

## Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	339	63.72%	1 year or less	246	46.68%
Male	193	36.28%	2 years	162	30.74%
Total	532	100.00%	3 years	61	11.57%
No Response	34		4 or more years	58	11.01%
			Total	527	100.00%
			No Response	39	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
18 and under	67	12.67%	No credits earned	48	9.28%
19 to 24	247	46.69%	1.99 or below	16	3.09%
25 to 34	130	24.57%	2.0 - 2.49	59	11.41%
35 to 44	65	12.29%	2.5 - 2.99	82	15.86%
45 and over	20	3.78%	3.0 - 3.49	171	33.08%
Total	529	100.00%	3.5 or above	141	27.27%
No Response	37		Total	517	100.00%
			No Response	49	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	90	17.18%	Associate degree	364	69.20%
American Indian or Alaskan Native	1	0.19%	Vocational/technical program	20	3.80%
Asian or Pacific Islander	16	3.05%	Transfer to another institution	103	19.58%
Caucasian/White	203	38.74%	Certification (initial / renewal)	22	4.18%
Hispanic	172	32.82%	Self-improvement/pleasure	1	0.19%
Other race	13	2.48%	Job-related training	5	0.95%
Race - Prefer not to respond	29	5.53%	Other educational goal	11	2.09%
Total	524	100.00%	Total	526	100.00%
No Response	42		No Response	40	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Employment</b>	<b>N</b>	<b>%</b>
Day	413	81.14%	Full-time off campus	154	29.17%
Evening	95	18.66%	Part-time off campus	180	34.09%
Weekend	1	0.20%	Full-time on campus	11	2.08%
Total	509	100.00%	Part-time on campus	23	4.36%
No Response	57		Not employed	160	30.30%
			Total	528	100.00%
<b>Current Class Load</b>	<b>N</b>	<b>%</b>	No Response	38	
Full-time	334	63.86%			
Part-time	189	36.14%			
Total	523	100.00%			
No Response	43				

## Demographics

<b>Current Residence</b>			<b>Institution Question 2</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Residence hall	0	0.00%	Campus item 2 - Answer 1	0	0%
Own house	103	19.43%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	97	18.30%	Campus item 2 - Answer 3	0	0%
Parent's home	290	54.72%	Campus item 2 - Answer 4	0	0%
Other residence	40	7.55%	Campus item 2 - Answer 5	0	0%
Total	530	100.00%	Campus item 2 - Answer 6	0	0%
No Response	36		Total	0	100.00%
			No Response	566	

  

<b>Residence Classification</b>			<b>Group Code</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
In-state	506	95.47%	0001	107	20.34%
Out-of-state	16	3.02%	0002	9	1.71%
International (not U.S. citizen)	8	1.51%	0003	5	0.95%
Total	530	100.00%	0004	5	0.95%
No Response	36		0005	8	1.52%
			0006	13	2.47%
			0007	11	2.09%
			0008	5	0.95%
			0009	1	0.19%
			0010	14	2.66%
			0011	1	0.19%
			0012	21	3.99%
			0013	5	0.95%
			0014	2	0.38%
			0015	4	0.76%
			0017	1	0.19%
			0018	4	0.76%
			0019	6	1.14%
			0021	2	0.38%
			0022	1	0.19%
			0023	4	0.76%
			0024	16	3.04%
			0025	6	1.14%
			0026	6	1.14%
			0027	148	28.14%
			0028	6	1.14%
			0029	77	14.64%
			0034	2	0.38%
			0036	1	0.19%
			0038	1	0.19%
			0040	1	0.19%

  

<b>Disabilities</b>		
	<b>N</b>	<b>%</b>
Yes - Disability	27	5.09%
No - Disability	503	94.91%
Total	530	100.00%
No Response	36	

  

<b>Institution Was My</b>		
	<b>N</b>	<b>%</b>
1st choice	366	68.93%
2nd choice	136	25.61%
3rd choice or lower	29	5.46%
Total	531	100.00%
No Response	35	

  

<b>Institution Question</b>		
	<b>N</b>	<b>%</b>
Campus item - Answer 1	8	50.00%
Campus item - Answer 2	5	31.25%
Campus item - Answer 3	0	0.00%
Campus item - Answer 4	1	6.25%
Campus item - Answer 5	0	0.00%
Campus item - Answer 6	2	12.50%
Total	16	100.00%
No Response	550	

## Demographics

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0041	2	0.38%
0044	1	0.19%
0046	1	0.19%
0050	1	0.19%
0054	1	0.19%
0055	3	0.57%
0057	1	0.19%
0059	1	0.19%
0063	1	0.19%
0064	1	0.19%
0065	18	3.42%
0075	1	0.19%
1212	1	0.19%
Total	526	100.00%
No Response	40	

## Strategic Planning Overview

### Strengths and Challenges

#### Strengths

- 8. Classes are scheduled at times that are convenient for me.
- 31. The campus is safe and secure for all students.
- 70. I am able to experience intellectual growth here.
- 66. Program requirements are clear and reasonable.
- 34. Computer labs are adequate and accessible.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 61. Faculty are usually available after class and during office hours.
- 69. There is a good variety of courses provided on this campus.
- 6. My academic advisor is approachable.
- 14. Library resources and services are adequate.
- 27. The campus staff are caring and helpful.
- 5. The personnel involved in registration are helpful.
- 51. There are convenient ways of paying my school bill.
- 36. Students are made to feel welcome on this campus.
- 68. On the whole, the campus is well-maintained.
- 50. Tutoring services are readily available.
- 21. There are a sufficient number of study areas on campus.

#### Challenges

- 18. The quality of instruction I receive in most of my classes is excellent.
- 15. I am able to register for classes I need with few conflicts.
- 32. My academic advisor is knowledgeable about my program requirements.
- 52. This school does whatever it can to help me reach my educational goals.
- 23. Faculty are understanding of students' unique life circumstances.
- 24. Parking lots are well-lighted and secure.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 39. The amount of student parking space on campus is adequate.
- 16. The college shows concern for students as individuals.
- 46. Faculty provide timely feedback about student progress in a course.
- 25. My academic advisor is concerned about my success as an individual.
- 12. My academic advisor helps me set goals to work toward.

## **Strategic Planning Overview**

### **Benchmarks**

#### **Higher Satisfaction vs. National Community Colleges**

39. The amount of student parking space on campus is adequate.

#### **Lower Satisfaction vs. National Community Colleges**

- 18. The quality of instruction I receive in most of my classes is excellent.
- 15. I am able to register for classes I need with few conflicts.
- 31. The campus is safe and secure for all students.
- 32. My academic advisor is knowledgeable about my program requirements.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 61. Faculty are usually available after class and during office hours.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 52. This school does whatever it can to help me reach my educational goals.
- 69. There is a good variety of courses provided on this campus.
- 27. The campus staff are caring and helpful.
- 51. There are convenient ways of paying my school bill.
- 23. Faculty are understanding of students' unique life circumstances.
- 24. Parking lots are well-lighted and secure.
- 36. Students are made to feel welcome on this campus.
- 68. On the whole, the campus is well-maintained.
- 16. The college shows concern for students as individuals.
- 46. Faculty provide timely feedback about student progress in a course.
- 42. The equipment in the lab facilities is kept up to date.
- 21. There are a sufficient number of study areas on campus.
- 28. It is an enjoyable experience to be a student on this campus.
- 43. Class change (drop/add) policies are reasonable.

**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	6.21	5.35 / 1.31	0.86	6.27	5.46 / 1.37	0.81	-0.11
Registration Effectiveness	6.21	5.47 / 1.06	0.74	6.27	5.63 / 1.07	0.64	-0.16 ***
Instructional Effectiveness	6.20	5.44 / 1.08	0.76	6.29	5.60 / 1.13	0.69	-0.16 ***
Academic Services	6.18	5.66 / 1.02	0.52	6.18	5.74 / 1.07	0.44	-0.08
Concern for the Individual	6.13	5.31 / 1.21	0.82	6.21	5.46 / 1.27	0.75	-0.15 **
Safety and Security	6.11	5.21 / 1.19	0.90	6.18	5.41 / 1.21	0.77	-0.20 ***
Service Excellence	6.07	5.42 / 1.08	0.65	6.10	5.52 / 1.13	0.58	-0.10 *
Student Centeredness	6.07	5.43 / 1.14	0.64	6.13	5.58 / 1.19	0.55	-0.15 **
Campus Climate	6.06	5.38 / 1.10	0.68	6.12	5.53 / 1.13	0.59	-0.15 **
Admissions and Financial Aid	6.04	5.15 / 1.23	0.89	6.20	5.42 / 1.28	0.78	-0.27 ***
Campus Support Services	5.68	5.19 / 1.22	0.49	5.72	5.26 / 1.27	0.46	-0.07
Responsiveness to Diverse Populations		5.46 / 1.26			5.69 / 1.28		-0.23 ***

\* 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 162081 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.	6.42			6.36			
8. Classes are scheduled at times that are convenient for me.	6.38	5.57 / 1.45	0.81	6.45	5.60 / 1.50	0.85	-0.03
18. The quality of instruction I receive in most of my classes is excellent.	6.36	5.40 / 1.39	0.96	6.48	5.66 / 1.38	0.82	-0.26 ***
15. I am able to register for classes I need with few conflicts.	6.34	5.37 / 1.56	0.97	6.42	5.61 / 1.50	0.81	-0.24 ***
31. The campus is safe and secure for all students.	6.34	5.60 / 1.34	0.74	6.42	5.84 / 1.29	0.58	-0.24 ***
32. My academic advisor is knowledgeable about my program requirements.	6.33	5.42 / 1.62	0.91	6.40	5.59 / 1.63	0.81	-0.17 *
70. I am able to experience intellectual growth here.	6.31	5.81 / 1.23	0.50	6.43	5.92 / 1.30	0.51	-0.11
66. Program requirements are clear and reasonable.	6.30	5.61 / 1.35	0.69	6.37	5.71 / 1.39	0.66	-0.10
34. Computer labs are adequate and accessible.	6.28	5.89 / 1.28	0.39	6.26	5.85 / 1.35	0.41	0.04
41. Admissions staff are knowledgeable.	6.28	5.50 / 1.41	0.78	6.29	5.62 / 1.44	0.67	-0.12
58. Nearly all of the faculty are knowledgeable in their fields.	6.28	5.62 / 1.30	0.66	6.41	5.83 / 1.32	0.58	-0.21 ***
61. Faculty are usually available after class and during office hours.	6.28	5.67 / 1.34	0.61	6.29	5.79 / 1.35	0.50	-0.12 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.27	5.40 / 1.45	0.87	6.34	5.60 / 1.49	0.74	-0.20 **
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.26	5.48 / 1.47	0.78	6.28	5.62 / 1.44	0.66	-0.14 *
52. This school does whatever it can to help me reach my educational goals.	6.26	5.33 / 1.50	0.93	6.31	5.46 / 1.50	0.85	-0.13 *

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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	
69. There is a good variety of courses provided on this campus.	6.26	5.66 / 1.35	0.60	6.37	5.83 / 1.36	0.54	-0.17 **
6. My academic advisor is approachable.	6.24	5.60 / 1.49	0.64	6.33	5.63 / 1.61	0.70	-0.03
14. Library resources and services are adequate.	6.23	5.89 / 1.22	0.34	6.21	5.86 / 1.30	0.35	0.03
27. The campus staff are caring and helpful.	6.22	5.58 / 1.31	0.64	6.20	5.71 / 1.32	0.49	-0.13 *
5. The personnel involved in registration are helpful.	6.21	5.52 / 1.50	0.69	6.26	5.53 / 1.56	0.73	-0.01
51. There are convenient ways of paying my school bill.	6.21	5.53 / 1.48	0.68	6.28	5.70 / 1.45	0.58	-0.17 **
23. Faculty are understanding of students' unique life circumstances.	6.20	5.23 / 1.59	0.97	6.26	5.43 / 1.55	0.83	-0.20 **
24. Parking lots are well-lighted and secure.	6.20	5.06 / 1.69	1.14	6.21	5.46 / 1.57	0.75	-0.40 ***
36. Students are made to feel welcome on this campus.	6.20	5.64 / 1.31	0.56	6.27	5.79 / 1.34	0.48	-0.15 **
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.20	5.25 / 1.58	0.95	6.28	5.39 / 1.66	0.89	-0.14
65. Students are notified early in the term if they are doing poorly in a class.	6.20	5.18 / 1.61	1.02	6.24	5.18 / 1.73	1.06	0.00
68. On the whole, the campus is well-maintained.	6.20	5.60 / 1.39	0.60	6.28	5.96 / 1.27	0.32	-0.36 ***
39. The amount of student parking space on campus is adequate.	6.19	5.17 / 1.65	1.02	6.23	4.97 / 1.90	1.26	0.20 *
16. The college shows concern for students as individuals.	6.18	5.14 / 1.55	1.04	6.20	5.33 / 1.57	0.87	-0.19 **
46. Faculty provide timely feedback about student progress in a course.	6.18	5.28 / 1.50	0.90	6.31	5.48 / 1.50	0.83	-0.20 **
50. Tutoring services are readily available.	6.18	5.69 / 1.42	0.49	6.18	5.72 / 1.42	0.46	-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 162081 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	
25. My academic advisor is concerned about my success as an individual.	6.17	5.28 / 1.63	0.89	6.24	5.33 / 1.72	0.91	-0.05
42. The equipment in the lab facilities is kept up to date.	6.17	5.46 / 1.32	0.71	6.24	5.63 / 1.42	0.61	-0.17 **
12. My academic advisor helps me set goals to work toward.	6.16	5.22 / 1.68	0.94	6.15	5.29 / 1.74	0.86	-0.07
21. There are a sufficient number of study areas on campus.	6.16	5.56 / 1.47	0.60	6.14	5.73 / 1.43	0.41	-0.17 **
28. It is an enjoyable experience to be a student on this campus.	6.16	5.51 / 1.40	0.65	6.23	5.67 / 1.44	0.56	-0.16 **
43. Class change (drop/add) policies are reasonable.	6.16	5.43 / 1.43	0.73	6.22	5.69 / 1.44	0.53	-0.26 ***
54. Faculty are interested in my academic problems.	6.13	5.27 / 1.47	0.86	6.16	5.40 / 1.52	0.76	-0.13 *
57. Administrators are approachable to students.	6.13	5.37 / 1.48	0.76	6.17	5.55 / 1.47	0.62	-0.18 **
26. Library staff are helpful and approachable.	6.12	5.74 / 1.30	0.38	6.09	5.81 / 1.35	0.28	-0.07
55. Academic support services adequately meet the needs of students.	6.12	5.34 / 1.44	0.78	6.17	5.54 / 1.41	0.63	-0.20 **
56. The business office is open during hours which are convenient for most students.	6.12	5.50 / 1.44	0.62	6.15	5.61 / 1.41	0.54	-0.11
3. The quality of instruction in the vocational/technical programs is excellent.	6.09	5.32 / 1.41	0.77	6.18	5.53 / 1.37	0.65	-0.21 ***
53. The assessment and course placement procedures are reasonable.	6.09	5.44 / 1.42	0.65	6.17	5.58 / 1.41	0.59	-0.14 *
60. Billing policies are reasonable.	6.09	5.31 / 1.50	0.78	6.20	5.57 / 1.45	0.63	-0.26 ***
37. Faculty take into consideration student differences as they teach a course.	6.08	5.19 / 1.47	0.89	6.18	5.39 / 1.51	0.79	-0.20 **

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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	
47. There are adequate services to help me decide upon a career.	6.07	5.39 / 1.44	0.68	6.18	5.45 / 1.50	0.73	-0.06
48. Counseling staff care about students as individuals.	6.07	5.35 / 1.55	0.72	6.19	5.50 / 1.52	0.69	-0.15 *
62. Bookstore staff are helpful.	6.07	5.50 / 1.55	0.57	6.13	5.78 / 1.42	0.35	-0.28 ***
22. People on this campus respect and are supportive of each other.	6.05	5.48 / 1.35	0.57	6.12	5.56 / 1.40	0.56	-0.08
64. Nearly all classes deal with practical experiences and applications.	6.05	5.47 / 1.38	0.58	6.19	5.58 / 1.39	0.61	-0.11
7. Adequate financial aid is available for most students.	6.04	4.92 / 1.72	1.12	6.30	5.42 / 1.66	0.88	-0.50 ***
45. This institution has a good reputation within the community.	6.04	5.40 / 1.45	0.64	6.15	5.78 / 1.36	0.37	-0.38 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.04	5.27 / 1.55	0.77	6.13	5.46 / 1.48	0.67	-0.19 **
63. I seldom get the "run-around" when seeking information on this campus.	6.02	5.21 / 1.51	0.81	6.13	5.29 / 1.65	0.84	-0.08
67. Channels for expressing student complaints are readily available.	6.02	5.10 / 1.60	0.92	6.07	5.13 / 1.69	0.94	-0.03
71. Campus item 1	6.02	5.70 / 1.47	0.32				
20. Financial aid counselors are helpful.	6.01	5.08 / 1.62	0.93	6.22	5.32 / 1.68	0.90	-0.24 **
11. Security staff respond quickly in emergencies.	5.99	5.09 / 1.41	0.90	6.16	5.37 / 1.48	0.79	-0.28 ***
2. Faculty care about me as an individual.	5.98	5.39 / 1.44	0.59	6.10	5.52 / 1.44	0.58	-0.13 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.96	4.81 / 1.62	1.15	6.21	5.24 / 1.68	0.97	-0.43 ***

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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	
89. Academic reputation as factor in decision to enroll.	5.96			5.96			
30. The career services office provides students with the help they need to get a job.	5.95	5.14 / 1.37	0.81	6.07	5.31 / 1.50	0.76	-0.17 *
59. New student orientation services help students adjust to college.	5.94	5.35 / 1.49	0.59	5.99	5.48 / 1.52	0.51	-0.13
38. The student center is a comfortable place for students to spend their leisure time.	5.90	5.30 / 1.50	0.60	5.89	5.56 / 1.44	0.33	-0.26 ***
9. Internships or practical experiences are provided in my degree/certificate program.	5.89	5.06 / 1.49	0.83	6.04	5.19 / 1.63	0.85	-0.13
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.87	5.27 / 1.40	0.60	6.00	5.43 / 1.47	0.57	-0.16 *
88. Financial aid as factor in decision to enroll.	5.85			6.11			
44. I generally know what's happening on campus.	5.83	5.21 / 1.47	0.62	5.73	5.26 / 1.57	0.47	-0.05
4. Security staff are helpful.	5.81	5.11 / 1.48	0.70	5.87	5.39 / 1.53	0.48	-0.28 ***
72. Campus item 2	5.71	5.51 / 1.46	0.20				
1. Most students feel a sense of belonging here.	5.54	5.36 / 1.34	0.18	5.70	5.46 / 1.39	0.24	-0.10
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.52			5.50			
19. This campus provides effective support services for displaced homemakers.	5.43	4.88 / 1.34	0.55	5.48	5.07 / 1.48	0.41	-0.19 *
73. Campus item 3	5.39	5.22 / 1.66	0.17				
93. Geographic setting as factor in decision to enroll.	5.29			5.60			

\* Difference statistically significant at the .05 level  
 \*\* 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	
94. Campus appearance as factor in decision to enroll.	5.19			5.31			
90. Size of institution as factor in decision to enroll.	5.15			5.23			
17. Personnel in the Veterans' Services program are helpful.	5.13	4.85 / 1.30	0.28	5.34	5.06 / 1.50	0.28	-0.21 **
10. Child care facilities are available on campus.	5.10	5.22 / 1.49	-0.12	4.70	4.48 / 1.83	0.22	0.74 ***
92. Recommendations from family/friends as factor in decision to enroll.	5.09			5.05			
74. Campus item 4	4.63	4.66 / 1.65	-0.03				
75. Campus item 5	4.16	4.34 / 1.68	-0.18				
91. Opportunity to play sports as factor in decision to enroll.	3.59			3.68			
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?		5.64 / 1.35			5.76 / 1.37		-0.12
82. Institution's commitment to evening students?		5.50 / 1.40			5.64 / 1.45		-0.14 *
83. Institution's commitment to older, returning learners?		5.46 / 1.43			5.73 / 1.43		-0.27 ***
84. Institution's commitment to under-represented populations?		5.34 / 1.42			5.63 / 1.41		-0.29 ***

\* 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 162081 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	
85. Institution's commitment to commuters?		5.37 / 1.42			5.62 / 1.45		-0.25 ***
86. Institution's commitment to students with disabilities?		5.43 / 1.40			5.76 / 1.40		-0.33 ***

National Group Means are based on 162081 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 - 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	
<b>ACADEMIC ADVISING/COUNSELING</b>	6.21	5.35 / 1.31	0.86	6.27	5.46 / 1.37	0.81	-0.11
6. My academic advisor is approachable.	6.24	5.60 / 1.49	0.64	6.33	5.63 / 1.61	0.70	-0.03
12. My academic advisor helps me set goals to work toward.	6.16	5.22 / 1.68	0.94	6.15	5.29 / 1.74	0.86	-0.07
25. My academic advisor is concerned about my success as an individual.	6.17	5.28 / 1.63	0.89	6.24	5.33 / 1.72	0.91	-0.05
32. My academic advisor is knowledgeable about my program requirements.	6.33	5.42 / 1.62	0.91	6.40	5.59 / 1.63	0.81	-0.17 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.20	5.25 / 1.58	0.95	6.28	5.39 / 1.66	0.89	-0.14
48. Counseling staff care about students as individuals.	6.07	5.35 / 1.55	0.72	6.19	5.50 / 1.52	0.69	-0.15 *
52. This school does whatever it can to help me reach my educational goals.	6.26	5.33 / 1.50	0.93	6.31	5.46 / 1.50	0.85	-0.13 *

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

National Group Means are based on 162081 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	
<b>ACADEMIC SERVICES</b>	6.18	5.66 / 1.02	0.52	6.18	5.74 / 1.07	0.44	-0.08
14. Library resources and services are adequate.	6.23	5.89 / 1.22	0.34	6.21	5.86 / 1.30	0.35	0.03
21. There are a sufficient number of study areas on campus.	6.16	5.56 / 1.47	0.60	6.14	5.73 / 1.43	0.41	-0.17 **
26. Library staff are helpful and approachable.	6.12	5.74 / 1.30	0.38	6.09	5.81 / 1.35	0.28	-0.07
34. Computer labs are adequate and accessible.	6.28	5.89 / 1.28	0.39	6.26	5.85 / 1.35	0.41	0.04
42. The equipment in the lab facilities is kept up to date.	6.17	5.46 / 1.32	0.71	6.24	5.63 / 1.42	0.61	-0.17 **
50. Tutoring services are readily available.	6.18	5.69 / 1.42	0.49	6.18	5.72 / 1.42	0.46	-0.03
55. Academic support services adequately meet the needs of students.	6.12	5.34 / 1.44	0.78	6.17	5.54 / 1.41	0.63	-0.20 **

\* 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 162081 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	
<b>ADMISSIONS AND FINANCIAL AID</b>	6.04	5.15 / 1.23	0.89	6.20	5.42 / 1.28	0.78	-0.27 ***
7. Adequate financial aid is available for most students.	6.04	4.92 / 1.72	1.12	6.30	5.42 / 1.66	0.88	-0.50 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.96	4.81 / 1.62	1.15	6.21	5.24 / 1.68	0.97	-0.43 ***
20. Financial aid counselors are helpful.	6.01	5.08 / 1.62	0.93	6.22	5.32 / 1.68	0.90	-0.24 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.87	5.27 / 1.40	0.60	6.00	5.43 / 1.47	0.57	-0.16 *
41. Admissions staff are knowledgeable.	6.28	5.50 / 1.41	0.78	6.29	5.62 / 1.44	0.67	-0.12
49. Admissions counselors respond to prospective students' unique needs and requests.	6.04	5.27 / 1.55	0.77	6.13	5.46 / 1.48	0.67	-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 162081 records.



### 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	
<b>CAMPUS CLIMATE</b>	6.06	5.38 / 1.10	0.68	6.12	5.53 / 1.13	0.59	-0.15 **
1. Most students feel a sense of belonging here.	5.54	5.36 / 1.34	0.18	5.70	5.46 / 1.39	0.24	-0.10
2. Faculty care about me as an individual.	5.98	5.39 / 1.44	0.59	6.10	5.52 / 1.44	0.58	-0.13 *
16. The college shows concern for students as individuals.	6.18	5.14 / 1.55	1.04	6.20	5.33 / 1.57	0.87	-0.19 **
22. People on this campus respect and are supportive of each other.	6.05	5.48 / 1.35	0.57	6.12	5.56 / 1.40	0.56	-0.08
27. The campus staff are caring and helpful.	6.22	5.58 / 1.31	0.64	6.20	5.71 / 1.32	0.49	-0.13 *
28. It is an enjoyable experience to be a student on this campus.	6.16	5.51 / 1.40	0.65	6.23	5.67 / 1.44	0.56	-0.16 **
31. The campus is safe and secure for all students.	6.34	5.60 / 1.34	0.74	6.42	5.84 / 1.29	0.58	-0.24 ***
36. Students are made to feel welcome on this campus.	6.20	5.64 / 1.31	0.56	6.27	5.79 / 1.34	0.48	-0.15 **
44. I generally know what's happening on campus.	5.83	5.21 / 1.47	0.62	5.73	5.26 / 1.57	0.47	-0.05
45. This institution has a good reputation within the community.	6.04	5.40 / 1.45	0.64	6.15	5.78 / 1.36	0.37	-0.38 ***
52. This school does whatever it can to help me reach my educational goals.	6.26	5.33 / 1.50	0.93	6.31	5.46 / 1.50	0.85	-0.13 *
57. Administrators are approachable to students.	6.13	5.37 / 1.48	0.76	6.17	5.55 / 1.47	0.62	-0.18 **
59. New student orientation services help students adjust to college.	5.94	5.35 / 1.49	0.59	5.99	5.48 / 1.52	0.51	-0.13
63. I seldom get the "run-around" when seeking information on this campus.	6.02	5.21 / 1.51	0.81	6.13	5.29 / 1.65	0.84	-0.08
67. Channels for expressing student complaints are readily available.	6.02	5.10 / 1.60	0.92	6.07	5.13 / 1.69	0.94	-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 162081 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	
<b>CAMPUS SUPPORT SERVICES</b>	5.68	5.19 / 1.22	0.49	5.72	5.26 / 1.27	0.46	-0.07
10. Child care facilities are available on campus.	5.10	5.22 / 1.49	-0.12	4.70	4.48 / 1.83	0.22	0.74 ***
17. Personnel in the Veterans' Services program are helpful.	5.13	4.85 / 1.30	0.28	5.34	5.06 / 1.50	0.28	-0.21 **
19. This campus provides effective support services for displaced homemakers.	5.43	4.88 / 1.34	0.55	5.48	5.07 / 1.48	0.41	-0.19 *
30. The career services office provides students with the help they need to get a job.	5.95	5.14 / 1.37	0.81	6.07	5.31 / 1.50	0.76	-0.17 *
38. The student center is a comfortable place for students to spend their leisure time.	5.90	5.30 / 1.50	0.60	5.89	5.56 / 1.44	0.33	-0.26 ***
47. There are adequate services to help me decide upon a career.	6.07	5.39 / 1.44	0.68	6.18	5.45 / 1.50	0.73	-0.06
59. New student orientation services help students adjust to college.	5.94	5.35 / 1.49	0.59	5.99	5.48 / 1.52	0.51	-0.13

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

National Group Means are based on 162081 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	
<b>CONCERN FOR THE INDIVIDUAL</b>	6.13	5.31 / 1.21	0.82	6.21	5.46 / 1.27	0.75	-0.15 **
2. Faculty care about me as an individual.	5.98	5.39 / 1.44	0.59	6.10	5.52 / 1.44	0.58	-0.13 *
16. The college shows concern for students as individuals.	6.18	5.14 / 1.55	1.04	6.20	5.33 / 1.57	0.87	-0.19 **
25. My academic advisor is concerned about my success as an individual.	6.17	5.28 / 1.63	0.89	6.24	5.33 / 1.72	0.91	-0.05
29. Faculty are fair and unbiased in their treatment of individual students.	6.27	5.40 / 1.45	0.87	6.34	5.60 / 1.49	0.74	-0.20 **
48. Counseling staff care about students as individuals.	6.07	5.35 / 1.55	0.72	6.19	5.50 / 1.52	0.69	-0.15 *

\* 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 162081 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	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.20	5.44 / 1.08	0.76	6.29	5.60 / 1.13	0.69	-0.16 ***
2. Faculty care about me as an individual.	5.98	5.39 / 1.44	0.59	6.10	5.52 / 1.44	0.58	-0.13 *
18. The quality of instruction I receive in most of my classes is excellent.	6.36	5.40 / 1.39	0.96	6.48	5.66 / 1.38	0.82	-0.26 ***
23. Faculty are understanding of students' unique life circumstances.	6.20	5.23 / 1.59	0.97	6.26	5.43 / 1.55	0.83	-0.20 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.27	5.40 / 1.45	0.87	6.34	5.60 / 1.49	0.74	-0.20 **
37. Faculty take into consideration student differences as they teach a course.	6.08	5.19 / 1.47	0.89	6.18	5.39 / 1.51	0.79	-0.20 **
46. Faculty provide timely feedback about student progress in a course.	6.18	5.28 / 1.50	0.90	6.31	5.48 / 1.50	0.83	-0.20 **
54. Faculty are interested in my academic problems.	6.13	5.27 / 1.47	0.86	6.16	5.40 / 1.52	0.76	-0.13 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.28	5.62 / 1.30	0.66	6.41	5.83 / 1.32	0.58	-0.21 ***
61. Faculty are usually available after class and during office hours.	6.28	5.67 / 1.34	0.61	6.29	5.79 / 1.35	0.50	-0.12 *
64. Nearly all classes deal with practical experiences and applications.	6.05	5.47 / 1.38	0.58	6.19	5.58 / 1.39	0.61	-0.11
65. Students are notified early in the term if they are doing poorly in a class.	6.20	5.18 / 1.61	1.02	6.24	5.18 / 1.73	1.06	0.00
66. Program requirements are clear and reasonable.	6.30	5.61 / 1.35	0.69	6.37	5.71 / 1.39	0.66	-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 162081 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.	6.26	5.66 / 1.35	0.60	6.37	5.83 / 1.36	0.54	-0.17 **
70. I am able to experience intellectual growth here.	6.31	5.81 / 1.23	0.50	6.43	5.92 / 1.30	0.51	-0.11

\* 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 162081 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	
<b>REGISTRATION EFFECTIVENESS</b>	6.21	5.47 / 1.06	0.74	6.27	5.63 / 1.07	0.64	-0.16 ***
5. The personnel involved in registration are helpful.	6.21	5.52 / 1.50	0.69	6.26	5.53 / 1.56	0.73	-0.01
8. Classes are scheduled at times that are convenient for me.	6.38	5.57 / 1.45	0.81	6.45	5.60 / 1.50	0.85	-0.03
15. I am able to register for classes I need with few conflicts.	6.34	5.37 / 1.56	0.97	6.42	5.61 / 1.50	0.81	-0.24 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.26	5.48 / 1.47	0.78	6.28	5.62 / 1.44	0.66	-0.14 *
43. Class change (drop/add) policies are reasonable.	6.16	5.43 / 1.43	0.73	6.22	5.69 / 1.44	0.53	-0.26 ***
51. There are convenient ways of paying my school bill.	6.21	5.53 / 1.48	0.68	6.28	5.70 / 1.45	0.58	-0.17 **
56. The business office is open during hours which are convenient for most students.	6.12	5.50 / 1.44	0.62	6.15	5.61 / 1.41	0.54	-0.11
60. Billing policies are reasonable.	6.09	5.31 / 1.50	0.78	6.20	5.57 / 1.45	0.63	-0.26 ***
62. Bookstore staff are helpful.	6.07	5.50 / 1.55	0.57	6.13	5.78 / 1.42	0.35	-0.28 ***

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

National Group Means are based on 162081 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	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.46 / 1.26			5.69 / 1.28		-0.23 ***
81. Institution's commitment to part-time students?		5.64 / 1.35			5.76 / 1.37		-0.12
82. Institution's commitment to evening students?		5.50 / 1.40			5.64 / 1.45		-0.14 *
83. Institution's commitment to older, returning learners?		5.46 / 1.43			5.73 / 1.43		-0.27 ***
84. Institution's commitment to under-represented populations?		5.34 / 1.42			5.63 / 1.41		-0.29 ***
85. Institution's commitment to commuters?		5.37 / 1.42			5.62 / 1.45		-0.25 ***
86. Institution's commitment to students with disabilities?		5.43 / 1.40			5.76 / 1.40		-0.33 ***

\* 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 162081 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	
<b>SAFETY AND SECURITY</b>	6.11	5.21 / 1.19	0.90	6.18	5.41 / 1.21	0.77	-0.20 ***
4. Security staff are helpful.	5.81	5.11 / 1.48	0.70	5.87	5.39 / 1.53	0.48	-0.28 ***
11. Security staff respond quickly in emergencies.	5.99	5.09 / 1.41	0.90	6.16	5.37 / 1.48	0.79	-0.28 ***
24. Parking lots are well-lighted and secure.	6.20	5.06 / 1.69	1.14	6.21	5.46 / 1.57	0.75	-0.40 ***
31. The campus is safe and secure for all students.	6.34	5.60 / 1.34	0.74	6.42	5.84 / 1.29	0.58	-0.24 ***
39. The amount of student parking space on campus is adequate.	6.19	5.17 / 1.65	1.02	6.23	4.97 / 1.90	1.26	0.20 *

\* 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 162081 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	
<b>SERVICE EXCELLENCE</b>	6.07	5.42 / 1.08	0.65	6.10	5.52 / 1.13	0.58	-0.10 *
5. The personnel involved in registration are helpful.	6.21	5.52 / 1.50	0.69	6.26	5.53 / 1.56	0.73	-0.01
22. People on this campus respect and are supportive of each other.	6.05	5.48 / 1.35	0.57	6.12	5.56 / 1.40	0.56	-0.08
26. Library staff are helpful and approachable.	6.12	5.74 / 1.30	0.38	6.09	5.81 / 1.35	0.28	-0.07
27. The campus staff are caring and helpful.	6.22	5.58 / 1.31	0.64	6.20	5.71 / 1.32	0.49	-0.13 *
44. I generally know what's happening on campus.	5.83	5.21 / 1.47	0.62	5.73	5.26 / 1.57	0.47	-0.05
57. Administrators are approachable to students.	6.13	5.37 / 1.48	0.76	6.17	5.55 / 1.47	0.62	-0.18 **
62. Bookstore staff are helpful.	6.07	5.50 / 1.55	0.57	6.13	5.78 / 1.42	0.35	-0.28 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.02	5.21 / 1.51	0.81	6.13	5.29 / 1.65	0.84	-0.08
67. Channels for expressing student complaints are readily available.	6.02	5.10 / 1.60	0.92	6.07	5.13 / 1.69	0.94	-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 162081 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	
<b>STUDENT CENTEREDNESS</b>	6.07	5.43 / 1.14	0.64	6.13	5.58 / 1.19	0.55	-0.15 **
1. Most students feel a sense of belonging here.	5.54	5.36 / 1.34	0.18	5.70	5.46 / 1.39	0.24	-0.10
16. The college shows concern for students as individuals.	6.18	5.14 / 1.55	1.04	6.20	5.33 / 1.57	0.87	-0.19 **
27. The campus staff are caring and helpful.	6.22	5.58 / 1.31	0.64	6.20	5.71 / 1.32	0.49	-0.13 *
28. It is an enjoyable experience to be a student on this campus.	6.16	5.51 / 1.40	0.65	6.23	5.67 / 1.44	0.56	-0.16 **
36. Students are made to feel welcome on this campus.	6.20	5.64 / 1.31	0.56	6.27	5.79 / 1.34	0.48	-0.15 **
57. Administrators are approachable to students.	6.13	5.37 / 1.48	0.76	6.17	5.55 / 1.47	0.62	-0.18 **

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

National Group Means are based on 162081 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.	5.54	5.36 / 1.34	0.18	5.70	5.46 / 1.39	0.24	-0.10
2. Faculty care about me as an individual.	5.98	5.39 / 1.44	0.59	6.10	5.52 / 1.44	0.58	-0.13 *
3. The quality of instruction in the vocational/technical programs is excellent.	6.09	5.32 / 1.41	0.77	6.18	5.53 / 1.37	0.65	-0.21 ***
4. Security staff are helpful.	5.81	5.11 / 1.48	0.70	5.87	5.39 / 1.53	0.48	-0.28 ***
5. The personnel involved in registration are helpful.	6.21	5.52 / 1.50	0.69	6.26	5.53 / 1.56	0.73	-0.01
6. My academic advisor is approachable.	6.24	5.60 / 1.49	0.64	6.33	5.63 / 1.61	0.70	-0.03
7. Adequate financial aid is available for most students.	6.04	4.92 / 1.72	1.12	6.30	5.42 / 1.66	0.88	-0.50 ***
8. Classes are scheduled at times that are convenient for me.	6.38	5.57 / 1.45	0.81	6.45	5.60 / 1.50	0.85	-0.03
9. Internships or practical experiences are provided in my degree/certificate program.	5.89	5.06 / 1.49	0.83	6.04	5.19 / 1.63	0.85	-0.13
10. Child care facilities are available on campus.	5.10	5.22 / 1.49	-0.12	4.70	4.48 / 1.83	0.22	0.74 ***
11. Security staff respond quickly in emergencies.	5.99	5.09 / 1.41	0.90	6.16	5.37 / 1.48	0.79	-0.28 ***
12. My academic advisor helps me set goals to work toward.	6.16	5.22 / 1.68	0.94	6.15	5.29 / 1.74	0.86	-0.07
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.96	4.81 / 1.62	1.15	6.21	5.24 / 1.68	0.97	-0.43 ***
14. Library resources and services are adequate.	6.23	5.89 / 1.22	0.34	6.21	5.86 / 1.30	0.35	0.03
15. I am able to register for classes I need with few conflicts.	6.34	5.37 / 1.56	0.97	6.42	5.61 / 1.50	0.81	-0.24 ***
16. The college shows concern for students as individuals.	6.18	5.14 / 1.55	1.04	6.20	5.33 / 1.57	0.87	-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 162081 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.	5.13	4.85 / 1.30	0.28	5.34	5.06 / 1.50	0.28	-0.21 **
18. The quality of instruction I receive in most of my classes is excellent.	6.36	5.40 / 1.39	0.96	6.48	5.66 / 1.38	0.82	-0.26 ***
19. This campus provides effective support services for displaced homemakers.	5.43	4.88 / 1.34	0.55	5.48	5.07 / 1.48	0.41	-0.19 *
20. Financial aid counselors are helpful.	6.01	5.08 / 1.62	0.93	6.22	5.32 / 1.68	0.90	-0.24 **
21. There are a sufficient number of study areas on campus.	6.16	5.56 / 1.47	0.60	6.14	5.73 / 1.43	0.41	-0.17 **
22. People on this campus respect and are supportive of each other.	6.05	5.48 / 1.35	0.57	6.12	5.56 / 1.40	0.56	-0.08
23. Faculty are understanding of students' unique life circumstances.	6.20	5.23 / 1.59	0.97	6.26	5.43 / 1.55	0.83	-0.20 **
24. Parking lots are well-lighted and secure.	6.20	5.06 / 1.69	1.14	6.21	5.46 / 1.57	0.75	-0.40 ***
25. My academic advisor is concerned about my success as an individual.	6.17	5.28 / 1.63	0.89	6.24	5.33 / 1.72	0.91	-0.05
26. Library staff are helpful and approachable.	6.12	5.74 / 1.30	0.38	6.09	5.81 / 1.35	0.28	-0.07
27. The campus staff are caring and helpful.	6.22	5.58 / 1.31	0.64	6.20	5.71 / 1.32	0.49	-0.13 *
28. It is an enjoyable experience to be a student on this campus.	6.16	5.51 / 1.40	0.65	6.23	5.67 / 1.44	0.56	-0.16 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.27	5.40 / 1.45	0.87	6.34	5.60 / 1.49	0.74	-0.20 **
30. The career services office provides students with the help they need to get a job.	5.95	5.14 / 1.37	0.81	6.07	5.31 / 1.50	0.76	-0.17 *
31. The campus is safe and secure for all students.	6.34	5.60 / 1.34	0.74	6.42	5.84 / 1.29	0.58	-0.24 ***

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

National Group Means are based on 162081 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	
32. My academic advisor is knowledgeable about my program requirements.	6.33	5.42 / 1.62	0.91	6.40	5.59 / 1.63	0.81	-0.17 *
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.87	5.27 / 1.40	0.60	6.00	5.43 / 1.47	0.57	-0.16 *
34. Computer labs are adequate and accessible.	6.28	5.89 / 1.28	0.39	6.26	5.85 / 1.35	0.41	0.04
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.26	5.48 / 1.47	0.78	6.28	5.62 / 1.44	0.66	-0.14 *
36. Students are made to feel welcome on this campus.	6.20	5.64 / 1.31	0.56	6.27	5.79 / 1.34	0.48	-0.15 **
37. Faculty take into consideration student differences as they teach a course.	6.08	5.19 / 1.47	0.89	6.18	5.39 / 1.51	0.79	-0.20 **
38. The student center is a comfortable place for students to spend their leisure time.	5.90	5.30 / 1.50	0.60	5.89	5.56 / 1.44	0.33	-0.26 ***
39. The amount of student parking space on campus is adequate.	6.19	5.17 / 1.65	1.02	6.23	4.97 / 1.90	1.26	0.20 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.20	5.25 / 1.58	0.95	6.28	5.39 / 1.66	0.89	-0.14
41. Admissions staff are knowledgeable.	6.28	5.50 / 1.41	0.78	6.29	5.62 / 1.44	0.67	-0.12
42. The equipment in the lab facilities is kept up to date.	6.17	5.46 / 1.32	0.71	6.24	5.63 / 1.42	0.61	-0.17 **
43. Class change (drop/add) policies are reasonable.	6.16	5.43 / 1.43	0.73	6.22	5.69 / 1.44	0.53	-0.26 ***
44. I generally know what's happening on campus.	5.83	5.21 / 1.47	0.62	5.73	5.26 / 1.57	0.47	-0.05
45. This institution has a good reputation within the community.	6.04	5.40 / 1.45	0.64	6.15	5.78 / 1.36	0.37	-0.38 ***
46. Faculty provide timely feedback about student progress in a course.	6.18	5.28 / 1.50	0.90	6.31	5.48 / 1.50	0.83	-0.20 **

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National Group Means are based on 162081 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	
47. There are adequate services to help me decide upon a career.	6.07	5.39 / 1.44	0.68	6.18	5.45 / 1.50	0.73	-0.06
48. Counseling staff care about students as individuals.	6.07	5.35 / 1.55	0.72	6.19	5.50 / 1.52	0.69	-0.15 *
49. Admissions counselors respond to prospective students' unique needs and requests.	6.04	5.27 / 1.55	0.77	6.13	5.46 / 1.48	0.67	-0.19 **
50. Tutoring services are readily available.	6.18	5.69 / 1.42	0.49	6.18	5.72 / 1.42	0.46	-0.03
51. There are convenient ways of paying my school bill.	6.21	5.53 / 1.48	0.68	6.28	5.70 / 1.45	0.58	-0.17 **
52. This school does whatever it can to help me reach my educational goals.	6.26	5.33 / 1.50	0.93	6.31	5.46 / 1.50	0.85	-0.13 *
53. The assessment and course placement procedures are reasonable.	6.09	5.44 / 1.42	0.65	6.17	5.58 / 1.41	0.59	-0.14 *
54. Faculty are interested in my academic problems.	6.13	5.27 / 1.47	0.86	6.16	5.40 / 1.52	0.76	-0.13 *
55. Academic support services adequately meet the needs of students.	6.12	5.34 / 1.44	0.78	6.17	5.54 / 1.41	0.63	-0.20 **
56. The business office is open during hours which are convenient for most students.	6.12	5.50 / 1.44	0.62	6.15	5.61 / 1.41	0.54	-0.11
57. Administrators are approachable to students.	6.13	5.37 / 1.48	0.76	6.17	5.55 / 1.47	0.62	-0.18 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.28	5.62 / 1.30	0.66	6.41	5.83 / 1.32	0.58	-0.21 ***
59. New student orientation services help students adjust to college.	5.94	5.35 / 1.49	0.59	5.99	5.48 / 1.52	0.51	-0.13
60. Billing policies are reasonable.	6.09	5.31 / 1.50	0.78	6.20	5.57 / 1.45	0.63	-0.26 ***
61. Faculty are usually available after class and during office hours.	6.28	5.67 / 1.34	0.61	6.29	5.79 / 1.35	0.50	-0.12 *

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\*\*\* 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	
62. Bookstore staff are helpful.	6.07	5.50 / 1.55	0.57	6.13	5.78 / 1.42	0.35	-0.28 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.02	5.21 / 1.51	0.81	6.13	5.29 / 1.65	0.84	-0.08
64. Nearly all classes deal with practical experiences and applications.	6.05	5.47 / 1.38	0.58	6.19	5.58 / 1.39	0.61	-0.11
65. Students are notified early in the term if they are doing poorly in a class.	6.20	5.18 / 1.61	1.02	6.24	5.18 / 1.73	1.06	0.00
66. Program requirements are clear and reasonable.	6.30	5.61 / 1.35	0.69	6.37	5.71 / 1.39	0.66	-0.10
67. Channels for expressing student complaints are readily available.	6.02	5.10 / 1.60	0.92	6.07	5.13 / 1.69	0.94	-0.03
68. On the whole, the campus is well-maintained.	6.20	5.60 / 1.39	0.60	6.28	5.96 / 1.27	0.32	-0.36 ***
69. There is a good variety of courses provided on this campus.	6.26	5.66 / 1.35	0.60	6.37	5.83 / 1.36	0.54	-0.17 **
70. I am able to experience intellectual growth here.	6.31	5.81 / 1.23	0.50	6.43	5.92 / 1.30	0.51	-0.11
71. Campus item 1	6.02	5.70 / 1.47	0.32				
72. Campus item 2	5.71	5.51 / 1.46	0.20				
73. Campus item 3	5.39	5.22 / 1.66	0.17				
74. Campus item 4	4.63	4.66 / 1.65	-0.03				
75. Campus item 5	4.16	4.34 / 1.68	-0.18				
76. Campus item 6							
77. Campus item 7							

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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	
78. Campus item 8							
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.64 / 1.35			5.76 / 1.37		-0.12
82. Institution's commitment to evening students?		5.50 / 1.40			5.64 / 1.45		-0.14 *
83. Institution's commitment to older, returning learners?		5.46 / 1.43			5.73 / 1.43		-0.27 ***
84. Institution's commitment to under-represented populations?		5.34 / 1.42			5.63 / 1.41		-0.29 ***
85. Institution's commitment to commuters?		5.37 / 1.42			5.62 / 1.45		-0.25 ***
86. Institution's commitment to students with disabilities?		5.43 / 1.40			5.76 / 1.40		-0.33 ***
87. Cost as factor in decision to enroll.	6.42			6.36			
88. Financial aid as factor in decision to enroll.	5.85			6.11			
89. Academic reputation as factor in decision to enroll.	5.96			5.96			
90. Size of institution as factor in decision to enroll.	5.15			5.23			
91. Opportunity to play sports as factor in decision to enroll.	3.59			3.68			
92. Recommendations from family/friends as factor in decision to enroll.	5.09			5.05			
93. Geographic setting as factor in decision to enroll.	5.29			5.60			

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 \*\*\* 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	
94. Campus appearance as factor in decision to enroll.	5.19			5.31			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.52			5.50			

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

## 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?	Average: 4.83	Average: 4.92	-0.09
1=Much worse than expected	0%	1%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	6%	6%	
4=About what I expected	40%	33%	
5=Better than I expected	23%	25%	
6=Quite a bit better than I expected	11%	13%	
7=Much better than expected	16%	18%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.47	Average: 5.55	-0.08
1=Not satisfied at all	0%	1%	
2=Not very satisfied	2%	2%	
3=Somewhat dissatisfied	4%	5%	
4=Neutral	13%	11%	
5=Somewhat satisfied	19%	15%	
6=Satisfied	41%	40%	
7=Very satisfied	18%	24%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.72	Average: 5.78	-0.06
1=Definitely not	1%	2%	
2=Probably not	2%	3%	
3=Maybe not	4%	3%	
4=I don't know	9%	8%	
5=Maybe yes	14%	10%	
6=Probably yes	32%	30%	
7=Definitely yes	34%	41%	