

### Institutional Summary

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

Scale/Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>ACADEMIC ADVISING/ COUNSELING</b>	6.11	5.06	1.05	6.10	5.02	1.08	6.22	5.12	1.10
6. My academic advisor is approachable.	6.16	5.20	0.96	6.17	5.12	1.05	6.25	5.26	0.99
12. My academic advisor helps me set goals to work toward.	5.97	4.91	1.06	5.84	4.83	1.01	6.19	5.10	1.09
25. My academic advisor is concerned about my success as an individual.	6.04	4.83	1.21	6.06	4.74	1.32	6.13	4.87	1.26
32. My academic advisor is knowledgeable about my program requirements.	6.20	5.17	1.03	6.23	5.14	1.09	6.32	5.30	1.02
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.19	5.09	1.10	6.22	5.03	1.19	6.32	5.14	1.18
48. Counseling staff care about students as individuals.	6.04	5.01	1.03	6.06	5.03	1.03	6.08	4.98	1.10
52. This school does whatever it can to help me reach my educational goals.	6.16	5.20	0.96	6.15	5.24	0.91	6.24	5.18	1.06

### Institutional Summary

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

Scale/Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>ACADEMIC SERVICES</b>	6.05	5.61	0.44	6.03	5.64	0.39	6.16	5.64	0.52
14. Library resources and services are adequate.	6.14	5.76	0.38	6.11	5.79	0.32	6.28	5.80	0.48
21. There are a sufficient number of study areas on campus.	6.08	5.77	0.31	6.03	5.82	0.21	6.23	5.83	0.40
26. Library staff are helpful and approachable.	5.96	5.66	0.30	5.93	5.67	0.26	6.05	5.59	0.46
34. Computer labs are adequate and accessible.	6.09	5.77	0.32	6.06	5.83	0.23	6.29	5.83	0.46
42. The equipment in the lab facilities is kept up to date.	6.06	5.54	0.52	6.06	5.52	0.54	6.17	5.65	0.52
50. Tutoring services are readily available.	6.04	5.46	0.58	6.04	5.48	0.56	6.10	5.52	0.58
55. Academic support services adequately meet the needs of students.	5.97	5.26	0.71	5.96	5.31	0.65	6.02	5.21	0.81

### Institutional Summary

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

Scale/Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>ADMISSIONS AND FINANCIAL AID</b>	6.00	4.98	1.02	5.97	4.93	1.04	6.13	5.06	1.07
7. Adequate financial aid is available for most students.	6.17	5.02	1.15	6.15	4.93	1.22	6.34	5.10	1.24
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.05	4.69	1.36	6.00	4.60	1.40	6.17	4.73	1.44
20. Financial aid counselors are helpful.	5.98	4.82	1.16	5.93	4.66	1.27	6.15	5.00	1.15
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.63	5.01	0.62	5.64	5.08	0.56	5.69	5.01	0.68
41. Admissions staff are knowledgeable.	6.14	5.21	0.93	6.13	5.17	0.96	6.29	5.33	0.96
49. Admissions counselors respond to prospective students' unique needs and requests.	5.96	5.12	0.84	5.94	5.09	0.85	6.09	5.17	0.92

## Institutional Summary

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

Scale/Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>CAMPUS CLIMATE</b>	5.93	5.30	0.63	5.94	5.36	0.58	6.04	5.32	0.72
1. Most students feel a sense of belonging here.	5.43	5.33	0.10	5.36	5.36	0.00	5.63	5.50	0.13
2. Faculty care about me as an individual.	5.91	5.41	0.50	5.96	5.54	0.42	5.91	5.35	0.56
16. The college shows concern for students as individuals.	6.04	5.06	0.98	6.06	5.08	0.98	6.12	5.14	0.98
22. People on this campus respect and are supportive of each other.	5.99	5.46	0.53	6.00	5.51	0.49	6.11	5.53	0.58
27. The campus staff are caring and helpful.	6.04	5.53	0.51	6.06	5.58	0.48	6.06	5.44	0.62
28. It is an enjoyable experience to be a student on this campus.	6.09	5.62	0.47	6.13	5.64	0.49	6.15	5.61	0.54
31. The campus is safe and secure for all students.	6.30	5.66	0.64	6.38	5.75	0.63	6.34	5.60	0.74
36. Students are made to feel welcome on this campus.	6.14	5.63	0.51	6.09	5.70	0.39	6.35	5.58	0.77
44. I generally know what's happening on campus.	5.44	4.64	0.80	5.42	4.67	0.75	5.53	4.72	0.81
45. This institution has a good reputation within the community.	5.95	5.59	0.36	5.94	5.72	0.22	6.11	5.63	0.48
52. This school does whatever it can to help me reach my educational goals.	6.16	5.20	0.96	6.15	5.24	0.91	6.24	5.18	1.06
57. Administrators are approachable to students.	5.99	5.29	0.70	6.03	5.37	0.66	6.16	5.34	0.82

**Institutional Summary**

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

Scale/Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
59. New student orientation services help students adjust to college.	5.75	5.16	0.59	5.66	5.09	0.57	6.01	5.28	0.73
63. I seldom get the "run-around" when seeking information on this campus.	5.90	5.03	0.87	6.05	5.06	0.99	5.87	4.93	0.94
67. Channels for expressing student complaints are readily available.	5.86	4.84	1.02	5.83	4.88	0.95	5.92	4.87	1.05

### Institutional Summary

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

Scale/Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>CAMPUS SUPPORT SERVICES</b>	5.49	5.04	0.45	5.38	4.98	0.40	5.74	5.18	0.56
10. Child care facilities are available on campus.	4.72	4.88	-0.16	4.32	4.78	-0.46	5.23	5.15	0.08
17. Personnel in the Veterans' Services program are helpful.	5.01	4.73	0.28	4.86	4.62	0.24	5.27	4.92	0.35
19. This campus provides effective support services for displaced homemakers.	5.24	4.84	0.40	5.06	4.66	0.40	5.45	5.05	0.40
30. The career services office provides students with the help they need to get a job.	5.73	4.88	0.85	5.66	4.82	0.84	5.89	5.02	0.87
38. The student center is a comfortable place for students to spend their leisure time.	5.78	5.54	0.24	5.76	5.56	0.20	5.92	5.62	0.30
47. There are adequate services to help me decide upon a career.	5.96	5.02	0.94	5.93	5.02	0.91	6.16	5.07	1.09
59. New student orientation services help students adjust to college.	5.75	5.16	0.59	5.66	5.09	0.57	6.01	5.28	0.73

**Institutional Summary**

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

Scale/Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>CONCERN FOR THE INDIVIDUAL</b>	6.05	5.16	0.89	6.08	5.19	0.89	6.11	5.15	0.96
2. Faculty care about me as an individual.	5.91	5.41	0.50	5.96	5.54	0.42	5.91	5.35	0.56
16. The college shows concern for students as individuals.	6.04	5.06	0.98	6.06	5.08	0.98	6.12	5.14	0.98
25. My academic advisor is concerned about my success as an individual.	6.04	4.83	1.21	6.06	4.74	1.32	6.13	4.87	1.26
29. Faculty are fair and unbiased in their treatment of individual students.	6.22	5.44	0.78	6.26	5.51	0.75	6.31	5.38	0.93
48. Counseling staff care about students as individuals.	6.04	5.01	1.03	6.06	5.03	1.03	6.08	4.98	1.10

## Institutional Summary

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

Scale/Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.17	5.41	0.76	6.23	5.48	0.75	6.26	5.40	0.86
2. Faculty care about me as an individual.	5.91	5.41	0.50	5.96	5.54	0.42	5.91	5.35	0.56
18. The quality of instruction I receive in most of my classes is excellent.	6.36	5.56	0.80	6.46	5.62	0.84	6.38	5.52	0.86
23. Faculty are understanding of students' unique life circumstances.	6.09	5.22	0.87	6.15	5.28	0.87	6.17	5.32	0.85
29. Faculty are fair and unbiased in their treatment of individual students.	6.22	5.44	0.78	6.26	5.51	0.75	6.31	5.38	0.93
37. Faculty take into consideration student differences as they teach a course.	6.07	5.22	0.85	6.11	5.26	0.85	6.19	5.12	1.07
46. Faculty provide timely feedback about student progress in a course.	6.13	5.26	0.87	6.20	5.33	0.87	6.28	5.22	1.06
54. Faculty are interested in my academic problems.	5.96	5.11	0.85	5.99	5.18	0.81	6.02	5.11	0.91
58. Nearly all of the faculty are knowledgeable in their fields.	6.28	5.67	0.61	6.35	5.77	0.58	6.47	5.72	0.75
61. Faculty are usually available after class and during office hours.	6.20	5.59	0.61	6.28	5.75	0.53	6.28	5.54	0.74
64. Nearly all classes deal with practical experiences and applications.	6.09	5.39	0.70	6.15	5.44	0.71	6.16	5.35	0.81
65. Students are notified early in the term if they are doing poorly in a class.	6.11	4.79	1.32	6.13	4.77	1.36	6.19	4.77	1.42



**Institutional Summary**

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

Scale/Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
66. Program requirements are clear and reasonable.	6.25	5.41	0.84	6.30	5.51	0.79	6.36	5.42	0.94
69. There is a good variety of courses provided on this campus.	6.35	5.79	0.56	6.40	5.84	0.56	6.43	5.83	0.60
70. I am able to experience intellectual growth here.	6.37	5.81	0.56	6.44	5.86	0.58	6.46	5.88	0.58

### Institutional Summary

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

Scale/Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>REGISTRATION EFFECTIVENESS</b>	6.15	5.36	0.79	6.18	5.39	0.79	6.25	5.43	0.82
5. The personnel involved in registration are helpful.	6.16	5.19	0.97	6.23	5.17	1.06	6.28	5.20	1.08
8. Classes are scheduled at times that are convenient for me.	6.42	5.52	0.90	6.47	5.54	0.93	6.49	5.72	0.77
15. I am able to register for classes I need with few conflicts.	6.32	5.33	0.99	6.37	5.30	1.07	6.40	5.48	0.92
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.12	5.26	0.86	6.15	5.25	0.90	6.27	5.27	1.00
43. Class change (drop/add) policies are reasonable.	6.12	5.22	0.90	6.19	5.25	0.94	6.21	5.37	0.84
51. There are convenient ways of paying my school bill.	6.16	5.53	0.63	6.17	5.65	0.52	6.22	5.41	0.81
56. The business office is open during hours which are convenient for most students.	5.96	5.31	0.65	5.97	5.37	0.60	6.09	5.41	0.68
60. Billing policies are reasonable.	6.07	5.29	0.78	6.11	5.36	0.75	6.20	5.37	0.83
62. Bookstore staff are helpful.	5.97	5.59	0.38	5.95	5.64	0.31	6.07	5.67	0.40

**Institutional Summary**

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

Scale/Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.52			5.51			5.71	
81. Institution's commitment to part-time students?		5.72			5.76			5.92	
82. Institution's commitment to evening students?		5.52			5.49			5.70	
83. Institution's commitment to older, returning learners?		5.55			5.54			5.76	
84. Institution's commitment to under-represented populations?		5.41			5.34			5.66	
85. Institution's commitment to commuters?		5.35			5.36			5.46	
86. Institution's commitment to students with disabilities?		5.58			5.53			5.75	

### Institutional Summary

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

Scale/Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>SAFETY AND SECURITY</b>	6.06	5.08	0.98	6.08	5.09	0.99	6.16	5.08	1.08
4. Security staff are helpful.	5.72	5.23	0.49	5.61	5.13	0.48	5.86	5.37	0.49
11. Security staff respond quickly in emergencies.	6.06	5.16	0.90	6.08	5.06	1.02	6.09	5.20	0.89
24. Parking lots are well-lighted and secure.	6.03	5.06	0.97	6.06	5.20	0.86	6.22	4.90	1.32
31. The campus is safe and secure for all students.	6.30	5.66	0.64	6.38	5.75	0.63	6.34	5.60	0.74
39. The amount of student parking space on campus is adequate.	6.19	4.32	1.87	6.27	4.31	1.96	6.27	4.33	1.94

### Institutional Summary

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

Scale/Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>SERVICE EXCELLENCE</b>	5.93	5.25	0.68	5.95	5.29	0.66	6.01	5.26	0.75
5. The personnel involved in registration are helpful.	6.16	5.19	0.97	6.23	5.17	1.06	6.28	5.20	1.08
22. People on this campus respect and are supportive of each other.	5.99	5.46	0.53	6.00	5.51	0.49	6.11	5.53	0.58
26. Library staff are helpful and approachable.	5.96	5.66	0.30	5.93	5.67	0.26	6.05	5.59	0.46
27. The campus staff are caring and helpful.	6.04	5.53	0.51	6.06	5.58	0.48	6.06	5.44	0.62
44. I generally know what's happening on campus.	5.44	4.64	0.80	5.42	4.67	0.75	5.53	4.72	0.81
57. Administrators are approachable to students.	5.99	5.29	0.70	6.03	5.37	0.66	6.16	5.34	0.82
62. Bookstore staff are helpful.	5.97	5.59	0.38	5.95	5.64	0.31	6.07	5.67	0.40
63. I seldom get the "run-around" when seeking information on this campus.	5.90	5.03	0.87	6.05	5.06	0.99	5.87	4.93	0.94
67. Channels for expressing student complaints are readily available.	5.86	4.84	1.02	5.83	4.88	0.95	5.92	4.87	1.05

### Institutional Summary

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

Scale/Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>STUDENT CENTEREDNESS</b>	5.95	5.41	0.54	5.95	5.46	0.49	6.08	5.44	0.64
1. Most students feel a sense of belonging here.	5.43	5.33	0.10	5.36	5.36	0.00	5.63	5.50	0.13
16. The college shows concern for students as individuals.	6.04	5.06	0.98	6.06	5.08	0.98	6.12	5.14	0.98
27. The campus staff are caring and helpful.	6.04	5.53	0.51	6.06	5.58	0.48	6.06	5.44	0.62
28. It is an enjoyable experience to be a student on this campus.	6.09	5.62	0.47	6.13	5.64	0.49	6.15	5.61	0.54
36. Students are made to feel welcome on this campus.	6.14	5.63	0.51	6.09	5.70	0.39	6.35	5.58	0.77
57. Administrators are approachable to students.	5.99	5.29	0.70	6.03	5.37	0.66	6.16	5.34	0.82