

May 2020 Demographics

Gender	N	%	Class Level	N	%
Female	47	74.60%	1 year or less	25	37.31%
Male	16	25.40%	2 years	24	35.82%
Total	63	100.00%	3 years	11	16.42%
No Response	8		4 or more years	7	10.45%
			Total	67	100.00%
			No Response	4	
Age	N	%	Current GPA	N	%
18 and under	4	6.35%	No credits earned	3	4.41%
19 to 24	25	39.68%	1.99 or below	3	4.41%
25 to 34	14	22.22%	2.0 - 2.49	4	5.88%
35 to 44	14	22.22%	2.5 - 2.99	16	23.53%
45 and over	6	9.52%	3.0 - 3.49	20	29.41%
Total	63	100.00%	3.5 or above	22	32.35%
No Response	8		Total	68	100.00%
			No Response	3	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	0	0.00%	Associate degree	41	61.19%
American Indian or Alaskan Native	53	79.10%	Vocational/technical program	2	2.99%
Asian or Pacific Islander	0	0.00%	Transfer to another institution	5	7.46%
Caucasian/White	11	16.42%	Certification (initial / renewal)	3	4.48%
Hispanic	2	2.99%	Self-improvement/pleasure	1	1.49%
Other race	0	0.00%	Job-related training	1	1.49%
Race - Prefer not to respond	1	1.49%	Other educational goal	14	20.90%
Total	67	100.00%	Total	67	100.00%
No Response	4		No Response	4	
Current Enrollment Status	N	%	Employment	N	%
Day	62	91.18%	Full-time off campus	13	19.70%
Evening	6	8.82%	Part-time off campus	10	15.15%
Weekend	0	0.00%	Full-time on campus	6	9.09%
Total	68	100.00%	Part-time on campus	3	4.55%
No Response	3		Not employed	34	51.52%
			Total	66	100.00%
			No Response	5	
Current Class Load	N	%			
Full-time	57	83.82%			
Part-time	11	16.18%			
Total	68	100.00%			
No Response	3				

May 2020 Demographics

Current Residence	N	%	Institution Question 2	N	%
Residence hall	8	11.94%	Campus item 2 - Answer 1	0	0%
Own house	11	16.42%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	14	20.90%	Campus item 2 - Answer 3	0	0%
Parent's home	16	23.88%	Campus item 2 - Answer 4	0	0%
Other residence	18	26.87%	Campus item 2 - Answer 5	0	0%
Total	67	100.00%	Campus item 2 - Answer 6	0	0%
No Response	4		Total	0	100.00%
			No Response	71	

Residence Classification	N	%
In-state	44	65.67%
Out-of-state	22	32.84%
International (not U.S. citizen)	1	1.49%
Total	67	100.00%
No Response	4	

Disabilities	N	%
Yes - Disability	6	8.96%
No - Disability	61	91.04%
Total	67	100.00%
No Response	4	

Institution Was My	N	%
1st choice	47	71.21%
2nd choice	14	21.21%
3rd choice or lower	5	7.58%
Total	66	100.00%
No Response	5	

Institution Question	N	%
Campus item - Answer 1	0	0%
Campus item - Answer 2	0	0%
Campus item - Answer 3	0	0%
Campus item - Answer 4	0	0%
Campus item - Answer 5	0	0%
Campus item - Answer 6	0	0%
Total	0	100.00%
No Response	71	

May 2019 Demographics

Gender	N	%	Class Level	N	%
Female	44	61.97%	1 year or less	32	44.44%
Male	27	38.03%	2 years	28	38.89%
Total	71	100.00%	3 years	7	9.72%
No Response	8		4 or more years	5	6.94%
			Total	72	100.00%
			No Response	7	
Age	N	%	Current GPA	N	%
18 and under	6	8.45%	No credits earned	4	5.63%
19 to 24	29	40.85%	1.99 or below	3	4.23%
25 to 34	23	32.39%	2.0 - 2.49	10	14.08%
35 to 44	9	12.68%	2.5 - 2.99	10	14.08%
45 and over	4	5.63%	3.0 - 3.49	14	19.72%
Total	71	100.00%	3.5 or above	30	42.25%
No Response	8		Total	71	100.00%
			No Response	8	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	1	1.43%	Associate degree	45	63.38%
American Indian or Alaskan Native	63	90.00%	Vocational/technical program	1	1.41%
Asian or Pacific Islander	0	0.00%	Transfer to another institution	5	7.04%
Caucasian/White	3	4.29%	Certification (initial / renewal)	3	4.23%
Hispanic	0	0.00%	Self-improvement/pleasure	3	4.23%
Other race	1	1.43%	Job-related training	1	1.41%
Race - Prefer not to respond	2	2.86%	Other educational goal	13	18.31%
Total	70	100.00%	Total	71	100.00%
No Response	9		No Response	8	
Current Enrollment Status	N	%	Employment	N	%
Day	68	98.55%	Full-time off campus	16	22.54%
Evening	1	1.45%	Part-time off campus	12	16.90%
Weekend	0	0.00%	Full-time on campus	5	7.04%
Total	69	100.00%	Part-time on campus	5	7.04%
No Response	10		Not employed	33	46.48%
			Total	71	100.00%
			No Response	8	
Current Class Load	N	%			
Full-time	67	93.06%			
Part-time	5	6.94%			
Total	72	100.00%			
No Response	7				

May 2019 Demographics

Current Residence	N	%	Institution Question 2	N	%
Residence hall	1	1.43%	Campus item 2 - Answer 1	0	0%
Own house	12	17.14%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	13	18.57%	Campus item 2 - Answer 3	0	0%
Parent's home	28	40.00%	Campus item 2 - Answer 4	0	0%
Other residence	16	22.86%	Campus item 2 - Answer 5	0	0%
Total	70	100.00%	Campus item 2 - Answer 6	0	0%
No Response	9		Total	0	100.00%
			No Response	79	

Residence Classification	N	%	Group Code	N	%
In-state	57	80.28%	1020	6	85.71%
Out-of-state	14	19.72%	1997	1	14.29%
International (not U.S. citizen)	0	0.00%	Total	7	100.00%
Total	71	100.00%	No Response	72	
No Response	8				

Disabilities	N	%
Yes - Disability	8	11.11%
No - Disability	64	88.89%
Total	72	100.00%
No Response	7	

Institution Was My	N	%
1st choice	48	66.67%
2nd choice	22	30.56%
3rd choice or lower	2	2.78%
Total	72	100.00%
No Response	7	

Institution Question	N	%
Campus item - Answer 1	1	50.00%
Campus item - Answer 2	0	0.00%
Campus item - Answer 3	1	50.00%
Campus item - Answer 4	0	0.00%
Campus item - Answer 5	0	0.00%
Campus item - Answer 6	0	0.00%
Total	2	100.00%
No Response	77	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 6. My academic advisor is approachable.
- 50. Tutoring services are readily available.
- 34. Computer labs are adequate and accessible.
- 36. Students are made to feel welcome on this campus.
- 31. The campus is safe and secure for all students.
- 25. My academic advisor is concerned about my success as an individual.
- 27. The campus staff are caring and helpful.
- 28. It is an enjoyable experience to be a student on this campus.
- 41. Admissions staff are knowledgeable.
- 45. This institution has a good reputation within the community.
- 32. My academic advisor is knowledgeable about my program requirements.
- 68. On the whole, the campus is well-maintained.
- 14. Library resources and services are adequate.
- 43. Class change (drop/add) policies are reasonable.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 70. I am able to experience intellectual growth here.

Challenges

- 37. Faculty take into consideration student differences as they teach a course.
- 48. Counseling staff care about students as individuals.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 23. Faculty are understanding of students' unique life circumstances.
- 57. Administrators are approachable to students.
- 20. Financial aid counselors are helpful.
- 46. Faculty provide timely feedback about student progress in a course.
- 15. I am able to register for classes I need with few conflicts.
- 54. Faculty are interested in my academic problems.

Strategic Planning Overview Trends

Higher Satisfaction vs. May 2019

- 6. My academic advisor is approachable.
- 50. Tutoring services are readily available.
- 25. My academic advisor is concerned about my success as an individual.
- 55. Academic support services adequately meet the needs of students.
- 45. This institution has a good reputation within the community.
- 68. On the whole, the campus is well-maintained.
- 14. Library resources and services are adequate.
- 43. Class change (drop/add) policies are reasonable.
- 69. There is a good variety of courses provided on this campus.
- 49. Admissions counselors respond to prospective students' unique needs and requests.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 53. The assessment and course placement procedures are reasonable.

Higher Importance vs. May 2019

- 6. My academic advisor is approachable.
- 50. Tutoring services are readily available.
- 34. Computer labs are adequate and accessible.
- 36. Students are made to feel welcome on this campus.
- 31. The campus is safe and secure for all students.
- 37. Faculty take into consideration student differences as they teach a course.
- 48. Counseling staff care about students as individuals.
- 25. My academic advisor is concerned about my success as an individual.
- 55. Academic support services adequately meet the needs of students.
- 27. The campus staff are caring and helpful.
- 28. It is an enjoyable experience to be a student on this campus.
- 41. Admissions staff are knowledgeable.
- 45. This institution has a good reputation within the community.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 23. Faculty are understanding of students' unique life circumstances.
- 68. On the whole, the campus is well-maintained.
- 14. Library resources and services are adequate.
- 43. Class change (drop/add) policies are reasonable.
- 69. There is a good variety of courses provided on this campus.
- 16. The college shows concern for students as individuals.
- 18. The quality of instruction I receive in most of my classes is excellent.

Strategic Planning Overview

- 42. The equipment in the lab facilities is kept up to date.
- 57. Administrators are approachable to students.
- 49. Admissions counselors respond to prospective students' unique needs and requests.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 53. The assessment and course placement procedures are reasonable.
- 46. Faculty provide timely feedback about student progress in a course.
- 15. I am able to register for classes I need with few conflicts.

Institutional Summary
Scales: In Order of Importance

Scale	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Academic Advising/Counseling	6.60	6.34 / 0.78	0.26	6.37	6.03 / 0.87	0.34	0.31 *
Concern for the Individual	6.58	6.23 / 0.79	0.35	6.32	5.96 / 0.94	0.36	0.27
Academic Services	6.54	6.20 / 0.87	0.34	6.16	5.89 / 0.86	0.27	0.31 *
Student Centeredness	6.54	6.19 / 0.90	0.35	6.36	6.04 / 0.89	0.32	0.15
Instructional Effectiveness	6.51	6.21 / 0.80	0.30	6.31	5.94 / 0.90	0.37	0.27
Admissions and Financial Aid	6.48	6.03 / 1.03	0.45	6.27	5.83 / 0.90	0.44	0.20
Campus Climate	6.48	6.14 / 0.85	0.34	6.24	5.98 / 0.87	0.26	0.16
Registration Effectiveness	6.44	6.12 / 0.96	0.32	6.27	5.94 / 0.87	0.33	0.18
Safety and Security	6.44	6.20 / 0.91	0.24	6.01	5.76 / 0.97	0.25	0.44 **
Service Excellence	6.37	6.01 / 0.90	0.36	6.15	5.90 / 0.91	0.25	0.11
Campus Support Services	6.34	5.95 / 1.00	0.39	6.01	5.68 / 1.01	0.33	0.27
Responsiveness to Diverse Populations		6.13 / 1.18			5.80 / 1.10		0.33

* 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	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
6. My academic advisor is approachable.	6.75	6.63 / 0.87	0.12	6.51	6.25 / 1.08	0.26	0.38 *
50. Tutoring services are readily available.	6.72	6.42 / 0.89	0.30	6.27	5.92 / 1.09	0.35	0.50 **
34. Computer labs are adequate and accessible.	6.69	6.32 / 1.15	0.37	6.36	6.11 / 1.15	0.25	0.21
36. Students are made to feel welcome on this campus.	6.69	6.31 / 1.30	0.38	6.50	6.13 / 1.09	0.37	0.18
31. The campus is safe and secure for all students.	6.65	6.36 / 1.04	0.29	6.41	6.25 / 0.95	0.16	0.11
37. Faculty take into consideration student differences as they teach a course.	6.64	6.23 / 1.06	0.41	6.34	5.93 / 1.00	0.41	0.30
48. Counseling staff care about students as individuals.	6.64	6.18 / 1.29	0.46	6.28	5.98 / 1.11	0.30	0.20
25. My academic advisor is concerned about my success as an individual.	6.63	6.40 / 0.80	0.23	6.46	5.97 / 1.17	0.49	0.43 *
55. Academic support services adequately meet the needs of students.	6.63	6.23 / 1.01	0.40	6.25	5.83 / 1.10	0.42	0.40 *
27. The campus staff are caring and helpful.	6.62	6.31 / 1.09	0.31	6.42	6.23 / 0.87	0.19	0.08
28. It is an enjoyable experience to be a student on this campus.	6.61	6.31 / 1.12	0.30	6.44	6.18 / 0.97	0.26	0.13
41. Admissions staff are knowledgeable.	6.61	6.39 / 0.86	0.22	6.42	6.14 / 0.91	0.28	0.25
45. This institution has a good reputation within the community.	6.61	6.45 / 0.78	0.16	6.31	6.09 / 1.10	0.22	0.36 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.60	6.13 / 1.33	0.47	6.39	6.01 / 1.18	0.38	0.12
32. My academic advisor is knowledgeable about my program requirements.	6.60	6.47 / 0.91	0.13	6.51	6.17 / 1.08	0.34	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

Items: In Order of Importance

Item	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
23. Faculty are understanding of students' unique life circumstances.	6.59	6.13 / 1.14	0.46	6.38	6.03 / 1.05	0.35	0.10
68. On the whole, the campus is well-maintained.	6.58	6.55 / 0.72	0.03	6.24	5.96 / 1.35	0.28	0.59 **
14. Library resources and services are adequate.	6.57	6.39 / 0.91	0.18	6.15	5.96 / 1.12	0.19	0.43 *
43. Class change (drop/add) policies are reasonable.	6.57	6.37 / 0.91	0.20	6.17	5.99 / 1.09	0.18	0.38 *
69. There is a good variety of courses provided on this campus.	6.57	6.21 / 1.04	0.36	6.26	5.59 / 1.47	0.67	0.62 **
16. The college shows concern for students as individuals.	6.56	6.21 / 1.02	0.35	6.37	5.91 / 1.11	0.46	0.30
18. The quality of instruction I receive in most of my classes is excellent.	6.56	6.24 / 1.06	0.32	6.40	6.07 / 0.98	0.33	0.17
42. The equipment in the lab facilities is kept up to date.	6.56	6.30 / 1.02	0.26	6.17	5.89 / 1.25	0.28	0.41
57. Administrators are approachable to students.	6.56	6.11 / 1.18	0.45	6.36	5.93 / 1.17	0.43	0.18
49. Admissions counselors respond to prospective students' unique needs and requests.	6.55	6.23 / 0.95	0.32	6.18	5.78 / 1.14	0.40	0.45 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.55	6.43 / 0.85	0.12	6.43	6.19 / 0.89	0.24	0.24
20. Financial aid counselors are helpful.	6.54	5.98 / 1.38	0.56	6.40	5.87 / 1.30	0.53	0.11
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.54	6.20 / 1.09	0.34	6.17	5.72 / 1.23	0.45	0.48 *
52. This school does whatever it can to help me reach my educational goals.	6.54	6.22 / 1.16	0.32	6.43	6.12 / 1.00	0.31	0.10
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.52	6.21 / 1.12	0.31	6.34	5.91 / 1.12	0.43	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
Items: In Order of Importance

Item	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
53. The assessment and course placement procedures are reasonable.	6.52	6.24 / 1.06	0.28	6.19	5.71 / 1.09	0.48	0.53 **
70. I am able to experience intellectual growth here.	6.52	6.40 / 0.91	0.12	6.44	6.08 / 1.11	0.36	0.32
46. Faculty provide timely feedback about student progress in a course.	6.51	6.10 / 1.25	0.41	6.25	5.92 / 1.17	0.33	0.18
15. I am able to register for classes I need with few conflicts.	6.50	6.02 / 1.29	0.48	6.29	5.91 / 1.08	0.38	0.11
2. Faculty care about me as an individual.	6.48	6.22 / 1.06	0.26	6.12	5.94 / 1.06	0.18	0.28
12. My academic advisor helps me set goals to work toward.	6.48	6.22 / 1.03	0.26	6.19	5.92 / 1.21	0.27	0.30
24. Parking lots are well-lighted and secure.	6.48	6.09 / 1.24	0.39	5.92	5.76 / 1.20	0.16	0.33
54. Faculty are interested in my academic problems.	6.48	6.00 / 1.37	0.48	6.16	5.84 / 1.22	0.32	0.16
88. Financial aid as factor in decision to enroll.	6.48			6.54			
3. The quality of instruction in the vocational/technical programs is excellent.	6.47	6.11 / 1.06	0.36	6.08	5.72 / 1.12	0.36	0.39 *
30. The career services office provides students with the help they need to get a job.	6.47	5.69 / 1.50	0.78	6.17	5.61 / 1.22	0.56	0.08
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.47	6.02 / 1.17	0.45	6.03	5.59 / 1.17	0.44	0.43 *
39. The amount of student parking space on campus is adequate.	6.47	6.31 / 0.94	0.16	6.11	5.82 / 1.31	0.29	0.49 *
66. Program requirements are clear and reasonable.	6.46	6.32 / 0.96	0.14	6.34	5.95 / 1.20	0.39	0.37 *
51. There are convenient ways of paying my school bill.	6.45	6.08 / 1.45	0.37	6.35	5.90 / 1.14	0.45	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
Items: In Order of Importance

Item	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
59. New student orientation services help students adjust to college.	6.45	6.26 / 1.13	0.19	6.20	5.90 / 1.13	0.30	0.36
60. Billing policies are reasonable.	6.45	6.07 / 1.20	0.38	6.13	5.92 / 1.14	0.21	0.15
65. Students are notified early in the term if they are doing poorly in a class.	6.45	6.05 / 1.27	0.40	6.19	5.62 / 1.51	0.57	0.43
47. There are adequate services to help me decide upon a career.	6.43	6.09 / 1.13	0.34	6.21	5.85 / 1.13	0.36	0.24
38. The student center is a comfortable place for students to spend their leisure time.	6.42	5.93 / 1.23	0.49	6.10	5.75 / 1.31	0.35	0.18
8. Classes are scheduled at times that are convenient for me.	6.39	6.09 / 1.20	0.30	6.29	5.91 / 1.24	0.38	0.18
11. Security staff respond quickly in emergencies.	6.39	6.19 / 1.08	0.20	5.79	5.42 / 1.29	0.37	0.77 ***
56. The business office is open during hours which are convenient for most students.	6.39	6.13 / 1.02	0.26	6.30	5.97 / 1.12	0.33	0.16
7. Adequate financial aid is available for most students.	6.38	5.90 / 1.68	0.48	6.39	5.95 / 1.24	0.44	-0.05
22. People on this campus respect and are supportive of each other.	6.38	5.87 / 1.47	0.51	6.19	5.91 / 1.08	0.28	-0.04
61. Faculty are usually available after class and during office hours.	6.38	6.17 / 1.03	0.21	6.41	6.04 / 1.11	0.37	0.13
62. Bookstore staff are helpful.	6.37	6.06 / 1.26	0.31	6.18	5.86 / 1.35	0.32	0.20
64. Nearly all classes deal with practical experiences and applications.	6.37	6.23 / 1.09	0.14	6.21	5.93 / 1.16	0.28	0.30
26. Library staff are helpful and approachable.	6.35	6.13 / 1.06	0.22	6.01	5.89 / 1.18	0.12	0.24
67. Channels for expressing student complaints are readily available.	6.35	5.89 / 1.45	0.46	5.88	5.62 / 1.30	0.26	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
Items: In Order of Importance

Item	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
19. This campus provides effective support services for displaced homemakers.	6.33	5.92 / 1.51	0.41	5.85	5.67 / 1.22	0.18	0.25
44. I generally know what's happening on campus.	6.33	5.92 / 1.20	0.41	5.81	5.79 / 1.20	0.02	0.13
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.32	5.59 / 1.69	0.73	6.14	5.64 / 1.20	0.50	-0.05
5. The personnel involved in registration are helpful.	6.31	6.06 / 1.20	0.25	6.35	6.08 / 1.20	0.27	-0.02
10. Child care facilities are available on campus.	6.29	6.02 / 1.42	0.27	5.90	5.39 / 1.39	0.51	0.63 *
1. Most students feel a sense of belonging here.	6.27	5.93 / 1.19	0.34	6.10	5.90 / 1.15	0.20	0.03
21. There are a sufficient number of study areas on campus.	6.27	5.69 / 1.54	0.58	5.90	5.63 / 1.31	0.27	0.06
87. Cost as factor in decision to enroll.	6.27			6.48			
9. Internships or practical experiences are provided in my degree/certificate program.	6.23	5.81 / 1.63	0.42	5.92	5.59 / 1.31	0.33	0.22
4. Security staff are helpful.	6.22	6.02 / 1.26	0.20	5.82	5.55 / 1.23	0.27	0.47 *
89. Academic reputation as factor in decision to enroll.	6.22			6.32			
63. I seldom get the "run-around" when seeking information on this campus.	6.10	5.75 / 1.49	0.35	6.13	5.75 / 1.42	0.38	0.00
94. Campus appearance as factor in decision to enroll.	5.87			5.80			
90. Size of institution as factor in decision to enroll.	5.86			5.92			
17. Personnel in the Veterans' Services program are helpful.	5.79	5.40 / 1.61	0.39	5.53	5.51 / 1.32	0.02	-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	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.78			5.81			
93. Geographic setting as factor in decision to enroll.	5.75			5.88			
92. Recommendations from family/friends as factor in decision to enroll.	5.42			5.63			
91. Opportunity to play sports as factor in decision to enroll.	3.96			4.14			
71. Campus item 1				6.02	6.08 / 1.14	-0.06	
72. Campus item 2				6.43	6.19 / 1.15	0.24	
73. Campus item 3				6.58	6.48 / 0.89	0.10	
74. Campus item 4				6.15	5.98 / 1.11	0.17	
75. Campus item 5				6.19	6.03 / 1.03	0.16	
76. Campus item 6				6.47	6.14 / 1.19	0.33	
77. Campus item 7				6.10	5.82 / 1.26	0.28	
78. Campus item 8				6.33	5.93 / 1.03	0.40	
79. Campus item 9				6.38	6.19 / 0.97	0.19	
80. Campus item 10				6.03	5.85 / 1.14	0.18	
81. Institution's commitment to part-time students?		5.92 / 1.58			5.83 / 1.19		0.09
82. Institution's commitment to evening students?		6.00 / 1.36			5.67 / 1.33		0.33

* 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	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
83. Institution's commitment to older, returning learners?		6.18 / 1.20			5.93 / 1.19		0.25
84. Institution's commitment to under-represented populations?		6.21 / 1.07			5.86 / 1.13		0.35
85. Institution's commitment to commuters?		6.16 / 1.11			5.78 / 1.37		0.38
86. Institution's commitment to students with disabilities?		6.32 / 1.17			5.74 / 1.44		0.58 *

* 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	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.60	6.34 / 0.78	0.26	6.37	6.03 / 0.87	0.34	0.31 *
6. My academic advisor is approachable.	6.75	6.63 / 0.87	0.12	6.51	6.25 / 1.08	0.26	0.38 *
12. My academic advisor helps me set goals to work toward.	6.48	6.22 / 1.03	0.26	6.19	5.92 / 1.21	0.27	0.30
25. My academic advisor is concerned about my success as an individual.	6.63	6.40 / 0.80	0.23	6.46	5.97 / 1.17	0.49	0.43 *
32. My academic advisor is knowledgeable about my program requirements.	6.60	6.47 / 0.91	0.13	6.51	6.17 / 1.08	0.34	0.30
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.54	6.20 / 1.09	0.34	6.17	5.72 / 1.23	0.45	0.48 *
48. Counseling staff care about students as individuals.	6.64	6.18 / 1.29	0.46	6.28	5.98 / 1.11	0.30	0.20
52. This school does whatever it can to help me reach my educational goals.	6.54	6.22 / 1.16	0.32	6.43	6.12 / 1.00	0.31	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	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.54	6.20 / 0.87	0.34	6.16	5.89 / 0.86	0.27	0.31 *
14. Library resources and services are adequate.	6.57	6.39 / 0.91	0.18	6.15	5.96 / 1.12	0.19	0.43 *
21. There are a sufficient number of study areas on campus.	6.27	5.69 / 1.54	0.58	5.90	5.63 / 1.31	0.27	0.06
26. Library staff are helpful and approachable.	6.35	6.13 / 1.06	0.22	6.01	5.89 / 1.18	0.12	0.24
34. Computer labs are adequate and accessible.	6.69	6.32 / 1.15	0.37	6.36	6.11 / 1.15	0.25	0.21
42. The equipment in the lab facilities is kept up to date.	6.56	6.30 / 1.02	0.26	6.17	5.89 / 1.25	0.28	0.41
50. Tutoring services are readily available.	6.72	6.42 / 0.89	0.30	6.27	5.92 / 1.09	0.35	0.50 **
55. Academic support services adequately meet the needs of students.	6.63	6.23 / 1.01	0.40	6.25	5.83 / 1.10	0.42	0.40 *

* 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	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.48	6.03 / 1.03	0.45	6.27	5.83 / 0.90	0.44	0.20
7. Adequate financial aid is available for most students.	6.38	5.90 / 1.68	0.48	6.39	5.95 / 1.24	0.44	-0.05
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.32	5.59 / 1.69	0.73	6.14	5.64 / 1.20	0.50	-0.05
20. Financial aid counselors are helpful.	6.54	5.98 / 1.38	0.56	6.40	5.87 / 1.30	0.53	0.11
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.47	6.02 / 1.17	0.45	6.03	5.59 / 1.17	0.44	0.43 *
41. Admissions staff are knowledgeable.	6.61	6.39 / 0.86	0.22	6.42	6.14 / 0.91	0.28	0.25
49. Admissions counselors respond to prospective students' unique needs and requests.	6.55	6.23 / 0.95	0.32	6.18	5.78 / 1.14	0.40	0.45 *

* 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	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.48	6.14 / 0.85	0.34	6.24	5.98 / 0.87	0.26	0.16
1. Most students feel a sense of belonging here.	6.27	5.93 / 1.19	0.34	6.10	5.90 / 1.15	0.20	0.03
2. Faculty care about me as an individual.	6.48	6.22 / 1.06	0.26	6.12	5.94 / 1.06	0.18	0.28
16. The college shows concern for students as individuals.	6.56	6.21 / 1.02	0.35	6.37	5.91 / 1.11	0.46	0.30
22. People on this campus respect and are supportive of each other.	6.38	5.87 / 1.47	0.51	6.19	5.91 / 1.08	0.28	-0.04
27. The campus staff are caring and helpful.	6.62	6.31 / 1.09	0.31	6.42	6.23 / 0.87	0.19	0.08
28. It is an enjoyable experience to be a student on this campus.	6.61	6.31 / 1.12	0.30	6.44	6.18 / 0.97	0.26	0.13
31. The campus is safe and secure for all students.	6.65	6.36 / 1.04	0.29	6.41	6.25 / 0.95	0.16	0.11
36. Students are made to feel welcome on this campus.	6.69	6.31 / 1.30	0.38	6.50	6.13 / 1.09	0.37	0.18
44. I generally know what's happening on campus.	6.33	5.92 / 1.20	0.41	5.81	5.79 / 1.20	0.02	0.13
45. This institution has a good reputation within the community.	6.61	6.45 / 0.78	0.16	6.31	6.09 / 1.10	0.22	0.36 *
52. This school does whatever it can to help me reach my educational goals.	6.54	6.22 / 1.16	0.32	6.43	6.12 / 1.00	0.31	0.10
57. Administrators are approachable to students.	6.56	6.11 / 1.18	0.45	6.36	5.93 / 1.17	0.43	0.18
59. New student orientation services help students adjust to college.	6.45	6.26 / 1.13	0.19	6.20	5.90 / 1.13	0.30	0.36
63. I seldom get the "run-around" when seeking information on this campus.	6.10	5.75 / 1.49	0.35	6.13	5.75 / 1.42	0.38	0.00
67. Channels for expressing student complaints are readily available.	6.35	5.89 / 1.45	0.46	5.88	5.62 / 1.30	0.26	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	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.34	5.95 / 1.00	0.39	6.01	5.68 / 1.01	0.33	0.27
10. Child care facilities are available on campus.	6.29	6.02 / 1.42	0.27	5.90	5.39 / 1.39	0.51	0.63 *
17. Personnel in the Veterans' Services program are helpful.	5.79	5.40 / 1.61	0.39	5.53	5.51 / 1.32	0.02	-0.11
19. This campus provides effective support services for displaced homemakers.	6.33	5.92 / 1.51	0.41	5.85	5.67 / 1.22	0.18	0.25
30. The career services office provides students with the help they need to get a job.	6.47	5.69 / 1.50	0.78	6.17	5.61 / 1.22	0.56	0.08
38. The student center is a comfortable place for students to spend their leisure time.	6.42	5.93 / 1.23	0.49	6.10	5.75 / 1.31	0.35	0.18
47. There are adequate services to help me decide upon a career.	6.43	6.09 / 1.13	0.34	6.21	5.85 / 1.13	0.36	0.24
59. New student orientation services help students adjust to college.	6.45	6.26 / 1.13	0.19	6.20	5.90 / 1.13	0.30	0.36

* 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	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.58	6.23 / 0.79	0.35	6.32	5.96 / 0.94	0.36	0.27
2. Faculty care about me as an individual.	6.48	6.22 / 1.06	0.26	6.12	5.94 / 1.06	0.18	0.28
16. The college shows concern for students as individuals.	6.56	6.21 / 1.02	0.35	6.37	5.91 / 1.11	0.46	0.30
25. My academic advisor is concerned about my success as an individual.	6.63	6.40 / 0.80	0.23	6.46	5.97 / 1.17	0.49	0.43 *
29. Faculty are fair and unbiased in their treatment of individual students.	6.60	6.13 / 1.33	0.47	6.39	6.01 / 1.18	0.38	0.12
48. Counseling staff care about students as individuals.	6.64	6.18 / 1.29	0.46	6.28	5.98 / 1.11	0.30	0.20

* 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	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.51	6.21 / 0.80	0.30	6.31	5.94 / 0.90	0.37	0.27
2. Faculty care about me as an individual.	6.48	6.22 / 1.06	0.26	6.12	5.94 / 1.06	0.18	0.28
18. The quality of instruction I receive in most of my classes is excellent.	6.56	6.24 / 1.06	0.32	6.40	6.07 / 0.98	0.33	0.17
23. Faculty are understanding of students' unique life circumstances.	6.59	6.13 / 1.14	0.46	6.38	6.03 / 1.05	0.35	0.10
29. Faculty are fair and unbiased in their treatment of individual students.	6.60	6.13 / 1.33	0.47	6.39	6.01 / 1.18	0.38	0.12
37. Faculty take into consideration student differences as they teach a course.	6.64	6.23 / 1.06	0.41	6.34	5.93 / 1.00	0.41	0.30
46. Faculty provide timely feedback about student progress in a course.	6.51	6.10 / 1.25	0.41	6.25	5.92 / 1.17	0.33	0.18
54. Faculty are interested in my academic problems.	6.48	6.00 / 1.37	0.48	6.16	5.84 / 1.22	0.32	0.16
58. Nearly all of the faculty are knowledgeable in their fields.	6.55	6.43 / 0.85	0.12	6.43	6.19 / 0.89	0.24	0.24
61. Faculty are usually available after class and during office hours.	6.38	6.17 / 1.03	0.21	6.41	6.04 / 1.11	0.37	0.13
64. Nearly all classes deal with practical experiences and applications.	6.37	6.23 / 1.09	0.14	6.21	5.93 / 1.16	0.28	0.30
65. Students are notified early in the term if they are doing poorly in a class.	6.45	6.05 / 1.27	0.40	6.19	5.62 / 1.51	0.57	0.43
66. Program requirements are clear and reasonable.	6.46	6.32 / 0.96	0.14	6.34	5.95 / 1.20	0.39	0.37 *

* 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	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.57	6.21 / 1.04	0.36	6.26	5.59 / 1.47	0.67	0.62 **
70. I am able to experience intellectual growth here.	6.52	6.40 / 0.91	0.12	6.44	6.08 / 1.11	0.36	0.32

* 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	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.44	6.12 / 0.96	0.32	6.27	5.94 / 0.87	0.33	0.18
5. The personnel involved in registration are helpful.	6.31	6.06 / 1.20	0.25	6.35	6.08 / 1.20	0.27	-0.02
8. Classes are scheduled at times that are convenient for me.	6.39	6.09 / 1.20	0.30	6.29	5.91 / 1.24	0.38	0.18
15. I am able to register for classes I need with few conflicts.	6.50	6.02 / 1.29	0.48	6.29	5.91 / 1.08	0.38	0.11
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.52	6.21 / 1.12	0.31	6.34	5.91 / 1.12	0.43	0.30
43. Class change (drop/add) policies are reasonable.	6.57	6.37 / 0.91	0.20	6.17	5.99 / 1.09	0.18	0.38 *
51. There are convenient ways of paying my school bill.	6.45	6.08 / 1.45	0.37	6.35	5.90 / 1.14	0.45	0.18
56. The business office is open during hours which are convenient for most students.	6.39	6.13 / 1.02	0.26	6.30	5.97 / 1.12	0.33	0.16
60. Billing policies are reasonable.	6.45	6.07 / 1.20	0.38	6.13	5.92 / 1.14	0.21	0.15
62. Bookstore staff are helpful.	6.37	6.06 / 1.26	0.31	6.18	5.86 / 1.35	0.32	0.20

* 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	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		6.13 / 1.18			5.80 / 1.10		0.33
81. Institution's commitment to part-time students?		5.92 / 1.58			5.83 / 1.19		0.09
82. Institution's commitment to evening students?		6.00 / 1.36			5.67 / 1.33		0.33
83. Institution's commitment to older, returning learners?		6.18 / 1.20			5.93 / 1.19		0.25
84. Institution's commitment to under-represented populations?		6.21 / 1.07			5.86 / 1.13		0.35
85. Institution's commitment to commuters?		6.16 / 1.11			5.78 / 1.37		0.38
86. Institution's commitment to students with disabilities?		6.32 / 1.17			5.74 / 1.44		0.58 *

* 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	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.44	6.20 / 0.91	0.24	6.01	5.76 / 0.97	0.25	0.44 **
4. Security staff are helpful.	6.22	6.02 / 1.26	0.20	5.82	5.55 / 1.23	0.27	0.47 *
11. Security staff respond quickly in emergencies.	6.39	6.19 / 1.08	0.20	5.79	5.42 / 1.29	0.37	0.77 ***
24. Parking lots are well-lighted and secure.	6.48	6.09 / 1.24	0.39	5.92	5.76 / 1.20	0.16	0.33
31. The campus is safe and secure for all students.	6.65	6.36 / 1.04	0.29	6.41	6.25 / 0.95	0.16	0.11
39. The amount of student parking space on campus is adequate.	6.47	6.31 / 0.94	0.16	6.11	5.82 / 1.31	0.29	0.49 *

* 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	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.37	6.01 / 0.90	0.36	6.15	5.90 / 0.91	0.25	0.11
5. The personnel involved in registration are helpful.	6.31	6.06 / 1.20	0.25	6.35	6.08 / 1.20	0.27	-0.02
22. People on this campus respect and are supportive of each other.	6.38	5.87 / 1.47	0.51	6.19	5.91 / 1.08	0.28	-0.04
26. Library staff are helpful and approachable.	6.35	6.13 / 1.06	0.22	6.01	5.89 / 1.18	0.12	0.24
27. The campus staff are caring and helpful.	6.62	6.31 / 1.09	0.31	6.42	6.23 / 0.87	0.19	0.08
44. I generally know what's happening on campus.	6.33	5.92 / 1.20	0.41	5.81	5.79 / 1.20	0.02	0.13
57. Administrators are approachable to students.	6.56	6.11 / 1.18	0.45	6.36	5.93 / 1.17	0.43	0.18
62. Bookstore staff are helpful.	6.37	6.06 / 1.26	0.31	6.18	5.86 / 1.35	0.32	0.20
63. I seldom get the "run-around" when seeking information on this campus.	6.10	5.75 / 1.49	0.35	6.13	5.75 / 1.42	0.38	0.00
67. Channels for expressing student complaints are readily available.	6.35	5.89 / 1.45	0.46	5.88	5.62 / 1.30	0.26	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	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.54	6.19 / 0.90	0.35	6.36	6.04 / 0.89	0.32	0.15
1. Most students feel a sense of belonging here.	6.27	5.93 / 1.19	0.34	6.10	5.90 / 1.15	0.20	0.03
16. The college shows concern for students as individuals.	6.56	6.21 / 1.02	0.35	6.37	5.91 / 1.11	0.46	0.30
27. The campus staff are caring and helpful.	6.62	6.31 / 1.09	0.31	6.42	6.23 / 0.87	0.19	0.08
28. It is an enjoyable experience to be a student on this campus.	6.61	6.31 / 1.12	0.30	6.44	6.18 / 0.97	0.26	0.13
36. Students are made to feel welcome on this campus.	6.69	6.31 / 1.30	0.38	6.50	6.13 / 1.09	0.37	0.18
57. Administrators are approachable to students.	6.56	6.11 / 1.18	0.45	6.36	5.93 / 1.17	0.43	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

Items: In Sequential Order

Item	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	6.27	5.93 / 1.19	0.34	6.10	5.90 / 1.15	0.20	0.03
2. Faculty care about me as an individual.	6.48	6.22 / 1.06	0.26	6.12	5.94 / 1.06	0.18	0.28
3. The quality of instruction in the vocational/technical programs is excellent.	6.47	6.11 / 1.06	0.36	6.08	5.72 / 1.12	0.36	0.39 *
4. Security staff are helpful.	6.22	6.02 / 1.26	0.20	5.82	5.55 / 1.23	0.27	0.47 *
5. The personnel involved in registration are helpful.	6.31	6.06 / 1.20	0.25	6.35	6.08 / 1.20	0.27	-0.02
6. My academic advisor is approachable.	6.75	6.63 / 0.87	0.12	6.51	6.25 / 1.08	0.26	0.38 *
7. Adequate financial aid is available for most students.	6.38	5.90 / 1.68	0.48	6.39	5.95 / 1.24	0.44	-0.05
8. Classes are scheduled at times that are convenient for me.	6.39	6.09 / 1.20	0.30	6.29	5.91 / 1.24	0.38	0.18
9. Internships or practical experiences are provided in my degree/certificate program.	6.23	5.81 / 1.63	0.42	5.92	5.59 / 1.31	0.33	0.22
10. Child care facilities are available on campus.	6.29	6.02 / 1.42	0.27	5.90	5.39 / 1.39	0.51	0.63 *
11. Security staff respond quickly in emergencies.	6.39	6.19 / 1.08	0.20	5.79	5.42 / 1.29	0.37	0.77 ***
12. My academic advisor helps me set goals to work toward.	6.48	6.22 / 1.03	0.26	6.19	5.92 / 1.21	0.27	0.30
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.32	5.59 / 1.69	0.73	6.14	5.64 / 1.20	0.50	-0.05
14. Library resources and services are adequate.	6.57	6.39 / 0.91	0.18	6.15	5.96 / 1.12	0.19	0.43 *
15. I am able to register for classes I need with few conflicts.	6.50	6.02 / 1.29	0.48	6.29	5.91 / 1.08	0.38	0.11
16. The college shows concern for students as individuals.	6.56	6.21 / 1.02	0.35	6.37	5.91 / 1.11	0.46	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

Items: In Sequential Order

Item	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	5.79	5.40 / 1.61	0.39	5.53	5.51 / 1.32	0.02	-0.11
18. The quality of instruction I receive in most of my classes is excellent.	6.56	6.24 / 1.06	0.32	6.40	6.07 / 0.98	0.33	0.17
19. This campus provides effective support services for displaced homemakers.	6.33	5.92 / 1.51	0.41	5.85	5.67 / 1.22	0.18	0.25
20. Financial aid counselors are helpful.	6.54	5.98 / 1.38	0.56	6.40	5.87 / 1.30	0.53	0.11
21. There are a sufficient number of study areas on campus.	6.27	5.69 / 1.54	0.58	5.90	5.63 / 1.31	0.27	0.06
22. People on this campus respect and are supportive of each other.	6.38	5.87 / 1.47	0.51	6.19	5.91 / 1.08	0.28	-0.04
23. Faculty are understanding of students' unique life circumstances.	6.59	6.13 / 1.14	0.46	6.38	6.03 / 1.05	0.35	0.10
24. Parking lots are well-lighted and secure.	6.48	6.09 / 1.24	0.39	5.92	5.76 / 1.20	0.16	0.33
25. My academic advisor is concerned about my success as an individual.	6.63	6.40 / 0.80	0.23	6.46	5.97 / 1.17	0.49	0.43 *
26. Library staff are helpful and approachable.	6.35	6.13 / 1.06	0.22	6.01	5.89 / 1.18	0.12	0.24
27. The campus staff are caring and helpful.	6.62	6.31 / 1.09	0.31	6.42	6.23 / 0.87	0.19	0.08
28. It is an enjoyable experience to be a student on this campus.	6.61	6.31 / 1.12	0.30	6.44	6.18 / 0.97	0.26	0.13
29. Faculty are fair and unbiased in their treatment of individual students.	6.60	6.13 / 1.33	0.47	6.39	6.01 / 1.18	0.38	0.12
30. The career services office provides students with the help they need to get a job.	6.47	5.69 / 1.50	0.78	6.17	5.61 / 1.22	0.56	0.08
31. The campus is safe and secure for all students.	6.65	6.36 / 1.04	0.29	6.41	6.25 / 0.95	0.16	0.11

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Institutional Summary

Items: In Sequential Order

Item	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.60	6.47 / 0.91	0.13	6.51	6.17 / 1.08	0.34	0.30
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.47	6.02 / 1.17	0.45	6.03	5.59 / 1.17	0.44	0.43 *
34. Computer labs are adequate and accessible.	6.69	6.32 / 1.15	0.37	6.36	6.11 / 1.15	0.25	0.21
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.52	6.21 / 1.12	0.31	6.34	5.91 / 1.12	0.43	0.30
36. Students are made to feel welcome on this campus.	6.69	6.31 / 1.30	0.38	6.50	6.13 / 1.09	0.37	0.18
37. Faculty take into consideration student differences as they teach a course.	6.64	6.23 / 1.06	0.41	6.34	5.93 / 1.00	0.41	0.30
38. The student center is a comfortable place for students to spend their leisure time.	6.42	5.93 / 1.23	0.49	6.10	5.75 / 1.31	0.35	0.18
39. The amount of student parking space on campus is adequate.	6.47	6.31 / 0.94	0.16	6.11	5.82 / 1.31	0.29	0.49 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.54	6.20 / 1.09	0.34	6.17	5.72 / 1.23	0.45	0.48 *
41. Admissions staff are knowledgeable.	6.61	6.39 / 0.86	0.22	6.42	6.14 / 0.91	0.28	0.25
42. The equipment in the lab facilities is kept up to date.	6.56	6.30 / 1.02	0.26	6.17	5.89 / 1.25	0.28	0.41
43. Class change (drop/add) policies are reasonable.	6.57	6.37 / 0.91	0.20	6.17	5.99 / 1.09	0.18	0.38 *
44. I generally know what's happening on campus.	6.33	5.92 / 1.20	0.41	5.81	5.79 / 1.20	0.02	0.13
45. This institution has a good reputation within the community.	6.61	6.45 / 0.78	0.16	6.31	6.09 / 1.10	0.22	0.36 *
46. Faculty provide timely feedback about student progress in a course.	6.51	6.10 / 1.25	0.41	6.25	5.92 / 1.17	0.33	0.18

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 ** Difference statistically significant at the .01 level
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Institutional Summary

Items: In Sequential Order

Item	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.43	6.09 / 1.13	0.34	6.21	5.85 / 1.13	0.36	0.24
48. Counseling staff care about students as individuals.	6.64	6.18 / 1.29	0.46	6.28	5.98 / 1.11	0.30	0.20
49. Admissions counselors respond to prospective students' unique needs and requests.	6.55	6.23 / 0.95	0.32	6.18	5.78 / 1.14	0.40	0.45 *
50. Tutoring services are readily available.	6.72	6.42 / 0.89	0.30	6.27	5.92 / 1.09	0.35	0.50 **
51. There are convenient ways of paying my school bill.	6.45	6.08 / 1.45	0.37	6.35	5.90 / 1.14	0.45	0.18
52. This school does whatever it can to help me reach my educational goals.	6.54	6.22 / 1.16	0.32	6.43	6.12 / 1.00	0.31	0.10
53. The assessment and course placement procedures are reasonable.	6.52	6.24 / 1.06	0.28	6.19	5.71 / 1.09	0.48	0.53 **
54. Faculty are interested in my academic problems.	6.48	6.00 / 1.37	0.48	6.16	5.84 / 1.22	0.32	0.16
55. Academic support services adequately meet the needs of students.	6.63	6.23 / 1.01	0.40	6.25	5.83 / 1.10	0.42	0.40 *
56. The business office is open during hours which are convenient for most students.	6.39	6.13 / 1.02	0.26	6.30	5.97 / 1.12	0.33	0.16
57. Administrators are approachable to students.	6.56	6.11 / 1.18	0.45	6.36	5.93 / 1.17	0.43	0.18
58. Nearly all of the faculty are knowledgeable in their fields.	6.55	6.43 / 0.85	0.12	6.43	6.19 / 0.89	0.24	0.24
59. New student orientation services help students adjust to college.	6.45	6.26 / 1.13	0.19	6.20	5.90 / 1.13	0.30	0.36
60. Billing policies are reasonable.	6.45	6.07 / 1.20	0.38	6.13	5.92 / 1.14	0.21	0.15
61. Faculty are usually available after class and during office hours.	6.38	6.17 / 1.03	0.21	6.41	6.04 / 1.11	0.37	0.13

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Institutional Summary

Items: In Sequential Order

Item	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.37	6.06 / 1.26	0.31	6.18	5.86 / 1.35	0.32	0.20
63. I seldom get the "run-around" when seeking information on this campus.	6.10	5.75 / 1.49	0.35	6.13	5.75 / 1.42	0.38	0.00
64. Nearly all classes deal with practical experiences and applications.	6.37	6.23 / 1.09	0.14	6.21	5.93 / 1.16	0.28	0.30
65. Students are notified early in the term if they are doing poorly in a class.	6.45	6.05 / 1.27	0.40	6.19	5.62 / 1.51	0.57	0.43
66. Program requirements are clear and reasonable.	6.46	6.32 / 0.96	0.14	6.34	5.95 / 1.20	0.39	0.37 *
67. Channels for expressing student complaints are readily available.	6.35	5.89 / 1.45	0.46	5.88	5.62 / 1.30	0.26	0.27
68. On the whole, the campus is well-maintained.	6.58	6.55 / 0.72	0.03	6.24	5.96 / 1.35	0.28	0.59 **
69. There is a good variety of courses provided on this campus.	6.57	6.21 / 1.04	0.36	6.26	5.59 / 1.47	0.67	0.62 **
70. I am able to experience intellectual growth here.	6.52	6.40 / 0.91	0.12	6.44	6.08 / 1.11	0.36	0.32
71. Campus item 1				6.02	6.08 / 1.14	-0.06	
72. Campus item 2				6.43	6.19 / 1.15	0.24	
73. Campus item 3				6.58	6.48 / 0.89	0.10	
74. Campus item 4				6.15	5.98 / 1.11	0.17	
75. Campus item 5				6.19	6.03 / 1.03	0.16	
76. Campus item 6				6.47	6.14 / 1.19	0.33	
77. Campus item 7				6.10	5.82 / 1.26	0.28	

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Institutional Summary
Items: In Sequential Order

Item	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
78. Campus item 8				6.33	5.93 / 1.03	0.40	
79. Campus item 9				6.38	6.19 / 0.97	0.19	
80. Campus item 10				6.03	5.85 / 1.14	0.18	
81. Institution's commitment to part-time students?		5.92 / 1.58			5.83 / 1.19		0.09
82. Institution's commitment to evening students?		6.00 / 1.36			5.67 / 1.33		0.33
83. Institution's commitment to older, returning learners?		6.18 / 1.20			5.93 / 1.19		0.25
84. Institution's commitment to under-represented populations?		6.21 / 1.07			5.86 / 1.13		0.35
85. Institution's commitment to commuters?		6.16 / 1.11			5.78 / 1.37		0.38
86. Institution's commitment to students with disabilities?		6.32 / 1.17			5.74 / 1.44		0.58 *
87. Cost as factor in decision to enroll.	6.27			6.48			
88. Financial aid as factor in decision to enroll.	6.48			6.54			
89. Academic reputation as factor in decision to enroll.	6.22			6.32			
90. Size of institution as factor in decision to enroll.	5.86			5.92			
91. Opportunity to play sports as factor in decision to enroll.	3.96			4.14			
92. Recommendations from family/friends as factor in decision to enroll.	5.42			5.63			
93. Geographic setting as factor in decision to enroll.	5.75			5.88			

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Institutional Summary

Items: In Sequential Order

Item	May 2020			May 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
94. Campus appearance as factor in decision to enroll.	5.87			5.80			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.78			5.81			

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 ** Difference statistically significant at the .01 level
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Institutional Summary

Summary Items

Summary Item	May 2020	May 2019	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: 5.27 0% 1% 10% 18% 25% 16% 27%	Average: 5.52 0% 0% 2% 25% 22% 16% 33%	-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: 5.90 0% 1% 4% 14% 4% 30% 44%	Average: 5.84 0% 1% 0% 14% 18% 28% 37%	0.06
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: 6.29 1% 0% 1% 6% 4% 26% 58%	Average: 6.21 0% 1% 0% 8% 9% 29% 52%	0.08