

Institutional Summary
Scales: In Order of Importance

Scale	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Enrollment Services	6.30	5.67	0.63	6.24	5.62	0.62	6.37	5.62	0.75
Institutional Perceptions	6.26	5.84	0.42	6.21	5.72	0.49	6.44	6.06	0.38
Instructional Services	6.24	5.46	0.78	6.18	5.32	0.86	6.39	5.82	0.57
Academic Services	6.21	5.34	0.87	6.13	5.21	0.92	6.39	5.47	0.92
Student Services	6.15	5.25	0.90	6.08	5.14	0.94	6.26	5.29	0.97

Institutional Summary
Items: In Order of Importance

Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
51. Factor to enroll: Convenience	6.62			6.59			6.70		
11. Student assignments are clearly defined in the syllabus.	6.61	5.69	0.92	6.58	5.60	0.98	6.70	5.88	0.82
25. Faculty are responsive to student needs.	6.60	5.37	1.23	6.57	5.30	1.27	6.62	5.58	1.04
32. Campus: The course syllabus and the information on required textbooks and supplies is helpful.	6.58	5.92	0.66	6.56	5.93	0.63	6.67	6.08	0.59
18. Registration for online courses is convenient.	6.57	5.92	0.65	6.58	5.92	0.66	6.32	5.88	0.44
20. The quality of online instruction is excellent.	6.56	5.31	1.25	6.55	5.08	1.47	6.62	5.77	0.85
7. Program requirements are clear and reasonable.	6.54	5.62	0.92	6.53	5.53	1.00	6.62	5.92	0.70
31. Campus: Canvas is reliable and performs well.	6.54	5.82	0.72	6.51	5.78	0.73	6.40	5.92	0.48
4. Faculty provide timely feedback about student progress.	6.52	5.39	1.13	6.56	5.28	1.28	6.56	5.81	0.75
3. Instructional materials are appropriate for program content.	6.52	5.64	0.88	6.52	5.48	1.04	6.70	6.15	0.55

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Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
34. Campus: The amount of work assigned is appropriate.	6.51	5.52	0.99	6.51	5.30	1.21	6.59	5.85	0.74
6. Tuition paid is a worthwhile investment.	6.49	5.78	0.71	6.48	5.61	0.87	6.52	6.19	0.33
33. Campus: The difficulty level of work required is appropriate.	6.49	5.53	0.96	6.50	5.35	1.15	6.52	5.85	0.67
12. There are sufficient offerings within my program of study.	6.45	5.48	0.97	6.38	5.40	0.98	6.67	5.38	1.29
49. Factor to enroll: Work schedule	6.45			6.26			6.81		
50. Factor to enroll: Flexible pacing for completing a program	6.43			6.35			6.74		
17. Assessment and evaluation procedures are clear and reasonable.	6.41	5.71	0.70	6.34	5.61	0.73	6.52	5.92	0.60
45. Factor to enroll: Cost	6.41			6.30			6.44		
23. Billing and payment procedures are convenient for me.	6.39	5.93	0.46	6.32	5.95	0.37	6.60	6.04	0.56
10. This institution responds quickly when I request information.	6.38	5.34	1.04	6.32	5.23	1.09	6.67	5.33	1.34

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
28. Campus: The test proctoring services associated with your online courses are convenient.	6.37	5.71	0.66	6.36	5.58	0.78	6.33	5.68	0.65
30. Campus: Online Course Previews for your course(s) provide enough information.	6.29	5.23	1.06	6.26	5.06	1.20	6.15	5.50	0.65
16. Appropriate technical assistance is readily available.	6.27	5.65	0.62	6.20	5.49	0.71	6.26	6.00	0.26
26. The bookstore provides timely service to students.	6.23	5.73	0.50	6.18	5.67	0.51	6.33	5.59	0.74
40. Source of information: Web site	6.23			6.09			6.63		
22. I am aware of whom to contact for questions about programs and services.	6.23	5.08	1.15	6.22	4.98	1.24	6.04	5.21	0.83
44. Factor to enroll: Ability to transfer credits	6.23			6.17			5.92		
13. The frequency of student and instructor interactions is adequate.	6.22	5.39	0.83	6.15	5.20	0.95	6.35	5.96	0.39
21. Adequate online library resources are provided.	6.19	5.56	0.63	6.16	5.50	0.66	6.32	5.43	0.89

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
53. Factor to enroll: Program requirements	6.17			6.02			6.65		
14. I receive timely information on the availability of financial aid.	6.16	5.22	0.94	6.04	5.14	0.90	6.33	4.90	1.43
38. Source of information: Catalog (online)	6.07			6.02			6.00		
2. My program advisor is accessible by telephone and e-mail.	6.07	5.01	1.06	5.97	4.84	1.13	6.17	5.38	0.79
1. This institution has a good reputation.	6.04	5.90	0.14	5.95	5.83	0.12	6.37	5.93	0.44
15. Channels are available for providing timely responses to student complaints.	6.00	4.82	1.18	5.95	4.65	1.30	6.00	4.95	1.05
9. Adequate financial aid is available.	5.99	5.43	0.56	5.92	5.28	0.64	6.22	5.52	0.70
47. Factor to enroll: Future employment opportunities	5.98			5.84			6.04		
27. Campus: The tutorials provided on the student eLearning website are helpful.	5.98	5.51	0.47	5.89	5.47	0.42	6.04	5.50	0.54
5. My program advisor helps me work toward career goals.	5.96	4.74	1.22	5.81	4.51	1.30	6.39	4.90	1.49

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Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
24. Tutoring services are readily available for online courses.	5.93	5.15	0.78	5.77	5.02	0.75	6.26	5.24	1.02
48. Factor to enroll: Reputation of institution	5.88			5.78			6.15		
29. Campus: Information on the eLearning website about technology/personal traits/commitment required for eLearning courses is useful.	5.86	5.69	0.17	5.72	5.61	0.11	6.12	5.96	0.16
19. Online career services are available.	5.84	5.22	0.62	5.66	5.13	0.53	6.18	5.35	0.83
52. Factor to enroll: Distance from campus	5.82			5.59			6.31		
46. Factor to enroll: Financial assistance available	5.68			5.46			6.14		
35. Campus: The number of hybrid courses (partially online and partially face-to-face) offered by the college is adequate.	5.67	5.04	0.63	5.59	4.78	0.81	5.91	5.10	0.81
42. Source of information: Recommendation from instructor or program advisor	5.43			5.27			5.83		

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
36. Campus: The number of opportunities to interact with online classmates is adequate.	5.24	5.50	-0.26	4.98	5.38	-0.40	5.96	6.00	-0.04
39. Source of information: College representatives	5.08			4.78			5.52		
54. Factor to enroll: Recommendations from employer	4.75			4.47			5.79		
43. Source of information: Contact with current students and / or recent graduates of the program	4.51			4.20			4.82		
8. Student-to-student collaborations are valuable to me.	4.47	5.10	-0.63	4.16	4.93	-0.77	4.87	5.41	-0.54
37. Source of information: Catalog and brochures (printed)	4.29			3.86			5.28		
41. Source of information: Advertisements	3.55			3.13			4.31		

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
ACADEMIC SERVICES	6.21	5.34	0.87	6.13	5.21	0.92	6.39	5.47	0.92
2. My program advisor is accessible by telephone and e-mail.	6.07	5.01	1.06	5.97	4.84	1.13	6.17	5.38	0.79
5. My program advisor helps me work toward career goals.	5.96	4.74	1.22	5.81	4.51	1.30	6.39	4.90	1.49
7. Program requirements are clear and reasonable.	6.54	5.62	0.92	6.53	5.53	1.00	6.62	5.92	0.70
12. There are sufficient offerings within my program of study.	6.45	5.48	0.97	6.38	5.40	0.98	6.67	5.38	1.29
16. Appropriate technical assistance is readily available.	6.27	5.65	0.62	6.20	5.49	0.71	6.26	6.00	0.26
21. Adequate online library resources are provided.	6.19	5.56	0.63	6.16	5.50	0.66	6.32	5.43	0.89
24. Tutoring services are readily available for online courses.	5.93	5.15	0.78	5.77	5.02	0.75	6.26	5.24	1.02

Institutional Summary

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

Scale/Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
ENROLLMENT SERVICES	6.30	5.67	0.63	6.24	5.62	0.62	6.37	5.62	0.75
9. Adequate financial aid is available.	5.99	5.43	0.56	5.92	5.28	0.64	6.22	5.52	0.70
14. I receive timely information on the availability of financial aid.	6.16	5.22	0.94	6.04	5.14	0.90	6.33	4.90	1.43
18. Registration for online courses is convenient.	6.57	5.92	0.65	6.58	5.92	0.66	6.32	5.88	0.44
23. Billing and payment procedures are convenient for me.	6.39	5.93	0.46	6.32	5.95	0.37	6.60	6.04	0.56

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Institutional Perceptions

Scale/Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
INSTITUTIONAL PERCEPTIONS	6.26	5.84	0.42	6.21	5.72	0.49	6.44	6.06	0.38
1. This institution has a good reputation.	6.04	5.90	0.14	5.95	5.83	0.12	6.37	5.93	0.44
6. Tuition paid is a worthwhile investment.	6.49	5.78	0.71	6.48	5.61	0.87	6.52	6.19	0.33

Institutional Summary

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

Scale/Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
INSTRUCTIONAL SERVICES	6.24	5.46	0.78	6.18	5.32	0.86	6.39	5.82	0.57
3. Instructional materials are appropriate for program content.	6.52	5.64	0.88	6.52	5.48	1.04	6.70	6.15	0.55
4. Faculty provide timely feedback about student progress.	6.52	5.39	1.13	6.56	5.28	1.28	6.56	5.81	0.75
8. Student-to-student collaborations are valuable to me.	4.47	5.10	-0.63	4.16	4.93	-0.77	4.87	5.41	-0.54
11. Student assignments are clearly defined in the syllabus.	6.61	5.69	0.92	6.58	5.60	0.98	6.70	5.88	0.82
13. The frequency of student and instructor interactions is adequate.	6.22	5.39	0.83	6.15	5.20	0.95	6.35	5.96	0.39
17. Assessment and evaluation procedures are clear and reasonable.	6.41	5.71	0.70	6.34	5.61	0.73	6.52	5.92	0.60
20. The quality of online instruction is excellent.	6.56	5.31	1.25	6.55	5.08	1.47	6.62	5.77	0.85
25. Faculty are responsive to student needs.	6.60	5.37	1.23	6.57	5.30	1.27	6.62	5.58	1.04

Institutional Summary

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

Scale/Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
STUDENT SERVICES	6.15	5.25	0.90	6.08	5.14	0.94	6.26	5.29	0.97
10. This institution responds quickly when I request information.	6.38	5.34	1.04	6.32	5.23	1.09	6.67	5.33	1.34
15. Channels are available for providing timely responses to student complaints.	6.00	4.82	1.18	5.95	4.65	1.30	6.00	4.95	1.05
19. Online career services are available.	5.84	5.22	0.62	5.66	5.13	0.53	6.18	5.35	0.83
22. I am aware of whom to contact for questions about programs and services.	6.23	5.08	1.15	6.22	4.98	1.24	6.04	5.21	0.83
26. The bookstore provides timely service to students.	6.23	5.73	0.50	6.18	5.67	0.51	6.33	5.59	0.74

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Items: In Sequential Order

Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
1. This institution has a good reputation.	6.04	5.90	0.14	5.95	5.83	0.12	6.37	5.93	0.44
2. My program advisor is accessible by telephone and e-mail.	6.07	5.01	1.06	5.97	4.84	1.13	6.17	5.38	0.79
3. Instructional materials are appropriate for program content.	6.52	5.64	0.88	6.52	5.48	1.04	6.70	6.15	0.55
4. Faculty provide timely feedback about student progress.	6.52	5.39	1.13	6.56	5.28	1.28	6.56	5.81	0.75
5. My program advisor helps me work toward career goals.	5.96	4.74	1.22	5.81	4.51	1.30	6.39	4.90	1.49
6. Tuition paid is a worthwhile investment.	6.49	5.78	0.71	6.48	5.61	0.87	6.52	6.19	0.33
7. Program requirements are clear and reasonable.	6.54	5.62	0.92	6.53	5.53	1.00	6.62	5.92	0.70
8. Student-to-student collaborations are valuable to me.	4.47	5.10	-0.63	4.16	4.93	-0.77	4.87	5.41	-0.54
9. Adequate financial aid is available.	5.99	5.43	0.56	5.92	5.28	0.64	6.22	5.52	0.70
10. This institution responds quickly when I request information.	6.38	5.34	1.04	6.32	5.23	1.09	6.67	5.33	1.34

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Items: In Sequential Order

Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
11. Student assignments are clearly defined in the syllabus.	6.61	5.69	0.92	6.58	5.60	0.98	6.70	5.88	0.82
12. There are sufficient offerings within my program of study.	6.45	5.48	0.97	6.38	5.40	0.98	6.67	5.38	1.29
13. The frequency of student and instructor interactions is adequate.	6.22	5.39	0.83	6.15	5.20	0.95	6.35	5.96	0.39
14. I receive timely information on the availability of financial aid.	6.16	5.22	0.94	6.04	5.14	0.90	6.33	4.90	1.43
15. Channels are available for providing timely responses to student complaints.	6.00	4.82	1.18	5.95	4.65	1.30	6.00	4.95	1.05
16. Appropriate technical assistance is readily available.	6.27	5.65	0.62	6.20	5.49	0.71	6.26	6.00	0.26
17. Assessment and evaluation procedures are clear and reasonable.	6.41	5.71	0.70	6.34	5.61	0.73	6.52	5.92	0.60
18. Registration for online courses is convenient.	6.57	5.92	0.65	6.58	5.92	0.66	6.32	5.88	0.44
19. Online career services are available.	5.84	5.22	0.62	5.66	5.13	0.53	6.18	5.35	0.83
20. The quality of online instruction is excellent.	6.56	5.31	1.25	6.55	5.08	1.47	6.62	5.77	0.85

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Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
21. Adequate online library resources are provided.	6.19	5.56	0.63	6.16	5.50	0.66	6.32	5.43	0.89
22. I am aware of whom to contact for questions about programs and services.	6.23	5.08	1.15	6.22	4.98	1.24	6.04	5.21	0.83
23. Billing and payment procedures are convenient for me.	6.39	5.93	0.46	6.32	5.95	0.37	6.60	6.04	0.56
24. Tutoring services are readily available for online courses.	5.93	5.15	0.78	5.77	5.02	0.75	6.26	5.24	1.02
25. Faculty are responsive to student needs.	6.60	5.37	1.23	6.57	5.30	1.27	6.62	5.58	1.04
26. The bookstore provides timely service to students.	6.23	5.73	0.50	6.18	5.67	0.51	6.33	5.59	0.74
27. Campus: The tutorials provided on the student eLearning website are helpful.	5.98	5.51	0.47	5.89	5.47	0.42	6.04	5.50	0.54
28. Campus: The test proctoring services associated with your online courses are convenient.	6.37	5.71	0.66	6.36	5.58	0.78	6.33	5.68	0.65
29. Campus: Information on the eLearning website about technology/personal traits/commitment required for eLearning courses is useful.	5.86	5.69	0.17	5.72	5.61	0.11	6.12	5.96	0.16

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Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
30. Campus: Online Course Previews for your course(s) provide enough information.	6.29	5.23	1.06	6.26	5.06	1.20	6.15	5.50	0.65
31. Campus: Canvas is reliable and performs well.	6.54	5.82	0.72	6.51	5.78	0.73	6.40	5.92	0.48
32. Campus: The course syllabus and the information on required textbooks and supplies is helpful.	6.58	5.92	0.66	6.56	5.93	0.63	6.67	6.08	0.59
33. Campus: The difficulty level of work required is appropriate.	6.49	5.53	0.96	6.50	5.35	1.15	6.52	5.85	0.67
34. Campus: The amount of work assigned is appropriate.	6.51	5.52	0.99	6.51	5.30	1.21	6.59	5.85	0.74
35. Campus: The number of hybrid courses (partially online and partially face-to-face) offered by the college is adequate.	5.67	5.04	0.63	5.59	4.78	0.81	5.91	5.10	0.81
36. Campus: The number of opportunities to interact with online classmates is adequate.	5.24	5.50	-0.26	4.98	5.38	-0.40	5.96	6.00	-0.04
37. Source of information: Catalog and brochures (printed)	4.29			3.86			5.28		
38. Source of information: Catalog (online)	6.07			6.02			6.00		

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Item	Mesa Community College			Caucasian/White			Hispanic		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
39. Source of information: College representatives	5.08			4.78			5.52		
40. Source of information: Web site	6.23			6.09			6.63		
41. Source of information: Advertisements	3.55			3.13			4.31		
42. Source of information: Recommendation from instructor or program advisor	5.43			5.27			5.83		
43. Source of information: Contact with current students and / or recent graduates of the program	4.51			4.20			4.82		
44. Factor to enroll: Ability to transfer credits	6.23			6.17			5.92		
45. Factor to enroll: Cost	6.41			6.30			6.44		
46. Factor to enroll: Financial assistance available	5.68			5.46			6.14		
47. Factor to enroll: Future employment opportunities	5.98			5.84			6.04		
48. Factor to enroll: Reputation of institution	5.88			5.78			6.15		

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
49. Factor to enroll: Work schedule	6.45			6.26			6.81		
50. Factor to enroll: Flexible pacing for completing a program	6.43			6.35			6.74		
51. Factor to enroll: Convenience	6.62			6.59			6.70		
52. Factor to enroll: Distance from campus	5.82			5.59			6.31		
53. Factor to enroll: Program requirements	6.17			6.02			6.65		
54. Factor to enroll: Recommendations from employer	4.75			4.47			5.79		

Institutional Summary

Summary Items

Summary Item	Mesa Community College	Caucasian/White	Hispanic
So far, how has your college experience met your expectations?	Average: 4.57	Average: 4.32	Average: 5.15
1=Much worse than expected	6%	6%	3%
2=Quite a bit worse than I expected	3%	3%	3%
3=Worse than I expected	10%	12%	7%
4=About what I expected	29%	35%	22%
5=Better than I expected	21%	21%	14%
6=Quite a bit better than I expected	13%	9%	18%
7=Much better than expected	15%	10%	29%
Rate your overall satisfaction with your experience here thus far.	Average: 5.28	Average: 5.11	Average: 5.70
1=Not satisfied at all	5%	5%	3%
2=Not very satisfied	5%	5%	3%
3=Somewhat dissatisfied	7%	9%	3%
4=Neutral	6%	7%	3%
5=Somewhat satisfied	13%	15%	7%
6=Satisfied	38%	37%	48%
7=Very satisfied	23%	18%	29%
All in all, if you had to do it over, would you enroll here again?	Average: 5.65	Average: 5.47	Average: 5.85
1=Definitely not	4%	4%	7%
2=Probably not	7%	9%	3%
3=Maybe not	2%	3%	3%
4=I don't know	4%	5%	0%

Institutional Summary

Summary Items

Summary Item	Mesa Community College	Caucasian/White	Hispanic
5=Maybe yes	9%	10%	11%
6=Probably yes	29%	32%	14%
7=Definitely yes	42%	35%	59%