

Institutional Summary

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

Scale/Item	April 2016			April 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.11	5.06 / 1.36	1.05	6.15	4.92 / 1.43	1.23	0.14 *
6. My academic advisor is approachable.	6.16	5.20 / 1.64	0.96	6.17	5.01 / 1.75	1.16	0.19 *
12. My academic advisor helps me set goals to work toward.	5.97	4.91 / 1.72	1.06	6.05	4.74 / 1.81	1.31	0.17
25. My academic advisor is concerned about my success as an individual.	6.04	4.83 / 1.73	1.21	6.03	4.62 / 1.78	1.41	0.21 *
32. My academic advisor is knowledgeable about my program requirements.	6.20	5.17 / 1.69	1.03	6.27	4.91 / 1.81	1.36	0.26 **
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.19	5.09 / 1.67	1.10	6.24	4.93 / 1.71	1.31	0.16
48. Counseling staff care about students as individuals.	6.04	5.01 / 1.58	1.03	6.03	5.04 / 1.58	0.99	-0.03
52. This school does whatever it can to help me reach my educational goals.	6.16	5.20 / 1.54	0.96	6.25	5.18 / 1.50	1.07	0.02

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
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Institutional Summary

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

Scale/Item	April 2016			April 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.05	5.61 / 1.03	0.44	6.11	5.59 / 1.00	0.52	0.02
14. Library resources and services are adequate.	6.14	5.76 / 1.29	0.38	6.25	5.81 / 1.27	0.44	-0.05
21. There are a sufficient number of study areas on campus.	6.08	5.77 / 1.39	0.31	6.07	5.65 / 1.41	0.42	0.12
26. Library staff are helpful and approachable.	5.96	5.66 / 1.34	0.30	5.99	5.59 / 1.37	0.40	0.07
34. Computer labs are adequate and accessible.	6.09	5.77 / 1.32	0.32	6.12	5.69 / 1.36	0.43	0.08
42. The equipment in the lab facilities is kept up to date.	6.06	5.54 / 1.32	0.52	6.09	5.58 / 1.32	0.51	-0.04
50. Tutoring services are readily available.	6.04	5.46 / 1.41	0.58	6.20	5.54 / 1.42	0.66	-0.08
55. Academic support services adequately meet the needs of students.	5.97	5.26 / 1.38	0.71	6.03	5.22 / 1.42	0.81	0.04

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Institutional Summary

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

Scale/Item	April 2016			April 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.00	4.98 / 1.27	1.02	6.08	5.00 / 1.27	1.08	-0.02
7. Adequate financial aid is available for most students.	6.17	5.02 / 1.71	1.15	6.20	5.17 / 1.70	1.03	-0.15
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.05	4.69 / 1.78	1.36	6.14	4.75 / 1.75	1.39	-0.06
20. Financial aid counselors are helpful.	5.98	4.82 / 1.69	1.16	6.15	4.89 / 1.70	1.26	-0.07
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.63	5.01 / 1.48	0.62	5.73	4.96 / 1.43	0.77	0.05
41. Admissions staff are knowledgeable.	6.14	5.21 / 1.52	0.93	6.21	5.21 / 1.51	1.00	0.00
49. Admissions counselors respond to prospective students' unique needs and requests.	5.96	5.12 / 1.52	0.84	5.99	4.98 / 1.49	1.01	0.14

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Institutional Summary

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

Scale/Item	April 2016			April 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	5.93	5.30 / 1.06	0.63	5.97	5.25 / 1.07	0.72	0.05
1. Most students feel a sense of belonging here.	5.43	5.33 / 1.36	0.10	5.55	5.28 / 1.37	0.27	0.05
2. Faculty care about me as an individual.	5.91	5.41 / 1.39	0.50	5.93	5.24 / 1.44	0.69	0.17 *
16. The college shows concern for students as individuals.	6.04	5.06 / 1.56	0.98	6.02	4.92 / 1.59	1.10	0.14
22. People on this campus respect and are supportive of each other.	5.99	5.46 / 1.35	0.53	5.98	5.34 / 1.34	0.64	0.12
27. The campus staff are caring and helpful.	6.04	5.53 / 1.31	0.51	6.08	5.51 / 1.29	0.57	0.02
28. It is an enjoyable experience to be a student on this campus.	6.09	5.62 / 1.38	0.47	6.15	5.59 / 1.36	0.56	0.03
31. The campus is safe and secure for all students.	6.30	5.66 / 1.28	0.64	6.35	5.62 / 1.34	0.73	0.04
36. Students are made to feel welcome on this campus.	6.14	5.63 / 1.29	0.51	6.15	5.59 / 1.34	0.56	0.04
44. I generally know what's happening on campus.	5.44	4.64 / 1.64	0.80	5.36	4.72 / 1.57	0.64	-0.08
45. This institution has a good reputation within the community.	5.95	5.59 / 1.35	0.36	5.97	5.62 / 1.37	0.35	-0.03
52. This school does whatever it can to help me reach my educational goals.	6.16	5.20 / 1.54	0.96	6.25	5.18 / 1.50	1.07	0.02
57. Administrators are approachable to students.	5.99	5.29 / 1.46	0.70	6.04	5.23 / 1.48	0.81	0.06
59. New student orientation services help students adjust to college.	5.75	5.16 / 1.48	0.59	5.69	5.14 / 1.47	0.55	0.02
63. I seldom get the "run-around" when seeking information on this campus.	5.90	5.03 / 1.61	0.87	6.01	4.93 / 1.72	1.08	0.10
67. Channels for expressing student complaints are readily available.	5.86	4.84 / 1.67	1.02	5.96	4.78 / 1.61	1.18	0.06

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Institutional Summary

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

Scale/Item	April 2016			April 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.49	5.04 / 1.13	0.45	5.47	4.98 / 1.15	0.49	0.06
10. Child care facilities are available on campus.	4.72	4.88 / 1.43	-0.16	4.61	4.73 / 1.40	-0.12	0.15
17. Personnel in the Veterans' Services program are helpful.	5.01	4.73 / 1.38	0.28	4.96	4.75 / 1.35	0.21	-0.02
19. This campus provides effective support services for displaced homemakers.	5.24	4.84 / 1.35	0.40	5.00	4.76 / 1.25	0.24	0.08
30. The career services office provides students with the help they need to get a job.	5.73	4.88 / 1.42	0.85	5.80	4.76 / 1.44	1.04	0.12
38. The student center is a comfortable place for students to spend their leisure time.	5.78	5.54 / 1.34	0.24	5.75	5.42 / 1.37	0.33	0.12
47. There are adequate services to help me decide upon a career.	5.96	5.02 / 1.58	0.94	6.07	5.06 / 1.61	1.01	-0.04
59. New student orientation services help students adjust to college.	5.75	5.16 / 1.48	0.59	5.69	5.14 / 1.47	0.55	0.02

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Institutional Summary

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

Scale/Item	April 2016			April 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.05	5.16 / 1.21	0.89	6.06	5.05 / 1.25	1.01	0.11
2. Faculty care about me as an individual.	5.91	5.41 / 1.39	0.50	5.93	5.24 / 1.44	0.69	0.17 *
16. The college shows concern for students as individuals.	6.04	5.06 / 1.56	0.98	6.02	4.92 / 1.59	1.10	0.14
25. My academic advisor is concerned about my success as an individual.	6.04	4.83 / 1.73	1.21	6.03	4.62 / 1.78	1.41	0.21 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.22	5.44 / 1.44	0.78	6.28	5.39 / 1.47	0.89	0.05
48. Counseling staff care about students as individuals.	6.04	5.01 / 1.58	1.03	6.03	5.04 / 1.58	0.99	-0.03

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Institutional Summary

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

Scale/Item	April 2016			April 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.17	5.41 / 1.09	0.76	6.22	5.34 / 1.07	0.88	0.07
2. Faculty care about me as an individual.	5.91	5.41 / 1.39	0.50	5.93	5.24 / 1.44	0.69	0.17 *
18. The quality of instruction I receive in most of my classes is excellent.	6.36	5.56 / 1.32	0.80	6.45	5.44 / 1.32	1.01	0.12
23. Faculty are understanding of students' unique life circumstances.	6.09	5.22 / 1.56	0.87	6.17	5.16 / 1.54	1.01	0.06
29. Faculty are fair and unbiased in their treatment of individual students.	6.22	5.44 / 1.44	0.78	6.28	5.39 / 1.47	0.89	0.05
37. Faculty take into consideration student differences as they teach a course.	6.07	5.22 / 1.50	0.85	6.09	5.14 / 1.51	0.95	0.08
46. Faculty provide timely feedback about student progress in a course.	6.13	5.26 / 1.48	0.87	6.22	5.26 / 1.48	0.96	0.00
54. Faculty are interested in my academic problems.	5.96	5.11 / 1.50	0.85	5.98	5.00 / 1.52	0.98	0.11
58. Nearly all of the faculty are knowledgeable in their fields.	6.28	5.67 / 1.32	0.61	6.37	5.57 / 1.37	0.80	0.10
61. Faculty are usually available after class and during office hours.	6.20	5.59 / 1.37	0.61	6.20	5.56 / 1.39	0.64	0.03
64. Nearly all classes deal with practical experiences and applications.	6.09	5.39 / 1.44	0.70	6.12	5.24 / 1.45	0.88	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	6.20	4.69 / 1.76	1.51	0.10
66. Program requirements are clear and reasonable.	6.25	5.41 / 1.48	0.84	6.33	5.41 / 1.38	0.92	0.00

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Institutional Summary

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

Scale/Item	April 2016			April 2013			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	6.36	5.79 / 1.32	0.57	0.00
70. I am able to experience intellectual growth here.	6.37	5.81 / 1.32	0.56	6.37	5.82 / 1.27	0.55	-0.01

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Institutional Summary

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

Scale/Item	April 2016			April 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.15	5.36 / 1.06	0.79	6.22	5.37 / 1.06	0.85	-0.01
5. The personnel involved in registration are helpful.	6.16	5.19 / 1.62	0.97	6.23	5.06 / 1.69	1.17	0.13
8. Classes are scheduled at times that are convenient for me.	6.42	5.52 / 1.43	0.90	6.50	5.53 / 1.47	0.97	-0.01
15. I am able to register for classes I need with few conflicts.	6.32	5.33 / 1.55	0.99	6.43	5.44 / 1.54	0.99	-0.11
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.12	5.26 / 1.52	0.86	6.17	5.32 / 1.51	0.85	-0.06
43. Class change (drop/add) policies are reasonable.	6.12	5.22 / 1.61	0.90	6.19	5.17 / 1.73	1.02	0.05
51. There are convenient ways of paying my school bill.	6.16	5.53 / 1.51	0.63	6.27	5.51 / 1.52	0.76	0.02
56. The business office is open during hours which are convenient for most students.	5.96	5.31 / 1.40	0.65	6.01	5.37 / 1.38	0.64	-0.06
60. Billing policies are reasonable.	6.07	5.29 / 1.47	0.78	6.12	5.25 / 1.55	0.87	0.04
62. Bookstore staff are helpful.	5.97	5.59 / 1.45	0.38	6.05	5.65 / 1.45	0.40	-0.06

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Institutional Summary

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

Scale/Item	April 2016			April 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.52 / 1.28			5.40 / 1.36		0.12
81. Institution's commitment to part-time students?		5.72 / 1.38			5.61 / 1.45		0.11
82. Institution's commitment to evening students?		5.52 / 1.47			5.41 / 1.56		0.11
83. Institution's commitment to older, returning learners?		5.55 / 1.42			5.43 / 1.54		0.12
84. Institution's commitment to under-represented populations?		5.41 / 1.44			5.26 / 1.55		0.15
85. Institution's commitment to commuters?		5.35 / 1.52			5.28 / 1.53		0.07
86. Institution's commitment to students with disabilities?		5.58 / 1.43			5.39 / 1.54		0.19 *

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Institutional Summary

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

Scale/Item	April 2016			April 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.06	5.08 / 1.19	0.98	6.03	5.10 / 1.14	0.93	-0.02
4. Security staff are helpful.	5.72	5.23 / 1.48	0.49	5.57	5.01 / 1.53	0.56	0.22 **
11. Security staff respond quickly in emergencies.	6.06	5.16 / 1.41	0.90	5.92	4.93 / 1.35	0.99	0.23 **
24. Parking lots are well-lighted and secure.	6.03	5.06 / 1.67	0.97	6.13	5.21 / 1.60	0.92	-0.15
31. The campus is safe and secure for all students.	6.30	5.66 / 1.28	0.64	6.35	5.62 / 1.34	0.73	0.04
39. The amount of student parking space on campus is adequate.	6.19	4.32 / 2.06	1.87	6.21	4.70 / 1.93	1.51	-0.38 ***

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Institutional Summary

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

Scale/Item	April 2016			April 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	5.93	5.25 / 1.08	0.68	5.97	5.21 / 1.07	0.76	0.04
5. The personnel involved in registration are helpful.	6.16	5.19 / 1.62	0.97	6.23	5.06 / 1.69	1.17	0.13
22. People on this campus respect and are supportive of each other.	5.99	5.46 / 1.35	0.53	5.98	5.34 / 1.34	0.64	0.12
26. Library staff are helpful and approachable.	5.96	5.66 / 1.34	0.30	5.99	5.59 / 1.37	0.40	0.07
27. The campus staff are caring and helpful.	6.04	5.53 / 1.31	0.51	6.08	5.51 / 1.29	0.57	0.02
44. I generally know what's happening on campus.	5.44	4.64 / 1.64	0.80	5.36	4.72 / 1.57	0.64	-0.08
57. Administrators are approachable to students.	5.99	5.29 / 1.46	0.70	6.04	5.23 / 1.48	0.81	0.06
62. Bookstore staff are helpful.	5.97	5.59 / 1.45	0.38	6.05	5.65 / 1.45	0.40	-0.06
63. I seldom get the "run-around" when seeking information on this campus.	5.90	5.03 / 1.61	0.87	6.01	4.93 / 1.72	1.08	0.10
67. Channels for expressing student complaints are readily available.	5.86	4.84 / 1.67	1.02	5.96	4.78 / 1.61	1.18	0.06

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Institutional Summary

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

Scale/Item	April 2016			April 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	5.95	5.41 / 1.10	0.54	6.00	5.36 / 1.14	0.64	0.05
1. Most students feel a sense of belonging here.	5.43	5.33 / 1.36	0.10	5.55	5.28 / 1.37	0.27	0.05
16. The college shows concern for students as individuals.	6.04	5.06 / 1.56	0.98	6.02	4.92 / 1.59	1.10	0.14
27. The campus staff are caring and helpful.	6.04	5.53 / 1.31	0.51	6.08	5.51 / 1.29	0.57	0.02
28. It is an enjoyable experience to be a student on this campus.	6.09	5.62 / 1.38	0.47	6.15	5.59 / 1.36	0.56	0.03
36. Students are made to feel welcome on this campus.	6.14	5.63 / 1.29	0.51	6.15	5.59 / 1.34	0.56	0.04
57. Administrators are approachable to students.	5.99	5.29 / 1.46	0.70	6.04	5.23 / 1.48	0.81	0.06

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