

## May 2016 Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
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	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
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	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
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	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Employment</b>	<b>N</b>	<b>%</b>
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%
<b>Current Class Load</b>	<b>N</b>	<b>%</b>	No Response	20	
Full-time	216	57.91%			
Part-time	157	42.09%			
Total	373	100.00%			
No Response	18				

## May 2016 Demographics

<b>Current Residence</b>			<b>Institution Question 2</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
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	
<b>Residence Classification</b>			<b>Group Code</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
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				
<b>Disabilities</b>					
	<b>N</b>	<b>%</b>			
Yes - Disability	27	7.24%			
No - Disability	346	92.76%			
Total	373	100.00%			
No Response	18				
<b>Institution Was My</b>					
	<b>N</b>	<b>%</b>			
1st choice	254	68.28%			
2nd choice	84	22.58%			
3rd choice or lower	34	9.14%			
Total	372	100.00%			
No Response	19				
<b>Institution Question</b>					
	<b>N</b>	<b>%</b>			
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				

## May 2014 Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
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	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
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	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
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	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Employment</b>	<b>N</b>	<b>%</b>
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%
<b>Current Class Load</b>	<b>N</b>	<b>%</b>	No Response	27	
Full-time	486	65.76%			
Part-time	253	34.24%			
Total	739	100.00%			
No Response	28				

## May 2014 Demographics

<b>Current Residence</b>			<b>Institution Question 2</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
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	
<b>Residence Classification</b>			<b>Group Code</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
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				
<b>Disabilities</b>					
	<b>N</b>	<b>%</b>			
Yes - Disability	45	6.07%			
No - Disability	696	93.93%			
Total	741	100.00%			
No Response	26				
<b>Institution Was My</b>					
	<b>N</b>	<b>%</b>			
1st choice	491	66.44%			
2nd choice	191	25.85%			
3rd choice or lower	57	7.71%			
Total	739	100.00%			
No Response	28				
<b>Institution Question</b>					
	<b>N</b>	<b>%</b>			
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				

## **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 Trends

### Higher Satisfaction vs. May 2014

- 31. The campus is safe and secure for all students.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 32. My academic advisor is knowledgeable about my program requirements.
- 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.
- 41. Admissions staff are knowledgeable.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 52. This school does whatever it can to help me reach my educational goals.
- 66. Program requirements are clear and reasonable.
- 46. Faculty provide timely feedback about student progress in a course.
- 36. Students are made to feel welcome on this campus.
- 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.
- 50. Tutoring services are readily available.
- 68. On the whole, the campus is well-maintained.
- 42. The equipment in the lab facilities is kept up to date.
- 43. Class change (drop/add) policies are reasonable.
- 28. It is an enjoyable experience to be a student on this campus.
- 12. My academic advisor helps me set goals to work toward.
- 5. The personnel involved in registration are helpful.
- 51. There are convenient ways of paying my school bill.
- 14. Library resources and services are adequate.
- 27. The campus staff are caring and helpful.

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

Scale	May 2016			May 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising/Counseling	6.05	5.48 / 1.26	0.57	6.06	5.07 / 1.40	0.99	0.41 ***
Instructional Effectiveness	6.02	5.53 / 1.08	0.49	6.08	5.33 / 1.12	0.75	0.20 **
Registration Effectiveness	6.00	5.48 / 1.17	0.52	6.09	5.32 / 1.12	0.77	0.16 *
Academic Services	5.99	5.67 / 1.12	0.32	6.03	5.47 / 1.07	0.56	0.20 **
Safety and Security	5.95	5.23 / 1.25	0.72	5.98	5.09 / 1.18	0.89	0.14
Concern for the Individual	5.92	5.44 / 1.21	0.48	5.97	5.08 / 1.27	0.89	0.36 ***
Service Excellence	5.86	5.43 / 1.16	0.43	5.94	5.20 / 1.15	0.74	0.23 **
Campus Climate	5.85	5.43 / 1.13	0.42	5.90	5.17 / 1.13	0.73	0.26 ***
Admissions and Financial Aid	5.84	5.33 / 1.19	0.51	5.92	4.93 / 1.30	0.99	0.40 ***
Student Centeredness	5.84	5.47 / 1.18	0.37	5.90	5.24 / 1.18	0.66	0.23 **
Campus Support Services	5.51	5.25 / 1.13	0.26	5.50	5.00 / 1.14	0.50	0.25 ***
Responsiveness to Diverse Populations		5.58 / 1.29			5.37 / 1.31		0.21 *

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

## Institutional Summary

### Items: In Order of Importance

Item	May 2016			May 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
87. Cost as factor in decision to enroll.	6.35			6.34			
31. The campus is safe and secure for all students.	6.23	5.64 / 1.38	0.59	6.13	5.39 / 1.40	0.74	0.25 **
15. I am able to register for classes I need with few conflicts.	6.18	5.25 / 1.82	0.93	6.26	5.29 / 1.61	0.97	-0.04
8. Classes are scheduled at times that are convenient for me.	6.16	5.58 / 1.50	0.58	6.28	5.47 / 1.51	0.81	0.11
18. The quality of instruction I receive in most of my classes is excellent.	6.16	5.69 / 1.32	0.47	6.24	5.52 / 1.36	0.72	0.17 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.13	5.64 / 1.34	0.49	6.08	5.24 / 1.54	0.84	0.40 ***
32. My academic advisor is knowledgeable about my program requirements.	6.13	5.56 / 1.51	0.57	6.12	5.13 / 1.74	0.99	0.43 ***
6. My academic advisor is approachable.	6.12	5.76 / 1.46	0.36	6.14	5.27 / 1.68	0.87	0.49 ***
61. Faculty are usually available after class and during office hours.	6.12	5.80 / 1.33	0.32	6.14	5.60 / 1.35	0.54	0.20 *
69. There is a good variety of courses provided on this campus.	6.12	5.57 / 1.44	0.55	6.12	5.39 / 1.51	0.73	0.18
58. Nearly all of the faculty are knowledgeable in their fields.	6.11	5.78 / 1.23	0.33	6.18	5.58 / 1.26	0.60	0.20 *
70. I am able to experience intellectual growth here.	6.11	5.76 / 1.32	0.35	6.18	5.55 / 1.42	0.63	0.21 *
34. Computer labs are adequate and accessible.	6.09	5.81 / 1.29	0.28	6.08	5.67 / 1.30	0.41	0.14
41. Admissions staff are knowledgeable.	6.09	5.52 / 1.40	0.57	6.04	5.20 / 1.58	0.84	0.32 **
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.08	5.33 / 1.54	0.75	6.10	5.00 / 1.69	1.10	0.33 **

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



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

Item	May 2016			May 2014			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	6.03	5.00 / 1.76	1.03	0.17
52. This school does whatever it can to help me reach my educational goals.	6.07	5.46 / 1.41	0.61	6.11	5.13 / 1.56	0.98	0.33 ***
66. Program requirements are clear and reasonable.	6.07	5.59 / 1.29	0.48	6.16	5.40 / 1.42	0.76	0.19 *
46. Faculty provide timely feedback about student progress in a course.	6.06	5.44 / 1.38	0.62	6.09	5.24 / 1.50	0.85	0.20 *
36. Students are made to feel welcome on this campus.	6.04	5.61 / 1.32	0.43	6.08	5.42 / 1.39	0.66	0.19 *
25. My academic advisor is concerned about my success as an individual.	6.03	5.39 / 1.58	0.64	6.00	4.88 / 1.81	1.12	0.51 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.03	5.46 / 1.51	0.57	6.06	5.19 / 1.50	0.87	0.27 **
50. Tutoring services are readily available.	6.03	5.66 / 1.39	0.37	6.06	5.42 / 1.45	0.64	0.24 *
68. On the whole, the campus is well-maintained.	6.03	5.55 / 1.44	0.48	6.07	5.29 / 1.55	0.78	0.26 **
42. The equipment in the lab facilities is kept up to date.	6.02	5.46 / 1.41	0.56	6.05	5.19 / 1.56	0.86	0.27 **
24. Parking lots are well-lighted and secure.	6.01	5.00 / 1.69	1.01	6.13	4.97 / 1.75	1.16	0.03
43. Class change (drop/add) policies are reasonable.	6.01	5.58 / 1.40	0.43	6.00	5.31 / 1.51	0.69	0.27 **
23. Faculty are understanding of students' unique life circumstances.	6.00	5.35 / 1.50	0.65	6.07	5.24 / 1.49	0.83	0.11
28. It is an enjoyable experience to be a student on this campus.	6.00	5.59 / 1.38	0.41	5.99	5.35 / 1.40	0.64	0.24 **
65. Students are notified early in the term if they are doing poorly in a class.	6.00	5.13 / 1.61	0.87	6.07	5.06 / 1.63	1.01	0.07

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

## Institutional Summary

### Items: In Order of Importance

Item	May 2016			May 2014			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	6.15	5.24 / 1.64	0.91	0.28 **
12. My academic advisor helps me set goals to work toward.	5.98	5.42 / 1.61	0.56	6.00	5.03 / 1.77	0.97	0.39 ***
51. There are convenient ways of paying my school bill.	5.97	5.56 / 1.43	0.41	6.06	5.33 / 1.52	0.73	0.23 *
14. Library resources and services are adequate.	5.96	5.86 / 1.33	0.10	6.11	5.68 / 1.29	0.43	0.18 *
21. There are a sufficient number of study areas on campus.	5.96	5.63 / 1.49	0.33	6.01	5.48 / 1.50	0.53	0.15
27. The campus staff are caring and helpful.	5.96	5.62 / 1.24	0.34	5.98	5.36 / 1.38	0.62	0.26 **
47. There are adequate services to help me decide upon a career.	5.94	5.39 / 1.38	0.55	5.95	5.04 / 1.52	0.91	0.35 ***
26. Library staff are helpful and approachable.	5.93	5.72 / 1.34	0.21	5.93	5.58 / 1.35	0.35	0.14
56. The business office is open during hours which are convenient for most students.	5.93	5.52 / 1.42	0.41	5.99	5.39 / 1.48	0.60	0.13
37. Faculty take into consideration student differences as they teach a course.	5.92	5.34 / 1.38	0.58	5.97	5.11 / 1.51	0.86	0.23 *
45. This institution has a good reputation within the community.	5.91	5.41 / 1.47	0.50	5.83	5.13 / 1.54	0.70	0.28 **
48. Counseling staff care about students as individuals.	5.91	5.43 / 1.43	0.48	5.94	5.04 / 1.57	0.90	0.39 ***
55. Academic support services adequately meet the needs of students.	5.91	5.54 / 1.31	0.37	5.94	5.22 / 1.40	0.72	0.32 ***
57. Administrators are approachable to students.	5.90	5.44 / 1.40	0.46	6.03	5.20 / 1.54	0.83	0.24 *
7. Adequate financial aid is available for most students.	5.89	5.26 / 1.54	0.63	6.00	4.95 / 1.82	1.05	0.31 **
49. Admissions counselors respond to prospective students' unique needs and requests.	5.88	5.43 / 1.33	0.45	5.91	4.99 / 1.54	0.92	0.44 ***

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

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

Item	May 2016			May 2014			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	5.90	5.13 / 1.47	0.77	0.26 **
64. Nearly all classes deal with practical experiences and applications.	5.88	5.43 / 1.38	0.45	6.02	5.32 / 1.39	0.70	0.11
3. The quality of instruction in the vocational/technical programs is excellent.	5.87	5.51 / 1.35	0.36	5.94	5.36 / 1.36	0.58	0.15
60. Billing policies are reasonable.	5.86	5.48 / 1.41	0.38	6.03	5.16 / 1.54	0.87	0.32 **
22. People on this campus respect and are supportive of each other.	5.85	5.50 / 1.32	0.35	5.94	5.28 / 1.39	0.66	0.22 *
53. The assessment and course placement procedures are reasonable.	5.85	5.47 / 1.34	0.38	5.92	5.24 / 1.43	0.68	0.23 *
62. Bookstore staff are helpful.	5.84	5.36 / 1.58	0.48	6.00	5.48 / 1.51	0.52	-0.12
11. Security staff respond quickly in emergencies.	5.82	5.15 / 1.45	0.67	5.95	5.02 / 1.39	0.93	0.13
67. Channels for expressing student complaints are readily available.	5.82	5.22 / 1.47	0.60	5.87	4.94 / 1.61	0.93	0.28 **
16. The college shows concern for students as individuals.	5.81	5.26 / 1.54	0.55	5.98	4.97 / 1.61	1.01	0.29 **
88. Financial aid as factor in decision to enroll.	5.80			5.78			
63. I seldom get the "run-around" when seeking information on this campus.	5.79	5.26 / 1.52	0.53	5.96	4.83 / 1.73	1.13	0.43 ***
30. The career services office provides students with the help they need to get a job.	5.78	5.16 / 1.44	0.62	5.69	4.96 / 1.44	0.73	0.20
89. Academic reputation as factor in decision to enroll.	5.78			5.71			
20. Financial aid counselors are helpful.	5.76	5.23 / 1.55	0.53	5.96	4.80 / 1.76	1.16	0.43 ***

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

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

Item	May 2016			May 2014			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	5.77	5.15 / 1.53	0.62	0.31 **
38. The student center is a comfortable place for students to spend their leisure time.	5.75	5.57 / 1.38	0.18	5.68	5.25 / 1.45	0.43	0.32 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.72	5.19 / 1.55	0.53	5.92	4.66 / 1.74	1.26	0.53 ***
2. Faculty care about me as an individual.	5.71	5.48 / 1.36	0.23	5.86	5.26 / 1.43	0.60	0.22 *
9. Internships or practical experiences are provided in my degree/certificate program.	5.71	4.95 / 1.62	0.76	5.95	5.05 / 1.59	0.90	-0.10
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.70	5.36 / 1.37	0.34	5.68	4.98 / 1.50	0.70	0.38 ***
4. Security staff are helpful.	5.61	5.19 / 1.58	0.42	5.66	5.05 / 1.53	0.61	0.14
44. I generally know what's happening on campus.	5.61	5.22 / 1.56	0.39	5.57	4.87 / 1.58	0.70	0.35 ***
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.46			5.39			
93. Geographic setting as factor in decision to enroll.	5.41			5.29			
1. Most students feel a sense of belonging here.	5.33	5.31 / 1.48	0.02	5.36	5.15 / 1.36	0.21	0.16
94. Campus appearance as factor in decision to enroll.	5.29			5.16			
19. This campus provides effective support services for displaced homemakers.	5.13	4.84 / 1.45	0.29	5.16	4.76 / 1.35	0.40	0.08
17. Personnel in the Veterans' Services program are helpful.	5.08	4.95 / 1.49	0.13	5.11	4.76 / 1.38	0.35	0.19
90. Size of institution as factor in decision to enroll.	4.97			5.03			

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

### Institutional Summary Items: In Order of Importance

Item	May 2016			May 2014			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			5.04			
10. Child care facilities are available on campus.	4.95	5.24 / 1.47	-0.29	4.95	4.94 / 1.44	0.01	0.30 **
91. Opportunity to play sports as factor in decision to enroll.	3.72			3.98			
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	
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?		5.72 / 1.38			5.53 / 1.44		0.19
82. Institution's commitment to evening students?		5.52 / 1.52			5.33 / 1.51		0.19
83. Institution's commitment to older, returning learners?		5.62 / 1.42			5.42 / 1.40		0.20 *
84. Institution's commitment to under-represented populations?		5.44 / 1.41			5.28 / 1.41		0.16

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

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

Item	May 2016			May 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to commuters?		5.55 / 1.33			5.30 / 1.40		0.25 *
86. Institution's commitment to students with disabilities?		5.62 / 1.43			5.32 / 1.44		0.30 **

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

### Institutional Summary

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

Scale/Item	May 2016			May 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING/COUNSELING</b>	6.05	5.48 / 1.26	0.57	6.06	5.07 / 1.40	0.99	0.41 ***
6. My academic advisor is approachable.	6.12	5.76 / 1.46	0.36	6.14	5.27 / 1.68	0.87	0.49 ***
12. My academic advisor helps me set goals to work toward.	5.98	5.42 / 1.61	0.56	6.00	5.03 / 1.77	0.97	0.39 ***
25. My academic advisor is concerned about my success as an individual.	6.03	5.39 / 1.58	0.64	6.00	4.88 / 1.81	1.12	0.51 ***
32. My academic advisor is knowledgeable about my program requirements.	6.13	5.56 / 1.51	0.57	6.12	5.13 / 1.74	0.99	0.43 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.08	5.33 / 1.54	0.75	6.10	5.00 / 1.69	1.10	0.33 **
48. Counseling staff care about students as individuals.	5.91	5.43 / 1.43	0.48	5.94	5.04 / 1.57	0.90	0.39 ***
52. This school does whatever it can to help me reach my educational goals.	6.07	5.46 / 1.41	0.61	6.11	5.13 / 1.56	0.98	0.33 ***

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

## Institutional Summary

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

Scale/Item	May 2016			May 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC SERVICES</b>	5.99	5.67 / 1.12	0.32	6.03	5.47 / 1.07	0.56	0.20 **
14. Library resources and services are adequate.	5.96	5.86 / 1.33	0.10	6.11	5.68 / 1.29	0.43	0.18 *
21. There are a sufficient number of study areas on campus.	5.96	5.63 / 1.49	0.33	6.01	5.48 / 1.50	0.53	0.15
26. Library staff are helpful and approachable.	5.93	5.72 / 1.34	0.21	5.93	5.58 / 1.35	0.35	0.14
34. Computer labs are adequate and accessible.	6.09	5.81 / 1.29	0.28	6.08	5.67 / 1.30	0.41	0.14
42. The equipment in the lab facilities is kept up to date.	6.02	5.46 / 1.41	0.56	6.05	5.19 / 1.56	0.86	0.27 **
50. Tutoring services are readily available.	6.03	5.66 / 1.39	0.37	6.06	5.42 / 1.45	0.64	0.24 *
55. Academic support services adequately meet the needs of students.	5.91	5.54 / 1.31	0.37	5.94	5.22 / 1.40	0.72	0.32 ***

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



## Institutional Summary

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

Scale/Item	May 2016			May 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ADMISSIONS AND FINANCIAL AID</b>	5.84	5.33 / 1.19	0.51	5.92	4.93 / 1.30	0.99	0.40 ***
7. Adequate financial aid is available for most students.	5.89	5.26 / 1.54	0.63	6.00	4.95 / 1.82	1.05	0.31 **
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.72	5.19 / 1.55	0.53	5.92	4.66 / 1.74	1.26	0.53 ***
20. Financial aid counselors are helpful.	5.76	5.23 / 1.55	0.53	5.96	4.80 / 1.76	1.16	0.43 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.70	5.36 / 1.37	0.34	5.68	4.98 / 1.50	0.70	0.38 ***
41. Admissions staff are knowledgeable.	6.09	5.52 / 1.40	0.57	6.04	5.20 / 1.58	0.84	0.32 **
49. Admissions counselors respond to prospective students' unique needs and requests.	5.88	5.43 / 1.33	0.45	5.91	4.99 / 1.54	0.92	0.44 ***

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

## Institutional Summary

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

Scale/Item	May 2016			May 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	5.85	5.43 / 1.13	0.42	5.90	5.17 / 1.13	0.73	0.26 ***
1. Most students feel a sense of belonging here.	5.33	5.31 / 1.48	0.02	5.36	5.15 / 1.36	0.21	0.16
2. Faculty care about me as an individual.	5.71	5.48 / 1.36	0.23	5.86	5.26 / 1.43	0.60	0.22 *
16. The college shows concern for students as individuals.	5.81	5.26 / 1.54	0.55	5.98	4.97 / 1.61	1.01	0.29 **
22. People on this campus respect and are supportive of each other.	5.85	5.50 / 1.32	0.35	5.94	5.28 / 1.39	0.66	0.22 *
27. The campus staff are caring and helpful.	5.96	5.62 / 1.24	0.34	5.98	5.36 / 1.38	0.62	0.26 **
28. It is an enjoyable experience to be a student on this campus.	6.00	5.59 / 1.38	0.41	5.99	5.35 / 1.40	0.64	0.24 **
31. The campus is safe and secure for all students.	6.23	5.64 / 1.38	0.59	6.13	5.39 / 1.40	0.74	0.25 **
36. Students are made to feel welcome on this campus.	6.04	5.61 / 1.32	0.43	6.08	5.42 / 1.39	0.66	0.19 *
44. I generally know what's happening on campus.	5.61	5.22 / 1.56	0.39	5.57	4.87 / 1.58	0.70	0.35 ***
45. This institution has a good reputation within the community.	5.91	5.41 / 1.47	0.50	5.83	5.13 / 1.54	0.70	0.28 **
52. This school does whatever it can to help me reach my educational goals.	6.07	5.46 / 1.41	0.61	6.11	5.13 / 1.56	0.98	0.33 ***
57. Administrators are approachable to students.	5.90	5.44 / 1.40	0.46	6.03	5.20 / 1.54	0.83	0.24 *
59. New student orientation services help students adjust to college.	5.76	5.46 / 1.37	0.30	5.77	5.15 / 1.53	0.62	0.31 **
63. I seldom get the "run-around" when seeking information on this campus.	5.79	5.26 / 1.52	0.53	5.96	4.83 / 1.73	1.13	0.43 ***
67. Channels for expressing student complaints are readily available.	5.82	5.22 / 1.47	0.60	5.87	4.94 / 1.61	0.93	0.28 **

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

## Institutional Summary

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

Scale/Item	May 2016			May 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SUPPORT SERVICES</b>	5.51	5.25 / 1.13	0.26	5.50	5.00 / 1.14	0.50	0.25 ***
10. Child care facilities are available on campus.	4.95	5.24 / 1.47	-0.29	4.95	4.94 / 1.44	0.01	0.30 **
17. Personnel in the Veterans' Services program are helpful.	5.08	4.95 / 1.49	0.13	5.11	4.76 / 1.38	0.35	0.19
19. This campus provides effective support services for displaced homemakers.	5.13	4.84 / 1.45	0.29	5.16	4.76 / 1.35	0.40	0.08
30. The career services office provides students with the help they need to get a job.	5.78	5.16 / 1.44	0.62	5.69	4.96 / 1.44	0.73	0.20
38. The student center is a comfortable place for students to spend their leisure time.	5.75	5.57 / 1.38	0.18	5.68	5.25 / 1.45	0.43	0.32 ***
47. There are adequate services to help me decide upon a career.	5.94	5.39 / 1.38	0.55	5.95	5.04 / 1.52	0.91	0.35 ***
59. New student orientation services help students adjust to college.	5.76	5.46 / 1.37	0.30	5.77	5.15 / 1.53	0.62	0.31 **

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

## Institutional Summary

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

Scale/Item	May 2016			May 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CONCERN FOR THE INDIVIDUAL</b>	5.92	5.44 / 1.21	0.48	5.97	5.08 / 1.27	0.89	0.36 ***
2. Faculty care about me as an individual.	5.71	5.48 / 1.36	0.23	5.86	5.26 / 1.43	0.60	0.22 *
16. The college shows concern for students as individuals.	5.81	5.26 / 1.54	0.55	5.98	4.97 / 1.61	1.01	0.29 **
25. My academic advisor is concerned about my success as an individual.	6.03	5.39 / 1.58	0.64	6.00	4.88 / 1.81	1.12	0.51 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.13	5.64 / 1.34	0.49	6.08	5.24 / 1.54	0.84	0.40 ***
48. Counseling staff care about students as individuals.	5.91	5.43 / 1.43	0.48	5.94	5.04 / 1.57	0.90	0.39 ***

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

## Institutional Summary

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

Scale/Item	May 2016			May 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.02	5.53 / 1.08	0.49	6.08	5.33 / 1.12	0.75	0.20 **
2. Faculty care about me as an individual.	5.71	5.48 / 1.36	0.23	5.86	5.26 / 1.43	0.60	0.22 *
18. The quality of instruction I receive in most of my classes is excellent.	6.16	5.69 / 1.32	0.47	6.24	5.52 / 1.36	0.72	0.17 *
23. Faculty are understanding of students' unique life circumstances.	6.00	5.35 / 1.50	0.65	6.07	5.24 / 1.49	0.83	0.11
29. Faculty are fair and unbiased in their treatment of individual students.	6.13	5.64 / 1.34	0.49	6.08	5.24 / 1.54	0.84	0.40 ***
37. Faculty take into consideration student differences as they teach a course.	5.92	5.34 / 1.38	0.58	5.97	5.11 / 1.51	0.86	0.23 *
46. Faculty provide timely feedback about student progress in a course.	6.06	5.44 / 1.38	0.62	6.09	5.24 / 1.50	0.85	0.20 *
54. Faculty are interested in my academic problems.	5.88	5.39 / 1.36	0.49	5.90	5.13 / 1.47	0.77	0.26 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.11	5.78 / 1.23	0.33	6.18	5.58 / 1.26	0.60	0.20 *
61. Faculty are usually available after class and during office hours.	6.12	5.80 / 1.33	0.32	6.14	5.60 / 1.35	0.54	0.20 *
64. Nearly all classes deal with practical experiences and applications.	5.88	5.43 / 1.38	0.45	6.02	5.32 / 1.39	0.70	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	6.07	5.06 / 1.63	1.01	0.07
66. Program requirements are clear and reasonable.	6.07	5.59 / 1.29	0.48	6.16	5.40 / 1.42	0.76	0.19 *

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

### Institutional Summary

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

Scale/Item	May 2016			May 2014			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	6.12	5.39 / 1.51	0.73	0.18
70. I am able to experience intellectual growth here.	6.11	5.76 / 1.32	0.35	6.18	5.55 / 1.42	0.63	0.21 *

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

## Institutional Summary

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

Scale/Item	May 2016			May 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.00	5.48 / 1.17	0.52	6.09	5.32 / 1.12	0.77	0.16 *
5. The personnel involved in registration are helpful.	5.98	5.52 / 1.59	0.46	6.15	5.24 / 1.64	0.91	0.28 **
8. Classes are scheduled at times that are convenient for me.	6.16	5.58 / 1.50	0.58	6.28	5.47 / 1.51	0.81	0.11
15. I am able to register for classes I need with few conflicts.	6.18	5.25 / 1.82	0.93	6.26	5.29 / 1.61	0.97	-0.04
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.03	5.46 / 1.51	0.57	6.06	5.19 / 1.50	0.87	0.27 **
43. Class change (drop/add) policies are reasonable.	6.01	5.58 / 1.40	0.43	6.00	5.31 / 1.51	0.69	0.27 **
51. There are convenient ways of paying my school bill.	5.97	5.56 / 1.43	0.41	6.06	5.33 / 1.52	0.73	0.23 *
56. The business office is open during hours which are convenient for most students.	5.93	5.52 / 1.42	0.41	5.99	5.39 / 1.48	0.60	0.13
60. Billing policies are reasonable.	5.86	5.48 / 1.41	0.38	6.03	5.16 / 1.54	0.87	0.32 **
62. Bookstore staff are helpful.	5.84	5.36 / 1.58	0.48	6.00	5.48 / 1.51	0.52	-0.12

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

## Institutional Summary

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

Scale/Item	May 2016			May 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.58 / 1.29			5.37 / 1.31		0.21 *
81. Institution's commitment to part-time students?		5.72 / 1.38			5.53 / 1.44		0.19
82. Institution's commitment to evening students?		5.52 / 1.52			5.33 / 1.51		0.19
83. Institution's commitment to older, returning learners?		5.62 / 1.42			5.42 / 1.40		0.20 *
84. Institution's commitment to under-represented populations?		5.44 / 1.41			5.28 / 1.41		0.16
85. Institution's commitment to commuters?		5.55 / 1.33			5.30 / 1.40		0.25 *
86. Institution's commitment to students with disabilities?		5.62 / 1.43			5.32 / 1.44		0.30 **

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



## Institutional Summary

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

Scale/Item	May 2016			May 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	5.95	5.23 / 1.25	0.72	5.98	5.09 / 1.18	0.89	0.14
4. Security staff are helpful.	5.61	5.19 / 1.58	0.42	5.66	5.05 / 1.53	0.61	0.14
11. Security staff respond quickly in emergencies.	5.82	5.15 / 1.45	0.67	5.95	5.02 / 1.39	0.93	0.13
24. Parking lots are well-lighted and secure.	6.01	5.00 / 1.69	1.01	6.13	4.97 / 1.75	1.16	0.03
31. The campus is safe and secure for all students.	6.23	5.64 / 1.38	0.59	6.13	5.39 / 1.40	0.74	0.25 **
39. The amount of student parking space on campus is adequate.	6.07	5.17 / 1.71	0.90	6.03	5.00 / 1.76	1.03	0.17

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

## Institutional Summary

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

Scale/Item	May 2016			May 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SERVICE EXCELLENCE</b>	5.86	5.43 / 1.16	0.43	5.94	5.20 / 1.15	0.74	0.23 **
5. The personnel involved in registration are helpful.	5.98	5.52 / 1.59	0.46	6.15	5.24 / 1.64	0.91	0.28 **
22. People on this campus respect and are supportive of each other.	5.85	5.50 / 1.32	0.35	5.94	5.28 / 1.39	0.66	0.22 *
26. Library staff are helpful and approachable.	5.93	5.72 / 1.34	0.21	5.93	5.58 / 1.35	0.35	0.14
27. The campus staff are caring and helpful.	5.96	5.62 / 1.24	0.34	5.98	5.36 / 1.38	0.62	0.26 **
44. I generally know what's happening on campus.	5.61	5.22 / 1.56	0.39	5.57	4.87 / 1.58	0.70	0.35 ***
57. Administrators are approachable to students.	5.90	5.44 / 1.40	0.46	6.03	5.20 / 1.54	0.83	0.24 *
62. Bookstore staff are helpful.	5.84	5.36 / 1.58	0.48	6.00	5.48 / 1.51	0.52	-0.12
63. I seldom get the "run-around" when seeking information on this campus.	5.79	5.26 / 1.52	0.53	5.96	4.83 / 1.73	1.13	0.43 ***
67. Channels for expressing student complaints are readily available.	5.82	5.22 / 1.47	0.60	5.87	4.94 / 1.61	0.93	0.28 **

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

## Institutional Summary

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

Scale/Item	May 2016			May 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	5.84	5.47 / 1.18	0.37	5.90	5.24 / 1.18	0.66	0.23 **
1. Most students feel a sense of belonging here.	5.33	5.31 / 1.48	0.02	5.36	5.15 / 1.36	0.21	0.16
16. The college shows concern for students as individuals.	5.81	5.26 / 1.54	0.55	5.98	4.97 / 1.61	1.01	0.29 **
27. The campus staff are caring and helpful.	5.96	5.62 / 1.24	0.34	5.98	5.36 / 1.38	0.62	0.26 **
28. It is an enjoyable experience to be a student on this campus.	6.00	5.59 / 1.38	0.41	5.99	5.35 / 1.40	0.64	0.24 **
36. Students are made to feel welcome on this campus.	6.04	5.61 / 1.32	0.43	6.08	5.42 / 1.39	0.66	0.19 *
57. Administrators are approachable to students.	5.90	5.44 / 1.40	0.46	6.03	5.20 / 1.54	0.83	0.24 *

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

## Institutional Summary

### Items: In Sequential Order

Item	May 2016			May 2014			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	5.36	5.15 / 1.36	0.21	0.16
2. Faculty care about me as an individual.	5.71	5.48 / 1.36	0.23	5.86	5.26 / 1.43	0.60	0.22 *
3. The quality of instruction in the vocational/technical programs is excellent.	5.87	5.51 / 1.35	0.36	5.94	5.36 / 1.36	0.58	0.15
4. Security staff are helpful.	5.61	5.19 / 1.58	0.42	5.66	5.05 / 1.53	0.61	0.14
5. The personnel involved in registration are helpful.	5.98	5.52 / 1.59	0.46	6.15	5.24 / 1.64	0.91	0.28 **
6. My academic advisor is approachable.	6.12	5.76 / 1.46	0.36	6.14	5.27 / 1.68	0.87	0.49 ***
7. Adequate financial aid is available for most students.	5.89	5.26 / 1.54	0.63	6.00	4.95 / 1.82	1.05	0.31 **
8. Classes are scheduled at times that are convenient for me.	6.16	5.58 / 1.50	0.58	6.28	5.47 / 1.51	0.81	0.11
9. Internships or practical experiences are provided in my degree/certificate program.	5.71	4.95 / 1.62	0.76	5.95	5.05 / 1.59	0.90	-0.10
10. Child care facilities are available on campus.	4.95	5.24 / 1.47	-0.29	4.95	4.94 / 1.44	0.01	0.30 **
11. Security staff respond quickly in emergencies.	5.82	5.15 / 1.45	0.67	5.95	5.02 / 1.39	0.93	0.13
12. My academic advisor helps me set goals to work toward.	5.98	5.42 / 1.61	0.56	6.00	5.03 / 1.77	0.97	0.39 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.72	5.19 / 1.55	0.53	5.92	4.66 / 1.74	1.26	0.53 ***
14. Library resources and services are adequate.	5.96	5.86 / 1.33	0.10	6.11	5.68 / 1.29	0.43	0.18 *
15. I am able to register for classes I need with few conflicts.	6.18	5.25 / 1.82	0.93	6.26	5.29 / 1.61	0.97	-0.04
16. The college shows concern for students as individuals.	5.81	5.26 / 1.54	0.55	5.98	4.97 / 1.61	1.01	0.29 **

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

## Institutional Summary

### Items: In Sequential Order

Item	May 2016			May 2014			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	5.11	4.76 / 1.38	0.35	0.19
18. The quality of instruction I receive in most of my classes is excellent.	6.16	5.69 / 1.32	0.47	6.24	5.52 / 1.36	0.72	0.17 *
19. This campus provides effective support services for displaced homemakers.	5.13	4.84 / 1.45	0.29	5.16	4.76 / 1.35	0.40	0.08
20. Financial aid counselors are helpful.	5.76	5.23 / 1.55	0.53	5.96	4.80 / 1.76	1.16	0.43 ***
21. There are a sufficient number of study areas on campus.	5.96	5.63 / 1.49	0.33	6.01	5.48 / 1.50	0.53	0.15
22. People on this campus respect and are supportive of each other.	5.85	5.50 / 1.32	0.35	5.94	5.28 / 1.39	0.66	0.22 *
23. Faculty are understanding of students' unique life circumstances.	6.00	5.35 / 1.50	0.65	6.07	5.24 / 1.49	0.83	0.11
24. Parking lots are well-lighted and secure.	6.01	5.00 / 1.69	1.01	6.13	4.97 / 1.75	1.16	0.03
25. My academic advisor is concerned about my success as an individual.	6.03	5.39 / 1.58	0.64	6.00	4.88 / 1.81	1.12	0.51 ***
26. Library staff are helpful and approachable.	5.93	5.72 / 1.34	0.21	5.93	5.58 / 1.35	0.35	0.14
27. The campus staff are caring and helpful.	5.96	5.62 / 1.24	0.34	5.98	5.36 / 1.38	0.62	0.26 **
28. It is an enjoyable experience to be a student on this campus.	6.00	5.59 / 1.38	0.41	5.99	5.35 / 1.40	0.64	0.24 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.13	5.64 / 1.34	0.49	6.08	5.24 / 1.54	0.84	0.40 ***
30. The career services office provides students with the help they need to get a job.	5.78	5.16 / 1.44	0.62	5.69	4.96 / 1.44	0.73	0.20
31. The campus is safe and secure for all students.	6.23	5.64 / 1.38	0.59	6.13	5.39 / 1.40	0.74	0.25 **

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

## Institutional Summary

### Items: In Sequential Order

Item	May 2016			May 2014			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	6.12	5.13 / 1.74	0.99	0.43 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.70	5.36 / 1.37	0.34	5.68	4.98 / 1.50	0.70	0.38 ***
34. Computer labs are adequate and accessible.	6.09	5.81 / 1.29	0.28	6.08	5.67 / 1.30	0.41	0.14
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.03	5.46 / 1.51	0.57	6.06	5.19 / 1.50	0.87	0.27 **
36. Students are made to feel welcome on this campus.	6.04	5.61 / 1.32	0.43	6.08	5.42 / 1.39	0.66	0.19 *
37. Faculty take into consideration student differences as they teach a course.	5.92	5.34 / 1.38	0.58	5.97	5.11 / 1.51	0.86	0.23 *
38. The student center is a comfortable place for students to spend their leisure time.	5.75	5.57 / 1.38	0.18	5.68	5.25 / 1.45	0.43	0.32 ***
39. The amount of student parking space on campus is adequate.	6.07	5.17 / 1.71	0.90	6.03	5.00 / 1.76	1.03	0.17
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.08	5.33 / 1.54	0.75	6.10	5.00 / 1.69	1.10	0.33 **
41. Admissions staff are knowledgeable.	6.09	5.52 / 1.40	0.57	6.04	5.20 / 1.58	0.84	0.32 **
42. The equipment in the lab facilities is kept up to date.	6.02	5.46 / 1.41	0.56	6.05	5.19 / 1.56	0.86	0.27 **
43. Class change (drop/add) policies are reasonable.	6.01	5.58 / 1.40	0.43	6.00	5.31 / 1.51	0.69	0.27 **
44. I generally know what's happening on campus.	5.61	5.22 / 1.56	0.39	5.57	4.87 / 1.58	0.70	0.35 ***
45. This institution has a good reputation within the community.	5.91	5.41 / 1.47	0.50	5.83	5.13 / 1.54	0.70	0.28 **
46. Faculty provide timely feedback about student progress in a course.	6.06	5.44 / 1.38	0.62	6.09	5.24 / 1.50	0.85	0.20 *

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

## Institutional Summary

### Items: In Sequential Order

Item	May 2016			May 2014			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	5.95	5.04 / 1.52	0.91	0.35 ***
48. Counseling staff care about students as individuals.	5.91	5.43 / 1.43	0.48	5.94	5.04 / 1.57	0.90	0.39 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	5.88	5.43 / 1.33	0.45	5.91	4.99 / 1.54	0.92	0.44 ***
50. Tutoring services are readily available.	6.03	5.66 / 1.39	0.37	6.06	5.42 / 1.45	0.64	0.24 *
51. There are convenient ways of paying my school bill.	5.97	5.56 / 1.43	0.41	6.06	5.33 / 1.52	0.73	0.23 *
52. This school does whatever it can to help me reach my educational goals.	6.07	5.46 / 1.41	0.61	6.11	5.13 / 1.56	0.98	0.33 ***
53. The assessment and course placement procedures are reasonable.	5.85	5.47 / 1.34	0.38	5.92	5.24 / 1.43	0.68	0.23 *
54. Faculty are interested in my academic problems.	5.88	5.39 / 1.36	0.49	5.90	5.13 / 1.47	0.77	0.26 **
55. Academic support services adequately meet the needs of students.	5.91	5.54 / 1.31	0.37	5.94	5.22 / 1.40	0.72	0.32 ***
56. The business office is open during hours which are convenient for most students.	5.93	5.52 / 1.42	0.41	5.99	5.39 / 1.48	0.60	0.13
57. Administrators are approachable to students.	5.90	5.44 / 1.40	0.46	6.03	5.20 / 1.54	0.83	0.24 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.11	5.78 / 1.23	0.33	6.18	5.58 / 1.26	0.60	0.20 *
59. New student orientation services help students adjust to college.	5.76	5.46 / 1.37	0.30	5.77	5.15 / 1.53	0.62	0.31 **
60. Billing policies are reasonable.	5.86	5.48 / 1.41	0.38	6.03	5.16 / 1.54	0.87	0.32 **
61. Faculty are usually available after class and during office hours.	6.12	5.80 / 1.33	0.32	6.14	5.60 / 1.35	0.54	0.20 *

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

## Institutional Summary

### Items: In Sequential Order

Item	May 2016			May 2014			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	6.00	5.48 / 1.51	0.52	-0.12
63. I seldom get the "run-around" when seeking information on this campus.	5.79	5.26 / 1.52	0.53	5.96	4.83 / 1.73	1.13	0.43 ***
64. Nearly all classes deal with practical experiences and applications.	5.88	5.43 / 1.38	0.45	6.02	5.32 / 1.39	0.70	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	6.07	5.06 / 1.63	1.01	0.07
66. Program requirements are clear and reasonable.	6.07	5.59 / 1.29	0.48	6.16	5.40 / 1.42	0.76	0.19 *
67. Channels for expressing student complaints are readily available.	5.82	5.22 / 1.47	0.60	5.87	4.94 / 1.61	0.93	0.28 **
68. On the whole, the campus is well-maintained.	6.03	5.55 / 1.44	0.48	6.07	5.29 / 1.55	0.78	0.26 **
69. There is a good variety of courses provided on this campus.	6.12	5.57 / 1.44	0.55	6.12	5.39 / 1.51	0.73	0.18
70. I am able to experience intellectual growth here.	6.11	5.76 / 1.32	0.35	6.18	5.55 / 1.42	0.63	0.21 *
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	

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



## Institutional Summary

### Items: In Sequential Order

Item	May 2016			May 2014			Mean Difference
	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?		5.72 / 1.38			5.53 / 1.44		0.19
82. Institution's commitment to evening students?		5.52 / 1.52			5.33 / 1.51		0.19
83. Institution's commitment to older, returning learners?		5.62 / 1.42			5.42 / 1.40		0.20 *
84. Institution's commitment to under-represented populations?		5.44 / 1.41			5.28 / 1.41		0.16
85. Institution's commitment to commuters?		5.55 / 1.33			5.30 / 1.40		0.25 *
86. Institution's commitment to students with disabilities?		5.62 / 1.43			5.32 / 1.44		0.30 **
87. Cost as factor in decision to enroll.	6.35			6.34			
88. Financial aid as factor in decision to enroll.	5.80			5.78			
89. Academic reputation as factor in decision to enroll.	5.78			5.71			
90. Size of institution as factor in decision to enroll.	4.97			5.03			
91. Opportunity to play sports as factor in decision to enroll.	3.72			3.98			
92. Recommendations from family/friends as factor in decision to enroll.	4.97			5.04			
93. Geographic setting as factor in decision to enroll.	5.41			5.29			

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

**Institutional Summary**

**Items: In Sequential Order**

Item	May 2016			May 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
94. Campus appearance as factor in decision to enroll.	5.29			5.16			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.46			5.39			

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

## Institutional Summary

### Summary Items

Summary Item	May 2016	May 2014	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: 4.74  0% 2% 6% 42% 22% 11% 14%	0.25
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: 5.34  1% 2% 6% 15% 18% 36% 19%	0.20
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: 5.57  2% 4% 3% 10% 15% 29% 33%	0.17