

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

Scale	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising/ Counseling	6.36	5.78	0.58	6.34	5.82	0.52	6.57	5.97	0.60	6.32	5.74	0.58	6.51	5.53	0.98
Instructional Effectiveness	6.36	5.70	0.66	6.33	5.68	0.65	6.59	5.83	0.76	6.35	5.74	0.61	6.43	5.70	0.73
Registration Effectiveness	6.34	5.87	0.47	6.30	5.86	0.44	6.63	6.10	0.53	6.31	5.94	0.37	6.42	5.72	0.70
Concern for the Individual	6.29	5.71	0.58	6.27	5.68	0.59	6.44	5.97	0.47	6.27	5.73	0.54	6.40	5.68	0.72
Admissions and Financial Aid	6.24	5.64	0.60	6.19	5.60	0.59	6.49	5.89	0.60	6.23	5.79	0.44	6.42	5.57	0.85
Academic Services	6.23	5.84	0.39	6.24	5.90	0.34	6.48	5.90	0.58	6.13	5.85	0.28	6.26	5.66	0.60
Service Excellence	6.18	5.73	0.45	6.15	5.71	0.44	6.42	5.90	0.52	6.13	5.78	0.35	6.31	5.63	0.68
Campus Climate	6.16	5.68	0.48	6.14	5.66	0.48	6.41	5.95	0.46	6.09	5.70	0.39	6.30	5.67	0.63
Student Centeredness	6.16	5.76	0.40	6.16	5.74	0.42	6.46	5.98	0.48	6.06	5.78	0.28	6.31	5.79	0.52
Safety and Security	6.14	5.71	0.43	6.18	5.78	0.40	6.40	6.15	0.25	6.05	5.77	0.28	6.17	5.51	0.66
Campus Support Services	5.91	5.43	0.48	5.86	5.45	0.41	6.15	5.51	0.64	5.87	5.53	0.34	6.09	5.21	0.88
Responsiveness to Diverse Populations		5.88			5.87			6.15			5.91			5.98	

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

Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
71. Campus: Online registration is convenient	6.55	6.23	0.32	6.49	6.13	0.36	6.78	6.55	0.23	6.62	6.40	0.22	6.67	6.43	0.24
18. The quality of instruction I receive in most of my classes is excellent.	6.54	5.71	0.83	6.53	5.71	0.82	6.70	5.52	1.18	6.48	5.69	0.79	6.56	6.00	0.56
15. I am able to register for classes I need with few conflicts.	6.52	5.92	0.60	6.47	5.92	0.55	6.73	6.38	0.35	6.51	5.94	0.57	6.61	5.64	0.97
32. My academic advisor is knowledgeable about my program requirements.	6.52	5.99	0.53	6.48	6.06	0.42	6.67	6.00	0.67	6.50	5.93	0.57	6.63	5.65	0.98
58. Nearly all of the faculty are knowledgeable in their fields.	6.51	5.96	0.55	6.49	6.01	0.48	6.65	6.04	0.61	6.48	5.97	0.51	6.57	5.69	0.88
70. I am able to experience intellectual growth here.	6.47	6.01	0.46	6.46	5.93	0.53	6.70	6.09	0.61	6.43	6.12	0.31	6.55	6.15	0.40
66. Program requirements are clear and reasonable.	6.46	5.81	0.65	6.41	5.76	0.65	6.52	6.17	0.35	6.47	5.85	0.62	6.57	5.85	0.72
51. There are convenient ways of paying my school bill.	6.43	6.04	0.39	6.41	6.08	0.33	6.61	6.18	0.43	6.42	6.13	0.29	6.38	5.86	0.52
6. My academic advisor is approachable.	6.42	5.97	0.45	6.39	6.07	0.32	6.67	6.29	0.38	6.36	5.89	0.47	6.62	5.69	0.93
31. The campus is safe and secure for all students.	6.42	6.02	0.40	6.39	6.04	0.35	6.55	6.22	0.33	6.41	5.98	0.43	6.53	6.13	0.40
8. Classes are scheduled at times that are convenient for me.	6.41	5.68	0.73	6.33	5.69	0.64	6.73	5.86	0.87	6.43	5.80	0.63	6.63	5.52	1.11
29. Faculty are fair and unbiased in their treatment of individual students.	6.41	5.83	0.58	6.34	5.73	0.61	6.65	6.00	0.65	6.48	5.96	0.52	6.56	5.98	0.58
46. Faculty provide timely feedback about student progress in a course.	6.41	5.64	0.77	6.36	5.58	0.78	6.73	5.73	1.00	6.43	5.70	0.73	6.50	5.59	0.91

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

Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
69. There is a good variety of courses provided on this campus.	6.40	5.68	0.72	6.35	5.65	0.70	6.68	6.09	0.59	6.46	5.73	0.73	6.37	5.60	0.77
41. Admissions staff are knowledgeable.	6.39	5.96	0.43	6.31	5.90	0.41	6.77	6.14	0.63	6.41	6.09	0.32	6.48	5.83	0.65
25. My academic advisor is concerned about my success as an individual.	6.38	5.81	0.57	6.37	5.82	0.55	6.52	6.10	0.42	6.34	5.82	0.52	6.47	5.54	0.93
60. Billing policies are reasonable.	6.37	5.90	0.47	6.34	5.93	0.41	6.73	6.20	0.53	6.38	5.94	0.44	6.28	5.69	0.59
23. Faculty are understanding of students' unique life circumstances.	6.36	5.60	0.76	6.32	5.51	0.81	6.61	5.96	0.65	6.34	5.60	0.74	6.42	5.69	0.73
52. This school does whatever it can to help me reach my educational goals.	6.36	5.65	0.71	6.36	5.67	0.69	6.50	5.73	0.77	6.31	5.68	0.63	6.49	5.43	1.06
34. Computer labs are adequate and accessible.	6.35	6.06	0.29	6.34	6.02	0.32	6.45	6.20	0.25	6.25	6.01	0.24	6.57	6.31	0.26
20. Financial aid counselors are helpful.	6.34	5.68	0.66	6.30	5.66	0.64	6.40	5.94	0.46	6.23	5.81	0.42	6.57	5.56	1.01
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.34	5.83	0.51	6.35	5.71	0.64	6.61	6.14	0.47	6.28	5.94	0.34	6.40	5.74	0.66
27. The campus staff are caring and helpful.	6.33	5.96	0.37	6.23	5.94	0.29	6.71	5.86	0.85	6.43	6.05	0.38	6.41	5.96	0.45
63. I seldom get the "run-around" when seeking information on this campus.	6.30	5.70	0.60	6.22	5.69	0.53	6.42	6.16	0.26	6.33	5.71	0.62	6.44	5.52	0.92
87. Cost as factor in decision to enroll.	6.30			6.30			6.64			6.30			6.43		
5. The personnel involved in registration are helpful.	6.29	5.93	0.36	6.24	5.90	0.34	6.52	5.91	0.61	6.25	6.01	0.24	6.44	5.75	0.69

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

Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
12. My academic advisor helps me set goals to work toward.	6.29	5.69	0.60	6.34	5.81	0.53	6.64	6.14	0.50	6.17	5.55	0.62	6.53	5.24	1.29
36. Students are made to feel welcome on this campus.	6.29	5.96	0.33	6.27	5.89	0.38	6.59	6.14	0.45	6.21	6.07	0.14	6.41	6.08	0.33
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.29	5.62	0.67	6.26	5.61	0.65	6.42	5.58	0.84	6.25	5.67	0.58	6.61	5.59	1.02
50. Tutoring services are readily available.	6.29	5.80	0.49	6.34	5.90	0.44	6.55	5.57	0.98	6.15	5.79	0.36	6.22	5.58	0.64
65. Students are notified early in the term if they are doing poorly in a class.	6.29	5.26	1.03	6.27	5.33	0.94	6.60	5.16	1.44	6.31	5.33	0.98	6.34	5.04	1.30
43. Class change (drop/add) policies are reasonable.	6.28	5.90	0.38	6.21	5.83	0.38	6.50	6.36	0.14	6.27	5.92	0.35	6.47	5.90	0.57
61. Faculty are usually available after class and during office hours.	6.28	5.87	0.41	6.25	5.88	0.37	6.74	6.17	0.57	6.23	5.80	0.43	6.37	5.85	0.52
68. On the whole, the campus is well-maintained.	6.28	6.26	0.02	6.25	6.31	-0.06	6.43	6.65	-0.22	6.27	6.19	0.08	6.33	6.33	0.00
22. People on this campus respect and are supportive of each other.	6.27	5.81	0.46	6.31	5.67	0.64	6.47	6.00	0.47	6.02	5.88	0.14	6.49	6.09	0.40
16. The college shows concern for students as individuals.	6.26	5.63	0.63	6.27	5.62	0.65	6.30	5.96	0.34	6.20	5.54	0.66	6.44	5.63	0.81
55. Academic support services adequately meet the needs of students.	6.26	5.62	0.64	6.23	5.65	0.58	6.52	5.60	0.92	6.23	5.73	0.50	6.19	5.36	0.83
3. The quality of instruction in the vocational/technical programs is excellent.	6.25	5.54	0.71	6.28	5.55	0.73	6.26	5.39	0.87	6.21	5.68	0.53	6.46	5.59	0.87

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

Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
53. The assessment and course placement procedures are reasonable.	6.25	5.77	0.48	6.21	5.70	0.51	6.48	5.87	0.61	6.25	5.87	0.38	6.31	5.81	0.50
64. Nearly all classes deal with practical experiences and applications.	6.25	5.70	0.55	6.25	5.74	0.51	6.57	5.76	0.81	6.32	5.73	0.59	6.15	5.67	0.48
37. Faculty take into consideration student differences as they teach a course.	6.24	5.48	0.76	6.18	5.46	0.72	6.43	5.48	0.95	6.19	5.52	0.67	6.47	5.70	0.77
42. The equipment in the lab facilities is kept up to date.	6.24	5.70	0.54	6.19	5.64	0.55	6.61	6.31	0.30	6.26	5.73	0.53	6.31	5.76	0.55
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.23	5.39	0.84	6.21	5.39	0.82	6.23	5.35	0.88	6.23	5.52	0.71	6.39	5.64	0.75
48. Counseling staff care about students as individuals.	6.23	5.67	0.56	6.17	5.65	0.52	6.53	5.94	0.59	6.27	5.64	0.63	6.14	5.54	0.60
54. Faculty are interested in my academic problems.	6.23	5.55	0.68	6.23	5.56	0.67	6.48	5.50	0.98	6.22	5.63	0.59	6.17	5.14	1.03
57. Administrators are approachable to students.	6.23	5.82	0.41	6.19	5.80	0.39	6.59	6.24	0.35	6.15	5.77	0.38	6.31	5.68	0.63
47. There are adequate services to help me decide upon a career.	6.22	5.57	0.65	6.15	5.58	0.57	6.48	5.75	0.73	6.20	5.69	0.51	6.39	5.14	1.25
56. The business office is open during hours which are convenient for most students.	6.22	5.77	0.45	6.22	5.75	0.47	6.73	6.00	0.73	6.03	5.74	0.29	6.22	5.73	0.49
28. It is an enjoyable experience to be a student on this campus.	6.21	5.76	0.45	6.20	5.71	0.49	6.71	5.86	0.85	6.15	5.82	0.33	6.33	5.81	0.52
14. Library resources and services are adequate.	6.20	5.84	0.36	6.22	6.04	0.18	6.47	5.88	0.59	6.16	5.79	0.37	6.34	5.20	1.14

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

Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
7. Adequate financial aid is available for most students.	6.18	5.50	0.68	6.13	5.41	0.72	6.61	6.14	0.47	6.15	5.72	0.43	6.37	5.50	0.87
49. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.63	0.55	6.11	5.60	0.51	6.50	5.75	0.75	6.17	5.73	0.44	6.37	5.47	0.90
26. Library staff are helpful and approachable.	6.17	5.99	0.18	6.19	6.04	0.15	6.19	5.55	0.64	6.14	6.09	0.05	6.00	5.67	0.33
62. Bookstore staff are helpful.	6.17	5.88	0.29	6.15	5.91	0.24	6.47	5.79	0.68	6.11	5.93	0.18	6.32	5.64	0.68
2. Faculty care about me as an individual.	6.15	5.61	0.54	6.18	5.59	0.59	6.22	5.87	0.35	6.08	5.66	0.42	6.34	5.69	0.65
45. This institution has a good reputation within the community.	6.15	5.98	0.17	6.15	6.00	0.15	6.67	6.38	0.29	6.15	5.93	0.22	5.92	5.77	0.15
11. Security staff respond quickly in emergencies.	6.14	5.57	0.57	6.25	5.71	0.54	6.69	6.33	0.36	5.97	5.40	0.57	6.18	5.40	0.78
24. Parking lots are well-lighted and secure.	6.14	5.69	0.45	6.22	5.73	0.49	6.22	5.80	0.42	5.97	5.73	0.24	6.09	5.59	0.50
30. The career services office provides students with the help they need to get a job.	6.14	5.47	0.67	6.06	5.51	0.55	6.12	6.08	0.04	6.18	5.42	0.76	6.27	5.24	1.03
67. Channels for expressing student complaints are readily available.	6.13	5.25	0.88	6.13	5.26	0.87	6.48	5.76	0.72	6.05	5.25	0.80	6.35	5.03	1.32
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.12	5.64	0.48	6.06	5.60	0.46	6.40	6.00	0.40	6.18	5.78	0.40	6.36	5.41	0.95
39. The amount of student parking space on campus is adequate.	6.10	5.64	0.46	6.06	5.71	0.35	6.40	6.39	0.01	6.06	5.92	0.14	6.09	5.07	1.02

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

Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
21. There are a sufficient number of study areas on campus.	6.07	5.89	0.18	6.15	5.99	0.16	6.56	6.20	0.36	5.69	5.87	-0.18	6.07	5.72	0.35
9. Internships or practical experiences are provided in my degree/certificate program.	6.01	5.23	0.78	6.13	5.27	0.86	6.50	5.82	0.68	5.82	5.19	0.63	5.95	4.85	1.10
59. New student orientation services help students adjust to college.	5.94	5.38	0.56	5.79	5.30	0.49	6.35	5.65	0.70	5.92	5.45	0.47	6.19	5.34	0.85
19. This campus provides effective support services for displaced homemakers.	5.90	5.46	0.44	5.93	5.38	0.55	5.85	5.80	0.05	5.80	5.60	0.20	5.85	5.67	0.18
17. Personnel in the Veterans' Services program are helpful.	5.89	5.57	0.32	5.91	5.73	0.18	6.00	5.11	0.89	5.72	5.61	0.11	6.19	5.12	1.07
88. Financial aid as factor in decision to enroll.	5.88			5.83			6.32			5.78			5.98		
4. Security staff are helpful.	5.87	5.57	0.30	5.98	5.68	0.30	6.15	6.10	0.05	5.77	5.67	0.10	5.92	5.21	0.71
38. The student center is a comfortable place for students to spend their leisure time.	5.85	5.63	0.22	5.86	5.62	0.24	6.00	6.00	0.00	5.71	5.67	0.04	6.12	5.96	0.16
1. Most students feel a sense of belonging here.	5.69	5.49	0.20	5.79	5.47	0.32	5.86	5.86	0.00	5.36	5.53	-0.17	5.98	5.58	0.40
44. I generally know what's happening on campus.	5.66	5.18	0.48	5.62	5.06	0.56	5.80	5.58	0.22	5.58	5.26	0.32	5.87	5.20	0.67
89. Academic reputation as factor in decision to enroll.	5.66			5.75			5.57			5.63			5.39		
93. Geographic setting as factor in decision to enroll.	5.62			5.70			6.10			5.37			5.75		

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

Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.39			5.49			5.73			5.27			5.19		
10. Child care facilities are available on campus.	5.24	4.81	0.43	5.22	5.02	0.20	6.00	3.33	2.67	5.24	5.13	0.11	5.37	3.68	1.69
94. Campus appearance as factor in decision to enroll.	4.85			5.13			5.40			4.46			4.20		
90. Size of institution as factor in decision to enroll.	4.82			5.01			4.95			4.43			4.66		
92. Recommendations from family/friends as factor in decision to enroll.	4.76			4.94			4.82			4.67			4.06		
91. Opportunity to play sports as factor in decision to enroll.	3.36			3.68			3.41			2.90			2.96		
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?		5.91			5.93			6.26			5.97			5.85	

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

Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
82. Institution's commitment to evening students?		5.87			5.84			6.23			5.89			5.84	
83. Institution's commitment to older, returning learners?		5.92			5.88			6.23			5.98			6.02	
84. Institution's commitment to under-represented populations?		5.85			5.84			5.95			5.87			6.11	
85. Institution's commitment to commuters?		5.81			5.82			6.00			5.82			5.86	
86. Institution's commitment to students with disabilities?		5.92			5.87			6.19			5.92			6.28	

### Institutional Summary

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

Scale/Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>ACADEMIC ADVISING/ COUNSELING</b>	6.36	5.78	0.58	6.34	5.82	0.52	6.57	5.97	0.60	6.32	5.74	0.58	6.51	5.53	0.98
6. My academic advisor is approachable.	6.42	5.97	0.45	6.39	6.07	0.32	6.67	6.29	0.38	6.36	5.89	0.47	6.62	5.69	0.93
12. My academic advisor helps me set goals to work toward.	6.29	5.69	0.60	6.34	5.81	0.53	6.64	6.14	0.50	6.17	5.55	0.62	6.53	5.24	1.29
25. My academic advisor is concerned about my success as an individual.	6.38	5.81	0.57	6.37	5.82	0.55	6.52	6.10	0.42	6.34	5.82	0.52	6.47	5.54	0.93
32. My academic advisor is knowledgeable about my program requirements.	6.52	5.99	0.53	6.48	6.06	0.42	6.67	6.00	0.67	6.50	5.93	0.57	6.63	5.65	0.98
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.29	5.62	0.67	6.26	5.61	0.65	6.42	5.58	0.84	6.25	5.67	0.58	6.61	5.59	1.02
48. Counseling staff care about students as individuals.	6.23	5.67	0.56	6.17	5.65	0.52	6.53	5.94	0.59	6.27	5.64	0.63	6.14	5.54	0.60
52. This school does whatever it can to help me reach my educational goals.	6.36	5.65	0.71	6.36	5.67	0.69	6.50	5.73	0.77	6.31	5.68	0.63	6.49	5.43	1.06

## Institutional Summary

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

Scale/Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>ACADEMIC SERVICES</b>	6.23	5.84	0.39	6.24	5.90	0.34	6.48	5.90	0.58	6.13	5.85	0.28	6.26	5.66	0.60
14. Library resources and services are adequate.	6.20	5.84	0.36	6.22	6.04	0.18	6.47	5.88	0.59	6.16	5.79	0.37	6.34	5.20	1.14
21. There are a sufficient number of study areas on campus.	6.07	5.89	0.18	6.15	5.99	0.16	6.56	6.20	0.36	5.69	5.87	-0.18	6.07	5.72	0.35
26. Library staff are helpful and approachable.	6.17	5.99	0.18	6.19	6.04	0.15	6.19	5.55	0.64	6.14	6.09	0.05	6.00	5.67	0.33
34. Computer labs are adequate and accessible.	6.35	6.06	0.29	6.34	6.02	0.32	6.45	6.20	0.25	6.25	6.01	0.24	6.57	6.31	0.26
42. The equipment in the lab facilities is kept up to date.	6.24	5.70	0.54	6.19	5.64	0.55	6.61	6.31	0.30	6.26	5.73	0.53	6.31	5.76	0.55
50. Tutoring services are readily available.	6.29	5.80	0.49	6.34	5.90	0.44	6.55	5.57	0.98	6.15	5.79	0.36	6.22	5.58	0.64
55. Academic support services adequately meet the needs of students.	6.26	5.62	0.64	6.23	5.65	0.58	6.52	5.60	0.92	6.23	5.73	0.50	6.19	5.36	0.83

## Institutional Summary

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

Scale/Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>ADMISSIONS AND FINANCIAL AID</b>	6.24	5.64	0.60	6.19	5.60	0.59	6.49	5.89	0.60	6.23	5.79	0.44	6.42	5.57	0.85
7. Adequate financial aid is available for most students.	6.18	5.50	0.68	6.13	5.41	0.72	6.61	6.14	0.47	6.15	5.72	0.43	6.37	5.50	0.87
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.23	5.39	0.84	6.21	5.39	0.82	6.23	5.35	0.88	6.23	5.52	0.71	6.39	5.64	0.75
20. Financial aid counselors are helpful.	6.34	5.68	0.66	6.30	5.66	0.64	6.40	5.94	0.46	6.23	5.81	0.42	6.57	5.56	1.01
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.12	5.64	0.48	6.06	5.60	0.46	6.40	6.00	0.40	6.18	5.78	0.40	6.36	5.41	0.95
41. Admissions staff are knowledgeable.	6.39	5.96	0.43	6.31	5.90	0.41	6.77	6.14	0.63	6.41	6.09	0.32	6.48	5.83	0.65
49. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.63	0.55	6.11	5.60	0.51	6.50	5.75	0.75	6.17	5.73	0.44	6.37	5.47	0.90

## Institutional Summary

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

Scale/Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>CAMPUS CLIMATE</b>	6.16	5.68	0.48	6.14	5.66	0.48	6.41	5.95	0.46	6.09	5.70	0.39	6.30	5.67	0.63
1. Most students feel a sense of belonging here.	5.69	5.49	0.20	5.79	5.47	0.32	5.86	5.86	0.00	5.36	5.53	-0.17	5.98	5.58	0.40
2. Faculty care about me as an individual.	6.15	5.61	0.54	6.18	5.59	0.59	6.22	5.87	0.35	6.08	5.66	0.42	6.34	5.69	0.65
16. The college shows concern for students as individuals.	6.26	5.63	0.63	6.27	5.62	0.65	6.30	5.96	0.34	6.20	5.54	0.66	6.44	5.63	0.81
22. People on this campus respect and are supportive of each other.	6.27	5.81	0.46	6.31	5.67	0.64	6.47	6.00	0.47	6.02	5.88	0.14	6.49	6.09	0.40
27. The campus staff are caring and helpful.	6.33	5.96	0.37	6.23	5.94	0.29	6.71	5.86	0.85	6.43	6.05	0.38	6.41	5.96	0.45
28. It is an enjoyable experience to be a student on this campus.	6.21	5.76	0.45	6.20	5.71	0.49	6.71	5.86	0.85	6.15	5.82	0.33	6.33	5.81	0.52
31. The campus is safe and secure for all students.	6.42	6.02	0.40	6.39	6.04	0.35	6.55	6.22	0.33	6.41	5.98	0.43	6.53	6.13	0.40
36. Students are made to feel welcome on this campus.	6.29	5.96	0.33	6.27	5.89	0.38	6.59	6.14	0.45	6.21	6.07	0.14	6.41	6.08	0.33
44. I generally know what's happening on campus.	5.66	5.18	0.48	5.62	5.06	0.56	5.80	5.58	0.22	5.58	5.26	0.32	5.87	5.20	0.67
45. This institution has a good reputation within the community.	6.15	5.98	0.17	6.15	6.00	0.15	6.67	6.38	0.29	6.15	5.93	0.22	5.92	5.77	0.15
52. This school does whatever it can to help me reach my educational goals.	6.36	5.65	0.71	6.36	5.67	0.69	6.50	5.73	0.77	6.31	5.68	0.63	6.49	5.43	1.06
57. Administrators are approachable to students.	6.23	5.82	0.41	6.19	5.80	0.39	6.59	6.24	0.35	6.15	5.77	0.38	6.31	5.68	0.63

**Institutional Summary**

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

Scale/Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
59. New student orientation services help students adjust to college.	5.94	5.38	0.56	5.79	5.30	0.49	6.35	5.65	0.70	5.92	5.45	0.47	6.19	5.34	0.85
63. I seldom get the "run-around" when seeking information on this campus.	6.30	5.70	0.60	6.22	5.69	0.53	6.42	6.16	0.26	6.33	5.71	0.62	6.44	5.52	0.92
67. Channels for expressing student complaints are readily available.	6.13	5.25	0.88	6.13	5.26	0.87	6.48	5.76	0.72	6.05	5.25	0.80	6.35	5.03	1.32

## Institutional Summary

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

Scale/Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>CAMPUS SUPPORT SERVICES</b>	5.91	5.43	0.48	5.86	5.45	0.41	6.15	5.51	0.64	5.87	5.53	0.34	6.09	5.21	0.88
10. Child care facilities are available on campus.	5.24	4.81	0.43	5.22	5.02	0.20	6.00	3.33	2.67	5.24	5.13	0.11	5.37	3.68	1.69
17. Personnel in the Veterans' Services program are helpful.	5.89	5.57	0.32	5.91	5.73	0.18	6.00	5.11	0.89	5.72	5.61	0.11	6.19	5.12	1.07
19. This campus provides effective support services for displaced homemakers.	5.90	5.46	0.44	5.93	5.38	0.55	5.85	5.80	0.05	5.80	5.60	0.20	5.85	5.67	0.18
30. The career services office provides students with the help they need to get a job.	6.14	5.47	0.67	6.06	5.51	0.55	6.12	6.08	0.04	6.18	5.42	0.76	6.27	5.24	1.03
38. The student center is a comfortable place for students to spend their leisure time.	5.85	5.63	0.22	5.86	5.62	0.24	6.00	6.00	0.00	5.71	5.67	0.04	6.12	5.96	0.16
47. There are adequate services to help me decide upon a career.	6.22	5.57	0.65	6.15	5.58	0.57	6.48	5.75	0.73	6.20	5.69	0.51	6.39	5.14	1.25
59. New student orientation services help students adjust to college.	5.94	5.38	0.56	5.79	5.30	0.49	6.35	5.65	0.70	5.92	5.45	0.47	6.19	5.34	0.85

### Institutional Summary

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

Scale/Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>CONCERN FOR THE INDIVIDUAL</b>	6.29	5.71	0.58	6.27	5.68	0.59	6.44	5.97	0.47	6.27	5.73	0.54	6.40	5.68	0.72
2. Faculty care about me as an individual.	6.15	5.61	0.54	6.18	5.59	0.59	6.22	5.87	0.35	6.08	5.66	0.42	6.34	5.69	0.65
16. The college shows concern for students as individuals.	6.26	5.63	0.63	6.27	5.62	0.65	6.30	5.96	0.34	6.20	5.54	0.66	6.44	5.63	0.81
25. My academic advisor is concerned about my success as an individual.	6.38	5.81	0.57	6.37	5.82	0.55	6.52	6.10	0.42	6.34	5.82	0.52	6.47	5.54	0.93
29. Faculty are fair and unbiased in their treatment of individual students.	6.41	5.83	0.58	6.34	5.73	0.61	6.65	6.00	0.65	6.48	5.96	0.52	6.56	5.98	0.58
48. Counseling staff care about students as individuals.	6.23	5.67	0.56	6.17	5.65	0.52	6.53	5.94	0.59	6.27	5.64	0.63	6.14	5.54	0.60

## Institutional Summary

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

Scale/Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.36	5.70	0.66	6.33	5.68	0.65	6.59	5.83	0.76	6.35	5.74	0.61	6.43	5.70	0.73
2. Faculty care about me as an individual.	6.15	5.61	0.54	6.18	5.59	0.59	6.22	5.87	0.35	6.08	5.66	0.42	6.34	5.69	0.65
18. The quality of instruction I receive in most of my classes is excellent.	6.54	5.71	0.83	6.53	5.71	0.82	6.70	5.52	1.18	6.48	5.69	0.79	6.56	6.00	0.56
23. Faculty are understanding of students' unique life circumstances.	6.36	5.60	0.76	6.32	5.51	0.81	6.61	5.96	0.65	6.34	5.60	0.74	6.42	5.69	0.73
29. Faculty are fair and unbiased in their treatment of individual students.	6.41	5.83	0.58	6.34	5.73	0.61	6.65	6.00	0.65	6.48	5.96	0.52	6.56	5.98	0.58
37. Faculty take into consideration student differences as they teach a course.	6.24	5.48	0.76	6.18	5.46	0.72	6.43	5.48	0.95	6.19	5.52	0.67	6.47	5.70	0.77
46. Faculty provide timely feedback about student progress in a course.	6.41	5.64	0.77	6.36	5.58	0.78	6.73	5.73	1.00	6.43	5.70	0.73	6.50	5.59	0.91
54. Faculty are interested in my academic problems.	6.23	5.55	0.68	6.23	5.56	0.67	6.48	5.50	0.98	6.22	5.63	0.59	6.17	5.14	1.03
58. Nearly all of the faculty are knowledgeable in their fields.	6.51	5.96	0.55	6.49	6.01	0.48	6.65	6.04	0.61	6.48	5.97	0.51	6.57	5.69	0.88
61. Faculty are usually available after class and during office hours.	6.28	5.87	0.41	6.25	5.88	0.37	6.74	6.17	0.57	6.23	5.80	0.43	6.37	5.85	0.52
64. Nearly all classes deal with practical experiences and applications.	6.25	5.70	0.55	6.25	5.74	0.51	6.57	5.76	0.81	6.32	5.73	0.59	6.15	5.67	0.48
65. Students are notified early in the term if they are doing poorly in a class.	6.29	5.26	1.03	6.27	5.33	0.94	6.60	5.16	1.44	6.31	5.33	0.98	6.34	5.04	1.30

**Institutional Summary**

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

Scale/Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
66. Program requirements are clear and reasonable.	6.46	5.81	0.65	6.41	5.76	0.65	6.52	6.17	0.35	6.47	5.85	0.62	6.57	5.85	0.72
69. There is a good variety of courses provided on this campus.	6.40	5.68	0.72	6.35	5.65	0.70	6.68	6.09	0.59	6.46	5.73	0.73	6.37	5.60	0.77
70. I am able to experience intellectual growth here.	6.47	6.01	0.46	6.46	5.93	0.53	6.70	6.09	0.61	6.43	6.12	0.31	6.55	6.15	0.40

## Institutional Summary

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

Scale/Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>REGISTRATION EFFECTIVENESS</b>	6.34	5.87	0.47	6.30	5.86	0.44	6.63	6.10	0.53	6.31	5.94	0.37	6.42	5.72	0.70
5. The personnel involved in registration are helpful.	6.29	5.93	0.36	6.24	5.90	0.34	6.52	5.91	0.61	6.25	6.01	0.24	6.44	5.75	0.69
8. Classes are scheduled at times that are convenient for me.	6.41	5.68	0.73	6.33	5.69	0.64	6.73	5.86	0.87	6.43	5.80	0.63	6.63	5.52	1.11
15. I am able to register for classes I need with few conflicts.	6.52	5.92	0.60	6.47	5.92	0.55	6.73	6.38	0.35	6.51	5.94	0.57	6.61	5.64	0.97
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.34	5.83	0.51	6.35	5.71	0.64	6.61	6.14	0.47	6.28	5.94	0.34	6.40	5.74	0.66
43. Class change (drop/add) policies are reasonable.	6.28	5.90	0.38	6.21	5.83	0.38	6.50	6.36	0.14	6.27	5.92	0.35	6.47	5.90	0.57
51. There are convenient ways of paying my school bill.	6.43	6.04	0.39	6.41	6.08	0.33	6.61	6.18	0.43	6.42	6.13	0.29	6.38	5.86	0.52
56. The business office is open during hours which are convenient for most students.	6.22	5.77	0.45	6.22	5.75	0.47	6.73	6.00	0.73	6.03	5.74	0.29	6.22	5.73	0.49
60. Billing policies are reasonable.	6.37	5.90	0.47	6.34	5.93	0.41	6.73	6.20	0.53	6.38	5.94	0.44	6.28	5.69	0.59
62. Bookstore staff are helpful.	6.17	5.88	0.29	6.15	5.91	0.24	6.47	5.79	0.68	6.11	5.93	0.18	6.32	5.64	0.68

### Institutional Summary

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

Scale/Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.88			5.87			6.15			5.91			5.98	
81. Institution's commitment to part-time students?		5.91			5.93			6.26			5.97			5.85	
82. Institution's commitment to evening students?		5.87			5.84			6.23			5.89			5.84	
83. Institution's commitment to older, returning learners?		5.92			5.88			6.23			5.98			6.02	
84. Institution's commitment to under-represented populations?		5.85			5.84			5.95			5.87			6.11	
85. Institution's commitment to commuters?		5.81			5.82			6.00			5.82			5.86	
86. Institution's commitment to students with disabilities?		5.92			5.87			6.19			5.92			6.28	

## Institutional Summary

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

Scale/Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>SAFETY AND SECURITY</b>	6.14	5.71	0.43	6.18	5.78	0.40	6.40	6.15	0.25	6.05	5.77	0.28	6.17	5.51	0.66
4. Security staff are helpful.	5.87	5.57	0.30	5.98	5.68	0.30	6.15	6.10	0.05	5.77	5.67	0.10	5.92	5.21	0.71
11. Security staff respond quickly in emergencies.	6.14	5.57	0.57	6.25	5.71	0.54	6.69	6.33	0.36	5.97	5.40	0.57	6.18	5.40	0.78
24. Parking lots are well-lighted and secure.	6.14	5.69	0.45	6.22	5.73	0.49	6.22	5.80	0.42	5.97	5.73	0.24	6.09	5.59	0.50
31. The campus is safe and secure for all students.	6.42	6.02	0.40	6.39	6.04	0.35	6.55	6.22	0.33	6.41	5.98	0.43	6.53	6.13	0.40
39. The amount of student parking space on campus is adequate.	6.10	5.64	0.46	6.06	5.71	0.35	6.40	6.39	0.01	6.06	5.92	0.14	6.09	5.07	1.02

### Institutional Summary

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

Scale/Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>SERVICE EXCELLENCE</b>	6.18	5.73	0.45	6.15	5.71	0.44	6.42	5.90	0.52	6.13	5.78	0.35	6.31	5.63	0.68
5. The personnel involved in registration are helpful.	6.29	5.93	0.36	6.24	5.90	0.34	6.52	5.91	0.61	6.25	6.01	0.24	6.44	5.75	0.69
22. People on this campus respect and are supportive of each other.	6.27	5.81	0.46	6.31	5.67	0.64	6.47	6.00	0.47	6.02	5.88	0.14	6.49	6.09	0.40
26. Library staff are helpful and approachable.	6.17	5.99	0.18	6.19	6.04	0.15	6.19	5.55	0.64	6.14	6.09	0.05	6.00	5.67	0.33
27. The campus staff are caring and helpful.	6.33	5.96	0.37	6.23	5.94	0.29	6.71	5.86	0.85	6.43	6.05	0.38	6.41	5.96	0.45
44. I generally know what's happening on campus.	5.66	5.18	0.48	5.62	5.06	0.56	5.80	5.58	0.22	5.58	5.26	0.32	5.87	5.20	0.67
57. Administrators are approachable to students.	6.23	5.82	0.41	6.19	5.80	0.39	6.59	6.24	0.35	6.15	5.77	0.38	6.31	5.68	0.63
62. Bookstore staff are helpful.	6.17	5.88	0.29	6.15	5.91	0.24	6.47	5.79	0.68	6.11	5.93	0.18	6.32	5.64	0.68
63. I seldom get the "run-around" when seeking information on this campus.	6.30	5.70	0.60	6.22	5.69	0.53	6.42	6.16	0.26	6.33	5.71	0.62	6.44	5.52	0.92
67. Channels for expressing student complaints are readily available.	6.13	5.25	0.88	6.13	5.26	0.87	6.48	5.76	0.72	6.05	5.25	0.80	6.35	5.03	1.32

## Institutional Summary

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

Scale/Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>STUDENT CENTEREDNESS</b>	6.16	5.76	0.40	6.16	5.74	0.42	6.46	5.98	0.48	6.06	5.78	0.28	6.31	5.79	0.52
1. Most students feel a sense of belonging here.	5.69	5.49	0.20	5.79	5.47	0.32	5.86	5.86	0.00	5.36	5.53	-0.17	5.98	5.58	0.40
16. The college shows concern for students as individuals.	6.26	5.63	0.63	6.27	5.62	0.65	6.30	5.96	0.34	6.20	5.54	0.66	6.44	5.63	0.81
27. The campus staff are caring and helpful.	6.33	5.96	0.37	6.23	5.94	0.29	6.71	5.86	0.85	6.43	6.05	0.38	6.41	5.96	0.45
28. It is an enjoyable experience to be a student on this campus.	6.21	5.76	0.45	6.20	5.71	0.49	6.71	5.86	0.85	6.15	5.82	0.33	6.33	5.81	0.52
36. Students are made to feel welcome on this campus.	6.29	5.96	0.33	6.27	5.89	0.38	6.59	6.14	0.45	6.21	6.07	0.14	6.41	6.08	0.33
57. Administrators are approachable to students.	6.23	5.82	0.41	6.19	5.80	0.39	6.59	6.24	0.35	6.15	5.77	0.38	6.31	5.68	0.63

## Institutional Summary

### Items: In Sequential Order

Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
1. Most students feel a sense of belonging here.	5.69	5.49	0.20	5.79	5.47	0.32	5.86	5.86	0.00	5.36	5.53	-0.17	5.98	5.58	0.40
2. Faculty care about me as an individual.	6.15	5.61	0.54	6.18	5.59	0.59	6.22	5.87	0.35	6.08	5.66	0.42	6.34	5.69	0.65
3. The quality of instruction in the vocational/technical programs is excellent.	6.25	5.54	0.71	6.28	5.55	0.73	6.26	5.39	0.87	6.21	5.68	0.53	6.46	5.59	0.87
4. Security staff are helpful.	5.87	5.57	0.30	5.98	5.68	0.30	6.15	6.10	0.05	5.77	5.67	0.10	5.92	5.21	0.71
5. The personnel involved in registration are helpful.	6.29	5.93	0.36	6.24	5.90	0.34	6.52	5.91	0.61	6.25	6.01	0.24	6.44	5.75	0.69
6. My academic advisor is approachable.	6.42	5.97	0.45	6.39	6.07	0.32	6.67	6.29	0.38	6.36	5.89	0.47	6.62	5.69	0.93
7. Adequate financial aid is available for most students.	6.18	5.50	0.68	6.13	5.41	0.72	6.61	6.14	0.47	6.15	5.72	0.43	6.37	5.50	0.87
8. Classes are scheduled at times that are convenient for me.	6.41	5.68	0.73	6.33	5.69	0.64	6.73	5.86	0.87	6.43	5.80	0.63	6.63	5.52	1.11
9. Internships or practical experiences are provided in my degree/certificate program.	6.01	5.23	0.78	6.13	5.27	0.86	6.50	5.82	0.68	5.82	5.19	0.63	5.95	4.85	1.10
10. Child care facilities are available on campus.	5.24	4.81	0.43	5.22	5.02	0.20	6.00	3.33	2.67	5.24	5.13	0.11	5.37	3.68	1.69
11. Security staff respond quickly in emergencies.	6.14	5.57	0.57	6.25	5.71	0.54	6.69	6.33	0.36	5.97	5.40	0.57	6.18	5.40	0.78
12. My academic advisor helps me set goals to work toward.	6.29	5.69	0.60	6.34	5.81	0.53	6.64	6.14	0.50	6.17	5.55	0.62	6.53	5.24	1.29

## Institutional Summary

Items: In Sequential Order

Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.23	5.39	0.84	6.21	5.39	0.82	6.23	5.35	0.88	6.23	5.52	0.71	6.39	5.64	0.75
14. Library resources and services are adequate.	6.20	5.84	0.36	6.22	6.04	0.18	6.47	5.88	0.59	6.16	5.79	0.37	6.34	5.20	1.14
15. I am able to register for classes I need with few conflicts.	6.52	5.92	0.60	6.47	5.92	0.55	6.73	6.38	0.35	6.51	5.94	0.57	6.61	5.64	0.97
16. The college shows concern for students as individuals.	6.26	5.63	0.63	6.27	5.62	0.65	6.30	5.96	0.34	6.20	5.54	0.66	6.44	5.63	0.81
17. Personnel in the Veterans' Services program are helpful.	5.89	5.57	0.32	5.91	5.73	0.18	6.00	5.11	0.89	5.72	5.61	0.11	6.19	5.12	1.07
18. The quality of instruction I receive in most of my classes is excellent.	6.54	5.71	0.83	6.53	5.71	0.82	6.70	5.52	1.18	6.48	5.69	0.79	6.56	6.00	0.56
19. This campus provides effective support services for displaced homemakers.	5.90	5.46	0.44	5.93	5.38	0.55	5.85	5.80	0.05	5.80	5.60	0.20	5.85	5.67	0.18
20. Financial aid counselors are helpful.	6.34	5.68	0.66	6.30	5.66	0.64	6.40	5.94	0.46	6.23	5.81	0.42	6.57	5.56	1.01
21. There are a sufficient number of study areas on campus.	6.07	5.89	0.18	6.15	5.99	0.16	6.56	6.20	0.36	5.69	5.87	-0.18	6.07	5.72	0.35
22. People on this campus respect and are supportive of each other.	6.27	5.81	0.46	6.31	5.67	0.64	6.47	6.00	0.47	6.02	5.88	0.14	6.49	6.09	0.40
23. Faculty are understanding of students' unique life circumstances.	6.36	5.60	0.76	6.32	5.51	0.81	6.61	5.96	0.65	6.34	5.60	0.74	6.42	5.69	0.73
24. Parking lots are well-lighted and secure.	6.14	5.69	0.45	6.22	5.73	0.49	6.22	5.80	0.42	5.97	5.73	0.24	6.09	5.59	0.50

## Institutional Summary

### Items: In Sequential Order

Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
25. My academic advisor is concerned about my success as an individual.	6.38	5.81	0.57	6.37	5.82	0.55	6.52	6.10	0.42	6.34	5.82	0.52	6.47	5.54	0.93
26. Library staff are helpful and approachable.	6.17	5.99	0.18	6.19	6.04	0.15	6.19	5.55	0.64	6.14	6.09	0.05	6.00	5.67	0.33
27. The campus staff are caring and helpful.	6.33	5.96	0.37	6.23	5.94	0.29	6.71	5.86	0.85	6.43	6.05	0.38	6.41	5.96	0.45
28. It is an enjoyable experience to be a student on this campus.	6.21	5.76	0.45	6.20	5.71	0.49	6.71	5.86	0.85	6.15	5.82	0.33	6.33	5.81	0.52
29. Faculty are fair and unbiased in their treatment of individual students.	6.41	5.83	0.58	6.34	5.73	0.61	6.65	6.00	0.65	6.48	5.96	0.52	6.56	5.98	0.58
30. The career services office provides students with the help they need to get a job.	6.14	5.47	0.67	6.06	5.51	0.55	6.12	6.08	0.04	6.18	5.42	0.76	6.27	5.24	1.03
31. The campus is safe and secure for all students.	6.42	6.02	0.40	6.39	6.04	0.35	6.55	6.22	0.33	6.41	5.98	0.43	6.53	6.13	0.40
32. My academic advisor is knowledgeable about my program requirements.	6.52	5.99	0.53	6.48	6.06	0.42	6.67	6.00	0.67	6.50	5.93	0.57	6.63	5.65	0.98
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.12	5.64	0.48	6.06	5.60	0.46	6.40	6.00	0.40	6.18	5.78	0.40	6.36	5.41	0.95
34. Computer labs are adequate and accessible.	6.35	6.06	0.29	6.34	6.02	0.32	6.45	6.20	0.25	6.25	6.01	0.24	6.57	6.31	0.26
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.34	5.83	0.51	6.35	5.71	0.64	6.61	6.14	0.47	6.28	5.94	0.34	6.40	5.74	0.66

## Institutional Summary

### Items: In Sequential Order

Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
36. Students are made to feel welcome on this campus.	6.29	5.96	0.33	6.27	5.89	0.38	6.59	6.14	0.45	6.21	6.07	0.14	6.41	6.08	0.33
37. Faculty take into consideration student differences as they teach a course.	6.24	5.48	0.76	6.18	5.46	0.72	6.43	5.48	0.95	6.19	5.52	0.67	6.47	5.70	0.77
38. The student center is a comfortable place for students to spend their leisure time.	5.85	5.63	0.22	5.86	5.62	0.24	6.00	6.00	0.00	5.71	5.67	0.04	6.12	5.96	0.16
39. The amount of student parking space on campus is adequate.	6.10	5.64	0.46	6.06	5.71	0.35	6.40	6.39	0.01	6.06	5.92	0.14	6.09	5.07	1.02
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.29	5.62	0.67	6.26	5.61	0.65	6.42	5.58	0.84	6.25	5.67	0.58	6.61	5.59	1.02
41. Admissions staff are knowledgeable.	6.39	5.96	0.43	6.31	5.90	0.41	6.77	6.14	0.63	6.41	6.09	0.32	6.48	5.83	0.65
42. The equipment in the lab facilities is kept up to date.	6.24	5.70	0.54	6.19	5.64	0.55	6.61	6.31	0.30	6.26	5.73	0.53	6.31	5.76	0.55
43. Class change (drop/add) policies are reasonable.	6.28	5.90	0.38	6.21	5.83	0.38	6.50	6.36	0.14	6.27	5.92	0.35	6.47	5.90	0.57
44. I generally know what's happening on campus.	5.66	5.18	0.48	5.62	5.06	0.56	5.80	5.58	0.22	5.58	5.26	0.32	5.87	5.20	0.67
45. This institution has a good reputation within the community.	6.15	5.98	0.17	6.15	6.00	0.15	6.67	6.38	0.29	6.15	5.93	0.22	5.92	5.77	0.15
46. Faculty provide timely feedback about student progress in a course.	6.41	5.64	0.77	6.36	5.58	0.78	6.73	5.73	1.00	6.43	5.70	0.73	6.50	5.59	0.91
47. There are adequate services to help me decide upon a career.	6.22	5.57	0.65	6.15	5.58	0.57	6.48	5.75	0.73	6.20	5.69	0.51	6.39	5.14	1.25

## Institutional Summary

Items: In Sequential Order

Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
48. Counseling staff care about students as individuals.	6.23	5.67	0.56	6.17	5.65	0.52	6.53	5.94	0.59	6.27	5.64	0.63	6.14	5.54	0.60
49. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.63	0.55	6.11	5.60	0.51	6.50	5.75	0.75	6.17	5.73	0.44	6.37	5.47	0.90
50. Tutoring services are readily available.	6.29	5.80	0.49	6.34	5.90	0.44	6.55	5.57	0.98	6.15	5.79	0.36	6.22	5.58	0.64
51. There are convenient ways of paying my school bill.	6.43	6.04	0.39	6.41	6.08	0.33	6.61	6.18	0.43	6.42	6.13	0.29	6.38	5.86	0.52
52. This school does whatever it can to help me reach my educational goals.	6.36	5.65	0.71	6.36	5.67	0.69	6.50	5.73	0.77	6.31	5.68	0.63	6.49	5.43	1.06
53. The assessment and course placement procedures are reasonable.	6.25	5.77	0.48	6.21	5.70	0.51	6.48	5.87	0.61	6.25	5.87	0.38	6.31	5.81	0.50
54. Faculty are interested in my academic problems.	6.23	5.55	0.68	6.23	5.56	0.67	6.48	5.50	0.98	6.22	5.63	0.59	6.17	5.14	1.03
55. Academic support services adequately meet the needs of students.	6.26	5.62	0.64	6.23	5.65	0.58	6.52	5.60	0.92	6.23	5.73	0.50	6.19	5.36	0.83
56. The business office is open during hours which are convenient for most students.	6.22	5.77	0.45	6.22	5.75	0.47	6.73	6.00	0.73	6.03	5.74	0.29	6.22	5.73	0.49
57. Administrators are approachable to students.	6.23	5.82	0.41	6.19	5.80	0.39	6.59	6.24	0.35	6.15	5.77	0.38	6.31	5.68	0.63
58. Nearly all of the faculty are knowledgeable in their fields.	6.51	5.96	0.55	6.49	6.01	0.48	6.65	6.04	0.61	6.48	5.97	0.51	6.57	5.69	0.88
59. New student orientation services help students adjust to college.	5.94	5.38	0.56	5.79	5.30	0.49	6.35	5.65	0.70	5.92	5.45	0.47	6.19	5.34	0.85

## Institutional Summary

Items: In Sequential Order

Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
60. Billing policies are reasonable.	6.37	5.90	0.47	6.34	5.93	0.41	6.73	6.20	0.53	6.38	5.94	0.44	6.28	5.69	0.59
61. Faculty are usually available after class and during office hours.	6.28	5.87	0.41	6.25	5.88	0.37	6.74	6.17	0.57	6.23	5.80	0.43	6.37	5.85	0.52
62. Bookstore staff are helpful.	6.17	5.88	0.29	6.15	5.91	0.24	6.47	5.79	0.68	6.11	5.93	0.18	6.32	5.64	0.68
63. I seldom get the "run-around" when seeking information on this campus.	6.30	5.70	0.60	6.22	5.69	0.53	6.42	6.16	0.26	6.33	5.71	0.62	6.44	5.52	0.92
64. Nearly all classes deal with practical experiences and applications.	6.25	5.70	0.55	6.25	5.74	0.51	6.57	5.76	0.81	6.32	5.73	0.59	6.15	5.67	0.48
65. Students are notified early in the term if they are doing poorly in a class.	6.29	5.26	1.03	6.27	5.33	0.94	6.60	5.16	1.44	6.31	5.33	0.98	6.34	5.04	1.30
66. Program requirements are clear and reasonable.	6.46	5.81	0.65	6.41	5.76	0.65	6.52	6.17	0.35	6.47	5.85	0.62	6.57	5.85	0.72
67. Channels for expressing student complaints are readily available.	6.13	5.25	0.88	6.13	5.26	0.87	6.48	5.76	0.72	6.05	5.25	0.80	6.35	5.03	1.32
68. On the whole, the campus is well-maintained.	6.28	6.26	0.02	6.25	6.31	-0.06	6.43	6.65	-0.22	6.27	6.19	0.08	6.33	6.33	0.00
69. There is a good variety of courses provided on this campus.	6.40	5.68	0.72	6.35	5.65	0.70	6.68	6.09	0.59	6.46	5.73	0.73	6.37	5.60	0.77
70. I am able to experience intellectual growth here.	6.47	6.01	0.46	6.46	5.93	0.53	6.70	6.09	0.61	6.43	6.12	0.31	6.55	6.15	0.40
71. Campus: Online registration is convenient	6.55	6.23	0.32	6.49	6.13	0.36	6.78	6.55	0.23	6.62	6.40	0.22	6.67	6.43	0.24
72. Campus item 2															
73. Campus item 3															

**Institutional Summary**  
**Items: In Sequential Order**

Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
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?		5.91			5.93			6.26			5.97			5.85	
82. Institution's commitment to evening students?		5.87			5.84			6.23			5.89			5.84	
83. Institution's commitment to older, returning learners?		5.92			5.88			6.23			5.98			6.02	
84. Institution's commitment to under-represented populations?		5.85			5.84			5.95			5.87			6.11	
85. Institution's commitment to commuters?		5.81			5.82			6.00			5.82			5.86	
86. Institution's commitment to students with disabilities?		5.92			5.87			6.19			5.92			6.28	
87. Cost as factor in decision to enroll.	6.30			6.30			6.64			6.30			6.43		
88. Financial aid as factor in decision to enroll.	5.88			5.83			6.32			5.78			5.98		

## Institutional Summary

**Items: In Sequential Order**

Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
89. Academic reputation as factor in decision to enroll.	5.66			5.75			5.57			5.63			5.39		
90. Size of institution as factor in decision to enroll.	4.82			5.01			4.95			4.43			4.66		
91. Opportunity to play sports as factor in decision to enroll.	3.36			3.68			3.41			2.90			2.96		
92. Recommendations from family/friends as factor in decision to enroll.	4.76			4.94			4.82			4.67			4.06		
93. Geographic setting as factor in decision to enroll.	5.62			5.70			6.10			5.37			5.75		
94. Campus appearance as factor in decision to enroll.	4.85			5.13			5.40			4.46			4.20		
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.39			5.49			5.73			5.27			5.19		

## Institutional Summary

### Summary Items

Summary Item	Great Basin College - SSI	Elko	Ely	Internet	Pahrump
So far, how has your college experience met your expectations?	Average: 4.91	Average: 4.92	Average: 4.87	Average: 4.84	Average: 5.07
1=Much worse than expected	1%	1%	4%	1%	0%
2=Quite a bit worse than I expected	1%	1%	4%	1%	0%
3=Worse than I expected	6%	5%	0%	5%	12%
4=About what I expected	35%	38%	34%	38%	20%
5=Better than I expected	26%	22%	26%	26%	36%
6=Quite a bit better than I expected	11%	11%	8%	11%	9%
7=Much better than expected	17%	20%	21%	14%	21%
Rate your overall satisfaction with your experience here thus far.	Average: 5.64	Average: 5.63	Average: 5.48	Average: 5.67	Average: 5.76
1=Not satisfied at all	1%	1%	8%	0%	0%
2=Not very satisfied	2%	2%	4%	3%	0%
3=Somewhat dissatisfied	4%	5%	0%	2%	7%
4=Neutral	10%	10%	4%	11%	5%
5=Somewhat satisfied	11%	8%	13%	14%	18%
6=Satisfied	43%	42%	39%	42%	40%
7=Very satisfied	26%	27%	30%	25%	27%
All in all, if you had to do it over, would you enroll here again?	Average: 5.90	Average: 5.78	Average: 5.91	Average: 5.96	Average: 6.05
1=Definitely not	1%	2%	8%	1%	0%
2=Probably not	2%	3%	0%	1%	3%
3=Maybe not	2%	3%	0%	2%	5%
4=I don't know	8%	10%	4%	8%	3%
5=Maybe yes	7%	7%	8%	5%	7%
6=Probably yes	33%	30%	26%	42%	29%
7=Definitely yes	43%	42%	52%	38%	50%