

Dec 2016 Demographics

Gender	N	%	Class Level	N	%
Female	461	72.03%	1 year or less	237	37.32%
Male	179	27.97%	2 years	167	26.30%
Total	640	100.00%	3 years	111	17.48%
No Response	60		4 or more years	120	18.90%
			Total	635	100.00%
			No Response	65	
Age	N	%	Current GPA	N	%
18 and under	128	19.88%	No credits earned	63	10.13%
19 to 24	160	24.84%	1.99 or below	14	2.25%
25 to 34	148	22.98%	2.0 - 2.49	41	6.59%
35 to 44	110	17.08%	2.5 - 2.99	88	14.15%
45 and over	98	15.22%	3.0 - 3.49	184	29.58%
Total	644	100.00%	3.5 or above	232	37.30%
No Response	56		Total	622	100.00%
			No Response	78	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	20	3.14%	Associate degree	291	45.90%
American Indian or Alaskan Native	27	4.25%	Vocational/technical program	18	2.84%
Asian or Pacific Islander	26	4.09%	Transfer to another institution	54	8.52%
Caucasian/White	411	64.62%	Certification (initial / renewal)	41	6.47%
Hispanic	109	17.14%	Self-improvement/pleasure	17	2.68%
Other race	19	2.99%	Job-related training	21	3.31%
Race - Prefer not to respond	24	3.77%	Other educational goal	192	30.28%
Total	636	100.00%	Total	634	100.00%
No Response	64		No Response	66	
Current Enrollment Status	N	%	Employment	N	%
Day	404	67.45%	Full-time off campus	236	37.28%
Evening	174	29.05%	Part-time off campus	154	24.33%
Weekend	21	3.51%	Full-time on campus	20	3.16%
Total	599	100.00%	Part-time on campus	39	6.16%
No Response	101		Not employed	184	29.07%
			Total	633	100.00%
Current Class Load	N	%	No Response	67	
Full-time	321	50.31%			
Part-time	317	49.69%			
Total	638	100.00%			
No Response	62				

Dec 2016 Demographics

Current Residence			List the location (or Internet) where you take the majority of your classes		
	N	%		N	%
Residence hall	20	3.15%	Elko	297	46.19%
Own house	282	44.41%	Ely	23	3.58%
Rent room or apt off campus	97	15.28%	Internet	189	29.39%
Parent's home	172	27.09%	Pahrump	56	8.71%
Other residence	64	10.08%	Winnemucca	45	7.00%
Total	635	100.00%	Other location	33	5.13%
No Response	65		Total	643	100.00%
			No Response	57	
Residence Classification			Institution Question 2		
	N	%		N	%
In-state	591	93.81%	Campus item 2 - Answer 1	0	0%
Out-of-state	35	5.56%	Campus item 2 - Answer 2	0	0%
International (not U.S. citizen)	4	0.63%	Campus item 2 - Answer 3	0	0%
Total	630	100.00%	Campus item 2 - Answer 4	0	0%
No Response	70		Campus item 2 - Answer 5	0	0%
			Campus item 2 - Answer 6	0	0%
			Total	0	100.00%
			No Response	700	
Disabilities			Group Code		
	N	%		N	%
Yes - Disability	49	7.69%	1011: Health Sciences and Human Services	120	18.75%
No - Disability	588	92.31%	1012: Social Sciences	36	5.63%
Total	637	100.00%	1013: Business	81	12.66%
No Response	63		1014: Education	98	15.31%
			1015: Career and Technical Education	50	7.81%
			1016: Science or Agriculture	40	6.25%
			1017: Other	115	17.97%
			1018: Undecided	42	6.56%
			1019: Computer Technologies	41	6.41%
			1020: Transfer	17	2.66%
			Total	640	100.00%
			No Response	60	
Institution Was My					
	N	%			
1st choice	453	72.83%			
2nd choice	110	17.68%			
3rd choice or lower	59	9.49%			
Total	622	100.00%			
No Response	78				

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%
Current Class Load	N	%	No Response	17	
Full-time	231	47.05%			
Part-time	260	52.95%			
Total	491	100.00%			
No Response	9				

April 2014 Demographics

Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	16	3.29%	Campus item 2 - Answer 1	0	0%
Own house	233	47.94%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	87	17.90%	Campus item 2 - Answer 3	0	0%
Parent's home	107	22.02%	Campus item 2 - Answer 4	0	0%
Other residence	43	8.85%	Campus item 2 - Answer 5	0	0%
Total	486	100.00%	Campus item 2 - Answer 6	0	0%
No Response	14		Total	0	100.00%
			No Response	500	
Residence Classification			Group Code		
	N	%		N	%
In-state	454	93.22%	1011: Health Sciences and Human Services	94	19.46%
Out-of-state	28	5.75%	1012: Social Sciences	23	4.76%
International (not U.S. citizen)	5	1.03%	1013: Business	58	12.01%
Total	487	100.00%	1014: Education	63	13.04%
No Response	13		1015: Career and Technical Education	28	5.80%
			1016: Science or Agriculture	43	8.90%
			1017: Other	84	17.39%
			1018: Undecided	36	7.45%
			1019: Computer Technologies	34	7.04%
			1020: Transfer	20	4.14%
			Total	483	100.00%
			No Response	17	
Disabilities					
	N	%			
Yes - Disability	37	7.54%			
No - Disability	454	92.46%			
Total	491	100.00%			
No Response	9				
Institution Was My					
	N	%			
1st choice	348	71.60%			
2nd choice	90	18.52%			
3rd choice or lower	48	9.88%			
Total	486	100.00%			
No Response	14				
Institution Question					
	N	%			
Campus item - Answer 1	212	43.27%			
Campus item - Answer 2	15	3.06%			
Campus item - Answer 3	159	32.45%			
Campus item - Answer 4	43	8.78%			
Campus item - Answer 5	31	6.33%			
Campus item - Answer 6	30	6.12%			
Total	490	100.00%			
No Response	10				

Strategic Planning Overview

Strengths and Challenges

Strengths

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

Challenges

- 18. The quality of instruction I receive in most of my classes is excellent.
- 66. Program requirements are clear and reasonable.
- 46. Faculty provide timely feedback about student progress in a course.
- 8. Classes are scheduled at times that are convenient for me.
- 69. There is a good variety of courses provided on this campus.
- 23. Faculty are understanding of students' unique life circumstances.
- 52. This school does whatever it can to help me reach my educational goals.
- 20. Financial aid counselors are helpful.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 65. Students are notified early in the term if they are doing poorly in a class.

Strategic Planning Overview Trends

Higher Satisfaction vs. April 2014

- 32. My academic advisor is knowledgeable about my program requirements.
- 25. My academic advisor is concerned about my success as an individual.
- 12. My academic advisor helps me set goals to work toward.

Institutional Summary
Scales: In Order of Importance

Scale	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising/Counseling	6.36	5.78 / 1.31	0.58	6.40	5.59 / 1.36	0.81	0.19 *
Instructional Effectiveness	6.36	5.70 / 1.17	0.66	6.40	5.66 / 1.14	0.74	0.04
Registration Effectiveness	6.34	5.87 / 1.06	0.47	6.39	5.86 / 0.99	0.53	0.01
Concern for the Individual	6.29	5.71 / 1.27	0.58	6.31	5.61 / 1.28	0.70	0.10
Admissions and Financial Aid	6.24	5.64 / 1.24	0.60	6.30	5.58 / 1.26	0.72	0.06
Academic Services	6.23	5.84 / 1.05	0.39	6.27	5.86 / 1.08	0.41	-0.02
Service Excellence	6.18	5.73 / 1.11	0.45	6.21	5.67 / 1.15	0.54	0.06
Campus Climate	6.16	5.68 / 1.14	0.48	6.20	5.66 / 1.20	0.54	0.02
Student Centeredness	6.16	5.76 / 1.16	0.40	6.22	5.74 / 1.25	0.48	0.02
Safety and Security	6.14	5.71 / 1.21	0.43	6.18	5.73 / 1.20	0.45	-0.02
Campus Support Services	5.91	5.43 / 1.36	0.48	5.87	5.36 / 1.38	0.51	0.07
Responsiveness to Diverse Populations		5.88 / 1.26			5.88 / 1.31		0.00

* 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	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
71. Campus item: Online registration is convenient	6.55	6.23 / 1.24	0.32	6.52	6.28 / 1.25	0.24	-0.05
18. The quality of instruction I receive in most of my classes is excellent.	6.54	5.71 / 1.46	0.83	6.65	5.76 / 1.36	0.89	-0.05
15. I am able to register for classes I need with few conflicts.	6.52	5.92 / 1.37	0.60	6.55	5.87 / 1.41	0.68	0.05
32. My academic advisor is knowledgeable about my program requirements.	6.52	5.99 / 1.43	0.53	6.53	5.78 / 1.60	0.75	0.21 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.51	5.96 / 1.26	0.55	6.56	6.01 / 1.20	0.55	-0.05
70. I am able to experience intellectual growth here.	6.47	6.01 / 1.27	0.46	6.54	6.01 / 1.27	0.53	0.00
66. Program requirements are clear and reasonable.	6.46	5.81 / 1.47	0.65	6.50	5.86 / 1.36	0.64	-0.05
51. There are convenient ways of paying my school bill.	6.43	6.04 / 1.29	0.39	6.41	6.16 / 1.12	0.25	-0.12
6. My academic advisor is approachable.	6.42	5.97 / 1.44	0.45	6.50	5.81 / 1.64	0.69	0.16
31. The campus is safe and secure for all students.	6.42	6.02 / 1.20	0.40	6.49	6.08 / 1.17	0.41	-0.06
8. Classes are scheduled at times that are convenient for me.	6.41	5.68 / 1.53	0.73	6.54	5.60 / 1.61	0.94	0.08
29. Faculty are fair and unbiased in their treatment of individual students.	6.41	5.83 / 1.42	0.58	6.45	5.74 / 1.48	0.71	0.09
46. Faculty provide timely feedback about student progress in a course.	6.41	5.64 / 1.49	0.77	6.46	5.55 / 1.61	0.91	0.09
69. There is a good variety of courses provided on this campus.	6.40	5.68 / 1.49	0.72	6.48	5.61 / 1.56	0.87	0.07
41. Admissions staff are knowledgeable.	6.39	5.96 / 1.26	0.43	6.38	5.89 / 1.31	0.49	0.07

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Institutional Summary

Items: In Order of Importance

Item	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
25. My academic advisor is concerned about my success as an individual.	6.38	5.81 / 1.47	0.57	6.35	5.48 / 1.75	0.87	0.33 **
60. Billing policies are reasonable.	6.37	5.90 / 1.27	0.47	6.39	5.95 / 1.30	0.44	-0.05
23. Faculty are understanding of students' unique life circumstances.	6.36	5.60 / 1.57	0.76	6.32	5.54 / 1.51	0.78	0.06
52. This school does whatever it can to help me reach my educational goals.	6.36	5.65 / 1.45	0.71	6.46	5.55 / 1.48	0.91	0.10
34. Computer labs are adequate and accessible.	6.35	6.06 / 1.22	0.29	6.44	6.19 / 1.26	0.25	-0.13
20. Financial aid counselors are helpful.	6.34	5.68 / 1.50	0.66	6.38	5.51 / 1.64	0.87	0.17
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.34	5.83 / 1.39	0.51	6.36	5.84 / 1.35	0.52	-0.01
27. The campus staff are caring and helpful.	6.33	5.96 / 1.23	0.37	6.35	5.88 / 1.34	0.47	0.08
63. I seldom get the "run-around" when seeking information on this campus.	6.30	5.70 / 1.46	0.60	6.32	5.63 / 1.57	0.69	0.07
87. Cost as factor in decision to enroll.	6.30			6.15			
5. The personnel involved in registration are helpful.	6.29	5.93 / 1.35	0.36	6.38	5.86 / 1.46	0.52	0.07
12. My academic advisor helps me set goals to work toward.	6.29	5.69 / 1.63	0.60	6.32	5.47 / 1.80	0.85	0.22 *
36. Students are made to feel welcome on this campus.	6.29	5.96 / 1.32	0.33	6.37	5.98 / 1.30	0.39	-0.02
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.29	5.62 / 1.51	0.67	6.33	5.44 / 1.69	0.89	0.18
50. Tutoring services are readily available.	6.29	5.80 / 1.46	0.49	6.24	5.74 / 1.45	0.50	0.06

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Institutional Summary

Items: In Order of Importance

Item	Dec 2016			April 2014			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.	6.29	5.26 / 1.69	1.03	6.34	5.20 / 1.74	1.14	0.06
43. Class change (drop/add) policies are reasonable.	6.28	5.90 / 1.40	0.38	6.27	5.87 / 1.37	0.40	0.03
61. Faculty are usually available after class and during office hours.	6.28	5.87 / 1.31	0.41	6.34	5.83 / 1.40	0.51	0.04
68. On the whole, the campus is well-maintained.	6.28	6.26 / 1.06	0.02	6.35	6.29 / 1.13	0.06	-0.03
22. People on this campus respect and are supportive of each other.	6.27	5.81 / 1.32	0.46	6.18	5.80 / 1.31	0.38	0.01
16. The college shows concern for students as individuals.	6.26	5.63 / 1.45	0.63	6.27	5.60 / 1.42	0.67	0.03
55. Academic support services adequately meet the needs of students.	6.26	5.62 / 1.44	0.64	6.32	5.71 / 1.27	0.61	-0.09
3. The quality of instruction in the vocational/technical programs is excellent.	6.25	5.54 / 1.49	0.71	6.36	5.62 / 1.43	0.74	-0.08
53. The assessment and course placement procedures are reasonable.	6.25	5.77 / 1.32	0.48	6.31	5.81 / 1.29	0.50	-0.04
64. Nearly all classes deal with practical experiences and applications.	6.25	5.70 / 1.38	0.55	6.20	5.57 / 1.44	0.63	0.13
37. Faculty take into consideration student differences as they teach a course.	6.24	5.48 / 1.50	0.76	6.19	5.40 / 1.49	0.79	0.08
42. The equipment in the lab facilities is kept up to date.	6.24	5.70 / 1.33	0.54	6.36	5.78 / 1.39	0.58	-0.08
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.23	5.39 / 1.61	0.84	6.27	5.25 / 1.63	1.02	0.14
48. Counseling staff care about students as individuals.	6.23	5.67 / 1.42	0.56	6.29	5.57 / 1.52	0.72	0.10

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Institutional Summary

Items: In Order of Importance

Item	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
54. Faculty are interested in my academic problems.	6.23	5.55 / 1.49	0.68	6.31	5.48 / 1.50	0.83	0.07
57. Administrators are approachable to students.	6.23	5.82 / 1.39	0.41	6.31	5.77 / 1.45	0.54	0.05
47. There are adequate services to help me decide upon a career.	6.22	5.57 / 1.50	0.65	6.19	5.37 / 1.62	0.82	0.20
56. The business office is open during hours which are convenient for most students.	6.22	5.77 / 1.37	0.45	6.32	5.80 / 1.34	0.52	-0.03
28. It is an enjoyable experience to be a student on this campus.	6.21	5.76 / 1.40	0.45	6.36	5.78 / 1.45	0.58	-0.02
14. Library resources and services are adequate.	6.20	5.84 / 1.35	0.36	6.31	5.74 / 1.44	0.57	0.10
7. Adequate financial aid is available for most students.	6.18	5.50 / 1.62	0.68	6.34	5.54 / 1.69	0.80	-0.04
49. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.63 / 1.39	0.55	6.25	5.57 / 1.45	0.68	0.06
26. Library staff are helpful and approachable.	6.17	5.99 / 1.26	0.18	6.13	5.99 / 1.28	0.14	0.00
62. Bookstore staff are helpful.	6.17	5.88 / 1.33	0.29	6.25	5.79 / 1.50	0.46	0.09
2. Faculty care about me as an individual.	6.15	5.61 / 1.49	0.54	6.19	5.61 / 1.47	0.58	0.00
45. This institution has a good reputation within the community.	6.15	5.98 / 1.26	0.17	6.20	5.94 / 1.42	0.26	0.04
11. Security staff respond quickly in emergencies.	6.14	5.57 / 1.48	0.57	6.28	5.64 / 1.63	0.64	-0.07
24. Parking lots are well-lighted and secure.	6.14	5.69 / 1.47	0.45	6.16	5.56 / 1.63	0.60	0.13
30. The career services office provides students with the help they need to get a job.	6.14	5.47 / 1.49	0.67	6.14	5.23 / 1.70	0.91	0.24
67. Channels for expressing student complaints are readily available.	6.13	5.25 / 1.71	0.88	6.17	5.07 / 1.84	1.10	0.18

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

Institutional Summary

Items: In Order of Importance

Item	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.12	5.64 / 1.48	0.48	6.17	5.65 / 1.52	0.52	-0.01
39. The amount of student parking space on campus is adequate.	6.10	5.64 / 1.57	0.46	6.18	5.67 / 1.59	0.51	-0.03
21. There are a sufficient number of study areas on campus.	6.07	5.89 / 1.34	0.18	6.08	5.86 / 1.42	0.22	0.03
9. Internships or practical experiences are provided in my degree/certificate program.	6.01	5.23 / 1.70	0.78	6.11	5.12 / 1.79	0.99	0.11
59. New student orientation services help students adjust to college.	5.94	5.38 / 1.66	0.56	5.92	5.53 / 1.58	0.39	-0.15
19. This campus provides effective support services for displaced homemakers.	5.90	5.46 / 1.49	0.44	5.86	5.21 / 1.60	0.65	0.25
17. Personnel in the Veterans' Services program are helpful.	5.89	5.57 / 1.48	0.32	5.74	5.43 / 1.46	0.31	0.14
88. Financial aid as factor in decision to enroll.	5.88			5.75			
4. Security staff are helpful.	5.87	5.57 / 1.51	0.30	5.77	5.65 / 1.48	0.12	-0.08
38. The student center is a comfortable place for students to spend their leisure time.	5.85	5.63 / 1.44	0.22	5.87	5.72 / 1.45	0.15	-0.09
1. Most students feel a sense of belonging here.	5.69	5.49 / 1.41	0.20	5.69	5.45 / 1.45	0.24	0.04
44. I generally know what's happening on campus.	5.66	5.18 / 1.65	0.48	5.73	5.11 / 1.63	0.62	0.07
89. Academic reputation as factor in decision to enroll.	5.66			5.62			
93. Geographic setting as factor in decision to enroll.	5.62			5.38			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.39			5.15			

* 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	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
10. Child care facilities are available on campus.	5.24	4.81 / 1.95	0.43	4.94	4.67 / 2.10	0.27	0.14
94. Campus appearance as factor in decision to enroll.	4.85			4.69			
90. Size of institution as factor in decision to enroll.	4.82			4.71			
92. Recommendations from family/friends as factor in decision to enroll.	4.76			4.54			
91. Opportunity to play sports as factor in decision to enroll.	3.36			2.92			
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 / 1.32			5.84 / 1.40		0.07
82. Institution's commitment to evening students?		5.87 / 1.35			5.79 / 1.41		0.08
83. Institution's commitment to older, returning learners?		5.92 / 1.40			5.92 / 1.42		0.00
84. Institution's commitment to under-represented populations?		5.85 / 1.36			5.98 / 1.24		-0.13

* 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	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to commuters?		5.81 / 1.45			5.76 / 1.43		0.05
86. Institution's commitment to students with disabilities?		5.92 / 1.35			6.08 / 1.23		-0.16

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

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

Scale/Item	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.36	5.78 / 1.31	0.58	6.40	5.59 / 1.36	0.81	0.19 *
6. My academic advisor is approachable.	6.42	5.97 / 1.44	0.45	6.50	5.81 / 1.64	0.69	0.16
12. My academic advisor helps me set goals to work toward.	6.29	5.69 / 1.63	0.60	6.32	5.47 / 1.80	0.85	0.22 *
25. My academic advisor is concerned about my success as an individual.	6.38	5.81 / 1.47	0.57	6.35	5.48 / 1.75	0.87	0.33 **
32. My academic advisor is knowledgeable about my program requirements.	6.52	5.99 / 1.43	0.53	6.53	5.78 / 1.60	0.75	0.21 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.29	5.62 / 1.51	0.67	6.33	5.44 / 1.69	0.89	0.18
48. Counseling staff care about students as individuals.	6.23	5.67 / 1.42	0.56	6.29	5.57 / 1.52	0.72	0.10
52. This school does whatever it can to help me reach my educational goals.	6.36	5.65 / 1.45	0.71	6.46	5.55 / 1.48	0.91	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 - Academic Services

Scale/Item	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.23	5.84 / 1.05	0.39	6.27	5.86 / 1.08	0.41	-0.02
14. Library resources and services are adequate.	6.20	5.84 / 1.35	0.36	6.31	5.74 / 1.44	0.57	0.10
21. There are a sufficient number of study areas on campus.	6.07	5.89 / 1.34	0.18	6.08	5.86 / 1.42	0.22	0.03
26. Library staff are helpful and approachable.	6.17	5.99 / 1.26	0.18	6.13	5.99 / 1.28	0.14	0.00
34. Computer labs are adequate and accessible.	6.35	6.06 / 1.22	0.29	6.44	6.19 / 1.26	0.25	-0.13
42. The equipment in the lab facilities is kept up to date.	6.24	5.70 / 1.33	0.54	6.36	5.78 / 1.39	0.58	-0.08
50. Tutoring services are readily available.	6.29	5.80 / 1.46	0.49	6.24	5.74 / 1.45	0.50	0.06
55. Academic support services adequately meet the needs of students.	6.26	5.62 / 1.44	0.64	6.32	5.71 / 1.27	0.61	-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 - Admissions and Financial Aid

Scale/Item	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.24	5.64 / 1.24	0.60	6.30	5.58 / 1.26	0.72	0.06
7. Adequate financial aid is available for most students.	6.18	5.50 / 1.62	0.68	6.34	5.54 / 1.69	0.80	-0.04
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.23	5.39 / 1.61	0.84	6.27	5.25 / 1.63	1.02	0.14
20. Financial aid counselors are helpful.	6.34	5.68 / 1.50	0.66	6.38	5.51 / 1.64	0.87	0.17
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.12	5.64 / 1.48	0.48	6.17	5.65 / 1.52	0.52	-0.01
41. Admissions staff are knowledgeable.	6.39	5.96 / 1.26	0.43	6.38	5.89 / 1.31	0.49	0.07
49. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.63 / 1.39	0.55	6.25	5.57 / 1.45	0.68	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 - Campus Climate

Scale/Item	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.16	5.68 / 1.14	0.48	6.20	5.66 / 1.20	0.54	0.02
1. Most students feel a sense of belonging here.	5.69	5.49 / 1.41	0.20	5.69	5.45 / 1.45	0.24	0.04
2. Faculty care about me as an individual.	6.15	5.61 / 1.49	0.54	6.19	5.61 / 1.47	0.58	0.00
16. The college shows concern for students as individuals.	6.26	5.63 / 1.45	0.63	6.27	5.60 / 1.42	0.67	0.03
22. People on this campus respect and are supportive of each other.	6.27	5.81 / 1.32	0.46	6.18	5.80 / 1.31	0.38	0.01
27. The campus staff are caring and helpful.	6.33	5.96 / 1.23	0.37	6.35	5.88 / 1.34	0.47	0.08
28. It is an enjoyable experience to be a student on this campus.	6.21	5.76 / 1.40	0.45	6.36	5.78 / 1.45	0.58	-0.02
31. The campus is safe and secure for all students.	6.42	6.02 / 1.20	0.40	6.49	6.08 / 1.17	0.41	-0.06
36. Students are made to feel welcome on this campus.	6.29	5.96 / 1.32	0.33	6.37	5.98 / 1.30	0.39	-0.02
44. I generally know what's happening on campus.	5.66	5.18 / 1.65	0.48	5.73	5.11 / 1.63	0.62	0.07
45. This institution has a good reputation within the community.	6.15	5.98 / 1.26	0.17	6.20	5.94 / 1.42	0.26	0.04
52. This school does whatever it can to help me reach my educational goals.	6.36	5.65 / 1.45	0.71	6.46	5.55 / 1.48	0.91	0.10
57. Administrators are approachable to students.	6.23	5.82 / 1.39	0.41	6.31	5.77 / 1.45	0.54	0.05
59. New student orientation services help students adjust to college.	5.94	5.38 / 1.66	0.56	5.92	5.53 / 1.58	0.39	-0.15
63. I seldom get the "run-around" when seeking information on this campus.	6.30	5.70 / 1.46	0.60	6.32	5.63 / 1.57	0.69	0.07
67. Channels for expressing student complaints are readily available.	6.13	5.25 / 1.71	0.88	6.17	5.07 / 1.84	1.10	0.18

* 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	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.91	5.43 / 1.36	0.48	5.87	5.36 / 1.38	0.51	0.07
10. Child care facilities are available on campus.	5.24	4.81 / 1.95	0.43	4.94	4.67 / 2.10	0.27	0.14
17. Personnel in the Veterans' Services program are helpful.	5.89	5.57 / 1.48	0.32	5.74	5.43 / 1.46	0.31	0.14
19. This campus provides effective support services for displaced homemakers.	5.90	5.46 / 1.49	0.44	5.86	5.21 / 1.60	0.65	0.25
30. The career services office provides students with the help they need to get a job.	6.14	5.47 / 1.49	0.67	6.14	5.23 / 1.70	0.91	0.24
38. The student center is a comfortable place for students to spend their leisure time.	5.85	5.63 / 1.44	0.22	5.87	5.72 / 1.45	0.15	-0.09
47. There are adequate services to help me decide upon a career.	6.22	5.57 / 1.50	0.65	6.19	5.37 / 1.62	0.82	0.20
59. New student orientation services help students adjust to college.	5.94	5.38 / 1.66	0.56	5.92	5.53 / 1.58	0.39	-0.15

* 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	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.29	5.71 / 1.27	0.58	6.31	5.61 / 1.28	0.70	0.10
2. Faculty care about me as an individual.	6.15	5.61 / 1.49	0.54	6.19	5.61 / 1.47	0.58	0.00
16. The college shows concern for students as individuals.	6.26	5.63 / 1.45	0.63	6.27	5.60 / 1.42	0.67	0.03
25. My academic advisor is concerned about my success as an individual.	6.38	5.81 / 1.47	0.57	6.35	5.48 / 1.75	0.87	0.33 **
29. Faculty are fair and unbiased in their treatment of individual students.	6.41	5.83 / 1.42	0.58	6.45	5.74 / 1.48	0.71	0.09
48. Counseling staff care about students as individuals.	6.23	5.67 / 1.42	0.56	6.29	5.57 / 1.52	0.72	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 - Instructional Effectiveness**

Scale/Item	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.36	5.70 / 1.17	0.66	6.40	5.66 / 1.14	0.74	0.04
2. Faculty care about me as an individual.	6.15	5.61 / 1.49	0.54	6.19	5.61 / 1.47	0.58	0.00
18. The quality of instruction I receive in most of my classes is excellent.	6.54	5.71 / 1.46	0.83	6.65	5.76 / 1.36	0.89	-0.05
23. Faculty are understanding of students' unique life circumstances.	6.36	5.60 / 1.57	0.76	6.32	5.54 / 1.51	0.78	0.06
29. Faculty are fair and unbiased in their treatment of individual students.	6.41	5.83 / 1.42	0.58	6.45	5.74 / 1.48	0.71	0.09
37. Faculty take into consideration student differences as they teach a course.	6.24	5.48 / 1.50	0.76	6.19	5.40 / 1.49	0.79	0.08
46. Faculty provide timely feedback about student progress in a course.	6.41	5.64 / 1.49	0.77	6.46	5.55 / 1.61	0.91	0.09
54. Faculty are interested in my academic problems.	6.23	5.55 / 1.49	0.68	6.31	5.48 / 1.50	0.83	0.07
58. Nearly all of the faculty are knowledgeable in their fields.	6.51	5.96 / 1.26	0.55	6.56	6.01 / 1.20	0.55	-0.05
61. Faculty are usually available after class and during office hours.	6.28	5.87 / 1.31	0.41	6.34	5.83 / 1.40	0.51	0.04
64. Nearly all classes deal with practical experiences and applications.	6.25	5.70 / 1.38	0.55	6.20	5.57 / 1.44	0.63	0.13
65. Students are notified early in the term if they are doing poorly in a class.	6.29	5.26 / 1.69	1.03	6.34	5.20 / 1.74	1.14	0.06
66. Program requirements are clear and reasonable.	6.46	5.81 / 1.47	0.65	6.50	5.86 / 1.36	0.64	-0.05

* 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	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.40	5.68 / 1.49	0.72	6.48	5.61 / 1.56	0.87	0.07
70. I am able to experience intellectual growth here.	6.47	6.01 / 1.27	0.46	6.54	6.01 / 1.27	0.53	0.00

* 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	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.34	5.87 / 1.06	0.47	6.39	5.86 / 0.99	0.53	0.01
5. The personnel involved in registration are helpful.	6.29	5.93 / 1.35	0.36	6.38	5.86 / 1.46	0.52	0.07
8. Classes are scheduled at times that are convenient for me.	6.41	5.68 / 1.53	0.73	6.54	5.60 / 1.61	0.94	0.08
15. I am able to register for classes I need with few conflicts.	6.52	5.92 / 1.37	0.60	6.55	5.87 / 1.41	0.68	0.05
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.34	5.83 / 1.39	0.51	6.36	5.84 / 1.35	0.52	-0.01
43. Class change (drop/add) policies are reasonable.	6.28	5.90 / 1.40	0.38	6.27	5.87 / 1.37	0.40	0.03
51. There are convenient ways of paying my school bill.	6.43	6.04 / 1.29	0.39	6.41	6.16 / 1.12	0.25	-0.12
56. The business office is open during hours which are convenient for most students.	6.22	5.77 / 1.37	0.45	6.32	5.80 / 1.34	0.52	-0.03
60. Billing policies are reasonable.	6.37	5.90 / 1.27	0.47	6.39	5.95 / 1.30	0.44	-0.05
62. Bookstore staff are helpful.	6.17	5.88 / 1.33	0.29	6.25	5.79 / 1.50	0.46	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	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.88 / 1.26			5.88 / 1.31		0.00
81. Institution's commitment to part-time students?		5.91 / 1.32			5.84 / 1.40		0.07
82. Institution's commitment to evening students?		5.87 / 1.35			5.79 / 1.41		0.08
83. Institution's commitment to older, returning learners?		5.92 / 1.40			5.92 / 1.42		0.00
84. Institution's commitment to under-represented populations?		5.85 / 1.36			5.98 / 1.24		-0.13
85. Institution's commitment to commuters?		5.81 / 1.45			5.76 / 1.43		0.05
86. Institution's commitment to students with disabilities?		5.92 / 1.35			6.08 / 1.23		-0.16

* 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	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.14	5.71 / 1.21	0.43	6.18	5.73 / 1.20	0.45	-0.02
4. Security staff are helpful.	5.87	5.57 / 1.51	0.30	5.77	5.65 / 1.48	0.12	-0.08
11. Security staff respond quickly in emergencies.	6.14	5.57 / 1.48	0.57	6.28	5.64 / 1.63	0.64	-0.07
24. Parking lots are well-lighted and secure.	6.14	5.69 / 1.47	0.45	6.16	5.56 / 1.63	0.60	0.13
31. The campus is safe and secure for all students.	6.42	6.02 / 1.20	0.40	6.49	6.08 / 1.17	0.41	-0.06
39. The amount of student parking space on campus is adequate.	6.10	5.64 / 1.57	0.46	6.18	5.67 / 1.59	0.51	-0.03

* 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	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.18	5.73 / 1.11	0.45	6.21	5.67 / 1.15	0.54	0.06
5. The personnel involved in registration are helpful.	6.29	5.93 / 1.35	0.36	6.38	5.86 / 1.46	0.52	0.07
22. People on this campus respect and are supportive of each other.	6.27	5.81 / 1.32	0.46	6.18	5.80 / 1.31	0.38	0.01
26. Library staff are helpful and approachable.	6.17	5.99 / 1.26	0.18	6.13	5.99 / 1.28	0.14	0.00
27. The campus staff are caring and helpful.	6.33	5.96 / 1.23	0.37	6.35	5.88 / 1.34	0.47	0.08
44. I generally know what's happening on campus.	5.66	5.18 / 1.65	0.48	5.73	5.11 / 1.63	0.62	0.07
57. Administrators are approachable to students.	6.23	5.82 / 1.39	0.41	6.31	5.77 / 1.45	0.54	0.05
62. Bookstore staff are helpful.	6.17	5.88 / 1.33	0.29	6.25	5.79 / 1.50	0.46	0.09
63. I seldom get the "run-around" when seeking information on this campus.	6.30	5.70 / 1.46	0.60	6.32	5.63 / 1.57	0.69	0.07
67. Channels for expressing student complaints are readily available.	6.13	5.25 / 1.71	0.88	6.17	5.07 / 1.84	1.10	0.18

* 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	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.16	5.76 / 1.16	0.40	6.22	5.74 / 1.25	0.48	0.02
1. Most students feel a sense of belonging here.	5.69	5.49 / 1.41	0.20	5.69	5.45 / 1.45	0.24	0.04
16. The college shows concern for students as individuals.	6.26	5.63 / 1.45	0.63	6.27	5.60 / 1.42	0.67	0.03
27. The campus staff are caring and helpful.	6.33	5.96 / 1.23	0.37	6.35	5.88 / 1.34	0.47	0.08
28. It is an enjoyable experience to be a student on this campus.	6.21	5.76 / 1.40	0.45	6.36	5.78 / 1.45	0.58	-0.02
36. Students are made to feel welcome on this campus.	6.29	5.96 / 1.32	0.33	6.37	5.98 / 1.30	0.39	-0.02
57. Administrators are approachable to students.	6.23	5.82 / 1.39	0.41	6.31	5.77 / 1.45	0.54	0.05

* 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	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.69	5.49 / 1.41	0.20	5.69	5.45 / 1.45	0.24	0.04
2. Faculty care about me as an individual.	6.15	5.61 / 1.49	0.54	6.19	5.61 / 1.47	0.58	0.00
3. The quality of instruction in the vocational/technical programs is excellent.	6.25	5.54 / 1.49	0.71	6.36	5.62 / 1.43	0.74	-0.08
4. Security staff are helpful.	5.87	5.57 / 1.51	0.30	5.77	5.65 / 1.48	0.12	-0.08
5. The personnel involved in registration are helpful.	6.29	5.93 / 1.35	0.36	6.38	5.86 / 1.46	0.52	0.07
6. My academic advisor is approachable.	6.42	5.97 / 1.44	0.45	6.50	5.81 / 1.64	0.69	0.16
7. Adequate financial aid is available for most students.	6.18	5.50 / 1.62	0.68	6.34	5.54 / 1.69	0.80	-0.04
8. Classes are scheduled at times that are convenient for me.	6.41	5.68 / 1.53	0.73	6.54	5.60 / 1.61	0.94	0.08
9. Internships or practical experiences are provided in my degree/certificate program.	6.01	5.23 / 1.70	0.78	6.11	5.12 / 1.79	0.99	0.11
10. Child care facilities are available on campus.	5.24	4.81 / 1.95	0.43	4.94	4.67 / 2.10	0.27	0.14
11. Security staff respond quickly in emergencies.	6.14	5.57 / 1.48	0.57	6.28	5.64 / 1.63	0.64	-0.07
12. My academic advisor helps me set goals to work toward.	6.29	5.69 / 1.63	0.60	6.32	5.47 / 1.80	0.85	0.22 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.23	5.39 / 1.61	0.84	6.27	5.25 / 1.63	1.02	0.14
14. Library resources and services are adequate.	6.20	5.84 / 1.35	0.36	6.31	5.74 / 1.44	0.57	0.10
15. I am able to register for classes I need with few conflicts.	6.52	5.92 / 1.37	0.60	6.55	5.87 / 1.41	0.68	0.05
16. The college shows concern for students as individuals.	6.26	5.63 / 1.45	0.63	6.27	5.60 / 1.42	0.67	0.03

* 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	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	5.89	5.57 / 1.48	0.32	5.74	5.43 / 1.46	0.31	0.14
18. The quality of instruction I receive in most of my classes is excellent.	6.54	5.71 / 1.46	0.83	6.65	5.76 / 1.36	0.89	-0.05
19. This campus provides effective support services for displaced homemakers.	5.90	5.46 / 1.49	0.44	5.86	5.21 / 1.60	0.65	0.25
20. Financial aid counselors are helpful.	6.34	5.68 / 1.50	0.66	6.38	5.51 / 1.64	0.87	0.17
21. There are a sufficient number of study areas on campus.	6.07	5.89 / 1.34	0.18	6.08	5.86 / 1.42	0.22	0.03
22. People on this campus respect and are supportive of each other.	6.27	5.81 / 1.32	0.46	6.18	5.80 / 1.31	0.38	0.01
23. Faculty are understanding of students' unique life circumstances.	6.36	5.60 / 1.57	0.76	6.32	5.54 / 1.51	0.78	0.06
24. Parking lots are well-lighted and secure.	6.14	5.69 / 1.47	0.45	6.16	5.56 / 1.63	0.60	0.13
25. My academic advisor is concerned about my success as an individual.	6.38	5.81 / 1.47	0.57	6.35	5.48 / 1.75	0.87	0.33 **
26. Library staff are helpful and approachable.	6.17	5.99 / 1.26	0.18	6.13	5.99 / 1.28	0.14	0.00
27. The campus staff are caring and helpful.	6.33	5.96 / 1.23	0.37	6.35	5.88 / 1.34	0.47	0.08
28. It is an enjoyable experience to be a student on this campus.	6.21	5.76 / 1.40	0.45	6.36	5.78 / 1.45	0.58	-0.02
29. Faculty are fair and unbiased in their treatment of individual students.	6.41	5.83 / 1.42	0.58	6.45	5.74 / 1.48	0.71	0.09
30. The career services office provides students with the help they need to get a job.	6.14	5.47 / 1.49	0.67	6.14	5.23 / 1.70	0.91	0.24
31. The campus is safe and secure for all students.	6.42	6.02 / 1.20	0.40	6.49	6.08 / 1.17	0.41	-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 Sequential Order**

Item	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.52	5.99 / 1.43	0.53	6.53	5.78 / 1.60	0.75	0.21 *
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.12	5.64 / 1.48	0.48	6.17	5.65 / 1.52	0.52	-0.01
34. Computer labs are adequate and accessible.	6.35	6.06 / 1.22	0.29	6.44	6.19 / 1.26	0.25	-0.13
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.34	5.83 / 1.39	0.51	6.36	5.84 / 1.35	0.52	-0.01
36. Students are made to feel welcome on this campus.	6.29	5.96 / 1.32	0.33	6.37	5.98 / 1.30	0.39	-0.02
37. Faculty take into consideration student differences as they teach a course.	6.24	5.48 / 1.50	0.76	6.19	5.40 / 1.49	0.79	0.08
38. The student center is a comfortable place for students to spend their leisure time.	5.85	5.63 / 1.44	0.22	5.87	5.72 / 1.45	0.15	-0.09
39. The amount of student parking space on campus is adequate.	6.10	5.64 / 1.57	0.46	6.18	5.67 / 1.59	0.51	-0.03
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.29	5.62 / 1.51	0.67	6.33	5.44 / 1.69	0.89	0.18
41. Admissions staff are knowledgeable.	6.39	5.96 / 1.26	0.43	6.38	5.89 / 1.31	0.49	0.07
42. The equipment in the lab facilities is kept up to date.	6.24	5.70 / 1.33	0.54	6.36	5.78 / 1.39	0.58	-0.08
43. Class change (drop/add) policies are reasonable.	6.28	5.90 / 1.40	0.38	6.27	5.87 / 1.37	0.40	0.03
44. I generally know what's happening on campus.	5.66	5.18 / 1.65	0.48	5.73	5.11 / 1.63	0.62	0.07
45. This institution has a good reputation within the community.	6.15	5.98 / 1.26	0.17	6.20	5.94 / 1.42	0.26	0.04
46. Faculty provide timely feedback about student progress in a course.	6.41	5.64 / 1.49	0.77	6.46	5.55 / 1.61	0.91	0.09

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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	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.22	5.57 / 1.50	0.65	6.19	5.37 / 1.62	0.82	0.20
48. Counseling staff care about students as individuals.	6.23	5.67 / 1.42	0.56	6.29	5.57 / 1.52	0.72	0.10
49. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.63 / 1.39	0.55	6.25	5.57 / 1.45	0.68	0.06
50. Tutoring services are readily available.	6.29	5.80 / 1.46	0.49	6.24	5.74 / 1.45	0.50	0.06
51. There are convenient ways of paying my school bill.	6.43	6.04 / 1.29	0.39	6.41	6.16 / 1.12	0.25	-0.12
52. This school does whatever it can to help me reach my educational goals.	6.36	5.65 / 1.45	0.71	6.46	5.55 / 1.48	0.91	0.10
53. The assessment and course placement procedures are reasonable.	6.25	5.77 / 1.32	0.48	6.31	5.81 / 1.29	0.50	-0.04
54. Faculty are interested in my academic problems.	6.23	5.55 / 1.49	0.68	6.31	5.48 / 1.50	0.83	0.07
55. Academic support services adequately meet the needs of students.	6.26	5.62 / 1.44	0.64	6.32	5.71 / 1.27	0.61	-0.09
56. The business office is open during hours which are convenient for most students.	6.22	5.77 / 1.37	0.45	6.32	5.80 / 1.34	0.52	-0.03
57. Administrators are approachable to students.	6.23	5.82 / 1.39	0.41	6.31	5.77 / 1.45	0.54	0.05
58. Nearly all of the faculty are knowledgeable in their fields.	6.51	5.96 / 1.26	0.55	6.56	6.01 / 1.20	0.55	-0.05
59. New student orientation services help students adjust to college.	5.94	5.38 / 1.66	0.56	5.92	5.53 / 1.58	0.39	-0.15
60. Billing policies are reasonable.	6.37	5.90 / 1.27	0.47	6.39	5.95 / 1.30	0.44	-0.05
61. Faculty are usually available after class and during office hours.	6.28	5.87 / 1.31	0.41	6.34	5.83 / 1.40	0.51	0.04

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Institutional Summary
Items: In Sequential Order

Item	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.17	5.88 / 1.33	0.29	6.25	5.79 / 1.50	0.46	0.09
63. I seldom get the "run-around" when seeking information on this campus.	6.30	5.70 / 1.46	0.60	6.32	5.63 / 1.57	0.69	0.07
64. Nearly all classes deal with practical experiences and applications.	6.25	5.70 / 1.38	0.55	6.20	5.57 / 1.44	0.63	0.13
65. Students are notified early in the term if they are doing poorly in a class.	6.29	5.26 / 1.69	1.03	6.34	5.20 / 1.74	1.14	0.06
66. Program requirements are clear and reasonable.	6.46	5.81 / 1.47	0.65	6.50	5.86 / 1.36	0.64	-0.05
67. Channels for expressing student complaints are readily available.	6.13	5.25 / 1.71	0.88	6.17	5.07 / 1.84	1.10	0.18
68. On the whole, the campus is well-maintained.	6.28	6.26 / 1.06	0.02	6.35	6.29 / 1.13	0.06	-0.03
69. There is a good variety of courses provided on this campus.	6.40	5.68 / 1.49	0.72	6.48	5.61 / 1.56	0.87	0.07
70. I am able to experience intellectual growth here.	6.47	6.01 / 1.27	0.46	6.54	6.01 / 1.27	0.53	0.00
71. Campus item: Online registration is convenient	6.55	6.23 / 1.24	0.32	6.52	6.28 / 1.25	0.24	-0.05
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	Dec 2016			April 2014			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?		5.91 / 1.32			5.84 / 1.40		0.07
82. Institution's commitment to evening students?		5.87 / 1.35			5.79 / 1.41		0.08
83. Institution's commitment to older, returning learners?		5.92 / 1.40			5.92 / 1.42		0.00
84. Institution's commitment to under-represented populations?		5.85 / 1.36			5.98 / 1.24		-0.13
85. Institution's commitment to commuters?		5.81 / 1.45			5.76 / 1.43		0.05
86. Institution's commitment to students with disabilities?		5.92 / 1.35			6.08 / 1.23		-0.16
87. Cost as factor in decision to enroll.	6.30			6.15			
88. Financial aid as factor in decision to enroll.	5.88			5.75			
89. Academic reputation as factor in decision to enroll.	5.66			5.62			
90. Size of institution as factor in decision to enroll.	4.82			4.71			
91. Opportunity to play sports as factor in decision to enroll.	3.36			2.92			
92. Recommendations from family/friends as factor in decision to enroll.	4.76			4.54			
93. Geographic setting as factor in decision to enroll.	5.62			5.38			
94. Campus appearance as factor in decision to enroll.	4.85			4.69			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.39			5.15			

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Institutional Summary

Summary Items

Summary Item	Dec 2016	April 2014	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.91	Average: 4.89	0.02
1=Much worse than expected	1%	2%	
2=Quite a bit worse than I expected	1%	2%	
3=Worse than I expected	6%	5%	
4=About what I expected	35%	32%	
5=Better than I expected	26%	26%	
6=Quite a bit better than I expected	11%	13%	
7=Much better than expected	17%	17%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.64	Average: 5.69	-0.05
1=Not satisfied at all	1%	1%	
2=Not very satisfied	2%	3%	
3=Somewhat dissatisfied	4%	4%	
4=Neutral	10%	7%	
5=Somewhat satisfied	11%	11%	
6=Satisfied	43%	43%	
7=Very satisfied	26%	28%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.90	Average: 5.89	0.01
1=Definitely not	1%	2%	
2=Probably not	2%	5%	
3=Maybe not	2%	1%	
4=I don't know	8%	5%	
5=Maybe yes	7%	8%	
6=Probably yes	33%	27%	
7=Definitely yes	43%	48%	