

Dec 2018 Demographics

Gender	N	%	Class Level	N	%
Female	201	73.90%	1 year or less	135	44.70%
Male	71	26.10%	2 years	70	23.18%
Total	272	100.00%	3 years	44	14.57%
No Response	75		4 or more years	53	17.55%
			Total	302	100.00%
			No Response	45	

Age	N	%	Current GPA	N	%
18 and under	78	26.53%	No credits earned	31	9.63%
19 to 24	68	23.13%	1.99 or below	5	1.55%
25 to 34	62	21.09%	2.0 - 2.49	22	6.83%
35 to 44	53	18.03%	2.5 - 2.99	40	12.42%
45 and over	33	11.22%	3.0 - 3.49	95	29.50%
Total	294	100.00%	3.5 or above	129	40.06%
No Response	53		Total	322	100.00%
			No Response	25	

Ethnicity/Race	N	%	Educational Goal	N	%
African-American	6	1.92%	Associate degree	159	49.69%
American Indian or Alaskan Native	11	3.51%	Vocational/technical program	12	3.75%
Asian or Pacific Islander	14	4.47%	Transfer to another institution	29	9.06%
Caucasian/White	185	59.11%	Certification (initial / renewal)	19	5.94%
Hispanic	62	19.81%	Self-improvement/pleasure	10	3.13%
Other race	12	3.83%	Job-related training	14	4.38%
Race - Prefer not to respond	23	7.35%	Other educational goal	77	24.06%
Total	313	100.00%	Total	320	100.00%
No Response	34		No Response	27	

Current Enrollment Status	N	%	Employment	N	%
Day	219	69.30%	Full-time off campus	113	34.14%
Evening	84	26.58%	Part-time off campus	79	23.87%
Weekend	13	4.11%	Full-time on campus	13	3.93%
Total	316	100.00%	Part-time on campus	24	7.25%
No Response	31		Not employed	102	30.82%
			Total	331	100.00%
			No Response	16	

Current Class Load	N	%
Full-time	158	52.49%
Part-time	143	47.51%
Total	301	100.00%
No Response	46	

Dec 2018 Demographics

Current Residence			List the location (or Internet) where you take the majority of your classes		
	N	%		N	%
Residence hall	18	5.50%	Elko	142	44.79%
Own house	117	35.78%	Ely	7	2.21%
Rent room or apt off campus	50	15.29%	Internet	102	32.18%
Parent's home	115	35.17%	Pahrump	28	8.83%
Other residence	27	8.26%	Winnemucca	14	4.42%
Total	327	100.00%	Other location	24	7.57%
No Response	20		Total	317	100.00%
			No Response	30	

Residence Classification			Institution Question 2		
	N	%		N	%
In-state	273	89.51%	Campus item 2 - Answer 1	0	0%
Out-of-state	29	9.51%	Campus item 2 - Answer 2	0	0%
International (not U.S. citizen)	3	0.98%	Campus item 2 - Answer 3	0	0%
Total	305	100.00%	Campus item 2 - Answer 4	0	0%
No Response	42		Campus item 2 - Answer 5	0	0%
			Campus item 2 - Answer 6	0	0%
			Total	0	100.00%
			No Response	347	

Disabilities			Group Code		
	N	%		N	%
Yes - Disability	25	8.59%	1011: Other Not Listed- Health Sciences and Human Services	14	4.29%
No - Disability	266	91.41%	1012: Social Sciences	16	4.91%
Total	291	100.00%	1013: Business	30	9.20%
No Response	56		1014: Education	47	14.42%
			1015: Other Not Listed- Career and Technical Education	7	2.15%
			1016: Science or Agriculture	26	7.98%
			1017: Other	47	14.42%
			1018: Undecided	23	7.06%
			1019: Computer Technologies	17	5.21%
			1020: Transfer	10	3.07%
			1021: Paramedic	5	1.53%
			1022: Radiology Technology	10	3.07%
			1023: Nursing AAS	17	5.21%
			1024: Nursing BSN	14	4.29%
			1025: Human Services	17	5.21%
			1026: Diesel Technology	5	1.53%
			1027: Electrical Systems Technology	9	2.76%

Institution Was My		
	N	%
1st choice	224	70.66%
2nd choice	68	21.45%
3rd choice or lower	25	7.89%
Total	317	100.00%
No Response	30	

Dec 2018 Demographics

1028: Industrial Millwright Technology	5	1.53%
1029: Instrumentation Technology	3	0.92%
1030: Welding Technology	4	1.23%
Total	326	100.00%
No Response	21	

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			Institution Question 2		
	N	%		N	%
Residence hall	20	3.15%	Campus item 2 - Answer 1	0	0%
Own house	282	44.41%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	97	15.28%	Campus item 2 - Answer 3	0	0%
Parent's home	172	27.09%	Campus item 2 - Answer 4	0	0%
Other residence	64	10.08%	Campus item 2 - Answer 5	0	0%
Total	635	100.00%	Campus item 2 - Answer 6	0	0%
No Response	65		Total	0	100.00%
			No Response	700	

Residence Classification			Group Code		
	N	%		N	%
In-state	591	93.81%	1011: Other Not Listed- Health Sciences and Human Services	120	18.75%
Out-of-state	35	5.56%	1012: Social Sciences	36	5.63%
International (not U.S. citizen)	4	0.63%	1013: Business	81	12.66%
Total	630	100.00%	1014: Education	98	15.31%
No Response	70		1015: Other Not Listed- Career and Technical Education	50	7.81%

Disabilities			Group Code		
	N	%		N	%
Yes - Disability	49	7.69%	1016: Science or Agriculture	40	6.25%
No - Disability	588	92.31%	1017: Other	115	17.97%
Total	637	100.00%	1018: Undecided	42	6.56%
No Response	63		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	

Institution Question		
	N	%
Campus item - Answer 1	297	46.19%
Campus item - Answer 2	23	3.58%
Campus item - Answer 3	189	29.39%
Campus item - Answer 4	56	8.71%
Campus item - Answer 5	45	7.00%
Campus item - Answer 6	33	5.13%
Total	643	100.00%
No Response	57	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 31. The campus is safe and secure for all students.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 32. My academic advisor is knowledgeable about my program requirements.
- 6. My academic advisor is approachable.
- 66. Program requirements are clear and reasonable.
- 41. Admissions staff are knowledgeable.
- 70. I am able to experience intellectual growth here.
- 71. Campus item: Online registration is convenient
- 15. I am able to register for classes I need with few conflicts.
- 51. There are convenient ways of paying my school bill.
- 68. On the whole, the campus is well-maintained.
- 36. Students are made to feel welcome on this campus.
- 5. The personnel involved in registration are helpful.
- 34. Computer labs are adequate and accessible.
- 28. It is an enjoyable experience to be a student on this campus.
- 50. Tutoring services are readily available.
- 43. Class change (drop/add) policies are reasonable.
- 56. The business office is open during hours which are convenient for most students.
- 27. The campus staff are caring and helpful.

Challenges

- 18. The quality of instruction I receive in most of my classes is excellent.
- 46. Faculty provide timely feedback about student progress in a course.
- 57. Administrators are approachable to students.
- 69. There is a good variety of courses provided on this campus.
- 7. Adequate financial aid is available for most students.
- 8. Classes are scheduled at times that are convenient for me.
- 49. Admissions counselors respond to prospective students' unique needs and requests.
- 52. This school does whatever it can to help me reach my educational goals.

Strategic Planning Overview Trends

Higher Satisfaction vs. Dec 2016

- 58. Nearly all of the faculty are knowledgeable in their fields.
- 66. Program requirements are clear and reasonable.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 70. I am able to experience intellectual growth here.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 51. There are convenient ways of paying my school bill.
- 7. Adequate financial aid is available for most students.
- 48. Counseling staff care about students as individuals.
- 28. It is an enjoyable experience to be a student on this campus.
- 50. Tutoring services are readily available.
- 55. Academic support services adequately meet the needs of students.
- 23. Faculty are understanding of students' unique life circumstances.
- 43. Class change (drop/add) policies are reasonable.
- 56. The business office is open during hours which are convenient for most students.

Higher Importance vs. Dec 2016

- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 68. On the whole, the campus is well-maintained.
- 57. Administrators are approachable to students.
- 7. Adequate financial aid is available for most students.
- 48. Counseling staff care about students as individuals.
- 49. Admissions counselors respond to prospective students' unique needs and requests.
- 28. It is an enjoyable experience to be a student on this campus.

Institutional Summary
Scales: In Order of Importance

Scale	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising/Counseling	6.42	5.92 / 1.22	0.50	6.36	5.78 / 1.31	0.58	0.14
Registration Effectiveness	6.39	6.01 / 0.94	0.38	6.34	5.87 / 1.06	0.47	0.14 *
Instructional Effectiveness	6.37	5.87 / 1.09	0.50	6.36	5.70 / 1.17	0.66	0.17 *
Admissions and Financial Aid	6.36	5.85 / 1.14	0.51	6.24	5.64 / 1.24	0.60	0.21 *
Academic Services	6.32	5.99 / 1.06	0.33	6.23	5.84 / 1.05	0.39	0.15 *
Concern for the Individual	6.31	5.80 / 1.19	0.51	6.29	5.71 / 1.27	0.58	0.09
Student Centeredness	6.30	5.90 / 1.10	0.40	6.16	5.76 / 1.16	0.40	0.14
Campus Climate	6.28	5.82 / 1.10	0.46	6.16	5.68 / 1.14	0.48	0.14
Service Excellence	6.27	5.81 / 1.13	0.46	6.18	5.73 / 1.11	0.45	0.08
Safety and Security	6.25	5.81 / 1.07	0.44	6.14	5.71 / 1.21	0.43	0.10
Campus Support Services	6.05	5.58 / 1.35	0.47	5.91	5.43 / 1.36	0.48	0.15
Responsiveness to Diverse Populations		5.99 / 1.25			5.88 / 1.26		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

Items: In Order of Importance

Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. The campus is safe and secure for all students.	6.54	6.15 / 1.03	0.39	6.42	6.02 / 1.20	0.40	0.13
58. Nearly all of the faculty are knowledgeable in their fields.	6.54	6.19 / 1.08	0.35	6.51	5.96 / 1.26	0.55	0.23 **
32. My academic advisor is knowledgeable about my program requirements.	6.52	6.13 / 1.38	0.39	6.52	5.99 / 1.43	0.53	0.14
6. My academic advisor is approachable.	6.50	6.07 / 1.31	0.43	6.42	5.97 / 1.44	0.45	0.10
66. Program requirements are clear and reasonable.	6.50	6.11 / 1.29	0.39	6.46	5.81 / 1.47	0.65	0.30 **
18. The quality of instruction I receive in most of my classes is excellent.	6.49	5.92 / 1.28	0.57	6.54	5.71 / 1.46	0.83	0.21 *
41. Admissions staff are knowledgeable.	6.48	6.10 / 1.22	0.38	6.39	5.96 / 1.26	0.43	0.14
70. I am able to experience intellectual growth here.	6.48	6.18 / 1.16	0.30	6.47	6.01 / 1.27	0.46	0.17 *
71. Campus item: Online registration is convenient	6.48	6.28 / 1.17	0.20	6.55	6.23 / 1.24	0.32	0.05
15. I am able to register for classes I need with few conflicts.	6.47	6.02 / 1.30	0.45	6.52	5.92 / 1.37	0.60	0.10
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.45	5.90 / 1.44	0.55	6.29	5.62 / 1.51	0.67	0.28 *
51. There are convenient ways of paying my school bill.	6.45	6.26 / 1.10	0.19	6.43	6.04 / 1.29	0.39	0.22 *
68. On the whole, the campus is well-maintained.	6.45	6.34 / 1.03	0.11	6.28	6.26 / 1.06	0.02	0.08
36. Students are made to feel welcome on this campus.	6.44	6.05 / 1.23	0.39	6.29	5.96 / 1.32	0.33	0.09
29. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.94 / 1.30	0.49	6.41	5.83 / 1.42	0.58	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

Items: In Order of Importance

Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. Faculty provide timely feedback about student progress in a course.	6.43	5.77 / 1.41	0.66	6.41	5.64 / 1.49	0.77	0.13
57. Administrators are approachable to students.	6.43	5.85 / 1.52	0.58	6.23	5.82 / 1.39	0.41	0.03
69. There is a good variety of courses provided on this campus.	6.42	5.82 / 1.41	0.60	6.40	5.68 / 1.49	0.72	0.14
5. The personnel involved in registration are helpful.	6.41	6.02 / 1.28	0.39	6.29	5.93 / 1.35	0.36	0.09
7. Adequate financial aid is available for most students.	6.41	5.79 / 1.46	0.62	6.18	5.50 / 1.62	0.68	0.29 *
12. My academic advisor helps me set goals to work toward.	6.41	5.87 / 1.46	0.54	6.29	5.69 / 1.63	0.60	0.18
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.41	5.91 / 1.34	0.50	6.34	5.83 / 1.39	0.51	0.08
34. Computer labs are adequate and accessible.	6.40	6.22 / 1.12	0.18	6.35	6.06 / 1.22	0.29	0.16
8. Classes are scheduled at times that are convenient for me.	6.39	5.82 / 1.53	0.57	6.41	5.68 / 1.53	0.73	0.14
48. Counseling staff care about students as individuals.	6.39	5.94 / 1.34	0.45	6.23	5.67 / 1.42	0.56	0.27 *
49. Admissions counselors respond to prospective students' unique needs and requests.	6.38	5.82 / 1.40	0.56	6.18	5.63 / 1.39	0.55	0.19
60. Billing policies are reasonable.	6.38	6.01 / 1.29	0.37	6.37	5.90 / 1.27	0.47	0.11
28. It is an enjoyable experience to be a student on this campus.	6.37	6.09 / 1.19	0.28	6.21	5.76 / 1.40	0.45	0.33 ***
50. Tutoring services are readily available.	6.37	6.02 / 1.25	0.35	6.29	5.80 / 1.46	0.49	0.22 *
55. Academic support services adequately meet the needs of students.	6.37	5.86 / 1.38	0.51	6.26	5.62 / 1.44	0.64	0.24 *
22. People on this campus respect and are supportive of each other.	6.36	5.85 / 1.31	0.51	6.27	5.81 / 1.32	0.46	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

Items: In Order of Importance

Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
23. Faculty are understanding of students' unique life circumstances.	6.36	5.85 / 1.43	0.51	6.36	5.60 / 1.57	0.76	0.25 *
43. Class change (drop/add) policies are reasonable.	6.36	6.12 / 1.23	0.24	6.28	5.90 / 1.40	0.38	0.22 *
52. This school does whatever it can to help me reach my educational goals.	6.36	5.77 / 1.42	0.59	6.36	5.65 / 1.45	0.71	0.12
56. The business office is open during hours which are convenient for most students.	6.35	6.02 / 1.28	0.33	6.22	5.77 / 1.37	0.45	0.25 *
27. The campus staff are caring and helpful.	6.34	6.05 / 1.24	0.29	6.33	5.96 / 1.23	0.37	0.09
3. The quality of instruction in the vocational/technical programs is excellent.	6.33	5.79 / 1.35	0.54	6.25	5.54 / 1.49	0.71	0.25 *
42. The equipment in the lab facilities is kept up to date.	6.33	5.92 / 1.24	0.41	6.24	5.70 / 1.33	0.54	0.22 *
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.32	5.93 / 1.34	0.39	6.12	5.64 / 1.48	0.48	0.29 *
45. This institution has a good reputation within the community.	6.32	6.03 / 1.22	0.29	6.15	5.98 / 1.26	0.17	0.05
61. Faculty are usually available after class and during office hours.	6.32	5.93 / 1.26	0.39	6.28	5.87 / 1.31	0.41	0.06
53. The assessment and course placement procedures are reasonable.	6.31	5.99 / 1.25	0.32	6.25	5.77 / 1.32	0.48	0.22 *
20. Financial aid counselors are helpful.	6.30	5.85 / 1.52	0.45	6.34	5.68 / 1.50	0.66	0.17
25. My academic advisor is concerned about my success as an individual.	6.30	5.74 / 1.57	0.56	6.38	5.81 / 1.47	0.57	-0.07
11. Security staff respond quickly in emergencies.	6.28	5.71 / 1.56	0.57	6.14	5.57 / 1.48	0.57	0.14

* 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 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
14. Library resources and services are adequate.	6.28	5.87 / 1.46	0.41	6.20	5.84 / 1.35	0.36	0.03
26. Library staff are helpful and approachable.	6.28	5.99 / 1.41	0.29	6.17	5.99 / 1.26	0.18	0.00
47. There are adequate services to help me decide upon a career.	6.27	5.59 / 1.62	0.68	6.22	5.57 / 1.50	0.65	0.02
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.78 / 1.49	0.49	6.30	5.70 / 1.46	0.60	0.08
64. Nearly all classes deal with practical experiences and applications.	6.26	5.86 / 1.32	0.40	6.25	5.70 / 1.38	0.55	0.16
16. The college shows concern for students as individuals.	6.25	5.65 / 1.46	0.60	6.26	5.63 / 1.45	0.63	0.02
30. The career services office provides students with the help they need to get a job.	6.25	5.81 / 1.49	0.44	6.14	5.47 / 1.49	0.67	0.34 *
54. Faculty are interested in my academic problems.	6.25	5.59 / 1.59	0.66	6.23	5.55 / 1.49	0.68	0.04
67. Channels for expressing student complaints are readily available.	6.25	5.52 / 1.71	0.73	6.13	5.25 / 1.71	0.88	0.27 *
65. Students are notified early in the term if they are doing poorly in a class.	6.24	5.52 / 1.73	0.72	6.29	5.26 / 1.69	1.03	0.26 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.23	5.60 / 1.59	0.63	6.23	5.39 / 1.61	0.84	0.21
21. There are a sufficient number of study areas on campus.	6.23	6.02 / 1.28	0.21	6.07	5.89 / 1.34	0.18	0.13
87. Cost as factor in decision to enroll.	6.23			6.30			
62. Bookstore staff are helpful.	6.22	5.92 / 1.47	0.30	6.17	5.88 / 1.33	0.29	0.04
2. Faculty care about me as an individual.	6.21	5.75 / 1.40	0.46	6.15	5.61 / 1.49	0.54	0.14

* 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 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
4. Security staff are helpful.	6.19	5.77 / 1.45	0.42	5.87	5.57 / 1.51	0.30	0.20
24. Parking lots are well-lighted and secure.	6.18	5.70 / 1.53	0.48	6.14	5.69 / 1.47	0.45	0.01
37. Faculty take into consideration student differences as they teach a course.	6.18	5.65 / 1.52	0.53	6.24	5.48 / 1.50	0.76	0.17
59. New student orientation services help students adjust to college.	6.16	5.67 / 1.66	0.49	5.94	5.38 / 1.66	0.56	0.29 *
9. Internships or practical experiences are provided in my degree/certificate program.	6.11	5.46 / 1.71	0.65	6.01	5.23 / 1.70	0.78	0.23
88. Financial aid as factor in decision to enroll.	6.10			5.88			
39. The amount of student parking space on campus is adequate.	6.06	5.65 / 1.57	0.41	6.10	5.64 / 1.57	0.46	0.01
38. The student center is a comfortable place for students to spend their leisure time.	6.04	5.79 / 1.27	0.25	5.85	5.63 / 1.44	0.22	0.16
1. Most students feel a sense of belonging here.	5.99	5.75 / 1.24	0.24	5.69	5.49 / 1.41	0.20	0.26 **
19. This campus provides effective support services for displaced homemakers.	5.99	5.72 / 1.46	0.27	5.90	5.46 / 1.49	0.44	0.26
17. Personnel in the Veterans' Services program are helpful.	5.95	5.60 / 1.59	0.35	5.89	5.57 / 1.48	0.32	0.03
89. Academic reputation as factor in decision to enroll.	5.91			5.66			
44. I generally know what's happening on campus.	5.89	5.29 / 1.71	0.60	5.66	5.18 / 1.65	0.48	0.11
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.57			5.39			
10. Child care facilities are available on campus.	5.56	4.78 / 2.30	0.78	5.24	4.81 / 1.95	0.43	-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 Order of Importance

Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
93. Geographic setting as factor in decision to enroll.	5.53			5.62			
90. Size of institution as factor in decision to enroll.	5.17			4.82			
94. Campus appearance as factor in decision to enroll.	5.03			4.85			
92. Recommendations from family/friends as factor in decision to enroll.	4.96			4.76			
91. Opportunity to play sports as factor in decision to enroll.	3.75			3.36			
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?		6.00 / 1.25			5.91 / 1.32		0.09
82. Institution's commitment to evening students?		5.91 / 1.45			5.87 / 1.35		0.04
83. Institution's commitment to older, returning learners?		6.08 / 1.29			5.92 / 1.40		0.16
84. Institution's commitment to under-represented populations?		5.96 / 1.36			5.85 / 1.36		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
Items: In Order of Importance

Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to commuters?		5.94 / 1.38			5.81 / 1.45		0.13
86. Institution's commitment to students with disabilities?		6.06 / 1.30			5.92 / 1.35		0.14

* 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 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.42	5.92 / 1.22	0.50	6.36	5.78 / 1.31	0.58	0.14
6. My academic advisor is approachable.	6.50	6.07 / 1.31	0.43	6.42	5.97 / 1.44	0.45	0.10
12. My academic advisor helps me set goals to work toward.	6.41	5.87 / 1.46	0.54	6.29	5.69 / 1.63	0.60	0.18
25. My academic advisor is concerned about my success as an individual.	6.30	5.74 / 1.57	0.56	6.38	5.81 / 1.47	0.57	-0.07
32. My academic advisor is knowledgeable about my program requirements.	6.52	6.13 / 1.38	0.39	6.52	5.99 / 1.43	0.53	0.14
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.45	5.90 / 1.44	0.55	6.29	5.62 / 1.51	0.67	0.28 *
48. Counseling staff care about students as individuals.	6.39	5.94 / 1.34	0.45	6.23	5.67 / 1.42	0.56	0.27 *
52. This school does whatever it can to help me reach my educational goals.	6.36	5.77 / 1.42	0.59	6.36	5.65 / 1.45	0.71	0.12

* 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 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.32	5.99 / 1.06	0.33	6.23	5.84 / 1.05	0.39	0.15 *
14. Library resources and services are adequate.	6.28	5.87 / 1.46	0.41	6.20	5.84 / 1.35	0.36	0.03
21. There are a sufficient number of study areas on campus.	6.23	6.02 / 1.28	0.21	6.07	5.89 / 1.34	0.18	0.13
26. Library staff are helpful and approachable.	6.28	5.99 / 1.41	0.29	6.17	5.99 / 1.26	0.18	0.00
34. Computer labs are adequate and accessible.	6.40	6.22 / 1.12	0.18	6.35	6.06 / 1.22	0.29	0.16
42. The equipment in the lab facilities is kept up to date.	6.33	5.92 / 1.24	0.41	6.24	5.70 / 1.33	0.54	0.22 *
50. Tutoring services are readily available.	6.37	6.02 / 1.25	0.35	6.29	5.80 / 1.46	0.49	0.22 *
55. Academic support services adequately meet the needs of students.	6.37	5.86 / 1.38	0.51	6.26	5.62 / 1.44	0.64	0.24 *

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

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

Scale/Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.36	5.85 / 1.14	0.51	6.24	5.64 / 1.24	0.60	0.21 *
7. Adequate financial aid is available for most students.	6.41	5.79 / 1.46	0.62	6.18	5.50 / 1.62	0.68	0.29 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.23	5.60 / 1.59	0.63	6.23	5.39 / 1.61	0.84	0.21
20. Financial aid counselors are helpful.	6.30	5.85 / 1.52	0.45	6.34	5.68 / 1.50	0.66	0.17
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.32	5.93 / 1.34	0.39	6.12	5.64 / 1.48	0.48	0.29 *
41. Admissions staff are knowledgeable.	6.48	6.10 / 1.22	0.38	6.39	5.96 / 1.26	0.43	0.14
49. Admissions counselors respond to prospective students' unique needs and requests.	6.38	5.82 / 1.40	0.56	6.18	5.63 / 1.39	0.55	0.19

* 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 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.28	5.82 / 1.10	0.46	6.16	5.68 / 1.14	0.48	0.14
1. Most students feel a sense of belonging here.	5.99	5.75 / 1.24	0.24	5.69	5.49 / 1.41	0.20	0.26 **
2. Faculty care about me as an individual.	6.21	5.75 / 1.40	0.46	6.15	5.61 / 1.49	0.54	0.14
16. The college shows concern for students as individuals.	6.25	5.65 / 1.46	0.60	6.26	5.63 / 1.45	0.63	0.02
22. People on this campus respect and are supportive of each other.	6.36	5.85 / 1.31	0.51	6.27	5.81 / 1.32	0.46	0.04
27. The campus staff are caring and helpful.	6.34	6.05 / 1.24	0.29	6.33	5.96 / 1.23	0.37	0.09
28. It is an enjoyable experience to be a student on this campus.	6.37	6.09 / 1.19	0.28	6.21	5.76 / 1.40	0.45	0.33 ***
31. The campus is safe and secure for all students.	6.54	6.15 / 1.03	0.39	6.42	6.02 / 1.20	0.40	0.13
36. Students are made to feel welcome on this campus.	6.44	6.05 / 1.23	0.39	6.29	5.96 / 1.32	0.33	0.09
44. I generally know what's happening on campus.	5.89	5.29 / 1.71	0.60	5.66	5.18 / 1.65	0.48	0.11
45. This institution has a good reputation within the community.	6.32	6.03 / 1.22	0.29	6.15	5.98 / 1.26	0.17	0.05
52. This school does whatever it can to help me reach my educational goals.	6.36	5.77 / 1.42	0.59	6.36	5.65 / 1.45	0.71	0.12
57. Administrators are approachable to students.	6.43	5.85 / 1.52	0.58	6.23	5.82 / 1.39	0.41	0.03
59. New student orientation services help students adjust to college.	6.16	5.67 / 1.66	0.49	5.94	5.38 / 1.66	0.56	0.29 *
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.78 / 1.49	0.49	6.30	5.70 / 1.46	0.60	0.08
67. Channels for expressing student complaints are readily available.	6.25	5.52 / 1.71	0.73	6.13	5.25 / 1.71	0.88	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 - Campus Support Services

Scale/Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.05	5.58 / 1.35	0.47	5.91	5.43 / 1.36	0.48	0.15
10. Child care facilities are available on campus.	5.56	4.78 / 2.30	0.78	5.24	4.81 / 1.95	0.43	-0.03
17. Personnel in the Veterans' Services program are helpful.	5.95	5.60 / 1.59	0.35	5.89	5.57 / 1.48	0.32	0.03
19. This campus provides effective support services for displaced homemakers.	5.99	5.72 / 1.46	0.27	5.90	5.46 / 1.49	0.44	0.26
30. The career services office provides students with the help they need to get a job.	6.25	5.81 / 1.49	0.44	6.14	5.47 / 1.49	0.67	0.34 *
38. The student center is a comfortable place for students to spend their leisure time.	6.04	5.79 / 1.27	0.25	5.85	5.63 / 1.44	0.22	0.16
47. There are adequate services to help me decide upon a career.	6.27	5.59 / 1.62	0.68	6.22	5.57 / 1.50	0.65	0.02
59. New student orientation services help students adjust to college.	6.16	5.67 / 1.66	0.49	5.94	5.38 / 1.66	0.56	0.29 *

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

Institutional Summary

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

Scale/Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.31	5.80 / 1.19	0.51	6.29	5.71 / 1.27	0.58	0.09
2. Faculty care about me as an individual.	6.21	5.75 / 1.40	0.46	6.15	5.61 / 1.49	0.54	0.14
16. The college shows concern for students as individuals.	6.25	5.65 / 1.46	0.60	6.26	5.63 / 1.45	0.63	0.02
25. My academic advisor is concerned about my success as an individual.	6.30	5.74 / 1.57	0.56	6.38	5.81 / 1.47	0.57	-0.07
29. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.94 / 1.30	0.49	6.41	5.83 / 1.42	0.58	0.11
48. Counseling staff care about students as individuals.	6.39	5.94 / 1.34	0.45	6.23	5.67 / 1.42	0.56	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 - Instructional Effectiveness**

Scale/Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.37	5.87 / 1.09	0.50	6.36	5.70 / 1.17	0.66	0.17 *
2. Faculty care about me as an individual.	6.21	5.75 / 1.40	0.46	6.15	5.61 / 1.49	0.54	0.14
18. The quality of instruction I receive in most of my classes is excellent.	6.49	5.92 / 1.28	0.57	6.54	5.71 / 1.46	0.83	0.21 *
23. Faculty are understanding of students' unique life circumstances.	6.36	5.85 / 1.43	0.51	6.36	5.60 / 1.57	0.76	0.25 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.94 / 1.30	0.49	6.41	5.83 / 1.42	0.58	0.11
37. Faculty take into consideration student differences as they teach a course.	6.18	5.65 / 1.52	0.53	6.24	5.48 / 1.50	0.76	0.17
46. Faculty provide timely feedback about student progress in a course.	6.43	5.77 / 1.41	0.66	6.41	5.64 / 1.49	0.77	0.13
54. Faculty are interested in my academic problems.	6.25	5.59 / 1.59	0.66	6.23	5.55 / 1.49	0.68	0.04
58. Nearly all of the faculty are knowledgeable in their fields.	6.54	6.19 / 1.08	0.35	6.51	5.96 / 1.26	0.55	0.23 **
61. Faculty are usually available after class and during office hours.	6.32	5.93 / 1.26	0.39	6.28	5.87 / 1.31	0.41	0.06
64. Nearly all classes deal with practical experiences and applications.	6.26	5.86 / 1.32	0.40	6.25	5.70 / 1.38	0.55	0.16
65. Students are notified early in the term if they are doing poorly in a class.	6.24	5.52 / 1.73	0.72	6.29	5.26 / 1.69	1.03	0.26 *
66. Program requirements are clear and reasonable.	6.50	6.11 / 1.29	0.39	6.46	5.81 / 1.47	0.65	0.30 **

* 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 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.42	5.82 / 1.41	0.60	6.40	5.68 / 1.49	0.72	0.14
70. I am able to experience intellectual growth here.	6.48	6.18 / 1.16	0.30	6.47	6.01 / 1.27	0.46	0.17 *

* 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 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.39	6.01 / 0.94	0.38	6.34	5.87 / 1.06	0.47	0.14 *
5. The personnel involved in registration are helpful.	6.41	6.02 / 1.28	0.39	6.29	5.93 / 1.35	0.36	0.09
8. Classes are scheduled at times that are convenient for me.	6.39	5.82 / 1.53	0.57	6.41	5.68 / 1.53	0.73	0.14
15. I am able to register for classes I need with few conflicts.	6.47	6.02 / 1.30	0.45	6.52	5.92 / 1.37	0.60	0.10
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.41	5.91 / 1.34	0.50	6.34	5.83 / 1.39	0.51	0.08
43. Class change (drop/add) policies are reasonable.	6.36	6.12 / 1.23	0.24	6.28	5.90 / 1.40	0.38	0.22 *
51. There are convenient ways of paying my school bill.	6.45	6.26 / 1.10	0.19	6.43	6.04 / 1.29	0.39	0.22 *
56. The business office is open during hours which are convenient for most students.	6.35	6.02 / 1.28	0.33	6.22	5.77 / 1.37	0.45	0.25 *
60. Billing policies are reasonable.	6.38	6.01 / 1.29	0.37	6.37	5.90 / 1.27	0.47	0.11
62. Bookstore staff are helpful.	6.22	5.92 / 1.47	0.30	6.17	5.88 / 1.33	0.29	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 - Responsiveness to Diverse Populations

Scale/Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.99 / 1.25			5.88 / 1.26		0.11
81. Institution's commitment to part-time students?		6.00 / 1.25			5.91 / 1.32		0.09
82. Institution's commitment to evening students?		5.91 / 1.45			5.87 / 1.35		0.04
83. Institution's commitment to older, returning learners?		6.08 / 1.29			5.92 / 1.40		0.16
84. Institution's commitment to under-represented populations?		5.96 / 1.36			5.85 / 1.36		0.11
85. Institution's commitment to commuters?		5.94 / 1.38			5.81 / 1.45		0.13
86. Institution's commitment to students with disabilities?		6.06 / 1.30			5.92 / 1.35		0.14

* 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 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.25	5.81 / 1.07	0.44	6.14	5.71 / 1.21	0.43	0.10
4. Security staff are helpful.	6.19	5.77 / 1.45	0.42	5.87	5.57 / 1.51	0.30	0.20
11. Security staff respond quickly in emergencies.	6.28	5.71 / 1.56	0.57	6.14	5.57 / 1.48	0.57	0.14
24. Parking lots are well-lighted and secure.	6.18	5.70 / 1.53	0.48	6.14	5.69 / 1.47	0.45	0.01
31. The campus is safe and secure for all students.	6.54	6.15 / 1.03	0.39	6.42	6.02 / 1.20	0.40	0.13
39. The amount of student parking space on campus is adequate.	6.06	5.65 / 1.57	0.41	6.10	5.64 / 1.57	0.46	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 - Service Excellence

Scale/Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.27	5.81 / 1.13	0.46	6.18	5.73 / 1.11	0.45	0.08
5. The personnel involved in registration are helpful.	6.41	6.02 / 1.28	0.39	6.29	5.93 / 1.35	0.36	0.09
22. People on this campus respect and are supportive of each other.	6.36	5.85 / 1.31	0.51	6.27	5.81 / 1.32	0.46	0.04
26. Library staff are helpful and approachable.	6.28	5.99 / 1.41	0.29	6.17	5.99 / 1.26	0.18	0.00
27. The campus staff are caring and helpful.	6.34	6.05 / 1.24	0.29	6.33	5.96 / 1.23	0.37	0.09
44. I generally know what's happening on campus.	5.89	5.29 / 1.71	0.60	5.66	5.18 / 1.65	0.48	0.11
57. Administrators are approachable to students.	6.43	5.85 / 1.52	0.58	6.23	5.82 / 1.39	0.41	0.03
62. Bookstore staff are helpful.	6.22	5.92 / 1.47	0.30	6.17	5.88 / 1.33	0.29	0.04
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.78 / 1.49	0.49	6.30	5.70 / 1.46	0.60	0.08
67. Channels for expressing student complaints are readily available.	6.25	5.52 / 1.71	0.73	6.13	5.25 / 1.71	0.88	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 - Student Centeredness

Scale/Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.30	5.90 / 1.10	0.40	6.16	5.76 / 1.16	0.40	0.14
1. Most students feel a sense of belonging here.	5.99	5.75 / 1.24	0.24	5.69	5.49 / 1.41	0.20	0.26 **
16. The college shows concern for students as individuals.	6.25	5.65 / 1.46	0.60	6.26	5.63 / 1.45	0.63	0.02
27. The campus staff are caring and helpful.	6.34	6.05 / 1.24	0.29	6.33	5.96 / 1.23	0.37	0.09
28. It is an enjoyable experience to be a student on this campus.	6.37	6.09 / 1.19	0.28	6.21	5.76 / 1.40	0.45	0.33 ***
36. Students are made to feel welcome on this campus.	6.44	6.05 / 1.23	0.39	6.29	5.96 / 1.32	0.33	0.09
57. Administrators are approachable to students.	6.43	5.85 / 1.52	0.58	6.23	5.82 / 1.39	0.41	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 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.99	5.75 / 1.24	0.24	5.69	5.49 / 1.41	0.20	0.26 **
2. Faculty care about me as an individual.	6.21	5.75 / 1.40	0.46	6.15	5.61 / 1.49	0.54	0.14
3. The quality of instruction in the vocational/technical programs is excellent.	6.33	5.79 / 1.35	0.54	6.25	5.54 / 1.49	0.71	0.25 *
4. Security staff are helpful.	6.19	5.77 / 1.45	0.42	5.87	5.57 / 1.51	0.30	0.20
5. The personnel involved in registration are helpful.	6.41	6.02 / 1.28	0.39	6.29	5.93 / 1.35	0.36	0.09
6. My academic advisor is approachable.	6.50	6.07 / 1.31	0.43	6.42	5.97 / 1.44	0.45	0.10
7. Adequate financial aid is available for most students.	6.41	5.79 / 1.46	0.62	6.18	5.50 / 1.62	0.68	0.29 *
8. Classes are scheduled at times that are convenient for me.	6.39	5.82 / 1.53	0.57	6.41	5.68 / 1.53	0.73	0.14
9. Internships or practical experiences are provided in my degree/certificate program.	6.11	5.46 / 1.71	0.65	6.01	5.23 / 1.70	0.78	0.23
10. Child care facilities are available on campus.	5.56	4.78 / 2.30	0.78	5.24	4.81 / 1.95	0.43	-0.03
11. Security staff respond quickly in emergencies.	6.28	5.71 / 1.56	0.57	6.14	5.57 / 1.48	0.57	0.14
12. My academic advisor helps me set goals to work toward.	6.41	5.87 / 1.46	0.54	6.29	5.69 / 1.63	0.60	0.18
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.23	5.60 / 1.59	0.63	6.23	5.39 / 1.61	0.84	0.21
14. Library resources and services are adequate.	6.28	5.87 / 1.46	0.41	6.20	5.84 / 1.35	0.36	0.03
15. I am able to register for classes I need with few conflicts.	6.47	6.02 / 1.30	0.45	6.52	5.92 / 1.37	0.60	0.10
16. The college shows concern for students as individuals.	6.25	5.65 / 1.46	0.60	6.26	5.63 / 1.45	0.63	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**Items: In Sequential Order**

Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	5.95	5.60 / 1.59	0.35	5.89	5.57 / 1.48	0.32	0.03
18. The quality of instruction I receive in most of my classes is excellent.	6.49	5.92 / 1.28	0.57	6.54	5.71 / 1.46	0.83	0.21 *
19. This campus provides effective support services for displaced homemakers.	5.99	5.72 / 1.46	0.27	5.90	5.46 / 1.49	0.44	0.26
20. Financial aid counselors are helpful.	6.30	5.85 / 1.52	0.45	6.34	5.68 / 1.50	0.66	0.17
21. There are a sufficient number of study areas on campus.	6.23	6.02 / 1.28	0.21	6.07	5.89 / 1.34	0.18	0.13
22. People on this campus respect and are supportive of each other.	6.36	5.85 / 1.31	0.51	6.27	5.81 / 1.32	0.46	0.04
23. Faculty are understanding of students' unique life circumstances.	6.36	5.85 / 1.43	0.51	6.36	5.60 / 1.57	0.76	0.25 *
24. Parking lots are well-lighted and secure.	6.18	5.70 / 1.53	0.48	6.14	5.69 / 1.47	0.45	0.01
25. My academic advisor is concerned about my success as an individual.	6.30	5.74 / 1.57	0.56	6.38	5.81 / 1.47	0.57	-0.07
26. Library staff are helpful and approachable.	6.28	5.99 / 1.41	0.29	6.17	5.99 / 1.26	0.18	0.00
27. The campus staff are caring and helpful.	6.34	6.05 / 1.24	0.29	6.33	5.96 / 1.23	0.37	0.09
28. It is an enjoyable experience to be a student on this campus.	6.37	6.09 / 1.19	0.28	6.21	5.76 / 1.40	0.45	0.33 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.94 / 1.30	0.49	6.41	5.83 / 1.42	0.58	0.11
30. The career services office provides students with the help they need to get a job.	6.25	5.81 / 1.49	0.44	6.14	5.47 / 1.49	0.67	0.34 *
31. The campus is safe and secure for all students.	6.54	6.15 / 1.03	0.39	6.42	6.02 / 1.20	0.40	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 Sequential Order**

Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.52	6.13 / 1.38	0.39	6.52	5.99 / 1.43	0.53	0.14
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.32	5.93 / 1.34	0.39	6.12	5.64 / 1.48	0.48	0.29 *
34. Computer labs are adequate and accessible.	6.40	6.22 / 1.12	0.18	6.35	6.06 / 1.22	0.29	0.16
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.41	5.91 / 1.34	0.50	6.34	5.83 / 1.39	0.51	0.08
36. Students are made to feel welcome on this campus.	6.44	6.05 / 1.23	0.39	6.29	5.96 / 1.32	0.33	0.09
37. Faculty take into consideration student differences as they teach a course.	6.18	5.65 / 1.52	0.53	6.24	5.48 / 1.50	0.76	0.17
38. The student center is a comfortable place for students to spend their leisure time.	6.04	5.79 / 1.27	0.25	5.85	5.63 / 1.44	0.22	0.16
39. The amount of student parking space on campus is adequate.	6.06	5.65 / 1.57	0.41	6.10	5.64 / 1.57	0.46	0.01
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.45	5.90 / 1.44	0.55	6.29	5.62 / 1.51	0.67	0.28 *
41. Admissions staff are knowledgeable.	6.48	6.10 / 1.22	0.38	6.39	5.96 / 1.26	0.43	0.14
42. The equipment in the lab facilities is kept up to date.	6.33	5.92 / 1.24	0.41	6.24	5.70 / 1.33	0.54	0.22 *
43. Class change (drop/add) policies are reasonable.	6.36	6.12 / 1.23	0.24	6.28	5.90 / 1.40	0.38	0.22 *
44. I generally know what's happening on campus.	5.89	5.29 / 1.71	0.60	5.66	5.18 / 1.65	0.48	0.11
45. This institution has a good reputation within the community.	6.32	6.03 / 1.22	0.29	6.15	5.98 / 1.26	0.17	0.05
46. Faculty provide timely feedback about student progress in a course.	6.43	5.77 / 1.41	0.66	6.41	5.64 / 1.49	0.77	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 Sequential Order**

Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.27	5.59 / 1.62	0.68	6.22	5.57 / 1.50	0.65	0.02
48. Counseling staff care about students as individuals.	6.39	5.94 / 1.34	0.45	6.23	5.67 / 1.42	0.56	0.27 *
49. Admissions counselors respond to prospective students' unique needs and requests.	6.38	5.82 / 1.40	0.56	6.18	5.63 / 1.39	0.55	0.19
50. Tutoring services are readily available.	6.37	6.02 / 1.25	0.35	6.29	5.80 / 1.46	0.49	0.22 *
51. There are convenient ways of paying my school bill.	6.45	6.26 / 1.10	0.19	6.43	6.04 / 1.29	0.39	0.22 *
52. This school does whatever it can to help me reach my educational goals.	6.36	5.77 / 1.42	0.59	6.36	5.65 / 1.45	0.71	0.12
53. The assessment and course placement procedures are reasonable.	6.31	5.99 / 1.25	0.32	6.25	5.77 / 1.32	0.48	0.22 *
54. Faculty are interested in my academic problems.	6.25	5.59 / 1.59	0.66	6.23	5.55 / 1.49	0.68	0.04
55. Academic support services adequately meet the needs of students.	6.37	5.86 / 1.38	0.51	6.26	5.62 / 1.44	0.64	0.24 *
56. The business office is open during hours which are convenient for most students.	6.35	6.02 / 1.28	0.33	6.22	5.77 / 1.37	0.45	0.25 *
57. Administrators are approachable to students.	6.43	5.85 / 1.52	0.58	6.23	5.82 / 1.39	0.41	0.03
58. Nearly all of the faculty are knowledgeable in their fields.	6.54	6.19 / 1.08	0.35	6.51	5.96 / 1.26	0.55	0.23 **
59. New student orientation services help students adjust to college.	6.16	5.67 / 1.66	0.49	5.94	5.38 / 1.66	0.56	0.29 *
60. Billing policies are reasonable.	6.38	6.01 / 1.29	0.37	6.37	5.90 / 1.27	0.47	0.11
61. Faculty are usually available after class and during office hours.	6.32	5.93 / 1.26	0.39	6.28	5.87 / 1.31	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 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.22	5.92 / 1.47	0.30	6.17	5.88 / 1.33	0.29	0.04
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.78 / 1.49	0.49	6.30	5.70 / 1.46	0.60	0.08
64. Nearly all classes deal with practical experiences and applications.	6.26	5.86 / 1.32	0.40	6.25	5.70 / 1.38	0.55	0.16
65. Students are notified early in the term if they are doing poorly in a class.	6.24	5.52 / 1.73	0.72	6.29	5.26 / 1.69	1.03	0.26 *
66. Program requirements are clear and reasonable.	6.50	6.11 / 1.29	0.39	6.46	5.81 / 1.47	0.65	0.30 **
67. Channels for expressing student complaints are readily available.	6.25	5.52 / 1.71	0.73	6.13	5.25 / 1.71	0.88	0.27 *
68. On the whole, the campus is well-maintained.	6.45	6.34 / 1.03	0.11	6.28	6.26 / 1.06	0.02	0.08
69. There is a good variety of courses provided on this campus.	6.42	5.82 / 1.41	0.60	6.40	5.68 / 1.49	0.72	0.14
70. I am able to experience intellectual growth here.	6.48	6.18 / 1.16	0.30	6.47	6.01 / 1.27	0.46	0.17 *
71. Campus item: Online registration is convenient	6.48	6.28 / 1.17	0.20	6.55	6.23 / 1.24	0.32	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							

* 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 2018			Dec 2016			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?		6.00 / 1.25			5.91 / 1.32		0.09
82. Institution's commitment to evening students?		5.91 / 1.45			5.87 / 1.35		0.04
83. Institution's commitment to older, returning learners?		6.08 / 1.29			5.92 / 1.40		0.16
84. Institution's commitment to under-represented populations?		5.96 / 1.36			5.85 / 1.36		0.11
85. Institution's commitment to commuters?		5.94 / 1.38			5.81 / 1.45		0.13
86. Institution's commitment to students with disabilities?		6.06 / 1.30			5.92 / 1.35		0.14
87. Cost as factor in decision to enroll.	6.23			6.30			
88. Financial aid as factor in decision to enroll.	6.10			5.88			
89. Academic reputation as factor in decision to enroll.	5.91			5.66			
90. Size of institution as factor in decision to enroll.	5.17			4.82			
91. Opportunity to play sports as factor in decision to enroll.	3.75			3.36			
92. Recommendations from family/friends as factor in decision to enroll.	4.96			4.76			
93. Geographic setting as factor in decision to enroll.	5.53			5.62			
94. Campus appearance as factor in decision to enroll.	5.03			4.85			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.57			5.39			

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

Institutional Summary

Summary Items

Summary Item	Dec 2018	Dec 2016	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 5.16 0% 2% 4% 27% 24% 15% 24%	Average: 4.91 1% 1% 6% 35% 26% 11% 17%	0.25
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.82 0% 1% 3% 9% 12% 36% 35%	Average: 5.64 1% 2% 4% 10% 11% 43% 26%	0.18
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 6.02 0% 3% 3% 4% 10% 31% 46%	Average: 5.90 1% 2% 2% 8% 7% 33% 43%	0.12