

Demographics

Gender	N	%	Class Level	N	%
Female	556	53.72%	1 year or less	497	47.65%
Male	479	46.28%	2 years	309	29.63%
Total	1035	100.00%	3 years	128	12.27%
No Response	62		4 or more years	109	10.45%
			Total	1043	100.00%
			No Response	54	
Age	N	%	Current GPA	N	%
18 and under	133	12.78%	No credits earned	61	5.99%
19 to 24	624	59.94%	1.99 or below	11	1.08%
25 to 34	204	19.60%	2.0 - 2.49	94	9.23%
35 to 44	40	3.84%	2.5 - 2.99	210	20.63%
45 and over	40	3.84%	3.0 - 3.49	352	34.58%
Total	1041	100.00%	3.5 or above	290	28.49%
No Response	56		Total	1018	100.00%
			No Response	79	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	58	5.68%	Associate degree	479	46.87%
American Indian or Alaskan Native	55	5.38%	Vocational/technical program	13	1.27%
Asian or Pacific Islander	73	7.14%	Transfer to another institution	436	42.66%
Caucasian/White	481	47.06%	Certification (initial / renewal)	19	1.86%
Hispanic	248	24.27%	Self-improvement/pleasure	17	1.66%
Other race	57	5.58%	Job-related training	8	0.78%
Race - Prefer not to respond	50	4.89%	Other educational goal	50	4.89%
Total	1022	100.00%	Total	1022	100.00%
No Response	75		No Response	75	
Current Enrollment Status	N	%	Employment	N	%
Day	797	79.70%	Full-time off campus	291	28.03%
Evening	200	20.00%	Part-time off campus	432	41.62%
Weekend	3	0.30%	Full-time on campus	19	1.83%
Total	1000	100.00%	Part-time on campus	28	2.70%
No Response	97		Not employed	268	25.82%
			Total	1038	100.00%
Current Class Load	N	%	No Response	59	
Full-time	683	65.67%			
Part-time	357	34.33%			
Total	1040	100.00%			
No Response	57				

Demographics

Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	2	0.19%	Campus item 2 - Answer 1	0	0%
Own house	134	12.95%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	325	31.40%	Campus item 2 - Answer 3	0	0%
Parent's home	513	49.57%	Campus item 2 - Answer 4	0	0%
Other residence	61	5.89%	Campus item 2 - Answer 5	0	0%
Total	1035	100.00%	Campus item 2 - Answer 6	0	0%
No Response	62		Total	0	100.00%
			No Response	1097	

Residence Classification			Group Code		
	N	%		N	%
In-state	951	91.53%	0008	1	0.11%
Out-of-state	38	3.66%	0112	1	0.11%
International (not U.S. citizen)	50	4.81%	2000	21	2.41%
Total	1039	100.00%	2141	1	0.11%
No Response	58		3000	1	0.11%
			3004	7	0.80%
			3013	1	0.11%
			3014	11	1.26%
			3015	12	1.37%
			3017	3	0.34%
			3024	3	0.34%
			3030	4	0.46%
			3051	1	0.11%
			3059	8	0.92%
			3081	9	1.03%
			3093	1	0.11%
			3094	6	0.69%
			3112	2	0.23%
			3119	1	0.11%
			3120	2	0.23%
			3124	1	0.11%
			3145	1	0.11%
			3148	5	0.57%
			3164	20	2.29%
			3208	3	0.34%
			3220	1	0.11%
			3224	11	1.26%
			3244	4	0.46%
			3398	7	0.80%
			3399	1	0.11%
			3482	18	2.06%

Disabilities		
	N	%
Yes - Disability	90	8.71%
No - Disability	943	91.29%
Total	1033	100.00%
No Response	64	

Institution Was My		
	N	%
1st choice	726	70.08%
2nd choice	249	24.03%
3rd choice or lower	61	5.89%
Total	1036	100.00%
No Response	61	

Institution Question		
	N	%
Campus item - Answer 1	664	87.14%
Campus item - Answer 2	77	10.10%
Campus item - Answer 3	4	0.52%
Campus item - Answer 4	6	0.79%
Campus item - Answer 5	4	0.52%
Campus item - Answer 6	7	0.92%
Total	762	100.00%
No Response	335	

Demographics

3502	7	0.80%	6225	1	0.11%
3504	1	0.11%	6237	2	0.23%
3616	1	0.11%	6240	2	0.23%
3674	1	0.11%	6241	1	0.11%
3727	2	0.23%	6244	1	0.11%
3802	1	0.11%	7100	3	0.34%
3812	94	10.77%	7110	19	2.18%
3831	30	3.44%	7111	4	0.46%
3852	26	2.98%	7142	33	3.78%
4577	1	0.11%	7152	76	8.71%
5060	1	0.11%	8101	14	1.60%
5107	6	0.69%	8103	2	0.23%
5127	1	0.11%	8105	16	1.83%
5139	1	0.11%	8107	13	1.49%
5158	1	0.11%	8400	131	15.01%
5207	4	0.46%	8600	126	14.43%
5286	1	0.11%	8800	9	1.03%
5302	1	0.11%	8900	28	3.21%
5334	5	0.57%	Total	873	100.00%
5358	2	0.23%	No Response	224	
5444	1	0.11%			
5445	1	0.11%			
5478	2	0.23%			
5513	2	0.23%			
5547	1	0.11%			
5556	1	0.11%			
5591	1	0.11%			
5616	1	0.11%			
5631	2	0.23%			
5633	3	0.34%			
5677	1	0.11%			
5686	3	0.34%			
5739	2	0.23%			
5745	3	0.34%			
5768	1	0.11%			
5778	1	0.11%			
5830	1	0.11%			
5886	1	0.11%			
5957	1	0.11%			
5963	4	0.46%			
5997	1	0.11%			
6219	2	0.23%			
6224	1	0.11%			

Strategic Planning Overview

Strengths and Challenges

Strengths

- 18. The quality of instruction I receive in most of my classes is excellent.
- 70. I am able to experience intellectual growth here.
- 69. There is a good variety of courses provided on this campus.
- 31. The campus is safe and secure for all students.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 68. On the whole, the campus is well-maintained.
- 61. Faculty are usually available after class and during office hours.
- 14. Library resources and services are adequate.
- 50. Tutoring services are readily available.
- 28. It is an enjoyable experience to be a student on this campus.
- 36. Students are made to feel welcome on this campus.
- 21. There are a sufficient number of study areas on campus.

Challenges

- 74. Campus item 4
- 76. Campus item 6
- 39. The amount of student parking space on campus is adequate.
- 32. My academic advisor is knowledgeable about my program requirements.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 75. Campus item 5
- 7. Adequate financial aid is available for most students.
- 72. Campus item 2
- 77. Campus item 7
- 73. Campus item 3
- 79. Campus item 9
- 65. Students are notified early in the term if they are doing poorly in a class.
- 78. Campus item 8
- 80. Campus item 10

Strategic Planning Overview

Benchmarks

Lower Satisfaction vs. National Community Colleges

- 15. I am able to register for classes I need with few conflicts.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 66. Program requirements are clear and reasonable.
- 32. My academic advisor is knowledgeable about my program requirements.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 51. There are convenient ways of paying my school bill.
- 61. Faculty are usually available after class and during office hours.
- 6. My academic advisor is approachable.
- 41. Admissions staff are knowledgeable.
- 5. The personnel involved in registration are helpful.
- 7. Adequate financial aid is available for most students.
- 23. Faculty are understanding of students' unique life circumstances.
- 52. This school does whatever it can to help me reach my educational goals.
- 36. Students are made to feel welcome on this campus.
- 43. Class change (drop/add) policies are reasonable.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 46. Faculty provide timely feedback about student progress in a course.
- 60. Billing policies are reasonable.
- 65. Students are notified early in the term if they are doing poorly in a class.

Institutional Summary
Scales: In Order of Importance

Scale	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.26	5.51 / 1.08	0.75	6.31	5.65 / 1.11	0.66	-0.14 ***
Registration Effectiveness	6.25	5.50 / 1.08	0.75	6.28	5.68 / 1.06	0.60	-0.18 ***
Academic Advising/Counseling	6.22	5.26 / 1.33	0.96	6.28	5.53 / 1.35	0.75	-0.27 ***
Safety and Security	6.18	5.39 / 1.12	0.79	6.21	5.49 / 1.19	0.72	-0.10 **
Academic Services	6.15	5.76 / 0.97	0.39	6.21	5.80 / 1.05	0.41	-0.04
Concern for the Individual	6.14	5.31 / 1.21	0.83	6.23	5.52 / 1.25	0.71	-0.21 ***
Admissions and Financial Aid	6.11	5.18 / 1.25	0.93	6.21	5.48 / 1.26	0.73	-0.30 ***
Student Centeredness	6.08	5.54 / 1.10	0.54	6.16	5.65 / 1.17	0.51	-0.11 **
Campus Climate	6.03	5.44 / 1.05	0.59	6.15	5.60 / 1.11	0.55	-0.16 ***
Service Excellence	6.00	5.41 / 1.05	0.59	6.12	5.59 / 1.11	0.53	-0.18 ***
Campus Support Services	5.59	5.14 / 1.17	0.45	5.78	5.33 / 1.27	0.45	-0.19 ***
Responsiveness to Diverse Populations		5.65 / 1.26			5.74 / 1.27		-0.09 *

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

National Group Means are based on 142906 records.

Institutional Summary

Items: In Order of Importance

Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
87. Cost as factor in decision to enroll.	6.55			6.35			
18. The quality of instruction I receive in most of my classes is excellent.	6.48	5.61 / 1.33	0.87	6.48	5.68 / 1.37	0.80	-0.07
15. I am able to register for classes I need with few conflicts.	6.47	5.53 / 1.53	0.94	6.42	5.66 / 1.48	0.76	-0.13 **
8. Classes are scheduled at times that are convenient for me.	6.46	5.59 / 1.42	0.87	6.44	5.62 / 1.48	0.82	-0.03
70. I am able to experience intellectual growth here.	6.46	6.00 / 1.26	0.46	6.44	5.98 / 1.27	0.46	0.02
69. There is a good variety of courses provided on this campus.	6.44	5.94 / 1.26	0.50	6.39	5.87 / 1.35	0.52	0.07
31. The campus is safe and secure for all students.	6.41	5.85 / 1.23	0.56	6.44	5.90 / 1.27	0.54	-0.05
58. Nearly all of the faculty are knowledgeable in their fields.	6.40	5.78 / 1.30	0.62	6.43	5.89 / 1.30	0.54	-0.11 **
71. Campus item 1	6.38	5.38 / 1.55	1.00				
74. Campus item 4	6.38	5.15 / 1.69	1.23				
76. Campus item 6	6.38	4.89 / 1.83	1.49				
29. Faculty are fair and unbiased in their treatment of individual students.	6.35	5.59 / 1.45	0.76	6.36	5.65 / 1.48	0.71	-0.06
39. The amount of student parking space on campus is adequate.	6.34	5.02 / 1.89	1.32	6.24	5.07 / 1.88	1.17	-0.05
66. Program requirements are clear and reasonable.	6.34	5.54 / 1.41	0.80	6.38	5.77 / 1.38	0.61	-0.23 ***
32. My academic advisor is knowledgeable about my program requirements.	6.33	5.29 / 1.70	1.04	6.41	5.65 / 1.61	0.76	-0.36 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.32	5.31 / 1.63	1.01	6.29	5.46 / 1.64	0.83	-0.15 **

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Institutional Summary
Items: In Order of Importance

Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
51. There are convenient ways of paying my school bill.	6.31	5.54 / 1.50	0.77	6.30	5.75 / 1.44	0.55	-0.21 ***
68. On the whole, the campus is well-maintained.	6.31	6.03 / 1.20	0.28	6.31	6.03 / 1.24	0.28	0.00
61. Faculty are usually available after class and during office hours.	6.30	5.70 / 1.37	0.60	6.30	5.84 / 1.33	0.46	-0.14 ***
75. Campus item 5	6.30	5.09 / 1.74	1.21				
6. My academic advisor is approachable.	6.29	5.47 / 1.56	0.82	6.34	5.70 / 1.58	0.64	-0.23 ***
5. The personnel involved in registration are helpful.	6.28	5.46 / 1.53	0.82	6.28	5.61 / 1.52	0.67	-0.15 **
41. Admissions staff are knowledgeable.	6.28	5.52 / 1.43	0.76	6.31	5.70 / 1.41	0.61	-0.18 ***
7. Adequate financial aid is available for most students.	6.27	5.09 / 1.68	1.18	6.30	5.43 / 1.65	0.87	-0.34 ***
14. Library resources and services are adequate.	6.27	5.93 / 1.20	0.34	6.24	5.91 / 1.29	0.33	0.02
72. Campus item 2	6.26	5.00 / 1.69	1.26				
23. Faculty are understanding of students' unique life circumstances.	6.24	5.39 / 1.52	0.85	6.27	5.50 / 1.53	0.77	-0.11 *
52. This school does whatever it can to help me reach my educational goals.	6.24	5.30 / 1.52	0.94	6.32	5.53 / 1.49	0.79	-0.23 ***
77. Campus item 7	6.24	4.48 / 2.00	1.76				
50. Tutoring services are readily available.	6.23	5.76 / 1.37	0.47	6.21	5.79 / 1.40	0.42	-0.03
28. It is an enjoyable experience to be a student on this campus.	6.22	5.77 / 1.30	0.45	6.25	5.73 / 1.42	0.52	0.04
36. Students are made to feel welcome on this campus.	6.22	5.77 / 1.30	0.45	6.30	5.87 / 1.32	0.43	-0.10 *

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National Group Means are based on 142906 records.

Institutional Summary
Items: In Order of Importance

Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
43. Class change (drop/add) policies are reasonable.	6.22	5.44 / 1.56	0.78	6.23	5.74 / 1.42	0.49	-0.30 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.21	5.42 / 1.49	0.79	6.29	5.66 / 1.42	0.63	-0.24 ***
46. Faculty provide timely feedback about student progress in a course.	6.21	5.41 / 1.46	0.80	6.32	5.53 / 1.49	0.79	-0.12 *
73. Campus item 3	6.21	4.88 / 1.72	1.33				
79. Campus item 9	6.20	4.88 / 1.77	1.32				
60. Billing policies are reasonable.	6.19	5.36 / 1.54	0.83	6.22	5.63 / 1.44	0.59	-0.27 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.19	4.78 / 1.78	1.41	6.24	5.22 / 1.72	1.02	-0.44 ***
78. Campus item 8	6.19	4.61 / 1.88	1.58				
21. There are a sufficient number of study areas on campus.	6.18	5.94 / 1.26	0.24	6.18	5.80 / 1.41	0.38	0.14 **
24. Parking lots are well-lighted and secure.	6.18	5.47 / 1.51	0.71	6.22	5.52 / 1.55	0.70	-0.05
80. Campus item 10	6.18	4.92 / 1.88	1.26				
27. The campus staff are caring and helpful.	6.16	5.68 / 1.24	0.48	6.23	5.78 / 1.30	0.45	-0.10 *
25. My academic advisor is concerned about my success as an individual.	6.15	5.06 / 1.68	1.09	6.24	5.39 / 1.70	0.85	-0.33 ***
42. The equipment in the lab facilities is kept up to date.	6.15	5.70 / 1.31	0.45	6.26	5.69 / 1.40	0.57	0.01
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.14	4.92 / 1.72	1.22	6.21	5.27 / 1.67	0.94	-0.35 ***

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National Group Means are based on 142906 records.

Institutional Summary
Items: In Order of Importance

Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
64. Nearly all classes deal with practical experiences and applications.	6.13	5.37 / 1.48	0.76	6.21	5.63 / 1.38	0.58	-0.26 ***
11. Security staff respond quickly in emergencies.	6.12	5.27 / 1.41	0.85	6.20	5.45 / 1.46	0.75	-0.18 ***
16. The college shows concern for students as individuals.	6.12	5.11 / 1.51	1.01	6.20	5.40 / 1.55	0.80	-0.29 ***
3. The quality of instruction in the vocational/technical programs is excellent.	6.11	5.47 / 1.31	0.64	6.21	5.58 / 1.35	0.63	-0.11 *
20. Financial aid counselors are helpful.	6.11	5.05 / 1.63	1.06	6.23	5.37 / 1.66	0.86	-0.32 ***
37. Faculty take into consideration student differences as they teach a course.	6.11	5.26 / 1.53	0.85	6.19	5.45 / 1.50	0.74	-0.19 ***
53. The assessment and course placement procedures are reasonable.	6.11	5.48 / 1.45	0.63	6.19	5.64 / 1.39	0.55	-0.16 ***
12. My academic advisor helps me set goals to work toward.	6.10	5.09 / 1.71	1.01	6.15	5.35 / 1.73	0.80	-0.26 ***
48. Counseling staff care about students as individuals.	6.10	5.33 / 1.52	0.77	6.22	5.59 / 1.49	0.63	-0.26 ***
55. Academic support services adequately meet the needs of students.	6.10	5.38 / 1.39	0.72	6.20	5.61 / 1.40	0.59	-0.23 ***
22. People on this campus respect and are supportive of each other.	6.08	5.67 / 1.25	0.41	6.16	5.66 / 1.36	0.50	0.01
57. Administrators are approachable to students.	6.07	5.43 / 1.48	0.64	6.18	5.62 / 1.45	0.56	-0.19 ***
34. Computer labs are adequate and accessible.	6.05	5.77 / 1.32	0.28	6.28	5.91 / 1.33	0.37	-0.14 **
49. Admissions counselors respond to prospective students' unique needs and requests.	6.05	5.26 / 1.51	0.79	6.16	5.54 / 1.46	0.62	-0.28 ***
56. The business office is open during hours which are convenient for most students.	6.04	5.38 / 1.46	0.66	6.16	5.66 / 1.40	0.50	-0.28 ***

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National Group Means are based on 142906 records.

Institutional Summary

Items: In Order of Importance

Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
26. Library staff are helpful and approachable.	6.03	5.77 / 1.31	0.26	6.11	5.87 / 1.32	0.24	-0.10 *
54. Faculty are interested in my academic problems.	6.03	5.22 / 1.52	0.81	6.16	5.46 / 1.51	0.70	-0.24 ***
47. There are adequate services to help me decide upon a career.	6.02	5.21 / 1.51	0.81	6.19	5.51 / 1.49	0.68	-0.30 ***
62. Bookstore staff are helpful.	6.02	5.76 / 1.37	0.26	6.15	5.82 / 1.41	0.33	-0.06
2. Faculty care about me as an individual.	5.99	5.45 / 1.40	0.54	6.12	5.59 / 1.41	0.53	-0.14 **
88. Financial aid as factor in decision to enroll.	5.99			6.10			
45. This institution has a good reputation within the community.	5.97	5.79 / 1.28	0.18	6.18	5.86 / 1.33	0.32	-0.07
63. I seldom get the "run-around" when seeking information on this campus.	5.96	5.10 / 1.62	0.86	6.13	5.36 / 1.63	0.77	-0.26 ***
9. Internships or practical experiences are provided in my degree/certificate program.	5.92	4.81 / 1.61	1.11	6.06	5.24 / 1.63	0.82	-0.43 ***
67. Channels for expressing student complaints are readily available.	5.89	4.96 / 1.65	0.93	6.08	5.20 / 1.69	0.88	-0.24 ***
59. New student orientation services help students adjust to college.	5.88	5.28 / 1.52	0.60	6.03	5.54 / 1.51	0.49	-0.26 ***
30. The career services office provides students with the help they need to get a job.	5.87	5.01 / 1.50	0.86	6.10	5.40 / 1.49	0.70	-0.39 ***
89. Academic reputation as factor in decision to enroll.	5.87			5.97			
4. Security staff are helpful.	5.85	5.28 / 1.49	0.57	5.93	5.48 / 1.51	0.45	-0.20 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.84	5.62 / 1.41	0.22	5.93	5.65 / 1.41	0.28	-0.03

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

National Group Means are based on 142906 records.

Institutional Summary
Items: In Order of Importance

Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.79	5.24 / 1.42	0.55	6.04	5.52 / 1.45	0.52	-0.28 ***
1. Most students feel a sense of belonging here.	5.68	5.45 / 1.34	0.23	5.78	5.52 / 1.37	0.26	-0.07
93. Geographic setting as factor in decision to enroll.	5.49			5.61			
44. I generally know what's happening on campus.	5.47	4.82 / 1.64	0.65	5.75	5.30 / 1.57	0.45	-0.48 ***
19. This campus provides effective support services for displaced homemakers.	5.39	4.85 / 1.37	0.54	5.57	5.15 / 1.49	0.42	-0.30 ***
94. Campus appearance as factor in decision to enroll.	5.30			5.32			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.27			5.51			
17. Personnel in the Veterans' Services program are helpful.	5.17	4.80 / 1.42	0.37	5.46	5.14 / 1.51	0.32	-0.34 ***
90. Size of institution as factor in decision to enroll.	5.16			5.25			
92. Recommendations from family/friends as factor in decision to enroll.	4.86			5.08			
10. Child care facilities are available on campus.	4.72	4.95 / 1.46	-0.23	4.81	4.53 / 1.87	0.28	0.42 ***
91. Opportunity to play sports as factor in decision to enroll.	3.53			3.75			
81. Institution's commitment to part-time students?		5.82 / 1.36			5.81 / 1.35		0.01
82. Institution's commitment to evening students?		5.66 / 1.44			5.67 / 1.44		-0.01
83. Institution's commitment to older, returning learners?		5.62 / 1.43			5.78 / 1.41		-0.16 **
84. Institution's commitment to under-represented populations?		5.55 / 1.45			5.69 / 1.40		-0.14 **

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

National Group Means are based on 142906 records.

Institutional Summary
Items: In Order of Importance

Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to commuters?		5.49 / 1.50			5.66 / 1.44		-0.17 ***
86. Institution's commitment to students with disabilities?		5.71 / 1.43			5.82 / 1.38		-0.11 *

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

National Group Means are based on 142906 records.

Institutional Summary

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

Scale/Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.22	5.26 / 1.33	0.96	6.28	5.53 / 1.35	0.75	-0.27 ***
6. My academic advisor is approachable.	6.29	5.47 / 1.56	0.82	6.34	5.70 / 1.58	0.64	-0.23 ***
12. My academic advisor helps me set goals to work toward.	6.10	5.09 / 1.71	1.01	6.15	5.35 / 1.73	0.80	-0.26 ***
25. My academic advisor is concerned about my success as an individual.	6.15	5.06 / 1.68	1.09	6.24	5.39 / 1.70	0.85	-0.33 ***
32. My academic advisor is knowledgeable about my program requirements.	6.33	5.29 / 1.70	1.04	6.41	5.65 / 1.61	0.76	-0.36 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.32	5.31 / 1.63	1.01	6.29	5.46 / 1.64	0.83	-0.15 **
48. Counseling staff care about students as individuals.	6.10	5.33 / 1.52	0.77	6.22	5.59 / 1.49	0.63	-0.26 ***
52. This school does whatever it can to help me reach my educational goals.	6.24	5.30 / 1.52	0.94	6.32	5.53 / 1.49	0.79	-0.23 ***

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

National Group Means are based on 142906 records.

Institutional Summary

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

Scale/Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.15	5.76 / 0.97	0.39	6.21	5.80 / 1.05	0.41	-0.04
14. Library resources and services are adequate.	6.27	5.93 / 1.20	0.34	6.24	5.91 / 1.29	0.33	0.02
21. There are a sufficient number of study areas on campus.	6.18	5.94 / 1.26	0.24	6.18	5.80 / 1.41	0.38	0.14 **
26. Library staff are helpful and approachable.	6.03	5.77 / 1.31	0.26	6.11	5.87 / 1.32	0.24	-0.10 *
34. Computer labs are adequate and accessible.	6.05	5.77 / 1.32	0.28	6.28	5.91 / 1.33	0.37	-0.14 **
42. The equipment in the lab facilities is kept up to date.	6.15	5.70 / 1.31	0.45	6.26	5.69 / 1.40	0.57	0.01
50. Tutoring services are readily available.	6.23	5.76 / 1.37	0.47	6.21	5.79 / 1.40	0.42	-0.03
55. Academic support services adequately meet the needs of students.	6.10	5.38 / 1.39	0.72	6.20	5.61 / 1.40	0.59	-0.23 ***

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

National Group Means are based on 142906 records.

Institutional Summary

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

Scale/Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.11	5.18 / 1.25	0.93	6.21	5.48 / 1.26	0.73	-0.30 ***
7. Adequate financial aid is available for most students.	6.27	5.09 / 1.68	1.18	6.30	5.43 / 1.65	0.87	-0.34 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.14	4.92 / 1.72	1.22	6.21	5.27 / 1.67	0.94	-0.35 ***
20. Financial aid counselors are helpful.	6.11	5.05 / 1.63	1.06	6.23	5.37 / 1.66	0.86	-0.32 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.79	5.24 / 1.42	0.55	6.04	5.52 / 1.45	0.52	-0.28 ***
41. Admissions staff are knowledgeable.	6.28	5.52 / 1.43	0.76	6.31	5.70 / 1.41	0.61	-0.18 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.05	5.26 / 1.51	0.79	6.16	5.54 / 1.46	0.62	-0.28 ***

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

National Group Means are based on 142906 records.

Institutional Summary

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

Scale/Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.03	5.44 / 1.05	0.59	6.15	5.60 / 1.11	0.55	-0.16 ***
1. Most students feel a sense of belonging here.	5.68	5.45 / 1.34	0.23	5.78	5.52 / 1.37	0.26	-0.07
2. Faculty care about me as an individual.	5.99	5.45 / 1.40	0.54	6.12	5.59 / 1.41	0.53	-0.14 **
16. The college shows concern for students as individuals.	6.12	5.11 / 1.51	1.01	6.20	5.40 / 1.55	0.80	-0.29 ***
22. People on this campus respect and are supportive of each other.	6.08	5.67 / 1.25	0.41	6.16	5.66 / 1.36	0.50	0.01
27. The campus staff are caring and helpful.	6.16	5.68 / 1.24	0.48	6.23	5.78 / 1.30	0.45	-0.10 *
28. It is an enjoyable experience to be a student on this campus.	6.22	5.77 / 1.30	0.45	6.25	5.73 / 1.42	0.52	0.04
31. The campus is safe and secure for all students.	6.41	5.85 / 1.23	0.56	6.44	5.90 / 1.27	0.54	-0.05
36. Students are made to feel welcome on this campus.	6.22	5.77 / 1.30	0.45	6.30	5.87 / 1.32	0.43	-0.10 *
44. I generally know what's happening on campus.	5.47	4.82 / 1.64	0.65	5.75	5.30 / 1.57	0.45	-0.48 ***
45. This institution has a good reputation within the community.	5.97	5.79 / 1.28	0.18	6.18	5.86 / 1.33	0.32	-0.07
52. This school does whatever it can to help me reach my educational goals.	6.24	5.30 / 1.52	0.94	6.32	5.53 / 1.49	0.79	-0.23 ***
57. Administrators are approachable to students.	6.07	5.43 / 1.48	0.64	6.18	5.62 / 1.45	0.56	-0.19 ***
59. New student orientation services help students adjust to college.	5.88	5.28 / 1.52	0.60	6.03	5.54 / 1.51	0.49	-0.26 ***
63. I seldom get the "run-around" when seeking information on this campus.	5.96	5.10 / 1.62	0.86	6.13	5.36 / 1.63	0.77	-0.26 ***
67. Channels for expressing student complaints are readily available.	5.89	4.96 / 1.65	0.93	6.08	5.20 / 1.69	0.88	-0.24 ***

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

National Group Means are based on 142906 records.

Institutional Summary

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

Scale/Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.59	5.14 / 1.17	0.45	5.78	5.33 / 1.27	0.45	-0.19 ***
10. Child care facilities are available on campus.	4.72	4.95 / 1.46	-0.23	4.81	4.53 / 1.87	0.28	0.42 ***
17. Personnel in the Veterans' Services program are helpful.	5.17	4.80 / 1.42	0.37	5.46	5.14 / 1.51	0.32	-0.34 ***
19. This campus provides effective support services for displaced homemakers.	5.39	4.85 / 1.37	0.54	5.57	5.15 / 1.49	0.42	-0.30 ***
30. The career services office provides students with the help they need to get a job.	5.87	5.01 / 1.50	0.86	6.10	5.40 / 1.49	0.70	-0.39 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.84	5.62 / 1.41	0.22	5.93	5.65 / 1.41	0.28	-0.03
47. There are adequate services to help me decide upon a career.	6.02	5.21 / 1.51	0.81	6.19	5.51 / 1.49	0.68	-0.30 ***
59. New student orientation services help students adjust to college.	5.88	5.28 / 1.52	0.60	6.03	5.54 / 1.51	0.49	-0.26 ***

* 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 142906 records.

Institutional Summary

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

Scale/Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.14	5.31 / 1.21	0.83	6.23	5.52 / 1.25	0.71	-0.21 ***
2. Faculty care about me as an individual.	5.99	5.45 / 1.40	0.54	6.12	5.59 / 1.41	0.53	-0.14 **
16. The college shows concern for students as individuals.	6.12	5.11 / 1.51	1.01	6.20	5.40 / 1.55	0.80	-0.29 ***
25. My academic advisor is concerned about my success as an individual.	6.15	5.06 / 1.68	1.09	6.24	5.39 / 1.70	0.85	-0.33 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.35	5.59 / 1.45	0.76	6.36	5.65 / 1.48	0.71	-0.06
48. Counseling staff care about students as individuals.	6.10	5.33 / 1.52	0.77	6.22	5.59 / 1.49	0.63	-0.26 ***

* 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 142906 records.

Institutional Summary

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

Scale/Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.26	5.51 / 1.08	0.75	6.31	5.65 / 1.11	0.66	-0.14 ***
2. Faculty care about me as an individual.	5.99	5.45 / 1.40	0.54	6.12	5.59 / 1.41	0.53	-0.14 **
18. The quality of instruction I receive in most of my classes is excellent.	6.48	5.61 / 1.33	0.87	6.48	5.68 / 1.37	0.80	-0.07
23. Faculty are understanding of students' unique life circumstances.	6.24	5.39 / 1.52	0.85	6.27	5.50 / 1.53	0.77	-0.11 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.35	5.59 / 1.45	0.76	6.36	5.65 / 1.48	0.71	-0.06
37. Faculty take into consideration student differences as they teach a course.	6.11	5.26 / 1.53	0.85	6.19	5.45 / 1.50	0.74	-0.19 ***
46. Faculty provide timely feedback about student progress in a course.	6.21	5.41 / 1.46	0.80	6.32	5.53 / 1.49	0.79	-0.12 *
54. Faculty are interested in my academic problems.	6.03	5.22 / 1.52	0.81	6.16	5.46 / 1.51	0.70	-0.24 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.40	5.78 / 1.30	0.62	6.43	5.89 / 1.30	0.54	-0.11 **
61. Faculty are usually available after class and during office hours.	6.30	5.70 / 1.37	0.60	6.30	5.84 / 1.33	0.46	-0.14 ***
64. Nearly all classes deal with practical experiences and applications.	6.13	5.37 / 1.48	0.76	6.21	5.63 / 1.38	0.58	-0.26 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.19	4.78 / 1.78	1.41	6.24	5.22 / 1.72	1.02	-0.44 ***
66. Program requirements are clear and reasonable.	6.34	5.54 / 1.41	0.80	6.38	5.77 / 1.38	0.61	-0.23 ***

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

National Group Means are based on 142906 records.

Institutional Summary

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

Scale/Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.44	5.94 / 1.26	0.50	6.39	5.87 / 1.35	0.52	0.07
70. I am able to experience intellectual growth here.	6.46	6.00 / 1.26	0.46	6.44	5.98 / 1.27	0.46	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 142906 records.

Institutional Summary

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

Scale/Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.25	5.50 / 1.08	0.75	6.28	5.68 / 1.06	0.60	-0.18 ***
5. The personnel involved in registration are helpful.	6.28	5.46 / 1.53	0.82	6.28	5.61 / 1.52	0.67	-0.15 **
8. Classes are scheduled at times that are convenient for me.	6.46	5.59 / 1.42	0.87	6.44	5.62 / 1.48	0.82	-0.03
15. I am able to register for classes I need with few conflicts.	6.47	5.53 / 1.53	0.94	6.42	5.66 / 1.48	0.76	-0.13 **
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.21	5.42 / 1.49	0.79	6.29	5.66 / 1.42	0.63	-0.24 ***
43. Class change (drop/add) policies are reasonable.	6.22	5.44 / 1.56	0.78	6.23	5.74 / 1.42	0.49	-0.30 ***
51. There are convenient ways of paying my school bill.	6.31	5.54 / 1.50	0.77	6.30	5.75 / 1.44	0.55	-0.21 ***
56. The business office is open during hours which are convenient for most students.	6.04	5.38 / 1.46	0.66	6.16	5.66 / 1.40	0.50	-0.28 ***
60. Billing policies are reasonable.	6.19	5.36 / 1.54	0.83	6.22	5.63 / 1.44	0.59	-0.27 ***
62. Bookstore staff are helpful.	6.02	5.76 / 1.37	0.26	6.15	5.82 / 1.41	0.33	-0.06

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

National Group Means are based on 142906 records.

Institutional Summary

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

Scale/Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.65 / 1.26			5.74 / 1.27		-0.09 *
81. Institution's commitment to part-time students?		5.82 / 1.36			5.81 / 1.35		0.01
82. Institution's commitment to evening students?		5.66 / 1.44			5.67 / 1.44		-0.01
83. Institution's commitment to older, returning learners?		5.62 / 1.43			5.78 / 1.41		-0.16 **
84. Institution's commitment to under-represented populations?		5.55 / 1.45			5.69 / 1.40		-0.14 **
85. Institution's commitment to commuters?		5.49 / 1.50			5.66 / 1.44		-0.17 ***
86. Institution's commitment to students with disabilities?		5.71 / 1.43			5.82 / 1.38		-0.11 *

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

National Group Means are based on 142906 records.

Institutional Summary

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

Scale/Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.18	5.39 / 1.12	0.79	6.21	5.49 / 1.19	0.72	-0.10 **
4. Security staff are helpful.	5.85	5.28 / 1.49	0.57	5.93	5.48 / 1.51	0.45	-0.20 ***
11. Security staff respond quickly in emergencies.	6.12	5.27 / 1.41	0.85	6.20	5.45 / 1.46	0.75	-0.18 ***
24. Parking lots are well-lighted and secure.	6.18	5.47 / 1.51	0.71	6.22	5.52 / 1.55	0.70	-0.05
31. The campus is safe and secure for all students.	6.41	5.85 / 1.23	0.56	6.44	5.90 / 1.27	0.54	-0.05
39. The amount of student parking space on campus is adequate.	6.34	5.02 / 1.89	1.32	6.24	5.07 / 1.88	1.17	-0.05

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

National Group Means are based on 142906 records.

Institutional Summary

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

Scale/Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.00	5.41 / 1.05	0.59	6.12	5.59 / 1.11	0.53	-0.18 ***
5. The personnel involved in registration are helpful.	6.28	5.46 / 1.53	0.82	6.28	5.61 / 1.52	0.67	-0.15 **
22. People on this campus respect and are supportive of each other.	6.08	5.67 / 1.25	0.41	6.16	5.66 / 1.36	0.50	0.01
26. Library staff are helpful and approachable.	6.03	5.77 / 1.31	0.26	6.11	5.87 / 1.32	0.24	-0.10 *
27. The campus staff are caring and helpful.	6.16	5.68 / 1.24	0.48	6.23	5.78 / 1.30	0.45	-0.10 *
44. I generally know what's happening on campus.	5.47	4.82 / 1.64	0.65	5.75	5.30 / 1.57	0.45	-0.48 ***
57. Administrators are approachable to students.	6.07	5.43 / 1.48	0.64	6.18	5.62 / 1.45	0.56	-0.19 ***
62. Bookstore staff are helpful.	6.02	5.76 / 1.37	0.26	6.15	5.82 / 1.41	0.33	-0.06
63. I seldom get the "run-around" when seeking information on this campus.	5.96	5.10 / 1.62	0.86	6.13	5.36 / 1.63	0.77	-0.26 ***
67. Channels for expressing student complaints are readily available.	5.89	4.96 / 1.65	0.93	6.08	5.20 / 1.69	0.88	-0.24 ***

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

National Group Means are based on 142906 records.

Institutional Summary

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

Scale/Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.08	5.54 / 1.10	0.54	6.16	5.65 / 1.17	0.51	-0.11 **
1. Most students feel a sense of belonging here.	5.68	5.45 / 1.34	0.23	5.78	5.52 / 1.37	0.26	-0.07
16. The college shows concern for students as individuals.	6.12	5.11 / 1.51	1.01	6.20	5.40 / 1.55	0.80	-0.29 ***
27. The campus staff are caring and helpful.	6.16	5.68 / 1.24	0.48	6.23	5.78 / 1.30	0.45	-0.10 *
28. It is an enjoyable experience to be a student on this campus.	6.22	5.77 / 1.30	0.45	6.25	5.73 / 1.42	0.52	0.04
36. Students are made to feel welcome on this campus.	6.22	5.77 / 1.30	0.45	6.30	5.87 / 1.32	0.43	-0.10 *
57. Administrators are approachable to students.	6.07	5.43 / 1.48	0.64	6.18	5.62 / 1.45	0.56	-0.19 ***

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

National Group Means are based on 142906 records.

Institutional Summary

Items: In Sequential Order

Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.68	5.45 / 1.34	0.23	5.78	5.52 / 1.37	0.26	-0.07
2. Faculty care about me as an individual.	5.99	5.45 / 1.40	0.54	6.12	5.59 / 1.41	0.53	-0.14 **
3. The quality of instruction in the vocational/technical programs is excellent.	6.11	5.47 / 1.31	0.64	6.21	5.58 / 1.35	0.63	-0.11 *
4. Security staff are helpful.	5.85	5.28 / 1.49	0.57	5.93	5.48 / 1.51	0.45	-0.20 ***
5. The personnel involved in registration are helpful.	6.28	5.46 / 1.53	0.82	6.28	5.61 / 1.52	0.67	-0.15 **
6. My academic advisor is approachable.	6.29	5.47 / 1.56	0.82	6.34	5.70 / 1.58	0.64	-0.23 ***
7. Adequate financial aid is available for most students.	6.27	5.09 / 1.68	1.18	6.30	5.43 / 1.65	0.87	-0.34 ***
8. Classes are scheduled at times that are convenient for me.	6.46	5.59 / 1.42	0.87	6.44	5.62 / 1.48	0.82	-0.03
9. Internships or practical experiences are provided in my degree/certificate program.	5.92	4.81 / 1.61	1.11	6.06	5.24 / 1.63	0.82	-0.43 ***
10. Child care facilities are available on campus.	4.72	4.95 / 1.46	-0.23	4.81	4.53 / 1.87	0.28	0.42 ***
11. Security staff respond quickly in emergencies.	6.12	5.27 / 1.41	0.85	6.20	5.45 / 1.46	0.75	-0.18 ***
12. My academic advisor helps me set goals to work toward.	6.10	5.09 / 1.71	1.01	6.15	5.35 / 1.73	0.80	-0.26 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.14	4.92 / 1.72	1.22	6.21	5.27 / 1.67	0.94	-0.35 ***
14. Library resources and services are adequate.	6.27	5.93 / 1.20	0.34	6.24	5.91 / 1.29	0.33	0.02
15. I am able to register for classes I need with few conflicts.	6.47	5.53 / 1.53	0.94	6.42	5.66 / 1.48	0.76	-0.13 **
16. The college shows concern for students as individuals.	6.12	5.11 / 1.51	1.01	6.20	5.40 / 1.55	0.80	-0.29 ***

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

National Group Means are based on 142906 records.

Institutional Summary

Items: In Sequential Order

Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	5.17	4.80 / 1.42	0.37	5.46	5.14 / 1.51	0.32	-0.34 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.48	5.61 / 1.33	0.87	6.48	5.68 / 1.37	0.80	-0.07
19. This campus provides effective support services for displaced homemakers.	5.39	4.85 / 1.37	0.54	5.57	5.15 / 1.49	0.42	-0.30 ***
20. Financial aid counselors are helpful.	6.11	5.05 / 1.63	1.06	6.23	5.37 / 1.66	0.86	-0.32 ***
21. There are a sufficient number of study areas on campus.	6.18	5.94 / 1.26	0.24	6.18	5.80 / 1.41	0.38	0.14 **
22. People on this campus respect and are supportive of each other.	6.08	5.67 / 1.25	0.41	6.16	5.66 / 1.36	0.50	0.01
23. Faculty are understanding of students' unique life circumstances.	6.24	5.39 / 1.52	0.85	6.27	5.50 / 1.53	0.77	-0.11 *
24. Parking lots are well-lighted and secure.	6.18	5.47 / 1.51	0.71	6.22	5.52 / 1.55	0.70	-0.05
25. My academic advisor is concerned about my success as an individual.	6.15	5.06 / 1.68	1.09	6.24	5.39 / 1.70	0.85	-0.33 ***
26. Library staff are helpful and approachable.	6.03	5.77 / 1.31	0.26	6.11	5.87 / 1.32	0.24	-0.10 *
27. The campus staff are caring and helpful.	6.16	5.68 / 1.24	0.48	6.23	5.78 / 1.30	0.45	-0.10 *
28. It is an enjoyable experience to be a student on this campus.	6.22	5.77 / 1.30	0.45	6.25	5.73 / 1.42	0.52	0.04
29. Faculty are fair and unbiased in their treatment of individual students.	6.35	5.59 / 1.45	0.76	6.36	5.65 / 1.48	0.71	-0.06
30. The career services office provides students with the help they need to get a job.	5.87	5.01 / 1.50	0.86	6.10	5.40 / 1.49	0.70	-0.39 ***
31. The campus is safe and secure for all students.	6.41	5.85 / 1.23	0.56	6.44	5.90 / 1.27	0.54	-0.05

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National Group Means are based on 142906 records.

Institutional Summary

Items: In Sequential Order

Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.33	5.29 / 1.70	1.04	6.41	5.65 / 1.61	0.76	-0.36 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.79	5.24 / 1.42	0.55	6.04	5.52 / 1.45	0.52	-0.28 ***
34. Computer labs are adequate and accessible.	6.05	5.77 / 1.32	0.28	6.28	5.91 / 1.33	0.37	-0.14 **
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.21	5.42 / 1.49	0.79	6.29	5.66 / 1.42	0.63	-0.24 ***
36. Students are made to feel welcome on this campus.	6.22	5.77 / 1.30	0.45	6.30	5.87 / 1.32	0.43	-0.10 *
37. Faculty take into consideration student differences as they teach a course.	6.11	5.26 / 1.53	0.85	6.19	5.45 / 1.50	0.74	-0.19 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.84	5.62 / 1.41	0.22	5.93	5.65 / 1.41	0.28	-0.03
39. The amount of student parking space on campus is adequate.	6.34	5.02 / 1.89	1.32	6.24	5.07 / 1.88	1.17	-0.05
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.32	5.31 / 1.63	1.01	6.29	5.46 / 1.64	0.83	-0.15 **
41. Admissions staff are knowledgeable.	6.28	5.52 / 1.43	0.76	6.31	5.70 / 1.41	0.61	-0.18 ***
42. The equipment in the lab facilities is kept up to date.	6.15	5.70 / 1.31	0.45	6.26	5.69 / 1.40	0.57	0.01
43. Class change (drop/add) policies are reasonable.	6.22	5.44 / 1.56	0.78	6.23	5.74 / 1.42	0.49	-0.30 ***
44. I generally know what's happening on campus.	5.47	4.82 / 1.64	0.65	5.75	5.30 / 1.57	0.45	-0.48 ***
45. This institution has a good reputation within the community.	5.97	5.79 / 1.28	0.18	6.18	5.86 / 1.33	0.32	-0.07
46. Faculty provide timely feedback about student progress in a course.	6.21	5.41 / 1.46	0.80	6.32	5.53 / 1.49	0.79	-0.12 *

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National Group Means are based on 142906 records.

Institutional Summary

Items: In Sequential Order

Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.02	5.21 / 1.51	0.81	6.19	5.51 / 1.49	0.68	-0.30 ***
48. Counseling staff care about students as individuals.	6.10	5.33 / 1.52	0.77	6.22	5.59 / 1.49	0.63	-0.26 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.05	5.26 / 1.51	0.79	6.16	5.54 / 1.46	0.62	-0.28 ***
50. Tutoring services are readily available.	6.23	5.76 / 1.37	0.47	6.21	5.79 / 1.40	0.42	-0.03
51. There are convenient ways of paying my school bill.	6.31	5.54 / 1.50	0.77	6.30	5.75 / 1.44	0.55	-0.21 ***
52. This school does whatever it can to help me reach my educational goals.	6.24	5.30 / 1.52	0.94	6.32	5.53 / 1.49	0.79	-0.23 ***
53. The assessment and course placement procedures are reasonable.	6.11	5.48 / 1.45	0.63	6.19	5.64 / 1.39	0.55	-0.16 ***
54. Faculty are interested in my academic problems.	6.03	5.22 / 1.52	0.81	6.16	5.46 / 1.51	0.70	-0.24 ***
55. Academic support services adequately meet the needs of students.	6.10	5.38 / 1.39	0.72	6.20	5.61 / 1.40	0.59	-0.23 ***
56. The business office is open during hours which are convenient for most students.	6.04	5.38 / 1.46	0.66	6.16	5.66 / 1.40	0.50	-0.28 ***
57. Administrators are approachable to students.	6.07	5.43 / 1.48	0.64	6.18	5.62 / 1.45	0.56	-0.19 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.40	5.78 / 1.30	0.62	6.43	5.89 / 1.30	0.54	-0.11 **
59. New student orientation services help students adjust to college.	5.88	5.28 / 1.52	0.60	6.03	5.54 / 1.51	0.49	-0.26 ***
60. Billing policies are reasonable.	6.19	5.36 / 1.54	0.83	6.22	5.63 / 1.44	0.59	-0.27 ***
61. Faculty are usually available after class and during office hours.	6.30	5.70 / 1.37	0.60	6.30	5.84 / 1.33	0.46	-0.14 ***

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National Group Means are based on 142906 records.

Institutional Summary

Items: In Sequential Order

Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.02	5.76 / 1.37	0.26	6.15	5.82 / 1.41	0.33	-0.06
63. I seldom get the "run-around" when seeking information on this campus.	5.96	5.10 / 1.62	0.86	6.13	5.36 / 1.63	0.77	-0.26 ***
64. Nearly all classes deal with practical experiences and applications.	6.13	5.37 / 1.48	0.76	6.21	5.63 / 1.38	0.58	-0.26 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.19	4.78 / 1.78	1.41	6.24	5.22 / 1.72	1.02	-0.44 ***
66. Program requirements are clear and reasonable.	6.34	5.54 / 1.41	0.80	6.38	5.77 / 1.38	0.61	-0.23 ***
67. Channels for expressing student complaints are readily available.	5.89	4.96 / 1.65	0.93	6.08	5.20 / 1.69	0.88	-0.24 ***
68. On the whole, the campus is well-maintained.	6.31	6.03 / 1.20	0.28	6.31	6.03 / 1.24	0.28	0.00
69. There is a good variety of courses provided on this campus.	6.44	5.94 / 1.26	0.50	6.39	5.87 / 1.35	0.52	0.07
70. I am able to experience intellectual growth here.	6.46	6.00 / 1.26	0.46	6.44	5.98 / 1.27	0.46	0.02
71. Campus item 1	6.38	5.38 / 1.55	1.00				
72. Campus item 2	6.26	5.00 / 1.69	1.26				
73. Campus item 3	6.21	4.88 / 1.72	1.33				
74. Campus item 4	6.38	5.15 / 1.69	1.23				
75. Campus item 5	6.30	5.09 / 1.74	1.21				
76. Campus item 6	6.38	4.89 / 1.83	1.49				
77. Campus item 7	6.24	4.48 / 2.00	1.76				

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National Group Means are based on 142906 records.

Institutional Summary
Items: In Sequential Order

Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
78. Campus item 8	6.19	4.61 / 1.88	1.58				
79. Campus item 9	6.20	4.88 / 1.77	1.32				
80. Campus item 10	6.18	4.92 / 1.88	1.26				
81. Institution's commitment to part-time students?		5.82 / 1.36			5.81 / 1.35		0.01
82. Institution's commitment to evening students?		5.66 / 1.44			5.67 / 1.44		-0.01
83. Institution's commitment to older, returning learners?		5.62 / 1.43			5.78 / 1.41		-0.16 **
84. Institution's commitment to under-represented populations?		5.55 / 1.45			5.69 / 1.40		-0.14 **
85. Institution's commitment to commuters?		5.49 / 1.50			5.66 / 1.44		-0.17 ***
86. Institution's commitment to students with disabilities?		5.71 / 1.43			5.82 / 1.38		-0.11 *
87. Cost as factor in decision to enroll.	6.55			6.35			
88. Financial aid as factor in decision to enroll.	5.99			6.10			
89. Academic reputation as factor in decision to enroll.	5.87			5.97			
90. Size of institution as factor in decision to enroll.	5.16			5.25			
91. Opportunity to play sports as factor in decision to enroll.	3.53			3.75			
92. Recommendations from family/friends as factor in decision to enroll.	4.86			5.08			
93. Geographic setting as factor in decision to enroll.	5.49			5.61			

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Institutional Summary

Items: In Sequential Order

Item	Mesa Community College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
94. Campus appearance as factor in decision to enroll.	5.30			5.32			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.27			5.51			

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Institutional Summary

Summary Items

Summary Item	Mesa Community College - SSI	National Community Colleges	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 4.89 1% 1% 7% 33% 24% 13% 17%	Average: 4.95 1% 1% 6% 32% 25% 14% 18%	-0.06
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.55 0% 1% 4% 12% 17% 41% 21%	Average: 5.58 1% 2% 4% 10% 15% 40% 24%	-0.03
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.86 1% 3% 3% 7% 8% 36% 39%	Average: 5.82 2% 3% 3% 7% 10% 30% 42%	0.04