

GBC Fall 2012 Student Satisfaction Inventory by Primary Location of Classes										
Category 3	Category 2	Category	Item	All GBC N=430	Elko N=184	Ely N=19	Internet N=102	Pahrump N=69	Winnemucca N=33	Other Locations N=17
		Support Services	10. Child care facilities are available on campus.							
		Support Services	17. Personnel in the Veterans' Services program are helpful.			<i>Strength</i>				
		Support Services	19. This campus provides effective support services for displaced homemakers.							
		Support Services	30. The career services office provides students with the help they need to get a job.							
		Support Services	38. The student center is a comfortable place for students to spend their leisure time.							
		Support Services	47. There are adequate services to help me decide upon a career.		<u>Challenge</u>					
Campus Climate		Support Services	59. New student orientation services help students adjust to college.							<u>Challenge</u>
Campus Climate		Student Centeredness	1. Most students feel a sense of belonging here.							
Campus Climate	Concern for the Individual	Student Centeredness	16. The college shows concern for students as individuals.			<u>Challenge</u>				
Campus Climate	Service Excellence	Student Centeredness	27. The campus staff are caring and helpful.	<i>Strength</i>		<i>Strength</i>		<i>Strength</i>		
Campus Climate		Student Centeredness	28. It is an enjoyable experience to be a student on this campus.		<i>Strength</i>				<i>Strength</i>	
Campus Climate		Student Centeredness	36. Students are made to feel welcome on this campus.	<i>Strength</i>	<i>Strength</i>	<i>Strength</i>	<i>Strength</i>	<i>Strength</i>	<i>Strength</i>	
Campus Climate	Service Excellence	Student Centeredness	57. Administrators are approachable to students.						<i>Strength</i>	<u>Challenge</u>
		Safety	4. Security staff are helpful.							
		Safety	11. Security staff respond quickly in emergencies.							
		Safety	24. Parking lots are well-lighted and secure.			<u>Challenge</u>				
Campus Climate		Safety	31. The campus is safe and secure for all students.	<i>Strength</i>	<i>Strength</i>	<i>Strength</i>	<i>Strength</i>	<i>Strength</i>	<i>Strength</i>	
		Safety	39. The amount of student parking space on campus is adequate.							
	Service Excellence	Registration Effectiveness	5. The personnel involved in registration are helpful.			<i>Strength</i>	<i>Strength</i>			<i>Strength</i>
		Registration Effectiveness	8. Classes are scheduled at times that are convenient for me.	<u>Challenge</u>	<u>Challenge</u>	<u>Challenge</u>	<i>Strength</i>	<u>Challenge</u>	<u>Challenge</u>	<i>Strength</i>
		Registration Effectiveness	15. I am able to register for classes I need with few conflicts.	<u>Challenge</u>	<u>Challenge</u>	<u>Challenge</u>	<i>Strength</i>	<i>Strength</i>	<u>Challenge</u>	
		Registration Effectiveness	35. Policies and procedures regarding registration and course selection are clear and well-publicized.	<i>Strength</i>			<i>Strength</i>			

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		Registration Effectiveness	43. Class change (drop/add) policies are reasonable.	<i>Strength</i>				<i>Strength</i>		<i>Strength</i>
		Registration Effectiveness	51. There are convenient ways of paying my school bill.	<i>Strength</i>	<i>Strength</i>	<i>Strength</i>	<i>Strength</i>	<i>Strength</i>	<i>Strength</i>	
		Registration Effectiveness	56. The business office is open during hours which are convenient for most students.							
		Registration Effectiveness	60. Billing policies are reasonable.	<i>Strength</i>	<i>Strength</i>	<i>Strength</i>	<i>Strength</i>	<i>Strength</i>		
	Service Excellence	Registration Effectiveness	62. Bookstore staff are helpful.							
		Registration Effectiveness	71. Campus: Online registration is convenient	<i>Strength</i>	<i>Strength</i>	<i>Strength</i>	<i>Strength</i>	<i>Strength</i>	<i>Strength</i>	
Campus Climate	Concern for the Individual	Instruction	2. Faculty care about me as an individual.							
		Instruction	3. The quality of instruction in the vocational/technical programs is excellent.			<u>Challenge</u>		<u>Challenge</u>		<i>Strength</i>
		Instruction	9. Internships or practical experiences are provided in my degree/certificate program.							
		Instruction	18. The quality of instruction I receive in most of my classes is excellent.	<u>Challenge</u>		<i>Strength</i>	<u>Challenge</u>	<i>Strength</i>	<u>Challenge</u>	<i>Strength</i>
		Instruction	23. Faculty are understanding of students' unique life circumstances.	<u>Challenge</u>	<u>Challenge</u>		<u>Challenge</u>			
	Concern for the Individual	Instruction	29. Faculty are fair and unbiased in their treatment of individual students.			<u>Challenge</u>	<i>Strength</i>			
		Instruction	37. Faculty take into consideration student differences as they teach a course.							
		Instruction	46. Faculty provide timely feedback about student progress in a course.	<u>Challenge</u>	<u>Challenge</u>			<u>Challenge</u>	<u>Challenge</u>	
		Instruction	53. The assessment and course placement procedures are reasonable.							
		Instruction	54. Faculty are interested in my academic problems.							
		Instruction	58. Nearly all of the faculty are knowledgeable in their fields.	<i>Strength</i>	<i>Strength</i>		<i>Strength</i>		<i>Strength</i>	<i>Strength</i>
		Instruction	61. Faculty are usually available after class and during office hours.	<i>Strength</i>			<i>Strength</i>	<i>Strength</i>	<i>Strength</i>	
		Instruction	64. Nearly all classes deal with practical experiences and applications.						<u>Challenge</u>	
		Instruction	65. Students are notified early in the term if they are doing poorly in a class.							
		Instruction	66. Program requirements are clear and reasonable.	<i>Strength</i>		<i>Strength</i>		<i>Strength</i>	<u>Challenge</u>	<i>Strength</i>

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		Instruction	69. There is a good variety of courses provided on this campus.	<u>Challenge</u>	<u>Challenge</u>		<u>Challenge</u>	<u>Challenge</u>	<u>Challenge</u>	<i>Strength</i>
		Instruction	70. I am able to experience intellectual growth here.	<i>Strength</i>	<i>Strength</i>	<i>Strength</i>	<i>Strength</i>		<i>Strength</i>	
		Admissions & Fin Aid	7. Adequate financial aid is available for most students.	<u>Challenge</u>	<u>Challenge</u>			<i>Strength</i>		
		Admissions & Fin Aid	13. Financial aid awards are announced to students in time to be helpful in college planning.	<u>Challenge</u>			<u>Challenge</u>	<u>Challenge</u>	<i>Strength</i>	<u>Challenge</u>
		Admissions & Fin Aid	20. Financial aid counselors are helpful.	<u>Challenge</u>		<u>Challenge</u>	<u>Challenge</u>		<i>Strength</i>	
		Admissions & Fin Aid	33. Admissions counselors accurately portray the campus in their recruiting practices.							
		Admissions & Fin Aid	41. Admissions staff are knowledgeable.	<i>Strength</i>			<i>Strength</i>			
		Admissions & Fin Aid	49. Admissions counselors respond to prospective students' unique needs and requests.							
		Academic Advising	6. My academic advisor is approachable.	<i>Strength</i>	<i>Strength</i>				<i>Strength</i>	<i>Strength</i>
		Academic Advising	12. My academic advisor helps me set goals to work toward.							
	Concern for the Individual	Academic Advising	25. My academic advisor is concerned about my success as an individual.				<u>Challenge</u>			
		Academic Advising	32. My academic advisor is knowledgeable about my program requirements.		<i>Strength</i>	<u>Challenge</u>	<u>Challenge</u>	<u>Challenge</u>		<i>Strength</i>
		Academic Advising	40. My academic advisor is knowledgeable about the transfer requirements of other schools.		<u>Challenge</u>					
	Concern for the Individual	Academic Advising	48. Counseling staff care about students as individuals.							
Campus Climate		Academic Advising	52. This school does whatever it can to help me reach my educational goals.		<u>Challenge</u>		<u>Challenge</u>		<u>Challenge</u>	
		Acad Services	14. Library resources and services are adequate.		<i>Strength</i>				<u>Challenge</u>	
		Acad Services	21. There are a sufficient number of study areas on campus.							
	Service Excellence	Acad Services	26. Library staff are helpful and approachable.	<i>Strength</i>	<i>Strength</i>	<u>Challenge</u>				<i>Strength</i>
		Acad Services	34. Computer labs are adequate and accessible.	<i>Strength</i>	<i>Strength</i>		<i>Strength</i>	<i>Strength</i>	<i>Strength</i>	
		Acad Services	42. The equipment in the lab facilities is kept up to date.							
		Acad Services	50. Tutoring services are readily available.		<i>Strength</i>					<u>Challenge</u>
		Acad Services	55. Academic support services adequately meet the needs of students.				<u>Challenge</u>			
Campus Climate	Service Excellence		22. People on this campus respect and are supportive of each other.					<i>Strength</i>		

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Campus Climate	Service Excellence		44. I generally know what's happening on campus.							
Campus Climate			45. This institution has a good reputation within the community.		<i>Strength</i>	<i>Strength</i>				
Campus Climate	Service Excellence		63. I seldom get the "run-around" when seeking information on this campus.	<u>Challenge</u>		<u>Challenge</u>		<u>Challenge</u>	<u>Challenge</u>	<u>Challenge</u>
Campus Climate	Service Excellence		67. Channels for expressing student complaints are readily available.				<u>Challenge</u>	<u>Challenge</u>		
Campus Climate			68. On the whole, the campus is well-maintained.	<i>Strength</i>	<i>Strength</i>			<i>Strength</i>		

Category 3	Category 2	Category	No.	Item	All_Import	All_Satis	All_Gap	All_GBC	Elko_Import	Elko_Satis	Elko_Gap	Elko	Ely_Import	Ely_Satis	Ely_Gap	Ely	Internet_Import	Internet_Satis	Internet_Gap	Internet
		Support Services	10	Child care facilities are available on campus.	5.09	4.34	0.75		5.30	5.17	0.13		4.11	2.67	1.44		4.73	4.11	0.62	
		Support Services	17	Personnel in the Veterans' Services program are helpful.	5.88	5.08	0.80		6.02	5.38	0.64		6.57	6.33	0.24	Strength	5.74	4.62	1.12	
		Support Services	19	This campus provides effective support services for displaced homemakers.	5.97	5.05	0.92		6.12	5.38	0.74		6.00	5.83	0.17		5.82	4.52	1.30	
		Support Services	30	The career services office provides students with the help they need to get a job.	6.30	5.37	0.93		6.40	5.83	0.57		6.27	5.88	0.39		6.25	4.91	1.34	
		Support Services	38	The student center is a comfortable place for students to spend their leisure time.	6.09	5.67	0.42		6.12	5.99	0.13		6.42	6.00	0.42		5.97	5.47	0.50	
		Support Services	47	There are adequate services to help me decide upon a career.	6.30	5.33	0.97		6.52	5.65	0.87	Challenge	6.35	5.75	0.60		6.00	5.40	0.60	
Campus Climate		Support Services	59	New student orientation services help students adjust to college.	6.16	5.47	0.69		6.31	5.77	0.54		6.19	5.69	0.50		5.96	5.30	0.66	
Campus Climate		Student Centeredness	1	Most students feel a sense of belonging here.	5.84	5.49	0.35		5.96	5.65	0.31		6.42	5.79	0.63		5.64	5.42	0.22	
Campus Climate	Concern for the Individual	Student Centeredness	16	The college shows concern for students as individuals.	6.38	5.52	0.86		6.44	5.72	0.72		6.74	6.17	0.57	Challenge	6.28	5.54	0.74	
Campus Climate	Service Excellence	Student Centeredness	27	The campus staff are caring and helpful.	6.43	5.83	0.60	Strength	6.45	6.00	0.45		6.67	6.44	0.23	Strength	6.43	5.80	0.63	
Campus Climate		Student Centeredness	28	It is an enjoyable experience to be a student on this campus.	6.42	5.81	0.61		6.48	6.06	0.42	Strength	6.63	6.26	0.37		6.33	5.73	0.60	
Campus Climate		Student Centeredness	36	Students are made to feel welcome on this campus.	6.52	5.98	0.54	Strength	6.58	6.20	0.38	Strength	6.83	6.67	0.16	Strength	6.40	5.91	0.49	Strength
Campus Climate	Service Excellence	Student Centeredness	57	Administrators are approachable to students.	6.37	5.67	0.70		6.32	5.81	0.51		6.56	6.50	0.06		6.28	5.62	0.66	
		Safety	4	Security staff are helpful.	5.93	5.42	0.51		5.98	5.72	0.26		6.20	5.83	0.37		5.79	5.03	0.76	
		Safety	11	Security staff respond quickly in emergencies.	6.22	5.34	0.88		6.38	5.72	0.66		5.80	4.75	1.05		6.18	4.72	1.46	
		Safety	24	Parking lots are well-lighted and secure.	6.37	5.57	0.80		6.44	5.88	0.56		6.68	6.11	0.57	Challenge	6.31	5.27	1.04	
Campus Climate		Safety	31	The campus is safe and secure for all students.	6.57	5.98	0.59	Strength	6.61	6.31	0.30	Strength	6.72	6.44	0.28	Strength	6.57	5.85	0.72	Strength
		Safety	39	The amount of student parking space on campus is adequate.	6.27	5.56	0.71		6.35	5.81	0.54		6.41	6.47	-0.06		6.06	5.36	0.70	
	Service Excellence	Registration Effectiveness	5	The personnel involved in registration are helpful.	6.48	5.81	0.67		6.43	5.91	0.52		6.68	6.47	0.21	Strength	6.39	5.91	0.48	Strength
		Registration Effectiveness	8	Classes are scheduled at times that are convenient for me.	6.60	5.57	1.03	Challenge	6.56	5.51	1.05	Challenge	6.68	5.89	0.79	Challenge	6.60	5.97	0.63	Strength
		Registration Effectiveness	15	I am able to register for classes I need with few conflicts.	6.64	5.72	0.92	Challenge	6.65	5.83	0.82	Challenge	6.68	5.83	0.85	Challenge	6.55	5.83	0.72	Strength
		Registration Effectiveness	35	Policies and procedures regarding registration and course selection are clear and well-publicized.	6.52	5.82	0.70	Strength	6.51	6.00	0.51		6.58	6.26	0.32		6.47	5.86	0.61	Strength
		Registration Effectiveness	43	Class change (drop/add) policies are reasonable.	6.44	5.84	0.60	Strength	6.45	5.99	0.46		6.67	6.28	0.39		6.26	5.83	0.43	
		Registration Effectiveness	51	There are convenient ways of paying my school bill.	6.59	6.09	0.50	Strength	6.60	6.25	0.35	Strength	6.68	6.47	0.21	Strength	6.57	6.06	0.51	Strength
		Registration Effectiveness	56	The business office is open during hours which are convenient for most students.	6.34	5.78	0.56		6.45	6.03	0.42		6.44	6.33	0.11		6.07	5.81	0.26	
		Registration Effectiveness	60	Billing policies are reasonable.	6.50	5.95	0.55	Strength	6.54	6.16	0.38	Strength	6.61	6.47	0.14	Strength	6.39	6.02	0.37	Strength
	Service Excellence	Registration Effectiveness	62	Bookstore staff are helpful.	6.41	5.70	0.71		6.52	5.95	0.57		6.38	5.67	0.71		6.33	5.82	0.51	
		Registration Effectiveness	71	Campus: Online registration is convenient	6.62	6.22	0.40	Strength	6.58	6.27	0.31	Strength	6.76	6.53	0.23	Strength	6.66	6.43	0.23	Strength
Campus Climate	Concern for the Individual	Instruction	2	Faculty care about me as an individual.	6.27	5.54	0.73		6.33	5.80	0.53		6.32	5.89	0.43		6.22	5.45	0.77	
		Instruction	3	The quality of instruction in the vocational/technical programs is excellent.	6.40	5.56	0.84		6.37	5.72	0.65		6.63	5.88	0.75		6.45	5.64	0.81	
		Instruction	9	Internships or practical experiences are provided in my degree/certificate program.	6.25	5.28	0.97		6.45	5.51	0.94		6.07	5.17	0.90		6.01	5.19	0.82	
		Instruction	18	The quality of instruction I receive in most of my classes is excellent.	6.69	5.78	0.91	Challenge	6.67	5.97	0.70		6.74	6.42	0.32	Strength	6.70	5.58	1.12	Challenge
		Instruction	23	Faculty are understanding of students' unique life circumstances.	6.46	5.55	0.91	Challenge	6.50	5.68	0.82	Challenge	6.71	6.29	0.42		6.43	5.47	0.96	Challenge
	Concern for the Individual	Instruction	29	Faculty are fair and unbiased in their treatment of individual students.	6.55	5.72	0.83		6.52	5.80	0.72		6.72	6.13	0.59	Challenge	6.61	5.88	0.73	Strength
		Instruction	37	Faculty take into consideration student differences as they teach a course.	6.25	5.40	0.85		6.32	5.58	0.74		6.53	6.11	0.42		6.09	5.29	0.80	
		Instruction	46	Faculty provide timely feedback about student progress in a course.	6.60	5.61	0.99	Challenge	6.60	5.77	0.83	Challenge	6.68	6.21	0.47		6.55	5.75	0.80	
		Instruction	53	The assessment and course placement procedures are reasonable.	6.38	5.71	0.67		6.42	5.88	0.54		6.56	6.28	0.28		6.25	5.71	0.54	
		Instruction	54	Faculty are interested in my academic problems.	6.32	5.56	0.76		6.37	5.78	0.59		6.44	5.94	0.50		6.30	5.48	0.82	
		Instruction	58	Nearly all of the faculty are knowledgeable in their fields.	6.61	5.91	0.70	Strength	6.65	6.15	0.50	Strength	6.68	6.17	0.51		6.59	5.94	0.65	Strength
		Instruction	61	Faculty are usually available after class and during office hours.	6.49	5.85	0.64	Strength	6.53	6.01	0.52		6.35	6.12	0.23		6.42	5.89	0.53	Strength
		Instruction	64	Nearly all classes deal with practical experiences and applications.	6.33	5.60	0.73		6.35	5.76	0.59		6.22	5.88	0.34		6.36	5.62	0.74	
		Instruction	65	Students are notified early in the term if they are doing poorly in a class.	6.32	5.05	1.27		6.44	5.27	1.17		6.25	5.63	0.62		6.17	4.84	1.33	
		Instruction	66	Program requirements are clear and reasonable.	6.63	5.85	0.78	Strength	6.62	5.99	0.63		6.72	6.33	0.39	Strength	6.61	5.79	0.82	
		Instruction	69	There is a good variety of courses provided on this campus.	6.60	5.49	1.11	Challenge	6.60	5.76	0.84	Challenge	6.72	6.22	0.50		6.53	5.54	0.99	Challenge
		Instruction	70	I am able to experience intellectual growth here.	6.63	5.99	0.64	Strength	6.69	6.16	0.53	Strength	6.72	6.50	0.22	Strength	6.56	5.98	0.58	Strength
		Admissions & Fin Aid	7	Adequate financial aid is available for most students.	6.53	5.61	0.92	Challenge	6.57	5.70	0.87	Challenge	6.47	6.12	0.35		6.33	5.61	0.72	
		Admissions & Fin Aid	13	Financial aid awards are announced to students in time to be helpful in college planning.	6.45	5.32	1.13	Challenge	6.47	5.55	0.92		6.42	5.94	0.48		6.38	5.09	1.29	Challenge
		Admissions & Fin Aid	20	Financial aid counselors are helpful.	6.56	5.64	0.92	Challenge	6.51	5.97	0.54		6.81	5.73	1.08	Challenge	6.56	5.43	1.13	Challenge
		Admissions & Fin Aid	33	Admissions counselors accurately portray the campus in their recruiting practices.	6.41	5.69	0.72		6.52	6.02	0.50		6.50	6.43	0.07		6.22	5.50	0.72	
		Admissions & Fin Aid	41	Admissions staff are knowledgeable.	6.49	5.82	0.67	Strength	6.51	6.01	0.50		6.47	6.16	0.31		6.40	5.83	0.57	Strength

Category	No.	Item	Pahrump_Import	Pahrump_Sats	Pahrump_Gap	Pahrump	Winn_Import	Winn_Sats	Winn_Gap	Winnemucca	Other_Import	Other_Sats	Other_Gap	Other Locations
Support Services	10	10. Child care facilities are available on campus.	5.39	3.00	2.39		4.82	3.00	1.82		5.00	3.20	1.80	
Support Services	17	17. Personnel in the Veterans' Services program are helpful.	5.72	4.94	0.78		5.60	5.33	0.27		6.40	4.40	2.00	
Support Services	19	19. This campus provides effective support services for displaced homemakers.	5.97	4.73	1.24		5.88	5.00	0.88		4.75	4.25	0.50	
Support Services	30	30. The career services office provides students with the help they need to get a job.	6.14	4.44	1.70		6.05	4.71	1.34		6.57	6.00	0.57	
Support Services	38	38. The student center is a comfortable place for students to spend their leisure time.	6.02	4.88	1.14		6.08	5.95	0.13		6.50	4.67	1.83	
Support Services	47	47. There are adequate services to help me decide upon a career.	6.11	4.48	1.63		6.23	5.50	0.73		6.54	4.67	1.87	
Support Services	59	59. New student orientation services help students adjust to college.	5.91	4.64	1.27		6.04	6.04	0.00		7.00	4.78	2.22	Challenge
Student Centeredness	1	1. Most students feel a sense of belonging here.	5.68	5.01	0.67		5.84	5.90	-0.06		5.71	5.00	0.71	
Student Centeredness	16	16. The college shows concern for students as individuals.	6.19	4.67	1.52		6.29	6.00	0.29		6.81	5.13	1.68	
Student Centeredness	27	27. The campus staff are caring and helpful.	6.32	5.34	0.98	Strength	6.43	6.00	0.43		6.50	5.15	1.35	
Student Centeredness	28	28. It is an enjoyable experience to be a student on this campus.	6.24	5.09	1.15		6.45	6.13	0.32		6.85	5.55	1.30	
Student Centeredness	36	36. Students are made to feel welcome on this campus.	6.33	5.35	0.98	Strength	6.53	6.13	0.40	Strength	6.85	5.62	1.23	
Student Centeredness	57	57. Administrators are approachable to students.	6.38	5.13	1.25		6.68	6.11	0.57		6.71	4.92	1.79	Challenge
Safety	4	4. Security staff are helpful.	5.75	4.77	0.98		6.22	5.56	0.66		5.80	4.57	1.23	
Safety	11	11. Security staff respond quickly in emergencies.	5.93	4.63	1.30		6.26	5.58	0.68		6.43	4.80	1.63	
Safety	24	24. Parking lots are well-lighted and secure.	6.22	5.33	0.89		6.37	5.79	0.58		6.30	2.70	3.60	
Safety	31	31. The campus is safe and secure for all students.	6.42	5.42	1.00	Strength	6.61	6.20	0.41	Strength	6.60	3.60	3.00	
Safety	39	39. The amount of student parking space on campus is adequate.	6.19	5.33	0.86		6.43	5.04	1.39		6.44	4.00	2.44	
Registration Effectiveness	5	5. The personnel involved in registration are helpful.	6.52	5.22	1.30		6.74	5.97	0.77		6.81	5.69	1.12	Strength
Registration Effectiveness	8	8. Classes are scheduled at times that are convenient for me.	6.59	5.14	1.45	Challenge	6.66	5.41	1.25	Challenge	6.80	5.85	0.95	Strength
Registration Effectiveness	15	15. I am able to register for classes I need with few conflicts.	6.60	5.34	1.26	Strength	6.85	5.70	1.15	Challenge	6.88	5.38	1.50	
Registration Effectiveness	35	35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.47	5.25	1.22		6.67	6.00	0.67		6.81	5.25	1.56	
Registration Effectiveness	43	43. Class change (drop/add) policies are reasonable.	6.48	5.34	1.14	Strength	6.60	5.93	0.67		6.85	5.67	1.18	Strength
Registration Effectiveness	51	51. There are convenient ways of paying my school bill.	6.38	5.73	0.65	Strength	6.78	6.19	0.59	Strength	6.87	5.43	1.44	
Registration Effectiveness	56	56. The business office is open during hours which are convenient for most students.	6.28	5.07	1.21		6.60	5.93	0.67		6.27	5.18	1.09	
Registration Effectiveness	60	60. Billing policies are reasonable.	6.44	5.35	1.09	Strength	6.53	5.84	0.69		6.87	5.43	1.44	
Registration Effectiveness	62	62. Bookstore staff are helpful.	6.30	4.88	1.42		6.16	5.59	0.57		6.25	3.73	2.52	
Registration Effectiveness	71	71. Campus: Online registration is convenient	6.60	5.88	0.72	Strength	6.67	6.24	0.43	Strength	6.88	5.56	1.32	
Instruction	2	2. Faculty care about me as an individual.	6.05	4.74	1.31		6.19	6.00	0.19		6.75	5.25	1.50	
Instruction	3	3. The quality of instruction in the vocational/technical programs is excellent.	6.30	4.76	1.54	Challenge	6.23	5.76	0.47		6.92	6.33	0.59	Strength
Instruction	9	9. Internships or practical experiences are provided in my degree/certificate program.	5.94	4.60	1.34		6.22	5.53	0.69		6.42	5.10	1.32	
Instruction	18	18. The quality of instruction I receive in most of my classes is excellent.	6.57	5.37	1.20	Strength	6.91	5.78	1.13	Challenge	6.88	6.13	0.75	Strength
Instruction	23	23. Faculty are understanding of students' unique life circumstances.	6.35	5.22	1.13		6.39	5.62	0.77		6.56	5.14	1.42	
Instruction	29	29. Faculty are fair and unbiased in their treatment of individual students.	6.46	5.10	1.36		6.58	6.00	0.58		6.79	5.57	1.22	
Instruction	37	37. Faculty take into consideration student differences as they teach a course.	6.17	4.82	1.35		6.16	5.55	0.61		6.60	5.47	1.13	
Instruction	46	46. Faculty provide timely feedback about student progress in a course.	6.56	4.82	1.74	Challenge	6.67	5.53	1.14	Challenge	6.93	5.60	1.33	
Instruction	53	53. The assessment and course placement procedures are reasonable.	6.20	5.18	1.02		6.67	6.00	0.67		6.75	5.09	1.66	
Instruction	54	54. Faculty are interested in my academic problems.	6.14	4.83	1.31		6.29	6.03	0.26		6.40	5.36	1.04	
Instruction	58	58. Nearly all of the faculty are knowledgeable in their fields.	6.42	5.11	1.31		6.67	6.15	0.52	Strength	6.94	5.69	1.25	Strength
Instruction	61	61. Faculty are usually available after class and during office hours.	6.48	5.38	1.10	Strength	6.59	6.17	0.42	Strength	6.46	5.33	1.13	
Instruction	64	64. Nearly all classes deal with practical experiences and applications.	6.14	5.22	0.92		6.47	5.55	0.92	Challenge	6.80	5.47	1.33	
Instruction	65	65. Students are notified early in the term if they are doing poorly in a class.	6.17	4.48	1.69		6.39	5.17	1.22		6.38	4.91	1.47	
Instruction	66	66. Program requirements are clear and reasonable.	6.50	5.47	1.03	Strength	6.79	5.91	0.88	Challenge	6.87	5.87	1.00	Strength
Instruction	69	69. There is a good variety of courses provided on this campus.	6.49	4.63	1.86	Challenge	6.84	5.16	1.68	Challenge	6.79	5.86	0.93	Strength
Instruction	70	70. I am able to experience intellectual growth here.	6.52	5.29	1.23		6.78	6.22	0.56	Strength	6.53	6.43	0.10	
Admissions & Fin Aid	7	7. Adequate financial aid is available for most students.	6.68	5.37	1.31	Strength	6.67	6.03	0.64		6.44	4.47	1.97	
Admissions & Fin Aid	13	13. Financial aid awards are announced to students in time to be helpful in college planning.	6.32	4.67	1.65	Challenge	6.69	6.08	0.61	Strength	6.71	4.46	2.25	Challenge
Admissions & Fin Aid	20	20. Financial aid counselors are helpful.	6.46	5.24	1.22		6.79	6.04	0.75	Strength	6.69	4.00	2.69	
Admissions & Fin Aid	33	33. Admissions counselors accurately portray the campus in their recruiting practices.	6.27	4.68	1.59		6.38	6.10	0.28		6.80	5.40	1.40	
Admissions & Fin Aid	41	41. Admissions staff are knowledgeable.	6.41	5.25	1.16		6.68	5.90	0.78		6.93	5.54	1.39	

Great Basin College - SSI	GBC			Elko			Ely			Internet			Pahrump			Winnemucca			Other Locations		
Scale	Import	Satis	Gap	Import	Satis	Gap	Import	Satis	Gap	Import	Satis	Gap	Import	Satis	Gap	Import	Satis	Gap	Import	Satis	Gap
Expand/Collapse ItemStudent Centeredness	6.33	5.72	0.61	6.37	5.91	0.46	6.64	6.30	0.34	6.22	5.66	0.56	6.19	5.10	1.09	6.37	6.04	0.33	6.57	5.21	1.36
Expand/Collapse ItemInstructional Effectiveness	6.48	5.64	0.84	6.51	5.83	0.68	6.56	6.14	0.42	6.44	5.62	0.82	6.36	5.04	1.32	6.55	5.78	0.77	6.70	5.59	1.11
Expand/Collapse ItemResponsiveness to Diverse Populations		5.82			5.93			6.19			5.91			5.44			5.78			5.59	
Expand/Collapse ItemCampus Support Services	6.03	5.29	0.74	6.17	5.68	0.49	6.05	5.68	0.37	5.82	5.08	0.74	5.94	4.49	1.45	5.88	5.34	0.54	6.32	4.67	1.65
Expand/Collapse ItemSafety and Security	6.29	5.61	0.68	6.35	5.91	0.44	6.45	6.19	0.26	6.19	5.34	0.85	6.14	5.19	0.95	6.40	5.63	0.77	6.30	3.78	2.52
Expand/Collapse ItemAcademic Advising/Counseling	6.45	5.62	0.83	6.51	5.87	0.64	6.60	6.13	0.47	6.33	5.46	0.87	6.32	4.98	1.34	6.47	5.87	0.60	6.75	5.51	1.24
Expand/Collapse ItemAdmissions and Financial Aid	6.48	5.63	0.85	6.51	5.86	0.65	6.55	6.08	0.47	6.37	5.54	0.83	6.41	5.05	1.36	6.60	5.98	0.62	6.73	4.81	1.92
Expand/Collapse ItemAcademic Services	6.42	5.81	0.61	6.52	6.14	0.38	6.49	6.11	0.38	6.25	5.67	0.58	6.32	5.18	1.14	6.42	5.68	0.74	6.66	5.51	1.15
Expand/Collapse ItemRegistration Effectiveness	6.50	5.81	0.69	6.52	5.96	0.56	6.61	6.21	0.40	6.41	5.90	0.51	6.46	5.28	1.18	6.63	5.85	0.78	6.74	5.33	1.41
Expand/Collapse ItemService Excellence	6.35	5.60	0.75	6.37	5.82	0.55	6.47	6.11	0.36	6.26	5.59	0.67	6.30	4.97	1.33	6.41	5.78	0.63	6.60	4.86	1.74
Expand/Collapse ItemConcern for the Individual	6.39	5.58	0.81	6.45	5.80	0.65	6.56	6.07	0.49	6.34	5.53	0.81	6.23	4.86	1.37	6.29	5.94	0.35	6.77	5.33	1.44
Expand/Collapse ItemCampus Climate	6.32	5.63	0.69	6.38	5.85	0.53	6.51	6.17	0.34	6.22	5.57	0.65	6.19	4.97	1.22	6.33	5.93	0.40	6.62	4.99	1.63

Summary	GBC	Elko	Ely	Internet	Pahrump	Winnemucca	Other Locations
So far, how has your college experience met your expectations?	4.89	5.01	5.53	4.85	4.48	4.94	4.88
1=Much worse than expected	3%	1%	0%	3%	8%	6%	5%
2=Quite a bit worse than I expected	0%	1%	0%	1%	0%	0%	0%
3=Worse than I expected	4%	3%	0%	7%	5%	3%	5%
4=About what I expected	34%	35%	26%	29%	42%	33%	35%
5=Better than I expected	22%	25%	21%	24%	18%	18%	11%
6=Quite a bit better than I expected	16%	18%	26%	12%	13%	21%	23%
7=Much better than expected	16%	15%	26%	19%	11%	18%	17%
Rate your overall satisfaction with your experience here thus far.	5.64	5.78	6.11	5.65	5.22	5.67	5.65
1=Not satisfied at all	2%	0%	0%	3%	7%	3%	5%
2=Not very satisfied	2%	1%	0%	2%	4%	3%	0%
3=Somewhat dissatisfied	4%	4%	0%	3%	5%	0%	5%
4=Neutral	7%	7%	5%	3%	5%	15%	5%
5=Somewhat satisfied	13%	13%	11%	17%	14%	3%	17%
6=Satisfied	42%	46%	50%	34%	43%	48%	23%
7=Very satisfied	27%	26%	33%	33%	18%	27%	41%
All in all, if you had to do it over, would you enroll here again?	5.96	6.04	6.42	5.91	5.62	6.18	5.82
1=Definitely not	3%	1%	0%	3%	5%	3%	5%
2=Probably not	3%	2%	5%	3%	5%	0%	0%
3=Maybe not	1%	2%	0%	1%	1%	3%	0%
4=I don't know	4%	4%	0%	2%	5%	3%	17%
5=Maybe yes	7%	8%	5%	7%	8%	9%	5%
6=Probably yes	31%	32%	21%	33%	33%	24%	17%
7=Definitely yes	47%	47%	68%	46%	39%	57%	52%

Overall Satisfaction with GBC and combined percentages for top two scores

Rate your overall satisfaction with your experience here thus far.	69%	72%	83%	67%	61%	75%	64%
All in all, if you had to do it over, would you enroll here again?	78%	79%	89%	79%	72%	81%	69%