

**Institutional Summary**  
**Scales: In Order of Importance**

Scale	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
Registration Effectiveness	6.15	5.36 / 1.06	0.79	6.22	5.37 / 1.06	0.85	-0.01
Academic Advising/Counseling	6.11	5.06 / 1.36	1.05	6.15	4.92 / 1.43	1.23	0.14 *
Safety and Security	6.06	5.08 / 1.19	0.98	6.03	5.10 / 1.14	0.93	-0.02
Academic Services	6.05	5.61 / 1.03	0.44	6.11	5.59 / 1.00	0.52	0.02
Concern for the Individual	6.05	5.16 / 1.21	0.89	6.06	5.05 / 1.25	1.01	0.11
Admissions and Financial Aid	6.00	4.98 / 1.27	1.02	6.08	5.00 / 1.27	1.08	-0.02
Student Centeredness	5.95	5.41 / 1.10	0.54	6.00	5.36 / 1.14	0.64	0.05
Campus Climate	5.93	5.30 / 1.06	0.63	5.97	5.25 / 1.07	0.72	0.05
Service Excellence	5.93	5.25 / 1.08	0.68	5.97	5.21 / 1.07	0.76	0.04
Campus Support Services	5.49	5.04 / 1.13	0.45	5.47	4.98 / 1.15	0.49	0.06
Responsiveness to Diverse Populations		5.52 / 1.28			5.40 / 1.36		0.12

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

### Institutional Summary Items: In Order of Importance

Item	April 2016			April 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
72. Campus item 2	6.49	6.06 / 1.28	0.43	6.50	6.08 / 1.20	0.42	-0.02
73. Campus item 3	6.44	5.67 / 1.43	0.77	6.43	5.74 / 1.34	0.69	-0.07
87. Cost as factor in decision to enroll.	6.44			6.50			
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
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
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
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
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
71. Campus item 1	6.32	4.73 / 1.93	1.59	6.42	5.01 / 1.78	1.41	-0.28 **
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
79. Campus item 9	6.30	5.00 / 1.79	1.30	6.36	5.09 / 1.76	1.27	-0.09
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
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
80. Campus item 10	6.23	5.02 / 1.77	1.21	6.29	4.94 / 1.81	1.35	0.08
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
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 **

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**Items: In Order of Importance**

Item	April 2016			April 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
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
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 ***
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
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
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
6. My academic advisor is approachable.	6.16	5.20 / 1.64	0.96	6.17	5.01 / 1.75	1.16	0.19 *
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
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
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
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
41. Admissions staff are knowledgeable.	6.14	5.21 / 1.52	0.93	6.21	5.21 / 1.51	1.00	0.00
75. Campus item 5	6.14	4.86 / 1.78	1.28	6.23	4.90 / 1.77	1.33	-0.04
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
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

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## Institutional Summary

### Items: In Order of Importance

Item	April 2016			April 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
74. Campus item 4	6.12	5.05 / 1.67	1.07	6.20	5.04 / 1.65	1.16	0.01
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
78. Campus item 8	6.11	4.48 / 1.97	1.63	6.21	4.40 / 1.99	1.81	0.08
68. On the whole, the campus is well-maintained.	6.10	5.80 / 1.33	0.30	6.21	5.92 / 1.26	0.29	-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
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
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
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 *
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
76. Campus item 6	6.08	4.94 / 1.73	1.14	6.15	5.01 / 1.62	1.14	-0.07
77. Campus item 7	6.08	4.71 / 1.89	1.37	6.14	4.69 / 1.91	1.45	0.02
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
60. Billing policies are reasonable.	6.07	5.29 / 1.47	0.78	6.12	5.25 / 1.55	0.87	0.04
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 ***
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

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Item	April 2016			April 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.05	4.69 / 1.78	1.36	6.14	4.75 / 1.75	1.39	-0.06
53. The assessment and course placement procedures are reasonable.	6.05	5.31 / 1.48	0.74	6.10	5.30 / 1.50	0.80	0.01
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 *
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
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
50. Tutoring services are readily available.	6.04	5.46 / 1.41	0.58	6.20	5.54 / 1.42	0.66	-0.08
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
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
57. Administrators are approachable to students.	5.99	5.29 / 1.46	0.70	6.04	5.23 / 1.48	0.81	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
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
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
62. Bookstore staff are helpful.	5.97	5.59 / 1.45	0.38	6.05	5.65 / 1.45	0.40	-0.06
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
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

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### Items: In Order of Importance

Item	April 2016			April 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
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
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
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
3. The quality of instruction in the vocational/technical programs is excellent.	5.95	5.37 / 1.32	0.58	5.93	5.24 / 1.35	0.69	0.13
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
88. Financial aid as factor in decision to enroll.	5.92			6.11			
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 *
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
89. Academic reputation as factor in decision to enroll.	5.83			5.77			
9. Internships or practical experiences are provided in my degree/certificate program.	5.79	4.80 / 1.56	0.99	5.87	4.74 / 1.56	1.13	0.06
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
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
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

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4. Security staff are helpful.	5.72	5.23 / 1.48	0.49	5.57	5.01 / 1.53	0.56	0.22 **
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
93. Geographic setting as factor in decision to enroll.	5.62			5.74			
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
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
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.33			5.39			
94. Campus appearance as factor in decision to enroll.	5.31			5.42			
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
90. Size of institution as factor in decision to enroll.	5.13			5.44			
92. Recommendations from family/friends as factor in decision to enroll.	5.03			5.07			
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
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
91. Opportunity to play sports as factor in decision to enroll.	3.89			3.63			
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

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**Items: In Order of Importance**

Item	April 2016			April 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
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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