.74 | 1.00 | 0.17 |
| 32. My academic advisor is knowledgeable about my program requirements. | 6.13 | 5.56 / 1.51 | 0.57 | 6.39 | 5.52 / 1.66 | 0.87 | 0.04 |
| 40. My academic advisor is knowledgeable about the transfer requirements of other schools. | 6.08 | 5.33 / 1.54 | 0.75 | 6.26 | 5.28 / 1.68 | 0.98 | 0.05 |
| 48. Counseling staff care about students as individuals. | 5.91 | 5.43 / 1.43 | 0.48 | 6.16 | 5.39 / 1.55 | 0.77 | 0.04 |
| 52. This school does whatever it can to help me reach my educational goals. | 6.07 | 5.46 / 1.41 | 0.61 | 6.31 | 5.39 / 1.52 | 0.92 | 0.07 |

* 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 192106 records.

Institutional Summary

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

| Scale/Item | College of the Mainland - SSI | | | National Community Colleges | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| ACADEMIC SERVICES | 5.99 | 5.67 / 1.12 | 0.32 | 6.16 | 5.67 / 1.07 | 0.49 | 0.00 |
| 14. Library resources and services are adequate. | 5.96 | 5.86 / 1.33 | 0.10 | 6.20 | 5.80 / 1.32 | 0.40 | 0.06 |
| 21. There are a sufficient number of study areas on campus. | 5.96 | 5.63 / 1.49 | 0.33 | 6.11 | 5.65 / 1.46 | 0.46 | -0.02 |
| 26. Library staff are helpful and approachable. | 5.93 | 5.72 / 1.34 | 0.21 | 6.07 | 5.75 / 1.36 | 0.32 | -0.03 |
| 34. Computer labs are adequate and accessible. | 6.09 | 5.81 / 1.29 | 0.28 | 6.26 | 5.79 / 1.38 | 0.47 | 0.02 |
| 42. The equipment in the lab facilities is kept up to date. | 6.02 | 5.46 / 1.41 | 0.56 | 6.23 | 5.58 / 1.43 | 0.65 | -0.12 |
| 50. Tutoring services are readily available. | 6.03 | 5.66 / 1.39 | 0.37 | 6.14 | 5.65 / 1.44 | 0.49 | 0.01 |
| 55. Academic support services adequately meet the needs of students. | 5.91 | 5.54 / 1.31 | 0.37 | 6.14 | 5.45 / 1.42 | 0.69 | 0.09 |

* 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 192106 records.

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 | 5.84 | 5.33 / 1.19 | 0.51 | 6.18 | 5.34 / 1.28 | 0.84 | -0.01 |
| 7. Adequate financial aid is available for most students. | 5.89 | 5.26 / 1.54 | 0.63 | 6.31 | 5.40 / 1.67 | 0.91 | -0.14 |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 5.72 | 5.19 / 1.55 | 0.53 | 6.21 | 5.17 / 1.70 | 1.04 | 0.02 |
| 20. Financial aid counselors are helpful. | 5.76 | 5.23 / 1.55 | 0.53 | 6.22 | 5.24 / 1.70 | 0.98 | -0.01 |
| 33. Admissions counselors accurately portray the campus in their recruiting practices. | 5.70 | 5.36 / 1.37 | 0.34 | 5.94 | 5.33 / 1.48 | 0.61 | 0.03 |
| 41. Admissions staff are knowledgeable. | 6.09 | 5.52 / 1.40 | 0.57 | 6.27 | 5.54 / 1.46 | 0.73 | -0.02 |
| 49. Admissions counselors respond to prospective students' unique needs and requests. | 5.88 | 5.43 / 1.33 | 0.45 | 6.10 | 5.36 / 1.50 | 0.74 | 0.07 |

National Group Means are based on 192106 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

| Scale/Item | College of the Mainland - SSI | | | National Community Colleges | | | Mean Difference |
|---|-------------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| CAMPUS CLIMATE | 5.85 | 5.43 / 1.13 | 0.42 | 6.10 | 5.46 / 1.13 | 0.64 | -0.03 |
| 1. Most students feel a sense of belonging here. | 5.33 | 5.31 / 1.48 | 0.02 | 5.64 | 5.40 / 1.41 | 0.24 | -0.09 |
| 2. Faculty care about me as an individual. | 5.71 | 5.48 / 1.36 | 0.23 | 6.09 | 5.46 / 1.46 | 0.63 | 0.02 |
| 16. The college shows concern for students as individuals. | 5.81 | 5.26 / 1.54 | 0.55 | 6.19 | 5.24 / 1.59 | 0.95 | 0.02 |
| 22. People on this campus respect and are supportive of each other. | 5.85 | 5.50 / 1.32 | 0.35 | 6.09 | 5.48 / 1.41 | 0.61 | 0.02 |
| 27. The campus staff are caring and helpful. | 5.96 | 5.62 / 1.24 | 0.34 | 6.18 | 5.62 / 1.34 | 0.56 | 0.00 |
| 28. It is an enjoyable experience to be a student on this campus. | 6.00 | 5.59 / 1.38 | 0.41 | 6.23 | 5.61 / 1.45 | 0.62 | -0.02 |
| 31. The campus is safe and secure for all students. | 6.23 | 5.64 / 1.38 | 0.59 | 6.41 | 5.79 / 1.30 | 0.62 | -0.15 * |
| 36. Students are made to feel welcome on this campus. | 6.04 | 5.61 / 1.32 | 0.43 | 6.26 | 5.73 / 1.36 | 0.53 | -0.12 |
| 44. I generally know what's happening on campus. | 5.61 | 5.22 / 1.56 | 0.39 | 5.67 | 5.19 / 1.56 | 0.48 | 0.03 |
| 45. This institution has a good reputation within the community. | 5.91 | 5.41 / 1.47 | 0.50 | 6.14 | 5.73 / 1.38 | 0.41 | -0.32 *** |
| 52. This school does whatever it can to help me reach my educational goals. | 6.07 | 5.46 / 1.41 | 0.61 | 6.31 | 5.39 / 1.52 | 0.92 | 0.07 |
| 57. Administrators are approachable to students. | 5.90 | 5.44 / 1.40 | 0.46 | 6.15 | 5.47 / 1.49 | 0.68 | -0.03 |
| 59. New student orientation services help students adjust to college. | 5.76 | 5.46 / 1.37 | 0.30 | 5.94 | 5.41 / 1.53 | 0.53 | 0.05 |
| 63. I seldom get the "run-around" when seeking information on this campus. | 5.79 | 5.26 / 1.52 | 0.53 | 6.14 | 5.20 / 1.68 | 0.94 | 0.06 |
| 67. Channels for expressing student complaints are readily available. | 5.82 | 5.22 / 1.47 | 0.60 | 6.04 | 5.03 / 1.70 | 1.01 | 0.19 * |

* 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 192106 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 | 5.51 | 5.25 / 1.13 | 0.26 | 5.65 | 5.17 / 1.26 | 0.48 | 0.08 |
| 10. Child care facilities are available on campus. | 4.95 | 5.24 / 1.47 | -0.29 | 4.58 | 4.46 / 1.78 | 0.12 | 0.78 *** |
| 17. Personnel in the Veterans' Services program are helpful. | 5.08 | 4.95 / 1.49 | 0.13 | 5.15 | 4.92 / 1.49 | 0.23 | 0.03 |
| 19. This campus provides effective support services for displaced homemakers. | 5.13 | 4.84 / 1.45 | 0.29 | 5.36 | 4.96 / 1.47 | 0.40 | -0.12 |
| 30. The career services office provides students with the help they need to get a job. | 5.78 | 5.16 / 1.44 | 0.62 | 6.04 | 5.19 / 1.52 | 0.85 | -0.03 |
| 38. The student center is a comfortable place for students to spend their leisure time. | 5.75 | 5.57 / 1.38 | 0.18 | 5.83 | 5.45 / 1.47 | 0.38 | 0.12 |
| 47. There are adequate services to help me decide upon a career. | 5.94 | 5.39 / 1.38 | 0.55 | 6.16 | 5.36 / 1.52 | 0.80 | 0.03 |
| 59. New student orientation services help students adjust to college. | 5.76 | 5.46 / 1.37 | 0.30 | 5.94 | 5.41 / 1.53 | 0.53 | 0.05 |

* 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 192106 records.

Institutional Summary

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

| Scale/Item | College of the Mainland - SSI | | | National Community Colleges | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| CONCERN FOR THE INDIVIDUAL | 5.92 | 5.44 / 1.21 | 0.48 | 6.20 | 5.37 / 1.27 | 0.83 | 0.07 |
| 2. Faculty care about me as an individual. | 5.71 | 5.48 / 1.36 | 0.23 | 6.09 | 5.46 / 1.46 | 0.63 | 0.02 |
| 16. The college shows concern for students as individuals. | 5.81 | 5.26 / 1.54 | 0.55 | 6.19 | 5.24 / 1.59 | 0.95 | 0.02 |
| 25. My academic advisor is concerned about my success as an individual. | 6.03 | 5.39 / 1.58 | 0.64 | 6.22 | 5.22 / 1.74 | 1.00 | 0.17 |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.13 | 5.64 / 1.34 | 0.49 | 6.33 | 5.53 / 1.50 | 0.80 | 0.11 |
| 48. Counseling staff care about students as individuals. | 5.91 | 5.43 / 1.43 | 0.48 | 6.16 | 5.39 / 1.55 | 0.77 | 0.04 |

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

National Group Means are based on 192106 records.

Institutional Summary

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

| Scale/Item | College of the Mainland - SSI | | | National Community Colleges | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| INSTRUCTIONAL EFFECTIVENESS | 6.02 | 5.53 / 1.08 | 0.49 | 6.29 | 5.54 / 1.12 | 0.75 | -0.01 |
| 2. Faculty care about me as an individual. | 5.71 | 5.48 / 1.36 | 0.23 | 6.09 | 5.46 / 1.46 | 0.63 | 0.02 |
| 18. The quality of instruction I receive in most of my classes is excellent. | 6.16 | 5.69 / 1.32 | 0.47 | 6.49 | 5.64 / 1.38 | 0.85 | 0.05 |
| 23. Faculty are understanding of students' unique life circumstances. | 6.00 | 5.35 / 1.50 | 0.65 | 6.24 | 5.37 / 1.55 | 0.87 | -0.02 |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.13 | 5.64 / 1.34 | 0.49 | 6.33 | 5.53 / 1.50 | 0.80 | 0.11 |
| 37. Faculty take into consideration student differences as they teach a course. | 5.92 | 5.34 / 1.38 | 0.58 | 6.16 | 5.33 / 1.50 | 0.83 | 0.01 |
| 46. Faculty provide timely feedback about student progress in a course. | 6.06 | 5.44 / 1.38 | 0.62 | 6.31 | 5.41 / 1.52 | 0.90 | 0.03 |
| 54. Faculty are interested in my academic problems. | 5.88 | 5.39 / 1.36 | 0.49 | 6.14 | 5.32 / 1.53 | 0.82 | 0.07 |
| 58. Nearly all of the faculty are knowledgeable in their fields. | 6.11 | 5.78 / 1.23 | 0.33 | 6.42 | 5.79 / 1.33 | 0.63 | -0.01 |
| 61. Faculty are usually available after class and during office hours. | 6.12 | 5.80 / 1.33 | 0.32 | 6.28 | 5.74 / 1.37 | 0.54 | 0.06 |
| 64. Nearly all classes deal with practical experiences and applications. | 5.88 | 5.43 / 1.38 | 0.45 | 6.18 | 5.54 / 1.39 | 0.64 | -0.11 |
| 65. Students are notified early in the term if they are doing poorly in a class. | 6.00 | 5.13 / 1.61 | 0.87 | 6.24 | 5.08 / 1.75 | 1.16 | 0.05 |
| 66. Program requirements are clear and reasonable. | 6.07 | 5.59 / 1.29 | 0.48 | 6.37 | 5.66 / 1.41 | 0.71 | -0.07 |

* 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 192106 records.

Institutional Summary

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

| Scale/Item | College of the Mainland - SSI | | | National Community Colleges | | | Mean Difference |
|---|-------------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 69. There is a good variety of courses provided on this campus. | 6.12 | 5.57 / 1.44 | 0.55 | 6.37 | 5.76 / 1.39 | 0.61 | -0.19 ** |
| 70. I am able to experience intellectual growth here. | 6.11 | 5.76 / 1.32 | 0.35 | 6.42 | 5.86 / 1.31 | 0.56 | -0.10 |

* 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 192106 records.

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 | 6.00 | 5.48 / 1.17 | 0.52 | 6.26 | 5.57 / 1.07 | 0.69 | -0.09 |
| 5. The personnel involved in registration are helpful. | 5.98 | 5.52 / 1.59 | 0.46 | 6.26 | 5.45 / 1.59 | 0.81 | 0.07 |
| 8. Classes are scheduled at times that are convenient for me. | 6.16 | 5.58 / 1.50 | 0.58 | 6.47 | 5.55 / 1.51 | 0.92 | 0.03 |
| 15. I am able to register for classes I need with few conflicts. | 6.18 | 5.25 / 1.82 | 0.93 | 6.43 | 5.53 / 1.54 | 0.90 | -0.28 *** |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized. | 6.03 | 5.46 / 1.51 | 0.57 | 6.27 | 5.56 / 1.46 | 0.71 | -0.10 |
| 43. Class change (drop/add) policies are reasonable. | 6.01 | 5.58 / 1.40 | 0.43 | 6.20 | 5.63 / 1.45 | 0.57 | -0.05 |
| 51. There are convenient ways of paying my school bill. | 5.97 | 5.56 / 1.43 | 0.41 | 6.26 | 5.65 / 1.45 | 0.61 | -0.09 |
| 56. The business office is open during hours which are convenient for most students. | 5.93 | 5.52 / 1.42 | 0.41 | 6.13 | 5.55 / 1.43 | 0.58 | -0.03 |
| 60. Billing policies are reasonable. | 5.86 | 5.48 / 1.41 | 0.38 | 6.18 | 5.52 / 1.45 | 0.66 | -0.04 |
| 62. Bookstore staff are helpful. | 5.84 | 5.36 / 1.58 | 0.48 | 6.12 | 5.72 / 1.44 | 0.40 | -0.36 *** |

* 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 192106 records.

Institutional Summary

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

| Scale/Item | College of the Mainland - SSI | | | National Community Colleges | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| RESPONSIVENESS TO DIVERSE POPULATIONS | | 5.58 / 1.29 | | | 5.63 / 1.28 | | -0.05 |
| 81. Institution's commitment to part-time students? | | 5.72 / 1.38 | | | 5.71 / 1.37 | | 0.01 |
| 82. Institution's commitment to evening students? | | 5.52 / 1.52 | | | 5.59 / 1.46 | | -0.07 |
| 83. Institution's commitment to older, returning learners? | | 5.62 / 1.42 | | | 5.69 / 1.43 | | -0.07 |
| 84. Institution's commitment to under-represented populations? | | 5.44 / 1.41 | | | 5.55 / 1.41 | | -0.11 |
| 85. Institution's commitment to commuters? | | 5.55 / 1.33 | | | 5.54 / 1.48 | | 0.01 |
| 86. Institution's commitment to students with disabilities? | | 5.62 / 1.43 | | | 5.70 / 1.41 | | -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 192106 records.

Institutional Summary

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

| Scale/Item | College of the Mainland - SSI | | | National Community Colleges | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| SAFETY AND SECURITY | 5.95 | 5.23 / 1.25 | 0.72 | 6.14 | 5.30 / 1.21 | 0.84 | -0.07 |
| 4. Security staff are helpful. | 5.61 | 5.19 / 1.58 | 0.42 | 5.77 | 5.26 / 1.56 | 0.51 | -0.07 |
| 11. Security staff respond quickly in emergencies. | 5.82 | 5.15 / 1.45 | 0.67 | 6.09 | 5.24 / 1.49 | 0.85 | -0.09 |
| 24. Parking lots are well-lighted and secure. | 6.01 | 5.00 / 1.69 | 1.01 | 6.18 | 5.39 / 1.59 | 0.79 | -0.39 *** |
| 31. The campus is safe and secure for all students. | 6.23 | 5.64 / 1.38 | 0.59 | 6.41 | 5.79 / 1.30 | 0.62 | -0.15 * |
| 39. The amount of student parking space on campus is adequate. | 6.07 | 5.17 / 1.71 | 0.90 | 6.22 | 4.78 / 1.95 | 1.44 | 0.39 *** |

* 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 192106 records.

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 | 5.86 | 5.43 / 1.16 | 0.43 | 6.08 | 5.44 / 1.13 | 0.64 | -0.01 |
| 5. The personnel involved in registration are helpful. | 5.98 | 5.52 / 1.59 | 0.46 | 6.26 | 5.45 / 1.59 | 0.81 | 0.07 |
| 22. People on this campus respect and are supportive of each other. | 5.85 | 5.50 / 1.32 | 0.35 | 6.09 | 5.48 / 1.41 | 0.61 | 0.02 |
| 26. Library staff are helpful and approachable. | 5.93 | 5.72 / 1.34 | 0.21 | 6.07 | 5.75 / 1.36 | 0.32 | -0.03 |
| 27. The campus staff are caring and helpful. | 5.96 | 5.62 / 1.24 | 0.34 | 6.18 | 5.62 / 1.34 | 0.56 | 0.00 |
| 44. I generally know what's happening on campus. | 5.61 | 5.22 / 1.56 | 0.39 | 5.67 | 5.19 / 1.56 | 0.48 | 0.03 |
| 57. Administrators are approachable to students. | 5.90 | 5.44 / 1.40 | 0.46 | 6.15 | 5.47 / 1.49 | 0.68 | -0.03 |
| 62. Bookstore staff are helpful. | 5.84 | 5.36 / 1.58 | 0.48 | 6.12 | 5.72 / 1.44 | 0.40 | -0.36 *** |
| 63. I seldom get the "run-around" when seeking information on this campus. | 5.79 | 5.26 / 1.52 | 0.53 | 6.14 | 5.20 / 1.68 | 0.94 | 0.06 |
| 67. Channels for expressing student complaints are readily available. | 5.82 | 5.22 / 1.47 | 0.60 | 6.04 | 5.03 / 1.70 | 1.01 | 0.19 * |

* 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 192106 records.

Institutional Summary

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

| Scale/Item | College of the Mainland - SSI | | | National Community Colleges | | | Mean Difference |
|---|-------------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| STUDENT CENTEREDNESS | 5.84 | 5.47 / 1.18 | 0.37 | 6.10 | 5.51 / 1.19 | 0.59 | -0.04 |
| 1. Most students feel a sense of belonging here. | 5.33 | 5.31 / 1.48 | 0.02 | 5.64 | 5.40 / 1.41 | 0.24 | -0.09 |
| 16. The college shows concern for students as individuals. | 5.81 | 5.26 / 1.54 | 0.55 | 6.19 | 5.24 / 1.59 | 0.95 | 0.02 |
| 27. The campus staff are caring and helpful. | 5.96 | 5.62 / 1.24 | 0.34 | 6.18 | 5.62 / 1.34 | 0.56 | 0.00 |
| 28. It is an enjoyable experience to be a student on this campus. | 6.00 | 5.59 / 1.38 | 0.41 | 6.23 | 5.61 / 1.45 | 0.62 | -0.02 |
| 36. Students are made to feel welcome on this campus. | 6.04 | 5.61 / 1.32 | 0.43 | 6.26 | 5.73 / 1.36 | 0.53 | -0.12 |
| 57. Administrators are approachable to students. | 5.90 | 5.44 / 1.40 | 0.46 | 6.15 | 5.47 / 1.49 | 0.68 | -0.03 |

* 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 192106 records.

Institutional Summary**Items: In Sequential Order**

| Item | College of the Mainland - SSI | | | National Community Colleges | | | Mean Difference |
|---|-------------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 1. Most students feel a sense of belonging here. | 5.33 | 5.31 / 1.48 | 0.02 | 5.64 | 5.40 / 1.41 | 0.24 | -0.09 |
| 2. Faculty care about me as an individual. | 5.71 | 5.48 / 1.36 | 0.23 | 6.09 | 5.46 / 1.46 | 0.63 | 0.02 |
| 3. The quality of instruction in the vocational/technical programs is excellent. | 5.87 | 5.51 / 1.35 | 0.36 | 6.17 | 5.49 / 1.38 | 0.68 | 0.02 |
| 4. Security staff are helpful. | 5.61 | 5.19 / 1.58 | 0.42 | 5.77 | 5.26 / 1.56 | 0.51 | -0.07 |
| 5. The personnel involved in registration are helpful. | 5.98 | 5.52 / 1.59 | 0.46 | 6.26 | 5.45 / 1.59 | 0.81 | 0.07 |
| 6. My academic advisor is approachable. | 6.12 | 5.76 / 1.46 | 0.36 | 6.32 | 5.52 / 1.65 | 0.80 | 0.24 ** |
| 7. Adequate financial aid is available for most students. | 5.89 | 5.26 / 1.54 | 0.63 | 6.31 | 5.40 / 1.67 | 0.91 | -0.14 |
| 8. Classes are scheduled at times that are convenient for me. | 6.16 | 5.58 / 1.50 | 0.58 | 6.47 | 5.55 / 1.51 | 0.92 | 0.03 |
| 9. Internships or practical experiences are provided in my degree/certificate program. | 5.71 | 4.95 / 1.62 | 0.76 | 6.03 | 5.14 / 1.63 | 0.89 | -0.19 * |
| 10. Child care facilities are available on campus. | 4.95 | 5.24 / 1.47 | -0.29 | 4.58 | 4.46 / 1.78 | 0.12 | 0.78 *** |
| 11. Security staff respond quickly in emergencies. | 5.82 | 5.15 / 1.45 | 0.67 | 6.09 | 5.24 / 1.49 | 0.85 | -0.09 |
| 12. My academic advisor helps me set goals to work toward. | 5.98 | 5.42 / 1.61 | 0.56 | 6.13 | 5.18 / 1.76 | 0.95 | 0.24 ** |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 5.72 | 5.19 / 1.55 | 0.53 | 6.21 | 5.17 / 1.70 | 1.04 | 0.02 |
| 14. Library resources and services are adequate. | 5.96 | 5.86 / 1.33 | 0.10 | 6.20 | 5.80 / 1.32 | 0.40 | 0.06 |
| 15. I am able to register for classes I need with few conflicts. | 6.18 | 5.25 / 1.82 | 0.93 | 6.43 | 5.53 / 1.54 | 0.90 | -0.28 *** |
| 16. The college shows concern for students as individuals. | 5.81 | 5.26 / 1.54 | 0.55 | 6.19 | 5.24 / 1.59 | 0.95 | 0.02 |

* 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 192106 records.

Institutional Summary**Items: In Sequential Order**

| Item | College of the Mainland - SSI | | | National Community Colleges | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 17. Personnel in the Veterans' Services program are helpful. | 5.08 | 4.95 / 1.49 | 0.13 | 5.15 | 4.92 / 1.49 | 0.23 | 0.03 |
| 18. The quality of instruction I receive in most of my classes is excellent. | 6.16 | 5.69 / 1.32 | 0.47 | 6.49 | 5.64 / 1.38 | 0.85 | 0.05 |
| 19. This campus provides effective support services for displaced homemakers. | 5.13 | 4.84 / 1.45 | 0.29 | 5.36 | 4.96 / 1.47 | 0.40 | -0.12 |
| 20. Financial aid counselors are helpful. | 5.76 | 5.23 / 1.55 | 0.53 | 6.22 | 5.24 / 1.70 | 0.98 | -0.01 |
| 21. There are a sufficient number of study areas on campus. | 5.96 | 5.63 / 1.49 | 0.33 | 6.11 | 5.65 / 1.46 | 0.46 | -0.02 |
| 22. People on this campus respect and are supportive of each other. | 5.85 | 5.50 / 1.32 | 0.35 | 6.09 | 5.48 / 1.41 | 0.61 | 0.02 |
| 23. Faculty are understanding of students' unique life circumstances. | 6.00 | 5.35 / 1.50 | 0.65 | 6.24 | 5.37 / 1.55 | 0.87 | -0.02 |
| 24. Parking lots are well-lighted and secure. | 6.01 | 5.00 / 1.69 | 1.01 | 6.18 | 5.39 / 1.59 | 0.79 | -0.39 *** |
| 25. My academic advisor is concerned about my success as an individual. | 6.03 | 5.39 / 1.58 | 0.64 | 6.22 | 5.22 / 1.74 | 1.00 | 0.17 |
| 26. Library staff are helpful and approachable. | 5.93 | 5.72 / 1.34 | 0.21 | 6.07 | 5.75 / 1.36 | 0.32 | -0.03 |
| 27. The campus staff are caring and helpful. | 5.96 | 5.62 / 1.24 | 0.34 | 6.18 | 5.62 / 1.34 | 0.56 | 0.00 |
| 28. It is an enjoyable experience to be a student on this campus. | 6.00 | 5.59 / 1.38 | 0.41 | 6.23 | 5.61 / 1.45 | 0.62 | -0.02 |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.13 | 5.64 / 1.34 | 0.49 | 6.33 | 5.53 / 1.50 | 0.80 | 0.11 |
| 30. The career services office provides students with the help they need to get a job. | 5.78 | 5.16 / 1.44 | 0.62 | 6.04 | 5.19 / 1.52 | 0.85 | -0.03 |
| 31. The campus is safe and secure for all students. | 6.23 | 5.64 / 1.38 | 0.59 | 6.41 | 5.79 / 1.30 | 0.62 | -0.15 * |

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

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Institutional Summary

Items: In Sequential Order

| Item | College of the Mainland - SSI | | | National Community Colleges | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 32. My academic advisor is knowledgeable about my program requirements. | 6.13 | 5.56 / 1.51 | 0.57 | 6.39 | 5.52 / 1.66 | 0.87 | 0.04 |
| 33. Admissions counselors accurately portray the campus in their recruiting practices. | 5.70 | 5.36 / 1.37 | 0.34 | 5.94 | 5.33 / 1.48 | 0.61 | 0.03 |
| 34. Computer labs are adequate and accessible. | 6.09 | 5.81 / 1.29 | 0.28 | 6.26 | 5.79 / 1.38 | 0.47 | 0.02 |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized. | 6.03 | 5.46 / 1.51 | 0.57 | 6.27 | 5.56 / 1.46 | 0.71 | -0.10 |
| 36. Students are made to feel welcome on this campus. | 6.04 | 5.61 / 1.32 | 0.43 | 6.26 | 5.73 / 1.36 | 0.53 | -0.12 |
| 37. Faculty take into consideration student differences as they teach a course. | 5.92 | 5.34 / 1.38 | 0.58 | 6.16 | 5.33 / 1.50 | 0.83 | 0.01 |
| 38. The student center is a comfortable place for students to spend their leisure time. | 5.75 | 5.57 / 1.38 | 0.18 | 5.83 | 5.45 / 1.47 | 0.38 | 0.12 |
| 39. The amount of student parking space on campus is adequate. | 6.07 | 5.17 / 1.71 | 0.90 | 6.22 | 4.78 / 1.95 | 1.44 | 0.39 *** |
| 40. My academic advisor is knowledgeable about the transfer requirements of other schools. | 6.08 | 5.33 / 1.54 | 0.75 | 6.26 | 5.28 / 1.68 | 0.98 | 0.05 |
| 41. Admissions staff are knowledgeable. | 6.09 | 5.52 / 1.40 | 0.57 | 6.27 | 5.54 / 1.46 | 0.73 | -0.02 |
| 42. The equipment in the lab facilities is kept up to date. | 6.02 | 5.46 / 1.41 | 0.56 | 6.23 | 5.58 / 1.43 | 0.65 | -0.12 |
| 43. Class change (drop/add) policies are reasonable. | 6.01 | 5.58 / 1.40 | 0.43 | 6.20 | 5.63 / 1.45 | 0.57 | -0.05 |
| 44. I generally know what's happening on campus. | 5.61 | 5.22 / 1.56 | 0.39 | 5.67 | 5.19 / 1.56 | 0.48 | 0.03 |
| 45. This institution has a good reputation within the community. | 5.91 | 5.41 / 1.47 | 0.50 | 6.14 | 5.73 / 1.38 | 0.41 | -0.32 *** |
| 46. Faculty provide timely feedback about student progress in a course. | 6.06 | 5.44 / 1.38 | 0.62 | 6.31 | 5.41 / 1.52 | 0.90 | 0.03 |

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Institutional Summary

Items: In Sequential Order

| Item | College of the Mainland - SSI | | | National Community Colleges | | | Mean Difference |
|---|-------------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 47. There are adequate services to help me decide upon a career. | 5.94 | 5.39 / 1.38 | 0.55 | 6.16 | 5.36 / 1.52 | 0.80 | 0.03 |
| 48. Counseling staff care about students as individuals. | 5.91 | 5.43 / 1.43 | 0.48 | 6.16 | 5.39 / 1.55 | 0.77 | 0.04 |
| 49. Admissions counselors respond to prospective students' unique needs and requests. | 5.88 | 5.43 / 1.33 | 0.45 | 6.10 | 5.36 / 1.50 | 0.74 | 0.07 |
| 50. Tutoring services are readily available. | 6.03 | 5.66 / 1.39 | 0.37 | 6.14 | 5.65 / 1.44 | 0.49 | 0.01 |
| 51. There are convenient ways of paying my school bill. | 5.97 | 5.56 / 1.43 | 0.41 | 6.26 | 5.65 / 1.45 | 0.61 | -0.09 |
| 52. This school does whatever it can to help me reach my educational goals. | 6.07 | 5.46 / 1.41 | 0.61 | 6.31 | 5.39 / 1.52 | 0.92 | 0.07 |
| 53. The assessment and course placement procedures are reasonable. | 5.85 | 5.47 / 1.34 | 0.38 | 6.15 | 5.51 / 1.43 | 0.64 | -0.04 |
| 54. Faculty are interested in my academic problems. | 5.88 | 5.39 / 1.36 | 0.49 | 6.14 | 5.32 / 1.53 | 0.82 | 0.07 |
| 55. Academic support services adequately meet the needs of students. | 5.91 | 5.54 / 1.31 | 0.37 | 6.14 | 5.45 / 1.42 | 0.69 | 0.09 |
| 56. The business office is open during hours which are convenient for most students. | 5.93 | 5.52 / 1.42 | 0.41 | 6.13 | 5.55 / 1.43 | 0.58 | -0.03 |
| 57. Administrators are approachable to students. | 5.90 | 5.44 / 1.40 | 0.46 | 6.15 | 5.47 / 1.49 | 0.68 | -0.03 |
| 58. Nearly all of the faculty are knowledgeable in their fields. | 6.11 | 5.78 / 1.23 | 0.33 | 6.42 | 5.79 / 1.33 | 0.63 | -0.01 |
| 59. New student orientation services help students adjust to college. | 5.76 | 5.46 / 1.37 | 0.30 | 5.94 | 5.41 / 1.53 | 0.53 | 0.05 |
| 60. Billing policies are reasonable. | 5.86 | 5.48 / 1.41 | 0.38 | 6.18 | 5.52 / 1.45 | 0.66 | -0.04 |
| 61. Faculty are usually available after class and during office hours. | 6.12 | 5.80 / 1.33 | 0.32 | 6.28 | 5.74 / 1.37 | 0.54 | 0.06 |

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Institutional Summary

Items: In Sequential Order

| Item | College of the Mainland - SSI | | | National Community Colleges | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 62. Bookstore staff are helpful. | 5.84 | 5.36 / 1.58 | 0.48 | 6.12 | 5.72 / 1.44 | 0.40 | -0.36 *** |
| 63. I seldom get the "run-around" when seeking information on this campus. | 5.79 | 5.26 / 1.52 | 0.53 | 6.14 | 5.20 / 1.68 | 0.94 | 0.06 |
| 64. Nearly all classes deal with practical experiences and applications. | 5.88 | 5.43 / 1.38 | 0.45 | 6.18 | 5.54 / 1.39 | 0.64 | -0.11 |
| 65. Students are notified early in the term if they are doing poorly in a class. | 6.00 | 5.13 / 1.61 | 0.87 | 6.24 | 5.08 / 1.75 | 1.16 | 0.05 |
| 66. Program requirements are clear and reasonable. | 6.07 | 5.59 / 1.29 | 0.48 | 6.37 | 5.66 / 1.41 | 0.71 | -0.07 |
| 67. Channels for expressing student complaints are readily available. | 5.82 | 5.22 / 1.47 | 0.60 | 6.04 | 5.03 / 1.70 | 1.01 | 0.19 * |
| 68. On the whole, the campus is well-maintained. | 6.03 | 5.55 / 1.44 | 0.48 | 6.27 | 5.93 / 1.28 | 0.34 | -0.38 *** |
| 69. There is a good variety of courses provided on this campus. | 6.12 | 5.57 / 1.44 | 0.55 | 6.37 | 5.76 / 1.39 | 0.61 | -0.19 ** |
| 70. I am able to experience intellectual growth here. | 6.11 | 5.76 / 1.32 | 0.35 | 6.42 | 5.86 / 1.31 | 0.56 | -0.10 |
| 71. Campus item 1 | | | | | | | |
| 72. Campus item 2 | | | | | | | |
| 73. Campus item 3 | | | | | | | |
| 74. Campus item 4 | | | | | | | |
| 75. Campus item 5 | | | | | | | |
| 76. Campus item 6 | | | | | | | |
| 77. Campus item 7 | | | | | | | |
| 78. Campus item 8 | | | | | | | |

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Institutional Summary

Items: In Sequential Order

| Item | College of the Mainland - SSI | | | National Community Colleges | | | Mean Difference |
|---|-------------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 79. Campus item 9 | | | | | | | |
| 80. Campus item 10 | | | | | | | |
| 81. Institution's commitment to part-time students? | | 5.72 / 1.38 | | | 5.71 / 1.37 | | 0.01 |
| 82. Institution's commitment to evening students? | | 5.52 / 1.52 | | | 5.59 / 1.46 | | -0.07 |
| 83. Institution's commitment to older, returning learners? | | 5.62 / 1.42 | | | 5.69 / 1.43 | | -0.07 |
| 84. Institution's commitment to under-represented populations? | | 5.44 / 1.41 | | | 5.55 / 1.41 | | -0.11 |
| 85. Institution's commitment to commuters? | | 5.55 / 1.33 | | | 5.54 / 1.48 | | 0.01 |
| 86. Institution's commitment to students with disabilities? | | 5.62 / 1.43 | | | 5.70 / 1.41 | | -0.08 |
| 87. Cost as factor in decision to enroll. | 6.35 | | | 6.36 | | | |
| 88. Financial aid as factor in decision to enroll. | 5.80 | | | 6.11 | | | |
| 89. Academic reputation as factor in decision to enroll. | 5.78 | | | 5.94 | | | |
| 90. Size of institution as factor in decision to enroll. | 4.97 | | | 5.22 | | | |
| 91. Opportunity to play sports as factor in decision to enroll. | 3.72 | | | 3.56 | | | |
| 92. Recommendations from family/friends as factor in decision to enroll. | 4.97 | | | 4.98 | | | |
| 93. Geographic setting as factor in decision to enroll. | 5.41 | | | 5.59 | | | |
| 94. Campus appearance as factor in decision to enroll. | 5.29 | | | 5.27 | | | |
| 95. Personalized attention prior to enrollment as factor in decision to enroll. | 5.46 | | | 5.47 | | | |

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Institutional Summary

Summary Items

| Summary Item | College of the Mainland - SSI | National Community Colleges | Mean Difference |
|--|---|---|-----------------|
| So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected | Average: 4.99 1% 1% 5% 34% 23% 13% 20% | Average: 4.87 1% 1% 6% 34% 25% 13% 17% | 0.12 |
| 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: 5.54 1% 2% 4% 13% 15% 39% 23% | Average: 5.52 1% 2% 5% 10% 16% 40% 22% | 0.02 |
| 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: 5.74 1% 2% 4% 8% 12% 31% 38% | Average: 5.75 2% 4% 3% 8% 10% 30% 41% | -0.01 |