

April 2014 Demographics

Gender	N	%	Class Level	N	%
Female	362	73.28%	1 year or less	149	30.85%
Male	132	26.72%	2 years	118	24.43%
Total	494	100.00%	3 years	86	17.81%
No Response	6		4 or more years	130	26.92%
			Total	483	100.00%
			No Response	17	
Age	N	%	Current GPA	N	%
18 and under	55	11.18%	No credits earned	27	5.61%
19 to 24	116	23.58%	1.99 or below	9	1.87%
25 to 34	124	25.20%	2.0 - 2.49	28	5.82%
35 to 44	80	16.26%	2.5 - 2.99	60	12.47%
45 and over	117	23.78%	3.0 - 3.49	146	30.35%
Total	492	100.00%	3.5 or above	211	43.87%
No Response	8		Total	481	100.00%
			No Response	19	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	7	1.42%	Associate degree	198	40.66%
American Indian or Alaskan Native	19	3.85%	Vocational/technical program	9	1.85%
Asian or Pacific Islander	18	3.65%	Transfer to another institution	58	11.91%
Caucasian/White	376	76.27%	Certification (initial / renewal)	28	5.75%
Hispanic	47	9.53%	Self-improvement/pleasure	32	6.57%
Other race	9	1.83%	Job-related training	12	2.46%
Race - Prefer not to respond	17	3.45%	Other educational goal	150	30.80%
Total	493	100.00%	Total	487	100.00%
No Response	7		No Response	13	
Current Enrollment Status	N	%	Employment	N	%
Day	311	65.75%	Full-time off campus	177	36.65%
Evening	137	28.96%	Part-time off campus	102	21.12%
Weekend	25	5.29%	Full-time on campus	26	5.38%
Total	473	100.00%	Part-time on campus	33	6.83%
No Response	27		Not employed	145	30.02%
			Total	483	100.00%
			No Response	17	
Current Class Load	N	%			
Full-time	231	47.05%			
Part-time	260	52.95%			
Total	491	100.00%			
No Response	9				

Dec 2012 Demographics

Gender	N	%	Class Level	N	%
Female	310	73.11%	1 year or less	122	29.19%
Male	114	26.89%	2 years	123	29.43%
Total	424	100.00%	3 years	86	20.57%
No Response	6		4 or more years	87	20.81%
			Total	418	100.00%
			No Response	12	
Age	N	%	Current GPA	N	%
18 and under	47	11.08%	No credits earned	36	8.72%
19 to 24	111	26.18%	1.99 or below	5	1.21%
25 to 34	106	25.00%	2.0 - 2.49	27	6.54%
35 to 44	91	21.46%	2.5 - 2.99	52	12.59%
45 and over	69	16.27%	3.0 - 3.49	136	32.93%
Total	424	100.00%	3.5 or above	157	38.01%
No Response	6		Total	413	100.00%
			No Response	17	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	6	1.42%	Associate degree	208	49.41%
American Indian or Alaskan Native	17	4.03%	Vocational/technical program	12	2.85%
Asian or Pacific Islander	8	1.90%	Transfer to another institution	51	12.11%
Caucasian/White	320	75.83%	Certification (initial / renewal)	22	5.23%
Hispanic	48	11.37%	Self-improvement/pleasure	7	1.66%
Other race	7	1.66%	Job-related training	14	3.33%
Race - Prefer not to respond	16	3.79%	Other educational goal	107	25.42%
Total	422	100.00%	Total	421	100.00%
No Response	8		No Response	9	
Current Enrollment Status	N	%	Employment	N	%
Day	248	61.54%	Full-time off campus	162	38.30%
Evening	148	36.72%	Part-time off campus	88	20.80%
Weekend	7	1.74%	Full-time on campus	12	2.84%
Total	403	100.00%	Part-time on campus	34	8.04%
No Response	27		Not employed	127	30.02%
			Total	423	100.00%
Current Class Load	N	%	No Response	7	
Full-time	217	51.30%			
Part-time	206	48.70%			
Total	423	100.00%			
No Response	7				

Dec 2012 Demographics

Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	20	4.77%	Campus item 2 - Answer 1	0	0%
Own house	176	42.00%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	62	14.80%	Campus item 2 - Answer 3	0	0%
Parent's home	106	25.30%	Campus item 2 - Answer 4	0	0%
Other residence	55	13.13%	Campus item 2 - Answer 5	0	0%
Total	419	100.00%	Campus item 2 - Answer 6	0	0%
No Response	11		Total	0	100.00%
			No Response	430	
Residence Classification			Group Code		
	N	%		N	%
In-state	389	92.62%	1011: Health Sciences and Human Services	108	25.59%
Out-of-state	28	6.67%	1012: Social Sciences	17	4.03%
International (not U.S. citizen)	3	0.71%	1013: Business	56	13.27%
Total	420	100.00%	1014: Education	46	10.90%
No Response	10		1015: Career and Technical Education	32	7.58%
			1016: Science or Agriculture	40	9.48%
			1017: Other	60	14.22%
Disabilities	N	%	1018: Undecided	25	5.92%
Yes - Disability	33	7.86%	1019: Computer Technologies	25	5.92%
No - Disability	387	92.14%	1020: Transfer	13	3.08%
Total	420	100.00%	Total	422	100.00%
No Response	10		No Response	8	
Institution Was My	N	%			
1st choice	291	70.63%			
2nd choice	80	19.42%			
3rd choice or lower	41	9.95%			
Total	412	100.00%			
No Response	18				
Institution Question	N	%			
Campus item - Answer 1	184	43.40%			
Campus item - Answer 2	19	4.48%			
Campus item - Answer 3	102	24.06%			
Campus item - Answer 4	69	16.27%			
Campus item - Answer 5	33	7.78%			
Campus item - Answer 6	17	4.01%			
Total	424	100.00%			
No Response	6				

Strategic Planning Overview

Strengths and Challenges

Strengths

- 58. Nearly all of the faculty are knowledgeable in their fields.
- 15. I am able to register for classes I need with few conflicts.
- 70. I am able to experience intellectual growth here.
- 71. Campus item: Online registration is convenient
- 66. Program requirements are clear and reasonable.
- 31. The campus is safe and secure for all students.
- 34. Computer labs are adequate and accessible.
- 51. There are convenient ways of paying my school bill.
- 60. Billing policies are reasonable.
- 41. Admissions staff are knowledgeable.
- 5. The personnel involved in registration are helpful.
- 36. Students are made to feel welcome on this campus.
- 27. The campus staff are caring and helpful.
- 68. On the whole, the campus is well-maintained.

Challenges

- 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.
- 69. There is a good variety of courses provided on this campus.
- 46. Faculty provide timely feedback about student progress in a course.
- 52. This school does whatever it can to help me reach my educational goals.
- 20. Financial aid counselors are helpful.
- 25. My academic advisor is concerned about my success as an individual.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 7. Adequate financial aid is available for most students.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 12. My academic advisor helps me set goals to work toward.

Strategic Planning Overview Trends

Institutional Summary

Scales: In Order of Importance

Scale	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising/Counseling	6.40	5.59 / 1.36	0.81	6.45	5.62 / 1.40	0.83	-0.03
Instructional Effectiveness	6.40	5.66 / 1.14	0.74	6.48	5.64 / 1.24	0.84	0.02
Registration Effectiveness	6.39	5.86 / 0.99	0.53	6.50	5.81 / 1.12	0.69	0.05
Concern for the Individual	6.31	5.61 / 1.28	0.70	6.39	5.58 / 1.32	0.81	0.03
Admissions and Financial Aid	6.30	5.58 / 1.26	0.72	6.48	5.63 / 1.30	0.85	-0.05
Academic Services	6.27	5.86 / 1.08	0.41	6.42	5.81 / 1.19	0.61	0.05
Student Centeredness	6.22	5.74 / 1.25	0.48	6.33	5.72 / 1.29	0.61	0.02
Service Excellence	6.21	5.67 / 1.15	0.54	6.35	5.60 / 1.28	0.75	0.07
Campus Climate	6.20	5.66 / 1.20	0.54	6.32	5.63 / 1.25	0.69	0.03
Safety and Security	6.18	5.73 / 1.20	0.45	6.29	5.61 / 1.27	0.68	0.12
Campus Support Services	5.87	5.36 / 1.38	0.51	6.03	5.29 / 1.49	0.74	0.07
Responsiveness to Diverse Populations		5.88 / 1.31			5.82 / 1.25		0.06

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

Institutional Summary
Items: In Order of Importance

Item	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
18. The quality of instruction I receive in most of my classes is excellent.	6.65	5.76 / 1.36	0.89	6.69	5.78 / 1.42	0.91	-0.02
58. Nearly all of the faculty are knowledgeable in their fields.	6.56	6.01 / 1.20	0.55	6.61	5.91 / 1.44	0.70	0.10
15. I am able to register for classes I need with few conflicts.	6.55	5.87 / 1.41	0.68	6.64	5.72 / 1.53	0.92	0.15
8. Classes are scheduled at times that are convenient for me.	6.54	5.60 / 1.61	0.94	6.60	5.57 / 1.62	1.03	0.03
70. I am able to experience intellectual growth here.	6.54	6.01 / 1.27	0.53	6.63	5.99 / 1.34	0.64	0.02
32. My academic advisor is knowledgeable about my program requirements.	6.53	5.78 / 1.60	0.75	6.65	5.81 / 1.62	0.84	-0.03
71. Campus item: Online registration is convenient	6.52	6.28 / 1.25	0.24	6.62	6.22 / 1.37	0.40	0.06
6. My academic advisor is approachable.	6.50	5.81 / 1.64	0.69	6.54	5.87 / 1.56	0.67	-0.06
66. Program requirements are clear and reasonable.	6.50	5.86 / 1.36	0.64	6.63	5.85 / 1.40	0.78	0.01
31. The campus is safe and secure for all students.	6.49	6.08 / 1.17	0.41	6.57	5.98 / 1.35	0.59	0.10
69. There is a good variety of courses provided on this campus.	6.48	5.61 / 1.56	0.87	6.60	5.49 / 1.74	1.11	0.12
46. Faculty provide timely feedback about student progress in a course.	6.46	5.55 / 1.61	0.91	6.60	5.61 / 1.57	0.99	-0.06
52. This school does whatever it can to help me reach my educational goals.	6.46	5.55 / 1.48	0.91	6.45	5.56 / 1.57	0.89	-0.01
29. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.74 / 1.48	0.71	6.55	5.72 / 1.50	0.83	0.02
34. Computer labs are adequate and accessible.	6.44	6.19 / 1.26	0.25	6.62	6.18 / 1.28	0.44	0.01

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Institutional Summary

Items: In Order of Importance

Item	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
51. There are convenient ways of paying my school bill.	6.41	6.16 / 1.12	0.25	6.59	6.09 / 1.34	0.50	0.07
60. Billing policies are reasonable.	6.39	5.95 / 1.30	0.44	6.50	5.95 / 1.32	0.55	0.00
5. The personnel involved in registration are helpful.	6.38	5.86 / 1.46	0.52	6.48	5.81 / 1.55	0.67	0.05
20. Financial aid counselors are helpful.	6.38	5.51 / 1.64	0.87	6.56	5.64 / 1.65	0.92	-0.13
41. Admissions staff are knowledgeable.	6.38	5.89 / 1.31	0.49	6.49	5.82 / 1.47	0.67	0.07
36. Students are made to feel welcome on this campus.	6.37	5.98 / 1.30	0.39	6.52	5.98 / 1.38	0.54	0.00
3. The quality of instruction in the vocational/technical programs is excellent.	6.36	5.62 / 1.43	0.74	6.40	5.56 / 1.47	0.84	0.06
28. It is an enjoyable experience to be a student on this campus.	6.36	5.78 / 1.45	0.58	6.42	5.81 / 1.46	0.61	-0.03
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.36	5.84 / 1.35	0.52	6.52	5.82 / 1.49	0.70	0.02
42. The equipment in the lab facilities is kept up to date.	6.36	5.78 / 1.39	0.58	6.42	5.77 / 1.51	0.65	0.01
25. My academic advisor is concerned about my success as an individual.	6.35	5.48 / 1.75	0.87	6.41	5.54 / 1.70	0.87	-0.06
27. The campus staff are caring and helpful.	6.35	5.88 / 1.34	0.47	6.43	5.83 / 1.42	0.60	0.05
68. On the whole, the campus is well-maintained.	6.35	6.29 / 1.13	0.06	6.46	6.30 / 1.17	0.16	-0.01
7. Adequate financial aid is available for most students.	6.34	5.54 / 1.69	0.80	6.53	5.61 / 1.62	0.92	-0.07
61. Faculty are usually available after class and during office hours.	6.34	5.83 / 1.40	0.51	6.49	5.85 / 1.46	0.64	-0.02

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Institutional Summary

Items: In Order of Importance

Item	April 2014			Dec 2012			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.	6.34	5.20 / 1.74	1.14	6.32	5.05 / 1.87	1.27	0.15
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.33	5.44 / 1.69	0.89	6.38	5.44 / 1.73	0.94	0.00
12. My academic advisor helps me set goals to work toward.	6.32	5.47 / 1.80	0.85	6.33	5.48 / 1.73	0.85	-0.01
23. Faculty are understanding of students' unique life circumstances.	6.32	5.54 / 1.51	0.78	6.46	5.55 / 1.61	0.91	-0.01
55. Academic support services adequately meet the needs of students.	6.32	5.71 / 1.27	0.61	6.38	5.63 / 1.49	0.75	0.08
56. The business office is open during hours which are convenient for most students.	6.32	5.80 / 1.34	0.52	6.34	5.78 / 1.45	0.56	0.02
63. I seldom get the "run-around" when seeking information on this campus.	6.32	5.63 / 1.57	0.69	6.44	5.43 / 1.80	1.01	0.20
14. Library resources and services are adequate.	6.31	5.74 / 1.44	0.57	6.43	5.69 / 1.61	0.74	0.05
53. The assessment and course placement procedures are reasonable.	6.31	5.81 / 1.29	0.50	6.38	5.71 / 1.44	0.67	0.10
54. Faculty are interested in my academic problems.	6.31	5.48 / 1.50	0.83	6.32	5.56 / 1.57	0.76	-0.08
57. Administrators are approachable to students.	6.31	5.77 / 1.45	0.54	6.37	5.67 / 1.60	0.70	0.10
48. Counseling staff care about students as individuals.	6.29	5.57 / 1.52	0.72	6.35	5.61 / 1.64	0.74	-0.04
11. Security staff respond quickly in emergencies.	6.28	5.64 / 1.63	0.64	6.22	5.34 / 1.77	0.88	0.30
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.27	5.25 / 1.63	1.02	6.45	5.32 / 1.78	1.13	-0.07

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Institutional Summary

Items: In Order of Importance

Item	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. The college shows concern for students as individuals.	6.27	5.60 / 1.42	0.67	6.38	5.52 / 1.63	0.86	0.08
43. Class change (drop/add) policies are reasonable.	6.27	5.87 / 1.37	0.40	6.44	5.84 / 1.46	0.60	0.03
49. Admissions counselors respond to prospective students' unique needs and requests.	6.25	5.57 / 1.45	0.68	6.42	5.67 / 1.53	0.75	-0.10
62. Bookstore staff are helpful.	6.25	5.79 / 1.50	0.46	6.41	5.70 / 1.65	0.71	0.09
50. Tutoring services are readily available.	6.24	5.74 / 1.45	0.50	6.39	5.72 / 1.58	0.67	0.02
45. This institution has a good reputation within the community.	6.20	5.94 / 1.42	0.26	6.39	5.98 / 1.46	0.41	-0.04
64. Nearly all classes deal with practical experiences and applications.	6.20	5.57 / 1.44	0.63	6.33	5.60 / 1.55	0.73	-0.03
2. Faculty care about me as an individual.	6.19	5.61 / 1.47	0.58	6.27	5.54 / 1.50	0.73	0.07
37. Faculty take into consideration student differences as they teach a course.	6.19	5.40 / 1.49	0.79	6.25	5.40 / 1.54	0.85	0.00
47. There are adequate services to help me decide upon a career.	6.19	5.37 / 1.62	0.82	6.30	5.33 / 1.71	0.97	0.04
22. People on this campus respect and are supportive of each other.	6.18	5.80 / 1.31	0.38	6.37	5.78 / 1.41	0.59	0.02
39. The amount of student parking space on campus is adequate.	6.18	5.67 / 1.59	0.51	6.27	5.56 / 1.69	0.71	0.11
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.17	5.65 / 1.52	0.52	6.41	5.69 / 1.59	0.72	-0.04
67. Channels for expressing student complaints are readily available.	6.17	5.07 / 1.84	1.10	6.31	5.15 / 1.86	1.16	-0.08
24. Parking lots are well-lighted and secure.	6.16	5.56 / 1.63	0.60	6.37	5.57 / 1.63	0.80	-0.01

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Institutional Summary

Items: In Order of Importance

Item	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
87. Cost as factor in decision to enroll.	6.15			6.25			
30. The career services office provides students with the help they need to get a job.	6.14	5.23 / 1.70	0.91	6.30	5.37 / 1.77	0.93	-0.14
26. Library staff are helpful and approachable.	6.13	5.99 / 1.28	0.14	6.42	5.95 / 1.42	0.47	0.04
9. Internships or practical experiences are provided in my degree/certificate program.	6.11	5.12 / 1.79	0.99	6.25	5.28 / 1.72	0.97	-0.16
21. There are a sufficient number of study areas on campus.	6.08	5.86 / 1.42	0.22	6.29	5.77 / 1.62	0.52	0.09
59. New student orientation services help students adjust to college.	5.92	5.53 / 1.58	0.39	6.16	5.47 / 1.75	0.69	0.06
38. The student center is a comfortable place for students to spend their leisure time.	5.87	5.72 / 1.45	0.15	6.09	5.67 / 1.50	0.42	0.05
19. This campus provides effective support services for displaced homemakers.	5.86	5.21 / 1.60	0.65	5.97	5.05 / 1.81	0.92	0.16
4. Security staff are helpful.	5.77	5.65 / 1.48	0.12	5.93	5.42 / 1.57	0.51	0.23
88. Financial aid as factor in decision to enroll.	5.75			6.08			
17. Personnel in the Veterans' Services program are helpful.	5.74	5.43 / 1.46	0.31	5.88	5.08 / 1.72	0.80	0.35
44. I generally know what's happening on campus.	5.73	5.11 / 1.63	0.62	5.89	5.12 / 1.70	0.77	-0.01
1. Most students feel a sense of belonging here.	5.69	5.45 / 1.45	0.24	5.84	5.49 / 1.44	0.35	-0.04
89. Academic reputation as factor in decision to enroll.	5.62			5.85			
93. Geographic setting as factor in decision to enroll.	5.38			5.68			

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Institutional Summary
Items: In Order of Importance

Item	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.15			5.61			
10. Child care facilities are available on campus.	4.94	4.67 / 2.10	0.27	5.09	4.34 / 2.14	0.75	0.33
90. Size of institution as factor in decision to enroll.	4.71			4.98			
94. Campus appearance as factor in decision to enroll.	4.69			4.88			
92. Recommendations from family/friends as factor in decision to enroll.	4.54			4.55			
91. Opportunity to play sports as factor in decision to enroll.	2.92			2.94			
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?		5.84 / 1.40			5.93 / 1.29		-0.09
82. Institution's commitment to evening students?		5.79 / 1.41			5.86 / 1.40		-0.07
83. Institution's commitment to older, returning learners?		5.92 / 1.42			5.88 / 1.43		0.04

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Institutional Summary
Items: In Order of Importance

Item	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
84. Institution's commitment to under-represented populations?		5.98 / 1.24			5.72 / 1.53		0.26 *
85. Institution's commitment to commuters?		5.76 / 1.43			5.69 / 1.51		0.07
86. Institution's commitment to students with disabilities?		6.08 / 1.23			5.81 / 1.50		0.27 *

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 ** 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	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.40	5.59 / 1.36	0.81	6.45	5.62 / 1.40	0.83	-0.03
6. My academic advisor is approachable.	6.50	5.81 / 1.64	0.69	6.54	5.87 / 1.56	0.67	-0.06
12. My academic advisor helps me set goals to work toward.	6.32	5.47 / 1.80	0.85	6.33	5.48 / 1.73	0.85	-0.01
25. My academic advisor is concerned about my success as an individual.	6.35	5.48 / 1.75	0.87	6.41	5.54 / 1.70	0.87	-0.06
32. My academic advisor is knowledgeable about my program requirements.	6.53	5.78 / 1.60	0.75	6.65	5.81 / 1.62	0.84	-0.03
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.33	5.44 / 1.69	0.89	6.38	5.44 / 1.73	0.94	0.00
48. Counseling staff care about students as individuals.	6.29	5.57 / 1.52	0.72	6.35	5.61 / 1.64	0.74	-0.04
52. This school does whatever it can to help me reach my educational goals.	6.46	5.55 / 1.48	0.91	6.45	5.56 / 1.57	0.89	-0.01

* 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	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.27	5.86 / 1.08	0.41	6.42	5.81 / 1.19	0.61	0.05
14. Library resources and services are adequate.	6.31	5.74 / 1.44	0.57	6.43	5.69 / 1.61	0.74	0.05
21. There are a sufficient number of study areas on campus.	6.08	5.86 / 1.42	0.22	6.29	5.77 / 1.62	0.52	0.09
26. Library staff are helpful and approachable.	6.13	5.99 / 1.28	0.14	6.42	5.95 / 1.42	0.47	0.04
34. Computer labs are adequate and accessible.	6.44	6.19 / 1.26	0.25	6.62	6.18 / 1.28	0.44	0.01
42. The equipment in the lab facilities is kept up to date.	6.36	5.78 / 1.39	0.58	6.42	5.77 / 1.51	0.65	0.01
50. Tutoring services are readily available.	6.24	5.74 / 1.45	0.50	6.39	5.72 / 1.58	0.67	0.02
55. Academic support services adequately meet the needs of students.	6.32	5.71 / 1.27	0.61	6.38	5.63 / 1.49	0.75	0.08

* 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	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.30	5.58 / 1.26	0.72	6.48	5.63 / 1.30	0.85	-0.05
7. Adequate financial aid is available for most students.	6.34	5.54 / 1.69	0.80	6.53	5.61 / 1.62	0.92	-0.07
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.27	5.25 / 1.63	1.02	6.45	5.32 / 1.78	1.13	-0.07
20. Financial aid counselors are helpful.	6.38	5.51 / 1.64	0.87	6.56	5.64 / 1.65	0.92	-0.13
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.17	5.65 / 1.52	0.52	6.41	5.69 / 1.59	0.72	-0.04
41. Admissions staff are knowledgeable.	6.38	5.89 / 1.31	0.49	6.49	5.82 / 1.47	0.67	0.07
49. Admissions counselors respond to prospective students' unique needs and requests.	6.25	5.57 / 1.45	0.68	6.42	5.67 / 1.53	0.75	-0.10

* 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	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.20	5.66 / 1.20	0.54	6.32	5.63 / 1.25	0.69	0.03
1. Most students feel a sense of belonging here.	5.69	5.45 / 1.45	0.24	5.84	5.49 / 1.44	0.35	-0.04
2. Faculty care about me as an individual.	6.19	5.61 / 1.47	0.58	6.27	5.54 / 1.50	0.73	0.07
16. The college shows concern for students as individuals.	6.27	5.60 / 1.42	0.67	6.38	5.52 / 1.63	0.86	0.08
22. People on this campus respect and are supportive of each other.	6.18	5.80 / 1.31	0.38	6.37	5.78 / 1.41	0.59	0.02
27. The campus staff are caring and helpful.	6.35	5.88 / 1.34	0.47	6.43	5.83 / 1.42	0.60	0.05
28. It is an enjoyable experience to be a student on this campus.	6.36	5.78 / 1.45	0.58	6.42	5.81 / 1.46	0.61	-0.03
31. The campus is safe and secure for all students.	6.49	6.08 / 1.17	0.41	6.57	5.98 / 1.35	0.59	0.10
36. Students are made to feel welcome on this campus.	6.37	5.98 / 1.30	0.39	6.52	5.98 / 1.38	0.54	0.00
44. I generally know what's happening on campus.	5.73	5.11 / 1.63	0.62	5.89	5.12 / 1.70	0.77	-0.01
45. This institution has a good reputation within the community.	6.20	5.94 / 1.42	0.26	6.39	5.98 / 1.46	0.41	-0.04
52. This school does whatever it can to help me reach my educational goals.	6.46	5.55 / 1.48	0.91	6.45	5.56 / 1.57	0.89	-0.01
57. Administrators are approachable to students.	6.31	5.77 / 1.45	0.54	6.37	5.67 / 1.60	0.70	0.10
59. New student orientation services help students adjust to college.	5.92	5.53 / 1.58	0.39	6.16	5.47 / 1.75	0.69	0.06
63. I seldom get the "run-around" when seeking information on this campus.	6.32	5.63 / 1.57	0.69	6.44	5.43 / 1.80	1.01	0.20
67. Channels for expressing student complaints are readily available.	6.17	5.07 / 1.84	1.10	6.31	5.15 / 1.86	1.16	-0.08

* 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	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.87	5.36 / 1.38	0.51	6.03	5.29 / 1.49	0.74	0.07
10. Child care facilities are available on campus.	4.94	4.67 / 2.10	0.27	5.09	4.34 / 2.14	0.75	0.33
17. Personnel in the Veterans' Services program are helpful.	5.74	5.43 / 1.46	0.31	5.88	5.08 / 1.72	0.80	0.35
19. This campus provides effective support services for displaced homemakers.	5.86	5.21 / 1.60	0.65	5.97	5.05 / 1.81	0.92	0.16
30. The career services office provides students with the help they need to get a job.	6.14	5.23 / 1.70	0.91	6.30	5.37 / 1.77	0.93	-0.14
38. The student center is a comfortable place for students to spend their leisure time.	5.87	5.72 / 1.45	0.15	6.09	5.67 / 1.50	0.42	0.05
47. There are adequate services to help me decide upon a career.	6.19	5.37 / 1.62	0.82	6.30	5.33 / 1.71	0.97	0.04
59. New student orientation services help students adjust to college.	5.92	5.53 / 1.58	0.39	6.16	5.47 / 1.75	0.69	0.06

* 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 - Concern for the Individual

Scale/Item	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.31	5.61 / 1.28	0.70	6.39	5.58 / 1.32	0.81	0.03
2. Faculty care about me as an individual.	6.19	5.61 / 1.47	0.58	6.27	5.54 / 1.50	0.73	0.07
16. The college shows concern for students as individuals.	6.27	5.60 / 1.42	0.67	6.38	5.52 / 1.63	0.86	0.08
25. My academic advisor is concerned about my success as an individual.	6.35	5.48 / 1.75	0.87	6.41	5.54 / 1.70	0.87	-0.06
29. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.74 / 1.48	0.71	6.55	5.72 / 1.50	0.83	0.02
48. Counseling staff care about students as individuals.	6.29	5.57 / 1.52	0.72	6.35	5.61 / 1.64	0.74	-0.04

* 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	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.40	5.66 / 1.14	0.74	6.48	5.64 / 1.24	0.84	0.02
2. Faculty care about me as an individual.	6.19	5.61 / 1.47	0.58	6.27	5.54 / 1.50	0.73	0.07
18. The quality of instruction I receive in most of my classes is excellent.	6.65	5.76 / 1.36	0.89	6.69	5.78 / 1.42	0.91	-0.02
23. Faculty are understanding of students' unique life circumstances.	6.32	5.54 / 1.51	0.78	6.46	5.55 / 1.61	0.91	-0.01
29. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.74 / 1.48	0.71	6.55	5.72 / 1.50	0.83	0.02
37. Faculty take into consideration student differences as they teach a course.	6.19	5.40 / 1.49	0.79	6.25	5.40 / 1.54	0.85	0.00
46. Faculty provide timely feedback about student progress in a course.	6.46	5.55 / 1.61	0.91	6.60	5.61 / 1.57	0.99	-0.06
54. Faculty are interested in my academic problems.	6.31	5.48 / 1.50	0.83	6.32	5.56 / 1.57	0.76	-0.08
58. Nearly all of the faculty are knowledgeable in their fields.	6.56	6.01 / 1.20	0.55	6.61	5.91 / 1.44	0.70	0.10
61. Faculty are usually available after class and during office hours.	6.34	5.83 / 1.40	0.51	6.49	5.85 / 1.46	0.64	-0.02
64. Nearly all classes deal with practical experiences and applications.	6.20	5.57 / 1.44	0.63	6.33	5.60 / 1.55	0.73	-0.03
65. Students are notified early in the term if they are doing poorly in a class.	6.34	5.20 / 1.74	1.14	6.32	5.05 / 1.87	1.27	0.15
66. Program requirements are clear and reasonable.	6.50	5.86 / 1.36	0.64	6.63	5.85 / 1.40	0.78	0.01

* 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	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.48	5.61 / 1.56	0.87	6.60	5.49 / 1.74	1.11	0.12
70. I am able to experience intellectual growth here.	6.54	6.01 / 1.27	0.53	6.63	5.99 / 1.34	0.64	0.02

* 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	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.39	5.86 / 0.99	0.53	6.50	5.81 / 1.12	0.69	0.05
5. The personnel involved in registration are helpful.	6.38	5.86 / 1.46	0.52	6.48	5.81 / 1.55	0.67	0.05
8. Classes are scheduled at times that are convenient for me.	6.54	5.60 / 1.61	0.94	6.60	5.57 / 1.62	1.03	0.03
15. I am able to register for classes I need with few conflicts.	6.55	5.87 / 1.41	0.68	6.64	5.72 / 1.53	0.92	0.15
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.36	5.84 / 1.35	0.52	6.52	5.82 / 1.49	0.70	0.02
43. Class change (drop/add) policies are reasonable.	6.27	5.87 / 1.37	0.40	6.44	5.84 / 1.46	0.60	0.03
51. There are convenient ways of paying my school bill.	6.41	6.16 / 1.12	0.25	6.59	6.09 / 1.34	0.50	0.07
56. The business office is open during hours which are convenient for most students.	6.32	5.80 / 1.34	0.52	6.34	5.78 / 1.45	0.56	0.02
60. Billing policies are reasonable.	6.39	5.95 / 1.30	0.44	6.50	5.95 / 1.32	0.55	0.00
62. Bookstore staff are helpful.	6.25	5.79 / 1.50	0.46	6.41	5.70 / 1.65	0.71	0.09

* 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	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.88 / 1.31			5.82 / 1.25		0.06
81. Institution's commitment to part-time students?		5.84 / 1.40			5.93 / 1.29		-0.09
82. Institution's commitment to evening students?		5.79 / 1.41			5.86 / 1.40		-0.07
83. Institution's commitment to older, returning learners?		5.92 / 1.42			5.88 / 1.43		0.04
84. Institution's commitment to under-represented populations?		5.98 / 1.24			5.72 / 1.53		0.26 *
85. Institution's commitment to commuters?		5.76 / 1.43			5.69 / 1.51		0.07
86. Institution's commitment to students with disabilities?		6.08 / 1.23			5.81 / 1.50		0.27 *

* 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	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.18	5.73 / 1.20	0.45	6.29	5.61 / 1.27	0.68	0.12
4. Security staff are helpful.	5.77	5.65 / 1.48	0.12	5.93	5.42 / 1.57	0.51	0.23
11. Security staff respond quickly in emergencies.	6.28	5.64 / 1.63	0.64	6.22	5.34 / 1.77	0.88	0.30
24. Parking lots are well-lighted and secure.	6.16	5.56 / 1.63	0.60	6.37	5.57 / 1.63	0.80	-0.01
31. The campus is safe and secure for all students.	6.49	6.08 / 1.17	0.41	6.57	5.98 / 1.35	0.59	0.10
39. The amount of student parking space on campus is adequate.	6.18	5.67 / 1.59	0.51	6.27	5.56 / 1.69	0.71	0.11

* 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	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.21	5.67 / 1.15	0.54	6.35	5.60 / 1.28	0.75	0.07
5. The personnel involved in registration are helpful.	6.38	5.86 / 1.46	0.52	6.48	5.81 / 1.55	0.67	0.05
22. People on this campus respect and are supportive of each other.	6.18	5.80 / 1.31	0.38	6.37	5.78 / 1.41	0.59	0.02
26. Library staff are helpful and approachable.	6.13	5.99 / 1.28	0.14	6.42	5.95 / 1.42	0.47	0.04
27. The campus staff are caring and helpful.	6.35	5.88 / 1.34	0.47	6.43	5.83 / 1.42	0.60	0.05
44. I generally know what's happening on campus.	5.73	5.11 / 1.63	0.62	5.89	5.12 / 1.70	0.77	-0.01
57. Administrators are approachable to students.	6.31	5.77 / 1.45	0.54	6.37	5.67 / 1.60	0.70	0.10
62. Bookstore staff are helpful.	6.25	5.79 / 1.50	0.46	6.41	5.70 / 1.65	0.71	0.09
63. I seldom get the "run-around" when seeking information on this campus.	6.32	5.63 / 1.57	0.69	6.44	5.43 / 1.80	1.01	0.20
67. Channels for expressing student complaints are readily available.	6.17	5.07 / 1.84	1.10	6.31	5.15 / 1.86	1.16	-0.08

* 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	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.22	5.74 / 1.25	0.48	6.33	5.72 / 1.29	0.61	0.02
1. Most students feel a sense of belonging here.	5.69	5.45 / 1.45	0.24	5.84	5.49 / 1.44	0.35	-0.04
16. The college shows concern for students as individuals.	6.27	5.60 / 1.42	0.67	6.38	5.52 / 1.63	0.86	0.08
27. The campus staff are caring and helpful.	6.35	5.88 / 1.34	0.47	6.43	5.83 / 1.42	0.60	0.05
28. It is an enjoyable experience to be a student on this campus.	6.36	5.78 / 1.45	0.58	6.42	5.81 / 1.46	0.61	-0.03
36. Students are made to feel welcome on this campus.	6.37	5.98 / 1.30	0.39	6.52	5.98 / 1.38	0.54	0.00
57. Administrators are approachable to students.	6.31	5.77 / 1.45	0.54	6.37	5.67 / 1.60	0.70	0.10

* 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	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.69	5.45 / 1.45	0.24	5.84	5.49 / 1.44	0.35	-0.04
2. Faculty care about me as an individual.	6.19	5.61 / 1.47	0.58	6.27	5.54 / 1.50	0.73	0.07
3. The quality of instruction in the vocational/technical programs is excellent.	6.36	5.62 / 1.43	0.74	6.40	5.56 / 1.47	0.84	0.06
4. Security staff are helpful.	5.77	5.65 / 1.48	0.12	5.93	5.42 / 1.57	0.51	0.23
5. The personnel involved in registration are helpful.	6.38	5.86 / 1.46	0.52	6.48	5.81 / 1.55	0.67	0.05
6. My academic advisor is approachable.	6.50	5.81 / 1.64	0.69	6.54	5.87 / 1.56	0.67	-0.06
7. Adequate financial aid is available for most students.	6.34	5.54 / 1.69	0.80	6.53	5.61 / 1.62	0.92	-0.07
8. Classes are scheduled at times that are convenient for me.	6.54	5.60 / 1.61	0.94	6.60	5.57 / 1.62	1.03	0.03
9. Internships or practical experiences are provided in my degree/certificate program.	6.11	5.12 / 1.79	0.99	6.25	5.28 / 1.72	0.97	-0.16
10. Child care facilities are available on campus.	4.94	4.67 / 2.10	0.27	5.09	4.34 / 2.14	0.75	0.33
11. Security staff respond quickly in emergencies.	6.28	5.64 / 1.63	0.64	6.22	5.34 / 1.77	0.88	0.30
12. My academic advisor helps me set goals to work toward.	6.32	5.47 / 1.80	0.85	6.33	5.48 / 1.73	0.85	-0.01
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.27	5.25 / 1.63	1.02	6.45	5.32 / 1.78	1.13	-0.07
14. Library resources and services are adequate.	6.31	5.74 / 1.44	0.57	6.43	5.69 / 1.61	0.74	0.05
15. I am able to register for classes I need with few conflicts.	6.55	5.87 / 1.41	0.68	6.64	5.72 / 1.53	0.92	0.15
16. The college shows concern for students as individuals.	6.27	5.60 / 1.42	0.67	6.38	5.52 / 1.63	0.86	0.08

* 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	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	5.74	5.43 / 1.46	0.31	5.88	5.08 / 1.72	0.80	0.35
18. The quality of instruction I receive in most of my classes is excellent.	6.65	5.76 / 1.36	0.89	6.69	5.78 / 1.42	0.91	-0.02
19. This campus provides effective support services for displaced homemakers.	5.86	5.21 / 1.60	0.65	5.97	5.05 / 1.81	0.92	0.16
20. Financial aid counselors are helpful.	6.38	5.51 / 1.64	0.87	6.56	5.64 / 1.65	0.92	-0.13
21. There are a sufficient number of study areas on campus.	6.08	5.86 / 1.42	0.22	6.29	5.77 / 1.62	0.52	0.09
22. People on this campus respect and are supportive of each other.	6.18	5.80 / 1.31	0.38	6.37	5.78 / 1.41	0.59	0.02
23. Faculty are understanding of students' unique life circumstances.	6.32	5.54 / 1.51	0.78	6.46	5.55 / 1.61	0.91	-0.01
24. Parking lots are well-lighted and secure.	6.16	5.56 / 1.63	0.60	6.37	5.57 / 1.63	0.80	-0.01
25. My academic advisor is concerned about my success as an individual.	6.35	5.48 / 1.75	0.87	6.41	5.54 / 1.70	0.87	-0.06
26. Library staff are helpful and approachable.	6.13	5.99 / 1.28	0.14	6.42	5.95 / 1.42	0.47	0.04
27. The campus staff are caring and helpful.	6.35	5.88 / 1.34	0.47	6.43	5.83 / 1.42	0.60	0.05
28. It is an enjoyable experience to be a student on this campus.	6.36	5.78 / 1.45	0.58	6.42	5.81 / 1.46	0.61	-0.03
29. Faculty are fair and unbiased in their treatment of individual students.	6.45	5.74 / 1.48	0.71	6.55	5.72 / 1.50	0.83	0.02
30. The career services office provides students with the help they need to get a job.	6.14	5.23 / 1.70	0.91	6.30	5.37 / 1.77	0.93	-0.14
31. The campus is safe and secure for all students.	6.49	6.08 / 1.17	0.41	6.57	5.98 / 1.35	0.59	0.10

* 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	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.53	5.78 / 1.60	0.75	6.65	5.81 / 1.62	0.84	-0.03
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.17	5.65 / 1.52	0.52	6.41	5.69 / 1.59	0.72	-0.04
34. Computer labs are adequate and accessible.	6.44	6.19 / 1.26	0.25	6.62	6.18 / 1.28	0.44	0.01
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.36	5.84 / 1.35	0.52	6.52	5.82 / 1.49	0.70	0.02
36. Students are made to feel welcome on this campus.	6.37	5.98 / 1.30	0.39	6.52	5.98 / 1.38	0.54	0.00
37. Faculty take into consideration student differences as they teach a course.	6.19	5.40 / 1.49	0.79	6.25	5.40 / 1.54	0.85	0.00
38. The student center is a comfortable place for students to spend their leisure time.	5.87	5.72 / 1.45	0.15	6.09	5.67 / 1.50	0.42	0.05
39. The amount of student parking space on campus is adequate.	6.18	5.67 / 1.59	0.51	6.27	5.56 / 1.69	0.71	0.11
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.33	5.44 / 1.69	0.89	6.38	5.44 / 1.73	0.94	0.00
41. Admissions staff are knowledgeable.	6.38	5.89 / 1.31	0.49	6.49	5.82 / 1.47	0.67	0.07
42. The equipment in the lab facilities is kept up to date.	6.36	5.78 / 1.39	0.58	6.42	5.77 / 1.51	0.65	0.01
43. Class change (drop/add) policies are reasonable.	6.27	5.87 / 1.37	0.40	6.44	5.84 / 1.46	0.60	0.03
44. I generally know what's happening on campus.	5.73	5.11 / 1.63	0.62	5.89	5.12 / 1.70	0.77	-0.01
45. This institution has a good reputation within the community.	6.20	5.94 / 1.42	0.26	6.39	5.98 / 1.46	0.41	-0.04
46. Faculty provide timely feedback about student progress in a course.	6.46	5.55 / 1.61	0.91	6.60	5.61 / 1.57	0.99	-0.06

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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	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.19	5.37 / 1.62	0.82	6.30	5.33 / 1.71	0.97	0.04
48. Counseling staff care about students as individuals.	6.29	5.57 / 1.52	0.72	6.35	5.61 / 1.64	0.74	-0.04
49. Admissions counselors respond to prospective students' unique needs and requests.	6.25	5.57 / 1.45	0.68	6.42	5.67 / 1.53	0.75	-0.10
50. Tutoring services are readily available.	6.24	5.74 / 1.45	0.50	6.39	5.72 / 1.58	0.67	0.02
51. There are convenient ways of paying my school bill.	6.41	6.16 / 1.12	0.25	6.59	6.09 / 1.34	0.50	0.07
52. This school does whatever it can to help me reach my educational goals.	6.46	5.55 / 1.48	0.91	6.45	5.56 / 1.57	0.89	-0.01
53. The assessment and course placement procedures are reasonable.	6.31	5.81 / 1.29	0.50	6.38	5.71 / 1.44	0.67	0.10
54. Faculty are interested in my academic problems.	6.31	5.48 / 1.50	0.83	6.32	5.56 / 1.57	0.76	-0.08
55. Academic support services adequately meet the needs of students.	6.32	5.71 / 1.27	0.61	6.38	5.63 / 1.49	0.75	0.08
56. The business office is open during hours which are convenient for most students.	6.32	5.80 / 1.34	0.52	6.34	5.78 / 1.45	0.56	0.02
57. Administrators are approachable to students.	6.31	5.77 / 1.45	0.54	6.37	5.67 / 1.60	0.70	0.10
58. Nearly all of the faculty are knowledgeable in their fields.	6.56	6.01 / 1.20	0.55	6.61	5.91 / 1.44	0.70	0.10
59. New student orientation services help students adjust to college.	5.92	5.53 / 1.58	0.39	6.16	5.47 / 1.75	0.69	0.06
60. Billing policies are reasonable.	6.39	5.95 / 1.30	0.44	6.50	5.95 / 1.32	0.55	0.00
61. Faculty are usually available after class and during office hours.	6.34	5.83 / 1.40	0.51	6.49	5.85 / 1.46	0.64	-0.02

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Institutional Summary

Items: In Sequential Order

Item	April 2014			Dec 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.25	5.79 / 1.50	0.46	6.41	5.70 / 1.65	0.71	0.09
63. I seldom get the "run-around" when seeking information on this campus.	6.32	5.63 / 1.57	0.69	6.44	5.43 / 1.80	1.01	0.20
64. Nearly all classes deal with practical experiences and applications.	6.20	5.57 / 1.44	0.63	6.33	5.60 / 1.55	0.73	-0.03
65. Students are notified early in the term if they are doing poorly in a class.	6.34	5.20 / 1.74	1.14	6.32	5.05 / 1.87	1.27	0.15
66. Program requirements are clear and reasonable.	6.50	5.86 / 1.36	0.64	6.63	5.85 / 1.40	0.78	0.01
67. Channels for expressing student complaints are readily available.	6.17	5.07 / 1.84	1.10	6.31	5.15 / 1.86	1.16	-0.08
68. On the whole, the campus is well-maintained.	6.35	6.29 / 1.13	0.06	6.46	6.30 / 1.17	0.16	-0.01
69. There is a good variety of courses provided on this campus.	6.48	5.61 / 1.56	0.87	6.60	5.49 / 1.74	1.11	0.12
70. I am able to experience intellectual growth here.	6.54	6.01 / 1.27	0.53	6.63	5.99 / 1.34	0.64	0.02
71. Campus item: Online registration is convenient	6.52	6.28 / 1.25	0.24	6.62	6.22 / 1.37	0.40	0.06
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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Institutional Summary
Items: In Sequential Order

Item	April 2014			Dec 2012			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?		5.84 / 1.40			5.93 / 1.29		-0.09
82. Institution's commitment to evening students?		5.79 / 1.41			5.86 / 1.40		-0.07
83. Institution's commitment to older, returning learners?		5.92 / 1.42			5.88 / 1.43		0.04
84. Institution's commitment to under-represented populations?		5.98 / 1.24			5.72 / 1.53		0.26 *
85. Institution's commitment to commuters?		5.76 / 1.43			5.69 / 1.51		0.07
86. Institution's commitment to students with disabilities?		6.08 / 1.23			5.81 / 1.50		0.27 *
87. Cost as factor in decision to enroll.	6.15			6.25			
88. Financial aid as factor in decision to enroll.	5.75			6.08			
89. Academic reputation as factor in decision to enroll.	5.62			5.85			
90. Size of institution as factor in decision to enroll.	4.71			4.98			
91. Opportunity to play sports as factor in decision to enroll.	2.92			2.94			
92. Recommendations from family/friends as factor in decision to enroll.	4.54			4.55			
93. Geographic setting as factor in decision to enroll.	5.38			5.68			
94. Campus appearance as factor in decision to enroll.	4.69			4.88			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.15			5.61			

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Institutional Summary

Summary Items

Summary Item	April 2014	Dec 2012	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.89	Average: 4.89	0.00
1=Much worse than expected	2%	3%	
2=Quite a bit worse than I expected	2%	0%	
3=Worse than I expected	5%	4%	
4=About what I expected	32%	34%	
5=Better than I expected	26%	22%	
6=Quite a bit better than I expected	13%	16%	
7=Much better than expected	17%	16%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.69	Average: 5.64	0.05
1=Not satisfied at all	1%	2%	
2=Not very satisfied	3%	2%	
3=Somewhat dissatisfied	4%	4%	
4=Neutral	7%	7%	
5=Somewhat satisfied	11%	13%	
6=Satisfied	43%	42%	
7=Very satisfied	28%	27%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.89	Average: 5.96	-0.07
1=Definitely not	2%	3%	
2=Probably not	5%	3%	
3=Maybe not	1%	1%	
4=I don't know	5%	4%	
5=Maybe yes	8%	7%	
6=Probably yes	27%	31%	
7=Definitely yes	48%	47%	