



Introduction

Student Satisfaction Inventory™

A Key Message to Campus Leaders

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

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

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

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

In essence, *you have in your hands a blueprint for improving your institution's effectiveness*. You can use this information to identify institutional strengths 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 from student satisfaction studies, we recommend that you compare your students' perceptions over time. Annual surveying allows you to provide systematic feedback to your internal and external constituents on the effectiveness of all campus programs and services. You will have the information needed to assess the effectiveness of your special initiatives and to determine priorities for current student populations.

Now on to the report!

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About the Student Satisfaction Inventory™

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

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

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

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

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

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

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

The Items

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

- 70 items of expectation for community, junior and technical colleges and career and private schools
- OR
- 73 items of expectation for 4-year colleges and universities
- 10 optional items 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 and Career and Private School Version

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

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

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

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

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 two-year 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 and least favorably.

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

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

Reliability and Validity

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

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

The Inventory Authors

The Student Satisfaction Inventory was developed by Laurie A. Schreiner, Ph.D., and Stephanie L. Juillerat, Ph.D., with assistance from Noel-Levitz. Dr. Schreiner is associate dean and professor of psychology at Eastern College in St. Davids, Pennsylvania, and Dr. Juillerat is assistant professor of psychology at Azusa Pacific University in Azusa, California.

A Word About Noel-Levitz

Noel-Levitz is the preeminent consulting firm that provides comprehensive programs and services to colleges, universities, and postsecondary systems throughout North America. Over the past three decades, the higher education professionals at Noel-Levitz have consulted directly with over 1,600 colleges and universities nationwide in the areas of:

- student retention
- staff and advisor development
- student success
- marketing and recruiting
- financial aid impact
- enrollment technologies
- publications and Web site development
- institutional effectiveness.

Noel-Levitz has developed an array of proven tools including software programs, diagnostic tools and instruments, video-based training programs, and customized consultations, workshops, and national conferences. With the Student Satisfaction Inventory, the Institutional Priorities Survey, the Adult Student Priorities Survey (for students 25 and older), and surveys for distance learning students and other special populations, 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.

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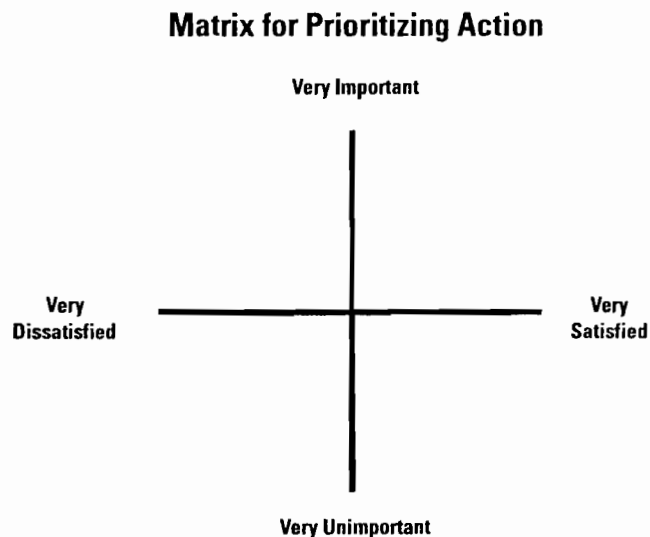
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How to Interpret Your Results

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

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

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



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

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

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

Demographic Summary

The two-page Demographic Summary reveals your students' responses to 13 standard demographic items and up 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. The three areas of measurement for each scale and item — importance, satisfaction and performance gap — for your institution's data are presented alongside those of the national comparison group. In addition, standard deviations (variability of responses) are presented for the satisfaction means for both your institution and the national group.

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

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

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

Four charts are included in this section:

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

Please note:

- Importance data are not collected for the 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 the formats described below. These reports focus on specific groups of students on your campus. The target groups are defined by the items in the Demographic Summary section of this report.

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

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

Custom Target Group Report options include:

- *Cross-Tab Analysis*: offers a comparison of variables across target groups (e.g., freshman females compared with freshman males; African-American female freshmen with Caucasian male sophomores).

-
- *Multi-Variable Analysis*: offers a comparison of one target group variable or a combination of target group variables with the combination of other target group variables within the same category (e.g., Caucasian/White compared with all other ethnicity/races, employed students compared with students who are not employed).

Optional Comparison Reports

Optional Comparison Reports, if requested by your institution, appear in one of the formats described below.

- *Fall or Spring Semester Comparison Group Analysis* allows you to compare your results to national student responses from the same semester as when you administered the SSI.
- *Regional Comparison Group Analysis* offers your results in comparison to student responses from institutions located in your same region of the country.
- *Specialized Comparison Group Analysis* offers your results in comparison to a specific comparison group that you have selected from our list of participating institutions.
- *Year-to-Year Comparison Analysis* allows you to compare one year's SSI data with any other year's SSI data from your institution. This report allows you to easily compare changes in importance and satisfaction scores from one administration of the SSI to the next and to see where improvements in perception have occurred.

Free Phone Consultation

To review your results and to discuss ideas for next steps on campus, feel free to call us at 1-800-876-1117. Or e-mail julie-bryant@noellevitz.com to arrange for a convenient time to meet. An on-campus executive summary consultation is also available. A Noel-Levitz consultant will present and review your data with campus constituencies. Additional fees apply. Call 1-800-876-1117 for more information.



The Findings

**Student Satisfaction
Inventory™**

Demographic Information

Gender	N	%
Female	429	53.03%
Male	380	46.97%
Total	809	100.00%
No response	30	

Age	N	%
18 and under	209	25.87%
19 to 24	387	47.90%
25 to 34	86	10.64%
35 to 44	67	8.29%
45 and over	59	7.30%
Total	808	100.00%
No response	31	

Ethnicity/Race	N	%
African-American	14	1.74%
American Indian or Alaskan Native	6	0.75%
Asian or Pacific Islander	40	4.98%
Caucasian/White	532	66.25%
Hispanic	104	12.95%
Other race	50	6.23%
Race - Prefer not to respond	57	7.10%
Total	803	100.00%
No response	36	

Current Enrollment Status	N	%
Day	544	71.30%
Evening	217	28.44%
Weekend	2	0.26%
Total	763	100.00%
No response	76	

Current Class Load	N	%
Full-time	465	57.55%
Part-time	343	42.45%
Total	808	100.00%
No response	31	

Class Level	N	%
1 year or less	452	55.94%
2 years	212	26.24%
3 years	90	11.14%
4 or more years	54	6.68%
Total	808	100.00%
No response	31	

Current GPA	N	%
No credits earned	187	24.44%
1.99 or below	18	2.35%
2.0 - 2.49	82	10.72%
2.5 - 2.99	143	18.69%
3.0 - 3.49	197	25.75%
3.5 or above	138	18.04%
Total	765	100.00%
No response	74	

Educational Goal	N	%
Associate degree	190	24.11%
Vocational/technical program	24	3.05%
Transfer to another institution	391	49.62%
Certification (initial / renewal)	27	3.43%
Self-improvement/pleasure	56	7.11%
Job-related training	35	4.44%
Other educational goal	65	8.25%
Total	788	100.00%
No response	51	

Employment	N	%
Full-time off campus	203	25.15%
Part-time off campus	368	45.60%
Full-time on campus	6	0.74%
Part-time on campus	36	4.46%
Not employed	194	24.04%
Total	807	100.00%
No response	32	

Demographic Information

Current Residence	N	%
Residence hall	10	1.23%
Own house	172	21.21%
Rent room or apt off campus	289	35.64%
Parent's home	294	36.25%
Other residence	46	5.67%
Total	811	100.00%
No response	28	

Residence Classification	N	%
In-state	782	96.78%
Out-of-state	11	1.36%
International (not U.S. citizen)	15	1.86%
Total	808	100.00%
No response	31	

Disabilities	N	%
Yes - Disability	114	14.13%
No - Disability	693	85.87%
Total	807	100.00%
No response	32	

Institution Was My	N	%
1st choice	639	79.18%
2nd choice	121	14.99%
3rd choice or lower	47	5.82%
Total	807	100.00%
No response	32	

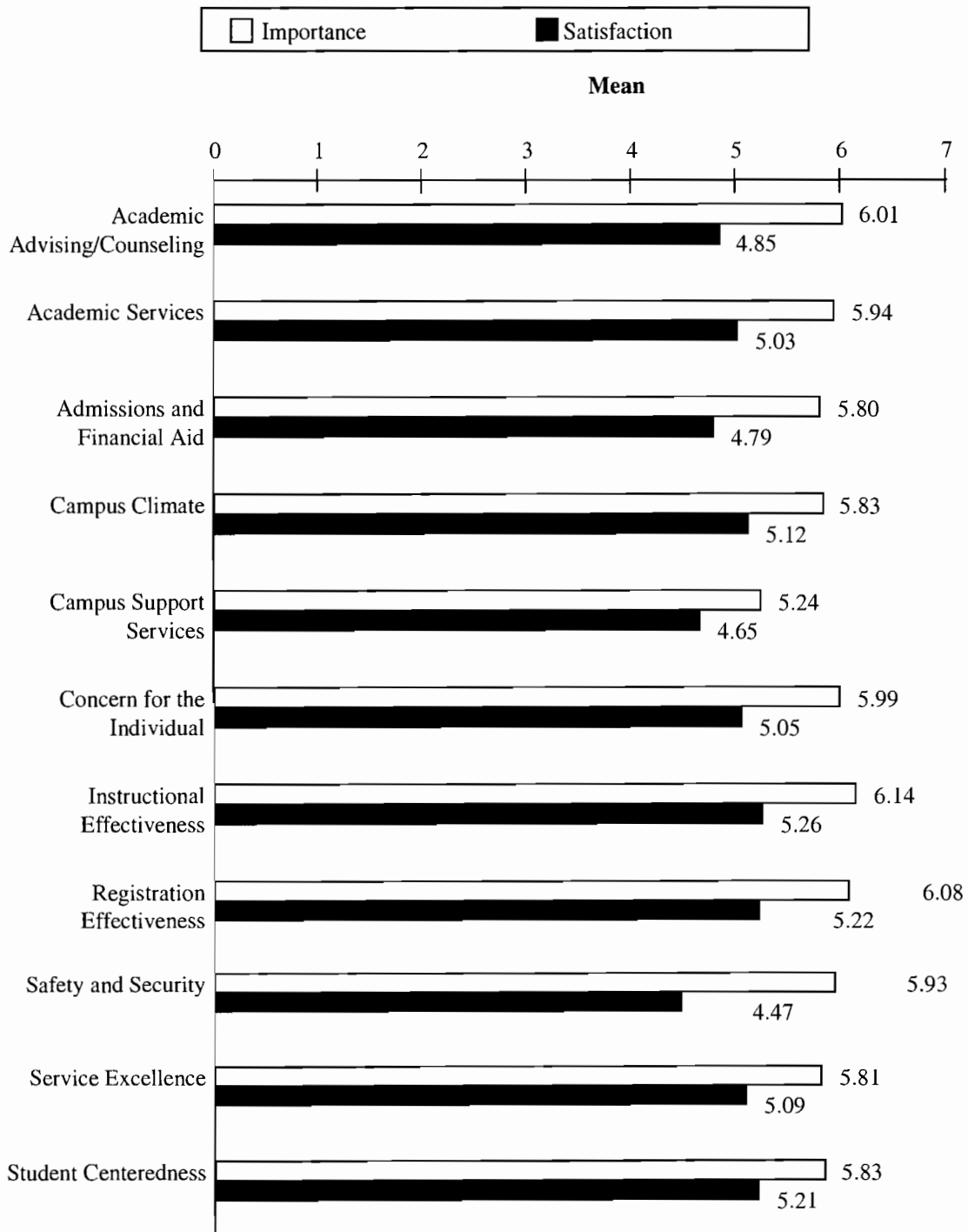
Institution Question	N	%
Campus Item - Answer 1	141	16.83%
Campus Item - Answer 2	178	21.24%
Campus Item - Answer 3	519	61.93%
Campus Item - Answer 4	0	0.00%
Campus Item - Answer 5	0	0.00%
Campus Item - Answer 6	0	0.00%
Total	838	100.00%
No response	1	

Selection of Program/Major	N	%
0000	206	29.51%
0004	1	0.14%
0103	1	0.14%
1001	18	2.58%
1002	45	6.45%
1011	1	0.14%
1012	5	0.72%
1013	2	0.29%
1022	4	0.57%
1023	1	0.14%
1025	46	6.59%
1036	13	1.86%
1037	5	0.72%
1040	38	5.44%
1053	3	0.43%
1055	25	3.58%
1070	11	1.58%
1071	4	0.57%
1072	4	0.57%
1080	7	1.00%
1085	3	0.43%
1090	1	0.14%
1102	1	0.14%
1103	4	0.57%
1133	1	0.14%
1170	4	0.57%
1181	4	0.57%
2001	7	1.00%
2002	5	0.72%
2004	1	0.14%
2005	3	0.43%
2006	1	0.14%
2007	1	0.14%
2008	1	0.14%
2010	7	1.00%
2015	14	2.01%
2016	1	0.14%
2017	6	0.86%
2018	2	0.29%
2020	7	1.00%
2040	1	0.14%
2044	5	0.72%
2046	6	0.86%
2061	2	0.29%
2062	4	0.57%
2063	5	0.72%
2065	31	4.44%
2075	2	0.29%
2089	3	0.43%
2110	8	1.15%
2112	7	1.00%

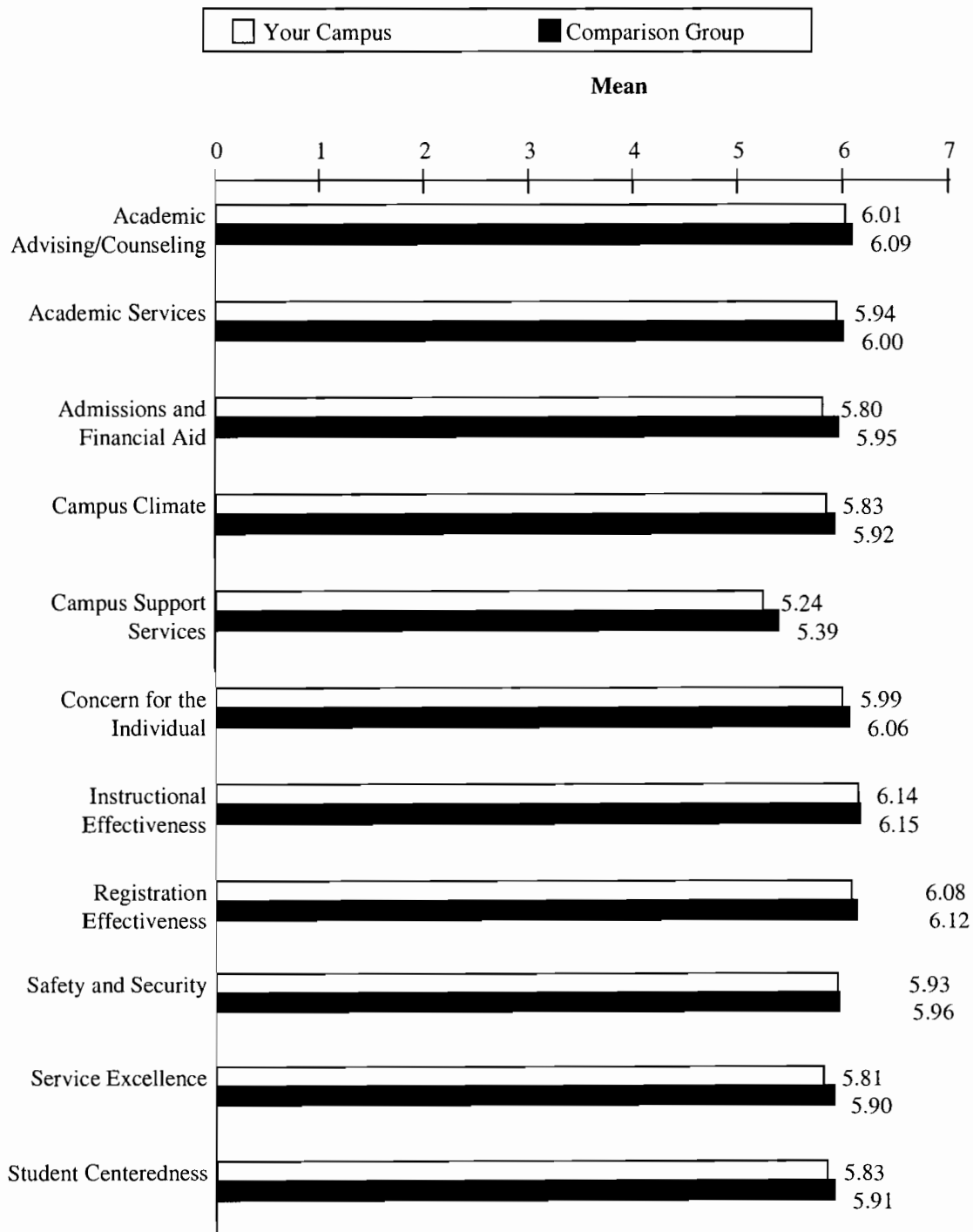
Demographic Information

Selection of Program/Major	N	%
2120	10	1.43%
2140	1	0.14%
2150	3	0.43%
2200	12	1.72%
2201	8	1.15%
2202	21	3.01%
2605	1	0.14%
3005	1	0.14%
3010	2	0.29%
3023	5	0.72%
3025	1	0.14%
3027	1	0.14%
3029	1	0.14%
3031	1	0.14%
3055	1	0.14%
3075	2	0.29%
3080	2	0.29%
3091	2	0.29%
3107	2	0.29%
3120	1	0.14%
3121	1	0.14%
3128	1	0.14%
3150	1	0.14%
3200	1	0.14%
3210	1	0.14%
3315	1	0.14%
3316	1	0.14%
3317	1	0.14%
3319	3	0.43%
3324	2	0.29%
4013	1	0.14%
4019	1	0.14%
4023	3	0.43%
4024	1	0.14%
4026	3	0.43%
4032	1	0.14%
4033	3	0.43%
4036	1	0.14%
4042	1	0.14%
4043	2	0.29%
5120	1	0.14%
6127	1	0.14%
Total	698	100.00%
No response	141	

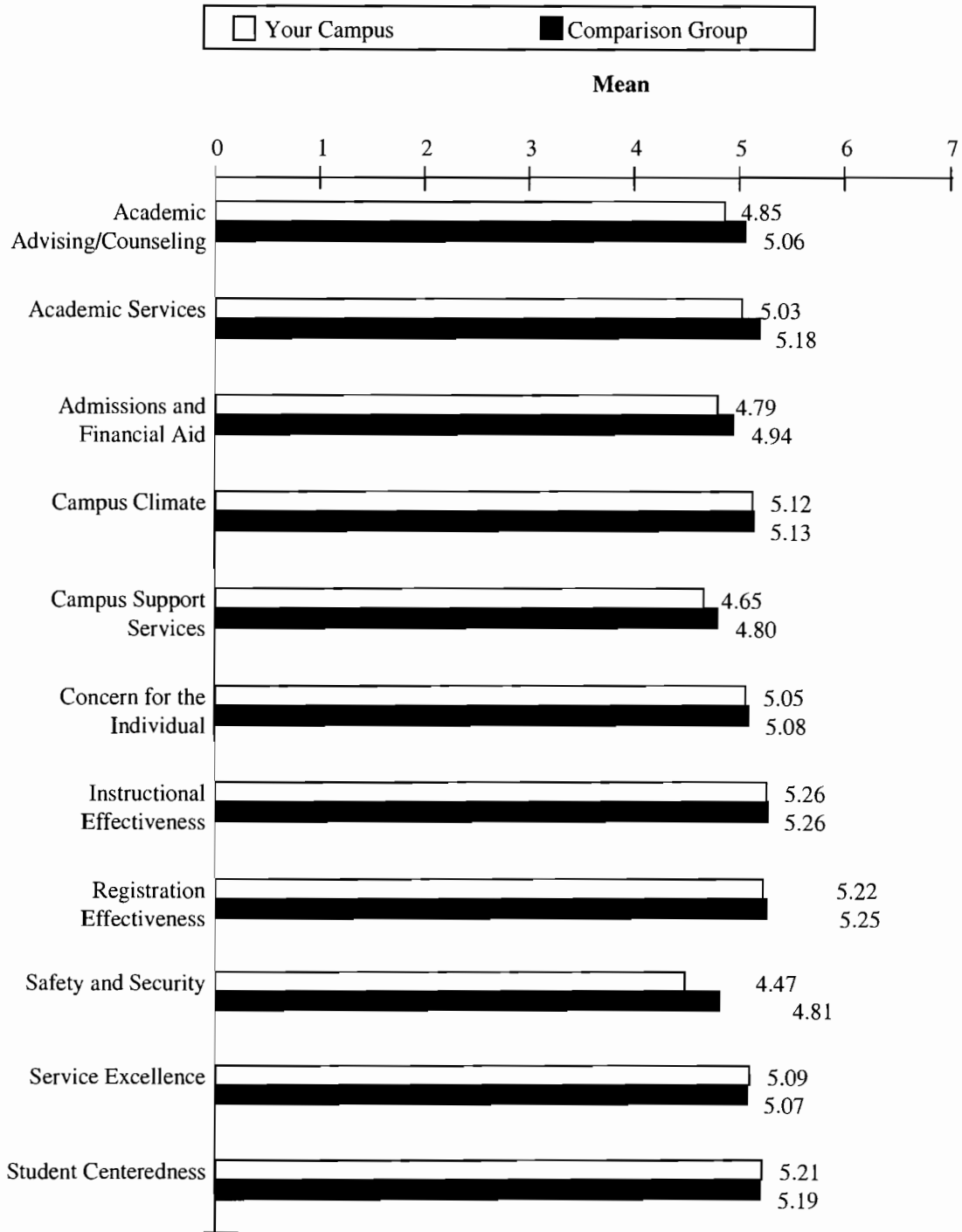
How Well Are We Meeting Our Students' Expectations?



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



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



Institutional Summary

Scales: In Order of Importance to Our Students

Scale	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
Instructional Effectiveness	6.14	5.26 / 0.99	0.88	6.15	5.26 / 1.05	0.89	0.00
Registration Effectiveness	6.08	5.22 / 0.99	0.86	6.12	5.25 / 1.04	0.87	-0.03
Academic Advising/Counseling	6.01	4.85 / 1.26	1.16	6.09	5.06 / 1.29	1.03	-0.21 ***
Concern for the Individual	5.99	5.05 / 1.15	0.94	6.06	5.08 / 1.20	0.98	-0.03
Academic Services	5.94	5.03 / 1.13	0.91	6.00	5.18 / 1.08	0.82	-0.15 ***
Safety and Security	5.93	4.47 / 1.17	1.46	5.96	4.81 / 1.20	1.15	-0.34 ***
Campus Climate	5.83	5.12 / 0.95	0.71	5.92	5.13 / 1.05	0.79	-0.01
Student Centeredness	5.83	5.21 / 1.05	0.62	5.91	5.19 / 1.13	0.72	0.02
Service Excellence	5.81	5.09 / 0.96	0.72	5.90	5.07 / 1.06	0.83	0.02
Admissions and Financial Aid	5.80	4.79 / 1.15	1.01	5.95	4.94 / 1.20	1.01	-0.15 ***
Campus Support Services	5.24	4.65 / 1.13	0.59	5.39	4.80 / 1.12	0.59	-0.15 ***
Responsiveness to Diverse Populations		5.22 / 1.22			5.31 / 1.23		-0.09 *

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

Institutional Group Means are based on 292877 students records.

Institutional Summary

Items: In Order of Importance to Our Students

Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
68. Classes are scheduled at times that are convenient for me.	6.50	4.87 / 1.69	1.63	6.43	5.31 / 1.59	1.12	-0.44 ***
68. The quality of instruction I receive in most of my classes is excellent.	6.49	5.66 / 1.27	0.83	6.43	5.50 / 1.35	0.93	0.16 ***
65. I am able to register for classes I need with few conflicts.	6.40	5.12 / 1.54	1.28	6.31	5.25 / 1.57	1.06	-0.13 *
69. There is a good variety of courses provided on this campus.	6.40	5.12 / 1.62	1.28	6.28	5.39 / 1.47	0.89	-0.27 ***
68. Nearly all of the faculty are knowledgeable in their fields.	6.36	5.64 / 1.28	0.72	6.30	5.56 / 1.33	0.74	0.08
69. The amount of student parking space on campus is adequate.	6.35	3.68 / 1.97	2.67	6.14	4.31 / 2.00	1.83	-0.63 ***
71. Campus item	6.33	5.84 / 1.40	0.49				
70. I am able to experience intellectual growth here.	6.32	5.55 / 1.35	0.77	6.26	5.53 / 1.35	0.73	0.02
69. Faculty are fair and unbiased in their treatment of individual students.	6.24	5.34 / 1.38	0.90	6.22	5.19 / 1.52	1.03	0.15 **

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 ** 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 - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
11. The campus is safe and secure for all students.	6.24	5.28 / 1.39	0.96	6.25	5.37 / 1.37	0.88	-0.09
16. Campus item	6.23	5.28 / 1.41	0.95				
15. Campus item	6.22	5.55 / 1.29	0.67				
17. Campus item	6.19	5.01 / 1.61	1.18				
11. Faculty are usually available after class and during office hours.	6.18	5.52 / 1.37	0.66	6.19	5.47 / 1.41	0.72	0.05
5. Students are notified early in the term if they are doing poorly in a class.	6.15	4.78 / 1.61	1.37	6.14	4.82 / 1.67	1.32	-0.04
6. Program requirements are clear and reasonable.	6.15	5.33 / 1.30	0.82	6.22	5.39 / 1.38	0.83	-0.06
8. It is an enjoyable experience to be a student on this campus.	6.13	5.50 / 1.32	0.63	6.03	5.32 / 1.44	0.71	0.18 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.13	4.85 / 1.61	1.28	6.08	4.96 / 1.62	1.12	-0.11
14. Campus item	6.12	5.40 / 1.25	0.72				
5. Policies and procedures regarding registration and	6.10	5.32 / 1.40	0.78	6.12	5.30 / 1.44	0.82	0.02

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Institutional Summary

Items: In Order of Importance to Our Students

Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
1. Course selection are clear and well-publicized.							
2. Campus item	6.10	4.91 / 1.52	1.19				
3. The personnel involved in registration are helpful.	6.09	5.34 / 1.43	0.75	6.11	5.25 / 1.55	0.86	0.09
4. Library resources and services are adequate.	6.08	5.03 / 1.54	1.05	6.15	5.28 / 1.51	0.87	-0.25 ***
5. The equipment in the lab facilities is kept up to date.	6.08	5.11 / 1.46	0.97	6.12	5.15 / 1.51	0.97	-0.04
6. This school does whatever it can to help me reach my educational goals.	6.08	4.94 / 1.41	1.14	6.17	5.06 / 1.49	1.11	-0.12 *
7. Computer labs are adequate and accessible.	6.07	5.03 / 1.61	1.04	6.15	5.22 / 1.59	0.93	-0.19 **
8. My academic advisor is knowledgeable about my program requirements.	6.06	4.84 / 1.62	1.22	6.24	5.25 / 1.63	0.99	-0.41 ***
9. My academic advisor is approachable.	6.05	4.98 / 1.56	1.07	6.18	5.31 / 1.60	0.87	-0.33 ***
10. Class change (drop/add) policies are reasonable.	6.05	5.46 / 1.39	0.59	6.01	5.28 / 1.46	0.73	0.18 ***
11. On the whole, the campus is well-maintained.	6.05	5.70 / 1.31	0.35	6.11	5.59 / 1.36	0.52	0.11 *
12. Admissions staff are knowledgeable.	6.04	5.33 / 1.32	0.71	6.08	5.22 / 1.42	0.86	0.11 *

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Institutional Summary

Items: In Order of Importance to Our Students

Item	Our Institution Means Cuesta College - Composite - 1/2002		National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)	
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD		Performance Gap
36. Students are made to feel welcome on this campus.	6.03	5.43 / 1.29	0.60	6.08	5.39 / 1.37	0.69	0.04
33. I seldom get the "run-around" when seeking information on this campus.	6.03	5.04 / 1.50	0.99	6.04	4.94 / 1.65	1.10	0.10
33. Faculty are understanding of students' unique life circumstances.	6.02	5.09 / 1.45	0.93	6.06	5.02 / 1.54	1.04	0.07
34. Parking lots are well-lighted and secure.	6.02	4.32 / 1.79	1.70	6.12	4.90 / 1.70	1.22	-0.58 ***
36. Faculty provide timely feedback about student progress in a course.	6.02	4.98 / 1.52	1.04	6.11	5.16 / 1.46	0.95	-0.18 ***
33. Campus item	6.02	5.25 / 1.38	0.77				
38. Counseling staff care about students as individuals.	5.99	4.93 / 1.49	1.06	5.99	5.01 / 1.52	0.98	-0.08
37. Faculty take into consideration student differences as they teach a course.	5.98	5.18 / 1.40	0.80	6.03	5.06 / 1.47	0.97	0.12 *
37. Adequate financial aid is available for most students.	5.97	4.57 / 1.65	1.40	6.14	4.96 / 1.73	1.18	-0.39 ***
36. The college shows concern for students as individuals.	5.95	4.90 / 1.49	1.05	6.09	4.97 / 1.55	1.12	-0.07

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Institutional Summary

Items: In Order of Importance to Our Students

Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
5. My academic advisor is concerned about my success as an individual.	5.94	4.74 / 1.55	1.20	6.07	4.94 / 1.68	1.13	-0.20 **
3. The quality of instruction in the vocational/technical programs is excellent.	5.92	5.35 / 1.27	0.57	6.04	5.29 / 1.34	0.75	0.06
7. The campus staff are caring and helpful.	5.92	5.32 / 1.26	0.60	5.97	5.23 / 1.34	0.74	0.09
5. This institution has a good reputation within the community.	5.92	5.65 / 1.32	0.27	5.99	5.48 / 1.37	0.51	0.17 ***
4. Nearly all classes deal with practical experiences and applications.	5.92	5.13 / 1.33	0.79	6.04	5.28 / 1.36	0.76	-0.15 **
0. Tutoring services are readily available.	5.90	5.04 / 1.55	0.86	5.92	5.16 / 1.50	0.76	-0.12
7. There are adequate services to help me decide upon career.	5.88	4.75 / 1.46	1.13	6.00	5.03 / 1.47	0.97	-0.28 ***
1. There are convenient ways of paying my school bill.	5.87	5.18 / 1.42	0.69	6.10	5.19 / 1.55	0.91	-0.01
3. The assessment and course placement procedures are reasonable.	5.86	4.94 / 1.43	0.92	5.93	5.12 / 1.42	0.81	-0.18 ***
6. The business office is open during hours which are	5.86	5.00 / 1.38	0.86	6.00	5.25 / 1.46	0.75	-0.25 ***

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*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Order of Importance to Our Students

Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
1. Campus is convenient for most students.							
2. Library staff are helpful and approachable.	5.85	5.22 / 1.44	0.63	5.91	5.27 / 1.48	0.64	-0.05
3. Bookstore staff are helpful.	5.85	5.53 / 1.32	0.32	5.94	5.30 / 1.54	0.64	0.23 ***
4. Faculty care about me as an individual.	5.84	5.28 / 1.40	0.56	5.93	5.26 / 1.41	0.67	0.02
5. My academic advisor helps me set goals to work toward.	5.83	4.65 / 1.64	1.18	5.93	4.85 / 1.68	1.08	-0.20 **
6. Faculty are interested in my academic problems.	5.83	4.93 / 1.39	0.90	5.98	5.03 / 1.46	0.95	-0.10
7. Billing policies are reasonable.	5.83	5.17 / 1.36	0.66	5.99	5.14 / 1.49	0.85	0.03
8. Academic support services adequately meet the needs of students.	5.82	4.92 / 1.30	0.90	5.88	5.04 / 1.37	0.84	-0.12 *
9. There are a sufficient number of study areas on campus.	5.80	4.83 / 1.63	0.97	5.87	5.13 / 1.54	0.74	-0.30 ***
10. People on this campus respect and are supportive of each other.	5.80	5.17 / 1.32	0.63	5.83	5.06 / 1.40	0.77	0.11 *
11. Security staff respond quickly in emergencies.	5.78	4.59 / 1.33	1.19	5.82	4.68 / 1.44	1.14	-0.09

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Institutional Summary

Items: In Order of Importance to Our Students

Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.78	4.35 / 1.53	1.43	5.94	4.63 / 1.69	1.31	-0.28 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	5.78	4.92 / 1.39	0.86	5.89	4.98 / 1.45	0.91	-0.06
57. Administrators are approachable to students.	5.76	4.97 / 1.38	0.79	5.92	5.06 / 1.48	0.86	-0.09
80. Campus item	5.75	4.77 / 1.56	0.98				
20. Financial aid counselors are helpful.	5.72	4.62 / 1.55	1.10	5.97	4.88 / 1.68	1.09	-0.26 ***
67. Channels for expressing student complaints are readily available.	5.71	4.55 / 1.48	1.16	5.89	4.71 / 1.60	1.18	-0.16 *
30. The career services office provides students with the help they need to get a job.	5.69	4.82 / 1.37	0.87	5.83	4.88 / 1.43	0.95	-0.06
87. Cost as factor in decision to enroll.	5.68			6.14			
9. Internships or practical experiences are provided in my degree/certificate program.	5.65	4.44 / 1.48	1.21	5.88	4.94 / 1.53	0.94	-0.50 ***
79. Campus item	5.63	4.89 / 1.54	0.74				

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Institutional Summary

Items: In Order of Importance to Our Students

Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
959. New student orientation services help students adjust to college.	5.60	4.95 / 1.49	0.65	5.75	5.07 / 1.47	0.68	-0.12 *
989. Academic reputation as factor in decision to enroll.	5.55			5.73			
78. Campus item	5.48	4.75 / 1.60	0.73				
333. Admissions counselors accurately portray the campus in their recruiting practices.	5.46	4.84 / 1.27	0.62	5.67	4.93 / 1.42	0.74	-0.09
93. Geographic setting as factor in decision to enroll.	5.40			5.34			
88. The student center is a comfortable place for students to spend their leisure time.	5.34	4.79 / 1.44	0.55	5.55	4.97 / 1.51	0.58	-0.18 **
4. Security staff are helpful.	5.21	4.51 / 1.62	0.70	5.42	4.73 / 1.57	0.69	-0.22 ***
44. I generally know what's happening on campus.	5.20	4.52 / 1.49	0.68	5.46	4.76 / 1.50	0.70	-0.24 ***
1. Most students feel a sense of belonging here.	5.19	5.09 / 1.41	0.10	5.36	5.17 / 1.37	0.19	-0.08
94. Campus appearance as factor in decision to enroll.	4.99			5.11			
95. Personalized attention prior to enrollment as factor in decision to enroll.	4.95			5.25			

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Institutional Summary

Items: In Order of Importance to Our Students

Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
88. Financial aid as factor in decision to enroll.	4.83			5.67			
19. This campus provides effective support services for displaced homemakers.	4.80	4.47 / 1.22	0.33	4.96	4.58 / 1.31	0.38	-0.11
90. Size of institution as factor in decision to enroll.	4.66			5.10			
92. Recommendations from family/friends as factor in decision to enroll.	4.64			4.72			
10. Child care facilities are available on campus.	4.54	4.32 / 1.29	0.22	4.59	4.31 / 1.60	0.28	0.01
17. Personnel in the Veterans' Services program are helpful.	4.37	4.27 / 1.20	0.10	4.51	4.43 / 1.27	0.08	-0.16 *
91. Opportunity to play sports as factor in decision to enroll.	3.34			3.36			
81. Institution's commitment to part-time students?		5.39 / 1.39			5.43 / 1.38		-0.04
82. Institution's commitment to evening students?		5.20 / 1.49			5.31 / 1.45		-0.11 *
83. Institution's commitment to older, returning learners?		5.35 / 1.36			5.42 / 1.37		-0.07

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Institutional Summary

Items: In Order of Importance to Our Students

Item	Our Institution Means Cuesta College - Composite - 1/2002		National Group Means Community, Junior & Technical Colleges		Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Importance	Satisfaction/SD	
84. Institution's commitment to under-represented populations?		5.09 / 1.29		5.19 / 1.35	-0.10
85. Institution's commitment to commuters?		4.99 / 1.50		5.21 / 1.45	-0.22 ***
86. Institution's commitment to students with disabilities?		5.30 / 1.40		5.32 / 1.41	-0.02

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National Group Means are based on 292877 students records.

Institutional Summary

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

Scale/Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.01	4.85 / 1.26	1.16	6.09	5.06 / 1.29	1.03	Our Inst - Nat'l Group -0.21 ***
6. My academic advisor is approachable.	6.05	4.98 / 1.56	1.07	6.18	5.31 / 1.60	0.87	-0.33 ***
12. My academic advisor helps me set goals to work toward.	5.83	4.65 / 1.64	1.18	5.93	4.85 / 1.68	1.08	-0.20 **
25. My academic advisor is concerned about my success as an individual.	5.94	4.74 / 1.55	1.20	6.07	4.94 / 1.68	1.13	-0.20 **
32. My academic advisor is knowledgeable about my program requirements.	6.06	4.84 / 1.62	1.22	6.24	5.25 / 1.63	0.99	-0.41 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.13	4.85 / 1.61	1.28	6.08	4.96 / 1.62	1.12	-0.11
48. Counseling staff care about students as individuals.	5.99	4.93 / 1.49	1.06	5.99	5.01 / 1.52	0.98	-0.08
52. This school does whatever it can to help me reach my educational goals.	6.08	4.94 / 1.41	1.14	6.17	5.06 / 1.49	1.11	-0.12 *

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Institutional Summary

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

Scale/Item	Our Institution Means Cuesta College - Composite - 1/2002		National Group Means Community, Junior & Technical Colleges		Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Importance	Satisfaction/SD	
ACADEMIC SERVICES					
14. Library resources and services are adequate.	6.08	5.03 / 1.54	6.15	5.28 / 1.51	-0.25 ***
21. There are a sufficient number of study areas on campus.	5.80	4.83 / 1.63	5.87	5.13 / 1.54	-0.30 ***
26. Library staff are helpful and approachable.	5.85	5.22 / 1.44	5.91	5.27 / 1.48	-0.05
34. Computer labs are adequate and accessible.	6.07	5.03 / 1.61	6.15	5.22 / 1.59	-0.19 **
42. The equipment in the lab facilities is kept up to date.	6.08	5.11 / 1.46	6.12	5.15 / 1.51	-0.04
50. Tutoring services are readily available.	5.90	5.04 / 1.55	5.92	5.16 / 1.50	-0.12
55. Academic support services adequately meet the needs of students.	5.82	4.92 / 1.30	5.88	5.04 / 1.37	-0.12 *

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Institutional Summary

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

Scale/Item	Our Institution Means Cuesta College - Composite - 1/2002		National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)	
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD		Performance Gap
ADMISSIONS AND FINANCIAL AID	5.80	4.79 / 1.15	1.01	5.95	4.94 / 1.20	1.01	-0.15 ***
7. Adequate financial aid is available for most students.	5.97	4.57 / 1.65	1.40	6.14	4.96 / 1.73	1.18	-0.39 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.78	4.35 / 1.53	1.43	5.94	4.63 / 1.69	1.31	-0.28 ***
20. Financial aid counselors are helpful.	5.72	4.62 / 1.55	1.10	5.97	4.88 / 1.68	1.09	-0.26 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.46	4.84 / 1.27	0.62	5.67	4.93 / 1.42	0.74	-0.09
41. Admissions staff are knowledgeable.	6.04	5.33 / 1.32	0.71	6.08	5.22 / 1.42	0.86	0.11 *
49. Admissions counselors respond to prospective students' unique needs and requests.	5.78	4.92 / 1.39	0.86	5.89	4.98 / 1.45	0.91	-0.06

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Institutional Summary

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

Scale/Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
CAMPUS CLIMATE							
1. Most students feel a sense of belonging here.	5.83	5.12 / 0.95	0.71	5.92	5.13 / 1.05	0.79	-0.01
2. Faculty care about me as an individual.	5.19	5.09 / 1.41	0.10	5.36	5.17 / 1.37	0.19	-0.08
16. The college shows concern for students as individuals.	5.84	5.28 / 1.40	0.56	5.93	5.26 / 1.41	0.67	0.02
22. People on this campus respect and are supportive of each other.	5.95	4.90 / 1.49	1.05	6.09	4.97 / 1.55	1.12	-0.07
27. The campus staff are caring and helpful.	5.80	5.17 / 1.32	0.63	5.83	5.06 / 1.40	0.77	0.11 *
28. It is an enjoyable experience to be a student on this campus.	5.92	5.32 / 1.26	0.60	5.97	5.23 / 1.34	0.74	0.09
31. The campus is safe and secure for all students.	6.13	5.50 / 1.32	0.63	6.03	5.32 / 1.44	0.71	0.18 ***
36. Students are made to feel welcome on this campus.	6.24	5.28 / 1.39	0.96	6.25	5.37 / 1.37	0.88	-0.09
44. I generally know what's happening on campus.	6.03	5.43 / 1.29	0.60	6.08	5.39 / 1.37	0.69	0.04
45. This institution has a good reputation within the community.	5.20	4.52 / 1.49	0.68	5.46	4.76 / 1.50	0.70	-0.24 ***
	5.92	5.65 / 1.32	0.27	5.99	5.48 / 1.37	0.51	0.17 ***

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Institutional Summary

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

Scale/Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
52. This school does whatever it can to help me reach my educational goals.	6.08	4.94 / 1.41	1.14	6.17	5.06 / 1.49	1.11	-0.12 *
57. Administrators are approachable to students.	5.76	4.97 / 1.38	0.79	5.92	5.06 / 1.48	0.86	-0.09
59. New student orientation services help students adjust to college.	5.60	4.95 / 1.49	0.65	5.75	5.07 / 1.47	0.68	-0.12 *
63. I seldom get the "run-around" when seeking information on this campus.	6.03	5.04 / 1.50	0.99	6.04	4.94 / 1.65	1.10	0.10
67. Channels for expressing student complaints are readily available.	5.71	4.55 / 1.48	1.16	5.89	4.71 / 1.60	1.18	-0.16 *

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

Institutional Summary

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

Scale/Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.24	4.65 / 1.13	0.59	5.39	4.80 / 1.12	0.59	-0.15 ***
10. Child care facilities are available on campus.	4.54	4.32 / 1.29	0.22	4.59	4.31 / 1.60	0.28	0.01
17. Personnel in the Veterans' Services program are helpful.	4.37	4.27 / 1.20	0.10	4.51	4.43 / 1.27	0.08	-0.16 *
19. This campus provides effective support services for displaced homemakers.	4.80	4.47 / 1.22	0.33	4.96	4.58 / 1.31	0.38	-0.11
30. The career services office provides students with the help they need to get a job.	5.69	4.82 / 1.37	0.87	5.83	4.88 / 1.43	0.95	-0.06
38. The student center is a comfortable place for students to spend their leisure time.	5.34	4.79 / 1.44	0.55	5.55	4.97 / 1.51	0.58	-0.18 **
47. There are adequate services to help me decide upon a career.	5.88	4.75 / 1.46	1.13	6.00	5.03 / 1.47	0.97	-0.28 ***
59. New student orientation services help students adjust to college.	5.60	4.95 / 1.49	0.65	5.75	5.07 / 1.47	0.68	-0.12 *

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

Institutional Summary

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

Scale/Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL							
2. Faculty care about me as an individual.	5.99	5.05 / 1.15	0.94	6.06	5.08 / 1.20	0.98	-0.03
16. The college shows concern for students as individuals.	5.84	5.28 / 1.40	0.56	5.93	5.26 / 1.41	0.67	0.02
25. My academic advisor is concerned about my success as an individual.	5.95	4.90 / 1.49	1.05	6.09	4.97 / 1.55	1.12	-0.07
29. Faculty are fair and unbiased in their treatment of individual students.	5.94	4.74 / 1.55	1.20	6.07	4.94 / 1.68	1.13	-0.20 **
48. Counseling staff care about students as individuals.	6.24	5.34 / 1.38	0.90	6.22	5.19 / 1.52	1.03	0.15 **
	5.99	4.93 / 1.49	1.06	5.99	5.01 / 1.52	0.98	-0.08

* 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 292877 students records.

Institutional Summary

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

Scale/Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS							
2. Faculty care about me as an individual.	6.14	5.26 / 0.99	0.88	6.15	5.26 / 1.05	0.89	0.00
18. The quality of instruction I receive in most of my classes is excellent.	5.84	5.28 / 1.40	0.56	5.93	5.26 / 1.41	0.67	0.02
23. Faculty are understanding of students' unique life circumstances.	6.49	5.66 / 1.27	0.83	6.43	5.50 / 1.35	0.93	0.16 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.02	5.09 / 1.45	0.93	6.06	5.02 / 1.54	1.04	0.07
37. Faculty take into consideration student differences as they teach a course.	6.24	5.34 / 1.38	0.90	6.22	5.19 / 1.52	1.03	0.15 **
46. Faculty provide timely feedback about student progress in a course.	5.98	5.18 / 1.40	0.80	6.03	5.06 / 1.47	0.97	0.12 *
54. Faculty are interested in my academic problems.	6.02	4.98 / 1.52	1.04	6.11	5.16 / 1.46	0.95	-0.18 ***
58. Nearly all of the faculty are knowledgeable in their fields.	5.83	4.93 / 1.39	0.90	5.98	5.03 / 1.46	0.95	-0.10
61. Faculty are usually available after class and during	6.36	5.64 / 1.28	0.72	6.30	5.56 / 1.33	0.74	0.08
	6.18	5.52 / 1.37	0.66	6.19	5.47 / 1.41	0.72	0.05

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

Institutional Summary

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

Scale/Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
office hours.							
64. Nearly all classes deal with practical experiences and applications.	5.92	5.13 / 1.33	0.79	6.04	5.28 / 1.36	0.76	-0.15 **
65. Students are notified early in the term if they are doing poorly in a class.	6.15	4.78 / 1.61	1.37	6.14	4.82 / 1.67	1.32	-0.04
66. Program requirements are clear and reasonable.	6.15	5.33 / 1.30	0.82	6.22	5.39 / 1.38	0.83	-0.06
69. There is a good variety of courses provided on this campus.	6.40	5.12 / 1.62	1.28	6.28	5.39 / 1.47	0.89	-0.27 ***
70. I am able to experience intellectual growth here.	6.32	5.55 / 1.35	0.77	6.26	5.53 / 1.35	0.73	0.02

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 ** Difference statistically significant at the .01 level
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Institutional Summary

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

Scale/Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
REGISTRATION EFFECTIVENESS							
5. The personnel involved in registration are helpful.	6.08	5.22 / 0.99	0.86	6.12	5.25 / 1.04	0.87	-0.03
8. Classes are scheduled at times that are convenient for me.	6.09	5.34 / 1.43	0.75	6.11	5.25 / 1.55	0.86	0.09
15. I am able to register for classes I need with few conflicts.	6.50	4.87 / 1.69	1.63	6.43	5.31 / 1.59	1.12	-0.44 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.40	5.12 / 1.54	1.28	6.31	5.25 / 1.57	1.06	-0.13 *
43. Class change (drop/add) policies are reasonable.	6.10	5.32 / 1.40	0.78	6.12	5.30 / 1.44	0.82	0.02
51. There are convenient ways of paying my school bill.	6.05	5.46 / 1.39	0.59	6.01	5.28 / 1.46	0.73	0.18 ***
56. The business office is open during hours which are convenient for most students.	5.87	5.18 / 1.42	0.69	6.10	5.19 / 1.55	0.91	-0.01
60. Billing policies are reasonable.	5.86	5.00 / 1.38	0.86	6.00	5.25 / 1.46	0.75	-0.25 ***
62. Bookstore staff are helpful.	5.83	5.17 / 1.36	0.66	5.99	5.14 / 1.49	0.85	0.03
	5.85	5.53 / 1.32	0.32	5.94	5.30 / 1.54	0.64	0.23 ***

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Institutional Summary

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

Scale/Item	Our Institution Means Cuesta College - Composite - 1/2002		National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)	
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD		Performance Gap
RESPONSIVENESS TO DIVERSE POPULATIONS		5.22 / 1.22			5.31 / 1.23		Our Inst - Nat'l Group -0.09 *
81. Institution's commitment to part-time students?		5.39 / 1.39			5.43 / 1.38		-0.04
82. Institution's commitment to evening students?		5.20 / 1.49			5.31 / 1.45		-0.11 *
83. Institution's commitment to older, returning learners?		5.35 / 1.36			5.42 / 1.37		-0.07
84. Institution's commitment to under-represented populations?		5.09 / 1.29			5.19 / 1.35		-0.10
85. Institution's commitment to commuters?		4.99 / 1.50			5.21 / 1.45		-0.22 ***
86. Institution's commitment to students with disabilities?		5.30 / 1.40			5.32 / 1.41		-0.02

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 *** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
SAFETY AND SECURITY	5.93	4.47 / 1.17	1.46	5.96	4.81 / 1.20	1.15	-0.34 ***
4. Security staff are helpful.	5.21	4.51 / 1.62	0.70	5.42	4.73 / 1.57	0.69	-0.22 ***
11. Security staff respond quickly in emergencies.	5.78	4.59 / 1.33	1.19	5.82	4.68 / 1.44	1.14	-0.09
24. Parking lots are well-lighted and secure.	6.02	4.32 / 1.79	1.70	6.12	4.90 / 1.70	1.22	-0.58 ***
31. The campus is safe and secure for all students.	6.24	5.28 / 1.39	0.96	6.25	5.37 / 1.37	0.88	-0.09
39. The amount of student parking space on campus is adequate.	6.35	3.68 / 1.97	2.67	6.14	4.31 / 2.00	1.83	-0.63 ***

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Institutional Summary

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

Scale/Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
SERVICE EXCELLENCE	5.81	5.09 / 0.96	0.72	5.90	5.07 / 1.06	0.83	0.02
5. The personnel involved in registration are helpful.	6.09	5.34 / 1.43	0.75	6.11	5.25 / 1.55	0.86	0.09
22. People on this campus respect and are supportive of each other.	5.80	5.17 / 1.32	0.63	5.83	5.06 / 1.40	0.77	0.11 *
26. Library staff are helpful and approachable.	5.85	5.22 / 1.44	0.63	5.91	5.27 / 1.48	0.64	-0.05
27. The campus staff are caring and helpful.	5.92	5.32 / 1.26	0.60	5.97	5.23 / 1.34	0.74	0.09
44. I generally know what's happening on campus.	5.20	4.52 / 1.49	0.68	5.46	4.76 / 1.50	0.70	-0.24 ***
57. Administrators are approachable to students.	5.76	4.97 / 1.38	0.79	5.92	5.06 / 1.48	0.86	-0.09
62. Bookstore staff are helpful.	5.85	5.53 / 1.32	0.32	5.94	5.30 / 1.54	0.64	0.23 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.03	5.04 / 1.50	0.99	6.04	4.94 / 1.65	1.10	0.10
67. Channels for expressing student complaints are readily available.	5.71	4.55 / 1.48	1.16	5.89	4.71 / 1.60	1.18	-0.16 *

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** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

National Group Means are based on 292877 students records.

Institutional Summary

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

Scale/Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
STUDENT CENTEREDNESS							
1. Most students feel a sense of belonging here.	5.83	5.21 / 1.05	0.62	5.91	5.19 / 1.13	0.72	0.02
16. The college shows concern for students as individuals.	5.19	5.09 / 1.41	0.10	5.36	5.17 / 1.37	0.19	-0.08
27. The campus staff are caring and helpful.	5.95	4.90 / 1.49	1.05	6.09	4.97 / 1.55	1.12	-0.07
28. It is an enjoyable experience to be a student on this campus.	5.92	5.32 / 1.26	0.60	5.97	5.23 / 1.34	0.74	0.09
36. Students are made to feel welcome on this campus.	6.13	5.50 / 1.32	0.63	6.03	5.32 / 1.44	0.71	0.18 ***
57. Administrators are approachable to students.	6.03	5.43 / 1.29	0.60	6.08	5.39 / 1.37	0.69	0.04
	5.76	4.97 / 1.38	0.79	5.92	5.06 / 1.48	0.86	-0.09

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

National Group Means are based on 292877 students records.

Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College - Composite - 1/2002			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.	5.19	5.09 / 1.41	0.10	5.36	5.17 / 1.37	0.19	-0.08
2. Faculty care about me as an individual.	5.84	5.28 / 1.40	0.56	5.93	5.26 / 1.41	0.67	0.02
3. The quality of instruction in the vocational/technical programs is excellent.	5.92	5.35 / 1.27	0.57	6.04	5.29 / 1.34	0.75	0.06
4. Security staff are helpful.	5.21	4.51 / 1.62	0.70	5.42	4.73 / 1.57	0.69	-0.22 ***
5. The personnel involved in registration are helpful.	6.09	5.34 / 1.43	0.75	6.11	5.25 / 1.55	0.86	0.09
6. My academic advisor is approachable.	6.05	4.98 / 1.56	1.07	6.18	5.31 / 1.60	0.87	-0.33 ***
7. Adequate financial aid is available for most students.	5.97	4.57 / 1.65	1.40	6.14	4.96 / 1.73	1.18	-0.39 ***
8. Classes are scheduled at times that are convenient for me.	6.50	4.87 / 1.69	1.63	6.43	5.31 / 1.59	1.12	-0.44 ***
9. Internships or practical experiences are provided in my degree/certificate program.	5.65	4.44 / 1.48	1.21	5.88	4.94 / 1.53	0.94	-0.50 ***
10. Child care facilities are available on campus.	4.54	4.32 / 1.29	0.22	4.59	4.31 / 1.60	0.28	0.01
11. Security staff respond quickly in emergencies.	5.78	4.59 / 1.33	1.19	5.82	4.68 / 1.44	1.14	-0.09
12. My academic advisor helps me set goals to work	5.83	4.65 / 1.64	1.18	5.93	4.85 / 1.68	1.08	-0.20 **

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

Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
toward.							
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.78	4.35 / 1.53	1.43	5.94	4.63 / 1.69	1.31	-0.28 ***
14. Library resources and services are adequate.	6.08	5.03 / 1.54	1.05	6.15	5.28 / 1.51	0.87	-0.25 ***
15. I am able to register for classes I need with few conflicts.	6.40	5.12 / 1.54	1.28	6.31	5.25 / 1.57	1.06	-0.13 *
16. The college shows concern for students as individuals.	5.95	4.90 / 1.49	1.05	6.09	4.97 / 1.55	1.12	-0.07
17. Personnel in the Veterans' Services program are helpful.	4.37	4.27 / 1.20	0.10	4.51	4.43 / 1.27	0.08	-0.16 *
18. The quality of instruction I receive in most of my classes is excellent.	6.49	5.66 / 1.27	0.83	6.43	5.50 / 1.35	0.93	0.16 ***
19. This campus provides effective support services for displaced homemakers.	4.80	4.47 / 1.22	0.33	4.96	4.58 / 1.31	0.38	-0.11
20. Financial aid counselors are helpful.	5.72	4.62 / 1.55	1.10	5.97	4.88 / 1.68	1.09	-0.26 ***
21. There are a sufficient number of study areas on	5.80	4.83 / 1.63	0.97	5.87	5.13 / 1.54	0.74	-0.30 ***

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*** Difference statistically significant at the .001 level

National Group Means are based on 292877 students records.

Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
campus.							
22. People on this campus respect and are supportive of each other.	5.80	5.17 / 1.32	0.63	5.83	5.06 / 1.40	0.77	0.11 *
23. Faculty are understanding of students' unique life circumstances.	6.02	5.09 / 1.45	0.93	6.06	5.02 / 1.54	1.04	0.07
24. Parking lots are well-lighted and secure.	6.02	4.32 / 1.79	1.70	6.12	4.90 / 1.70	1.22	-0.58 ***
25. My academic advisor is concerned about my success as an individual.	5.94	4.74 / 1.55	1.20	6.07	4.94 / 1.68	1.13	-0.20 **
26. Library staff are helpful and approachable.	5.85	5.22 / 1.44	0.63	5.91	5.27 / 1.48	0.64	-0.05
27. The campus staff are caring and helpful.	5.92	5.32 / 1.26	0.60	5.97	5.23 / 1.34	0.74	0.09
28. It is an enjoyable experience to be a student on this campus.	6.13	5.50 / 1.32	0.63	6.03	5.32 / 1.44	0.71	0.18 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.24	5.34 / 1.38	0.90	6.22	5.19 / 1.52	1.03	0.15 **
30. The career services office provides students with the help they need to get a job.	5.69	4.82 / 1.37	0.87	5.83	4.88 / 1.43	0.95	-0.06

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

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Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College - Composite - 1/2002		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.	6.24	5.28 / 1.39	0.96	6.25	5.37 / 1.37	0.88	-0.09
32. My academic advisor is knowledgeable about my program requirements.	6.06	4.84 / 1.62	1.22	6.24	5.25 / 1.63	0.99	-0.41 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.46	4.84 / 1.27	0.62	5.67	4.93 / 1.42	0.74	-0.09
34. Computer labs are adequate and accessible.	6.07	5.03 / 1.61	1.04	6.15	5.22 / 1.59	0.93	-0.19 **
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.10	5.32 / 1.40	0.78	6.12	5.30 / 1.44	0.82	0.02
36. Students are made to feel welcome on this campus.	6.03	5.43 / 1.29	0.60	6.08	5.39 / 1.37	0.69	0.04
37. Faculty take into consideration student differences as they teach a course.	5.98	5.18 / 1.40	0.80	6.03	5.06 / 1.47	0.97	0.12 *
38. The student center is a comfortable place for students to spend their leisure time.	5.34	4.79 / 1.44	0.55	5.55	4.97 / 1.51	0.58	-0.18 **
39. The amount of student parking space on campus is adequate.	6.35	3.68 / 1.97	2.67	6.14	4.31 / 2.00	1.83	-0.63 ***
40. My academic advisor is knowledgeable about the	6.13	4.85 / 1.61	1.28	6.08	4.96 / 1.62	1.12	-0.11

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 *** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College - Composite - 1/2002		National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	
transfer requirements of other schools.						
41. Admissions staff are knowledgeable.	6.04	5.33 / 1.32	0.71	6.08	5.22 / 1.42	0.86 0.11 *
42. The equipment in the lab facilities is kept up to date.	6.08	5.11 / 1.46	0.97	6.12	5.15 / 1.51	0.97 -0.04
43. Class change (drop/add) policies are reasonable.	6.05	5.46 / 1.39	0.59	6.01	5.28 / 1.46	0.73 0.18 ***
44. I generally know what's happening on campus.	5.20	4.52 / 1.49	0.68	5.46	4.76 / 1.50	0.70 -0.24 ***
45. This institution has a good reputation within the community.	5.92	5.65 / 1.32	0.27	5.99	5.48 / 1.37	0.51 0.17 ***
46. Faculty provide timely feedback about student progress in a course.	6.02	4.98 / 1.52	1.04	6.11	5.16 / 1.46	0.95 -0.18 ***
47. There are adequate services to help me decide upon a career.	5.88	4.75 / 1.46	1.13	6.00	5.03 / 1.47	0.97 -0.28 ***
48. Counseling staff care about students as individuals.	5.99	4.93 / 1.49	1.06	5.99	5.01 / 1.52	0.98 -0.08
49. Admissions counselors respond to prospective students' unique needs and requests.	5.78	4.92 / 1.39	0.86	5.89	4.98 / 1.45	0.91 -0.06
50. Tutoring services are readily available.	5.90	5.04 / 1.55	0.86	5.92	5.16 / 1.50	0.76 -0.12

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Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
51. There are convenient ways of paying my school bill.	5.87	5.18 / 1.42	0.69	6.10	5.19 / 1.55	0.91	-0.01
52. This school does whatever it can to help me reach my educational goals.	6.08	4.94 / 1.41	1.14	6.17	5.06 / 1.49	1.11	-0.12 *
53. The assessment and course placement procedures are reasonable.	5.86	4.94 / 1.43	0.92	5.93	5.12 / 1.42	0.81	-0.18 ***
54. Faculty are interested in my academic problems.	5.83	4.93 / 1.39	0.90	5.98	5.03 / 1.46	0.95	-0.10
55. Academic support services adequately meet the needs of students.	5.82	4.92 / 1.30	0.90	5.88	5.04 / 1.37	0.84	-0.12 *
56. The business office is open during hours which are convenient for most students.	5.86	5.00 / 1.38	0.86	6.00	5.25 / 1.46	0.75	-0.25 ***
57. Administrators are approachable to students.	5.76	4.97 / 1.38	0.79	5.92	5.06 / 1.48	0.86	-0.09
58. Nearly all of the faculty are knowledgeable in their fields.	6.36	5.64 / 1.28	0.72	6.30	5.56 / 1.33	0.74	0.08
59. New student orientation services help students adjust to college.	5.60	4.95 / 1.49	0.65	5.75	5.07 / 1.47	0.68	-0.12 *
60. Billing policies are reasonable.	5.83	5.17 / 1.36	0.66	5.99	5.14 / 1.49	0.85	0.03

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

National Group Means are based on 292877 students records.

Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
61. Faculty are usually available after class and during office hours.	6.18	5.52 / 1.37	0.66	6.19	5.47 / 1.41	0.72	0.05
62. Bookstore staff are helpful.	5.85	5.53 / 1.32	0.32	5.94	5.30 / 1.54	0.64	0.23 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.03	5.04 / 1.50	0.99	6.04	4.94 / 1.65	1.10	0.10
64. Nearly all classes deal with practical experiences and applications.	5.92	5.13 / 1.33	0.79	6.04	5.28 / 1.36	0.76	-0.15 **
65. Students are notified early in the term if they are doing poorly in a class.	6.15	4.78 / 1.61	1.37	6.14	4.82 / 1.67	1.32	-0.04
66. Program requirements are clear and reasonable.	6.15	5.33 / 1.30	0.82	6.22	5.39 / 1.38	0.83	-0.06
67. Channels for expressing student complaints are readily available.	5.71	4.55 / 1.48	1.16	5.89	4.71 / 1.60	1.18	-0.16 *
68. On the whole, the campus is well-maintained.	6.05	5.70 / 1.31	0.35	6.11	5.59 / 1.36	0.52	0.11 *
69. There is a good variety of courses provided on this campus.	6.40	5.12 / 1.62	1.28	6.28	5.39 / 1.47	0.89	-0.27 ***
70. I am able to experience intellectual growth here.	6.32	5.55 / 1.35	0.77	6.26	5.53 / 1.35	0.73	0.02

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

National Group Means are based on 292877 students records.

Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
71. Campus item	6.33	5.84 / 1.40	0.49				Our Inst - Nat'l Group
72. Campus item	6.10	4.91 / 1.52	1.19				
73. Campus item	6.02	5.25 / 1.38	0.77				
74. Campus item	6.12	5.40 / 1.25	0.72				
75. Campus item	6.22	5.55 / 1.29	0.67				
76. Campus item	6.23	5.28 / 1.41	0.95				
77. Campus item	6.19	5.01 / 1.61	1.18				
78. Campus item	5.48	4.75 / 1.60	0.73				
79. Campus item	5.63	4.89 / 1.54	0.74				
80. Campus item	5.75	4.77 / 1.56	0.98				
81. Institution's commitment to part-time students?		5.39 / 1.39			5.43 / 1.38		-0.04
82. Institution's commitment to evening students?		5.20 / 1.49			5.31 / 1.45		-0.11 *
83. Institution's commitment to older, returning learners?		5.35 / 1.36			5.42 / 1.37		-0.07

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

Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College - Composite - 1/2002			National Group Means Community, Junior & Technical Colleges			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
84. Institution's commitment to under-represented populations?		5.09 / 1.29			5.19 / 1.35		-0.10
85. Institution's commitment to commuters?		4.99 / 1.50			5.21 / 1.45		-0.22 ***
86. Institution's commitment to students with disabilities?		5.30 / 1.40			5.32 / 1.41		-0.02
87. Cost as factor in decision to enroll.	5.68			6.14			
88. Financial aid as factor in decision to enroll.	4.83			5.67			
89. Academic reputation as factor in decision to enroll.	5.55			5.73			
90. Size of institution as factor in decision to enroll.	4.66			5.10			
91. Opportunity to play sports as factor in decision to enroll.	3.34			3.36			
92. Recommendations from family/friends as factor in decision to enroll.	4.64			4.72			
93. Geographic setting as factor in decision to enroll.	5.40			5.34			
94. Campus appearance as factor in decision to enroll.	4.99			5.11			

National Group Means are based on 292877 students records.

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

Institutional Summary

Items: In Sequential Order

Item	Our Institution Means Cuesta College - Composite - 1/2002		National Group Means Community, Junior & Technical Colleges		Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Importance	Satisfaction/SD	
95. Personalized attention prior to enrollment as factor in decision to enroll.	4.95		5.25		Our Inst - Nat'l Group

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

Summary Items

Summary Item	Our Institution Cuesta College - Composite - 1/2002	National Group Community, Junior & Technical Colleges	Mean Difference
	Group Mean / SD	Group Mean / SD	Our Institution - National Group
So far, how has your college experience met your expectations? 1=Much worse than expected, 7=Much better than expected	4.57 / 1.21	4.64 / 1.27	-0.07
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all, 7=Very satisfied	5.46 / 1.23	5.33 / 1.34	0.13 **
All in all, if you had to do it over, would you enroll here again? 1=Definitely not, 7=Definitely yes	5.80 / 1.45	5.58 / 1.58	0.22 ***

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

Demographic Information

Gender	N	%
Female	429	53.03%
Male	380	46.97%
Total	809	100.00%
No response	30	

Age	N	%
18 and under	209	25.87%
19 to 24	387	47.90%
25 to 34	86	10.64%
35 to 44	67	8.29%
45 and over	59	7.30%
Total	808	100.00%
No response	31	

Ethnicity/Race	N	%
African-American	14	1.74%
American Indian or Alaskan Native	6	0.75%
Asian or Pacific Islander	40	4.98%
Caucasian/White	532	66.25%
Hispanic	104	12.95%
Other race	50	6.23%
Race - Prefer not to respond	57	7.10%
Total	803	100.00%
No response	36	

Current Enrollment Status	N	%
Day	544	71.30%
Evening	217	28.44%
Weekend	2	0.26%
Total	763	100.00%
No response	76	

Current Class Load	N	%
Full-time	465	57.55%
Part-time	343	42.45%
Total	808	100.00%
No response	31	

Class Level	N	%
1 year or less	452	55.94%
2 years	212	26.24%
3 years	90	11.14%
4 or more years	54	6.68%
Total	808	100.00%
No response	31	

Current GPA	N	%
No credits earned	187	24.44%
1.99 or below	18	2.35%
2.0 - 2.49	82	10.72%
2.5 - 2.99	143	18.69%
3.0 - 3.49	197	25.75%
3.5 or above	138	18.04%
Total	765	100.00%
No response	74	

Educational Goal	N	%
Associate degree	190	24.11%
Vocational/technical program	24	3.05%
Transfer to another institution	391	49.62%
Certification (initial / renewal)	27	3.43%
Self-improvement/pleasure	56	7.11%
Job-related training	35	4.44%
Other educational goal	65	8.25%
Total	788	100.00%
No response	51	

Employment	N	%
Full-time off campus	203	25.15%
Part-time off campus	368	45.60%
Full-time on campus	6	0.74%
Part-time on campus	36	4.46%
Not employed	194	24.04%
Total	807	100.00%
No response	32	

Demographic Information

Current Residence	N	%
Residence hall	10	1.23%
Own house	172	21.21%
Rent room or apt off campus	289	35.64%
Parent's home	294	36.25%
Other residence	46	5.67%
Total	811	100.00%
No response	28	

Residence Classification	N	%
In-state	782	96.78%
Out-of-state	11	1.36%
International (not U.S. citizen)	15	1.86%
Total	808	100.00%
No response	31	

Disabilities	N	%
Yes - Disability	114	14.13%
No - Disability	693	85.87%
Total	807	100.00%
No response	32	

Institution Was My	N	%
1st choice	639	79.18%
2nd choice	121	14.99%
3rd choice or lower	47	5.82%
Total	807	100.00%
No response	32	

Institution Question	N	%
Campus Item - Answer 1	141	16.83%
Campus Item - Answer 2	178	21.24%
Campus Item - Answer 3	519	61.93%
Campus Item - Answer 4	0	0.00%
Campus Item - Answer 5	0	0.00%
Campus Item - Answer 6	0	0.00%
Total	838	100.00%
No response	1	

Selection of Program/Major	N	%
0000	206	29.51%
0004	1	0.14%
0103	1	0.14%
1001	18	2.58%
1002	45	6.45%
1011	1	0.14%
1012	5	0.72%
1013	2	0.29%
1022	4	0.57%
1023	1	0.14%
1025	46	6.59%
1036	13	1.86%
1037	5	0.72%
1040	38	5.44%
1053	3	0.43%
1055	25	3.58%
1070	11	1.58%
1071	4	0.57%
1072	4	0.57%
1080	7	1.00%
1085	3	0.43%
1090	1	0.14%
1102	1	0.14%
1103	4	0.57%
1133	1	0.14%
1170	4	0.57%
1181	4	0.57%
2001	7	1.00%
2002	5	0.72%
2004	1	0.14%
2005	3	0.43%
2006	1	0.14%
2007	1	0.14%
2008	1	0.14%
2010	7	1.00%
2015	14	2.01%
2016	1	0.14%
2017	6	0.86%
2018	2	0.29%
2020	7	1.00%
2040	1	0.14%
2044	5	0.72%
2046	6	0.86%
2061	2	0.29%
2062	4	0.57%
2063	5	0.72%
2065	31	4.44%
2075	2	0.29%
2089	3	0.43%
2110	8	1.15%
2112	7	1.00%

Demographic Information

Selection of Program/Major	N	%
2120	10	1.43%
2140	1	0.14%
2150	3	0.43%
2200	12	1.72%
2201	8	1.15%
2202	21	3.01%
2605	1	0.14%
3005	1	0.14%
3010	2	0.29%
3023	5	0.72%
3025	1	0.14%
3027	1	0.14%
3029	1	0.14%
3031	1	0.14%
3055	1	0.14%
3075	2	0.29%
3080	2	0.29%
3091	2	0.29%
3107	2	0.29%
3120	1	0.14%
3121	1	0.14%
3128	1	0.14%
3150	1	0.14%
3200	1	0.14%
3210	1	0.14%
3315	1	0.14%
3316	1	0.14%
3317	1	0.14%
3319	3	0.43%
3324	2	0.29%
4013	1	0.14%
4019	1	0.14%
4023	3	0.43%
4024	1	0.14%
4026	3	0.43%
4032	1	0.14%
4033	3	0.43%
4036	1	0.14%
4042	1	0.14%
4043	2	0.29%
5120	1	0.14%
6127	1	0.14%
Total	698	100.00%
No response	141	

Demographic Information

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

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

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

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

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

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

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

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

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

Demographic Information

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

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

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

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

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

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

Demographic Information

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

Institutional Summary

Scales: In Order of Importance

Scales	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
Instructional Effectiveness	6.14	5.26 / 0.99	0.88	6.28	5.31 / 0.87	0.97	-0.05
Registration Effectiveness	6.08	5.22 / 0.99	0.86	6.22	5.20 / 0.94	1.02	0.02
Academic Advising/Counseling	6.01	4.85 / 1.26	1.16	6.25	4.79 / 1.24	1.46	0.06
Concern for the Individual	5.99	5.05 / 1.15	0.94	6.16	4.97 / 1.11	1.19	0.08
Academic Services	5.94	5.03 / 1.13	0.91	6.08	5.14 / 1.02	0.94	-0.11 *
Safety and Security	5.93	4.47 / 1.17	1.46	6.12	4.68 / 1.06	1.44	-0.21 ***
Student Centeredness	5.83	5.21 / 1.05	0.62	5.97	5.24 / 0.96	0.73	-0.03
Campus Climate	5.83	5.12 / 0.95	0.71	5.97	5.15 / 0.88	0.82	-0.03
Service Excellence	5.81	5.09 / 0.96	0.72	5.95	5.15 / 0.93	0.80	-0.06
Admissions and Financial Aid	5.80	4.79 / 1.15	1.01	5.96	4.72 / 1.07	1.24	0.07
Campus Support Services	5.24	4.65 / 1.13	0.59	5.26	4.66 / 0.99	0.60	-0.01
Responsiveness to Diverse Populations		5.22 / 1.22			5.24 / 1.13		-0.02

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Order of Importance

Items	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
8. Classes are scheduled at times that are convenient for me.	6.50	4.87 / 1.69	1.63	6.56	4.82 / 1.69	1.74	0.05
18. The quality of instruction I receive in most of my classes is excellent.	6.49	5.66 / 1.27	0.83	6.67	5.71 / 1.09	0.96	-0.05
15. I am able to register for classes I need with few conflicts.	6.40	5.12 / 1.54	1.28	6.61	4.73 / 1.69	1.88	0.39 ***
69. There is a good variety of courses provided on this campus.	6.40	5.12 / 1.62	1.28	6.54	5.27 / 1.52	1.27	-0.15
58. Nearly all of the faculty are knowledgeable in their fields.	6.36	5.64 / 1.28	0.72	6.53	5.83 / 1.15	0.70	-0.19 **
39. The amount of student parking space on campus is adequate.	6.35	3.68 / 1.97	2.67	6.40	3.77 / 2.02	2.63	-0.09
71. Campus item	6.33	5.84 / 1.40	0.49	6.52	5.83 / 1.05	0.69	0.01
70. I am able to experience intellectual growth here.	6.32	5.55 / 1.35	0.77	6.50	5.76 / 1.20	0.74	-0.21 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.24	5.34 / 1.38	0.90	6.38	5.39 / 1.39	0.99	-0.05

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Order of Importance

Items	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
31. The campus is safe and secure for all students.	6.24	5.28 / 1.39	0.96	6.44	5.47 / 1.27	0.97	-0.19 **
76. Campus item	6.23	5.28 / 1.41	0.95	6.36	5.79 / 1.20	0.57	-0.51 ***
75. Campus item	6.22	5.55 / 1.29	0.67	6.36	5.69 / 1.18	0.67	-0.14 *
77. Campus item	6.19	5.01 / 1.61	1.18	6.42	5.01 / 1.60	1.41	0.00
61. Faculty are usually available after class and during office hours.	6.18	5.52 / 1.37	0.66	6.41	5.76 / 1.21	0.65	-0.24 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.15	4.78 / 1.61	1.37	6.25	4.89 / 1.59	1.36	-0.11
66. Program requirements are clear and reasonable.	6.15	5.33 / 1.30	0.82	6.34	5.45 / 1.27	0.89	-0.12
28. It is an enjoyable experience to be a student on this campus.	6.13	5.50 / 1.32	0.63	6.23	5.67 / 1.23	0.56	-0.17 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.13	4.85 / 1.61	1.28	6.38	4.82 / 1.62	1.56	0.03
74. Campus item	6.12	5.40 / 1.25	0.72	6.08	5.30 / 1.35	0.78	0.10
35. Policies and procedures regarding registration and	6.10	5.32 / 1.40	0.78	6.33	5.27 / 1.42	1.06	0.05

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Order of Importance

Items	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
course selection are clear and well-publicized.							Group 1 - Group 2
72. Campus item	6.10	4.91 / 1.52	1.19	6.40	5.08 / 1.57	1.32	-0.17
5. The personnel involved in registration are helpful.	6.09	5.34 / 1.43	0.75	6.36	5.36 / 1.50	1.00	-0.02
14. Library resources and services are adequate.	6.08	5.03 / 1.54	1.05	6.40	5.15 / 1.56	1.25	-0.12
42. The equipment in the lab facilities is kept up to date.	6.08	5.11 / 1.46	0.97	6.04	5.05 / 1.33	0.99	0.06
52. This school does whatever it can to help me reach my educational goals.	6.08	4.94 / 1.41	1.14	6.32	4.95 / 1.45	1.37	-0.01
34. Computer labs are adequate and accessible.	6.07	5.03 / 1.61	1.04	6.09	4.97 / 1.56	1.12	0.06
32. My academic advisor is knowledgeable about my program requirements.	6.06	4.84 / 1.62	1.22	6.28	4.75 / 1.64	1.53	0.09
6. My academic advisor is approachable.	6.05	4.98 / 1.56	1.07	6.35	4.92 / 1.61	1.43	0.06
43. Class change (drop/add) policies are reasonable.	6.05	5.46 / 1.39	0.59	6.22	5.65 / 1.33	0.57	-0.19 **
68. On the whole, the campus is well-maintained.	6.05	5.70 / 1.31	0.35	6.16	6.07 / 1.10	0.09	-0.37 ***
41. Admissions staff are knowledgeable.	6.04	5.33 / 1.32	0.71	6.24	5.41 / 1.28	0.83	-0.08

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Order of Importance

Items	Fall 2001			Fall 1998			Mean Difference (Satisfaction) Group 1 - Group 2
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
36. Students are made to feel welcome on this campus.	6.03	5.43 / 1.29	0.60	6.12	5.50 / 1.24	0.62	-0.07
63. I seldom get the "run-around" when seeking information on this campus.	6.03	5.04 / 1.50	0.99	6.20	5.12 / 1.61	1.08	-0.08
23. Faculty are understanding of students' unique life circumstances.	6.02	5.09 / 1.45	0.93	6.11	5.04 / 1.42	1.07	0.05
24. Parking lots are well-lighted and secure.	6.02	4.32 / 1.79	1.70	6.26	4.85 / 1.60	1.41	-0.53 ***
46. Faculty provide timely feedback about student progress in a course.	6.02	4.98 / 1.52	1.04	6.22	4.92 / 1.53	1.30	0.06
73. Campus item	6.02	5.25 / 1.38	0.77	6.13	5.41 / 1.41	0.72	-0.16
48. Counseling staff care about students as individuals.	5.99	4.93 / 1.49	1.06	6.11	4.87 / 1.54	1.24	0.06
37. Faculty take into consideration student differences as they teach a course.	5.98	5.18 / 1.40	0.80	5.93	5.00 / 1.43	0.93	0.18 *
7. Adequate financial aid is available for most students.	5.97	4.57 / 1.65	1.40	6.05	4.51 / 1.65	1.54	0.06
16. The college shows concern for students as individuals.	5.95	4.90 / 1.49	1.05	6.23	4.74 / 1.48	1.49	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

Items	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
25. My academic advisor is concerned about my success as an individual.	5.94	4.74 / 1.55	1.20	6.13	4.61 / 1.62	1.52	0.13
3. The quality of instruction in the vocational/technical programs is excellent.	5.92	5.35 / 1.27	0.57	5.80	5.08 / 1.30	0.72	0.27 ***
27. The campus staff are caring and helpful.	5.92	5.32 / 1.26	0.60	6.03	5.38 / 1.20	0.65	-0.06
45. This institution has a good reputation within the community.	5.92	5.65 / 1.32	0.27	6.01	5.78 / 1.30	0.23	-0.13
64. Nearly all classes deal with practical experiences and applications.	5.92	5.13 / 1.33	0.79	6.06	5.22 / 1.28	0.84	-0.09
50. Tutoring services are readily available.	5.90	5.04 / 1.55	0.86	6.02	5.11 / 1.36	0.91	-0.07
47. There are adequate services to help me decide upon a career.	5.88	4.75 / 1.46	1.13	6.04	4.68 / 1.50	1.36	0.07
51. There are convenient ways of paying my school bill.	5.87	5.18 / 1.42	0.69	6.05	5.09 / 1.43	0.96	0.09
53. The assessment and course placement procedures are reasonable.	5.86	4.94 / 1.43	0.92	6.00	4.92 / 1.50	1.08	0.02
56. The business office is open during hours which are	5.86	5.00 / 1.38	0.86	5.91	4.96 / 1.49	0.95	0.04

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Order of Importance

Items	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
convenient for most students.							
26. Library staff are helpful and approachable.	5.85	5.22 / 1.44	0.63	6.05	5.45 / 1.41	0.60	-0.23 **
62. Bookstore staff are helpful.	5.85	5.53 / 1.32	0.32	5.91	5.76 / 1.29	0.15	-0.23 **
2. Faculty care about me as an individual.	5.84	5.28 / 1.40	0.56	5.97	5.15 / 1.37	0.82	0.13
12. My academic advisor helps me set goals to work toward.	5.83	4.65 / 1.64	1.18	6.15	4.58 / 1.62	1.57	0.07
54. Faculty are interested in my academic problems.	5.83	4.93 / 1.39	0.90	6.01	4.91 / 1.43	1.10	0.02
60. Billing policies are reasonable.	5.83	5.17 / 1.36	0.66	5.92	5.13 / 1.34	0.79	0.04
55. Academic support services adequately meet the needs of students.	5.82	4.92 / 1.30	0.90	5.91	4.90 / 1.27	1.01	0.02
21. There are a sufficient number of study areas on campus.	5.80	4.83 / 1.63	0.97	6.02	5.23 / 1.50	0.79	-0.40 ***
22. People on this campus respect and are supportive of each other.	5.80	5.17 / 1.32	0.63	5.85	5.27 / 1.25	0.58	-0.10
11. Security staff respond quickly in emergencies.	5.78	4.59 / 1.33	1.19	6.06	4.70 / 1.27	1.36	-0.11

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Order of Importance

Items	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.78	4.35 / 1.53	1.43	6.00	4.17 / 1.61	1.83	0.18
49. Admissions counselors respond to prospective students' unique needs and requests.	5.78	4.92 / 1.39	0.86	5.98	4.85 / 1.37	1.13	0.07
57. Administrators are approachable to students.	5.76	4.97 / 1.38	0.79	5.93	4.91 / 1.45	1.02	0.06
80. Campus item	5.75	4.77 / 1.56	0.98	6.13	5.56 / 1.23	0.57	-0.79 ***
20. Financial aid counselors are helpful.	5.72	4.62 / 1.55	1.10	5.87	4.46 / 1.48	1.41	0.16
67. Channels for expressing student complaints are readily available.	5.71	4.55 / 1.48	1.16	5.84	4.40 / 1.49	1.44	0.15
30. The career services office provides students with the help they need to get a job.	5.69	4.82 / 1.37	0.87	5.74	4.61 / 1.32	1.13	0.21 *
87. Cost as factor in decision to enroll.	5.68			5.77			
9. Internships or practical experiences are provided in my degree/certificate program.	5.65	4.44 / 1.48	1.21	5.72	4.15 / 1.42	1.57	0.29 **
79. Campus item	5.63	4.89 / 1.54	0.74	5.90	5.11 / 1.35	0.79	-0.22 *

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Order of Importance

Items	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
59. New student orientation services help students adjust to college.	5.60	4.95 / 1.49	0.65	5.63	4.91 / 1.36	0.72	0.04
89. Academic reputation as factor in decision to enroll.	5.55			5.49			
78. Campus item	5.48	4.75 / 1.60	0.73	6.34	5.32 / 1.40	1.02	-0.57 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.46	4.84 / 1.27	0.62	5.54	4.75 / 1.33	0.79	0.09
93. Geographic setting as factor in decision to enroll.	5.40			5.61			
38. The student center is a comfortable place for students to spend their leisure time.	5.34	4.79 / 1.44	0.55	5.29	5.02 / 1.38	0.27	-0.23 **
4. Security staff are helpful.	5.21	4.51 / 1.62	0.70	5.44	4.64 / 1.51	0.80	-0.13
44. I generally know what's happening on campus.	5.20	4.52 / 1.49	0.68	5.37	4.58 / 1.46	0.79	-0.06
1. Most students feel a sense of belonging here.	5.19	5.09 / 1.41	0.10	5.29	5.17 / 1.30	0.12	-0.08
94. Campus appearance as factor in decision to enroll.	4.99			5.00			
95. Personalized attention prior to enrollment as factor in decision to enroll.	4.95			4.70			

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Order of Importance

Items	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
88. Financial aid as factor in decision to enroll.	4.83			4.79			
19. This campus provides effective support services for displaced homemakers.	4.80	4.47 / 1.22	0.33	4.63	4.46 / 1.12	0.17	0.01
90. Size of institution as factor in decision to enroll.	4.66			4.63			
92. Recommendations from family/friends as factor in decision to enroll.	4.64			4.49			
10. Child care facilities are available on campus.	4.54	4.32 / 1.29	0.22	4.55	4.21 / 1.26	0.34	0.11
17. Personnel in the Veterans' Services program are helpful.	4.37	4.27 / 1.20	0.10	4.28	4.43 / 1.10	-0.15	-0.16
91. Opportunity to play sports as factor in decision to enroll.	3.34			3.27			
81. Institution's commitment to part-time students?		5.39 / 1.39			5.46 / 1.24		-0.07
82. Institution's commitment to evening students?		5.20 / 1.49			5.18 / 1.40		0.02
83. Institution's commitment to older, returning learners?		5.35 / 1.36			5.30 / 1.29		0.05

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Order of Importance

Items	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
84. Institution's commitment to under-represented populations?		5.09 / 1.29			5.06 / 1.34		0.03
85. Institution's commitment to commuters?		4.99 / 1.50			5.12 / 1.37		-0.13
86. Institution's commitment to students with disabilities?		5.30 / 1.40			5.32 / 1.29		-0.02

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.01	4.85 / 1.26	1.16	6.25	4.79 / 1.24	1.46	Group 1 - Group 2 0.06
6. My academic advisor is approachable.	6.05	4.98 / 1.56	1.07	6.35	4.92 / 1.61	1.43	0.06
12. My academic advisor helps me set goals to work toward.	5.83	4.65 / 1.64	1.18	6.15	4.58 / 1.62	1.57	0.07
25. My academic advisor is concerned about my success as an individual.	5.94	4.74 / 1.55	1.20	6.13	4.61 / 1.62	1.52	0.13
32. My academic advisor is knowledgeable about my program requirements.	6.06	4.84 / 1.62	1.22	6.28	4.75 / 1.64	1.53	0.09
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.13	4.85 / 1.61	1.28	6.38	4.82 / 1.62	1.56	0.03
48. Counseling staff care about students as individuals.	5.99	4.93 / 1.49	1.06	6.11	4.87 / 1.54	1.24	0.06
52. This school does whatever it can to help me reach my educational goals.	6.08	4.94 / 1.41	1.14	6.32	4.95 / 1.45	1.37	-0.01

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
ACADEMIC SERVICES	5.94	5.03 / 1.13	0.91	6.08	5.14 / 1.02	0.94	-0.11 *
14. Library resources and services are adequate.	6.08	5.03 / 1.54	1.05	6.40	5.15 / 1.56	1.25	-0.12
21. There are a sufficient number of study areas on campus.	5.80	4.83 / 1.63	0.97	6.02	5.23 / 1.50	0.79	-0.40 ***
26. Library staff are helpful and approachable.	5.85	5.22 / 1.44	0.63	6.05	5.45 / 1.41	0.60	-0.23 **
34. Computer labs are adequate and accessible.	6.07	5.03 / 1.61	1.04	6.09	4.97 / 1.56	1.12	0.06
42. The equipment in the lab facilities is kept up to date.	6.08	5.11 / 1.46	0.97	6.04	5.05 / 1.33	0.99	0.06
50. Tutoring services are readily available.	5.90	5.04 / 1.55	0.86	6.02	5.11 / 1.36	0.91	-0.07
55. Academic support services adequately meet the needs of students.	5.82	4.92 / 1.30	0.90	5.91	4.90 / 1.27	1.01	0.02

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	5.80	4.79 / 1.15	1.01	5.96	4.72 / 1.07	1.24	0.07
7. Adequate financial aid is available for most students.	5.97	4.57 / 1.65	1.40	6.05	4.51 / 1.65	1.54	0.06
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.78	4.35 / 1.53	1.43	6.00	4.17 / 1.61	1.83	0.18
20. Financial aid counselors are helpful.	5.72	4.62 / 1.55	1.10	5.87	4.46 / 1.48	1.41	0.16
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.46	4.84 / 1.27	0.62	5.54	4.75 / 1.33	0.79	0.09
41. Admissions staff are knowledgeable.	6.04	5.33 / 1.32	0.71	6.24	5.41 / 1.28	0.83	-0.08
49. Admissions counselors respond to prospective students' unique needs and requests.	5.78	4.92 / 1.39	0.86	5.98	4.85 / 1.37	1.13	0.07

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	Fall 2001			Fall 1998			Mean Difference (Satisfaction) Group 1 - Group 2
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
CAMPUS CLIMATE	5.83	5.12 / 0.95	0.71	5.97	5.15 / 0.88	0.82	-0.03
1. Most students feel a sense of belonging here.	5.19	5.09 / 1.41	0.10	5.29	5.17 / 1.30	0.12	-0.08
2. Faculty care about me as an individual.	5.84	5.28 / 1.40	0.56	5.97	5.15 / 1.37	0.82	0.13
16. The college shows concern for students as individuals.	5.95	4.90 / 1.49	1.05	6.23	4.74 / 1.48	1.49	0.16 *
22. People on this campus respect and are supportive of each other.	5.80	5.17 / 1.32	0.63	5.85	5.27 / 1.25	0.58	-0.10
27. The campus staff are caring and helpful.	5.92	5.32 / 1.26	0.60	6.03	5.38 / 1.20	0.65	-0.06
28. It is an enjoyable experience to be a student on this campus.	6.13	5.50 / 1.32	0.63	6.23	5.67 / 1.23	0.56	-0.17 *
31. The campus is safe and secure for all students.	6.24	5.28 / 1.39	0.96	6.44	5.47 / 1.27	0.97	-0.19 **
36. Students are made to feel welcome on this campus.	6.03	5.43 / 1.29	0.60	6.12	5.50 / 1.24	0.62	-0.07
44. I generally know what's happening on campus.	5.20	4.52 / 1.49	0.68	5.37	4.58 / 1.46	0.79	-0.06
45. This institution has a good reputation within the community.	5.92	5.65 / 1.32	0.27	6.01	5.78 / 1.30	0.23	-0.13

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
52. This school does whatever it can to help me reach my educational goals.	6.08	4.94 / 1.41	1.14	6.32	4.95 / 1.45	1.37	-0.01
57. Administrators are approachable to students.	5.76	4.97 / 1.38	0.79	5.93	4.91 / 1.45	1.02	0.06
59. New student orientation services help students adjust to college.	5.60	4.95 / 1.49	0.65	5.63	4.91 / 1.36	0.72	0.04
63. I seldom get the "run-around" when seeking information on this campus.	6.03	5.04 / 1.50	0.99	6.20	5.12 / 1.61	1.08	-0.08
67. Channels for expressing student complaints are readily available.	5.71	4.55 / 1.48	1.16	5.84	4.40 / 1.49	1.44	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

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

Scale/Item	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.24	4.65 / 1.13	0.59	5.26	4.66 / 0.99	0.60	-0.01
10. Child care facilities are available on campus.	4.54	4.32 / 1.29	0.22	4.55	4.21 / 1.26	0.34	0.11
17. Personnel in the Veterans' Services program are helpful.	4.37	4.27 / 1.20	0.10	4.28	4.43 / 1.10	-0.15	-0.16
19. This campus provides effective support services for displaced homemakers.	4.80	4.47 / 1.22	0.33	4.63	4.46 / 1.12	0.17	0.01
30. The career services office provides students with the help they need to get a job.	5.69	4.82 / 1.37	0.87	5.74	4.61 / 1.32	1.13	0.21 *
38. The student center is a comfortable place for students to spend their leisure time.	5.34	4.79 / 1.44	0.55	5.29	5.02 / 1.38	0.27	-0.23 **
47. There are adequate services to help me decide upon a career.	5.88	4.75 / 1.46	1.13	6.04	4.68 / 1.50	1.36	0.07
59. New student orientation services help students adjust to college.	5.60	4.95 / 1.49	0.65	5.63	4.91 / 1.36	0.72	0.04

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL							
2. Faculty care about me as an individual.	5.99	5.05 / 1.15	0.94	6.16	4.97 / 1.11	1.19	0.08
16. The college shows concern for students as individuals.	5.84	5.28 / 1.40	0.56	5.97	5.15 / 1.37	0.82	0.13
25. My academic advisor is concerned about my success as an individual.	5.95	4.90 / 1.49	1.05	6.23	4.74 / 1.48	1.49	0.16 *
29. Faculty are fair and unbiased in their treatment of individual students.	5.94	4.74 / 1.55	1.20	6.13	4.61 / 1.62	1.52	0.13
48. Counseling staff care about students as individuals.	6.24	5.34 / 1.38	0.90	6.38	5.39 / 1.39	0.99	-0.05
	5.99	4.93 / 1.49	1.06	6.11	4.87 / 1.54	1.24	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

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

Scale/Item	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS							
2. Faculty care about me as an individual.	6.14	5.26 / 0.99	0.88	6.28	5.31 / 0.87	0.97	-0.05
18. The quality of instruction I receive in most of my classes is excellent.	5.84	5.28 / 1.40	0.56	5.97	5.15 / 1.37	0.82	0.13
23. Faculty are understanding of students' unique life circumstances.	6.49	5.66 / 1.27	0.83	6.67	5.71 / 1.09	0.96	-0.05
29. Faculty are fair and unbiased in their treatment of individual students.	6.02	5.09 / 1.45	0.93	6.11	5.04 / 1.42	1.07	0.05
37. Faculty take into consideration student differences as they teach a course.	6.24	5.34 / 1.38	0.90	6.38	5.39 / 1.39	0.99	-0.05
46. Faculty provide timely feedback about student progress in a course.	5.98	5.18 / 1.40	0.80	5.93	5.00 / 1.43	0.93	0.18 *
54. Faculty are interested in my academic problems.	6.02	4.98 / 1.52	1.04	6.22	4.92 / 1.53	1.30	0.06
58. Nearly all of the faculty are knowledgeable in their fields.	5.83	4.93 / 1.39	0.90	6.01	4.91 / 1.43	1.10	0.02
61. Faculty are usually available after class and during	6.36	5.64 / 1.28	0.72	6.53	5.83 / 1.15	0.70	-0.19 **
	6.18	5.52 / 1.37	0.66	6.41	5.76 / 1.21	0.65	-0.24 ***

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
office hours.							Group 1 - Group 2
64. Nearly all classes deal with practical experiences and applications.	5.92	5.13 / 1.33	0.79	6.06	5.22 / 1.28	0.84	-0.09
65. Students are notified early in the term if they are doing poorly in a class.	6.15	4.78 / 1.61	1.37	6.25	4.89 / 1.59	1.36	-0.11
66. Program requirements are clear and reasonable.	6.15	5.33 / 1.30	0.82	6.34	5.45 / 1.27	0.89	-0.12
69. There is a good variety of courses provided on this campus.	6.40	5.12 / 1.62	1.28	6.54	5.27 / 1.52	1.27	-0.15
70. I am able to experience intellectual growth here.	6.32	5.55 / 1.35	0.77	6.50	5.76 / 1.20	0.74	-0.21 **

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
REGISTRATION EFFECTIVENESS							
5. The personnel involved in registration are helpful.	6.08	5.22 / 0.99	0.86	6.22	5.20 / 0.94	1.02	0.02
8. Classes are scheduled at times that are convenient for me.	6.09	5.34 / 1.43	0.75	6.36	5.36 / 1.50	1.00	-0.02
15. I am able to register for classes I need with few conflicts.	6.50	4.87 / 1.69	1.63	6.56	4.82 / 1.69	1.74	0.05
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.40	5.12 / 1.54	1.28	6.61	4.73 / 1.69	1.88	0.39 ***
43. Class change (drop/add) policies are reasonable.	6.10	5.32 / 1.40	0.78	6.33	5.27 / 1.42	1.06	0.05
51. There are convenient ways of paying my school bill.	6.05	5.46 / 1.39	0.59	6.22	5.65 / 1.33	0.57	-0.19 **
56. The business office is open during hours which are convenient for most students.	5.87	5.18 / 1.42	0.69	6.05	5.09 / 1.43	0.96	0.09
60. Billing policies are reasonable.	5.86	5.00 / 1.38	0.86	5.91	4.96 / 1.49	0.95	0.04
62. Bookstore staff are helpful.	5.83	5.17 / 1.36	0.66	5.92	5.13 / 1.34	0.79	0.04
	5.85	5.53 / 1.32	0.32	5.91	5.76 / 1.29	0.15	-0.23 **

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS							
81. Institution's commitment to part-time students?		5.22 / 1.22			5.24 / 1.13		-0.02
82. Institution's commitment to evening students?		5.39 / 1.39			5.46 / 1.24		-0.07
83. Institution's commitment to older, returning learners?		5.20 / 1.49			5.18 / 1.40		0.02
84. Institution's commitment to under-represented populations?		5.35 / 1.36			5.30 / 1.29		0.05
85. Institution's commitment to commuters?		5.09 / 1.29			5.06 / 1.34		0.03
86. Institution's commitment to students with disabilities?		4.99 / 1.50			5.12 / 1.37		-0.13
		5.30 / 1.40			5.32 / 1.29		-0.02

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
SAFETY AND SECURITY	5.93	4.47 / 1.17	1.46	6.12	4.68 / 1.06	1.44	Group 1 - Group 2 -0.21 ***
4. Security staff are helpful.	5.21	4.51 / 1.62	0.70	5.44	4.64 / 1.51	0.80	-0.13
11. Security staff respond quickly in emergencies.	5.78	4.59 / 1.33	1.19	6.06	4.70 / 1.27	1.36	-0.11
24. Parking lots are well-lighted and secure.	6.02	4.32 / 1.79	1.70	6.26	4.85 / 1.60	1.41	-0.53 ***
31. The campus is safe and secure for all students.	6.24	5.28 / 1.39	0.96	6.44	5.47 / 1.27	0.97	-0.19 **
39. The amount of student parking space on campus is adequate.	6.35	3.68 / 1.97	2.67	6.40	3.77 / 2.02	2.63	-0.09

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

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

Scale/Item	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
SERVICE EXCELLENCE	5.81	5.09 / 0.96	0.72	5.95	5.15 / 0.93	0.80	Group 1 - Group 2 -0.06
5. The personnel involved in registration are helpful.	6.09	5.34 / 1.43	0.75	6.36	5.36 / 1.50	1.00	-0.02
22. People on this campus respect and are supportive of each other.	5.80	5.17 / 1.32	0.63	5.85	5.27 / 1.25	0.58	-0.10
26. Library staff are helpful and approachable.	5.85	5.22 / 1.44	0.63	6.05	5.45 / 1.41	0.60	-0.23 **
27. The campus staff are caring and helpful.	5.92	5.32 / 1.26	0.60	6.03	5.38 / 1.20	0.65	-0.06
44. I generally know what's happening on campus.	5.20	4.52 / 1.49	0.68	5.37	4.58 / 1.46	0.79	-0.06
57. Administrators are approachable to students.	5.76	4.97 / 1.38	0.79	5.93	4.91 / 1.45	1.02	0.06
62. Bookstore staff are helpful.	5.85	5.53 / 1.32	0.32	5.91	5.76 / 1.29	0.15	-0.23 **
63. I seldom get the "run-around" when seeking information on this campus.	6.03	5.04 / 1.50	0.99	6.20	5.12 / 1.61	1.08	-0.08
67. Channels for expressing student complaints are readily available.	5.71	4.55 / 1.48	1.16	5.84	4.40 / 1.49	1.44	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

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

Scale/Item	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
STUDENT CENTEREDNESS							Group 1 - Group 2
1. Most students feel a sense of belonging here.	5.83	5.21 / 1.05	0.62	5.97	5.24 / 0.96	0.73	-0.03
16. The college shows concern for students as individuals.	5.19	5.09 / 1.41	0.10	5.29	5.17 / 1.30	0.12	-0.08
27. The campus staff are caring and helpful.	5.95	4.90 / 1.49	1.05	6.23	4.74 / 1.48	1.49	0.16 *
28. It is an enjoyable experience to be a student on this campus.	5.92	5.32 / 1.26	0.60	6.03	5.38 / 1.20	0.65	-0.06
36. Students are made to feel welcome on this campus.	6.13	5.50 / 1.32	0.63	6.23	5.67 / 1.23	0.56	-0.17 *
57. Administrators are approachable to students.	6.03	5.43 / 1.29	0.60	6.12	5.50 / 1.24	0.62	-0.07
	5.76	4.97 / 1.38	0.79	5.93	4.91 / 1.45	1.02	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 Sequential Order

Items	Fall 2001			Fall 1998			Mean Difference (Satisfaction) Group 1 - Group 2
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.19	5.09 / 1.41	0.10	5.29	5.17 / 1.30	0.12	-0.08
2. Faculty care about me as an individual.	5.84	5.28 / 1.40	0.56	5.97	5.15 / 1.37	0.82	0.13
3. The quality of instruction in the vocational/technical programs is excellent.	5.92	5.35 / 1.27	0.57	5.80	5.08 / 1.30	0.72	0.27 ***
4. Security staff are helpful.	5.21	4.51 / 1.62	0.70	5.44	4.64 / 1.51	0.80	-0.13
5. The personnel involved in registration are helpful.	6.09	5.34 / 1.43	0.75	6.36	5.36 / 1.50	1.00	-0.02
6. My academic advisor is approachable.	6.05	4.98 / 1.56	1.07	6.35	4.92 / 1.61	1.43	0.06
7. Adequate financial aid is available for most students.	5.97	4.57 / 1.65	1.40	6.05	4.51 / 1.65	1.54	0.06
8. Classes are scheduled at times that are convenient for me.	6.50	4.87 / 1.69	1.63	6.56	4.82 / 1.69	1.74	0.05
9. Internships or practical experiences are provided in my degree/certificate program.	5.65	4.44 / 1.48	1.21	5.72	4.15 / 1.42	1.57	0.29 **
10. Child care facilities are available on campus.	4.54	4.32 / 1.29	0.22	4.55	4.21 / 1.26	0.34	0.11
11. Security staff respond quickly in emergencies.	5.78	4.59 / 1.33	1.19	6.06	4.70 / 1.27	1.36	-0.11
12. My academic advisor helps me set goals to work	5.83	4.65 / 1.64	1.18	6.15	4.58 / 1.62	1.57	0.07

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Items	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
toward.							Group 1 - Group 2
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.78	4.35 / 1.53	1.43	6.00	4.17 / 1.61	1.83	0.18
14. Library resources and services are adequate.	6.08	5.03 / 1.54	1.05	6.40	5.15 / 1.56	1.25	-0.12
15. I am able to register for classes I need with few conflicts.	6.40	5.12 / 1.54	1.28	6.61	4.73 / 1.69	1.88	0.39 ***
16. The college shows concern for students as individuals.	5.95	4.90 / 1.49	1.05	6.23	4.74 / 1.48	1.49	0.16 *
17. Personnel in the Veterans' Services program are helpful.	4.37	4.27 / 1.20	0.10	4.28	4.43 / 1.10	-0.15	-0.16
18. The quality of instruction I receive in most of my classes is excellent.	6.49	5.66 / 1.27	0.83	6.67	5.71 / 1.09	0.96	-0.05
19. This campus provides effective support services for displaced homemakers.	4.80	4.47 / 1.22	0.33	4.63	4.46 / 1.12	0.17	0.01
20. Financial aid counselors are helpful.	5.72	4.62 / 1.55	1.10	5.87	4.46 / 1.48	1.41	0.16
21. There are a sufficient number of study areas on	5.80	4.83 / 1.63	0.97	6.02	5.23 / 1.50	0.79	-0.40 ***

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Items	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
campus.							
22. People on this campus respect and are supportive of each other.	5.80	5.17 / 1.32	0.63	5.85	5.27 / 1.25	0.58	-0.10
23. Faculty are understanding of students' unique life circumstances.	6.02	5.09 / 1.45	0.93	6.11	5.04 / 1.42	1.07	0.05
24. Parking lots are well-lighted and secure.	6.02	4.32 / 1.79	1.70	6.26	4.85 / 1.60	1.41	-0.53 ***
25. My academic advisor is concerned about my success as an individual.	5.94	4.74 / 1.55	1.20	6.13	4.61 / 1.62	1.52	0.13
26. Library staff are helpful and approachable.	5.85	5.22 / 1.44	0.63	6.05	5.45 / 1.41	0.60	-0.23 **
27. The campus staff are caring and helpful.	5.92	5.32 / 1.26	0.60	6.03	5.38 / 1.20	0.65	-0.06
28. It is an enjoyable experience to be a student on this campus.	6.13	5.50 / 1.32	0.63	6.23	5.67 / 1.23	0.56	-0.17 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.24	5.34 / 1.38	0.90	6.38	5.39 / 1.39	0.99	-0.05
30. The career services office provides students with the help they need to get a job.	5.69	4.82 / 1.37	0.87	5.74	4.61 / 1.32	1.13	0.21 *

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Items	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
31. The campus is safe and secure for all students.	6.24	5.28 / 1.39	0.96	6.44	5.47 / 1.27	0.97	-0.19 **
32. My academic advisor is knowledgeable about my program requirements.	6.06	4.84 / 1.62	1.22	6.28	4.75 / 1.64	1.53	0.09
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.46	4.84 / 1.27	0.62	5.54	4.75 / 1.33	0.79	0.09
34. Computer labs are adequate and accessible.	6.07	5.03 / 1.61	1.04	6.09	4.97 / 1.56	1.12	0.06
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.10	5.32 / 1.40	0.78	6.33	5.27 / 1.42	1.06	0.05
36. Students are made to feel welcome on this campus.	6.03	5.43 / 1.29	0.60	6.12	5.50 / 1.24	0.62	-0.07
37. Faculty take into consideration student differences as they teach a course.	5.98	5.18 / 1.40	0.80	5.93	5.00 / 1.43	0.93	0.18 *
38. The student center is a comfortable place for students to spend their leisure time.	5.34	4.79 / 1.44	0.55	5.29	5.02 / 1.38	0.27	-0.23 **
39. The amount of student parking space on campus is adequate.	6.35	3.68 / 1.97	2.67	6.40	3.77 / 2.02	2.63	-0.09
40. My academic advisor is knowledgeable about the	6.13	4.85 / 1.61	1.28	6.38	4.82 / 1.62	1.56	0.03

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Items	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
transfer requirements of other schools.							Group 1 - Group 2
41. Admissions staff are knowledgeable.	6.04	5.33 / 1.32	0.71	6.24	5.41 / 1.28	0.83	-0.08
42. The equipment in the lab facilities is kept up to date.	6.08	5.11 / 1.46	0.97	6.04	5.05 / 1.33	0.99	0.06
43. Class change (drop/add) policies are reasonable.	6.05	5.46 / 1.39	0.59	6.22	5.65 / 1.33	0.57	-0.19 **
44. I generally know what's happening on campus.	5.20	4.52 / 1.49	0.68	5.37	4.58 / 1.46	0.79	-0.06
45. This institution has a good reputation within the community.	5.92	5.65 / 1.32	0.27	6.01	5.78 / 1.30	0.23	-0.13
46. Faculty provide timely feedback about student progress in a course.	6.02	4.98 / 1.52	1.04	6.22	4.92 / 1.53	1.30	0.06
47. There are adequate services to help me decide upon a career.	5.88	4.75 / 1.46	1.13	6.04	4.68 / 1.50	1.36	0.07
48. Counseling staff care about students as individuals.	5.99	4.93 / 1.49	1.06	6.11	4.87 / 1.54	1.24	0.06
49. Admissions counselors respond to prospective students' unique needs and requests.	5.78	4.92 / 1.39	0.86	5.98	4.85 / 1.37	1.13	0.07
50. Tutoring services are readily available.	5.90	5.04 / 1.55	0.86	6.02	5.11 / 1.36	0.91	-0.07

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Items	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
51. There are convenient ways of paying my school bill.	5.87	5.18 / 1.42	0.69	6.05	5.09 / 1.43	0.96	0.09
52. This school does whatever it can to help me reach my educational goals.	6.08	4.94 / 1.41	1.14	6.32	4.95 / 1.45	1.37	-0.01
53. The assessment and course placement procedures are reasonable.	5.86	4.94 / 1.43	0.92	6.00	4.92 / 1.50	1.08	0.02
54. Faculty are interested in my academic problems.	5.83	4.93 / 1.39	0.90	6.01	4.91 / 1.43	1.10	0.02
55. Academic support services adequately meet the needs of students.	5.82	4.92 / 1.30	0.90	5.91	4.90 / 1.27	1.01	0.02
56. The business office is open during hours which are convenient for most students.	5.86	5.00 / 1.38	0.86	5.91	4.96 / 1.49	0.95	0.04
57. Administrators are approachable to students.	5.76	4.97 / 1.38	0.79	5.93	4.91 / 1.45	1.02	0.06
58. Nearly all of the faculty are knowledgeable in their fields.	6.36	5.64 / 1.28	0.72	6.53	5.83 / 1.15	0.70	-0.19 **
59. New student orientation services help students adjust to college.	5.60	4.95 / 1.49	0.65	5.63	4.91 / 1.36	0.72	0.04
60. Billing policies are reasonable.	5.83	5.17 / 1.36	0.66	5.92	5.13 / 1.34	0.79	0.04

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Items	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
61. Faculty are usually available after class and during office hours.	6.18	5.52 / 1.37	0.66	6.41	5.76 / 1.21	0.65	-0.24 ***
62. Bookstore staff are helpful.	5.85	5.53 / 1.32	0.32	5.91	5.76 / 1.29	0.15	-0.23 **
63. I seldom get the "run-around" when seeking information on this campus.	6.03	5.04 / 1.50	0.99	6.20	5.12 / 1.61	1.08	-0.08
64. Nearly all classes deal with practical experiences and applications.	5.92	5.13 / 1.33	0.79	6.06	5.22 / 1.28	0.84	-0.09
65. Students are notified early in the term if they are doing poorly in a class.	6.15	4.78 / 1.61	1.37	6.25	4.89 / 1.59	1.36	-0.11
66. Program requirements are clear and reasonable.	6.15	5.33 / 1.30	0.82	6.34	5.45 / 1.27	0.89	-0.12
67. Channels for expressing student complaints are readily available.	5.71	4.55 / 1.48	1.16	5.84	4.40 / 1.49	1.44	0.15
68. On the whole, the campus is well-maintained.	6.05	5.70 / 1.31	0.35	6.16	6.07 / 1.10	0.09	-0.37 ***
69. There is a good variety of courses provided on this campus.	6.40	5.12 / 1.62	1.28	6.54	5.27 / 1.52	1.27	-0.15
70. I am able to experience intellectual growth here.	6.32	5.55 / 1.35	0.77	6.50	5.76 / 1.20	0.74	-0.21 **

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Items	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
71. Campus item	6.33	5.84 / 1.40	0.49	6.52	5.83 / 1.05	0.69	0.01
72. Campus item	6.10	4.91 / 1.52	1.19	6.40	5.08 / 1.57	1.32	-0.17
73. Campus item	6.02	5.25 / 1.38	0.77	6.13	5.41 / 1.41	0.72	-0.16
74. Campus item	6.12	5.40 / 1.25	0.72	6.08	5.30 / 1.35	0.78	0.10
75. Campus item	6.22	5.55 / 1.29	0.67	6.36	5.69 / 1.18	0.67	-0.14 *
76. Campus item	6.23	5.28 / 1.41	0.95	6.36	5.79 / 1.20	0.57	-0.51 ***
77. Campus item	6.19	5.01 / 1.61	1.18	6.42	5.01 / 1.60	1.41	0.00
78. Campus item	5.48	4.75 / 1.60	0.73	6.34	5.32 / 1.40	1.02	-0.57 ***
79. Campus item	5.63	4.89 / 1.54	0.74	5.90	5.11 / 1.35	0.79	-0.22 *
80. Campus item	5.75	4.77 / 1.56	0.98	6.13	5.56 / 1.23	0.57	-0.79 ***
81. Institution's commitment to part-time students?		5.39 / 1.39			5.46 / 1.24		-0.07
82. Institution's commitment to evening students?		5.20 / 1.49			5.18 / 1.40		0.02
83. Institution's commitment to older, returning learners?		5.35 / 1.36			5.30 / 1.29		0.05

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Items	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
84. Institution's commitment to under-represented populations?		5.09 / 1.29			5.06 / 1.34		0.03
85. Institution's commitment to commuters?		4.99 / 1.50			5.12 / 1.37		-0.13
86. Institution's commitment to students with disabilities?		5.30 / 1.40			5.32 / 1.29		-0.02
87. Cost as factor in decision to enroll.	5.68			5.77			
88. Financial aid as factor in decision to enroll.	4.83			4.79			
89. Academic reputation as factor in decision to enroll.	5.55			5.49			
90. Size of institution as factor in decision to enroll.	4.66			4.63			
91. Opportunity to play sports as factor in decision to enroll.	3.34			3.27			
92. Recommendations from family/friends as factor in decision to enroll.	4.64			4.49			
93. Geographic setting as factor in decision to enroll.	5.40			5.61			
94. Campus appearance as factor in decision to enroll.	4.99			5.00			

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

Items: In Sequential Order

Items	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
95. Personalized attention prior to enrollment as factor in decision to enroll.	4.95			4.70			Group 1 - Group 2

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Institutional Summary

Summary Items

Items	Fall 2001			Fall 1998			Mean Difference (Satisfaction)
	Importance	Satisfaction/SD	Performance Gap	Importance	Satisfaction/SD	Performance Gap	
So far, how has your college experience met your expectations?		4.57 / 1.21			4.64 / 1.17		Group 1 - Group 2 -0.07
Rate your overall satisfaction with your experience here thus far.		5.46 / 1.23			5.50 / 1.25		-0.04
All in all, if you had to do it over, would you enroll here again?		5.80 / 1.45			5.93 / 1.35		-0.13

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level



Target Group Reports

Cuesta College - Composite
Fall 2001

Student Satisfaction
Inventory™

Comparative Summary Analysis

Scale	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Male			Female					
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising/Counseling	6.09	5.06	1.16	6.01	4.85	1.16	5.83	4.85	0.98	6.20	4.88	1.32			
Academic Services	6.00	5.18	0.91	5.94	5.03	0.91	5.80	4.99	0.81	6.08	5.07	1.01			
Admissions and Financial Aid	5.95	4.94	1.01	5.80	4.79	1.01	5.63	4.72	0.91	5.99	4.87	1.12			
Campus Climate	5.92	5.13	0.71	5.83	5.12	0.71	5.66	5.07	0.59	6.01	5.20	0.81			
Campus Support Services	5.39	4.80	0.59	5.24	4.65	0.59	5.09	4.59	0.50	5.39	4.73	0.66			
Concern for the Individual	6.06	5.08	0.94	5.99	5.05	0.94	5.84	5.04	0.80	6.16	5.10	1.06			
Instructional Effectiveness	6.15	5.26	0.88	6.14	5.26	0.88	5.99	5.22	0.77	6.29	5.31	0.98			
Registration Effectiveness	6.12	5.25	0.86	6.08	5.22	0.86	5.92	5.13	0.79	6.24	5.32	0.92			
Responsiveness to Diverse Populations		5.31			5.22			5.13			5.30				
Safety and Security	5.96	4.81	1.46	5.93	4.47	1.46	5.61	4.44	1.17	6.25	4.49	1.76			
Service Excellence	5.90	5.07	0.72	5.81	5.09	0.72	5.65	5.04	0.61	5.97	5.15	0.82			
Student Centeredness	5.91	5.19	0.62	5.83	5.21	0.62	5.66	5.15	0.51	6.01	5.29	0.72			

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups					
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Male			Female		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
8. Classes scheduled at convenient times.	6.43	5.31	1.63	6.50	4.87	1.63	6.42	4.88	1.54	6.61	4.87	1.74
18. Quality of instruction in classes excellent.	6.43	5.50	0.83	6.49	5.66	0.83	6.42	5.63	0.79	6.57	5.72	0.85
15. Able register for classes with few conflicts.	6.31	5.25	1.28	6.40	5.12	1.28	6.27	5.10	1.17	6.55	5.18	1.37
69. Good variety of courses provided on campus.	6.28	5.39	1.28	6.40	5.12	1.28	6.29	5.20	1.09	6.52	5.05	1.47
58. Faculty knowledgeable in their fields.	6.30	5.56	0.72	6.36	5.64	0.72	6.26	5.57	0.69	6.46	5.72	0.74
39. Student parking space on campus is adequate.	6.14	4.31	2.67	6.35	3.68	2.67	6.24	3.57	2.67	6.46	3.78	2.68
71. Campus item				6.33	5.84	0.49	6.20	5.80	0.40	6.46	5.92	0.54
70. Able to experience intellectual growth here.	6.26	5.53	0.77	6.32	5.55	0.77	6.22	5.51	0.71	6.43	5.60	0.83
29. Faculty fair/unbiased in treatment students.	6.22	5.19	0.90	6.24	5.34	0.90	6.10	5.31	0.79	6.39	5.41	0.98
31. Campus is safe and secure for all students.	6.25	5.37	0.96	6.24	5.28	0.96	5.90	5.33	0.57	6.55	5.26	1.29
76. Campus item				6.23	5.28	0.95	6.09	5.13	0.96	6.37	5.43	0.94
75. Campus item				6.22	5.55	0.67	6.00	5.43	0.57	6.42	5.67	0.75

Comparative Summary Analysis

Item	National Group			Our Institution			Male			Female			Our Target Groups		
	Importance	Satisfaction		Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
77. Campus item				6.19	5.01	1.18	6.03	4.94	1.09	6.33	5.10	1.23			
61. Faculty avail. after class/during ofc. hours.	6.19	5.47		6.18	5.52	0.66	6.04	5.47	0.57	6.31	5.56	0.75			
65. Students notified early if doing poorly.	6.14	4.82		6.15	4.78	1.37	5.98	4.67	1.31	6.32	4.90	1.42			
66. Program requirements are clear/reasonable.	6.22	5.39		6.15	5.33	0.82	5.94	5.24	0.70	6.36	5.43	0.93			
28. Enjoyable experience to be student on campus.	6.03	5.32		6.13	5.50	0.63	5.97	5.47	0.50	6.27	5.58	0.69			
40. Acad. adv. knowledge - transfer requirements.	6.08	4.96		6.13	4.85	1.28	5.94	4.84	1.10	6.36	4.90	1.46			
74. Campus item				6.12	5.40	0.72	5.93	5.30	0.63	6.31	5.51	0.80			
35. Policies/proced. re: regist/course selection.	6.12	5.30		6.10	5.32	0.78	5.96	5.16	0.80	6.23	5.50	0.73			
72. Campus item				6.10	4.91	1.19	5.93	4.85	1.08	6.28	4.98	1.30			
5. Registration personnel are helpful.	6.11	5.25		6.09	5.34	0.75	5.98	5.28	0.70	6.22	5.42	0.80			
14. Library resources and services are adequate.	6.15	5.28		6.08	5.03	1.05	5.98	5.01	0.97	6.19	5.06	1.13			
42. Equip. in lab facilities is kept up to date.	6.12	5.15		6.08	5.11	0.97	6.01	5.05	0.96	6.15	5.18	0.97			

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups							
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Male			Female				
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap		
52. School does what can help reach educ. goals.	6.17	5.06	1.14	6.08	4.94	1.14	5.93	4.85	1.08	6.24	5.03	1.21		
34. Computer labs are adequate and accessible.	6.15	5.22	1.04	6.07	5.03	1.04	5.92	5.03	0.89	6.20	5.06	1.14		
32. Acad. advisor knowledgeable of requirements.	6.24	5.25	1.22	6.06	4.84	1.22	5.85	4.93	0.92	6.30	4.81	1.49		
6. My academic advisor is approachable.	6.18	5.31	1.07	6.05	4.98	1.07	5.92	5.02	0.90	6.21	4.99	1.22		
43. Class change (drop/add) policies reasonable.	6.01	5.28	0.59	6.05	5.46	0.59	5.84	5.28	0.56	6.26	5.63	0.63		
68. The campus is well-maintained.	6.11	5.59	0.35	6.05	5.70	0.35	5.92	5.60	0.32	6.18	5.80	0.38		
41. Admissions staff are knowledgeable.	6.08	5.22	0.71	6.04	5.33	0.71	5.88	5.28	0.60	6.21	5.42	0.79		
36. Students made to feel welcome on campus.	6.08	5.39	0.60	6.03	5.43	0.60	5.84	5.36	0.48	6.21	5.53	0.68		
63. Seldom get "run-around" on campus.	6.04	4.94	0.99	6.03	5.04	0.99	5.87	4.96	0.91	6.21	5.12	1.09		
23. Faculty understanding of life circumstances.	6.06	5.02	0.93	6.02	5.09	0.93	5.79	5.07	0.72	6.25	5.16	1.09		
24. Parking lots are well-lighted and secure.	6.12	4.90	1.70	6.02	4.32	1.70	5.61	4.48	1.13	6.42	4.19	2.23		

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups					
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Male			Female		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
46. Faculty provide feedback/progress in courses.	6.11	5.16	1.04	6.02	4.98	1.04	5.84	4.94	0.90	6.19	5.04	1.15
73. Campus item			0.77	6.02	5.25	0.77	5.85	5.10	0.75	6.20	5.41	0.79
48. Counsel. staff care about students.	5.99	5.01	1.06	5.99	4.93	1.06	5.79	4.85	0.94	6.19	5.01	1.18
37. Faculty consider differences as teach course.	6.03	5.06	0.80	5.98	5.18	0.80	5.75	5.17	0.58	6.21	5.22	0.99
7. Financial aid available for most students.	6.14	4.96	1.40	5.97	4.57	1.40	5.79	4.46	1.33	6.17	4.68	1.49
16. Concern shown for students as individuals.	6.09	4.97	1.05	5.95	4.90	1.05	5.77	4.80	0.97	6.15	5.01	1.14
25. Acad advisor concerned success as individual.	6.07	4.94	1.20	5.94	4.74	1.20	5.74	4.82	0.92	6.12	4.70	1.42
3. Instruction in voc/tech programs excellent.	6.04	5.29	0.57	5.92	5.35	0.57	5.90	5.36	0.54	5.98	5.36	0.62
27. The campus staff are caring and helpful.	5.97	5.23	0.60	5.92	5.32	0.60	5.70	5.34	0.36	6.14	5.35	0.79
45. Institution has good reputation in community.	5.99	5.48	0.27	5.92	5.65	0.27	5.75	5.45	0.30	6.08	5.84	0.24
64. Classes - practical experiences/applicable.	6.04	5.28	0.79	5.92	5.13	0.79	5.83	5.08	0.75	6.01	5.17	0.84

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups					
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Male			Female		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
50. Tutoring services are readily available.	5.92	5.16	0.86	5.90	5.04	0.86	5.67	4.90	0.77	6.14	5.19	0.95
47. Adequate services to help decide career.	6.00	5.03	1.13	5.88	4.75	1.13	5.70	4.69	1.01	6.06	4.81	1.25
51. Convenient ways of paying school bill.	6.10	5.19	0.69	5.87	5.18	0.69	5.61	5.05	0.56	6.17	5.32	0.85
53. Assess/course placement proced. reasonable.	5.93	5.12	0.92	5.86	4.94	0.92	5.70	4.72	0.98	6.04	5.13	0.91
56. Business office open hours convenient.	6.00	5.25	0.86	5.86	5.00	0.86	5.68	4.96	0.72	6.05	5.04	1.01
26. Library staff are helpful and approachable.	5.91	5.27	0.63	5.85	5.22	0.63	5.65	5.21	0.44	6.05	5.26	0.79
62. Bookstore staff are helpful.	5.94	5.30	0.32	5.85	5.53	0.32	5.73	5.40	0.33	5.97	5.67	0.30
2. Faculty care about me as an individual.	5.93	5.26	0.56	5.84	5.28	0.56	5.76	5.33	0.43	5.96	5.30	0.66
12. Acad. advisor helps set goals to work toward.	5.93	4.85	1.18	5.83	4.65	1.18	5.67	4.63	1.04	6.02	4.69	1.33
54. Faculty interested in my academic problems.	5.98	5.03	0.90	5.83	4.93	0.90	5.66	4.87	0.79	6.01	5.01	1.00
60. Billing policies are reasonable.	5.99	5.14	0.66	5.83	5.17	0.66	5.70	5.10	0.60	5.98	5.24	0.74

Comparative Summary Analysis

Item	National Group			Our Institution			Male			Female			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	55. Acad. support svcs. meet needs of students.	5.88	5.04	0.90	5.82	4.92	0.90	5.61	4.87	0.74	6.04	4.99	1.05		
21. Sufficient number of study areas on campus.	5.87	5.13	0.97	5.80	4.83	0.97	5.77	4.87	0.90	5.84	4.81	1.03			
22. People on campus respect /support. of others.	5.83	5.06	0.63	5.80	5.17	0.63	5.62	5.20	0.42	5.96	5.18	0.78			
11. Security staff respond quickly in emergencies	5.82	4.68	1.19	5.78	4.59	1.19	5.46	4.48	0.98	6.11	4.69	1.42			
13. Financial aid awards announced in time.	5.94	4.63	1.43	5.78	4.35	1.43	5.58	4.33	1.25	5.97	4.37	1.60			
49. Admiss. counselors respond to needs/requests.	5.89	4.98	0.86	5.78	4.92	0.86	5.56	4.77	0.79	6.00	5.06	0.94			
57. Administrators are approachable to students.	5.92	5.06	0.79	5.76	4.97	0.79	5.64	4.87	0.77	5.89	5.08	0.81			
80. Campus item				5.75	4.77	0.98	5.62	4.67	0.95	5.89	4.88	1.01			
20. Financial aid counselors are helpful.	5.97	4.88	1.10	5.72	4.62	1.10	5.54	4.62	0.92	5.91	4.67	1.24			
67. Channels - express student complaints avail.	5.89	4.71	1.16	5.71	4.55	1.16	5.56	4.56	1.00	5.90	4.55	1.35			
30. Career services help students to get jobs.	5.83	4.88	0.87	5.69	4.82	0.87	5.49	4.75	0.74	5.91	4.89	1.02			

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups							
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Male			Female				
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap		
87. Factor in decision to enroll: Cost	6.14			5.68			5.60			5.79				
9. Internships/practical experiences provided.	5.88	4.94	1.21	5.65	4.44	1.01	5.49	4.48	1.01	5.82	4.41	1.41		
79. Campus item			0.74	5.63	4.89	0.65	5.45	4.80	0.65	5.81	4.99	0.82		
59. Orientation services help students adjust.	5.75	5.07	0.65	5.60	4.95	0.62	5.45	4.83	0.62	5.75	5.09	0.66		
89. Factor to enroll: Academic reputation	5.73			5.55			5.40			5.69				
78. Campus item			0.73	5.48	4.75	0.67	5.29	4.62	0.67	5.67	4.88	0.79		
33. Admiss. counselors accurately portray campus.	5.67	4.93	0.62	5.46	4.84	0.55	5.34	4.79	0.55	5.59	4.88	0.71		
93. Factor to enroll: Geographic setting	5.34			5.40			5.36			5.43				
38. Student center is comfortable place.	5.55	4.97	0.55	5.34	4.79	0.58	5.25	4.67	0.58	5.43	4.92	0.51		
4. Security staff are helpful.	5.42	4.73	0.70	5.21	4.51	0.42	4.79	4.37	0.42	5.64	4.62	1.02		
44. Generally know what's happening on campus.	5.46	4.76	0.68	5.20	4.52	0.58	5.06	4.48	0.58	5.33	4.56	0.77		
1. Students feel a sense of belonging.	5.36	5.17	0.10	5.19	5.09	0.10	5.02	5.05	-0.03	5.37	5.15	0.22		

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups					
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Male			Female		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
94. Factor to enroll: Campus appearance	5.11			4.99			5.01			4.98		
95. Factor to enroll: Personal attention prior	5.25			4.95			4.80			5.07		
88. Factor in decision to enroll: Financial aid	5.67			4.83			4.70			4.99		
19. Support services for displaced homemakers.	4.96	4.58	0.33	4.80	4.47	0.33	4.58	4.33	0.25	5.02	4.62	0.40
90. Factor to enroll: Size of institution	5.10			4.66			4.67			4.68		
92. Factor to enroll: Recommend from family	4.72			4.64			4.68			4.58		
10. Child care facilities available on campus.	4.59	4.31	0.22	4.54	4.32	0.22	4.32	4.37	-0.05	4.77	4.27	0.50
17. Veterans' Services program are helpful.	4.51	4.43		4.37	4.27	0.10	4.42	4.32	0.10	4.29	4.23	0.06
91. Factor to enroll: Opportunity to play sports	3.36			3.34			3.46			3.24		
81. Inst's commit to part-time students?		5.43			5.39			5.30			5.47	
82. Inst's commit to evening students?		5.31			5.20			5.14			5.26	

Comparative Summary Analysis

Item	National Group			Our Institution			Male			Female		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	83. Inst's commit to older, returning learners?		5.42			5.35			5.24			5.45
84. Inst's commit to under-represent populations?		5.19			5.09			5.01			5.16	
85. Inst's commit to commuters?		5.21			4.99			4.91			5.07	
86. Inst's commit to student with disabilities?		5.32			5.30			5.18			5.38	



Comparative Summary Analysis

Scale	Our Target Groups														
	National Group			Our Institution			18 and under			19 to 24			25 to 34		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising/Counseling	6.09	5.06	1.16	6.01	4.85	1.16	5.96	4.85	1.11	6.03	4.73	1.30	6.08	4.84	1.24
Academic Services	6.00	5.18	0.91	5.94	5.03	0.91	5.83	4.99	0.84	5.96	5.00	0.96	5.98	4.90	1.08
Admissions and Financial Aid	5.95	4.94	1.01	5.80	4.79	1.01	5.76	4.74	1.02	5.79	4.65	1.14	5.86	4.76	1.10
Campus Climate	5.92	5.13	0.79	5.83	5.12	0.71	5.83	5.06	0.77	5.78	5.01	0.77	5.87	5.22	0.65
Campus Support Services	5.39	4.80	0.59	5.24	4.65	0.59	5.26	4.65	0.61	5.20	4.58	0.62	5.24	4.54	0.70
Concern for the Individual	6.06	5.08	0.98	5.99	5.05	0.94	5.93	4.96	0.97	6.01	4.93	1.08	6.02	5.22	0.80
Instructional Effectiveness	6.15	5.26	0.89	6.14	5.26	0.88	6.09	5.15	0.94	6.11	5.13	0.98	6.21	5.41	0.80
Registration Effectiveness	6.12	5.25	0.87	6.08	5.22	0.86	6.05	5.16	0.89	6.06	5.16	0.90	6.13	5.15	0.98
Responsiveness to Diverse Populations		5.31			5.22			5.20			5.16			5.11	
Safety and Security	5.96	4.81	1.15	5.93	4.47	1.46	5.90	4.63	1.27	5.89	4.30	1.59	6.06	4.41	1.65
Service Excellence	5.90	5.07	0.83	5.81	5.09	0.72	5.86	5.03	0.83	5.73	5.00	0.73	5.81	5.08	0.73
Student Centeredness	5.91	5.19	0.72	5.83	5.21	0.62	5.83	5.09	0.74	5.78	5.11	0.67	5.87	5.32	0.55

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction		Importance	Satisfaction		18 and under		19 to 24		25 to 34				
		Gap	Importance		Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap			
8. Classes scheduled at convenient times.	6.43	5.31	1.63	6.50	4.87	1.63	6.43	4.96	1.47	6.57	4.75	1.82	6.60	4.80	1.80
18. Quality of instruction in classes excellent.	6.43	5.50	0.83	6.49	5.66	0.83	6.35	5.55	0.80	6.46	5.50	0.96	6.62	5.95	0.67
15. Able register for classes with few conflicts.	6.31	5.25	1.28	6.40	5.12	1.28	6.37	5.07	1.30	6.42	5.01	1.41	6.44	5.18	1.26
69. Good variety of courses provided on campus.	6.28	5.39	1.28	6.40	5.12	1.28	6.34	4.93	1.41	6.38	5.14	1.24	6.62	5.20	1.42
58. Faculty knowledgeable in their fields.	6.30	5.56	0.72	6.36	5.64	0.72	6.32	5.66	0.66	6.31	5.55	0.76	6.49	5.61	0.88
39. Student parking space on campus is adequate.	6.14	4.31	2.67	6.35	3.68	2.67	6.28	4.31	1.97	6.40	3.27	3.13	6.40	3.51	2.89
71. Campus item				6.33	5.84	0.49	6.09	5.62	0.47	6.41	5.93	0.48	6.54	5.85	0.69
70. Able to experience intellectual growth here.	6.26	5.53	0.77	6.32	5.55	0.77	6.30	5.36	0.94	6.24	5.43	0.81	6.57	5.77	0.80
29. Faculty fair/unbiased in treatment students.	6.22	5.19	0.90	6.24	5.34	0.90	6.22	5.23	0.99	6.20	5.24	0.96	6.23	5.49	0.74
31. Campus is safe and secure for all students.	6.25	5.37	0.96	6.24	5.28	0.96	6.24	5.42	0.82	6.14	5.23	0.91	6.41	5.23	1.18
76. Campus item				6.23	5.28	0.95	6.13	4.99	1.14	6.24	5.24	1.00	6.37	5.57	0.80
75. Campus item				6.22	5.55	0.67	6.09	5.45	0.64	6.22	5.44	0.78	6.39	5.87	0.52

Comparative Summary Analysis

Item	Our Target Groups														
	National Group			Our Institution			18 and under			19 to 24			25 to 34		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
77. Campus item			1.18	6.19	5.01	1.21	6.11	4.90	1.21	6.20	4.96	1.24	6.30	5.00	1.30
61. Faculty avail. after class/during ofc. hours.	6.19	5.47	0.66	6.18	5.52	0.54	6.03	5.49	0.54	6.22	5.37	0.85	6.23	5.58	0.65
65. Students notified early if doing poorly.	6.14	4.82	1.37	6.15	4.78	1.70	6.27	4.57	1.70	6.09	4.65	1.44	6.16	4.88	1.28
66. Program requirements are clear/reasonable.	6.22	5.39	0.82	6.15	5.33	0.96	6.24	5.28	0.96	6.04	5.22	0.82	6.22	5.24	0.98
28. Enjoyable experience to be student on campus.	6.03	5.32	0.63	6.13	5.50	0.80	6.11	5.31	0.80	6.05	5.42	0.63	6.10	5.71	0.39
40. Acad. adv. knowledge - transfer requirements.	6.08	4.96	1.28	6.13	4.85	1.00	6.00	5.00	1.00	6.22	4.78	1.44	6.23	4.52	1.71
74. Campus item			0.72	6.12	5.40	0.78	5.92	5.14	0.78	6.13	5.31	0.82	6.20	5.64	0.56
35. Policies/proced. re: regist/course selection.	6.12	5.30	0.78	6.10	5.32	0.88	6.05	5.17	0.88	6.04	5.26	0.78	6.21	5.28	0.93
72. Campus item			1.19	6.10	4.91	1.26	5.96	4.70	1.26	6.13	5.00	1.13	6.16	4.50	1.66
5. Registration personnel are helpful.	6.11	5.25	0.75	6.09	5.34	0.93	6.12	5.19	0.93	6.09	5.22	0.87	6.02	5.51	0.51
14. Library resources and services are adequate.	6.15	5.28	1.05	6.08	5.03	1.16	6.02	4.86	1.16	6.12	5.00	1.12	6.05	5.03	1.02
42. Equip. in lab facilities is kept up to date.	6.12	5.15	0.97	6.08	5.11	0.82	5.88	5.06	0.82	6.09	5.09	1.00	6.20	4.85	1.35

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	18 and under			19 to 24			25 to 34		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
52. School does what can help reach educ. goals.	6.17	5.06	1.14	6.08	4.94	1.14	5.94	4.77	1.17	6.13	4.82	1.31	6.25	5.11	1.14
34. Computer labs are adequate and accessible.	6.15	5.22	1.04	6.07	5.03	1.04	5.96	5.23	0.73	6.03	4.91	1.12	6.06	4.90	1.16
32. Acad. advisor knowledgeable of requirements.	6.24	5.25	1.22	6.06	4.84	1.22	5.97	4.88	1.09	6.02	4.72	1.30	6.20	4.83	1.37
6. My academic advisor is approachable.	6.18	5.31	1.07	6.05	4.98	1.07	6.11	5.00	1.11	6.09	4.86	1.23	6.06	4.92	1.14
43. Class change (drop/add) policies reasonable.	6.01	5.28	0.59	6.05	5.46	0.59	6.03	5.40	0.63	6.05	5.37	0.68	6.04	5.51	0.53
68. The campus is well-maintained.	6.11	5.59	0.35	6.05	5.70	0.35	6.13	5.69	0.44	5.95	5.56	0.39	6.07	5.89	0.18
41. Admissions staff are knowledgeable.	6.08	5.22	0.71	6.04	5.33	0.71	5.88	5.16	0.72	6.01	5.22	0.79	6.18	5.39	0.79
36. Students made to feel welcome on campus.	6.08	5.39	0.60	6.03	5.43	0.60	6.03	5.37	0.66	5.94	5.33	0.61	6.07	5.48	0.59
63. Seldom get "run-around" on campus.	6.04	4.94	0.99	6.03	5.04	0.99	6.02	5.02	1.00	5.95	4.84	1.11	6.18	5.16	1.02
23. Faculty understanding of life circumstances.	6.06	5.02	0.93	6.02	5.09	0.93	5.96	4.97	0.99	6.02	4.95	1.07	5.99	5.39	0.60
24. Parking lots are well-lit and secure.	6.12	4.90	1.70	6.02	4.32	1.70	5.99	4.47	1.52	5.94	4.23	1.71	6.18	4.27	1.91

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	18 and under		19 to 24		25 to 34				
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
46. Faculty provide feedback/progress in courses.	6.11	5.16	1.04	6.02	4.98	1.04	5.98	4.76	1.22	5.90	4.80	1.10	6.25	5.25	1.00
73. Campus item				6.02	5.25	0.77	5.95	5.13	0.82	6.02	5.31	0.71	6.00	5.00	1.00
48. Counsel. staff care about students.	5.99	5.01	1.06	5.99	4.93	1.06	5.97	5.01	0.96	5.99	4.80	1.19	6.00	4.84	1.16
37. Faculty consider differences as teach course.	6.03	5.06	0.80	5.98	5.18	0.80	5.91	5.16	0.75	5.97	5.02	0.95	5.90	5.25	0.65
7. Financial aid available for most students.	6.14	4.96	1.40	5.97	4.57	1.40	6.02	4.66	1.36	6.05	4.39	1.66	5.97	4.47	1.50
16. Concern shown for students as individuals.	6.09	4.97	1.05	5.95	4.90	1.05	5.89	4.71	1.18	5.98	4.74	1.24	6.00	5.20	0.80
25. Acad advisor concerned success as individual.	6.07	4.94	1.20	5.94	4.74	1.20	5.90	4.79	1.11	5.92	4.62	1.30	5.95	4.77	1.18
3. Instruction in voc/tech programs excellent.	6.04	5.29	0.57	5.92	5.35	0.57	5.71	5.14	0.57	5.88	5.30	0.58	6.18	5.57	0.61
27. The campus staff are caring and helpful.	5.97	5.23	0.60	5.92	5.32	0.60	5.94	5.23	0.71	5.87	5.30	0.57	5.91	5.34	0.57
45. Institution has good reputation in community.	5.99	5.48	0.27	5.92	5.65	0.27	5.76	5.53	0.23	5.82	5.48	0.34	6.12	5.87	0.25
64. Classes - practical experiences/applicable.	6.04	5.28	0.79	5.92	5.13	0.79	5.86	5.07	0.79	5.90	4.96	0.94	5.97	5.29	0.68

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction		Importance	Satisfaction		18 and under		19 to 24		25 to 34				
		Gap	Importance		Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap			
50. Tutoring services are readily available.	5.92	5.16	5.04	5.90	5.04	0.86	5.80	5.04	0.76	5.98	5.04	0.94	5.85	4.75	1.10
47. Adequate services to help decide career.	6.00	5.03	4.75	5.88	4.72	1.13	5.94	4.72	1.22	5.82	4.59	1.23	5.93	4.77	1.16
51. Convenient ways of paying school bill.	6.10	5.19	5.18	5.87	5.05	0.69	5.73	5.05	0.68	5.95	5.22	0.73	6.07	5.17	0.90
53. Assess/course placement proced. reasonable.	5.93	5.12	4.94	5.86	4.79	0.92	5.88	4.79	1.09	5.88	4.83	1.05	5.74	5.07	0.67
56. Business office open hours convenient.	6.00	5.25	5.00	5.86	4.98	0.86	5.88	4.98	0.90	5.76	4.92	0.84	6.03	4.71	1.32
26. Library staff are helpful and approachable.	5.91	5.27	5.22	5.85	4.97	0.63	5.76	4.97	0.79	5.83	5.23	0.60	5.89	5.17	0.72
62. Bookstore staff are helpful.	5.94	5.30	5.53	5.85	5.51	0.32	5.89	5.51	0.38	5.75	5.52	0.23	5.86	5.17	0.69
2. Faculty care about me as an individual.	5.93	5.26	5.28	5.84	5.05	0.56	5.68	5.05	0.63	5.95	5.18	0.77	5.89	5.67	0.22
12. Acad. advisor helps set goals to work toward.	5.93	4.85	4.65	5.83	4.48	1.18	5.81	4.48	1.33	5.85	4.53	1.32	5.89	4.81	1.08
54. Faculty interested in my academic problems.	5.98	5.03	4.93	5.83	4.87	0.90	5.79	4.87	0.92	5.82	4.73	1.09	5.79	5.08	0.71
60. Billing policies are reasonable.	5.99	5.14	5.17	5.83	5.08	0.66	5.80	5.08	0.72	5.83	5.15	0.68	5.84	4.93	0.91

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	18 and under			19 to 24			25 to 34		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
55. Acad. support sves. meet needs of students.	5.88	5.04	0.90	5.82	4.92	0.90	5.80	4.84	0.96	5.74	4.91	0.83	5.77	4.76	1.01
21. Sufficient number of study areas on campus.	5.87	5.13	0.97	5.80	4.83	0.97	5.61	4.93	0.68	5.89	4.83	1.06	6.00	4.81	1.19
22. People on campus respect /support. of others.	5.83	5.06	0.63	5.80	5.17	0.63	5.76	5.09	0.67	5.78	5.11	0.67	5.73	5.29	0.44
11. Security staff respond quickly in emergencies	5.82	4.68	1.19	5.78	4.59	1.19	5.83	4.41	1.42	5.78	4.51	1.27	5.82	4.48	1.34
13. Financial aid awards announced in time.	5.94	4.63	1.43	5.78	4.35	1.43	5.72	4.26	1.46	5.81	4.18	1.63	5.91	4.47	1.44
49. Admiss. counselors respond to needs/requests.	5.89	4.98	0.86	5.78	4.92	0.86	5.72	4.92	0.80	5.75	4.73	1.02	5.79	4.92	0.87
57. Administrators are approachable to students.	5.92	5.06	0.79	5.76	4.97	0.79	5.88	4.89	0.99	5.63	4.93	0.70	5.89	4.90	0.99
80. Campus item				5.75	4.77	0.98	5.68	4.49	1.19	5.85	4.79	1.06	5.75	4.69	1.06
20. Financial aid counselors are helpful.	5.97	4.88	1.10	5.72	4.62	1.10	5.70	4.41	1.29	5.65	4.58	1.07	5.89	4.48	1.41
67. Channels - express student complaints avail.	5.89	4.71	1.16	5.71	4.55	1.16	5.94	4.72	1.22	5.57	4.41	1.16	5.68	4.44	1.24
30. Career services help students to get jobs.	5.83	4.88	0.87	5.69	4.82	0.87	5.73	4.93	0.80	5.67	4.79	0.88	5.59	4.33	1.26

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	18 and under		19 to 24		25 to 34				
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
87. Factor in decision to enroll: Cost	6.14			5.68			5.31			5.68			6.30		
9. Internships/practical experiences provided.	5.88	4.94	1.21	5.65	4.44	1.21	5.58	4.66	0.92	5.70	4.27	1.43	5.60	4.09	1.51
79. Campus item				5.63	4.89	0.74	5.45	4.66	0.79	5.67	4.85	0.82	5.54	4.71	0.83
59. Orientation services help students adjust.	5.75	5.07	0.65	5.60	4.95	0.65	5.72	4.95	0.77	5.56	4.91	0.65	5.30	4.63	0.67
89. Factor to enroll: Academic reputation	5.73			5.55			5.19			5.60			5.71		
78. Campus item				5.48	4.75	0.73	5.32	4.54	0.78	5.51	4.65	0.86	5.42	4.65	0.77
33. Admiss. counselors accurately portray campus.	5.67	4.93	0.62	5.46	4.84	0.62	5.49	4.88	0.61	5.43	4.73	0.70	5.37	4.78	0.59
93. Factor to enroll: Geographic setting	5.34			5.40			5.07			5.44			5.29		
38. Student center is comfortable place.	5.55	4.97	0.55	5.34	4.79	0.55	5.44	4.90	0.54	5.32	4.71	0.61	5.21	4.64	0.57
4. Security staff are helpful.	5.42	4.73	0.70	5.21	4.51	0.70	5.10	4.39	0.71	5.15	4.35	0.80	5.43	4.60	0.83
44. Generally know what's happening on campus.	5.46	4.76	0.68	5.20	4.52	0.68	5.44	4.55	0.89	5.06	4.38	0.68	5.09	4.56	0.53
1. Students feel a sense of belonging.	5.36	5.17	0.10	5.19	5.09	0.10	5.15	5.00	0.15	5.21	4.95	0.26	5.28	5.22	0.06

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	18 and under		19 to 24		25 to 34				
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
94. Factor to enroll: Campus appearance	5.11			4.99			4.69			5.08			4.95		
95. Factor to enroll: Personal attention prior	5.25			4.95			4.76			4.91			5.10		
88. Factor in decision to enroll: Financial aid	5.67			4.83			4.85			4.74			5.34		
19. Support services for displaced homemakers.	4.96	4.58	0.33	4.80	4.47	0.33	4.66	4.39	0.27	4.65	4.34	0.31	5.07	4.64	0.43
90. Factor to enroll: Size of institution	5.10			4.66			4.40			4.67			4.79		
92. Factor to enroll: Recommend from family	4.72			4.64			4.54			4.77			4.29		
10. Child care facilities available on campus.	4.59	4.31	0.22	4.54	4.32	0.22	4.25	4.19	0.06	4.53	4.29	0.24	4.92	4.22	0.70
17. Veterans' Services program are helpful.	4.51	4.43	0.10	4.37	4.27	0.10	4.27	4.14	0.13	4.31	4.20	0.11	4.48	4.49	-0.01
91. Factor to enroll: Opportunity to play sports	3.36			3.34			3.38			3.53			2.97		
81. Inst's commit to part-time students?		5.43			5.39			5.32			5.33			5.26	
82. Inst's commit to evening students?		5.31			5.20			5.27			5.18			4.90	

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups						
	18 and under		19 to 24		25 to 34		18 and under		19 to 24		25 to 34		
	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Gap
83. Inst's commit to older, returning learners?		5.42		5.35		5.14		5.25				5.30	
84. Inst's commit to under-represent populations?		5.19		5.09		5.14		5.04				5.04	
85. Inst's commit to commuters?		5.21		4.99		4.99		4.94				4.97	
86. Inst's commit to student with disabilities?		5.32		5.30		5.30		5.22				5.23	



Comparative Summary Analysis

Scale	National Group			Our Institution			Our Target Groups					
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	35 to 44			45 and over		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising/Counseling	6.09	5.06	1.16	6.01	4.85	1.16	6.16	5.05	1.11	5.96	5.75	0.21
Academic Services	6.00	5.18	0.91	5.94	5.03	0.91	6.14	5.18	0.96	6.07	5.51	0.56
Admissions and Financial Aid	5.95	4.94	1.01	5.80	4.79	1.01	5.99	5.28	0.71	5.84	5.59	0.25
Campus Climate	5.92	5.13	0.71	5.83	5.12	0.71	6.03	5.43	0.60	6.03	5.83	0.20
Campus Support Services	5.39	4.80	0.59	5.24	4.65	0.59	5.43	4.91	0.52	5.33	5.18	0.15
Concern for the Individual	6.06	5.08	0.94	5.99	5.05	0.94	6.15	5.38	0.77	6.08	5.86	0.22
Instructional Effectiveness	6.15	5.26	0.88	6.14	5.26	0.88	6.31	5.68	0.63	6.29	5.97	0.32
Registration Effectiveness	6.12	5.25	0.86	6.08	5.22	0.86	6.21	5.56	0.65	6.19	5.75	0.44
Responsiveness to Diverse Populations		5.31			5.22			5.36			5.68	
Safety and Security	5.96	4.81	1.46	5.93	4.47	1.46	6.11	4.55	1.56	6.10	4.97	1.13
Service Excellence	5.90	5.07	0.72	5.81	5.09	0.72	5.99	5.37	0.62	6.05	5.77	0.28
Student Centeredness	5.91	5.19	0.62	5.83	5.21	0.62	6.03	5.57	0.46	6.01	5.92	0.09

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	35 to 44		45 and over		Importance	Satisfaction	Gap		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
8. Classes scheduled at convenient times.	6.43	5.31	1.63	6.50	4.87	1.63	6.47	5.10	1.37	6.44	5.30	1.14			
18. Quality of instruction in classes excellent.	6.43	5.50	0.83	6.49	5.66	0.83	6.79	6.15	0.64	6.71	6.32	0.39			
15. Able register for classes with few conflicts.	6.31	5.25	1.28	6.40	5.12	1.28	6.47	5.59	0.88	6.45	5.69	0.76			
69. Good variety of courses provided on campus.	6.28	5.39	1.28	6.40	5.12	1.28	6.46	5.20	1.26	6.46	5.46	1.00			
58. Faculty knowledgeable in their fields.	6.30	5.56	0.72	6.36	5.64	0.72	6.50	5.89	0.61	6.55	6.17	0.38			
39. Student parking space on campus is adequate.	6.14	4.31	2.67	6.35	3.68	2.67	6.35	3.68	2.67	6.24	4.46	1.78			
71. Campus item				6.33	5.84	0.49	6.49	6.00	0.49	6.15	6.00	0.15			
70. Able to experience intellectual growth here.	6.26	5.53	0.77	6.32	5.55	0.77	6.45	5.97	0.48	6.49	6.27	0.22			
29. Faculty fair/unbiased in treatment students.	6.22	5.19	0.90	6.24	5.34	0.90	6.56	5.73	0.83	6.35	5.98	0.37			
31. Campus is safe and secure for all students.	6.25	5.37	0.96	6.24	5.28	0.96	6.51	5.08	1.43	6.52	5.42	1.10			
76. Campus item				6.23	5.28	0.95	6.31	5.52	0.79	6.40	5.98	0.42			
75. Campus item				6.22	5.55	0.67	6.28	5.79	0.49	6.41	6.04	0.37			

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	35 to 44			45 and over					
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
77. Campus item			1.18	6.19	5.01	1.18	6.27	5.27	1.00	6.16	5.77	0.39			
61. Faculty avail. after class/during ofc. hours.	6.19	5.47	0.66	6.18	5.52	0.66	6.32	5.92	0.40	6.19	6.04	0.15			
65. Students notified early if doing poorly.	6.14	4.82	1.37	6.15	4.78	1.37	6.18	5.52	0.66	6.21	5.70	0.51			
66. Program requirements are clear/reasonable.	6.22	5.39	0.82	6.15	5.33	0.82	6.40	5.77	0.63	6.31	5.98	0.33			
28. Enjoyable experience to be student on campus.	6.03	5.32	0.63	6.13	5.50	0.63	6.46	5.89	0.57	6.39	6.26	0.13			
40. Acad. adv. knowledge - transfer requirements.	6.08	4.96	1.28	6.13	4.85	1.28	6.34	4.93	1.41	5.87	5.66	0.21			
74. Campus item			0.72	6.12	5.40	0.72	6.46	5.96	0.50	6.38	6.07	0.31			
35. Policies/proced. re: regist/course selection.	6.12	5.30	0.78	6.10	5.32	0.78	6.29	5.70	0.59	6.29	5.98	0.31			
72. Campus item			1.19	6.10	4.91	1.19	6.23	5.10	1.13	6.31	5.43	0.88			
5. Registration personnel are helpful.	6.11	5.25	0.75	6.09	5.34	0.75	6.20	5.71	0.49	6.14	6.20	-0.06			
14. Library resources and services are adequate.	6.15	5.28	1.05	6.08	5.03	1.05	6.03	5.46	0.57	6.23	5.46	0.77			
42. Equip. in lab facilities is kept up to date.	6.12	5.15	0.97	6.08	5.11	0.97	6.48	5.38	1.10	6.13	5.57	0.56			

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups							
	Importance	Satisfaction		Importance	Satisfaction		35 to 44			45 and over				
		Gap	Importance		Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap		
52. School does what can help reach educ. goals.	6.17	5.06	1.14	6.08	4.94	1.14	6.10	5.28	0.82	6.11	5.89	0.22		
34. Computer labs are adequate and accessible.	6.15	5.22	1.04	6.07	5.03	1.04	6.41	5.10	1.31	6.34	5.60	0.74		
32. Acad. advisor knowledgeable of requirements.	6.24	5.25	1.22	6.06	4.84	1.22	6.45	5.08	1.37	6.17	5.73	0.44		
6. My academic advisor is approachable.	6.18	5.31	1.07	6.05	4.98	1.07	6.12	5.25	0.87	5.76	5.89	-0.13		
43. Class change (drop/add) policies reasonable.	6.01	5.28	0.59	6.05	5.46	0.59	6.21	5.88	0.33	6.11	5.81	0.30		
68. The campus is well-maintained.	6.11	5.59	0.35	6.05	5.70	0.35	6.20	5.86	0.34	6.26	6.26	0.00		
41. Admissions staff are knowledgeable.	6.08	5.22	0.71	6.04	5.33	0.71	6.35	5.85	0.50	6.37	6.20	0.17		
36. Students made to feel welcome on campus.	6.08	5.39	0.60	6.03	5.43	0.60	6.27	5.78	0.49	6.31	6.04	0.27		
63. Seldom get "run-around" on campus.	6.04	4.94	0.99	6.03	5.04	0.99	6.40	5.47	0.93	6.12	5.82	0.30		
23. Faculty understanding of life circumstances.	6.06	5.02	0.93	6.02	5.09	0.93	6.06	5.52	0.54	6.35	5.88	0.47		
24. Parking lots are well-lighted and secure.	6.12	4.90	1.70	6.02	4.32	1.70	6.21	4.38	1.83	6.30	4.40	1.90		

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	35 to 44			45 and over					
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap			
46. Faculty provide feedback/progress in courses.	6.11	5.16	1.04	6.02	4.98	1.04	6.30	5.65	0.65	6.25	5.87	0.38			
73. Campus item				6.02	5.25	0.77	6.22	5.33	0.89	6.27	5.52	0.75			
48. Counsel. staff care about students.	5.99	5.01	1.06	5.99	4.93	1.06	6.05	5.02	1.03	6.12	5.76	0.36			
37. Faculty consider differences as teach course.	6.03	5.06	0.80	5.98	5.18	0.80	6.23	5.48	0.75	6.25	6.06	0.19			
7. Financial aid available for most students.	6.14	4.96	1.40	5.97	4.57	1.40	5.90	5.15	0.75	5.60	5.23	0.37			
16. Concern shown for students as individuals.	6.09	4.97	1.05	5.95	4.90	1.05	6.08	5.43	0.65	6.07	5.70	0.37			
25. Acad advisor concerned success as individual.	6.07	4.94	1.20	5.94	4.74	1.20	6.05	4.81	1.24	6.07	5.56	0.51			
3. Instruction in voc/tech programs excellent.	6.04	5.29	0.57	5.92	5.35	0.57	6.34	5.68	0.66	6.27	5.82	0.45			
27. The campus staff are caring and helpful.	5.97	5.23	0.60	5.92	5.32	0.60	6.05	5.55	0.50	6.30	5.84	0.46			
45. Institution has good reputation in community.	5.99	5.48	0.27	5.92	5.65	0.27	6.38	6.13	0.25	6.33	6.35	-0.02			
64. Classes - practical experiences/applicable.	6.04	5.28	0.79	5.92	5.13	0.79	6.00	5.52	0.48	6.12	5.76	0.36			

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups					
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	35 to 44			45 and over		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
50. Tutoring services are readily available.	5.92	5.16	0.86	5.90	5.04	0.86	6.06	5.23	0.83	5.80	5.57	0.23
47. Adequate services to help decide career.	6.00	5.03	1.13	5.88	4.75	1.13	6.05	5.25	0.80	5.98	5.51	0.47
51. Convenient ways of paying school bill.	6.10	5.19	0.69	5.87	5.18	0.69	5.98	5.35	0.63	5.74	5.29	0.45
53. Assess/course placement proced. reasonable.	5.93	5.12	0.92	5.86	4.94	0.92	6.02	5.52	0.50	5.89	5.46	0.43
56. Business office open hours convenient.	6.00	5.25	0.86	5.86	5.00	0.86	6.09	5.37	0.72	6.13	5.51	0.62
26. Library staff are helpful and approachable.	5.91	5.27	0.63	5.85	5.22	0.63	6.04	5.59	0.45	6.19	5.90	0.29
62. Bookstore staff are helpful.	5.94	5.30	0.32	5.85	5.53	0.32	6.08	5.77	0.31	6.16	5.98	0.18
2. Faculty care about me as an individual.	5.93	5.26	0.56	5.84	5.28	0.56	5.98	5.73	0.25	5.82	6.20	-0.38
12. Acad. advisor helps set goals to work toward.	5.93	4.85	1.18	5.83	4.65	1.18	6.05	4.94	1.11	5.67	5.68	-0.01
54. Faculty interested in my academic problems.	5.98	5.03	0.90	5.83	4.93	0.90	6.00	5.47	0.53	6.02	5.83	0.19
60. Billing policies are reasonable.	5.99	5.14	0.66	5.83	5.17	0.66	5.98	5.47	0.51	6.05	5.88	0.17

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups					
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	35 to 44			45 and over		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
55. Acad. support svcs. meet needs of students.	5.88	5.04	0.90	5.82	4.92	0.90	6.14	5.08	1.06	6.24	5.47	0.77
21. Sufficient number of study areas on campus.	5.87	5.13	0.97	5.80	4.83	0.97	5.85	4.49	1.36	5.52	5.00	0.52
22. People on campus respect /support. of others.	5.83	5.06	0.63	5.80	5.17	0.63	5.95	5.35	0.60	6.00	5.74	0.26
11. Security staff respond quickly in emergencies	5.82	4.68	1.19	5.78	4.59	1.19	5.84	5.00	0.84	5.86	5.33	0.53
13. Financial aid awards announced in time.	5.94	4.63	1.43	5.78	4.35	1.43	5.92	4.89	1.03	5.49	5.08	0.41
49. Admiss. counselors respond to needs/requests.	5.89	4.98	0.86	5.78	4.92	0.86	5.91	5.29	0.62	6.18	5.89	0.29
57. Administrators are approachable to students.	5.92	5.06	0.79	5.76	4.97	0.79	5.88	5.18	0.70	6.02	5.75	0.27
80. Campus item												
20. Financial aid counselors are helpful.	5.97	4.88	1.10	5.72	4.62	1.10	6.15	5.24	0.91	5.69	5.50	0.19
67. Channels - express student complaints avail.	5.89	4.71	1.16	5.71	4.55	1.16	5.90	4.46	1.44	6.05	5.37	0.68
30. Career services help students to get jobs.	5.83	4.88	0.87	5.69	4.82	0.87	5.82	4.89	0.93	5.87	5.36	0.51

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	35 to 44		45 and over		Importance	Satisfaction	Gap		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
87. Factor in decision to enroll: Cost	6.14			5.68			6.22			5.63					
9. Internships/practical experiences provided.	5.88	4.94		5.65	4.44	1.21	5.81	4.78	1.03	5.61	5.16	0.45			
79. Campus item				5.63	4.89	0.74	5.75	5.48	0.27	6.05	5.70	0.35			
59. Orientation services help students adjust.	5.75	5.07		5.60	4.95	0.65	5.56	5.24	0.32	5.90	5.76	0.14			
89. Factor to enroll: Academic reputation	5.73			5.55			5.92			5.80					
78. Campus item				5.48	4.75	0.73	5.58	5.48	0.10	5.87	5.62	0.25			
33. Admiss. counselors accurately portray campus.	5.67	4.93		5.46	4.84	0.62	5.60	5.03	0.57	5.68	5.38	0.30			
93. Factor to enroll: Geographic setting	5.34			5.40			5.82			5.87					
38. Student center is comfortable place.	5.55	4.97		5.34	4.79	0.55	5.27	4.74	0.53	5.33	5.27	0.06			
4. Security staff are helpful.	5.42	4.73		5.21	4.51	0.70	5.54	4.78	0.76	5.56	5.38	0.18			
44. Generally know what's happening on campus.	5.46	4.76		5.20	4.52	0.68	5.36	4.88	0.48	5.33	5.00	0.33			
1. Students feel a sense of belonging.	5.36	5.17		5.19	5.09	0.10	5.47	5.51	-0.04	5.02	5.89	-0.87			

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	35 to 44		45 and over		Importance	Satisfaction	Gap		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
94. Factor to enroll: Campus appearance	5.11			4.99			5.20			5.25					
95. Factor to enroll: Personal attention prior	5.25			4.95			5.19			5.38					
88. Factor in decision to enroll: Financial aid	5.67			4.83			5.13			4.64					
19. Support services for displaced homemakers.	4.96	4.58		4.80	4.47	0.33	5.40	4.91	0.49	5.07	4.78	0.29			
90. Factor to enroll: Size of institution	5.10			4.66			5.10			4.94					
92. Factor to enroll: Recommend from family	4.72			4.64			4.37			4.73					
10. Child care facilities available on campus.	4.59	4.31		4.54	4.32	0.22	5.07	4.45	0.62	4.49	4.83	-0.34			
17. Veterans' Services program are helpful.	4.51	4.43		4.37	4.27	0.10	4.47	4.54	-0.07	4.58	4.46	0.12			
91. Factor to enroll: Opportunity to play sports	3.36			3.34			2.84			2.81					
81. Inst's commit to part-time students?		5.43			5.39			5.61			5.94				
82. Inst's commit to evening students?		5.31			5.20			5.23			5.58				

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups											
	Importance	Satisfaction		Importance	Satisfaction		35 to 44		45 and over		Importance	Satisfaction		Gap				
		5.42	5.19		5.21	5.32	5.35	5.09	4.99	5.30		5.76	4.96		4.92	5.47	5.96	5.48
83. Inst's commit to older, returning learners?																		
84. Inst's commit to under-represent populations?																		
85. Inst's commit to commuters?																		
86. Inst's commit to student with disabilities?																		



Comparative Summary Analysis

Scale	Our Target Groups														
	National Group			Our Institution			African-American (42/14)			American Indian or Alaskan (6)			Asian or Pacific Islander (40)		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising/Counseling	6.09	5.06	1.16	6.01	4.85	1.16	5.84	4.99	0.85	6.19	3.39	2.80	6.38	4.89	1.49
Academic Services	6.00	5.18	0.91	5.94	5.03	0.91	5.82	5.17	0.65	6.24	4.06	2.18	6.04	4.79	1.25
Admissions and Financial Aid	5.95	4.94	1.01	5.80	4.79	1.01	5.75	4.60	1.15	5.97	4.17	1.80	6.05	4.64	1.41
Campus Climate	5.92	5.13	0.71	5.83	5.12	0.71	5.62	5.10	0.52	5.89	4.28	1.61	6.01	5.09	0.92
Campus Support Services	5.39	4.80	0.59	5.24	4.65	0.59	5.68	4.89	0.79	5.16	3.84	1.32	5.51	4.43	1.08
Concern for the Individual	6.06	5.08	0.94	5.99	5.05	0.94	5.85	5.17	0.68	6.16	3.76	2.40	6.25	5.15	1.10
Instructional Effectiveness	6.15	5.26	0.88	6.14	5.26	0.88	5.92	5.09	0.83	6.04	4.46	1.58	6.32	5.17	1.15
Registration Effectiveness	6.12	5.25	0.86	6.08	5.22	0.86	5.95	5.24	0.71	6.07	4.65	1.42	6.20	5.14	1.06
Responsiveness to Diverse Populations		5.31			5.22			5.40			4.32			4.94	
Safety and Security	5.96	4.81	1.46	5.93	4.47	1.46	5.84	4.69	1.15	6.08	2.87	3.21	6.08	4.51	1.57
Service Excellence	5.90	5.07	0.72	5.81	5.09	0.72	5.70	5.13	0.57	5.89	4.64	1.25	5.84	4.97	0.87
Student Centeredness	5.91	5.19	0.62	5.83	5.21	0.62	5.49	5.32	0.17	6.00	4.35	1.65	6.02	5.18	0.84

Comparative Summary Analysis

Item	National Group			Our Institution			African-American			American Indian or Alaskan			Asian or Pacific Islander		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	8. Classes scheduled at convenient times.	6.43	5.31	1.63	6.50	4.87	1.63	6.45	5.15	1.30	6.40	4.17	2.23	6.68	4.98
18. Quality of instruction in classes excellent.	6.43	5.50	0.83	6.49	5.66	0.83	6.64	5.62	1.02	6.00	4.80	1.20	6.70	5.59	1.11
15. Able register for classes with few conflicts.	6.31	5.25	1.28	6.40	5.12	1.28	6.42	5.31	1.11	6.60	3.60	3.00	6.28	4.98	1.30
69. Good variety of courses provided on campus.	6.28	5.39	1.28	6.40	5.12	1.28	6.00	4.77	1.23	6.60	4.20	2.40	6.38	5.05	1.33
58. Faculty knowledgeable in their fields.	6.30	5.56	0.72	6.36	5.64	0.72	6.00	5.46	0.54	6.00	5.80	0.20	6.38	5.33	1.05
39. Student parking space on campus is adequate.	6.14	4.31	2.67	6.35	3.68	2.67	5.54	4.69	0.85	6.80	1.20	5.60	6.47	3.74	2.73
71. Campus item				6.33	5.84	0.49	5.78	5.78	0.00	6.80	6.50	0.30	6.48	6.13	0.35
70. Able to experience intellectual growth here.	6.26	5.53	0.77	6.32	5.55	0.77	6.23	5.31	0.92	6.40	4.60	1.80	6.48	5.25	1.23
29. Faculty fair/unbiased in treatment students.	6.22	5.19	0.90	6.24	5.34	0.90	6.23	5.62	0.61	5.80	4.25	1.55	6.35	5.31	1.04
31. Campus is safe and secure for all students.	6.25	5.37	0.96	6.24	5.28	0.96	6.46	5.23	1.23	6.00	3.50	2.50	6.43	5.38	1.05
76. Campus item				6.23	5.28	0.95	5.50	4.89	0.61	6.00	4.67	1.33	6.15	5.25	0.90
75. Campus item				6.22	5.55	0.67	5.63	5.20	0.43	6.17	5.17	1.00	6.35	5.55	0.80

Comparative Summary Analysis

Item	National Group			Our Institution			African-American			American Indian or Alaskan			Asian or Pacific Islander		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
77. Campus item				6.19	5.01	1.18	5.17	5.11	0.06	6.33	4.17	2.16	6.26	5.14	1.12
61. Faculty avail. after class/during ofc. hours.	6.19	5.47		6.18	5.52	0.66	5.77	5.00	0.77	6.00	5.40	0.60	6.41	5.32	1.09
65. Students notified early if doing poorly.	6.14	4.82		6.15	4.78	1.37	6.08	4.73	1.35	6.00	2.80	3.20	6.50	4.78	1.72
66. Program requirements are clear/reasonable.	6.22	5.39		6.15	5.33	0.82	5.92	5.23	0.69	6.00	4.00	2.00	6.25	5.08	1.17
28. Enjoyable experience to be student on campus.	6.03	5.32		6.13	5.50	0.63	5.77	5.69	0.08	6.00	4.80	1.20	6.41	5.42	0.99
40. Acad. adv. knowledge - transfer requirements.	6.08	4.96		6.13	4.85	1.28	5.73	5.10	0.63	5.80	3.80	2.00	6.28	4.61	1.67
74. Campus item				6.12	5.40	0.72	5.63	5.50	0.13	6.40	5.00	1.40	6.18	5.27	0.91
35. Policies/proced. re: regist/course selection.	6.12	5.30		6.10	5.32	0.78	5.79	4.67	1.12	5.40	5.00	0.40	6.26	5.32	0.94
72. Campus item				6.10	4.91	1.19	5.75	5.13	0.62	7.00	5.00	2.00	5.93	4.88	1.05
5. Registration personnel are helpful.	6.11	5.25		6.09	5.34	0.75	6.27	5.82	0.45	6.33	6.00	0.33	6.31	5.23	1.08
14. Library resources and services are adequate.	6.15	5.28		6.08	5.03	1.05	6.00	5.33	0.67	6.20	4.80	1.40	6.05	4.86	1.19
42. Equip. in lab facilities is kept up to date.	6.12	5.15		6.08	5.11	0.97	5.60	5.10	0.50	6.00	4.60	1.40	6.23	4.97	1.26

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Comparative Summary Analysis

Item	National Group			Our Institution			African-American			American Indian or Alaskan			Asian or Pacific Islander		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	52. School does what can help reach educ. goals.	6.17	5.06	1.14	6.08	4.94	1.14	5.43	4.75	0.68	6.40	3.80	2.60	6.41	5.08
34. Computer labs are adequate and accessible.	6.15	5.22	1.04	6.07	5.03	1.04	5.85	5.18	0.67	6.40	3.20	3.20	6.32	4.64	1.68
32. Acad. advisor knowledgeable of requirements.	6.24	5.25	1.22	6.06	4.84	1.22	5.75	5.00	0.75	6.00	2.80	3.20	6.31	4.65	1.66
6. My academic advisor is approachable.	6.18	5.31	1.07	6.05	4.98	1.07	6.36	5.08	1.28	6.50	4.17	2.33	6.53	5.06	1.47
43. Class change (drop/add) policies reasonable.	6.01	5.28	0.59	6.05	5.46	0.59	5.62	5.38	0.24	6.00	4.80	1.20	6.26	5.16	1.10
68. The campus is well-maintained.	6.11	5.59	0.35	6.05	5.70	0.35	5.50	5.58	-0.08	6.00	4.60	1.40	6.10	5.32	0.78
41. Admissions staff are knowledgeable.	6.08	5.22	0.71	6.04	5.33	0.71	5.64	4.91	0.73	6.00	4.80	1.20	6.26	5.00	1.26
36. Students made to feel welcome on campus.	6.08	5.39	0.60	6.03	5.43	0.60	5.43	5.25	0.18	5.80	4.80	1.00	6.20	5.50	0.70
63. Seldom get "run-around" on campus.	6.04	4.94	0.99	6.03	5.04	0.99	5.92	5.17	0.75	6.00	4.60	1.40	5.91	4.77	1.14
23. Faculty understanding of life circumstances.	6.06	5.02	0.93	6.02	5.09	0.93	5.77	4.77	1.00	6.00	4.00	2.00	6.25	5.18	1.07
24. Parking lots are well-lighted and secure.	6.12	4.90	1.70	6.02	4.32	1.70	5.83	3.83	2.00	6.50	1.75	4.75	5.92	4.36	1.56

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups							
	Importance	Satisfaction		Importance	Satisfaction		African-American		American Indian or Alaskan		Asian or Pacific Islander			
		6.11	5.16		6.02	4.98	1.04	5.77	4.62	1.15	6.00	4.80	1.20	6.18
46. Faculty provide feedback/progress in courses.			6.02	5.25	0.77	5.86	5.67	0.19	6.40	5.20	1.20	5.96	5.04	0.92
73. Campus item			5.99	4.93	1.06	5.83	4.90	0.93	6.20	3.40	2.80	6.27	5.03	1.24
48. Counsel. staff care about students.			6.03	5.18	0.80	5.38	5.00	0.38	5.80	4.60	1.20	6.18	5.33	0.85
37. Faculty consider differences as teach course.			6.14	4.57	1.40	6.33	4.82	1.51	6.67	4.50	2.17	6.19	4.30	1.89
7. Financial aid available for most students.			6.09	4.90	1.05	5.50	5.08	0.42	6.50	4.00	2.50	6.13	4.97	1.16
16. Concern shown for students as individuals.			6.07	4.74	1.20	5.83	5.45	0.38	6.20	2.40	3.80	6.42	5.00	1.42
25. Acad advisor concerned success as individual.			6.04	5.35	0.57	6.29	5.22	1.07	6.17	5.33	0.84	6.33	5.38	0.95
3. Instruction in voc/tech programs excellent.			5.97	5.32	0.60	5.64	5.75	-0.11	6.00	4.40	1.60	6.00	5.19	0.81
27. The campus staff are caring and helpful.			5.99	5.65	0.27	5.77	5.31	0.46	5.80	5.00	0.80	5.87	5.18	0.69
45. Institution has good reputation in community.			6.04	5.13	0.79	5.71	5.00	0.71	6.00	4.60	1.40	6.05	4.92	1.13
64. Classes - practical experiences/applicable.														

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups							
	Importance	Satisfaction		Importance	Satisfaction		African-American		American Indian or Alaskan		Asian or Pacific Islander			
		5.92	5.16		5.90	5.04	0.86	5.92	4.91	1.01	6.50	3.50	3.00	6.20
50. Tutoring services are readily available.	6.00	5.03	5.88	4.75	1.13	5.77	4.85	0.92	5.60	4.40	1.20	5.94	4.34	1.60
47. Adequate services to help decide career.	6.10	5.19	5.87	5.18	0.69	5.30	4.90	0.40	6.20	4.60	1.60	6.12	5.06	1.06
51. Convenient ways of paying school bill.	5.93	5.12	5.86	4.94	0.92	5.83	4.83	1.00	5.40	4.00	1.40	6.26	5.18	1.08
53. Assess/course placement proced. reasonable.	6.00	5.25	5.86	5.00	0.86	5.93	5.18	0.75	5.80	3.80	2.00	6.09	5.03	1.06
56. Business office open hours convenient.	5.91	5.27	5.85	5.22	0.63	5.83	4.91	0.92	6.00	4.80	1.20	5.69	4.94	0.75
26. Library staff are helpful and approachable.	5.94	5.30	5.85	5.53	0.32	5.69	5.46	0.23	6.00	5.40	0.60	5.72	5.38	0.34
62. Bookstore staff are helpful.	5.93	5.26	5.84	5.28	0.56	5.83	4.77	1.06	6.17	4.67	1.50	6.10	5.38	0.72
2. Faculty care about me as an individual.	5.93	4.85	5.83	4.65	1.18	6.11	4.67	1.44	6.20	3.20	3.00	6.44	4.76	1.68
12. Acad. advisor helps set goals to work toward.	5.98	5.03	5.83	4.93	0.90	5.69	5.31	0.38	5.80	3.80	2.00	6.28	4.92	1.36
54. Faculty interested in my academic problems.	5.99	5.14	5.83	5.17	0.66	6.08	5.20	0.88	5.67	4.25	1.42	6.06	5.17	0.89
60. Billing policies are reasonable.														

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	African-American		American Indian or Alaskan		Asian or Pacific Islander				
							Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Importance	Satisfaction	Gap
55. Acad. support svcs. meet needs of students.	5.88	5.04	0.90	5.82	4.92	0.90	5.54	5.17	0.37	6.00	3.40	2.60	6.19	4.56	1.63
21. Sufficient number of study areas on campus.	5.87	5.13	0.97	5.80	4.83	0.97	6.00	5.55	0.45	6.60	4.00	2.60	5.61	4.75	0.86
22. People on campus respect /support. of others.	5.83	5.06	0.63	5.80	5.17	0.63	5.50	5.08	0.42	5.40	4.40	1.00	5.83	5.08	0.75
11. Security staff respond quickly in emergencies	5.82	4.68	1.19	5.78	4.59	1.19	5.78	4.91	0.87	6.20	4.25	1.95	6.21	4.52	1.69
13. Financial aid awards announced in time.	5.94	4.63	1.43	5.78	4.35	1.43	5.89	3.90	1.99	6.00	3.40	2.60	5.97	4.40	1.57
49. Admiss. counselors respond to needs/requests.	5.89	4.98	0.86	5.78	4.92	0.86	5.60	4.56	1.04	5.80	3.60	2.20	6.11	4.94	1.17
57. Administrators are approachable to students.	5.92	5.06	0.79	5.76	4.97	0.79	5.69	4.92	0.77	6.00	3.80	2.20	5.88	4.88	1.00
80. Campus item				5.75	4.77	0.98	5.83	4.33	1.50	6.50	4.75	1.75	5.86	4.74	1.12
20. Financial aid counselors are helpful.	5.97	4.88	1.10	5.72	4.62	1.10	6.22	4.90	1.32	5.60	5.00	0.60	5.87	4.41	1.46
67. Channels - express student complaints avail.	5.89	4.71	1.16	5.71	4.55	1.16	5.92	4.67	1.25	6.25	3.50	2.75	5.89	4.63	1.26
30. Career services help students to get jobs.	5.83	4.88	0.87	5.69	4.82	0.87	5.90	5.38	0.52	6.50	4.50	2.00	6.03	4.54	1.49

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap			
87. Factor in decision to enroll: Cost	6.14			5.68			6.09			6.67			6.08		
9. Internships/practical experiences provided.	5.88	4.94		5.65	4.44	1.21	5.78	4.91	0.87	6.17	3.80	2.37	5.81	4.31	1.50
79. Campus item				5.63	4.89	0.74	5.17	4.00	1.17	6.00	5.67	0.33	5.67	5.04	0.63
59. Orientation services help students adjust.	5.75	5.07		5.60	4.95	0.65	5.60	5.22	0.38	5.00	3.75	1.25	6.17	5.03	1.14
89. Factor to enroll: Academic reputation	5.73			5.55			6.00			6.17			5.65		
78. Campus item				5.48	4.75	0.73	4.88	3.89	0.99	5.67	5.00	0.67	5.52	5.03	0.49
33. Admiss. counselors accurately portray campus.	5.67	4.93		5.46	4.84	0.62	4.75	4.43	0.32	5.33	3.33	2.00	5.87	4.68	1.19
93. Factor to enroll: Geographic setting	5.34			5.40			4.91			6.33			5.25		
38. Student center is comfortable place.	5.55	4.97		5.34	4.79	0.55	5.50	4.70	0.80	6.25	2.50	3.75	5.52	4.52	1.00
4. Security staff are helpful.	5.42	4.73		5.21	4.51	0.70	5.50	4.75	0.75	5.17	3.67	1.50	5.35	4.55	0.80
44. Generally know what's happening on campus.	5.46	4.76		5.20	4.52	0.68	4.92	4.46	0.46	5.00	4.40	0.60	5.38	4.51	0.87
1. Students feel a sense of belonging.	5.36	5.17		5.19	5.09	0.10	4.83	5.23	-0.40	5.83	4.33	1.50	5.50	5.08	0.42

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	African-American		American Indian or Alaskan		Asian or Pacific Islander				
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
94. Factor to enroll: Campus appearance	5.11			4.99			5.50			6.50			5.14		
95. Factor to enroll: Personal attention prior	5.25			4.95			5.00			6.00			5.56		
88. Factor in decision to enroll: Financial aid	5.67			4.83			4.91			6.67			5.68		
19. Support services for displaced homemakers.	4.96	4.58		4.80	4.47	0.33	5.67	5.14	0.53	3.33	4.00	-0.67	4.92	4.54	0.38
90. Factor to enroll: Size of institution	5.10			4.66			4.45			6.00			5.03		
92. Factor to enroll: Recommend from family	4.72			4.64			4.58			5.67			4.68		
10. Child care facilities available on campus.	4.59	4.31		4.54	4.32	0.22	5.57	4.44	1.13	5.00	3.50	1.50	5.16	3.88	1.28
17. Veterans' Services program are helpful.	4.51	4.43		4.37	4.27	0.10	5.67	4.50	1.17	3.33	4.00	-0.67	4.00	3.95	0.05
91. Factor to enroll: Opportunity to play sports	3.36			3.34			4.10			5.33			3.89		
81. Inst's commit to part-time students?		5.43			5.39			5.42			4.60			5.22	
82. Inst's commit to evening students?		5.31			5.20			5.27			3.25			4.94	

Comparative Summary Analysis

Item	National Group		Our Institution			Our Target Groups								
	Importance	Satisfaction	Importance	Satisfaction	Gap	African-American		American Indian or Alaskan		Asian or Pacific Islander				
						Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
83. Inst's commit to older, returning learners?		5.42		5.35			5.40			4.50			5.07	
84. Inst's commit to under-represent populations?		5.19		5.09			5.56			4.50			4.90	
85. Inst's commit to commuters?		5.21		4.99			5.33			4.50			4.67	
86. Inst's commit to student with disabilities?		5.32		5.30			5.45			4.50			4.79	



Comparative Summary Analysis

Scale	Our Target Groups														
	National Group			Our Institution			Caucasian/White (N = 532)			Hispanic (10%)			Other race (5%)		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising/Counseling	6.09	5.06	1.16	6.01	4.85	1.17	5.99	4.82	1.17	6.26	5.39	0.87	5.83	4.57	1.26
Academic Services	6.00	5.18	0.91	5.94	5.03	0.83	5.92	5.09	0.83	6.23	5.21	1.02	5.74	4.57	1.17
Admissions and Financial Aid	5.95	4.94	1.01	5.80	4.79	0.94	5.76	4.82	0.94	6.15	5.18	0.97	5.49	4.11	1.38
Campus Climate	5.92	5.13	0.71	5.83	5.12	0.68	5.83	5.15	0.68	6.06	5.40	0.66	5.65	4.75	0.90
Campus Support Services	5.39	4.80	0.59	5.24	4.65	0.50	5.18	4.68	0.50	5.61	4.92	0.69	5.04	4.28	0.76
Concern for the Individual	6.06	5.08	0.94	5.99	5.05	0.91	5.99	5.08	0.91	6.23	5.36	0.87	5.85	4.65	1.20
Instructional Effectiveness	6.15	5.26	0.88	6.14	5.26	0.84	6.14	5.30	0.84	6.34	5.55	0.79	5.87	4.74	1.13
Registration Effectiveness	6.12	5.25	0.86	6.08	5.22	0.82	6.07	5.25	0.82	6.29	5.50	0.79	5.88	4.74	1.14
Responsiveness to Diverse Populations		5.31			5.22			5.29			5.39			4.41	
Safety and Security	5.96	4.81	1.46	5.93	4.47	1.45	5.92	4.47	1.45	6.26	4.64	1.62	5.62	4.32	1.30
Service Excellence	5.90	5.07	0.72	5.81	5.09	0.69	5.81	5.12	0.69	6.03	5.33	0.70	5.65	4.78	0.87
Student Centeredness	5.91	5.19	0.62	5.83	5.21	0.59	5.83	5.24	0.59	6.07	5.49	0.58	5.62	4.80	0.82

Comparative Summary Analysis

Item	National Group			Our Institution			Caucasian/White			Hispanic			Other race		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	8. Classes scheduled at convenient times.	6.43	5.31	1.63	6.50	4.87	1.63	6.49	4.88	1.61	6.82	5.09	1.73	6.12	4.34
18. Quality of instruction in classes excellent.	6.43	5.50	0.83	6.49	5.66	0.83	6.50	5.72	0.78	6.60	5.94	0.66	6.16	5.12	1.04
15. Able register for classes with few conflicts.	6.31	5.25	1.28	6.40	5.12	1.28	6.42	5.21	1.21	6.59	5.32	1.27	6.10	4.64	1.46
69. Good variety of courses provided on campus.	6.28	5.39	1.28	6.40	5.12	1.28	6.44	5.19	1.25	6.55	5.21	1.34	6.11	4.56	1.55
58. Faculty knowledgeable in their fields.	6.30	5.56	0.72	6.36	5.64	0.72	6.41	5.72	0.69	6.53	5.91	0.62	5.93	4.82	1.11
39. Student parking space on campus is adequate.	6.14	4.31	2.67	6.35	3.68	2.67	6.36	3.65	2.71	6.48	4.00	2.48	6.12	3.90	2.22
71. Campus item				6.33	5.84	0.49	6.36	5.82	0.54	6.54	6.23	0.31	5.69	5.24	0.45
70. Able to experience intellectual growth here.	6.26	5.53	0.77	6.32	5.55	0.77	6.32	5.58	0.74	6.53	5.95	0.58	5.95	5.14	0.81
29. Faculty fair/unbiased in treatment students.	6.22	5.19	0.90	6.24	5.34	0.90	6.24	5.41	0.83	6.44	5.52	0.92	6.13	4.89	1.24
31. Campus is safe and secure for all students.	6.25	5.37	0.96	6.24	5.28	0.96	6.23	5.28	0.95	6.53	5.45	1.08	6.09	5.09	1.00
76. Campus item				6.23	5.28	0.95	6.26	5.29	0.97	6.43	5.61	0.82	5.95	4.82	1.13
75. Campus item				6.22	5.55	0.67	6.20	5.56	0.64	6.39	5.87	0.52	6.23	5.26	0.97

Comparative Summary Analysis

Item	Our Target Groups														
	National Group			Our Institution			Caucasian/White			Hispanic			Other race		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
77. Campus item			1.18	6.19	5.01	1.18	6.20	4.92	1.28	6.38	5.47	0.91	6.03	5.20	0.83
61. Faculty avail. after class/during ofc. hours.	6.19	5.47	0.66	6.18	5.52	0.66	6.18	5.60	0.58	6.29	5.78	0.51	5.84	4.87	0.97
65. Students notified early if doing poorly.	6.14	4.82	1.37	6.15	4.78	1.37	6.12	4.82	1.30	6.42	5.22	1.20	5.98	4.23	1.75
66. Program requirements are clear/reasonable.	6.22	5.39	0.82	6.15	5.33	0.82	6.14	5.38	0.76	6.40	5.68	0.72	5.98	5.04	0.94
28. Enjoyable experience to be student on campus.	6.03	5.32	0.63	6.13	5.50	0.63	6.11	5.53	0.58	6.27	5.81	0.46	6.28	5.16	1.12
40. Acad. adv. knowledge - transfer requirements.	6.08	4.96	1.28	6.13	4.85	1.28	6.14	4.79	1.35	6.39	5.66	0.73	6.05	4.67	1.38
74. Campus item			0.72	6.12	5.40	0.72	6.12	5.44	0.68	6.33	5.54	0.79	5.95	5.11	0.84
35. Policies/proced. re: regist/course selection.	6.12	5.30	0.78	6.10	5.32	0.78	6.07	5.31	0.76	6.35	5.86	0.49	6.09	5.00	1.09
72. Campus item			1.19	6.10	4.91	1.19	6.09	4.91	1.18	6.39	5.17	1.22	6.03	4.52	1.51
5. Registration personnel are helpful.	6.11	5.25	0.75	6.09	5.34	0.75	6.06	5.35	0.71	6.39	5.76	0.63	5.83	4.85	0.98
14. Library resources and services are adequate.	6.15	5.28	1.05	6.08	5.03	1.05	6.06	5.12	0.94	6.34	5.19	1.15	5.84	4.35	1.49
42. Equip. in lab facilities is kept up to date.	6.12	5.15	0.97	6.08	5.11	0.97	6.10	5.14	0.96	6.36	5.29	1.07	5.71	4.82	0.89

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Caucasian/White		Hispanic		Other race				
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
52. School does what can help reach educ. goals.	6.17	5.06	1.14	6.08	4.94	1.14	6.10	4.91	1.19	6.08	5.43	0.65	6.14	4.81	1.33
34. Computer labs are adequate and accessible.	6.15	5.22	1.04	6.07	5.03	1.04	6.05	5.14	0.91	6.30	5.10	1.20	5.70	4.79	0.91
32. Acad. advisor knowledgeable of requirements.	6.24	5.25	1.22	6.06	4.84	1.22	6.04	4.83	1.21	6.42	5.56	0.86	5.62	4.54	1.08
6. My academic advisor is approachable.	6.18	5.31	1.07	6.05	4.98	1.07	6.00	5.00	1.00	6.37	5.39	0.98	5.67	4.40	1.27
43. Class change (drop/add) policies reasonable.	6.01	5.28	0.59	6.05	5.46	0.59	6.06	5.50	0.56	6.28	5.71	0.57	5.82	5.02	0.80
68. The campus is well-maintained.	6.11	5.59	0.35	6.05	5.70	0.35	6.05	5.75	0.30	6.29	6.01	0.28	5.86	5.39	0.47
41. Admissions staff are knowledgeable.	6.08	5.22	0.71	6.04	5.33	0.71	6.04	5.43	0.61	6.25	5.63	0.62	5.79	4.79	1.00
36. Students made to feel welcome on campus.	6.08	5.39	0.60	6.03	5.43	0.60	6.04	5.47	0.57	6.29	5.74	0.55	5.65	5.04	0.61
63. Seldom get "run-around" on campus.	6.04	4.94	0.99	6.03	5.04	0.99	6.05	5.08	0.97	6.24	5.15	1.09	5.88	4.63	1.25
23. Faculty understanding of life circumstances.	6.06	5.02	0.93	6.02	5.09	0.93	6.00	5.14	0.86	6.32	5.36	0.96	5.85	4.80	1.05
24. Parking lots are well-lighted and secure.	6.12	4.90	1.70	6.02	4.32	1.70	5.96	4.35	1.61	6.51	4.29	2.22	5.95	4.70	1.25

Comparative Summary Analysis

Item	National Group			Our Institution			Caucasian/White			Hispanic			Other race		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	46. Faculty provide feedback/progress in courses.	6.11	5.16	1.04	6.02	4.98	1.04	6.01	4.98	1.03	6.22	5.37	0.85	5.79	4.52
73. Campus item				6.02	5.25	0.77	6.02	5.24	0.78	6.33	5.58	0.75	5.94	4.97	0.97
48. Counsel. staff care about students.	5.99	5.01	1.06	5.99	4.93	1.06	5.97	4.92	1.05	6.16	5.26	0.90	5.92	4.78	1.14
37. Faculty consider differences as teach course.	6.03	5.06	0.80	5.98	5.18	0.80	5.96	5.20	0.76	6.29	5.51	0.78	5.80	4.61	1.19
7. Financial aid available for most students.	6.14	4.96	1.40	5.97	4.57	1.40	5.92	4.58	1.34	6.33	4.95	1.38	5.62	3.67	1.95
16. Concern shown for students as individuals.	6.09	4.97	1.05	5.95	4.90	1.05	5.95	4.94	1.01	6.23	5.22	1.01	5.85	4.26	1.59
25. Acad advisor concerned success as individual.	6.07	4.94	1.20	5.94	4.74	1.20	5.90	4.72	1.18	6.25	5.10	1.15	5.80	4.51	1.29
3. Instruction in voc/tech programs excellent.	6.04	5.29	0.57	5.92	5.35	0.57	5.92	5.38	0.54	6.01	5.50	0.51	5.70	4.87	0.83
27. The campus staff are caring and helpful.	5.97	5.23	0.60	5.92	5.32	0.60	5.94	5.37	0.57	6.21	5.58	0.63	5.73	4.89	0.84
45. Institution has good reputation in community.	5.99	5.48	0.27	5.92	5.65	0.27	5.92	5.72	0.20	6.17	5.98	0.19	5.82	4.94	0.88
64. Classes - practical experiences/applicable.	6.04	5.28	0.79	5.92	5.13	0.79	5.92	5.15	0.77	6.11	5.47	0.64	5.70	4.52	1.18

Comparative Summary Analysis

Item	National Group			Our Institution			Caucasian/White			Hispanic			Other race		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	50. Tutoring services are readily available.	5.92	5.16	0.86	5.90	5.04	0.86	5.84	5.12	0.72	6.23	5.26	0.97	5.78	4.39
47. Adequate services to help decide career.	6.00	5.03	1.13	5.88	4.75	1.13	5.86	4.77	1.09	6.08	5.00	1.08	5.73	4.50	1.23
51. Convenient ways of paying school bill.	6.10	5.19	0.69	5.87	5.18	0.69	5.87	5.23	0.64	6.03	5.52	0.51	5.87	4.37	1.50
53. Assess/course placement proced. reasonable.	5.93	5.12	0.92	5.86	4.94	0.92	5.86	4.89	0.97	6.16	5.51	0.65	5.73	4.70	1.03
56. Business office open hours convenient.	6.00	5.25	0.86	5.86	5.00	0.86	5.85	5.04	0.81	6.06	5.14	0.92	5.56	4.49	1.07
26. Library staff are helpful and approachable.	5.91	5.27	0.63	5.85	5.22	0.63	5.82	5.23	0.59	6.25	5.62	0.63	5.75	5.08	0.67
62. Bookstore staff are helpful.	5.94	5.30	0.32	5.85	5.53	0.32	5.85	5.54	0.31	6.01	5.68	0.33	5.84	5.37	0.47
2. Faculty care about me as an individual.	5.93	5.26	0.56	5.84	5.28	0.56	5.88	5.33	0.55	6.09	5.64	0.45	5.58	4.80	0.78
12. Acad. advisor helps set goals to work toward.	5.93	4.85	1.18	5.83	4.65	1.18	5.76	4.56	1.20	6.16	5.35	0.81	5.62	4.35	1.27
54. Faculty interested in my academic problems.	5.98	5.03	0.90	5.83	4.93	0.90	5.87	4.98	0.89	6.00	5.12	0.88	5.33	4.32	1.01
60. Billing policies are reasonable.	5.99	5.14	0.66	5.83	5.17	0.66	5.84	5.21	0.63	5.99	5.44	0.55	5.58	4.59	0.99

Comparative Summary Analysis

Item	Our Target Groups														
	National Group			Our Institution			Caucasian/White			Hispanic			Other race		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
55. Acad. support svcs. meet needs of students.	5.88	5.04	0.90	5.82	4.92	0.90	5.83	5.01	0.82	5.98	5.08	0.90	5.49	4.68	0.81
21. Sufficient number of study areas on campus.	5.87	5.13	0.97	5.80	4.83	0.97	5.74	4.91	0.83	6.14	4.96	1.18	5.86	3.97	1.89
22. People on campus respect /support. of others.	5.83	5.06	0.63	5.80	5.17	0.63	5.82	5.21	0.61	5.94	5.45	0.49	5.61	4.93	0.68
11. Security staff respond quickly in emergencies	5.82	4.68	1.19	5.78	4.59	1.19	5.77	4.59	1.18	6.14	4.74	1.40	5.25	4.03	1.22
13. Financial aid awards announced in time.	5.94	4.63	1.43	5.78	4.35	1.43	5.74	4.33	1.41	6.15	4.84	1.31	5.25	3.73	1.52
49. Admiss. counselors respond to needs/requests.	5.89	4.98	0.86	5.78	4.92	0.86	5.72	4.90	0.82	6.10	5.51	0.59	5.77	4.16	1.61
57. Administrators are approachable to students.	5.92	5.06	0.79	5.76	4.97	0.79	5.79	5.06	0.73	5.79	5.13	0.66	5.53	4.50	1.03
80. Campus item				5.75	4.77	0.98	5.76	4.74	1.02	5.98	5.09	0.89	5.48	4.50	0.98
20. Financial aid counselors are helpful.	5.97	4.88	1.10	5.72	4.62	1.10	5.61	4.67	0.94	6.30	4.90	1.40	5.44	3.87	1.57
67. Channels - express student complaints avail.	5.89	4.71	1.16	5.71	4.55	1.16	5.70	4.54	1.16	5.96	4.82	1.14	5.68	4.51	1.17
30. Career services help students to get jobs.	5.83	4.88	0.87	5.69	4.82	0.87	5.62	4.80	0.82	6.08	5.18	0.90	5.70	4.77	0.93

Comparative Summary Analysis

Item	National Group			Our Institution			Caucasian/White			Hispanic			Other race		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	87. Factor in decision to enroll: Cost	6.14			5.68			5.60			5.97			5.72	
9. Internships/practical experiences provided.	5.88	4.94	1.21	5.65	4.44	1.23	5.65	4.42	1.23	5.98	4.69	1.29	5.16	3.91	1.25
79. Campus item				5.63	4.89	0.74	5.57	4.85	0.72	6.09	5.22	0.87	5.38	4.52	0.86
59. Orientation services help students adjust.	5.75	5.07	0.65	5.60	4.95	0.65	5.52	4.93	0.59	6.05	5.40	0.65	5.18	4.43	0.75
89. Factor to enroll: Academic reputation	5.73			5.55			5.41			6.18			5.48		
78. Campus item				5.48	4.75	0.73	5.45	4.72	0.73	5.65	5.16	0.49	5.47	4.29	1.18
33. Admiss. counselors accurately portray campus.	5.67	4.93	0.62	5.46	4.84	0.62	5.46	4.86	0.60	5.70	5.15	0.55	5.00	4.41	0.59
93. Factor to enroll: Geographic setting	5.34			5.40			5.43			5.61			4.89		
38. Student center is comfortable place.	5.55	4.97	0.55	5.34	4.79	0.55	5.32	4.87	0.45	5.59	5.23	0.36	5.03	4.29	0.74
4. Security staff are helpful.	5.42	4.73	0.70	5.21	4.51	0.70	5.20	4.54	0.66	5.62	4.72	0.90	4.69	3.79	0.90
44. Generally know what's happening on campus.	5.46	4.76	0.68	5.20	4.52	0.68	5.22	4.55	0.67	5.43	4.57	0.86	5.02	4.22	0.80
1. Students feel a sense of belonging.	5.36	5.17	0.10	5.19	5.09	0.10	5.19	5.05	0.14	5.62	5.38	0.24	4.73	4.94	-0.21

Comparative Summary Analysis

Item	Our Target Groups														
	National Group			Our Institution			Caucasian/White			Hispanic			Other race		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
94. Factor to enroll: Campus appearance	5.11			4.99			4.91			5.40			4.75		
95. Factor to enroll: Personal attention prior	5.25			4.95			4.75			5.65			4.78		
88. Factor in decision to enroll: Financial aid	5.67			4.83			4.50			5.84			5.08		
19. Support services for displaced homemakers.	4.96	4.58	0.33	4.80	4.47	0.33	4.72	4.46	0.26	5.30	4.68	0.62	4.74	4.06	0.68
90. Factor to enroll: Size of institution	5.10			4.66			4.58			5.11			4.27		
92. Factor to enroll: Recommend from family	4.72			4.64			4.55			5.13			4.43		
10. Child care facilities available on campus.	4.59	4.31	0.22	4.54	4.32	0.22	4.45	4.39	0.06	4.87	4.10	0.77	4.20	4.12	0.08
17. Veterans' Services program are helpful.	4.51	4.43	0.10	4.37	4.27	0.10	4.29	4.31	-0.02	4.83	4.46	0.37	4.24	3.64	0.60
91. Factor to enroll: Opportunity to play sports	3.36			3.34			3.17			3.75			3.57		
81. Inst's commit to part-time students?		5.43			5.39			5.48			5.53			4.69	
82. Inst's commit to evening students?		5.31			5.20			5.31			5.23			4.70	

Comparative Summary Analysis

Item	Our Target Groups														
	National Group			Our Institution			Caucasian/White			Hispanic			Other race		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
83. Inst's commit to older, returning learners?		5.42			5.35			5.44			5.47			4.45	
84. Inst's commit to under-represent populations?		5.19			5.09			5.16			5.23			4.06	
85. Inst's commit to commuters?		5.21			4.99			5.01			5.27			4.16	
86. Inst's commit to student with disabilities?		5.32			5.30			5.35			5.63			4.21	



Comparative Summary Analysis

Scale	National Group			Our Institution			Our Target Groups (N = 57)								
	Importance	Satisfaction		Importance	Satisfaction		Race - Prefer not to respond			Full-time			Part-time		
		Importance	Importance		Gap	Importance	Importance	Gap	Importance	Importance	Importance	Satisfaction	Gap	Importance	Satisfaction
Academic Advising/Counseling	6.09	5.06	1.16	6.01	4.85	1.16	5.83	4.56	1.27	6.13	4.78	1.35	5.85	4.98	0.87
Academic Services	6.00	5.18	0.91	5.94	5.03	0.91	5.78	4.78	1.00	6.02	5.05	0.97	5.82	5.01	0.81
Admissions and Financial Aid	5.95	4.94	1.01	5.80	4.79	1.01	5.72	4.72	1.00	5.89	4.79	1.10	5.67	4.81	0.86
Campus Climate	5.92	5.13	0.79	5.83	5.12	0.71	5.56	4.98	0.58	5.86	5.08	0.78	5.79	5.21	0.58
Campus Support Services	5.39	4.80	0.59	5.24	4.65	0.59	5.08	4.49	0.59	5.31	4.65	0.66	5.13	4.67	0.46
Concern for the Individual	6.06	5.08	0.98	5.99	5.05	0.94	5.72	4.88	0.84	6.05	4.94	1.11	5.93	5.25	0.68
Instructional Effectiveness	6.15	5.26	0.89	6.14	5.26	0.88	5.95	5.05	0.90	6.18	5.18	1.00	6.08	5.39	0.69
Registration Effectiveness	6.12	5.25	0.87	6.08	5.22	0.86	5.98	5.04	0.94	6.14	5.21	0.93	6.01	5.26	0.75
Responsiveness to Diverse Populations		5.31			5.22			5.11			5.20			5.25	
Safety and Security	5.96	4.81	1.15	5.93	4.47	1.46	5.77	4.28	1.49	5.97	4.41	1.56	5.90	4.56	1.34
Service Excellence	5.90	5.07	0.83	5.81	5.09	0.72	5.59	4.89	0.70	5.85	5.06	0.79	5.75	5.15	0.60
Student Centeredness	5.91	5.19	0.72	5.83	5.21	0.62	5.59	5.05	0.54	5.86	5.18	0.68	5.80	5.28	0.52

Comparative Summary Analysis

Item	National Group			Our Institution			Race - Prefer not to respond			Full-time			Part-time		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
8. Classes scheduled at convenient times.	6.43	5.31	1.63	6.50	4.87	1.63	6.49	4.89	1.60	6.57	4.81	1.76	6.44	4.97	1.47
18. Quality of instruction in classes excellent.	6.43	5.50	0.83	6.49	5.66	0.83	6.44	5.48	0.96	6.54	5.52	1.02	6.44	5.89	0.55
15. Able register for classes with few conflicts.	6.31	5.25	1.28	6.40	5.12	1.28	6.36	4.86	1.50	6.48	5.06	1.42	6.33	5.27	1.06
69. Good variety of courses provided on campus.	6.28	5.39	1.28	6.40	5.12	1.28	6.18	4.89	1.29	6.43	5.08	1.35	6.36	5.21	1.15
58. Faculty knowledgeable in their fields.	6.30	5.56	0.72	6.36	5.64	0.72	6.10	5.51	0.59	6.40	5.67	0.73	6.30	5.62	0.68
39. Student parking space on campus is adequate.	6.14	4.31	2.67	6.35	3.68	2.67	6.24	3.16	3.08	6.42	3.48	2.94	6.26	3.95	2.31
71. Campus item				6.33	5.84	0.49	6.18	5.76	0.42	6.44	5.96	0.48	6.17	5.69	0.48
70. Able to experience intellectual growth here.	6.26	5.53	0.77	6.32	5.55	0.77	6.21	5.30	0.91	6.37	5.53	0.84	6.26	5.58	0.68
29. Faculty fair/unbiased in treatment students.	6.22	5.19	0.90	6.24	5.34	0.90	6.09	5.15	0.94	6.25	5.23	1.02	6.24	5.54	0.70
31. Campus is safe and secure for all students.	6.25	5.37	0.96	6.24	5.28	0.96	5.91	5.17	0.74	6.21	5.30	0.91	6.28	5.27	1.01
76. Campus item				6.23	5.28	0.95	6.16	5.27	0.89	6.28	5.22	1.06	6.18	5.39	0.79
75. Campus item				6.22	5.55	0.67	6.09	5.31	0.78	6.24	5.51	0.73	6.20	5.62	0.58

Comparative Summary Analysis

Item	National Group			Our Institution			Race - Prefer not to respond			Our Target Groups					
	Importance	Satisfaction		Importance	Satisfaction		Importance	Satisfaction		Importance	Satisfaction		Satisfaction		Gap
		Importance	Importance		Gap	Importance		Importance	Gap		Importance	Importance	Gap	Importance	
77. Campus item				6.19	5.01	1.18	5.88	4.95	0.93	6.33	5.04	1.29	5.99	4.99	1.00
61. Faculty avail. after class/during ofc. hours.	6.19	5.47		6.18	5.52	0.66	6.10	5.20	0.90	6.26	5.47	0.79	6.07	5.58	0.49
65. Students notified early if doing poorly.	6.14	4.82		6.15	4.78	1.37	6.04	4.30	1.74	6.21	4.69	1.52	6.07	4.94	1.13
66. Program requirements are clear/reasonable.	6.22	5.39		6.15	5.33	0.82	6.00	5.00	1.00	6.19	5.31	0.88	6.10	5.37	0.73
28. Enjoyable experience to be student on campus.	6.03	5.32		6.13	5.50	0.63	5.85	5.33	0.52	6.13	5.50	0.63	6.13	5.55	0.58
40. Acad. adv. knowledge - transfer requirements.	6.08	4.96		6.13	4.85	1.28	5.86	4.53	1.33	6.30	4.84	1.46	5.90	4.90	1.00
74. Campus item				6.12	5.40	0.72	5.98	5.22	0.76	6.14	5.31	0.83	6.10	5.54	0.56
35. Policies/proced. re: regist/course selection.	6.12	5.30		6.10	5.32	0.78	6.06	5.06	1.00	6.14	5.33	0.81	6.05	5.34	0.71
72. Campus item				6.10	4.91	1.19	5.79	4.67	1.12	6.24	4.93	1.31	5.89	4.90	0.99
5. Registration personnel are helpful.	6.11	5.25		6.09	5.34	0.75	6.04	5.06	0.98	6.20	5.24	0.96	5.98	5.50	0.48
14. Library resources and services are adequate.	6.15	5.28		6.08	5.03	1.05	6.15	4.62	1.53	6.15	5.02	1.13	5.97	5.09	0.88
42. Equip. in lab facilities is kept up to date.	6.12	5.15		6.08	5.11	0.97	5.79	4.98	0.81	6.15	5.11	1.04	5.98	5.12	0.86

Comparative Summary Analysis

Item	National Group			Our Institution			Race - Prefer not to respond			Our Target Groups								
	Importance	Satisfaction		Importance	Satisfaction		Importance	Satisfaction		Importance	Satisfaction		Satisfaction		Importance	Satisfaction		Gap
		Importance	Gap		Importance	Gap		Importance	Gap		Importance	Gap	Importance	Gap		Importance	Gap	
52. School does what can help reach educ. goals.	6.17	5.06	1.14	6.08	4.94	1.14	5.78	4.50	1.28	6.17	4.85	1.32	5.95	5.08	0.87			
34. Computer labs are adequate and accessible.	6.15	5.22	1.04	6.07	5.03	1.04	5.94	4.77	1.17	6.11	5.05	1.06	5.99	5.02	0.97			
32. Acad. advisor knowledgeable of requirements.	6.24	5.25	1.22	6.06	4.84	1.22	6.00	4.37	1.63	6.21	4.79	1.42	5.88	4.95	0.93			
6. My academic advisor is approachable.	6.18	5.31	1.07	6.05	4.98	1.07	6.08	4.87	1.21	6.20	4.94	1.26	5.87	5.09	0.78			
43. Class change (drop/add) policies reasonable.	6.01	5.28	0.59	6.05	5.46	0.59	5.82	5.38	0.44	6.10	5.41	0.69	6.00	5.54	0.46			
68. The campus is well-maintained.	6.11	5.59	0.35	6.05	5.70	0.35	5.85	5.43	0.42	6.08	5.65	0.43	6.02	5.78	0.24			
41. Admissions staff are knowledgeable.	6.08	5.22	0.71	6.04	5.33	0.71	5.92	5.04	0.88	6.05	5.31	0.74	6.03	5.40	0.63			
36. Students made to feel welcome on campus.	6.08	5.39	0.60	6.03	5.43	0.60	5.89	5.11	0.78	6.05	5.45	0.60	6.01	5.44	0.57			
63. Seldom get "run-around" on campus.	6.04	4.94	0.99	6.03	5.04	0.99	5.86	5.04	0.82	6.08	4.95	1.13	5.97	5.18	0.79			
23. Faculty understanding of life circumstances.	6.06	5.02	0.93	6.02	5.09	0.93	5.82	4.94	0.88	6.08	5.00	1.08	5.95	5.26	0.69			
24. Parking lots are well-lighted and secure.	6.12	4.90	1.70	6.02	4.32	1.70	6.06	4.20	1.86	6.05	4.31	1.74	5.98	4.36	1.62			

Comparative Summary Analysis

Item	National Group			Our Institution			Race - Prefer not to respond			Full-time			Part-time		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	46. Faculty provide feedback/progress in courses.	6.11	5.16	1.04	6.02	4.98	1.04	5.86	4.75	1.11	6.05	4.85	1.20	5.96	5.18
73. Campus item				6.02	5.25	0.77	5.74	5.06	0.68	6.09	5.29	0.80	5.91	5.21	0.70
48. Counsel. staff care about students.	5.99	5.01	1.06	5.99	4.93	1.06	5.77	4.61	1.16	6.08	4.83	1.25	5.86	5.07	0.79
37. Faculty consider differences as teach course.	6.03	5.06	0.80	5.98	5.18	0.80	5.90	5.16	0.74	6.01	5.10	0.91	5.94	5.32	0.62
7. Financial aid available for most students.	6.14	4.96	1.40	5.97	4.57	1.40	5.93	4.54	1.39	6.14	4.61	1.53	5.75	4.50	1.25
16. Concern shown for students as individuals.	6.09	4.97	1.05	5.95	4.90	1.05	5.79	4.73	1.06	6.03	4.81	1.22	5.87	5.05	0.82
25. Acad advisor concerned success as individual.	6.07	4.94	1.20	5.94	4.74	1.20	5.52	4.50	1.02	5.97	4.61	1.36	5.87	4.95	0.92
3. Instruction in voc/tech programs excellent.	6.04	5.29	0.57	5.92	5.35	0.57	5.80	5.44	0.36	5.94	5.27	0.67	5.94	5.50	0.44
27. The campus staff are caring and helpful.	5.97	5.23	0.60	5.92	5.32	0.60	5.61	5.11	0.50	5.94	5.34	0.60	5.90	5.35	0.55
45. Institution has good reputation in community.	5.99	5.48	0.27	5.92	5.65	0.27	5.57	5.60	-0.03	5.88	5.55	0.33	5.96	5.79	0.17
64. Classes - practical experiences/applicable.	6.04	5.28	0.79	5.92	5.13	0.79	5.70	5.00	0.70	5.97	5.03	0.94	5.85	5.26	0.59

Comparative Summary Analysis

Item	National Group		Our Institution			Race - Prefer not to respond			Full-time			Part-time		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
50. Tutoring services are readily available.	5.92	5.16	5.90	5.04	0.86	5.74	5.05	0.69	6.06	5.18	0.88	5.64	4.85	0.79
47. Adequate services to help decide career.	6.00	5.03	5.88	4.75	1.13	5.84	4.50	1.34	5.98	4.70	1.28	5.73	4.84	0.89
51. Convenient ways of paying school bill.	6.10	5.19	5.87	5.18	0.69	5.75	5.00	0.75	5.98	5.26	0.72	5.76	5.08	0.68
53. Assess/course placement proced. reasonable.	5.93	5.12	5.86	4.94	0.92	5.33	4.40	0.93	5.94	4.84	1.10	5.76	5.08	0.68
56. Business office open hours convenient.	6.00	5.25	5.86	5.00	0.86	5.79	4.80	0.99	5.91	5.04	0.87	5.81	4.94	0.87
26. Library staff are helpful and approachable.	5.91	5.27	5.85	5.22	0.63	5.68	4.95	0.73	5.87	5.25	0.62	5.81	5.21	0.60
62. Bookstore staff are helpful.	5.94	5.30	5.85	5.53	0.32	5.67	5.47	0.20	5.91	5.55	0.36	5.76	5.52	0.24
2. Faculty care about me as an individual.	5.93	5.26	5.84	5.28	0.56	5.40	5.28	0.12	5.93	5.15	0.78	5.77	5.53	0.24
12. Acad. advisor helps set goals to work toward.	5.93	4.85	5.83	4.65	1.18	5.77	4.56	1.21	5.98	4.60	1.38	5.63	4.74	0.89
54. Faculty interested in my academic problems.	5.98	5.03	5.83	4.93	0.90	5.38	4.64	0.74	5.87	4.85	1.02	5.76	5.08	0.68
60. Billing policies are reasonable.	5.99	5.14	5.83	5.17	0.66	5.59	4.70	0.89	5.86	5.21	0.65	5.81	5.10	0.71

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Race - Prefer not to respond			Full-time			Part-time		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
55. Acad. support svcs. meet needs of students.	5.88	5.04	0.90	5.82	4.92	0.90	5.45	4.45	1.00	5.86	4.88	0.98	5.74	5.00	0.74
21. Sufficient number of study areas on campus.	5.87	5.13	0.97	5.80	4.83	0.97	5.66	4.68	0.98	5.94	4.88	1.06	5.59	4.79	0.80
22. People on campus respect /support. of others.	5.83	5.06	0.63	5.80	5.17	0.63	5.64	4.98	0.66	5.81	5.15	0.66	5.77	5.23	0.54
11. Security staff respond quickly in emergencies	5.82	4.68	1.19	5.78	4.59	1.19	5.56	4.59	0.97	5.85	4.58	1.27	5.73	4.61	1.12
13. Financial aid awards announced in time.	5.94	4.63	1.43	5.78	4.35	1.43	5.67	4.28	1.39	5.95	4.34	1.61	5.50	4.39	1.11
49. Admiss. counselors respond to needs/requests.	5.89	4.98	0.86	5.78	4.92	0.86	5.62	4.93	0.69	5.84	4.94	0.90	5.70	4.90	0.80
57. Administrators are approachable to students.	5.92	5.06	0.79	5.76	4.97	0.79	5.58	4.62	0.96	5.78	4.93	0.85	5.74	5.05	0.69
80. Campus item				5.75	4.77	0.98	5.33	4.76	0.57	5.92	4.80	1.12	5.52	4.74	0.78
20. Financial aid counselors are helpful.	5.97	4.88	1.10	5.72	4.62	1.10	5.72	4.64	1.08	5.78	4.69	1.09	5.62	4.57	1.05
67. Channels - express student complaints avail.	5.89	4.71	1.16	5.71	4.55	1.16	5.42	4.20	1.22	5.75	4.54	1.21	5.69	4.57	1.12
30. Career services help students to get jobs.	5.83	4.88	0.87	5.69	4.82	0.87	5.31	4.49	0.82	5.80	4.85	0.95	5.55	4.77	0.78

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction		Importance	Satisfaction		Race - Prefer not to respond			Full-time			Part-time		
		Gap	Importance		Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
87. Factor in decision to enroll: Cost	6.14			5.68			5.63			5.69			5.72		
9. Internships/practical experiences provided.	5.88	4.94		5.65	4.44	1.21	5.40	4.58	0.82	5.75	4.36	1.39	5.52	4.57	0.95
79. Campus item				5.63	4.89	0.74	5.51	4.95	0.56	5.70	4.84	0.86	5.53	4.96	0.57
59. Orientation services help students adjust.	5.75	5.07		5.60	4.95	0.65	5.44	4.97	0.47	5.64	5.00	0.64	5.51	4.90	0.61
89. Factor to enroll: Academic reputation	5.73			5.55			5.41			5.59			5.48		
78. Campus item				5.48	4.75	0.73	5.51	4.56	0.95	5.49	4.65	0.84	5.46	4.91	0.55
33. Admiss. counselors accurately portray campus.	5.67	4.93		5.46	4.84	0.62	5.39	4.74	0.65	5.54	4.81	0.73	5.34	4.88	0.46
93. Factor to enroll: Geographic setting	5.34			5.40			5.06			5.42			5.35		
38. Student center is comfortable place.	5.55	4.97		5.34	4.79	0.55	5.03	4.19	0.84	5.43	4.82	0.61	5.18	4.75	0.43
4. Security staff are helpful.	5.42	4.73		5.21	4.51	0.70	5.09	4.31	0.78	5.26	4.44	0.82	5.17	4.59	0.58
44. Generally know what's happening on campus.	5.46	4.76		5.20	4.52	0.68	4.70	4.37	0.33	5.27	4.49	0.78	5.09	4.59	0.50
1. Students feel a sense of belonging.	5.36	5.17		5.19	5.09	0.10	4.81	5.33	-0.52	5.21	5.02	0.19	5.19	5.20	-0.01

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups						
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Race - Prefer not to respond		Full-time		Part-time		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance
94. Factor to enroll: Campus appearance	5.11			4.99			4.83		4.95		5.06		
95. Factor to enroll: Personal attention prior	5.25			4.95			5.02		4.92		4.96		
88. Factor in decision to enroll: Financial aid	5.67			4.83			4.98		4.99		4.62		
19. Support services for displaced homemakers.	4.96	4.58	0.33	4.80	4.47	0.33	4.69	4.55	4.81	4.43	4.77	4.53	0.24
90. Factor to enroll: Size of institution	5.10			4.66			4.65		4.66		4.68		
92. Factor to enroll: Recommend from family	4.72			4.64			4.33		4.74		4.44		
10. Child care facilities available on campus.	4.59	4.31	0.22	4.54	4.32	0.22	4.63	4.34	4.58	4.24	4.51	4.45	0.06
17. Veterans' Services program are helpful.	4.51	4.43	0.10	4.37	4.27	0.10	4.21	4.23	4.36	4.27	4.35	4.28	0.07
91. Factor to enroll: Opportunity to play sports	3.36			3.34			3.16		3.41		3.21		
81. Inst's commit to part-time students?		5.43			5.39			5.04		5.33		5.47	
82. Inst's commit to evening students?		5.31			5.20			5.00		5.18		5.22	

Comparative Summary Analysis

Item	Our Target Groups													
	National Group		Our Institution			Race - Prefer not to respond			Full-time			Part-time		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
83. Inst's commit to older, returning learners?		5.42		5.35			5.31		5.32				5.39	
84. Inst's commit to under-represent populations?		5.19		5.09			5.16		5.09				5.09	
85. Inst's commit to commuters?		5.21		4.99			5.00		4.94				5.06	
86. Inst's commit to student with disabilities?		5.32		5.30			5.17		5.32				5.24	



Comparative Summary Analysis

Scale	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction		Importance	Satisfaction		Yes - Disability (N=114)			No - Disability (N=393)					
		Importance	Satisfaction		Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
Academic Advising/Counseling	6.09	5.06	4.85	6.01	4.85	1.16	6.14	5.03	1.11	6.00	4.83	1.17			
Academic Services	6.00	5.18	5.03	5.94	5.03	0.91	6.09	4.98	1.11	5.92	5.04	0.88			
Admissions and Financial Aid	5.95	4.94	4.79	5.80	4.79	1.01	5.96	4.82	1.14	5.78	4.79	0.99			
Campus Climate	5.92	5.13	5.12	5.83	5.12	0.71	6.03	5.09	0.94	5.80	5.14	0.66			
Campus Support Services	5.39	4.80	4.65	5.24	4.65	0.59	5.27	4.71	0.56	5.23	4.65	0.58			
Concern for the Individual	6.06	5.08	5.05	5.99	5.05	0.94	6.13	5.16	0.97	5.98	5.05	0.93			
Instructional Effectiveness	6.15	5.26	5.26	6.14	5.26	0.88	6.19	5.23	0.96	6.13	5.28	0.85			
Registration Effectiveness	6.12	5.25	5.22	6.08	5.22	0.86	6.07	5.14	0.93	6.09	5.24	0.85			
Responsiveness to Diverse Populations		5.31	5.22		5.22			5.19			5.22				
Safety and Security	5.96	4.81	4.47	5.93	4.47	1.46	5.89	4.30	1.59	5.95	4.49	1.46			
Service Excellence	5.90	5.07	5.09	5.81	5.09	0.72	5.92	5.03	0.89	5.79	5.11	0.68			
Student Centeredness	5.91	5.19	5.21	5.83	5.21	0.62	6.07	5.24	0.83	5.80	5.22	0.58			

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups					
	Importance	Satisfaction		Importance	Satisfaction		Yes - Disability			No - Disability		
		Importance	Importance		Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
8. Classes scheduled at convenient times.	6.43	5.31	4.87	6.50	4.87	1.63	6.42	4.73	1.69	6.53	4.89	1.64
18. Quality of instruction in classes excellent.	6.43	5.50	5.66	6.49	5.66	0.83	6.43	5.52	0.91	6.51	5.70	0.81
15. Able register for classes with few conflicts.	6.31	5.25	5.12	6.40	5.12	1.28	6.31	5.16	1.15	6.43	5.14	1.29
69. Good variety of courses provided on campus.	6.28	5.39	5.12	6.40	5.12	1.28	6.38	5.08	1.30	6.41	5.12	1.29
58. Faculty knowledgeable in their fields.	6.30	5.56	5.64	6.36	5.64	0.72	6.32	5.59	0.73	6.36	5.66	0.70
39. Student parking space on campus is adequate.	6.14	4.31	3.68	6.35	3.68	2.67	6.28	3.19	3.09	6.36	3.76	2.60
71. Campus item			5.84	6.33	5.84	0.49	6.29	5.89	0.40	6.34	5.86	0.48
70. Able to experience intellectual growth here.	6.26	5.53	5.55	6.32	5.55	0.77	6.41	5.56	0.85	6.32	5.56	0.76
29. Faculty fair/unbiased in treatment students.	6.22	5.19	5.34	6.24	5.34	0.90	6.18	5.22	0.96	6.26	5.38	0.88
31. Campus is safe and secure for all students.	6.25	5.37	5.28	6.24	5.28	0.96	6.31	5.14	1.17	6.23	5.31	0.92
76. Campus item			5.28	6.23	5.28	0.95	6.22	5.17	1.05	6.24	5.31	0.93
75. Campus item			5.55	6.22	5.55	0.67	6.22	5.43	0.79	6.22	5.59	0.63

Comparative Summary Analysis

Item	National Group			Our Institution			Yes - Disability			No - Disability			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	77. Campus item			1.18	6.19	5.01	1.16	6.16	5.00	1.16	6.20	5.03	1.17		
61. Faculty avail. after class/during ofc. hours.	6.19	5.47	0.66	6.18	5.52	0.59	6.19	5.60	0.59	6.18	5.51	0.67			
65. Students notified early if doing poorly.	6.14	4.82	1.37	6.15	4.78	1.31	6.17	4.86	1.31	6.15	4.77	1.38			
66. Program requirements are clear/reasonable.	6.22	5.39	0.82	6.15	5.33	0.85	6.07	5.22	0.85	6.17	5.36	0.81			
28. Enjoyable experience to be student on campus.	6.03	5.32	0.63	6.13	5.50	0.78	6.37	5.59	0.78	6.09	5.51	0.58			
40. Acad. adv. knowledge - transfer requirements.	6.08	4.96	1.28	6.13	4.85	1.12	6.24	5.12	1.12	6.13	4.82	1.31			
74. Campus item			0.72	6.12	5.40	0.84	6.15	5.31	0.84	6.12	5.43	0.69			
35. Policies/proced. re: regist/course selection.	6.12	5.30	0.78	6.10	5.32	0.72	5.96	5.24	0.72	6.13	5.35	0.78			
72. Campus item			1.19	6.10	4.91	1.12	6.19	5.07	1.12	6.09	4.89	1.20			
5. Registration personnel are helpful.	6.11	5.25	0.75	6.09	5.34	0.92	6.09	5.17	0.92	6.11	5.38	0.73			
14. Library resources and services are adequate.	6.15	5.28	1.05	6.08	5.03	0.87	6.09	5.22	0.87	6.08	5.01	1.07			
42. Equip. in lab facilities is kept up to date.	6.12	5.15	0.97	6.08	5.11	1.25	6.10	4.85	1.25	6.08	5.15	0.93			

Comparative Summary Analysis

Item	National Group		Our Institution			Yes - Disability			No - Disability		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
52. School does what can help reach educ. goals.	6.17	5.06	6.08	4.94	1.14	6.25	4.94	1.31	6.05	4.94	1.11
34. Computer labs are adequate and accessible.	6.15	5.22	6.07	5.03	1.04	6.21	4.89	1.32	6.04	5.06	0.98
32. Acad. advisor knowledgeable of requirements.	6.24	5.25	6.06	4.84	1.22	6.28	5.04	1.24	6.04	4.83	1.21
6. My academic advisor is approachable.	6.18	5.31	6.05	4.98	1.07	6.10	5.14	0.96	6.06	4.97	1.09
43. Class change (drop/add) policies reasonable.	6.01	5.28	6.05	5.46	0.59	6.01	5.23	0.78	6.07	5.50	0.57
68. The campus is well-maintained.	6.11	5.59	6.05	5.70	0.35	6.14	5.55	0.59	6.04	5.73	0.31
41. Admissions staff are knowledgeable.	6.08	5.22	6.04	5.33	0.71	5.93	5.28	0.65	6.06	5.36	0.70
36. Students made to feel welcome on campus.	6.08	5.39	6.03	5.43	0.60	6.19	5.29	0.90	6.01	5.47	0.54
63. Seldom get "run-around" on campus.	6.04	4.94	6.03	5.04	0.99	5.98	4.91	1.07	6.04	5.07	0.97
23. Faculty understanding of life circumstances.	6.06	5.02	6.02	5.09	0.93	6.08	5.20	0.88	6.01	5.10	0.91
24. Parking lots are well-lit and secure.	6.12	4.90	6.02	4.32	1.70	5.80	3.83	1.97	6.06	4.40	1.66

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Yes - Disability		No - Disability		Importance	Satisfaction	Gap		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
46. Faculty provide feedback/progress in courses.	6.11	5.16	1.04	6.02	4.98	1.04	6.18	4.90	1.28	5.99	5.00	0.99			
73. Campus item				6.02	5.25	0.77	6.11	5.23	0.88	6.01	5.27	0.74			
48. Counsel. staff care about students.	5.99	5.01	1.06	5.99	4.93	1.06	6.01	5.06	0.95	5.98	4.91	1.07			
37. Faculty consider differences as teach course.	6.03	5.06	0.80	5.98	5.18	0.80	6.11	5.13	0.98	5.96	5.21	0.75			
7. Financial aid available for most students.	6.14	4.96	1.40	5.97	4.57	1.40	6.18	4.61	1.57	5.96	4.57	1.39			
16. Concern shown for students as individuals.	6.09	4.97	1.05	5.95	4.90	1.05	6.28	5.13	1.15	5.91	4.88	1.03			
25. Acad advisor concerned success as individual.	6.07	4.94	1.20	5.94	4.74	1.20	6.02	4.97	1.05	5.92	4.71	1.21			
3. Instruction in voc/tech programs excellent.	6.04	5.29	0.57	5.92	5.35	0.57	6.00	5.56	0.44	5.93	5.33	0.60			
27. The campus staff are caring and helpful.	5.97	5.23	0.60	5.92	5.32	0.60	6.11	5.38	0.73	5.90	5.34	0.56			
45. Institution has good reputation in community.	5.99	5.48	0.27	5.92	5.65	0.27	6.21	5.59	0.62	5.88	5.67	0.21			
64. Classes - practical experiences/applicable.	6.04	5.28	0.79	5.92	5.13	0.79	5.94	4.88	1.06	5.92	5.16	0.76			

Comparative Summary Analysis

Item	National Group			Our Institution			Yes - Disability			No - Disability			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	50. Tutoring services are readily available.	5.92	5.16	0.86	5.90	5.04	0.86	6.20	5.12	1.08	5.85	5.04	0.81		
47. Adequate services to help decide career.	6.00	5.03	1.13	5.88	4.75	1.13	5.96	4.82	1.14	5.87	4.74	1.13			
51. Convenient ways of paying school bill.	6.10	5.19	0.69	5.87	5.18	0.69	6.00	4.97	1.03	5.87	5.22	0.65			
53. Assess/course placement proced. reasonable.	5.93	5.12	0.92	5.86	4.94	0.92	5.87	4.75	1.12	5.87	4.96	0.91			
56. Business office open hours convenient.	6.00	5.25	0.86	5.86	5.00	0.86	5.92	4.97	0.95	5.86	5.00	0.86			
26. Library staff are helpful and approachable.	5.91	5.27	0.63	5.85	5.22	0.63	5.94	5.26	0.68	5.83	5.22	0.61			
62. Bookstore staff are helpful.	5.94	5.30	0.32	5.85	5.53	0.32	6.00	5.63	0.37	5.82	5.52	0.30			
2. Faculty care about me as an individual.	5.93	5.26	0.56	5.84	5.28	0.56	6.15	5.41	0.74	5.82	5.30	0.52			
12. Acad. advisor helps set goals to work toward.	5.93	4.85	1.18	5.83	4.65	1.18	6.08	4.94	1.14	5.80	4.60	1.20			
54. Faculty interested in my academic problems.	5.98	5.03	0.90	5.83	4.93	0.90	6.08	4.98	1.10	5.79	4.93	0.86			
60. Billing policies are reasonable.	5.99	5.14	0.66	5.83	5.17	0.66	5.83	5.08	0.75	5.84	5.18	0.66			

Comparative Summary Analysis

Item	National Group			Our Institution			Yes - Disability			No - Disability		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	55. Acad. support svcs. meet needs of students.	5.88	5.04	0.90	5.82	4.92	0.90	6.10	5.00	1.10	5.77	4.92
21. Sufficient number of study areas on campus.	5.87	5.13	0.97	5.80	4.83	0.97	5.97	4.50	1.47	5.77	4.90	0.87
22. People on campus respect /support. of others.	5.83	5.06	0.63	5.80	5.17	0.63	6.02	5.09	0.93	5.76	5.20	0.56
11. Security staff respond quickly in emergencies	5.82	4.68	1.19	5.78	4.59	1.19	5.76	4.84	0.92	5.81	4.54	1.27
13. Financial aid awards announced in time.	5.94	4.63	1.43	5.78	4.35	1.43	6.01	4.32	1.69	5.73	4.36	1.37
49. Admiss. counselors respond to needs/requests.	5.89	4.98	0.86	5.78	4.92	0.86	6.00	5.06	0.94	5.75	4.90	0.85
57. Administrators are approachable to students.	5.92	5.06	0.79	5.76	4.97	0.79	5.88	4.98	0.90	5.74	4.98	0.76
80. Campus item				5.75	4.77	0.98	6.08	5.13	0.95	5.70	4.71	0.99
20. Financial aid counselors are helpful.	5.97	4.88	1.10	5.72	4.62	1.10	6.00	4.82	1.18	5.67	4.60	1.07
67. Channels - express student complaints avail.	5.89	4.71	1.16	5.71	4.55	1.16	5.87	4.62	1.25	5.70	4.53	1.17
30. Career services help students to get jobs.	5.83	4.88	0.87	5.69	4.82	0.87	5.58	4.83	0.75	5.72	4.81	0.91

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Yes - Disability			No - Disability					
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap			
87. Factor in decision to enroll: Cost	6.14			5.68			5.90			5.66					
9. Internships/practical experiences provided.	5.88	4.94	1.21	5.65	4.44	1.33	5.76	4.43	1.33	5.64	4.44	1.20			
79. Campus item				5.63	4.89	0.74	5.89	4.98	0.91	5.58	4.89	0.69			
59. Orientation services help students adjust.	5.75	5.07		5.60	4.95	0.65	5.80	4.92	0.88	5.56	4.97	0.59			
89. Factor to enroll: Academic reputation	5.73			5.55			5.85			5.50					
78. Campus item				5.48	4.75	0.73	5.75	4.98	0.77	5.43	4.72	0.71			
33. Admiss. counselors accurately portray campus.	5.67	4.93		5.46	4.84	0.62	5.59	4.80	0.79	5.44	4.84	0.60			
93. Factor to enroll: Geographic setting	5.34			5.40			5.43			5.39					
38. Student center is comfortable place.	5.55	4.97		5.34	4.79	0.55	5.51	4.62	0.89	5.30	4.83	0.47			
4. Security staff are helpful.	5.42	4.73		5.21	4.51	0.70	5.27	4.68	0.59	5.21	4.47	0.74			
44. Generally know what's happening on campus.	5.46	4.76		5.20	4.52	0.68	5.35	4.17	1.18	5.17	4.58	0.59			
1. Students feel a sense of belonging.	5.36	5.17		5.19	5.09	0.10	5.57	5.06	0.51	5.14	5.11	0.03			

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups					
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Yes - Disability			No - Disability		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
94. Factor to enroll: Campus appearance	5.11			4.99			5.39			4.93		
95. Factor to enroll: Personal attention prior	5.25			4.95			5.48			4.86		
88. Factor in decision to enroll: Financial aid	5.67			4.83			5.46			4.75		
19. Support services for displaced homemakers.	4.96	4.58		4.80	4.47	0.33	4.96	4.88	0.08	4.76	4.39	0.37
90. Factor to enroll: Size of institution	5.10			4.66			5.12			4.60		
92. Factor to enroll: Recommend from family	4.72			4.64			5.04			4.56		
10. Child care facilities available on campus.	4.59	4.31		4.54	4.32	0.22	4.49	4.43	0.06	4.56	4.29	0.27
17. Veterans' Services program are helpful.	4.51	4.43		4.37	4.27	0.10	3.94	4.25	-0.31	4.42	4.27	0.15
91. Factor to enroll: Opportunity to play sports	3.36			3.34			3.55			3.31		
81. Inst's commit to part-time students?		5.43			5.39			5.29			5.40	
82. Inst's commit to evening students?		5.31			5.20			5.06			5.22	

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups							
	Importance	Satisfaction		Importance	Satisfaction		Yes - Disability		No - Disability		Importance	Satisfaction		Gap
		Gap	Importance		Satisfaction	Gap	Importance	Satisfaction	Gap	Importance		Satisfaction	Gap	
83. Inst's commit to older, returning learners?		5.42			5.35			5.26		5.37				
84. Inst's commit to under-represent populations?		5.19			5.09			4.98		5.10				
85. Inst's commit to commuters?		5.21			4.99			4.90		5.00				
86. Inst's commit to student with disabilities?		5.32			5.30			5.63		5.22				



Comparative Summary Analysis

Scale	Our Target Groups														
	National Group			Our Institution			Associate degree (N=190)			Vocational/technical (N=24)			Transfer to another institution (N=1)		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising/Counseling	6.09	5.06	1.16	6.01	4.85	1.16	5.93	4.96	0.97	5.62	4.76	0.86	6.19	4.73	1.46
Academic Services	6.00	5.18	0.91	5.94	5.03	0.91	5.90	5.12	0.78	5.87	5.08	0.79	6.03	4.99	1.04
Admissions and Financial Aid	5.95	4.94	1.01	5.80	4.79	1.01	5.80	4.90	0.90	5.72	4.84	0.88	5.89	4.72	1.17
Campus Climate	5.92	5.13	0.79	5.83	5.12	0.71	5.80	5.17	0.63	5.51	4.96	0.55	5.89	5.08	0.81
Campus Support Services	5.39	4.80	0.59	5.24	4.65	0.59	5.24	4.74	0.50	5.24	4.81	0.43	5.22	4.57	0.65
Concern for the Individual	6.06	5.08	0.94	5.99	5.05	0.94	5.95	5.04	0.91	5.61	4.88	0.73	6.11	4.98	1.13
Instructional Effectiveness	6.15	5.26	0.88	6.14	5.26	0.88	6.09	5.29	0.80	5.89	5.15	0.74	6.23	5.20	1.03
Registration Effectiveness	6.12	5.25	0.86	6.08	5.22	0.86	6.05	5.31	0.74	5.85	5.18	0.67	6.16	5.18	0.98
Responsiveness to Diverse Populations		5.31			5.22			5.37						5.14	
Safety and Security	5.96	4.81	1.15	5.93	4.47	1.46	5.87	4.45	1.42	5.72	4.49	1.23	6.01	4.37	1.64
Service Excellence	5.90	5.07	0.83	5.81	5.09	0.72	5.78	5.13	0.65	5.50	4.96	0.54	5.88	5.06	0.82
Student Centeredness	5.91	5.19	0.72	5.83	5.21	0.62	5.83	5.25	0.58	5.38	4.95	0.43	5.88	5.17	0.71

Comparative Summary Analysis

Item	National Group		Our Institution			Associate degree			Vocational/technical			Transfer to another institution		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	8. Classes scheduled at convenient times.	6.43	5.31	6.50	4.87	1.63	6.50	5.07	1.43	6.42	4.57	1.85	6.56	4.68
18. Quality of instruction in classes excellent.	6.43	5.50	6.49	5.66	0.83	6.46	5.68	0.78	6.46	5.96	0.50	6.58	5.55	1.03
15. Able register for classes with few conflicts.	6.31	5.25	6.40	5.12	1.28	6.40	5.40	1.00	6.33	4.87	1.46	6.53	5.00	1.53
69. Good variety of courses provided on campus.	6.28	5.39	6.40	5.12	1.28	6.38	5.26	1.12	6.13	4.91	1.22	6.45	5.04	1.41
58. Faculty knowledgeable in their fields.	6.30	5.56	6.36	5.64	0.72	6.24	5.63	0.61	6.13	5.77	0.36	6.45	5.63	0.82
39. Student parking space on campus is adequate.	6.14	4.31	6.35	3.68	2.67	6.30	3.48	2.82	6.04	3.95	2.09	6.46	3.45	3.01
71. Campus item			6.33	5.84	0.49	6.35	5.91	0.44	6.21	5.84	0.37	6.46	5.92	0.54
70. Able to experience intellectual growth here.	6.26	5.53	6.32	5.55	0.77	6.21	5.67	0.54	5.65	5.09	0.56	6.48	5.49	0.99
29. Faculty fair/unbiased in treatment students.	6.22	5.19	6.24	5.34	0.90	6.18	5.26	0.92	6.04	4.86	1.18	6.34	5.35	0.99
31. Campus is safe and secure for all students.	6.25	5.37	6.24	5.28	0.96	6.13	5.30	0.83	5.92	4.67	1.25	6.28	5.32	0.96
76. Campus item			6.23	5.28	0.95	6.20	5.29	0.91	6.33	4.74	1.59	6.35	5.34	1.01
75. Campus item			6.22	5.55	0.67	6.12	5.59	0.53	6.37	5.30	1.07	6.30	5.55	0.75

Comparative Summary Analysis

Item	Our Target Groups														
	National Group			Our Institution			Associate degree			Vocational/technical			Transfer to another institution		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
77. Campus item				6.19	5.01	1.18	6.12	5.08	1.04	6.00	4.89	1.11	6.42	5.03	1.39
61. Faculty avail. after class/during ofc. hours.	6.19	5.47		6.18	5.52	0.66	6.16	5.61	0.55	6.00	5.60	0.40	6.27	5.47	0.80
65. Students notified early if doing poorly.	6.14	4.82		6.15	4.78	1.37	6.10	4.87	1.23	5.75	4.29	1.46	6.25	4.64	1.61
66. Program requirements are clear/reasonable.	6.22	5.39		6.15	5.33	0.82	6.14	5.32	0.82	5.96	5.59	0.37	6.23	5.33	0.90
28. Enjoyable experience to be student on campus.	6.03	5.32		6.13	5.50	0.63	6.12	5.51	0.61	5.63	5.36	0.27	6.15	5.44	0.71
40. Acad. adv. knowledge - transfer requirements.	6.08	4.96		6.13	4.85	1.28	6.10	4.99	1.11	5.48	4.82	0.66	6.38	4.77	1.61
74. Campus item				6.12	5.40	0.72	6.14	5.44	0.70	6.33	5.42	0.91	6.19	5.34	0.85
35. Policies/proced. re: regist/course selection.	6.12	5.30		6.10	5.32	0.78	6.05	5.41	0.64	5.83	5.32	0.51	6.16	5.35	0.81
72. Campus item				6.10	4.91	1.19	6.02	4.84	1.18	5.93	4.71	1.22	6.28	5.04	1.24
5. Registration personnel are helpful.	6.11	5.25		6.09	5.34	0.75	6.08	5.44	0.64	5.83	5.30	0.53	6.22	5.26	0.96
14. Library resources and services are adequate.	6.15	5.28		6.08	5.03	1.05	6.04	5.18	0.86	6.41	5.10	1.31	6.18	4.96	1.22
42. Equip. in lab facilities is kept up to date.	6.12	5.15		6.08	5.11	0.97	6.04	5.32	0.72	6.13	5.32	0.81	6.15	5.04	1.11

Comparative Summary Analysis

Item	National Group			Our Institution			Associate degree			Vocational/technical			Transfer to another instituti		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
52. School does what can help reach educ. goals.	6.17	5.06	1.14	6.08	4.94	1.14	5.99	5.13	0.86	5.70	4.86	0.84	6.23	4.80	1.43
34. Computer labs are adequate and accessible.	6.15	5.22	1.04	6.07	5.03	1.04	6.06	5.18	0.88	6.13	5.38	0.75	6.06	4.88	1.18
32. Acad. advisor knowledgeable of requirements.	6.24	5.25	1.22	6.06	4.84	1.22	5.98	4.89	1.09	5.81	4.89	0.92	6.22	4.75	1.47
6. My academic advisor is approachable.	6.18	5.31	1.07	6.05	4.98	1.07	5.93	5.21	0.72	5.73	4.67	1.06	6.25	4.88	1.37
43. Class change (drop/add) policies reasonable.	6.01	5.28	0.59	6.05	5.46	0.59	6.03	5.33	0.70	5.54	5.53	0.01	6.18	5.54	0.64
68. The campus is well-maintained.	6.11	5.59	0.35	6.05	5.70	0.35	6.03	5.77	0.26	5.78	5.45	0.33	6.09	5.67	0.42
41. Admissions staff are knowledgeable.	6.08	5.22	0.71	6.04	5.33	0.71	6.01	5.38	0.63	5.63	5.38	0.25	6.16	5.34	0.82
36. Students made to feel welcome on campus.	6.08	5.39	0.60	6.03	5.43	0.60	6.01	5.50	0.51	5.52	4.76	0.76	6.08	5.44	0.64
63. Seldom get "run-around" on campus.	6.04	4.94	0.99	6.03	5.04	0.99	5.91	5.06	0.85	5.78	4.85	0.93	6.12	4.98	1.14
23. Faculty understanding of life circumstances.	6.06	5.02	0.93	6.02	5.09	0.93	5.99	5.12	0.87	5.70	4.90	0.80	6.09	5.06	1.03
24. Parking lots are well-lighted and secure.	6.12	4.90	1.70	6.02	4.32	1.70	5.97	4.52	1.45	5.50	4.40	1.10	6.13	4.16	1.97

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Associate degree			Vocational/technical			Transfer to another instituti		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
46. Faculty provide feedback/progress in courses.	6.11	5.16	1.04	6.02	4.98	1.04	5.96	5.03	0.93	5.83	4.76	1.07	6.08	4.85	1.23
73. Campus item				6.02	5.25	0.77	5.88	5.02	0.86	6.07	5.73	0.34	6.16	5.39	0.77
48. Counsel. staff care about students.	5.99	5.01	1.06	5.99	4.93	1.06	5.93	4.97	0.96	5.65	4.63	1.02	6.13	4.80	1.33
37. Faculty consider differences as teach course.	6.03	5.06	0.80	5.98	5.18	0.80	6.01	5.17	0.84	5.83	5.05	0.78	6.03	5.14	0.89
7. Financial aid available for most students.	6.14	4.96	1.40	5.97	4.57	1.40	6.13	4.83	1.30	6.04	4.76	1.28	6.08	4.46	1.62
16. Concern shown for students as individuals.	6.09	4.97	1.05	5.95	4.90	1.05	6.02	4.92	1.10	5.26	4.73	0.53	6.02	4.84	1.18
25. Acad advisor concerned success as individual.	6.07	4.94	1.20	5.94	4.74	1.20	5.80	4.80	1.00	5.45	4.63	0.82	6.08	4.58	1.50
3. Instruction in voc/tech programs excellent.	6.04	5.29	0.57	5.92	5.35	0.57	5.81	5.31	0.50	6.17	5.86	0.31	5.91	5.26	0.65
27. The campus staff are caring and helpful.	5.97	5.23	0.60	5.92	5.32	0.60	5.91	5.38	0.53	5.45	5.05	0.40	5.97	5.26	0.71
45. Institution has good reputation in community.	5.99	5.48	0.27	5.92	5.65	0.27	5.85	5.73	0.12	5.55	5.80	-0.25	5.93	5.59	0.34
64. Classes - practical experiences/applicable.	6.04	5.28	0.79	5.92	5.13	0.79	5.85	5.17	0.68	5.83	5.29	0.54	5.98	4.99	0.99

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction		Importance	Satisfaction		Associate degree			Vocational/technical			Transfer to another institution		
		Importance	Importance		Gap	Importance	Importance	Gap	Importance	Importance	Gap	Importance	Importance	Gap	
50. Tutoring services are readily available.	5.92	5.16	5.90	5.04	0.86	5.88	5.10	0.78	5.48	5.06	0.42	6.05	5.05	1.00	
47. Adequate services to help decide career.	6.00	5.03	5.88	4.75	1.13	5.86	4.89	0.97	5.64	4.72	0.92	5.98	4.60	1.38	
51. Convenient ways of paying school bill.	6.10	5.19	5.87	5.18	0.69	5.83	5.28	0.55	5.55	4.95	0.60	6.01	5.23	0.78	
53. Assess/course placement proced. reasonable.	5.93	5.12	5.86	4.94	0.92	5.86	5.07	0.79	5.26	4.81	0.45	5.98	4.86	1.12	
56. Business office open hours convenient.	6.00	5.25	5.86	5.00	0.86	5.79	5.15	0.64	5.70	5.21	0.49	5.94	4.91	1.03	
26. Library staff are helpful and approachable.	5.91	5.27	5.85	5.22	0.63	5.79	5.12	0.67	5.48	5.11	0.37	5.92	5.28	0.64	
62. Bookstore staff are helpful.	5.94	5.30	5.85	5.53	0.32	5.89	5.52	0.37	5.61	5.62	-0.01	5.90	5.57	0.33	
2. Faculty care about me as an individual.	5.93	5.26	5.84	5.28	0.56	5.83	5.24	0.59	5.63	5.48	0.15	5.97	5.25	0.72	
12. Acad. advisor helps set goals to work toward.	5.93	4.85	5.83	4.65	1.18	5.78	4.76	1.02	5.50	4.85	0.65	6.04	4.54	1.50	
54. Faculty interested in my academic problems.	5.98	5.03	5.83	4.93	0.90	5.79	5.03	0.76	5.48	4.43	1.05	5.95	4.86	1.09	
60. Billing policies are reasonable.	5.99	5.14	5.83	5.17	0.66	5.78	5.12	0.66	5.82	5.35	0.47	5.84	5.17	0.67	

Comparative Summary Analysis

Item	Our Target Groups														
	National Group			Our Institution			Associate degree			Vocational/technical			Transfer to another instituti		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
55. Acad. support svcs. meet needs of students.	5.88	5.04	0.90	5.82	4.92	0.90	5.75	5.05	0.70	5.53	4.69	0.84	5.95	4.87	1.08
21. Sufficient number of study areas on campus.	5.87	5.13	0.97	5.80	4.83	0.97	5.75	4.93	0.82	5.86	4.80	1.06	5.93	4.83	1.10
22. People on campus respect /support. of others.	5.83	5.06	0.63	5.80	5.17	0.63	5.80	5.22	0.58	5.35	4.90	0.45	5.84	5.22	0.62
11. Security staff respond quickly in emergencies	5.82	4.68	1.19	5.78	4.59	1.19	5.71	4.56	1.15	5.76	4.50	1.26	5.90	4.55	1.35
13. Financial aid awards announced in time.	5.94	4.63	1.43	5.78	4.35	1.43	5.78	4.42	1.36	6.00	4.30	1.70	5.85	4.20	1.65
49. Admiss. counselors respond to needs/requests.	5.89	4.98	0.86	5.78	4.92	0.86	5.69	4.93	0.76	5.57	4.95	0.62	5.88	4.90	0.98
57. Administrators are approachable to students.	5.92	5.06	0.79	5.76	4.97	0.79	5.77	5.16	0.61	5.14	4.67	0.47	5.84	4.90	0.94
80. Campus item				5.75	4.77	0.98	5.66	4.73	0.93	5.94	5.31	0.63	5.87	4.79	1.08
20. Financial aid counselors are helpful.	5.97	4.88	1.10	5.72	4.62	1.10	5.81	4.87	0.94	5.89	4.89	1.00	5.73	4.50	1.23
67. Channels - express student complaints avail.	5.89	4.71	1.16	5.71	4.55	1.16	5.64	4.51	1.13	5.76	4.37	1.39	5.79	4.46	1.33
30. Career services help students to get jobs.	5.83	4.88	0.87	5.69	4.82	0.87	5.65	4.82	0.83	5.79	5.24	0.55	5.74	4.69	1.05

Comparative Summary Analysis

Item	Our Target Groups														
	National Group			Our Institution			Associate degree			Vocational/technical			Transfer to another institution		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
87. Factor in decision to enroll: Cost	6.14			5.68			5.98			5.68			5.65		
9. Internships/practical experiences provided.	5.88	4.94		5.65	4.44	1.21	5.65	4.64	1.01	6.26	4.60	1.66	5.67	4.19	1.48
79. Campus item				5.63	4.89	0.74	5.61	5.02	0.59	5.29	4.94	0.35	5.75	4.76	0.99
59. Orientation services help students adjust.	5.75	5.07		5.60	4.95	0.65	5.66	5.15	0.51	5.50	5.17	0.33	5.59	4.85	0.74
89. Factor to enroll: Academic reputation	5.73			5.55			5.71			5.65			5.61		
78. Campus item				5.48	4.75	0.73	5.45	4.92	0.53	5.56	5.00	0.56	5.58	4.61	0.97
33. Admiss. counselors accurately portray campus.	5.67	4.93		5.46	4.84	0.62	5.32	4.85	0.47	5.23	4.75	0.48	5.56	4.84	0.72
93. Factor to enroll: Geographic setting	5.34			5.40			5.42			4.50			5.40		
38. Student center is comfortable place.	5.55	4.97		5.34	4.79	0.55	5.31	4.96	0.35	4.83	5.07	-0.24	5.31	4.69	0.62
4. Security staff are helpful.	5.42	4.73		5.21	4.51	0.70	5.23	4.44	0.79	5.36	4.86	0.50	5.23	4.42	0.81
44. Generally know what's happening on campus.	5.46	4.76		5.20	4.52	0.68	5.18	4.58	0.60	5.10	4.60	0.50	5.30	4.48	0.82
1. Students feel a sense of belonging.	5.36	5.17		5.19	5.09	0.10	5.14	5.02	0.12	5.29	5.09	0.20	5.22	5.09	0.13

Comparative Summary Analysis

Item	Our Target Groups														
	National Group			Our Institution			Associate degree			Vocational/technical			Transfer to another instituti		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
94. Factor to enroll: Campus appearance	5.11			4.99			5.21			4.63			4.92		
95. Factor to enroll: Personal attention prior	5.25			4.95			5.28			4.63			4.80		
88. Factor in decision to enroll: Financial aid	5.67			4.83			5.41			4.25			4.74		
19. Support services for displaced homemakers.	4.96	4.58	0.33	4.80	4.47	0.33	4.88	4.46	0.42	5.21	4.65	0.56	4.65	4.47	0.18
90. Factor to enroll: Size of institution	5.10			4.66			4.98			4.05			4.65		
92. Factor to enroll: Recommend from family	4.72			4.64			4.80			4.06			4.58		
10. Child care facilities available on campus.	4.59	4.31	0.22	4.54	4.32	0.22	4.48	4.21	0.27	5.06	4.14	0.92	4.41	4.29	0.12
17. Veterans' Services program are helpful.	4.51	4.43	0.10	4.37	4.27	0.10	4.34	4.37	-0.03	4.27	4.50	-0.23	4.19	4.19	0.00
91. Factor to enroll: Opportunity to play sports	3.36			3.34			3.62			3.00			3.26		
81. Inst's commit to part-time students?		5.43			5.39			5.48			5.76			5.37	
82. Inst's commit to evening students?		5.31			5.20			5.34			4.90			5.13	

Comparative Summary Analysis

Item	Our Target Groups														
	National Group			Our Institution			Associate degree			Vocational/technical			Transfer to another instituti		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
83. Inst's commit to older, returning learners?		5.42			5.35			5.51			5.18			5.21	
84. Inst's commit to under-represent populations?		5.19			5.09			5.31			5.35			5.01	
85. Inst's commit to commuters?		5.21			4.99			5.19			5.11			4.89	
86. Inst's commit to student with disabilities?		5.32			5.30			5.40			5.59			5.18	



Comparative Summary Analysis

Scale	National Group		Our Institution			Certification (initial / rene (27)			Self-improvement/pleasure (56)			Our Target Groups		
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	Academic Advising/Counseling	6.09	5.06	6.01	4.85	1.16	5.95	5.16	0.79	5.64	5.07	0.57		
Academic Services	6.00	5.18	5.94	5.03	0.91	5.97	5.27	0.70	5.73	5.07	0.66			
Admissions and Financial Aid	5.95	4.94	5.80	4.79	1.01	5.84	5.03	0.81	5.56	4.98	0.58			
Campus Climate	5.92	5.13	5.83	5.12	0.71	5.90	5.55	0.35	5.82	5.33	0.49			
Campus Support Services	5.39	4.80	5.24	4.65	0.59	5.53	5.03	0.50	5.11	4.65	0.46			
Concern for the Individual	6.06	5.08	5.99	5.05	0.94	6.12	5.48	0.64	5.85	5.37	0.48			
Instructional Effectiveness	6.15	5.26	6.14	5.26	0.88	6.17	5.69	0.48	6.01	5.51	0.50			
Registration Effectiveness	6.12	5.25	6.08	5.22	0.86	6.05	5.47	0.58	5.87	5.38	0.49			
Responsiveness to Diverse Populations		5.31		5.22			5.40			5.49				
Safety and Security	5.96	4.81	5.93	4.47	1.46	6.00	4.81	1.19	5.96	4.79	1.17			
Service Excellence	5.90	5.07	5.81	5.09	0.72	5.78	5.45	0.33	5.72	5.26	0.46			
Student Centeredness	5.91	5.19	5.83	5.21	0.62	5.99	5.74	0.25	5.87	5.38	0.49			

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups					
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Certification (initial / rene			Self-improvement/pleasure		
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
8. Classes scheduled at convenient times.	6.43	5.31	1.63	6.50	4.87	1.63	6.56	5.04	1.52	6.25	5.25	1.00
18. Quality of instruction in classes excellent.	6.43	5.50	0.83	6.49	5.66	0.83	6.48	6.22	0.26	6.55	6.07	0.48
15. Able register for classes with few conflicts.	6.31	5.25	1.28	6.40	5.12	1.28	6.37	5.70	0.67	6.22	5.55	0.67
69. Good variety of courses provided on campus.	6.28	5.39	1.28	6.40	5.12	1.28	6.26	5.63	0.63	6.36	5.30	1.06
58. Faculty knowledgeable in their fields.	6.30	5.56	0.72	6.36	5.04	0.72	6.38	5.75	0.63	6.18	5.79	0.39
39. Student parking space on campus is adequate.	6.14	4.31	2.67	6.35	3.68	2.67	6.35	3.48	2.87	6.06	4.31	1.75
71. Campus item				6.33	5.84	0.49	5.81	5.90	-0.09	6.30	5.81	0.49
70. Able to experience intellectual growth here.	6.26	5.53	0.77	6.32	5.55	0.77	6.28	6.16	0.12	6.32	5.80	0.52
29. Faculty fair/unbiased in treatment students.	6.22	5.19	0.90	6.24	5.34	0.90	6.33	5.96	0.37	6.12	5.60	0.52
31. Campus is safe and secure for all students.	6.25	5.37	0.96	6.24	5.28	0.96	6.30	5.63	0.67	6.52	5.42	1.10
76. Campus item				6.23	5.28	0.95	6.23	5.55	0.68	5.93	5.40	0.53
75. Campus item				6.22	5.55	0.67	6.13	6.04	0.09	6.09	5.73	0.36

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups							
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Certification (initial / rene			Self-improvement/pleasure				
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap		
77. Campus item				6.19	5.01	1.18	5.81	5.05	0.76	5.50	5.00	0.50		
61. Faculty avail. after class/during ofc. hours.	6.19	5.47	0.66	6.18	5.52	0.66	5.87	5.87	0.00	5.92	5.45	0.47		
65. Students notified early if doing poorly.	6.14	4.82	1.37	6.15	4.78	1.37	6.26	5.38	0.88	5.84	5.13	0.71		
66. Program requirements are clear/reasonable.	6.22	5.39	0.82	6.15	5.33	0.82	6.23	5.58	0.65	5.86	5.47	0.39		
28. Enjoyable experience to be student on campus.	6.03	5.32	0.63	6.13	5.50	0.63	6.38	6.12	0.26	6.17	5.78	0.39		
40. Acad. adv. knowledge - transfer requirements.	6.08	4.96	1.28	6.13	4.85	1.28	5.75	5.08	0.67	5.13	4.70	0.43		
74. Campus item				6.12	5.40	0.72	5.91	5.95	-0.04	5.93	5.64	0.29		
35. Policies/proced. re: regist/course selection.	6.12	5.30	0.78	6.10	5.32	0.78	6.12	5.76	0.36	6.00	5.30	0.70		
72. Campus item				6.10	4.91	1.19	5.80	5.08	0.72	5.73	4.88	0.85		
5. Registration personnel are helpful.	6.11	5.25	0.75	6.09	5.34	0.75	6.08	5.75	0.33	5.87	5.67	0.20		
14. Library resources and services are adequate.	6.15	5.28	1.05	6.08	5.03	1.05	6.04	5.27	0.77	5.69	5.23	0.46		
42. Equip. in lab facilities is kept up to date.	6.12	5.15	0.97	6.08	5.11	0.97	6.38	5.19	1.19	5.68	4.91	0.77		

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups					
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
52. School does what can help reach educ. goals.	6.17	5.06	1.14	6.08	4.94	1.14	5.92	5.20	0.72	5.82	5.28	0.54
34. Computer labs are adequate and accessible.	6.15	5.22	1.04	6.07	5.03	1.04	6.14	5.10	1.04	6.13	5.37	0.76
32. Acad. advisor knowledgeable of requirements.	6.24	5.25	1.22	6.06	4.84	1.22	6.00	5.20	0.80	6.05	4.97	1.08
6. My academic advisor is approachable.	6.18	5.31	1.07	6.05	4.98	1.07	6.08	5.18	0.90	5.66	5.28	0.38
43. Class change (drop/add) policies reasonable.	6.01	5.28	0.59	6.05	5.46	0.59	6.08	5.58	0.50	5.77	5.52	0.25
68. The campus is well-maintained.	6.11	5.59	0.35	6.05	5.70	0.35	6.12	6.22	-0.10	5.94	5.67	0.27
41. Admissions staff are knowledgeable.	6.08	5.22	0.71	6.04	5.33	0.71	6.20	5.38	0.82	5.73	5.63	0.10
36. Students made to feel welcome on campus.	6.08	5.39	0.60	6.03	5.43	0.60	6.19	5.70	0.49	6.06	5.48	0.58
63. Seldom get "run-around" on campus.	6.04	4.94	0.99	6.03	5.04	0.99	6.08	5.35	0.73	5.89	5.43	0.46
23. Faculty understanding of life circumstances.	6.06	5.02	0.93	6.02	5.09	0.93	6.08	5.50	0.58	6.16	5.42	0.74
24. Parking lots are well-lighted and secure.	6.12	4.90	1.70	6.02	4.32	1.70	5.92	5.12	0.80	5.96	4.50	1.46

Comparative Summary Analysis

Item	National Group			Our Institution			Certification (initial / rene			Self-improvement/pleasure			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	46. Faculty provide feedback/progress in courses.	6.11	5.16	1.04	6.02	4.98	1.04	6.12	5.36	0.76	5.87	5.52	0.35		
73. Campus item				6.02	5.25	0.77	6.00	5.38	0.62	5.71	5.00	0.71			
48. Counsel. staff care about students.	5.99	5.01	1.06	5.99	4.93	1.06	5.95	5.14	0.81	5.62	5.03	0.59			
37. Faculty consider differences as teach course.	6.03	5.06	0.80	5.98	5.18	0.80	6.00	5.33	0.67	5.91	5.44	0.47			
7. Financial aid available for most students.	6.14	4.96	1.40	5.97	4.57	1.40	5.55	4.74	0.81	5.41	4.29	1.12			
16. Concern shown for students as individuals.	6.09	4.97	1.05	5.95	4.90	1.05	6.07	5.44	0.63	5.90	5.22	0.68			
25. Acad advisor concerned success as individual.	6.07	4.94	1.20	5.94	4.74	1.20	6.09	4.85	1.24	5.85	5.17	0.68			
3. Instruction in voc/tech programs excellent.	6.04	5.29	0.57	5.92	5.35	0.57	6.44	5.96	0.48	6.10	5.55	0.55			
27. The campus staff are caring and helpful.	5.97	5.23	0.60	5.92	5.32	0.60	6.04	5.92	0.12	6.10	5.57	0.53			
45. Institution has good reputation in community.	5.99	5.48	0.27	5.92	5.65	0.27	6.00	5.96	0.04	6.02	5.85	0.17			
64. Classes - practical experiences/applicable.	6.04	5.28	0.79	5.92	5.13	0.79	6.13	5.70	0.43	5.54	5.17	0.37			

Comparative Summary Analysis

Item	National Group			Our Institution			Certification (initial / rene			Self-improvement/pleasure			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	50. Tutoring services are readily available.	5.92	5.16	0.86	5.90	5.04	0.86	5.94	5.18	0.76	5.46	5.16	0.30		
47. Adequate services to help decide career.	6.00	5.03	1.13	5.88	4.75	1.13	6.04	5.26	0.78	5.59	4.97	0.62			
51. Convenient ways of paying school bill.	6.10	5.19	0.69	5.87	5.18	0.69	5.78	5.09	0.69	5.37	4.92	0.45			
53. Assess/course placement proced. reasonable.	5.93	5.12	0.92	5.86	4.94	0.92	5.82	5.05	0.77	5.67	5.18	0.49			
56. Business office open hours convenient.	6.00	5.25	0.86	5.86	5.00	0.86	5.61	5.14	0.47	5.98	5.19	0.79			
26. Library staff are helpful and approachable.	5.91	5.27	0.63	5.85	5.22	0.63	5.86	5.72	0.14	5.66	5.16	0.50			
62. Bookstore staff are helpful.	5.94	5.30	0.32	5.85	5.53	0.32	5.91	5.71	0.20	5.59	5.59	0.00			
2. Faculty care about me as an individual.	5.93	5.26	0.56	5.84	5.28	0.56	6.11	5.80	0.31	5.75	5.69	0.06			
12. Acad. advisor helps set goals to work toward.	5.93	4.85	1.18	5.83	4.65	1.18	5.77	5.43	0.34	5.24	4.91	0.33			
54. Faculty interested in my academic problems.	5.98	5.03	0.90	5.83	4.93	0.90	5.80	5.29	0.51	5.61	5.10	0.51			
60. Billing policies are reasonable.	5.99	5.14	0.66	5.83	5.17	0.66	5.82	5.35	0.47	5.63	5.24	0.39			

Comparative Summary Analysis

Item	National Group			Our Institution			Our Target Groups								
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Certification (initial / rene		Self-improvement/pleasure		Importance				
							Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
55. Acad. support svcs. meet needs of students.	5.88	5.04	0.90	5.82	4.92	0.90	5.68	5.25	0.43	5.78	4.74	1.04			
21. Sufficient number of study areas on campus.	5.87	5.13	0.97	5.80	4.83	0.97	5.74	5.21	0.53	5.67	4.85	0.82			
22. People on campus respect /support. of others.	5.83	5.06	0.63	5.80	5.17	0.63	5.78	5.23	0.55	5.92	5.18	0.74			
11. Security staff respond quickly in emergencies	5.82	4.68	1.19	5.78	4.59	1.19	6.00	5.22	0.78	5.76	4.70	1.06			
13. Financial aid awards announced in time.	5.94	4.63	1.43	5.78	4.35	1.43	5.89	4.83	1.06	5.62	4.89	0.73			
49. Admiss. counselors respond to needs/requests.	5.89	4.98	0.86	5.78	4.92	0.86	6.00	5.14	0.86	5.71	5.08	0.63			
57. Administrators are approachable to students.	5.92	5.06	0.79	5.76	4.97	0.79	5.73	5.32	0.41	5.80	5.00	0.80			
80. Campus item			0.98	5.75	4.77	0.98	5.50	5.18	0.32	5.43	4.65	0.78			
20. Financial aid counselors are helpful.	5.97	4.88	1.10	5.72	4.62	1.10	5.67	5.12	0.55	5.50	4.75	0.75			
67. Channels - express student complaints avail.	5.89	4.71	1.16	5.71	4.55	1.16	5.55	5.21	0.34	5.71	4.90	0.81			
30. Career services help students to get jobs.	5.83	4.88	0.87	5.69	4.82	0.87	5.95	5.17	0.78	5.52	4.67	0.85			

Comparative Summary Analysis

Item	National Group			Our Institution			Certification (initial / rene			Self-improvement/pleasure				Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
	87. Factor in decision to enroll: Cost	6.14			5.68			5.75			5.37					
9. Internships/practical experiences provided.	5.88	4.94		5.65	4.44	1.21	5.92	5.24	0.68	5.18	4.59	0.59				
79. Campus item				5.63	4.89	0.74	5.73	5.18	0.55	5.18	4.87	0.31				
59. Orientation services help students adjust.	5.75	5.07		5.60	4.95	0.65	5.80	5.44	0.36	5.27	4.79	0.48				
89. Factor to enroll: Academic reputation	5.73			5.55			5.44			5.12						
78. Campus item				5.48	4.75	0.73	5.55	5.23	0.32	5.08	4.97	0.11				
33. Admiss. counselors accurately portray campus.	5.67	4.93		5.46	4.84	0.62	5.56	4.82	0.74	5.34	4.80	0.54				
93. Factor to enroll: Geographic setting	5.34			5.40			5.72			5.50						
38. Student center is comfortable place.	5.55	4.97		5.34	4.79	0.55	5.43	4.58	0.85	5.18	4.97	0.21				
4. Security staff are helpful.	5.42	4.73		5.21	4.51	0.70	5.35	4.64	0.71	5.42	5.04	0.38				
44. Generally know what's happening on campus.	5.46	4.76		5.20	4.52	0.68	4.86	4.77	0.09	4.91	4.55	0.36				
1. Students feel a sense of belonging.	5.36	5.17		5.19	5.09	0.10	5.46	5.85	-0.39	5.17	5.11	0.06				

Comparative Summary Analysis

Item	National Group			Our Institution			Certification (initial / rene			Self-improvement/pleasure			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	94. Factor to enroll: Campus appearance	5.11			4.99			5.20			4.86				
95. Factor to enroll: Personal attention prior	5.25			4.95			4.83			4.96					
88. Factor in decision to enroll: Financial aid	5.67			4.83			4.56			4.05					
19. Support services for displaced homemakers.	4.96	4.58	0.33	4.80	4.47	0.33	4.79	5.07	-0.28	4.91	4.28	0.63			
90. Factor to enroll: Size of institution	5.10			4.66			4.92			4.06					
92. Factor to enroll: Recommend from family	4.72			4.64			5.05			4.24					
10. Child care facilities available on campus.	4.59	4.31	0.22	4.54	4.32	0.22	5.38	5.23	0.15	4.69	4.25	0.44			
17. Veterans' Services program are helpful.	4.51	4.43	0.10	4.37	4.27	0.10	4.45	4.09	0.36	4.48	4.41	0.07			
91. Factor to enroll: Opportunity to play sports	3.36			3.34			3.55			2.74					
81. Inst's commit to part-time students?		5.43			5.39			5.52			5.43				
82. Inst's commit to evening students?		5.31			5.20			5.40			5.45				

Comparative Summary Analysis

Item	National Group			Our Institution			Certification (initial / rene			Self-improvement/pleasure			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	83. Inst's commit to older, returning learners?		5.42			5.35			5.52			5.81			
84. Inst's commit to under-represent populations?		5.19			5.09			5.16			5.25				
85. Inst's commit to commuters?		5.21			4.99			5.46			5.23				
86. Inst's commit to student with disabilities?		5.32			5.30			5.24			5.71				



Comparative Summary Analysis

Scale	National Group			Our Institution			Job-related training (35)			Other educational goals				
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Importance	Satisfaction	Gap
	Academic Advising/Counseling	6.09	5.06	1.16	6.01	4.85	1.16	5.82	5.22	0.60	5.75	4.85	0.90	
Academic Services	6.00	5.18	0.91	5.94	5.03	0.91	5.81	5.17	0.64	5.73	4.71	1.02		
Admissions and Financial Aid	5.95	4.94	1.01	5.80	4.79	1.01	5.50	4.95	0.55	5.63	4.61	1.02		
Campus Climate	5.92	5.13	0.71	5.83	5.12	0.71	5.81	5.39	0.42	5.67	4.90	0.77		
Campus Support Services	5.39	4.80	0.59	5.24	4.65	0.59	5.29	4.88	0.41	5.17	4.54	0.63		
Concern for the Individual	6.06	5.08	0.94	5.99	5.05	0.94	5.78	5.35	0.43	5.76	5.07	0.69		
Instructional Effectiveness	6.15	5.26	0.88	6.14	5.26	0.88	6.13	5.56	0.57	5.93	5.04	0.89		
Registration Effectiveness	6.12	5.25	0.86	6.08	5.22	0.86	6.11	5.35	0.76	5.94	4.93	1.01		
Responsiveness to Diverse Populations		5.31			5.22			5.26			4.82			
Safety and Security	5.96	4.81	1.46	5.93	4.47	1.46	5.85	4.70	1.15	5.80	4.58	1.22		
Service Excellence	5.90	5.07	0.72	5.81	5.09	0.72	5.79	5.29	0.50	5.64	4.85	0.79		
Student Centeredness	5.91	5.19	0.62	5.83	5.21	0.62	5.69	5.52	0.17	5.66	4.97	0.69		

Comparative Summary Analysis

Item	National Group			Our Institution			Job-related training			Our Target Groups				
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Importance	Satisfaction	Gap
8. Classes scheduled at convenient times.	6.43	5.31	1.63	6.50	4.87	1.63	6.62	5.06	1.56	6.42	4.97	1.45		
18. Quality of instruction in classes excellent.	6.43	5.50	0.83	6.49	5.66	0.83	6.43	6.06	0.37	6.18	5.54	0.64		
15. Able register for classes with few conflicts.	6.31	5.25	1.28	6.40	5.12	1.28	6.45	5.06	1.39	6.03	4.82	1.21		
69. Good variety of courses provided on campus.	6.28	5.39	1.28	6.40	5.12	1.28	6.50	5.35	1.15	6.24	4.65	1.59		
58. Faculty knowledgeable in their fields.	6.30	5.56	0.72	6.36	5.64	0.72	6.38	5.55	0.83	6.24	5.50	0.74		
39. Student parking space on campus is adequate.	6.14	4.31	2.67	6.35	3.68	2.67	6.29	4.56	1.73	6.27	4.42	1.85		
71. Campus item				6.33	5.84	0.49	5.74	5.05	0.69	6.00	5.44	0.56		
70. Able to experience intellectual growth here.	6.26	5.53	0.77	6.32	5.55	0.77	6.31	5.76	0.55	5.98	5.18	0.80		
29. Faculty fair/unbiased in treatment students.	6.22	5.19	0.90	6.24	5.34	0.90	6.00	5.45	0.55	6.15	5.27	0.88		
31. Campus is safe and secure for all students.	6.25	5.37	0.96	6.24	5.28	0.96	6.33	5.19	1.14	6.23	5.10	1.13		
76. Campus item				6.23	5.28	0.95	6.26	5.04	1.22	6.00	5.14	0.86		
75. Campus item				6.22	5.55	0.67	6.16	5.48	0.68	6.21	5.34	0.87		

Comparative Summary Analysis

Item	National Group			Our Institution			Job-related training			Other educational goal			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	77. Campus item				6.19	5.01	1.18	5.77	4.90	0.87	5.93	4.93	1.00		
61. Faculty avail. after class/during ofc. hours.	6.19	5.47		6.18	5.52	0.66	6.37	5.97	0.40	5.93	5.16	0.77			
65. Students notified early if doing poorly.	6.14	4.82		6.15	4.78	1.37	6.41	5.15	1.26	5.95	4.79	1.16			
66. Program requirements are clear/reasonable.	6.22	5.39		6.15	5.33	0.82	6.19	5.44	0.75	6.02	4.95	1.07			
28. Enjoyable experience to be student on campus.	6.03	5.32		6.13	5.50	0.63	5.94	6.03	-0.09	6.03	5.21	0.82			
40. Acad. adv. knowledge - transfer requirements.	6.08	4.96		6.13	4.85	1.28	6.13	5.17	0.96	5.72	4.95	0.77			
74. Campus item				6.12	5.40	0.72	5.64	5.65	-0.01	6.17	5.13	1.04			
35. Policies/proced. re: regist/course selection.	6.12	5.30		6.10	5.32	0.78	6.06	5.06	1.00	6.12	4.88	1.24			
72. Campus item				6.10	4.91	1.19	5.75	4.60	1.15	5.73	4.65	1.08			
5. Registration personnel are helpful.	6.11	5.25		6.09	5.34	0.75	6.12	5.60	0.52	5.73	5.11	0.62			
14. Library resources and services are adequate.	6.15	5.28		6.08	5.03	1.05	5.93	5.10	0.83	5.78	4.65	1.13			
42. Equip. in lab facilities is kept up to date.	6.12	5.15		6.08	5.11	0.97	6.29	5.48	0.81	5.83	4.71	1.12			

Comparative Summary Analysis

Item	National Group			Our Institution			Job-related training			Other educational goal			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	52. School does what can help reach educ. goals.	6.17	5.06	1.14	6.08	4.94	1.14	6.00	5.37	0.63	5.92	4.68	1.24		
34. Computer labs are adequate and accessible.	6.15	5.22	1.04	6.07	5.03	1.04	5.92	4.88	1.04	6.07	5.09	0.98			
32. Acad. advisor knowledgeable of requirements.	6.24	5.25	1.22	6.06	4.84	1.22	5.65	5.17	0.48	5.78	4.85	0.93			
6. My academic advisor is approachable.	6.18	5.31	1.07	6.05	4.98	1.07	5.87	5.41	0.46	5.79	4.82	0.97			
43. Class change (drop/add) policies reasonable.	6.01	5.28	0.59	6.05	5.46	0.59	5.93	5.74	0.19	5.91	5.11	0.80			
68. The campus is well-maintained.	6.11	5.59	0.35	6.05	5.70	0.35	6.00	5.77	0.23	5.98	5.41	0.57			
41. Admissions staff are knowledgeable.	6.08	5.22	0.71	6.04	5.33	0.71	6.10	5.46	0.64	5.80	5.00	0.80			
36. Students made to feel welcome on campus.	6.08	5.39	0.60	6.03	5.43	0.60	6.03	5.71	0.32	5.88	5.22	0.66			
63. Seldom get "run-around" on campus.	6.04	4.94	0.99	6.03	5.04	0.99	6.18	5.17	1.01	5.96	4.79	1.17			
23. Faculty understanding of life circumstances.	6.06	5.02	0.93	6.02	5.09	0.93	5.60	5.48	0.12	6.00	4.92	1.08			
24. Parking lots are well-lighted and secure.	6.12	4.90	1.70	6.02	4.32	1.70	5.73	4.16	1.57	6.05	4.45	1.60			

Comparative Summary Analysis

Item	National Group			Our Institution			Job-related training			Other educational goal			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	46. Faculty provide feedback/progress in courses.	6.11	5.16	1.04	6.02	4.98	1.04	6.16	5.27	0.89	5.78	4.71	1.07		
73. Campus item				6.02	5.25	0.77	5.72	5.38	0.34	5.83	4.97	0.86			
48. Counsel. staff care about students.	5.99	5.01	1.06	5.99	4.93	1.06	5.79	5.54	0.25	5.81	5.24	0.57			
37. Faculty consider differences as teach course.	6.03	5.06	0.80	5.98	5.18	0.80	5.91	5.53	0.38	5.69	5.03	0.66			
7. Financial aid available for most students.	6.14	4.96	1.40	5.97	4.57	1.40	5.31	4.59	0.72	5.83	4.47	1.36			
16. Concern shown for students as individuals.	6.09	4.97	1.05	5.95	4.90	1.05	5.78	5.19	0.59	5.76	4.67	1.09			
25. Acad advisor concerned success as individual.	6.07	4.94	1.20	5.94	4.74	1.20	5.62	4.89	0.73	5.76	5.21	0.55			
3. Instruction in voc/tech programs excellent.	6.04	5.29	0.57	5.92	5.35	0.57	6.32	5.50	0.82	5.64	5.24	0.40			
27. The campus staff are caring and helpful.	5.97	5.23	0.60	5.92	5.32	0.60	5.72	5.19	0.53	5.76	5.27	0.49			
45. Institution has good reputation in community.	5.99	5.48	0.27	5.92	5.65	0.27	6.21	5.85	0.36	5.79	5.27	0.52			
64. Classes - practical experiences/applicable.	6.04	5.28	0.79	5.92	5.13	0.79	6.07	5.53	0.54	5.87	5.15	0.72			

Comparative Summary Analysis

Item	National Group			Our Institution			Job-related training			Other educational goal			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	50. Tutoring services are readily available.	5.92	5.16	0.86	5.90	5.04	0.86	5.57	5.16	0.41	5.56	4.53	1.03		
47. Adequate services to help decide career.	6.00	5.03	1.13	5.88	4.75	1.13	5.79	5.11	0.68	5.49	4.30	1.19			
51. Convenient ways of paying school bill.	6.10	5.19	0.69	5.87	5.18	0.69	5.63	5.48	0.15	5.98	4.67	1.31			
53. Assess/course placement proced. reasonable.	5.93	5.12	0.92	5.86	4.94	0.92	5.81	5.19	0.62	5.67	4.63	1.04			
56. Business office open hours convenient.	6.00	5.25	0.86	5.86	5.00	0.86	6.13	5.07	1.06	5.60	4.69	0.91			
26. Library staff are helpful and approachable.	5.91	5.27	0.63	5.85	5.22	0.63	5.83	5.46	0.37	5.92	4.79	1.13			
62. Bookstore staff are helpful.	5.94	5.30	0.32	5.85	5.53	0.32	5.74	5.66	0.08	5.75	5.13	0.62			
2. Faculty care about me as an individual.	5.93	5.26	0.56	5.84	5.28	0.56	5.70	5.64	0.06	5.37	5.02	0.35			
12. Acad. advisor helps set goals to work toward.	5.93	4.85	1.18	5.83	4.65	1.18	5.70	4.96	0.74	5.51	4.33	1.18			
54. Faculty interested in my academic problems.	5.98	5.03	0.90	5.83	4.93	0.90	5.77	5.60	0.17	5.60	4.56	1.04			
60. Billing policies are reasonable.	5.99	5.14	0.66	5.83	5.17	0.66	6.08	5.58	0.50	5.87	4.85	1.02			

Comparative Summary Analysis

Item	National Group			Our Institution			Job-related training			Other educational goal			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	55. Acad. support svcs. meet needs of students.	5.88	5.04	0.90	5.82	4.92	0.90	5.54	5.35	0.19	5.52	4.73	0.79		
21. Sufficient number of study areas on campus.	5.87	5.13	0.97	5.80	4.83	0.97	5.55	4.78	0.77	5.50	4.48	1.02			
22. People on campus respect /support. of others.	5.83	5.06	0.63	5.80	5.17	0.63	5.84	5.48	0.36	5.63	4.79	0.84			
11. Security staff respond quickly in emergencies	5.82	4.68	1.19	5.78	4.59	1.19	5.57	4.84	0.73	5.60	4.45	1.15			
13. Financial aid awards announced in time.	5.94	4.63	1.43	5.78	4.35	1.43	5.23	4.68	0.55	5.44	4.54	0.90			
49. Admiss. counselors respond to needs/requests.	5.89	4.98	0.86	5.78	4.92	0.86	5.56	5.00	0.56	5.57	4.53	1.04			
57. Administrators are approachable to students.	5.92	5.06	0.79	5.76	4.97	0.79	5.61	5.58	0.03	5.49	4.66	0.83			
80. Campus item				5.75	4.77	0.98	5.29	5.00	0.29	5.65	4.39	1.26			
20. Financial aid counselors are helpful.	5.97	4.88	1.10	5.72	4.62	1.10	5.39	4.90	0.49	5.67	4.45	1.22			
67. Channels - express student complaints avail.	5.89	4.71	1.16	5.71	4.55	1.16	5.77	4.75	1.02	5.63	4.61	1.02			
30. Career services help students to get jobs.	5.83	4.88	0.87	5.69	4.82	0.87	5.56	5.14	0.42	5.49	4.89	0.60			

Comparative Summary Analysis

Item	National Group			Our Institution			Job-related training			Other educational goal			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	87. Factor in decision to enroll: Cost	6.14			5.68			5.29			5.45				
9. Internships/practical experiences provided.	5.88	4.94	1.21	5.65	4.44	1.21	6.04	4.84	1.20	5.27	4.37	0.90			
79. Campus item				5.63	4.89	0.74	5.41	5.30	0.11	5.35	4.90	0.45			
59. Orientation services help students adjust.	5.75	5.07	0.65	5.60	4.95	0.65	5.58	5.32	0.26	5.50	4.80	0.70			
89. Factor to enroll: Academic reputation	5.73			5.55			5.00			5.23					
78. Campus item				5.48	4.75	0.73	5.64	5.14	0.50	5.21	4.47	0.74			
33. Admiss. counselors accurately portray campus.	5.67	4.93	0.62	5.46	4.84	0.62	5.35	4.92	0.43	5.44	4.64	0.80			
93. Factor to enroll: Geographic setting	5.34			5.40			5.47			5.25					
38. Student center is comfortable place.	5.55	4.97	0.55	5.34	4.79	0.55	5.42	4.78	0.64	5.62	4.63	0.99			
4. Security staff are helpful.	5.42	4.73	0.70	5.21	4.51	0.70	5.23	4.79	0.44	4.75	4.39	0.36			
44. Generally know what's happening on campus.	5.46	4.76	0.68	5.20	4.52	0.68	5.26	4.60	0.66	5.00	4.37	0.63			
1. Students feel a sense of belonging.	5.36	5.17	0.10	5.19	5.09	0.10	5.09	5.44	-0.35	5.08	4.79	0.29			

Comparative Summary Analysis

Item	National Group			Our Institution			Job-related training			Other educational goal			Our Target Groups		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	94. Factor to enroll: Campus appearance	5.11			4.99			4.87			4.96				
95. Factor to enroll: Personal attention prior	5.25			4.95			4.93			4.98					
88. Factor in decision to enroll: Financial aid	5.67			4.83			4.46			4.82					
19. Support services for displaced homemakers.	4.96	4.58		4.80	4.47	0.33	4.96	4.79	0.17	4.74	4.29	0.45			
90. Factor to enroll: Size of institution	5.10			4.66			4.41			4.58					
92. Factor to enroll: Recommend from family	4.72			4.64			4.69			4.68					
10. Child care facilities available on campus.	4.59	4.31		4.54	4.32	0.22	4.85	4.33	0.52	4.61	4.71	-0.10			
17. Veterans' Services program are helpful.	4.51	4.43		4.37	4.27	0.10	4.83	4.60	0.23	4.58	4.12	0.46			
91. Factor to enroll: Opportunity to play sports	3.36			3.34			3.54			3.66					
81. Inst's commit to part-time students?		5.43			5.39			5.45			5.02				
82. Inst's commit to evening students?		5.31			5.20			5.31			4.89				

Comparative Summary Analysis

Item	National Group		Our Institution			Job-related training			Our Target Groups				
	Importance	Satisfaction	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Other educational goal			Gap	
									Importance	Satisfaction	Gap		Importance
83. Inst's commit to older, returning learners?		5.42		5.35			5.46			4.98			
84. Inst's commit to under-represent populations?		5.19		5.09			5.00			4.68			
85. Inst's commit to commuters?		5.21		4.99			4.97			4.39			
86. Inst's commit to student with disabilities?		5.32		5.30			5.37			4.86			



Setting Priorities and Direction

**Student Satisfaction
Inventory™**

Setting Priorities and Direction

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

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

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

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

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

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

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

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