

# Campus Report

**Cuesta College - Composite**

Fall 1998

## Student Satisfaction Inventory™

### Institutional Summary

Scales: In Alphabetical Order With Items That Make Up the Scale

Scale/Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
ACADEMIC ADVISING/COUNSELING	6.25	4.79 / 1.24	1.46	6.11	5.05 / 1.30	1.06	-0.26 ***
6. My academic advisor is approachable.	6.35	4.92 / 1.61	1.43	6.19	5.33 / 1.62	0.86	-0.41 ***
12. My academic advisor helps me set goals to work toward.	6.15	4.58 / 1.62	1.57	5.93	4.82 / 1.71	1.11	-0.24 ***
25. My academic advisor is concerned about my success as an individual.	6.13	4.61 / 1.62	1.52	6.08	4.94 / 1.69	1.14	-0.33 ***
32. My academic advisor is knowledgeable about my program requirements.	6.28	4.75 / 1.64	1.53	6.26	5.27 / 1.64	0.99	-0.52 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.38	4.82 / 1.62	1.56	6.05	4.92 / 1.63	1.13	-0.10
48. Counseling staff care about students as individuals.	6.11	4.87 / 1.54	1.24	6.01	5.01 / 1.54	1.00	-0.14 *
52. This school does whatever it can to help me reach my educational goals.	6.32	4.95 / 1.45	1.37	6.21	5.05 / 1.50	1.16	-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 142897 students records.

### Institutional Summary

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Scale/Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
CAMPUS SUPPORT SERVICES	5.26	4.66 / 0.99	0.60	5.40	4.76 / 1.12	0.64	-0.10 *
10. Child care facilities are available on campus.	4.55	4.21 / 1.26	0.34	4.60	4.19 / 1.64	0.41	0.02
17. Personnel in the Veterans' Services program are helpful.	4.28	4.43 / 1.10	-0.15	4.44	4.38 / 1.28	0.06	0.05
19. This campus provides effective support services for displaced homemakers.	4.63	4.46 / 1.12	0.17	4.94	4.54 / 1.33	0.40	-0.08
30. The career services office provides students with the help they need to get a job.	5.74	4.61 / 1.32	1.13	5.90	4.87 / 1.46	1.03	-0.26 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.29	5.02 / 1.38	0.27	5.54	4.89 / 1.56	0.65	0.13
47. There are adequate services to help me decide upon a career.	6.04	4.68 / 1.50	1.36	6.02	5.01 / 1.49	1.01	-0.33 ***
59. New student orientation services help students adjust to college.	5.63	4.91 / 1.36	0.72	5.77	5.05 / 1.48	0.72	-0.14 *

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	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
SAFETY AND SECURITY	6.12	4.68 / 1.06	1.44	5.96	4.74 / 1.23	1.22	-0.06
4. Security staff are helpful.	5.44	4.64 / 1.51	0.80	5.39	4.67 / 1.60	0.72	-0.03
11. Security staff respond quickly in emergencies.	6.06	4.70 / 1.27	1.36	5.81	4.61 / 1.47	1.20	0.09
24. Parking lots are well-lighted and secure.	6.26	4.85 / 1.60	1.41	6.15	4.81 / 1.75	1.34	0.04
31. The campus is safe and secure for all students.	6.44	5.47 / 1.27	0.97	6.27	5.30 / 1.42	0.97	0.17 **
39. The amount of student parking space on campus is adequate.	6.40	3.77 / 2.02	2.63	6.14	4.24 / 2.04	1.90	-0.47 ***

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Scale/Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
REGISTRATION EFFECTIVENESS	6.22	5.20 / 0.94	1.02	6.13	5.24 / 1.04	0.89	-0.04
5. The personnel involved in registration are helpful.	6.36	5.36 / 1.50	1.00	6.12	5.27 / 1.56	0.85	0.09
8. Classes are scheduled at times that are convenient for me.	6.56	4.82 / 1.69	1.74	6.45	5.34 / 1.59	1.11	-0.52 ***
15. I am able to register for classes I need with few conflicts.	6.61	4.73 / 1.69	1.88	6.32	5.24 / 1.58	1.08	-0.51 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.33	5.27 / 1.42	1.06	6.15	5.29 / 1.47	0.86	-0.02
43. Class change (drop/add) policies are reasonable.	6.22	5.65 / 1.33	0.57	6.01	5.24 / 1.48	0.77	0.41 ***
51. There are convenient ways of paying my school bill.	6.05	5.09 / 1.43	0.96	6.13	5.16 / 1.58	0.97	-0.07
56. The business office is open during hours which are convenient for most students.	5.91	4.96 / 1.49	0.95	6.02	5.27 / 1.47	0.75	-0.31 ***
60. Billing policies are reasonable.	5.92	5.13 / 1.34	0.79	6.01	5.10 / 1.52	0.91	0.03
62. Bookstore staff are helpful.	5.91	5.76 / 1.29	0.15	5.92	5.26 / 1.57	0.66	0.50 ***

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Scale/Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
CONCERN FOR THE INDIVIDUAL	6.16	4.97 / 1.11	1.19	6.08	5.07 / 1.21	1.01	-0.10 *
2. Faculty care about me as an individual.	5.97	5.15 / 1.37	0.82	5.96	5.26 / 1.43	0.70	-0.11 *
16. The college shows concern for students as individuals.	6.23	4.74 / 1.48	1.49	6.13	4.97 / 1.58	1.16	-0.23 ***
25. My academic advisor is concerned about my success as an individual.	6.13	4.61 / 1.62	1.52	6.08	4.94 / 1.69	1.14	-0.33 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.38	5.39 / 1.39	0.99	6.24	5.16 / 1.55	1.08	0.23 ***
48. Counseling staff care about students as individuals.	6.11	4.87 / 1.54	1.24	6.01	5.01 / 1.54	1.00	-0.14 *

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Scale/Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
ADMISSIONS AND FINANCIAL AID	5.96	4.72 / 1.07	1.24	5.97	4.92 / 1.21	1.05	-0.20 ***
7. Adequate financial aid is available for most students.	6.05	4.51 / 1.65	1.54	6.17	4.93 / 1.77	1.24	-0.42 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.00	4.17 / 1.61	1.83	5.94	4.60 / 1.71	1.34	-0.43 ***
20. Financial aid counselors are helpful.	5.87	4.46 / 1.48	1.41	6.00	4.89 / 1.71	1.11	-0.43 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.54	4.75 / 1.33	0.79	5.69	4.90 / 1.46	0.79	-0.15 *
41. Admissions staff are knowledgeable.	6.24	5.41 / 1.28	0.83	6.09	5.22 / 1.42	0.87	0.19 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	5.98	4.85 / 1.37	1.13	5.90	4.96 / 1.46	0.94	-0.11

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### Institutional Summary

Scales: In Alphabetical Order With Items That Make Up the Scale

Scale/Item	Our Institution Means Cuesta College - San Luis Obispo - 12/98			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
<b>SAFETY AND SECURITY</b>	6.08	4.58 / 0.99	1.50	5.96	4.74 / 1.23	1.22	-0.16 **
4. Security staff are helpful.	5.34	4.63 / 1.45	0.71	5.39	4.67 / 1.60	0.72	-0.04
11. Security staff respond quickly in emergencies.	6.00	4.69 / 1.23	1.31	5.81	4.61 / 1.47	1.20	0.08
24. Parking lots are well-lighted and secure.	6.21	4.82 / 1.54	1.39	6.15	4.81 / 1.75	1.34	0.01
31. The campus is safe and secure for all students.	6.41	5.49 / 1.23	0.92	6.27	5.30 / 1.42	0.97	0.19 **
39. The amount of student parking space on campus is adequate.	6.41	3.31 / 1.85	3.10	6.14	4.24 / 2.04	1.90	-0.93 ***

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	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
REGISTRATION EFFECTIVENESS	6.17	5.23 / 0.90	0.94	6.13	5.24 / 1.04	0.89	-0.01
5. The personnel involved in registration are helpful.	6.36	5.40 / 1.46	0.96	6.12	5.27 / 1.56	0.85	0.13
8. Classes are scheduled at times that are convenient for me.	6.52	4.86 / 1.64	1.66	6.45	5.34 / 1.59	1.11	-0.48 ***
15. I am able to register for classes I need with few conflicts.	6.61	4.73 / 1.73	1.88	6.32	5.24 / 1.58	1.08	-0.51 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.27	5.23 / 1.43	1.04	6.15	5.29 / 1.47	0.86	-0.06
43. Class change (drop/add) policies are reasonable.	6.18	5.66 / 1.31	0.52	6.01	5.24 / 1.48	0.77	0.42 ***
51. There are convenient ways of paying my school bill.	6.01	5.10 / 1.46	0.91	6.13	5.16 / 1.58	0.97	-0.06
56. The business office is open during hours which are convenient for most students.	5.82	5.02 / 1.37	0.80	6.02	5.27 / 1.47	0.75	-0.25 ***
60. Billing policies are reasonable.	5.84	5.17 / 1.32	0.67	6.01	5.10 / 1.52	0.91	0.07
62. Bookstore staff are helpful.	5.86	5.86 / 1.23	0.00	5.92	5.26 / 1.57	0.66	0.60 ***

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	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
CONCERN FOR THE INDIVIDUAL	6.14	4.93 / 1.13	1.21	6.08	5.07 / 1.21	1.01	-0.14 **
2. Faculty care about me as an individual.	5.96	5.10 / 1.37	0.86	5.96	5.26 / 1.43	0.70	-0.16 *
16. The college shows concern for students as individuals.	6.20	4.72 / 1.49	1.48	6.13	4.97 / 1.58	1.16	-0.25 ***
25. My academic advisor is concerned about my success as an individual.	6.13	4.59 / 1.66	1.54	6.08	4.94 / 1.69	1.14	-0.35 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.34	5.34 / 1.39	1.00	6.24	5.16 / 1.55	1.08	0.18 **
48. Counseling staff care about students as individuals.	6.06	4.83 / 1.58	1.23	6.01	5.01 / 1.54	1.00	-0.18 *

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	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
ADMISSIONS AND FINANCIAL AID	5.93	4.69 / 1.06	1.24	5.97	4.92 / 1.21	1.05	-0.23 ***
7. Adequate financial aid is available for most students.	6.03	4.47 / 1.65	1.56	6.17	4.93 / 1.77	1.24	-0.46 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.96	4.12 / 1.58	1.84	5.94	4.60 / 1.71	1.34	-0.48 ***
20. Financial aid counselors are helpful.	5.84	4.39 / 1.50	1.45	6.00	4.89 / 1.71	1.11	-0.50 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.52	4.75 / 1.36	0.77	5.69	4.90 / 1.46	0.79	-0.15 *
41. Admissions staff are knowledgeable.	6.21	5.41 / 1.30	0.80	6.09	5.22 / 1.42	0.87	0.19 **
49. Admissions counselors respond to prospective students' unique needs and requests.	5.92	4.81 / 1.39	1.11	5.90	4.96 / 1.46	0.94	-0.15 *

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ACADEMIC ADVISING/COUNSELING	6.25	4.77 / 1.28	1.48	6.11	5.05 / 1.30	1.06	-0.28 ***
6. My academic advisor is approachable.	6.37	4.90 / 1.65	1.47	6.19	5.33 / 1.62	0.86	-0.43 ***
12. My academic advisor helps me set goals to work toward.	6.15	4.55 / 1.63	1.60	5.93	4.82 / 1.71	1.11	-0.27 ***
25. My academic advisor is concerned about my success as an individual.	6.13	4.59 / 1.66	1.54	6.08	4.94 / 1.69	1.14	-0.35 ***
32. My academic advisor is knowledgeable about my program requirements.	6.32	4.76 / 1.69	1.56	6.26	5.27 / 1.64	0.99	-0.51 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.40	4.79 / 1.68	1.61	6.05	4.92 / 1.63	1.13	-0.13
48. Counseling staff care about students as individuals.	6.06	4.83 / 1.58	1.23	6.01	5.01 / 1.54	1.00	-0.18 *
52. This school does whatever it can to help me reach my educational goals.	6.29	4.97 / 1.46	1.32	6.21	5.05 / 1.50	1.16	-0.08

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# Campus Report

**Cuesta College - Composite**

Fall 1998

## Student Satisfaction Inventory™

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# A Key Message to Campus Leaders

This report offers a unique and comprehensive view of your students' perceptions regarding your institution.

In it, you'll learn how satisfied your students are *and* what's most important to them — a combination that *pinpoints* your institution's strengths and areas in need of improvement.

Specifically, you'll learn the answers to questions such as:

- which aspects of campus do your students care about most?
- which aspects of your campus do students find most and least satisfying?
- how can you best meet student expectations?
- how do your students' responses compare with students' responses at institutions similar to your own?
- how do your students' responses compare with the strengths and priorities for action identified by faculty, staff, and administrators? (This applies if your institution used both the Student Satisfaction Inventory and the Institutional Priorities Survey.)

In essence, *you have in your hands a blueprint for improving your institution's effectiveness*. You can use this information to identify institutional strengths that should be highlighted in student recruitment; to accelerate your student retention initiatives; to advance your efforts in strategic planning, self-studies for accreditation, and total quality management; and to align your budget decisions with your students' priorities. You'll also find it is well worth your while to share the report's findings as encouragement and feedback to your faculty, staff and students.

To get the most value from student satisfaction studies, we recommend that you compare your students' perceptions over time. Annual surveying allows you to provide systematic feedback to your internal and external constituents on the effectiveness of all campus programs and services. You will have the information needed to assess the effectiveness of your special initiatives and to determine priorities for current student populations.

Now on to the report!

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If requested, this section includes special Target Group Reports focusing on specific student populations.



Introduction

# Student Satisfaction Inventory™



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# About the Student Satisfaction Inventory™

The Student Satisfaction Inventory measures students' satisfaction with a wide range of college experiences. Principles of consumer theory serve as the basis for the inventory's construction. Therefore, students are viewed as consumers who have a choice about whether to invest in education and where to enroll. In addition, students are seen as individuals who have definite expectations about what they want from their campus experience. From this perspective, satisfaction with college occurs when an expectation is met or exceeded by an institution.

Students rate each item in the inventory by the importance of the specific expectation as well as their satisfaction with how well that expectation is being met. A performance gap is then determined by the difference in the importance rating and the satisfaction rating. Items with large performance gaps indicate areas on campus where students perceive their expectations are not being met adequately.

Because the Student Satisfaction Inventory results in three different scores for each item, a significant amount of information is generated for institutional decision makers. Importance score ratings reflect how strongly students feel about the expectation (the higher the score, the more important it is to a student, hence the stronger the expectation). Satisfaction ratings show how satisfied students are that your institution has met the expectation (the higher the score, the more satisfied the student). Performance gap scores (importance rating minus satisfaction rating) show how well you are meeting the expectation overall. A large performance gap score for an item (e.g., 1.5) indicates that the institution is not meeting students' expectations, whereas a small or zero gap score (e.g., .50) indicates that an institution is meeting students' expectations, and a negative gap score (e.g., -.25) indicates that an institution is exceeding students' expectations.

In addition to the information provided by the three measurements for each item, inventory composite scales offer a global perspective of your students' responses. The scales provide a good overview of your institution's strengths and areas in need of improvement.

Three versions of the inventory are available: the Community, Junior and Technical College version, the 4-Year College and University version, and the 2-year Career and Private School version. Each version captures the unique features of the type of institution for which it was developed. At the end of this report, you'll find the version of the instrument your campus used.

Student responses are compared to corresponding national groups as follows: 4-year private institutions are compared with other 4-year private institutions, 4-year public institutions are compared with other 4-year public institutions, community, junior

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and technical colleges are compared with other community, junior and technical institutions, and 2-year career and private schools are compared with other career and private schools.

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## The Items

The Student Satisfaction Inventory collects student feedback on over 100 items. Included are:

- 70 items of expectation for community, junior and technical colleges and career and private schools
- OR
- 73 items of expectation for 4-year colleges and universities
- 10 optional items that may be defined by the institution
- 6 items that assess the institution's commitment to specific student populations
- 9 items that assess pre-enrollment factors
- 3 summary items that assess overall satisfaction with the institution
- 13 demographic items that identify demographic characteristics of respondents
- 2 optional items that further identify the demographic characteristics of respondents (you can have students record their major or program, plus one other demographic characteristic of your choosing).

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## The Scales

### *Community, Junior and Technical College Version and Career and Private School Version*

For the community, junior and technical college and career and private school versions of the inventory, 70 items of expectation and 6 items that assess the institution's commitment to specific student populations are analyzed statistically and conceptually to provide the following 12 composite scales:

*Academic Advising and Counseling Effectiveness* assesses the comprehensiveness of your academic advising program. Academic advisors and counselors are evaluated on the basis of their knowledge, competence, and personal concern for student success, as well as on their approachability.

*Academic Services* assesses services students utilize to achieve their academic goals. These services include the library, computer labs, tutoring, and study areas.

*Admissions and Financial Aid Effectiveness* assesses your institution's ability to enroll students in an effective manner. This scale covers issues such as competence and knowledge of admissions counselors, as well as the effectiveness and availability of financial aid programs.

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*Campus Climate* assesses the extent to which your institution provides experiences that promote a sense of campus pride and feelings of belonging. This scale also assesses the effectiveness of your institution's channels of communication for students.

*Campus Support Services* assesses the quality of your support programs and services that students utilize to make their educational experiences more meaningful and productive. This scale covers career services, orientation, child care, and special programs such as Veterans' Services and support services for displaced homemakers.

*Concern for the Individual* assesses your institution's commitment to treating each student as an individual. Those groups who frequently deal with students on a personal level (e.g., faculty, advisors, counselors) are included in this assessment.

*Instructional Effectiveness* assesses your students' academic experience, the curriculum, and the campus's overriding commitment to academic excellence. This comprehensive scale covers areas such as the variety of courses offered, the effectiveness of your faculty in and out of the classroom, and the effectiveness of your adjunct faculty and graduate teaching assistants.

*Registration Effectiveness* assesses issues associated with registration and billing. This scale also measures your institution's commitment to making this process as smooth and effective as possible.

*Responsiveness to Diverse Populations* assesses your institution's commitment to specific groups of students enrolled at your institution, e.g., under-represented populations, students with disabilities, commuters, part-time students, and older, returning learners.

*Safety and Security* assesses your institution's responsiveness to students' personal safety and security on your campus. This scale measures the effectiveness of both security personnel and campus facilities.

*Service Excellence* assesses the attitude of staff toward students, especially front-line staff. This scale pinpoints the areas of your campus where quality service and personal concern for students are rated most and least favorably.

*Student Centeredness* assesses your campus's efforts to convey to students that they are important to the institution. This scale measures your institution's attitude toward students and the extent to which they feel welcome and valued.

*Some items on the inventory contribute to more than one scale. In addition, four items (numbers 3, 9, 53, and 68) are not included in any of the two-year scales.*

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## The Scales

### *4-Year College and University Version*

For the 4-year college and university version of the inventory, 73 items of expectation and 6 items that assess the institution's commitment to specific student populations are analyzed statistically and conceptually to provide the following 12 composite scales:

*Academic Advising Effectiveness* assesses the comprehensiveness of your academic advising program. Academic advisors are evaluated on the basis of their knowledge, competence and personal concern for student success, as well as on their approachability.

*Campus Climate* assesses the extent to which your institution provides experiences that promote a sense of campus pride and feelings of belonging. This scale also assesses the effectiveness of your institution's channels of communication for students.

*Campus Life* assesses the effectiveness of student life programs offered by your institution, covering issues ranging from athletics to residence life. This scale also assesses campus policies and procedures to determine students' perceptions of their rights and responsibilities.

*Campus Support Services* assesses the quality of your support programs and services which students utilize in order to make their educational experiences more meaningful and productive. This scale covers areas such as tutoring, the adequacy of the library and computer labs, and the availability of academic and career services.

*Concern for the Individual* assesses your institution's commitment to treating each student as an individual. Those groups who frequently deal with students on a personal level (e.g., faculty, advisors, counselors, residence hall staff) are included in this assessment.

*Instructional Effectiveness* assesses your students' academic experience, your curriculum, and your campus's overriding commitment to academic excellence. This comprehensive scale covers areas such as the variety of courses offered, the effectiveness of your faculty in and out of the classroom, and the effectiveness of your adjunct faculty and graduate teaching assistants.

*Recruitment and Financial Aid Effectiveness* assesses your institution's ability to enroll students in an effective manner. This scale covers issues such as competence and knowledge of admissions counselors, as well as the effectiveness and availability of financial aid programs.

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*Registration Effectiveness* assesses issues associated with registration and billing. This scale also measures your institution's commitment to making this process as smooth and effective as possible.

*Responsiveness to Diverse Populations* assesses your institution's commitment to specific groups of students enrolled at your institution, e.g., under-represented populations, students with disabilities, commuters, part-time students, and older, returning learners.

*Safety and Security* assesses your institution's responsiveness to students' personal safety and security on your campus. This scale measures the effectiveness of both security personnel and campus facilities.

*Service Excellence* assesses the perceived attitude of your staff toward students, especially front-line staff. This scale pinpoints the areas of your campus where quality service and personal concern for students are rated most and least favorably.

*Student Centeredness* assesses your campus's efforts to convey to students that they are important to your institution. This scale measures the extent to which students feel welcome and valued.

*Some items on the inventory contribute to more than one scale. In addition, there are two items (numbers 35 and 72) that are not included in any of the four-year scales.*

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## Reliability and Validity

The Student Satisfaction Inventory is a very reliable instrument. Both the two-year and four-year versions of the SSI show exceptionally high internal reliability. Cronbach's coefficient alpha is .97 for the set of importance scores and is .98 for the set of satisfaction scores. It also demonstrates good score reliability over time; the three-week, test-retest reliability coefficient is .85 for importance scores and .84 for satisfaction scores.

There is also evidence to support the validity of the Student Satisfaction Inventory. Convergent validity was assessed by correlating satisfaction scores from the SSI with satisfaction scores from the College Student Satisfaction Questionnaire (CSSQ), another statistically reliable satisfaction instrument. The Pearson correlation between these two instruments ( $r=.71$ ;  $p<.00001$ ) is high enough to indicate that the SSI's satisfaction scores measure the same satisfaction construct as the CSSQ's scores, and yet the correlation is low enough to indicate that there are distinct differences between the two instruments.

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## The Inventory Authors

The Student Satisfaction Inventory was developed by Laurie A. Schreiner, Ph.D., and Stephanie L. Juillerat, Ph.D., with assistance from USA Group Noel-Levitz. Dr. Schreiner is professor of psychology at Eastern College in St. Davids, Pennsylvania, and Dr. Juillerat is assistant professor of psychology at Wesley College in Dover, Delaware.

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## A Word About USA Group Noel-Levitz

USA Group Noel-Levitz is the preeminent consulting firm in the nation that provides comprehensive programs and services to colleges, universities, and postsecondary systems throughout the United States and Canada. Since its founding in 1984, the higher education professionals at Noel-Levitz have consulted directly with over 1,400 colleges and universities nationwide in the areas of:

- student retention
- staff and organizational development
- student success
- marketing and recruiting
- enrollment management
- strategic planning and resource development
- institutional effectiveness.

Noel-Levitz has developed an array of proven tools including software programs, diagnostic tools and instruments, videotape-based training programs, and customized consultations, workshops, and national conferences. With the Student Satisfaction Inventory and the Institutional Priorities Survey, the firm brings together its many years of research and campus-based experience to enable you to get to the heart of your campus agenda.

Our alliance with the USA Group family of companies has linked our content expertise to new technologies and services that together ensure top results for our clients.

For more information, contact:

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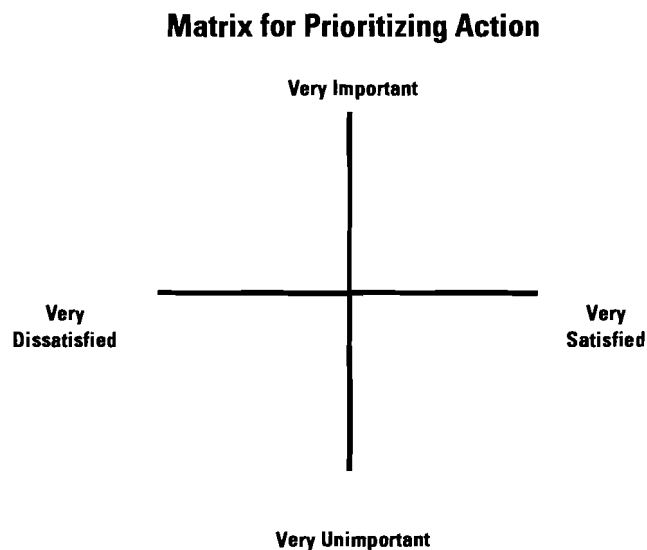
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# How to Interpret Your Results

As you review your results, it is important to consider *all* of the information provided.

Three areas of measurement are especially significant: importance, satisfaction, and performance gaps (the difference between importance and satisfaction). Focusing on only one area of measurement, such as performance gaps, is likely to result in overlooking areas of the campus experience that your students value most. A combination of scores provides the most dynamic information for institutions to consider when developing an action agenda.

Using the matrix below helps the institution conceptualize its student satisfaction data by both retention priorities and marketing opportunities. In addition, it helps pinpoint areas where resources can be redirected from areas of low expectation to areas of high expectation.



- **High importance/low satisfaction** pinpoints areas in need of your institution's immediate attention, i.e., retention agenda/priorities.
- **High importance/high satisfaction** showcases your institution's areas of strength that should be highlighted in promotional materials.
- **Low importance/high satisfaction** suggests areas where it might be beneficial to redirect institutional resources to areas of higher importance.
- **Low importance/low satisfaction** presents an opportunity for your institution to examine those areas that have low status with students.

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The national comparison scores indicated throughout the report are for institutions similar to your own. For example, if you are a 4-year private institution, your scores are compared to 4-year private institutions. The national comparison scores are specific to 4-year private institutions, 4-year public institutions, community, junior and technical colleges, or to 2-year career and private schools.

Each section of the Campus Report has a distinct purpose, as described below.

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## **Demographic Summary**

The two-page Demographic Summary reveals your students' responses to 13 standard demographic items and to two optional items your institution may have defined. Frequency and percentage scores are reported for each item. To learn how the optional items were defined, please consult your institution's inventory administrator.

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## **Scale Summary Graphs**

The three Scale Summary Graphs provide a visual display of the importance and satisfaction means for the inventory scales. Each scale mean is calculated by summing each respondent's item ratings to get a scale score, adding all respondents' scale scores, and dividing the sum of the scale scores by the number of respondents.

The graphs show levels of importance and satisfaction for the scales. Graph 1 allows you to compare the importance and satisfaction ratings for each scale for your institution. Using Graphs 2 and 3, you can compare your campus's scores to the national comparison group.

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## **Institutional Summary**

This section of the report presents all inventory data in a traditional chart format. The three areas of measurement for each scale and item — importance, satisfaction, and performance gap — for your institution's data are presented alongside those of the national comparison group. In addition, standard deviations (variability of responses) are presented for the satisfaction means for both your institution and the national group.



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The last column shows the difference between your institution's satisfaction means and the national group satisfaction means. If the mean difference in these scores is a positive number, then your students are more satisfied than the students in the national comparison group. If the mean difference is a negative number, your students are less satisfied than the students in the national comparison group.

The statistical significance in the difference of these means has also been calculated. The key for the levels of significance appears at the bottom of each page. The greater the number of asterisks, the greater the confidence in the significance of this difference, and the greater the likelihood that this did not occur by chance. For example, statistical significance at the .05 level indicates that there are five chances in 100 that the difference between your institution's satisfaction score and the national comparison group satisfaction score would occur due to chance alone. The .01 level indicates a one in 100 chance and the .001 level indicates a one in 1000 chance.

Means for importance and satisfaction are calculated by summing respondents' ratings and dividing by the number of respondents. The performance gap means are calculated by taking the difference between the importance rating and the satisfaction rating.

Four charts are included in this section:

- Chart 1 shows the scales in order of importance, beginning with the scale your students deemed most important.
- Chart 2 shows the items in order of importance, beginning with the item your students deemed most important, including your campus-defined items, if utilized by your institution.
- Chart 3 shows the scales in alphabetical order, accompanied by a list of the items included in each scale.
- Chart 4 shows all of the inventory items in sequence, including your campus-defined items, if utilized by your institution.

Please note:

- Importance data are not collected for the six Responsiveness to Diverse Population items.
- Satisfaction data are not collected for the six pre-enrollment items.
- National comparison data are not available for campus-defined items.

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## Summary Items

This brief section measures overall student satisfaction with your campus by revealing the extent to which students perceive their expectations have been met, their overall level of satisfaction, and the likelihood that they would enroll again at your institution if they had it to do all over again. The means and standard deviations for both your campus and the national group are reported along with the differences between the two means.

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## Target Group Reports

Optional Target Group Reports, if requested by your institution, appear in one of two formats described below. These reports focus on specific groups of students on your campus. The target groups are defined by the items in the Demographic Summary section of this report.

The first Target Group Report format, the *Comparative Summary Analysis*, offers a quick synopsis of the scores for your chosen target group(s). At a glance, you can compare your overall campus scores with such groups as males, females, full-time, part-time, day, evening, first-year, second-year, and any other group for whom you have demographic data. Scale results are presented in alphabetical order, followed by item results in order of importance to students at your institution. For easy reference, you'll also see your overall campus scores alongside the composite national comparison group. The national comparisons are specific to institutions like yours, but not specific to the target group.

The second Target Group Report format, the *Single Group Analysis*, is similar to the Campus Report but focuses on only one target group (e.g., female students, full-time students, evening students, or any other group for whom you have demographic data). Like the Campus Report, this analysis includes a demographic summary, a complete review of scale and items scores, and the summary items. The national comparison group data provided is for the selected target group at similar institutions. Example: if you selected part-time students and your national comparison group is community, junior and technical colleges, the Single Group Analysis will provide national comparison data for part-time students at other community, junior and technical colleges.



The Findings

# Student Satisfaction Inventory™

### Demographic Information

Gender	N	%
Female	400	58.31%
Male	286	41.69%
Total	686	100.00%
No response	5	

Age	N	%
18 and under	117	17.08%
19 to 24	425	62.04%
25 to 34	79	11.53%
35 to 44	41	5.99%
45 and over	23	3.36%
Total	685	100.00%
No response	6	

Ethnicity/Race	N	%
African-American	14	2.06%
American Indian or Alaskan Native	10	1.47%
Asian or Pacific Islander	23	3.39%
Caucasian/White	480	70.69%
Hispanic	60	8.84%
Other race	29	4.27%
Race - Prefer not to respond	63	9.28%
Total	679	100.00%
No response	12	

Current Enrollment Status	N	%
Day	513	78.80%
Evening	137	21.04%
Weekend	1	0.15%
Total	651	100.00%
No response	40	

Current Class Load	N	%
Full-time	433	63.12%
Part-time	253	36.88%
Total	686	100.00%
No response	5	

Class Level	N	%
1 year or less	326	47.59%
2 years	209	30.51%
3 years	113	16.50%
4 or more years	37	5.40%
Total	685	100.00%
No response	6	

Current GPA	N	%
No credits earned	125	18.57%
1.99 or below	21	3.12%
2.0 - 2.49	91	13.52%
2.5 - 2.99	135	20.06%
3.0 - 3.49	187	27.79%
3.5 or above	114	16.94%
Total	673	100.00%
No response	18	

Educational Goal	N	%
Associate degree	128	18.91%
Vocational/technical program	9	1.33%
Transfer to another institution	489	72.23%
Certification (initial / renewal)	7	1.03%
Self-improvement/pleasure	7	1.03%
Job-related training	14	2.07%
Other educational goal	23	3.40%
Total	677	100.00%
No response	14	

Employment	N	%
Full-time off campus	172	25.11%
Part-time off campus	327	47.74%
Full-time on campus	6	0.88%
Part-time on campus	9	1.31%
Not employed	171	24.96%
Total	685	100.00%
No response	6	

### Demographic Information

<b>Current Residence</b>	<b>N</b>	<b>%</b>
Residence hall	13	1.89%
Own house	101	14.70%
Rent room or apt off campus	363	52.84%
Parent's home	177	25.76%
Other residence	33	4.80%
Total	687	100.00%
No response	4	

<b>Residence Classification</b>	<b>N</b>	<b>%</b>
In-state	659	96.06%
Out-of-state	12	1.75%
International (not U.S. citizen)	15	2.19%
Total	686	100.00%
No response	5	

<b>Disabilities</b>	<b>N</b>	<b>%</b>
Yes - Disability	62	9.05%
No - Disability	623	90.95%
Total	685	100.00%
No response	6	

<b>Institution Was My</b>	<b>N</b>	<b>%</b>
1st choice	487	71.94%
2nd choice	132	19.50%
3rd choice or lower	58	8.57%
Total	677	100.00%
No response	14	

<b>Institution Question</b>	<b>N</b>	<b>%</b>
Campus Item - Answer 1	143	24.66%
Campus Item - Answer 2	207	35.69%
Campus Item - Answer 3	123	21.21%
Campus Item - Answer 4	106	18.28%
Campus Item - Answer 5	0	0.00%
Campus Item - Answer 6	1	0.17%
Total	580	100.00%
No response	111	

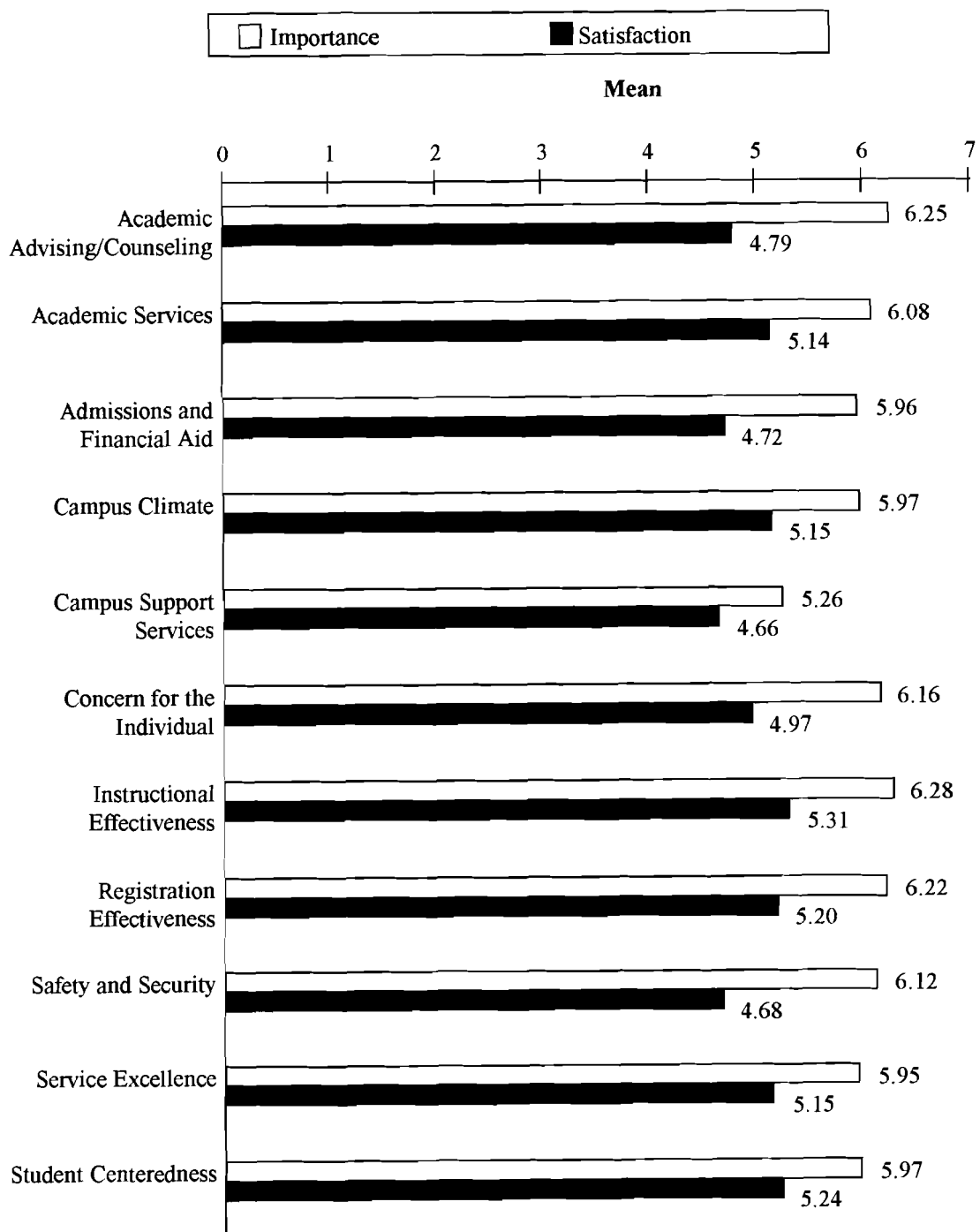
<b>Selection of Program/Major</b>	<b>N</b>	<b>%</b>
0000	220	33.64%
0005	1	0.15%
0101	1	0.15%
0109	1	0.15%
0112	10	1.53%
0114	1	0.15%
0199	2	0.31%
0299	5	0.76%
0499	12	1.83%
0502	5	0.76%
0506	37	5.66%
0509	3	0.46%
0511	1	0.15%
0601	8	1.22%
0602	3	0.46%
0603	1	0.15%
0704	4	0.61%
0799	7	1.07%
0801	13	1.99%
0835	4	0.61%
0901	14	2.14%
0934	1	0.15%
0945	1	0.15%
0950	1	0.15%
0952	5	0.76%
0956	3	0.46%
1002	10	1.53%
1004	6	0.92%
1007	6	0.92%
1009	1	0.15%
1011	4	0.61%
1030	5	0.76%
1102	1	0.15%
1105	1	0.15%
1201	9	1.38%
1203	27	4.13%
1204	2	0.31%
1219	1	0.15%
1239	2	0.31%
1303	1	0.15%
1305	22	3.36%
1401	7	1.07%
1501	13	1.99%
1506	3	0.46%
1509	1	0.15%
1602	2	0.31%
1701	3	0.46%
1901	1	0.15%
1914	1	0.15%
1919	1	0.15%
2001	40	6.12%

**Demographic Information**

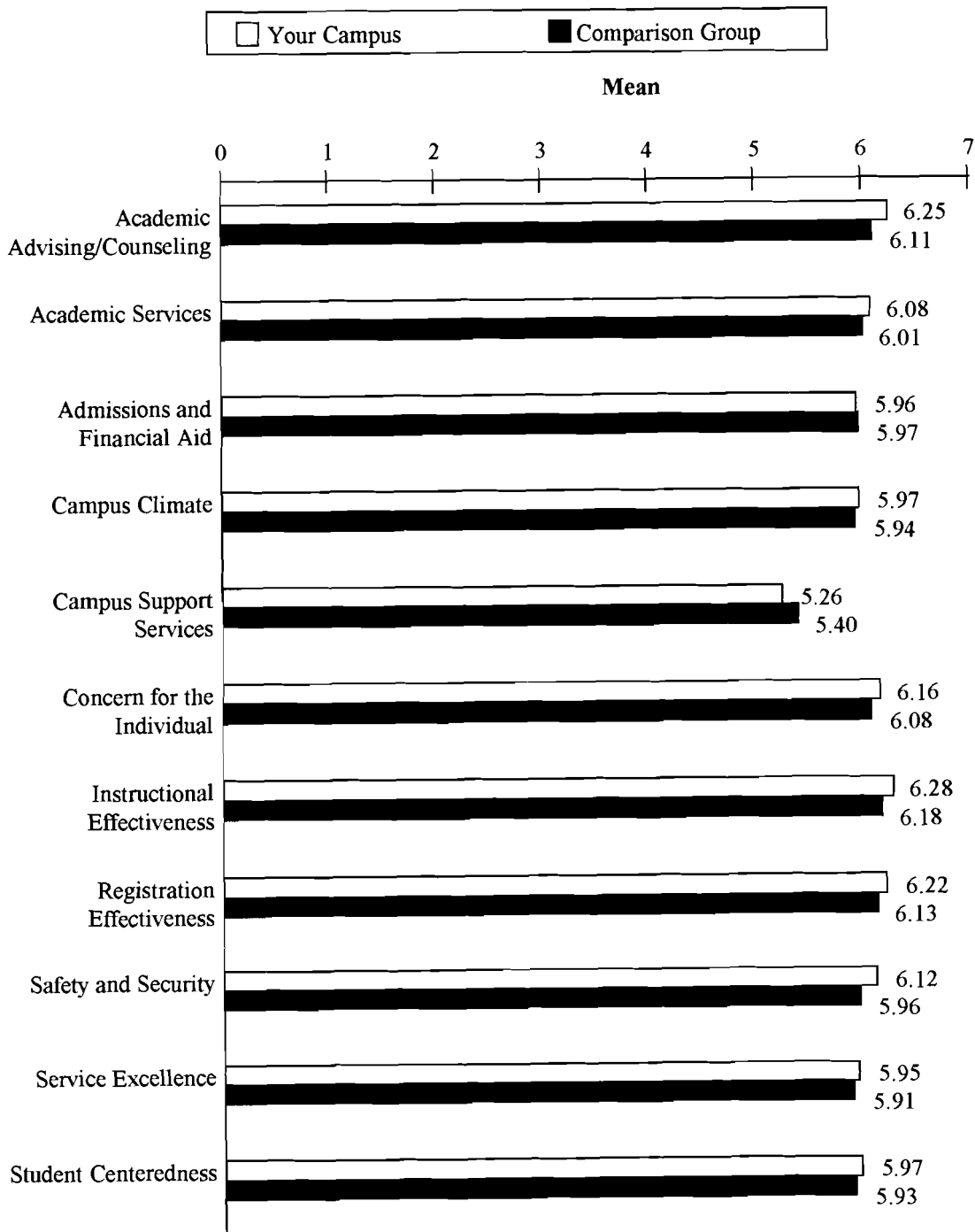
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<b>Selection of Program/Major</b>	<b>N</b>	<b>%</b>
2104	4	0.61%
2105	6	0.92%
2107	6	0.92%
2133	5	0.76%
2201	15	2.29%
2202	1	0.15%
2204	1	0.15%
2205	16	2.45%
2207	4	0.61%
2208	3	0.46%
3064	5	0.76%
4901	31	4.74%
4903	2	0.31%
4930	21	3.21%
<b>Total</b>	<b>654</b>	<b>100.00%</b>
No response	37	

### How Well Are We Meeting Our Students' Expectations?

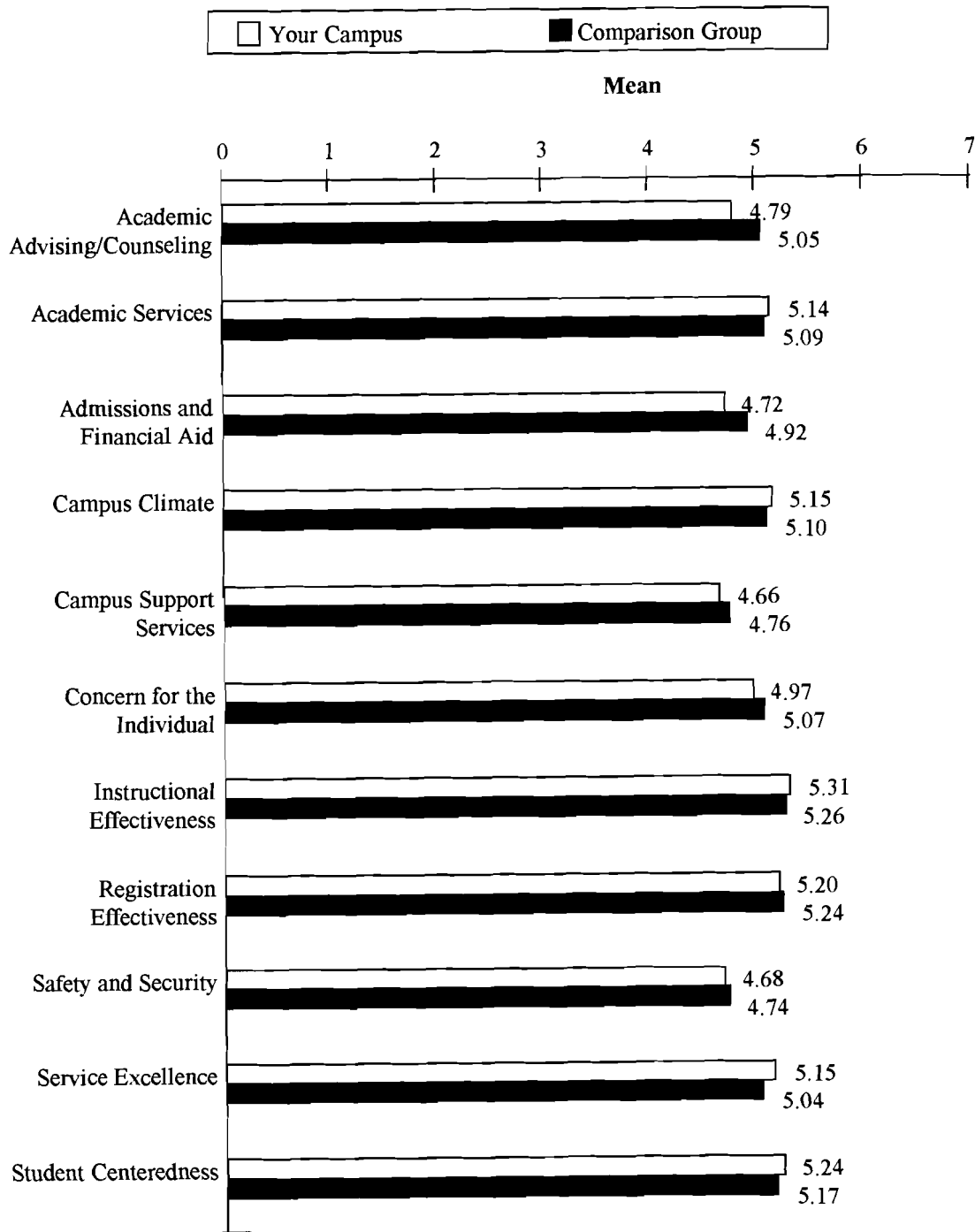


### What's Important to Our Students Compared to Other Community, Junior & Technical Colleges?





## How Satisfied Are Our Students Compared to Other Community, Junior & Technical Colleges?



### Institutional Summary

Scales: In Order of Importance to Our Students

Scale	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
Instructional Effectiveness	6.28	5.31 / 0.87	0.97	6.18	5.26 / 1.05	0.92	0.05
Academic Advising/Counseling	6.25	4.79 / 1.24	1.46	6.11	5.05 / 1.30	1.06	-0.26 ***
Registration Effectiveness	6.22	5.20 / 0.94	1.02	6.13	5.24 / 1.04	0.89	-0.04
Concern for the Individual	6.16	4.97 / 1.11	1.19	6.08	5.07 / 1.21	1.01	-0.10 *
Safety and Security	6.12	4.68 / 1.06	1.44	5.96	4.74 / 1.23	1.22	-0.06
Academic Services	6.08	5.14 / 1.02	0.94	6.01	5.09 / 1.12	0.92	0.05
Campus Climate	5.97	5.15 / 0.88	0.82	5.94	5.10 / 1.06	0.84	0.05
Student Centeredness	5.97	5.24 / 0.96	0.73	5.93	5.17 / 1.15	0.76	0.07
Admissions and Financial Aid	5.96	4.72 / 1.07	1.24	5.97	4.92 / 1.21	1.05	-0.20 ***
Service Excellence	5.95	5.15 / 0.93	0.80	5.91	5.04 / 1.07	0.87	0.11 **
Campus Support Services	5.26	4.66 / 0.99	0.60	5.40	4.76 / 1.12	0.64	-0.10 *
Responsiveness to Diverse Populations		5.24 / 1.13			5.30 / 1.23		-0.06

\* 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 142897 students records.

## Institutional Summary

Items: In Order of Importance to Our Students

Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
18. The quality of instruction I receive in most of my classes is excellent.	6.67	5.71 / 1.09	0.96	6.48	5.53 / 1.36	0.95	0.18 ***
15. I am able to register for classes I need with few conflicts.	6.61	4.73 / 1.69	1.88	6.32	5.24 / 1.58	1.08	-0.51 ***
8. Classes are scheduled at times that are convenient for me.	6.56	4.82 / 1.69	1.74	6.45	5.34 / 1.59	1.11	-0.52 ***
69. There is a good variety of courses provided on this campus.	6.54	5.27 / 1.52	1.27	6.29	5.37 / 1.48	0.92	-0.10
58. Nearly all of the faculty are knowledgeable in their fields.	6.53	5.83 / 1.15	0.70	6.34	5.59 / 1.33	0.75	0.24 ***
71. Campus item	6.52	5.83 / 1.05	0.69				
70. I am able to experience intellectual growth here.	6.50	5.76 / 1.20	0.74	6.28	5.53 / 1.36	0.75	0.23 ***
31. The campus is safe and secure for all students.	6.44	5.47 / 1.27	0.97	6.27	5.30 / 1.42	0.97	0.17 **
77. Campus item	6.42	5.01 / 1.60	1.41				
61. Faculty are usually available after class and during office hours.	6.41	5.76 / 1.21	0.65	6.21	5.48 / 1.41	0.73	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 142897 students records.

## Institutional Summary

Items: In Order of Importance to Our Students

Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
14. Library resources and services are adequate.	6.40	5.15 / 1.56	1.25	6.18	5.14 / 1.62	1.04	0.01
39. The amount of student parking space on campus is adequate.	6.40	3.77 / 2.02	2.63	6.14	4.24 / 2.04	1.90	-0.47 ***
72. Campus item	6.40	5.08 / 1.57	1.32				
29. Faculty are fair and unbiased in their treatment of individual students.	6.38	5.39 / 1.39	0.99	6.24	5.16 / 1.55	1.08	0.23 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.38	4.82 / 1.62	1.56	6.05	4.92 / 1.63	1.13	-0.10
5. The personnel involved in registration are helpful.	6.36	5.36 / 1.50	1.00	6.12	5.27 / 1.56	0.85	0.09
75. Campus item	6.36	5.69 / 1.18	0.67				
76. Campus item	6.36	5.79 / 1.20	0.57				
6. My academic advisor is approachable.	6.35	4.92 / 1.61	1.43	6.19	5.33 / 1.62	0.86	-0.41 ***
66. Program requirements are clear and reasonable.	6.34	5.45 / 1.27	0.89	6.24	5.40 / 1.38	0.84	0.05
78. Campus item	6.34	5.32 / 1.40	1.02				
35. Policies and procedures regarding registration and	6.33	5.27 / 1.42	1.06	6.15	5.29 / 1.47	0.86	-0.02

\* Difference statistically significant at the .05 level

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

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

National Group Means are based on 142897 students records.

### Institutional Summary

Items: In Order of Importance to Our Students

Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
course selection are clear and well-publicized.							
52. This school does whatever it can to help me reach my educational goals.	6.32	4.95 / 1.45	1.37	6.21	5.05 / 1.50	1.16	-0.10
32. My academic advisor is knowledgeable about my program requirements.	6.28	4.75 / 1.64	1.53	6.26	5.27 / 1.64	0.99	-0.52 ***
24. Parking lots are well-lighted and secure.	6.26	4.85 / 1.60	1.41	6.15	4.81 / 1.75	1.34	0.04
65. Students are notified early in the term if they are doing poorly in a class.	6.25	4.89 / 1.59	1.36	6.16	4.85 / 1.66	1.31	0.04
41. Admissions staff are knowledgeable.	6.24	5.41 / 1.28	0.83	6.09	5.22 / 1.42	0.87	0.19 ***
16. The college shows concern for students as individuals.	6.23	4.74 / 1.48	1.49	6.13	4.97 / 1.58	1.16	-0.23 ***
28. It is an enjoyable experience to be a student on this campus.	6.23	5.67 / 1.23	0.56	6.04	5.29 / 1.47	0.75	0.38 ***
43. Class change (drop/add) policies are reasonable.	6.22	5.65 / 1.33	0.57	6.01	5.24 / 1.48	0.77	0.41 ***
46. Faculty provide timely feedback about student progress in a course.	6.22	4.92 / 1.53	1.30	6.12	5.16 / 1.46	0.96	-0.24 ***

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

National Group Means are based on 142897 students records.

### Institutional Summary

Items: In Order of Importance to Our Students

Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
63. I seldom get the "run-around" when seeking information on this campus.	6.20	5.12 / 1.61	1.08	6.07	4.92 / 1.68	1.15	0.20 **
68. On the whole, the campus is well-maintained.	6.16	6.07 / 1.10	0.09	6.12	5.56 / 1.39	0.56	0.51 ***
12. My academic advisor helps me set goals to work toward.	6.15	4.58 / 1.62	1.57	5.93	4.82 / 1.71	1.11	-0.24 ***
25. My academic advisor is concerned about my success as an individual.	6.13	4.61 / 1.62	1.52	6.08	4.94 / 1.69	1.14	-0.33 ***
73. Campus item	6.13	5.41 / 1.41	0.72				
80. Campus item	6.13	5.56 / 1.23	0.57				
36. Students are made to feel welcome on this campus.	6.12	5.50 / 1.24	0.62	6.10	5.37 / 1.39	0.73	0.13 *
23. Faculty are understanding of students' unique life circumstances.	6.11	5.04 / 1.42	1.07	6.07	4.98 / 1.57	1.09	0.06
48. Counseling staff care about students as individuals.	6.11	4.87 / 1.54	1.24	6.01	5.01 / 1.54	1.00	-0.14 *
34. Computer labs are adequate and accessible.	6.09	4.97 / 1.56	1.12	6.15	5.07 / 1.66	1.08	-0.10
74. Campus item	6.08	5.30 / 1.35	0.78				

\* 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 142897 students records.

## Institutional Summary

Items: In Order of Importance to Our Students

Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
11. Security staff respond quickly in emergencies.	6.06	4.70 / 1.27	1.36	5.81	4.61 / 1.47	1.20	0.09
64. Nearly all classes deal with practical experiences and applications.	6.06	5.22 / 1.28	0.84	6.06	5.28 / 1.37	0.78	-0.06
7. Adequate financial aid is available for most students.	6.05	4.51 / 1.65	1.54	6.17	4.93 / 1.77	1.24	-0.42 ***
26. Library staff are helpful and approachable.	6.05	5.45 / 1.41	0.60	5.92	5.19 / 1.55	0.73	0.26 ***
51. There are convenient ways of paying my school bill.	6.05	5.09 / 1.43	0.96	6.13	5.16 / 1.58	0.97	-0.07
42. The equipment in the lab facilities is kept up to date.	6.04	5.05 / 1.33	0.99	6.14	5.05 / 1.58	1.09	0.00
47. There are adequate services to help me decide upon a career.	6.04	4.68 / 1.50	1.36	6.02	5.01 / 1.49	1.01	-0.33 ***
27. The campus staff are caring and helpful.	6.03	5.38 / 1.20	0.65	5.99	5.21 / 1.36	0.78	0.17 **
21. There are a sufficient number of study areas on campus.	6.02	5.23 / 1.50	0.79	5.87	5.01 / 1.61	0.86	0.22 ***
50. Tutoring services are readily available.	6.02	5.11 / 1.36	0.91	5.96	5.17 / 1.51	0.79	-0.06

\* 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 142897 students records.

### Institutional Summary

Items: In Order of Importance to Our Students

Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
45. This institution has a good reputation within the community.	6.01	5.78 / 1.30	0.23	6.03	5.45 / 1.40	0.58	0.33 ***
54. Faculty are interested in my academic problems.	6.01	4.91 / 1.43	1.10	6.00	5.03 / 1.47	0.97	-0.12 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.00	4.17 / 1.61	1.83	5.94	4.60 / 1.71	1.34	-0.43 ***
53. The assessment and course placement procedures are reasonable.	6.00	4.92 / 1.50	1.08	5.95	5.12 / 1.42	0.83	-0.20 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	5.98	4.85 / 1.37	1.13	5.90	4.96 / 1.46	0.94	-0.11
2. Faculty care about me as an individual.	5.97	5.15 / 1.37	0.82	5.96	5.26 / 1.43	0.70	-0.11 *
37. Faculty take into consideration student differences as they teach a course.	5.93	5.00 / 1.43	0.93	6.04	5.03 / 1.48	1.01	-0.03
57. Administrators are approachable to students.	5.93	4.91 / 1.45	1.02	5.93	5.05 / 1.50	0.88	-0.14 *
60. Billing policies are reasonable.	5.92	5.13 / 1.34	0.79	6.01	5.10 / 1.52	0.91	0.03
55. Academic support services adequately meet the needs of students.	5.91	4.90 / 1.27	1.01	5.87	5.00 / 1.38	0.87	-0.10

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National Group Means are based on 142897 students records.



### Institutional Summary

Items: In Order of Importance to Our Students

Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
56. The business office is open during hours which are convenient for most students.	5.91	4.96 / 1.49	0.95	6.02	5.27 / 1.47	0.75	-0.31 ***
62. Bookstore staff are helpful.	5.91	5.76 / 1.29	0.15	5.92	5.26 / 1.57	0.66	0.50 ***
79. Campus item	5.90	5.11 / 1.35	0.79				
20. Financial aid counselors are helpful.	5.87	4.46 / 1.48	1.41	6.00	4.89 / 1.71	1.11	-0.43 ***
22. People on this campus respect and are supportive of each other.	5.85	5.27 / 1.25	0.58	5.84	4.99 / 1.45	0.85	0.28 ***
67. Channels for expressing student complaints are readily available.	5.84	4.40 / 1.49	1.44	5.90	4.67 / 1.62	1.23	-0.27 ***
3. The quality of instruction in the vocational/technical programs is excellent.	5.80	5.08 / 1.30	0.72	6.09	5.30 / 1.35	0.79	-0.22 ***
87. Cost as factor in decision to enroll.	5.77			6.16			
30. The career services office provides students with the help they need to get a job.	5.74	4.61 / 1.32	1.13	5.90	4.87 / 1.46	1.03	-0.26 ***
9. Internships or practical experiences are provided in my degree/certificate program.	5.72	4.15 / 1.42	1.57	5.94	4.98 / 1.56	0.96	-0.83 ***

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### Institutional Summary

Items: In Order of Importance to Our Students

Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
59. New student orientation services help students adjust to college.	5.63	4.91 / 1.36	0.72	5.77	5.05 / 1.48	0.72	-0.14 *
93. Geographic setting as factor in decision to enroll.	5.61			5.32			
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.54	4.75 / 1.33	0.79	5.69	4.90 / 1.46	0.79	-0.15 *
89. Academic reputation as factor in decision to enroll.	5.49			5.77			
4. Security staff are helpful.	5.44	4.64 / 1.51	0.80	5.39	4.67 / 1.60	0.72	-0.03
44. I generally know what's happening on campus.	5.37	4.58 / 1.46	0.79	5.47	4.75 / 1.50	0.72	-0.17 **
1. Most students feel a sense of belonging here.	5.29	5.17 / 1.30	0.12	5.38	5.15 / 1.38	0.23	0.02
38. The student center is a comfortable place for students to spend their leisure time.	5.29	5.02 / 1.38	0.27	5.54	4.89 / 1.56	0.65	0.13
94. Campus appearance as factor in decision to enroll.	5.00			5.07			
88. Financial aid as factor in decision to enroll.	4.79			5.71			
95. Personalized attention prior to enrollment as factor in decision to enroll.	4.70			5.26			

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National Group Means are based on 142897 students records.

### Institutional Summary

Items: In Order of Importance to Our Students

Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
19. This campus provides effective support services for displaced homemakers.	4.63	4.46 / 1.12	0.17	4.94	4.54 / 1.33	0.40	-0.08
90. Size of institution as factor in decision to enroll.	4.63			5.07			
10. Child care facilities are available on campus.	4.55	4.21 / 1.26	0.34	4.60	4.19 / 1.64	0.41	0.02
92. Recommendations from family/friends as factor in decision to enroll.	4.49			4.66			
17. Personnel in the Veterans' Services program are helpful.	4.28	4.43 / 1.10	-0.15	4.44	4.38 / 1.28	0.06	0.05
91. Opportunity to play sports as factor in decision to enroll.	3.27			3.22			
81. Institution's commitment to part-time students?		5.46 / 1.24			5.41 / 1.38		0.05
82. Institution's commitment to evening students?		5.18 / 1.40			5.31 / 1.45		-0.13 *
83. Institution's commitment to older, returning learners?		5.30 / 1.29			5.44 / 1.37		-0.14 *
84. Institution's commitment to under-represented populations?		5.06 / 1.34			5.17 / 1.35		-0.11

National Group Means are based on 142897 students records.

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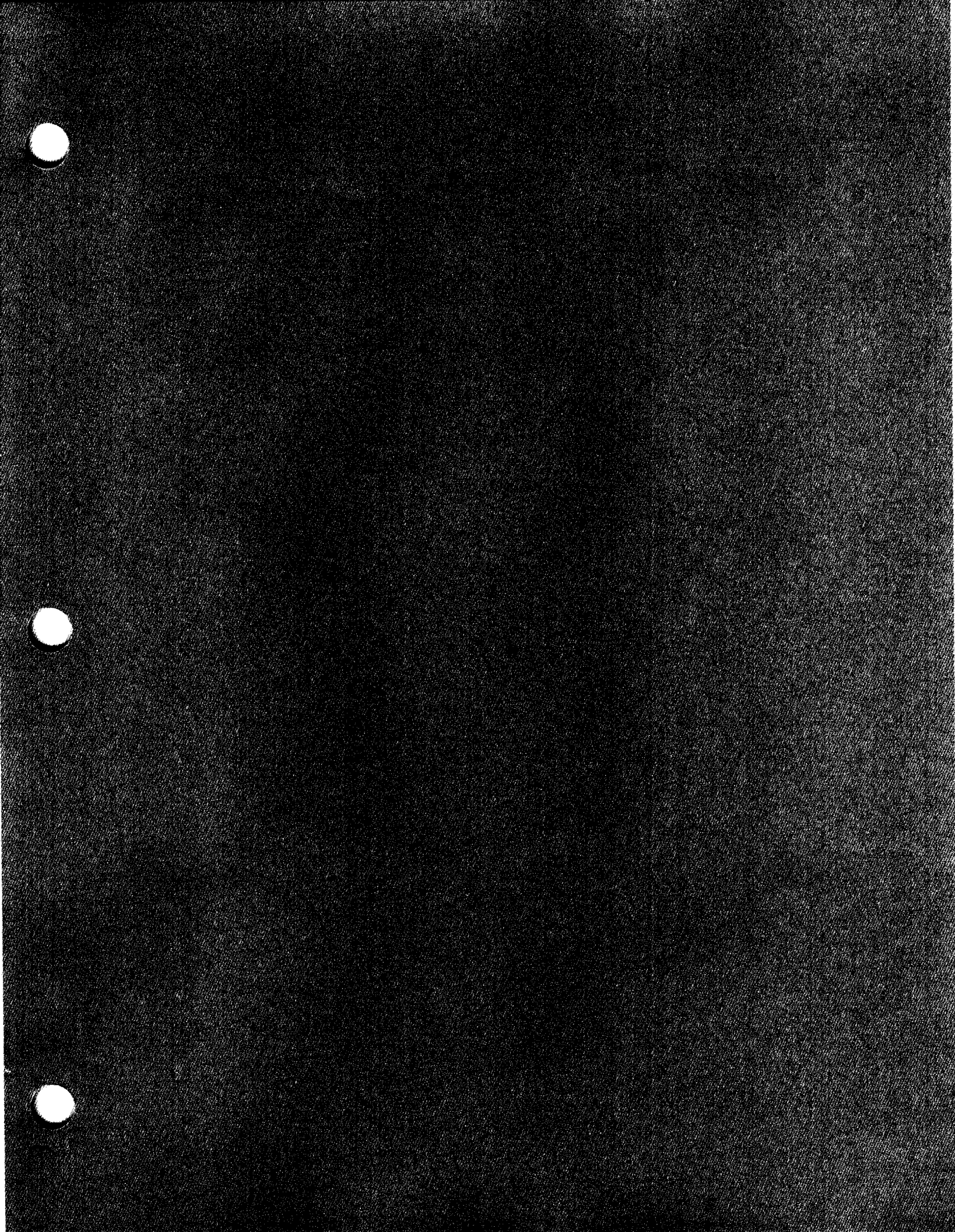
### Institutional Summary

Items: In Order of Importance to Our Students

Item	Our Institution Means Cuesta College - Composite - 1/99		National Group Means Community, Junior & Technical Colleges		Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Importance	Satisfaction/SD	
85. Institution's commitment to commuters?		5.12 / 1.37		5.18 / 1.46	-0.06
86. Institution's commitment to students with disabilities?		5.32 / 1.29		5.29 / 1.42	0.03

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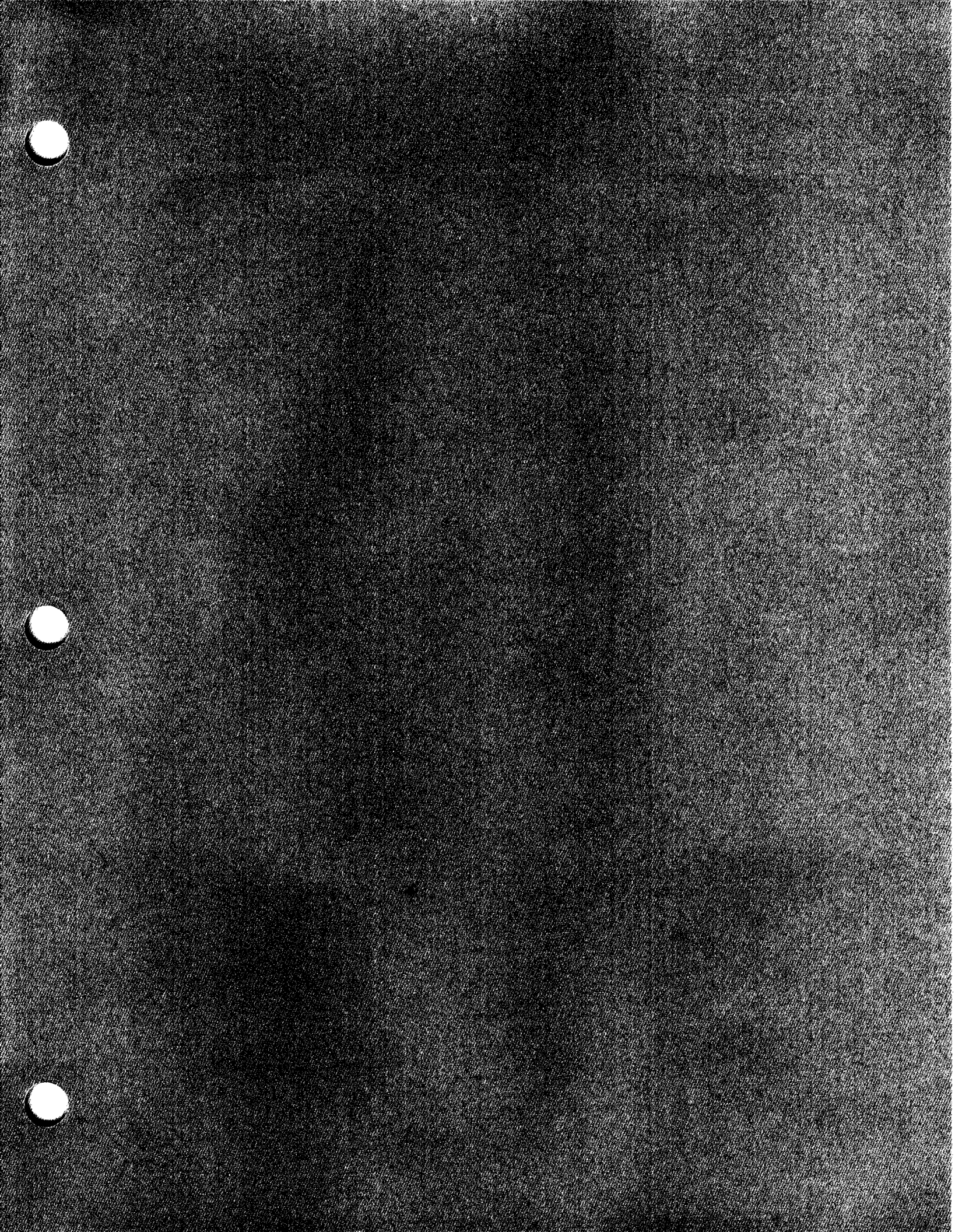
### Institutional Summary

Scales: In Alphabetical Order With Items That Make Up the Scale

Scale/Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
ACADEMIC SERVICES	6.08	5.14 / 1.02	0.94	6.01	5.09 / 1.12	0.92	0.05
14. Library resources and services are adequate.	6.40	5.15 / 1.56	1.25	6.18	5.14 / 1.62	1.04	0.01
21. There are a sufficient number of study areas on campus.	6.02	5.23 / 1.50	0.79	5.87	5.01 / 1.61	0.86	0.22 ***
26. Library staff are helpful and approachable.	6.05	5.45 / 1.41	0.60	5.92	5.19 / 1.55	0.73	0.26 ***
34. Computer labs are adequate and accessible.	6.09	4.97 / 1.56	1.12	6.15	5.07 / 1.66	1.08	-0.10
42. The equipment in the lab facilities is kept up to date.	6.04	5.05 / 1.33	0.99	6.14	5.05 / 1.58	1.09	0.00
50. Tutoring services are readily available.	6.02	5.11 / 1.36	0.91	5.96	5.17 / 1.51	0.79	-0.06
55. Academic support services adequately meet the needs of students.	5.91	4.90 / 1.27	1.01	5.87	5.00 / 1.38	0.87	-0.10

National Group Means are based on 142897 students records.

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### Institutional Summary

Scales: In Alphabetical Order With Items That Make Up the Scale

Scale/Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
<b>CAMPUS CLIMATE</b>	5.97	5.15 / 0.88	0.82	5.94	5.10 / 1.06	0.84	0.05
1. Most students feel a sense of belonging here.	5.29	5.17 / 1.30	0.12	5.38	5.15 / 1.38	0.23	0.02
2. Faculty care about me as an individual.	5.97	5.15 / 1.37	0.82	5.96	5.26 / 1.43	0.70	-0.11 *
16. The college shows concern for students as individuals.	6.23	4.74 / 1.48	1.49	6.13	4.97 / 1.58	1.16	-0.23 ***
22. People on this campus respect and are supportive of each other.	5.85	5.27 / 1.25	0.58	5.84	4.99 / 1.45	0.85	0.28 ***
27. The campus staff are caring and helpful.	6.03	5.38 / 1.20	0.65	5.99	5.21 / 1.36	0.78	0.17 **
28. It is an enjoyable experience to be a student on this campus.	6.23	5.67 / 1.23	0.56	6.04	5.29 / 1.47	0.75	0.38 ***
31. The campus is safe and secure for all students.	6.44	5.47 / 1.27	0.97	6.27	5.30 / 1.42	0.97	0.17 **
36. Students are made to feel welcome on this campus.	6.12	5.50 / 1.24	0.62	6.10	5.37 / 1.39	0.73	0.13 *
44. I generally know what's happening on campus.	5.37	4.58 / 1.46	0.79	5.47	4.75 / 1.50	0.72	-0.17 **
45. This institution has a good reputation within the	6.01	5.78 / 1.30	0.23	6.03	5.45 / 1.40	0.58	0.33 ***

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National Group Means are based on 142897 students records.



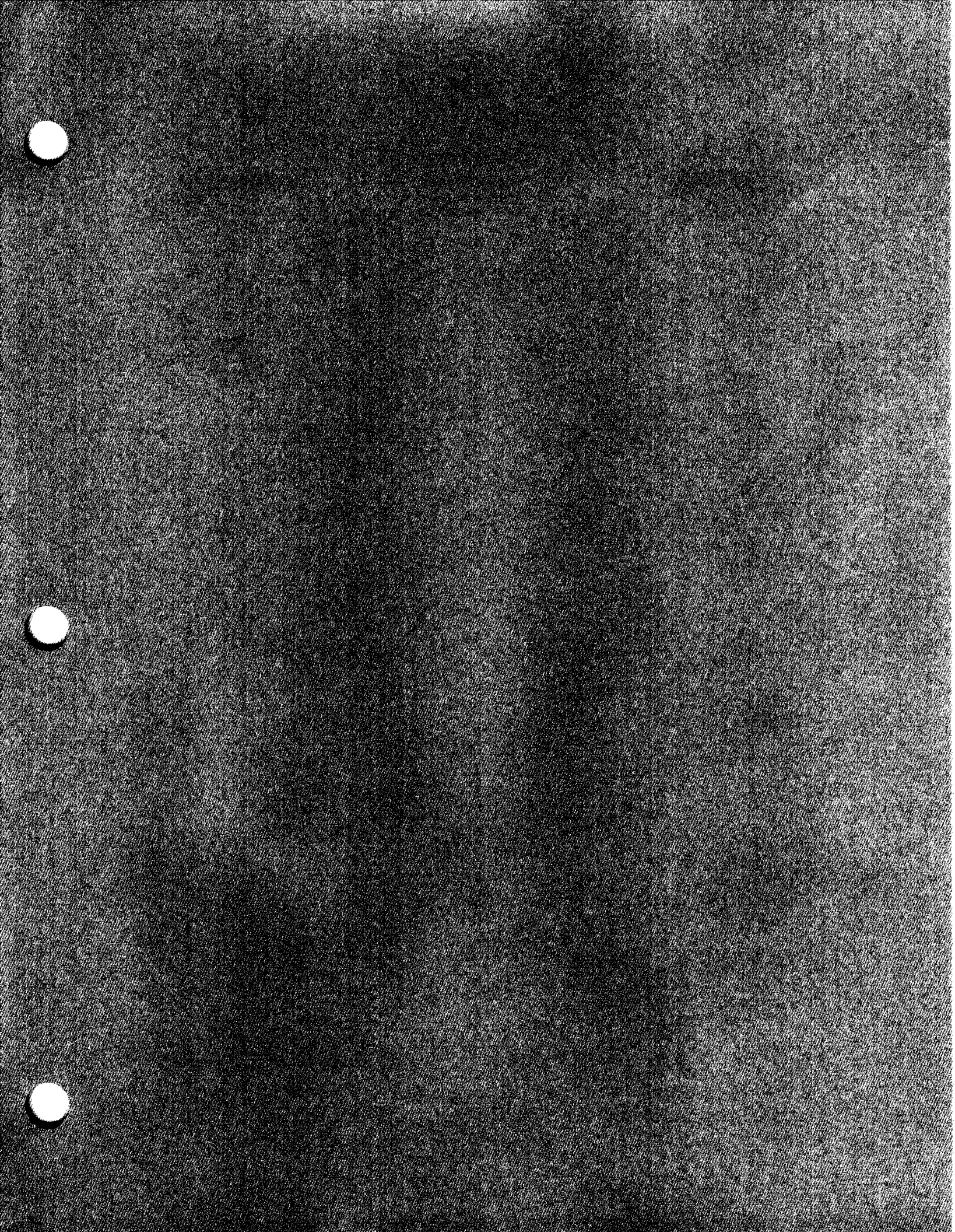
### Institutional Summary

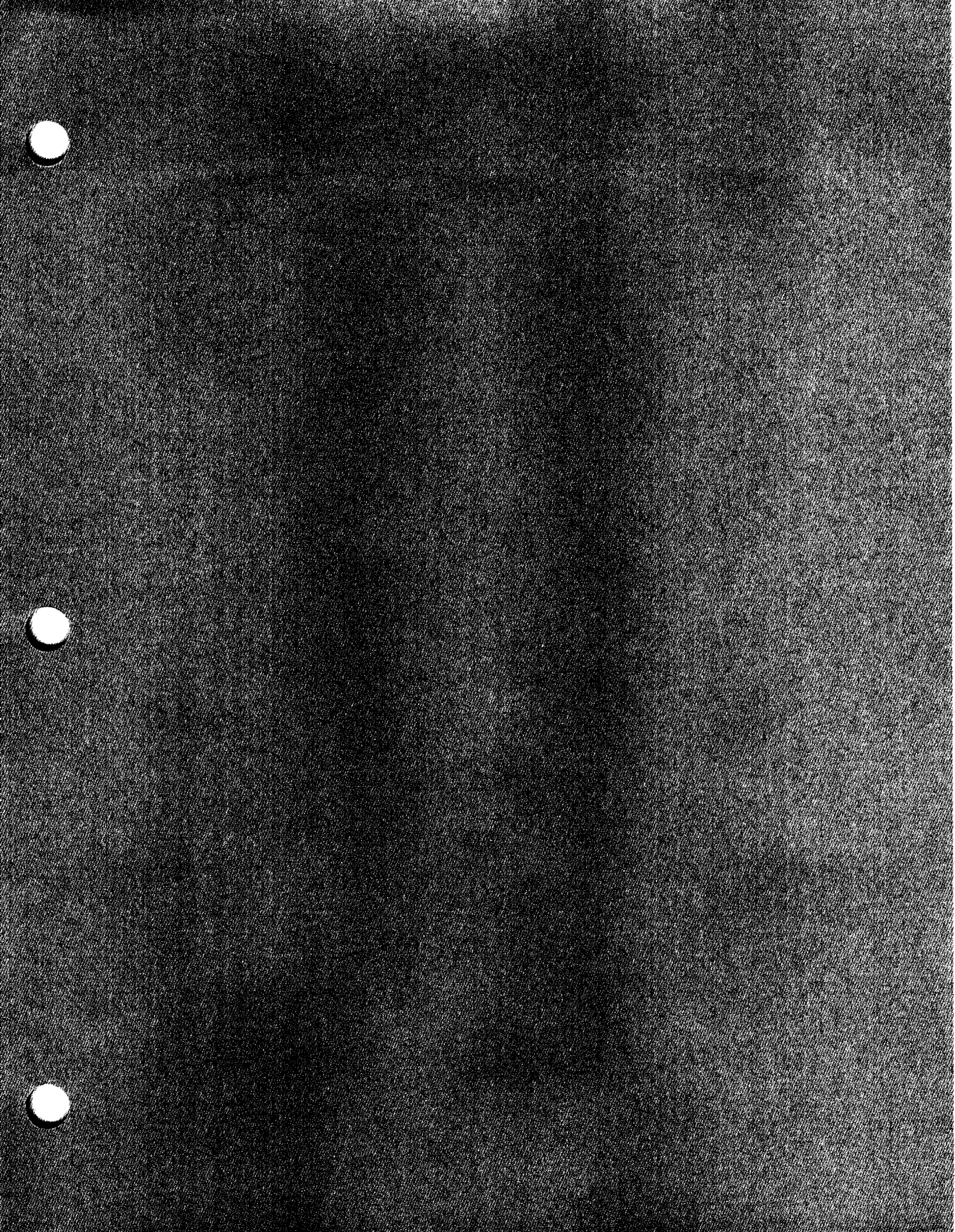
Scales: In Alphabetical Order With Items That Make Up the Scale

Scale/Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
community.							
52. This school does whatever it can to help me reach my educational goals.	6.32	4.95 / 1.45	1.37	6.21	5.05 / 1.50	1.16	-0.10
57. Administrators are approachable to students.	5.93	4.91 / 1.45	1.02	5.93	5.05 / 1.50	0.88	-0.14 *
59. New student orientation services help students adjust to college.	5.63	4.91 / 1.36	0.72	5.77	5.05 / 1.48	0.72	-0.14 *
63. I seldom get the "run-around" when seeking information on this campus.	6.20	5.12 / 1.61	1.08	6.07	4.92 / 1.68	1.15	0.20 **
67. Channels for expressing student complaints are readily available.	5.84	4.40 / 1.49	1.44	5.90	4.67 / 1.62	1.23	-0.27 ***

National Group Means are based on 142897 students records.

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### Institutional Summary

Scales: In Alphabetical Order With Items That Make Up the Scale

Scale/Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
INSTRUCTIONAL EFFECTIVENESS	6.28	5.31 / 0.87	0.97	6.18	5.26 / 1.05	0.92	0.05
2. Faculty care about me as an individual.	5.97	5.15 / 1.37	0.82	5.96	5.26 / 1.43	0.70	-0.11 *
18. The quality of instruction I receive in most of my classes is excellent.	6.67	5.71 / 1.09	0.96	6.48	5.53 / 1.36	0.95	0.18 ***
23. Faculty are understanding of students' unique life circumstances.	6.11	5.04 / 1.42	1.07	6.07	4.98 / 1.57	1.09	0.06
29. Faculty are fair and unbiased in their treatment of individual students.	6.38	5.39 / 1.39	0.99	6.24	5.16 / 1.55	1.08	0.23 ***
37. Faculty take into consideration student differences as they teach a course.	5.93	5.00 / 1.43	0.93	6.04	5.03 / 1.48	1.01	-0.03
46. Faculty provide timely feedback about student progress in a course.	6.22	4.92 / 1.53	1.30	6.12	5.16 / 1.46	0.96	-0.24 ***
54. Faculty are interested in my academic problems.	6.01	4.91 / 1.43	1.10	6.00	5.03 / 1.47	0.97	-0.12 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.53	5.83 / 1.15	0.70	6.34	5.59 / 1.33	0.75	0.24 ***
61. Faculty are usually available after class and	6.41	5.76 / 1.21	0.65	6.21	5.48 / 1.41	0.73	0.28 ***

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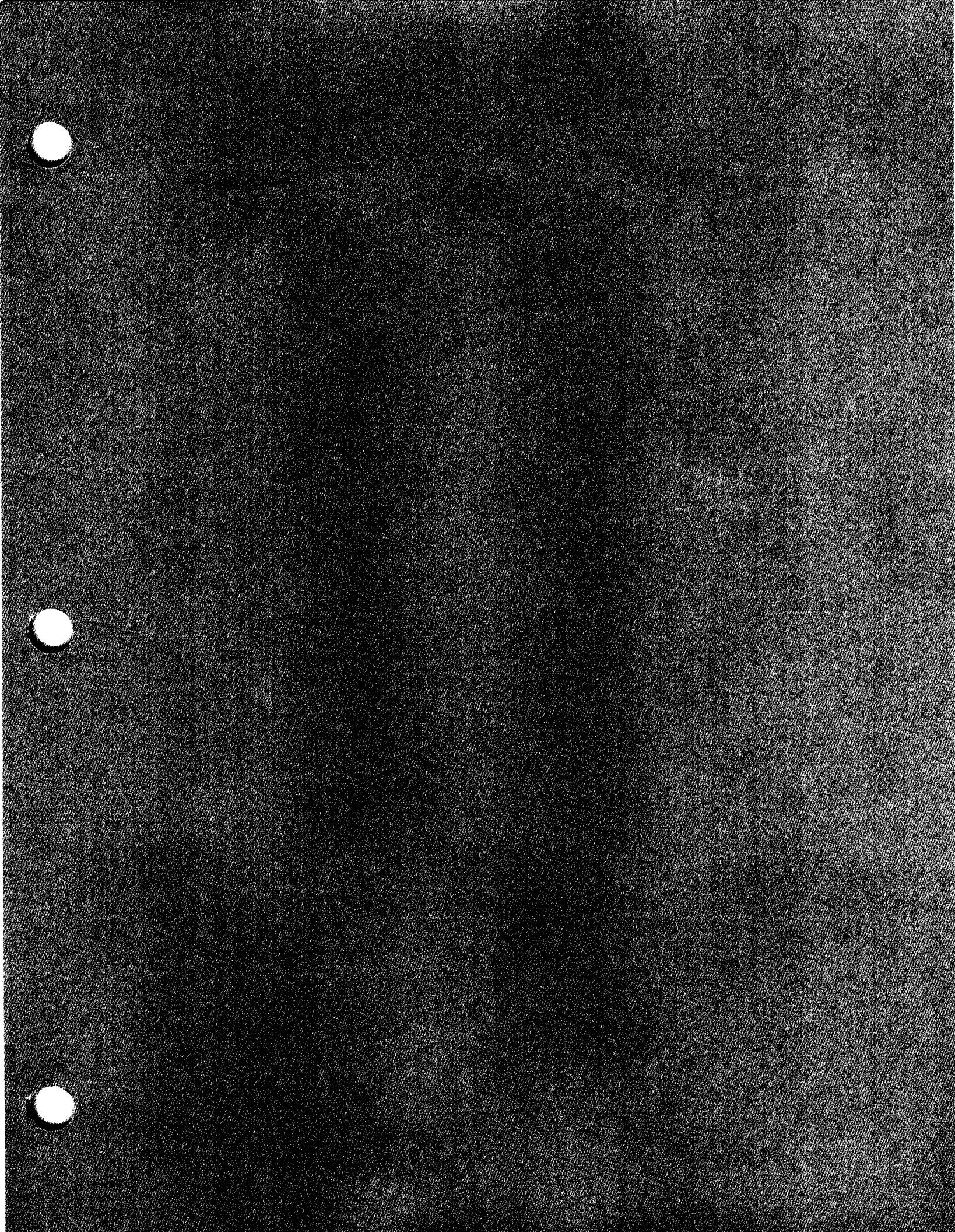
### Institutional Summary

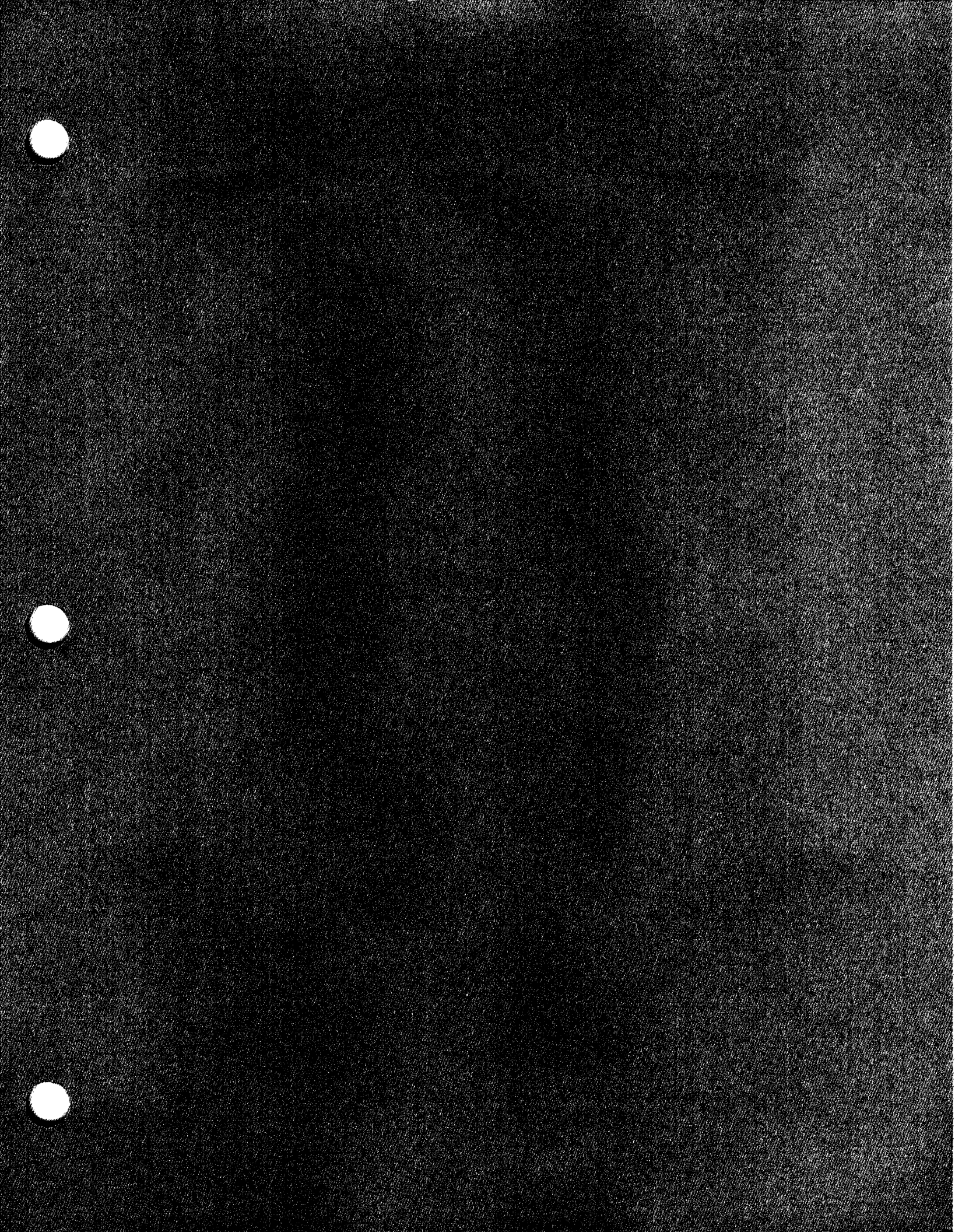
Scales: In Alphabetical Order With Items That Make Up the Scale

Scale/Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
during office hours.							
64. Nearly all classes deal with practical experiences and applications.	6.06	5.22 / 1.28	0.84	6.06	5.28 / 1.37	0.78	-0.06
65. Students are notified early in the term if they are doing poorly in a class.	6.25	4.89 / 1.59	1.36	6.16	4.85 / 1.66	1.31	0.04
66. Program requirements are clear and reasonable.	6.34	5.45 / 1.27	0.89	6.24	5.40 / 1.38	0.84	0.05
69. There is a good variety of courses provided on this campus.	6.54	5.27 / 1.52	1.27	6.29	5.37 / 1.48	0.92	-0.10
70. I am able to experience intellectual growth here.	6.50	5.76 / 1.20	0.74	6.28	5.53 / 1.36	0.75	0.23 ***

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### Institutional Summary

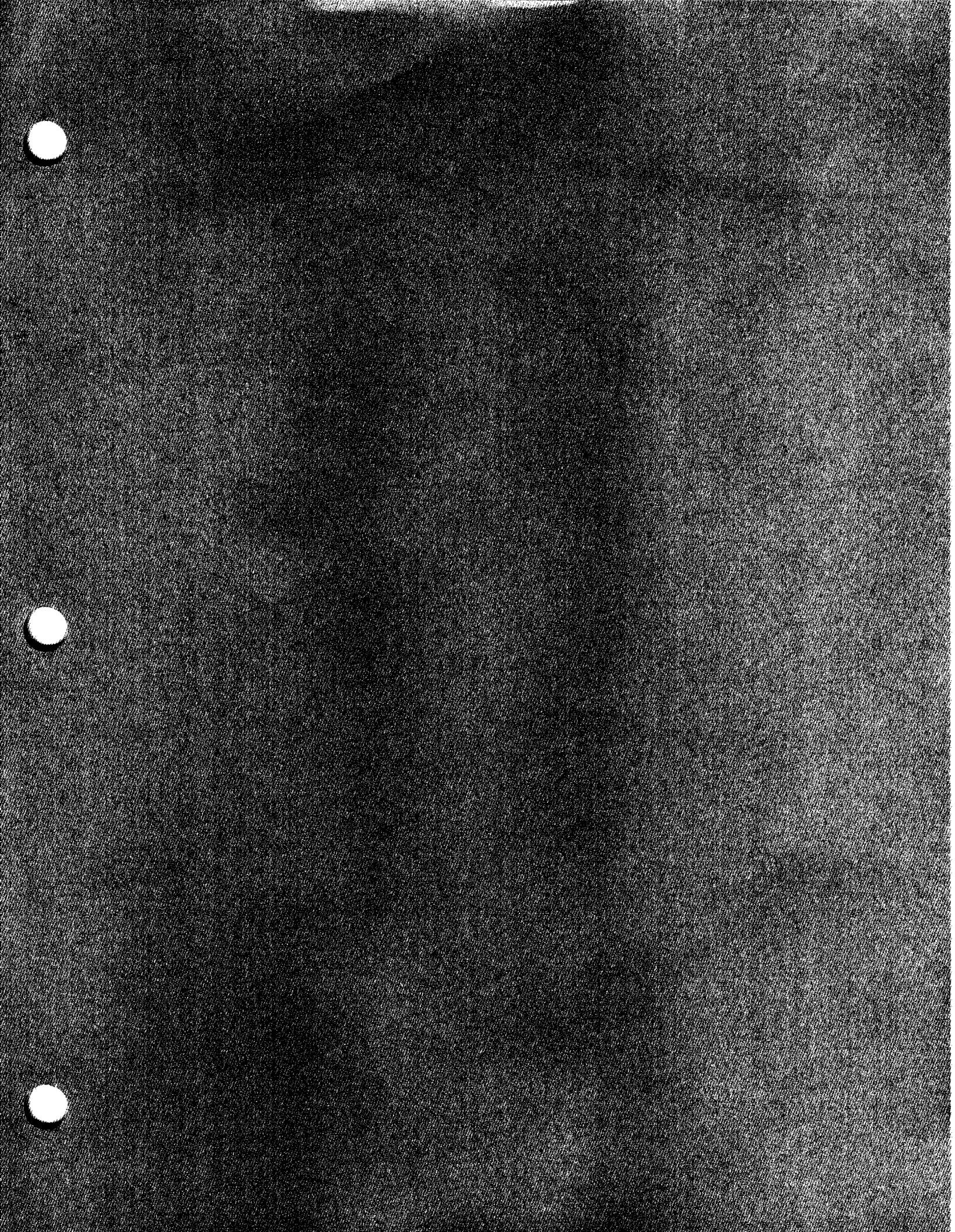
Scales: In Alphabetical Order With Items That Make Up the Scale

Scale/Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
RESPONSIVENESS TO DIVERSE POPULATIONS		5.24 / 1.13			5.30 / 1.23		-0.06
81. Institution's commitment to part-time students?		5.46 / 1.24			5.41 / 1.38		0.05
82. Institution's commitment to evening students?		5.18 / 1.40			5.31 / 1.45		-0.13 *
83. Institution's commitment to older, returning learners?		5.30 / 1.29			5.44 / 1.37		-0.14 *
84. Institution's commitment to under-represented populations?		5.06 / 1.34			5.17 / 1.35		-0.11
85. Institution's commitment to commuters?		5.12 / 1.37			5.18 / 1.46		-0.06
86. Institution's commitment to students with disabilities?		5.32 / 1.29			5.29 / 1.42		0.03

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Scales: In Alphabetical Order With Items That Make Up the Scale

Scale/Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
SERVICE EXCELLENCE	5.95	5.15 / 0.93	0.80	5.91	5.04 / 1.07	0.87	0.11 **
5. The personnel involved in registration are helpful.	6.36	5.36 / 1.50	1.00	6.12	5.27 / 1.56	0.85	0.09
22. People on this campus respect and are supportive of each other.	5.85	5.27 / 1.25	0.58	5.84	4.99 / 1.45	0.85	0.28 ***
26. Library staff are helpful and approachable.	6.05	5.45 / 1.41	0.60	5.92	5.19 / 1.55	0.73	0.26 ***
27. The campus staff are caring and helpful.	6.03	5.38 / 1.20	0.65	5.99	5.21 / 1.36	0.78	0.17 **
44. I generally know what's happening on campus.	5.37	4.58 / 1.46	0.79	5.47	4.75 / 1.50	0.72	-0.17 **
57. Administrators are approachable to students.	5.93	4.91 / 1.45	1.02	5.93	5.05 / 1.50	0.88	-0.14 *
62. Bookstore staff are helpful.	5.91	5.76 / 1.29	0.15	5.92	5.26 / 1.57	0.66	0.50 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.20	5.12 / 1.61	1.08	6.07	4.92 / 1.68	1.15	0.20 **
67. Channels for expressing student complaints are readily available.	5.84	4.40 / 1.49	1.44	5.90	4.67 / 1.62	1.23	-0.27 ***

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### Institutional Summary

Scales: In Alphabetical Order With Items That Make Up the Scale

Scale/Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
STUDENT CENTEREDNESS	5.97	5.24 / 0.96	0.73	5.93	5.17 / 1.15	0.76	0.07
1. Most students feel a sense of belonging here.	5.29	5.17 / 1.30	0.12	5.38	5.15 / 1.38	0.23	0.02
16. The college shows concern for students as individuals.	6.23	4.74 / 1.48	1.49	6.13	4.97 / 1.58	1.16	-0.23 ***
27. The campus staff are caring and helpful.	6.03	5.38 / 1.20	0.65	5.99	5.21 / 1.36	0.78	0.17 **
28. It is an enjoyable experience to be a student on this campus.	6.23	5.67 / 1.23	0.56	6.04	5.29 / 1.47	0.75	0.38 ***
36. Students are made to feel welcome on this campus.	6.12	5.50 / 1.24	0.62	6.10	5.37 / 1.39	0.73	0.13 *
57. Administrators are approachable to students.	5.93	4.91 / 1.45	1.02	5.93	5.05 / 1.50	0.88	-0.14 *

\* 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 142897 students records.

### Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
1. Most students feel a sense of belonging here.	5.29	5.17 / 1.30	0.12	5.38	5.15 / 1.38	0.23	0.02
2. Faculty care about me as an individual.	5.97	5.15 / 1.37	0.82	5.96	5.26 / 1.43	0.70	-0.11 *
3. The quality of instruction in the vocational/technical programs is excellent.	5.80	5.08 / 1.30	0.72	6.09	5.30 / 1.35	0.79	-0.22 ***
4. Security staff are helpful.	5.44	4.64 / 1.51	0.80	5.39	4.67 / 1.60	0.72	-0.03
5. The personnel involved in registration are helpful.	6.36	5.36 / 1.50	1.00	6.12	5.27 / 1.56	0.85	0.09
6. My academic advisor is approachable.	6.35	4.92 / 1.61	1.43	6.19	5.33 / 1.62	0.86	-0.41 ***
7. Adequate financial aid is available for most students.	6.05	4.51 / 1.65	1.54	6.17	4.93 / 1.77	1.24	-0.42 ***
8. Classes are scheduled at times that are convenient for me.	6.56	4.82 / 1.69	1.74	6.45	5.34 / 1.59	1.11	-0.52 ***
9. Internships or practical experiences are provided in my degree/certificate program.	5.72	4.15 / 1.42	1.57	5.94	4.98 / 1.56	0.96	-0.83 ***
10. Child care facilities are available on campus.	4.55	4.21 / 1.26	0.34	4.60	4.19 / 1.64	0.41	0.02
11. Security staff respond quickly in emergencies.	6.06	4.70 / 1.27	1.36	5.81	4.61 / 1.47	1.20	0.09

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

National Group Means are based on 142897 students records.

### Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
12. My academic advisor helps me set goals to work toward.	6.15	4.58 / 1.62	1.57	5.93	4.82 / 1.71	1.11	-0.24 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.00	4.17 / 1.61	1.83	5.94	4.60 / 1.71	1.34	-0.43 ***
14. Library resources and services are adequate.	6.40	5.15 / 1.56	1.25	6.18	5.14 / 1.62	1.04	0.01
15. I am able to register for classes I need with few conflicts.	6.61	4.73 / 1.69	1.88	6.32	5.24 / 1.58	1.08	-0.51 ***
16. The college shows concern for students as individuals.	6.23	4.74 / 1.48	1.49	6.13	4.97 / 1.58	1.16	-0.23 ***
17. Personnel in the Veterans' Services program are helpful.	4.28	4.43 / 1.10	-0.15	4.44	4.38 / 1.28	0.06	0.05
18. The quality of instruction I receive in most of my classes is excellent.	6.67	5.71 / 1.09	0.96	6.48	5.53 / 1.36	0.95	0.18 ***
19. This campus provides effective support services for displaced homemakers.	4.63	4.46 / 1.12	0.17	4.94	4.54 / 1.33	0.40	-0.08
20. Financial aid counselors are helpful.	5.87	4.46 / 1.48	1.41	6.00	4.89 / 1.71	1.11	-0.43 ***

National Group Means are based on 142897 students records.

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

### Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
21. There are a sufficient number of study areas on campus.	6.02	5.23 / 1.50	0.79	5.87	5.01 / 1.61	0.86	0.22 ***
22. People on this campus respect and are supportive of each other.	5.85	5.27 / 1.25	0.58	5.84	4.99 / 1.45	0.85	0.28 ***
23. Faculty are understanding of students' unique life circumstances.	6.11	5.04 / 1.42	1.07	6.07	4.98 / 1.57	1.09	0.06
24. Parking lots are well-lighted and secure.	6.26	4.85 / 1.60	1.41	6.15	4.81 / 1.75	1.34	0.04
25. My academic advisor is concerned about my success as an individual.	6.13	4.61 / 1.62	1.52	6.08	4.94 / 1.69	1.14	-0.33 ***
26. Library staff are helpful and approachable.	6.05	5.45 / 1.41	0.60	5.92	5.19 / 1.55	0.73	0.26 ***
27. The campus staff are caring and helpful.	6.03	5.38 / 1.20	0.65	5.99	5.21 / 1.36	0.78	0.17 **
28. It is an enjoyable experience to be a student on this campus.	6.23	5.67 / 1.23	0.56	6.04	5.29 / 1.47	0.75	0.38 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.38	5.39 / 1.39	0.99	6.24	5.16 / 1.55	1.08	0.23 ***
30. The career services office provides students with	5.74	4.61 / 1.32	1.13	5.90	4.87 / 1.46	1.03	-0.26 ***

National Group Means are based on 142897 students records.

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

### Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
the help they need to get a job.							
31. The campus is safe and secure for all students.	6.44	5.47 / 1.27	0.97	6.27	5.30 / 1.42	0.97	0.17 **
32. My academic advisor is knowledgeable about my program requirements.	6.28	4.75 / 1.64	1.53	6.26	5.27 / 1.64	0.99	-0.52 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.54	4.75 / 1.33	0.79	5.69	4.90 / 1.46	0.79	-0.15 *
34. Computer labs are adequate and accessible.	6.09	4.97 / 1.56	1.12	6.15	5.07 / 1.66	1.08	-0.10
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.33	5.27 / 1.42	1.06	6.15	5.29 / 1.47	0.86	-0.02
36. Students are made to feel welcome on this campus.	6.12	5.50 / 1.24	0.62	6.10	5.37 / 1.39	0.73	0.13 *
37. Faculty take into consideration student differences as they teach a course.	5.93	5.00 / 1.43	0.93	6.04	5.03 / 1.48	1.01	-0.03
38. The student center is a comfortable place for students to spend their leisure time.	5.29	5.02 / 1.38	0.27	5.54	4.89 / 1.56	0.65	0.13
39. The amount of student parking space on campus is adequate.	6.40	3.77 / 2.02	2.63	6.14	4.24 / 2.04	1.90	-0.47 ***

\* 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 142897 students records.

### Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.38	4.82 / 1.62	1.56	6.05	4.92 / 1.63	1.13	-0.10
41. Admissions staff are knowledgeable.	6.24	5.41 / 1.28	0.83	6.09	5.22 / 1.42	0.87	0.19 ***
42. The equipment in the lab facilities is kept up to date.	6.04	5.05 / 1.33	0.99	6.14	5.05 / 1.58	1.09	0.00
43. Class change (drop/add) policies are reasonable.	6.22	5.65 / 1.33	0.57	6.01	5.24 / 1.48	0.77	0.41 ***
44. I generally know what's happening on campus.	5.37	4.58 / 1.46	0.79	5.47	4.75 / 1.50	0.72	-0.17 **
45. This institution has a good reputation within the community.	6.01	5.78 / 1.30	0.23	6.03	5.45 / 1.40	0.58	0.33 ***
46. Faculty provide timely feedback about student progress in a course.	6.22	4.92 / 1.53	1.30	6.12	5.16 / 1.46	0.96	-0.24 ***
47. There are adequate services to help me decide upon a career.	6.04	4.68 / 1.50	1.36	6.02	5.01 / 1.49	1.01	-0.33 ***
48. Counseling staff care about students as individuals.	6.11	4.87 / 1.54	1.24	6.01	5.01 / 1.54	1.00	-0.14 *
49. Admissions counselors respond to prospective students' unique needs and requests.	5.98	4.85 / 1.37	1.13	5.90	4.96 / 1.46	0.94	-0.11

National Group Means are based on 142897 students records.

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



### Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
50. Tutoring services are readily available.	6.02	5.11 / 1.36	0.91	5.96	5.17 / 1.51	0.79	-0.06
51. There are convenient ways of paying my school bill.	6.05	5.09 / 1.43	0.96	6.13	5.16 / 1.58	0.97	-0.07
52. This school does whatever it can to help me reach my educational goals.	6.32	4.95 / 1.45	1.37	6.21	5.05 / 1.50	1.16	-0.10
53. The assessment and course placement procedures are reasonable.	6.00	4.92 / 1.50	1.08	5.95	5.12 / 1.42	0.83	-0.20 ***
54. Faculty are interested in my academic problems.	6.01	4.91 / 1.43	1.10	6.00	5.03 / 1.47	0.97	-0.12 *
55. Academic support services adequately meet the needs of students.	5.91	4.90 / 1.27	1.01	5.87	5.00 / 1.38	0.87	-0.10
56. The business office is open during hours which are convenient for most students.	5.91	4.96 / 1.49	0.95	6.02	5.27 / 1.47	0.75	-0.31 ***
57. Administrators are approachable to students.	5.93	4.91 / 1.45	1.02	5.93	5.05 / 1.50	0.88	-0.14 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.53	5.83 / 1.15	0.70	6.34	5.59 / 1.33	0.75	0.24 ***
59. New student orientation services help students	5.63	4.91 / 1.36	0.72	5.77	5.05 / 1.48	0.72	-0.14 *

\* 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 142897 students records.

### Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
adjust to college.							
60. Billing policies are reasonable.	5.92	5.13 / 1.34	0.79	6.01	5.10 / 1.52	0.91	0.03
61. Faculty are usually available after class and during office hours.	6.41	5.76 / 1.21	0.65	6.21	5.48 / 1.41	0.73	0.28 ***
62. Bookstore staff are helpful.	5.91	5.76 / 1.29	0.15	5.92	5.26 / 1.57	0.66	0.50 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.20	5.12 / 1.61	1.08	6.07	4.92 / 1.68	1.15	0.20 **
64. Nearly all classes deal with practical experiences and applications.	6.06	5.22 / 1.28	0.84	6.06	5.28 / 1.37	0.78	-0.06
65. Students are notified early in the term if they are doing poorly in a class.	6.25	4.89 / 1.59	1.36	6.16	4.85 / 1.66	1.31	0.04
66. Program requirements are clear and reasonable.	6.34	5.45 / 1.27	0.89	6.24	5.40 / 1.38	0.84	0.05
67. Channels for expressing student complaints are readily available.	5.84	4.40 / 1.49	1.44	5.90	4.67 / 1.62	1.23	-0.27 ***
68. On the whole, the campus is well-maintained.	6.16	6.07 / 1.10	0.09	6.12	5.56 / 1.39	0.56	0.51 ***

National Group Means are based on 142897 students records.

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

### Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
69. There is a good variety of courses provided on this campus.	6.54	5.27 / 1.52	1.27	6.29	5.37 / 1.48	0.92	-0.10
70. I am able to experience intellectual growth here.	6.50	5.76 / 1.20	0.74	6.28	5.53 / 1.36	0.75	0.23 ***
71. Campus item	6.52	5.83 / 1.05	0.69				
72. Campus item	6.40	5.08 / 1.57	1.32				
73. Campus item	6.13	5.41 / 1.41	0.72				
74. Campus item	6.08	5.30 / 1.35	0.78				
75. Campus item	6.36	5.69 / 1.18	0.67				
76. Campus item	6.36	5.79 / 1.20	0.57				
77. Campus item	6.42	5.01 / 1.60	1.41				
78. Campus item	6.34	5.32 / 1.40	1.02				
79. Campus item	5.90	5.11 / 1.35	0.79				
80. Campus item	6.13	5.56 / 1.23	0.57				
81. Institution's commitment to part-time students?		5.46 / 1.24			5.41 / 1.38		0.05

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

National Group Means are based on 142897 students records.

### Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
82. Institution's commitment to evening students?		5.18 / 1.40			5.31 / 1.45		-0.13 *
83. Institution's commitment to older, returning learners?		5.30 / 1.29			5.44 / 1.37		-0.14 *
84. Institution's commitment to under-represented populations?		5.06 / 1.34			5.17 / 1.35		-0.11
85. Institution's commitment to commuters?		5.12 / 1.37			5.18 / 1.46		-0.06
86. Institution's commitment to students with disabilities?		5.32 / 1.29			5.29 / 1.42		0.03
87. Cost as factor in decision to enroll.	5.77			6.16			
88. Financial aid as factor in decision to enroll.	4.79			5.71			
89. Academic reputation as factor in decision to enroll.	5.49			5.77			
90. Size of institution as factor in decision to enroll.	4.63			5.07			
91. Opportunity to play sports as factor in decision to enroll.	3.27			3.22			
92. Recommendations from family/friends as factor in	4.49			4.66			

\* 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 142897 students records.

### Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College - Composite - 1/99			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Our Inst - Nat'l Group
decision to enroll.							
93. Geographic setting as factor in decision to enroll.	5.61			5.32			
94. Campus appearance as factor in decision to enroll.	5.00			5.07			
95. Personalized attention prior to enrollment as factor in decision to enroll.	4.70			5.26			

National Group Means are based on 142897 students records.

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

**Summary Items**

Summary Item	Our Institution	National Group	Mean Difference
	Cuesta College - Composite - 1/99 Group Mean / SD	Community, Junior & Technical Colleges Group Mean / SD	Our Institution - National Group
So far, how has your college experience met your expectations? 1=Much worse than expected, 7=Much better than expected	4.64 / 1.17	4.64 / 1.29	0.00
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all, 7=Very satisfied	5.50 / 1.25	5.34 / 1.36	0.16 **
All in all, if you had to do it over, would you enroll here again? 1=Definitely not, 7=Definitely yes	5.93 / 1.35	5.54 / 1.62	0.39 ***

\* Difference statistically significant at the .05 level

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

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

The National Group averages are based on 142897 students records.



# **Year to Year Report**

**Cuesta College – Composite**  
Fall 1998 and Fall 1995

## **Student Satisfaction Inventory™**

### Demographic Information

Gender	N	%
Female	400	58.31%
Male	286	41.69%
Total	686	100.00%
No response	5	

Age	N	%
18 and under	117	17.08%
19 to 24	425	62.04%
25 to 34	79	11.53%
35 to 44	41	5.99%
45 and over	23	3.36%
Total	685	100.00%
No response	6	

Ethnicity/Race	N	%
African-American	14	2.06%
American Indian or Alaskan Native	10	1.47%
Asian or Pacific Islander	23	3.39%
Caucasian/White	480	70.69%
Hispanic	60	8.84%
Other race	29	4.27%
Race - Prefer not to respond	63	9.28%
Total	679	100.00%
No response	12	

Current Enrollment Status	N	%
Day	513	78.80%
Evening	137	21.04%
Weekend	1	0.15%
Total	651	100.00%
No response	40	

Current Class Load	N	%
Full-time	433	63.12%
Part-time	253	36.88%
Total	686	100.00%
No response	5	

Class Level	N	%
1 year or less	326	47.59%
2 years	209	30.51%
3 years	113	16.50%
4 or more years	37	5.40%
Total	685	100.00%
No response	6	

Current GPA	N	%
No credits earned	125	18.57%
1.99 or below	21	3.12%
2.0 - 2.49	91	13.52%
2.5 - 2.99	135	20.06%
3.0 - 3.49	187	27.79%
3.5 or above	114	16.94%
Total	673	100.00%
No response	18	

Educational Goal	N	%
Associate degree	128	18.91%
Vocational/technical program	9	1.33%
Transfer to another institution	489	72.23%
Certification (initial / renewal)	7	1.03%
Self-improvement/pleasure	7	1.03%
Job-related training	14	2.07%
Other educational goal	23	3.40%
Total	677	100.00%
No response	14	

Employment	N	%
Full-time off campus	172	25.11%
Part-time off campus	327	47.74%
Full-time on campus	6	0.88%
Part-time on campus	9	1.31%
Not employed	171	24.96%
Total	685	100.00%
No response	6	



### Demographic Information

<b>Current Residence</b>	<b>N</b>	<b>%</b>
Residence hall	13	1.89%
Own house	101	14.70%
Rent room or apt off campus	363	52.84%
Parent's home	177	25.76%
Other residence	33	4.80%
Total	687	100.00%
No response	4	

<b>Residence Classification</b>	<b>N</b>	<b>%</b>
In-state	659	96.06%
Out-of-state	12	1.75%
International (not U.S. citizen)	15	2.19%
Total	686	100.00%
No response	5	

<b>Disabilities</b>	<b>N</b>	<b>%</b>
Yes - Disability	62	9.05%
No - Disability	623	90.95%
Total	685	100.00%
No response	6	

<b>Institution Was My</b>	<b>N</b>	<b>%</b>
1st choice	487	71.94%
2nd choice	132	19.50%
3rd choice or lower	58	8.57%
Total	677	100.00%
No response	14	

<b>Institution Question</b>	<b>N</b>	<b>%</b>
Campus Item - Answer 1	143	24.66%
Campus Item - Answer 2	207	35.69%
Campus Item - Answer 3	123	21.21%
Campus Item - Answer 4	106	18.28%
Campus Item - Answer 5	0	0.00%
Campus Item - Answer 6	1	0.17%
Total	580	100.00%
No response	111	

<b>Selection of Program/Major</b>	<b>N</b>	<b>%</b>
0000	220	33.64%
0005	1	0.15%
0101	1	0.15%
0109	1	0.15%
0112	10	1.53%
0114	1	0.15%
0199	2	0.31%
0299	5	0.76%
0499	12	1.83%
0502	5	0.76%
0506	37	5.66%
0509	3	0.46%
0511	1	0.15%
0601	8	1.22%
0602	3	0.46%
0603	1	0.15%
0704	4	0.61%
0799	7	1.07%
0801	13	1.99%
0835	4	0.61%
0901	14	2.14%
0934	1	0.15%
0945	1	0.15%
0950	1	0.15%
0952	5	0.76%
0956	3	0.46%
1002	10	1.53%
1004	6	0.92%
1007	6	0.92%
1009	1	0.15%
1011	4	0.61%
1030	5	0.76%
1102	1	0.15%
1105	1	0.15%
1201	9	1.38%
1203	27	4.13%
1204	2	0.31%
1219	1	0.15%
1239	2	0.31%
1303	1	0.15%
1305	22	3.36%
1401	7	1.07%
1501	13	1.99%
1506	3	0.46%
1509	1	0.15%
1602	2	0.31%
1701	3	0.46%
1901	1	0.15%
1914	1	0.15%
1919	1	0.15%
2001	40	6.12%

**Demographic Information**

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<b>Selection of Program/Major</b>	<b>N</b>	<b>%</b>
2104	4	0.61%
2105	6	0.92%
2107	6	0.92%
2133	5	0.76%
2201	15	2.29%
2202	1	0.15%
2204	1	0.15%
2205	16	2.45%
2207	4	0.61%
2208	3	0.46%
3064	5	0.76%
4901	31	4.74%
4903	2	0.31%
4930	21	3.21%
Total	654	100.00%
No response	37	

### Demographic Information

Gender	N	%
Female	602	56.16%
Male	470	43.84%
Total	1072	100.00%
No response	21	

Age	N	%
18 and under	275	25.72%
19 to 24	528	49.39%
25 to 34	159	14.87%
35 to 44	86	8.04%
45 and over	21	1.96%
Total	1069	100.00%
No response	24	

Ethnicity/Race	N	%
African-American	14	1.32%
American Indian or Alaskan Native	20	1.88%
Asian or Pacific Islander	61	5.74%
Caucasian/White	690	64.91%
Hispanic	113	10.63%
Other race	67	6.30%
Race - Prefer not to respond	98	9.22%
Total	1063	100.00%
No response	30	

Current Enrollment Status	N	%
Day	793	81.50%
Evening	179	18.40%
Weekend	1	0.10%
Total	973	100.00%
No response	120	

Current Class Load	N	%
Full-time	705	65.70%
Part-time	368	34.30%
Total	1073	100.00%
No response	20	

Class Level	N	%
1 year or less	600	56.02%
2 years	311	29.04%
3 years	104	9.71%
4 or more years	56	5.23%
Total	1071	100.00%
No response	22	

Current GPA	N	%
No credits earned	237	22.77%
1.99 or below	29	2.79%
2.0 - 2.49	114	10.95%
2.5 - 2.99	215	20.65%
3.0 - 3.49	271	26.03%
3.5 or above	175	16.81%
Total	1041	100.00%
No response	52	

Educational Goal	N	%
Associate degree	206	19.88%
Vocational/technical program	18	1.74%
Transfer to another institution	697	67.28%
Certification (initial / renewal)	11	1.06%
Self-improvement/pleasure	30	2.90%
Job-related training	18	1.74%
Other educational goal	56	5.41%
Total	1036	100.00%
No response	57	

Employment	N	%
Full-time off campus	233	21.88%
Part-time off campus	498	46.76%
Full-time on campus	11	1.03%
Part-time on campus	23	2.16%
Not employed	300	28.17%
Total	1065	100.00%
No response	28	

### Demographic Information

<b>Current Residence</b>	<b>N</b>	<b>%</b>
Residence hall	36	3.36%
Own house	130	12.15%
Rent room or apt off campus	527	49.25%
Parent's home	312	29.16%
Other residence	65	6.07%
Total	1070	100.00%
No response	23	

<b>Residence Classification</b>	<b>N</b>	<b>%</b>
In-state	1021	95.33%
Out-of-state	12	1.12%
International (not U.S. citizen)	38	3.55%
Total	1071	100.00%
No response	22	

<b>Disabilities</b>	<b>N</b>	<b>%</b>
Yes - Disability	133	12.42%
No - Disability	938	87.58%
Total	1071	100.00%
No response	22	

<b>Institution Was My</b>	<b>N</b>	<b>%</b>
1st choice	800	75.33%
2nd choice	194	18.27%
3rd choice or lower	68	6.40%
Total	1062	100.00%
No response	31	

<b>Institution Question</b>	<b>N</b>	<b>%</b>
Campus Item - Answer 1	167	20.93%
Campus Item - Answer 2	204	25.56%
Campus Item - Answer 3	229	28.70%
Campus Item - Answer 4	169	21.18%
Campus Item - Answer 5	10	1.25%
Campus Item - Answer 6	19	2.38%
Total	798	100.00%
No response	295	

<b>Selection of Program/Major</b>	<b>N</b>	<b>%</b>
0000	228	24.28%
0004	1	0.11%
0101	5	0.53%
0109	4	0.43%
0112	28	2.98%
0114	4	0.43%
0115	7	0.75%
0191	1	0.11%
0199	4	0.43%
0201	6	0.64%
0299	9	0.96%
0402	1	0.11%
0499	30	3.19%
0502	13	1.38%
0506	67	7.14%
0509	7	0.75%
0511	1	0.11%
0514	4	0.43%
0601	3	0.32%
0602	8	0.85%
0603	4	0.43%
0606	3	0.32%
0704	5	0.53%
0779	1	0.11%
0799	15	1.60%
0800	1	0.11%
0801	25	2.66%
0809	1	0.11%
0835	19	2.02%
0839	1	0.11%
0900	1	0.11%
0901	29	3.09%
0925	1	0.11%
0934	4	0.43%
0945	1	0.11%
0948	7	0.75%
0950	3	0.32%
0952	8	0.85%
0956	10	1.06%
1001	3	0.32%
1002	11	1.17%
1004	8	0.85%
1007	5	0.53%
1011	4	0.43%
1030	13	1.38%
1102	1	0.11%
1105	2	0.21%
1200	1	0.11%
1201	18	1.92%
1203	39	4.15%
1204	6	0.64%

## Demographic Information

Selection of Program/Major	N	%
1205	1	0.11%
1219	1	0.11%
1221	1	0.11%
1222	1	0.11%
1231	1	0.11%
1302	12	1.28%
1303	2	0.21%
1305	25	2.66%
1306	1	0.11%
1400	1	0.11%
1401	6	0.64%
1501	21	2.24%
1506	11	1.17%
1509	4	0.43%
1510	2	0.21%
1601	1	0.11%
1602	2	0.21%
1701	1	0.11%
1902	2	0.21%
1905	4	0.43%
1914	2	0.21%
1919	4	0.43%
2001	39	4.15%
2104	5	0.53%
2105	16	1.70%
2107	9	0.96%
2133	4	0.43%
2134	1	0.11%
2201	3	0.32%
2204	3	0.32%
2205	13	1.38%
2207	6	0.64%
2208	2	0.21%
3009	1	0.11%
3064	10	1.06%
4901	25	2.66%
4903	3	0.32%
4930	12	1.28%
Total	939	100.00%
No response	154	

### Institutional Summary

Scales: In Order of Importance

Scales	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
Instructional Effectiveness	6.28	5.31 / 0.87	0.97	6.22	5.20 / 0.95	1.02	0.11 *
Academic Advising/Counseling	6.25	4.79 / 1.24	1.46	6.16	4.86 / 1.26	1.30	-0.07
Registration Effectiveness	6.22	5.20 / 0.94	1.02	6.17	5.18 / 0.98	0.99	0.02
Concern for the Individual	6.16	4.97 / 1.11	1.19	6.14	4.94 / 1.15	1.20	0.03
Safety and Security	6.12	4.68 / 1.06	1.44	6.02	4.51 / 1.14	1.51	0.17 **
Academic Services	6.08	5.14 / 1.02	0.94	6.11	5.19 / 0.99	0.92	-0.05
Student Centeredness	5.97	5.24 / 0.96	0.73	5.94	5.15 / 1.03	0.79	0.09
Campus Climate	5.97	5.15 / 0.88	0.82	5.97	5.10 / 0.95	0.87	0.05
Admissions and Financial Aid	5.96	4.72 / 1.07	1.24	5.99	4.74 / 1.18	1.25	-0.02
Service Excellence	5.95	5.15 / 0.93	0.80	5.97	5.14 / 0.95	0.83	0.01
Campus Support Services	5.26	4.66 / 0.99	0.60	5.43	4.85 / 1.05	0.58	-0.19 ***
Responsiveness to Diverse Populations		5.24 / 1.13			5.18 / 1.19		0.06

\* 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

Items	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
18. The quality of instruction I receive in most of my classes is excellent.	6.67	5.71 / 1.09	0.96	6.58	5.53 / 1.27	1.05	0.18 **
15. I am able to register for classes I need with few conflicts.	6.61	4.73 / 1.69	1.88	6.51	4.88 / 1.70	1.63	-0.15
8. Classes are scheduled at times that are convenient for me.	6.56	4.82 / 1.69	1.74	6.50	5.02 / 1.64	1.48	-0.20 *
69. There is a good variety of courses provided on this campus.	6.54	5.27 / 1.52	1.27	6.42	5.36 / 1.51	1.06	-0.09
58. Nearly all of the faculty are knowledgeable in their fields.	6.53	5.83 / 1.15	0.70	6.37	5.60 / 1.27	0.77	0.23 ***
71. Campus item	6.52	5.83 / 1.05	0.69	6.47	5.63 / 1.20	0.84	0.20 ***
70. I am able to experience intellectual growth here.	6.50	5.76 / 1.20	0.74	6.39	5.64 / 1.29	0.75	0.12
31. The campus is safe and secure for all students.	6.44	5.47 / 1.27	0.97	6.36	5.32 / 1.35	1.04	0.15 *
77. Campus item	6.42	5.01 / 1.60	1.41	5.28	4.73 / 1.33	0.55	0.28 **
61. Faculty are usually available after class and during office hours.	6.41	5.76 / 1.21	0.65	6.30	5.56 / 1.39	0.74	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 Order of Importance

Items	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
14. Library resources and services are adequate.	6.40	5.15 / 1.56	1.25	6.39	5.39 / 1.46	1.00	-0.24 **
39. The amount of student parking space on campus is adequate.	6.40	3.77 / 2.02	2.63	6.30	3.68 / 1.95	2.62	0.09
72. Campus item	6.40	5.08 / 1.57	1.32	6.37	5.22 / 1.48	1.15	-0.14
29. Faculty are fair and unbiased in their treatment of individual students.	6.38	5.39 / 1.39	0.99	6.31	5.13 / 1.48	1.18	0.26 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.38	4.82 / 1.62	1.56	6.28	4.95 / 1.61	1.33	-0.13
5. The personnel involved in registration are helpful.	6.36	5.36 / 1.50	1.00	6.30	5.32 / 1.51	0.98	0.04
75. Campus item	6.36	5.69 / 1.18	0.67	6.30	5.62 / 1.25	0.68	0.07
76. Campus item	6.36	5.79 / 1.20	0.57	6.29	5.65 / 1.29	0.64	0.14 *
6. My academic advisor is approachable.	6.35	4.92 / 1.61	1.43	6.17	4.96 / 1.59	1.21	-0.04
66. Program requirements are clear and reasonable.	6.34	5.45 / 1.27	0.89	6.26	5.36 / 1.37	0.90	0.09
78. Campus item	6.34	5.32 / 1.40	1.02	5.89	5.08 / 1.33	0.81	0.24 **
35. Policies and procedures regarding registration and	6.33	5.27 / 1.42	1.06	6.26	5.19 / 1.45	1.07	0.08

\* 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

Items	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
course selection are clear and well-publicized.							
52. This school does whatever it can to help me reach my educational goals.	6.32	4.95 / 1.45	1.37	6.23	4.91 / 1.45	1.32	0.04
32. My academic advisor is knowledgeable about my program requirements.	6.28	4.75 / 1.64	1.53	6.20	4.80 / 1.63	1.40	-0.05
24. Parking lots are well-lighted and secure.	6.26	4.85 / 1.60	1.41	6.21	4.63 / 1.70	1.58	0.22 **
65. Students are notified early in the term if they are doing poorly in a class.	6.25	4.89 / 1.59	1.36	6.17	4.90 / 1.63	1.27	-0.01
41. Admissions staff are knowledgeable.	6.24	5.41 / 1.28	0.83	6.17	5.21 / 1.40	0.96	0.20 **
16. The college shows concern for students as individuals.	6.23	4.74 / 1.48	1.49	6.11	4.80 / 1.48	1.31	-0.06
28. It is an enjoyable experience to be a student on this campus.	6.23	5.67 / 1.23	0.56	6.15	5.49 / 1.38	0.66	0.18 **
43. Class change (drop/add) policies are reasonable.	6.22	5.65 / 1.33	0.57	6.12	5.47 / 1.42	0.65	0.18 *
46. Faculty provide timely feedback about student progress in a course.	6.22	4.92 / 1.53	1.30	6.16	4.99 / 1.50	1.17	-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

Items	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
63. I seldom get the "run-around" when seeking information on this campus.	6.20	5.12 / 1.61	1.08	6.16	5.00 / 1.61	1.16	0.12
68. On the whole, the campus is well-maintained.	6.16	6.07 / 1.10	0.09	6.16	5.96 / 1.21	0.20	0.11
12. My academic advisor helps me set goals to work toward.	6.15	4.58 / 1.62	1.57	6.05	4.75 / 1.63	1.30	-0.17 *
25. My academic advisor is concerned about my success as an individual.	6.13	4.61 / 1.62	1.52	6.07	4.65 / 1.61	1.42	-0.04
73. Campus item	6.13	5.41 / 1.41	0.72	6.26	5.43 / 1.38	0.83	-0.02
80. Campus item	6.13	5.56 / 1.23	0.57	5.99	5.34 / 1.34	0.65	0.22 **
36. Students are made to feel welcome on this campus.	6.12	5.50 / 1.24	0.62	6.12	5.44 / 1.33	0.68	0.06
23. Faculty are understanding of students' unique life circumstances.	6.11	5.04 / 1.42	1.07	6.09	4.86 / 1.51	1.23	0.18 *
48. Counseling staff care about students as individuals.	6.11	4.87 / 1.54	1.24	6.14	4.98 / 1.55	1.16	-0.11
34. Computer labs are adequate and accessible.	6.09	4.97 / 1.56	1.12	6.09	4.83 / 1.66	1.26	0.14
74. Campus item	6.08	5.30 / 1.35	0.78	6.18	5.41 / 1.36	0.77	-0.11

\* 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

Items	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
11. Security staff respond quickly in emergencies.	6.06	4.70 / 1.27	1.36	5.89	4.47 / 1.40	1.42	0.23 **
64. Nearly all classes deal with practical experiences and applications.	6.06	5.22 / 1.28	0.84	6.02	5.10 / 1.39	0.92	0.12
7. Adequate financial aid is available for most students.	6.05	4.51 / 1.65	1.54	6.17	4.53 / 1.79	1.64	-0.02
26. Library staff are helpful and approachable.	6.05	5.45 / 1.41	0.60	6.18	5.58 / 1.36	0.60	-0.13
51. There are convenient ways of paying my school bill.	6.05	5.09 / 1.43	0.96	6.02	4.93 / 1.54	1.09	0.16 *
42. The equipment in the lab facilities is kept up to date.	6.04	5.05 / 1.33	0.99	5.98	4.67 / 1.49	1.31	0.38 ***
47. There are adequate services to help me decide upon a career.	6.04	4.68 / 1.50	1.36	6.07	4.91 / 1.46	1.16	-0.23 **
27. The campus staff are caring and helpful.	6.03	5.38 / 1.20	0.65	6.00	5.20 / 1.27	0.80	0.18 **
21. There are a sufficient number of study areas on campus.	6.02	5.23 / 1.50	0.79	6.06	5.46 / 1.42	0.60	-0.23 **
50. Tutoring services are readily available.	6.02	5.11 / 1.36	0.91	6.10	5.30 / 1.42	0.80	-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

Items: In Order of Importance

Items	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
45. This institution has a good reputation within the community.	6.01	5.78 / 1.30	0.23	6.07	5.65 / 1.35	0.42	0.13 *
54. Faculty are interested in my academic problems.	6.01	4.91 / 1.43	1.10	5.96	4.77 / 1.42	1.19	0.14
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.00	4.17 / 1.61	1.83	6.00	4.20 / 1.74	1.80	-0.03
53. The assessment and course placement procedures are reasonable.	6.00	4.92 / 1.50	1.08	6.00	4.95 / 1.53	1.05	-0.03
49. Admissions counselors respond to prospective students' unique needs and requests.	5.98	4.85 / 1.37	1.13	5.94	4.85 / 1.42	1.09	0.00
2. Faculty care about me as an individual.	5.97	5.15 / 1.37	0.82	6.04	5.11 / 1.42	0.93	0.04
37. Faculty take into consideration student differences as they teach a course.	5.93	5.00 / 1.43	0.93	6.00	4.90 / 1.41	1.10	0.10
57. Administrators are approachable to students.	5.93	4.91 / 1.45	1.02	5.93	4.90 / 1.47	1.03	0.01
60. Billing policies are reasonable.	5.92	5.13 / 1.34	0.79	5.86	4.99 / 1.41	0.87	0.14
55. Academic support services adequately meet the needs of students.	5.91	4.90 / 1.27	1.01	5.88	4.91 / 1.30	0.97	-0.01

\* 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**

Items	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
56. The business office is open during hours which are convenient for most students.	5.91	4.96 / 1.49	0.95	5.94	4.98 / 1.50	0.96	-0.02
62. Bookstore staff are helpful.	5.91	5.76 / 1.29	0.15	5.98	5.74 / 1.26	0.24	0.02
79. Campus item	5.90	5.11 / 1.35	0.79	5.97	5.05 / 1.42	0.92	0.06
20. Financial aid counselors are helpful.	5.87	4.46 / 1.48	1.41	5.99	4.75 / 1.58	1.24	-0.29 **
22. People on this campus respect and are supportive of each other.	5.85	5.27 / 1.25	0.58	5.86	5.18 / 1.32	0.68	0.09
67. Channels for expressing student complaints are readily available.	5.84	4.40 / 1.49	1.44	5.86	4.56 / 1.54	1.30	-0.16
3. The quality of instruction in the vocational/technical programs is excellent.	5.80	5.08 / 1.30	0.72	5.88	5.10 / 1.31	0.78	-0.02
87. Cost as factor in decision to enroll.	5.77			5.95			
30. The career services office provides students with the help they need to get a job.	5.74	4.61 / 1.32	1.13	5.82	4.70 / 1.39	1.12	-0.09
9. Internships or practical experiences are provided in my degree/certificate program.	5.72	4.15 / 1.42	1.57	5.76	4.37 / 1.51	1.39	-0.22 *

\* 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

Items	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
59. New student orientation services help students adjust to college.	5.63	4.91 / 1.36	0.72	5.78	5.07 / 1.40	0.71	-0.16 *
93. Geographic setting as factor in decision to enroll.	5.61			5.73			
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.54	4.75 / 1.33	0.79	5.61	4.86 / 1.36	0.75	-0.11
89. Academic reputation as factor in decision to enroll.	5.49			5.55			
4. Security staff are helpful.	5.44	4.64 / 1.51	0.80	5.27	4.46 / 1.55	0.81	0.18 *
44. I generally know what's happening on campus.	5.37	4.58 / 1.46	0.79	5.47	4.62 / 1.48	0.85	-0.04
1. Most students feel a sense of belonging here.	5.29	5.17 / 1.30	0.12	5.36	5.04 / 1.35	0.32	0.13 *
38. The student center is a comfortable place for students to spend their leisure time.	5.29	5.02 / 1.38	0.27	5.53	5.40 / 1.34	0.13	-0.38 ***
94. Campus appearance as factor in decision to enroll.	5.00			5.24			
88. Financial aid as factor in decision to enroll.	4.79			5.12			
95. Personalized attention prior to enrollment as factor in decision to enroll.	4.70			5.08			

\* 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

Items	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
19. This campus provides effective support services for displaced homemakers.	4.63	4.46 / 1.12	0.17	4.93	4.53 / 1.20	0.40	-0.07
90. Size of institution as factor in decision to enroll.	4.63			4.87			
10. Child care facilities are available on campus.	4.55	4.21 / 1.26	0.34	4.71	4.43 / 1.34	0.28	-0.22 *
92. Recommendations from family/friends as factor in decision to enroll.	4.49			4.84			
17. Personnel in the Veterans' Services program are helpful.	4.28	4.43 / 1.10	-0.15	4.45	4.47 / 1.23	-0.02	-0.04
91. Opportunity to play sports as factor in decision to enroll.	3.27			3.66			
81. Institution's commitment to part-time students?		5.46 / 1.24			5.36 / 1.34		0.10
82. Institution's commitment to evening students?		5.18 / 1.40			5.16 / 1.49		0.02
83. Institution's commitment to older, returning learners?		5.30 / 1.29			5.33 / 1.38		-0.03
84. Institution's commitment to under-represented populations?		5.06 / 1.34			5.05 / 1.41		0.01

\* 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

Items	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
85. Institution's commitment to commuters?		5.12 / 1.37			4.86 / 1.53		0.26 **
86. Institution's commitment to students with disabilities?		5.32 / 1.29			5.34 / 1.37		-0.02

\* 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 Alphabetical Order With Items That Make Up the Scale

Scale/Item	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
ACADEMIC ADVISING/COUNSELING	6.25	4.79 / 1.24	1.46	6.16	4.86 / 1.26	1.30	-0.07
6. My academic advisor is approachable.	6.35	4.92 / 1.61	1.43	6.17	4.96 / 1.59	1.21	-0.04
12. My academic advisor helps me set goals to work toward.	6.15	4.58 / 1.62	1.57	6.05	4.75 / 1.63	1.30	-0.17 *
25. My academic advisor is concerned about my success as an individual.	6.13	4.61 / 1.62	1.52	6.07	4.65 / 1.61	1.42	-0.04
32. My academic advisor is knowledgeable about my program requirements.	6.28	4.75 / 1.64	1.53	6.20	4.80 / 1.63	1.40	-0.05
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.38	4.82 / 1.62	1.56	6.28	4.95 / 1.61	1.33	-0.13
48. Counseling staff care about students as individuals.	6.11	4.87 / 1.54	1.24	6.14	4.98 / 1.55	1.16	-0.11
52. This school does whatever it can to help me reach my educational goals.	6.32	4.95 / 1.45	1.37	6.23	4.91 / 1.45	1.32	0.04

\* 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 Alphabetical Order With Items That Make Up the Scale

Scale/Item	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
ACADEMIC SERVICES	6.08	5.14 / 1.02	0.94	6.11	5.19 / 0.99	0.92	-0.05
14. Library resources and services are adequate.	6.40	5.15 / 1.56	1.25	6.39	5.39 / 1.46	1.00	-0.24 **
21. There are a sufficient number of study areas on campus.	6.02	5.23 / 1.50	0.79	6.06	5.46 / 1.42	0.60	-0.23 **
26. Library staff are helpful and approachable.	6.05	5.45 / 1.41	0.60	6.18	5.58 / 1.36	0.60	-0.13
34. Computer labs are adequate and accessible.	6.09	4.97 / 1.56	1.12	6.09	4.83 / 1.66	1.26	0.14
42. The equipment in the lab facilities is kept up to date.	6.04	5.05 / 1.33	0.99	5.98	4.67 / 1.49	1.31	0.38 ***
50. Tutoring services are readily available.	6.02	5.11 / 1.36	0.91	6.10	5.30 / 1.42	0.80	-0.19 *
55. Academic support services adequately meet the needs of students.	5.91	4.90 / 1.27	1.01	5.88	4.91 / 1.30	0.97	-0.01

\* 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 Alphabetical Order With Items That Make Up the Scale

Scale/Item	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	5.96	4.72 / 1.07	1.24	5.99	4.74 / 1.18	1.25	Group 1 - Group 2 -0.02
7. Adequate financial aid is available for most students.	6.05	4.51 / 1.65	1.54	6.17	4.53 / 1.79	1.64	-0.02
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.00	4.17 / 1.61	1.83	6.00	4.20 / 1.74	1.80	-0.03
20. Financial aid counselors are helpful.	5.87	4.46 / 1.48	1.41	5.99	4.75 / 1.58	1.24	-0.29 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.54	4.75 / 1.33	0.79	5.61	4.86 / 1.36	0.75	-0.11
41. Admissions staff are knowledgeable.	6.24	5.41 / 1.28	0.83	6.17	5.21 / 1.40	0.96	0.20 **
49. Admissions counselors respond to prospective students' unique needs and requests.	5.98	4.85 / 1.37	1.13	5.94	4.85 / 1.42	1.09	0.00

\* 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 Alphabetical Order With Items That Make Up the Scale

Scale/Item	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
CAMPUS CLIMATE	5.97	5.15 / 0.88	0.82	5.97	5.10 / 0.95	0.87	0.05
1. Most students feel a sense of belonging here.	5.29	5.17 / 1.30	0.12	5.36	5.04 / 1.35	0.32	0.13 *
2. Faculty care about me as an individual.	5.97	5.15 / 1.37	0.82	6.04	5.11 / 1.42	0.93	0.04
16. The college shows concern for students as individuals.	6.23	4.74 / 1.48	1.49	6.11	4.80 / 1.48	1.31	-0.06
22. People on this campus respect and are supportive of each other.	5.85	5.27 / 1.25	0.58	5.86	5.18 / 1.32	0.68	0.09
27. The campus staff are caring and helpful.	6.03	5.38 / 1.20	0.65	6.00	5.20 / 1.27	0.80	0.18 **
28. It is an enjoyable experience to be a student on this campus.	6.23	5.67 / 1.23	0.56	6.15	5.49 / 1.38	0.66	0.18 **
31. The campus is safe and secure for all students.	6.44	5.47 / 1.27	0.97	6.36	5.32 / 1.35	1.04	0.15 *
36. Students are made to feel welcome on this campus.	6.12	5.50 / 1.24	0.62	6.12	5.44 / 1.33	0.68	0.06
44. I generally know what's happening on campus.	5.37	4.58 / 1.46	0.79	5.47	4.62 / 1.48	0.85	-0.04
45. This institution has a good reputation within the	6.01	5.78 / 1.30	0.23	6.07	5.65 / 1.35	0.42	0.13 *

\* 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 Alphabetical Order With Items That Make Up the Scale

Scale/Item	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
community.							
52. This school does whatever it can to help me reach my educational goals.	6.32	4.95 / 1.45	1.37	6.23	4.91 / 1.45	1.32	0.04
57. Administrators are approachable to students.	5.93	4.91 / 1.45	1.02	5.93	4.90 / 1.47	1.03	0.01
59. New student orientation services help students adjust to college.	5.63	4.91 / 1.36	0.72	5.78	5.07 / 1.40	0.71	-0.16 *
63. I seldom get the "run-around" when seeking information on this campus.	6.20	5.12 / 1.61	1.08	6.16	5.00 / 1.61	1.16	0.12
67. Channels for expressing student complaints are readily available.	5.84	4.40 / 1.49	1.44	5.86	4.56 / 1.54	1.30	-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

Scales: In Alphabetical Order With Items That Make Up the Scale

Scale/Item	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
CAMPUS SUPPORT SERVICES	5.26	4.66 / 0.99	0.60	5.43	4.85 / 1.05	0.58	-0.19 ***
10. Child care facilities are available on campus.	4.55	4.21 / 1.26	0.34	4.71	4.43 / 1.34	0.28	-0.22 *
17. Personnel in the Veterans' Services program are helpful.	4.28	4.43 / 1.10	-0.15	4.45	4.47 / 1.23	-0.02	-0.04
19. This campus provides effective support services for displaced homemakers.	4.63	4.46 / 1.12	0.17	4.93	4.53 / 1.20	0.40	-0.07
30. The career services office provides students with the help they need to get a job.	5.74	4.61 / 1.32	1.13	5.82	4.70 / 1.39	1.12	-0.09
38. The student center is a comfortable place for students to spend their leisure time.	5.29	5.02 / 1.38	0.27	5.53	5.40 / 1.34	0.13	-0.38 ***
47. There are adequate services to help me decide upon a career.	6.04	4.68 / 1.50	1.36	6.07	4.91 / 1.46	1.16	-0.23 **
59. New student orientation services help students adjust to college.	5.63	4.91 / 1.36	0.72	5.78	5.07 / 1.40	0.71	-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

Scales: In Alphabetical Order With Items That Make Up the Scale

Scale/Item	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
CONCERN FOR THE INDIVIDUAL	6.16	4.97 / 1.11	1.19	6.14	4.94 / 1.15	1.20	0.03
2. Faculty care about me as an individual.	5.97	5.15 / 1.37	0.82	6.04	5.11 / 1.42	0.93	0.04
16. The college shows concern for students as individuals.	6.23	4.74 / 1.48	1.49	6.11	4.80 / 1.48	1.31	-0.06
25. My academic advisor is concerned about my success as an individual.	6.13	4.61 / 1.62	1.52	6.07	4.65 / 1.61	1.42	-0.04
29. Faculty are fair and unbiased in their treatment of individual students.	6.38	5.39 / 1.39	0.99	6.31	5.13 / 1.48	1.18	0.26 ***
48. Counseling staff care about students as individuals.	6.11	4.87 / 1.54	1.24	6.14	4.98 / 1.55	1.16	-0.11

\* 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 Alphabetical Order With Items That Make Up the Scale

Scale/Item	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.28	5.31 / 0.87	0.97	6.22	5.20 / 0.95	1.02	0.11 *
2. Faculty care about me as an individual.	5.97	5.15 / 1.37	0.82	6.04	5.11 / 1.42	0.93	0.04
18. The quality of instruction I receive in most of my classes is excellent.	6.67	5.71 / 1.09	0.96	6.58	5.53 / 1.27	1.05	0.18 **
23. Faculty are understanding of students' unique life circumstances.	6.11	5.04 / 1.42	1.07	6.09	4.86 / 1.51	1.23	0.18 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.38	5.39 / 1.39	0.99	6.31	5.13 / 1.48	1.18	0.26 ***
37. Faculty take into consideration student differences as they teach a course.	5.93	5.00 / 1.43	0.93	6.00	4.90 / 1.41	1.10	0.10
46. Faculty provide timely feedback about student progress in a course.	6.22	4.92 / 1.53	1.30	6.16	4.99 / 1.50	1.17	-0.07
54. Faculty are interested in my academic problems.	6.01	4.91 / 1.43	1.10	5.96	4.77 / 1.42	1.19	0.14
58. Nearly all of the faculty are knowledgeable in their fields.	6.53	5.83 / 1.15	0.70	6.37	5.60 / 1.27	0.77	0.23 ***
61. Faculty are usually available after class and	6.41	5.76 / 1.21	0.65	6.30	5.56 / 1.39	0.74	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

Scales: In Alphabetical Order With Items That Make Up the Scale

Scale/Item	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
during office hours.							
64. Nearly all classes deal with practical experiences and applications.	6.06	5.22 / 1.28	0.84	6.02	5.10 / 1.39	0.92	0.12
65. Students are notified early in the term if they are doing poorly in a class.	6.25	4.89 / 1.59	1.36	6.17	4.90 / 1.63	1.27	-0.01
66. Program requirements are clear and reasonable.	6.34	5.45 / 1.27	0.89	6.26	5.36 / 1.37	0.90	0.09
69. There is a good variety of courses provided on this campus.	6.54	5.27 / 1.52	1.27	6.42	5.36 / 1.51	1.06	-0.09
70. I am able to experience intellectual growth here.	6.50	5.76 / 1.20	0.74	6.39	5.64 / 1.29	0.75	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 Alphabetical Order With Items That Make Up the Scale

Scale/Item	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
REGISTRATION EFFECTIVENESS	6.22	5.20 / 0.94	1.02	6.17	5.18 / 0.98	0.99	0.02
5. The personnel involved in registration are helpful.	6.36	5.36 / 1.50	1.00	6.30	5.32 / 1.51	0.98	0.04
8. Classes are scheduled at times that are convenient for me.	6.56	4.82 / 1.69	1.74	6.50	5.02 / 1.64	1.48	-0.20 *
15. I am able to register for classes I need with few conflicts.	6.61	4.73 / 1.69	1.88	6.51	4.88 / 1.70	1.63	-0.15
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.33	5.27 / 1.42	1.06	6.26	5.19 / 1.45	1.07	0.08
43. Class change (drop/add) policies are reasonable.	6.22	5.65 / 1.33	0.57	6.12	5.47 / 1.42	0.65	0.18 *
51. There are convenient ways of paying my school bill.	6.05	5.09 / 1.43	0.96	6.02	4.93 / 1.54	1.09	0.16 *
56. The business office is open during hours which are convenient for most students.	5.91	4.96 / 1.49	0.95	5.94	4.98 / 1.50	0.96	-0.02
60. Billing policies are reasonable.	5.92	5.13 / 1.34	0.79	5.86	4.99 / 1.41	0.87	0.14
62. Bookstore staff are helpful.	5.91	5.76 / 1.29	0.15	5.98	5.74 / 1.26	0.24	0.02

\* 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 Alphabetical Order With Items That Make Up the Scale

Scale/Item	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
RESPONSIVENESS TO DIVERSE POPULATIONS		5.24 / 1.13			5.18 / 1.19		0.06
81. Institution's commitment to part-time students?		5.46 / 1.24			5.36 / 1.34		0.10
82. Institution's commitment to evening students?		5.18 / 1.40			5.16 / 1.49		0.02
83. Institution's commitment to older, returning learners?		5.30 / 1.29			5.33 / 1.38		-0.03
84. Institution's commitment to under-represented populations?		5.06 / 1.34			5.05 / 1.41		0.01
85. Institution's commitment to commuters?		5.12 / 1.37			4.86 / 1.53		0.26 **
86. Institution's commitment to students with disabilities?		5.32 / 1.29			5.34 / 1.37		-0.02

\* 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 Alphabetical Order With Items That Make Up the Scale

Scale/Item	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
<b>SAFETY AND SECURITY</b>	6.12	4.68 / 1.06	1.44	6.02	4.51 / 1.14	1.51	0.17 **
4. Security staff are helpful.	5.44	4.64 / 1.51	0.80	5.27	4.46 / 1.55	0.81	0.18 *
11. Security staff respond quickly in emergencies.	6.06	4.70 / 1.27	1.36	5.89	4.47 / 1.40	1.42	0.23 **
24. Parking lots are well-lighted and secure.	6.26	4.85 / 1.60	1.41	6.21	4.63 / 1.70	1.58	0.22 **
31. The campus is safe and secure for all students.	6.44	5.47 / 1.27	0.97	6.36	5.32 / 1.35	1.04	0.15 *
39. The amount of student parking space on campus is adequate.	6.40	3.77 / 2.02	2.63	6.30	3.68 / 1.95	2.62	0.09

\* 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 Alphabetical Order With Items That Make Up the Scale

Scale/Item	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
SERVICE EXCELLENCE	5.95	5.15 / 0.93	0.80	5.97	5.14 / 0.95	0.83	0.01
5. The personnel involved in registration are helpful.	6.36	5.36 / 1.50	1.00	6.30	5.32 / 1.51	0.98	0.04
22. People on this campus respect and are supportive of each other.	5.85	5.27 / 1.25	0.58	5.86	5.18 / 1.32	0.68	0.09
26. Library staff are helpful and approachable.	6.05	5.45 / 1.41	0.60	6.18	5.58 / 1.36	0.60	-0.13
27. The campus staff are caring and helpful.	6.03	5.38 / 1.20	0.65	6.00	5.20 / 1.27	0.80	0.18 **
44. I generally know what's happening on campus.	5.37	4.58 / 1.46	0.79	5.47	4.62 / 1.48	0.85	-0.04
57. Administrators are approachable to students.	5.93	4.91 / 1.45	1.02	5.93	4.90 / 1.47	1.03	0.01
62. Bookstore staff are helpful.	5.91	5.76 / 1.29	0.15	5.98	5.74 / 1.26	0.24	0.02
63. I seldom get the "run-around" when seeking information on this campus.	6.20	5.12 / 1.61	1.08	6.16	5.00 / 1.61	1.16	0.12
67. Channels for expressing student complaints are readily available.	5.84	4.40 / 1.49	1.44	5.86	4.56 / 1.54	1.30	-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

Scales: In Alphabetical Order With Items That Make Up the Scale

Scale/Item	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
STUDENT CENTEREDNESS	5.97	5.24 / 0.96	0.73	5.94	5.15 / 1.03	0.79	0.09
1. Most students feel a sense of belonging here.	5.29	5.17 / 1.30	0.12	5.36	5.04 / 1.35	0.32	0.13 *
16. The college shows concern for students as individuals.	6.23	4.74 / 1.48	1.49	6.11	4.80 / 1.48	1.31	-0.06
27. The campus staff are caring and helpful.	6.03	5.38 / 1.20	0.65	6.00	5.20 / 1.27	0.80	0.18 **
28. It is an enjoyable experience to be a student on this campus.	6.23	5.67 / 1.23	0.56	6.15	5.49 / 1.38	0.66	0.18 **
36. Students are made to feel welcome on this campus.	6.12	5.50 / 1.24	0.62	6.12	5.44 / 1.33	0.68	0.06
57. Administrators are approachable to students.	5.93	4.91 / 1.45	1.02	5.93	4.90 / 1.47	1.03	0.01

\* 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

Items	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
1. Most students feel a sense of belonging here.	5.29	5.17 / 1.30	0.12	5.36	5.04 / 1.35	0.32	0.13 *
2. Faculty care about me as an individual.	5.97	5.15 / 1.37	0.82	6.04	5.11 / 1.42	0.93	0.04
3. The quality of instruction in the vocational/technical programs is excellent.	5.80	5.08 / 1.30	0.72	5.88	5.10 / 1.31	0.78	-0.02
4. Security staff are helpful.	5.44	4.64 / 1.51	0.80	5.27	4.46 / 1.55	0.81	0.18 *
5. The personnel involved in registration are helpful.	6.36	5.36 / 1.50	1.00	6.30	5.32 / 1.51	0.98	0.04
6. My academic advisor is approachable.	6.35	4.92 / 1.61	1.43	6.17	4.96 / 1.59	1.21	-0.04
7. Adequate financial aid is available for most students.	6.05	4.51 / 1.65	1.54	6.17	4.53 / 1.79	1.64	-0.02
8. Classes are scheduled at times that are convenient for me.	6.56	4.82 / 1.69	1.74	6.50	5.02 / 1.64	1.48	-0.20 *
9. Internships or practical experiences are provided in my degree/certificate program.	5.72	4.15 / 1.42	1.57	5.76	4.37 / 1.51	1.39	-0.22 *
10. Child care facilities are available on campus.	4.55	4.21 / 1.26	0.34	4.71	4.43 / 1.34	0.28	-0.22 *
11. Security staff respond quickly in emergencies.	6.06	4.70 / 1.27	1.36	5.89	4.47 / 1.40	1.42	0.23 **

\* 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

Items	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
12. My academic advisor helps me set goals to work toward.	6.15	4.58 / 1.62	1.57	6.05	4.75 / 1.63	1.30	-0.17 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.00	4.17 / 1.61	1.83	6.00	4.20 / 1.74	1.80	-0.03
14. Library resources and services are adequate.	6.40	5.15 / 1.56	1.25	6.39	5.39 / 1.46	1.00	-0.24 **
15. I am able to register for classes I need with few conflicts.	6.61	4.73 / 1.69	1.88	6.51	4.88 / 1.70	1.63	-0.15
16. The college shows concern for students as individuals.	6.23	4.74 / 1.48	1.49	6.11	4.80 / 1.48	1.31	-0.06
17. Personnel in the Veterans' Services program are helpful.	4.28	4.43 / 1.10	-0.15	4.45	4.47 / 1.23	-0.02	-0.04
18. The quality of instruction I receive in most of my classes is excellent.	6.67	5.71 / 1.09	0.96	6.58	5.53 / 1.27	1.05	0.18 **
19. This campus provides effective support services for displaced homemakers.	4.63	4.46 / 1.12	0.17	4.93	4.53 / 1.20	0.40	-0.07
20. Financial aid counselors are helpful.	5.87	4.46 / 1.48	1.41	5.99	4.75 / 1.58	1.24	-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

Items	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
21. There are a sufficient number of study areas on campus.	6.02	5.23 / 1.50	0.79	6.06	5.46 / 1.42	0.60	-0.23 **
22. People on this campus respect and are supportive of each other.	5.85	5.27 / 1.25	0.58	5.86	5.18 / 1.32	0.68	0.09
23. Faculty are understanding of students' unique life circumstances.	6.11	5.04 / 1.42	1.07	6.09	4.86 / 1.51	1.23	0.18 *
24. Parking lots are well-lighted and secure.	6.26	4.85 / 1.60	1.41	6.21	4.63 / 1.70	1.58	0.22 **
25. My academic advisor is concerned about my success as an individual.	6.13	4.61 / 1.62	1.52	6.07	4.65 / 1.61	1.42	-0.04
26. Library staff are helpful and approachable.	6.05	5.45 / 1.41	0.60	6.18	5.58 / 1.36	0.60	-0.13
27. The campus staff are caring and helpful.	6.03	5.38 / 1.20	0.65	6.00	5.20 / 1.27	0.80	0.18 **
28. It is an enjoyable experience to be a student on this campus.	6.23	5.67 / 1.23	0.56	6.15	5.49 / 1.38	0.66	0.18 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.38	5.39 / 1.39	0.99	6.31	5.13 / 1.48	1.18	0.26 ***
30. The career services office provides students with	5.74	4.61 / 1.32	1.13	5.82	4.70 / 1.39	1.12	-0.09

\* 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

Items	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
the help they need to get a job.							
31. The campus is safe and secure for all students.	6.44	5.47 / 1.27	0.97	6.36	5.32 / 1.35	1.04	0.15 *
32. My academic advisor is knowledgeable about my program requirements.	6.28	4.75 / 1.64	1.53	6.20	4.80 / 1.63	1.40	-0.05
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.54	4.75 / 1.33	0.79	5.61	4.86 / 1.36	0.75	-0.11
34. Computer labs are adequate and accessible.	6.09	4.97 / 1.56	1.12	6.09	4.83 / 1.66	1.26	0.14
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.33	5.27 / 1.42	1.06	6.26	5.19 / 1.45	1.07	0.08
36. Students are made to feel welcome on this campus.	6.12	5.50 / 1.24	0.62	6.12	5.44 / 1.33	0.68	0.06
37. Faculty take into consideration student differences as they teach a course.	5.93	5.00 / 1.43	0.93	6.00	4.90 / 1.41	1.10	0.10
38. The student center is a comfortable place for students to spend their leisure time.	5.29	5.02 / 1.38	0.27	5.53	5.40 / 1.34	0.13	-0.38 ***
39. The amount of student parking space on campus is adequate.	6.40	3.77 / 2.02	2.63	6.30	3.68 / 1.95	2.62	0.09

\* 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

Items	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.38	4.82 / 1.62	1.56	6.28	4.95 / 1.61	1.33	-0.13
41. Admissions staff are knowledgeable.	6.24	5.41 / 1.28	0.83	6.17	5.21 / 1.40	0.96	0.20 **
42. The equipment in the lab facilities is kept up to date.	6.04	5.05 / 1.33	0.99	5.98	4.67 / 1.49	1.31	0.38 ***
43. Class change (drop/add) policies are reasonable.	6.22	5.65 / 1.33	0.57	6.12	5.47 / 1.42	0.65	0.18 *
44. I generally know what's happening on campus.	5.37	4.58 / 1.46	0.79	5.47	4.62 / 1.48	0.85	-0.04
45. This institution has a good reputation within the community.	6.01	5.78 / 1.30	0.23	6.07	5.65 / 1.35	0.42	0.13 *
46. Faculty provide timely feedback about student progress in a course.	6.22	4.92 / 1.53	1.30	6.16	4.99 / 1.50	1.17	-0.07
47. There are adequate services to help me decide upon a career.	6.04	4.68 / 1.50	1.36	6.07	4.91 / 1.46	1.16	-0.23 **
48. Counseling staff care about students as individuals.	6.11	4.87 / 1.54	1.24	6.14	4.98 / 1.55	1.16	-0.11
49. Admissions counselors respond to prospective students' unique needs and requests.	5.98	4.85 / 1.37	1.13	5.94	4.85 / 1.42	1.09	0.00

\* 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

Items	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
50. Tutoring services are readily available.	6.02	5.11 / 1.36	0.91	6.10	5.30 / 1.42	0.80	-0.19 *
51. There are convenient ways of paying my school bill.	6.05	5.09 / 1.43	0.96	6.02	4.93 / 1.54	1.09	0.16 *
52. This school does whatever it can to help me reach my educational goals.	6.32	4.95 / 1.45	1.37	6.23	4.91 / 1.45	1.32	0.04
53. The assessment and course placement procedures are reasonable.	6.00	4.92 / 1.50	1.08	6.00	4.95 / 1.53	1.05	-0.03
54. Faculty are interested in my academic problems.	6.01	4.91 / 1.43	1.10	5.96	4.77 / 1.42	1.19	0.14
55. Academic support services adequately meet the needs of students.	5.91	4.90 / 1.27	1.01	5.88	4.91 / 1.30	0.97	-0.01
56. The business office is open during hours which are convenient for most students.	5.91	4.96 / 1.49	0.95	5.94	4.98 / 1.50	0.96	-0.02
57. Administrators are approachable to students.	5.93	4.91 / 1.45	1.02	5.93	4.90 / 1.47	1.03	0.01
58. Nearly all of the faculty are knowledgeable in their fields.	6.53	5.83 / 1.15	0.70	6.37	5.60 / 1.27	0.77	0.23 ***
59. New student orientation services help students	5.63	4.91 / 1.36	0.72	5.78	5.07 / 1.40	0.71	-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 Sequential Order

Items	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
adjust to college.							
60. Billing policies are reasonable.	5.92	5.13 / 1.34	0.79	5.86	4.99 / 1.41	0.87	0.14
61. Faculty are usually available after class and during office hours.	6.41	5.76 / 1.21	0.65	6.30	5.56 / 1.39	0.74	0.20 **
62. Bookstore staff are helpful.	5.91	5.76 / 1.29	0.15	5.98	5.74 / 1.26	0.24	0.02
63. I seldom get the "run-around" when seeking information on this campus.	6.20	5.12 / 1.61	1.08	6.16	5.00 / 1.61	1.16	0.12
64. Nearly all classes deal with practical experiences and applications.	6.06	5.22 / 1.28	0.84	6.02	5.10 / 1.39	0.92	0.12
65. Students are notified early in the term if they are doing poorly in a class.	6.25	4.89 / 1.59	1.36	6.17	4.90 / 1.63	1.27	-0.01
66. Program requirements are clear and reasonable.	6.34	5.45 / 1.27	0.89	6.26	5.36 / 1.37	0.90	0.09
67. Channels for expressing student complaints are readily available.	5.84	4.40 / 1.49	1.44	5.86	4.56 / 1.54	1.30	-0.16
68. On the whole, the campus is well-maintained.	6.16	6.07 / 1.10	0.09	6.16	5.96 / 1.21	0.20	0.11

\* 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

Items	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
69. There is a good variety of courses provided on this campus.	6.54	5.27 / 1.52	1.27	6.42	5.36 / 1.51	1.06	-0.09
70. I am able to experience intellectual growth here.	6.50	5.76 / 1.20	0.74	6.39	5.64 / 1.29	0.75	0.12
71. Campus item	6.52	5.83 / 1.05	0.69	6.47	5.63 / 1.20	0.84	0.20 ***
72. Campus item	6.40	5.08 / 1.57	1.32	6.37	5.22 / 1.48	1.15	-0.14
73. Campus item	6.13	5.41 / 1.41	0.72	6.26	5.43 / 1.38	0.83	-0.02
74. Campus item	6.08	5.30 / 1.35	0.78	6.18	5.41 / 1.36	0.77	-0.11
75. Campus item	6.36	5.69 / 1.18	0.67	6.30	5.62 / 1.25	0.68	0.07
76. Campus item	6.36	5.79 / 1.20	0.57	6.29	5.65 / 1.29	0.64	0.14 *
77. Campus item	6.42	5.01 / 1.60	1.41	5.28	4.73 / 1.33	0.55	0.28 **
78. Campus item	6.34	5.32 / 1.40	1.02	5.89	5.08 / 1.33	0.81	0.24 **
79. Campus item	5.90	5.11 / 1.35	0.79	5.97	5.05 / 1.42	0.92	0.06
80. Campus item	6.13	5.56 / 1.23	0.57	5.99	5.34 / 1.34	0.65	0.22 **
81. Institution's commitment to part-time students?		5.46 / 1.24			5.36 / 1.34		0.10

\* 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

Items	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
82. Institution's commitment to evening students?		5.18 / 1.40			5.16 / 1.49		0.02
83. Institution's commitment to older, returning learners?		5.30 / 1.29			5.33 / 1.38		-0.03
84. Institution's commitment to under-represented populations?		5.06 / 1.34			5.05 / 1.41		0.01
85. Institution's commitment to commuters?		5.12 / 1.37			4.86 / 1.53		0.26 **
86. Institution's commitment to students with disabilities?		5.32 / 1.29			5.34 / 1.37		-0.02
87. Cost as factor in decision to enroll.	5.77			5.95			
88. Financial aid as factor in decision to enroll.	4.79			5.12			
89. Academic reputation as factor in decision to enroll.	5.49			5.55			
90. Size of institution as factor in decision to enroll.	4.63			4.87			
91. Opportunity to play sports as factor in decision to enroll.	3.27			3.66			
92. Recommendations from family/friends as factor in	4.49			4.84			

\* 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

Items	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
decision to enroll.							
93. Geographic setting as factor in decision to enroll.	5.61			5.73			
94. Campus appearance as factor in decision to enroll.	5.00			5.24			
95. Personalized attention prior to enrollment as factor in decision to enroll.	4.70			5.08			

\* 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

Items	Fall 1998			Fall 1995			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	Group 1 - Group 2
So far, how has your college experience met your expectations?		4.64 / 1.17			4.61 / 1.26		0.03
Rate your overall satisfaction with your experience here thus far.		5.50 / 1.25			5.37 / 1.28		0.13 *
All in all, if you had to do it over, would you enroll here again?		5.93 / 1.35			5.83 / 1.41		0.10

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

### Comparative Summary Analysis

Scale	Our Target Groups													
	National Group		Our Institution			Male			Female					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising/Counseling	6.11	5.05	6.25	4.79	1.46	6.05	4.72	1.33	6.38	4.84	1.54			
Academic Services	6.01	5.09	6.08	5.14	0.94	5.93	5.05	0.88	6.19	5.19	1.00			
Admissions and Financial Aid	5.97	4.92	5.96	4.72	1.24	5.73	4.63	1.10	6.13	4.78	1.35			
Campus Climate	5.94	5.10	5.97	5.15	0.82	5.78	5.06	0.72	6.10	5.21	0.89			
Campus Support Services	5.40	4.76	5.26	4.66	0.60	5.04	4.58	0.46	5.42	4.72	0.70			
Concern for the Individual	6.08	5.07	6.16	4.97	1.19	5.96	4.90	1.06	6.30	5.02	1.28			
Instructional Effectiveness	6.18	5.26	6.28	5.31	0.97	6.11	5.19	0.92	6.40	5.40	1.00			
Registration Effectiveness	6.13	5.24	6.22	5.20	1.02	6.05	5.07	0.98	6.34	5.29	1.05			
Responsiveness to Diverse Populations		5.30		5.24			5.08			5.36				
Safety and Security	5.96	4.74	6.12	4.68	1.44	5.79	4.66	1.13	6.36	4.70	1.66			
Service Excellence	5.91	5.04	5.95	5.15	0.80	5.79	5.06	0.73	6.07	5.21	0.86			
Student Centeredness	5.93	5.17	5.97	5.24	0.73	5.76	5.15	0.61	6.11	5.29	0.82			

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Male			Female					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
18. Quality of instruction in classes excellent.	6.48	5.53	6.67	5.71	0.96	6.52	5.61	0.91	6.77	5.78	0.99			
15. Able register for classes with few conflicts.	6.32	5.24	6.61	4.73	1.88	6.51	4.70	1.81	6.68	4.76	1.92			
8. Classes scheduled at convenient times.	6.45	5.34	6.56	4.82	1.74	6.41	4.61	1.80	6.67	4.95	1.72			
69. Good variety of courses provided on campus.	6.29	5.37	6.54	5.27	1.27	6.40	5.05	1.35	6.64	5.41	1.23			
58. Faculty knowledgeable in their fields.	6.34	5.59	6.53	5.83	0.70	6.38	5.69	0.69	6.64	5.93	0.71			
71. Campus item			6.52	5.83	0.69	6.42	5.63	0.79	6.59	5.97	0.62			
70. Able to experience intellectual growth here.	6.28	5.53	6.50	5.76	0.74	6.37	5.61	0.76	6.59	5.86	0.73			
31. Campus is safe and secure for all students.	6.27	5.30	6.44	5.47	0.97	6.14	5.52	0.62	6.64	5.43	1.21			
77. Campus item			6.42	5.01	1.41	6.27	4.94	1.33	6.53	5.06	1.47			
61. Faculty avail. after class/during ofc. hours.	6.21	5.48	6.41	5.76	0.65	6.21	5.67	0.54	6.55	5.83	0.72			
14. Library resources and services are adequate.	6.18	5.14	6.40	5.15	1.25	6.29	5.12	1.17	6.48	5.15	1.33			
39. Student parking space on	6.14	4.24	6.40	3.77	2.63	6.27	3.69	2.58	6.49	3.84	2.65			

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Male			Female					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
campus is adequate.														
72. Campus item			6.40	5.08	1.32	6.27	4.96	1.31	6.50	5.17	1.33			
29. Faculty fair/unbiased in treatment students.	6.24	5.16	6.38	5.39	0.99	6.22	5.31	0.91	6.50	5.45	1.05			
40. Acad. adv. knowledge - transfer requirements.	6.05	4.92	6.38	4.82	1.56	6.18	4.81	1.37	6.52	4.82	1.70			
5. Registration personnel are helpful.	6.12	5.27	6.36	5.36	1.00	6.17	5.24	0.93	6.51	5.44	1.07			
75. Campus item			6.36	5.69	0.67	6.24	5.49	0.75	6.45	5.83	0.62			
76. Campus item			6.36	5.79	0.57	6.22	5.54	0.68	6.46	5.96	0.50			
6. My academic advisor is approachable.	6.19	5.33	6.35	4.92	1.43	6.19	4.78	1.41	6.47	5.02	1.45			
66. Program requirements are clear/reasonable.	6.24	5.40	6.34	5.45	0.89	6.16	5.32	0.84	6.46	5.54	0.92			
78. Campus item			6.34	5.32	1.02	6.14	5.17	0.97	6.48	5.42	1.06			
35. Policies/proced. re: regist/course selection.	6.15	5.29	6.33	5.27	1.06	6.19	5.12	1.07	6.43	5.38	1.05			
52. School does what can help reach educ. goals.	6.21	5.05	6.32	4.95	1.37	6.19	4.88	1.31	6.42	5.01	1.41			
32. Acad. advisor knowledgeable of requirements.	6.26	5.27	6.28	4.75	1.53	6.13	4.76	1.37	6.39	4.73	1.66			

### Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups					
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Male			Female		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
24. Parking lots are well-lighted and secure.	6.15	4.81	1.41	6.26	4.85	0.78	5.77	4.99	0.78	6.60	4.74	1.86
65. Students notified early if doing poorly.	6.16	4.85	1.36	6.25	4.89	1.29	6.12	4.83	1.29	6.33	4.96	1.37
41. Admissions staff are knowledgeable.	6.09	5.22	0.83	6.24	5.41	0.84	6.06	5.22	0.84	6.38	5.55	0.83
16. Concern shown for students as individuals.	6.13	4.97	1.49	6.23	4.74	1.28	6.00	4.72	1.28	6.38	4.76	1.62
28. Enjoyable experience to be student on campus.	6.04	5.29	0.56	6.23	5.67	0.50	6.07	5.57	0.50	6.33	5.73	0.60
43. Class change (drop/add) policies reasonable.	6.01	5.24	0.57	6.22	5.65	0.58	6.08	5.50	0.58	6.31	5.74	0.57
46. Faculty provide feedback/progress in courses.	6.12	5.16	1.30	6.22	4.92	1.29	6.07	4.78	1.29	6.33	5.02	1.31
63. Seldom get "run-around" on campus.	6.07	4.92	1.08	6.20	5.12	1.01	6.03	5.02	1.01	6.31	5.18	1.13
68. The campus is well-maintained.	6.12	5.56	0.09	6.16	6.07	0.02	5.97	5.95	0.02	6.28	6.14	0.14
12. Acad. advisor helps set goals to work toward.	5.93	4.82	1.57	6.15	4.58	1.43	5.93	4.50	1.43	6.31	4.64	1.67
25. Acad advisor concerned success as individual.	6.08	4.94	1.52	6.13	4.61	1.33	5.91	4.58	1.33	6.28	4.63	1.65

### Comparative Summary Analysis

Item	National Group			Our Institution			Male			Female			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	73. Campus item				6.13	5.41	0.72	6.00	5.41	0.59	6.23	5.41	0.82		
80. Campus item				6.13	5.56	0.57	6.02	5.35	0.67	6.21	5.71	0.50			
36. Students made to feel welcome on campus.	6.10	5.37		6.12	5.50	0.62	5.90	5.41	0.49	6.27	5.56	0.71			
23. Faculty understanding of life circumstances.	6.07	4.98		6.11	5.04	1.07	5.90	4.99	0.91	6.27	5.08	1.19			
48. Counsel. staff care about students.	6.01	5.01		6.11	4.87	1.24	5.84	4.73	1.11	6.30	4.98	1.32			
34. Computer labs are adequate and accessible.	6.15	5.07		6.09	4.97	1.12	5.94	4.72	1.22	6.20	5.14	1.06			
74. Campus item				6.08	5.30	0.78	5.96	5.13	0.83	6.17	5.43	0.74			
11. Security staff respond quickly in emergencies	5.81	4.61		6.06	4.70	1.36	5.71	4.58	1.13	6.31	4.80	1.51			
64. Classes - practical experiences/applicable.	6.06	5.28		6.06	5.22	0.84	5.90	5.01	0.89	6.17	5.35	0.82			
7. Financial aid available for most students.	6.17	4.93		6.05	4.51	1.54	5.79	4.43	1.36	6.23	4.56	1.67			
26. Library staff are helpful and approachable.	5.92	5.19		6.05	5.45	0.60	5.97	5.51	0.46	6.10	5.40	0.70			
51. Convenient ways of paying school bill.	6.13	5.16		6.05	5.09	0.96	5.88	5.08	0.80	6.17	5.10	1.07			

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Male			Female					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
42. Equip. in lab facilities is kept up to date.	6.14	5.05	6.04	5.05	0.99	5.94	4.90	1.04	6.12	5.17	0.95			
47. Adequate services to help decide career.	6.02	5.01	6.04	4.68	1.36	5.84	4.44	1.40	6.18	4.86	1.32			
27. The campus staff are caring and helpful.	5.99	5.21	6.03	5.38	0.65	5.78	5.30	0.48	6.20	5.43	0.77			
21. Sufficient number of study areas on campus.	5.87	5.01	6.02	5.23	0.79	5.86	5.21	0.65	6.13	5.24	0.89			
50. Tutoring services are readily available.	5.96	5.17	6.02	5.11	0.91	5.76	4.94	0.82	6.20	5.24	0.96			
45. Institution has good reputation in community.	6.03	5.45	6.01	5.78	0.23	5.79	5.45	0.34	6.17	6.00	0.17			
54. Faculty interested in my academic problems.	6.00	5.03	6.01	4.91	1.10	5.86	4.75	1.11	6.10	5.03	1.07			
13. Financial aid awards announced in time.	5.94	4.60	6.00	4.17	1.83	5.75	4.11	1.64	6.19	4.22	1.97			
53. Assess/course placement proced. reasonable.	5.95	5.12	6.00	4.92	1.08	5.82	4.66	1.16	6.12	5.09	1.03			
49. Admiss. counselors respond to needs/requests.	5.90	4.96	5.98	4.85	1.13	5.72	4.74	0.98	6.16	4.92	1.24			
2. Faculty care about me as an individual.	5.96	5.26	5.97	5.15	0.82	5.84	5.09	0.75	6.06	5.19	0.87			

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Male			Female					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
37. Faculty consider differences as teach course.	6.04	5.03	5.93	5.00	0.93	5.63	4.85	0.78	6.15	5.11	1.04			
57. Administrators are approachable to students.	5.93	5.05	5.93	4.91	1.02	5.75	4.74	1.01	6.06	5.02	1.04			
60. Billing policies are reasonable.	6.01	5.10	5.92	5.13	0.79	5.67	4.97	0.70	6.09	5.25	0.84			
55. Acad. support svcs. meet needs of students.	5.87	5.00	5.91	4.90	1.01	5.68	4.82	0.86	6.07	4.97	1.10			
56. Business office open hours convenient.	6.02	5.27	5.91	4.96	0.95	5.68	4.82	0.86	6.06	5.04	1.02			
62. Bookstore staff are helpful.	5.92	5.26	5.91	5.76	0.15	5.71	5.57	0.14	6.07	5.89	0.18			
79. Campus item			5.90	5.11	0.79	5.73	5.05	0.68	6.02	5.15	0.87			
20. Financial aid counselors are helpful.	6.00	4.89	5.87	4.46	1.41	5.69	4.40	1.29	6.00	4.48	1.52			
22. People on campus respect /support. of others.	5.84	4.99	5.85	5.27	0.58	5.60	5.16	0.44	6.04	5.34	0.70			
67. Channels - express student complaints avail.	5.90	4.67	5.84	4.40	1.44	5.68	4.32	1.36	5.95	4.46	1.49			
3. Instruction in voc/tech programs excellent.	6.09	5.30	5.80	5.08	0.72	5.69	5.12	0.57	5.89	5.04	0.85			
87. Factor in decision to enroll: Cost	6.16		5.77			5.70			5.82					



### Comparative Summary Analysis

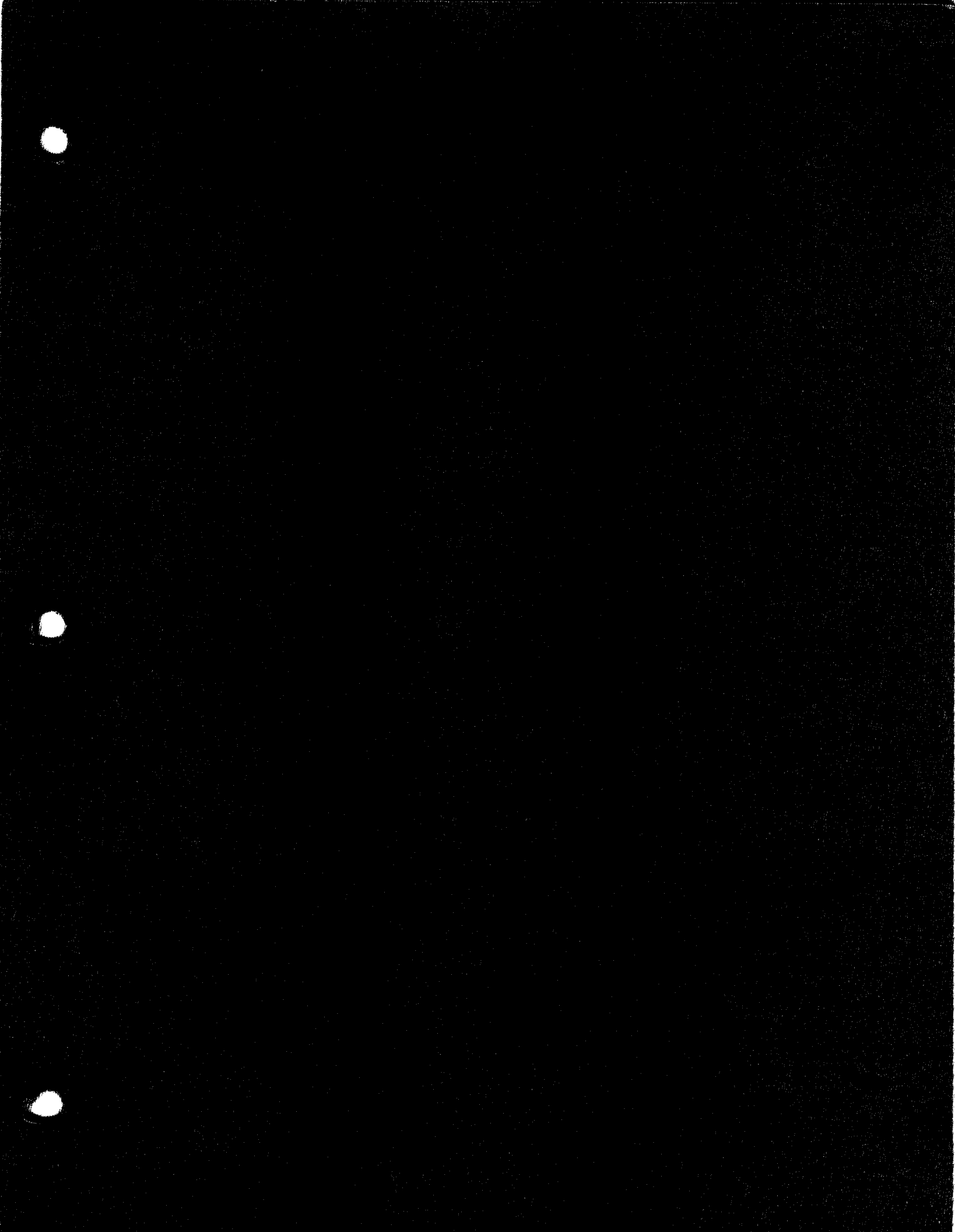
Item	National Group			Our Institution			Male			Female		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	30. Career services help students to get jobs.	5.90	4.87	1.13	5.74	4.61	1.13	5.46	4.63	0.83	5.95	4.59
9. Internships/practical experiences provided.	5.94	4.98	1.57	5.72	4.15	1.57	5.48	3.98	1.50	5.88	4.28	1.60
59. Orientation services help students adjust.	5.77	5.05	0.72	5.63	4.91	0.72	5.34	4.80	0.54	5.82	4.99	0.83
93. Factor to enroll: Geographic setting	5.32			5.61			5.58			5.63		
33. Admiss. counselors accurately portray campus.	5.69	4.90	0.79	5.54	4.75	0.79	5.31	4.78	0.53	5.70	4.70	1.00
89. Factor to enroll: Academic reputation	5.77			5.49			5.36			5.59		
4. Security staff are helpful.	5.39	4.67	0.80	5.44	4.64	0.80	5.02	4.52	0.50	5.74	4.73	1.01
44. Generally know what's happening on campus.	5.47	4.75	0.79	5.37	4.58	0.79	5.36	4.54	0.82	5.38	4.61	0.77
1. Students feel a sense of belonging.	5.38	5.15	0.12	5.29	5.17	0.12	5.09	5.09	0.00	5.42	5.22	0.20
38. Student center is comfortable place.	5.54	4.89	0.27	5.29	5.02	0.27	5.20	4.91	0.29	5.37	5.11	0.26
94. Factor to enroll: Campus appearance	5.07			5.00			4.85			5.10		

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Male			Female					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
88. Factor in decision to enroll: Financial aid	5.71		4.79			4.69			4.86					
95. Factor to enroll: Personal attention prior	5.26		4.70			4.46			4.86					
19. Support services for displaced homemakers.	4.94	4.54	4.63	4.46	0.17	4.42	4.38	0.04	4.78	4.53	0.25			
90. Factor to enroll: Size of institution	5.07		4.63			4.53			4.69					
10. Child care facilities available on campus.	4.60	4.19	4.55	4.21	0.34	4.11	4.12	-0.01	4.85	4.27	0.58			
92. Factor to enroll: Recommend from family	4.66		4.49			4.49			4.50					
17. Veterans' Services program are helpful.	4.44	4.38	4.28	4.43	-0.15	4.47	4.64	-0.17	4.08	4.17	-0.09			
91. Factor to enroll: Opportunity to play sports	3.22		3.27			3.71			2.93					
81. Inst's commit to part-time students?		5.41		5.46			5.34			5.54				
82. Inst's commit to evening students?		5.31		5.18			5.02			5.30				
83. Inst's commit to older, returning learners?		5.44		5.30			5.08			5.44				

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Male			Female					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
84. Inst's commit to under-represent populations?		5.17		5.06			4.90			5.18				
85. Inst's commit to commuters?		5.18		5.12			4.95			5.24				
86. Inst's commit to student with disabilities?		5.29		5.32			5.16			5.44				



### Comparative Summary Analysis

Scale	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction		Importance	Satisfaction		18 and under		19 to 24		25 to 34				
		Importance	Satisfaction		Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
Academic Advising/Counseling	6.11	5.05		6.25	4.79	1.46	6.25	5.02	1.23	6.27	4.66	1.61	6.10	4.62	1.48
Academic Services	6.01	5.09		6.08	5.14	0.94	6.18	5.49	0.69	6.05	5.09	0.96	6.09	4.90	1.19
Admissions and Financial Aid	5.97	4.92		5.96	4.72	1.24	6.01	4.89	1.12	5.96	4.62	1.34	5.93	4.76	1.17
Campus Climate	5.94	5.10		5.97	5.15	0.82	6.02	5.21	0.81	5.96	5.07	0.89	5.85	5.13	0.72
Campus Support Services	5.40	4.76		5.26	4.66	0.60	5.40	4.86	0.54	5.18	4.61	0.57	5.26	4.54	0.72
Concern for the Individual	6.08	5.07		6.16	4.97	1.19	6.18	5.10	1.08	6.17	4.85	1.32	6.05	4.90	1.15
Instructional Effectiveness	6.18	5.26		6.28	5.31	0.97	6.27	5.35	0.92	6.27	5.23	1.04	6.28	5.37	0.91
Registration Effectiveness	6.13	5.24		6.22	5.20	1.02	6.27	5.29	0.98	6.20	5.15	1.05	6.26	5.09	1.17
Responsiveness to Diverse Populations		5.30			5.24			5.49			5.20			5.01	
Safety and Security	5.96	4.74		6.12	4.68	1.44	6.15	4.82	1.33	6.08	4.57	1.51	6.22	4.76	1.46
Service Excellence	5.91	5.04		5.95	5.15	0.80	6.01	5.24	0.77	5.95	5.08	0.87	5.82	5.08	0.74
Student Centeredness	5.93	5.17		5.97	5.24	0.73	6.02	5.31	0.71	5.97	5.14	0.83	5.88	5.30	0.58

### Comparative Summary Analysis

Item	National Group			Our Institution			18 and under			19 to 24			25 to 34		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
18. Quality of instruction in classes excellent.	6.48	5.53	0.96	6.67	5.71	1.01	6.73	5.72	1.01	6.63	5.62	1.01	6.75	5.82	0.93
15. Able register for classes with few conflicts.	6.32	5.24	1.88	6.61	4.73	1.95	6.69	4.74	1.95	6.60	4.67	1.93	6.59	4.75	1.84
8. Classes scheduled at convenient times.	6.45	5.34	1.74	6.56	4.82	1.37	6.55	5.18	1.37	6.53	4.76	1.77	6.79	4.35	2.44
69. Good variety of courses provided on campus.	6.29	5.37	1.27	6.54	5.27	1.27	6.58	5.54	1.04	6.52	5.27	1.25	6.61	4.74	1.87
58. Faculty knowledgeable in their fields.	6.34	5.59	0.70	6.53	5.83	0.70	6.55	5.91	0.64	6.49	5.76	0.73	6.61	5.88	0.73
71. Campus item				6.52	5.83	0.69	6.53	5.78	0.75	6.48	5.80	0.68	6.64	5.82	0.82
70. Able to experience intellectual growth here.	6.28	5.53	0.74	6.50	5.76	0.74	6.41	5.62	0.79	6.46	5.73	0.73	6.65	5.83	0.82
31. Campus is safe and secure for all students.	6.27	5.30	0.97	6.44	5.47	0.97	6.50	5.74	0.76	6.40	5.42	0.98	6.48	5.25	1.23
77. Campus item				6.42	5.01	1.41	6.37	5.10	1.27	6.46	4.94	1.52	6.29	4.82	1.47
61. Faculty avail. after class/during ofc. hours.	6.21	5.48	0.65	6.41	5.76	0.65	6.35	5.87	0.48	6.43	5.74	0.69	6.33	5.74	0.59
14. Library resources and services are adequate.	6.18	5.14	1.25	6.40	5.15	1.25	6.47	5.71	0.76	6.37	5.09	1.28	6.54	4.88	1.66
39. Student parking space on	6.14	4.24	2.63	6.40	3.77	2.63	6.37	3.68	2.69	6.41	3.57	2.84	6.41	4.16	2.25

### Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	18 and under		19 to 24		25 to 34				
							Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Gap
campus is adequate.															
72. Campus item			1.32	6.40	5.08	1.32	6.38	5.37	1.01	6.40	5.04	1.36	6.50	4.87	1.63
29. Faculty fair/unbiased in treatment students.	6.24	5.16	0.99	6.38	5.39	0.99	6.35	5.52	0.83	6.37	5.29	1.08	6.48	5.35	1.13
40. Acad. adv. knowledge - transfer requirements.	6.05	4.92	1.56	6.38	4.82	1.56	6.38	4.96	1.42	6.39	4.68	1.71	6.23	4.81	1.42
5. Registration personnel are helpful.	6.12	5.27	1.00	6.36	5.36	1.00	6.48	5.31	1.17	6.36	5.27	1.09	6.22	5.48	0.74
75. Campus item			0.67	6.36	5.69	0.67	6.33	5.64	0.69	6.34	5.65	0.69	6.40	5.71	0.69
76. Campus item			0.57	6.36	5.79	0.57	6.34	5.79	0.55	6.33	5.78	0.55	6.45	5.82	0.63
6. My academic advisor is approachable.	6.19	5.33	1.43	6.35	4.92	1.43	6.29	5.12	1.17	6.38	4.78	1.60	6.32	4.87	1.45
66. Program requirements are clear/reasonable.	6.24	5.40	0.89	6.34	5.45	0.89	6.33	5.48	0.85	6.30	5.34	0.96	6.44	5.61	0.83
78. Campus item			1.02	6.34	5.32	1.02	6.28	5.43	0.85	6.34	5.23	1.11	6.41	5.37	1.04
35. Policies/proced. re: regist/course selection.	6.15	5.29	1.06	6.33	5.27	1.06	6.39	5.14	1.25	6.29	5.20	1.09	6.48	5.52	0.96
52. School does what can help reach educ. goals.	6.21	5.05	1.37	6.32	4.95	1.37	6.30	5.18	1.12	6.37	4.82	1.55	6.18	4.90	1.28
32. Acad. advisor knowledgeable of requirements.	6.26	5.27	1.53	6.28	4.75	1.53	6.17	4.93	1.24	6.32	4.65	1.67	6.31	4.53	1.78

### Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	18 and under		19 to 24		25 to 34				
							Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Gap		
24. Parking lots are well-lighted and secure.	6.15	4.81	1.41	6.26	4.85	1.34	6.26	4.92	1.34	6.18	4.79	1.39	6.44	4.69	1.75
65. Students notified early if doing poorly.	6.16	4.85	1.36	6.25	4.89	1.64	6.28	4.64	1.64	6.26	4.90	1.36	6.12	4.84	1.28
41. Admissions staff are knowledgeable.	6.09	5.22	0.83	6.24	5.41	0.74	6.23	5.49	0.74	6.24	5.31	0.93	6.29	5.57	0.72
16. Concern shown for students as individuals.	6.13	4.97	1.49	6.23	4.74	1.44	6.24	4.80	1.44	6.20	4.63	1.57	6.22	4.68	1.54
28. Enjoyable experience to be student on campus.	6.04	5.29	0.56	6.23	5.67	0.60	6.20	5.60	0.60	6.26	5.61	0.65	6.13	5.77	0.36
43. Class change (drop/add) policies reasonable.	6.01	5.24	0.57	6.22	5.65	0.42	6.27	5.85	0.42	6.21	5.59	0.62	6.18	5.57	0.61
46. Faculty provide feedback/progress in courses.	6.12	5.16	1.30	6.22	4.92	1.38	6.31	4.93	1.38	6.18	4.71	1.47	6.25	5.35	0.90
63. Seldom get "run-around" on campus.	6.07	4.92	1.08	6.20	5.12	1.08	6.15	4.89	1.26	6.21	5.10	1.11	6.10	5.01	1.09
68. The campus is well-maintained.	6.12	5.56	0.09	6.16	6.07	0.09	6.09	6.24	-0.15	6.20	6.04	0.16	6.03	5.92	0.11
12. Acad. advisor helps set goals to work toward.	5.93	4.82	1.57	6.15	4.58	1.45	6.25	4.80	1.45	6.15	4.45	1.70	6.06	4.38	1.68
25. Acad advisor concerned success as individual.	6.08	4.94	1.52	6.13	4.61	1.37	6.24	4.87	1.37	6.17	4.50	1.67	5.78	4.31	1.47



**Comparative Summary Analysis**

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	18 and under			19 to 24			25 to 34		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
73. Campus item			0.72	6.13	5.41	0.72	6.11	5.48	0.63	6.13	5.44	0.69	6.12	5.22	0.90
80. Campus item			0.57	6.13	5.56	0.57	6.24	5.79	0.45	6.11	5.54	0.57	6.01	5.31	0.70
36. Students made to feel welcome on campus.	6.10	5.37	0.62	6.12	5.50	0.62	6.26	5.54	0.72	6.09	5.41	0.68	6.03	5.56	0.47
23. Faculty understanding of life circumstances.	6.07	4.98	1.07	6.11	5.04	1.07	6.08	5.13	0.95	6.16	4.94	1.22	5.86	5.08	0.78
48. Counsel. staff care about students.	6.01	5.01	1.24	6.11	4.87	1.24	6.14	5.22	0.92	6.14	4.74	1.40	5.81	4.50	1.31
34. Computer labs are adequate and accessible.	6.15	5.07	1.12	6.09	4.97	1.12	6.28	5.32	0.96	6.02	4.88	1.14	6.11	4.76	1.35
74. Campus item			0.78	6.08	5.30	0.78	5.99	5.32	0.67	6.09	5.33	0.76	6.07	5.22	0.85
11. Security staff respond quickly in emergencies	5.81	4.61	1.36	6.06	4.70	1.36	6.23	4.91	1.32	6.00	4.60	1.40	6.14	4.80	1.34
64. Classes - practical experiences/applicable.	6.06	5.28	0.84	6.06	5.22	0.84	6.04	5.32	0.72	6.08	5.13	0.95	6.09	5.16	0.93
7. Financial aid available for most students.	6.17	4.93	1.54	6.05	4.51	1.54	6.12	4.91	1.21	6.07	4.35	1.72	6.09	4.59	1.50
26. Library staff are helpful and approachable.	5.92	5.19	0.60	6.05	5.45	0.60	6.13	5.73	0.40	6.04	5.37	0.67	6.03	5.35	0.68
51. Convenient ways of paying school bill.	6.13	5.16	0.96	6.05	5.09	0.96	6.19	5.16	1.03	6.04	5.05	0.99	5.97	5.12	0.85

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			18 and under			19 to 24			25 to 34		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
42. Equip. in lab facilities is kept up to date.	6.14	5.05	6.04	5.05	0.99	6.28	5.31	0.97	5.95	4.99	0.96	6.09	4.96	1.13
47. Adequate services to help decide career.	6.02	5.01	6.04	4.68	1.36	6.02	4.92	1.10	6.06	4.56	1.50	5.86	4.70	1.16
27. The campus staff are caring and helpful.	5.99	5.21	6.03	5.38	0.65	6.01	5.53	0.48	6.06	5.26	0.80	5.93	5.53	0.40
21. Sufficient number of study areas on campus.	5.87	5.01	6.02	5.23	0.79	6.04	5.65	0.39	6.03	5.27	0.76	6.00	4.75	1.25
50. Tutoring services are readily available.	5.96	5.17	6.02	5.11	0.91	6.13	5.32	0.81	5.98	5.10	0.88	5.94	4.88	1.06
45. Institution has good reputation in community.	6.03	5.45	6.01	5.78	0.23	6.04	5.70	0.34	5.97	5.76	0.21	6.03	5.64	0.39
54. Faculty interested in my academic problems.	6.00	5.03	6.01	4.91	1.10	5.94	4.99	0.95	6.00	4.77	1.23	6.00	5.12	0.88
13. Financial aid awards announced in time.	5.94	4.60	6.00	4.17	1.83	5.99	4.33	1.66	5.99	4.09	1.90	6.08	4.26	1.82
53. Assess/course placement proced. reasonable.	5.95	5.12	6.00	4.92	1.08	6.01	4.81	1.20	6.01	4.87	1.14	6.03	5.02	1.01
49. Admiss. counselors respond to needs/requests.	5.90	4.96	5.98	4.85	1.13	6.02	4.95	1.07	5.98	4.75	1.23	5.88	4.72	1.16
2. Faculty care about me as an individual.	5.96	5.26	5.97	5.15	0.82	5.93	5.09	0.84	5.99	5.03	0.96	5.90	5.41	0.49

### Comparative Summary Analysis

Item	Our Target Groups														
	National Group			Our Institution			18 and under			19 to 24			25 to 34		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
37. Faculty consider differences as teach course.	6.04	5.03	0.93	5.93	5.00	0.93	5.85	5.00	0.85	5.96	4.90	1.06	5.78	5.16	0.62
57. Administrators are approachable to students.	5.93	5.05	1.02	5.93	4.91	1.02	6.15	5.29	0.86	5.97	4.80	1.17	5.45	4.77	0.68
60. Billing policies are reasonable.	6.01	5.10	0.79	5.92	5.13	0.79	6.02	5.16	0.86	5.91	5.11	0.80	5.90	5.11	0.79
55. Acad. support svcs. meet needs of students.	5.87	5.00	1.01	5.91	4.90	1.01	5.92	5.11	0.81	5.88	4.84	1.04	5.90	4.70	1.20
56. Business office open hours convenient.	6.02	5.27	0.95	5.91	4.96	0.95	5.93	5.27	0.66	5.84	4.91	0.93	6.17	4.40	1.77
62. Bookstore staff are helpful.	5.92	5.26	0.15	5.91	5.76	0.15	5.81	5.84	-0.03	5.90	5.73	0.17	6.00	5.57	0.43
79. Campus item			0.79	5.90	5.11	0.79	6.19	5.33	0.86	5.89	5.07	0.82	5.73	4.98	0.75
20. Financial aid counselors are helpful.	6.00	4.89	1.41	5.87	4.46	1.41	5.90	4.73	1.17	5.86	4.34	1.52	5.92	4.65	1.27
22. People on campus respect /support. of others.	5.84	4.99	0.58	5.85	5.27	0.58	5.95	5.41	0.54	5.81	5.19	0.62	5.75	5.14	0.61
67. Channels - express student complaints avail.	5.90	4.67	1.44	5.84	4.40	1.44	5.85	4.54	1.31	5.81	4.29	1.52	5.87	4.31	1.56
3. Instruction in voo/tech programs excellent.	6.09	5.30	0.72	5.80	5.08	0.72	5.66	5.05	0.61	5.74	5.03	0.71	6.30	5.17	1.13
87. Factor in decision to enroll: Cost	6.16			5.77			5.60			5.78			5.89		

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			18 and under			19 to 24			25 to 34		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
30. Career services help students to get jobs.	5.90	4.87	5.74	4.61	1.13	5.82	4.73	1.09	5.75	4.59	1.16	5.55	4.27	1.28
9. Internships/practical experiences provided.	5.94	4.98	5.72	4.15	1.57	5.78	4.41	1.37	5.66	4.05	1.61	5.97	4.23	1.74
59. Orientation services help students adjust.	5.77	5.05	5.63	4.91	0.72	5.90	5.18	0.72	5.61	4.83	0.78	5.09	4.65	0.44
93. Factor to enroll: Geographic setting	5.32		5.61			5.50			5.69			5.37		
33. Admiss. counselors accurately portray campus.	5.69	4.90	5.54	4.75	0.79	5.72	4.75	0.97	5.54	4.74	0.80	5.20	4.57	0.63
89. Factor to enroll: Academic reputation	5.77		5.49			5.24			5.57			5.35		
4. Security staff are helpful.	5.39	4.67	5.44	4.64	0.80	5.44	4.93	0.51	5.38	4.47	0.91	5.59	4.95	0.64
44. Generally know what's happening on campus.	5.47	4.75	5.37	4.58	0.79	5.55	4.44	1.11	5.42	4.56	0.86	5.01	4.40	0.61
1. Students feel a sense of belonging.	5.38	5.15	5.29	5.17	0.12	5.30	5.09	0.21	5.24	5.10	0.14	5.47	5.43	0.04
38. Student center is comfortable place.	5.54	4.89	5.29	5.02	0.27	5.45	5.28	0.17	5.24	4.97	0.27	5.35	4.88	0.47
94. Factor to enroll: Campus appearance	5.07		5.00			5.21			5.17			4.14		

### Comparative Summary Analysis

Item	National Group		Our Institution			18 and under			19 to 24			25 to 34		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
88. Factor in decision to enroll: Financial aid	5.71		4.79			4.65			4.81			4.98		
95. Factor to enroll: Personal attention prior	5.26		4.70			4.93			4.69			4.42		
19. Support services for displaced homemakers.	4.94	4.54	4.63	4.46	0.17	4.70	4.67	0.03	4.39	4.34	0.05	5.02	4.49	0.53
90. Factor to enroll: Size of institution	5.07		4.63			4.61			4.69			4.64		
10. Child care facilities available on campus.	4.60	4.19	4.55	4.21	0.34	4.53	4.04	0.49	4.42	4.31	0.11	4.93	3.89	1.04
92. Factor to enroll: Recommend from family	4.66		4.49			4.86			4.65			3.89		
17. Veterans' Services program are helpful.	4.44	4.38	4.28	4.43	-0.15	4.37	4.28	0.09	4.11	4.39	-0.28	4.87	4.79	0.08
91. Factor to enroll: Opportunity to play sports	3.22		3.27			3.63			3.48			2.23		
81. Inst's commit to part-time students?		5.41		5.46			5.63			5.42			5.21	
82. Inst's commit to evening students?		5.31		5.18			5.40			5.20			4.66	
83. Inst's commit to older, returning learners?		5.44		5.30			5.47			5.20			5.16	

### Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups							
	Importance		Satisfaction	Importance		Satisfaction	18 and under		19 to 24		25 to 34			
						Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
84. Inst's commit to under-represent populations?		5.17	5.06				5.30			4.99			5.03	
85. Inst's commit to commuters?		5.18	5.12				5.43			5.13			4.71	
86. Inst's commit to student with disabilities?		5.29	5.32				5.72			5.23			5.28	



### Comparative Summary Analysis

Scale	National Group			Our Institution			Our Target Groups					
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	35 to 44			45 and over		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising/Counseling	6.11	5.05	1.46	6.25	4.79	1.46	6.31	5.63	0.68	6.10	5.07	1.03
Academic Services	6.01	5.09	0.94	6.08	5.14	0.94	6.11	5.20	0.91	6.06	4.74	1.32
Admissions and Financial Aid	5.97	4.92	1.24	5.96	4.72	1.24	5.87	5.18	0.69	5.90	4.58	1.32
Campus Climate	5.94	5.10	0.82	5.97	5.15	0.82	6.06	5.73	0.33	5.89	5.32	0.57
Campus Support Services	5.40	4.76	0.60	5.26	4.66	0.60	5.51	4.94	0.57	5.35	4.62	0.73
Concern for the Individual	6.08	5.07	1.19	6.16	4.97	1.19	6.23	5.72	0.51	6.14	5.31	0.83
Instructional Effectiveness	6.18	5.26	0.97	6.28	5.31	0.97	6.43	5.90	0.53	6.21	5.49	0.72
Registration Effectiveness	6.13	5.24	1.02	6.22	5.20	1.02	6.23	5.62	0.61	6.12	5.22	0.90
Responsiveness to Diverse Populations		5.30			5.24			5.57			5.20	
Safety and Security	5.96	4.74	1.44	6.12	4.68	1.44	6.27	5.33	0.94	6.09	4.66	1.43
Service Excellence	5.91	5.04	0.80	5.95	5.15	0.80	6.00	5.70	0.30	5.89	5.26	0.63
Student Centeredness	5.93	5.17	0.73	5.97	5.24	0.73	6.04	5.79	0.25	5.79	5.34	0.45



### Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups					
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	35 to 44			45 and over		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
18. Quality of instruction in classes excellent.	6.48	5.53	0.96	6.67	5.71	0.96	6.78	6.24	0.54	6.67	6.05	0.62
15. Able register for classes with few conflicts.	6.32	5.24	1.88	6.61	4.73	1.88	6.65	5.34	1.31	6.50	4.82	1.68
8. Classes scheduled at convenient times.	6.45	5.34	1.74	6.56	4.82	1.74	6.54	5.02	1.52	6.57	5.09	1.48
69. Good variety of courses provided on campus.	6.29	5.37	1.27	6.54	5.27	1.27	6.68	5.30	1.38	6.33	5.39	0.94
58. Faculty knowledgeable in their fields.	6.34	5.59	0.70	6.53	5.83	0.70	6.75	6.26	0.49	6.62	5.90	0.72
71. Campus item				6.52	5.83	0.69	6.68	6.32	0.36	6.55	6.05	0.50
70. Able to experience intellectual growth here.	6.28	5.53	0.74	6.50	5.76	0.74	6.79	6.28	0.51	6.55	5.73	0.82
31. Campus is safe and secure for all students.	6.27	5.30	0.97	6.44	5.47	0.97	6.54	5.61	0.93	6.33	5.45	0.88
77. Campus item				6.42	5.01	1.41	6.53	5.62	0.91	6.42	5.22	1.20
61. Faculty avail. after class/during ofc. hours.	6.21	5.48	0.65	6.41	5.76	0.65	6.63	6.00	0.63	6.27	5.35	0.92
14. Library resources and services are adequate.	6.18	5.14	1.25	6.40	5.15	1.25	6.21	4.86	1.35	6.48	4.28	2.20
39. Student parking space on	6.14	4.24	2.63	6.40	3.77	2.63	6.43	5.18	1.25	6.18	4.17	2.01

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			35 to 44			45 and over					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
campus is adequate.														
72. Campus item			6.40	5.08	1.32	6.30	5.13	1.17	6.38	5.00	1.38			
29. Faculty fair/unbiased in treatment students.	6.24	5.16	6.38	5.39	0.99	6.51	5.95	0.56	6.27	5.73	0.54			
40. Acad. adv. knowledge - transfer requirements.	6.05	4.92	6.38	4.82	1.56	6.60	5.85	0.75	6.24	4.87	1.37			
5. Registration personnel are helpful.	6.12	5.27	6.36	5.36	1.00	6.27	5.95	0.32	6.38	5.55	0.83			
75. Campus item			6.36	5.69	0.67	6.58	6.11	0.47	6.30	5.86	0.44			
76. Campus item			6.36	5.79	0.57	6.53	6.16	0.37	6.43	5.24	1.19			
6. My academic advisor is approachable.	6.19	5.33	6.35	4.92	1.43	6.47	5.76	0.71	6.16	5.26	0.90			
66. Program requirements are clear/reasonable.	6.24	5.40	6.34	5.45	0.89	6.41	6.05	0.36	6.50	5.65	0.85			
78. Campus item			6.34	5.32	1.02	6.46	5.86	0.60	6.25	5.21	1.04			
35. Policies/proced. re: regist/course selection.	6.15	5.29	6.33	5.27	1.06	6.20	5.90	0.30	6.36	5.48	0.88			
52. School does what can help reach educ. goals.	6.21	5.05	6.32	4.95	1.37	6.32	5.59	0.73	6.20	5.30	0.90			
32. Acad. advisor knowledgeable of requirements.	6.26	5.27	6.28	4.75	1.53	6.25	5.50	0.75	6.00	5.00	1.00			

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			35 to 44			45 and over					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
24. Parking lots are well-lighted and secure.	6.15	4.81	6.26	4.85	1.41	6.41	5.55	0.86	6.59	4.74	1.85			
65. Students notified early if doing poorly.	6.16	4.85	6.25	4.89	1.36	6.32	5.69	0.63	6.06	4.94	1.12			
41. Admissions staff are knowledgeable.	6.09	5.22	6.24	5.41	0.83	6.38	5.89	0.49	5.91	5.45	0.46			
16. Concern shown for students as individuals.	6.13	4.97	6.23	4.74	1.49	6.25	5.46	0.79	6.52	5.23	1.29			
28. Enjoyable experience to be student on campus.	6.04	5.29	6.23	5.67	0.56	6.07	6.20	-0.13	6.24	5.77	0.47			
43. Class change (drop/add) policies reasonable.	6.01	5.24	6.22	5.65	0.57	6.33	6.03	0.30	5.81	5.20	0.61			
46. Faculty provide feedback/progress in courses.	6.12	5.16	6.22	4.92	1.30	6.46	5.90	0.56	6.10	5.59	0.51			
63. Seldom get "run-around" on campus.	6.07	4.92	6.20	5.12	1.08	6.28	5.89	0.39	6.33	5.29	1.04			
68. The campus is well-maintained.	6.12	5.56	6.16	6.07	0.09	6.28	6.21	0.07	6.00	6.04	-0.04			
12. Acad. advisor helps set goals to work toward.	5.93	4.82	6.15	4.58	1.57	6.17	5.44	0.73	5.94	5.06	0.88			
25. Acad advisor concerned success as individual.	6.08	4.94	6.13	4.61	1.52	6.00	5.48	0.52	6.21	4.72	1.49			

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			35 to 44			45 and over					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
24. Parking lots are well-lighted and secure.	6.15	4.81	6.26	4.85	1.41	6.41	5.55	0.86	6.59	4.74	1.85			
65. Students notified early if doing poorly.	6.16	4.85	6.25	4.89	1.36	6.32	5.69	0.63	6.06	4.94	1.12			
41. Admissions staff are knowledgeable.	6.09	5.22	6.24	5.41	0.83	6.38	5.89	0.49	5.91	5.45	0.46			
16. Concern shown for students as individuals.	6.13	4.97	6.23	4.74	1.49	6.25	5.46	0.79	6.52	5.23	1.29			
28. Enjoyable experience to be student on campus.	6.04	5.29	6.23	5.67	0.56	6.07	6.20	-0.13	6.24	5.77	0.47			
43. Class change (drop/add) policies reasonable.	6.01	5.24	6.22	5.65	0.57	6.33	6.03	0.30	5.81	5.20	0.61			
46. Faculty provide feedback/progress in courses.	6.12	5.16	6.22	4.92	1.30	6.46	5.90	0.56	6.10	5.59	0.51			
63. Seldom get "run-around" on campus.	6.07	4.92	6.20	5.12	1.08	6.28	5.89	0.39	6.33	5.29	1.04			
68. The campus is well-maintained.	6.12	5.56	6.16	6.07	0.09	6.28	6.21	0.07	6.00	6.04	-0.04			
12. Acad. advisor helps set goals to work toward.	5.93	4.82	6.15	4.58	1.57	6.17	5.44	0.73	5.94	5.06	0.88			
25. Acad advisor concerned success as individual.	6.08	4.94	6.13	4.61	1.52	6.00	5.48	0.52	6.21	4.72	1.49			

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			35 to 44			45 and over					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
73. Campus item			6.13	5.41	0.72	6.21	5.58	0.63	6.06	4.88	1.18			
80. Campus item			6.13	5.56	0.57	6.17	5.71	0.46	6.11	5.28	0.83			
36. Students made to feel welcome on campus.	6.10	5.37	6.12	5.50	0.62	6.25	6.18	0.07	6.00	5.57	0.43			
23. Faculty understanding of life circumstances.	6.07	4.98	6.11	5.04	1.07	6.20	5.77	0.43	6.27	5.22	1.05			
48. Counsel. staff care about students.	6.01	5.01	6.11	4.87	1.24	6.32	5.75	0.57	5.95	5.21	0.74			
34. Computer labs are adequate and accessible.	6.15	5.07	6.09	4.97	1.12	6.28	5.33	0.95	6.00	4.73	1.27			
74. Campus item			6.08	5.30	0.78	6.45	5.42	1.03	5.63	4.53	1.10			
11. Security staff respond quickly in emergencies	5.81	4.61	6.06	4.70	1.36	6.06	5.31	0.75	6.16	4.27	1.89			
64. Classes - practical experiences/applicable.	6.06	5.28	6.06	5.22	0.84	5.90	5.89	0.01	5.80	5.25	0.55			
7. Financial aid available for most students.	6.17	4.93	6.05	4.51	1.54	5.55	5.06	0.49	5.89	4.07	1.82			
26. Library staff are helpful and approachable.	5.92	5.19	6.05	5.45	0.60	5.84	5.56	0.28	6.06	5.35	0.71			
51. Convenient ways of paying school bill.	6.13	5.16	6.05	5.09	0.96	5.94	5.26	0.68	5.82	4.88	0.94			

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups					
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	35 to 44			45 and over		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
42. Equip. in lab facilities is kept up to date.	6.14	5.05	0.99	6.04	5.05	0.99	6.26	5.27	0.99	6.06	4.76	1.30
47. Adequate services to help decide career.	6.02	5.01	1.36	6.04	4.68	1.36	6.24	5.39	0.85	5.85	4.42	1.43
27. The campus staff are caring and helpful.	5.99	5.21	0.65	6.03	5.38	0.65	6.05	5.87	0.18	5.81	5.38	0.43
21. Sufficient number of study areas on campus.	5.87	5.01	0.79	6.02	5.23	0.79	5.92	4.87	1.05	5.79	4.37	1.42
50. Tutoring services are readily available.	5.96	5.17	0.91	6.02	5.11	0.91	6.08	5.14	0.94	6.11	5.00	1.11
45. Institution has good reputation in community.	6.03	5.45	0.23	6.01	5.78	0.23	6.17	6.20	-0.03	6.18	6.13	0.05
54. Faculty interested in my academic problems.	6.00	5.03	1.10	6.01	4.91	1.10	6.26	5.64	0.62	6.00	5.33	0.67
13. Financial aid awards announced in time.	5.94	4.60	1.83	6.00	4.17	1.83	5.84	4.77	1.07	6.31	3.50	2.81
53. Assess/course placement proced. reasonable.	5.95	5.12	1.08	6.00	4.92	1.08	5.95	5.43	0.52	5.67	5.00	0.67
49. Admiss. counselors respond to needs/requests.	5.90	4.96	1.13	5.98	4.85	1.13	6.03	5.67	0.36	5.89	4.94	0.95
2. Faculty care about me as an individual.	5.96	5.26	0.82	5.97	5.15	0.82	6.07	5.90	0.17	5.77	5.52	0.25

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			35 to 44			45 and over					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
37. Faculty consider differences as teach course.	6.04	5.03	5.93	5.00	0.93	6.23	5.73	0.50	5.68	5.09	0.59			
57. Administrators are approachable to students.	5.93	5.05	5.93	4.91	1.02	6.12	5.39	0.73	5.28	4.63	0.65			
60. Billing policies are reasonable.	6.01	5.10	5.92	5.13	0.79	5.73	5.26	0.47	5.69	4.93	0.76			
55. Acad. support svcs. meet needs of students.	5.87	5.00	5.91	4.90	1.01	6.17	5.47	0.70	5.89	4.75	1.14			
56. Business office open hours convenient.	6.02	5.27	5.91	4.96	0.95	6.13	5.72	0.41	5.71	4.86	0.85			
62. Bookstore staff are helpful.	5.92	5.26	5.91	5.76	0.15	6.10	6.02	0.08	6.05	5.91	0.14			
79. Campus item			5.90	5.11	0.79	5.92	5.40	0.52	5.13	4.71	0.42			
20. Financial aid counselors are helpful.	6.00	4.89	5.87	4.46	1.41	5.61	4.50	1.11	6.06	4.29	1.77			
22. People on campus respect /support. of others.	5.84	4.99	5.85	5.27	0.58	6.03	5.80	0.23	6.30	5.45	0.85			
67. Channels - express student complaints avail.	5.90	4.67	5.84	4.40	1.44	5.97	5.18	0.79	5.89	4.53	1.36			
3. Instruction in voc/tech programs excellent.	6.09	5.30	5.80	5.08	0.72	5.91	5.46	0.45	5.58	5.00	0.58			
87. Factor in decision to enroll: Cost	6.16		5.77			6.13			5.43					

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			35 to 44			45 and over					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
30. Career services help students to get jobs.	5.90	4.87	5.74	4.61	1.13	5.85	5.00	0.85	5.54	4.58	0.96			
9. Internships/practical experiences provided.	5.94	4.98	5.72	4.15	1.57	5.59	4.33	1.26	5.81	3.80	2.01			
59. Orientation services help students adjust.	5.77	5.05	5.63	4.91	0.72	5.93	5.31	0.62	5.74	4.88	0.86			
93. Factor to enroll: Geographic setting	5.32		5.61			5.66			5.22					
33. Admiss. counselors accurately portray campus.	5.69	4.90	5.54	4.75	0.79	5.64	4.86	0.78	5.17	4.73	0.44			
89. Factor to enroll: Academic reputation	5.77		5.49			5.79			5.24					
4. Security staff are helpful.	5.39	4.67	5.44	4.64	0.80	5.84	4.97	0.87	5.23	4.62	0.61			
44. Generally know what's happening on campus.	5.47	4.75	5.37	4.58	0.79	5.26	5.43	-0.17	4.79	4.90	-0.11			
1. Students feel a sense of belonging.	5.38	5.15	5.29	5.17	0.12	5.54	5.55	-0.01	4.86	5.27	-0.41			
38. Student center is comfortable place.	5.54	4.89	5.29	5.02	0.27	5.43	5.18	0.25	5.00	4.78	0.22			
94. Factor to enroll: Campus appearance	5.07		5.00			4.68			4.18					



### Comparative Summary Analysis

Item	National Group		Our Institution			Our Target Groups						
	Importance	Satisfaction	Importance	Satisfaction	Gap	35 to 44		45 and over		Importance	Satisfaction	Gap
						Importance	Satisfaction	Importance	Satisfaction			
88. Factor in decision to enroll: Financial aid	5.71		4.79			5.09		3.74				
95. Factor to enroll: Personal attention prior	5.26		4.70			4.76		4.24				
19. Support services for displaced homemakers.	4.94	4.54	4.63	4.46	0.17	5.04	4.74	5.93	5.17	0.30	0.76	
90. Factor to enroll: Size of institution	5.07		4.63			4.46		3.64				
10. Child care facilities available on campus.	4.60	4.19	4.55	4.21	0.34	5.00	3.95	4.46	4.08	1.05	0.38	
92. Factor to enroll: Recommend from family	4.66		4.49			3.82		2.82				
17. Veterans' Services program are helpful.	4.44	4.38	4.28	4.43	-0.15	4.60	4.24	4.36	4.30	0.36	0.06	
91. Factor to enroll: Opportunity to play sports	3.22		3.27			2.30		2.00				
81. Inst's commit to part-time students?		5.41		5.46			5.95		5.36			
82. Inst's commit to evening students?		5.31		5.18			5.59		5.05			
83. Inst's commit to older, returning learners?		5.44		5.30			5.82		5.57			

### Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups							
	Importance	Satisfaction		Importance	Satisfaction		35 to 44		45 and over		Importance	Satisfaction		Gap
		Gap	Importance		Satisfaction	Gap	Importance	Satisfaction	Importance	Satisfaction		Gap		
84. Inst's commit to under-represent populations?		5.17		5.06		5.33				5.00				
85. Inst's commit to commuters?		5.18		5.12		5.09				5.05				
86. Inst's commit to student with disabilities?		5.29		5.32		5.57				5.11				



### Comparative Summary Analysis

Scale	National Group			Our Institution			African-American N = 14			Our Target Groups					
	Importance	Satisfaction		Importance	Satisfaction		Importance	Satisfaction		American Indian or Alaskan N = 10		Satisfaction		Asian or Pacific Islander N = 23	
		Gap	Gap		Importance	Satisfaction		Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
Academic Advising/Counseling	6.11	5.05		6.25	4.79	1.46	5.91	4.63	1.28	6.25	4.73	1.52	6.26	4.53	1.73
Academic Services	6.01	5.09		6.08	5.14	0.94	5.96	4.87	1.09	6.02	5.26	0.76	6.01	4.83	1.18
Admissions and Financial Aid	5.97	4.92		5.96	4.72	1.24	5.65	4.56	1.09	5.68	4.83	0.85	6.00	4.38	1.62
Campus Climate	5.94	5.10		5.97	5.15	0.82	5.57	4.86	0.71	5.84	5.11	0.73	5.85	4.80	1.05
Campus Support Services	5.40	4.76		5.26	4.66	0.60	5.13	4.67	0.46	5.04	4.78	0.26	5.10	4.45	0.65
Concern for the Individual	6.08	5.07		6.16	4.97	1.19	5.71	4.71	1.00	6.13	4.72	1.41	6.10	4.65	1.45
Instructional Effectiveness	6.18	5.26		6.28	5.31	0.97	5.83	5.08	0.75	6.14	5.09	1.05	6.14	4.98	1.16
Registration Effectiveness	6.13	5.24		6.22	5.20	1.02	5.89	5.15	0.74	6.02	4.90	1.12	6.18	4.90	1.28
Responsiveness to Diverse Populations		5.30			5.24			4.86			5.26			5.03	
Safety and Security	5.96	4.74		6.12	4.68	1.44	5.68	4.56	1.12	6.17	4.98	1.19	6.02	4.71	1.31
Service Excellence	5.91	5.04		5.95	5.15	0.80	5.61	4.99	0.62	5.82	5.16	0.66	5.89	4.85	1.04
Student Centeredness	5.93	5.17		5.97	5.24	0.73	5.54	4.86	0.68	5.70	5.11	0.59	5.82	4.87	0.95

### Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	African-American		American Indian or Alaskan		Asian or Pacific Islander				
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
18. Quality of instruction in classes excellent.	6.48	5.53	0.96	6.67	5.71	0.96	6.07	5.00	1.07	6.20	5.80	0.40	6.57	5.41	1.16
15. Able register for classes with few conflicts.	6.32	5.24	1.88	6.61	4.73	1.88	6.14	5.00	1.14	6.50	4.40	2.10	6.41	4.24	2.17
8. Classes scheduled at convenient times.	6.45	5.34	1.74	6.56	4.82	1.74	6.00	4.38	1.62	6.10	4.40	1.70	6.52	4.95	1.57
69. Good variety of courses provided on campus.	6.29	5.37	1.27	6.54	5.27	1.27	5.54	4.64	0.90	6.10	4.40	1.70	6.38	4.74	1.64
58. Faculty knowledgeable in their fields.	6.34	5.59	0.70	6.53	5.83	0.70	6.14	5.69	0.45	6.00	5.13	0.87	6.05	5.27	0.78
71. Campus item				6.52	5.83	0.69	6.15	5.67	0.48	6.67	5.67	1.00	6.33	5.45	0.88
70. Able to experience intellectual growth here.	6.28	5.53	0.74	6.50	5.76	0.74	6.00	5.69	0.31	6.11	5.20	0.91	6.19	5.13	1.06
31. Campus is safe and secure for all students.	6.27	5.30	0.97	6.44	5.47	0.97	5.79	5.23	0.56	6.38	5.75	0.63	6.24	5.17	1.07
77. Campus item				6.42	5.01	1.41	5.92	4.25	1.67	6.44	4.89	1.55	6.61	4.12	2.49
61. Faculty avail. after class/during off. hours.	6.21	5.48	0.65	6.41	5.76	0.65	6.07	4.77	1.30	6.20	5.70	0.50	6.30	5.29	1.01
14. Library resources and services are adequate.	6.18	5.14	1.25	6.40	5.15	1.25	6.07	4.54	1.53	6.11	5.00	1.11	5.95	4.58	1.37
39. Student parking space on	6.14	4.24	2.63	6.40	3.77	2.63	6.00	4.25	1.75	6.20	4.60	1.60	6.19	3.59	2.60

### Comparative Summary Analysis

Item	National Group			Our Institution			African-American			American Indian or Alaskan			Asian or Pacific Islander		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	campus is adequate.														
72. Campus item			1.32	6.40	5.08	1.32	5.91	5.80	0.11	6.88	5.00	1.88	6.28	4.71	1.57
29. Faculty fair/unbiased in treatment students.	6.24	5.16	0.99	6.38	5.39	0.99	5.69	5.14	0.55	6.20	5.00	1.20	6.00	5.09	0.91
40. Acad. adv. knowledge - transfer requirements.	6.05	4.92	1.56	6.38	4.82	1.56	6.00	4.60	1.40	6.33	5.00	1.33	6.61	4.81	1.80
5. Registration personnel are helpful.	6.12	5.27	1.00	6.36	5.36	1.00	6.07	5.62	0.45	6.60	4.90	1.70	6.22	5.33	0.89
75. Campus item			0.67	6.36	5.69	0.67	5.77	5.75	0.02	6.22	5.56	0.66	6.16	4.95	1.21
76. Campus item			0.57	6.36	5.79	0.57	6.00	5.83	0.17	6.00	6.00	0.00	5.95	5.20	0.75
6. My academic advisor is approachable.	6.19	5.33	1.43	6.35	4.92	1.43	5.85	4.36	1.49	6.60	4.78	1.82	6.20	4.81	1.39
66. Program requirements are clear/reasonable.	6.24	5.40	0.89	6.34	5.45	0.89	5.93	5.46	0.47	6.10	5.60	0.50	6.19	5.09	1.10
78. Campus item			1.02	6.34	5.32	1.02	5.75	5.55	0.20	6.50	4.63	1.87	6.39	4.89	1.50
35. Policies/proced. re: regist/course selection.	6.15	5.29	1.06	6.33	5.27	1.06	5.77	5.15	0.62	5.80	4.90	0.90	6.29	4.96	1.33
52. School does what can help reach educ. goals.	6.21	5.05	1.37	6.32	4.95	1.37	6.15	5.08	1.07	6.56	4.80	1.76	6.29	4.73	1.56
32. Acad. advisor knowledgeable of requirements.	6.26	5.27	1.53	6.28	4.75	1.53	5.73	4.67	1.06	6.38	4.88	1.50	6.18	4.50	1.68

### Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	African-American		American Indian or Alaskan		Asian or Pacific Islander				
24. Parking lots are well-lighted and secure.	6.15	4.81	1.41	6.26	4.85	1.30	5.92	4.62	1.30	6.20	4.80	1.40	6.10	4.48	1.62
65. Students notified early if doing poorly.	6.16	4.85	1.36	6.25	4.89	1.31	6.31	5.00	1.31	6.60	5.20	1.40	6.14	4.91	1.23
41. Admissions staff are knowledgeable.	6.09	5.22	0.83	6.24	5.41	0.83	5.69	5.17	0.52	6.30	5.33	0.97	5.86	5.19	0.67
16. Concern shown for students as individuals.	6.13	4.97	1.49	6.23	4.74	1.48	5.62	4.14	1.48	6.00	4.33	1.67	6.18	4.33	1.85
28. Enjoyable experience to be student on campus.	6.04	5.29	0.56	6.23	5.67	0.42	5.57	5.15	0.42	5.70	5.33	0.37	5.95	5.09	0.86
43. Class change (drop/add) policies reasonable.	6.01	5.24	0.57	6.22	5.65	0.57	6.14	5.31	0.83	5.67	4.89	0.78	6.48	5.05	1.43
46. Faculty provide feedback/progress in courses.	6.12	5.16	1.30	6.22	4.92	1.54	6.00	4.46	1.54	5.40	5.30	0.10	6.24	4.48	1.76
63. Seldom get "run-around" on campus.	6.07	4.92	1.08	6.20	5.12	1.08	5.77	5.29	0.48	5.67	5.33	0.34	5.75	4.25	1.50
68. The campus is well-maintained.	6.12	5.56	0.09	6.16	6.07	0.54	6.00	5.46	0.54	6.25	5.44	0.81	5.86	5.30	0.56
12. Acad. advisor helps set goals to work toward.	5.93	4.82	1.57	6.15	4.58	1.75	5.85	4.10	1.75	5.89	4.22	1.67	6.15	4.24	1.91
25. Acad advisor concerned success as individual.	6.08	4.94	1.52	6.13	4.61	1.49	5.82	4.33	1.49	6.22	4.33	1.89	6.50	4.44	2.06

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			African-American			American Indian or Alaskan			Asian or Pacific Islander		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
73. Campus item			6.13	5.41	0.72	5.92	5.33	0.59	6.25	4.75	1.50	5.89	5.13	0.76
80. Campus item			6.13	5.56	0.57	5.45	4.90	0.55	6.13	5.63	0.50	6.00	5.33	0.67
36. Students made to feel welcome on campus.	6.10	5.37	6.12	5.50	0.62	5.83	5.17	0.66	6.20	5.50	0.70	5.81	5.13	0.68
23. Faculty understanding of life circumstances.	6.07	4.98	6.11	5.04	1.07	5.77	4.93	0.84	6.00	4.70	1.30	6.24	4.83	1.41
48. Counsel. staff care about students.	6.01	5.01	6.11	4.87	1.24	5.92	5.09	0.83	5.78	5.11	0.67	5.89	4.21	1.68
34. Computer labs are adequate and accessible.	6.15	5.07	6.09	4.97	1.12	6.25	4.64	1.61	6.38	5.57	0.81	6.28	4.84	1.44
74. Campus item			6.08	5.30	0.78	5.22	5.00	0.22	6.38	5.13	1.25	6.11	4.94	1.17
11. Security staff respond quickly in emergencies	5.81	4.61	6.06	4.70	1.36	5.83	4.36	1.47	5.78	4.88	0.90	5.84	5.12	0.72
64. Classes - practical experiences/applicable.	6.06	5.28	6.06	5.22	0.84	5.21	5.15	0.06	6.33	5.30	1.03	5.90	4.86	1.04
7. Financial aid available for most students.	6.17	4.93	6.05	4.51	1.54	5.46	4.36	1.10	5.33	4.25	1.08	6.00	4.22	1.78
26. Library staff are helpful and approachable.	5.92	5.19	6.05	5.45	0.60	5.79	5.00	0.79	5.89	5.33	0.56	5.83	5.47	0.36
51. Convenient ways of paying school bill.	6.13	5.16	6.05	5.09	0.96	5.67	5.00	0.67	6.33	4.88	1.45	6.19	4.70	1.49



### Comparative Summary Analysis

Item	National Group			Our Institution			African-American			American Indian or Alaskan			Asian or Pacific Islander		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
42. Equip. in lab facilities is kept up to date.	6.14	5.05	0.99	6.04	5.05	0.99	6.00	4.91	1.09	5.57	5.00	0.57	5.95	4.63	1.32
47. Adequate services to help decide career.	6.02	5.01	1.36	6.04	4.68	1.36	5.77	4.50	1.27	5.89	5.13	0.76	6.06	4.00	2.06
27. The campus staff are caring and helpful.	5.99	5.21	0.65	6.03	5.38	0.65	5.29	5.08	0.21	5.44	4.75	0.69	6.05	5.14	0.91
21. Sufficient number of study areas on campus.	5.87	5.01	0.79	6.02	5.23	0.79	5.86	4.92	0.94	6.22	5.11	1.11	6.10	4.86	1.24
50. Tutoring services are readily available.	5.96	5.17	0.91	6.02	5.11	0.91	6.08	4.83	1.25	5.88	5.43	0.45	6.00	4.83	1.17
45. Institution has good reputation in community.	6.03	5.45	0.23	6.01	5.78	0.23	5.38	5.00	0.38	5.60	5.40	0.20	5.86	5.52	0.34
54. Faculty interested in my academic problems.	6.00	5.03	1.10	6.01	4.91	1.10	5.36	5.31	0.05	6.56	4.33	2.23	5.90	4.91	0.99
13. Financial aid awards announced in time.	5.94	4.60	1.83	6.00	4.17	1.83	5.67	4.10	1.57	5.33	4.86	0.47	6.10	4.00	2.10
53. Assess/course placement proced. reasonable.	5.95	5.12	1.08	6.00	4.92	1.08	5.85	5.25	0.60	5.56	4.89	0.67	6.10	4.40	1.70
49. Admiss. counselors respond to needs/requests.	5.90	4.96	1.13	5.98	4.85	1.13	5.67	5.11	0.56	6.00	4.70	1.30	5.94	4.11	1.83
2. Faculty care about me as an individual.	5.96	5.26	0.82	5.97	5.15	0.82	5.54	4.79	0.75	6.40	4.80	1.60	5.96	5.05	0.91

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			African-American			American Indian or Alaskan			Asian or Pacific Islander		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
37. Faculty consider differences as teach course.	6.04	5.03	5.93	5.00	0.93	5.93	5.08	0.85	5.80	4.80	1.00	5.90	4.67	1.23
57. Administrators are approachable to students.	5.93	5.05	5.93	4.91	1.02	5.54	4.92	0.62	5.67	5.00	0.67	5.84	4.63	1.21
60. Billing policies are reasonable.	6.01	5.10	5.92	5.13	0.79	5.75	5.27	0.48	5.78	5.11	0.67	5.67	4.77	0.90
55. Acad. support svcs. meet needs of students.	5.87	5.00	5.91	4.90	1.01	5.69	5.25	0.44	6.00	5.33	0.67	5.95	4.58	1.37
56. Business office open hours convenient.	6.02	5.27	5.91	4.96	0.95	5.83	5.08	0.75	5.67	4.56	1.11	5.79	4.45	1.34
62. Bookstore staff are helpful.	5.92	5.26	5.91	5.76	0.15	5.57	5.54	0.03	5.67	6.22	-0.55	5.95	5.65	0.30
79. Campus item			5.90	5.11	0.79	5.50	5.29	0.21	6.00	5.20	0.80	5.53	4.50	1.03
20. Financial aid counselors are helpful.	6.00	4.89	5.87	4.46	1.41	5.92	3.90	2.02	5.33	5.20	0.13	6.19	4.06	2.13
22. People on campus respect /support. of others.	5.84	4.99	5.85	5.27	0.58	5.29	5.00	0.29	5.90	5.60	0.30	6.14	5.04	1.10
67. Channels - express student complaints avail.	5.90	4.67	5.84	4.40	1.44	6.00	3.79	2.21	5.67	4.22	1.45	5.95	4.32	1.63
3. Instruction in voc/tech programs excellent.	6.09	5.30	5.80	5.08	0.72	5.77	4.55	1.22	4.57	4.43	0.14	5.57	4.79	0.78
87. Factor in decision to enroll: Cost	6.16		5.77			5.92			6.00			5.73		

### Comparative Summary Analysis

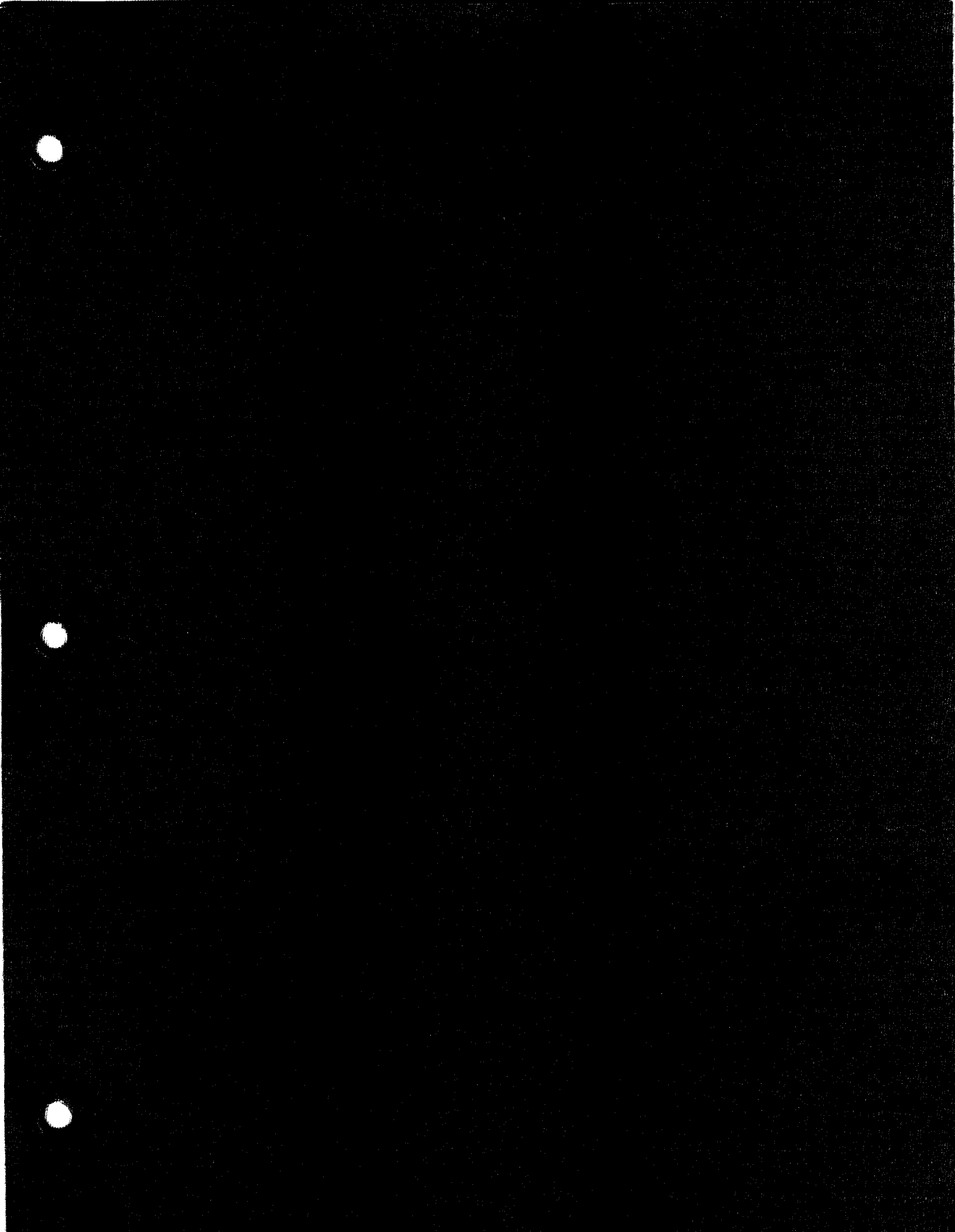
Item	National Group		Our Institution		African-American		American Indian or Alaskan		Asian or Pacific Islander	
	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction
30. Career services help students to get jobs.	5.90	4.87	5.74	4.61	5.10	4.86	5.00	5.33	5.88	4.56
9. Internships/practical experiences provided.	5.94	4.98	5.72	4.15	4.90	3.88	5.71	3.83	5.68	4.00
59. Orientation services help students adjust.	5.77	5.05	5.63	4.91	5.09	4.89	5.43	5.14	5.28	4.74
93. Factor to enroll: Geographic setting	5.32		5.61		4.15		5.33		5.00	
33. Admiss. counselors accurately portray campus.	5.69	4.90	5.54	4.75	5.50	4.70	5.44	4.75	5.89	4.53
89. Factor to enroll: Academic reputation	5.77		5.49		5.25		5.40		5.59	
4. Security staff are helpful.	5.39	4.67	5.44	4.64	4.93	4.31	6.33	5.00	5.70	5.41
44. Generally know what's happening on campus.	5.47	4.75	5.37	4.58	5.23	4.75	5.75	5.00	5.20	3.86
1. Students feel a sense of belonging.	5.38	5.15	5.29	5.17	5.46	4.79	5.20	5.67	5.14	4.82
38. Student center is comfortable place.	5.54	4.89	5.29	5.02	5.46	4.73	5.00	5.00	5.58	4.62
94. Factor to enroll: Campus appearance	5.07		5.00		4.58		5.11		4.91	

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			African-American			American Indian or Alaskan			Asian or Pacific Islander		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
88. Factor in decision to enroll: Financial aid	5.71		4.79			5.10			5.13			5.50		
95. Factor to enroll: Personal attention prior	5.26		4.70			5.00			5.22			4.86		
19. Support services for displaced homemakers.	4.94	4.54	4.63	4.46	0.17	4.91	4.57	0.34	4.50	4.40	0.10	4.53	4.56	-0.03
90. Factor to enroll: Size of institution	5.07		4.63			4.50			4.75			4.67		
10. Child care facilities available on campus.	4.60	4.19	4.55	4.21	0.34	4.70	4.33	0.37	4.83	4.00	0.83	4.06	4.50	-0.44
92. Factor to enroll: Recommend from family	4.66		4.49			4.73			5.00			4.81		
17. Veterans' Services program are helpful.	4.44	4.38	4.28	4.43	-0.15	4.60	4.88	-0.28	4.00	3.75	0.25	4.24	4.13	0.11
91. Factor to enroll: Opportunity to play sports	3.22		3.27			4.11			4.67			4.05		
81. Inst's commit to part-time students?		5.41		5.46			5.20			5.29			5.05	
82. Inst's commit to evening students?		5.31		5.18			5.30			4.78			5.14	
83. Inst's commit to older, returning learners?		5.44		5.30			4.67			5.63			5.17	

### Comparative Summary Analysis

Item	Our Target Groups														
	National Group			Our Institution			African-American			American Indian or Alaskan			Asian or Pacific Islander		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
84. Inst's commit to under-represent populations?		5.17		5.06		3.80			5.00					4.68	
85. Inst's commit to commuters?		5.18		5.12		4.80			5.22					5.00	
86. Inst's commit to student with disabilities?		5.29		5.32		5.50			5.83					5.11	



### Comparative Summary Analysis

Scale	Our Target Groups													
	National Group		Our Institution			Caucasian/White <i>N = 490</i>			Hispanic <i>N = 60</i>					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising/Counseling	6.11	5.05	6.25	4.79	1.46	6.22	4.79	1.43	6.44	4.86	1.58			
Academic Services	6.01	5.09	6.08	5.14	0.94	6.06	5.17	0.89	6.32	5.16	1.16			
Admissions and Financial Aid	5.97	4.92	5.96	4.72	1.24	5.94	4.74	1.20	6.23	4.79	1.44			
Campus Climate	5.94	5.10	5.97	5.15	0.82	5.95	5.17	0.78	6.12	5.19	0.93			
Campus Support Services	5.40	4.76	5.26	4.66	0.60	5.22	4.67	0.55	5.51	4.86	0.65			
Concern for the Individual	6.08	5.07	6.16	4.97	1.19	6.15	4.98	1.17	6.31	5.02	1.29			
Instructional Effectiveness	6.18	5.26	6.28	5.31	0.97	6.28	5.35	0.93	6.37	5.25	1.12			
Registration Effectiveness	6.13	5.24	6.22	5.20	1.02	6.20	5.21	0.99	6.48	5.25	1.23			
Responsiveness to Diverse Populations		5.30		5.24			5.32			5.14				
Safety and Security	5.96	4.74	6.12	4.68	1.44	6.12	4.72	1.40	6.23	4.63	1.60			
Service Excellence	5.91	5.04	5.95	5.15	0.80	5.94	5.17	0.77	6.12	5.25	0.87			
Student Centeredness	5.93	5.17	5.97	5.24	0.73	5.96	5.25	0.71	6.17	5.30	0.87			

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Caucasian/White			Hispanic					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
18. Quality of instruction in classes excellent.	6.48	5.53	6.67	5.71	0.96	6.69	5.73	0.96	6.71	5.69	1.02			
15. Able register for classes with few conflicts.	6.32	5.24	6.61	4.73	1.88	6.63	4.72	1.91	6.81	4.92	1.89			
8. Classes scheduled at convenient times.	6.45	5.34	6.56	4.82	1.74	6.55	4.81	1.74	6.71	4.80	1.91			
69. Good variety of courses provided on campus.	6.29	5.37	6.54	5.27	1.27	6.57	5.37	1.20	6.63	5.16	1.47			
58. Faculty knowledgeable in their fields.	6.34	5.59	6.53	5.83	0.70	6.55	5.90	0.65	6.63	5.65	0.98			
71. Campus item			6.52	5.83	0.69	6.51	5.91	0.60	6.63	5.75	0.88			
70. Able to experience intellectual growth here.	6.28	5.53	6.50	5.76	0.74	6.51	5.78	0.73	6.50	5.69	0.81			
31. Campus is safe and secure for all students.	6.27	5.30	6.44	5.47	0.97	6.45	5.50	0.95	6.51	5.53	0.98			
77. Campus item			6.42	5.01	1.41	6.41	5.07	1.34	6.45	5.19	1.26			
61. Faculty avail. after class/during ofc. hours.	6.21	5.48	6.41	5.76	0.65	6.42	5.78	0.64	6.56	5.82	0.74			
14. Library resources and services are adequate.	6.18	5.14	6.40	5.15	1.25	6.42	5.22	1.20	6.43	4.88	1.55			
39. Student parking space on	6.14	4.24	6.40	3.77	2.63	6.41	3.83	2.58	6.45	3.70	2.75			



### Comparative Summary Analysis

Item	National Group			Our Institution			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	campus is adequate.											
72. Campus item				6.40	5.08	1.32	6.38	5.13	1.25	6.50	5.15	1.35
29. Faculty fair/unbiased in treatment students.	6.24	5.16	0.99	6.38	5.39	0.99	6.40	5.46	0.94	6.58	5.35	1.23
40. Acad. adv. knowledge - transfer requirements.	6.05	4.92	1.56	6.38	4.82	1.56	6.34	4.86	1.48	6.53	4.60	1.93
5. Registration personnel are helpful.	6.12	5.27	1.00	6.36	5.36	1.00	6.34	5.33	1.01	6.41	5.64	0.77
75. Campus item				6.36	5.69	0.67	6.38	5.70	0.68	6.41	5.81	0.60
76. Campus item				6.36	5.79	0.57	6.36	5.84	0.52	6.55	5.84	0.71
6. My academic advisor is approachable.	6.19	5.33	1.43	6.35	4.92	1.43	6.36	4.90	1.46	6.47	5.06	1.41
66. Program requirements are clear/reasonable.	6.24	5.40	0.89	6.34	5.45	0.89	6.34	5.43	0.91	6.47	5.46	1.01
78. Campus item				6.34	5.32	1.02	6.31	5.30	1.01	6.53	5.46	1.07
35. Policies/proced. re: regist/course selection.	6.15	5.29	1.06	6.33	5.27	1.06	6.31	5.30	1.01	6.62	5.15	1.47
52. School does what can help reach educ. goals.	6.21	5.05	1.37	6.32	4.95	1.37	6.27	4.93	1.34	6.61	4.96	1.65
32. Acad. advisor knowledgeable of requirements.	6.26	5.27	1.53	6.28	4.75	1.53	6.25	4.73	1.52	6.58	4.92	1.66

### Comparative Summary Analysis

Item	National Group			Our Institution			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	24. Parking lots are well-lighted and secure.	6.15	4.81	1.41	6.26	4.85	1.41	6.27	4.90	1.37	6.37	4.60
65. Students notified early if doing poorly.	6.16	4.85	1.36	6.25	4.89	1.36	6.20	4.91	1.29	6.36	4.90	1.46
41. Admissions staff are knowledgeable.	6.09	5.22	0.83	6.24	5.41	0.83	6.27	5.45	0.82	6.55	5.54	1.01
16. Concern shown for students as individuals.	6.13	4.97	1.49	6.23	4.74	1.49	6.19	4.75	1.44	6.47	4.89	1.58
28. Enjoyable experience to be student on campus.	6.04	5.29	0.56	6.23	5.67	0.56	6.21	5.64	0.57	6.47	5.95	0.52
43. Class change (drop/add) policies reasonable.	6.01	5.24	0.57	6.22	5.65	0.57	6.19	5.66	0.53	6.44	5.64	0.80
46. Faculty provide feedback/progress in courses.	6.12	5.16	1.30	6.22	4.92	1.30	6.22	4.98	1.24	6.27	4.98	1.29
63. Seldom get "run-around" on campus.	6.07	4.92	1.08	6.20	5.12	1.08	6.22	5.14	1.08	6.22	5.35	0.87
68. The campus is well-maintained.	6.12	5.56	0.09	6.16	6.07	0.09	6.15	6.12	0.03	6.45	5.96	0.49
12. Acad. advisor helps set goals to work toward.	5.93	4.82	1.57	6.15	4.58	1.57	6.13	4.59	1.54	6.31	4.81	1.50
25. Acad advisor concerned success as individual.	6.08	4.94	1.52	6.13	4.61	1.52	6.10	4.56	1.54	6.35	4.87	1.48

### Comparative Summary Analysis

Item	National Group			Our Institution			Caucasian/White			Hispanic			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	73. Campus item				6.13	5.41	0.72	6.11	5.44	0.67	6.25	5.45	0.80		
80. Campus item				6.13	5.56	0.57	6.11	5.60	0.51	6.32	5.69	0.63			
36. Students made to feel welcome on campus.	6.10	5.37		6.12	5.50	0.62	6.14	5.53	0.61	6.22	5.41	0.81			
23. Faculty understanding of life circumstances.	6.07	4.98		6.11	5.04	1.07	6.10	5.09	1.01	6.17	4.72	1.45			
48. Counsel. staff care about students.	6.01	5.01		6.11	4.87	1.24	6.08	4.91	1.17	6.27	4.79	1.48			
34. Computer labs are adequate and accessible.	6.15	5.07		6.09	4.97	1.12	6.04	4.99	1.05	6.45	4.89	1.56			
74. Campus item				6.08	5.30	0.78	6.05	5.34	0.71	6.16	5.20	0.96			
11. Security staff respond quickly in emergencies	5.81	4.61		6.06	4.70	1.36	6.05	4.72	1.33	6.00	4.78	1.22			
64. Classes - practical experiences/applicable.	6.06	5.28		6.06	5.22	0.84	6.10	5.22	0.88	6.22	5.32	0.90			
7. Financial aid available for most students.	6.17	4.93		6.05	4.51	1.54	6.02	4.49	1.53	6.40	4.85	1.55			
26. Library staff are helpful and approachable.	5.92	5.19		6.05	5.45	0.60	6.04	5.45	0.59	6.29	5.68	0.61			
51. Convenient ways of paying school bill.	6.13	5.16		6.05	5.09	0.96	5.97	5.07	0.90	6.60	5.25	1.35			

### Comparative Summary Analysis

Item	National Group			Our Institution			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	42. Equip. in lab facilities is kept up to date.	6.14	5.05	0.99	6.04	5.05	0.99	5.98	5.07	0.91	6.35	5.16
47. Adequate services to help decide career.	6.02	5.01	1.36	6.04	4.68	1.36	6.03	4.72	1.31	6.22	4.98	1.24
27. The campus staff are caring and helpful.	5.99	5.21	0.65	6.03	5.38	0.65	6.05	5.43	0.62	6.34	5.36	0.98
21. Sufficient number of study areas on campus.	5.87	5.01	0.79	6.02	5.23	0.79	6.02	5.31	0.71	6.12	5.09	1.03
50. Tutoring services are readily available.	5.96	5.17	0.91	6.02	5.11	0.91	5.96	5.12	0.84	6.40	5.45	0.95
45. Institution has good reputation in community.	6.03	5.45	0.23	6.01	5.78	0.23	6.01	5.77	0.24	6.24	5.84	0.40
54. Faculty interested in my academic problems.	6.00	5.03	1.10	6.01	4.91	1.10	5.95	4.94	1.01	6.16	4.73	1.43
13. Financial aid awards announced in time.	5.94	4.60	1.83	6.00	4.17	1.83	5.96	4.24	1.72	6.27	3.94	2.33
53. Assess/course placement proced. reasonable.	5.95	5.12	1.08	6.00	4.92	1.08	5.99	4.94	1.05	6.06	5.00	1.06
49. Admiss. counselors respond to needs/requests.	5.90	4.96	1.13	5.98	4.85	1.13	5.98	4.90	1.08	6.14	4.93	1.21
2. Faculty care about me as an individual.	5.96	5.26	0.82	5.97	5.15	0.82	5.95	5.14	0.81	5.88	5.14	0.74

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Caucasian/White			Hispanic					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
37. Faculty consider differences as teach course.	6.04	5.03	5.93	5.00	0.93	5.92	5.05	0.87	6.03	4.79	1.24			
57. Administrators are approachable to students.	5.93	5.05	5.93	4.91	1.02	5.90	4.94	0.96	6.26	5.00	1.26			
60. Billing policies are reasonable.	6.01	5.10	5.92	5.13	0.79	5.91	5.18	0.73	6.19	5.12	1.07			
55. Acad. support svcs. meet needs of students.	5.87	5.00	5.91	4.90	1.01	5.87	4.90	0.97	6.20	5.02	1.18			
56. Business office open hours convenient.	6.02	5.27	5.91	4.96	0.95	5.89	5.07	0.82	6.24	4.67	1.57			
62. Bookstore staff are helpful.	5.92	5.26	5.91	5.76	0.15	5.90	5.74	0.16	6.19	5.98	0.21			
79. Campus item			5.90	5.11	0.79	5.85	5.15	0.70	6.10	5.43	0.67			
20. Financial aid counselors are helpful.	6.00	4.89	5.87	4.46	1.41	5.75	4.42	1.33	6.35	4.78	1.57			
22. People on campus respect /support. of others.	5.84	4.99	5.85	5.27	0.58	5.88	5.34	0.54	5.78	5.00	0.78			
67. Channels - express student complaints avail.	5.90	4.67	5.84	4.40	1.44	5.75	4.42	1.33	5.98	4.40	1.58			
3. Instruction in voc/tech programs excellent.	6.09	5.30	5.80	5.08	0.72	5.79	5.13	0.66	6.02	5.36	0.66			
87. Factor in decision to enroll: Cost	6.16		5.77			5.69			6.19					

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Caucasian/White			Hispanic					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
30. Career services help students to get jobs.	5.90	4.87	5.74	4.61	1.13	5.69	4.57	1.12	6.10	5.02	1.08			
9. Internships/practical experiences provided.	5.94	4.98	5.72	4.15	1.57	5.74	4.22	1.52	5.80	4.05	1.75			
59. Orientation services help students adjust.	5.77	5.05	5.63	4.91	0.72	5.61	4.90	0.71	5.92	4.98	0.94			
93. Factor to enroll: Geographic setting	5.32		5.61			5.65			5.93					
33. Admiss. counselors accurately portray campus.	5.69	4.90	5.54	4.75	0.79	5.53	4.77	0.76	5.56	4.63	0.93			
89. Factor to enroll: Academic reputation	5.77		5.49			5.42			5.91					
4. Security staff are helpful.	5.39	4.67	5.44	4.64	0.80	5.38	4.64	0.74	5.78	4.57	1.21			
44. Generally know what's happening on campus.	5.47	4.75	5.37	4.58	0.79	5.34	4.61	0.73	5.57	4.49	1.08			
1. Students feel a sense of belonging.	5.38	5.15	5.29	5.17	0.12	5.30	5.18	0.12	5.24	5.11	0.13			
38. Student center is comfortable place.	5.54	4.89	5.29	5.02	0.27	5.26	5.08	0.18	5.31	5.02	0.29			
94. Factor to enroll: Campus appearance	5.07		5.00			5.00			5.20					

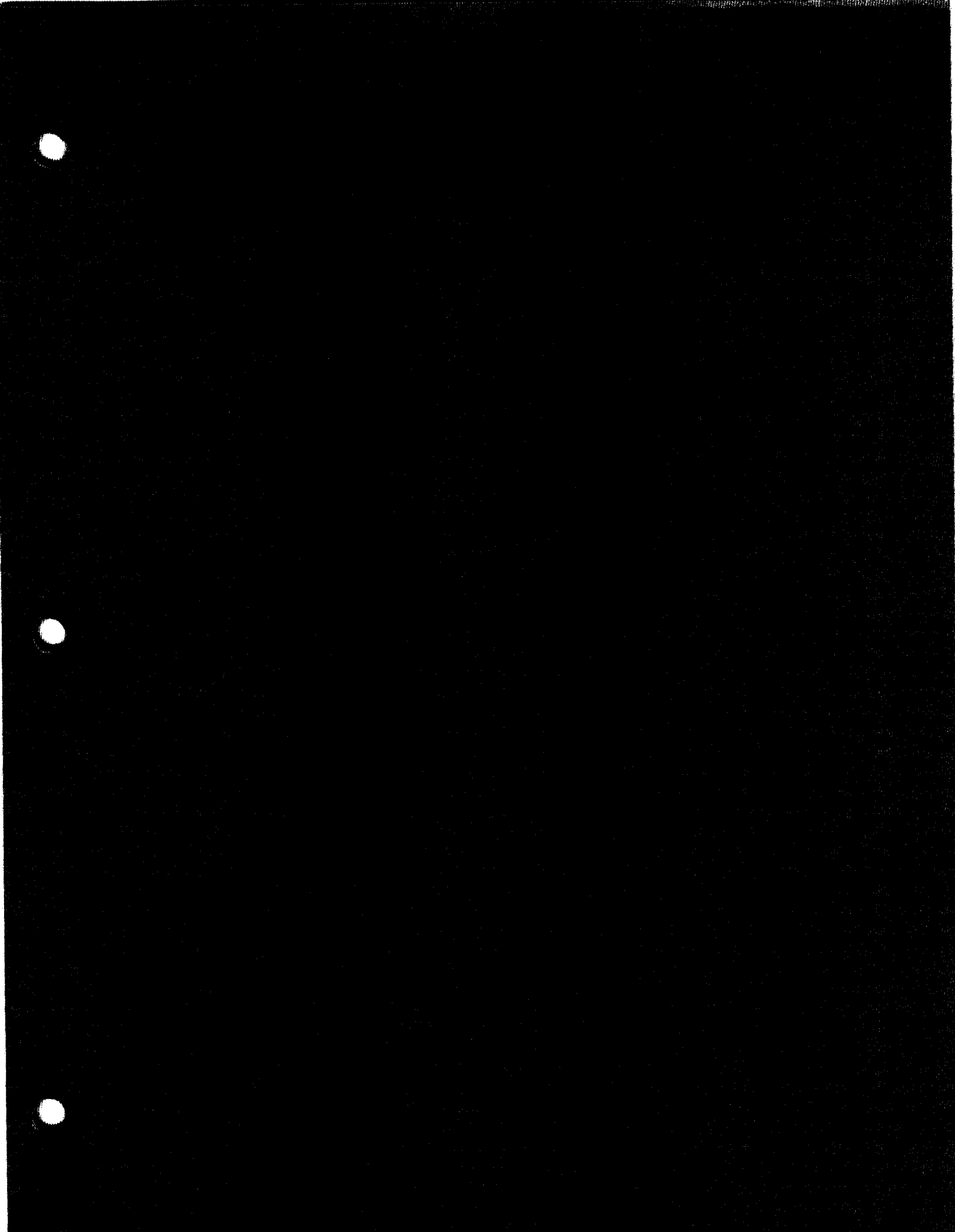
### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Caucasian/White			Hispanic					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
88. Factor in decision to enroll: Financial aid	5.71		4.79			4.55			5.88					
95. Factor to enroll: Personal attention prior	5.26		4.70			4.58			5.21					
19. Support services for displaced homemakers.	4.94	4.54	4.63	4.46	0.17	4.55	4.46	0.09	4.77	4.44	0.33			
90. Factor to enroll: Size of institution	5.07		4.63			4.61			4.89					
10. Child care facilities available on campus.	4.60	4.19	4.55	4.21	0.34	4.48	4.20	0.28	4.93	4.48	0.45			
92. Factor to enroll: Recommend from family	4.66		4.49			4.43			4.63					
17. Veterans' Services program are helpful.	4.44	4.38	4.28	4.43	-0.15	4.21	4.41	-0.20	4.66	4.77	-0.11			
91. Factor to enroll: Opportunity to play sports	3.22		3.27			3.12			3.94					
81. Inst's commit to part-time students?		5.41		5.46			5.52			5.17				
82. Inst's commit to evening students?		5.31		5.18			5.28			5.02				
83. Inst's commit to older, returning learners?		5.44		5.30			5.40			5.10				

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Caucasian/White			Hispanic					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
84. Inst's commit to under-represent populations?		5.17		5.06			5.19			5.06				
85. Inst's commit to commuters?		5.18		5.12			5.16			5.13				
86. Inst's commit to student with disabilities?		5.29		5.32			5.36			5.37				





### Comparative Summary Analysis

Scale	National Group			Our Institution			Our Target Groups					
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Other race N = 29			Race - Prefer not to respond N = 63		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising/Counseling	6.11	5.05	1.46	6.25	4.79	1.28	6.14	4.86	1.28	6.35	4.82	1.53
Academic Services	6.01	5.09	0.94	6.08	5.14	0.94	5.89	4.80	1.09	6.17	5.15	1.02
Admissions and Financial Aid	5.97	4.92	1.24	5.96	4.72	1.30	5.90	4.60	1.30	6.00	4.64	1.36
Campus Climate	5.94	5.10	0.82	5.97	5.15	0.72	5.85	5.13	0.72	6.10	5.22	0.88
Campus Support Services	5.40	4.76	0.60	5.26	4.66	0.60	5.29	4.53	0.76	5.34	4.55	0.79
Concern for the Individual	6.08	5.07	1.19	6.16	4.97	1.19	6.08	5.00	1.08	6.31	5.03	1.28
Instructional Effectiveness	6.18	5.26	0.97	6.28	5.31	0.97	6.22	5.23	0.99	6.41	5.38	1.03
Registration Effectiveness	6.13	5.24	1.02	6.22	5.20	1.02	6.05	5.18	0.87	6.33	5.27	1.06
Responsiveness to Diverse Populations		5.30			5.24			5.29			4.86	
Safety and Security	5.96	4.74	1.44	6.12	4.68	1.44	5.99	4.75	1.24	6.26	4.45	1.81
Service Excellence	5.91	5.04	0.80	5.95	5.15	0.80	5.76	4.92	0.84	6.10	5.19	0.91
Student Centeredness	5.93	5.17	0.73	5.97	5.24	0.73	5.81	5.09	0.72	6.06	5.34	0.72

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Other race			Race - Prefer not to respond					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
18. Quality of instruction in classes excellent.	6.48	5.53	6.67	5.71	0.96	6.41	5.66	0.75	6.82	5.84	0.98			
15. Able register for classes with few conflicts.	6.32	5.24	6.61	4.73	1.88	6.32	4.89	1.43	6.68	4.84	1.84			
8. Classes scheduled at convenient times.	6.45	5.34	6.56	4.82	1.74	6.59	4.93	1.66	6.75	4.83	1.92			
69. Good variety of courses provided on campus.	6.29	5.37	6.54	5.27	1.27	6.50	5.00	1.50	6.64	5.23	1.41			
58. Faculty knowledgeable in their fields.	6.34	5.59	6.53	5.83	0.70	6.43	5.75	0.68	6.62	5.93	0.69			
71. Campus item			6.52	5.83	0.69	6.46	5.46	1.00	6.66	5.78	0.88			
70. Able to experience intellectual growth here.	6.28	5.53	6.50	5.76	0.74	6.40	5.54	0.86	6.71	6.02	0.69			
31. Campus is safe and secure for all students.	6.27	5.30	6.44	5.47	0.97	6.23	5.77	0.46	6.61	5.23	1.38			
77. Campus item			6.42	5.01	1.41	6.27	5.05	1.22	6.64	4.81	1.83			
61. Faculty avail. after class/during ofc. hours.	6.21	5.48	6.41	5.76	0.65	6.33	6.13	0.20	6.45	5.87	0.58			
14. Library resources and services are adequate.	6.18	5.14	6.40	5.15	1.25	6.52	4.96	1.56	6.52	5.12	1.40			
39. Student parking space on	6.14	4.24	6.40	3.77	2.63	6.32	3.44	2.88	6.50	3.56	2.94			

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Other race			Race - Prefer not to respond					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
campus is adequate.														
72. Campus item			6.40	5.08	1.32	6.42	4.52	1.90	6.56	5.20	1.36			
29. Faculty fair/unbiased in treatment students.	6.24	5.16	6.38	5.39	0.99	6.10	5.10	1.00	6.52	5.31	1.21			
40. Acad. adv. knowledge - transfer requirements.	6.05	4.92	6.38	4.82	1.56	6.39	4.68	1.71	6.49	4.66	1.83			
5. Registration personnel are helpful.	6.12	5.27	6.36	5.36	1.00	6.24	5.17	1.07	6.60	5.51	1.09			
75. Campus item			6.36	5.69	0.67	6.36	6.00	0.36	6.49	5.74	0.75			
76. Campus item			6.36	5.79	0.57	6.23	5.88	0.35	6.51	5.54	0.97			
6. My academic advisor is approachable.	6.19	5.33	6.35	4.92	1.43	6.29	5.30	0.99	6.34	4.98	1.36			
66. Program requirements are clear/reasonable.	6.24	5.40	6.34	5.45	0.89	6.18	5.64	0.54	6.48	5.64	0.84			
78. Campus item			6.34	5.32	1.02	6.26	5.22	1.04	6.60	5.58	1.02			
35. Policies/proced. re: regist/course selection.	6.15	5.29	6.33	5.27	1.06	6.11	5.19	0.92	6.50	5.53	0.97			
52. School does what can help reach educ. goals.	6.21	5.05	6.32	4.95	1.37	6.31	5.00	1.31	6.47	5.21	1.26			
32. Acad. advisor knowledgeable of requirements.	6.26	5.27	6.28	4.75	1.53	6.13	4.65	1.48	6.42	4.69	1.73			

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Other race			Race - Prefer not to respond					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
24. Parking lots are well-lighted and secure.	6.15	4.81	6.26	4.85	1.41	5.92	5.23	0.69	6.32	4.70	1.62			
65. Students notified early if doing poorly.	6.16	4.85	6.25	4.89	1.36	6.35	4.46	1.89	6.48	4.93	1.55			
41. Admissions staff are knowledgeable.	6.09	5.22	6.24	5.41	0.83	5.80	5.16	0.64	6.22	5.37	0.85			
16. Concern shown for students as individuals.	6.13	4.97	6.23	4.74	1.49	6.24	4.83	1.41	6.39	4.85	1.54			
28. Enjoyable experience to be student on campus.	6.04	5.29	6.23	5.67	0.56	6.41	5.76	0.65	6.35	5.94	0.41			
43. Class change (drop/add) policies reasonable.	6.01	5.24	6.22	5.65	0.57	5.81	5.96	-0.15	6.33	5.87	0.46			
46. Faculty provide feedback/progress in courses.	6.12	5.16	6.22	4.92	1.30	6.15	4.37	1.78	6.37	4.98	1.39			
63. Seldom get "run-around" on campus.	6.07	4.92	6.20	5.12	1.08	6.07	4.92	1.15	6.39	4.98	1.41			
68. The campus is well-maintained.	6.12	5.56	6.16	6.07	0.09	5.96	6.04	-0.08	6.23	6.30	-0.07			
12. Acad. advisor helps set goals to work toward.	5.93	4.82	6.15	4.58	1.57	5.92	4.82	1.10	6.33	4.48	1.85			
25. Acad advisor concerned success as individual.	6.08	4.94	6.13	4.61	1.52	6.04	4.96	1.08	6.02	4.68	1.34			

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Other race			Race - Prefer not to respond					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
73. Campus item			6.13	5.41	0.72	6.04	4.83	1.21	6.39	5.71	0.68			
80. Campus item			6.13	5.56	0.57	5.92	5.17	0.75	6.36	5.59	0.77			
36. Students made to feel welcome on campus.	6.10	5.37	6.12	5.50	0.62	5.93	5.19	0.74	6.13	5.76	0.37			
23. Faculty understanding of life circumstances.	6.07	4.98	6.11	5.04	1.07	6.19	5.35	0.84	6.23	5.00	1.23			
48. Counsel. staff care about students.	6.01	5.01	6.11	4.87	1.24	5.88	4.58	1.30	6.37	4.98	1.39			
34. Computer labs are adequate and accessible.	6.15	5.07	6.09	4.97	1.12	5.77	4.30	1.47	6.09	5.08	1.01			
74. Campus item			6.08	5.30	0.78	6.27	4.85	1.42	6.24	5.62	0.62			
11. Security staff respond quickly in emergencies	5.81	4.61	6.06	4.70	1.36	6.19	4.65	1.54	6.30	4.42	1.88			
64. Classes - practical experiences/applicable.	6.06	5.28	6.06	5.22	0.84	5.89	5.00	0.89	5.92	5.35	0.57			
7. Financial aid available for most students.	6.17	4.93	6.05	4.51	1.54	6.37	4.86	1.51	5.98	4.25	1.73			
26. Library staff are helpful and approachable.	5.92	5.19	6.05	5.45	0.60	5.83	4.76	1.07	6.10	5.69	0.41			
51. Convenient ways of paying school bill.	6.13	5.16	6.05	5.09	0.96	6.21	5.26	0.95	6.05	5.26	0.79			

### Comparative Summary Analysis

Item	Our Target Groups														
	National Group		Our Institution			Other race			Race - Prefer not to respond						
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
42. Equip. in lab facilities is kept up to date.	6.14	5.05	6.04	5.05	0.99	5.79	4.94	0.85	6.39	5.11	1.28				
47. Adequate services to help decide career.	6.02	5.01	6.04	4.68	1.36	5.87	4.57	1.30	6.11	4.46	1.65				
27. The campus staff are caring and helpful.	5.99	5.21	6.03	5.38	0.65	5.56	5.07	0.49	6.03	5.38	0.65				
21. Sufficient number of study areas on campus.	5.87	5.01	6.02	5.23	0.79	5.68	4.88	0.80	6.00	5.11	0.89				
50. Tutoring services are readily available.	5.96	5.17	6.02	5.11	0.91	5.83	5.05	0.78	6.10	5.02	1.08				
45. Institution has good reputation in community.	6.03	5.45	6.01	5.78	0.23	5.93	5.93	0.00	6.10	6.07	0.03				
54. Faculty interested in my academic problems.	6.00	5.03	6.01	4.91	1.10	6.14	4.89	1.25	6.34	4.91	1.43				
13. Financial aid awards announced in time.	5.94	4.60	6.00	4.17	1.83	6.04	4.26	1.78	6.19	3.74	2.45				
53. Assess/course placement proced. reasonable.	5.95	5.12	6.00	4.92	1.08	5.89	4.31	1.58	6.10	5.05	1.05				
49. Admiss. counselors respond to needs/requests.	5.90	4.96	5.98	4.85	1.13	5.61	4.24	1.37	5.98	4.94	1.04				
2. Faculty care about me as an individual.	5.96	5.26	5.97	5.15	0.82	6.10	5.48	0.62	6.23	5.26	0.97				

### Comparative Summary Analysis

Item	National Group			Our Institution			Other race			Race - Prefer not to respond			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	37. Faculty consider differences as teach course.	6.04	5.03	0.93	5.93	5.00	0.93	5.96	4.89	1.07	5.97	4.98	0.99		
57. Administrators are approachable to students.	5.93	5.05	1.02	5.93	4.91	1.02	5.64	4.42	1.22	6.13	4.85	1.28			
60. Billing policies are reasonable.	6.01	5.10	0.79	5.92	5.13	0.79	5.88	4.92	0.96	5.91	5.04	0.87			
55. Acad. support svcs. meet needs of students.	5.87	5.00	1.01	5.91	4.90	1.01	5.70	4.68	1.02	5.97	4.81	1.16			
56. Business office open hours convenient.	6.02	5.27	0.95	5.91	4.96	0.95	5.38	4.78	0.60	6.07	4.57	1.50			
62. Bookstore staff are helpful.	5.92	5.26	0.15	5.91	5.76	0.15	5.81	5.46	0.35	5.95	5.90	0.05			
79. Campus item			0.79	5.90	5.11	0.79	5.90	5.06	0.84	6.26	4.78	1.48			
20. Financial aid counselors are helpful.	6.00	4.89	1.41	5.87	4.46	1.41	6.08	4.37	1.71	6.13	4.64	1.49			
22. People on campus respect /support. of others.	5.84	4.99	0.58	5.85	5.27	0.58	5.48	5.11	0.37	5.87	5.21	0.66			
67. Channels - express student complaints avail.	5.90	4.67	1.44	5.84	4.40	1.44	5.86	4.24	1.62	6.30	4.51	1.79			
3. Instruction in voc/tech programs excellent.	6.09	5.30	0.72	5.80	5.08	0.72	5.85	4.85	1.00	6.06	4.85	1.21			
87. Factor in decision to enroll: Cost	6.16			5.77			6.00			5.74					



### Comparative Summary Analysis

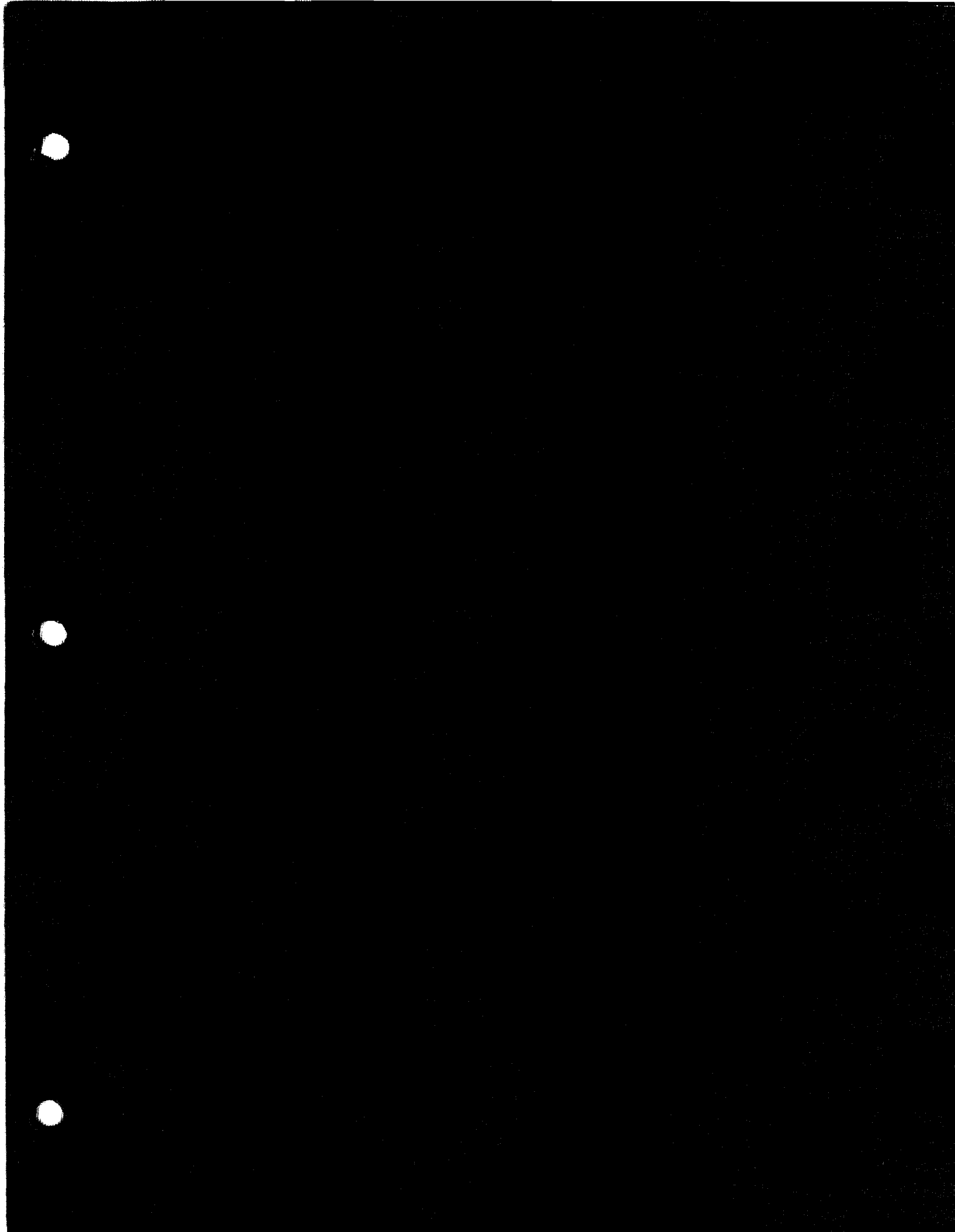
Item	Our Target Groups													
	National Group		Our Institution			Other race			Race - Prefer not to respond					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
30. Career services help students to get jobs.	5.90	4.87	5.74	4.61	1.13	5.63	4.53	1.10	5.94	4.30	1.64			
9. Internships/practical experiences provided.	5.94	4.98	5.72	4.15	1.57	5.38	4.00	1.38	5.75	4.00	1.75			
59. Orientation services help students adjust.	5.77	5.05	5.63	4.91	0.72	5.57	4.73	0.84	5.69	5.02	0.67			
93. Factor to enroll: Geographic setting	5.32		5.61			5.54			5.60					
33. Admiss. counselors accurately portray campus.	5.69	4.90	5.54	4.75	0.79	5.26	4.50	0.76	5.49	4.80	0.69			
89. Factor to enroll: Academic reputation	5.77		5.49			5.78			5.57					
4. Security staff are helpful.	5.39	4.67	5.44	4.64	0.80	5.31	4.68	0.63	5.57	4.35	1.22			
44. Generally know what's happening on campus.	5.47	4.75	5.37	4.58	0.79	5.28	4.92	0.36	5.50	4.57	0.93			
1. Students feel a sense of belonging.	5.38	5.15	5.29	5.17	0.12	5.07	5.17	-0.10	5.31	5.17	0.14			
38. Student center is comfortable place.	5.54	4.89	5.29	5.02	0.27	5.52	4.83	0.69	5.35	5.04	0.31			
94. Factor to enroll: Campus appearance	5.07		5.00			4.63			5.00					

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Other race			Race - Prefer not to respond					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
88. Factor in decision to enroll: Financial aid	5.71		4.79			5.40			4.87					
95. Factor to enroll: Personal attention prior	5.26		4.70			5.36			4.55					
19. Support services for displaced homemakers.	4.94	4.54	4.63	4.46	0.17	4.94	4.50	0.44	4.75	4.47	0.28			
90. Factor to enroll: Size of institution	5.07		4.63			4.44			4.66					
10. Child care facilities available on campus.	4.60	4.19	4.55	4.21	0.34	4.44	4.19	0.25	4.57	3.92	0.65			
92. Factor to enroll: Recommend from family	4.66		4.49			4.67			4.47					
17. Veterans' Services program are helpful.	4.44	4.38	4.28	4.43	-0.15	4.53	4.00	0.53	4.39	4.40	-0.01			
91. Factor to enroll: Opportunity to play sports	3.22		3.27			3.31			2.80					
81. Inst's commit to part-time students?		5.41		5.46			5.96			5.26				
82. Inst's commit to evening students?		5.31		5.18			5.26			4.72				
83. Inst's commit to older, returning learners?		5.44		5.30			5.26			4.78				

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Other race			Race - Prefer not to respond					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
84. Inst's commit to under-represent populations?		5.17		5.06			4.95			4.63				
85. Inst's commit to commuters?		5.18		5.12			5.17			4.77				
86. Inst's commit to student with disabilities?		5.29		5.32			4.93			4.98				



### Comparative Summary Analysis

Scale	National Group			Our Institution			Full-time			Part-time			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	Academic Advising/Counseling	6.11	5.05	1.46	6.25	4.79	1.46	6.29	4.78	1.51	6.17	4.79	1.38		
Academic Services	6.01	5.09	0.94	6.08	5.14	0.94	6.09	5.15	0.94	6.04	5.10	0.94			
Admissions and Financial Aid	5.97	4.92	1.24	5.96	4.72	1.24	5.98	4.67	1.31	5.92	4.79	1.13			
Campus Climate	5.94	5.10	0.82	5.97	5.15	0.82	5.98	5.12	0.86	5.93	5.19	0.74			
Campus Support Services	5.40	4.76	0.60	5.26	4.66	0.60	5.20	4.65	0.55	5.34	4.66	0.68			
Concern for the Individual	6.08	5.07	1.19	6.16	4.97	1.19	6.20	4.95	1.25	6.09	5.00	1.09			
Instructional Effectiveness	6.18	5.26	0.97	6.28	5.31	0.97	6.30	5.29	1.01	6.24	5.35	0.89			
Registration Effectiveness	6.13	5.24	1.02	6.22	5.20	1.02	6.22	5.22	1.00	6.20	5.15	1.05			
Responsiveness to Diverse Populations		5.30			5.24			5.29			5.14				
Safety and Security	5.96	4.74	1.44	6.12	4.68	1.44	6.10	4.63	1.47	6.16	4.77	1.39			
Service Excellence	5.91	5.04	0.80	5.95	5.15	0.80	5.96	5.12	0.84	5.93	5.20	0.73			
Student Centeredness	5.93	5.17	0.73	5.97	5.24	0.73	5.98	5.22	0.76	5.93	5.26	0.67			

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Full-time			Part-time					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
18. Quality of instruction in classes excellent.	6.48	5.53	6.67	5.71	0.96	6.70	5.67	1.03	6.62	5.78	0.84			
15. Able register for classes with few conflicts.	6.32	5.24	6.61	4.73	1.88	6.65	4.71	1.94	6.54	4.80	1.74			
8. Classes scheduled at convenient times.	6.45	5.34	6.56	4.82	1.74	6.57	4.92	1.65	6.54	4.62	1.92			
69. Good variety of courses provided on campus.	6.29	5.37	6.54	5.27	1.27	6.55	5.37	1.18	6.53	5.07	1.46			
58. Faculty knowledgeable in their fields.	6.34	5.59	6.53	5.83	0.70	6.52	5.84	0.68	6.54	5.81	0.73			
71. Campus item			6.52	5.83	0.69	6.53	5.83	0.70	6.51	5.83	0.68			
70. Able to experience intellectual growth here.	6.28	5.53	6.50	5.76	0.74	6.50	5.77	0.73	6.48	5.73	0.75			
31. Campus is safe and secure for all students.	6.27	5.30	6.44	5.47	0.97	6.43	5.51	0.92	6.43	5.37	1.06			
77. Campus item			6.42	5.01	1.41	6.45	5.03	1.42	6.37	4.96	1.41			
61. Faculty avail. after class/during ofc. hours.	6.21	5.48	6.41	5.76	0.65	6.45	5.77	0.68	6.34	5.74	0.60			
14. Library resources and services are adequate.	6.18	5.14	6.40	5.15	1.25	6.41	5.18	1.23	6.38	5.07	1.31			
39. Student parking space on	6.14	4.24	6.40	3.77	2.63	6.40	3.51	2.89	6.39	4.24	2.15			

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Full-time			Part-time					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
campus is adequate.														
72. Campus item			6.40	5.08	1.32	6.45	5.08	1.37	6.30	5.08	1.22			
29. Faculty fair/unbiased in treatment students.	6.24	5.16	6.38	5.39	0.99	6.40	5.36	1.04	6.35	5.44	0.91			
40. Acad. adv. knowledge - transfer requirements.	6.05	4.92	6.38	4.82	1.56	6.41	4.74	1.67	6.32	4.98	1.34			
5. Registration personnel are helpful.	6.12	5.27	6.36	5.36	1.00	6.40	5.35	1.05	6.28	5.35	0.93			
75. Campus item			6.36	5.69	0.67	6.40	5.68	0.72	6.29	5.69	0.60			
76. Campus item			6.36	5.79	0.57	6.34	5.82	0.52	6.40	5.74	0.66			
6. My academic advisor is approachable.	6.19	5.33	6.35	4.92	1.43	6.41	4.93	1.48	6.25	4.91	1.34			
66. Program requirements are clear/reasonable.	6.24	5.40	6.34	5.45	0.89	6.33	5.38	0.95	6.34	5.56	0.78			
78. Campus item			6.34	5.32	1.02	6.38	5.30	1.08	6.28	5.35	0.93			
35. Policies/proced. re: regist/course selection.	6.15	5.29	6.33	5.27	1.06	6.34	5.20	1.14	6.30	5.40	0.90			
52. School does what can help reach educ. goals.	6.21	5.05	6.32	4.95	1.37	6.34	4.93	1.41	6.29	4.99	1.30			
32. Acad. advisor knowledgeable of requirements.	6.26	5.27	6.28	4.75	1.53	6.35	4.75	1.60	6.15	4.71	1.44			

### Comparative Summary Analysis

Item	National Group			Our Institution			Full-time			Part-time			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	24. Parking lots are well-lighted and secure.	6.15	4.81	1.41	6.26	4.85	1.41	6.24	4.84	1.40	6.27	4.86	1.41		
65. Students notified early if doing poorly.	6.16	4.85	1.36	6.25	4.89	1.36	6.26	4.89	1.37	6.22	4.92	1.30			
41. Admissions staff are knowledgeable.	6.09	5.22	0.83	6.24	5.41	0.83	6.26	5.41	0.85	6.21	5.41	0.80			
16. Concern shown for students as individuals.	6.13	4.97	1.49	6.23	4.74	1.49	6.24	4.70	1.54	6.19	4.80	1.39			
28. Enjoyable experience to be student on campus.	6.04	5.29	0.56	6.23	5.67	0.56	6.25	5.69	0.56	6.16	5.61	0.55			
43. Class change (drop/add) policies reasonable.	6.01	5.24	0.57	6.22	5.65	0.57	6.25	5.70	0.55	6.15	5.53	0.62			
46. Faculty provide feedback/progress in courses.	6.12	5.16	1.30	6.22	4.92	1.30	6.26	4.79	1.47	6.14	5.14	1.00			
63. Seldom get "run-around" on campus.	6.07	4.92	1.08	6.20	5.12	1.08	6.19	5.06	1.13	6.20	5.20	1.00			
68. The campus is well-maintained.	6.12	5.56	0.09	6.16	6.07	0.09	6.18	6.14	0.04	6.11	5.92	0.19			
12. Acad. advisor helps set goals to work toward.	5.93	4.82	1.57	6.15	4.58	1.57	6.20	4.62	1.58	6.06	4.51	1.55			
25. Acad advisor concerned success as individual.	6.08	4.94	1.52	6.13	4.61	1.52	6.18	4.62	1.56	6.03	4.57	1.46			



### Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups					
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Full-time			Part-time		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
73. Campus item				6.13	5.41	0.72	6.15	5.50	0.65	6.09	5.25	0.84
80. Campus item				6.13	5.56	0.57	6.15	5.61	0.54	6.08	5.48	0.60
36. Students made to feel welcome on campus.	6.10	5.37		6.12	5.50	0.62	6.10	5.49	0.61	6.14	5.52	0.62
23. Faculty understanding of life circumstances.	6.07	4.98		6.11	5.04	1.07	6.16	4.97	1.19	6.02	5.17	0.85
48. Counsel. staff care about students.	6.01	5.01		6.11	4.87	1.24	6.12	4.87	1.25	6.08	4.86	1.22
34. Computer labs are adequate and accessible.	6.15	5.07		6.09	4.97	1.12	6.08	4.94	1.14	6.09	5.01	1.08
74. Campus item				6.08	5.30	0.78	6.11	5.35	0.76	6.01	5.21	0.80
11. Security staff respond quickly in emergencies	5.81	4.61		6.06	4.70	1.36	6.02	4.70	1.32	6.12	4.68	1.44
64. Classes - practical experiences/applicable.	6.06	5.28		6.06	5.22	0.84	6.10	5.18	0.92	5.98	5.27	0.71
7. Financial aid available for most students.	6.17	4.93		6.05	4.51	1.54	6.04	4.50	1.54	6.04	4.50	1.54
26. Library staff are helpful and approachable.	5.92	5.19		6.05	5.45	0.60	6.04	5.47	0.57	6.05	5.37	0.68
51. Convenient ways of paying school bill.	6.13	5.16		6.05	5.09	0.96	6.07	5.14	0.93	6.00	4.99	1.01

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Full-time			Part-time					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
42. Equip. in lab facilities is kept up to date.	6.14	5.05	6.04	5.05	0.99	6.05	5.06	0.99	6.02	5.01	1.01			
47. Adequate services to help decide career.	6.02	5.01	6.04	4.68	1.36	6.06	4.69	1.37	6.00	4.67	1.33			
27. The campus staff are caring and helpful.	5.99	5.21	6.03	5.38	0.65	6.03	5.32	0.71	6.02	5.47	0.55			
21. Sufficient number of study areas on campus.	5.87	5.01	6.02	5.23	0.79	6.07	5.33	0.74	5.90	5.04	0.86			
50. Tutoring services are readily available.	5.96	5.17	6.02	5.11	0.91	6.04	5.10	0.94	5.96	5.13	0.83			
45. Institution has good reputation in community.	6.03	5.45	6.01	5.78	0.23	6.06	5.75	0.31	5.91	5.81	0.10			
54. Faculty interested in my academic problems.	6.00	5.03	6.01	4.91	1.10	5.99	4.89	1.10	6.03	4.95	1.08			
13. Financial aid awards announced in time.	5.94	4.60	6.00	4.17	1.83	6.08	4.07	2.01	5.85	4.35	1.50			
53. Assess/course placement proced. reasonable.	5.95	5.12	6.00	4.92	1.08	6.00	4.83	1.17	5.99	5.06	0.93			
49. Admiss. counselors respond to needs/requests.	5.90	4.96	5.98	4.85	1.13	6.01	4.79	1.22	5.92	4.93	0.99			
2. Faculty care about me as an individual.	5.96	5.26	5.97	5.15	0.82	6.06	5.13	0.93	5.82	5.17	0.65			

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Full-time			Part-time					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
37. Faculty consider differences as teach course.	6.04	5.03	5.93	5.00	0.93	5.92	4.95	0.97	5.93	5.10	0.83			
57. Administrators are approachable to students.	5.93	5.05	5.93	4.91	1.02	5.98	4.88	1.10	5.83	4.96	0.87			
60. Billing policies are reasonable.	6.01	5.10	5.92	5.13	0.79	5.91	5.18	0.73	5.92	5.01	0.91			
55. Acad. support svcs. meet needs of students.	5.87	5.00	5.91	4.90	1.01	5.93	4.84	1.09	5.85	5.02	0.83			
56. Business office open hours convenient.	6.02	5.27	5.91	4.96	0.95	5.87	4.99	0.88	5.96	4.89	1.07			
62. Bookstore staff are helpful.	5.92	5.26	5.91	5.76	0.15	5.84	5.75	0.09	6.04	5.76	0.28			
79. Campus item			5.90	5.11	0.79	5.99	5.16	0.83	5.72	4.98	0.74			
20. Financial aid counselors are helpful.	6.00	4.89	5.87	4.46	1.41	5.87	4.33	1.54	5.85	4.65	1.20			
22. People on campus respect /support. of others.	5.84	4.99	5.85	5.27	0.58	5.89	5.22	0.67	5.78	5.35	0.43			
67. Channels - express student complaints avail.	5.90	4.67	5.84	4.40	1.44	5.85	4.32	1.53	5.80	4.54	1.26			
3. Instruction in voc/tech programs excellent.	6.09	5.30	5.80	5.08	0.72	5.67	4.98	0.69	6.03	5.24	0.79			
87. Factor in decision to enroll: Cost	6.16		5.77			5.74			5.82					

### Comparative Summary Analysis

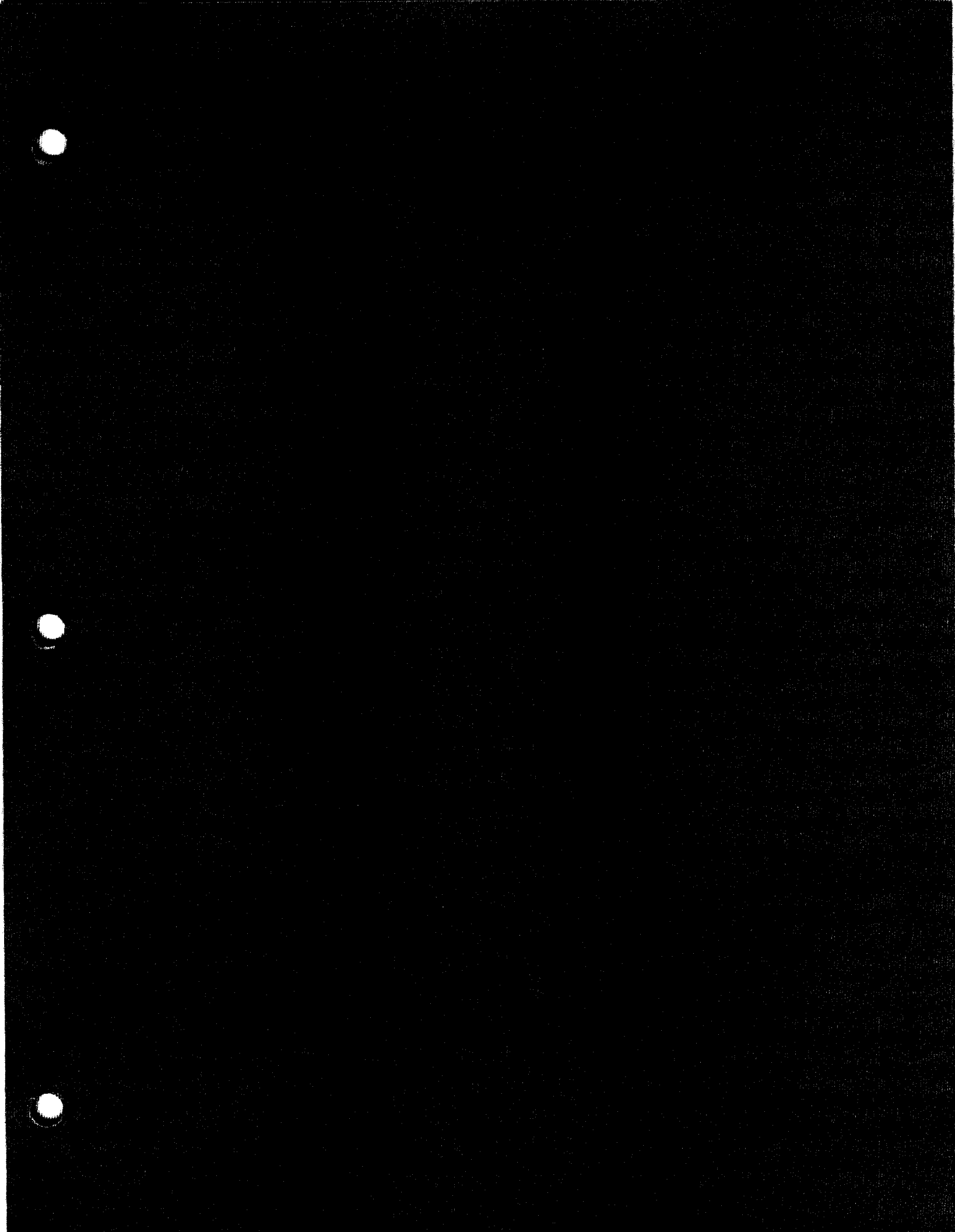
Item	National Group			Our Institution			Full-time			Part-time			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	30. Career services help students to get jobs.	5.90	4.87	1.13	5.74	4.61	1.13	5.75	4.57	1.18	5.70	4.68	1.02	5.70	4.68
9. Internships/practical experiences provided.	5.94	4.98	1.57	5.72	4.15	1.57	5.77	4.05	1.72	5.59	4.30	1.29	5.59	4.30	1.29
59. Orientation services help students adjust.	5.77	5.05	0.72	5.63	4.91	0.72	5.58	4.87	0.71	5.68	4.96	0.72	5.68	4.96	0.72
93. Factor to enroll: Geographic setting	5.32			5.61			5.70			5.45			5.45		
33. Admiss. counselors accurately portray campus.	5.69	4.90	0.79	5.54	4.75	0.79	5.53	4.74	0.79	5.52	4.73	0.79	5.52	4.73	0.79
89. Factor to enroll: Academic reputation	5.77			5.49			5.57			5.35			5.35		
4. Security staff are helpful.	5.39	4.67	0.80	5.44	4.64	0.80	5.38	4.62	0.76	5.54	4.65	0.89	5.54	4.65	0.89
44. Generally know what's happening on campus.	5.47	4.75	0.79	5.37	4.58	0.79	5.40	4.56	0.84	5.31	4.60	0.71	5.31	4.60	0.71
1. Students feel a sense of belonging.	5.38	5.15	0.12	5.29	5.17	0.12	5.30	5.18	0.12	5.25	5.13	0.12	5.25	5.13	0.12
38. Student center is comfortable place.	5.54	4.89	0.27	5.29	5.02	0.27	5.21	5.04	0.17	5.44	4.98	0.46	5.44	4.98	0.46
94. Factor to enroll: Campus appearance	5.07			5.00			5.17			4.69			4.69		

### Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups					
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Full-time			Part-time		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
88. Factor in decision to enroll: Financial aid	5.71			4.79			4.81			4.73		
95. Factor to enroll: Personal attention prior	5.26			4.70			4.73			4.61		
19. Support services for displaced homemakers.	4.94	4.54	0.17	4.63	4.46	0.02	4.45	4.43	0.02	4.88	4.49	0.39
90. Factor to enroll: Size of institution	5.07			4.63			4.66			4.55		
10. Child care facilities available on campus.	4.60	4.19	0.34	4.55	4.21	0.20	4.38	4.18	0.20	4.80	4.23	0.57
92. Factor to enroll: Recommend from family	4.66			4.49			4.61			4.27		
17. Veterans' Services program are helpful.	4.44	4.38	-0.15	4.28	4.43	-0.23	4.21	4.44	-0.23	4.37	4.35	0.02
91. Factor to enroll: Opportunity to play sports	3.22			3.27			3.52			2.79		
81. Inst's commit to part-time students?		5.41			5.46			5.43			5.49	
82. Inst's commit to evening students?		5.31			5.18			5.29			5.00	
83. Inst's commit to older, returning learners?		5.44			5.30			5.33			5.22	

### Comparative Summary Analysis

Item	National Group		Our Institution			Our Target Groups							
	Importance	Satisfaction	Importance	Satisfaction	Gap	Full-time			Part-time			Gap	
						Importance	Satisfaction	Gap	Importance	Satisfaction	Gap		
84. Inst's commit to under-represent populations?		5.17		5.06			5.12			4.95			
85. Inst's commit to commuters?		5.18		5.12			5.19			4.98			
86. Inst's commit to student with disabilities?		5.29		5.32			5.39			5.16			



### Comparative Summary Analysis

Scale	Our Target Groups													
	National Group		Our Institution			Yes - Disability <i>N</i> = 62			No - Disability <i>N</i> = 623					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising/Counseling	6.11	5.05	6.25	4.79	1.46	6.33	4.81	1.52	6.24	4.79	1.45			
Academic Services	6.01	5.09	6.08	5.14	0.94	6.27	5.13	1.14	6.06	5.14	0.92			
Admissions and Financial Aid	5.97	4.92	5.96	4.72	1.24	6.02	4.73	1.29	5.96	4.71	1.25			
Campus Climate	5.94	5.10	5.97	5.15	0.82	6.05	5.22	0.83	5.96	5.14	0.82			
Campus Support Services	5.40	4.76	5.26	4.66	0.60	5.41	4.72	0.69	5.24	4.66	0.58			
Concern for the Individual	6.08	5.07	6.16	4.97	1.19	6.25	5.13	1.12	6.16	4.95	1.21			
Instructional Effectiveness	6.18	5.26	6.28	5.31	0.97	6.30	5.36	0.94	6.28	5.31	0.97			
Registration Effectiveness	6.13	5.24	6.22	5.20	1.02	6.23	5.26	0.97	6.22	5.20	1.02			
Responsiveness to Diverse Populations		5.30		5.24			5.05			5.26				
Safety and Security	5.96	4.74	6.12	4.68	1.44	6.09	4.47	1.62	6.13	4.70	1.43			
Service Excellence	5.91	5.04	5.95	5.15	0.80	6.08	5.22	0.86	5.94	5.15	0.79			
Student Centeredness	5.93	5.17	5.97	5.24	0.73	6.03	5.41	0.62	5.97	5.22	0.75			



### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Yes - Disability			No - Disability					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
18. Quality of instruction in classes excellent.	6.48	5.53	6.67	5.71	0.96	6.66	5.82	0.84	6.68	5.71	0.97			
15. Able register for classes with few conflicts.	6.32	5.24	6.61	4.73	1.88	6.58	5.03	1.55	6.63	4.71	1.92			
8. Classes scheduled at convenient times.	6.45	5.34	6.56	4.82	1.74	6.44	4.82	1.62	6.58	4.81	1.77			
69. Good variety of courses provided on campus.	6.29	5.37	6.54	5.27	1.27	6.54	5.20	1.34	6.55	5.28	1.27			
58. Faculty knowledgeable in their fields.	6.34	5.59	6.53	5.83	0.70	6.43	5.92	0.51	6.55	5.83	0.72			
71. Campus item			6.52	5.83	0.69	6.36	5.76	0.60	6.54	5.85	0.69			
70. Able to experience intellectual growth here.	6.28	5.53	6.50	5.76	0.74	6.45	5.92	0.53	6.50	5.74	0.76			
31. Campus is safe and secure for all students.	6.27	5.30	6.44	5.47	0.97	6.39	5.09	1.30	6.45	5.50	0.95			
77. Campus item			6.42	5.01	1.41	6.56	5.10	1.46	6.42	5.00	1.42			
61. Faculty avail. after class/during ofc. hours.	6.21	5.48	6.41	5.76	0.65	6.54	5.85	0.69	6.41	5.75	0.66			
14. Library resources and services are adequate.	6.18	5.14	6.40	5.15	1.25	6.40	4.88	1.52	6.41	5.17	1.24			
39. Student parking space on	6.14	4.24	6.40	3.77	2.63	6.51	3.62	2.89	6.39	3.79	2.60			

### Comparative Summary Analysis

Item	Our Target Groups														
	National Group		Our Institution			Yes - Disability			No - Disability						
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
campus is adequate.															
72. Campus item			6.40	5.08	1.32	6.46	5.21	1.25	6.40	5.07	1.33				
29. Faculty fair/unbiased in treatment students.	6.24	5.16	6.38	5.39	0.99	6.21	5.44	0.77	6.41	5.39	1.02				
40. Acad. adv. knowledge - transfer requirements.	6.05	4.92	6.38	4.82	1.56	6.36	4.57	1.79	6.39	4.85	1.54				
5. Registration personnel are helpful.	6.12	5.27	6.36	5.36	1.00	6.39	5.45	0.94	6.36	5.35	1.01				
75. Campus item			6.36	5.69	0.67	6.24	5.68	0.56	6.38	5.69	0.69				
76. Campus item			6.36	5.79	0.57	6.38	5.60	0.78	6.37	5.82	0.55				
6. My academic advisor is approachable.	6.19	5.33	6.35	4.92	1.43	6.42	4.93	1.49	6.36	4.92	1.44				
66. Program requirements are clear/reasonable.	6.24	5.40	6.34	5.45	0.89	6.33	5.31	1.02	6.35	5.47	0.88				
78. Campus item			6.34	5.32	1.02	6.34	5.30	1.04	6.35	5.33	1.02				
35. Policies/proced. re: regist/course selection.	6.15	5.29	6.33	5.27	1.06	6.21	5.22	0.99	6.35	5.29	1.06				
52. School does what can help reach educ. goals.	6.21	5.05	6.32	4.95	1.37	6.45	4.92	1.53	6.32	4.96	1.36				
32. Acad. advisor knowledgeable of requirements.	6.26	5.27	6.28	4.75	1.53	6.34	4.70	1.64	6.28	4.75	1.53				

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Yes - Disability			No - Disability					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
24. Parking lots are well-lighted and secure.	6.15	4.81	6.26	4.85	1.41	6.23	4.59	1.64	6.26	4.87	1.39			
65. Students notified early if doing poorly.	6.16	4.85	6.25	4.89	1.36	6.30	5.29	1.01	6.24	4.87	1.37			
41. Admissions staff are knowledgeable.	6.09	5.22	6.24	5.41	0.83	6.11	5.22	0.89	6.26	5.44	0.82			
16. Concern shown for students as individuals.	6.13	4.97	6.23	4.74	1.49	6.41	4.82	1.59	6.21	4.73	1.48			
28. Enjoyable experience to be student on campus.	6.04	5.29	6.23	5.67	0.56	6.15	5.88	0.27	6.23	5.65	0.58			
43. Class change (drop/add) policies reasonable.	6.01	5.24	6.22	5.65	0.57	6.25	5.60	0.65	6.21	5.65	0.56			
46. Faculty provide feedback/progress in courses.	6.12	5.16	6.22	4.92	1.30	6.14	5.24	0.90	6.23	4.89	1.34			
63. Seldom get "run-around" on campus.	6.07	4.92	6.20	5.12	1.08	6.15	5.43	0.72	6.20	5.09	1.11			
68. The campus is well-maintained.	6.12	5.56	6.16	6.07	0.09	6.10	6.12	-0.02	6.17	6.06	0.11			
12. Acad. advisor helps set goals to work toward.	5.93	4.82	6.15	4.58	1.57	6.31	4.38	1.93	6.14	4.60	1.54			
25. Acad advisor concerned success as individual.	6.08	4.94	6.13	4.61	1.52	6.17	4.95	1.22	6.13	4.57	1.56			

### Comparative Summary Analysis

Item	National Group			Our Institution			Yes - Disability			No - Disability			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	73. Campus item				6.13	5.41	0.72	6.15	5.19	0.96	6.14	5.44	0.70		
80. Campus item				6.13	5.56	0.57	6.09	5.37	0.72	6.15	5.59	0.56			
36. Students made to feel welcome on campus.	6.10	5.37	0.62	6.12	5.50	0.62	6.08	5.73	0.35	6.12	5.49	0.63			
23. Faculty understanding of life circumstances.	6.07	4.98	1.07	6.11	5.04	1.07	6.11	4.90	1.21	6.12	5.06	1.06			
48. Counsel. staff care about students.	6.01	5.01	1.24	6.11	4.87	1.24	6.29	5.19	1.10	6.09	4.84	1.25			
34. Computer labs are adequate and accessible.	6.15	5.07	1.12	6.09	4.97	1.12	6.25	5.21	1.04	6.08	4.94	1.14			
74. Campus item				6.08	5.30	0.78	6.21	5.51	0.70	6.07	5.29	0.78			
11. Security staff respond quickly in emergencies	5.81	4.61	1.36	6.06	4.70	1.36	5.89	4.49	1.40	6.08	4.72	1.36			
64. Classes - practical experiences/applicable.	6.06	5.28	0.84	6.06	5.22	0.84	6.00	5.17	0.83	6.07	5.22	0.85			
7. Financial aid available for most students.	6.17	4.93	1.54	6.05	4.51	1.54	6.11	4.44	1.67	6.04	4.51	1.53			
26. Library staff are helpful and approachable.	5.92	5.19	0.60	6.05	5.45	0.60	6.18	5.44	0.74	6.04	5.45	0.59			
51. Convenient ways of paying school bill.	6.13	5.16	0.96	6.05	5.09	0.96	6.19	5.15	1.04	6.04	5.08	0.96			

**Comparative Summary Analysis**

Item	National Group			Our Institution			Yes - Disability			No - Disability		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	42. Equip. in lab facilities is kept up to date.	6.14	5.05	0.99	6.04	5.05	0.99	6.17	4.91	1.26	6.03	5.07
47. Adequate services to help decide career.	6.02	5.01	1.36	6.04	4.68	1.36	6.09	4.70	1.39	6.04	4.69	1.35
27. The campus staff are caring and helpful.	5.99	5.21	0.65	6.03	5.38	0.65	6.28	5.58	0.70	6.00	5.36	0.64
21. Sufficient number of study areas on campus.	5.87	5.01	0.79	6.02	5.23	0.79	6.25	5.05	1.20	5.99	5.25	0.74
50. Tutoring services are readily available.	5.96	5.17	0.91	6.02	5.11	0.91	6.41	5.32	1.09	5.97	5.09	0.88
45. Institution has good reputation in community.	6.03	5.45	0.23	6.01	5.78	0.23	5.90	5.62	0.28	6.02	5.80	0.22
54. Faculty interested in my academic problems.	6.00	5.03	1.10	6.01	4.91	1.10	6.15	4.95	1.20	6.00	4.91	1.09
13. Financial aid awards announced in time.	5.94	4.60	1.83	6.00	4.17	1.83	5.90	4.29	1.61	6.02	4.15	1.87
53. Assess/course placement proced. reasonable.	5.95	5.12	1.08	6.00	4.92	1.08	6.00	4.86	1.14	6.00	4.92	1.08
49. Admiss. counselors respond to needs/requests.	5.90	4.96	1.13	5.98	4.85	1.13	6.37	4.96	1.41	5.94	4.83	1.11
2. Faculty care about me as an individual.	5.96	5.26	0.82	5.97	5.15	0.82	6.18	5.26	0.92	5.96	5.14	0.82

### Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Yes - Disability			No - Disability					
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
37. Faculty consider differences as teach course.	6.04	5.03	0.93	5.93	5.00	0.93	6.16	4.82	1.34	5.91	5.03	0.88			
57. Administrators are approachable to students.	5.93	5.05	1.02	5.93	4.91	1.02	6.04	4.91	1.13	5.93	4.91	1.02			
60. Billing policies are reasonable.	6.01	5.10	0.79	5.92	5.13	0.79	5.82	5.24	0.58	5.93	5.12	0.81			
55. Acad. support svcs. meet needs of students.	5.87	5.00	1.01	5.91	4.90	1.01	6.19	5.07	1.12	5.88	4.89	0.99			
56. Business office open hours convenient.	6.02	5.27	0.95	5.91	4.96	0.95	6.09	4.98	1.11	5.90	4.96	0.94			
62. Bookstore staff are helpful.	5.92	5.26	0.15	5.90	5.76	0.15	6.00	5.83	0.17	5.91	5.76	0.15			
79. Campus item				5.90	5.11	0.79	6.00	5.33	0.67	5.89	5.08	0.81			
20. Financial aid counselors are helpful.	6.00	4.89	1.41	5.87	4.46	1.41	5.96	4.57	1.39	5.87	4.43	1.44			
22. People on campus respect /support. of others.	5.84	4.99	0.58	5.85	5.27	0.58	6.00	5.33	0.67	5.84	5.26	0.58			
67. Channels - express student complaints avail.	5.90	4.67	1.44	5.84	4.40	1.44	6.09	4.40	1.69	5.81	4.39	1.42			
3. Instruction in voc/tech programs excellent.	6.09	5.30	0.72	5.80	5.08	0.72	5.74	4.82	0.92	5.82	5.11	0.71			
87. Factor in decision to enroll: Cost	6.16			5.77			5.78			5.77					

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Yes - Disability			No - Disability					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
30. Career services help students to get jobs.	5.90	4.87	5.74	4.61	1.13	5.78	4.50	1.28	5.73	4.62	1.11			
9. Internships/practical experiences provided.	5.94	4.98	5.72	4.15	1.57	5.62	3.98	1.64	5.73	4.16	1.57			
59. Orientation services help students adjust.	5.77	5.05	5.63	4.91	0.72	5.85	5.13	0.72	5.60	4.88	0.72			
93. Factor to enroll: Geographic setting	5.32		5.61			5.86			5.59					
33. Admiss. counselors accurately portray campus.	5.69	4.90	5.54	4.75	0.79	5.63	4.84	0.79	5.52	4.73	0.79			
89. Factor to enroll: Academic reputation	5.77		5.49			5.64			5.48					
4. Security staff are helpful.	5.39	4.67	5.44	4.64	0.80	5.37	4.64	0.73	5.45	4.63	0.82			
44. Generally know what's happening on campus.	5.47	4.75	5.37	4.58	0.79	5.58	4.47	1.11	5.35	4.59	0.76			
1. Students feel a sense of belonging.	5.38	5.15	5.29	5.17	0.12	5.26	5.47	-0.21	5.29	5.14	0.15			
38. Student center is comfortable place.	5.54	4.89	5.29	5.02	0.27	5.51	5.05	0.46	5.27	5.02	0.25			
94. Factor to enroll: Campus appearance	5.07		5.00			5.12			4.99					

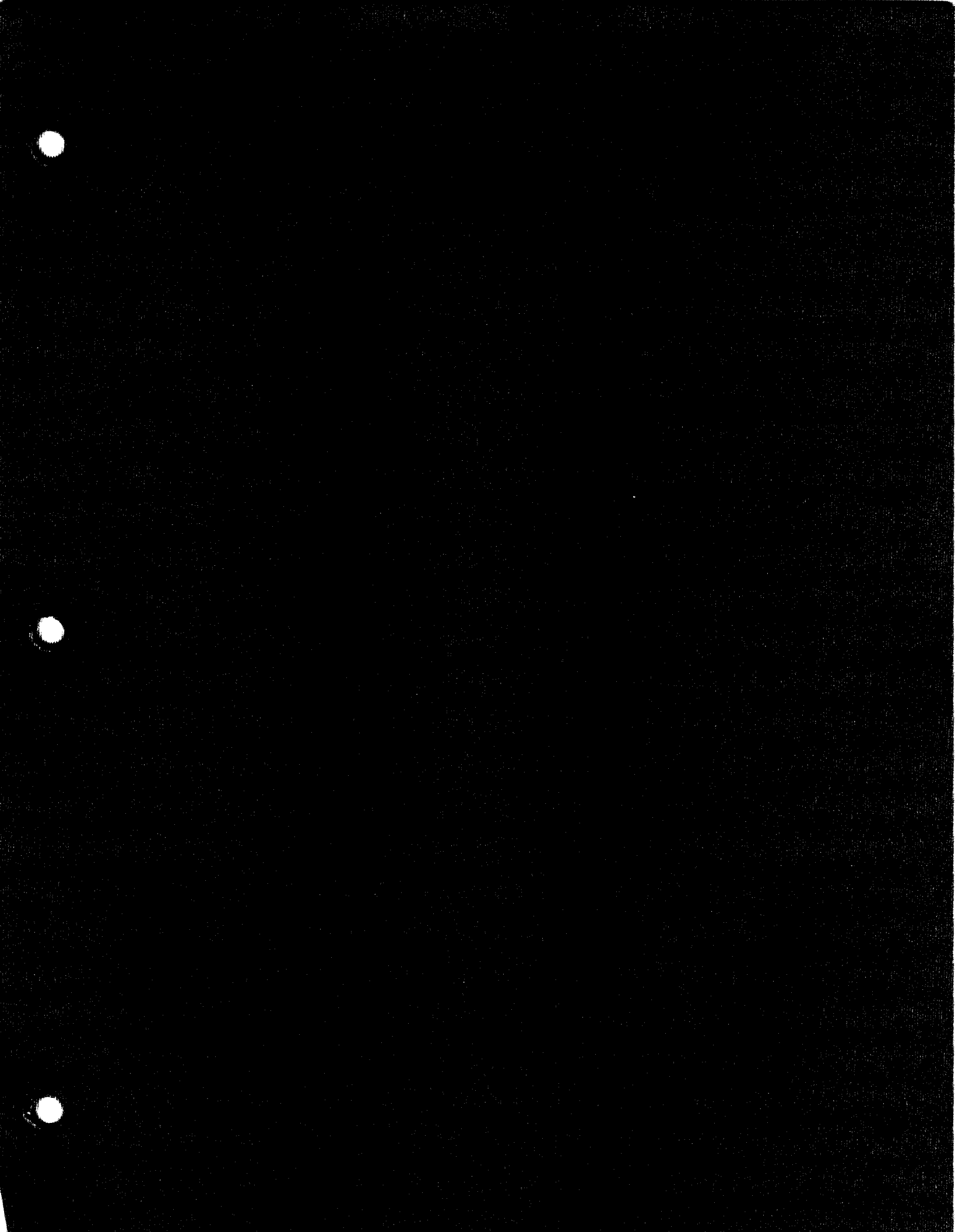
### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Yes - Disability			No - Disability					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
88. Factor in decision to enroll: Financial aid	5.71		4.79			5.02			4.77					
95. Factor to enroll: Personal attention prior	5.26		4.70			5.12			4.64					
19. Support services for displaced homemakers.	4.94	4.54	4.63	4.46	0.17	4.86	4.83	0.03	4.59	4.42	0.17			
90. Factor to enroll: Size of institution	5.07		4.63			4.97			4.59					
10. Child care facilities available on campus.	4.60	4.19	4.55	4.21	0.34	4.98	4.18	0.80	4.49	4.21	0.28			
92. Factor to enroll: Recommend from family	4.66		4.49			4.70			4.47					
17. Veterans' Services program are helpful.	4.44	4.38	4.28	4.43	-0.15	4.22	4.31	-0.09	4.28	4.43	-0.15			
91. Factor to enroll: Opportunity to play sports	3.22		3.27			3.45			3.24					
81. Inst's commit to part-time students?		5.41		5.46			5.06			5.49				
82. Inst's commit to evening students?		5.31		5.18			4.84			5.22				
83. Inst's commit to older, returning learners?		5.44		5.30			5.15			5.31				



### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Yes - Disability			No - Disability					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
84. Inst's commit to under-represent populations?		5.17		5.06			4.91			5.08				
85. Inst's commit to commuters?		5.18		5.12			4.59			5.18				
86. Inst's commit to student with disabilities?		5.29		5.32			5.71			5.28				



### Comparative Summary Analysis

Scale	Our Target Groups													
	National Group		Our Institution			Associate degree <i>N = 128</i>			Vocational/technical <i>N = 9</i>			Transfer to another instituti <i>N = 489</i>		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising/Counseling	6.11	5.05	6.25	4.79	1.46	6.18	4.81	1.37	6.11	4.32	1.79	6.27	4.76	1.51
Academic Services	6.01	5.09	6.08	5.14	0.94	6.11	5.05	1.06	6.07	4.88	1.19	6.08	5.16	0.92
Admissions and Financial Aid	5.97	4.92	5.96	4.72	1.24	5.90	4.70	1.20	5.98	4.48	1.50	5.98	4.69	1.29
Campus Climate	5.94	5.10	5.97	5.15	0.82	5.96	5.13	0.83	5.83	4.88	0.95	5.98	5.14	0.84
Campus Support Services	5.40	4.76	5.26	4.66	0.60	5.38	4.63	0.75	5.31	4.65	0.66	5.21	4.66	0.55
Concern for the Individual	6.08	5.07	6.16	4.97	1.19	6.09	4.95	1.14	5.98	4.32	1.66	6.19	4.94	1.25
Instructional Effectiveness	6.18	5.26	6.28	5.31	0.97	6.30	5.32	0.98	6.20	5.00	1.20	6.29	5.30	0.99
Registration Effectiveness	6.13	5.24	6.22	5.20	1.02	6.24	5.16	1.08	6.32	4.55	1.77	6.21	5.20	1.01
Responsiveness to Diverse Populations		5.30		5.24			5.07			4.16			5.33	
Safety and Security	5.96	4.74	6.12	4.68	1.44	6.13	4.71	1.42	6.19	4.35	1.84	6.11	4.65	1.46
Service Excellence	5.91	5.04	5.95	5.15	0.80	5.98	5.13	0.85	5.82	4.85	0.97	5.96	5.15	0.81
Student Centeredness	5.93	5.17	5.97	5.24	0.73	5.93	5.24	0.69	6.00	4.81	1.19	5.98	5.22	0.76

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Associate degree			Vocational/technical			Transfer to another instituti		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
18. Quality of instruction in classes excellent.	6.48	5.53	6.67	5.71	0.96	6.65	5.73	0.92	6.33	5.38	0.95	6.70	5.71	0.99
15. Able register for classes with few conflicts.	6.32	5.24	6.61	4.73	1.88	6.63	5.00	1.63	6.89	4.50	2.39	6.62	4.67	1.95
8. Classes scheduled at convenient times.	6.45	5.34	6.56	4.82	1.74	6.64	4.89	1.75	6.50	3.33	3.17	6.54	4.76	1.78
69. Good variety of courses provided on campus.	6.29	5.37	6.54	5.27	1.27	6.50	5.31	1.19	6.75	5.43	1.32	6.57	5.26	1.31
58. Faculty knowledgeable in their fields.	6.34	5.59	6.53	5.83	0.70	6.52	5.76	0.76	6.25	5.50	0.75	6.55	5.87	0.68
71. Campus item			6.52	5.83	0.69	6.49	5.75	0.74	6.86	5.29	1.57	6.52	5.86	0.66
70. Able to experience intellectual growth here.	6.28	5.53	6.50	5.76	0.74	6.50	5.75	0.75	6.63	6.00	0.63	6.51	5.77	0.74
31. Campus is safe and secure for all students.	6.27	5.30	6.44	5.47	0.97	6.41	5.23	1.18	5.89	5.29	0.60	6.45	5.53	0.92
77. Campus item			6.42	5.01	1.41	6.30	5.18	1.12	6.57	5.00	1.57	6.47	4.95	1.52
61. Faculty avail. after class/during ofc. hours.	6.21	5.48	6.41	5.76	0.65	6.36	5.72	0.64	6.43	6.00	0.43	6.43	5.77	0.66
14. Library resources and services are adequate.	6.18	5.14	6.40	5.15	1.25	6.35	5.05	1.30	6.22	4.63	1.59	6.42	5.19	1.23
39. Student parking space on	6.14	4.24	6.40	3.77	2.63	6.35	4.25	2.10	6.22	3.71	2.51	6.41	3.58	2.83

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Associate degree			Vocational/technical			Transfer to another instituti		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
campus is adequate.														
72. Campus item			6.40	5.08	1.32	6.39	5.02	1.37	6.57	5.29	1.28	6.42	5.07	1.35
29. Faculty fair/unbiased in treatment students.	6.24	5.16	6.38	5.39	0.99	6.35	5.19	1.16	6.11	4.63	1.48	6.43	5.43	1.00
40. Acad. adv. knowledge - transfer requirements.	6.05	4.92	6.38	4.82	1.56	6.27	4.93	1.34	6.00	4.83	1.17	6.42	4.79	1.63
5. Registration personnel are helpful.	6.12	5.27	6.36	5.36	1.00	6.28	5.38	0.90	6.00	4.57	1.43	6.40	5.33	1.07
75. Campus item			6.36	5.69	0.67	6.34	5.64	0.70	6.14	5.43	0.71	6.37	5.69	0.68
76. Campus item			6.36	5.79	0.57	6.31	5.72	0.59	6.14	5.29	0.85	6.38	5.82	0.56
6. My academic advisor is approachable.	6.19	5.33	6.35	4.92	1.43	6.29	4.92	1.37	6.75	4.38	2.37	6.36	4.87	1.49
66. Program requirements are clear/reasonable.	6.24	5.40	6.34	5.45	0.89	6.31	5.39	0.92	6.38	5.14	1.24	6.36	5.44	0.92
78. Campus item			6.34	5.32	1.02	6.35	5.34	1.01	6.50	4.14	2.36	6.34	5.31	1.03
35. Policies/proced. re: regist/course selection.	6.15	5.29	6.33	5.27	1.06	6.39	5.32	1.07	6.00	4.57	1.43	6.32	5.26	1.06
52. School does what can help reach educ. goals.	6.21	5.05	6.32	4.95	1.37	6.32	4.90	1.42	6.57	4.83	1.74	6.34	4.93	1.41
32. Acad. advisor knowledgeable of requirements.	6.26	5.27	6.28	4.75	1.53	6.10	4.69	1.41	6.13	3.83	2.30	6.35	4.77	1.58

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Associate degree			Vocational/technical			Transfer to another instituti		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
24. Parking lots are well-lighted and secure.	6.15	4.81	6.26	4.85	1.41	6.33	4.76	1.57	6.50	4.38	2.12	6.23	4.87	1.36
65. Students notified early if doing poorly.	6.16	4.85	6.25	4.89	1.36	6.34	4.81	1.53	6.50	4.83	1.67	6.22	4.87	1.35
41. Admissions staff are knowledgeable.	6.09	5.22	6.24	5.41	0.83	6.23	5.31	0.92	6.13	5.50	0.63	6.26	5.42	0.84
16. Concern shown for students as individuals.	6.13	4.97	6.23	4.74	1.49	6.28	4.81	1.47	6.11	4.00	2.11	6.21	4.70	1.51
28. Enjoyable experience to be student on campus.	6.04	5.29	6.23	5.67	0.56	6.14	5.55	0.59	6.75	5.43	1.32	6.25	5.66	0.59
43. Class change (drop/add) policies reasonable.	6.01	5.24	6.22	5.65	0.57	6.21	5.52	0.69	6.50	5.83	0.67	6.22	5.68	0.54
46. Faculty provide feedback/progress in courses.	6.12	5.16	6.22	4.92	1.30	6.28	5.08	1.20	6.38	4.67	1.71	6.22	4.87	1.35
63. Seldom get "run-around" on campus.	6.07	4.92	6.20	5.12	1.08	6.31	5.23	1.08	6.25	4.83	1.42	6.20	5.09	1.11
68. The campus is well-maintained.	6.12	5.56	6.16	6.07	0.09	6.18	5.95	0.23	6.13	5.83	0.30	6.18	6.12	0.06
12. Acad. advisor helps set goals to work toward.	5.93	4.82	6.15	4.58	1.57	6.20	4.71	1.49	5.44	3.50	1.94	6.15	4.53	1.62
25. Acad advisor concerned success as individual.	6.08	4.94	6.13	4.61	1.52	6.09	4.70	1.39	6.00	4.00	2.00	6.17	4.53	1.64

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Associate degree			Vocational/technical			Transfer to another instituti		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
73. Campus item			6.13	5.41	0.72	6.22	5.38	0.84	6.29	4.57	1.72	6.11	5.43	0.68
80. Campus item			6.13	5.56	0.57	6.19	5.66	0.53	5.86	5.00	0.86	6.13	5.56	0.57
36. Students made to feel welcome on campus.	6.10	5.37	6.12	5.50	0.62	5.98	5.43	0.55	5.56	4.86	0.70	6.16	5.50	0.66
23. Faculty understanding of life circumstances.	6.07	4.98	6.11	5.04	1.07	6.25	5.18	1.07	6.11	4.00	2.11	6.12	5.01	1.11
48. Counsel. staff care about students.	6.01	5.01	6.11	4.87	1.24	6.00	4.83	1.17	6.00	5.17	0.83	6.12	4.83	1.29
34. Computer labs are adequate and accessible.	6.15	5.07	6.09	4.97	1.12	6.16	4.92	1.24	5.89	4.50	1.39	6.09	4.97	1.12
74. Campus item			6.08	5.30	0.78	6.05	5.25	0.80	6.14	4.57	1.57	6.12	5.35	0.77
11. Security staff respond quickly in emergencies	5.81	4.61	6.06	4.70	1.36	6.02	4.68	1.34	6.43	4.14	2.29	6.05	4.67	1.38
64. Classes - practical experiences/applicable.	6.06	5.28	6.06	5.22	0.84	6.22	5.33	0.89	6.25	4.83	1.42	6.06	5.17	0.89
7. Financial aid available for most students.	6.17	4.93	6.05	4.51	1.54	5.89	4.49	1.40	6.22	4.00	2.22	6.08	4.49	1.59
26. Library staff are helpful and approachable.	5.92	5.19	6.05	5.45	0.60	6.06	5.32	0.74	6.50	4.63	1.87	6.06	5.51	0.55
51. Convenient ways of paying school bill.	6.13	5.16	6.05	5.09	0.96	6.04	4.88	1.16	6.38	5.40	0.98	6.04	5.10	0.94

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Associate degree			Vocational/technical			Transfer to another instituti		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
42. Equip. in lab facilities is kept up to date.	6.14	5.05	6.04	5.05	0.99	5.94	4.96	0.98	6.43	5.60	0.83	6.06	5.06	1.00
47. Adequate services to help decide career.	6.02	5.01	6.04	4.68	1.36	6.12	4.64	1.48	6.13	5.17	0.96	6.03	4.67	1.36
27. The campus staff are caring and helpful.	5.99	5.21	6.03	5.38	0.65	6.06	5.50	0.56	6.25	5.14	1.11	6.03	5.36	0.67
21. Sufficient number of study areas on campus.	5.87	5.01	6.02	5.23	0.79	6.10	5.08	1.02	5.56	5.13	0.43	6.02	5.27	0.75
50. Tutoring services are readily available.	5.96	5.17	6.02	5.11	0.91	6.06	5.10	0.96	6.13	5.33	0.80	5.99	5.08	0.91
45. Institution has good reputation in community.	6.03	5.45	6.01	5.78	0.23	6.08	5.83	0.25	6.25	5.67	0.58	5.97	5.77	0.20
54. Faculty interested in my academic problems.	6.00	5.03	6.01	4.91	1.10	6.10	4.91	1.19	5.75	4.83	0.92	5.98	4.87	1.11
13. Financial aid awards announced in time.	5.94	4.60	6.00	4.17	1.83	5.96	4.34	1.62	5.88	3.78	2.10	6.01	4.10	1.91
53. Assess/course placement proced. reasonable.	5.95	5.12	6.00	4.92	1.08	5.97	5.03	0.94	6.38	4.67	1.71	6.04	4.89	1.15
49. Admiss. counselors respond to needs/requests.	5.90	4.96	5.98	4.85	1.13	6.04	4.79	1.25	5.75	4.67	1.08	5.96	4.80	1.16
2. Faculty care about me as an individual.	5.96	5.26	5.97	5.15	0.82	5.75	5.20	0.55	5.67	4.00	1.67	6.01	5.11	0.90



### Comparative Summary Analysis

Item	Our Target Groups														
	National Group			Our Institution			Associate degree			Vocational/technical			Transfer to another instituti		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
37. Faculty consider differences as teach course.	6.04	5.03	0.93	5.93	5.00	0.93	6.02	5.01	1.01	5.44	5.14	0.30	5.92	5.00	0.92
57. Administrators are approachable to students.	5.93	5.05	1.02	5.93	4.91	1.02	6.04	4.92	1.12	5.63	4.50	1.13	5.91	4.88	1.03
60. Billing policies are reasonable.	6.01	5.10	0.79	5.92	5.13	0.79	5.93	4.99	0.94	6.13	4.50	1.63	5.90	5.18	0.72
55. Acad. support svcs. meet needs of students.	5.87	5.00	1.01	5.91	4.90	1.01	6.05	4.85	1.20	5.88	4.67	1.21	5.89	4.89	1.00
56. Business office open hours convenient.	6.02	5.27	0.95	5.91	4.96	0.95	5.97	4.73	1.24	6.50	4.14	2.36	5.87	5.00	0.87
62. Bookstore staff are helpful.	5.92	5.26	0.15	5.91	5.76	0.15	6.02	5.64	0.38	6.00	4.86	1.14	5.88	5.81	0.07
79. Campus item				5.90	5.11	0.79	5.92	5.12	0.80	5.40	4.50	0.90	5.92	5.13	0.79
20. Financial aid counselors are helpful.	6.00	4.89	1.41	5.87	4.46	1.41	5.86	4.57	1.29	6.38	4.86	1.52	5.85	4.37	1.48
22. People on campus respect /support. of others.	5.84	4.99	0.58	5.85	5.27	0.58	5.83	5.18	0.65	5.33	4.75	0.58	5.86	5.29	0.57
67. Channels - express student complaints avail.	5.90	4.67	1.44	5.84	4.40	1.44	5.87	4.49	1.38	5.50	5.00	0.50	5.86	4.31	1.55
3. Instruction in voc/tech programs excellent.	6.09	5.30	0.72	5.80	5.08	0.72	5.85	5.17	0.68	5.88	4.29	1.59	5.78	5.05	0.73
87. Factor in decision to enroll: Cost	6.16			5.77			5.75			6.33			5.77		

### Comparative Summary Analysis

Item	National Group			Our Institution			Associate degree			Vocational/technical			Transfer to another institution		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	30. Career services help students to get jobs.	5.90	4.87	1.13	5.74	4.61	1.13	5.70	4.48	1.22	5.71	4.80	0.91	5.76	4.63
9. Internships/practical experiences provided.	5.94	4.98	1.57	5.72	4.15	1.57	5.75	4.27	1.48	6.13	3.86	2.27	5.74	4.07	1.67
59. Orientation services help students adjust.	5.77	5.05	0.72	5.63	4.91	0.72	5.74	4.86	0.88	5.13	4.83	0.30	5.60	4.90	0.70
93. Factor to enroll: Geographic setting	5.32			5.61			5.49			5.56			5.65		
33. Admiss. counselors accurately portray campus.	5.69	4.90	0.79	5.54	4.75	0.79	5.31	4.55	0.76	5.50	4.50	1.00	5.61	4.79	0.82
89. Factor to enroll: Academic reputation	5.77			5.49			5.28			5.56			5.54		
4. Security staff are helpful.	5.39	4.67	0.80	5.44	4.64	0.80	5.46	4.60	0.86	6.00	4.25	1.75	5.41	4.63	0.78
44. Generally know what's happening on campus.	5.47	4.75	0.79	5.37	4.58	0.79	5.39	4.37	1.02	5.00	5.50	-0.50	5.38	4.60	0.78
1. Students feel a sense of belonging.	5.38	5.15	0.12	5.29	5.17	0.12	5.13	5.18	-0.05	5.78	5.00	0.78	5.32	5.17	0.15
38. Student center is comfortable place.	5.54	4.89	0.27	5.29	5.02	0.27	5.50	5.12	0.38	5.56	4.71	0.85	5.24	5.01	0.23
94. Factor to enroll: Campus appearance	5.07			5.00			4.89			4.78			5.05		

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Associate degree			Vocational/technical			Transfer to another instituti		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
88. Factor in decision to enroll: Financial aid	5.71		4.79			4.93			5.67			4.75		
95. Factor to enroll: Personal attention prior	5.26		4.70			4.64			4.22			4.67		
19. Support services for displaced homemakers.	4.94	4.54	4.63	4.46	0.17	4.80	4.42	0.38	5.20	4.80	0.40	4.48	4.41	0.07
90. Factor to enroll: Size of institution	5.07		4.63			4.89			4.56			4.58		
10. Child care facilities available on campus.	4.60	4.19	4.55	4.21	0.34	4.66	3.94	0.72	4.50	4.17	0.33	4.48	4.28	0.20
92. Factor to enroll: Recommend from family	4.66		4.49			4.57			3.33			4.48		
17. Veterans' Services program are helpful.	4.44	4.38	4.28	4.43	-0.15	4.54	4.63	-0.09	4.40	4.00	0.40	4.14	4.33	-0.19
91. Factor to enroll: Opportunity to play sports	3.22		3.27			3.14			3.22			3.25		
81. Inst's commit to part-time students?		5.41		5.46			5.28			3.78			5.55	
82. Inst's commit to evening students?		5.31		5.18			4.96			4.11			5.29	
83. Inst's commit to older, returning learners?		5.44		5.30			5.03			4.38			5.41	

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Associate degree			Vocational/technical			Transfer to another instituti		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
84. Inst's commit to under-represent populations?		5.17		5.06			4.95			4.43			5.13	
85. Inst's commit to commuters?		5.18		5.12			5.01			4.33			5.18	
86. Inst's commit to student with disabilities?		5.29		5.32			5.18			4.00			5.40	



### Comparative Summary Analysis

Scale	National Group		Our Institution			Our Target Groups								
	Importance	Satisfaction	Importance	Satisfaction	Gap	N = 7			N = 7			N = 14		
						Certification (initial / rene			Self-improvement/pleasure			Job-related training		
Academic Advising/Counseling	6.11	5.05	6.25	4.79	1.46	6.06	5.79	0.27	5.96	4.35	1.61	6.19	5.66	0.53
Academic Services	6.01	5.09	6.08	5.14	0.94	6.09	5.31	0.78	5.78	4.36	1.42	6.24	5.45	0.79
Admissions and Financial Aid	5.97	4.92	5.96	4.72	1.24	6.04	5.00	1.04	5.69	4.64	1.05	6.27	5.65	0.62
Campus Climate	5.94	5.10	5.97	5.15	0.82	5.84	5.46	0.38	5.86	5.28	0.58	6.10	5.65	0.45
Campus Support Services	5.40	4.76	5.26	4.66	0.60	5.26	4.96	0.30	5.27	4.35	0.92	5.77	5.21	0.56
Concern for the Individual	6.08	5.07	6.16	4.97	1.19	6.04	5.48	0.56	6.15	5.08	1.07	6.27	5.76	0.51
Instructional Effectiveness	6.18	5.26	6.28	5.31	0.97	6.11	5.42	0.69	6.22	5.16	1.06	6.28	5.92	0.36
Registration Effectiveness	6.13	5.24	6.22	5.20	1.02	6.18	5.46	0.72	6.24	5.04	1.20	6.29	5.61	0.68
Responsiveness to Diverse Populations		5.30		5.24			5.56			4.83			5.31	
Safety and Security	5.96	4.74	6.12	4.68	1.44	6.25	5.10	1.15	6.17	4.60	1.57	6.44	5.12	1.32
Service Excellence	5.91	5.04	5.95	5.15	0.80	5.82	5.35	0.47	5.73	5.04	0.69	6.08	5.70	0.38
Student Centeredness	5.93	5.17	5.97	5.24	0.73	5.56	5.53	0.03	5.87	5.32	0.55	6.09	5.70	0.39

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Certification (initial / rene			Self-improvement/pleasure			Job-related training		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
18. Quality of instruction in classes excellent.	6.48	5.53	6.67	5.71	0.96	6.00	5.86	0.14	6.86	5.71	1.15	6.64	6.29	0.35
15. Able register for classes with few conflicts.	6.32	5.24	6.61	4.73	1.88	6.67	4.86	1.81	6.57	4.43	2.14	6.46	5.08	1.38
8. Classes scheduled at convenient times.	6.45	5.34	6.56	4.82	1.74	6.33	5.71	0.62	6.43	5.57	0.86	6.64	4.93	1.71
69. Good variety of courses provided on campus.	6.29	5.37	6.54	5.27	1.27	6.50	5.33	1.17	6.29	4.14	2.15	6.54	5.23	1.31
58. Faculty knowledgeable in their fields.	6.34	5.59	6.53	5.83	0.70	6.17	6.17	0.00	6.50	6.00	0.50	6.69	6.15	0.54
71. Campus item			6.52	5.83	0.69	6.75	6.00	0.75	6.43	5.57	0.86	6.69	6.38	0.31
70. Able to experience intellectual growth here.	6.28	5.53	6.50	5.76	0.74	6.50	6.17	0.33	6.57	5.57	1.00	6.64	5.71	0.93
31. Campus is safe and secure for all students.	6.27	5.30	6.44	5.47	0.97	6.67	5.57	1.10	6.67	5.83	0.84	6.62	5.42	1.20
77. Campus item			6.42	5.01	1.41	6.25	5.25	1.00	6.25	4.75	1.50	6.25	5.80	0.45
61. Faculty avail. after class/during ofc. hours.	6.21	5.48	6.41	5.76	0.65	6.17	6.00	0.17	6.20	5.40	0.80	6.29	6.14	0.15
14. Library resources and services are adequate.	6.18	5.14	6.40	5.15	1.25	6.67	4.86	1.81	6.60	3.75	2.85	6.46	5.17	1.29
39. Student parking space on	6.14	4.24	6.40	3.77	2.63	6.67	4.67	2.00	5.86	4.50	1.36	6.71	5.36	1.35

### Comparative Summary Analysis

Item	Our Target Groups														
	National Group		Our Institution			Certification (initial / rene			Self-improvement/pleasure			Job-related training			
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
campus is adequate.															
72. Campus item			6.40	5.08	1.32	6.50	6.25	0.25	6.00	5.67	0.33	6.40	5.63	0.77	
29. Faculty fair/unbiased in treatment students.	6.24	5.16	6.38	5.39	0.99	6.50	5.14	1.36	6.29	5.86	0.43	6.15	5.77	0.38	
40. Acad. adv. knowledge - transfer requirements.	6.05	4.92	6.38	4.82	1.56	6.40	5.50	0.90	6.00	4.50	1.50	6.18	5.63	0.55	
5. Registration personnel are helpful.	6.12	5.27	6.36	5.36	1.00	5.86	5.71	0.15	6.14	4.43	1.71	6.64	6.07	0.57	
75. Campus item			6.36	5.69	0.67	6.60	6.00	0.60	5.83	5.83	0.00	6.69	6.46	0.23	
76. Campus item			6.36	5.79	0.57	6.20	5.00	1.20	6.17	5.83	0.34	6.69	6.23	0.46	
6. My academic advisor is approachable.	6.19	5.33	6.35	4.92	1.43	5.83	6.00	-0.17	6.00	4.33	1.67	6.45	6.10	0.35	
66. Program requirements are clear/reasonable.	6.24	5.40	6.34	5.45	0.89	6.00	5.67	0.33	6.29	5.43	0.86	6.36	6.21	0.15	
78. Campus item			6.34	5.32	1.02	6.50	5.50	1.00	6.33	5.33	1.00	6.38	6.17	0.21	
35. Policies/proced. re: regist/course selection.	6.15	5.29	6.33	5.27	1.06	6.50	4.83	1.67	6.43	5.43	1.00	6.31	5.46	0.85	
52. School does what can help reach educ. goals.	6.21	5.05	6.32	4.95	1.37	6.40	6.00	0.40	6.60	5.20	1.40	6.25	5.60	0.65	
32. Acad. advisor knowledgeable of requirements.	6.26	5.27	6.28	4.75	1.53	6.20	5.17	1.03	5.67	3.50	2.17	6.09	5.38	0.71	



### Comparative Summary Analysis

Item	National Group			Our Institution			Certification (initial / rene			Self-improvement/pleasure			Job-related training		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
24. Parking lots are well-lighted and secure.	6.15	4.81	1.41	6.26	4.85	1.41	6.17	5.57	0.60	6.43	4.50	1.93	6.38	4.85	1.53
65. Students notified early if doing poorly.	6.16	4.85	1.36	6.25	4.89	1.36	6.33	4.40	1.93	6.17	5.25	0.92	6.00	5.80	0.20
41. Admissions staff are knowledgeable.	6.09	5.22	0.83	6.24	5.41	0.83	6.50	5.50	1.00	6.00	5.00	1.00	6.08	6.25	-0.17
16. Concern shown for students as individuals.	6.13	4.97	1.49	6.23	4.74	1.49	6.33	5.43	0.90	6.50	5.00	1.50	6.50	5.54	0.96
28. Enjoyable experience to be student on campus.	6.04	5.29	0.56	6.23	5.67	0.56	6.33	6.14	0.19	6.29	6.00	0.29	6.23	6.23	0.00
43. Class change (drop/add) policies reasonable.	6.01	5.24	0.57	6.22	5.65	0.57	6.00	6.20	-0.20	5.57	4.57	1.00	6.31	6.25	0.06
46. Faculty provide feedback/progress in courses.	6.12	5.16	1.30	6.22	4.92	1.30	6.00	5.67	0.33	5.86	4.14	1.72	6.25	5.75	0.50
63. Seldom get "run-around" on campus.	6.07	4.92	1.08	6.20	5.12	1.08	6.50	5.20	1.30	6.00	5.40	0.60	5.92	5.62	0.30
68. The campus is well-maintained.	6.12	5.56	0.09	6.16	6.07	0.09	6.17	6.33	-0.16	4.83	5.50	-0.67	6.15	6.00	0.15
12. Acad. advisor helps set goals to work toward.	5.93	4.82	1.57	6.15	4.58	1.57	5.83	6.00	-0.17	5.67	3.67	2.00	5.91	5.63	0.28
25. Acad advisor concerned success as individual.	6.08	4.94	1.52	6.13	4.61	1.52	6.00	6.00	0.00	5.50	3.50	2.00	6.09	5.44	0.65

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Certification (initial / rene			Self-improvement/pleasure			Job-related training		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
73. Campus item			6.13	5.41	0.72	6.00	6.00	0.00	6.00	5.75	0.25	6.40	6.11	0.29
80. Campus item			6.13	5.56	0.57	6.00	5.75	0.25	5.75	5.50	0.25	6.38	5.92	0.46
36. Students made to feel welcome on campus.	6.10	5.37	6.12	5.50	0.62	5.67	5.83	-0.16	5.86	5.71	0.15	6.29	6.00	0.29
23. Faculty understanding of life circumstances.	6.07	4.98	6.11	5.04	1.07	6.00	4.67	1.33	6.00	4.67	1.33	5.93	5.71	0.22
48. Counsel. staff care about students.	6.01	5.01	6.11	4.87	1.24	5.80	5.80	0.00	6.00	4.67	1.33	6.36	5.78	0.58
34. Computer labs are adequate and accessible.	6.15	5.07	6.09	4.97	1.12	6.00	5.40	0.60	5.25	4.33	0.92	6.42	5.42	1.00
74. Campus item			6.08	5.30	0.78	6.67	6.00	0.67	5.00	5.00	0.00	5.50	5.57	-0.07
11. Security staff respond quickly in emergencies	5.81	4.61	6.06	4.70	1.36	6.25	5.67	0.58	6.20	3.67	2.53	6.36	4.75	1.61
64. Classes - practical experiences/applicable.	6.06	5.28	6.06	5.22	0.84	5.67	5.17	0.50	6.00	5.20	0.80	6.00	5.92	0.08
7. Financial aid available for most students.	6.17	4.93	6.05	4.51	1.54	6.00	4.75	1.25	6.50	4.00	2.50	6.30	6.00	0.30
26. Library staff are helpful and approachable.	5.92	5.19	6.05	5.45	0.60	5.20	4.80	0.40	5.75	4.75	1.00	6.20	6.00	0.20
51. Convenient ways of paying school bill.	6.13	5.16	6.05	5.09	0.96	6.60	5.00	1.60	6.20	5.25	0.95	5.67	5.55	0.12

### Comparative Summary Analysis

Item	National Group			Our Institution			Certification (initial / rene			Self-improvement/pleasure			Job-related training		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	42. Equip. in lab facilities is kept up to date.	6.14	5.05	0.99	6.04	5.05	0.99	6.40	5.80	0.60	5.80	3.75	2.05	6.09	5.33
47. Adequate services to help decide career.	6.02	5.01	1.36	6.04	4.68	1.36	5.00	5.00	0.00	6.67	3.50	3.17	6.18	5.00	1.18
27. The campus staff are caring and helpful.	5.99	5.21	0.65	6.03	5.38	0.65	6.00	5.14	0.86	6.00	4.71	1.29	6.00	5.82	0.18
21. Sufficient number of study areas on campus.	5.87	5.01	0.79	6.02	5.23	0.79	6.00	5.60	0.40	5.80	4.80	1.00	6.08	4.62	1.46
50. Tutoring services are readily available.	5.96	5.17	0.91	6.02	5.11	0.91	6.50	5.50	1.00	5.60	4.00	1.60	6.31	6.20	0.11
45. Institution has good reputation in community.	6.03	5.45	0.23	6.01	5.78	0.23	5.83	5.33	0.50	6.00	5.86	0.14	6.14	6.14	0.00
54. Faculty interested in my academic problems.	6.00	5.03	1.10	6.01	4.91	1.10	5.83	5.33	0.50	5.83	5.50	0.33	6.46	6.08	0.38
13. Financial aid awards announced in time.	5.94	4.60	1.83	6.00	4.17	1.83	6.00	4.25	1.75	6.33	4.00	2.33	6.30	4.75	1.55
53. Assess/course placement proced. reasonable.	5.95	5.12	1.08	6.00	4.92	1.08	6.00	5.67	0.33	6.00	4.20	1.80	5.82	5.50	0.32
49. Admiss. counselors respond to needs/requests.	5.90	4.96	1.13	5.98	4.85	1.13	6.33	5.75	0.58	5.67	5.40	0.27	6.40	5.89	0.51
2. Faculty care about me as an individual.	5.96	5.26	0.82	5.97	5.15	0.82	5.57	5.29	0.28	6.14	5.00	1.14	6.21	6.14	0.07

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Certification (initial / rene			Self-improvement/pleasure			Job-related training		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
37. Faculty consider differences as teach course.	6.04	5.03	5.93	5.00	0.93	6.33	4.83	1.50	6.00	4.67	1.33	5.71	5.85	-0.14
57. Administrators are approachable to students.	5.93	5.05	5.93	4.91	1.02	5.00	5.50	-0.50	5.40	5.25	0.15	6.18	5.60	0.58
60. Billing policies are reasonable.	6.01	5.10	5.92	5.13	0.79	5.60	5.33	0.27	6.20	4.60	1.60	5.89	5.60	0.29
55. Acad. support svcs. meet needs of students.	5.87	5.00	5.91	4.90	1.01	5.80	5.50	0.30	5.50	5.00	0.50	6.08	5.80	0.28
56. Business office open hours convenient.	6.02	5.27	5.91	4.96	0.95	5.80	5.60	0.20	6.29	5.33	0.96	6.23	5.23	1.00
62. Bookstore staff are helpful.	5.92	5.26	5.91	5.76	0.15	6.20	5.83	0.37	6.33	5.83	0.50	6.21	6.29	-0.08
79. Campus item			5.90	5.11	0.79	6.25	5.75	0.50	5.00	4.00	1.00	6.20	5.86	0.34
20. Financial aid counselors are helpful.	6.00	4.89	5.87	4.46	1.41	5.75	4.25	1.50	5.00	4.33	0.67	6.55	5.13	1.42
22. People on campus respect /support. of others.	5.84	4.99	5.85	5.27	0.58	6.17	5.00	1.17	5.83	6.00	-0.17	6.23	5.46	0.77
67. Channels - express student complaints avail.	5.90	4.67	5.84	4.40	1.44	6.40	6.00	0.40	5.00	4.00	1.00	5.83	4.90	0.93
3. Instruction in voc/tech programs excellent.	6.09	5.30	5.80	5.08	0.72	5.50	5.17	0.33	5.60	4.75	0.85	6.36	5.71	0.65
87. Factor in decision to enroll: Cost	6.16		5.77			5.83			5.43			5.85		

### Comparative Summary Analysis

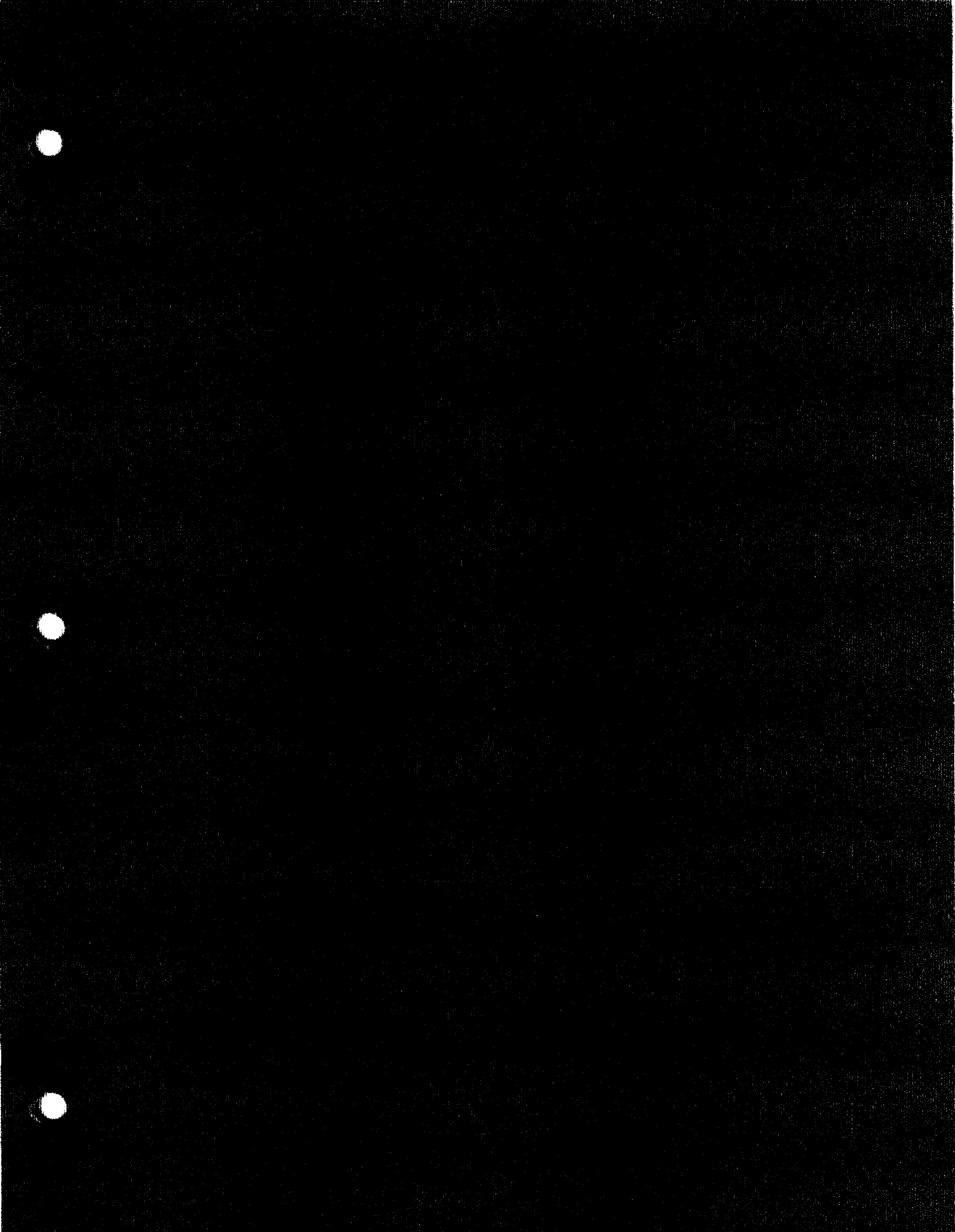
Item	Our Target Groups													
	National Group		Our Institution			Certification (initial / rene			Self-improvement/pleasure			Job-related training		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
30. Career services help students to get jobs.	5.90	4.87	5.74	4.61	1.13	6.80	4.60	2.20	5.25	4.00	1.25	6.00	5.43	0.57
9. Internships/practical experiences provided.	5.94	4.98	5.72	4.15	1.57	4.75	5.25	-0.50	5.67	4.00	1.67	5.64	4.45	1.19
59. Orientation services help students adjust.	5.77	5.05	5.63	4.91	0.72	5.80	5.25	0.55	5.25	4.00	1.25	6.25	5.67	0.58
93. Factor to enroll: Geographic setting	5.32		5.61			4.83			4.50			6.46		
33. Admiss. counselors accurately portray campus.	5.69	4.90	5.54	4.75	0.79	5.50	5.20	0.30	4.00	4.00	0.00	6.00	5.50	0.50
89. Factor to enroll: Academic reputation	5.77		5.49			5.80			4.71			5.58		
4. Security staff are helpful.	5.39	4.67	5.44	4.64	0.80	5.50	4.17	1.33	5.60	3.75	1.85	6.08	5.09	0.99
44. Generally know what's happening on campus.	5.47	4.75	5.37	4.58	0.79	5.17	5.17	0.00	4.67	4.50	0.17	5.42	5.33	0.09
1. Students feel a sense of belonging.	5.38	5.15	5.29	5.17	0.12	4.29	5.14	-0.85	5.14	5.14	0.00	5.31	4.92	0.39
38. Student center is comfortable place.	5.54	4.89	5.29	5.02	0.27	5.20	5.00	0.20	4.67	4.33	0.34	5.27	5.56	-0.29
94. Factor to enroll: Campus appearance	5.07		5.00			4.17			3.43			4.75		

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Certification (initial / rene			Self-improvement/pleasure			Job-related training		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
88. Factor in decision to enroll: Financial aid	5.71		4.79			6.25			3.00			4.45		
95. Factor to enroll: Personal attention prior	5.26		4.70			4.83			4.71			4.33		
19. Support services for displaced homemakers.	4.94	4.54	4.63	4.46	0.17	5.00	5.00	0.00	5.00	4.75	0.25	5.91	4.88	1.03
90. Factor to enroll: Size of institution	5.07		4.63			4.80			3.17			4.58		
10. Child care facilities available on campus.	4.60	4.19	4.55	4.21	0.34	4.00	5.00	-1.00	5.00	4.33	0.67	5.11	4.57	0.54
92. Factor to enroll: Recommend from family	4.66		4.49			4.50			3.71			4.08		
17. Veterans' Services program are helpful.	4.44	4.38	4.28	4.43	-0.15	4.50	5.00	-0.50	5.25	5.00	0.25	5.44	5.25	0.19
91. Factor to enroll: Opportunity to play sports	3.22		3.27			2.00			2.33			3.80		
81. Inst's commit to part-time students?		5.41		5.46			6.00			5.50			5.79	
82. Inst's commit to evening students?		5.31		5.18			6.17			5.00			4.79	
83. Inst's commit to older, returning learners?		5.44		5.30			5.00			4.60			5.79	

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Certification (initial / rene			Self-improvement/pleasure			Job-related training		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
84. Inst's commit to under-represent populations?		5.17		5.06			5.00			4.75			4.85	
85. Inst's commit to commuters?		5.18		5.12			5.00			4.00			5.00	
86. Inst's commit to student with disabilities?		5.29		5.32			5.50			4.75			5.62	





### Comparative Summary Analysis

Scale	Our Target Groups													
	National Group		Our Institution			Other educational goal <i>N = 23</i>								
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising/Counseling	6.11	5.05	6.25	4.79	1.46	5.98	4.77	1.21						
Academic Services	6.01	5.09	6.08	5.14	0.94	5.76	4.89	0.87						
Admissions and Financial Aid	5.97	4.92	5.96	4.72	1.24	5.70	4.58	1.12						
Campus Climate	5.94	5.10	5.97	5.15	0.82	5.78	4.93	0.85						
Campus Support Services	5.40	4.76	5.26	4.66	0.60	5.12	4.49	0.63						
Concern for the Individual	6.08	5.07	6.16	4.97	1.19	5.94	5.16	0.78						
Instructional Effectiveness	6.18	5.26	6.28	5.31	0.97	5.92	5.22	0.70						
Registration Effectiveness	6.13	5.24	6.22	5.20	1.02	6.09	5.13	0.96						
Responsiveness to Diverse Populations		5.30		5.24			4.95							
Safety and Security	5.96	4.74	6.12	4.68	1.44	5.94	4.63	1.31						
Service Excellence	5.91	5.04	5.95	5.15	0.80	5.68	4.82	0.86						
Student Centeredness	5.93	5.17	5.97	5.24	0.73	5.86	5.01	0.85						

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Other educational goal								
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
18. Quality of instruction in classes excellent.	6.48	5.53	6.67	5.71	0.96	6.35	5.30	1.05						
15. Able register for classes with few conflicts.	6.32	5.24	6.61	4.73	1.88	6.29	4.55	1.74						
8. Classes scheduled at convenient times.	6.45	5.34	6.56	4.82	1.74	6.55	5.22	1.33						
69. Good variety of courses provided on campus.	6.29	5.37	6.54	5.27	1.27	6.05	5.18	0.87						
58. Faculty knowledgeable in their fields.	6.34	5.59	6.53	5.83	0.70	6.09	5.32	0.77						
71. Campus item			6.52	5.83	0.69	6.37	5.53	0.84						
70. Able to experience intellectual growth here.	6.28	5.53	6.50	5.76	0.74	5.86	5.55	0.31						
31. Campus is safe and secure for all students.	6.27	5.30	6.44	5.47	0.97	6.05	5.10	0.95						
77. Campus item			6.42	5.01	1.41	6.25	4.69	1.56						
61. Faculty avail. after class/during ofc. hours.	6.21	5.48	6.41	5.76	0.65	6.33	5.71	0.62						
14. Library resources and services are adequate.	6.18	5.14	6.40	5.15	1.25	6.00	4.75	1.25						
39. Student parking space on	6.14	4.24	6.40	3.77	2.63	6.36	3.82	2.54						

### Comparative Summary Analysis

Item	National Group		Our Institution			Other educational goal			Our Target Groups					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
campus is adequate.														
72. Campus item			6.40	5.08	1.32	6.00	4.75	1.25						
29. Faculty fair/unbiased in treatment students.	6.24	5.16	6.38	5.39	0.99	5.73	5.50	0.23						
40. Acad. adv. knowledge - transfer requirements.	6.05	4.92	6.38	4.82	1.56	6.00	4.13	1.87						
5. Registration personnel are helpful.	6.12	5.27	6.36	5.36	1.00	6.26	5.50	0.76						
75. Campus item			6.36	5.69	0.67	6.06	5.18	0.88						
76. Campus item			6.36	5.79	0.57	6.06	5.39	0.67						
6. My academic advisor is approachable.	6.19	5.33	6.35	4.92	1.43	6.42	5.17	1.25						
66. Program requirements are clear/reasonable.	6.24	5.40	6.34	5.45	0.89	5.95	5.43	0.52						
78. Campus item			6.34	5.32	1.02	6.06	5.06	1.00						
35. Policies/proced. re: regist/course selection.	6.15	5.29	6.33	5.27	1.06	6.05	5.43	0.62						
52. School does what can help reach educ. goals.	6.21	5.05	6.32	4.95	1.37	5.70	4.81	0.89						
32. Acad. advisor knowledgeable of requirements.	6.26	5.27	6.28	4.75	1.53	5.94	4.47	1.47						

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Other educational goal								
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
24. Parking lots are well-lighted and secure.	6.15	4.81	6.26	4.85	1.41	6.05	4.62	1.43						
65. Students notified early if doing poorly.	6.16	4.85	6.25	4.89	1.36	6.26	5.18	1.08						
41. Admissions staff are knowledgeable.	6.09	5.22	6.24	5.41	0.83	5.70	5.11	0.59						
16. Concern shown for students as individuals.	6.13	4.97	6.23	4.74	1.49	5.91	4.64	1.27						
28. Enjoyable experience to be student on campus.	6.04	5.29	6.23	5.67	0.56	6.09	5.59	0.50						
43. Class change (drop/add) policies reasonable.	6.01	5.24	6.22	5.65	0.57	6.10	5.20	0.90						
46. Faculty provide feedback/progress in courses.	6.12	5.16	6.22	4.92	1.30	5.86	4.77	1.09						
63. Seldom get "run-around" on campus.	6.07	4.92	6.20	5.12	1.08	5.71	4.70	1.01						
68. The campus is well-maintained.	6.12	5.56	6.16	6.07	0.09	5.70	5.48	0.22						
12. Acad. advisor helps set goals to work toward.	5.93	4.82	6.15	4.58	1.57	6.11	4.35	1.76						
25. Acad advisor concerned success as individual.	6.08	4.94	6.13	4.61	1.52	5.68	5.11	0.57						

### Comparative Summary Analysis

Item	Our Target Groups														
	National Group		Our Institution			Other educational goal									
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
73. Campus item			6.13	5.41	0.72	5.76	4.81	0.95							
80. Campus item			6.13	5.56	0.57	5.53	4.79	0.74							
36. Students made to feel welcome on campus.	6.10	5.37	6.12	5.50	0.62	6.13	5.36	0.77							
23. Faculty understanding of life circumstances.	6.07	4.98	6.11	5.04	1.07	5.41	4.91	0.50							
48. Counsel. staff care about students.	6.01	5.01	6.11	4.87	1.24	6.05	5.11	0.94							
34. Computer labs are adequate and accessible.	6.15	5.07	6.09	4.97	1.12	5.84	4.81	1.03							
74. Campus item			6.08	5.30	0.78	5.88	5.00	0.88							
11. Security staff respond quickly in emergencies	5.81	4.61	6.06	4.70	1.36	5.95	5.20	0.75							
64. Classes - practical experiences/applicable.	6.06	5.28	6.06	5.22	0.84	5.10	5.11	-0.01							
7. Financial aid available for most students.	6.17	4.93	6.05	4.51	1.54	5.86	4.35	1.51							
26. Library staff are helpful and approachable.	5.92	5.19	6.05	5.45	0.60	5.57	4.68	0.89							
51. Convenient ways of paying school bill.	6.13	5.16	6.05	5.09	0.96	6.05	5.33	0.72							

### Comparative Summary Analysis

Item	National Group		Our Institution			Other educational goal			Our Target Groups					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
42. Equip. in lab facilities is kept up to date.	6.14	5.05	6.04	5.05	0.99	6.24	5.15	1.09						
47. Adequate services to help decide career.	6.02	5.01	6.04	4.68	1.36	5.61	4.65	0.96						
27. The campus staff are caring and helpful.	5.99	5.21	6.03	5.38	0.65	5.62	4.90	0.72						
21. Sufficient number of study areas on campus.	5.87	5.01	6.02	5.23	0.79	5.43	5.14	0.29						
50. Tutoring services are readily available.	5.96	5.17	6.02	5.11	0.91	5.95	5.00	0.95						
45. Institution has good reputation in community.	6.03	5.45	6.01	5.78	0.23	6.00	5.05	0.95						
54. Faculty interested in my academic problems.	6.00	5.03	6.01	4.91	1.10	5.90	4.75	1.15						
13. Financial aid awards announced in time.	5.94	4.60	6.00	4.17	1.83	5.83	4.26	1.57						
53. Assess/course placement proced. reasonable.	5.95	5.12	6.00	4.92	1.08	5.36	4.91	0.45						
49. Admiss. counselors respond to needs/requests.	5.90	4.96	5.98	4.85	1.13	5.68	4.47	1.21						
2. Faculty care about me as an individual.	5.96	5.26	5.97	5.15	0.82	6.30	5.43	0.87						

### Comparative Summary Analysis

Item	National Group		Our Institution			Other educational goal			Our Target Groups					
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
37. Faculty consider differences as teach course.	6.04	5.03	5.93	5.00	0.93	5.67	4.81	0.86						
57. Administrators are approachable to students.	5.93	5.05	5.93	4.91	1.02	6.00	4.63	1.37						
60. Billing policies are reasonable.	6.01	5.10	5.92	5.13	0.79	5.79	4.81	0.98						
55. Acad. support svcs. meet needs of students.	5.87	5.00	5.91	4.90	1.01	5.40	4.76	0.64						
56. Business office open hours convenient.	6.02	5.27	5.91	4.96	0.95	5.95	5.00	0.95						
62. Bookstore staff are helpful.	5.92	5.26	5.91	5.76	0.15	5.67	5.10	0.57						
79. Campus item			5.90	5.11	0.79	5.27	4.64	0.63						
20. Financial aid counselors are helpful.	6.00	4.89	5.87	4.46	1.41	5.84	4.71	1.13						
22. People on campus respect /support. of others.	5.84	4.99	5.85	5.27	0.58	5.52	5.09	0.43						
67. Channels - express student complaints avail.	5.90	4.67	5.84	4.40	1.44	5.32	4.55	0.77						
3. Instruction in voc/tech programs excellent.	6.09	5.30	5.80	5.08	0.72	5.68	5.25	0.43						
87. Factor in decision to enroll: Cost	6.16		5.77			5.67								

**Comparative Summary Analysis**

Item	National Group			Our Institution			Other educational goal			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	30. Career services help students to get jobs.	5.90	4.87	1.13	5.74	4.61	1.13	5.53	4.60	0.93		
9. Internships/practical experiences provided.	5.94	4.98	1.57	5.72	4.15	1.57	5.14	4.16	0.98			
59. Orientation services help students adjust.	5.77	5.05	0.72	5.63	4.91	0.72	5.41	4.94	0.47			
93. Factor to enroll: Geographic setting	5.32			5.61			5.33					
33. Admiss. counselors accurately portray campus.	5.69	4.90	0.79	5.54	4.75	0.79	5.22	4.59	0.63			
89. Factor to enroll: Academic reputation	5.77			5.49			5.95					
4. Security staff are helpful.	5.39	4.67	0.80	5.44	4.64	0.80	5.25	4.61	0.64			
44. Generally know what's happening on campus.	5.47	4.75	0.79	5.37	4.58	0.79	5.40	4.05	1.35			
1. Students feel a sense of belonging.	5.38	5.15	0.12	5.29	5.17	0.12	5.39	4.86	0.53			
38. Student center is comfortable place.	5.54	4.89	0.27	5.29	5.02	0.27	5.45	4.41	1.04			
94. Factor to enroll: Campus appearance	5.07			5.00			5.43					



### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Other educational goal								
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
88. Factor in decision to enroll: Financial aid	5.71		4.79			5.05								
95. Factor to enroll: Personal attention prior	5.26		4.70			5.52								
19. Support services for displaced homemakers.	4.94	4.54	4.63	4.46	0.17	4.69	4.73	-0.04						
90. Factor to enroll: Size of institution	5.07		4.63			4.95								
10. Child care facilities available on campus.	4.60	4.19	4.55	4.21	0.34	4.38	3.93	0.45						
92. Factor to enroll: Recommend from family	4.66		4.49			5.14								
17. Veterans' Services program are helpful.	4.44	4.38	4.28	4.43	-0.15	4.18	4.00	0.18						
91. Factor to enroll: Opportunity to play sports	3.22		3.27			3.95								
81. Inst's commit to part-time students?		5.41		5.46			4.94							
82. Inst's commit to evening students?		5.31		5.18			4.95							
83. Inst's commit to older, returning learners?		5.44		5.30			4.89							

### Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Other educational goal								
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
84. Inst's commit to under-represent populations?		5.17		5.06			4.79							
85. Inst's commit to commuters?		5.18		5.12			5.17							
86. Inst's commit to student with disabilities?		5.29		5.32			5.00							



Setting Priorities and Direction

# Student Satisfaction Inventory™

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# Setting Priorities and Direction

Now that you've identified the expectations of your students, you are ready to take the next critical step.

To effectively impact your campus, you'll want to focus on key campus issues that have been brought to light by this report, then proceed to develop awareness, increase readiness for action planning, and ultimately, design and implement your action agenda.

There are a variety of ways that campuses like yours are telling us they are using the Student Satisfaction Inventory data. These include:

- Setting a retention agenda
- Providing feedback to faculty, staff, and administrators
- Marketing the institution
- Strategic planning
- Providing feedback to students
- Preparing self-study materials for accreditation
- Influencing budget decisions
- Enhancing total quality management
- Pinpointing the specific expectations of different ethnic groups
- Targeting specific needs of on-campus residence vs. commuters
- Providing direction to individual departments/majors/programs
- Determining the satisfaction levels of special populations, including nontraditional students, part-time students, and students with disabilities

Institutions are telling us that sharing the information with all campus constituencies is important to begin the improvement process. It is important to balance the identified strengths and weaknesses when disseminating the information. Cabinet and trustee meetings, faculty meetings, committee sessions, the student newspaper and the student government are all vehicles being utilized on campuses to share the data and to begin assembling feedback. Further discussion in focus group sessions is a popular method to provide additional clarification of particular items and to begin problem-solving in targeted areas. (Campuses combining the use of the Student Satisfaction Inventory with the Institutional Priorities Survey focus first on those issues identified as priorities for action by *both* students and campus personnel.)

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The process for improvement can itself have a tremendous impact on your campus climate as you involve students, faculty, administration and staff in creating and implementing solutions.

As you move ahead, you are now in the best position to make significant gains in meeting your students' expectations because you know precisely where, and where not, to focus your time, money and effort. Setting priorities is easier than it was before, because no matter which efforts you apply these findings to, you know exactly what matters to your students.

For additional assistance in determining next steps, feel free to call Noel-Levitz at 800-876-1117. Or e-mail [julie-bryant@noellevitz.com](mailto:julie-bryant@noellevitz.com) to arrange for a convenient time to meet.