

### 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	
<b>ACADEMIC ADVISING/COUNSELING</b>	6.11	5.06 / 1.36	1.05	6.26	5.36 / 1.39	0.90	-0.30 ***
6. My academic advisor is approachable.	6.16	5.20 / 1.64	0.96	6.32	5.52 / 1.65	0.80	-0.32 ***
12. My academic advisor helps me set goals to work toward.	5.97	4.91 / 1.72	1.06	6.13	5.18 / 1.76	0.95	-0.27 ***
25. My academic advisor is concerned about my success as an individual.	6.04	4.83 / 1.73	1.21	6.22	5.22 / 1.74	1.00	-0.39 ***
32. My academic advisor is knowledgeable about my program requirements.	6.20	5.17 / 1.69	1.03	6.39	5.52 / 1.66	0.87	-0.35 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.19	5.09 / 1.67	1.10	6.26	5.28 / 1.68	0.98	-0.19 ***
48. Counseling staff care about students as individuals.	6.04	5.01 / 1.58	1.03	6.16	5.39 / 1.55	0.77	-0.38 ***
52. This school does whatever it can to help me reach my educational goals.	6.16	5.20 / 1.54	0.96	6.31	5.39 / 1.52	0.92	-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 192106 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	
<b>ACADEMIC SERVICES</b>	6.05	5.61 / 1.03	0.44	6.16	5.67 / 1.07	0.49	-0.06
14. Library resources and services are adequate.	6.14	5.76 / 1.29	0.38	6.20	5.80 / 1.32	0.40	-0.04
21. There are a sufficient number of study areas on campus.	6.08	5.77 / 1.39	0.31	6.11	5.65 / 1.46	0.46	0.12 **
26. Library staff are helpful and approachable.	5.96	5.66 / 1.34	0.30	6.07	5.75 / 1.36	0.32	-0.09 *
34. Computer labs are adequate and accessible.	6.09	5.77 / 1.32	0.32	6.26	5.79 / 1.38	0.47	-0.02
42. The equipment in the lab facilities is kept up to date.	6.06	5.54 / 1.32	0.52	6.23	5.58 / 1.43	0.65	-0.04
50. Tutoring services are readily available.	6.04	5.46 / 1.41	0.58	6.14	5.65 / 1.44	0.49	-0.19 ***
55. Academic support services adequately meet the needs of students.	5.97	5.26 / 1.38	0.71	6.14	5.45 / 1.42	0.69	-0.19 ***

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

National Group Means are based on 192106 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	
<b>ADMISSIONS AND FINANCIAL AID</b>	6.00	4.98 / 1.27	1.02	6.18	5.34 / 1.28	0.84	-0.36 ***
7. Adequate financial aid is available for most students.	6.17	5.02 / 1.71	1.15	6.31	5.40 / 1.67	0.91	-0.38 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.05	4.69 / 1.78	1.36	6.21	5.17 / 1.70	1.04	-0.48 ***
20. Financial aid counselors are helpful.	5.98	4.82 / 1.69	1.16	6.22	5.24 / 1.70	0.98	-0.42 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.63	5.01 / 1.48	0.62	5.94	5.33 / 1.48	0.61	-0.32 ***
41. Admissions staff are knowledgeable.	6.14	5.21 / 1.52	0.93	6.27	5.54 / 1.46	0.73	-0.33 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	5.96	5.12 / 1.52	0.84	6.10	5.36 / 1.50	0.74	-0.24 ***

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National Group Means are based on 192106 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	
<b>CAMPUS CLIMATE</b>	5.93	5.30 / 1.06	0.63	6.10	5.46 / 1.13	0.64	-0.16 ***
1. Most students feel a sense of belonging here.	5.43	5.33 / 1.36	0.10	5.64	5.40 / 1.41	0.24	-0.07
2. Faculty care about me as an individual.	5.91	5.41 / 1.39	0.50	6.09	5.46 / 1.46	0.63	-0.05
16. The college shows concern for students as individuals.	6.04	5.06 / 1.56	0.98	6.19	5.24 / 1.59	0.95	-0.18 ***
22. People on this campus respect and are supportive of each other.	5.99	5.46 / 1.35	0.53	6.09	5.48 / 1.41	0.61	-0.02
27. The campus staff are caring and helpful.	6.04	5.53 / 1.31	0.51	6.18	5.62 / 1.34	0.56	-0.09 *
28. It is an enjoyable experience to be a student on this campus.	6.09	5.62 / 1.38	0.47	6.23	5.61 / 1.45	0.62	0.01
31. The campus is safe and secure for all students.	6.30	5.66 / 1.28	0.64	6.41	5.79 / 1.30	0.62	-0.13 **
36. Students are made to feel welcome on this campus.	6.14	5.63 / 1.29	0.51	6.26	5.73 / 1.36	0.53	-0.10 *
44. I generally know what's happening on campus.	5.44	4.64 / 1.64	0.80	5.67	5.19 / 1.56	0.48	-0.55 ***
45. This institution has a good reputation within the community.	5.95	5.59 / 1.35	0.36	6.14	5.73 / 1.38	0.41	-0.14 ***
52. This school does whatever it can to help me reach my educational goals.	6.16	5.20 / 1.54	0.96	6.31	5.39 / 1.52	0.92	-0.19 ***
57. Administrators are approachable to students.	5.99	5.29 / 1.46	0.70	6.15	5.47 / 1.49	0.68	-0.18 ***
59. New student orientation services help students adjust to college.	5.75	5.16 / 1.48	0.59	5.94	5.41 / 1.53	0.53	-0.25 ***
63. I seldom get the "run-around" when seeking information on this campus.	5.90	5.03 / 1.61	0.87	6.14	5.20 / 1.68	0.94	-0.17 **
67. Channels for expressing student complaints are readily available.	5.86	4.84 / 1.67	1.02	6.04	5.03 / 1.70	1.01	-0.19 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
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National Group Means are based on 192106 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	
<b>CAMPUS SUPPORT SERVICES</b>	5.49	5.04 / 1.13	0.45	5.65	5.17 / 1.26	0.48	-0.13 ***
10. Child care facilities are available on campus.	4.72	4.88 / 1.43	-0.16	4.58	4.46 / 1.78	0.12	0.42 ***
17. Personnel in the Veterans' Services program are helpful.	5.01	4.73 / 1.38	0.28	5.15	4.92 / 1.49	0.23	-0.19 ***
19. This campus provides effective support services for displaced homemakers.	5.24	4.84 / 1.35	0.40	5.36	4.96 / 1.47	0.40	-0.12 *
30. The career services office provides students with the help they need to get a job.	5.73	4.88 / 1.42	0.85	6.04	5.19 / 1.52	0.85	-0.31 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.78	5.54 / 1.34	0.24	5.83	5.45 / 1.47	0.38	0.09
47. There are adequate services to help me decide upon a career.	5.96	5.02 / 1.58	0.94	6.16	5.36 / 1.52	0.80	-0.34 ***
59. New student orientation services help students adjust to college.	5.75	5.16 / 1.48	0.59	5.94	5.41 / 1.53	0.53	-0.25 ***

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### 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	
<b>CONCERN FOR THE INDIVIDUAL</b>	6.05	5.16 / 1.21	0.89	6.20	5.37 / 1.27	0.83	-0.21 ***
2. Faculty care about me as an individual.	5.91	5.41 / 1.39	0.50	6.09	5.46 / 1.46	0.63	-0.05
16. The college shows concern for students as individuals.	6.04	5.06 / 1.56	0.98	6.19	5.24 / 1.59	0.95	-0.18 ***
25. My academic advisor is concerned about my success as an individual.	6.04	4.83 / 1.73	1.21	6.22	5.22 / 1.74	1.00	-0.39 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.22	5.44 / 1.44	0.78	6.33	5.53 / 1.50	0.80	-0.09 *
48. Counseling staff care about students as individuals.	6.04	5.01 / 1.58	1.03	6.16	5.39 / 1.55	0.77	-0.38 ***

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### 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	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.17	5.41 / 1.09	0.76	6.29	5.54 / 1.12	0.75	-0.13 ***
2. Faculty care about me as an individual.	5.91	5.41 / 1.39	0.50	6.09	5.46 / 1.46	0.63	-0.05
18. The quality of instruction I receive in most of my classes is excellent.	6.36	5.56 / 1.32	0.80	6.49	5.64 / 1.38	0.85	-0.08
23. Faculty are understanding of students' unique life circumstances.	6.09	5.22 / 1.56	0.87	6.24	5.37 / 1.55	0.87	-0.15 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.22	5.44 / 1.44	0.78	6.33	5.53 / 1.50	0.80	-0.09 *
37. Faculty take into consideration student differences as they teach a course.	6.07	5.22 / 1.50	0.85	6.16	5.33 / 1.50	0.83	-0.11 *
46. Faculty provide timely feedback about student progress in a course.	6.13	5.26 / 1.48	0.87	6.31	5.41 / 1.52	0.90	-0.15 **
54. Faculty are interested in my academic problems.	5.96	5.11 / 1.50	0.85	6.14	5.32 / 1.53	0.82	-0.21 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.28	5.67 / 1.32	0.61	6.42	5.79 / 1.33	0.63	-0.12 **
61. Faculty are usually available after class and during office hours.	6.20	5.59 / 1.37	0.61	6.28	5.74 / 1.37	0.54	-0.15 ***
64. Nearly all classes deal with practical experiences and applications.	6.09	5.39 / 1.44	0.70	6.18	5.54 / 1.39	0.64	-0.15 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.11	4.79 / 1.77	1.32	6.24	5.08 / 1.75	1.16	-0.29 ***
66. Program requirements are clear and reasonable.	6.25	5.41 / 1.48	0.84	6.37	5.66 / 1.41	0.71	-0.25 ***

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### 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.	6.35	5.79 / 1.35	0.56	6.37	5.76 / 1.39	0.61	0.03
70. I am able to experience intellectual growth here.	6.37	5.81 / 1.32	0.56	6.42	5.86 / 1.31	0.56	-0.05

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### 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	
<b>REGISTRATION EFFECTIVENESS</b>	6.15	5.36 / 1.06	0.79	6.26	5.57 / 1.07	0.69	-0.21 ***
5. The personnel involved in registration are helpful.	6.16	5.19 / 1.62	0.97	6.26	5.45 / 1.59	0.81	-0.26 ***
8. Classes are scheduled at times that are convenient for me.	6.42	5.52 / 1.43	0.90	6.47	5.55 / 1.51	0.92	-0.03
15. I am able to register for classes I need with few conflicts.	6.32	5.33 / 1.55	0.99	6.43	5.53 / 1.54	0.90	-0.20 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.12	5.26 / 1.52	0.86	6.27	5.56 / 1.46	0.71	-0.30 ***
43. Class change (drop/add) policies are reasonable.	6.12	5.22 / 1.61	0.90	6.20	5.63 / 1.45	0.57	-0.41 ***
51. There are convenient ways of paying my school bill.	6.16	5.53 / 1.51	0.63	6.26	5.65 / 1.45	0.61	-0.12 **
56. The business office is open during hours which are convenient for most students.	5.96	5.31 / 1.40	0.65	6.13	5.55 / 1.43	0.58	-0.24 ***
60. Billing policies are reasonable.	6.07	5.29 / 1.47	0.78	6.18	5.52 / 1.45	0.66	-0.23 ***
62. Bookstore staff are helpful.	5.97	5.59 / 1.45	0.38	6.12	5.72 / 1.44	0.40	-0.13 **

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### 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	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.52 / 1.28			5.63 / 1.28		-0.11 **
81. Institution's commitment to part-time students?		5.72 / 1.38			5.71 / 1.37		0.01
82. Institution's commitment to evening students?		5.52 / 1.47			5.59 / 1.46		-0.07
83. Institution's commitment to older, returning learners?		5.55 / 1.42			5.69 / 1.43		-0.14 **
84. Institution's commitment to under-represented populations?		5.41 / 1.44			5.55 / 1.41		-0.14 **
85. Institution's commitment to commuters?		5.35 / 1.52			5.54 / 1.48		-0.19 ***
86. Institution's commitment to students with disabilities?		5.58 / 1.43			5.70 / 1.41		-0.12 *

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### 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	
<b>SAFETY AND SECURITY</b>	6.06	5.08 / 1.19	0.98	6.14	5.30 / 1.21	0.84	-0.22 ***
4. Security staff are helpful.	5.72	5.23 / 1.48	0.49	5.77	5.26 / 1.56	0.51	-0.03
11. Security staff respond quickly in emergencies.	6.06	5.16 / 1.41	0.90	6.09	5.24 / 1.49	0.85	-0.08
24. Parking lots are well-lighted and secure.	6.03	5.06 / 1.67	0.97	6.18	5.39 / 1.59	0.79	-0.33 ***
31. The campus is safe and secure for all students.	6.30	5.66 / 1.28	0.64	6.41	5.79 / 1.30	0.62	-0.13 **
39. The amount of student parking space on campus is adequate.	6.19	4.32 / 2.06	1.87	6.22	4.78 / 1.95	1.44	-0.46 ***

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### 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	
<b>SERVICE EXCELLENCE</b>	5.93	5.25 / 1.08	0.68	6.08	5.44 / 1.13	0.64	-0.19 ***
5. The personnel involved in registration are helpful.	6.16	5.19 / 1.62	0.97	6.26	5.45 / 1.59	0.81	-0.26 ***
22. People on this campus respect and are supportive of each other.	5.99	5.46 / 1.35	0.53	6.09	5.48 / 1.41	0.61	-0.02
26. Library staff are helpful and approachable.	5.96	5.66 / 1.34	0.30	6.07	5.75 / 1.36	0.32	-0.09 *
27. The campus staff are caring and helpful.	6.04	5.53 / 1.31	0.51	6.18	5.62 / 1.34	0.56	-0.09 *
44. I generally know what's happening on campus.	5.44	4.64 / 1.64	0.80	5.67	5.19 / 1.56	0.48	-0.55 ***
57. Administrators are approachable to students.	5.99	5.29 / 1.46	0.70	6.15	5.47 / 1.49	0.68	-0.18 ***
62. Bookstore staff are helpful.	5.97	5.59 / 1.45	0.38	6.12	5.72 / 1.44	0.40	-0.13 **
63. I seldom get the "run-around" when seeking information on this campus.	5.90	5.03 / 1.61	0.87	6.14	5.20 / 1.68	0.94	-0.17 **
67. Channels for expressing student complaints are readily available.	5.86	4.84 / 1.67	1.02	6.04	5.03 / 1.70	1.01	-0.19 ***

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### 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	
<b>STUDENT CENTEREDNESS</b>	5.95	5.41 / 1.10	0.54	6.10	5.51 / 1.19	0.59	-0.10 **
1. Most students feel a sense of belonging here.	5.43	5.33 / 1.36	0.10	5.64	5.40 / 1.41	0.24	-0.07
16. The college shows concern for students as individuals.	6.04	5.06 / 1.56	0.98	6.19	5.24 / 1.59	0.95	-0.18 ***
27. The campus staff are caring and helpful.	6.04	5.53 / 1.31	0.51	6.18	5.62 / 1.34	0.56	-0.09 *
28. It is an enjoyable experience to be a student on this campus.	6.09	5.62 / 1.38	0.47	6.23	5.61 / 1.45	0.62	0.01
36. Students are made to feel welcome on this campus.	6.14	5.63 / 1.29	0.51	6.26	5.73 / 1.36	0.53	-0.10 *
57. Administrators are approachable to students.	5.99	5.29 / 1.46	0.70	6.15	5.47 / 1.49	0.68	-0.18 ***

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