

Demographics

| Gender | | N | % | Class Level | | N | % |
|-----------------------------------|--|----------|----------|-----------------------------------|--|----------|----------|
| Female | | 68 | 60.18% | 1 year or less | | 57 | 50.00% |
| Male | | 45 | 39.82% | 2 years | | 28 | 24.56% |
| Total | | 113 | 100.00% | 3 years | | 17 | 14.91% |
| No Response | | 1 | | 4 or more years | | 12 | 10.53% |
| | | | | Total | | 114 | 100.00% |
| | | | | No Response | | 0 | |
| Age | | N | % | Current GPA | | N | % |
| 18 and under | | 14 | 12.39% | No credits earned | | 16 | 14.29% |
| 19 to 24 | | 76 | 67.26% | 1.99 or below | | 6 | 5.36% |
| 25 to 34 | | 16 | 14.16% | 2.0 - 2.49 | | 12 | 10.71% |
| 35 to 44 | | 5 | 4.42% | 2.5 - 2.99 | | 35 | 31.25% |
| 45 and over | | 2 | 1.77% | 3.0 - 3.49 | | 28 | 25.00% |
| Total | | 113 | 100.00% | 3.5 or above | | 15 | 13.39% |
| No Response | | 1 | | Total | | 112 | 100.00% |
| | | | | No Response | | 2 | |
| Ethnicity/Race | | N | % | Educational Goal | | N | % |
| African-American | | 0 | 0.00% | Associate degree | | 57 | 50.44% |
| American Indian or Alaskan Native | | 0 | 0.00% | Vocational/technical program | | 2 | 1.77% |
| Asian or Pacific Islander | | 0 | 0.00% | Transfer to another institution | | 42 | 37.17% |
| Caucasian/White | | 0 | 0.00% | Certification (initial / renewal) | | 1 | 0.88% |
| Hispanic | | 114 | 100.00% | Self-improvement/pleasure | | 2 | 1.77% |
| Other race | | 0 | 0.00% | Job-related training | | 4 | 3.54% |
| Race - Prefer not to respond | | 0 | 0.00% | Other educational goal | | 5 | 4.42% |
| Total | | 114 | 100.00% | Total | | 113 | 100.00% |
| No Response | | 0 | | No Response | | 1 | |
| Current Enrollment Status | | N | % | Employment | | N | % |
| Day | | 94 | 85.45% | Full-time off campus | | 33 | 28.95% |
| Evening | | 16 | 14.55% | Part-time off campus | | 48 | 42.11% |
| Weekend | | 0 | 0.00% | Full-time on campus | | 1 | 0.88% |
| Total | | 110 | 100.00% | Part-time on campus | | 1 | 0.88% |
| No Response | | 4 | | Not employed | | 31 | 27.19% |
| | | | | Total | | 114 | 100.00% |
| | | | | No Response | | 0 | |
| Current Class Load | | N | % | | | | |
| Full-time | | 70 | 61.95% | | | | |
| Part-time | | 43 | 38.05% | | | | |
| Total | | 113 | 100.00% | | | | |
| No Response | | 1 | | | | | |

Demographics

| Current Residence | N | % | Group Code | N | % |
|-----------------------------|----------|----------|-------------------|----------|----------|
| Residence hall | 0 | 0.00% | 0110 | 1 | 1.02% |
| Own house | 10 | 8.85% | 2000 | 1 | 1.02% |
| Rent room or apt off campus | 33 | 29.20% | 3015 | 3 | 3.06% |
| Parent's home | 66 | 58.41% | 3017 | 1 | 1.02% |
| Other residence | 4 | 3.54% | 3059 | 1 | 1.02% |
| Total | 113 | 100.00% | 3081 | 1 | 1.02% |
| No Response | 1 | | 3093 | 1 | 1.02% |
| | | | 3112 | 1 | 1.02% |
| | | | 3145 | 1 | 1.02% |
| | | | 3164 | 1 | 1.02% |
| | | | 3224 | 1 | 1.02% |
| | | | 3260 | 3 | 3.06% |
| | | | 3392 | 1 | 1.02% |
| | | | 3394 | 1 | 1.02% |
| | | | 3802 | 3 | 3.06% |
| | | | 3812 | 13 | 13.27% |
| | | | 3831 | 2 | 2.04% |
| | | | 3852 | 4 | 4.08% |
| | | | 5486 | 1 | 1.02% |
| | | | 5488 | 1 | 1.02% |
| | | | 5629 | 1 | 1.02% |
| | | | 5631 | 1 | 1.02% |
| | | | 5963 | 2 | 2.04% |
| | | | 6224 | 1 | 1.02% |
| | | | 7110 | 1 | 1.02% |
| | | | 7142 | 4 | 4.08% |
| | | | 8100 | 1 | 1.02% |
| | | | 8101 | 1 | 1.02% |
| | | | 8105 | 2 | 2.04% |
| | | | 8400 | 4 | 4.08% |
| | | | 8600 | 6 | 6.12% |
| | | | 8800 | 2 | 2.04% |
| | | | 8900 | 5 | 5.10% |
| | | | 9100 | 3 | 3.06% |
| | | | 9101 | 2 | 2.04% |
| | | | 9102 | 3 | 3.06% |
| | | | 9104 | 1 | 1.02% |
| | | | 9105 | 2 | 2.04% |
| | | | 9106 | 1 | 1.02% |
| | | | 9107 | 3 | 3.06% |
| | | | 9109 | 3 | 3.06% |

| Residence Classification | N | % |
|----------------------------------|----------|----------|
| In-state | 111 | 97.37% |
| Out-of-state | 3 | 2.63% |
| International (not U.S. citizen) | 0 | 0.00% |
| Total | 114 | 100.00% |
| No Response | 0 | |

| Disabilities | N | % |
|---------------------|----------|----------|
| Yes - Disability | 4 | 3.51% |
| No - Disability | 110 | 96.49% |
| Total | 114 | 100.00% |
| No Response | 0 | |

| Institution Was My | N | % |
|---------------------------|----------|----------|
| 1st choice | 85 | 75.22% |
| 2nd choice | 26 | 23.01% |
| 3rd choice or lower | 2 | 1.77% |
| Total | 113 | 100.00% |
| No Response | 1 | |

| Institution Question | N | % |
|-----------------------------|----------|----------|
| Campus item - Answer 1 | 72 | 75.79% |
| Campus item - Answer 2 | 17 | 17.89% |
| Campus item - Answer 3 | 3 | 3.16% |
| Campus item - Answer 4 | 0 | 0.00% |
| Campus item - Answer 5 | 3 | 3.16% |
| Campus item - Answer 6 | 0 | 0.00% |
| Total | 95 | 100.00% |
| No Response | 19 | |

Demographics

| | | |
|-------------|----|---------|
| 9110 | 1 | 1.02% |
| 9116 | 1 | 1.02% |
| 9127 | 2 | 2.04% |
| 9201 | 1 | 1.02% |
| 9202 | 1 | 1.02% |
| 9207 | 1 | 1.02% |
| Total | 98 | 100.00% |
| No Response | 16 | |

Strategic Planning Overview

Strengths and Challenges

Strengths

- 72. Campus item 2
- 73. Campus item 3
- 70. I am able to experience intellectual growth here.
- 51. There are convenient ways of paying my school bill.
- 31. The campus is safe and secure for all students.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 69. There is a good variety of courses provided on this campus.
- 34. Computer labs are adequate and accessible.
- 14. Library resources and services are adequate.
- 61. Faculty are usually available after class and during office hours.
- 42. The equipment in the lab facilities is kept up to date.
- 28. It is an enjoyable experience to be a student on this campus.

Challenges

- 71. Campus item 1
- 39. The amount of student parking space on campus is adequate.
- 79. Campus item 9
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 7. Adequate financial aid is available for most students.
- 52. This school does whatever it can to help me reach my educational goals.
- 32. My academic advisor is knowledgeable about my program requirements.
- 46. Faculty provide timely feedback about student progress in a course.
- 78. Campus item 8
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 43. Class change (drop/add) policies are reasonable.
- 20. Financial aid counselors are helpful.
- 77. Campus item 7
- 48. Counseling staff care about students as individuals.
- 65. Students are notified early in the term if they are doing poorly in a class.

Strategic Planning Overview Comparison

Lower Satisfaction vs. National Community Colleges Hispanic

- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 43. Class change (drop/add) policies are reasonable.

Higher Importance vs. National Community Colleges Hispanic

- 39. The amount of student parking space on campus is adequate.
- 41. Admissions staff are knowledgeable.

Institutional Summary
Scales: In Order of Importance

| Scale | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|---------------------------------------|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| Registration Effectiveness | 6.28 | 5.45 / 0.93 | 0.83 | 6.29 | 5.49 / 1.05 | 0.80 | -0.04 |
| Academic Advising/Counseling | 6.27 | 5.03 / 1.28 | 1.24 | 6.26 | 5.23 / 1.33 | 1.03 | -0.20 |
| Admissions and Financial Aid | 6.26 | 5.10 / 1.16 | 1.16 | 6.22 | 5.24 / 1.23 | 0.98 | -0.14 |
| Instructional Effectiveness | 6.25 | 5.39 / 0.95 | 0.86 | 6.25 | 5.44 / 1.07 | 0.81 | -0.05 |
| Academic Services | 6.23 | 5.65 / 0.90 | 0.58 | 6.23 | 5.57 / 1.05 | 0.66 | 0.08 |
| Concern for the Individual | 6.11 | 5.07 / 1.15 | 1.04 | 6.16 | 5.23 / 1.23 | 0.93 | -0.16 |
| Safety and Security | 6.10 | 5.09 / 1.08 | 1.01 | 6.16 | 5.15 / 1.18 | 1.01 | -0.06 |
| Student Centeredness | 6.08 | 5.40 / 1.05 | 0.68 | 6.09 | 5.42 / 1.14 | 0.67 | -0.02 |
| Campus Climate | 6.04 | 5.30 / 0.94 | 0.74 | 6.09 | 5.36 / 1.08 | 0.73 | -0.06 |
| Service Excellence | 6.00 | 5.26 / 0.97 | 0.74 | 6.09 | 5.32 / 1.09 | 0.77 | -0.06 |
| Campus Support Services | 5.68 | 5.09 / 1.00 | 0.59 | 5.73 | 5.11 / 1.15 | 0.62 | -0.02 |
| Responsiveness to Diverse Populations | | 5.48 / 1.16 | | | 5.60 / 1.22 | | -0.12 |

* 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 23643 records.

Institutional Summary
Items: In Order of Importance

| Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|--|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 72. Campus item 2 | 6.62 | 6.20 / 0.97 | 0.42 | | | | |
| 71. Campus item 1 | 6.57 | 5.17 / 1.69 | 1.40 | | | | |
| 8. Classes are scheduled at times that are convenient for me. | 6.50 | 5.52 / 1.45 | 0.98 | 6.54 | 5.64 / 1.52 | 0.90 | -0.12 |
| 73. Campus item 3 | 6.50 | 5.89 / 1.21 | 0.61 | | | | |
| 39. The amount of student parking space on campus is adequate. | 6.48 | 4.78 / 1.88 | 1.70 | 6.24 | 4.65 / 1.96 | 1.59 | 0.13 |
| 41. Admissions staff are knowledgeable. | 6.48 | 5.42 / 1.31 | 1.06 | 6.26 | 5.42 / 1.44 | 0.84 | 0.00 |
| 70. I am able to experience intellectual growth here. | 6.45 | 5.90 / 1.09 | 0.55 | 6.41 | 5.79 / 1.31 | 0.62 | 0.11 |
| 79. Campus item 9 | 6.44 | 5.21 / 1.41 | 1.23 | | | | |
| 87. Cost as factor in decision to enroll. | 6.43 | | | 6.49 | | | |
| 51. There are convenient ways of paying my school bill. | 6.43 | 5.65 / 1.28 | 0.78 | 6.33 | 5.52 / 1.50 | 0.81 | 0.13 |
| 31. The campus is safe and secure for all students. | 6.42 | 5.58 / 1.21 | 0.84 | 6.40 | 5.66 / 1.33 | 0.74 | -0.08 |
| 58. Nearly all of the faculty are knowledgeable in their fields. | 6.42 | 5.71 / 1.19 | 0.71 | 6.32 | 5.65 / 1.33 | 0.67 | 0.06 |
| 40. My academic advisor is knowledgeable about the transfer requirements of other schools. | 6.42 | 5.13 / 1.59 | 1.29 | 6.28 | 5.22 / 1.63 | 1.06 | -0.09 |
| 18. The quality of instruction I receive in most of my classes is excellent. | 6.41 | 5.58 / 1.07 | 0.83 | 6.44 | 5.69 / 1.31 | 0.75 | -0.11 |

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Institutional Summary
Items: In Order of Importance

| Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|--|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 7. Adequate financial aid is available for most students. | 6.41 | 5.26 / 1.61 | 1.15 | 6.39 | 5.34 / 1.71 | 1.05 | -0.08 |
| 15. I am able to register for classes I need with few conflicts. | 6.40 | 5.51 / 1.46 | 0.89 | 6.38 | 5.43 / 1.54 | 0.95 | 0.08 |
| 52. This school does whatever it can to help me reach my educational goals. | 6.40 | 5.21 / 1.28 | 1.19 | 6.35 | 5.34 / 1.50 | 1.01 | -0.13 |
| 69. There is a good variety of courses provided on this campus. | 6.40 | 5.91 / 1.15 | 0.49 | 6.41 | 5.66 / 1.42 | 0.75 | 0.25 |
| 34. Computer labs are adequate and accessible. | 6.39 | 5.72 / 1.32 | 0.67 | 6.33 | 5.69 / 1.42 | 0.64 | 0.03 |
| 50. Tutoring services are readily available. | 6.38 | 5.52 / 1.39 | 0.86 | 6.24 | 5.56 / 1.43 | 0.68 | -0.04 |
| 32. My academic advisor is knowledgeable about my program requirements. | 6.37 | 5.08 / 1.69 | 1.29 | 6.34 | 5.34 / 1.63 | 1.00 | -0.26 |
| 88. Financial aid as factor in decision to enroll. | 6.36 | | | 6.37 | | | |
| 46. Faculty provide timely feedback about student progress in a course. | 6.36 | 5.23 / 1.39 | 1.13 | 6.23 | 5.31 / 1.48 | 0.92 | -0.08 |
| 66. Program requirements are clear and reasonable. | 6.35 | 5.42 / 1.27 | 0.93 | 6.32 | 5.55 / 1.37 | 0.77 | -0.13 |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.33 | 5.43 / 1.32 | 0.90 | 6.28 | 5.46 / 1.44 | 0.82 | -0.03 |
| 78. Campus item 8 | 6.32 | 4.54 / 1.87 | 1.78 | | | | |
| 61. Faculty are usually available after class and during office hours. | 6.31 | 5.55 / 1.31 | 0.76 | 6.29 | 5.61 / 1.39 | 0.68 | -0.06 |

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National Group Means are based on 23643 records.

Institutional Summary
Items: In Order of Importance

| Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|--|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 14. Library resources and services are adequate. | 6.31 | 5.96 / 1.20 | 0.35 | 6.31 | 5.76 / 1.32 | 0.55 | 0.20 |
| 60. Billing policies are reasonable. | 6.28 | 5.42 / 1.36 | 0.86 | 6.20 | 5.38 / 1.48 | 0.82 | 0.04 |
| 6. My academic advisor is approachable. | 6.28 | 5.28 / 1.62 | 1.00 | 6.28 | 5.37 / 1.61 | 0.91 | -0.09 |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 6.28 | 4.67 / 1.67 | 1.61 | 6.29 | 5.10 / 1.72 | 1.19 | -0.43 * |
| 43. Class change (drop/add) policies are reasonable. | 6.27 | 5.11 / 1.61 | 1.16 | 6.25 | 5.50 / 1.48 | 0.75 | -0.39 ** |
| 20. Financial aid counselors are helpful. | 6.25 | 5.04 / 1.50 | 1.21 | 6.30 | 5.17 / 1.74 | 1.13 | -0.13 |
| 37. Faculty take into consideration student differences as they teach a course. | 6.25 | 5.19 / 1.46 | 1.06 | 6.15 | 5.30 / 1.45 | 0.85 | -0.11 |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized. | 6.23 | 5.38 / 1.32 | 0.85 | 6.26 | 5.54 / 1.41 | 0.72 | -0.16 |
| 80. Campus item 10 | 6.23 | 5.13 / 1.43 | 1.10 | | | | |
| 5. The personnel involved in registration are helpful. | 6.23 | 5.34 / 1.43 | 0.89 | 6.28 | 5.37 / 1.59 | 0.91 | -0.03 |
| 74. Campus item 4 | 6.22 | 5.15 / 1.60 | 1.07 | | | | |
| 77. Campus item 7 | 6.22 | 4.74 / 1.66 | 1.48 | | | | |
| 42. The equipment in the lab facilities is kept up to date. | 6.22 | 5.63 / 1.15 | 0.59 | 6.22 | 5.54 / 1.39 | 0.68 | 0.09 |
| 65. Students are notified early in the term if they are doing poorly in a class. | 6.21 | 4.78 / 1.63 | 1.43 | 6.31 | 4.97 / 1.75 | 1.34 | -0.19 |

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Institutional Summary
Items: In Order of Importance

| Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|---|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 47. There are adequate services to help me decide upon a career. | 6.21 | 5.17 / 1.51 | 1.04 | 6.22 | 5.26 / 1.51 | 0.96 | -0.09 |
| 48. Counseling staff care about students as individuals. | 6.21 | 5.06 / 1.60 | 1.15 | 6.18 | 5.21 / 1.58 | 0.97 | -0.15 |
| 28. It is an enjoyable experience to be a student on this campus. | 6.21 | 5.71 / 1.24 | 0.50 | 6.25 | 5.64 / 1.39 | 0.61 | 0.07 |
| 45. This institution has a good reputation within the community. | 6.20 | 5.85 / 1.08 | 0.35 | 6.18 | 5.64 / 1.38 | 0.54 | 0.21 |
| 36. Students are made to feel welcome on this campus. | 6.19 | 5.63 / 1.28 | 0.56 | 6.27 | 5.65 / 1.36 | 0.62 | -0.02 |
| 21. There are a sufficient number of study areas on campus. | 6.18 | 5.83 / 1.09 | 0.35 | 6.23 | 5.50 / 1.49 | 0.73 | 0.33 * |
| 27. The campus staff are caring and helpful. | 6.18 | 5.53 / 1.20 | 0.65 | 6.16 | 5.46 / 1.37 | 0.70 | 0.07 |
| 75. Campus item 5 | 6.17 | 4.89 / 1.69 | 1.28 | | | | |
| 49. Admissions counselors respond to prospective students' unique needs and requests. | 6.17 | 5.08 / 1.43 | 1.09 | 6.14 | 5.23 / 1.49 | 0.91 | -0.15 |
| 68. On the whole, the campus is well-maintained. | 6.16 | 6.04 / 1.16 | 0.12 | 6.30 | 5.81 / 1.33 | 0.49 | 0.23 |
| 24. Parking lots are well-lighted and secure. | 6.16 | 5.15 / 1.55 | 1.01 | 6.26 | 5.17 / 1.67 | 1.09 | -0.02 |
| 53. The assessment and course placement procedures are reasonable. | 6.15 | 5.36 / 1.25 | 0.79 | 6.16 | 5.44 / 1.39 | 0.72 | -0.08 |

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

National Group Means are based on 23643 records.

Institutional Summary

Items: In Order of Importance

| Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|---|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 30. The career services office provides students with the help they need to get a job. | 6.14 | 4.99 / 1.38 | 1.15 | 6.05 | 5.05 / 1.50 | 1.00 | -0.06 |
| 57. Administrators are approachable to students. | 6.13 | 5.25 / 1.43 | 0.88 | 6.12 | 5.27 / 1.49 | 0.85 | -0.02 |
| 25. My academic advisor is concerned about my success as an individual. | 6.12 | 4.71 / 1.66 | 1.41 | 6.21 | 5.01 / 1.73 | 1.20 | -0.30 |
| 55. Academic support services adequately meet the needs of students. | 6.11 | 5.33 / 1.27 | 0.78 | 6.14 | 5.33 / 1.39 | 0.81 | 0.00 |
| 12. My academic advisor helps me set goals to work toward. | 6.10 | 4.75 / 1.80 | 1.35 | 6.21 | 5.12 / 1.72 | 1.09 | -0.37 * |
| 54. Faculty are interested in my academic problems. | 6.10 | 5.03 / 1.28 | 1.07 | 6.08 | 5.16 / 1.50 | 0.92 | -0.13 |
| 62. Bookstore staff are helpful. | 6.09 | 5.74 / 1.27 | 0.35 | 6.17 | 5.62 / 1.45 | 0.55 | 0.12 |
| 76. Campus item 6 | 6.08 | 5.01 / 1.50 | 1.07 | | | | |
| 23. Faculty are understanding of students' unique life circumstances. | 6.07 | 5.07 / 1.44 | 1.00 | 6.19 | 5.29 / 1.49 | 0.90 | -0.22 |
| 38. The student center is a comfortable place for students to spend their leisure time. | 6.07 | 5.57 / 1.25 | 0.50 | 5.98 | 5.43 / 1.42 | 0.55 | 0.14 |
| 56. The business office is open during hours which are convenient for most students. | 6.05 | 5.40 / 1.35 | 0.65 | 6.18 | 5.43 / 1.46 | 0.75 | -0.03 |
| 64. Nearly all classes deal with practical experiences and applications. | 6.04 | 5.37 / 1.33 | 0.67 | 6.10 | 5.44 / 1.34 | 0.66 | -0.07 |

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

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Institutional Summary
Items: In Order of Importance

| Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|--|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 22. People on this campus respect and are supportive of each other. | 6.03 | 5.40 / 1.17 | 0.63 | 6.11 | 5.40 / 1.40 | 0.71 | 0.00 |
| 16. The college shows concern for students as individuals. | 6.01 | 4.95 / 1.52 | 1.06 | 6.16 | 5.13 / 1.56 | 1.03 | -0.18 |
| 9. Internships or practical experiences are provided in my degree/certificate program. | 6.00 | 4.73 / 1.55 | 1.27 | 6.01 | 5.01 / 1.55 | 1.00 | -0.28 |
| 26. Library staff are helpful and approachable. | 6.00 | 5.50 / 1.34 | 0.50 | 6.14 | 5.61 / 1.39 | 0.53 | -0.11 |
| 63. I seldom get the "run-around" when seeking information on this campus. | 5.99 | 5.10 / 1.53 | 0.89 | 6.02 | 5.10 / 1.59 | 0.92 | 0.00 |
| 33. Admissions counselors accurately portray the campus in their recruiting practices. | 5.94 | 5.11 / 1.35 | 0.83 | 5.92 | 5.17 / 1.44 | 0.75 | -0.06 |
| 89. Academic reputation as factor in decision to enroll. | 5.91 | | | 6.05 | | | |
| 11. Security staff respond quickly in emergencies. | 5.89 | 5.00 / 1.32 | 0.89 | 6.06 | 5.12 / 1.44 | 0.94 | -0.12 |
| 3. The quality of instruction in the vocational/technical programs is excellent. | 5.87 | 5.27 / 1.15 | 0.60 | 6.05 | 5.44 / 1.32 | 0.61 | -0.17 |
| 2. Faculty care about me as an individual. | 5.86 | 5.20 / 1.39 | 0.66 | 5.95 | 5.32 / 1.45 | 0.63 | -0.12 |
| 59. New student orientation services help students adjust to college. | 5.86 | 5.36 / 1.25 | 0.50 | 6.03 | 5.38 / 1.46 | 0.65 | -0.02 |
| 67. Channels for expressing student complaints are readily available. | 5.83 | 4.75 / 1.56 | 1.08 | 6.03 | 5.01 / 1.59 | 1.02 | -0.26 |

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Institutional Summary
Items: In Order of Importance

| Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|---|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 1. Most students feel a sense of belonging here. | 5.77 | 5.31 / 1.35 | 0.46 | 5.61 | 5.36 / 1.38 | 0.25 | -0.05 |
| 95. Personalized attention prior to enrollment as factor in decision to enroll. | 5.64 | | | 5.80 | | | |
| 93. Geographic setting as factor in decision to enroll. | 5.61 | | | 5.57 | | | |
| 94. Campus appearance as factor in decision to enroll. | 5.59 | | | 5.57 | | | |
| 4. Security staff are helpful. | 5.56 | 4.90 / 1.44 | 0.66 | 5.80 | 5.14 / 1.54 | 0.66 | -0.24 |
| 44. I generally know what's happening on campus. | 5.55 | 4.67 / 1.47 | 0.88 | 5.75 | 4.97 / 1.57 | 0.78 | -0.30 * |
| 90. Size of institution as factor in decision to enroll. | 5.45 | | | 5.50 | | | |
| 92. Recommendations from family/friends as factor in decision to enroll. | 5.27 | | | 5.30 | | | |
| 19. This campus provides effective support services for displaced homemakers. | 5.22 | 4.83 / 1.08 | 0.39 | 5.43 | 4.95 / 1.39 | 0.48 | -0.12 |
| 17. Personnel in the Veterans' Services program are helpful. | 5.03 | 4.70 / 1.25 | 0.33 | 4.97 | 4.74 / 1.40 | 0.23 | -0.04 |
| 10. Child care facilities are available on campus. | 4.86 | 4.75 / 1.32 | 0.11 | 5.00 | 4.65 / 1.65 | 0.35 | 0.10 |
| 91. Opportunity to play sports as factor in decision to enroll. | 4.19 | | | 4.24 | | | |
| 82. Institution's commitment to evening students? | | 5.45 / 1.29 | | | 5.63 / 1.41 | | -0.18 |

* 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 23643 records.

Institutional Summary

Items: In Order of Importance

| Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|--|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 83. Institution's commitment to older, returning learners? | | 5.46 / 1.19 | | | 5.63 / 1.38 | | -0.17 |
| 84. Institution's commitment to under-represented populations? | | 5.38 / 1.25 | | | 5.49 / 1.38 | | -0.11 |
| 85. Institution's commitment to commuters? | | 5.39 / 1.21 | | | 5.47 / 1.42 | | -0.08 |
| 86. Institution's commitment to students with disabilities? | | 5.56 / 1.23 | | | 5.67 / 1.39 | | -0.11 |
| 81. Institution's commitment to part-time students? | | 5.63 / 1.30 | | | 5.71 / 1.35 | | -0.08 |

* 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 23643 records.

Institutional Summary

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

| Scale/Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|--|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| ACADEMIC ADVISING/COUNSELING | 6.27 | 5.03 / 1.28 | 1.24 | 6.26 | 5.23 / 1.33 | 1.03 | -0.20 |
| 6. My academic advisor is approachable. | 6.28 | 5.28 / 1.62 | 1.00 | 6.28 | 5.37 / 1.61 | 0.91 | -0.09 |
| 12. My academic advisor helps me set goals to work toward. | 6.10 | 4.75 / 1.80 | 1.35 | 6.21 | 5.12 / 1.72 | 1.09 | -0.37 * |
| 25. My academic advisor is concerned about my success as an individual. | 6.12 | 4.71 / 1.66 | 1.41 | 6.21 | 5.01 / 1.73 | 1.20 | -0.30 |
| 32. My academic advisor is knowledgeable about my program requirements. | 6.37 | 5.08 / 1.69 | 1.29 | 6.34 | 5.34 / 1.63 | 1.00 | -0.26 |
| 40. My academic advisor is knowledgeable about the transfer requirements of other schools. | 6.42 | 5.13 / 1.59 | 1.29 | 6.28 | 5.22 / 1.63 | 1.06 | -0.09 |
| 48. Counseling staff care about students as individuals. | 6.21 | 5.06 / 1.60 | 1.15 | 6.18 | 5.21 / 1.58 | 0.97 | -0.15 |
| 52. This school does whatever it can to help me reach my educational goals. | 6.40 | 5.21 / 1.28 | 1.19 | 6.35 | 5.34 / 1.50 | 1.01 | -0.13 |

* 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 23643 records.

Institutional Summary

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

| Scale/Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|--|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| ACADEMIC SERVICES | 6.23 | 5.65 / 0.90 | 0.58 | 6.23 | 5.57 / 1.05 | 0.66 | 0.08 |
| 14. Library resources and services are adequate. | 6.31 | 5.96 / 1.20 | 0.35 | 6.31 | 5.76 / 1.32 | 0.55 | 0.20 |
| 21. There are a sufficient number of study areas on campus. | 6.18 | 5.83 / 1.09 | 0.35 | 6.23 | 5.50 / 1.49 | 0.73 | 0.33 * |
| 26. Library staff are helpful and approachable. | 6.00 | 5.50 / 1.34 | 0.50 | 6.14 | 5.61 / 1.39 | 0.53 | -0.11 |
| 34. Computer labs are adequate and accessible. | 6.39 | 5.72 / 1.32 | 0.67 | 6.33 | 5.69 / 1.42 | 0.64 | 0.03 |
| 42. The equipment in the lab facilities is kept up to date. | 6.22 | 5.63 / 1.15 | 0.59 | 6.22 | 5.54 / 1.39 | 0.68 | 0.09 |
| 50. Tutoring services are readily available. | 6.38 | 5.52 / 1.39 | 0.86 | 6.24 | 5.56 / 1.43 | 0.68 | -0.04 |
| 55. Academic support services adequately meet the needs of students. | 6.11 | 5.33 / 1.27 | 0.78 | 6.14 | 5.33 / 1.39 | 0.81 | 0.00 |

* 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 23643 records.

Institutional Summary

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

| Scale/Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|---|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| ADMISSIONS AND FINANCIAL AID | 6.26 | 5.10 / 1.16 | 1.16 | 6.22 | 5.24 / 1.23 | 0.98 | -0.14 |
| 7. Adequate financial aid is available for most students. | 6.41 | 5.26 / 1.61 | 1.15 | 6.39 | 5.34 / 1.71 | 1.05 | -0.08 |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 6.28 | 4.67 / 1.67 | 1.61 | 6.29 | 5.10 / 1.72 | 1.19 | -0.43 * |
| 20. Financial aid counselors are helpful. | 6.25 | 5.04 / 1.50 | 1.21 | 6.30 | 5.17 / 1.74 | 1.13 | -0.13 |
| 33. Admissions counselors accurately portray the campus in their recruiting practices. | 5.94 | 5.11 / 1.35 | 0.83 | 5.92 | 5.17 / 1.44 | 0.75 | -0.06 |
| 41. Admissions staff are knowledgeable. | 6.48 | 5.42 / 1.31 | 1.06 | 6.26 | 5.42 / 1.44 | 0.84 | 0.00 |
| 49. Admissions counselors respond to prospective students' unique needs and requests. | 6.17 | 5.08 / 1.43 | 1.09 | 6.14 | 5.23 / 1.49 | 0.91 | -0.15 |

* 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 23643 records.

Institutional Summary

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

| Scale/Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|---|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| CAMPUS CLIMATE | 6.04 | 5.30 / 0.94 | 0.74 | 6.09 | 5.36 / 1.08 | 0.73 | -0.06 |
| 1. Most students feel a sense of belonging here. | 5.77 | 5.31 / 1.35 | 0.46 | 5.61 | 5.36 / 1.38 | 0.25 | -0.05 |
| 2. Faculty care about me as an individual. | 5.86 | 5.20 / 1.39 | 0.66 | 5.95 | 5.32 / 1.45 | 0.63 | -0.12 |
| 16. The college shows concern for students as individuals. | 6.01 | 4.95 / 1.52 | 1.06 | 6.16 | 5.13 / 1.56 | 1.03 | -0.18 |
| 22. People on this campus respect and are supportive of each other. | 6.03 | 5.40 / 1.17 | 0.63 | 6.11 | 5.40 / 1.40 | 0.71 | 0.00 |
| 27. The campus staff are caring and helpful. | 6.18 | 5.53 / 1.20 | 0.65 | 6.16 | 5.46 / 1.37 | 0.70 | 0.07 |
| 28. It is an enjoyable experience to be a student on this campus. | 6.21 | 5.71 / 1.24 | 0.50 | 6.25 | 5.64 / 1.39 | 0.61 | 0.07 |
| 31. The campus is safe and secure for all students. | 6.42 | 5.58 / 1.21 | 0.84 | 6.40 | 5.66 / 1.33 | 0.74 | -0.08 |
| 36. Students are made to feel welcome on this campus. | 6.19 | 5.63 / 1.28 | 0.56 | 6.27 | 5.65 / 1.36 | 0.62 | -0.02 |
| 44. I generally know what's happening on campus. | 5.55 | 4.67 / 1.47 | 0.88 | 5.75 | 4.97 / 1.57 | 0.78 | -0.30 * |
| 45. This institution has a good reputation within the community. | 6.20 | 5.85 / 1.08 | 0.35 | 6.18 | 5.64 / 1.38 | 0.54 | 0.21 |
| 52. This school does whatever it can to help me reach my educational goals. | 6.40 | 5.21 / 1.28 | 1.19 | 6.35 | 5.34 / 1.50 | 1.01 | -0.13 |
| 57. Administrators are approachable to students. | 6.13 | 5.25 / 1.43 | 0.88 | 6.12 | 5.27 / 1.49 | 0.85 | -0.02 |

* 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 23643 records.

Institutional Summary

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

| Scale/Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|--|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 59. New student orientation services help students adjust to college. | 5.86 | 5.36 / 1.25 | 0.50 | 6.03 | 5.38 / 1.46 | 0.65 | -0.02 |
| 63. I seldom get the "run-around" when seeking information on this campus. | 5.99 | 5.10 / 1.53 | 0.89 | 6.02 | 5.10 / 1.59 | 0.92 | 0.00 |
| 67. Channels for expressing student complaints are readily available. | 5.83 | 4.75 / 1.56 | 1.08 | 6.03 | 5.01 / 1.59 | 1.02 | -0.26 |

* 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 23643 records.

Institutional Summary

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

| Scale/Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|---|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| CAMPUS SUPPORT SERVICES | 5.68 | 5.09 / 1.00 | 0.59 | 5.73 | 5.11 / 1.15 | 0.62 | -0.02 |
| 10. Child care facilities are available on campus. | 4.86 | 4.75 / 1.32 | 0.11 | 5.00 | 4.65 / 1.65 | 0.35 | 0.10 |
| 17. Personnel in the Veterans' Services program are helpful. | 5.03 | 4.70 / 1.25 | 0.33 | 4.97 | 4.74 / 1.40 | 0.23 | -0.04 |
| 19. This campus provides effective support services for displaced homemakers. | 5.22 | 4.83 / 1.08 | 0.39 | 5.43 | 4.95 / 1.39 | 0.48 | -0.12 |
| 30. The career services office provides students with the help they need to get a job. | 6.14 | 4.99 / 1.38 | 1.15 | 6.05 | 5.05 / 1.50 | 1.00 | -0.06 |
| 38. The student center is a comfortable place for students to spend their leisure time. | 6.07 | 5.57 / 1.25 | 0.50 | 5.98 | 5.43 / 1.42 | 0.55 | 0.14 |
| 47. There are adequate services to help me decide upon a career. | 6.21 | 5.17 / 1.51 | 1.04 | 6.22 | 5.26 / 1.51 | 0.96 | -0.09 |
| 59. New student orientation services help students adjust to college. | 5.86 | 5.36 / 1.25 | 0.50 | 6.03 | 5.38 / 1.46 | 0.65 | -0.02 |

* 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 23643 records.

Institutional Summary

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

| Scale/Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|--|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| CONCERN FOR THE INDIVIDUAL | 6.11 | 5.07 / 1.15 | 1.04 | 6.16 | 5.23 / 1.23 | 0.93 | -0.16 |
| 2. Faculty care about me as an individual. | 5.86 | 5.20 / 1.39 | 0.66 | 5.95 | 5.32 / 1.45 | 0.63 | -0.12 |
| 16. The college shows concern for students as individuals. | 6.01 | 4.95 / 1.52 | 1.06 | 6.16 | 5.13 / 1.56 | 1.03 | -0.18 |
| 25. My academic advisor is concerned about my success as an individual. | 6.12 | 4.71 / 1.66 | 1.41 | 6.21 | 5.01 / 1.73 | 1.20 | -0.30 |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.33 | 5.43 / 1.32 | 0.90 | 6.28 | 5.46 / 1.44 | 0.82 | -0.03 |
| 48. Counseling staff care about students as individuals. | 6.21 | 5.06 / 1.60 | 1.15 | 6.18 | 5.21 / 1.58 | 0.97 | -0.15 |

* 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 23643 records.

Institutional Summary

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

| Scale/Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|--|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| INSTRUCTIONAL EFFECTIVENESS | 6.25 | 5.39 / 0.95 | 0.86 | 6.25 | 5.44 / 1.07 | 0.81 | -0.05 |
| 2. Faculty care about me as an individual. | 5.86 | 5.20 / 1.39 | 0.66 | 5.95 | 5.32 / 1.45 | 0.63 | -0.12 |
| 18. The quality of instruction I receive in most of my classes is excellent. | 6.41 | 5.58 / 1.07 | 0.83 | 6.44 | 5.69 / 1.31 | 0.75 | -0.11 |
| 23. Faculty are understanding of students' unique life circumstances. | 6.07 | 5.07 / 1.44 | 1.00 | 6.19 | 5.29 / 1.49 | 0.90 | -0.22 |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.33 | 5.43 / 1.32 | 0.90 | 6.28 | 5.46 / 1.44 | 0.82 | -0.03 |
| 37. Faculty take into consideration student differences as they teach a course. | 6.25 | 5.19 / 1.46 | 1.06 | 6.15 | 5.30 / 1.45 | 0.85 | -0.11 |
| 46. Faculty provide timely feedback about student progress in a course. | 6.36 | 5.23 / 1.39 | 1.13 | 6.23 | 5.31 / 1.48 | 0.92 | -0.08 |
| 54. Faculty are interested in my academic problems. | 6.10 | 5.03 / 1.28 | 1.07 | 6.08 | 5.16 / 1.50 | 0.92 | -0.13 |
| 58. Nearly all of the faculty are knowledgeable in their fields. | 6.42 | 5.71 / 1.19 | 0.71 | 6.32 | 5.65 / 1.33 | 0.67 | 0.06 |
| 61. Faculty are usually available after class and during office hours. | 6.31 | 5.55 / 1.31 | 0.76 | 6.29 | 5.61 / 1.39 | 0.68 | -0.06 |
| 64. Nearly all classes deal with practical experiences and applications. | 6.04 | 5.37 / 1.33 | 0.67 | 6.10 | 5.44 / 1.34 | 0.66 | -0.07 |
| 65. Students are notified early in the term if they are doing poorly in a class. | 6.21 | 4.78 / 1.63 | 1.43 | 6.31 | 4.97 / 1.75 | 1.34 | -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 23643 records.

Institutional Summary

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

| Scale/Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|---|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 66. Program requirements are clear and reasonable. | 6.35 | 5.42 / 1.27 | 0.93 | 6.32 | 5.55 / 1.37 | 0.77 | -0.13 |
| 69. There is a good variety of courses provided on this campus. | 6.40 | 5.91 / 1.15 | 0.49 | 6.41 | 5.66 / 1.42 | 0.75 | 0.25 |
| 70. I am able to experience intellectual growth here. | 6.45 | 5.90 / 1.09 | 0.55 | 6.41 | 5.79 / 1.31 | 0.62 | 0.11 |

* 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 23643 records.

Institutional Summary

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

| Scale/Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|--|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| REGISTRATION EFFECTIVENESS | 6.28 | 5.45 / 0.93 | 0.83 | 6.29 | 5.49 / 1.05 | 0.80 | -0.04 |
| 5. The personnel involved in registration are helpful. | 6.23 | 5.34 / 1.43 | 0.89 | 6.28 | 5.37 / 1.59 | 0.91 | -0.03 |
| 8. Classes are scheduled at times that are convenient for me. | 6.50 | 5.52 / 1.45 | 0.98 | 6.54 | 5.64 / 1.52 | 0.90 | -0.12 |
| 15. I am able to register for classes I need with few conflicts. | 6.40 | 5.51 / 1.46 | 0.89 | 6.38 | 5.43 / 1.54 | 0.95 | 0.08 |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized. | 6.23 | 5.38 / 1.32 | 0.85 | 6.26 | 5.54 / 1.41 | 0.72 | -0.16 |
| 43. Class change (drop/add) policies are reasonable. | 6.27 | 5.11 / 1.61 | 1.16 | 6.25 | 5.50 / 1.48 | 0.75 | -0.39 ** |
| 51. There are convenient ways of paying my school bill. | 6.43 | 5.65 / 1.28 | 0.78 | 6.33 | 5.52 / 1.50 | 0.81 | 0.13 |
| 56. The business office is open during hours which are convenient for most students. | 6.05 | 5.40 / 1.35 | 0.65 | 6.18 | 5.43 / 1.46 | 0.75 | -0.03 |
| 60. Billing policies are reasonable. | 6.28 | 5.42 / 1.36 | 0.86 | 6.20 | 5.38 / 1.48 | 0.82 | 0.04 |
| 62. Bookstore staff are helpful. | 6.09 | 5.74 / 1.27 | 0.35 | 6.17 | 5.62 / 1.45 | 0.55 | 0.12 |

* 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 23643 records.

Institutional Summary

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

| Scale/Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|--|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| RESPONSIVENESS TO DIVERSE POPULATIONS | | 5.48 / 1.16 | | | 5.60 / 1.22 | | -0.12 |
| 81. Institution's commitment to part-time students? | | 5.63 / 1.30 | | | 5.71 / 1.35 | | -0.08 |
| 82. Institution's commitment to evening students? | | 5.45 / 1.29 | | | 5.63 / 1.41 | | -0.18 |
| 83. Institution's commitment to older, returning learners? | | 5.46 / 1.19 | | | 5.63 / 1.38 | | -0.17 |
| 84. Institution's commitment to under-represented populations? | | 5.38 / 1.25 | | | 5.49 / 1.38 | | -0.11 |
| 85. Institution's commitment to commuters? | | 5.39 / 1.21 | | | 5.47 / 1.42 | | -0.08 |
| 86. Institution's commitment to students with disabilities? | | 5.56 / 1.23 | | | 5.67 / 1.39 | | -0.11 |

* 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 23643 records.

Institutional Summary

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

| Scale/Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|--|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| SAFETY AND SECURITY | 6.10 | 5.09 / 1.08 | 1.01 | 6.16 | 5.15 / 1.18 | 1.01 | -0.06 |
| 4. Security staff are helpful. | 5.56 | 4.90 / 1.44 | 0.66 | 5.80 | 5.14 / 1.54 | 0.66 | -0.24 |
| 11. Security staff respond quickly in emergencies. | 5.89 | 5.00 / 1.32 | 0.89 | 6.06 | 5.12 / 1.44 | 0.94 | -0.12 |
| 24. Parking lots are well-lighted and secure. | 6.16 | 5.15 / 1.55 | 1.01 | 6.26 | 5.17 / 1.67 | 1.09 | -0.02 |
| 31. The campus is safe and secure for all students. | 6.42 | 5.58 / 1.21 | 0.84 | 6.40 | 5.66 / 1.33 | 0.74 | -0.08 |
| 39. The amount of student parking space on campus is adequate. | 6.48 | 4.78 / 1.88 | 1.70 | 6.24 | 4.65 / 1.96 | 1.59 | 0.13 |

* 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 23643 records.

Institutional Summary

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

| Scale/Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|--|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| SERVICE EXCELLENCE | 6.00 | 5.26 / 0.97 | 0.74 | 6.09 | 5.32 / 1.09 | 0.77 | -0.06 |
| 5. The personnel involved in registration are helpful. | 6.23 | 5.34 / 1.43 | 0.89 | 6.28 | 5.37 / 1.59 | 0.91 | -0.03 |
| 22. People on this campus respect and are supportive of each other. | 6.03 | 5.40 / 1.17 | 0.63 | 6.11 | 5.40 / 1.40 | 0.71 | 0.00 |
| 26. Library staff are helpful and approachable. | 6.00 | 5.50 / 1.34 | 0.50 | 6.14 | 5.61 / 1.39 | 0.53 | -0.11 |
| 27. The campus staff are caring and helpful. | 6.18 | 5.53 / 1.20 | 0.65 | 6.16 | 5.46 / 1.37 | 0.70 | 0.07 |
| 44. I generally know what's happening on campus. | 5.55 | 4.67 / 1.47 | 0.88 | 5.75 | 4.97 / 1.57 | 0.78 | -0.30 * |
| 57. Administrators are approachable to students. | 6.13 | 5.25 / 1.43 | 0.88 | 6.12 | 5.27 / 1.49 | 0.85 | -0.02 |
| 62. Bookstore staff are helpful. | 6.09 | 5.74 / 1.27 | 0.35 | 6.17 | 5.62 / 1.45 | 0.55 | 0.12 |
| 63. I seldom get the "run-around" when seeking information on this campus. | 5.99 | 5.10 / 1.53 | 0.89 | 6.02 | 5.10 / 1.59 | 0.92 | 0.00 |
| 67. Channels for expressing student complaints are readily available. | 5.83 | 4.75 / 1.56 | 1.08 | 6.03 | 5.01 / 1.59 | 1.02 | -0.26 |

* 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 23643 records.

Institutional Summary

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

| Scale/Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|---|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| STUDENT CENTEREDNESS | 6.08 | 5.40 / 1.05 | 0.68 | 6.09 | 5.42 / 1.14 | 0.67 | -0.02 |
| 1. Most students feel a sense of belonging here. | 5.77 | 5.31 / 1.35 | 0.46 | 5.61 | 5.36 / 1.38 | 0.25 | -0.05 |
| 16. The college shows concern for students as individuals. | 6.01 | 4.95 / 1.52 | 1.06 | 6.16 | 5.13 / 1.56 | 1.03 | -0.18 |
| 27. The campus staff are caring and helpful. | 6.18 | 5.53 / 1.20 | 0.65 | 6.16 | 5.46 / 1.37 | 0.70 | 0.07 |
| 28. It is an enjoyable experience to be a student on this campus. | 6.21 | 5.71 / 1.24 | 0.50 | 6.25 | 5.64 / 1.39 | 0.61 | 0.07 |
| 36. Students are made to feel welcome on this campus. | 6.19 | 5.63 / 1.28 | 0.56 | 6.27 | 5.65 / 1.36 | 0.62 | -0.02 |
| 57. Administrators are approachable to students. | 6.13 | 5.25 / 1.43 | 0.88 | 6.12 | 5.27 / 1.49 | 0.85 | -0.02 |

* 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 23643 records.

Institutional Summary

Items: In Sequential Order

| Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|---|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 1. Most students feel a sense of belonging here. | 5.77 | 5.31 / 1.35 | 0.46 | 5.61 | 5.36 / 1.38 | 0.25 | -0.05 |
| 2. Faculty care about me as an individual. | 5.86 | 5.20 / 1.39 | 0.66 | 5.95 | 5.32 / 1.45 | 0.63 | -0.12 |
| 3. The quality of instruction in the vocational/ technical programs is excellent. | 5.87 | 5.27 / 1.15 | 0.60 | 6.05 | 5.44 / 1.32 | 0.61 | -0.17 |
| 4. Security staff are helpful. | 5.56 | 4.90 / 1.44 | 0.66 | 5.80 | 5.14 / 1.54 | 0.66 | -0.24 |
| 5. The personnel involved in registration are helpful. | 6.23 | 5.34 / 1.43 | 0.89 | 6.28 | 5.37 / 1.59 | 0.91 | -0.03 |
| 6. My academic advisor is approachable. | 6.28 | 5.28 / 1.62 | 1.00 | 6.28 | 5.37 / 1.61 | 0.91 | -0.09 |
| 7. Adequate financial aid is available for most students. | 6.41 | 5.26 / 1.61 | 1.15 | 6.39 | 5.34 / 1.71 | 1.05 | -0.08 |
| 8. Classes are scheduled at times that are convenient for me. | 6.50 | 5.52 / 1.45 | 0.98 | 6.54 | 5.64 / 1.52 | 0.90 | -0.12 |
| 9. Internships or practical experiences are provided in my degree/certificate program. | 6.00 | 4.73 / 1.55 | 1.27 | 6.01 | 5.01 / 1.55 | 1.00 | -0.28 |
| 10. Child care facilities are available on campus. | 4.86 | 4.75 / 1.32 | 0.11 | 5.00 | 4.65 / 1.65 | 0.35 | 0.10 |
| 11. Security staff respond quickly in emergencies. | 5.89 | 5.00 / 1.32 | 0.89 | 6.06 | 5.12 / 1.44 | 0.94 | -0.12 |
| 12. My academic advisor helps me set goals to work toward. | 6.10 | 4.75 / 1.80 | 1.35 | 6.21 | 5.12 / 1.72 | 1.09 | -0.37 * |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 6.28 | 4.67 / 1.67 | 1.61 | 6.29 | 5.10 / 1.72 | 1.19 | -0.43 * |
| 14. Library resources and services are adequate. | 6.31 | 5.96 / 1.20 | 0.35 | 6.31 | 5.76 / 1.32 | 0.55 | 0.20 |

* 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 23643 records.

Institutional Summary

Items: In Sequential Order

| Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|---|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 15. I am able to register for classes I need with few conflicts. | 6.40 | 5.51 / 1.46 | 0.89 | 6.38 | 5.43 / 1.54 | 0.95 | 0.08 |
| 16. The college shows concern for students as individuals. | 6.01 | 4.95 / 1.52 | 1.06 | 6.16 | 5.13 / 1.56 | 1.03 | -0.18 |
| 17. Personnel in the Veterans' Services program are helpful. | 5.03 | 4.70 / 1.25 | 0.33 | 4.97 | 4.74 / 1.40 | 0.23 | -0.04 |
| 18. The quality of instruction I receive in most of my classes is excellent. | 6.41 | 5.58 / 1.07 | 0.83 | 6.44 | 5.69 / 1.31 | 0.75 | -0.11 |
| 19. This campus provides effective support services for displaced homemakers. | 5.22 | 4.83 / 1.08 | 0.39 | 5.43 | 4.95 / 1.39 | 0.48 | -0.12 |
| 20. Financial aid counselors are helpful. | 6.25 | 5.04 / 1.50 | 1.21 | 6.30 | 5.17 / 1.74 | 1.13 | -0.13 |
| 21. There are a sufficient number of study areas on campus. | 6.18 | 5.83 / 1.09 | 0.35 | 6.23 | 5.50 / 1.49 | 0.73 | 0.33 * |
| 22. People on this campus respect and are supportive of each other. | 6.03 | 5.40 / 1.17 | 0.63 | 6.11 | 5.40 / 1.40 | 0.71 | 0.00 |
| 23. Faculty are understanding of students' unique life circumstances. | 6.07 | 5.07 / 1.44 | 1.00 | 6.19 | 5.29 / 1.49 | 0.90 | -0.22 |
| 24. Parking lots are well-lighted and secure. | 6.16 | 5.15 / 1.55 | 1.01 | 6.26 | 5.17 / 1.67 | 1.09 | -0.02 |
| 25. My academic advisor is concerned about my success as an individual. | 6.12 | 4.71 / 1.66 | 1.41 | 6.21 | 5.01 / 1.73 | 1.20 | -0.30 |
| 26. Library staff are helpful and approachable. | 6.00 | 5.50 / 1.34 | 0.50 | 6.14 | 5.61 / 1.39 | 0.53 | -0.11 |

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

National Group Means are based on 23643 records.

Institutional Summary

Items: In Sequential Order

| Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|--|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 27. The campus staff are caring and helpful. | 6.18 | 5.53 / 1.20 | 0.65 | 6.16 | 5.46 / 1.37 | 0.70 | 0.07 |
| 28. It is an enjoyable experience to be a student on this campus. | 6.21 | 5.71 / 1.24 | 0.50 | 6.25 | 5.64 / 1.39 | 0.61 | 0.07 |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.33 | 5.43 / 1.32 | 0.90 | 6.28 | 5.46 / 1.44 | 0.82 | -0.03 |
| 30. The career services office provides students with the help they need to get a job. | 6.14 | 4.99 / 1.38 | 1.15 | 6.05 | 5.05 / 1.50 | 1.00 | -0.06 |
| 31. The campus is safe and secure for all students. | 6.42 | 5.58 / 1.21 | 0.84 | 6.40 | 5.66 / 1.33 | 0.74 | -0.08 |
| 32. My academic advisor is knowledgeable about my program requirements. | 6.37 | 5.08 / 1.69 | 1.29 | 6.34 | 5.34 / 1.63 | 1.00 | -0.26 |
| 33. Admissions counselors accurately portray the campus in their recruiting practices. | 5.94 | 5.11 / 1.35 | 0.83 | 5.92 | 5.17 / 1.44 | 0.75 | -0.06 |
| 34. Computer labs are adequate and accessible. | 6.39 | 5.72 / 1.32 | 0.67 | 6.33 | 5.69 / 1.42 | 0.64 | 0.03 |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized. | 6.23 | 5.38 / 1.32 | 0.85 | 6.26 | 5.54 / 1.41 | 0.72 | -0.16 |
| 36. Students are made to feel welcome on this campus. | 6.19 | 5.63 / 1.28 | 0.56 | 6.27 | 5.65 / 1.36 | 0.62 | -0.02 |
| 37. Faculty take into consideration student differences as they teach a course. | 6.25 | 5.19 / 1.46 | 1.06 | 6.15 | 5.30 / 1.45 | 0.85 | -0.11 |
| 38. The student center is a comfortable place for students to spend their leisure time. | 6.07 | 5.57 / 1.25 | 0.50 | 5.98 | 5.43 / 1.42 | 0.55 | 0.14 |

* 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 23643 records.

Institutional Summary

Items: In Sequential Order

| Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|--|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 39. The amount of student parking space on campus is adequate. | 6.48 | 4.78 / 1.88 | 1.70 | 6.24 | 4.65 / 1.96 | 1.59 | 0.13 |
| 40. My academic advisor is knowledgeable about the transfer requirements of other schools. | 6.42 | 5.13 / 1.59 | 1.29 | 6.28 | 5.22 / 1.63 | 1.06 | -0.09 |
| 41. Admissions staff are knowledgeable. | 6.48 | 5.42 / 1.31 | 1.06 | 6.26 | 5.42 / 1.44 | 0.84 | 0.00 |
| 42. The equipment in the lab facilities is kept up to date. | 6.22 | 5.63 / 1.15 | 0.59 | 6.22 | 5.54 / 1.39 | 0.68 | 0.09 |
| 43. Class change (drop/add) policies are reasonable. | 6.27 | 5.11 / 1.61 | 1.16 | 6.25 | 5.50 / 1.48 | 0.75 | -0.39 ** |
| 44. I generally know what's happening on campus. | 5.55 | 4.67 / 1.47 | 0.88 | 5.75 | 4.97 / 1.57 | 0.78 | -0.30 * |
| 45. This institution has a good reputation within the community. | 6.20 | 5.85 / 1.08 | 0.35 | 6.18 | 5.64 / 1.38 | 0.54 | 0.21 |
| 46. Faculty provide timely feedback about student progress in a course. | 6.36 | 5.23 / 1.39 | 1.13 | 6.23 | 5.31 / 1.48 | 0.92 | -0.08 |
| 47. There are adequate services to help me decide upon a career. | 6.21 | 5.17 / 1.51 | 1.04 | 6.22 | 5.26 / 1.51 | 0.96 | -0.09 |
| 48. Counseling staff care about students as individuals. | 6.21 | 5.06 / 1.60 | 1.15 | 6.18 | 5.21 / 1.58 | 0.97 | -0.15 |
| 49. Admissions counselors respond to prospective students' unique needs and requests. | 6.17 | 5.08 / 1.43 | 1.09 | 6.14 | 5.23 / 1.49 | 0.91 | -0.15 |
| 50. Tutoring services are readily available. | 6.38 | 5.52 / 1.39 | 0.86 | 6.24 | 5.56 / 1.43 | 0.68 | -0.04 |

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

National Group Means are based on 23643 records.

Institutional Summary

Items: In Sequential Order

| Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|--|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 51. There are convenient ways of paying my school bill. | 6.43 | 5.65 / 1.28 | 0.78 | 6.33 | 5.52 / 1.50 | 0.81 | 0.13 |
| 52. This school does whatever it can to help me reach my educational goals. | 6.40 | 5.21 / 1.28 | 1.19 | 6.35 | 5.34 / 1.50 | 1.01 | -0.13 |
| 53. The assessment and course placement procedures are reasonable. | 6.15 | 5.36 / 1.25 | 0.79 | 6.16 | 5.44 / 1.39 | 0.72 | -0.08 |
| 54. Faculty are interested in my academic problems. | 6.10 | 5.03 / 1.28 | 1.07 | 6.08 | 5.16 / 1.50 | 0.92 | -0.13 |
| 55. Academic support services adequately meet the needs of students. | 6.11 | 5.33 / 1.27 | 0.78 | 6.14 | 5.33 / 1.39 | 0.81 | 0.00 |
| 56. The business office is open during hours which are convenient for most students. | 6.05 | 5.40 / 1.35 | 0.65 | 6.18 | 5.43 / 1.46 | 0.75 | -0.03 |
| 57. Administrators are approachable to students. | 6.13 | 5.25 / 1.43 | 0.88 | 6.12 | 5.27 / 1.49 | 0.85 | -0.02 |
| 58. Nearly all of the faculty are knowledgeable in their fields. | 6.42 | 5.71 / 1.19 | 0.71 | 6.32 | 5.65 / 1.33 | 0.67 | 0.06 |
| 59. New student orientation services help students adjust to college. | 5.86 | 5.36 / 1.25 | 0.50 | 6.03 | 5.38 / 1.46 | 0.65 | -0.02 |
| 60. Billing policies are reasonable. | 6.28 | 5.42 / 1.36 | 0.86 | 6.20 | 5.38 / 1.48 | 0.82 | 0.04 |
| 61. Faculty are usually available after class and during office hours. | 6.31 | 5.55 / 1.31 | 0.76 | 6.29 | 5.61 / 1.39 | 0.68 | -0.06 |
| 62. Bookstore staff are helpful. | 6.09 | 5.74 / 1.27 | 0.35 | 6.17 | 5.62 / 1.45 | 0.55 | 0.12 |

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

National Group Means are based on 23643 records.

Institutional Summary

Items: In Sequential Order

| Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|--|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 63. I seldom get the "run-around" when seeking information on this campus. | 5.99 | 5.10 / 1.53 | 0.89 | 6.02 | 5.10 / 1.59 | 0.92 | 0.00 |
| 64. Nearly all classes deal with practical experiences and applications. | 6.04 | 5.37 / 1.33 | 0.67 | 6.10 | 5.44 / 1.34 | 0.66 | -0.07 |
| 65. Students are notified early in the term if they are doing poorly in a class. | 6.21 | 4.78 / 1.63 | 1.43 | 6.31 | 4.97 / 1.75 | 1.34 | -0.19 |
| 66. Program requirements are clear and reasonable. | 6.35 | 5.42 / 1.27 | 0.93 | 6.32 | 5.55 / 1.37 | 0.77 | -0.13 |
| 67. Channels for expressing student complaints are readily available. | 5.83 | 4.75 / 1.56 | 1.08 | 6.03 | 5.01 / 1.59 | 1.02 | -0.26 |
| 68. On the whole, the campus is well-maintained. | 6.16 | 6.04 / 1.16 | 0.12 | 6.30 | 5.81 / 1.33 | 0.49 | 0.23 |
| 69. There is a good variety of courses provided on this campus. | 6.40 | 5.91 / 1.15 | 0.49 | 6.41 | 5.66 / 1.42 | 0.75 | 0.25 |
| 70. I am able to experience intellectual growth here. | 6.45 | 5.90 / 1.09 | 0.55 | 6.41 | 5.79 / 1.31 | 0.62 | 0.11 |
| 71. Campus item 1 | 6.57 | 5.17 / 1.69 | 1.40 | | | | |
| 72. Campus item 2 | 6.62 | 6.20 / 0.97 | 0.42 | | | | |
| 73. Campus item 3 | 6.50 | 5.89 / 1.21 | 0.61 | | | | |
| 74. Campus item 4 | 6.22 | 5.15 / 1.60 | 1.07 | | | | |
| 75. Campus item 5 | 6.17 | 4.89 / 1.69 | 1.28 | | | | |
| 76. Campus item 6 | 6.08 | 5.01 / 1.50 | 1.07 | | | | |
| 77. Campus item 7 | 6.22 | 4.74 / 1.66 | 1.48 | | | | |

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National Group Means are based on 23643 records.

Institutional Summary

Items: In Sequential Order

| Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|---|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 78. Campus item 8 | 6.32 | 4.54 / 1.87 | 1.78 | | | | |
| 79. Campus item 9 | 6.44 | 5.21 / 1.41 | 1.23 | | | | |
| 80. Campus item 10 | 6.23 | 5.13 / 1.43 | 1.10 | | | | |
| 81. Institution's commitment to part-time students? | | 5.63 / 1.30 | | | 5.71 / 1.35 | | -0.08 |
| 82. Institution's commitment to evening students? | | 5.45 / 1.29 | | | 5.63 / 1.41 | | -0.18 |
| 83. Institution's commitment to older, returning learners? | | 5.46 / 1.19 | | | 5.63 / 1.38 | | -0.17 |
| 84. Institution's commitment to under-represented populations? | | 5.38 / 1.25 | | | 5.49 / 1.38 | | -0.11 |
| 85. Institution's commitment to commuters? | | 5.39 / 1.21 | | | 5.47 / 1.42 | | -0.08 |
| 86. Institution's commitment to students with disabilities? | | 5.56 / 1.23 | | | 5.67 / 1.39 | | -0.11 |
| 87. Cost as factor in decision to enroll. | 6.43 | | | 6.49 | | | |
| 88. Financial aid as factor in decision to enroll. | 6.36 | | | 6.37 | | | |
| 89. Academic reputation as factor in decision to enroll. | 5.91 | | | 6.05 | | | |
| 90. Size of institution as factor in decision to enroll. | 5.45 | | | 5.50 | | | |
| 91. Opportunity to play sports as factor in decision to enroll. | 4.19 | | | 4.24 | | | |

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

National Group Means are based on 23643 records.

Institutional Summary

Items: In Sequential Order

| Item | Hispanic | | | National Community Colleges Hispanic | | | Mean Difference |
|---|------------|-------------------|-----------------|--------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 92. Recommendations from family/friends as factor in decision to enroll. | 5.27 | | | 5.30 | | | |
| 93. Geographic setting as factor in decision to enroll. | 5.61 | | | 5.57 | | | |
| 94. Campus appearance as factor in decision to enroll. | 5.59 | | | 5.57 | | | |
| 95. Personalized attention prior to enrollment as factor in decision to enroll. | 5.64 | | | 5.80 | | | |

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

National Group Means are based on 23643 records.

Institutional Summary

Summary Items

| Summary Item | Hispanic | National Community Colleges Hispanic | Mean Difference |
|---|--|--|-----------------|
| <p>So far, how has your college experience met your expectations?</p> <p>1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected</p> | <p>Average: 5.01</p> <p>0% 1% 3% 30% 31% 14% 16%</p> | <p>Average: 4.99</p> <p>1% 1% 5% 33% 25% 13% 19%</p> | <p>0.02</p> |
| <p>Rate your overall satisfaction with your experience here thus far.</p> <p>1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied</p> | <p>Average: 5.60</p> <p>0% 2% 3% 11% 16% 44% 21%</p> | <p>Average: 5.54</p> <p>1% 1% 4% 11% 17% 42% 21%</p> | <p>0.06</p> |
| <p>All in all, if you had to do it over, would you enroll here again?</p> <p>1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes</p> | <p>Average: 5.84</p> <p>1% 2% 3% 7% 10% 35% 38%</p> | <p>Average: 5.82</p> <p>1% 3% 3% 7% 12% 31% 40%</p> | <p>0.02</p> |