



STUDENT SATISFACTION
INVENTORY™

Campus Report

Cuesta College
Fall 1995



FAX COVER SHEET

DATE February 2, 1999

TO Ryan Carnal, Research Analyst

INSTITUTION Cuesta College

FAX # 805-546-3904

FROM Julie Hanschman, Program Consultant

PAGES 4

Ryan, I would like to invite you to submit a proposal to present a session at our 1999 National Conference on Student Retention. The conference will take place in San Francisco, July 7-10.

I think it would be great for you to present a session highlighting the good things that your campus is doing in the areas of retention and student success, and include information on how the Student Satisfaction Inventory has assisted you in your activities.

The original deadline for submitting a proposal was February 8th, but this has been extended until March 1st.

Please let me know if you have any questions. I hope you will be able to participate. I look forward to hearing from you.

USA Group Noel-Levitz

Strategic solutions for education™

February 1, 1999

Mr. Ryan Carnal
Research Analyst I
Cuesta College
Highway One
San Luis Obispo, CA 93403

Dear Mr. Carnal:

Your name has been submitted as a potential presenter for the 1999 National Conference on Student Retention, to be held in San Francisco, CA, July 7-10, at the San Francisco Marriott Hotel. We are eager to hear what you can offer participants who are interested in ideas that work.

The conference objective is to help institutions achieve dramatic improvements. The Tracks for this year's conference are **Student Retention, Recruitment and Financial Aid (Enrollment Management), Success of Special Student Populations, Academic Advising and First-Year Success Courses and Programs, Student-Centered Service Initiatives, Student and Institutional Assessment and Learning Effectiveness**. We are looking for presentations that address topics at the forefront of each of these major areas- presentations that incorporate your latest ideas, practices, and results. Presentation sessions are scheduled for either 45 or 60 minutes in length or double-length sessions. Proposals may be submitted by individuals, panels of individuals, or institutional teams including faculty and/or administrators. Presenters must register for the conference, and an honorarium of \$100 will be paid per session presented.

To submit a proposal, please complete the enclosed Proposal Registration Form and attach a one- to two-page description of your proposal. (We cannot return any materials.) The deadline for submitting completed proposals to the Review Committee is February 8, 1999. You will be notified by late spring about the status of your proposal.

We are eager to hear from you! Each of the first twelve National Conferences was attended by more than 1,000 college and university administrators from over 700 institutions. Please join us in making this Thirtieth Annual National Conference on Student Retention the most valuable and informative conference yet!

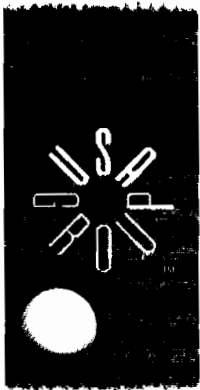
Sincerely yours,

Linda Robertson

Linda Robertson
Conference Manager

Mailing Address:
2101 ACT Circle, Iowa City, IA 52245-9583
319 337-4700 Fax 319 337-5274

USA Group Noel-Levitz, Inc.
a USA Group company



National Centers for:

- Enrollment Management
- Student Retention
- Staff Development

Office in
Iowa City, Iowa
Denver, Colorado

USAGroup Noel-Levitz

PROPOSAL REGISTRATION FORM

1999 National Conference on Student Retention

July 7 - 10, 1999 • San Francisco, CA

Title of Presentation: _____

Please check area and specific sub-topics most relevant to your presentation:

- Student Retention**
 Specific focus: _____
- | | | |
|---|---|---|
| <input type="checkbox"/> Orientation/advising | <input type="checkbox"/> Student employment | <input type="checkbox"/> Comprehensive retention programs |
| <input type="checkbox"/> Organizing for retention | <input type="checkbox"/> Student athletes | <input type="checkbox"/> Session for those new to retention |
| <input type="checkbox"/> Adult/commuter students | <input type="checkbox"/> Underprepared/at-risk/
dropout-prone students | <input type="checkbox"/> Session for retention "veterans" |
| <input type="checkbox"/> Honors students | <input type="checkbox"/> Other (please specify) | <input type="checkbox"/> Underrepresented populations |
| <input type="checkbox"/> Resident students | | |
- Student Recruitment and Financial Aid (Enrollment Management)**
 Specific focus: _____
- Special Student Populations - Underserved, Underprepared, Adults, Student Athletes, Students With Disabilities**
 Specific focus: _____
- Academic Advising and Freshman Success Courses and Programs**
 Specific focus: _____
- Student-Centered Quality Service**
 Specific focus: _____
- Learning Effectiveness**
 Specific focus: _____
- Other**
 Specific focus: _____

Presenter Information

Name and Title _____
 Institution _____
 Address _____
 City _____ State _____ ZIP _____ Country _____
 Phone _____ Fax _____ E-mail _____

(over)

Co-Presenter(s)

Attach additional sheets as necessary. Please inform us of ALL co-presenters, and fill out information completely.

Name and Title _____

Institution _____

Address _____

City _____ State _____ ZIP _____ Country _____

Phone _____ Fax _____ E-mail _____

Name and Title _____

Institution _____

Address _____

City _____ State _____ ZIP _____ Country _____

Phone _____ Fax _____ E-mail _____

Abstract to appear in program, if selected (maximum of 100 words).

Please also attach a one- to two-page description of your program.

If you have made presentations at local, regional, national or international meetings in the past two years, please indicate sponsoring organization and approximate dates below.

Please check the following:

Format:

- Presentation
- Panel
- Workshop

Time Length Preference:

- 45 minutes
- 60 minutes
- Double-length session

No preference

Audiovisual equipment needed (please check no more than two!):

- Tape player
- VCR and monitor
- Screen

- Overhead projector*
- Overhead w/fern & markers*
- Slide projector w/synch
- Slide projector w/o synch

Other—please specify (note: we cannot furnish LCD panels or high density overhead projectors for electronic slide presentations)

*Please Note: If overhead transparency slides are used, letters/must be big enough to be seen by those seated in the back of a large room (at least 1/2" high or 36 point). We do not accommodate the use of flip charts or markers because participants are unable to read the material.

Please return by February 8 to: USA Group Noel Levitz, National Center for Student Retention, 2101 ACT Circle, Iowa City, IA 52245-9581, FAX: 319/337-5274, Phone: 319/337-4700

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?

In essence, *you have in your hands a blueprint for improving your institution's effectiveness*. You can use the information here to identify institutional strengths which 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 possible from this study, we recommend that you repeat it annually so you can compare your students' perceptions over time. Used in this way, we can provide you with pre- and post-test measurements that assess the effectiveness of any special initiatives you launch while gauging the success of projects you already have under way.

Now on to the report!

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A quick overview of the findings, clustered by 12 major scales

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

STUDENT SATISFACTION INVENTORY™

Introduction

File Format for the STUDENT SATISFACTION INVENTORY™

Community, Junior and Technical College Version

Following is the file format for the fields as they are exported to an ASCII format from the STUDENT SATISFACTION INVENTORY software. All data are numeric, one character in length (except the social security number) and appear in double quotes, separated by commas. Each student's responses read across horizontally.

POSITION LISTING

The data and its corresponding position are as follows. (The value for the data is defined following the position listing).

<u>Position</u>	<u>Data / Corresponding Item</u>
1	Importance - Item 1
2	Importance - Item 2
3	Importance - Item 3
4	Importance - Item 4
5	Importance - Item 5
6	Importance - Item 6
7	Importance - Item 7
8	Importance - Item 8
9	Importance - Item 9
10	Importance - Item 10
11	Importance - Item 11
12	Importance - Item 12
13	Importance - Item 13
14	Importance - Item 14
15	Importance - Item 15
16	Importance - Item 16
17	Importance - Item 17
18	Importance - Item 18
19	Importance - Item 19
20	Importance - Item 20



National Centers for:

- Enrollment Management
- Student Retention
- Staff Selection and Development
- Strategic Planning and Resource Development

Offices in

- Iowa City, Iowa
- Denver, Colorado
- Appleton, Wisconsin

Position	Data / Corresponding Item
21	Importance - Item 21
22	Importance - Item 22
23	Importance - Item 23
24	Importance - Item 24
25	Importance - Item 25
26	Importance - Item 26
27	Importance - Item 27
28	Importance - Item 28
29	Importance - Item 29
30	Importance - Item 30
31	Importance - Item 31
32	Importance - Item 32
33	Importance - Item 33
34	Importance - Item 34
35	Importance - Item 35
36	Importance - Item 36
37	Importance - Item 37
38	Importance - Item 38
39	Importance - Item 39
40	Importance - Item 40
41	Importance - Item 41
42	Importance - Item 42
43	Importance - Item 43
44	Importance - Item 44
45	Importance - Item 45
46	Importance - Item 46
47	Importance - Item 47
48	Importance - Item 48
49	Importance - Item 49
50	Importance - Item 50
51	Importance - Item 51
52	Importance - Item 52
53	Importance - Item 53
54	Importance - Item 54
55	Importance - Item 55
56	Importance - Item 56
57	Importance - Item 57
58	Importance - Item 58
59	Importance - Item 59
60	Importance - Item 60

<u>Position</u>	<u>Data / Corresponding Item</u>
61	Importance - Item 61
62	Importance - Item 62
63	Importance - Item 63
64	Importance - Item 64
65	Importance - Item 65
66	Importance - Item 66
67	Importance - Item 67
68	Importance - Item 68
69	Importance - Item 69
70	Importance - Item 70
71	Importance - Item 71 - if utilized by institution - otherwise blank
72	Importance - Item 72 - if utilized by institution - otherwise blank
73	Importance - Item 73 - if utilized by institution - otherwise blank
74	Importance - Item 74 - if utilized by institution - otherwise blank
75	Importance - Item 75 - if utilized by institution - otherwise blank
76	Importance - Item 76 - if utilized by institution - otherwise blank
77	Importance - Item 77 - if utilized by institution - otherwise blank
78	Importance - Item 78 - if utilized by institution - otherwise blank
79	Importance - Item 79 - if utilized by institution - otherwise blank
80	Importance - Item 80 - if utilized by institution - otherwise blank
81	Blank - no importance data collected for Item 81
82	Blank - no importance data collected for Item 82
83	Blank - no importance data collected for Item 83
84	Blank - no importance data collected for Item 84
85	Blank - no importance data collected for Item 85
86	Blank - no importance data collected for Item 86
87	Importance - Item 87
88	Importance - Item 88
89	Importance - Item 89
90	Importance - Item 90
91	Importance - Item 91
92	Importance - Item 92
93	Importance - Item 93
94	Importance - Item 94
95	Importance - Item 95
96	Satisfaction - Item 1
97	Satisfaction - Item 2
98	Satisfaction - Item 3
99	Satisfaction - Item 4
100	Satisfaction - Item 5

Position	Data / Corresponding Item
101	Satisfaction - Item 6
102	Satisfaction - Item 7
103	Satisfaction - Item 8
104	Satisfaction - Item 9
105	Satisfaction - Item 10
106	Satisfaction - Item 11
107	Satisfaction - Item 12
108	Satisfaction - Item 13
109	Satisfaction - Item 14
110	Satisfaction - Item 15
111	Satisfaction - Item 16
112	Satisfaction - Item 17
113	Satisfaction - Item 18
114	Satisfaction - Item 19
115	Satisfaction - Item 20
116	Satisfaction - Item 21
117	Satisfaction - Item 22
118	Satisfaction - Item 23
119	Satisfaction - Item 24
120	Satisfaction - Item 25
121	Satisfaction - Item 26
122	Satisfaction - Item 27
123	Satisfaction - Item 28
124	Satisfaction - Item 29
125	Satisfaction - Item 30
126	Satisfaction - Item 31
127	Satisfaction - Item 32
128	Satisfaction - Item 33
129	Satisfaction - Item 34
130	Satisfaction - Item 35
131	Satisfaction - Item 36
132	Satisfaction - Item 37
133	Satisfaction - Item 38
134	Satisfaction - Item 39
135	Satisfaction - Item 40
136	Satisfaction - Item 41
137	Satisfaction - Item 42
138	Satisfaction - Item 43
139	Satisfaction - Item 44
140	Satisfaction - Item 45

<u>Position</u>	<u>Data / Corresponding Item</u>
141	Satisfaction - Item 46
142	Satisfaction - Item 47
143	Satisfaction - Item 48
144	Satisfaction - Item 49
145	Satisfaction - Item 50
146	Satisfaction - Item 51
147	Satisfaction - Item 52
148	Satisfaction - Item 53
149	Satisfaction - Item 54
150	Satisfaction - Item 55
151	Satisfaction - Item 56
152	Satisfaction - Item 57
153	Satisfaction - Item 58
154	Satisfaction - Item 59
155	Satisfaction - Item 60
156	Satisfaction - Item 61
157	Satisfaction - Item 62
158	Satisfaction - Item 63
159	Satisfaction - Item 64
160	Satisfaction - Item 65
161	Satisfaction - Item 66
162	Satisfaction - Item 67
163	Satisfaction - Item 68
164	Satisfaction - Item 69
165	Satisfaction - Item 70
166	Satisfaction - Item 71 - if utilized by institution - otherwise blank
167	Satisfaction - Item 72 - if utilized by institution - otherwise blank
168	Satisfaction - Item 73 - if utilized by institution - otherwise blank
169	Satisfaction - Item 74 - if utilized by institution - otherwise blank
170	Satisfaction - Item 75 - if utilized by institution - otherwise blank
171	Satisfaction - Item 76 - if utilized by institution - otherwise blank
172	Satisfaction - Item 77 - if utilized by institution - otherwise blank
173	Satisfaction - Item 78 - if utilized by institution - otherwise blank
174	Satisfaction - Item 79 - if utilized by institution - otherwise blank
175	Satisfaction - Item 80 - if utilized by institution - otherwise blank
176	Satisfaction - Item 81
177	Satisfaction - Item 82
178	Satisfaction - Item 83
179	Satisfaction - Item 84
180	Satisfaction - Item 85

<u>Position</u>	<u>Data / Corresponding Item</u>
181	Satisfaction - Item 86
182	Blank - no satisfaction data collected for Item 87
183	Blank - no satisfaction data collected for Item 88
184	Blank - no satisfaction data collected for Item 89
185	Blank - no satisfaction data collected for Item 90
186	Blank - no satisfaction data collected for Item 91
187	Blank - no satisfaction data collected for Item 92
188	Blank - no satisfaction data collected for Item 93
189	Blank - no satisfaction data collected for Item 94
190	Blank - no satisfaction data collected for Item 95
191	Item 96
192	Item 97
193	Item 98
194	Item 99 - Gender
195	Item 100 - Age
196	Item 101 - Ethnicity / Race
197	Item 102 - Current Enrollment Status
198	Item 103 - Current Class Load
199	Item 104 - Class Level
200	Item 105 - Current GPA
201	Item 106 - Educational Goal
202	Item 107 - Employment
203	Item 108 - Current Residence
204	Item 109 - Residence Classification
205	Item 110 - Disabilities
206	Item 111 - When I entered this institution, it was my:
207	Item 112 - Major, it utilized by institution
208	Item 113 - Campus defined item, if utilized by institution
209	Social Security Number, if completed by student

DEFINED VALUES:

Section #1 - Items 1 - 95

For importance scores, the values are as follows:

- 1 - not important at all
- 2 - not very important
- 3 - somewhat unimportant
- 4 - neutral
- 5 - somewhat important
- 6 - important
- 7 - very important
- 0 - does not apply

For satisfaction scores, the values are as follows:

- 1 - not satisfied at all
- 2 - not very satisfied
- 3 - somewhat dissatisfied
- 4 - neutral
- 5 - somewhat satisfied
- 6 - satisfied
- 7 - very satisfied
- 0 - not available / not used

Items 1 - 95 are as follows:

Item Number	Item Statement
1	Most students feel a sense of belonging here.
2	Faculty care about me as an individual.
3	The quality of instruction in the vocational/technical programs is excellent.
4	Security staff are helpful.
5	The personnel involved in registration are helpful.
6	My academic advisor is approachable.
7	Adequate financial aid is available for most students.
8	Classes are scheduled at times that are convenient for me.
9	Internships or practical experiences are provided in my degree/certificate program.
10	Child care facilities are available on campus.
11	Security staff respond quickly in emergencies.
12	My academic advisor helps me set goals to work toward.

Item Number	Item Statement
13	Financial aid awards are announced to students in time to be helpful in college planning.
14	Library resources and services are adequate.
15	I am able to register for classes I need with few conflicts.
16	The college shows concern for students as individuals.
17	Personnel in the Veterans' Services program are helpful.
18	The quality of instruction I receive in most of my classes is excellent.
19	This campus provides effective support services for displaced homemakers.
20	Financial aid counselors are helpful.
21	There are a sufficient number of study areas on campus.
22	People on this campus respect and are supportive of each other.
23	Faculty are understanding of students' unique life circumstances.
24	Parking lots are well-lighted and secure.
25	My academic advisor is concerned about my success as an individual.
26	Library staff are helpful and approachable.
27	The campus staff are caring and helpful.
28	It is an enjoyable experience to be a student on this campus.
29	Faculty are fair and unbiased in their treatment of individual students.
30	The career services office provides students with the help they need to get a job.
31	The campus is safe and secure for all students.
32	My academic advisor is knowledgeable about my program requirements.
33	Admissions counselors accurately portray the campus in their recruiting practices.
34	Computer labs are adequate and accessible.
35	Policies and procedures regarding registration and course selection are clear and well-publicized.
36	Students are made to feel welcome on this campus.
37	Faculty take into consideration student differences as they teach a course.
38	The student center is a comfortable place for students to spend their leisure time.
39	The amount of student parking space on campus is adequate.

Item Number	Item Statement
40	My academic advisor is knowledgeable about the transfer requirements of other schools.
41	Admissions staff are knowledgeable.
42	The equipment in the lab facilities is kept up to date.
43	Class change (drop/add) policies are reasonable.
44	I generally know what's happening on campus.
45	This institution has a good reputation within the community.
46	Faculty provide timely feedback about student progress in a course.
47	There are adequate services to help me decide upon a career.
48	Counseling staff care about students as individuals.
49	Admissions counselors respond to prospective students' unique needs and requests.
50	Tutoring services are readily available.
51	There are convenient ways of paying my school bill.
52	This school does whatever it can to help me reach my educational goals.
53	The assessment and course placement procedures are reasonable.
54	Faculty are interested in my academic problems.
55	Academic support services adequately meet the needs of students.
56	The business office is open during hours which are convenient for most students.
57	Administrators are approachable to students.
58	Nearly all of the faculty are knowledgeable in their fields.
59	New student orientation services help students adjust to college.
60	Billing policies are reasonable.
61	Faculty are usually available after class and during office hours.
62	Bookstore staff are helpful.
63	I seldom get the "run-around" when seeking information on this campus.
64	Nearly all classes deal with practical experiences and applications.
65	Students are notified early in the term if they are doing poorly in a class.
66	Program requirements are clear and reasonable.
67	Channels for expressing student complaints are readily available.
68	On the whole, the campus is well-maintained.
69	There is a good variety of courses provided on this campus.
70	I am able to experience intellectual growth here.
71	Campus item - if utilized by the institution.
72	Campus item - if utilized by the institution.

Item Number	Item Statement
73	Campus item - if utilized by the institution.
74	Campus item - if utilized by the institution.
75	Campus item - if utilized by the institution.
76	Campus item - if utilized by the institution.
77	Campus item - if utilized by the institution.
78	Campus item - if utilized by the institution.
79	Campus item - if utilized by the institution.
80	Campus item - if utilized by the institution.

How satisfied are you that this campus demonstrates a commitment to the needs of:

81	Part-time students?
82	Evening students?
83	Older, returning learners?
84	Under-represented populations?
85	Commuters?
86	Student with disabilities?

Item Number	Item Statement
--------------------	-----------------------

How important were each of the following factors in your decision to enroll here?

87	Cost
88	Financial aid
89	Academic reputation
90	Size of institution
91	Opportunity to play sports
92	Recommendations from family/friends
93	Geographic setting
94	Campus appearance
95	Personalized attention prior to enrollment

Section #2 - Items 96 - 99

Item 96 - So far, how has your college experience met your expectations?

- 1 - Much worse than I 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 I expected

Item 97 - 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

Item 98 - All in all, if you had it to do over again, would you enroll here?

- 1 - Definitely not
- 2 - Probably not
- 3 - Maybe not
- 4 - I don't know
- 5 - Maybe yes
- 6 - Probably yes
- 7 - Definitely yes

Section #3 - Demographic Items 99 - 113

Item 99 - Gender

- 1 - Female
- 2 - Male

Item 100 - Age

- 1 - 18 and under
- 2 - 19 to 24
- 3 - 25 to 34
- 4 - 35 to 44
- 5 - 45 and over

Item 101 - Ethnicity / Race

- 1 - African-American
- 2 - American Indian or Alaskan Native
- 3 - Asian or Pacific Islander
- 4 - Caucasian / White
- 5 - Hispanic
- 6 - Other
- 7 - Prefer not to respond

Item 102 - Current Enrollment Status

- 1 - Day
- 2 - Evening
- 3 - Weekend

Item 103 - Current Class Load

- 1 - Full-time
- 2 - Part-time

Item 104 - Class Level

- 1 - 1 or less
- 2 - 2
- 3 - 3
- 4 - 4 or more

Item 105 - Current GPA

- 1 - No credits earned
- 2 - 1.99 or below
- 3 - 2.0 - 2.49
- 4 - 2.5 - 2.99
- 5 - 3.0 - 3.49
- 6 - 3.5 or above

Item 106 - Educational Goal

- 1 - Associate degree
- 2 - Vocational / technical program
- 3 - Transfer to another institution
- 4 - Certification (initial or renewal)
- 5 - Self-improvement / pleasure
- 6 - Job-related training
- 7 - Other

Item 107 - Employment

- 1 - Full-time off campus
- 2 - Part-time off campus
- 3 - Full-time on campus
- 4 - Part-time on campus
- 5 - Not employed

Item 108 - Current Residence

- 1 - Residence hall
- 2 - Own house
- 3 - Rent room or apartment off campus
- 4 - Parent's home
- 5 - Other

Item 109 - Residence Classification

- 1 - In-state
- 2 - Out-of-state
- 3 - International (not U.S. citizen)

Item 110 - Disabilities

Physical disability or a diagnosed learning disability?

- 1 - Yes
- 2 - No

Item 111 - When I entered this institution, it was my:

- 1 - 1st choice
- 2 - 2nd choice
- 3 - 3rd choice or lower

Item 112 - Major code, if utilized by institution. Consult survey administrator for codes. If not used by institution, this item is blank.

Item 113 - Item requested by institution, if utilized. Consult survey administrator for possible responses. Answers 1 - 6 may have been utilized.

Social Security Number. This item is optional.

as of January 10, 1996

About the STUDENT SATISFACTION INVENTORY™

The STUDENT SATISFACTION INVENTORY measures students' satisfaction with a wide range of college experiences. Major 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. .5) indicates that an institution is meeting students' expectations, and a negative gap score (e.g. -.75) 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.

Two versions of the inventory are available: the Community, Junior and Technical College version and the 4-Year College and University 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, and community, junior and technical colleges are compared with other community, junior and technical institutions.

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
OR
73 items of expectation for 4-year colleges and universities
- 10 optional items which 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).

The Scales

Community, Junior and Technical College Version

For the community, junior and technical college version 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.

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 which 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 scales.

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 which 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.

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 favorably 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 appear in more than one scale. In addition, there are two items (number 35 and number 72) which are not included in any of the scales.

Reliability and Validity

The reliability of the STUDENT SATISFACTION INVENTORY is exceptionally high. For both versions of the instrument, Cronbach's coefficient alpha for the importance scores was .97 and .98 for the satisfaction items. The three-week test-retest reliability estimate of mean importance scores and mean satisfaction scores were .85 and .84 respectively.

The validity of the STUDENT SATISFACTION INVENTORY was determined by correlating mean satisfaction scores on the instrument with mean satisfaction scores on the College Student Satisfaction Questionnaire (CSSQ), a similar satisfaction instrument with reasonably high reliability and validity. The Pearson correlation between these two instruments was .71 ($p < .0000$). This correlation measurement: 1) indicates that the STUDENT SATISFACTION INVENTORY is measuring satisfaction accurately as defined by another statistically sound satisfaction measurement and 2) is sufficiently low to indicate that the STUDENT SATISFACTION INVENTORY is distinct from the CSSQ and provides information that the CSSQ does not.

The Inventory Authors

The STUDENT SATISFACTION INVENTORY was developed by Laurie A. Schreiner, Ph.D., and Stephanie L. Juillerat, with assistance from Noel•Levitz. Both Schreiner and Juillerat are research psychologists at Eastern College, St. Davids, Pennsylvania.

A Word About Noel•Levitz

Noel•Levitz, Inc. is the pre-eminent 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 1,100 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.

Working through its national centers, Noel•Levitz is committed to providing solutions that work to meet the needs of its clients. The firm has developed an array of proven tools on the basis of its experience, including software programs, diagnostic tools and instruments, videotape-based training programs, and customized consultations, workshops and national conferences. With the STUDENT SATISFACTION INVENTORY, 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.

For more information, contact:

Noel•Levitz Centers, Inc.
2101 ACT Circle
Iowa City, Iowa 52245-9581

Phone: 319-337-4700 or 800-876-1117
FAX: 319-337-5274

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 some areas of the campus experience that your students deem important or in need of improvement. Therefore, looking at all three areas of measurement will give you a more complete picture of your students' responses.

More specifically, combinations of scale scores or item scores will provide additional guidance as you explore opportunities for action agendas:

- High importance/low satisfaction pinpoints areas that should claim your institution's immediate attention.
- High importance/high satisfaction showcases your institution's areas of strength.
- Low importance/low satisfaction presents an opportunity for your institution to examine those areas that have low status with students.
- Low importance/high satisfaction suggests areas where it might be beneficial to redirect institutional resource commitments to areas of higher importance.

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, or to community, junior and technical colleges.

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

Demographic Summary

The one-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.

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.

Institutional Summary

This section of the report presents all inventory data in a traditional chart format. You see the three areas of measurement for each scale and item — importance, satisfaction and performance gap. 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. The last column shows the difference between your institution's satisfaction means and the national group means.

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.
- Chart 3 shows all of the inventory items in sequence, including your campus-defined items, if utilized by your institution.
- Chart 4 shows the scales in alphabetical order, accompanied by a list of the items included in each scale.

Please note:

- Importance data are not collected for the 6 Responsiveness to Diverse Population items.
- Satisfaction data are not collected for the 9 pre-enrollment items.
- National comparison data are not available for campus-defined items.

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.

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). It shows the scores in clear, multi-column grids. 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 national comparisons. The national comparisons are specific to institutions like yours, but not specific to the target group. In addition, the grid shows the number of respondents ("n") included in the calculation of the importance and satisfaction means for each scale and each item.

The second target group report format, the *Single Group Analysis*, is similar to the Campus Report but focuses on one target group only (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 summary of results, a complete review of scale and items scores, and one summary scale graph. Unlike the Campus Report, this analysis does not include national comparisons. The demographic summary indicates the number of students responding within the selected target group.



STUDENT SATISFACTION
INVENTORY™

The Findings

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%
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 or less	600	56.02%
2	311	29.04%
3	104	9.71%
4 or more	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 or 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

Current Residence			Selection of Program/Major		
	N	%		N	%
Residence hall	36	3.36%	0004	1	0.14%
Own house	130	12.15%	0101	5	0.70%
Rent room or apartment off campus	527	49.25%	0109	4	0.56%
Parent's home	312	29.16%	0112	28	3.94%
Other residence	65	6.07%	0114	4	0.56%
Total	1070	100.00%	0115	7	0.98%
No response	23		0191	1	0.14%
			0199	4	0.56%
			0201	6	0.84%
			0299	9	1.27%
			0402	1	0.14%
			0499	30	4.22%
			0502	13	1.83%
			0506	67	9.42%
			0509	7	0.98%
			0511	1	0.14%
			0514	4	0.56%
			0601	3	0.42%
			0602	8	1.13%
			0603	4	0.56%
			0606	3	0.42%
			0704	5	0.70%
			0779	1	0.14%
			0799	15	2.11%
			0800	1	0.14%
			0801	25	3.52%
			0809	1	0.14%
			0835	19	2.67%
			0839	1	0.14%
			0900	1	0.14%
			0901	29	4.08%
			0925	1	0.14%
			0934	4	0.56%
			0945	1	0.14%
			0948	7	0.98%
			0950	3	0.42%
			0952	8	1.13%
			0956	10	1.41%
			1001	3	0.42%
			1002	11	1.55%
			1004	8	1.13%
			1007	5	0.70%
			1011	4	0.56%
			1030	13	1.83%
			1102	1	0.14%
			1105	2	0.28%
			1200	1	0.14%
			1201	18	2.53%
			1203	39	5.49%
			1204	6	0.84%
			1205	1	0.14%

Residence Classification		
	N	%
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	

Disabilities		
	N	%
Yes	133	12.42%
No	938	87.58%
Total	1071	100.00%
No response	22	

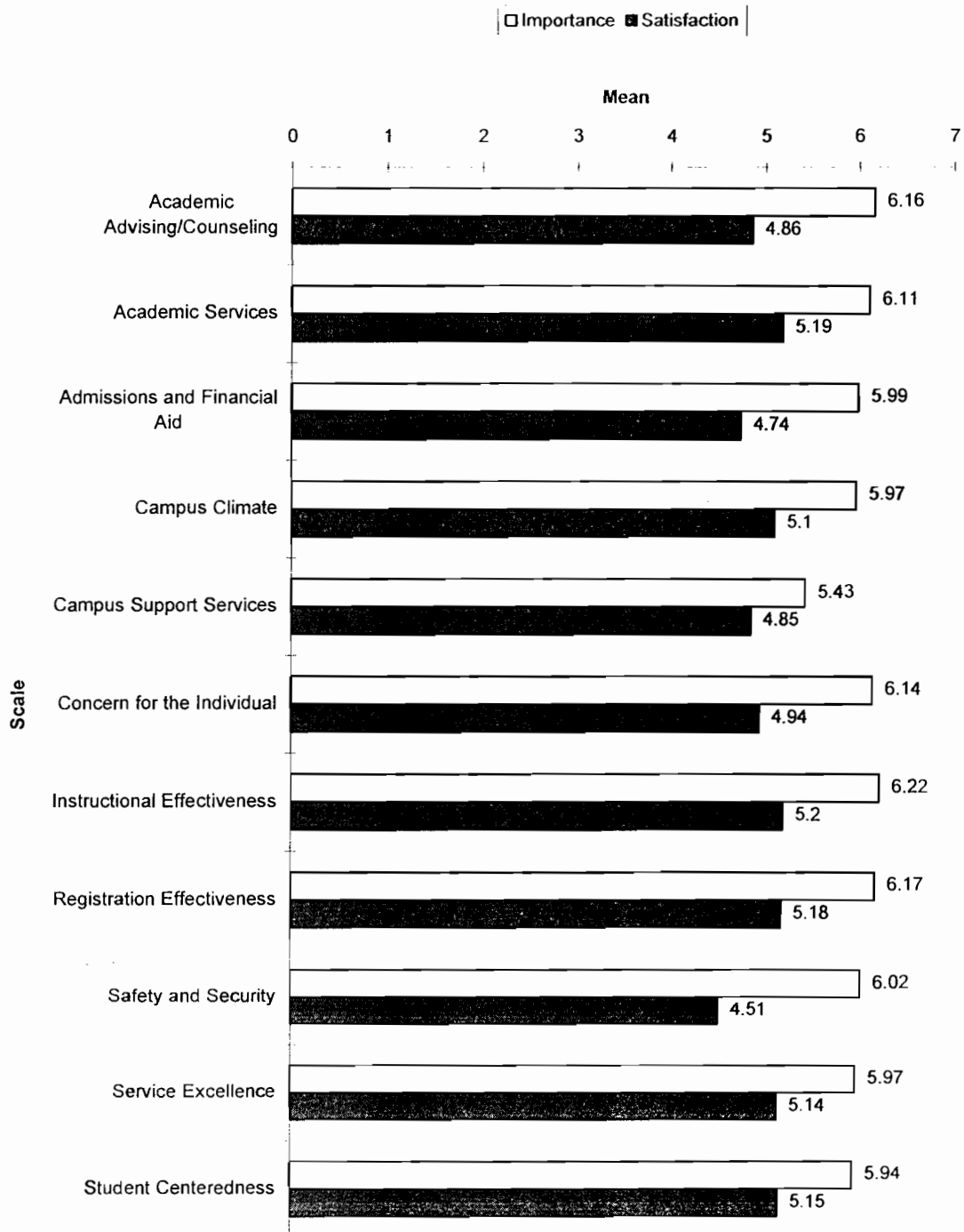
Institution Was My		
	N	%
1st choice	800	75.33%
2nd choice	194	18.27%
3rd choice or lower	68	6.40%
Total	1062	100.00%
No response	31	

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

Demographic Information

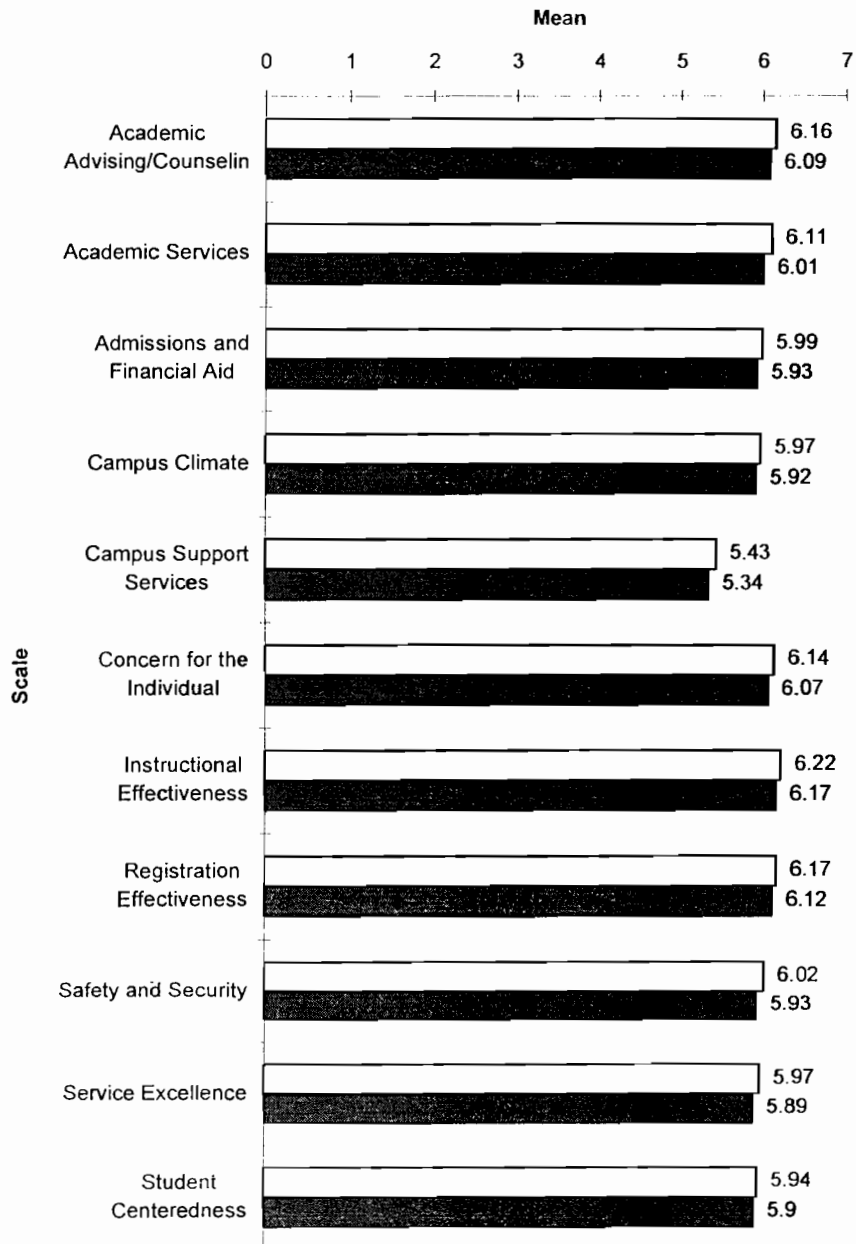
Selection of Program/Major	N	%
1219	1	0.14%
1221	1	0.14%
1222	1	0.14%
1231	1	0.14%
1302	12	1.69%
1303	2	0.28%
1305	25	3.52%
1306	1	0.14%
1400	1	0.14%
1401	6	0.84%
1501	21	2.95%
1506	11	1.55%
1509	4	0.56%
1510	2	0.28%
1601	1	0.14%
1602	2	0.28%
1701	1	0.14%
1902	2	0.28%
1905	4	0.56%
1914	2	0.28%
1919	4	0.56%
2001	39	5.49%
2104	5	0.70%
2105	16	2.25%
2107	9	1.27%
2133	4	0.56%
2134	1	0.14%
2201	3	0.42%
2204	3	0.42%
2205	13	1.83%
2207	6	0.84%
2208	2	0.28%
3009	1	0.14%
3064	10	1.41%
4901	25	3.52%
4903	3	0.42%
4930	12	1.69%
Total	711	100.00%
No response	382	

How Well Are We Meeting Our Students' Expectations?



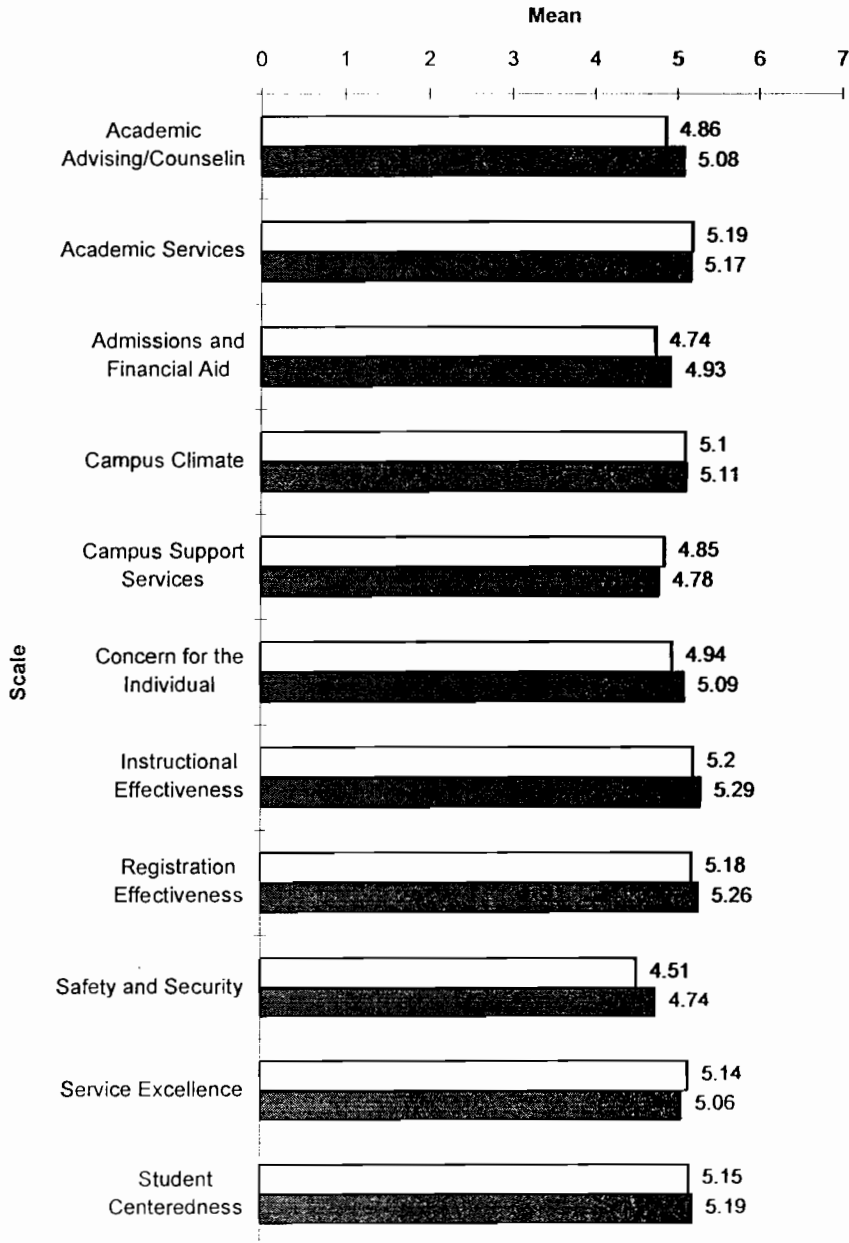
What's Important to Our Students Compared to Other Community, Junior & Technical Colleges

□ Your Campus ■ Community, Junior & Technical College Institutional Comparison Group



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

□ Your Campus ■ Community, Junior & Technical College Institutional Comparison Group



Full time ranks higher in importance + satisfaction than PT

Institutional Summary

Scales: In Order of Importance to Our Students

Scale	Our Institution Means Cuesta College			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
Instructional Effectiveness	6.22	5.20 / 0.95	1.02	6.17	5.29 / 1.02	0.88	-0.09 **
Registration Effectiveness	6.17	5.18 / 0.98	0.99	6.12	5.26 / 1.02	0.86	-0.08 *
Academic Advising/Counseling	6.16	4.86 / 1.26	1.30	6.09	5.08 / 1.28	1.01	-0.22 ***
Concern for the Individual	6.14	4.94 / 1.15	1.20	6.07	5.09 / 1.19	0.98	-0.15 ***
Academic Services	6.11	5.19 / 0.99	0.92	6.01	5.17 / 1.06	0.84	0.02
Safety and Security	6.02	4.51 / 1.14	1.51	5.93	4.74 / 1.23	1.19	-0.23 ***
Admissions and Financial Aid	5.99	4.74 / 1.18	1.25	5.93	4.93 / 1.20	1.00	-0.19 ***
Campus Climate	5.97	5.10 / 0.95	0.87	5.92	5.11 / 1.04	0.81	-0.01
Service Excellence	5.97	5.14 / 0.95	0.83	5.89	5.06 / 1.05	0.83	0.08 *
Student Centeredness	5.94	5.15 / 1.03	0.79	5.90	5.19 / 1.13	0.71	-0.04
Campus Support Services	5.43	4.85 / 1.05	0.58	5.34	4.78 / 1.11	0.56	0.07 *
Responsiveness to Diverse Populations		5.18 / 1.19			5.33 / 1.19		-0.15 ***

* 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 to Our Students

Item	Our Institution Means Cuesta College			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
18. The quality of instruction I receive in most of my classes is excellent.	6.58	5.53 / 1.27	1.05	6.51	5.57 / 1.34	0.94	-0.04
15. I am able to register for classes I need with few conflicts.	6.51	4.88 / 1.70	1.63	6.33	5.23 / 1.61	1.10	-0.35 ***
8. Classes are scheduled at times that are convenient for me.	6.50	5.02 / 1.64	1.48	6.44	5.32 / 1.59	1.12	-0.30 ***
69. There is a good variety of courses provided on this campus.	6.42	5.36 / 1.51	1.06	6.29	5.45 / 1.45	0.84	-0.09 *
14. Library resources and services are adequate.	6.39	5.39 / 1.46	1.00	6.21	5.22 / 1.57	0.99	0.17 ***
70. I am able to experience intellectual growth here.	6.39	5.64 / 1.29	0.75	6.27	5.57 / 1.32	0.70	0.07
58. Nearly all of the faculty are knowledgeable in their fields.	6.37	5.60 / 1.27	0.77	6.36	5.66 / 1.29	0.70	-0.06
31. The campus is safe and secure for all students.	6.36	5.32 / 1.35	1.04	6.27	5.32 / 1.41	0.95	0.00
29. Faculty are fair and unbiased in their treatment of individual students.	6.31	5.13 / 1.48	1.18	6.25	5.16 / 1.56	1.09	-0.03
5. The personnel involved in registration are helpful.	6.30	5.32 / 1.51	0.98	6.10	5.26 / 1.57	0.84	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 to Our Students

Item	Our Institution Means Cuesta College			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
39. The amount of student parking space on campus is adequate.	6.30	3.68 / 1.95	2.62	6.10	4.24 / 2.05	1.86	-0.56 ***
61. Faculty are usually available after class and during office hours.	6.30	5.56 / 1.39	0.74	6.22	5.54 / 1.39	0.68	0.02
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.28	4.95 / 1.61	1.33	6.03	4.96 / 1.62	1.07	-0.01
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.26	5.19 / 1.45	1.07	6.14	5.30 / 1.46	0.84	-0.11 *
66. Program requirements are clear and reasonable.	6.26	5.36 / 1.37	0.90	6.24	5.41 / 1.36	0.83	-0.05
52. This school does whatever it can to help me reach my educational goals.	6.23	4.91 / 1.45	1.32	6.20	5.07 / 1.49	1.13	-0.16 ***
24. Parking lots are well-lighted and secure.	6.21	4.63 / 1.70	1.58	6.13	4.81 / 1.74	1.32	-0.18 **
32. My academic advisor is knowledgeable about my program requirements.	6.20	4.80 / 1.63	1.40	6.27	5.33 / 1.64	0.94	-0.53 ***
26. Library staff are helpful and approachable.	6.18	5.58 / 1.36	0.60	5.98	5.34 / 1.49	0.64	0.24 ***
6. My academic advisor is approachable.	6.17	4.96 / 1.59	1.21	6.19	5.35 / 1.63	0.84	-0.39 ***

National Group Means are based on 23638 student 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 Order of Importance to Our Students

Item	Our Institution Means Cuesta College			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
7. Adequate financial aid is available for most students.	6.17	4.53 / 1.79	1.64	6.13	4.94 / 1.78	1.19	-0.41 ***
41. Admissions staff are knowledgeable. ✓	6.17	5.21 / 1.40	0.96	6.07	5.23 / 1.43	0.84	-0.02
65. Students are notified early in the term if they are doing poorly in a class.	6.17	4.90 / 1.63	1.27	6.14	4.85 / 1.66	1.29	0.05
46. Faculty provide timely feedback about student progress in a course.	6.16	4.99 / 1.50	1.17	6.11	5.16 / 1.44	0.95	-0.17 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.16	5.00 / 1.61	1.16	6.07	4.93 / 1.69	1.14	0.07
68. On the whole, the campus is well-maintained.	6.16	5.96 / 1.21	0.20	6.09	5.62 / 1.35	0.47	0.34 ***
28. It is an enjoyable experience to be a student on this campus.	6.15	5.49 / 1.38	0.66	6.01	5.33 / 1.44	0.68	0.16 ***
48. Counseling staff care about students as individuals.	6.14	4.98 / 1.55	1.16	5.97	5.04 / 1.52	0.93	-0.06
36. Students are made to feel welcome on this campus.	6.12	5.44 / 1.33	0.68	6.09	5.38 / 1.39	0.71	0.06
43. Class change (drop/add) policies are reasonable.	6.12	5.47 / 1.42	0.65	6.00	5.32 / 1.45	0.68	0.15 **

* 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 to Our Students

Item	Our Institution Means Cuesta College			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
16. The college shows concern for students as individuals.	6.11	4.80 / 1.48	1.31	6.11	4.99 / 1.56	1.12	-0.19 ***
50. Tutoring services are readily available.	6.10	5.30 / 1.42	0.80	5.94	5.25 / 1.50	0.69	0.05
23. Faculty are understanding of students' unique life circumstances.	6.09	4.86 / 1.51	1.23	6.05	4.99 / 1.56	1.06	-0.13 **
34. Computer labs are adequate and accessible.	6.09	4.83 / 1.66	1.26	6.12	5.22 / 1.56	0.90	-0.39 ***
25. My academic advisor is concerned about my success as an individual.	6.07	4.65 / 1.61	1.42	6.06	4.96 / 1.69	1.10	-0.31 ***
45. This institution has a good reputation within the community.	6.07	5.65 / 1.35	0.42	6.05	5.45 / 1.44	0.60	0.20 ***
47. There are adequate services to help me decide upon a career.	6.07	4.91 / 1.46	1.16	5.97	5.03 / 1.47	0.94	-0.12 *
21. There are a sufficient number of study areas on campus.	6.06	5.46 / 1.42	0.60	5.87	5.04 / 1.58	0.83	0.42 ***
12. My academic advisor helps me set goals to work toward.	6.05	4.75 / 1.63	1.30	5.90	4.84 / 1.70	1.06	-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 Order of Importance to Our Students

Item	Our Institution Means Cuesta College			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
2. Faculty care about me as an individual.	6.04	5.11 / 1.42	0.93	5.96	5.27 / 1.42	0.69	-0.16 ***
51. There are convenient ways of paying my school bill.	6.02	4.93 / 1.54	1.09	6.10	5.17 / 1.58	0.93	-0.24 ***
64. Nearly all classes deal with practical experiences and applications.	6.02	5.10 / 1.39	0.92	6.03	5.28 / 1.36	0.75	-0.18 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.00	4.20 / 1.74	1.80	5.89	4.62 / 1.70	1.27	-0.42 ***
27. The campus staff are caring and helpful.	6.00	5.20 / 1.27	0.80	5.96	5.22 / 1.36	0.74	-0.02
37. Faculty take into consideration student differences as they teach a course.	6.00	4.90 / 1.41	1.10	6.04	5.03 / 1.48	1.01	-0.13 **
53. The assessment and course placement procedures are reasonable.	6.00	4.95 / 1.53	1.05	5.92	5.13 / 1.41	0.79	-0.18 ***
20. Financial aid counselors are helpful.	5.99	4.75 / 1.58	1.24	5.95	4.89 / 1.72	1.06	-0.14 *
42. The equipment in the lab facilities is kept up to date.	5.98	4.67 / 1.49	1.31	6.12	5.16 / 1.51	0.96	-0.49 ***
62. Bookstore staff are helpful.	5.98	5.74 / 1.26	0.24	5.96	5.33 / 1.56	0.63	0.41 ***

* 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 to Our Students

Item	Our Institution Means Cuesta College			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
54. Faculty are interested in my academic problems.	5.96	4.77 / 1.42	1.19	5.98	5.06 / 1.45	0.92	Our Inst - Nat'l Group -0.29 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	5.94	4.85 / 1.42	1.09	5.86	4.95 / 1.46	0.91	-0.10 *
56. The business office is open during hours which are convenient for most students.	5.94	4.98 / 1.50	0.96	6.00	5.33 / 1.43	0.67	-0.35 ***
57. Administrators are approachable to students.	5.93	4.90 / 1.47	1.03	5.87	5.04 / 1.49	0.83	-0.14 **
11. Security staff respond quickly in emergencies.	5.89	4.47 / 1.40	1.42	5.77	4.61 / 1.46	1.16	-0.14 *
3. The quality of instruction in the vocational/technical programs is excellent.	5.88	5.10 / 1.31	0.78	6.13	5.36 / 1.33	0.77	-0.26 ***
55. Academic support services adequately meet the needs of students.	5.88	4.91 / 1.30	0.97	5.80	4.99 / 1.36	0.81	-0.08
22. People on this campus respect and are supportive of each other.	5.86	5.18 / 1.32	0.68	5.83	5.02 / 1.43	0.81	0.16 ***
60. Billing policies are reasonable.	5.86	4.99 / 1.41	0.87	5.96	5.12 / 1.50	0.84	-0.13 *
67. Channels for expressing student complaints are readily available.	5.86	4.56 / 1.54	1.30	5.83	4.62 / 1.62	1.21	-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 to Our Students

Item	Our Institution Means Cuesta College			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
30. The career services office provides students with the help they need to get a job.	5.82	4.70 / 1.39	1.12	5.83	4.85 / 1.46	0.98	-0.15 **
59. New student orientation services help students adjust to college. ✓	5.78	5.07 / 1.40	0.71	5.71	5.02 / 1.49	0.69	0.05
9. Internships or practical experiences are provided in my degree/certificate program.	5.76	4.37 / 1.51	1.39	5.92	5.00 / 1.56	0.92	-0.63 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.61	4.86 / 1.36	0.75	5.62	4.88 / 1.43	0.74	-0.02
38. The student center is a comfortable place for students to spend their leisure time.	5.53	5.40 / 1.34	0.13	5.47	4.93 / 1.55	0.54	0.47 ***
44. I generally know what's happening on campus.	5.47	4.62 / 1.48	0.85	5.40	4.74 / 1.49	0.66	-0.12 *
1. Most students feel a sense of belonging here.	5.36	5.04 / 1.35	0.32	5.39	5.16 / 1.36	0.23	-0.12 **
4. Security staff are helpful.	5.27	4.46 / 1.55	0.81	5.34	4.67 / 1.60	0.67	-0.21 ***
19. This campus provides effective support services for displaced homemakers.	4.93	4.53 / 1.20	0.40	4.85	4.59 / 1.33	0.26	-0.06
10. Child care facilities are available on campus.	4.71	4.43 / 1.34	0.28	4.59	4.27 / 1.67	0.32	0.16 *

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

Institutional Summary

Items: In Order of Importance to Our Students

Item	Our Institution Means Cuesta College			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	4.45	4.47 / 1.23	-0.02	4.37	4.40 / 1.26	-0.03	0.07

National Group Means are based on 23638 student 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			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.36	5.04 / 1.35	0.32	5.39	5.16 / 1.36	0.23	-0.12 **
2. Faculty care about me as an individual.	6.04	5.11 / 1.42	0.93	5.96	5.27 / 1.42	0.69	-0.16 ***
3. The quality of instruction in the vocational/technical programs is excellent.	5.88	5.10 / 1.31	0.78	6.13	5.36 / 1.33	0.77	-0.26 ***
4. Security staff are helpful.	5.27	4.46 / 1.55	0.81	5.34	4.67 / 1.60	0.67	-0.21 ***
5. The personnel involved in registration are helpful.	6.30	5.32 / 1.51	0.98	6.10	5.26 / 1.57	0.84	0.06
6. My academic advisor is approachable.	6.17	4.96 / 1.59	1.21	6.19	5.35 / 1.63	0.84	-0.39 ***
7. Adequate financial aid is available for most students.	6.17	4.53 / 1.79	1.64	6.13	4.94 / 1.78	1.19	-0.41 ***
8. Classes are scheduled at times that are convenient for me.	6.50	5.02 / 1.64	1.48	6.44	5.32 / 1.59	1.12	-0.30 ***
9. Internships or practical experiences are provided in my degree/certificate program.	5.76	4.37 / 1.51	1.39	5.92	5.00 / 1.56	0.92	-0.63 ***
10. Child care facilities are available on campus.	4.71	4.43 / 1.34	0.28	4.59	4.27 / 1.67	0.32	0.16 *
11. Security staff respond quickly in emergencies.	5.89	4.47 / 1.40	1.42	5.77	4.61 / 1.46	1.16	-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 23638 student records.

Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College		National Group Means Community, Junior & Technical Colleges		Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Importance	Satisfaction/SD	
12. My academic advisor helps me set goals to work toward.	6.05	4.75 / 1.63	5.90	4.84 / 1.70	-0.09
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.00	4.20 / 1.74	5.89	4.62 / 1.70	-0.42 ***
14. Library resources and services are adequate.	6.39	5.39 / 1.46	6.21	5.22 / 1.57	0.17 ***
15. I am able to register for classes I need with few conflicts.	6.51	4.88 / 1.70	6.33	5.23 / 1.61	-0.35 ***
16. The college shows concern for students as individuals.	6.11	4.80 / 1.48	6.11	4.99 / 1.56	-0.19 ***
17. Personnel in the Veterans' Services program are helpful.	4.45	4.47 / 1.23	4.37	4.40 / 1.26	0.07
18. The quality of instruction I receive in most of my classes is excellent.	6.58	5.53 / 1.27	6.51	5.57 / 1.34	-0.04
19. This campus provides effective support services for displaced homemakers.	4.93	4.53 / 1.20	4.85	4.59 / 1.33	-0.06
20. Financial aid counselors are helpful.	5.99	4.75 / 1.58	5.95	4.89 / 1.72	-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 23638 student records.

Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
21. There are a sufficient number of study areas on campus.	6.06	5.46 / 1.42	0.60	5.87	5.04 / 1.58	0.83	0.42 ***
22. People on this campus respect and are supportive of each other.	5.86	5.18 / 1.32	0.68	5.83	5.02 / 1.43	0.81	0.16 ***
23. Faculty are understanding of students' unique life circumstances.	6.09	4.86 / 1.51	1.23	6.05	4.99 / 1.56	1.06	-0.13 **
24. Parking lots are well-lighted and secure.	6.21	4.63 / 1.70	1.58	6.13	4.81 / 1.74	1.32	-0.18 **
25. My academic advisor is concerned about my success as an individual.	6.07	4.65 / 1.61	1.42	6.06	4.96 / 1.69	1.10	-0.31 ***
26. Library staff are helpful and approachable.	6.18	5.58 / 1.36	0.60	5.98	5.34 / 1.49	0.64	0.24 ***
27. The campus staff are caring and helpful.	6.00	5.20 / 1.27	0.80	5.96	5.22 / 1.36	0.74	-0.02
28. It is an enjoyable experience to be a student on this campus.	6.15	5.49 / 1.38	0.66	6.01	5.33 / 1.44	0.68	0.16 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.31	5.13 / 1.48	1.18	6.25	5.16 / 1.56	1.09	-0.03
30. The career services office provides students with	5.82	4.70 / 1.39	1.12	5.83	4.85 / 1.46	0.98	-0.15 **

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

National Group Means are based on 23638 student records.

Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
the help they need to get a job.							Our Inst - Nat'l Group
31. The campus is safe and secure for all students.	6.36	5.32 / 1.35	1.04	6.27	5.32 / 1.41	0.95	0.00
32. My academic advisor is knowledgeable about my program requirements.	6.20	4.80 / 1.63	1.40	6.27	5.33 / 1.64	0.94	-0.53 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.61	4.86 / 1.36	0.75	5.62	4.88 / 1.43	0.74	-0.02
34. Computer labs are adequate and accessible.	6.09	4.83 / 1.66	1.26	6.12	5.22 / 1.56	0.90	-0.39 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.26	5.19 / 1.45	1.07	6.14	5.30 / 1.46	0.84	-0.11 *
36. Students are made to feel welcome on this campus.	6.12	5.44 / 1.33	0.68	6.09	5.38 / 1.39	0.71	0.06
37. Faculty take into consideration student differences as they teach a course.	6.00	4.90 / 1.41	1.10	6.04	5.03 / 1.48	1.01	-0.13 **
38. The student center is a comfortable place for students to spend their leisure time.	5.53	5.40 / 1.34	0.13	5.47	4.93 / 1.55	0.54	0.47 ***
39. The amount of student parking space on campus is adequate.	6.30	3.68 / 1.95	2.62	6.10	4.24 / 2.05	1.86	-0.56 ***

National Group Means are based on 23638 student 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			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.28	4.95 / 1.61	1.33	6.03	4.96 / 1.62	1.07	-0.01
41. Admissions staff are knowledgeable.	6.17	5.21 / 1.40	0.96	6.07	5.23 / 1.43	0.84	-0.02
42. The equipment in the lab facilities is kept up to date.	5.98	4.67 / 1.49	1.31	6.12	5.16 / 1.51	0.96	-0.49 ***
43. Class change (drop/add) policies are reasonable.	6.12	5.47 / 1.42	0.65	6.00	5.32 / 1.45	0.68	0.15 **
44. I generally know what's happening on campus.	5.47	4.62 / 1.48	0.85	5.40	4.74 / 1.49	0.66	-0.12 *
45. This institution has a good reputation within the community.	6.07	5.65 / 1.35	0.42	6.05	5.45 / 1.44	0.60	0.20 ***
46. Faculty provide timely feedback about student progress in a course.	6.16	4.99 / 1.50	1.17	6.11	5.16 / 1.44	0.95	-0.17 ***
47. There are adequate services to help me decide upon a career.	6.07	4.91 / 1.46	1.16	5.97	5.03 / 1.47	0.94	-0.12 *
48. Counseling staff care about students as individuals.	6.14	4.98 / 1.55	1.16	5.97	5.04 / 1.52	0.93	-0.06
49. Admissions counselors respond to prospective students' unique needs and requests.	5.94	4.85 / 1.42	1.09	5.86	4.95 / 1.46	0.91	-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 23638 student records.

Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
50. Tutoring services are readily available.	6.10	5.30 / 1.42	0.80	5.94	5.25 / 1.50	0.69	0.05
51. There are convenient ways of paying my school bill.	6.02	4.93 / 1.54	1.09	6.10	5.17 / 1.58	0.93	-0.24 ***
52. This school does whatever it can to help me reach my educational goals.	6.23	4.91 / 1.45	1.32	6.20	5.07 / 1.49	1.13	-0.16 ***
53. The assessment and course placement procedures are reasonable.	6.00	4.95 / 1.53	1.05	5.92	5.13 / 1.41	0.79	-0.18 ***
54. Faculty are interested in my academic problems.	5.96	4.77 / 1.42	1.19	5.98	5.06 / 1.45	0.92	-0.29 ***
55. Academic support services adequately meet the needs of students.	5.88	4.91 / 1.30	0.97	5.80	4.99 / 1.36	0.81	-0.08
56. The business office is open during hours which are convenient for most students.	5.94	4.98 / 1.50	0.96	6.00	5.33 / 1.43	0.67	-0.35 ***
57. Administrators are approachable to students.	5.93	4.90 / 1.47	1.03	5.87	5.04 / 1.49	0.83	-0.14 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.37	5.60 / 1.27	0.77	6.36	5.66 / 1.29	0.70	-0.06
59. New student orientation services help students	5.78	5.07 / 1.40	0.71	5.71	5.02 / 1.49	0.69	0.05

National Group Means are based on 23638 student 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		National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	
adjust to college.						
60. Billing policies are reasonable.	5.86	4.99 / 1.41	0.87	5.96	5.12 / 1.50	0.84
61. Faculty are usually available after class and during office hours.	6.30	5.56 / 1.39	0.74	6.22	5.54 / 1.39	0.68
62. Bookstore staff are helpful.	5.98	5.74 / 1.26	0.24	5.96	5.33 / 1.56	0.63
63. I seldom get the "run-around" when seeking information on this campus.	6.16	5.00 / 1.61	1.16	6.07	4.93 / 1.69	1.14
64. Nearly all classes deal with practical experiences and applications.	6.02	5.10 / 1.39	0.92	6.03	5.28 / 1.36	0.75
65. Students are notified early in the term if they are doing poorly in a class.	6.17	4.90 / 1.63	1.27	6.14	4.85 / 1.66	1.29
66. Program requirements are clear and reasonable.	6.26	5.36 / 1.37	0.90	6.24	5.41 / 1.36	0.83
67. Channels for expressing student complaints are readily available.	5.86	4.56 / 1.54	1.30	5.83	4.62 / 1.62	1.21
68. On the whole, the campus is well-maintained.	6.16	5.96 / 1.21	0.20	6.09	5.62 / 1.35	0.47

* 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			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.42	5.36 / 1.51	1.06	6.29	5.45 / 1.45	0.84	-0.09 *
70. I am able to experience intellectual growth here.	6.39	5.64 / 1.29	0.75	6.27	5.57 / 1.32	0.70	0.07
71. Campus item	6.47	5.63 / 1.20	0.84				
72. Campus item	6.37	5.22 / 1.48	1.15				
73. Campus item	6.26	5.43 / 1.38	0.83				
74. Campus item	6.18	5.41 / 1.36	0.77				
75. Campus item	6.30	5.62 / 1.25	0.68				
76. Campus item	6.29	5.65 / 1.29	0.64				
77. Campus item	5.28	4.73 / 1.33	0.55				
78. Campus item	5.89	5.08 / 1.33	0.81				
79. Campus item	5.97	5.05 / 1.42	0.92				
80. Campus item	5.99	5.34 / 1.34	0.65				
81. Institution's commitment to part-time students?		5.36 / 1.34			5.45 / 1.34		-0.09 *

National Group Means are based on 23638 student 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		National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Importance	Satisfaction/SD	Performance Gap	
82. Institution's commitment to evening students?		5.16 / 1.49		5.35 / 1.43		-0.19 ***
83. Institution's commitment to older, returning learners?		5.33 / 1.38		5.48 / 1.34		-0.15 **
84. Institution's commitment to under-represented populations?		5.05 / 1.41		5.19 / 1.34		-0.14 **
85. Institution's commitment to commuters?		4.86 / 1.53		5.19 / 1.44		-0.33 ***
86. Institution's commitment to students with disabilities?		5.34 / 1.37		5.33 / 1.40		0.01
87. Cost as factor in decision to enroll.	5.95		6.12			
88. Financial aid as factor in decision to enroll.	5.12		5.54			
89. Academic reputation as factor in decision to enroll.	5.55		5.65			
90. Size of institution as factor in decision to enroll.	4.87		4.91			
91. Opportunity to play sports as factor in decision to enroll.	3.66		3.04			
92. Recommendations from family/friends as factor in	4.84		4.50			

* 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 23638 student records.

Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College		National Group Means Community, Junior & Technical Colleges		Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Importance	Satisfaction/SD	
decision to enroll.					Our Inst - Nat'l Group
93. Geographic setting as factor in decision to enroll.	5.73		5.26		
94. Campus appearance as factor in decision to enroll.	5.24		4.89		
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.08		5.09		

* 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 23638 student records.

Institutional Summary

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

Scale	Our Institution Means Cuesta College			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.16	4.86 / 1.26	1.30	6.09	5.08 / 1.28	1.01	-0.22 ***
6. My academic advisor is approachable.	6.17	4.96 / 1.59	1.21	6.19	5.35 / 1.63	0.84	-0.39 ***
12. My academic advisor helps me set goals to work toward.	6.05	4.75 / 1.63	1.30	5.90	4.84 / 1.70	1.06	-0.09
25. My academic advisor is concerned about my success as an individual.	6.07	4.65 / 1.61	1.42	6.06	4.96 / 1.69	1.10	-0.31 ***
32. My academic advisor is knowledgeable about my program requirements.	6.20	4.80 / 1.63	1.40	6.27	5.33 / 1.64	0.94	-0.53 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.28	4.95 / 1.61	1.33	6.03	4.96 / 1.62	1.07	-0.01
48. Counseling staff care about students as individuals.	6.14	4.98 / 1.55	1.16	5.97	5.04 / 1.52	0.93	-0.06
52. This school does whatever it can to help me reach my educational goals.	6.23	4.91 / 1.45	1.32	6.20	5.07 / 1.49	1.13	-0.16 ***
ACADEMIC SERVICES	6.11	5.19 / 0.99	0.92	6.01	5.17 / 1.06	0.84	0.02
14. Library resources and services are adequate.	6.39	5.39 / 1.46	1.00	6.21	5.22 / 1.57	0.99	0.17 ***

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

National Group Means are based on 23638 student records.

Institutional Summary

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

Scale	Our Institution Means Cuesta College			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
21. There are a sufficient number of study areas on campus.	6.06	5.46 / 1.42	0.60	5.87	5.04 / 1.58	0.83	0.42 ***
26. Library staff are helpful and approachable.	6.18	5.58 / 1.36	0.60	5.98	5.34 / 1.49	0.64	0.24 ***
34. Computer labs are adequate and accessible.	6.09	4.83 / 1.66	1.26	6.12	5.22 / 1.56	0.90	-0.39 ***
42. The equipment in the lab facilities is kept up to date.	5.98	4.67 / 1.49	1.31	6.12	5.16 / 1.51	0.96	-0.49 ***
50. Tutoring services are readily available.	6.10	5.30 / 1.42	0.80	5.94	5.25 / 1.50	0.69	0.05
55. Academic support services adequately meet the needs of students.	5.88	4.91 / 1.30	0.97	5.80	4.99 / 1.36	0.81	-0.08
ADMISSIONS AND FINANCIAL AID	5.99	4.74 / 1.18	1.25	5.93	4.93 / 1.20	1.00	-0.19 ***
7. Adequate financial aid is available for most students.	6.17	4.53 / 1.79	1.64	6.13	4.94 / 1.78	1.19	-0.41 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.00	4.20 / 1.74	1.80	5.89	4.62 / 1.70	1.27	-0.42 ***
20. Financial aid counselors are helpful.	5.99	4.75 / 1.58	1.24	5.95	4.89 / 1.72	1.06	-0.14 *

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Institutional Summary

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

Scale	Our Institution Means Cuesta College			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.61	4.86 / 1.36	0.75	5.62	4.88 / 1.43	0.74	-0.02
41. Admissions staff are knowledgeable.	6.17	5.21 / 1.40	0.96	6.07	5.23 / 1.43	0.84	-0.02
49. Admissions counselors respond to prospective students' unique needs and requests.	5.94	4.85 / 1.42	1.09	5.86	4.95 / 1.46	0.91	-0.10 *
CAMPUS CLIMATE							
1. Most students feel a sense of belonging here.	5.97	5.10 / 0.95	0.87	5.92	5.11 / 1.04	0.81	-0.01
2. Faculty care about me as an individual.	5.36	5.04 / 1.35	0.32	5.39	5.16 / 1.36	0.23	-0.12 **
16. The college shows concern for students as individuals.	6.04	5.11 / 1.42	0.93	5.96	5.27 / 1.42	0.69	-0.16 ***
22. People on this campus respect and are supportive of each other.	6.11	4.80 / 1.48	1.31	6.11	4.99 / 1.56	1.12	-0.19 ***
27. The campus staff are caring and helpful.	5.86	5.18 / 1.32	0.68	5.83	5.02 / 1.43	0.81	0.16 ***
28. It is an enjoyable experience to be a student on this campus.	6.00	5.20 / 1.27	0.80	5.96	5.22 / 1.36	0.74	-0.02
	6.15	5.49 / 1.38	0.66	6.01	5.33 / 1.44	0.68	0.16 ***

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Institutional Summary

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

Scale	Our Institution Means Cuesta College			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
31. The campus is safe and secure for all students.	6.36	5.32 / 1.35	1.04	6.27	5.32 / 1.41	0.95	0.00
36. Students are made to feel welcome on this campus.	6.12	5.44 / 1.33	0.68	6.09	5.38 / 1.39	0.71	0.06
44. I generally know what's happening on campus.	5.47	4.62 / 1.48	0.85	5.40	4.74 / 1.49	0.66	-0.12 *
45. This institution has a good reputation within the community.	6.07	5.65 / 1.35	0.42	6.05	5.45 / 1.44	0.60	0.20 ***
52. This school does whatever it can to help me reach my educational goals.	6.23	4.91 / 1.45	1.32	6.20	5.07 / 1.49	1.13	-0.16 ***
57. Administrators are approachable to students.	5.93	4.90 / 1.47	1.03	5.87	5.04 / 1.49	0.83	-0.14 **
59. New student orientation services help students adjust to college.	5.78	5.07 / 1.40	0.71	5.71	5.02 / 1.49	0.69	0.05
63. I seldom get the "run-around" when seeking information on this campus.	6.16	5.00 / 1.61	1.16	6.07	4.93 / 1.69	1.14	0.07
67. Channels for expressing student complaints are readily available.	5.86	4.56 / 1.54	1.30	5.83	4.62 / 1.62	1.21	-0.06
CAMPUS SUPPORT SERVICES	5.43	4.85 / 1.05	0.58	5.34	4.78 / 1.11	0.56	0.07 *

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Institutional Summary

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

Scale	Our Institution Means Cuesta College			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
10. Child care facilities are available on campus.	4.71	4.43 / 1.34	0.28	4.59	4.27 / 1.67	0.32	0.16 *
17. Personnel in the Veterans' Services program are helpful.	4.45	4.47 / 1.23	-0.02	4.37	4.40 / 1.26	-0.03	0.07
19. This campus provides effective support services for displaced homemakers.	4.93	4.53 / 1.20	0.40	4.85	4.59 / 1.33	0.26	-0.06
30. The career services office provides students with the help they need to get a job.	5.82	4.70 / 1.39	1.12	5.83	4.85 / 1.46	0.98	-0.15 **
38. The student center is a comfortable place for students to spend their leisure time.	5.53	5.40 / 1.34	0.13	5.47	4.93 / 1.55	0.54	0.47 ***
47. There are adequate services to help me decide upon a career.	6.07	4.91 / 1.46	1.16	5.97	5.03 / 1.47	0.94	-0.12 *
59. New student orientation services help students adjust to college.	5.78	5.07 / 1.40	0.71	5.71	5.02 / 1.49	0.69	0.05
CONCERN FOR THE INDIVIDUAL	6.14	4.94 / 1.15	1.20	6.07	5.09 / 1.19	0.98	-0.15 ***
2. Faculty care about me as an individual.	6.04	5.11 / 1.42	0.93	5.96	5.27 / 1.42	0.69	-0.16 ***
16. The college shows concern for students as	6.11	4.80 / 1.48	1.31	6.11	4.99 / 1.56	1.12	-0.19 ***

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Institutional Summary

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

Scale	Our Institution Means Cuesta College			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
individuals.							
25. My academic advisor is concerned about my success as an individual.	6.07	4.65 / 1.61	1.42	6.06	4.96 / 1.69	1.10	-0.31 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.31	5.13 / 1.48	1.18	6.25	5.16 / 1.56	1.09	-0.03
48. Counseling staff care about students as individuals.	6.14	4.98 / 1.55	1.16	5.97	5.04 / 1.52	0.93	-0.06
INSTRUCTIONAL EFFECTIVENESS							
2. Faculty care about me as an individual.	6.22	5.20 / 0.95	1.02	6.17	5.29 / 1.02	0.88	-0.09 **
18. The quality of instruction I receive in most of my classes is excellent.	6.04	5.11 / 1.42	0.93	5.96	5.27 / 1.42	0.69	-0.16 ***
23. Faculty are understanding of students' unique life circumstances.	6.58	5.53 / 1.27	1.05	6.51	5.57 / 1.34	0.94	-0.04
29. Faculty are fair and unbiased in their treatment of individual students.	6.09	4.86 / 1.51	1.23	6.05	4.99 / 1.56	1.06	-0.13 **
37. Faculty take into consideration student differences	6.31	5.13 / 1.48	1.18	6.25	5.16 / 1.56	1.09	-0.03
	6.00	4.90 / 1.41	1.10	6.04	5.03 / 1.48	1.01	-0.13 **

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Institutional Summary

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

Scale	Our Institution Means Cuesta College			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
as they teach a course.							
46. Faculty provide timely feedback about student progress in a course.	6.16	4.99 / 1.50	1.17	6.11	5.16 / 1.44	0.95	-0.17 ***
54. Faculty are interested in my academic problems.	5.96	4.77 / 1.42	1.19	5.98	5.06 / 1.45	0.92	-0.29 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.37	5.60 / 1.27	0.77	6.36	5.66 / 1.29	0.70	-0.06
61. Faculty are usually available after class and during office hours.	6.30	5.56 / 1.39	0.74	6.22	5.54 / 1.39	0.68	0.02
64. Nearly all classes deal with practical experiences and applications.	6.02	5.10 / 1.39	0.92	6.03	5.28 / 1.36	0.75	-0.18 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.17	4.90 / 1.63	1.27	6.14	4.85 / 1.66	1.29	0.05
66. Program requirements are clear and reasonable.	6.26	5.36 / 1.37	0.90	6.24	5.41 / 1.36	0.83	-0.05
69. There is a good variety of courses provided on this campus.	6.42	5.36 / 1.51	1.06	6.29	5.45 / 1.45	0.84	-0.09 *
70. I am able to experience intellectual growth here.	6.39	5.64 / 1.29	0.75	6.27	5.57 / 1.32	0.70	0.07

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Institutional Summary

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

Scale	Our Institution Means Cuesta College		National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)	
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD		Performance Gap
REGISTRATION EFFECTIVENESS	6.17	5.18 / 0.98	0.99	6.12	5.26 / 1.02	0.86	-0.08 *
5. The personnel involved in registration are helpful.	6.30	5.32 / 1.51	0.98	6.10	5.26 / 1.57	0.84	0.06
8. Classes are scheduled at times that are convenient for me.	6.50	5.02 / 1.64	1.48	6.44	5.32 / 1.59	1.12	-0.30 ***
15. I am able to register for classes I need with few conflicts.	6.51	4.88 / 1.70	1.63	6.33	5.23 / 1.61	1.10	-0.35 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.26	5.19 / 1.45	1.07	6.14	5.30 / 1.46	0.84	-0.11 *
43. Class change (drop/add) policies are reasonable.	6.12	5.47 / 1.42	0.65	6.00	5.32 / 1.45	0.68	0.15 **
51. There are convenient ways of paying my school bill.	6.02	4.93 / 1.54	1.09	6.10	5.17 / 1.58	0.93	-0.24 ***
56. The business office is open during hours which are convenient for most students.	5.94	4.98 / 1.50	0.96	6.00	5.33 / 1.43	0.67	-0.35 ***
60. Billing policies are reasonable.	5.86	4.99 / 1.41	0.87	5.96	5.12 / 1.50	0.84	-0.13 *
62. Bookstore staff are helpful.	5.98	5.74 / 1.26	0.24	5.96	5.33 / 1.56	0.63	0.41 ***

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Institutional Summary

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

Scale	Our Institution Means Cuesta College			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.18 / 1.19			5.33 / 1.19		-0.15 ***
81. Institution's commitment to part-time students?		5.36 / 1.34			5.45 / 1.34		-0.09 *
82. Institution's commitment to evening students?		5.16 / 1.49			5.35 / 1.43		-0.19 ***
83. Institution's commitment to older, returning learners?		5.33 / 1.38			5.48 / 1.34		-0.15 **
84. Institution's commitment to under-represented populations?		5.05 / 1.41			5.19 / 1.34		-0.14 **
85. Institution's commitment to commuters?		4.86 / 1.53			5.19 / 1.44		-0.33 ***
86. Institution's commitment to students with disabilities?		5.34 / 1.37			5.33 / 1.40		0.01
SAFETY AND SECURITY							
4. Security staff are helpful.	6.02	4.51 / 1.14	1.51	5.93	4.74 / 1.23	1.19	-0.23 ***
11. Security staff respond quickly in emergencies.	5.27	4.46 / 1.55	0.81	5.34	4.67 / 1.60	0.67	-0.21 ***
24. Parking lots are well-lighted and secure.	5.89	4.47 / 1.40	1.42	5.77	4.61 / 1.46	1.16	-0.14 *
31. The campus is safe and secure for all students.	6.21	4.63 / 1.70	1.58	6.13	4.81 / 1.74	1.32	-0.18 **
	6.36	5.32 / 1.35	1.04	6.27	5.32 / 1.41	0.95	0.00

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Institutional Summary

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

Scale	Our Institution Means Cuesta College			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
39. The amount of student parking space on campus is adequate.	6.30	3.68 / 1.95	2.62	6.10	4.24 / 2.05	1.86	-0.56 ***
SERVICE EXCELLENCE	5.97	5.14 / 0.95	0.83	5.89	5.06 / 1.05	0.83	0.08 *
5. The personnel involved in registration are helpful.	6.30	5.32 / 1.51	0.98	6.10	5.26 / 1.57	0.84	0.06
22. People on this campus respect and are supportive of each other.	5.86	5.18 / 1.32	0.68	5.83	5.02 / 1.43	0.81	0.16 ***
26. Library staff are helpful and approachable.	6.18	5.58 / 1.36	0.60	5.98	5.34 / 1.49	0.64	0.24 ***
27. The campus staff are caring and helpful.	6.00	5.20 / 1.27	0.80	5.96	5.22 / 1.36	0.74	-0.02
44. I generally know what's happening on campus.	5.47	4.62 / 1.48	0.85	5.40	4.74 / 1.49	0.66	-0.12 *
57. Administrators are approachable to students.	5.93	4.90 / 1.47	1.03	5.87	5.04 / 1.49	0.83	-0.14 **
62. Bookstore staff are helpful.	5.98	5.74 / 1.26	0.24	5.96	5.33 / 1.56	0.63	0.41 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.16	5.00 / 1.61	1.16	6.07	4.93 / 1.69	1.14	0.07
67. Channels for expressing student complaints are readily available.	5.86	4.56 / 1.54	1.30	5.83	4.62 / 1.62	1.21	-0.06

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Institutional Summary

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

Scale	Our Institution Means Cuesta College		National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	
STUDENT CENTEREDNESS						
1. Most students feel a sense of belonging here.	5.94	5.15 / 1.03	0.79	5.90	5.19 / 1.13	0.71 -0.04
16. The college shows concern for students as individuals.	5.36	5.04 / 1.35	0.32	5.39	5.16 / 1.36	0.23 -0.12 **
27. The campus staff are caring and helpful.	6.11	4.80 / 1.48	1.31	6.11	4.99 / 1.56	1.12 -0.19 ***
28. It is an enjoyable experience to be a student on this campus.	6.00	5.20 / 1.27	0.80	5.96	5.22 / 1.36	0.74 -0.02
36. Students are made to feel welcome on this campus.	6.15	5.49 / 1.38	0.66	6.01	5.33 / 1.44	0.68 0.16 ***
57. Administrators are approachable to students.	6.12	5.44 / 1.33	0.68	6.09	5.38 / 1.39	0.71 0.06
	5.93	4.90 / 1.47	1.03	5.87	5.04 / 1.49	0.83 -0.14 **

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 *** Difference statistically significant at the .001 level

Summary Items

Summary Item	Our Institution Cuesta College Group Mean / SD	National Group Community, Junior & Technical Colleges Group Mean / SD	Mean Difference Our Institution - National Group
So far, how has your college experience met your expectations? 1=Much worse than expected, 7=Much better than expected	4.61 / 1.26	4.66 / 1.26	-0.05
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all, 7=Very satisfied	5.37 / 1.28	5.39 / 1.32	-0.02
All in all, if you had to do it over, would you enroll here again? 1=Definitely not, 7=Definitely yes	5.83 / 1.41	5.61 / 1.58	0.22 ***

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The National Group averages are based on 23638 student records.



STUDENT SATISFACTION
INVENTORY™

Conclusion

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 study, then proceed to develop awareness, increase readiness for action planning, and ultimately, design and implement your action agenda.

In order of frequency, here are the ways campuses like yours are using STUDENT SATISFACTION INVENTORY data:

- feedback to faculty
- feedback to staff
- feedback to students
- retention action agendas
- strategic planning
- self-studies for accreditation
- budget decisions
- marketing and student recruitment
- continuous quality improvement

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.

Order Form

STUDENT SATISFACTION INVENTORY (SSI)TM

YES! Please send me the following materials!

Name (Dr./Mr./Ms.): _____ Title: _____

Institution Name: _____

Street Address: _____

City: _____ State: _____ ZIP: _____

Telephone: () _____ Fax: () _____ E-mail: _____ Date: / /

Please indicate: Version for four-year colleges/universities
 Version for community, junior and technical colleges

Inventory/Test License

(Order one for each student.)

<i>Price</i>	<i>Quantity</i>
\$1.50	2,500 and up
\$1.75	1,000 to 2,499
\$1.95	100 to 999

$$\begin{matrix} \$ & & \times & & = & \$ & \\ \text{Price} & & & \text{Number} & & & \\ & & & \text{Ordered} & & & \end{matrix}$$

\$ 50.00

Processing and Set-up Fee (required)

Covers the cost of processing inventories and producing a Campus Report (or processing other reports ordered). Each subsequent request for processing and/or reports is subject to the same fee.

Additional Campus Reports (optional)

$$\begin{matrix} \$ & 25.00 & \times & & = & \$ & \\ \text{Price} & & & \text{Number} & & & \\ & & & \text{Ordered} & & & \end{matrix}$$

Target Group Reports* (optional)

Two options (SEE REVERSE of this form to indicate your choice of target group characteristics):

1. *Comparative Summary Analysis* — a report that compares the scores of your selected target groups with your overall campus scores. Presents all scores in multi-column grids for easy comparison.

$$\begin{matrix} \$ & 20.00 & \times & & = & \$ & \\ \text{Price} & & & \# \text{ of boxes} & & & \\ & & & \text{checked on reverse} & & & \end{matrix}$$

2. *Single-Group Analysis* — a report focused solely on one target group. Presents scores for that group in a variety of grids and graphs for thorough analysis.

$$\begin{matrix} \$ & 35.00 & \times & & = & \$ & \\ \text{Price} & & & \# \text{ of boxes} & & & \\ & & & \text{checked on reverse} & & & \end{matrix}$$

Data Disk (optional)

Lists all student responses in ASCII format on 3 1/2" diskette.

$$\begin{matrix} \$ & 65.00 & & & = & \$ & \end{matrix}$$

Subtotal: \$ _____

* National norm comparisons not available for target group reports

Plus 5% Shipping/Handling: \$ _____

Optional Overnight Delivery
(actual carrier rate per pound): \$ _____

Payment enclosed

Bill me later; purchase order # is _____

Charge to: Visa MasterCard American Express

Charge card #: _____

Expiration date: _____

Signature: _____

TOTAL: \$ _____

How to order

By phone
1-800-876-1117
 or 319-337-4700

By fax
 319-337-5274

By mail
 USA Group /Noel*Levitz
 2101 ACT Circle
 Iowa City, IA 52245-9581

USA Group/Noel*Levitz

The two kinds of Target Group Reports

1. Comparative Summary Analysis

Cost: \$20 per box checked

This report presents all scores for your chosen target group(s) in simple multi-column grids. The report includes all the mean satisfaction scores and mean importance scores for the inventory scales and items. At a glance, you'll be able to compare your overall campus scores with such groups as males, females, full-time, part-time, day, evening, freshmen, sophomore, residence hall, etc.

2. Single-Group Analysis

Cost: \$35 per box checked

This report focuses on one particular group (for example, female students or African-American students). You'll receive a thorough analysis of the group's inventory responses presented in a variety of grids, charts, and graphs. The report also includes all demographic data pertaining to the group.

How to request Target Group Reports

1. Check the boxes below indicating the reports and characteristics you want.
2. Count the boxes you checked for each report type (Single-Group Analysis and Comparative Summary Analysis).
3. Write separate totals for each report type on the front of the order form (reverse).

Follow these steps to request reports focusing on specific groups of students on your campus. Note that only one box can be used to define each group. (For example, you can request a report on female students and one on African-American students, but not a single report on female African-American students or a single report combining African-American students with other ethnic groups.) Also, be sure any groups you indicate are amply represented in the overall population of students you survey.

Sgl.-Group Analysis	Comp. Analysis		Sgl.-Group Analysis	Comp. Analysis		Sgl.-Group Analysis	Comp. Analysis	
<input type="checkbox"/>	<input type="checkbox"/>	Gender	<input type="checkbox"/>	<input type="checkbox"/>	Residence Classification	<input type="checkbox"/>	<input type="checkbox"/>	Employment
<input type="checkbox"/>	<input type="checkbox"/>	Male	<input type="checkbox"/>	<input type="checkbox"/>	In-state	<input type="checkbox"/>	<input type="checkbox"/>	Full-time off campus
		Female	<input type="checkbox"/>	<input type="checkbox"/>	Out-of-state	<input type="checkbox"/>	<input type="checkbox"/>	Part-time off campus
		Age	<input type="checkbox"/>	<input type="checkbox"/>	International (not U.S. citizen)	<input type="checkbox"/>	<input type="checkbox"/>	Full-time on campus
<input type="checkbox"/>	<input type="checkbox"/>	18 and under			Class Level (4-year only)	<input type="checkbox"/>	<input type="checkbox"/>	Part-time on campus
<input type="checkbox"/>	<input type="checkbox"/>	19 to 24	<input type="checkbox"/>	<input type="checkbox"/>	Freshman			Not employed
<input type="checkbox"/>	<input type="checkbox"/>	25 to 34	<input type="checkbox"/>	<input type="checkbox"/>	Sophomore			Educational Goals
<input type="checkbox"/>	<input type="checkbox"/>	35 to 44	<input type="checkbox"/>	<input type="checkbox"/>	Junior	<input type="checkbox"/>	<input type="checkbox"/>	Associate degree
<input type="checkbox"/>	<input type="checkbox"/>	45 and over	<input type="checkbox"/>	<input type="checkbox"/>	Senior	<input type="checkbox"/>	<input type="checkbox"/>	Vocational/technical program (2-year only)
		Ethnicity/Race	<input type="checkbox"/>	<input type="checkbox"/>	Special Student	<input type="checkbox"/>	<input type="checkbox"/>	Transfer to another institution (2-year only)
<input type="checkbox"/>	<input type="checkbox"/>	African-American	<input type="checkbox"/>	<input type="checkbox"/>	Graduate/Professional			Bachelor's degree (4-year only)
<input type="checkbox"/>	<input type="checkbox"/>	American Indian or Alaskan Native			Other	<input type="checkbox"/>	<input type="checkbox"/>	Master's degree (4-year only)
<input type="checkbox"/>	<input type="checkbox"/>	Asian or Pacific Islander			Class Level (2-year only)	<input type="checkbox"/>	<input type="checkbox"/>	Doctorate or professional degree (4-year only)
<input type="checkbox"/>	<input type="checkbox"/>	Caucasian/White			Years in attendance at this college:	<input type="checkbox"/>	<input type="checkbox"/>	Certification (initial or renewal)
<input type="checkbox"/>	<input type="checkbox"/>	Hispanic	<input type="checkbox"/>	<input type="checkbox"/>	1 or less	<input type="checkbox"/>	<input type="checkbox"/>	Self-improvement/pleasure
<input type="checkbox"/>	<input type="checkbox"/>	Other	<input type="checkbox"/>	<input type="checkbox"/>	2	<input type="checkbox"/>	<input type="checkbox"/>	Job-related training
<input type="checkbox"/>	<input type="checkbox"/>	Prefer not to respond	<input type="checkbox"/>	<input type="checkbox"/>	3	<input type="checkbox"/>	<input type="checkbox"/>	Other
		Current Enrollment Status			4 or more			Major/Program
<input type="checkbox"/>	<input type="checkbox"/>	Day	<input type="checkbox"/>	<input type="checkbox"/>	Current GPA			Fill in your 4-digit major code as provided to students:
<input type="checkbox"/>	<input type="checkbox"/>	Evening	<input type="checkbox"/>	<input type="checkbox"/>	No credits earned	<input type="checkbox"/>	<input type="checkbox"/>	_____
<input type="checkbox"/>	<input type="checkbox"/>	Weekend	<input type="checkbox"/>	<input type="checkbox"/>	1.99 or below	<input type="checkbox"/>	<input type="checkbox"/>	_____
		Current Class Load	<input type="checkbox"/>	<input type="checkbox"/>	2.0 - 2.49	<input type="checkbox"/>	<input type="checkbox"/>	_____
<input type="checkbox"/>	<input type="checkbox"/>	Full-time	<input type="checkbox"/>	<input type="checkbox"/>	2.5 - 2.99	<input type="checkbox"/>	<input type="checkbox"/>	(Attach additional page if needed)
<input type="checkbox"/>	<input type="checkbox"/>	Part-time	<input type="checkbox"/>	<input type="checkbox"/>	3.0 - 3.49	<input type="checkbox"/>	<input type="checkbox"/>	Campus-Defined Item
		Current Residence	<input type="checkbox"/>	<input type="checkbox"/>	3.5 or above	<input type="checkbox"/>	<input type="checkbox"/>	1. _____
<input type="checkbox"/>	<input type="checkbox"/>	Residence hall	<input type="checkbox"/>	<input type="checkbox"/>	Disabilities (Physical disability/diagnosed learning disability?)	<input type="checkbox"/>	<input type="checkbox"/>	2. _____
<input type="checkbox"/>	<input type="checkbox"/>	Fraternity/Sorority (4-year only)	<input type="checkbox"/>	<input type="checkbox"/>	Yes	<input type="checkbox"/>	<input type="checkbox"/>	3. _____
<input type="checkbox"/>	<input type="checkbox"/>	Own house			No	<input type="checkbox"/>	<input type="checkbox"/>	4. _____
<input type="checkbox"/>	<input type="checkbox"/>	Rent room or apartment off campus			Institutional Choice	<input type="checkbox"/>	<input type="checkbox"/>	5. _____
<input type="checkbox"/>	<input type="checkbox"/>	Parent's home	<input type="checkbox"/>	<input type="checkbox"/>	1st choice	<input type="checkbox"/>	<input type="checkbox"/>	6. _____
<input type="checkbox"/>	<input type="checkbox"/>	Other	<input type="checkbox"/>	<input type="checkbox"/>	2nd choice	<input type="checkbox"/>	<input type="checkbox"/>	} Optional last item on inventory defined by your campus
			<input type="checkbox"/>	<input type="checkbox"/>	3rd choice or lower	<input type="checkbox"/>	<input type="checkbox"/>	

Reminder: neither report will include national normative data for your chosen target group(s). Such data are only available with your standard Campus Report, and apply to your student respondents as a whole.

_____ Total boxes checked
(Enter here and on the front of the order form.)

Comparative Summary Analysis

Scale	Our Target Groups														
	National Group			Our Institution			Male			Female			18 and under		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
Academic Advising/Counseling	6.09	5.08	1080	6.16	4.86	1080	5.96	4.77	464	6.32	4.94	595	6.16	4.85	272
Academic Services	6.01	5.17	1087	6.11	5.19	1087	5.98	5.08	468	6.21	5.28	598	6.16	5.29	275
Admissions and Financial Aid	5.93	4.93	1078	5.99	4.74	1078	5.76	4.63	465	6.17	4.84	592	6.03	4.82	272
Campus Support Services	5.34	4.78	1048	5.43	4.85	1048	5.28	4.74	458	5.54	4.95	569	5.46	4.92	260
Campus Climate	5.92	5.11	1091	5.97	5.10	1091	5.79	4.98	470	6.10	5.20	600	6.05	5.15	275
Concern for the Individual	6.07	5.09	1090	6.14	4.94	1090	5.96	4.83	470	6.27	5.04	599	6.20	4.96	275
Instructional Effectiveness	6.17	5.29	1091	6.22	5.20	1091	6.06	5.10	470	6.35	5.29	600	6.28	5.20	275
Registration Effectiveness	6.12	5.26	1091	6.17	5.18	1091	6.03	5.04	470	6.29	5.29	600	6.23	5.27	275
Responsiveness to Diverse Populations		5.33	1044		5.18	1044		5.03	452		5.31	577		5.37	261
Safety and Security	5.93	4.74	1089	6.02	4.51	1089	5.71	4.44	469	6.27	4.58	599	6.04	4.60	274
Service Excellence	5.89	5.06	1091	5.97	5.14	1091	5.83	5.05	470	6.08	5.21	600	6.05	5.19	275
Student Centeredness	5.90	5.19	1090	5.94	5.15	1090	5.73	5.01	470	6.10	5.27	599	6.03	5.19	275

Comparative Summary Analysis

Item	National Group		Our Institution		Male			Female			18 and under			
	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	
	18. Quality of instruction in classes excellent.	6.51	5.57	6.58	5.33	1074	6.45	5.44	459	6.67	5.60	595	6.59	5.49
15. Able register for classes with few conflicts.	6.33	5.23	6.51	4.88	1061	6.35	4.62	454	6.62	5.09	589	6.55	5.00	265
8. Classes scheduled at convenient times.	6.44	5.32	6.50	5.02	1068	6.39	4.88	461	6.58	5.15	587	6.53	5.30	271
71. Campus item			6.47	5.63	1010	6.34	5.49	438	6.57	5.75	553	6.40	5.63	260
69. Good variety of courses provided on campus.	6.29	5.45	6.42	5.36	1067	6.31	5.28	462	6.52	5.44	586	6.48	5.70	267
14. Library resources and services are adequate.	6.21	5.22	6.39	5.39	1064	6.28	5.32	457	6.48	5.45	587	6.39	5.58	271
70. Able to experience intellectual growth here.	6.27	5.57	6.39	5.64	1048	6.22	5.50	453	6.52	5.75	579	6.37	5.60	264
58. Faculty knowledgeable in their fields.	6.36	5.66	6.37	5.60	1041	6.26	5.49	453	6.47	5.70	571	6.49	5.66	261
72. Campus item			6.37	5.22	912	6.22	5.18	389	6.49	5.25	504	6.35	5.20	220
31. Campus is safe and secure for all students.	6.27	5.32	6.36	5.32	1050	6.16	5.35	444	6.52	5.31	589	6.42	5.41	267
29. Faculty fair/unbiased in treatment students.	6.25	5.16	6.31	5.13	1053	6.12	5.03	450	6.45	5.21	583	6.40	5.21	263
5. Registration personnel are	6.10	5.26	6.30	5.32	1078	6.12	5.25	465	6.43	5.37	593	6.27	5.29	273

Comparative Summary Analysis

Item	National Group			Our Institution			Male			Female			18 and under		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	helpful.														
39. Student parking space on campus is adequate.	6.10	4.24	1045	6.30	3.68	449	6.16	3.66	449	6.43	3.67	580	6.40	3.86	263
61. Faculty avail. after class/during ofc. hours.	6.22	5.54	1041	6.30	5.56	447	6.14	5.45	447	6.44	5.66	575	6.37	5.67	261
75. Campus item			994	6.30	5.62	430	6.22	5.53	430	6.38	5.72	546	6.34	5.62	253
76. Campus item			997	6.29	5.65	431	6.13	5.51	431	6.42	5.77	547	6.33	5.54	251
40. Acad. adv. knowledge - transfer requirements.	6.03	4.96	939	6.28	4.95	401	6.17	4.92	401	6.37	4.98	520	6.22	5.05	232
35. Policies/proced. re: regist/course selection.	6.14	5.30	1056	6.26	5.19	456	6.06	5.04	456	6.42	5.29	583	6.31	5.06	268
66. Program requirements are clear/reasonable.	6.24	5.41	1046	6.26	5.36	452	6.10	5.26	452	6.39	5.45	577	6.30	5.32	264
73. Campus item			961	6.26	5.43	414	6.14	5.45	414	6.35	5.42	528	6.19	5.41	242
52. School does what can help reach educ. goals.	6.20	5.07	1021	6.23	4.91	434	6.02	4.85	434	6.38	4.98	568	6.29	4.89	257
24. Parking lots are well-lighted and secure.	6.13	4.81	1005	6.21	4.63	428	5.86	4.70	428	6.49	4.57	559	6.27	4.73	247
32. Acad. advisor knowledgeable of requirements.	6.27	5.33	955	6.20	4.80	409	5.99	4.70	409	6.37	4.90	528	6.15	4.73	230
26. Library staff are helpful and	5.98	5.34	1044	6.18	5.58	448	6.08	5.62	448	6.25	5.54	577	6.24	5.48	260

Comparative Summary Analysis

Item	National Group			Our Institution			Male			Female			18 and under		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	approachable.														
74. Campus item			860	6.18	5.41	378	6.06	5.32	378	6.28	5.50	464	6.17	5.38	208
6. My academic advisor is approachable.	6.19	5.35	1012	6.17	4.96	436	5.92	4.85	436	6.36	5.06	556	6.15	4.99	257
7. Financial aid available for most students.	6.13	4.94	963	6.17	4.53	413	5.89	4.45	413	6.40	4.61	534	6.14	4.63	246
41. Admissions staff are knowledgeable.	6.07	5.23	1027	6.17	5.21	439	5.97	5.09	439	6.32	5.32	568	6.24	5.22	255
65. Students notified early if doing poorly.	6.14	4.85	1009	6.17	4.90	438	6.00	4.81	438	6.32	5.00	554	6.31	4.84	258
46. Faculty provide feedback/progress in courses.	6.11	5.16	1039	6.16	4.99	446	5.99	4.91	446	6.29	5.06	573	6.23	4.75	262
63. Seldom get "run-around" on campus.	6.07	4.93	1020	6.16	5.00	439	6.01	4.84	439	6.28	5.15	562	6.22	5.03	256
68. The campus is well-maintained.	6.09	5.62	1056	6.16	5.96	454	6.04	5.87	454	6.26	6.05	585	6.28	6.11	265
28. Enjoyable experience to be student on campus.	6.01	5.33	1068	6.15	5.49	460	5.97	5.36	460	6.28	5.60	588	6.22	5.46	270
48. Counsel. staff care about students.	5.97	5.04	982	6.14	4.98	421	5.97	4.87	421	6.28	5.08	543	6.21	4.98	243
36. Students made to feel	6.09	5.38	1063	6.12	5.44	459	5.92	5.24	459	6.28	5.59	587	6.23	5.45	267

Comparative Summary Analysis

Item	National Group			Our Institution			Male			Female			18 and under		
	Importance	Satisfaction		Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	welcome on campus.														
43. Class change (drop/add) policies reasonable.	6.00	5.32		6.12	5.47	1030	5.98	5.33	443	6.23	5.58	569	6.20	5.52	255
16. Concern shown for students as individuals.	6.11	4.99		6.11	4.80	1054	5.90	4.65	453	6.27	4.93	582	6.16	4.92	269
50. Tutoring services are readily available.	5.94	5.25		6.10	5.30	930	5.86	5.13	396	6.28	5.42	516	6.22	5.36	233
23. Faculty understanding of life circumstances.	6.05	4.99		6.09	4.86	1036	5.85	4.73	436	6.27	4.95	580	6.15	4.84	260
34. Computer labs are adequate and accessible.	6.12	5.22		6.09	4.83	955	5.94	4.56	418	6.22	5.03	520	6.10	5.03	250
25. Acad advisor concerned success as individual.	6.06	4.96		6.07	4.65	961	5.87	4.54	415	6.22	4.75	527	6.12	4.56	239
45. Institution has good reputation in community.	6.05	5.45		6.07	5.65	1052	5.90	5.40	457	6.22	5.84	581	6.08	5.70	266
47. Adequate services to help decide career.	5.97	5.03		6.07	4.91	966	5.91	4.82	417	6.21	4.98	531	6.22	4.89	244
21. Sufficient number of study areas on campus.	5.87	5.04		6.06	5.46	1055	5.99	5.37	452	6.12	5.52	583	6.24	5.72	267
12. Acad. advisor helps set goals to work toward.	5.90	4.84		6.05	4.75	977	5.80	4.67	422	6.24	4.85	536	5.97	4.74	249

Comparative Summary Analysis

Item	National Group			Our Institution			Male			Female			18 and under		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	2. Faculty care about me as an individual.	5.96	5.27	1074	6.04	5.11	1074	5.92	5.02	465	6.14	5.19	589	6.10	5.06
51. Convenient ways of paying school bill.	6.10	5.17	933	6.02	4.93	933	5.83	4.87	401	6.17	4.99	514	6.06	5.05	234
64. Classes - practical experiences/applicable.	6.03	5.28	1025	6.02	5.10	1025	5.91	4.95	438	6.09	5.22	567	6.04	5.18	254
13. Financial aid awards announced in time.	5.89	4.62	905	6.00	4.20	905	5.74	4.16	384	6.19	4.26	506	5.99	4.28	232
27. The campus staff are caring and helpful.	5.96	5.22	1044	6.00	5.20	1044	5.76	5.10	442	6.18	5.29	582	6.04	5.23	264
37. Faculty consider differences as teach course.	6.04	5.03	1052	6.00	4.90	1052	5.78	4.83	453	6.18	4.97	580	6.06	4.89	267
53. Assess/course placement proced. reasonable.	5.92	5.13	1001	6.00	4.95	1001	5.85	4.77	428	6.11	5.09	555	6.09	4.70	258
20. Financial aid counselors are helpful.	5.95	4.89	863	5.99	4.75	863	5.77	4.65	361	6.16	4.85	485	5.97	4.78	216
80. Campus item				5.99	5.34	866	5.85	5.17	375	6.10	5.49	473	6.13	5.52	229
42. Equip. in lab facilities is kept up to date.	6.12	5.16	853	5.98	4.67	853	5.89	4.60	384	6.06	4.74	454	5.96	4.59	212
62. Bookstore staff are helpful.	5.96	5.33	1044	5.98	5.74	1044	5.89	5.62	448	6.06	5.85	579	6.08	5.84	262
79. Campus item				5.97	5.05	781	5.80	4.87	338	6.10	5.20	426	6.14	5.22	194

Comparative Summary Analysis

Item	National Group			Our Institution			Male			Female			18 and under		
	Importance	Satisfaction		Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
54. Faculty interested in my academic problems.	5.98	5.06	1026	5.96	4.77	1026	5.77	4.66	440	6.11	4.88	569	5.96	4.60	254
87. Factor in decision to enroll: Cost	6.12		1049	5.95		1049	5.87		458	6.00		576	5.98		265
49. Admiss. counselors respond to needs/requests.	5.86	4.95	941	5.94	4.85	941	5.74	4.77	395	6.09	4.92	529	5.99	4.85	236
56. Business office open hours convenient.	6.00	5.33	936	5.94	4.98	936	5.76	4.79	393	6.08	5.11	526	5.96	5.18	232
57. Administrators are approachable to students.	5.87	5.04	977	5.93	4.90	977	5.79	4.82	424	6.04	4.98	535	6.03	4.97	248
11. Security staff respond quickly in emergencies	5.77	4.61	893	5.89	4.47	893	5.56	4.23	389	6.18	4.71	486	5.88	4.55	229
78. Campus item				5.89	5.08	778	5.71	4.90	343	6.04	5.24	420	5.91	5.16	197
3. Instruction in voc/tech programs excellent.	6.13	5.36	861	5.88	5.10	861	5.80	5.06	377	5.94	5.15	466	5.82	5.08	217
55. Acad. support svcs. meet needs of students.	5.80	4.99	905	5.88	4.91	905	5.73	4.79	393	6.02	5.01	494	5.89	4.95	228
22. People on campus respect /support. of others.	5.83	5.02	1061	5.86	5.18	1061	5.68	5.02	457	6.00	5.29	589	5.99	5.31	268
60. Billing policies are reasonable.	5.96	5.12	919	5.86	4.99	919	5.76	4.87	401	5.95	5.08	501	6.04	5.13	227

Comparative Summary Analysis

Item	National Group			Our Institution			Male			Female			18 and under		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	67. Channels - express student complaints avail.	5.83	4.62	943	5.86	4.56	420	5.71	4.52	420	6.01	4.61	506	5.92	4.75
30. Career services help students to get jobs.	5.83	4.85	815	5.82	4.70	359	5.66	4.62	359	5.95	4.79	439	5.89	4.87	203
59. Orientation services help students adjust.	5.71	5.02	892	5.78	5.07	387	5.59	4.88	387	5.91	5.21	490	5.91	5.16	231
9. Internships/practical experiences provided.	5.92	5.00	841	5.76	4.37	379	5.50	4.28	379	5.98	4.45	446	5.76	4.41	212
93. Factor to enroll: Geographic setting	5.26		1032	5.73		450	5.83		450	5.64		567	5.72		262
33. Admiss. counselors accurately portray campus.	5.62	4.88	817	5.61	4.86	358	5.37	4.61	358	5.80	5.05	441	5.79	5.09	220
89. Factor to enroll: Academic reputation	5.65		1036	5.55		448	5.29		448	5.75		572	5.54		259
38. Student center is comfortable place.	5.47	4.93	958	5.53	5.40	412	5.49	5.33	412	5.56	5.47	528	5.81	5.53	250
44. Generally know what's happening on campus.	5.40	4.74	1041	5.47	4.62	444	5.45	4.61	444	5.48	4.65	577	5.69	4.66	264
1. Students feel a sense of belonging.	5.39	5.16	1072	5.36	5.04	467	5.08	4.89	467	5.55	5.16	591	5.49	5.07	273
77. Campus item			595	5.28	4.73	270	5.16	4.69	270	5.39	4.77	312	5.21	4.61	158

Comparative Summary Analysis

Item	National Group			Our Institution			Male			Female			18 and under		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	4. Security staff are helpful.	5.34	4.67	984	5.27	4.46	984	4.77	4.20	432	5.66	4.68	534	5.20	4.41
94. Factor to enroll: Campus appearance	4.89		1032	5.24		449	5.10		449	5.32		568	5.27		261
88. Factor in decision to enroll: Financial aid	5.54		930	5.12		405	4.89		405	5.33		510	5.09		236
95. Factor to enroll: Personal attention prior	5.09		1004	5.08		435	4.78		435	5.28		555	5.10		255
19. Support services for displaced homemakers.	4.85	4.59	627	4.93	4.53	264	4.64	4.31	264	5.14	4.73	347	4.61	4.47	146
90. Factor to enroll: Size of institution	4.91		1028	4.87		443	4.73		443	4.97		570	4.79		258
92. Factor to enroll: Recommend from family	4.50		989	4.84		431	4.71		431	4.94		545	4.85		253
10. Child care facilities available on campus.	4.59	4.27	686	4.71	4.43	296	4.36	4.28	296	4.98	4.55	375	4.47	4.51	168
17. Veterans' Services program are helpful.	4.37	4.40	557	4.45	4.47	260	4.64	4.54	260	4.23	4.37	284	4.15	4.35	135
91. Factor to enroll: Opportunity to play sports	3.04		906	3.66		410	3.84		410	3.48		483	4.01		232
81. Inst's commit to part-time students?		5.45	938		5.36	412		5.22	412		5.48	513		5.61	235

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups					
	Importance	Satisfaction		Importance	Satisfaction		Male		Female		18 and under	
		N	Mean		N	Mean	Importance	Satisfaction	N	Mean	Importance	Satisfaction
82. Inst's commit to evening students?		5.35	902	5.16		402	4.99	5.30	486	5.33	210	
83. Inst's commit to older, returning learners?		5.48	784	5.33		345	5.12	5.49	426	5.46	179	
84. Inst's commit to under-represent populations?		5.19	773	5.05		352	4.91	5.17	411	5.24	187	
85. Inst's commit to commuters?		5.19	869	4.86		392	4.71	4.97	466	5.06	222	
86. Inst's commit to student with disabilities?		5.33	780	5.34		355	5.22	5.44	413	5.49	184	



Comparative Summary Analysis

Scale	Our Target Groups														
	National Group			Our Institution			19 to 24			25 to 34			35 to 44		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
Academic Advising/Counseling	6.09	5.08	1080	6.16	4.86	1080	6.15	4.84	521	6.17	4.91	158	6.20	4.78	85
Academic Services	6.01	5.17	1087	6.11	5.19	1087	6.08	5.20	526	6.12	5.11	158	6.10	4.93	85
Admissions and Financial Aid	5.93	4.93	1078	5.99	4.74	1078	5.96	4.67	521	6.00	4.78	157	6.05	4.87	85
Campus Support Services	5.34	4.78	1048	5.43	4.85	1048	5.41	4.85	513	5.40	4.82	151	5.45	4.65	82
Campus Climate	5.92	5.11	1091	5.97	5.10	1091	5.93	5.07	527	5.91	5.05	159	5.96	5.09	86
Concern for the Individual	6.07	5.09	1090	6.14	4.94	1090	6.12	4.91	527	6.08	4.95	158	6.11	4.93	86
Instructional Effectiveness	6.17	5.29	1091	6.22	5.20	1091	6.20	5.17	527	6.17	5.25	159	6.25	5.24	86
Registration Effectiveness	6.12	5.26	1091	6.17	5.18	1091	6.13	5.15	527	6.19	5.10	159	6.23	5.04	86
Responsiveness to Diverse Populations		5.33	1044		5.18	1044		5.19	500		5.00	157		4.80	86
Safety and Security	5.93	4.74	1089	6.02	4.51	1089	6.01	4.50	527	5.98	4.40	158	6.08	4.48	86
Service Excellence	5.89	5.06	1091	5.97	5.14	1091	5.93	5.11	527	5.94	5.07	159	5.99	5.17	86
Student Centeredness	5.90	5.19	1090	5.94	5.15	1090	5.90	5.12	527	5.89	5.13	158	5.95	5.14	86

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	N	Importance	Satisfaction	N	19 to 24		25 to 34		35 to 44				
							Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
18. Quality of instruction in classes excellent.	6.51	5.57	1074	6.58	5.53	1074	6.54	5.43	518	6.58	5.75	156	6.62	5.64	85
15. Able register for classes with few conflicts.	6.33	5.23	1061	6.51	4.88	1061	6.50	4.78	519	6.47	4.86	154	6.49	5.10	83
8. Classes scheduled at convenient times.	6.44	5.32	1068	6.50	5.02	1068	6.47	5.04	516	6.49	4.74	155	6.53	4.39	85
71. Campus item				6.47	5.63	1010	6.47	5.61	489	6.56	5.70	147	6.50	5.58	74
69. Good variety of courses provided on campus.	6.29	5.45	1067	6.42	5.36	1067	6.40	5.30	517	6.39	5.10	157	6.42	5.12	85
14. Library resources and services are adequate.	6.21	5.22	1064	6.39	5.39	1064	6.38	5.36	517	6.42	5.33	154	6.44	5.10	82
70. Able to experience intellectual growth here.	6.27	5.57	1048	6.39	5.64	1048	6.36	5.59	508	6.39	5.72	153	6.53	5.73	82
58. Faculty knowledgeable in their fields.	6.36	5.66	1041	6.37	5.60	1041	6.40	5.63	510	6.18	5.49	152	6.30	5.46	80
72. Campus item				6.37	5.22	912	6.38	5.19	448	6.48	5.34	136	6.28	5.12	68
31. Campus is safe and secure for all students.	6.27	5.32	1050	6.36	5.32	1050	6.33	5.42	509	6.39	4.99	152	6.33	5.16	84
29. Faculty fair/unbiased in treatment students.	6.25	5.16	1053	6.31	5.13	1053	6.28	5.13	509	6.21	4.90	152	6.29	5.13	85
5. Registration personnel are	6.10	5.26	1078	6.30	5.32	1078	6.25	5.29	520	6.33	5.25	158	6.45	5.49	84

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups							
	Importance	Satisfaction	N	Importance	Satisfaction	N	19 to 24		25 to 34		35 to 44			
							Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	N	
helpful.														
39. Student parking space on campus is adequate.	6.10	4.24	1045	6.30	3.68	509	6.27	3.59	6.25	3.61	150	6.38	3.51	81
61. Faculty avail. after class/during ofc. hours.	6.22	5.54	1041	6.30	5.56	509	6.29	5.56	6.26	5.51	149	6.20	5.35	82
75. Campus item			994	6.30	5.62	486	6.28	5.63	6.37	5.70	145	6.25	5.51	72
76. Campus item			997	6.29	5.65	485	6.26	5.68	6.29	5.72	148	6.35	5.59	74
40. Acad. adv. knowledge - transfer requirements.	6.03	4.96	939	6.28	4.95	470	6.30	4.90	6.32	5.02	130	6.30	4.76	71
35. Policies/proced. re: regist/course selection.	6.14	5.30	1056	6.26	5.19	511	6.21	5.20	6.28	5.29	152	6.32	5.18	84
66. Program requirements are clear/reasonable.	6.24	5.41	1046	6.26	5.36	506	6.21	5.36	6.23	5.38	153	6.45	5.38	82
73. Campus item			961	6.26	5.43	467	6.25	5.36	6.36	5.58	140	6.35	5.54	72
52. School does what can help reach educ. goals.	6.20	5.07	1021	6.23	4.91	497	6.15	4.87	6.28	5.01	148	6.32	4.90	81
24. Parking lots are well-lighted and secure.	6.13	4.81	1005	6.21	4.63	481	6.19	4.62	6.18	4.43	154	6.26	4.63	81
32. Acad. advisor knowledgeable of requirements.	6.27	5.33	955	6.20	4.80	476	6.20	4.84	6.26	4.83	136	6.34	4.53	73
26. Library staff are helpful and	5.98	5.34	1044	6.18	5.58	509	6.12	5.55	6.22	5.64	151	6.22	5.80	84

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups							
	Importance	Satisfaction	N	Importance	Satisfaction	N	19 to 24		25 to 34		35 to 44			
							Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction		
approachable.														
74. Campus item			860	6.18	5.41	425	6.18	5.44	6.28	5.41	127	6.15	5.47	65
6. My academic advisor is approachable.	6.19	5.35	1012	6.17	4.96	491	6.18	4.92	6.14	4.91	149	6.17	4.93	75
7. Financial aid available for most students.	6.13	4.94	963	6.17	4.53	469	6.13	4.34	6.26	4.68	144	6.25	5.10	72
41. Admissions staff are knowledgeable.	6.07	5.23	1027	6.17	5.21	499	6.13	5.13	6.10	5.23	147	6.25	5.43	84
65. Students notified early if doing poorly.	6.14	4.85	1009	6.17	4.90	493	6.14	4.80	6.11	5.26	141	6.16	5.23	77
46. Faculty provide feedback/progress in courses.	6.11	5.16	1039	6.16	4.99	504	6.10	4.91	6.14	5.37	148	6.28	5.46	83
63. Seldom get "run-around" on campus.	6.07	4.93	1020	6.16	5.00	494	6.12	4.98	6.15	4.84	150	6.19	5.31	80
68. The campus is well-maintained.	6.09	5.62	1056	6.16	5.96	513	6.15	5.96	6.11	5.91	153	5.98	5.62	83
28. Enjoyable experience to be student on campus.	6.01	5.33	1068	6.15	5.49	514	6.12	5.48	6.07	5.43	155	6.16	5.58	86
48. Counsel. staff care about students.	5.97	5.04	982	6.14	4.98	489	6.11	4.98	6.18	4.99	136	6.12	4.95	76
36. Students made to feel	6.09	5.38	1063	6.12	5.44	519	6.05	5.40	6.10	5.46	153	6.14	5.37	83

Comparative Summary Analysis

Item	National Group		Our Institution			Our Target Groups								
	Importance	Satisfaction	Importance	Satisfaction	N	19 to 24		25 to 34		35 to 44				
						Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	N		
welcome on campus.														
43. Class change (drop/add) policies reasonable.	6.00	5.32	6.12	5.47	1030	6.09	5.43	500	6.11	5.56	151	6.06	5.30	84
16. Concern shown for students as individuals.	6.11	4.99	6.11	4.80	1054	6.08	4.72	512	6.07	4.83	149	6.10	4.73	85
50. Tutoring services are readily available.	5.94	5.25	6.10	5.30	930	6.00	5.32	454	6.16	5.19	134	6.15	4.97	73
23. Faculty understanding of life circumstances.	6.05	4.99	6.09	4.86	1036	6.04	4.83	500	6.05	4.93	152	6.20	4.73	80
34. Computer labs are adequate and accessible.	6.12	5.22	6.09	4.83	955	6.09	4.85	456	6.12	4.72	139	6.00	4.18	71
25. Acad advisor concerned success as individual.	6.06	4.96	6.07	4.65	961	6.05	4.63	472	6.04	4.76	138	6.00	4.62	73
45. Institution has good reputation in community.	6.05	5.45	6.07	5.65	1052	6.04	5.56	509	6.05	5.70	150	6.14	5.79	85
47. Adequate services to help decide career.	5.97	5.03	6.07	4.91	966	6.07	4.88	476	5.98	4.96	135	5.84	4.84	74
21. Sufficient number of study areas on campus.	5.87	5.04	6.06	5.46	1055	6.06	5.49	514	5.90	5.16	148	5.80	4.96	83
12. Acad. advisor helps set goals to work toward.	5.90	4.84	6.05	4.75	977	6.09	4.72	476	5.99	4.87	138	6.17	4.73	75

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	N	Importance	Satisfaction	N	19 to 24		25 to 34		35 to 44				
							Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
2. Faculty care about me as an individual.	5.96	5.27	1074	6.04	5.11	1074	6.05	5.06	519	5.89	5.25	155	6.01	5.20	84
51. Convenient ways of paying school bill.	6.10	5.17	933	6.02	4.93	933	5.98	4.91	459	6.00	4.83	137	6.12	4.83	66
64. Classes - practical experiences/applicable.	6.03	5.28	1025	6.02	5.10	1025	5.99	5.06	502	6.02	5.04	147	6.06	5.08	83
13. Financial aid awards announced in time.	5.89	4.62	905	6.00	4.20	905	5.92	4.14	433	6.14	4.40	140	6.13	4.16	68
27. The campus staff are caring and helpful.	5.96	5.22	1044	6.00	5.20	1044	5.95	5.17	504	5.99	5.15	151	6.07	5.32	82
37. Faculty consider differences as teach course.	6.04	5.03	1052	6.00	4.90	1052	5.98	4.84	511	6.02	5.03	153	5.96	4.93	81
53. Assess/course placement proced. reasonable.	5.92	5.13	1001	6.00	4.95	1001	5.97	4.90	479	5.87	5.30	143	6.08	5.10	80
20. Financial aid counselors are helpful.	5.95	4.89	863	5.99	4.75	863	5.94	4.68	414	6.15	4.90	131	6.03	4.94	67
80. Campus item			866	5.99	5.34	866	6.00	5.39	422	5.82	5.14	122	5.82	4.84	56
42. Equip. in lab facilities is kept up to date.	6.12	5.16	853	5.98	4.67	853	5.95	4.75	418	6.10	4.72	118	6.07	4.42	70
62. Bookstore staff are helpful.	5.96	5.33	1044	5.98	5.74	1044	5.89	5.72	509	6.02	5.68	153	6.12	5.70	81
79. Campus item			781	5.97	5.05	781	6.00	5.05	391	5.75	4.85	109	5.75	4.79	52

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups							
	Importance	Satisfaction		Importance	Satisfaction		19 to 24		25 to 34		35 to 44			
		N	N		Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	
54. Faculty interested in my academic problems.	5.98	5.06	1026	4.77	4.80	503	5.97	4.81	5.90	4.81	146	5.99	4.95	81
87. Factor in decision to enroll: Cost	6.12		1049			513	5.81		6.19		150	6.10		84
49. Admiss. counselors respond to needs/requests.	5.86	4.95	941	4.85	4.84	465	5.92	4.79	5.94	4.79	131	6.01	4.93	72
56. Business office open hours convenient.	6.00	5.33	936	4.98	4.98	452	5.85	4.72	6.14	4.72	139	6.09	4.51	76
57. Administrators are approachable to students.	5.87	5.04	977	4.90	4.90	481	5.90	4.91	5.96	4.91	138	5.85	4.73	71
11. Security staff respond quickly in emergencies	5.77	4.61	893	4.47	4.46	429	5.93	4.40	5.78	4.40	128	5.94	4.54	71
78. Campus item			778	5.08	5.11	382	5.91	4.97	5.84	4.97	114	5.96	4.75	51
3. Instruction in voc/tech programs excellent.	6.13	5.36	861	5.10	4.95	416	5.76	5.38	6.13	5.38	128	6.26	5.34	62
55. Acad. support svcs. meet needs of students.	5.80	4.99	905	4.91	4.91	446	5.88	4.85	5.84	4.85	126	6.01	4.76	67
22. People on campus respect /support. of others.	5.83	5.02	1061	5.18	5.15	515	5.82	5.02	5.74	5.02	156	5.81	5.04	83
60. Billing policies are reasonable.	5.96	5.12	919	4.99	4.97	463	5.84	4.88	5.72	4.88	127	5.68	4.68	65

Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			19 to 24			25 to 34			35 to 44		
	Importance	Satisfaction	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
67. Channels - express student complaints avail.	5.83	4.62	5.86	4.56	943	5.83	4.51	469	5.82	4.43	132	5.94	4.36	68
30. Career services help students to get jobs.	5.83	4.85	5.82	4.70	815	5.84	4.76	409	5.74	4.43	115	5.61	4.41	54
59. Orientation services help students adjust.	5.71	5.02	5.78	5.07	892	5.72	4.99	442	5.72	5.09	120	5.67	4.98	63
9. Internships/practical experiences provided.	5.92	5.00	5.76	4.37	841	5.74	4.32	410	5.82	4.46	120	5.74	4.17	65
93. Factor to enroll: Geographic setting	5.26		5.73		1032	5.79		510	5.64		146	5.42		79
33. Admiss. counselors accurately portray campus.	5.62	4.88	5.61	4.86	817	5.65	4.85	402	5.25	4.65	108	5.41	4.40	54
89. Factor to enroll: Academic reputation	5.65		5.55		1036	5.46		510	5.63		147	5.78		81
38. Student center is comfortable place.	5.47	4.93	5.53	5.40	958	5.53	5.49	464	5.34	5.27	134	5.04	4.74	73
44. Generally know what's happening on campus.	5.40	4.74	5.47	4.62	1041	5.46	4.63	508	5.22	4.57	145	5.17	4.49	81
1. Students feel a sense of belonging.	5.39	5.16	5.36	5.04	1072	5.32	5.02	523	5.16	4.96	154	5.34	5.04	84
77. Campus item			5.28	4.73	595	5.32	4.80	283	5.27	4.68	84	5.56	4.92	43

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction		Importance	Satisfaction		19 to 24		25 to 34		35 to 44				
							Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
4. Security staff are helpful.	5.34	4.67		5.27	4.46	984	5.25	4.41	478	5.24	4.60	141	5.37	4.56	73
94. Factor to enroll: Campus appearance	4.89			5.24		1032	5.31		506	5.05		149	4.77		79
88. Factor in decision to enroll: Financial aid	5.54			5.12		930	4.88		450	5.65		142	5.46		71
95. Factor to enroll: Personal attention prior	5.09			5.08		1004	5.01		490	5.07		143	5.11		80
19. Support services for displaced homemakers.	4.85	4.59		4.93	4.53	627	4.86	4.51	292	4.99	4.53	97	5.70	4.79	57
90. Factor to enroll: Size of institution	4.91			4.87		1028	4.86		503	4.82		148	5.10		81
92. Factor to enroll: Recommend from family	4.50			4.84		989	4.92		497	4.88		138	4.18		68
10. Child care facilities available on campus.	4.59	4.27		4.71	4.43	686	4.59	4.41	325	4.97	4.46	108	5.40	4.24	58
17. Veterans' Services program are helpful.	4.37	4.40		4.45	4.47	557	4.43	4.46	267	4.65	4.71	83	4.76	4.33	46
91. Factor to enroll: Opportunity to play sports	3.04			3.66		906	3.62		452	3.42		128	3.08		66
81. Inst's commit to part-time students?		5.45			5.36	938		5.31	454		5.27	142		5.00	74

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups												
	Importance	Satisfaction		Importance	Satisfaction		19 to 24		25 to 34		35 to 44								
							Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N				
82. Inst's commit to evening students?		5.35			5.16		902		5.17		444		5.03		143		4.66		73
83. Inst's commit to older, returning learners?		5.48			5.33		784		5.32		348		5.16		140		5.07		82
84. Inst's commit to under-represent populations?		5.19			5.05		773		5.08		375		4.85		123		4.62		61
85. Inst's commit to commuters?		5.19			4.86		869		4.91		419		4.48		132		4.55		69
86. Inst's commit to student with disabilities?		5.33			5.34		780		5.38		378		5.16		125		4.79		63



Comparative Summary Analysis

Scale	National Group		Our Institution			45 and over			African-American			American Indian or Alaskan		
	Importance	Satisfaction	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
Academic Advising/Counseling	6.09	5.08	6.16	4.86	1080	6.37	5.79	20	5.85	4.59	14	5.84	4.58	20
Academic Services	6.01	5.17	6.11	5.19	1087	6.31	5.29	19	5.91	4.88	14	5.66	4.92	20
Admissions and Financial Aid	5.93	4.93	5.99	4.74	1078	6.19	5.18	19	5.84	4.10	14	5.82	4.64	19
Campus Support Services	5.34	4.78	5.43	4.85	1048	5.61	4.92	19	4.81	4.13	14	4.97	4.52	20
Campus Climate	5.92	5.11	5.97	5.10	1091	6.26	5.71	20	5.55	4.37	14	5.49	4.81	20
Concern for the Individual	6.07	5.09	6.14	4.94	1090	6.44	5.70	20	5.77	4.50	14	6.00	4.52	20
Instructional Effectiveness	6.17	5.29	6.22	5.20	1091	6.44	5.82	20	5.95	4.62	14	5.94	4.66	20
Registration Effectiveness	6.12	5.26	6.17	5.18	1091	6.37	5.79	20	5.84	4.41	14	5.89	5.10	20
Responsiveness to Diverse Populations		5.33		5.18	1044		5.62	21		4.43	14		5.03	20
Safety and Security	5.93	4.74	6.02	4.51	1089	6.25	4.70	20	5.37	3.84	14	5.61	4.32	20
Service Excellence	5.89	5.06	5.97	5.14	1091	6.26	5.70	20	5.78	4.59	14	5.58	5.02	20
Student Centeredness	5.90	5.19	5.94	5.15	1090	6.20	5.77	20	5.29	4.38	14	5.35	4.91	20

Comparative Summary Analysis

Item	Our Target Groups														
	National Group			Our Institution			45 and over			African-American			American Indian or Alaskan		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
18. Quality of instruction in classes excellent.	6.51	5.57	1074	6.58	5.53	1074	6.90	6.25	21	6.07	4.64	14	6.50	4.75	20
15. Able register for classes with few conflicts.	6.33	5.23	1061	6.51	4.88	1061	6.65	5.47	20	6.07	4.57	14	6.15	4.95	20
8. Classes scheduled at convenient times.	6.44	5.32	1068	6.50	5.02	1068	6.75	5.89	20	5.92	4.08	13	6.26	4.80	20
71. Campus item			1010	6.47	5.63	1010	6.62	5.80	21	6.31	4.77	13	6.37	5.26	19
69. Good variety of courses provided on campus.	6.29	5.45	1067	6.42	5.36	1067	6.62	6.11	21	6.08	4.43	14	6.20	4.60	20
14. Library resources and services are adequate.	6.21	5.22	1064	6.39	5.39	1064	6.62	5.61	21	6.00	5.21	14	6.25	5.10	20
70. Able to experience intellectual growth here.	6.27	5.57	1048	6.39	5.64	1048	6.71	6.42	21	5.79	5.23	14	6.05	5.16	19
58. Faculty knowledgeable in their fields.	6.36	5.66	1041	6.37	5.60	1041	6.50	6.05	20	6.15	5.31	13	6.20	5.10	20
72. Campus item			912	6.37	5.22	912	6.39	5.75	18	6.08	4.58	12	6.06	5.56	18
31. Campus is safe and secure for all students.	6.27	5.32	1050	6.36	5.32	1050	6.47	5.33	19	6.43	4.79	14	5.72	4.94	18
29. Faculty fair/unbiased in treatment students.	6.25	5.16	1053	6.31	5.13	1053	6.67	5.74	21	6.07	4.36	14	6.15	4.45	20
5. Registration personnel are	6.10	5.26	1078	6.30	5.32	1078	6.71	6.20	21	5.29	4.86	14	6.37	5.40	20

Comparative Summary Analysis

Item	National Group		Our Institution		45 and over		African-American		American Indian or Alaskan				
	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction			
helpful.													
39. Student parking space on campus is adequate.	6.10	4.24	6.30	3.68	1045	3.84	21	5.36	3.00	11	6.21	3.44	19
61. Faculty avail. after class/during ofc. hours.	6.22	5.54	6.30	5.56	1041	5.95	21	6.23	4.54	13	6.00	5.63	19
75. Campus item			6.30	5.62	994	5.90	20	6.46	5.31	13	5.74	5.47	19
76. Campus item			6.29	5.65	997	5.95	19	6.38	5.23	13	5.63	5.37	19
40. Acad. adv. knowledge - transfer requirements.	6.03	4.96	6.28	4.95	939	5.69	17	6.08	4.15	13	5.95	4.60	20
35. Policies/proced. re: regist/course selection.	6.14	5.30	6.26	5.19	1056	5.37	21	5.62	4.15	13	5.90	4.95	20
66. Program requirements are clear/reasonable.	6.24	5.41	6.26	5.36	1046	5.85	21	6.00	4.92	13	5.79	5.21	19
73. Campus item			6.26	5.43	961	5.89	19	6.08	5.33	12	6.05	5.37	19
52. School does what can help reach educ. goals.	6.20	5.07	6.23	4.91	1021	6.00	19	6.00	4.46	13	5.58	4.37	19
24. Parking lots are well-lighted and secure.	6.13	4.81	6.21	4.63	1005	5.00	21	6.45	3.55	11	5.80	4.25	20
32. Acad. advisor knowledgeable of requirements.	6.27	5.33	6.20	4.80	955	5.71	19	5.85	4.43	14	6.05	4.37	19
26. Library staff are helpful and	5.98	5.34	6.18	5.58	1044	6.00	20	5.79	5.43	14	5.60	5.35	20

Comparative Summary Analysis

Item	National Group		Our Institution		Our Target Groups									
	Importance	Satisfaction	Importance	Satisfaction	45 and over		African-American		American Indian or Alaskan					
					Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	N			
approachable.														
74. Campus item			6.18	5.41	860									
6. My academic advisor is approachable.	6.19	5.35	6.17	4.96	1012									
7. Financial aid available for most students.	6.13	4.94	6.17	4.53	963									
41. Admissions staff are knowledgeable.	6.07	5.23	6.17	5.21	1027									
65. Students notified early if doing poorly.	6.14	4.85	6.17	4.90	1009									
46. Faculty provide feedback/progress in courses.	6.11	5.16	6.16	4.99	1039									
63. Seldom get "run-around" on campus.	6.07	4.93	6.16	5.00	1020									
68. The campus is well-maintained.	6.09	5.62	6.16	5.96	1056									
28. Enjoyable experience to be student on campus.	6.01	5.33	6.15	5.49	1068									
48. Counsel. staff care about students.	5.97	5.04	6.14	4.98	982									
36. Students made to feel	6.09	5.38	6.12	5.44	1063									



Comparative Summary Analysis

Item	National Group		Our Institution		45 and over				African-American				American Indian or Alaskan										
	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N							
	welcome on campus.	6.00	5.32	6.12	5.47	1030			6.15	6.05	20				6.17	4.75	12				5.79	5.22	19
43. Class change (drop/add) policies reasonable.	6.11	4.99	6.11	4.80	1054			6.48	5.65	21				5.36	4.36	14				6.10	4.60	20	
16. Concern shown for students as individuals.	5.94	5.25	6.10	5.30	930			6.31	5.77	16				5.69	5.08	13				5.65	5.33	18	
50. Tutoring services are readily available.	6.05	4.99	6.09	4.86	1036			6.52	5.70	21				6.29	4.36	14				5.70	4.35	20	
23. Faculty understanding of life circumstances.	6.12	5.22	6.09	4.83	955			6.32	4.53	19				5.93	4.79	14				5.74	4.37	19	
34. Computer labs are adequate and accessible.	6.06	4.96	6.07	4.65	961			6.50	5.69	18				5.93	4.64	14				5.95	4.47	19	
25. Acad advisor concerned success as individual.	6.05	5.45	6.07	5.65	1052			6.57	6.32	21				4.92	4.85	13				5.84	5.17	19	
45. Institution has good reputation in community.	5.97	5.03	6.07	4.91	966			6.29	5.79	17				5.85	4.46	13				5.28	4.06	18	
47. Adequate services to help decide career.	5.87	5.04	6.06	5.46	1055			6.20	5.11	20				6.21	4.50	14				6.11	5.26	19	
21. Sufficient number of study areas on campus.	5.90	4.84	6.05	4.75	977			6.22	5.53	18				5.46	4.46	13				5.42	4.47	19	
12. Acad. advisor helps set goals to work toward.																							

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	N	Importance	Satisfaction	N	45 and over		African-American		American Indian or Alaskan				
							Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	N		
2. Faculty care about me as an individual.	5.96	5.27	1074	6.04	5.11	1074	6.38	5.75	21	5.36	4.21	14	6.15	4.50	20
51. Convenient ways of paying school bill.	6.10	5.17	933	6.02	4.93	933	6.22	5.43	18	5.69	4.00	13	5.83	5.06	18
64. Classes - practical experiences/applicable.	6.03	5.28	1025	6.02	5.10	1025	6.00	5.67	19	6.42	4.92	13	5.45	4.32	20
13. Financial aid awards announced in time.	5.89	4.62	905	6.00	4.20	905	6.38	4.08	16	5.62	4.17	13	6.12	4.24	17
27. The campus staff are caring and helpful.	5.96	5.22	1044	6.00	5.20	1044	6.48	5.85	21	5.57	4.54	14	5.21	5.06	19
37. Faculty consider differences as teach course.	6.04	5.03	1052	6.00	4.90	1052	6.05	5.50	21	5.14	4.54	14	5.65	4.20	20
53. Assess/course placement proced. reasonable.	5.92	5.13	1001	6.00	4.95	1001	6.14	5.89	21	5.33	3.92	12	5.78	5.11	18
20. Financial aid counselors are helpful.	5.95	4.89	863	5.99	4.75	863	6.33	4.50	15	6.25	4.33	12	5.94	4.44	16
80. Campus item				5.99	5.34	866	5.69	5.29	16	5.75	4.08	12	5.71	5.25	17
42. Equip. in lab facilities is kept up to date.	6.12	5.16	853	5.98	4.67	853	6.00	4.69	19	6.18	4.70	11	4.76	4.29	17
62. Bookstore staff are helpful.	5.96	5.33	1044	5.98	5.74	1044	6.29	6.05	21	6.42	4.85	13	5.74	5.63	19
79. Campus item				5.97	5.05	781	5.47	5.18	15	5.73	4.64	11	5.25	4.80	16

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	N	Importance	Satisfaction	N	45 and over		African-American		American Indian or Alaskan				
							Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction			
54. Faculty interested in my academic problems.	5.98	5.06	1026	5.96	4.77	1026	6.30	5.71	20	6.00	4.27	12	5.89	4.58	19
87. Factor in decision to enroll: Cost	6.12		1049	5.95		1049	6.20		20	6.38		13	5.05		20
49. Admiss. counselors respond to needs/requests.	5.86	4.95	941	5.94	4.85	941	6.00	5.53	18	5.75	3.73	12	5.56	4.65	18
56. Business office open hours convenient.	6.00	5.33	936	5.94	4.98	936	6.00	6.00	20	5.54	4.23	13	5.42	5.35	19
57. Administrators are approachable to students.	5.87	5.04	977	5.93	4.90	977	5.58	5.19	19	6.08	4.69	13	5.61	4.59	18
11. Security staff respond quickly in emergencies	5.77	4.61	893	5.89	4.47	893	6.18	4.62	17	5.38	3.85	13	5.35	4.64	17
78. Campus item				5.89	5.08	778	5.63	5.23	16	5.33	4.83	12	5.53	5.27	15
3. Instruction in voc/tech programs excellent.	6.13	5.36	861	5.88	5.10	861	6.44	6.15	18	5.36	4.71	14	5.29	4.63	17
55. Acad. support svcs. meet needs of students.	5.80	4.99	905	5.88	4.91	905	6.16	5.40	19	5.58	4.33	12	5.35	4.59	17
22. People on campus respect /support. of others.	5.83	5.02	1061	5.86	5.18	1061	6.45	5.58	20	5.64	3.57	14	5.32	5.00	19
60. Billing policies are reasonable.	5.96	5.12	919	5.86	4.99	919	5.88	5.47	17	6.00	4.15	13	5.53	4.53	17

Comparative Summary Analysis

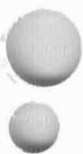
Item	National Group		Our Institution		45 and over			African-American			American Indian or Alaskan		
	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	67. Channels - express student complaints avail.	5.83	4.62	5.86	4.56	6.24	5.67	17	5.92	4.50	12	5.67	4.42
30. Career services help students to get jobs.	5.83	4.85	5.82	4.70	5.80	4.20	15	5.29	4.14	14	5.53	4.12	17
59. Orientation services help students adjust.	5.71	5.02	5.78	5.07	5.89	5.64	18	5.92	4.08	13	5.18	4.63	17
9. Internships/practical experiences provided.	5.92	5.00	5.76	4.37	6.00	5.20	15	5.00	4.00	13	5.61	3.94	18
93. Factor to enroll: Geographic setting	5.26		5.73		5.59		17	5.62		13	4.70		20
33. Admiss. counselors accurately portray campus.	5.62	4.88	5.61	4.86	5.14	4.91	14	5.46	4.33	13	5.56	4.83	18
89. Factor to enroll: Academic reputation	5.65		5.55		6.05		21	5.92		13	5.25		20
38. Student center is comfortable place.	5.47	4.93	5.53	5.40	4.89	4.92	18	4.57	4.25	14	5.50	5.56	18
44. Generally know what's happening on campus.	5.40	4.74	5.47	4.62	5.45	4.95	20	5.00	4.08	13	4.95	4.84	19
1. Students feel a sense of belonging.	5.39	5.16	5.36	5.04	5.52	5.60	21	4.07	4.21	14	4.25	4.63	20
77. Campus item			5.28	4.73	4.75	4.33	12	5.20	4.22	10	4.15	3.90	13

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	N	Importance	Satisfaction	N	45 and over		African-American		American Indian or Alaskan				
							Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction			
4. Security staff are helpful.	5.34	4.67	984	5.27	4.46	984	5.94	4.75	18	3.43	3.79	14	4.95	4.44	19
94. Factor to enroll: Campus appearance	4.89		1032	5.24		1032	5.65		20	5.00		13	5.00		19
88. Factor in decision to enroll: Financial aid	5.54		930	5.12		930	6.29		14	6.33		12	4.63		19
95. Factor to enroll: Personal attention prior	5.09		1004	5.08		1004	5.74		19	5.25		12	4.50		20
19. Support services for displaced homemakers.	4.85	4.59	627	4.93	4.53	627	5.94	4.58	17	3.91	3.64	11	4.47	4.43	15
90. Factor to enroll: Size of institution	4.91		1028	4.87		1028	5.29		21	5.15		13	4.30		20
92. Factor to enroll: Recommend from family	4.50		989	4.84		989	4.35		17	5.08		13	4.00		19
10. Child care facilities available on campus.	4.59	4.27	686	4.71	4.43	686	5.50	4.25	10	3.92	4.36	13	4.47	4.27	17
17. Veterans' Services program are helpful.	4.37	4.40	557	4.45	4.47	557	4.64	4.14	11	4.00	3.92	12	4.08	4.50	13
91. Factor to enroll: Opportunity to play sports	3.04		906	3.66		906	3.00		13	4.83		12	3.17		18
81. Inst's commit to part-time students?		5.45	938		5.36	938		5.78	18		4.79	14		5.16	19

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups							
	Importance		Satisfaction	Importance		Satisfaction	45 and over		African-American		American Indian or Alaskan			
						Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
82. Inst's commit to evening students?		5.35	5.16	902			5.62	13		4.73	11		5.10	20
83. Inst's commit to older, returning learners?		5.48	5.33	784			6.20	20		4.64	11		5.24	17
84. Inst's commit to under-represent populations?		5.19	5.05	773			5.07	14		4.00	11		4.39	18
85. Inst's commit to commuters?		5.19	4.86	869			4.86	14		4.25	12		4.84	19
86. Inst's commit to student with disabilities?		5.33	5.34	780			5.88	16		4.00	9		5.47	17



Comparative Summary Analysis

Scale	Our Target Groups														
	National Group			Our Institution			Asian or Pacific Islander			Caucasian/White			Hispanic		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
Academic Advising/Counseling	6.09	5.08	1080	6.16	4.86	1080	6.26	4.70	61	6.16	4.90	682	6.20	5.17	112
Academic Services	6.01	5.17	1087	6.11	5.19	1087	6.01	4.90	61	6.12	5.25	687	6.14	5.45	113
Admissions and Financial Aid	5.93	4.93	1078	5.99	4.74	1078	6.08	4.67	59	5.99	4.81	683	6.01	5.08	112
Campus Support Services	5.34	4.78	1048	5.43	4.85	1048	5.42	4.62	60	5.43	4.94	657	5.57	5.10	110
Campus Climate	5.92	5.11	1091	5.97	5.10	1091	6.03	4.89	61	5.98	5.17	689	5.97	5.33	113
Concern for the Individual	6.07	5.09	1090	6.14	4.94	1090	6.22	4.74	61	6.14	5.01	688	6.08	5.20	113
Instructional Effectiveness	6.17	5.29	1091	6.22	5.20	1091	6.12	4.94	61	6.24	5.28	689	6.16	5.42	113
Registration Effectiveness	6.12	5.26	1091	6.17	5.18	1091	6.00	4.96	61	6.20	5.24	689	6.16	5.40	113
Responsiveness to Diverse Populations		5.33	1044		5.18	1044		5.13	56		5.22	661		5.46	109
Safety and Security	5.93	4.74	1089	6.02	4.51	1089	6.02	4.48	61	6.03	4.59	688	6.00	4.67	113
Service Excellence	5.89	5.06	1091	5.97	5.14	1091	5.88	4.93	61	6.00	5.21	689	5.91	5.33	113
Student Centeredness	5.90	5.19	1090	5.94	5.15	1090	6.08	4.91	61	5.96	5.24	688	5.89	5.32	113



Comparative Summary Analysis

Item	Our Target Groups														
	National Group			Our Institution			Asian or Pacific Islander			Caucasian/White			Hispanic		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
18. Quality of instruction in classes excellent.	6.51	5.57	1074	6.58	5.53	1074	6.33	5.11	61	6.58	5.59	677	6.53	5.86	112
15. Able register for classes with few conflicts.	6.33	5.23	1061	6.51	4.88	1061	6.27	4.39	60	6.56	4.89	676	6.28	5.25	107
8. Classes scheduled at convenient times.	6.44	5.32	1068	6.50	5.02	1068	6.58	5.03	60	6.49	5.05	679	6.45	5.31	110
71. Campus item				6.47	5.63	1010	6.37	5.15	54	6.46	5.73	644	6.49	5.65	102
69. Good variety of courses provided on campus.	6.29	5.45	1067	6.42	5.36	1067	6.37	4.91	58	6.44	5.47	678	6.34	5.50	109
14. Library resources and services are adequate.	6.21	5.22	1064	6.39	5.39	1064	6.12	4.78	60	6.40	5.45	679	6.35	5.83	107
70. Able to experience intellectual growth here.	6.27	5.57	1048	6.39	5.64	1048	6.24	5.25	55	6.40	5.68	670	6.42	5.93	107
58. Faculty knowledgeable in their fields.	6.36	5.66	1041	6.37	5.60	1041	6.37	5.17	58	6.43	5.71	666	6.00	5.44	102
72. Campus item				6.37	5.22	912	6.34	4.96	50	6.42	5.23	582	6.26	5.60	92
31. Campus is safe and secure for all students.	6.27	5.32	1050	6.36	5.32	1050	6.42	5.14	59	6.38	5.39	668	6.32	5.38	109
29. Faculty fair/unbiased in treatment students.	6.25	5.16	1053	6.31	5.13	1053	6.29	4.84	59	6.33	5.22	667	6.09	5.26	106
5. Registration personnel are	6.10	5.26	1078	6.30	5.32	1078	5.97	5.27	61	6.33	5.30	684	6.31	5.71	112

Comparative Summary Analysis

Item	National Group			Our Institution			Asian or Pacific Islander			Caucasian/White			Hispanic		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	helpful.														
39. Student parking space on campus is adequate.	6.10	4.24	1045	6.30	3.68	59	6.08	3.73	665	6.35	3.74	108	6.06	3.94	108
61. Faculty avail. after class/during ofc. hours.	6.22	5.54	1041	6.30	5.56	58	6.07	5.00	667	6.35	5.69	101	6.22	5.53	101
75. Campus item			994	6.30	5.62	53	6.23	5.23	638	6.33	5.72	97	6.23	5.72	97
76. Campus item			997	6.29	5.65	53	6.15	5.21	633	6.32	5.70	99	6.24	5.84	99
40. Acad. adv. knowledge - transfer requirements.	6.03	4.96	939	6.28	4.95	50	6.48	4.82	599	6.26	5.01	90	6.30	5.19	90
35. Policies/proced. re: regist/course selection.	6.14	5.30	1056	6.26	5.19	57	6.18	5.28	670	6.28	5.23	110	6.22	5.37	110
66. Program requirements are clear/reasonable.	6.24	5.41	1046	6.26	5.36	58	5.98	5.11	666	6.30	5.42	109	6.21	5.57	109
73. Campus item			961	6.26	5.43	53	6.15	5.28	613	6.28	5.47	92	6.31	5.67	92
52. School does what can help reach educ. goals.	6.20	5.07	1021	6.23	4.91	60	6.25	4.90	645	6.22	4.94	104	6.36	5.46	104
24. Parking lots are well-lit and secure.	6.13	4.81	1005	6.21	4.63	58	6.22	4.63	633	6.21	4.72	107	6.16	4.64	107
32. Acad. advisor knowledgeable of requirements.	6.27	5.33	955	6.20	4.80	52	6.27	4.72	610	6.24	4.87	95	6.11	4.95	95
26. Library staff are helpful and	5.98	5.34	1044	6.18	5.58	59	6.08	5.24	665	6.21	5.62	108	6.15	5.67	108

Comparative Summary Analysis

Item	National Group			Our Institution			Asian or Pacific Islander			Caucasian/White			Hispanic		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	approachable.														
74. Campus item			860	6.18	5.41		6.20	5.15	46	6.22	5.52	538	6.08	5.54	85
6. My academic advisor is approachable.	6.19	5.35	1012	6.17	4.96		6.17	4.86	58	6.14	4.97	640	6.23	5.22	102
7. Financial aid available for most students.	6.13	4.94	963	6.17	4.53		6.41	4.90	54	6.13	4.60	611	6.20	4.77	101
41. Admissions staff are knowledgeable.	6.07	5.23	1027	6.17	5.21		6.28	4.86	58	6.18	5.28	650	6.06	5.38	105
65. Students notified early if doing poorly.	6.14	4.85	1009	6.17	4.90		6.00	4.96	57	6.22	4.98	638	6.15	5.44	105
46. Faculty provide feedback/progress in courses.	6.11	5.16	1039	6.16	4.99		6.19	4.95	59	6.14	5.00	661	6.14	5.38	108
63. Seldom get "run-around" on campus.	6.07	4.93	1020	6.16	5.00		5.77	4.82	56	6.21	5.09	652	5.98	5.19	100
68. The campus is well-maintained.	6.09	5.62	1056	6.16	5.96		5.93	5.47	58	6.19	6.05	672	6.12	6.03	106
28. Enjoyable experience to be student on campus.	6.01	5.33	1068	6.15	5.49		6.10	5.02	61	6.20	5.61	680	6.05	5.63	112
48. Counsel. staff care about students.	5.97	5.04	982	6.14	4.98		6.33	4.84	55	6.14	5.05	625	6.24	5.23	100
36. Students made to feel	6.09	5.38	1063	6.12	5.44		6.25	5.08	60	6.14	5.55	676	6.16	5.64	108

Comparative Summary Analysis

Item	National Group		Our Institution		Asian or Pacific Islander			Caucasian/White			Hispanic			
	Importance	Satisfaction	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	welcome on campus.	6.00	5.32	6.12	5.47	1030	6.05	5.23	57	6.13	5.52	656	6.16	5.65
43. Class change (drop/add) policies reasonable.	6.11	4.99	6.11	4.80	1054	6.12	4.68	59	6.11	4.85	669	6.12	5.16	105
16. Concern shown for students as individuals.	5.94	5.25	6.10	5.30	930	6.29	4.98	55	6.12	5.36	583	5.97	5.19	97
50. Tutoring services are readily available.	6.05	4.99	6.09	4.86	1036	5.89	4.62	55	6.12	4.92	656	5.97	5.04	106
23. Faculty understanding of life circumstances.	6.12	5.22	6.09	4.83	955	6.04	5.11	54	6.11	4.84	600	6.15	5.33	99
34. Computer labs are adequate and accessible.	6.06	4.96	6.07	4.65	961	6.20	4.27	54	6.09	4.72	619	5.93	4.90	92
25. Acad advisor concerned success as individual.	6.05	5.45	6.07	5.65	1052	6.03	5.17	58	6.07	5.73	669	6.35	6.00	107
45. Institution has good reputation in community.	5.97	5.03	6.07	4.91	966	6.14	4.73	51	6.08	5.00	612	6.13	5.23	98
47. Adequate services to help decide career.	5.87	5.04	6.06	5.46	1055	5.84	4.75	59	6.04	5.55	667	6.26	5.58	109
21. Sufficient number of study areas on campus.	5.90	4.84	6.05	4.75	977	6.16	4.45	58	6.02	4.73	617	6.18	5.20	98
12. Acad. advisor helps set goals to work toward.														

Comparative Summary Analysis

Item	National Group			Our Institution			Asian or Pacific Islander			Caucasian/White			Hispanic		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	2. Faculty care about me as an individual.	5.96	5.27	1074	6.04	5.11	1074	6.17	5.02	60	6.04	5.17	678	6.01	5.39
51. Convenient ways of paying school bill.	6.10	5.17	933	6.02	4.93	933	5.96	4.69	57	6.03	5.07	582	6.11	5.08	95
64. Classes - practical experiences/applicable.	6.03	5.28	1025	6.02	5.10	1025	5.72	4.95	55	6.04	5.16	655	5.99	5.40	102
13. Financial aid awards announced in time.	5.89	4.62	905	6.00	4.20	905	6.17	4.15	53	5.97	4.23	568	6.01	4.91	99
27. The campus staff are caring and helpful.	5.96	5.22	1044	6.00	5.20	1044	6.13	4.95	56	6.06	5.29	661	5.74	5.25	107
37. Faculty consider differences as teach course.	6.04	5.03	1052	6.00	4.90	1052	6.15	4.73	60	5.99	4.98	668	6.16	5.09	105
53. Assess/course placement proced. reasonable.	5.92	5.13	1001	6.00	4.95	1001	5.88	4.37	58	6.02	5.04	636	5.98	5.06	103
20. Financial aid counselors are helpful.	5.95	4.89	863	5.99	4.75	863	5.88	4.67	50	6.02	4.80	536	5.93	5.19	94
80. Campus item			866	5.99	5.34	866	5.94	5.06	48	6.02	5.47	555	6.06	5.43	82
42. Equip. in lab facilities is kept up to date.	6.12	5.16	853	5.98	4.67	853	5.88	4.55	52	6.00	4.71	536	6.05	5.25	91
62. Bookstore staff are helpful.	5.96	5.33	1044	5.98	5.74	1044	5.53	5.44	57	6.01	5.80	667	5.98	5.92	106
79. Campus item			781	5.97	5.05	781	6.07	4.95	45	6.01	5.11	487	6.09	5.16	79

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups					
	Importance	Satisfaction		Importance	Satisfaction		Asian or Pacific Islander		Caucasian/White		Hispanic	
		N			N		Importance	Satisfaction	N		Importance	Satisfaction
54. Faculty interested in my academic problems.	5.98	5.06	1026	4.77	4.59	59	6.00	4.83	651	5.91	5.02	104
87. Factor in decision to enroll: Cost	6.12		1049			59	5.91		667	6.06		105
49. Admiss. counselors respond to needs/requests.	5.86	4.95	941	4.85	4.74	55	5.92	4.93	598	6.12	5.09	97
56. Business office open hours convenient.	6.00	5.33	936	4.98	4.65	55	5.97	5.05	590	5.97	5.13	97
57. Administrators are approachable to students.	5.87	5.04	977	4.90	4.70	56	5.94	5.01	622	5.78	5.01	98
11. Security staff respond quickly in emergencies	5.77	4.61	893	4.47	4.17	59	5.93	4.58	556	5.95	4.74	93
78. Campus item			778	5.08	5.05	47	5.91	5.14	488	5.85	5.18	79
3. Instruction in voc/tech programs excellent.	6.13	5.36	861	5.10	4.96	51	5.86	5.15	534	5.86	5.42	93
55. Acad. support sves. meet needs of students.	5.80	4.99	905	4.91	4.87	53	5.92	4.96	577	5.98	5.14	89
22. People on campus respect /support. of others.	5.83	5.02	1061	5.18	4.75	59	5.92	5.29	676	5.80	5.33	109
60. Billing policies are reasonable.	5.96	5.12	919	4.99	4.61	56	5.89	5.14	575	5.89	5.06	93

Comparative Summary Analysis

Item	Our Target Groups														
	National Group			Our Institution			Asian or Pacific Islander			Caucasian/White			Hispanic		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
67. Channels - express student complaints avail.	5.83	4.62	943	5.86	4.56	943	5.72	4.50	53	5.86	4.62	597	5.87	4.96	95
30. Career services help students to get jobs.	5.83	4.85	815	5.82	4.70	815	5.77	4.62	47	5.79	4.82	500	5.99	4.72	90
59. Orientation services help students adjust.	5.71	5.02	892	5.78	5.07	892	5.96	4.91	55	5.74	5.12	565	5.87	5.44	93
9. Internships/practical experiences provided.	5.92	5.00	841	5.76	4.37	841	5.98	4.30	49	5.70	4.43	529	5.98	4.67	84
93. Factor to enroll: Geographic setting	5.26		1032	5.73		1032	5.41		54	5.80		660	5.73		102
33. Admiss. counselors accurately portray campus.	5.62	4.88	817	5.61	4.86	817	5.63	4.68	48	5.62	4.94	506	5.70	5.10	87
89. Factor to enroll: Academic reputation	5.65		1036	5.55		1036	6.23		56	5.44		662	5.98		103
38. Student center is comfortable place.	5.47	4.93	958	5.53	5.40	958	5.61	5.11	56	5.53	5.49	600	5.76	5.55	99
44. Generally know what's happening on campus.	5.40	4.74	1041	5.47	4.62	1041	5.72	4.63	57	5.44	4.68	666	5.58	4.83	103
1. Students feel a sense of belonging.	5.39	5.16	1072	5.36	5.04	1072	5.75	5.02	60	5.35	5.07	683	5.52	5.19	110
77. Campus item			595	5.28	4.73	595	5.65	4.88	37	5.28	4.83	358	5.31	4.91	65

Comparative Summary Analysis

Item	Our Target Groups														
	National Group			Our Institution			Asian or Pacific Islander			Caucasian/White			Hispanic		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
4. Security staff are helpful.	5.34	4.67	984	5.27	4.46	984	5.54	4.69	56	5.23	4.53	626	5.45	4.66	95
94. Factor to enroll: Campus appearance	4.89		1032	5.24		1032	5.31		54	5.20		660	5.57		105
88. Factor in decision to enroll: Financial aid	5.54		930	5.12		930	6.29		51	4.93		579	5.54		98
95. Factor to enroll: Personal attention prior	5.09		1004	5.08		1004	5.95		57	4.98		635	5.41		104
19. Support services for displaced homemakers.	4.85	4.59	627	4.93	4.53	627	4.93	4.20	40	4.91	4.59	375	5.08	4.84	73
90. Factor to enroll: Size of institution	4.91		1028	4.87		1028	5.73		56	4.77		655	5.38		104
92. Factor to enroll: Recommend from family	4.50		989	4.84		989	5.08		53	4.85		630	5.17		102
10. Child care facilities available on campus.	4.59	4.27	686	4.71	4.43	686	4.69	4.19	42	4.68	4.50	409	5.01	4.64	76
17. Veterans' Services program are helpful.	4.37	4.40	557	4.45	4.47	557	4.23	4.06	35	4.43	4.52	326	4.62	4.91	65
91. Factor to enroll: Opportunity to play sports	3.04		906	3.66		906	4.81		48	3.57		566	4.32		94
81. Inst's commit to part-time students?		5.45	938		5.36	938		5.22	51		5.41	591		5.73	96

Comparative Summary Analysis

Item	Our Target Groups														
	National Group			Our Institution			Asian or Pacific Islander			Caucasian/White			Hispanic		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
82. Inst's commit to evening students?		5.35	902		5.16	902		5.16	49		5.17	564		5.55	100
83. Inst's commit to older, returning learners?		5.48	784		5.33	784		5.33	43		5.35	492		5.49	82
84. Inst's commit to under-represent populations?		5.19	773		5.05	773		4.80	49		5.14	471		5.23	86
85. Inst's commit to commuters?		5.19	869		4.86	869		5.04	49		4.86	549		5.11	82
86. Inst's commit to student with disabilities?		5.33	780		5.34	780		5.28	43		5.39	493		5.61	79



Comparative Summary Analysis

Scale	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction		Importance	Satisfaction		Full-time			Part-time			Disability Yes		
		N	Mean		N	Mean	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
Academic Advising/Counseling	6.09	5.08	1080	6.16	4.86	1080	6.23	4.89	701	6.02	4.80	359	6.25	5.22	131
Academic Services	6.01	5.17	1087	6.11	5.19	1087	6.16	5.21	703	6.00	5.13	364	6.21	5.27	132
Admissions and Financial Aid	5.93	4.93	1078	5.99	4.74	1078	6.06	4.77	696	5.85	4.69	362	6.05	4.89	131
Campus Support Services	5.34	4.78	1048	5.43	4.85	1048	5.45	4.89	682	5.38	4.75	346	5.61	5.06	130
Campus Climate	5.92	5.11	1091	5.97	5.10	1091	6.02	5.10	704	5.87	5.08	367	6.10	5.21	132
Concern for the Individual	6.07	5.09	1090	6.14	4.94	1090	6.20	4.97	704	6.00	4.88	366	6.26	5.20	132
Instructional Effectiveness	6.17	5.29	1091	6.22	5.20	1091	6.27	5.22	704	6.13	5.17	367	6.25	5.31	132
Registration Effectiveness	6.12	5.26	1091	6.17	5.18	1091	6.21	5.21	704	6.10	5.10	367	6.24	5.34	132
Responsiveness to Diverse Populations		5.33	1044		5.18	1044		5.28	663		5.01	366		5.37	130
Safety and Security	5.93	4.74	1089	6.02	4.51	1089	6.06	4.48	703	5.95	4.57	366	6.02	4.53	132
Service Excellence	5.89	5.06	1091	5.97	5.14	1091	6.02	5.15	704	5.87	5.11	367	6.09	5.23	132
Student Centeredness	5.90	5.19	1090	5.94	5.15	1090	5.98	5.15	704	5.86	5.15	366	6.11	5.25	132

Comparative Summary Analysis

Item	National Group		Our Institution			Our Target Groups								
	Importance	Satisfaction	Importance	Satisfaction	N	Full-time			Part-time			Yes		
						Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
18. Quality of instruction in classes excellent.	6.51	5.57	6.58	5.53	1074	6.60	5.50	698	6.52	5.58	357	6.49	5.51	131
15. Able register for classes with few conflicts.	6.33	5.23	6.51	4.88	1061	6.56	4.91	692	6.40	4.83	352	6.59	5.33	129
8. Classes scheduled at convenient times.	6.44	5.32	6.50	5.02	1068	6.51	5.10	689	6.47	4.89	360	6.50	5.07	129
71. Campus item			6.47	5.63	1010	6.51	5.66	658	6.39	5.58	335	6.45	5.56	123
69. Good variety of courses provided on campus.	6.29	5.45	6.42	5.36	1067	6.49	5.38	690	6.31	5.35	358	6.43	5.28	129
14. Library resources and services are adequate.	6.21	5.22	6.39	5.39	1064	6.44	5.38	693	6.31	5.43	354	6.35	5.22	130
70. Able to experience intellectual growth here.	6.27	5.57	6.39	5.64	1048	6.44	5.66	678	6.28	5.60	353	6.33	5.61	127
58. Faculty knowledgeable in their fields.	6.36	5.66	6.37	5.60	1041	6.44	5.67	678	6.26	5.47	346	6.38	5.71	127
72. Campus item			6.37	5.22	912	6.43	5.20	597	6.26	5.26	296	6.39	5.20	110
31. Campus is safe and secure for all students.	6.27	5.32	6.36	5.32	1050	6.39	5.34	683	6.31	5.31	350	6.45	5.36	128
29. Faculty fair/unbiased in treatment students.	6.25	5.16	6.31	5.13	1053	6.36	5.18	682	6.22	5.02	352	6.28	5.02	127
5. Registration personnel are	6.10	5.26	6.30	5.32	1078	6.32	5.31	697	6.24	5.32	362	6.37	5.49	132

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups									
	Importance	Satisfaction		Importance	Satisfaction		Full-time		Part-time		Yes					
							Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	
helpful.																
39. Student parking space on campus is adequate.	6.10	4.24		6.30	3.68	1045	6.38	3.52	676	6.17	3.96	352	6.16	3.55	123	
61. Faculty avail. after class/during ofc. hours.	6.22	5.54		6.30	5.56	1041	6.35	5.60	682	6.22	5.52	341	6.29	5.62	125	
75. Campus item				6.30	5.62	994	6.36	5.65	649	6.19	5.59	328	6.24	5.51	120	
76. Campus item				6.29	5.65	997	6.33	5.66	648	6.21	5.63	332	6.29	5.65	119	
40. Acad. adv. knowledge - transfer requirements.	6.03	4.96		6.28	4.95	939	6.39	5.00	618	6.06	4.84	304	6.16	5.13	115	
35. Policies/proced. re: regist/course selection.	6.14	5.30		6.26	5.19	1056	6.28	5.14	684	6.22	5.24	353	6.26	5.32	126	
66. Program requirements are clear/reasonable.	6.24	5.41		6.26	5.36	1046	6.28	5.39	676	6.22	5.33	350	6.33	5.48	124	
73. Campus item				6.26	5.43	961	6.31	5.41	628	6.16	5.49	314	6.22	5.50	116	
52. School does what can help reach educ. goals.	6.20	5.07		6.23	4.91	1021	6.28	4.95	663	6.11	4.84	339	6.34	5.18	125	
24. Parking lots are well-lighted and secure.	6.13	4.81		6.21	4.63	1005	6.27	4.59	640	6.14	4.68	346	6.15	4.55	119	
32. Acad. advisor knowledgeable of requirements.	6.27	5.33		6.20	4.80	955	6.27	4.82	625	6.08	4.74	312	6.30	5.05	122	
26. Library staff are helpful and	5.98	5.34		6.18	5.58	1044	6.22	5.58	678	6.09	5.57	348	6.22	5.68	127	

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups										
	Importance	Satisfaction	N	Importance	Satisfaction	N	Full-time			Part-time			Yes				
							Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N		
approachable.																	
74. Campus item			860	6.18	5.41	860	6.22	5.40	564	6.12	5.42	279	6.22	5.57	104		
6. My academic advisor is approachable.	6.19	5.35	1012	6.17	4.96	1012	6.24	5.00	663	6.04	4.84	329	6.28	5.45	127		
7. Financial aid available for most students.	6.13	4.94	963	6.17	4.53	963	6.25	4.49	637	6.00	4.62	310	6.29	4.73	114		
41. Admissions staff are knowledgeable.	6.07	5.23	1027	6.17	5.21	1027	6.23	5.25	663	6.08	5.15	345	6.19	5.36	123		
65. Students notified early if doing poorly.	6.14	4.85	1009	6.17	4.90	1009	6.23	4.93	653	6.08	4.87	338	6.17	5.27	124		
46. Faculty provide feedback/progress in courses.	6.11	5.16	1039	6.16	4.99	1039	6.20	4.92	675	6.07	5.12	345	6.13	5.24	127		
63. Seldom get "run-around" on campus.	6.07	4.93	1020	6.16	5.00	1020	6.21	5.01	663	6.05	5.04	338	6.20	5.06	123		
68. The campus is well-maintained.	6.09	5.62	1056	6.16	5.96	1056	6.19	6.02	684	6.11	5.88	352	6.17	5.77	128		
28. Enjoyable experience to be student on campus.	6.01	5.33	1068	6.15	5.49	1068	6.22	5.49	689	6.01	5.47	360	6.31	5.53	131		
48. Counsel. staff care about students.	5.97	5.04	982	6.14	4.98	982	6.22	5.02	639	5.98	4.91	324	6.25	5.39	123		
36. Students made to feel	6.09	5.38	1063	6.12	5.44	1063	6.14	5.40	690	6.07	5.49	354	6.32	5.59	129		

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups									
	Importance	Satisfaction	N	Importance	Satisfaction	N	Full-time			Part-time			Yes			
							Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction		
welcome on campus.																
43. Class change (drop/add) policies reasonable.	6.00	5.32	1030	6.12	5.47	1030	6.18	5.52	666	6.01	5.36	346	6.14	5.52	124	
16. Concern shown for students as individuals.	6.11	4.99	1054	6.11	4.80	1054	6.18	4.84	686	5.97	4.73	350	6.24	5.01	128	
50. Tutoring services are readily available.	5.94	5.25	930	6.10	5.30	930	6.17	5.39	603	5.96	5.06	308	6.30	5.79	117	
23. Faculty understanding of life circumstances.	6.05	4.99	1036	6.09	4.86	1036	6.14	4.87	672	5.97	4.83	345	6.20	4.90	124	
34. Computer labs are adequate and accessible.	6.12	5.22	955	6.09	4.83	955	6.15	4.78	615	5.98	4.87	322	6.15	4.96	117	
25. Acad advisor concerned success as individual.	6.06	4.96	961	6.07	4.65	961	6.15	4.66	637	5.90	4.62	305	6.25	5.21	123	
45. Institution has good reputation in community.	6.05	5.45	1052	6.07	5.65	1052	6.11	5.67	681	5.99	5.60	352	6.07	5.75	128	
47. Adequate services to help decide career.	5.97	5.03	966	6.07	4.91	966	6.13	4.92	629	5.97	4.85	319	6.04	5.22	122	
21. Sufficient number of study areas on campus.	5.87	5.04	1055	6.06	5.46	1055	6.13	5.49	684	5.93	5.37	352	6.06	5.23	128	
12. Acad. advisor helps set goals to work toward.	5.90	4.84	977	6.05	4.75	977	6.10	4.75	641	5.93	4.76	318	6.14	5.11	122	

Comparative Summary Analysis

Item	Our Target Groups														
	National Group			Our Institution			Full-time			Part-time			Yes		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
2. Faculty care about me as an individual.	5.96	5.27	1074	6.04	5.11	1074	6.09	5.13	697	5.94	5.07	358	6.26	5.39	132
51. Convenient ways of paying school bill.	6.10	5.17	933	6.02	4.93	933	6.08	4.98	606	5.91	4.83	311	6.19	5.13	108
64. Classes - practical experiences/applicable.	6.03	5.28	1025	6.02	5.10	1025	6.04	5.15	666	5.96	5.01	340	6.02	5.05	122
13. Financial aid awards announced in time.	5.89	4.62	905	6.00	4.20	905	6.06	4.23	600	5.86	4.16	290	5.99	4.45	107
27. The campus staff are caring and helpful.	5.96	5.22	1044	6.00	5.20	1044	6.04	5.22	675	5.92	5.16	350	6.17	5.36	131
37. Faculty consider differences as teach course.	6.04	5.03	1052	6.00	4.90	1052	6.04	4.88	683	5.94	4.94	350	6.15	5.10	129
53. Assess/course placement proced. reasonable.	5.92	5.13	1001	6.00	4.95	1001	6.06	4.91	650	5.87	4.99	333	6.06	5.06	123
20. Financial aid counselors are helpful.	5.95	4.89	863	5.99	4.75	863	6.08	4.76	574	5.80	4.75	271	6.12	4.85	102
80. Campus item			866	5.99	5.34	866	6.04	5.40	573	5.86	5.23	276	6.10	5.57	105
42. Equip. in lab facilities is kept up to date.	6.12	5.16	853	5.98	4.67	853	6.03	4.70	553	5.89	4.60	287	6.17	4.72	100
62. Bookstore staff are helpful.	5.96	5.33	1044	5.98	5.74	1044	6.00	5.80	678	5.94	5.64	348	6.12	5.80	127
79. Campus item			781	5.97	5.05	781	6.04	5.12	518	5.80	4.90	246	6.15	5.24	96

Comparative Summary Analysis

Item	National Group			Our Institution			Full-time			Part-time			Our Target Groups		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
54. Faculty interested in my academic problems.	5.98	5.06	1026	5.96	4.77	1026	6.02	4.86	665	5.84	4.61	342	6.08	5.08	124
87. Factor in decision to enroll: Cost	6.12		1049	5.95		1049	5.96		680	5.91		354	5.55		125
49. Admiss. counselors respond to needs/requests.	5.86	4.95	941	5.94	4.85	941	6.01	4.89	607	5.80	4.75	317	6.11	5.11	116
56. Business office open hours convenient.	6.00	5.33	936	5.94	4.98	936	5.95	5.05	610	5.94	4.83	309	6.05	5.21	111
57. Administrators are approachable to students.	5.87	5.04	977	5.93	4.90	977	5.97	4.91	636	5.84	4.89	323	6.12	5.05	121
11. Security staff respond quickly in emergencies	5.77	4.61	893	5.89	4.47	893	5.92	4.52	580	5.86	4.41	296	5.94	4.69	106
78. Campus item				5.89	5.08	778	5.94	5.16	502	5.79	4.93	260	6.23	5.38	98
3. Instruction in voc/tech programs excellent.	6.13	5.36	861	5.88	5.10	861	5.87	5.08	552	5.90	5.12	291	5.88	5.20	111
55. Acad. support svcs. meet needs of students.	5.80	4.99	905	5.88	4.91	905	5.93	4.97	595	5.79	4.76	292	6.19	5.17	118
22. People on campus respect /support. of others.	5.83	5.02	1061	5.86	5.18	1061	5.91	5.15	685	5.77	5.20	357	6.08	5.27	130
60. Billing policies are reasonable.	5.96	5.12	919	5.86	4.99	919	5.94	5.04	594	5.72	4.88	309	5.85	5.11	107

Comparative Summary Analysis

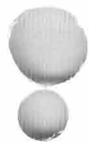
Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	N	Importance	Satisfaction	N	Full-time			Part-time			Yes		
							Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
67. Channels - express student complaints avail.	5.83	4.62	943	5.86	4.56	943	5.95	4.59	618	5.71	4.50	308	5.95	4.67	117
30. Career services help students to get jobs.	5.83	4.85	815	5.82	4.70	815	5.84	4.74	532	5.77	4.62	266	5.89	4.88	102
59. Orientation services help students adjust.	5.71	5.02	892	5.78	5.07	892	5.82	5.06	575	5.67	5.06	300	6.01	5.31	114
9. Internships/practical experiences provided.	5.92	5.00	841	5.76	4.37	841	5.85	4.36	549	5.59	4.36	275	5.81	4.43	104
93. Factor to enroll: Geographic setting	5.26		1032	5.73		1032	5.81		674	5.56		344	5.59		124
33. Admiss. counselors accurately portray campus.	5.62	4.88	817	5.61	4.86	817	5.68	4.98	541	5.47	4.59	260	5.54	4.74	102
89. Factor to enroll: Academic reputation	5.65		1036	5.55		1036	5.59		674	5.47		347	5.64		123
38. Student center is comfortable place.	5.47	4.93	958	5.53	5.40	958	5.60	5.50	629	5.38	5.18	312	5.64	5.66	117
44. Generally know what's happening on campus.	5.40	4.74	1041	5.47	4.62	1041	5.58	4.67	684	5.23	4.53	339	5.51	4.62	125
1. Students feel a sense of belonging.	5.39	5.16	1072	5.36	5.04	1072	5.35	5.00	696	5.35	5.10	361	5.51	4.92	132
77. Campus item			595	5.28	4.73	595	5.24	4.76	370	5.34	4.68	212	5.48	4.79	64

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	N	Importance	Satisfaction	N	Full-time			Part-time			Yes		
							Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
4. Security staff are helpful.	5.34	4.67	984	5.27	4.46	984	5.28	4.47	639	5.22	4.42	326	5.38	4.48	125
94. Factor to enroll: Campus appearance	4.89		1032	5.24		1032	5.32		668	5.04		351	5.37		126
88. Factor in decision to enroll: Financial aid	5.54		930	5.12		930	5.19		604	5.00		311	5.06		115
95. Factor to enroll: Personal attention prior	5.09		1004	5.08		1004	5.12		647	4.94		343	5.49		124
19. Support services for displaced homemakers.	4.85	4.59	627	4.93	4.53	627	4.85	4.54	399	5.05	4.51	212	5.43	4.77	81
90. Factor to enroll: Size of institution	4.91		1028	4.87		1028	4.89		668	4.83		346	5.00		125
92. Factor to enroll: Recommend from family	4.50		989	4.84		989	4.94		646	4.64		329	5.15		119
10. Child care facilities available on campus.	4.59	4.27	686	4.71	4.43	686	4.64	4.49	439	4.81	4.30	230	5.24	4.61	79
17. Veterans' Services program are helpful.	4.37	4.40	557	4.45	4.47	557	4.46	4.53	360	4.37	4.32	183	4.36	4.48	69
91. Factor to enroll: Opportunity to play sports	3.04		906	3.66		906	3.71		589	3.52		302	3.64		107
81. Inst's commit to part-time students?		5.45	938		5.36	938		5.42	568		5.27	355		5.37	108

Comparative Summary Analysis

Item	National Group		Our Institution			Our Target Groups							
	Importance	Satisfaction	Importance	Satisfaction	N	Full-time		Part-time		Yes			
						Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	N	
82. Inst's commit to evening students?		5.35		5.16	902		5.31		4.89			5.24	100
83. Inst's commit to older, returning learners?		5.48		5.33	784		5.46		5.09			5.44	102
84. Inst's commit to under-represent populations?		5.19		5.05	773		5.10		4.93			5.32	92
85. Inst's commit to commuters?		5.19		4.86	869		4.93		4.71			4.88	108
86. Inst's commit to student with disabilities?		5.33		5.34	780		5.44		5.13			5.88	123



Comparative Summary Analysis

Scale	National Group						Our Institution						No						Associate degree						Vocational/technical					
	Importance		Satisfaction		N		Importance		Satisfaction		N		Importance		Satisfaction		N		Importance		Satisfaction		N		Importance		Satisfaction		N	
Academic Advising/Counseling	6.09	5.08	6.16	4.86	1080	6.16	4.81	927	6.16	4.81	927	6.10	4.98	201	6.14	5.36	18													
Academic Services	6.01	5.17	6.11	5.19	1087	6.10	5.18	933	6.10	5.18	933	6.08	5.31	202	6.00	5.17	18													
Admissions and Financial Aid	5.93	4.93	5.99	4.74	1078	5.99	4.73	925	5.99	4.73	925	6.05	4.76	200	6.01	4.89	18													
Campus Support Services	5.34	4.78	5.43	4.85	1048	5.40	4.82	896	5.40	4.82	896	5.57	4.99	197	5.42	5.06	17													
Campus Climate	5.92	5.11	5.97	5.10	1091	5.95	5.09	937	5.95	5.09	937	5.93	5.10	204	6.00	5.41	18													
Concern for the Individual	6.07	5.09	6.14	4.94	1090	6.12	4.91	936	6.12	4.91	936	6.09	5.02	204	6.19	5.45	18													
Instructional Effectiveness	6.17	5.29	6.22	5.20	1091	6.22	5.20	937	6.22	5.20	937	6.17	5.22	204	6.16	5.53	18													
Registration Effectiveness	6.12	5.26	6.17	5.18	1091	6.17	5.16	937	6.17	5.16	937	6.12	5.17	204	6.09	5.36	18													
Responsiveness to Diverse Populations	5.33			5.18	1044		5.15	898		5.15	898		5.21	197		4.55	18													
Safety and Security	5.93	4.74	6.02	4.51	1089	6.02	4.51	935	6.02	4.51	935	5.99	4.39	202	5.87	3.92	18													
Service Excellence	5.89	5.06	5.97	5.14	1091	5.96	5.13	937	5.96	5.13	937	5.92	5.16	204	6.00	5.45	18													
Student Centeredness	5.90	5.19	5.94	5.15	1090	5.92	5.14	936	5.92	5.14	936	5.90	5.12	204	5.96	5.50	18													

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction		Importance	Satisfaction		No		Associate degree		Vocational/technical				
		N	Mean		N	Mean	Importance	Satisfaction	N	Mean	Importance	Satisfaction	N	Mean	
18. Quality of instruction in classes excellent.	6.51	5.57	1074	6.58	5.53	1074	6.59	5.53	922	6.38	5.57	202	6.50	5.76	17
15. Able register for classes with few conflicts.	6.33	5.23	1061	6.51	4.88	1061	6.50	4.82	912	6.39	5.01	202	6.47	5.39	18
8. Classes scheduled at convenient times.	6.44	5.32	1068	6.50	5.02	1068	6.50	5.02	919	6.36	5.05	201	6.29	4.72	18
71. Campus item			1010	6.47	5.63	1010	6.48	5.65	868	6.41	5.70	186	6.33	5.50	16
69. Good variety of courses provided on campus.	6.29	5.45	1067	6.42	5.36	1067	6.44	5.38	917	6.28	5.32	198	6.29	5.72	18
14. Library resources and services are adequate.	6.21	5.22	1064	6.39	5.39	1064	6.40	5.42	913	6.28	5.57	201	6.41	5.72	18
70. Able to experience intellectual growth here.	6.27	5.57	1048	6.39	5.64	1048	6.40	5.65	901	6.29	5.63	195	6.31	6.06	17
58. Faculty knowledgeable in their fields.	6.36	5.66	1041	6.37	5.60	1041	6.38	5.59	892	6.33	5.62	195	5.93	6.06	16
72. Campus item			912	6.37	5.22	912	6.38	5.23	781	6.36	5.29	163	5.83	5.77	13
31. Campus is safe and secure for all students.	6.27	5.32	1050	6.36	5.32	1050	6.35	5.33	902	6.33	5.15	195	6.31	4.82	17
29. Faculty fair/unbiased in treatment students.	6.25	5.16	1053	6.31	5.13	1053	6.32	5.15	905	6.26	5.27	199	6.00	5.40	15
5. Registration personnel are	6.10	5.26	1078	6.30	5.32	1078	6.29	5.30	925	6.17	5.30	202	6.35	5.89	18

Comparative Summary Analysis

Item	National Group			Our Institution			No			Associate degree			Vocational/technical		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
helpful.															
39. Student parking space on campus is adequate.	6.10	4.24	1045	6.30	3.68	1045	6.33	3.68	902	6.22	3.49	198	6.53	3.19	16
61. Faculty avail. after class/during ofc. hours.	6.22	5.54	1041	6.30	5.56	1041	6.31	5.57	896	6.27	5.48	193	6.12	5.72	18
75. Campus item			994	6.30	5.62	994	6.32	5.65	854	6.24	5.71	182	6.27	5.94	16
76. Campus item			997	6.29	5.65	997	6.29	5.65	859	6.24	5.64	181	6.13	6.19	16
40. Acad. adv. knowledge - transfer requirements.	6.03	4.96	939	6.28	4.95	939	6.30	4.93	805	6.14	5.05	165	5.57	4.79	14
35. Policies/proced. re: regist/course selection.	6.14	5.30	1056	6.26	5.19	1056	6.26	5.17	909	6.18	5.22	195	6.19	5.82	17
66. Program requirements are clear/reasonable.	6.24	5.41	1046	6.26	5.36	1046	6.25	5.36	900	6.18	5.36	198	6.35	5.88	17
73. Campus item			961	6.26	5.43	961	6.27	5.42	824	6.27	5.57	179	6.27	5.81	16
52. School does what can help reach educ. goals.	6.20	5.07	1021	6.23	4.91	1021	6.21	4.88	875	6.22	5.01	191	6.33	5.41	17
24. Parking lots are well-lighted and secure.	6.13	4.81	1005	6.21	4.63	1005	6.23	4.64	865	6.32	4.38	191	6.07	3.20	15
32. Acad. advisor knowledgeable of requirements.	6.27	5.33	955	6.20	4.80	955	6.20	4.76	813	6.20	4.96	182	5.87	5.40	15
26. Library staff are helpful and	5.98	5.34	1044	6.18	5.58	1044	6.17	5.56	897	6.05	5.63	196	6.13	5.88	17

Comparative Summary Analysis

Item	National Group			Our Institution			No			Associate degree			Vocational/technical		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	approachable.														
74. Campus item			860	6.18	5.41	860	6.18	5.39	736	6.26	5.54	157	6.17	5.91	12
6. My academic advisor is approachable.	6.19	5.35	1012	6.17	4.96	1012	6.16	4.89	864	6.04	5.04	192	6.31	5.67	16
7. Financial aid available for most students.	6.13	4.94	963	6.17	4.53	963	6.15	4.51	831	6.29	4.39	182	6.44	4.63	16
41. Admissions staff are knowledgeable.	6.07	5.23	1027	6.17	5.21	1027	6.18	5.20	883	6.19	5.20	195	6.00	5.47	17
65. Students notified early if doing poorly.	6.14	4.85	1009	6.17	4.90	1009	6.18	4.86	866	6.24	4.96	190	5.88	4.88	17
46. Faculty provide feedback/progress in courses.	6.11	5.16	1039	6.16	4.99	1039	6.16	4.96	891	6.14	5.18	196	6.13	5.50	16
63. Seldom get "run-around" on campus.	6.07	4.93	1020	6.16	5.00	1020	6.16	5.01	876	6.12	5.01	188	6.13	5.63	16
68. The campus is well-maintained.	6.09	5.62	1056	6.16	5.96	1056	6.17	6.01	906	6.15	5.97	198	6.06	6.06	17
28. Enjoyable experience to be student on campus.	6.01	5.33	1068	6.15	5.49	1068	6.13	5.48	916	6.09	5.48	197	6.06	6.06	17
48. Counsel. staff care about students.	5.97	5.04	982	6.14	4.98	982	6.13	4.93	839	6.10	5.06	183	6.31	5.63	16
36. Students made to feel	6.09	5.38	1063	6.12	5.44	1063	6.09	5.42	913	6.13	5.27	194	6.13	5.65	17

Comparative Summary Analysis

Item	National Group			Our Institution			No			Associate degree			Vocational/technical		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	welcome on campus.														
43. Class change (drop/add) policies reasonable.	6.00	5.32	1030	6.12	5.47	1030	6.12	5.46	886	6.10	5.46	194	6.06	5.59	17
16. Concern shown for students as individuals.	6.11	4.99	1054	6.11	4.80	1054	6.09	4.78	905	6.09	4.87	194	6.47	5.61	18
50. Tutoring services are readily available.	5.94	5.25	930	6.10	5.30	930	6.08	5.21	792	6.15	5.48	169	6.00	5.21	16
23. Faculty understanding of life circumstances.	6.05	4.99	1036	6.09	4.86	1036	6.08	4.85	891	6.14	4.82	198	6.40	4.93	15
34. Computer labs are adequate and accessible.	6.12	5.22	955	6.09	4.83	955	6.09	4.80	818	6.15	5.12	179	6.13	4.27	15
25. Acad advisor concerned success as individual.	6.06	4.96	961	6.07	4.65	961	6.05	4.57	817	6.02	4.79	179	6.14	5.20	15
45. Institution has good reputation in community.	6.05	5.45	1052	6.07	5.65	1052	6.08	5.64	903	6.08	5.68	193	6.13	6.24	17
47. Adequate services to help decide career.	5.97	5.03	966	6.07	4.91	966	6.09	4.86	824	6.06	5.03	179	6.06	5.47	17
21. Sufficient number of study areas on campus.	5.87	5.04	1055	6.06	5.46	1055	6.07	5.49	905	6.05	5.39	196	5.94	5.59	17
12. Acad. advisor helps set goals to work toward.	5.90	4.84	977	6.05	4.75	977	6.04	4.71	834	6.02	4.93	190	6.40	5.36	15

Comparative Summary Analysis

Item	National Group			Our Institution			No			Associate degree			Vocational/technical		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	2. Faculty care about me as an individual.	5.96	5.27	1074	6.04	5.11	1074	6.01	5.08	921	5.97	5.06	202	6.00	5.39
51. Convenient ways of paying school bill.	6.10	5.17	933	6.02	4.93	933	6.00	4.91	805	6.02	4.86	172	5.93	4.71	14
64. Classes - practical experiences/applicable.	6.03	5.28	1025	6.02	5.10	1025	6.01	5.12	883	6.03	5.05	189	6.06	5.38	17
13. Financial aid awards announced in time.	5.89	4.62	905	6.00	4.20	905	6.00	4.17	781	6.10	4.33	173	6.20	4.33	15
27. The campus staff are caring and helpful.	5.96	5.22	1044	6.00	5.20	1044	5.97	5.19	892	6.02	5.25	197	6.06	5.44	16
37. Faculty consider differences as teach course.	6.04	5.03	1052	6.00	4.90	1052	5.99	4.88	902	6.01	4.90	199	6.19	5.18	17
53. Assess/course placement proced. reasonable.	5.92	5.13	1001	6.00	4.95	1001	5.99	4.93	858	5.99	4.93	185	6.20	5.19	16
20. Financial aid counselors are helpful.	5.95	4.89	863	5.99	4.75	863	5.99	4.74	741	6.15	4.90	166	6.29	5.07	14
80. Campus item			866	5.99	5.34	866	5.98	5.33	741	6.12	5.34	156	6.18	6.00	11
42. Equip. in lab facilities is kept up to date.	6.12	5.16	853	5.98	4.67	853	5.96	4.67	736	5.99	4.81	160	5.64	4.50	14
62. Bookstore staff are helpful.	5.96	5.33	1044	5.98	5.74	1044	5.97	5.74	897	5.95	5.72	193	6.12	5.83	18
79. Campus item			781	5.97	5.05	781	5.94	5.02	665	6.14	5.22	145	5.55	5.27	11

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	N	Importance	Satisfaction	N	No		Associate degree		Vocational/technical				
							Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	N		
54. Faculty interested in my academic problems.	5.98	5.06	1026	5.96	4.77	881	5.95	4.74	881	5.91	4.80	193	6.13	5.38	16
87. Factor in decision to enroll: Cost	6.12		1049	5.95		908	5.99		908	6.08		198	6.41		17
49. Admiss. counselors respond to needs/requests.	5.86	4.95	941	5.94	4.85	806	5.93	4.82	806	5.95	4.79	173	5.63	5.06	16
56. Business office open hours convenient.	6.00	5.33	936	5.94	4.98	806	5.94	4.94	806	5.98	4.91	176	5.93	5.07	15
57. Administrators are approachable to students.	5.87	5.04	977	5.93	4.90	835	5.90	4.89	835	5.87	4.89	180	5.69	4.73	16
11. Security staff respond quickly in emergencies	5.77	4.61	893	5.89	4.47	767	5.90	4.45	767	5.88	4.50	171	5.75	4.33	16
78. Campus item				5.89	5.08	663	5.84	5.04	663	5.90	5.19	142	5.91	5.60	11
3. Instruction in voc/tech programs excellent.	6.13	5.36	861	5.88	5.10	730	5.88	5.10	730	5.95	5.35	166	5.88	5.39	18
55. Acad. support svcs. meet needs of students.	5.80	4.99	905	5.88	4.91	767	5.85	4.87	767	5.88	5.00	168	5.64	4.62	14
22. People on campus respect /support. of others.	5.83	5.02	1061	5.86	5.18	911	5.83	5.16	911	5.86	5.15	197	6.25	5.41	17
60. Billing policies are reasonable.	5.96	5.12	919	5.86	4.99	793	5.87	4.97	793	5.85	4.88	170	5.29	5.00	14

Comparative Summary Analysis

Item	National Group			Our Institution			No			Associate degree			Vocational/technical		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	67. Channels - express student complaints avail.	5.83	4.62	943	5.86	4.56	943	5.86	4.55	807	5.80	4.66	183	5.88	5.08
30. Career services help students to get jobs.	5.83	4.85	815	5.82	4.70	815	5.81	4.68	693	5.91	4.76	148	5.29	4.83	14
59. Orientation services help students adjust.	5.71	5.02	892	5.78	5.07	892	5.74	5.03	759	5.81	5.22	165	5.79	5.08	14
9. Internships/practical experiences provided.	5.92	5.00	841	5.76	4.37	841	5.76	4.36	719	5.97	4.60	163	5.86	4.93	14
93. Factor to enroll: Geographic setting	5.26		1032	5.73		1032	5.74		892	5.73		190	5.76		17
33. Admiss. counselors accurately portray campus.	5.62	4.88	817	5.61	4.86	817	5.62	4.88	696	5.57	4.90	152	5.46	4.71	14
89. Factor to enroll: Academic reputation	5.65		1036	5.55		1036	5.53		897	5.76		192	5.88		17
38. Student center is comfortable place.	5.47	4.93	958	5.53	5.40	958	5.52	5.37	821	5.75	5.52	177	5.27	5.53	15
44. Generally know what's happening on campus.	5.40	4.74	1041	5.47	4.62	1041	5.46	4.63	895	5.45	4.76	195	5.38	4.94	17
1. Students feel a sense of belonging.	5.39	5.16	1072	5.36	5.04	1072	5.33	5.06	922	5.20	4.95	202	5.35	5.44	18
77. Campus item			595	5.28	4.73	595	5.26	4.72	515	5.64	4.99	107	5.67	6.13	9

Comparative Summary Analysis

Item	National Group		Our Institution			No			Associate degree			Vocational/technical		
	Importance	Satisfaction	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
4. Security staff are helpful.	5.34	4.67	5.27	4.46	984	5.25	4.46	838	5.16	4.51	195	4.75	4.00	16
94. Factor to enroll: Campus appearance	4.89		5.24		1032	5.20		891	5.45		193	5.65		17
88. Factor in decision to enroll: Financial aid	5.54		5.12		930	5.13		799	5.67		174	5.27		15
95. Factor to enroll: Personal attention prior	5.09		5.08		1004	5.00		864	5.34		184	5.69		16
19. Support services for displaced homemakers.	4.85	4.59	4.93	4.53	627	4.85	4.50	527	5.32	4.86	128	5.25	4.56	9
90. Factor to enroll: Size of institution	4.91		4.87		1028	4.84		888	5.12		188	4.59		17
92. Factor to enroll: Recommend from family	4.50		4.84		989	4.80		855	5.13		183	4.36		14
10. Child care facilities available on campus.	4.59	4.27	4.71	4.43	686	4.63	4.39	588	5.06	4.73	128	4.86	4.67	14
17. Veterans' Services program are helpful.	4.37	4.40	4.45	4.47	557	4.44	4.46	471	4.54	4.46	112	5.13	4.80	10
91. Factor to enroll: Opportunity to play sports	3.04		3.66		906	3.65		784	4.11		161	2.58		12
81. Inst's commit to part-time students?		5.45		5.36	938		5.36	814		5.43	178		4.43	14

Comparative Summary Analysis

Item	National Group		Our Institution		No			Associate degree			Vocational/technical		
	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
82. Inst's commit to evening students?		5.35		5.16	902	5.15	787		5.26	171		4.17	12
83. Inst's commit to older, returning learners?		5.48		5.33	784	5.31	669		5.32	146		5.07	14
84. Inst's commit to under-represent populations?		5.19		5.05	773	5.00	668		5.16	141		4.10	10
85. Inst's commit to commuters?		5.19		4.86	869	4.85	747		4.77	163		4.36	14
86. Inst's commit to student with disabilities?		5.33		5.34	780	5.23	644		5.35	142		5.09	11



Comparative Summary Analysis

Scale	National Group			Our Institution			Transfer to another institution			Our Target Groups		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	Academic Advising/Counseling	6.09	5.08	1080	6.16	4.86	1080	6.21	4.77	693		
Academic Services	6.01	5.17	1087	6.11	5.19	1087	6.13	5.17	697			
Admissions and Financial Aid	5.93	4.93	1078	5.99	4.74	1078	6.00	4.72	689			
Campus Support Services	5.34	4.78	1048	5.43	4.85	1048	5.37	4.79	673			
Campus Climate	5.92	5.11	1091	5.97	5.10	1091	5.99	5.07	697			
Concern for the Individual	6.07	5.09	1090	6.14	4.94	1090	6.19	4.90	697			
Instructional Effectiveness	6.17	5.29	1091	6.22	5.20	1091	6.26	5.19	697			
Registration Effectiveness	6.12	5.26	1091	6.17	5.18	1091	6.20	5.18	697			
Responsiveness to Diverse Populations		5.33	1044		5.18	1044		5.19	663			
Safety and Security	5.93	4.74	1089	6.02	4.51	1089	6.06	4.54	697			
Service Excellence	5.89	5.06	1091	5.97	5.14	1091	6.00	5.13	697			
Student Centeredness	5.90	5.19	1090	5.94	5.15	1090	5.96	5.14	697			

Comparative Summary Analysis

Item	National Group			Our Institution			Transfer to another instituti			Our Target Groups		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	18. Quality of instruction in classes excellent.	6.51	5.57	1074	6.58	5.53	1074	6.64	5.49	686		
15. Able register for classes with few conflicts.	6.33	5.23	1061	6.51	4.88	1061	6.59	4.82	684			
8. Classes scheduled at convenient times.	6.44	5.32	1068	6.50	5.02	1068	6.55	5.03	687			
71. Campus item			1010	6.47	5.63	1010	6.51	5.65	657			
69. Good variety of courses provided on campus.	6.29	5.45	1067	6.42	5.36	1067	6.50	5.35	685			
14. Library resources and services are adequate.	6.21	5.22	1064	6.39	5.39	1064	6.46	5.35	682			
70. Able to experience intellectual growth here.	6.27	5.57	1048	6.39	5.64	1048	6.47	5.65	675			
58. Faculty knowledgeable in their fields.	6.36	5.66	1041	6.37	5.60	1041	6.45	5.61	673			
72. Campus item			912	6.37	5.22	912	6.43	5.17	599			
31. Campus is safe and secure for all students.	6.27	5.32	1050	6.36	5.32	1050	6.40	5.39	678			
29. Faculty fair/unbiased in treatment students.	6.25	5.16	1053	6.31	5.13	1053	6.37	5.11	679			
5. Registration personnel are	6.10	5.26	1078	6.30	5.32	1078	6.34	5.31	689			

Comparative Summary Analysis

Item	National Group		Our Institution		Transfer to another instituti			Our Target Groups		
	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	N	Importance	Satisfaction	N
helpful.										
39. Student parking space on campus is adequate.	6.10	4.24	6.30	3.68	1045	6.36	3.65	671		
61. Faculty avail. after class/during ofc. hours.	6.22	5.54	6.30	5.56	1041	6.35	5.60	676		
75. Campus item			6.30	5.62	994	6.35	5.63	650		
76. Campus item			6.29	5.65	997	6.33	5.68	648		
40. Acad. adv. knowledge - transfer requirements.	6.03	4.96	6.28	4.95	939	6.37	4.87	627		
35. Policies/proced. re: regist/course selection.	6.14	5.30	6.26	5.19	1056	6.28	5.15	681		
66. Program requirements are clear/reasonable.	6.24	5.41	6.26	5.36	1046	6.29	5.36	671		
73. Campus item			6.26	5.43	961	6.30	5.42	625		
52. School does what can help reach educ. goals.	6.20	5.07	6.23	4.91	1021	6.24	4.84	659		
24. Parking lots are well-lighted and secure.	6.13	4.81	6.21	4.63	1005	6.23	4.68	644		
32. Acad. advisor knowledgeable of requirements.	6.27	5.33	6.20	4.80	955	6.27	4.66	617		
26. Library staff are helpful and	5.98	5.34	6.18	5.58	1044	6.26	5.61	674		

Comparative Summary Analysis

Item	National Group			Our Institution			Transfer to another instituti			Our Target Groups		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	approachable.											
74. Campus item				6.18	5.41	860	6.18	5.40	562			
6. My academic advisor is approachable.	6.19	5.35	1012	6.17	4.96	1012	6.21	4.89	653			
7. Financial aid available for most students.	6.13	4.94	963	6.17	4.53	963	6.13	4.54	620			
41. Admissions staff are knowledgeable.	6.07	5.23	1027	6.17	5.21	1027	6.21	5.22	657			
65. Students notified early if doing poorly.	6.14	4.85	1009	6.17	4.90	1009	6.19	4.85	642			
46. Faculty provide feedback/progress in courses.	6.11	5.16	1039	6.16	4.99	1039	6.17	4.89	666			
63. Seldom get "run-around" on campus.	6.07	4.93	1020	6.16	5.00	1020	6.20	5.00	659			
68. The campus is well-maintained.	6.09	5.62	1056	6.16	5.96	1056	6.18	6.01	677			
28. Enjoyable experience to be student on campus.	6.01	5.33	1068	6.15	5.49	1068	6.17	5.49	688			
48. Counsel. staff care about students.	5.97	5.04	982	6.14	4.98	982	6.18	4.92	637			
36. Students made to feel	6.09	5.38	1063	6.12	5.44	1063	6.12	5.46	687			

Comparative Summary Analysis

Item	National Group		Our Institution			Transfer to another institution			Our Target Groups		
	Importance	Satisfaction	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	welcome on campus.										
43. Class change (drop/add) policies reasonable.	6.00	5.32	6.12	5.47	1030	6.14	5.50	661			
16. Concern shown for students as individuals.	6.11	4.99	6.11	4.80	1054	6.13	4.76	681			
50. Tutoring services are readily available.	5.94	5.25	6.10	5.30	930	6.08	5.24	603			
23. Faculty understanding of life circumstances.	6.05	4.99	6.09	4.86	1036	6.08	4.83	664			
34. Computer labs are adequate and accessible.	6.12	5.22	6.09	4.83	955	6.08	4.72	612			
25. Acad advisor concerned success as individual.	6.06	4.96	6.07	4.65	961	6.13	4.58	633			
45. Institution has good reputation in community.	6.05	5.45	6.07	5.65	1052	6.06	5.60	678			
47. Adequate services to help decide career.	5.97	5.03	6.07	4.91	966	6.10	4.83	624			
21. Sufficient number of study areas on campus.	5.87	5.04	6.06	5.46	1055	6.11	5.52	681			
12. Acad. advisor helps set goals to work toward.	5.90	4.84	6.05	4.75	977	6.08	4.62	624			

Comparative Summary Analysis

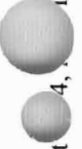
Item	National Group			Our Institution			Transfer to another institution			Our Target Groups		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	2. Faculty care about me as an individual.	5.96	5.27	1074	6.04	5.11	1074	6.10	5.10	686		
51. Convenient ways of paying school bill.	6.10	5.17	933	6.02	4.93	933	6.03	4.93	601			
64. Classes - practical experiences/applicable.	6.03	5.28	1025	6.02	5.10	1025	6.01	5.11	661			
13. Financial aid awards announced in time.	5.89	4.62	905	6.00	4.20	905	6.02	4.14	576			
27. The campus staff are caring and helpful.	5.96	5.22	1044	6.00	5.20	1044	6.01	5.17	669			
37. Faculty consider differences as teach course.	6.04	5.03	1052	6.00	4.90	1052	6.02	4.87	676			
53. Assess/course placement proced. reasonable.	5.92	5.13	1001	6.00	4.95	1001	6.00	4.95	646			
20. Financial aid counselors are helpful.	5.95	4.89	863	5.99	4.75	863	5.97	4.67	551			
80. Campus item			866	5.99	5.34	866	5.96	5.36	567			
42. Equip. in lab facilities is kept up to date.	6.12	5.16	853	5.98	4.67	853	5.97	4.61	550			
62. Bookstore staff are helpful.	5.96	5.33	1044	5.98	5.74	1044	5.97	5.77	674			
79. Campus item			781	5.97	5.05	781	5.94	5.00	509			

Comparative Summary Analysis

Item	National Group		Our Institution			Transfer to another instituti			Our Target Groups				
	Importance	Satisfaction	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	Importance	Satisfaction	N
	54. Faculty interested in my academic problems.	5.98	5.06	5.96	4.77	1026	6.01	4.76	661				
87. Factor in decision to enroll: Cost	6.12		5.95		1049	5.91		676					
49. Admiss. counselors respond to needs/requests.	5.86	4.95	5.94	4.85	941	5.96	4.83	605					
56. Business office open hours convenient.	6.00	5.33	5.94	4.98	936	5.92	4.98	606					
57. Administrators are approachable to students.	5.87	5.04	5.93	4.90	977	5.94	4.86	629					
11. Security staff respond quickly in emergencies	5.77	4.61	5.89	4.47	893	5.93	4.49	572					
78. Campus item			5.89	5.08	778	5.87	5.02	505					
3. Instruction in voc/tech programs excellent.	6.13	5.36	5.88	5.10	861	5.84	4.98	535					
55. Acad. support sves. meet needs of students.	5.80	4.99	5.88	4.91	905	5.90	4.86	591					
22. People on campus respect /support. of others.	5.83	5.02	5.86	5.18	1061	5.84	5.14	681					
60. Billing policies are reasonable.	5.96	5.12	5.86	4.99	919	5.90	5.04	596					

Comparative Summary Analysis

Item	National Group			Our Institution			Transfer to another instituti			Our Target Groups		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	67. Channels - express student complaints avail.	5.83	4.62	943	5.86	4.56	943	5.92	4.49	602		
30. Career services help students to get jobs.	5.83	4.85	815	5.82	4.70	815	5.82	4.69	527			
59. Orientation services help students adjust.	5.71	5.02	892	5.78	5.07	892	5.74	4.96	572			
9. Internships/practical experiences provided.	5.92	5.00	841	5.76	4.37	841	5.73	4.23	532			
93. Factor to enroll: Geographic setting	5.26		1032	5.73		1032	5.75		673			
33. Admiss. counselors accurately portray campus.	5.62	4.88	817	5.61	4.86	817	5.65	4.87	528			
89. Factor to enroll: Academic reputation	5.65		1036	5.55		1036	5.49		672			
38. Student center is comfortable place.	5.47	4.93	958	5.53	5.40	958	5.49	5.40	624			
44. Generally know what's happening on campus.	5.40	4.74	1041	5.47	4.62	1041	5.51	4.65	671			
1. Students feel a sense of belonging.	5.39	5.16	1072	5.36	5.04	1072	5.38	5.04	688			
77. Campus item			595	5.28	4.73	595	5.15	4.66	380			



Comparative Summary Analysis

Item	National Group			Our Institution			Transfer to another instituti			Our Target Groups		
	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	4. Security staff are helpful.	5.34	4.67	984	5.27	4.46	984	5.32	4.47	629		
94. Factor to enroll: Campus appearance	4.89		1032	5.24		1032	5.16		666			
88. Factor in decision to enroll: Financial aid	5.54		930	5.12		930	4.94		597			
95. Factor to enroll: Personal attention prior	5.09		1004	5.08		1004	4.94		652			
19. Support services for displaced homemakers.	4.85	4.59	627	4.93	4.53	627	4.68	4.38	390			
90. Factor to enroll: Size of institution	4.91		1028	4.87		1028	4.79		666			
92. Factor to enroll: Recommend from family	4.50		989	4.84		989	4.74		643			
10. Child care facilities available on campus.	4.59	4.27	686	4.71	4.43	686	4.58	4.35	436			
17. Veterans' Services program are helpful.	4.37	4.40	557	4.45	4.47	557	4.32	4.41	346			
91. Factor to enroll: Opportunity to play sports	3.04		906	3.66		906	3.53		591			
81. Inst's commit to part-time students?		5.45	938		5.36	938		5.36	596			

Comparative Summary Analysis

Item	National Group		Our Institution		Transfer to another institution				Our Target Groups				
	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	N	Importance	Satisfaction	N	Importance	Satisfaction	N
	82. Inst's commit to evening students?		5.35		5.16	902		5.14	575				
83. Inst's commit to older, returning learners?		5.48		5.33	784		5.32	499					
84. Inst's commit to under-represent populations?		5.19		5.05	773		5.05	507					
85. Inst's commit to commuters?		5.19		4.86	869		4.91	563					
86. Inst's commit to student with disabilities?		5.33		5.34	780		5.35	500					

CUESTA'S ADDITIONAL QUESTIONS FOR THE STUDENT SATISFACTION INVENTORY

QUESTIONS 71- 80:

71. Course content is current and up to date.
72. For my last research assignment, I was able to find adequate sources of material in the Cuesta College Library.
73. I am satisfied with the availability of librarians to assist me during the hours that Cuesta's Library is open.
74. I find Cuesta's Library computer information networks (Info Trac., SIRS, Newsbank, *LA Times* and *NY Times* Indexes) adequate for my academic needs.
75. Individual course objectives are adequately specified in the course syllabus.
76. Course objectives and pre-requisites are adequately specified in the class schedule.
77. Counseling services are available at the Paso Robles and Arroyo Grande off-campus sites.
78. The Student Services facility provides efficient and confidential service.
79. The Student Health Center provides efficient and confidential service.
80. The Student Center provides an adequate range of services.

QUESTION 113:

Students have the opportunity to participate on campus standing committees and have a representative on the Board of Trustees.

113. I am willing to commit some time for participation in campus decision-making. (Check one.)

- Yes.
- No.
- Not at this time.
- Not sure / No opinion.

