

## April 2016 Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	402	67.56%	1 year or less	235	40.17%
Male	193	32.44%	2 years	197	33.68%
Total	595	100.00%	3 years	78	13.33%
No Response	101		4 or more years	75	12.82%
			Total	585	100.00%
			No Response	111	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
18 and under	118	19.70%	No credits earned	43	7.45%
19 to 24	161	26.88%	1.99 or below	11	1.91%
25 to 34	117	19.53%	2.0 - 2.49	36	6.24%
35 to 44	85	14.19%	2.5 - 2.99	82	14.21%
45 and over	118	19.70%	3.0 - 3.49	165	28.60%
Total	599	100.00%	3.5 or above	240	41.59%
No Response	97		Total	577	100.00%
			No Response	119	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	14	2.37%	Associate degree	327	55.33%
American Indian or Alaskan Native	16	2.71%	Vocational/technical program	15	2.54%
Asian or Pacific Islander	14	2.37%	Transfer to another institution	139	23.52%
Caucasian/White	411	69.54%	Certification (initial / renewal)	28	4.74%
Hispanic	87	14.72%	Self-improvement/pleasure	34	5.75%
Other race	21	3.55%	Job-related training	15	2.54%
Race - Prefer not to respond	28	4.74%	Other educational goal	33	5.58%
Total	591	100.00%	Total	591	100.00%
No Response	105		No Response	105	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Employment</b>	<b>N</b>	<b>%</b>
Day	384	65.20%	Full-time off campus	160	27.21%
Evening	191	32.43%	Part-time off campus	141	23.98%
Weekend	14	2.38%	Full-time on campus	13	2.21%
Total	589	100.00%	Part-time on campus	67	11.39%
No Response	107		Not employed	207	35.20%
			Total	588	100.00%
<b>Current Class Load</b>	<b>N</b>	<b>%</b>	No Response	108	
Full-time	319	53.79%			
Part-time	274	46.21%			
Total	593	100.00%			
No Response	103				



## April 2016 Demographics

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3052: American Sign Language CT	2	0.34%
3053: American Sign Language CT	1	0.17%
4000: Biological Sciences AS	2	0.34%
4002: Computer Science AS	5	0.85%
4003: Engineering Science AS	4	0.68%
4004: Geosciences Emphasis AS	1	0.17%
5000: General Business Emphasis AAS	4	0.68%
5001: Business - Accounting AAS	23	3.90%
5002: Business - Bookkeeping CT	4	0.68%
5003: Business CT	2	0.34%
5004: Business - Management AAS	23	3.90%
5012: Machine Tool Technology CT	4	0.68%
5014: Computer Networking Technology AAS	3	0.51%
5031: Information Technology AAS	3	0.51%
5050: Drafting Technology AAS	1	0.17%
5103: Comp Tech Network Spprt Tech CT	2	0.34%
5106: Technology - Comp Info Tech AAS	2	0.34%
5107: Technology - Automotive Mech AAS	3	0.51%
5111: Machine Tool Technology AAS	3	0.51%
5112: General Industrial Technology CT	1	0.17%
5114: Technology - Automated Systems AAS	2	0.34%
5116: Welding Technology CT	6	1.02%
5117: Technology - Machine Tool AAS	1	0.17%
5118: Technology-General Industrial AAS	1	0.17%
5200: BTECH Construction Management BT	4	0.68%
6000: Undecided	28	4.75%
7000: Personal Interest	27	4.58%
8000: Job Upgrade	5	0.85%
9090: Transferring to University	36	6.11%
Total	589	100.00%
No Response	107	

## May 2011 Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	655	57.56%	1 year or less	441	38.85%
Male	483	42.44%	2 years	376	33.13%
Total	1138	100.00%	3 years	185	16.30%
No Response	39		4 or more years	133	11.72%
			Total	1135	100.00%
			No Response	42	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
18 and under	71	6.27%	No credits earned	102	9.15%
19 to 24	443	39.10%	1.99 or below	10	0.90%
25 to 34	246	21.71%	2.0 - 2.49	73	6.55%
35 to 44	162	14.30%	2.5 - 2.99	152	13.63%
45 and over	211	18.62%	3.0 - 3.49	367	32.91%
Total	1133	100.00%	3.5 or above	411	36.86%
No Response	44		Total	1115	100.00%
			No Response	62	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	23	2.03%	Associate degree	582	51.92%
American Indian or Alaskan Native	38	3.35%	Vocational/technical program	23	2.05%
Asian or Pacific Islander	29	2.56%	Transfer to another institution	306	27.30%
Caucasian/White	827	72.93%	Certification (initial / renewal)	38	3.39%
Hispanic	130	11.46%	Self-improvement/pleasure	52	4.64%
Other race	32	2.82%	Job-related training	31	2.77%
Race - Prefer not to respond	55	4.85%	Other educational goal	89	7.94%
Total	1134	100.00%	Total	1121	100.00%
No Response	43		No Response	56	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Employment</b>	<b>N</b>	<b>%</b>
Day	439	41.30%	Full-time off campus	404	35.66%
Evening	619	58.23%	Part-time off campus	274	24.18%
Weekend	5	0.47%	Full-time on campus	17	1.50%
Total	1063	100.00%	Part-time on campus	47	4.15%
No Response	114		Not employed	391	34.51%
			Total	1133	100.00%
			No Response	44	
<b>Current Class Load</b>	<b>N</b>	<b>%</b>			
Full-time	600	52.96%			
Part-time	533	47.04%			
Total	1133	100.00%			
No Response	44				



## May 2011 Demographics

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5005: Business CT	2	0.19%
5007	1	0.10%
5012: Machine Tool Technology CT	7	0.68%
5013	62	6.00%
5014: Computer Networking Technology AAS	20	1.93%
5015	8	0.77%
5016	2	0.19%
5018	8	0.77%
5019: Technology - Welding AAS	7	0.68%
5053	1	0.10%
5100	6	0.58%
5101: Automotive Mechanics CT	3	0.29%
5102	6	0.58%
5103: Comp Tech Network Spprt Tech CT	1	0.10%
5105: Comp Tech System Admin Tech CT	1	0.10%
5107: Technology - Automotive Mech AAS	1	0.10%
5111: Machine Tool Technology AAS	3	0.29%
5116: Welding Technology CT	6	0.58%
5117: Technology - Machine Tool AAS	3	0.29%
5200: BTECH Construction Management BT	24	2.32%
6000: Undecided	129	12.48%
6001	66	6.38%
6002	106	10.25%
7000: Personal Interest	69	6.67%
7902	1	0.10%
8903	1	0.10%
Total	1034	100.00%
No Response	143	

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 18. The quality of instruction I receive in most of my classes is excellent.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 70. I am able to experience intellectual growth here.
- 31. The campus is safe and secure for all students.
- 66. Program requirements are clear and reasonable.
- 51. There are convenient ways of paying my school bill.
- 14. Library resources and services are adequate.
- 28. It is an enjoyable experience to be a student on this campus.
- 36. Students are made to feel welcome on this campus.
- 50. Tutoring services are readily available.
- 34. Computer labs are adequate and accessible.
- 61. Faculty are usually available after class and during office hours.
- 26. Library staff are helpful and approachable.
- 60. Billing policies are reasonable.
- 68. On the whole, the campus is well-maintained.
- 22. People on this campus respect and are supportive of each other.

#### **Challenges**

- 15. I am able to register for classes I need with few conflicts.
- 69. There is a good variety of courses provided on this campus.
- 8. Classes are scheduled at times that are convenient for me.
- 20. Financial aid counselors are helpful.
- 32. My academic advisor is knowledgeable about my program requirements.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 7. Adequate financial aid is available for most students.
- 39. The amount of student parking space on campus is adequate.
- 47. There are adequate services to help me decide upon a career.
- 65. Students are notified early in the term if they are doing poorly in a class.

## **Strategic Planning Overview Trends**

### **Higher Satisfaction vs. May 2011**

- 15. I am able to register for classes I need with few conflicts.
- 70. I am able to experience intellectual growth here.
- 31. The campus is safe and secure for all students.
- 66. Program requirements are clear and reasonable.
- 46. Faculty provide timely feedback about student progress in a course.
- 51. There are convenient ways of paying my school bill.
- 73. Campus item: My online class/es meet my expectations.
- 14. Library resources and services are adequate.
- 52. This school does whatever it can to help me reach my educational goals.
- 42. The equipment in the lab facilities is kept up to date.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 50. Tutoring services are readily available.
- 34. Computer labs are adequate and accessible.
- 61. Faculty are usually available after class and during office hours.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 26. Library staff are helpful and approachable.
- 48. Counseling staff care about students as individuals.
- 53. The assessment and course placement procedures are reasonable.
- 60. Billing policies are reasonable.
- 68. On the whole, the campus is well-maintained.
- 7. Adequate financial aid is available for most students.

### **Higher Importance vs. May 2011**

- 51. There are convenient ways of paying my school bill.
- 20. Financial aid counselors are helpful.
- 73. Campus item: My online class/es meet my expectations.
- 42. The equipment in the lab facilities is kept up to date.
- 50. Tutoring services are readily available.
- 34. Computer labs are adequate and accessible.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 26. Library staff are helpful and approachable.
- 48. Counseling staff care about students as individuals.
- 53. The assessment and course placement procedures are reasonable.
- 60. Billing policies are reasonable.

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

Scale	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.35	5.69 / 1.13	0.66	6.29	5.55 / 1.07	0.74	0.14 **
Registration Effectiveness	6.33	5.73 / 1.04	0.60	6.26	5.52 / 1.03	0.74	0.21 ***
Academic Services	6.30	6.00 / 0.99	0.30	6.09	5.65 / 1.01	0.44	0.35 ***
Admissions and Financial Aid	6.28	5.41 / 1.41	0.87	6.10	5.19 / 1.25	0.91	0.22 ***
Academic Advising/Counseling	6.27	5.40 / 1.46	0.87	6.17	5.21 / 1.38	0.96	0.19 **
Concern for the Individual	6.23	5.50 / 1.29	0.73	6.16	5.37 / 1.23	0.79	0.13 *
Safety and Security	6.20	5.50 / 1.25	0.70	6.03	5.05 / 1.22	0.98	0.45 ***
Student Centeredness	6.16	5.70 / 1.18	0.46	6.08	5.60 / 1.11	0.48	0.10
Campus Climate	6.14	5.63 / 1.12	0.51	6.05	5.50 / 1.06	0.55	0.13 *
Service Excellence	6.14	5.63 / 1.09	0.51	6.02	5.44 / 1.06	0.58	0.19 ***
Campus Support Services	5.87	5.45 / 1.36	0.42	5.40	4.98 / 1.21	0.42	0.47 ***
Responsiveness to Diverse Populations		5.72 / 1.35			5.62 / 1.20		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 Order of Importance

Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
18. The quality of instruction I receive in most of my classes is excellent.	6.61	5.89 / 1.30	0.72	6.60	5.85 / 1.25	0.75	0.04
58. Nearly all of the faculty are knowledgeable in their fields.	6.57	6.02 / 1.26	0.55	6.48	5.90 / 1.24	0.58	0.12
15. I am able to register for classes I need with few conflicts.	6.55	5.70 / 1.49	0.85	6.52	5.45 / 1.52	1.07	0.25 ***
70. I am able to experience intellectual growth here.	6.51	6.04 / 1.26	0.47	6.48	5.87 / 1.29	0.61	0.17 **
31. The campus is safe and secure for all students.	6.49	5.97 / 1.28	0.52	6.38	5.69 / 1.29	0.69	0.28 ***
69. There is a good variety of courses provided on this campus.	6.48	5.46 / 1.64	1.02	6.49	5.31 / 1.62	1.18	0.15
66. Program requirements are clear and reasonable.	6.46	5.89 / 1.34	0.57	6.38	5.70 / 1.33	0.68	0.19 **
8. Classes are scheduled at times that are convenient for me.	6.45	5.39 / 1.68	1.06	6.54	5.41 / 1.54	1.13	-0.02
46. Faculty provide timely feedback about student progress in a course.	6.43	5.67 / 1.46	0.76	6.29	5.40 / 1.51	0.89	0.27 ***
51. There are convenient ways of paying my school bill.	6.43	6.08 / 1.30	0.35	6.24	5.70 / 1.44	0.54	0.38 ***
20. Financial aid counselors are helpful.	6.41	5.36 / 1.82	1.05	6.21	5.18 / 1.68	1.03	0.18
29. Faculty are fair and unbiased in their treatment of individual students.	6.41	5.80 / 1.43	0.61	6.40	5.69 / 1.41	0.71	0.11
73. Campus item: My online class/es meet my expectations.	6.41	5.64 / 1.56	0.77	6.00	5.06 / 1.67	0.94	0.58 ***
32. My academic advisor is knowledgeable about my program requirements.	6.38	5.43 / 1.79	0.95	6.31	5.33 / 1.62	0.98	0.10
14. Library resources and services are adequate.	6.37	6.22 / 1.06	0.15	6.22	5.92 / 1.19	0.30	0.30 ***
28. It is an enjoyable experience to be a student on this campus.	6.36	5.89 / 1.37	0.47	6.30	5.87 / 1.32	0.43	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**  
**Items: In Order of Importance**

Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
52. This school does whatever it can to help me reach my educational goals.	6.36	5.57 / 1.52	0.79	6.28	5.34 / 1.53	0.94	0.23 **
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.35	5.66 / 1.50	0.69	6.25	5.57 / 1.43	0.68	0.09
36. Students are made to feel welcome on this campus.	6.34	5.93 / 1.36	0.41	6.21	5.81 / 1.29	0.40	0.12
41. Admissions staff are knowledgeable.	6.34	5.70 / 1.46	0.64	6.24	5.59 / 1.40	0.65	0.11
42. The equipment in the lab facilities is kept up to date.	6.34	5.75 / 1.39	0.59	6.09	5.45 / 1.39	0.64	0.30 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.33	5.44 / 1.67	0.89	6.22	5.23 / 1.62	0.99	0.21 *
50. Tutoring services are readily available.	6.33	5.98 / 1.34	0.35	6.15	5.72 / 1.42	0.43	0.26 ***
34. Computer labs are adequate and accessible.	6.32	5.93 / 1.40	0.39	6.12	5.67 / 1.34	0.45	0.26 ***
61. Faculty are usually available after class and during office hours.	6.32	6.01 / 1.28	0.31	6.27	5.85 / 1.23	0.42	0.16 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.31	5.01 / 1.89	1.30	6.12	4.80 / 1.73	1.32	0.21 *
23. Faculty are understanding of students' unique life circumstances.	6.31	5.54 / 1.65	0.77	6.19	5.45 / 1.46	0.74	0.09
5. The personnel involved in registration are helpful.	6.30	5.60 / 1.57	0.70	6.23	5.54 / 1.47	0.69	0.06
26. Library staff are helpful and approachable.	6.29	6.22 / 1.18	0.07	6.05	5.85 / 1.27	0.20	0.37 ***
48. Counseling staff care about students as individuals.	6.29	5.48 / 1.63	0.81	6.11	5.23 / 1.63	0.88	0.25 **
3. The quality of instruction in the vocational/technical programs is excellent.	6.28	5.56 / 1.41	0.72	6.14	5.58 / 1.34	0.56	-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**  
**Items: In Order of Importance**

Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
7. Adequate financial aid is available for most students.	6.28	5.41 / 1.78	0.87	6.29	5.15 / 1.73	1.14	0.26 **
53. The assessment and course placement procedures are reasonable.	6.28	5.79 / 1.33	0.49	6.05	5.34 / 1.48	0.71	0.45 ***
60. Billing policies are reasonable.	6.28	5.87 / 1.32	0.41	6.12	5.49 / 1.43	0.63	0.38 ***
68. On the whole, the campus is well-maintained.	6.28	6.23 / 1.07	0.05	6.28	6.05 / 1.17	0.23	0.18 **
27. The campus staff are caring and helpful.	6.27	5.78 / 1.34	0.49	6.13	5.70 / 1.28	0.43	0.08
71. Campus item: My academic advisor is available when I need assistance/help.	6.27	5.44 / 1.70	0.83	6.17	5.58 / 1.51	0.59	-0.14
22. People on this campus respect and are supportive of each other.	6.25	5.88 / 1.29	0.37	6.08	5.64 / 1.25	0.44	0.24 ***
39. The amount of student parking space on campus is adequate.	6.25	5.32 / 1.77	0.93	6.19	4.80 / 1.89	1.39	0.52 ***
47. There are adequate services to help me decide upon a career.	6.25	5.37 / 1.56	0.88	6.04	5.05 / 1.60	0.99	0.32 ***
55. Academic support services adequately meet the needs of students.	6.25	5.68 / 1.36	0.57	6.02	5.31 / 1.43	0.71	0.37 ***
56. The business office is open during hours which are convenient for most students.	6.25	5.69 / 1.49	0.56	6.10	5.42 / 1.49	0.68	0.27 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.25	5.12 / 1.77	1.13	6.19	4.79 / 1.83	1.40	0.33 **
16. The college shows concern for students as individuals.	6.23	5.40 / 1.56	0.83	6.13	5.27 / 1.55	0.86	0.13
37. Faculty take into consideration student differences as they teach a course.	6.23	5.49 / 1.54	0.74	6.08	5.41 / 1.48	0.67	0.08
24. Parking lots are well-lighted and secure.	6.22	5.27 / 1.68	0.95	6.14	4.84 / 1.80	1.30	0.43 ***

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

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

Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
63. I seldom get the "run-around" when seeking information on this campus.	6.22	5.43 / 1.65	0.79	6.14	5.34 / 1.60	0.80	0.09
25. My academic advisor is concerned about my success as an individual.	6.21	5.20 / 1.84	1.01	6.08	4.99 / 1.69	1.09	0.21 *
21. There are a sufficient number of study areas on campus.	6.20	6.11 / 1.22	0.09	5.99	5.60 / 1.41	0.39	0.51 ***
64. Nearly all classes deal with practical experiences and applications.	6.20	5.66 / 1.32	0.54	6.07	5.48 / 1.37	0.59	0.18 *
75. Campus item: I am able to obtain academic advising through the Counseling Center staff.	6.20	5.25 / 1.85	0.95	6.34	5.62 / 1.55	0.72	-0.37 ***
6. My academic advisor is approachable.	6.19	5.46 / 1.70	0.73	6.17	5.38 / 1.60	0.79	0.08
57. Administrators are approachable to students.	6.19	5.67 / 1.43	0.52	6.04	5.37 / 1.52	0.67	0.30 ***
11. Security staff respond quickly in emergencies.	6.18	5.47 / 1.49	0.71	5.90	4.90 / 1.43	1.00	0.57 ***
45. This institution has a good reputation within the community.	6.18	5.92 / 1.33	0.26	6.16	5.90 / 1.31	0.26	0.02
49. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.48 / 1.59	0.70	5.97	5.22 / 1.48	0.75	0.26 **
30. The career services office provides students with the help they need to get a job.	6.16	5.21 / 1.59	0.95	5.78	4.72 / 1.61	1.06	0.49 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.16	5.48 / 1.60	0.68	5.72	5.13 / 1.46	0.59	0.35 ***
43. Class change (drop/add) policies are reasonable.	6.16	5.82 / 1.41	0.34	6.21	5.47 / 1.52	0.74	0.35 ***
54. Faculty are interested in my academic problems.	6.16	5.45 / 1.53	0.71	6.01	5.21 / 1.51	0.80	0.24 **

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

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

Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
76. Campus item: I receive academic advising from the faculty in my program.	6.15	5.17 / 1.92	0.98	6.22	5.26 / 1.64	0.96	-0.09
72. Campus item: I am able to meet with my academic adviser at least once a semester.	6.14	5.46 / 1.82	0.68	6.09	4.93 / 1.77	1.16	0.53 ***
87. Cost as factor in decision to enroll.	6.14			6.28			
12. My academic advisor helps me set goals to work toward.	6.13	5.19 / 1.80	0.94	6.00	4.93 / 1.74	1.07	0.26 **
62. Bookstore staff are helpful.	6.11	5.89 / 1.34	0.22	6.10	5.59 / 1.57	0.51	0.30 ***
67. Channels for expressing student complaints are readily available.	6.04	5.03 / 1.82	1.01	5.87	4.91 / 1.62	0.96	0.12
2. Faculty care about me as an individual.	6.03	5.56 / 1.43	0.47	6.08	5.61 / 1.37	0.47	-0.05
88. Financial aid as factor in decision to enroll.	6.00			5.89			
59. New student orientation services help students adjust to college.	5.99	5.60 / 1.47	0.39	5.69	5.27 / 1.47	0.42	0.33 ***
74. Campus item: I am aware of my assigned academic adviser.	5.99	4.14 / 2.35	1.85	6.44	6.04 / 1.32	0.40	-1.90 ***
9. Internships or practical experiences are provided in my degree/certificate program.	5.93	4.66 / 1.85	1.27	5.78	4.67 / 1.61	1.11	-0.01
17. Personnel in the Veterans' Services program are helpful.	5.89	5.70 / 1.40	0.19	4.75	4.71 / 1.37	0.04	0.99 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.84	5.77 / 1.43	0.07	5.57	5.38 / 1.43	0.19	0.39 ***
78. Campus item: Students and friends provide me with academic advising.	5.84	5.77 / 1.37	0.07	5.29	4.59 / 1.71	0.70	1.18 ***
4. Security staff are helpful.	5.83	5.44 / 1.57	0.39	5.48	4.96 / 1.57	0.52	0.48 ***

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

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

Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
77. Campus item: I receive academic advising from staff in other areas (Latino Cohort, Veterans Center, Academic Success Center).	5.80	5.14 / 1.91	0.66	5.77	4.99 / 1.95	0.78	0.15
19. This campus provides effective support services for displaced homemakers.	5.78	5.29 / 1.62	0.49	5.05	4.77 / 1.41	0.28	0.52 ***
79. Campus item: There are enough opportunities to become involved in student activities/events on campus.	5.78	5.25 / 1.76	0.53	5.35	4.76 / 1.69	0.59	0.49 ***
93. Geographic setting as factor in decision to enroll.	5.67			5.57			
89. Academic reputation as factor in decision to enroll.	5.66			5.67			
1. Most students feel a sense of belonging here.	5.64	5.54 / 1.34	0.10	5.66	5.54 / 1.34	0.12	0.00
44. I generally know what's happening on campus.	5.55	5.03 / 1.65	0.52	5.50	4.97 / 1.58	0.53	0.06
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.21			5.19			
10. Child care facilities are available on campus.	4.99	5.11 / 1.94	-0.12	4.62	4.78 / 1.62	-0.16	0.33 **
94. Campus appearance as factor in decision to enroll.	4.89			5.07			
90. Size of institution as factor in decision to enroll.	4.85			5.04			
92. Recommendations from family/friends as factor in decision to enroll.	4.85			4.66			
91. Opportunity to play sports as factor in decision to enroll.	3.34			3.18			
80. Campus item 10				5.56	5.20 / 1.54	0.36	
81. Institution's commitment to part-time students?		5.67 / 1.43			5.73 / 1.34		-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**

Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
82. Institution's commitment to evening students?		5.69 / 1.48			5.77 / 1.35		-0.08
83. Institution's commitment to older, returning learners?		5.77 / 1.53			5.74 / 1.32		0.03
84. Institution's commitment to under-represented populations?		5.67 / 1.42			5.46 / 1.40		0.21 *
85. Institution's commitment to commuters?		5.57 / 1.53			5.38 / 1.51		0.19 *
86. Institution's commitment to students with disabilities?		6.01 / 1.29			5.61 / 1.40		0.40 ***

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

## Institutional Summary

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

Scale/Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING/COUNSELING</b>	6.27	5.40 / 1.46	0.87	6.17	5.21 / 1.38	0.96	0.19 **
6. My academic advisor is approachable.	6.19	5.46 / 1.70	0.73	6.17	5.38 / 1.60	0.79	0.08
12. My academic advisor helps me set goals to work toward.	6.13	5.19 / 1.80	0.94	6.00	4.93 / 1.74	1.07	0.26 **
25. My academic advisor is concerned about my success as an individual.	6.21	5.20 / 1.84	1.01	6.08	4.99 / 1.69	1.09	0.21 *
32. My academic advisor is knowledgeable about my program requirements.	6.38	5.43 / 1.79	0.95	6.31	5.33 / 1.62	0.98	0.10
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.33	5.44 / 1.67	0.89	6.22	5.23 / 1.62	0.99	0.21 *
48. Counseling staff care about students as individuals.	6.29	5.48 / 1.63	0.81	6.11	5.23 / 1.63	0.88	0.25 **
52. This school does whatever it can to help me reach my educational goals.	6.36	5.57 / 1.52	0.79	6.28	5.34 / 1.53	0.94	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

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

Scale/Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC SERVICES</b>	6.30	6.00 / 0.99	0.30	6.09	5.65 / 1.01	0.44	0.35 ***
14. Library resources and services are adequate.	6.37	6.22 / 1.06	0.15	6.22	5.92 / 1.19	0.30	0.30 ***
21. There are a sufficient number of study areas on campus.	6.20	6.11 / 1.22	0.09	5.99	5.60 / 1.41	0.39	0.51 ***
26. Library staff are helpful and approachable.	6.29	6.22 / 1.18	0.07	6.05	5.85 / 1.27	0.20	0.37 ***
34. Computer labs are adequate and accessible.	6.32	5.93 / 1.40	0.39	6.12	5.67 / 1.34	0.45	0.26 ***
42. The equipment in the lab facilities is kept up to date.	6.34	5.75 / 1.39	0.59	6.09	5.45 / 1.39	0.64	0.30 ***
50. Tutoring services are readily available.	6.33	5.98 / 1.34	0.35	6.15	5.72 / 1.42	0.43	0.26 ***
55. Academic support services adequately meet the needs of students.	6.25	5.68 / 1.36	0.57	6.02	5.31 / 1.43	0.71	0.37 ***

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

## Institutional Summary

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

Scale/Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ADMISSIONS AND FINANCIAL AID</b>	6.28	5.41 / 1.41	0.87	6.10	5.19 / 1.25	0.91	0.22 ***
7. Adequate financial aid is available for most students.	6.28	5.41 / 1.78	0.87	6.29	5.15 / 1.73	1.14	0.26 **
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.31	5.01 / 1.89	1.30	6.12	4.80 / 1.73	1.32	0.21 *
20. Financial aid counselors are helpful.	6.41	5.36 / 1.82	1.05	6.21	5.18 / 1.68	1.03	0.18
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.16	5.48 / 1.60	0.68	5.72	5.13 / 1.46	0.59	0.35 ***
41. Admissions staff are knowledgeable.	6.34	5.70 / 1.46	0.64	6.24	5.59 / 1.40	0.65	0.11
49. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.48 / 1.59	0.70	5.97	5.22 / 1.48	0.75	0.26 **

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

## Institutional Summary

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

Scale/Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.14	5.63 / 1.12	0.51	6.05	5.50 / 1.06	0.55	0.13 *
1. Most students feel a sense of belonging here.	5.64	5.54 / 1.34	0.10	5.66	5.54 / 1.34	0.12	0.00
2. Faculty care about me as an individual.	6.03	5.56 / 1.43	0.47	6.08	5.61 / 1.37	0.47	-0.05
16. The college shows concern for students as individuals.	6.23	5.40 / 1.56	0.83	6.13	5.27 / 1.55	0.86	0.13
22. People on this campus respect and are supportive of each other.	6.25	5.88 / 1.29	0.37	6.08	5.64 / 1.25	0.44	0.24 ***
27. The campus staff are caring and helpful.	6.27	5.78 / 1.34	0.49	6.13	5.70 / 1.28	0.43	0.08
28. It is an enjoyable experience to be a student on this campus.	6.36	5.89 / 1.37	0.47	6.30	5.87 / 1.32	0.43	0.02
31. The campus is safe and secure for all students.	6.49	5.97 / 1.28	0.52	6.38	5.69 / 1.29	0.69	0.28 ***
36. Students are made to feel welcome on this campus.	6.34	5.93 / 1.36	0.41	6.21	5.81 / 1.29	0.40	0.12
44. I generally know what's happening on campus.	5.55	5.03 / 1.65	0.52	5.50	4.97 / 1.58	0.53	0.06
45. This institution has a good reputation within the community.	6.18	5.92 / 1.33	0.26	6.16	5.90 / 1.31	0.26	0.02
52. This school does whatever it can to help me reach my educational goals.	6.36	5.57 / 1.52	0.79	6.28	5.34 / 1.53	0.94	0.23 **
57. Administrators are approachable to students.	6.19	5.67 / 1.43	0.52	6.04	5.37 / 1.52	0.67	0.30 ***
59. New student orientation services help students adjust to college.	5.99	5.60 / 1.47	0.39	5.69	5.27 / 1.47	0.42	0.33 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.22	5.43 / 1.65	0.79	6.14	5.34 / 1.60	0.80	0.09
67. Channels for expressing student complaints are readily available.	6.04	5.03 / 1.82	1.01	5.87	4.91 / 1.62	0.96	0.12

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

## Institutional Summary

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

Scale/Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SUPPORT SERVICES</b>	5.87	5.45 / 1.36	0.42	5.40	4.98 / 1.21	0.42	0.47 ***
10. Child care facilities are available on campus.	4.99	5.11 / 1.94	-0.12	4.62	4.78 / 1.62	-0.16	0.33 **
17. Personnel in the Veterans' Services program are helpful.	5.89	5.70 / 1.40	0.19	4.75	4.71 / 1.37	0.04	0.99 ***
19. This campus provides effective support services for displaced homemakers.	5.78	5.29 / 1.62	0.49	5.05	4.77 / 1.41	0.28	0.52 ***
30. The career services office provides students with the help they need to get a job.	6.16	5.21 / 1.59	0.95	5.78	4.72 / 1.61	1.06	0.49 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.84	5.77 / 1.43	0.07	5.57	5.38 / 1.43	0.19	0.39 ***
47. There are adequate services to help me decide upon a career.	6.25	5.37 / 1.56	0.88	6.04	5.05 / 1.60	0.99	0.32 ***
59. New student orientation services help students adjust to college.	5.99	5.60 / 1.47	0.39	5.69	5.27 / 1.47	0.42	0.33 ***

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

### Institutional Summary

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

Scale/Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CONCERN FOR THE INDIVIDUAL</b>	6.23	5.50 / 1.29	0.73	6.16	5.37 / 1.23	0.79	0.13 *
2. Faculty care about me as an individual.	6.03	5.56 / 1.43	0.47	6.08	5.61 / 1.37	0.47	-0.05
16. The college shows concern for students as individuals.	6.23	5.40 / 1.56	0.83	6.13	5.27 / 1.55	0.86	0.13
25. My academic advisor is concerned about my success as an individual.	6.21	5.20 / 1.84	1.01	6.08	4.99 / 1.69	1.09	0.21 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.41	5.80 / 1.43	0.61	6.40	5.69 / 1.41	0.71	0.11
48. Counseling staff care about students as individuals.	6.29	5.48 / 1.63	0.81	6.11	5.23 / 1.63	0.88	0.25 **

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

## Institutional Summary

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

Scale/Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.35	5.69 / 1.13	0.66	6.29	5.55 / 1.07	0.74	0.14 **
2. Faculty care about me as an individual.	6.03	5.56 / 1.43	0.47	6.08	5.61 / 1.37	0.47	-0.05
18. The quality of instruction I receive in most of my classes is excellent.	6.61	5.89 / 1.30	0.72	6.60	5.85 / 1.25	0.75	0.04
23. Faculty are understanding of students' unique life circumstances.	6.31	5.54 / 1.65	0.77	6.19	5.45 / 1.46	0.74	0.09
29. Faculty are fair and unbiased in their treatment of individual students.	6.41	5.80 / 1.43	0.61	6.40	5.69 / 1.41	0.71	0.11
37. Faculty take into consideration student differences as they teach a course.	6.23	5.49 / 1.54	0.74	6.08	5.41 / 1.48	0.67	0.08
46. Faculty provide timely feedback about student progress in a course.	6.43	5.67 / 1.46	0.76	6.29	5.40 / 1.51	0.89	0.27 ***
54. Faculty are interested in my academic problems.	6.16	5.45 / 1.53	0.71	6.01	5.21 / 1.51	0.80	0.24 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.57	6.02 / 1.26	0.55	6.48	5.90 / 1.24	0.58	0.12
61. Faculty are usually available after class and during office hours.	6.32	6.01 / 1.28	0.31	6.27	5.85 / 1.23	0.42	0.16 *
64. Nearly all classes deal with practical experiences and applications.	6.20	5.66 / 1.32	0.54	6.07	5.48 / 1.37	0.59	0.18 *
65. Students are notified early in the term if they are doing poorly in a class.	6.25	5.12 / 1.77	1.13	6.19	4.79 / 1.83	1.40	0.33 **
66. Program requirements are clear and reasonable.	6.46	5.89 / 1.34	0.57	6.38	5.70 / 1.33	0.68	0.19 **

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

**Institutional Summary**

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

Scale/Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.48	5.46 / 1.64	1.02	6.49	5.31 / 1.62	1.18	0.15
70. I am able to experience intellectual growth here.	6.51	6.04 / 1.26	0.47	6.48	5.87 / 1.29	0.61	0.17 **

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

## Institutional Summary

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

Scale/Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.33	5.73 / 1.04	0.60	6.26	5.52 / 1.03	0.74	0.21 ***
5. The personnel involved in registration are helpful.	6.30	5.60 / 1.57	0.70	6.23	5.54 / 1.47	0.69	0.06
8. Classes are scheduled at times that are convenient for me.	6.45	5.39 / 1.68	1.06	6.54	5.41 / 1.54	1.13	-0.02
15. I am able to register for classes I need with few conflicts.	6.55	5.70 / 1.49	0.85	6.52	5.45 / 1.52	1.07	0.25 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.35	5.66 / 1.50	0.69	6.25	5.57 / 1.43	0.68	0.09
43. Class change (drop/add) policies are reasonable.	6.16	5.82 / 1.41	0.34	6.21	5.47 / 1.52	0.74	0.35 ***
51. There are convenient ways of paying my school bill.	6.43	6.08 / 1.30	0.35	6.24	5.70 / 1.44	0.54	0.38 ***
56. The business office is open during hours which are convenient for most students.	6.25	5.69 / 1.49	0.56	6.10	5.42 / 1.49	0.68	0.27 ***
60. Billing policies are reasonable.	6.28	5.87 / 1.32	0.41	6.12	5.49 / 1.43	0.63	0.38 ***
62. Bookstore staff are helpful.	6.11	5.89 / 1.34	0.22	6.10	5.59 / 1.57	0.51	0.30 ***

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

## Institutional Summary

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

Scale/Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.72 / 1.35			5.62 / 1.20		0.10
81. Institution's commitment to part-time students?		5.67 / 1.43			5.73 / 1.34		-0.06
82. Institution's commitment to evening students?		5.69 / 1.48			5.77 / 1.35		-0.08
83. Institution's commitment to older, returning learners?		5.77 / 1.53			5.74 / 1.32		0.03
84. Institution's commitment to under-represented populations?		5.67 / 1.42			5.46 / 1.40		0.21 *
85. Institution's commitment to commuters?		5.57 / 1.53			5.38 / 1.51		0.19 *
86. Institution's commitment to students with disabilities?		6.01 / 1.29			5.61 / 1.40		0.40 ***

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

## Institutional Summary

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

Scale/Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.20	5.50 / 1.25	0.70	6.03	5.05 / 1.22	0.98	0.45 ***
4. Security staff are helpful.	5.83	5.44 / 1.57	0.39	5.48	4.96 / 1.57	0.52	0.48 ***
11. Security staff respond quickly in emergencies.	6.18	5.47 / 1.49	0.71	5.90	4.90 / 1.43	1.00	0.57 ***
24. Parking lots are well-lighted and secure.	6.22	5.27 / 1.68	0.95	6.14	4.84 / 1.80	1.30	0.43 ***
31. The campus is safe and secure for all students.	6.49	5.97 / 1.28	0.52	6.38	5.69 / 1.29	0.69	0.28 ***
39. The amount of student parking space on campus is adequate.	6.25	5.32 / 1.77	0.93	6.19	4.80 / 1.89	1.39	0.52 ***

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

## Institutional Summary

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

Scale/Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SERVICE EXCELLENCE</b>	6.14	5.63 / 1.09	0.51	6.02	5.44 / 1.06	0.58	0.19 ***
5. The personnel involved in registration are helpful.	6.30	5.60 / 1.57	0.70	6.23	5.54 / 1.47	0.69	0.06
22. People on this campus respect and are supportive of each other.	6.25	5.88 / 1.29	0.37	6.08	5.64 / 1.25	0.44	0.24 ***
26. Library staff are helpful and approachable.	6.29	6.22 / 1.18	0.07	6.05	5.85 / 1.27	0.20	0.37 ***
27. The campus staff are caring and helpful.	6.27	5.78 / 1.34	0.49	6.13	5.70 / 1.28	0.43	0.08
44. I generally know what's happening on campus.	5.55	5.03 / 1.65	0.52	5.50	4.97 / 1.58	0.53	0.06
57. Administrators are approachable to students.	6.19	5.67 / 1.43	0.52	6.04	5.37 / 1.52	0.67	0.30 ***
62. Bookstore staff are helpful.	6.11	5.89 / 1.34	0.22	6.10	5.59 / 1.57	0.51	0.30 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.22	5.43 / 1.65	0.79	6.14	5.34 / 1.60	0.80	0.09
67. Channels for expressing student complaints are readily available.	6.04	5.03 / 1.82	1.01	5.87	4.91 / 1.62	0.96	0.12

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

### Institutional Summary

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

Scale/Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.16	5.70 / 1.18	0.46	6.08	5.60 / 1.11	0.48	0.10
1. Most students feel a sense of belonging here.	5.64	5.54 / 1.34	0.10	5.66	5.54 / 1.34	0.12	0.00
16. The college shows concern for students as individuals.	6.23	5.40 / 1.56	0.83	6.13	5.27 / 1.55	0.86	0.13
27. The campus staff are caring and helpful.	6.27	5.78 / 1.34	0.49	6.13	5.70 / 1.28	0.43	0.08
28. It is an enjoyable experience to be a student on this campus.	6.36	5.89 / 1.37	0.47	6.30	5.87 / 1.32	0.43	0.02
36. Students are made to feel welcome on this campus.	6.34	5.93 / 1.36	0.41	6.21	5.81 / 1.29	0.40	0.12
57. Administrators are approachable to students.	6.19	5.67 / 1.43	0.52	6.04	5.37 / 1.52	0.67	0.30 ***

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

## Institutional Summary

### Items: In Sequential Order

Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.64	5.54 / 1.34	0.10	5.66	5.54 / 1.34	0.12	0.00
2. Faculty care about me as an individual.	6.03	5.56 / 1.43	0.47	6.08	5.61 / 1.37	0.47	-0.05
3. The quality of instruction in the vocational/technical programs is excellent.	6.28	5.56 / 1.41	0.72	6.14	5.58 / 1.34	0.56	-0.02
4. Security staff are helpful.	5.83	5.44 / 1.57	0.39	5.48	4.96 / 1.57	0.52	0.48 ***
5. The personnel involved in registration are helpful.	6.30	5.60 / 1.57	0.70	6.23	5.54 / 1.47	0.69	0.06
6. My academic advisor is approachable.	6.19	5.46 / 1.70	0.73	6.17	5.38 / 1.60	0.79	0.08
7. Adequate financial aid is available for most students.	6.28	5.41 / 1.78	0.87	6.29	5.15 / 1.73	1.14	0.26 **
8. Classes are scheduled at times that are convenient for me.	6.45	5.39 / 1.68	1.06	6.54	5.41 / 1.54	1.13	-0.02
9. Internships or practical experiences are provided in my degree/certificate program.	5.93	4.66 / 1.85	1.27	5.78	4.67 / 1.61	1.11	-0.01
10. Child care facilities are available on campus.	4.99	5.11 / 1.94	-0.12	4.62	4.78 / 1.62	-0.16	0.33 **
11. Security staff respond quickly in emergencies.	6.18	5.47 / 1.49	0.71	5.90	4.90 / 1.43	1.00	0.57 ***
12. My academic advisor helps me set goals to work toward.	6.13	5.19 / 1.80	0.94	6.00	4.93 / 1.74	1.07	0.26 **
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.31	5.01 / 1.89	1.30	6.12	4.80 / 1.73	1.32	0.21 *
14. Library resources and services are adequate.	6.37	6.22 / 1.06	0.15	6.22	5.92 / 1.19	0.30	0.30 ***
15. I am able to register for classes I need with few conflicts.	6.55	5.70 / 1.49	0.85	6.52	5.45 / 1.52	1.07	0.25 ***
16. The college shows concern for students as individuals.	6.23	5.40 / 1.56	0.83	6.13	5.27 / 1.55	0.86	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

### Items: In Sequential Order

Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	5.89	5.70 / 1.40	0.19	4.75	4.71 / 1.37	0.04	0.99 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.61	5.89 / 1.30	0.72	6.60	5.85 / 1.25	0.75	0.04
19. This campus provides effective support services for displaced homemakers.	5.78	5.29 / 1.62	0.49	5.05	4.77 / 1.41	0.28	0.52 ***
20. Financial aid counselors are helpful.	6.41	5.36 / 1.82	1.05	6.21	5.18 / 1.68	1.03	0.18
21. There are a sufficient number of study areas on campus.	6.20	6.11 / 1.22	0.09	5.99	5.60 / 1.41	0.39	0.51 ***
22. People on this campus respect and are supportive of each other.	6.25	5.88 / 1.29	0.37	6.08	5.64 / 1.25	0.44	0.24 ***
23. Faculty are understanding of students' unique life circumstances.	6.31	5.54 / 1.65	0.77	6.19	5.45 / 1.46	0.74	0.09
24. Parking lots are well-lighted and secure.	6.22	5.27 / 1.68	0.95	6.14	4.84 / 1.80	1.30	0.43 ***
25. My academic advisor is concerned about my success as an individual.	6.21	5.20 / 1.84	1.01	6.08	4.99 / 1.69	1.09	0.21 *
26. Library staff are helpful and approachable.	6.29	6.22 / 1.18	0.07	6.05	5.85 / 1.27	0.20	0.37 ***
27. The campus staff are caring and helpful.	6.27	5.78 / 1.34	0.49	6.13	5.70 / 1.28	0.43	0.08
28. It is an enjoyable experience to be a student on this campus.	6.36	5.89 / 1.37	0.47	6.30	5.87 / 1.32	0.43	0.02
29. Faculty are fair and unbiased in their treatment of individual students.	6.41	5.80 / 1.43	0.61	6.40	5.69 / 1.41	0.71	0.11
30. The career services office provides students with the help they need to get a job.	6.16	5.21 / 1.59	0.95	5.78	4.72 / 1.61	1.06	0.49 ***
31. The campus is safe and secure for all students.	6.49	5.97 / 1.28	0.52	6.38	5.69 / 1.29	0.69	0.28 ***

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

## Institutional Summary

### Items: In Sequential Order

Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.38	5.43 / 1.79	0.95	6.31	5.33 / 1.62	0.98	0.10
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.16	5.48 / 1.60	0.68	5.72	5.13 / 1.46	0.59	0.35 ***
34. Computer labs are adequate and accessible.	6.32	5.93 / 1.40	0.39	6.12	5.67 / 1.34	0.45	0.26 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.35	5.66 / 1.50	0.69	6.25	5.57 / 1.43	0.68	0.09
36. Students are made to feel welcome on this campus.	6.34	5.93 / 1.36	0.41	6.21	5.81 / 1.29	0.40	0.12
37. Faculty take into consideration student differences as they teach a course.	6.23	5.49 / 1.54	0.74	6.08	5.41 / 1.48	0.67	0.08
38. The student center is a comfortable place for students to spend their leisure time.	5.84	5.77 / 1.43	0.07	5.57	5.38 / 1.43	0.19	0.39 ***
39. The amount of student parking space on campus is adequate.	6.25	5.32 / 1.77	0.93	6.19	4.80 / 1.89	1.39	0.52 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.33	5.44 / 1.67	0.89	6.22	5.23 / 1.62	0.99	0.21 *
41. Admissions staff are knowledgeable.	6.34	5.70 / 1.46	0.64	6.24	5.59 / 1.40	0.65	0.11
42. The equipment in the lab facilities is kept up to date.	6.34	5.75 / 1.39	0.59	6.09	5.45 / 1.39	0.64	0.30 ***
43. Class change (drop/add) policies are reasonable.	6.16	5.82 / 1.41	0.34	6.21	5.47 / 1.52	0.74	0.35 ***
44. I generally know what's happening on campus.	5.55	5.03 / 1.65	0.52	5.50	4.97 / 1.58	0.53	0.06
45. This institution has a good reputation within the community.	6.18	5.92 / 1.33	0.26	6.16	5.90 / 1.31	0.26	0.02
46. Faculty provide timely feedback about student progress in a course.	6.43	5.67 / 1.46	0.76	6.29	5.40 / 1.51	0.89	0.27 ***

\* 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	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.25	5.37 / 1.56	0.88	6.04	5.05 / 1.60	0.99	0.32 ***
48. Counseling staff care about students as individuals.	6.29	5.48 / 1.63	0.81	6.11	5.23 / 1.63	0.88	0.25 **
49. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.48 / 1.59	0.70	5.97	5.22 / 1.48	0.75	0.26 **
50. Tutoring services are readily available.	6.33	5.98 / 1.34	0.35	6.15	5.72 / 1.42	0.43	0.26 ***
51. There are convenient ways of paying my school bill.	6.43	6.08 / 1.30	0.35	6.24	5.70 / 1.44	0.54	0.38 ***
52. This school does whatever it can to help me reach my educational goals.	6.36	5.57 / 1.52	0.79	6.28	5.34 / 1.53	0.94	0.23 **
53. The assessment and course placement procedures are reasonable.	6.28	5.79 / 1.33	0.49	6.05	5.34 / 1.48	0.71	0.45 ***
54. Faculty are interested in my academic problems.	6.16	5.45 / 1.53	0.71	6.01	5.21 / 1.51	0.80	0.24 **
55. Academic support services adequately meet the needs of students.	6.25	5.68 / 1.36	0.57	6.02	5.31 / 1.43	0.71	0.37 ***
56. The business office is open during hours which are convenient for most students.	6.25	5.69 / 1.49	0.56	6.10	5.42 / 1.49	0.68	0.27 ***
57. Administrators are approachable to students.	6.19	5.67 / 1.43	0.52	6.04	5.37 / 1.52	0.67	0.30 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.57	6.02 / 1.26	0.55	6.48	5.90 / 1.24	0.58	0.12
59. New student orientation services help students adjust to college.	5.99	5.60 / 1.47	0.39	5.69	5.27 / 1.47	0.42	0.33 ***
60. Billing policies are reasonable.	6.28	5.87 / 1.32	0.41	6.12	5.49 / 1.43	0.63	0.38 ***
61. Faculty are usually available after class and during office hours.	6.32	6.01 / 1.28	0.31	6.27	5.85 / 1.23	0.42	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

Item	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.11	5.89 / 1.34	0.22	6.10	5.59 / 1.57	0.51	0.30 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.22	5.43 / 1.65	0.79	6.14	5.34 / 1.60	0.80	0.09
64. Nearly all classes deal with practical experiences and applications.	6.20	5.66 / 1.32	0.54	6.07	5.48 / 1.37	0.59	0.18 *
65. Students are notified early in the term if they are doing poorly in a class.	6.25	5.12 / 1.77	1.13	6.19	4.79 / 1.83	1.40	0.33 **
66. Program requirements are clear and reasonable.	6.46	5.89 / 1.34	0.57	6.38	5.70 / 1.33	0.68	0.19 **
67. Channels for expressing student complaints are readily available.	6.04	5.03 / 1.82	1.01	5.87	4.91 / 1.62	0.96	0.12
68. On the whole, the campus is well-maintained.	6.28	6.23 / 1.07	0.05	6.28	6.05 / 1.17	0.23	0.18 **
69. There is a good variety of courses provided on this campus.	6.48	5.46 / 1.64	1.02	6.49	5.31 / 1.62	1.18	0.15
70. I am able to experience intellectual growth here.	6.51	6.04 / 1.26	0.47	6.48	5.87 / 1.29	0.61	0.17 **
71. Campus item: My academic advisor is available when I need assistance/help.	6.27	5.44 / 1.70	0.83	6.17	5.58 / 1.51	0.59	-0.14
72. Campus item: I am able to meet with my academic adviser at least once a semester.	6.14	5.46 / 1.82	0.68	6.09	4.93 / 1.77	1.16	0.53 ***
73. Campus item: My online class/es meet my expectations.	6.41	5.64 / 1.56	0.77	6.00	5.06 / 1.67	0.94	0.58 ***
74. Campus item: I am aware of my assigned academic adviser.	5.99	4.14 / 2.35	1.85	6.44	6.04 / 1.32	0.40	-1.90 ***
75. Campus item: I am able to obtain academic advising through the Counseling Center staff.	6.20	5.25 / 1.85	0.95	6.34	5.62 / 1.55	0.72	-0.37 ***

\* 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	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
76. Campus item: I receive academic advising from the faculty in my program.	6.15	5.17 / 1.92	0.98	6.22	5.26 / 1.64	0.96	-0.09
77. Campus item: I receive academic advising from staff in other areas (Latino Cohort, Veterans Center, Academic Success Center).	5.80	5.14 / 1.91	0.66	5.77	4.99 / 1.95	0.78	0.15
78. Campus item: Students and friends provide me with academic advising.	5.84	5.77 / 1.37	0.07	5.29	4.59 / 1.71	0.70	1.18 ***
79. Campus item: There are enough opportunities to become involved in student activities/events on campus.	5.78	5.25 / 1.76	0.53	5.35	4.76 / 1.69	0.59	0.49 ***
80. Campus item 10				5.56	5.20 / 1.54	0.36	
81. Institution's commitment to part-time students?		5.67 / 1.43			5.73 / 1.34		-0.06
82. Institution's commitment to evening students?		5.69 / 1.48			5.77 / 1.35		-0.08
83. Institution's commitment to older, returning learners?		5.77 / 1.53			5.74 / 1.32		0.03
84. Institution's commitment to under-represented populations?		5.67 / 1.42			5.46 / 1.40		0.21 *
85. Institution's commitment to commuters?		5.57 / 1.53			5.38 / 1.51		0.19 *
86. Institution's commitment to students with disabilities?		6.01 / 1.29			5.61 / 1.40		0.40 ***
87. Cost as factor in decision to enroll.	6.14			6.28			
88. Financial aid as factor in decision to enroll.	6.00			5.89			
89. Academic reputation as factor in decision to enroll.	5.66			5.67			
90. Size of institution as factor in decision to enroll.	4.85			5.04			
91. Opportunity to play sports as factor in decision to enroll.	3.34			3.18			

\* 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	April 2016			May 2011			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
92. Recommendations from family/friends as factor in decision to enroll.	4.85			4.66			
93. Geographic setting as factor in decision to enroll.	5.67			5.57			
94. Campus appearance as factor in decision to enroll.	4.89			5.07			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.21			5.19			

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

## Institutional Summary

### Summary Items

Summary Item	April 2016	May 2011	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 5.00 1% 1% 6% 30% 28% 14% 18%	Average: 5.05 0% 0% 6% 32% 23% 15% 19%	-0.05
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.69 0% 2% 4% 9% 11% 44% 26%	Average: 5.75 0% 1% 4% 9% 13% 38% 31%	-0.06
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 6.06 1% 2% 2% 6% 9% 29% 49%	Average: 6.08 1% 2% 2% 6% 6% 27% 53%	-0.02