

May 2017 Demographics

Gender	N	%	Class Level	N	%
Female	230	71.88%	1 year or less	114	35.19%
Male	90	28.13%	2 years	148	45.68%
Total	320	100.00%	3 years	37	11.42%
No Response	17		4 or more years	25	7.72%
			Total	324	100.00%
			No Response	13	
Age	N	%	Current GPA	N	%
18 and under	92	28.84%	No credits earned	13	4.01%
19 to 24	79	24.76%	1.99 or below	5	1.54%
25 to 34	70	21.94%	2.0 - 2.49	19	5.86%
35 to 44	49	15.36%	2.5 - 2.99	58	17.90%
45 and over	29	9.09%	3.0 - 3.49	75	23.15%
Total	319	100.00%	3.5 or above	154	47.53%
No Response	18		Total	324	100.00%
			No Response	13	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	5	1.52%	Associate degree	213	64.74%
American Indian or Alaskan Native	1	0.30%	Vocational/technical program	0	0.00%
Asian or Pacific Islander	5	1.52%	Transfer to another institution	80	24.32%
Caucasian/White	301	91.21%	Certification (initial / renewal)	9	2.74%
Hispanic	1	0.30%	Self-improvement/pleasure	4	1.22%
Other race	6	1.82%	Job-related training	4	1.22%
Race - Prefer not to respond	11	3.33%	Other educational goal	19	5.78%
Total	330	100.00%	Total	329	100.00%
No Response	7		No Response	8	
Current Enrollment Status	N	%	Employment	N	%
Day	237	72.92%	Full-time off campus	108	32.73%
Evening	85	26.15%	Part-time off campus	119	36.06%
Weekend	3	0.92%	Full-time on campus	5	1.52%
Total	325	100.00%	Part-time on campus	12	3.64%
No Response	12		Not employed	86	26.06%
			Total	330	100.00%
Current Class Load	N	%	No Response	7	
Full-time	151	47.04%			
Part-time	170	52.96%			
Total	321	100.00%			
No Response	16				

May 2017 Demographics

Current Residence	N	%	Institution Question 2	N	%
Residence hall	0	0.00%	Campus item 2 - Answer 1	0	0%
Own house	118	35.65%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	46	13.90%	Campus item 2 - Answer 3	0	0%
Parent's home	148	44.71%	Campus item 2 - Answer 4	0	0%
Other residence	19	5.74%	Campus item 2 - Answer 5	0	0%
Total	331	100.00%	Campus item 2 - Answer 6	0	0%
No Response	6		Total	0	100.00%
			No Response	337	

Residence Classification	N	%
In-state	318	98.45%
Out-of-state	1	0.31%
International (not U.S. citizen)	4	1.24%
Total	323	100.00%
No Response	14	

Disabilities	N	%
Yes - Disability	24	7.59%
No - Disability	292	92.41%
Total	316	100.00%
No Response	21	

Institution Was My	N	%
1st choice	211	75.36%
2nd choice	49	17.50%
3rd choice or lower	20	7.14%
Total	280	100.00%
No Response	57	

Institution Question	N	%
Campus item - Answer 1	0	0%
Campus item - Answer 2	0	0%
Campus item - Answer 3	0	0%
Campus item - Answer 4	0	0%
Campus item - Answer 5	0	0%
Campus item - Answer 6	0	0%
Total	0	100.00%
No Response	337	

May 2013 Demographics

Gender	N	%	Class Level	N	%
Female	516	60.85%	1 year or less	322	38.11%
Male	332	39.15%	2 years	343	40.59%
Total	848	100.00%	3 years	127	15.03%
No Response	28		4 or more years	53	6.27%
			Total	845	100.00%
			No Response	31	
Age	N	%	Current GPA	N	%
18 and under	107	12.65%	No credits earned	49	5.86%
19 to 24	351	41.49%	1.99 or below	14	1.67%
25 to 34	190	22.46%	2.0 - 2.49	59	7.06%
35 to 44	124	14.66%	2.5 - 2.99	151	18.06%
45 and over	74	8.75%	3.0 - 3.49	246	29.43%
Total	846	100.00%	3.5 or above	317	37.92%
No Response	30		Total	836	100.00%
			No Response	40	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	24	2.85%	Associate degree	537	64.16%
American Indian or Alaskan Native	4	0.48%	Vocational/technical program	12	1.43%
Asian or Pacific Islander	12	1.43%	Transfer to another institution	211	25.21%
Caucasian/White	738	87.75%	Certification (initial / renewal)	27	3.23%
Hispanic	14	1.66%	Self-improvement/pleasure	10	1.19%
Other race	12	1.43%	Job-related training	3	0.36%
Race - Prefer not to respond	37	4.40%	Other educational goal	37	4.42%
Total	841	100.00%	Total	837	100.00%
No Response	35		No Response	39	
Current Enrollment Status	N	%	Employment	N	%
Day	550	69.53%	Full-time off campus	288	34.12%
Evening	239	30.21%	Part-time off campus	310	36.73%
Weekend	2	0.25%	Full-time on campus	9	1.07%
Total	791	100.00%	Part-time on campus	24	2.84%
No Response	85		Not employed	213	25.24%
			Total	844	100.00%
Current Class Load	N	%	No Response	32	
Full-time	489	58.01%			
Part-time	354	41.99%			
Total	843	100.00%			
No Response	33				

May 2013 Demographics

Current Residence	N	%	Institution Question 2	N	%
Residence hall	3	0.35%	Campus item 2 - Answer 1	0	0%
Own house	256	30.26%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	156	18.44%	Campus item 2 - Answer 3	0	0%
Parent's home	382	45.15%	Campus item 2 - Answer 4	0	0%
Other residence	49	5.79%	Campus item 2 - Answer 5	0	0%
Total	846	100.00%	Campus item 2 - Answer 6	0	0%
No Response	30		Total	0	100.00%
			No Response	876	

Residence Classification	N	%	Group Code	N	%
In-state	834	98.70%	0056	1	33.33%
Out-of-state	7	0.83%	2000	1	33.33%
International (not U.S. citizen)	4	0.47%	2006	1	33.33%
Total	845	100.00%	Total	3	100.00%
No Response	31		No Response	873	

Disabilities	N	%
Yes - Disability	60	7.11%
No - Disability	784	92.89%
Total	844	100.00%
No Response	32	

Institution Was My	N	%
1st choice	592	70.23%
2nd choice	165	19.57%
3rd choice or lower	86	10.20%
Total	843	100.00%
No Response	33	

Institution Question	N	%
Campus item - Answer 1	0	0.00%
Campus item - Answer 2	0	0.00%
Campus item - Answer 3	0	0.00%
Campus item - Answer 4	0	0.00%
Campus item - Answer 5	1	50.00%
Campus item - Answer 6	1	50.00%
Total	2	100.00%
No Response	874	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 31. The campus is safe and secure for all students.
- 32. My academic advisor is knowledgeable about my program requirements.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 70. I am able to experience intellectual growth here.
- 41. Admissions staff are knowledgeable.
- 66. Program requirements are clear and reasonable.
- 6. My academic advisor is approachable.
- 68. On the whole, the campus is well-maintained.
- 34. Computer labs are adequate and accessible.
- 50. Tutoring services are readily available.
- 61. Faculty are usually available after class and during office hours.
- 14. Library resources and services are adequate.
- 36. Students are made to feel welcome on this campus.
- 27. The campus staff are caring and helpful.

Challenges

- 15. I am able to register for classes I need with few conflicts.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 8. Classes are scheduled at times that are convenient for me.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 52. This school does whatever it can to help me reach my educational goals.
- 46. Faculty provide timely feedback about student progress in a course.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 23. Faculty are understanding of students' unique life circumstances.
- 3. The quality of instruction in the vocational/technical programs is excellent.
- 39. The amount of student parking space on campus is adequate.
- 63. I seldom get the "run-around" when seeking information on this campus.

Strategic Planning Overview Trends

Higher Satisfaction vs. May 2013

- 31. The campus is safe and secure for all students.
- 32. My academic advisor is knowledgeable about my program requirements.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 11. Security staff respond quickly in emergencies.
- 15. I am able to register for classes I need with few conflicts.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 70. I am able to experience intellectual growth here.
- 8. Classes are scheduled at times that are convenient for me.
- 41. Admissions staff are knowledgeable.
- 7. Adequate financial aid is available for most students.
- 66. Program requirements are clear and reasonable.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 5. The personnel involved in registration are helpful.
- 69. There is a good variety of courses provided on this campus.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 6. My academic advisor is approachable.
- 52. This school does whatever it can to help me reach my educational goals.
- 20. Financial aid counselors are helpful.
- 68. On the whole, the campus is well-maintained.
- 30. The career services office provides students with the help they need to get a job.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 34. Computer labs are adequate and accessible.
- 51. There are convenient ways of paying my school bill.
- 46. Faculty provide timely feedback about student progress in a course.
- 50. Tutoring services are readily available.
- 61. Faculty are usually available after class and during office hours.
- 14. Library resources and services are adequate.
- 25. My academic advisor is concerned about my success as an individual.
- 36. Students are made to feel welcome on this campus.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 42. The equipment in the lab facilities is kept up to date.
- 23. Faculty are understanding of students' unique life circumstances.
- 53. The assessment and course placement procedures are reasonable.
- 60. Billing policies are reasonable.

Strategic Planning Overview

Higher Importance vs. May 2013

- 31. The campus is safe and secure for all students.
- 32. My academic advisor is knowledgeable about my program requirements.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 11. Security staff respond quickly in emergencies.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 70. I am able to experience intellectual growth here.
- 41. Admissions staff are knowledgeable.
- 7. Adequate financial aid is available for most students.
- 66. Program requirements are clear and reasonable.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 5. The personnel involved in registration are helpful.
- 69. There is a good variety of courses provided on this campus.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 6. My academic advisor is approachable.
- 52. This school does whatever it can to help me reach my educational goals.
- 20. Financial aid counselors are helpful.
- 68. On the whole, the campus is well-maintained.
- 30. The career services office provides students with the help they need to get a job.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 34. Computer labs are adequate and accessible.
- 51. There are convenient ways of paying my school bill.
- 46. Faculty provide timely feedback about student progress in a course.
- 50. Tutoring services are readily available.
- 61. Faculty are usually available after class and during office hours.
- 14. Library resources and services are adequate.
- 25. My academic advisor is concerned about my success as an individual.
- 36. Students are made to feel welcome on this campus.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 42. The equipment in the lab facilities is kept up to date.
- 23. Faculty are understanding of students' unique life circumstances.
- 53. The assessment and course placement procedures are reasonable.
- 60. Billing policies are reasonable.

Institutional Summary
Scales: In Order of Importance

Scale	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising/Counseling	6.47	5.94 / 1.24	0.53	6.16	5.28 / 1.29	0.88	0.66 ***
Admissions and Financial Aid	6.45	5.96 / 1.10	0.49	6.00	5.23 / 1.15	0.77	0.73 ***
Registration Effectiveness	6.45	5.96 / 0.97	0.49	6.19	5.51 / 1.00	0.68	0.45 ***
Instructional Effectiveness	6.44	5.84 / 1.05	0.60	6.19	5.41 / 1.09	0.78	0.43 ***
Safety and Security	6.42	5.96 / 1.06	0.46	5.98	5.08 / 1.12	0.90	0.88 ***
Concern for the Individual	6.40	5.78 / 1.15	0.62	6.10	5.30 / 1.19	0.80	0.48 ***
Academic Services	6.38	6.09 / 0.96	0.29	6.08	5.75 / 0.93	0.33	0.34 ***
Campus Climate	6.30	5.88 / 0.99	0.42	6.00	5.40 / 1.07	0.60	0.48 ***
Service Excellence	6.30	5.94 / 1.01	0.36	6.01	5.48 / 1.00	0.53	0.46 ***
Student Centeredness	6.29	5.95 / 1.05	0.34	6.02	5.46 / 1.15	0.56	0.49 ***
Campus Support Services	6.14	5.83 / 1.32	0.31	5.37	5.05 / 1.12	0.32	0.78 ***
Responsiveness to Diverse Populations		6.00 / 1.27			5.59 / 1.17		0.41 ***

* 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	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. The campus is safe and secure for all students.	6.67	6.31 / 0.98	0.36	6.30	5.74 / 1.28	0.56	0.57 ***
32. My academic advisor is knowledgeable about my program requirements.	6.62	6.14 / 1.30	0.48	6.36	5.48 / 1.64	0.88	0.66 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.61	6.09 / 1.13	0.52	6.35	5.71 / 1.31	0.64	0.38 ***
11. Security staff respond quickly in emergencies.	6.58	6.01 / 1.36	0.57	5.83	4.82 / 1.36	1.01	1.19 ***
15. I am able to register for classes I need with few conflicts.	6.57	5.86 / 1.36	0.71	6.42	5.38 / 1.55	1.04	0.48 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.57	5.66 / 1.42	0.91	6.39	5.48 / 1.34	0.91	0.18 *
8. Classes are scheduled at times that are convenient for me.	6.56	5.67 / 1.45	0.89	6.48	5.33 / 1.54	1.15	0.34 ***
70. I am able to experience intellectual growth here.	6.56	6.19 / 1.09	0.37	6.35	5.74 / 1.33	0.61	0.45 ***
7. Adequate financial aid is available for most students.	6.54	5.93 / 1.43	0.61	6.13	5.38 / 1.56	0.75	0.55 ***
41. Admissions staff are knowledgeable.	6.54	6.09 / 1.22	0.45	6.20	5.40 / 1.43	0.80	0.69 ***
66. Program requirements are clear and reasonable.	6.53	6.09 / 1.20	0.44	6.22	5.45 / 1.42	0.77	0.64 ***
5. The personnel involved in registration are helpful.	6.52	5.98 / 1.38	0.54	6.21	5.44 / 1.52	0.77	0.54 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.52	5.94 / 1.44	0.58	6.18	5.16 / 1.65	1.02	0.78 ***
69. There is a good variety of courses provided on this campus.	6.52	6.05 / 1.18	0.47	6.26	5.62 / 1.36	0.64	0.43 ***
6. My academic advisor is approachable.	6.51	6.09 / 1.35	0.42	6.31	5.51 / 1.64	0.80	0.58 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.51	5.78 / 1.49	0.73	6.25	5.46 / 1.47	0.79	0.32 **

* 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	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
52. This school does whatever it can to help me reach my educational goals.	6.49	5.79 / 1.40	0.70	6.23	5.31 / 1.45	0.92	0.48 ***
20. Financial aid counselors are helpful.	6.48	5.94 / 1.30	0.54	5.97	5.10 / 1.55	0.87	0.84 ***
68. On the whole, the campus is well-maintained.	6.48	6.40 / 0.92	0.08	6.18	5.93 / 1.15	0.25	0.47 ***
30. The career services office provides students with the help they need to get a job.	6.47	5.89 / 1.25	0.58	5.82	5.09 / 1.42	0.73	0.80 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.47	5.92 / 1.25	0.55	6.07	5.45 / 1.42	0.62	0.47 ***
34. Computer labs are adequate and accessible.	6.46	6.13 / 1.28	0.33	6.17	5.81 / 1.23	0.36	0.32 ***
51. There are convenient ways of paying my school bill.	6.46	5.95 / 1.37	0.51	6.16	5.55 / 1.39	0.61	0.40 ***
46. Faculty provide timely feedback about student progress in a course.	6.45	5.82 / 1.43	0.63	6.22	5.25 / 1.53	0.97	0.57 ***
50. Tutoring services are readily available.	6.45	6.11 / 1.35	0.34	6.06	5.76 / 1.36	0.30	0.35 ***
61. Faculty are usually available after class and during office hours.	6.45	6.09 / 1.24	0.36	6.19	5.66 / 1.33	0.53	0.43 ***
14. Library resources and services are adequate.	6.43	6.14 / 1.19	0.29	6.20	5.98 / 1.14	0.22	0.16 *
25. My academic advisor is concerned about my success as an individual.	6.43	5.87 / 1.47	0.56	6.11	5.14 / 1.66	0.97	0.73 ***
36. Students are made to feel welcome on this campus.	6.43	6.19 / 1.09	0.24	6.15	5.64 / 1.32	0.51	0.55 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.42	5.71 / 1.55	0.71	5.97	5.05 / 1.60	0.92	0.66 ***
42. The equipment in the lab facilities is kept up to date.	6.42	5.85 / 1.35	0.57	6.09	5.56 / 1.32	0.53	0.29 **

* 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	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
87. Cost as factor in decision to enroll.	6.42			6.49			
23. Faculty are understanding of students' unique life circumstances.	6.41	5.72 / 1.43	0.69	6.22	5.40 / 1.47	0.82	0.32 ***
53. The assessment and course placement procedures are reasonable.	6.40	6.05 / 1.19	0.35	5.99	5.36 / 1.44	0.63	0.69 ***
60. Billing policies are reasonable.	6.40	5.98 / 1.27	0.42	6.06	5.44 / 1.35	0.62	0.54 ***
88. Financial aid as factor in decision to enroll.	6.40			5.99			
3. The quality of instruction in the vocational/technical programs is excellent.	6.39	5.55 / 1.38	0.84	6.07	5.33 / 1.33	0.74	0.22 *
24. Parking lots are well-lighted and secure.	6.39	6.08 / 1.19	0.31	6.08	5.31 / 1.57	0.77	0.77 ***
27. The campus staff are caring and helpful.	6.39	6.12 / 1.10	0.27	6.12	5.63 / 1.28	0.49	0.49 ***
39. The amount of student parking space on campus is adequate.	6.39	5.70 / 1.48	0.69	6.19	4.64 / 1.89	1.55	1.06 ***
48. Counseling staff care about students as individuals.	6.39	6.01 / 1.26	0.38	5.98	5.24 / 1.45	0.74	0.77 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.39	6.08 / 1.26	0.31	5.98	5.30 / 1.40	0.68	0.78 ***
55. Academic support services adequately meet the needs of students.	6.39	5.94 / 1.27	0.45	5.97	5.34 / 1.40	0.63	0.60 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.39	5.70 / 1.52	0.69	6.09	5.22 / 1.61	0.87	0.48 ***
16. The college shows concern for students as individuals.	6.37	5.62 / 1.37	0.75	6.15	5.19 / 1.53	0.96	0.43 ***
43. Class change (drop/add) policies are reasonable.	6.37	6.18 / 1.16	0.19	6.05	5.52 / 1.39	0.53	0.66 ***

* 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	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
56. The business office is open during hours which are convenient for most students.	6.37	5.97 / 1.26	0.40	6.08	5.52 / 1.37	0.56	0.45 ***
17. Personnel in the Veterans' Services program are helpful.	6.36	5.89 / 1.49	0.47	4.70	4.63 / 1.29	0.07	1.26 ***
28. It is an enjoyable experience to be a student on this campus.	6.35	6.01 / 1.21	0.34	6.11	5.53 / 1.41	0.58	0.48 ***
26. Library staff are helpful and approachable.	6.34	6.31 / 1.08	0.03	6.10	6.00 / 1.17	0.10	0.31 ***
54. Faculty are interested in my academic problems.	6.34	5.71 / 1.49	0.63	6.03	5.21 / 1.48	0.82	0.50 ***
62. Bookstore staff are helpful.	6.34	6.17 / 1.22	0.17	6.12	5.93 / 1.26	0.19	0.24 **
64. Nearly all classes deal with practical experiences and applications.	6.34	5.74 / 1.32	0.60	6.07	5.40 / 1.42	0.67	0.34 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.33	6.01 / 1.18	0.32	5.71	5.10 / 1.41	0.61	0.91 ***
47. There are adequate services to help me decide upon a career.	6.33	5.86 / 1.37	0.47	6.02	5.26 / 1.44	0.76	0.60 ***
45. This institution has a good reputation within the community.	6.32	6.03 / 1.20	0.29	6.06	5.59 / 1.37	0.47	0.44 ***
57. Administrators are approachable to students.	6.32	6.04 / 1.23	0.28	6.05	5.39 / 1.43	0.66	0.65 ***
67. Channels for expressing student complaints are readily available.	6.32	5.40 / 1.70	0.92	5.88	4.97 / 1.57	0.91	0.43 ***
2. Faculty care about me as an individual.	6.31	5.68 / 1.37	0.63	6.02	5.44 / 1.37	0.58	0.24 **
22. People on this campus respect and are supportive of each other.	6.30	6.00 / 1.24	0.30	6.00	5.54 / 1.25	0.46	0.46 ***
37. Faculty take into consideration student differences as they teach a course.	6.30	5.59 / 1.40	0.71	6.07	5.22 / 1.51	0.85	0.37 ***

* 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	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
65. Students are notified early in the term if they are doing poorly in a class.	6.30	5.42 / 1.66	0.88	6.06	4.68 / 1.73	1.38	0.74 ***
12. My academic advisor helps me set goals to work toward.	6.29	5.74 / 1.61	0.55	5.96	5.12 / 1.71	0.84	0.62 ***
59. New student orientation services help students adjust to college.	6.27	5.82 / 1.40	0.45	5.68	5.20 / 1.46	0.48	0.62 ***
9. Internships or practical experiences are provided in my degree/certificate program.	6.23	5.58 / 1.52	0.65	5.88	5.01 / 1.58	0.87	0.57 ***
21. There are a sufficient number of study areas on campus.	6.22	6.13 / 1.22	0.09	5.96	5.78 / 1.31	0.18	0.35 ***
89. Academic reputation as factor in decision to enroll.	6.15			5.74			
19. This campus provides effective support services for displaced homemakers.	6.11	5.75 / 1.52	0.36	4.98	4.82 / 1.25	0.16	0.93 ***
4. Security staff are helpful.	6.07	5.64 / 1.48	0.43	5.47	4.79 / 1.52	0.68	0.85 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.98	5.95 / 1.27	0.03	5.63	5.37 / 1.37	0.26	0.58 ***
1. Most students feel a sense of belonging here.	5.86	5.73 / 1.20	0.13	5.57	5.37 / 1.38	0.20	0.36 ***
93. Geographic setting as factor in decision to enroll.	5.80			5.52			
44. I generally know what's happening on campus.	5.78	5.62 / 1.50	0.16	5.50	5.13 / 1.51	0.37	0.49 ***
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.64			5.29			
90. Size of institution as factor in decision to enroll.	5.43			5.10			
10. Child care facilities are available on campus.	5.41	5.53 / 1.88	-0.12	4.39	4.76 / 1.51	-0.37	0.77 ***

* 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	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
94. Campus appearance as factor in decision to enroll.	5.32			5.22			
92. Recommendations from family/friends as factor in decision to enroll.	5.16			4.64			
91. Opportunity to play sports as factor in decision to enroll.	3.64			3.06			
71. Campus item 1							
72. Campus item 2							
73. Campus item 3							
74. Campus item 4							
75. Campus item 5							
76. Campus item 6							
77. Campus item 7							
78. Campus item 8							
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.99 / 1.24			5.74 / 1.31		0.25 **
82. Institution's commitment to evening students?		5.81 / 1.46			5.57 / 1.42		0.24 *
83. Institution's commitment to older, returning learners?		5.93 / 1.42			5.67 / 1.34		0.26 *
84. Institution's commitment to under-represented populations?		6.03 / 1.29			5.34 / 1.40		0.69 ***

* 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	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to commuters?		6.03 / 1.31			5.61 / 1.38		0.42 ***
86. Institution's commitment to students with disabilities?		6.28 / 1.17			5.59 / 1.34		0.69 ***

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

Institutional Summary

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

Scale/Item	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.47	5.94 / 1.24	0.53	6.16	5.28 / 1.29	0.88	0.66 ***
6. My academic advisor is approachable.	6.51	6.09 / 1.35	0.42	6.31	5.51 / 1.64	0.80	0.58 ***
12. My academic advisor helps me set goals to work toward.	6.29	5.74 / 1.61	0.55	5.96	5.12 / 1.71	0.84	0.62 ***
25. My academic advisor is concerned about my success as an individual.	6.43	5.87 / 1.47	0.56	6.11	5.14 / 1.66	0.97	0.73 ***
32. My academic advisor is knowledgeable about my program requirements.	6.62	6.14 / 1.30	0.48	6.36	5.48 / 1.64	0.88	0.66 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.52	5.94 / 1.44	0.58	6.18	5.16 / 1.65	1.02	0.78 ***
48. Counseling staff care about students as individuals.	6.39	6.01 / 1.26	0.38	5.98	5.24 / 1.45	0.74	0.77 ***
52. This school does whatever it can to help me reach my educational goals.	6.49	5.79 / 1.40	0.70	6.23	5.31 / 1.45	0.92	0.48 ***

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

Institutional Summary

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

Scale/Item	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.38	6.09 / 0.96	0.29	6.08	5.75 / 0.93	0.33	0.34 ***
14. Library resources and services are adequate.	6.43	6.14 / 1.19	0.29	6.20	5.98 / 1.14	0.22	0.16 *
21. There are a sufficient number of study areas on campus.	6.22	6.13 / 1.22	0.09	5.96	5.78 / 1.31	0.18	0.35 ***
26. Library staff are helpful and approachable.	6.34	6.31 / 1.08	0.03	6.10	6.00 / 1.17	0.10	0.31 ***
34. Computer labs are adequate and accessible.	6.46	6.13 / 1.28	0.33	6.17	5.81 / 1.23	0.36	0.32 ***
42. The equipment in the lab facilities is kept up to date.	6.42	5.85 / 1.35	0.57	6.09	5.56 / 1.32	0.53	0.29 **
50. Tutoring services are readily available.	6.45	6.11 / 1.35	0.34	6.06	5.76 / 1.36	0.30	0.35 ***
55. Academic support services adequately meet the needs of students.	6.39	5.94 / 1.27	0.45	5.97	5.34 / 1.40	0.63	0.60 ***

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

Institutional Summary

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

Scale/Item	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.45	5.96 / 1.10	0.49	6.00	5.23 / 1.15	0.77	0.73 ***
7. Adequate financial aid is available for most students.	6.54	5.93 / 1.43	0.61	6.13	5.38 / 1.56	0.75	0.55 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.42	5.71 / 1.55	0.71	5.97	5.05 / 1.60	0.92	0.66 ***
20. Financial aid counselors are helpful.	6.48	5.94 / 1.30	0.54	5.97	5.10 / 1.55	0.87	0.84 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.33	6.01 / 1.18	0.32	5.71	5.10 / 1.41	0.61	0.91 ***
41. Admissions staff are knowledgeable.	6.54	6.09 / 1.22	0.45	6.20	5.40 / 1.43	0.80	0.69 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.39	6.08 / 1.26	0.31	5.98	5.30 / 1.40	0.68	0.78 ***

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

Institutional Summary

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

Scale/Item	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.30	5.88 / 0.99	0.42	6.00	5.40 / 1.07	0.60	0.48 ***
1. Most students feel a sense of belonging here.	5.86	5.73 / 1.20	0.13	5.57	5.37 / 1.38	0.20	0.36 ***
2. Faculty care about me as an individual.	6.31	5.68 / 1.37	0.63	6.02	5.44 / 1.37	0.58	0.24 **
16. The college shows concern for students as individuals.	6.37	5.62 / 1.37	0.75	6.15	5.19 / 1.53	0.96	0.43 ***
22. People on this campus respect and are supportive of each other.	6.30	6.00 / 1.24	0.30	6.00	5.54 / 1.25	0.46	0.46 ***
27. The campus staff are caring and helpful.	6.39	6.12 / 1.10	0.27	6.12	5.63 / 1.28	0.49	0.49 ***
28. It is an enjoyable experience to be a student on this campus.	6.35	6.01 / 1.21	0.34	6.11	5.53 / 1.41	0.58	0.48 ***
31. The campus is safe and secure for all students.	6.67	6.31 / 0.98	0.36	6.30	5.74 / 1.28	0.56	0.57 ***
36. Students are made to feel welcome on this campus.	6.43	6.19 / 1.09	0.24	6.15	5.64 / 1.32	0.51	0.55 ***
44. I generally know what's happening on campus.	5.78	5.62 / 1.50	0.16	5.50	5.13 / 1.51	0.37	0.49 ***
45. This institution has a good reputation within the community.	6.32	6.03 / 1.20	0.29	6.06	5.59 / 1.37	0.47	0.44 ***
52. This school does whatever it can to help me reach my educational goals.	6.49	5.79 / 1.40	0.70	6.23	5.31 / 1.45	0.92	0.48 ***
57. Administrators are approachable to students.	6.32	6.04 / 1.23	0.28	6.05	5.39 / 1.43	0.66	0.65 ***
59. New student orientation services help students adjust to college.	6.27	5.82 / 1.40	0.45	5.68	5.20 / 1.46	0.48	0.62 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.39	5.70 / 1.52	0.69	6.09	5.22 / 1.61	0.87	0.48 ***
67. Channels for expressing student complaints are readily available.	6.32	5.40 / 1.70	0.92	5.88	4.97 / 1.57	0.91	0.43 ***

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

Institutional Summary

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

Scale/Item	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.14	5.83 / 1.32	0.31	5.37	5.05 / 1.12	0.32	0.78 ***
10. Child care facilities are available on campus.	5.41	5.53 / 1.88	-0.12	4.39	4.76 / 1.51	-0.37	0.77 ***
17. Personnel in the Veterans' Services program are helpful.	6.36	5.89 / 1.49	0.47	4.70	4.63 / 1.29	0.07	1.26 ***
19. This campus provides effective support services for displaced homemakers.	6.11	5.75 / 1.52	0.36	4.98	4.82 / 1.25	0.16	0.93 ***
30. The career services office provides students with the help they need to get a job.	6.47	5.89 / 1.25	0.58	5.82	5.09 / 1.42	0.73	0.80 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.98	5.95 / 1.27	0.03	5.63	5.37 / 1.37	0.26	0.58 ***
47. There are adequate services to help me decide upon a career.	6.33	5.86 / 1.37	0.47	6.02	5.26 / 1.44	0.76	0.60 ***
59. New student orientation services help students adjust to college.	6.27	5.82 / 1.40	0.45	5.68	5.20 / 1.46	0.48	0.62 ***

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

Institutional Summary

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

Scale/Item	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.40	5.78 / 1.15	0.62	6.10	5.30 / 1.19	0.80	0.48 ***
2. Faculty care about me as an individual.	6.31	5.68 / 1.37	0.63	6.02	5.44 / 1.37	0.58	0.24 **
16. The college shows concern for students as individuals.	6.37	5.62 / 1.37	0.75	6.15	5.19 / 1.53	0.96	0.43 ***
25. My academic advisor is concerned about my success as an individual.	6.43	5.87 / 1.47	0.56	6.11	5.14 / 1.66	0.97	0.73 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.51	5.78 / 1.49	0.73	6.25	5.46 / 1.47	0.79	0.32 **
48. Counseling staff care about students as individuals.	6.39	6.01 / 1.26	0.38	5.98	5.24 / 1.45	0.74	0.77 ***

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

Institutional Summary

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

Scale/Item	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.44	5.84 / 1.05	0.60	6.19	5.41 / 1.09	0.78	0.43 ***
2. Faculty care about me as an individual.	6.31	5.68 / 1.37	0.63	6.02	5.44 / 1.37	0.58	0.24 **
18. The quality of instruction I receive in most of my classes is excellent.	6.57	5.66 / 1.42	0.91	6.39	5.48 / 1.34	0.91	0.18 *
23. Faculty are understanding of students' unique life circumstances.	6.41	5.72 / 1.43	0.69	6.22	5.40 / 1.47	0.82	0.32 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.51	5.78 / 1.49	0.73	6.25	5.46 / 1.47	0.79	0.32 **
37. Faculty take into consideration student differences as they teach a course.	6.30	5.59 / 1.40	0.71	6.07	5.22 / 1.51	0.85	0.37 ***
46. Faculty provide timely feedback about student progress in a course.	6.45	5.82 / 1.43	0.63	6.22	5.25 / 1.53	0.97	0.57 ***
54. Faculty are interested in my academic problems.	6.34	5.71 / 1.49	0.63	6.03	5.21 / 1.48	0.82	0.50 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.61	6.09 / 1.13	0.52	6.35	5.71 / 1.31	0.64	0.38 ***
61. Faculty are usually available after class and during office hours.	6.45	6.09 / 1.24	0.36	6.19	5.66 / 1.33	0.53	0.43 ***
64. Nearly all classes deal with practical experiences and applications.	6.34	5.74 / 1.32	0.60	6.07	5.40 / 1.42	0.67	0.34 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.30	5.42 / 1.66	0.88	6.06	4.68 / 1.73	1.38	0.74 ***
66. Program requirements are clear and reasonable.	6.53	6.09 / 1.20	0.44	6.22	5.45 / 1.42	0.77	0.64 ***

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

Institutional Summary

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

Scale/Item	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.52	6.05 / 1.18	0.47	6.26	5.62 / 1.36	0.64	0.43 ***
70. I am able to experience intellectual growth here.	6.56	6.19 / 1.09	0.37	6.35	5.74 / 1.33	0.61	0.45 ***

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

Institutional Summary

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

Scale/Item	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.45	5.96 / 0.97	0.49	6.19	5.51 / 1.00	0.68	0.45 ***
5. The personnel involved in registration are helpful.	6.52	5.98 / 1.38	0.54	6.21	5.44 / 1.52	0.77	0.54 ***
8. Classes are scheduled at times that are convenient for me.	6.56	5.67 / 1.45	0.89	6.48	5.33 / 1.54	1.15	0.34 ***
15. I am able to register for classes I need with few conflicts.	6.57	5.86 / 1.36	0.71	6.42	5.38 / 1.55	1.04	0.48 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.47	5.92 / 1.25	0.55	6.07	5.45 / 1.42	0.62	0.47 ***
43. Class change (drop/add) policies are reasonable.	6.37	6.18 / 1.16	0.19	6.05	5.52 / 1.39	0.53	0.66 ***
51. There are convenient ways of paying my school bill.	6.46	5.95 / 1.37	0.51	6.16	5.55 / 1.39	0.61	0.40 ***
56. The business office is open during hours which are convenient for most students.	6.37	5.97 / 1.26	0.40	6.08	5.52 / 1.37	0.56	0.45 ***
60. Billing policies are reasonable.	6.40	5.98 / 1.27	0.42	6.06	5.44 / 1.35	0.62	0.54 ***
62. Bookstore staff are helpful.	6.34	6.17 / 1.22	0.17	6.12	5.93 / 1.26	0.19	0.24 **

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

Institutional Summary

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

Scale/Item	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		6.00 / 1.27			5.59 / 1.17		0.41 ***
81. Institution's commitment to part-time students?		5.99 / 1.24			5.74 / 1.31		0.25 **
82. Institution's commitment to evening students?		5.81 / 1.46			5.57 / 1.42		0.24 *
83. Institution's commitment to older, returning learners?		5.93 / 1.42			5.67 / 1.34		0.26 *
84. Institution's commitment to under-represented populations?		6.03 / 1.29			5.34 / 1.40		0.69 ***
85. Institution's commitment to commuters?		6.03 / 1.31			5.61 / 1.38		0.42 ***
86. Institution's commitment to students with disabilities?		6.28 / 1.17			5.59 / 1.34		0.69 ***

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

Institutional Summary

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

Scale/Item	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.42	5.96 / 1.06	0.46	5.98	5.08 / 1.12	0.90	0.88 ***
4. Security staff are helpful.	6.07	5.64 / 1.48	0.43	5.47	4.79 / 1.52	0.68	0.85 ***
11. Security staff respond quickly in emergencies.	6.58	6.01 / 1.36	0.57	5.83	4.82 / 1.36	1.01	1.19 ***
24. Parking lots are well-lighted and secure.	6.39	6.08 / 1.19	0.31	6.08	5.31 / 1.57	0.77	0.77 ***
31. The campus is safe and secure for all students.	6.67	6.31 / 0.98	0.36	6.30	5.74 / 1.28	0.56	0.57 ***
39. The amount of student parking space on campus is adequate.	6.39	5.70 / 1.48	0.69	6.19	4.64 / 1.89	1.55	1.06 ***

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

Institutional Summary

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

Scale/Item	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.30	5.94 / 1.01	0.36	6.01	5.48 / 1.00	0.53	0.46 ***
5. The personnel involved in registration are helpful.	6.52	5.98 / 1.38	0.54	6.21	5.44 / 1.52	0.77	0.54 ***
22. People on this campus respect and are supportive of each other.	6.30	6.00 / 1.24	0.30	6.00	5.54 / 1.25	0.46	0.46 ***
26. Library staff are helpful and approachable.	6.34	6.31 / 1.08	0.03	6.10	6.00 / 1.17	0.10	0.31 ***
27. The campus staff are caring and helpful.	6.39	6.12 / 1.10	0.27	6.12	5.63 / 1.28	0.49	0.49 ***
44. I generally know what's happening on campus.	5.78	5.62 / 1.50	0.16	5.50	5.13 / 1.51	0.37	0.49 ***
57. Administrators are approachable to students.	6.32	6.04 / 1.23	0.28	6.05	5.39 / 1.43	0.66	0.65 ***
62. Bookstore staff are helpful.	6.34	6.17 / 1.22	0.17	6.12	5.93 / 1.26	0.19	0.24 **
63. I seldom get the "run-around" when seeking information on this campus.	6.39	5.70 / 1.52	0.69	6.09	5.22 / 1.61	0.87	0.48 ***
67. Channels for expressing student complaints are readily available.	6.32	5.40 / 1.70	0.92	5.88	4.97 / 1.57	0.91	0.43 ***

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

Institutional Summary

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

Scale/Item	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.29	5.95 / 1.05	0.34	6.02	5.46 / 1.15	0.56	0.49 ***
1. Most students feel a sense of belonging here.	5.86	5.73 / 1.20	0.13	5.57	5.37 / 1.38	0.20	0.36 ***
16. The college shows concern for students as individuals.	6.37	5.62 / 1.37	0.75	6.15	5.19 / 1.53	0.96	0.43 ***
27. The campus staff are caring and helpful.	6.39	6.12 / 1.10	0.27	6.12	5.63 / 1.28	0.49	0.49 ***
28. It is an enjoyable experience to be a student on this campus.	6.35	6.01 / 1.21	0.34	6.11	5.53 / 1.41	0.58	0.48 ***
36. Students are made to feel welcome on this campus.	6.43	6.19 / 1.09	0.24	6.15	5.64 / 1.32	0.51	0.55 ***
57. Administrators are approachable to students.	6.32	6.04 / 1.23	0.28	6.05	5.39 / 1.43	0.66	0.65 ***

* 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 Sequential Order

Item	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.86	5.73 / 1.20	0.13	5.57	5.37 / 1.38	0.20	0.36 ***
2. Faculty care about me as an individual.	6.31	5.68 / 1.37	0.63	6.02	5.44 / 1.37	0.58	0.24 **
3. The quality of instruction in the vocational/technical programs is excellent.	6.39	5.55 / 1.38	0.84	6.07	5.33 / 1.33	0.74	0.22 *
4. Security staff are helpful.	6.07	5.64 / 1.48	0.43	5.47	4.79 / 1.52	0.68	0.85 ***
5. The personnel involved in registration are helpful.	6.52	5.98 / 1.38	0.54	6.21	5.44 / 1.52	0.77	0.54 ***
6. My academic advisor is approachable.	6.51	6.09 / 1.35	0.42	6.31	5.51 / 1.64	0.80	0.58 ***
7. Adequate financial aid is available for most students.	6.54	5.93 / 1.43	0.61	6.13	5.38 / 1.56	0.75	0.55 ***
8. Classes are scheduled at times that are convenient for me.	6.56	5.67 / 1.45	0.89	6.48	5.33 / 1.54	1.15	0.34 ***
9. Internships or practical experiences are provided in my degree/certificate program.	6.23	5.58 / 1.52	0.65	5.88	5.01 / 1.58	0.87	0.57 ***
10. Child care facilities are available on campus.	5.41	5.53 / 1.88	-0.12	4.39	4.76 / 1.51	-0.37	0.77 ***
11. Security staff respond quickly in emergencies.	6.58	6.01 / 1.36	0.57	5.83	4.82 / 1.36	1.01	1.19 ***
12. My academic advisor helps me set goals to work toward.	6.29	5.74 / 1.61	0.55	5.96	5.12 / 1.71	0.84	0.62 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.42	5.71 / 1.55	0.71	5.97	5.05 / 1.60	0.92	0.66 ***
14. Library resources and services are adequate.	6.43	6.14 / 1.19	0.29	6.20	5.98 / 1.14	0.22	0.16 *
15. I am able to register for classes I need with few conflicts.	6.57	5.86 / 1.36	0.71	6.42	5.38 / 1.55	1.04	0.48 ***
16. The college shows concern for students as individuals.	6.37	5.62 / 1.37	0.75	6.15	5.19 / 1.53	0.96	0.43 ***

* 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 Sequential Order

Item	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	6.36	5.89 / 1.49	0.47	4.70	4.63 / 1.29	0.07	1.26 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.57	5.66 / 1.42	0.91	6.39	5.48 / 1.34	0.91	0.18 *
19. This campus provides effective support services for displaced homemakers.	6.11	5.75 / 1.52	0.36	4.98	4.82 / 1.25	0.16	0.93 ***
20. Financial aid counselors are helpful.	6.48	5.94 / 1.30	0.54	5.97	5.10 / 1.55	0.87	0.84 ***
21. There are a sufficient number of study areas on campus.	6.22	6.13 / 1.22	0.09	5.96	5.78 / 1.31	0.18	0.35 ***
22. People on this campus respect and are supportive of each other.	6.30	6.00 / 1.24	0.30	6.00	5.54 / 1.25	0.46	0.46 ***
23. Faculty are understanding of students' unique life circumstances.	6.41	5.72 / 1.43	0.69	6.22	5.40 / 1.47	0.82	0.32 ***
24. Parking lots are well-lighted and secure.	6.39	6.08 / 1.19	0.31	6.08	5.31 / 1.57	0.77	0.77 ***
25. My academic advisor is concerned about my success as an individual.	6.43	5.87 / 1.47	0.56	6.11	5.14 / 1.66	0.97	0.73 ***
26. Library staff are helpful and approachable.	6.34	6.31 / 1.08	0.03	6.10	6.00 / 1.17	0.10	0.31 ***
27. The campus staff are caring and helpful.	6.39	6.12 / 1.10	0.27	6.12	5.63 / 1.28	0.49	0.49 ***
28. It is an enjoyable experience to be a student on this campus.	6.35	6.01 / 1.21	0.34	6.11	5.53 / 1.41	0.58	0.48 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.51	5.78 / 1.49	0.73	6.25	5.46 / 1.47	0.79	0.32 **
30. The career services office provides students with the help they need to get a job.	6.47	5.89 / 1.25	0.58	5.82	5.09 / 1.42	0.73	0.80 ***
31. The campus is safe and secure for all students.	6.67	6.31 / 0.98	0.36	6.30	5.74 / 1.28	0.56	0.57 ***

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

Institutional Summary

Items: In Sequential Order

Item	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.62	6.14 / 1.30	0.48	6.36	5.48 / 1.64	0.88	0.66 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.33	6.01 / 1.18	0.32	5.71	5.10 / 1.41	0.61	0.91 ***
34. Computer labs are adequate and accessible.	6.46	6.13 / 1.28	0.33	6.17	5.81 / 1.23	0.36	0.32 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.47	5.92 / 1.25	0.55	6.07	5.45 / 1.42	0.62	0.47 ***
36. Students are made to feel welcome on this campus.	6.43	6.19 / 1.09	0.24	6.15	5.64 / 1.32	0.51	0.55 ***
37. Faculty take into consideration student differences as they teach a course.	6.30	5.59 / 1.40	0.71	6.07	5.22 / 1.51	0.85	0.37 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.98	5.95 / 1.27	0.03	5.63	5.37 / 1.37	0.26	0.58 ***
39. The amount of student parking space on campus is adequate.	6.39	5.70 / 1.48	0.69	6.19	4.64 / 1.89	1.55	1.06 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.52	5.94 / 1.44	0.58	6.18	5.16 / 1.65	1.02	0.78 ***
41. Admissions staff are knowledgeable.	6.54	6.09 / 1.22	0.45	6.20	5.40 / 1.43	0.80	0.69 ***
42. The equipment in the lab facilities is kept up to date.	6.42	5.85 / 1.35	0.57	6.09	5.56 / 1.32	0.53	0.29 **
43. Class change (drop/add) policies are reasonable.	6.37	6.18 / 1.16	0.19	6.05	5.52 / 1.39	0.53	0.66 ***
44. I generally know what's happening on campus.	5.78	5.62 / 1.50	0.16	5.50	5.13 / 1.51	0.37	0.49 ***
45. This institution has a good reputation within the community.	6.32	6.03 / 1.20	0.29	6.06	5.59 / 1.37	0.47	0.44 ***
46. Faculty provide timely feedback about student progress in a course.	6.45	5.82 / 1.43	0.63	6.22	5.25 / 1.53	0.97	0.57 ***

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

Institutional Summary

Items: In Sequential Order

Item	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.33	5.86 / 1.37	0.47	6.02	5.26 / 1.44	0.76	0.60 ***
48. Counseling staff care about students as individuals.	6.39	6.01 / 1.26	0.38	5.98	5.24 / 1.45	0.74	0.77 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.39	6.08 / 1.26	0.31	5.98	5.30 / 1.40	0.68	0.78 ***
50. Tutoring services are readily available.	6.45	6.11 / 1.35	0.34	6.06	5.76 / 1.36	0.30	0.35 ***
51. There are convenient ways of paying my school bill.	6.46	5.95 / 1.37	0.51	6.16	5.55 / 1.39	0.61	0.40 ***
52. This school does whatever it can to help me reach my educational goals.	6.49	5.79 / 1.40	0.70	6.23	5.31 / 1.45	0.92	0.48 ***
53. The assessment and course placement procedures are reasonable.	6.40	6.05 / 1.19	0.35	5.99	5.36 / 1.44	0.63	0.69 ***
54. Faculty are interested in my academic problems.	6.34	5.71 / 1.49	0.63	6.03	5.21 / 1.48	0.82	0.50 ***
55. Academic support services adequately meet the needs of students.	6.39	5.94 / 1.27	0.45	5.97	5.34 / 1.40	0.63	0.60 ***
56. The business office is open during hours which are convenient for most students.	6.37	5.97 / 1.26	0.40	6.08	5.52 / 1.37	0.56	0.45 ***
57. Administrators are approachable to students.	6.32	6.04 / 1.23	0.28	6.05	5.39 / 1.43	0.66	0.65 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.61	6.09 / 1.13	0.52	6.35	5.71 / 1.31	0.64	0.38 ***
59. New student orientation services help students adjust to college.	6.27	5.82 / 1.40	0.45	5.68	5.20 / 1.46	0.48	0.62 ***
60. Billing policies are reasonable.	6.40	5.98 / 1.27	0.42	6.06	5.44 / 1.35	0.62	0.54 ***
61. Faculty are usually available after class and during office hours.	6.45	6.09 / 1.24	0.36	6.19	5.66 / 1.33	0.53	0.43 ***

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Institutional Summary

Items: In Sequential Order

Item	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.34	6.17 / 1.22	0.17	6.12	5.93 / 1.26	0.19	0.24 **
63. I seldom get the "run-around" when seeking information on this campus.	6.39	5.70 / 1.52	0.69	6.09	5.22 / 1.61	0.87	0.48 ***
64. Nearly all classes deal with practical experiences and applications.	6.34	5.74 / 1.32	0.60	6.07	5.40 / 1.42	0.67	0.34 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.30	5.42 / 1.66	0.88	6.06	4.68 / 1.73	1.38	0.74 ***
66. Program requirements are clear and reasonable.	6.53	6.09 / 1.20	0.44	6.22	5.45 / 1.42	0.77	0.64 ***
67. Channels for expressing student complaints are readily available.	6.32	5.40 / 1.70	0.92	5.88	4.97 / 1.57	0.91	0.43 ***
68. On the whole, the campus is well-maintained.	6.48	6.40 / 0.92	0.08	6.18	5.93 / 1.15	0.25	0.47 ***
69. There is a good variety of courses provided on this campus.	6.52	6.05 / 1.18	0.47	6.26	5.62 / 1.36	0.64	0.43 ***
70. I am able to experience intellectual growth here.	6.56	6.19 / 1.09	0.37	6.35	5.74 / 1.33	0.61	0.45 ***
71. Campus item 1							
72. Campus item 2							
73. Campus item 3							
74. Campus item 4							
75. Campus item 5							
76. Campus item 6							
77. Campus item 7							
78. Campus item 8							

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

Items: In Sequential Order

Item	May 2017			May 2013			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.99 / 1.24			5.74 / 1.31		0.25 **
82. Institution's commitment to evening students?		5.81 / 1.46			5.57 / 1.42		0.24 *
83. Institution's commitment to older, returning learners?		5.93 / 1.42			5.67 / 1.34		0.26 *
84. Institution's commitment to under-represented populations?		6.03 / 1.29			5.34 / 1.40		0.69 ***
85. Institution's commitment to commuters?		6.03 / 1.31			5.61 / 1.38		0.42 ***
86. Institution's commitment to students with disabilities?		6.28 / 1.17			5.59 / 1.34		0.69 ***
87. Cost as factor in decision to enroll.	6.42			6.49			
88. Financial aid as factor in decision to enroll.	6.40			5.99			
89. Academic reputation as factor in decision to enroll.	6.15			5.74			
90. Size of institution as factor in decision to enroll.	5.43			5.10			
91. Opportunity to play sports as factor in decision to enroll.	3.64			3.06			
92. Recommendations from family/friends as factor in decision to enroll.	5.16			4.64			
93. Geographic setting as factor in decision to enroll.	5.80			5.52			
94. Campus appearance as factor in decision to enroll.	5.32			5.22			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.64			5.29			

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

Institutional Summary

Summary Items

Summary Item	May 2017	May 2013	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: 4.94</p> <p>1% 0% 8% 30% 25% 14% 18%</p>	<p>Average: 4.77</p> <p>2% 1% 5% 41% 23% 12% 14%</p>	0.17
<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: 5.72</p> <p>0% 2% 6% 6% 14% 42% 28%</p>	<p>Average: 5.46</p> <p>1% 2% 4% 11% 17% 43% 18%</p>	0.26
<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: 5.99</p> <p>0% 3% 3% 6% 8% 28% 48%</p>	<p>Average: 5.67</p> <p>2% 5% 4% 7% 9% 33% 37%</p>	0.32