

April 2016 Demographics

Gender	N	%	Class Level	N	%
Female	43	68.25%	1 year or less	29	46.03%
Male	20	31.75%	2 years	21	33.33%
Total	63	100.00%	3 years	6	9.52%
No Response	2		4 or more years	7	11.11%
			Total	63	100.00%
			No Response	2	
Age	N	%	Current GPA	N	%
18 and under	6	9.52%	No credits earned	3	4.84%
19 to 24	13	20.63%	1.99 or below	5	8.06%
25 to 34	32	50.79%	2.0 - 2.49	8	12.90%
35 to 44	6	9.52%	2.5 - 2.99	14	22.58%
45 and over	6	9.52%	3.0 - 3.49	13	20.97%
Total	63	100.00%	3.5 or above	19	30.65%
No Response	2		Total	62	100.00%
			No Response	3	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	1	1.61%	Associate degree	37	58.73%
American Indian or Alaskan Native	59	95.16%	Vocational/technical program	0	0.00%
Asian or Pacific Islander	0	0.00%	Transfer to another institution	6	9.52%
Caucasian/White	2	3.23%	Certification (initial / renewal)	1	1.59%
Hispanic	0	0.00%	Self-improvement/pleasure	1	1.59%
Other race	0	0.00%	Job-related training	1	1.59%
Race - Prefer not to respond	0	0.00%	Other educational goal	17	26.98%
Total	62	100.00%	Total	63	100.00%
No Response	3		No Response	2	
Current Enrollment Status	N	%	Employment	N	%
Day	55	93.22%	Full-time off campus	15	23.81%
Evening	4	6.78%	Part-time off campus	9	14.29%
Weekend	0	0.00%	Full-time on campus	5	7.94%
Total	59	100.00%	Part-time on campus	2	3.17%
No Response	6		Not employed	32	50.79%
			Total	63	100.00%
			No Response	2	
Current Class Load	N	%			
Full-time	60	95.24%			
Part-time	3	4.76%			
Total	63	100.00%			
No Response	2				

April 2016 Demographics

Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	3	4.84%	Campus item 2 - Answer 1	0	0%
Own house	19	30.65%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	12	19.35%	Campus item 2 - Answer 3	0	0%
Parent's home	13	20.97%	Campus item 2 - Answer 4	0	0%
Other residence	15	24.19%	Campus item 2 - Answer 5	0	0%
Total	62	100.00%	Campus item 2 - Answer 6	0	0%
No Response	3		Total	0	100.00%
			No Response	65	
Residence Classification			Group Code		
	N	%		N	%
In-state	43	69.35%	1002	2	3.57%
Out-of-state	18	29.03%	1003	2	3.57%
International (not U.S. citizen)	1	1.61%	1004	1	1.79%
Total	62	100.00%	1007	6	10.71%
No Response	3		1008	1	1.79%
			1012	2	3.57%
			1013	1	1.79%
			1017	3	5.36%
			1023	2	3.57%
			1032	2	3.57%
			1033	1	1.79%
			1035	12	21.43%
			1036	1	1.79%
			1037	4	7.14%
			1043	5	8.93%
			1047	6	10.71%
			1050	1	1.79%
			1051	2	3.57%
			1063	2	3.57%
			Total	56	100.00%
			No Response	9	
Disabilities					
	N	%			
Yes - Disability	5	7.94%			
No - Disability	58	92.06%			
Total	63	100.00%			
No Response	2				
Institution Was My					
	N	%			
1st choice	38	61.29%			
2nd choice	18	29.03%			
3rd choice or lower	6	9.68%			
Total	62	100.00%			
No Response	3				
Institution Question					
	N	%			
Campus item - Answer 1	23	43.40%			
Campus item - Answer 2	4	7.55%			
Campus item - Answer 3	13	24.53%			
Campus item - Answer 4	10	18.87%			
Campus item - Answer 5	3	5.66%			
Campus item - Answer 6	0	0.00%			
Total	53	100.00%			
No Response	12				

April 2015 Demographics

Gender	N	%	Class Level	N	%
Female	65	56.03%	1 year or less	60	51.72%
Male	51	43.97%	2 years	43	37.07%
Total	116	100.00%	3 years	11	9.48%
No Response	2		4 or more years	2	1.72%
			Total	116	100.00%
			No Response	2	
Age	N	%	Current GPA	N	%
18 and under	4	3.48%	No credits earned	4	3.45%
19 to 24	44	38.26%	1.99 or below	4	3.45%
25 to 34	37	32.17%	2.0 - 2.49	11	9.48%
35 to 44	23	20.00%	2.5 - 2.99	23	19.83%
45 and over	7	6.09%	3.0 - 3.49	38	32.76%
Total	115	100.00%	3.5 or above	36	31.03%
No Response	3		Total	116	100.00%
			No Response	2	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	2	1.75%	Associate degree	43	37.72%
American Indian or Alaskan Native	104	91.23%	Vocational/technical program	25	21.93%
Asian or Pacific Islander	0	0.00%	Transfer to another institution	13	11.40%
Caucasian/White	6	5.26%	Certification (initial / renewal)	6	5.26%
Hispanic	0	0.00%	Self-improvement/pleasure	2	1.75%
Other race	2	1.75%	Job-related training	0	0.00%
Race - Prefer not to respond	0	0.00%	Other educational goal	25	21.93%
Total	114	100.00%	Total	114	100.00%
No Response	4		No Response	4	
Current Enrollment Status	N	%	Employment	N	%
Day	97	85.84%	Full-time off campus	20	17.39%
Evening	16	14.16%	Part-time off campus	18	15.65%
Weekend	0	0.00%	Full-time on campus	4	3.48%
Total	113	100.00%	Part-time on campus	2	1.74%
No Response	5		Not employed	71	61.74%
			Total	115	100.00%
Current Class Load	N	%	No Response	3	
Full-time	100	91.74%			
Part-time	9	8.26%			
Total	109	100.00%			
No Response	9				

April 2015 Demographics

Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	5	4.35%	Campus item 2 - Answer 1	0	0%
Own house	15	13.04%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	23	20.00%	Campus item 2 - Answer 3	0	0%
Parent's home	20	17.39%	Campus item 2 - Answer 4	0	0%
Other residence	52	45.22%	Campus item 2 - Answer 5	0	0%
Total	115	100.00%	Campus item 2 - Answer 6	0	0%
No Response	3		Total	0	100.00%
			No Response	118	

Residence Classification			Group Code		
	N	%		N	%
In-state	81	70.43%	1000	1	0.88%
Out-of-state	34	29.57%	1002	4	3.51%
International (not U.S. citizen)	0	0.00%	1003	12	10.53%
Total	115	100.00%	1004	7	6.14%
No Response	3		1007	4	3.51%
			1008	3	2.63%
			1011	1	0.88%
			1012	1	0.88%
			1013	3	2.63%
			1014	1	0.88%
			1017	6	5.26%
			1023	4	3.51%
			1028	1	0.88%
			1029	3	2.63%
			1032	5	4.39%
			1033	3	2.63%
			1034	1	0.88%
			1035	9	7.89%
			1036	9	7.89%
			1037	2	1.75%
			1043	5	4.39%
			1044	3	2.63%
			1045	2	1.75%
			1047	1	0.88%
			1052	13	11.40%
			1055	7	6.14%
			1062	3	2.63%
			Total	114	100.00%
			No Response	4	

Disabilities		
	N	%
Yes - Disability	6	5.31%
No - Disability	107	94.69%
Total	113	100.00%
No Response	5	

Institution Was My		
	N	%
1st choice	86	75.44%
2nd choice	25	21.93%
3rd choice or lower	3	2.63%
Total	114	100.00%
No Response	4	

Institution Question		
	N	%
Campus item - Answer 1	33	30.00%
Campus item - Answer 2	23	20.91%
Campus item - Answer 3	24	21.82%
Campus item - Answer 4	26	23.64%
Campus item - Answer 5	3	2.73%
Campus item - Answer 6	1	0.91%
Total	110	100.00%
No Response	8	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 73. Campus item 3
- 36. Students are made to feel welcome on this campus.
- 43. Class change (drop/add) policies are reasonable.
- 70. I am able to experience intellectual growth here.
- 32. My academic advisor is knowledgeable about my program requirements.
- 34. Computer labs are adequate and accessible.
- 79. Campus item 9
- 50. Tutoring services are readily available.
- 45. This institution has a good reputation within the community.
- 28. It is an enjoyable experience to be a student on this campus.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 80. Campus item 10
- 14. Library resources and services are adequate.
- 8. Classes are scheduled at times that are convenient for me.
- 72. Campus item 2
- 38. The student center is a comfortable place for students to spend their leisure time.
- 26. Library staff are helpful and approachable.
- 68. On the whole, the campus is well-maintained.

Challenges

- 5. The personnel involved in registration are helpful.
- 15. I am able to register for classes I need with few conflicts.
- 41. Admissions staff are knowledgeable.
- 52. This school does whatever it can to help me reach my educational goals.
- 69. There is a good variety of courses provided on this campus.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 16. The college shows concern for students as individuals.
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 20. Financial aid counselors are helpful.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 7. Adequate financial aid is available for most students.
- 25. My academic advisor is concerned about my success as an individual.
- 31. The campus is safe and secure for all students.

Strategic Planning Overview Trends

Higher Satisfaction vs. April 2015

- 73. Campus item 3
- 36. Students are made to feel welcome on this campus.
- 5. The personnel involved in registration are helpful.
- 43. Class change (drop/add) policies are reasonable.
- 70. I am able to experience intellectual growth here.
- 15. I am able to register for classes I need with few conflicts.
- 32. My academic advisor is knowledgeable about my program requirements.
- 34. Computer labs are adequate and accessible.
- 41. Admissions staff are knowledgeable.
- 52. This school does whatever it can to help me reach my educational goals.
- 69. There is a good variety of courses provided on this campus.
- 79. Campus item 9
- 18. The quality of instruction I receive in most of my classes is excellent.
- 50. Tutoring services are readily available.
- 45. This institution has a good reputation within the community.
- 6. My academic advisor is approachable.
- 28. It is an enjoyable experience to be a student on this campus.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 16. The college shows concern for students as individuals.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 80. Campus item 10
- 13. Financial aid awards are announced to students in time to be helpful in college planning.
- 27. The campus staff are caring and helpful.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 66. Program requirements are clear and reasonable.
- 7. Adequate financial aid is available for most students.
- 14. Library resources and services are adequate.
- 8. Classes are scheduled at times that are convenient for me.
- 42. The equipment in the lab facilities is kept up to date.
- 72. Campus item 2
- 23. Faculty are understanding of students' unique life circumstances.
- 38. The student center is a comfortable place for students to spend their leisure time.
- 53. The assessment and course placement procedures are reasonable.
- 55. Academic support services adequately meet the needs of students.
- 64. Nearly all classes deal with practical experiences and applications.

Strategic Planning Overview

- 25. My academic advisor is concerned about my success as an individual.
- 26. Library staff are helpful and approachable.
- 31. The campus is safe and secure for all students.

Higher Importance vs. April 2015

- 73. Campus item 3
- 36. Students are made to feel welcome on this campus.
- 5. The personnel involved in registration are helpful.
- 43. Class change (drop/add) policies are reasonable.
- 70. I am able to experience intellectual growth here.
- 15. I am able to register for classes I need with few conflicts.
- 32. My academic advisor is knowledgeable about my program requirements.
- 34. Computer labs are adequate and accessible.
- 41. Admissions staff are knowledgeable.
- 52. This school does whatever it can to help me reach my educational goals.
- 69. There is a good variety of courses provided on this campus.
- 79. Campus item 9
- 50. Tutoring services are readily available.
- 45. This institution has a good reputation within the community.
- 6. My academic advisor is approachable.
- 28. It is an enjoyable experience to be a student on this campus.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 16. The college shows concern for students as individuals.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 27. The campus staff are caring and helpful.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 66. Program requirements are clear and reasonable.
- 14. Library resources and services are adequate.
- 8. Classes are scheduled at times that are convenient for me.
- 42. The equipment in the lab facilities is kept up to date.
- 23. Faculty are understanding of students' unique life circumstances.
- 38. The student center is a comfortable place for students to spend their leisure time.
- 53. The assessment and course placement procedures are reasonable.
- 55. Academic support services adequately meet the needs of students.
- 64. Nearly all classes deal with practical experiences and applications.

Institutional Summary
Scales: In Order of Importance

Scale	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Student Centeredness	6.29	6.08 / 0.94	0.21	6.02	5.24 / 1.37	0.78	0.84 ***
Registration Effectiveness	6.28	6.03 / 0.94	0.25	6.01	5.23 / 1.28	0.78	0.80 ***
Academic Services	6.27	6.02 / 0.94	0.25	6.02	5.21 / 1.34	0.81	0.81 ***
Academic Advising/Counseling	6.26	5.98 / 1.06	0.28	6.08	5.23 / 1.30	0.85	0.75 ***
Campus Climate	6.25	6.04 / 0.94	0.21	6.00	5.14 / 1.35	0.86	0.90 ***
Instructional Effectiveness	6.25	6.06 / 0.98	0.19	6.06	5.21 / 1.38	0.85	0.85 ***
Admissions and Financial Aid	6.24	5.89 / 1.10	0.35	6.07	5.10 / 1.20	0.97	0.79 ***
Service Excellence	6.24	5.99 / 0.95	0.25	5.95	5.06 / 1.33	0.89	0.93 ***
Concern for the Individual	6.22	5.98 / 1.03	0.24	6.05	5.19 / 1.34	0.86	0.79 ***
Campus Support Services	5.89	5.69 / 1.10	0.20	5.81	4.92 / 1.18	0.89	0.77 ***
Safety and Security	5.81	5.67 / 1.02	0.14	6.06	4.58 / 1.64	1.48	1.09 ***
Responsiveness to Diverse Populations		5.93 / 0.99			5.39 / 1.11		0.54 **

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

Institutional Summary
Items: In Order of Importance

Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
73. Campus item 3	6.59	6.52 / 0.88	0.07	6.30	5.97 / 1.04	0.33	0.55 ***
88. Financial aid as factor in decision to enroll.	6.59			6.20			
87. Cost as factor in decision to enroll.	6.45			6.19			
36. Students are made to feel welcome on this campus.	6.42	6.32 / 0.93	0.10	5.98	5.22 / 1.62	0.76	1.10 ***
5. The personnel involved in registration are helpful.	6.41	6.08 / 1.22	0.33	6.15	5.22 / 1.71	0.93	0.86 ***
43. Class change (drop/add) policies are reasonable.	6.40	6.22 / 1.13	0.18	5.93	5.33 / 1.56	0.60	0.89 ***
70. I am able to experience intellectual growth here.	6.39	6.20 / 1.07	0.19	6.15	5.25 / 1.71	0.90	0.95 ***
15. I am able to register for classes I need with few conflicts.	6.38	5.90 / 1.28	0.48	6.12	5.33 / 1.49	0.79	0.57 *
32. My academic advisor is knowledgeable about my program requirements.	6.37	6.11 / 1.29	0.26	6.01	5.25 / 1.63	0.76	0.86 ***
34. Computer labs are adequate and accessible.	6.37	6.16 / 1.11	0.21	6.03	5.42 / 1.57	0.61	0.74 ***
41. Admissions staff are knowledgeable.	6.37	6.08 / 1.21	0.29	5.96	5.05 / 1.72	0.91	1.03 ***
52. This school does whatever it can to help me reach my educational goals.	6.36	6.08 / 1.29	0.28	6.03	5.17 / 1.66	0.86	0.91 ***
69. There is a good variety of courses provided on this campus.	6.36	6.05 / 1.21	0.31	6.18	5.24 / 1.69	0.94	0.81 ***
79. Campus item 9	6.36	6.22 / 1.01	0.14	6.20	5.80 / 1.12	0.40	0.42 *
18. The quality of instruction I receive in most of my classes is excellent.	6.35	6.02 / 1.10	0.33	6.24	5.50 / 1.54	0.74	0.52 *
50. Tutoring services are readily available.	6.34	6.11 / 1.17	0.23	6.03	5.12 / 1.74	0.91	0.99 ***

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

Institutional Summary
Items: In Order of Importance

Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
6. My academic advisor is approachable.	6.33	6.08 / 1.25	0.25	6.17	5.46 / 1.70	0.71	0.62 *
45. This institution has a good reputation within the community.	6.33	6.24 / 1.13	0.09	6.09	5.29 / 1.67	0.80	0.95 ***
28. It is an enjoyable experience to be a student on this campus.	6.32	6.13 / 1.10	0.19	6.12	5.33 / 1.58	0.79	0.80 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.31	6.14 / 1.19	0.17	6.13	5.43 / 1.60	0.70	0.71 **
16. The college shows concern for students as individuals.	6.30	5.92 / 1.41	0.38	6.05	5.25 / 1.61	0.80	0.67 **
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.30	6.05 / 1.18	0.25	5.79	5.21 / 1.55	0.58	0.84 ***
80. Campus item 10	6.30	6.32 / 1.02	-0.02	6.18	5.67 / 1.20	0.51	0.65 ***
7. Adequate financial aid is available for most students.	6.29	5.90 / 1.28	0.39	6.23	5.18 / 1.68	1.05	0.72 **
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	5.83 / 1.43	0.46	6.26	5.10 / 1.55	1.16	0.73 **
20. Financial aid counselors are helpful.	6.29	5.95 / 1.20	0.34	6.39	5.59 / 1.32	0.80	0.36
27. The campus staff are caring and helpful.	6.29	6.05 / 1.12	0.24	6.03	5.16 / 1.59	0.87	0.89 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.89 / 1.38	0.40	6.11	5.10 / 1.62	1.01	0.79 **
66. Program requirements are clear and reasonable.	6.29	6.10 / 1.15	0.19	6.11	5.25 / 1.66	0.86	0.85 ***
8. Classes are scheduled at times that are convenient for me.	6.27	6.13 / 1.02	0.14	6.10	5.32 / 1.64	0.78	0.81 ***
14. Library resources and services are adequate.	6.27	6.18 / 1.05	0.09	6.11	5.42 / 1.44	0.69	0.76 ***
42. The equipment in the lab facilities is kept up to date.	6.26	6.00 / 1.23	0.26	5.96	5.18 / 1.63	0.78	0.82 ***

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

Institutional Summary

Items: In Order of Importance

Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
72. Campus item 2	6.26	6.23 / 1.01	0.03	6.17	5.79 / 1.16	0.38	0.44 *
23. Faculty are understanding of students' unique life circumstances.	6.25	5.98 / 1.21	0.27	5.96	5.19 / 1.50	0.77	0.79 ***
38. The student center is a comfortable place for students to spend their leisure time.	6.25	6.21 / 0.94	0.04	5.92	5.09 / 1.57	0.83	1.12 ***
53. The assessment and course placement procedures are reasonable.	6.25	6.00 / 1.33	0.25	5.90	5.30 / 1.54	0.60	0.70 **
55. Academic support services adequately meet the needs of students.	6.25	6.05 / 1.24	0.20	6.01	5.11 / 1.64	0.90	0.94 ***
64. Nearly all classes deal with practical experiences and applications.	6.25	6.08 / 1.13	0.17	5.85	5.01 / 1.78	0.84	1.07 ***
25. My academic advisor is concerned about my success as an individual.	6.24	5.85 / 1.38	0.39	6.09	5.01 / 1.71	1.08	0.84 ***
26. Library staff are helpful and approachable.	6.24	6.11 / 1.07	0.13	6.10	5.18 / 1.62	0.92	0.93 ***
31. The campus is safe and secure for all students.	6.24	5.87 / 1.21	0.37	6.30	4.70 / 2.02	1.60	1.17 ***
44. I generally know what's happening on campus.	6.23	6.05 / 1.18	0.18	5.79	5.09 / 1.58	0.70	0.96 ***
56. The business office is open during hours which are convenient for most students.	6.23	6.05 / 1.19	0.18	5.89	5.26 / 1.53	0.63	0.79 ***
59. New student orientation services help students adjust to college.	6.23	6.03 / 1.21	0.20	5.96	5.26 / 1.60	0.70	0.77 ***
68. On the whole, the campus is well-maintained.	6.23	6.23 / 1.12	0.00	6.17	5.35 / 1.79	0.82	0.88 ***
37. Faculty take into consideration student differences as they teach a course.	6.22	6.08 / 1.10	0.14	5.96	5.16 / 1.57	0.80	0.92 ***

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

Institutional Summary

Items: In Order of Importance

Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
63. I seldom get the "run-around" when seeking information on this campus.	6.22	5.92 / 1.38	0.30	5.82	4.88 / 1.54	0.94	1.04 ***
67. Channels for expressing student complaints are readily available.	6.22	5.97 / 1.32	0.25	5.86	4.77 / 1.69	1.09	1.20 ***
89. Academic reputation as factor in decision to enroll.	6.22			5.81			
94. Campus appearance as factor in decision to enroll.	6.22			4.96			
1. Most students feel a sense of belonging here.	6.21	6.02 / 1.20	0.19	5.96	5.31 / 1.54	0.65	0.71 **
62. Bookstore staff are helpful.	6.21	5.97 / 1.20	0.24	5.86	4.97 / 1.65	0.89	1.00 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.20	5.88 / 1.38	0.32	6.24	5.48 / 1.26	0.76	0.40
46. Faculty provide timely feedback about student progress in a course.	6.19	6.05 / 1.14	0.14	6.00	5.18 / 1.67	0.82	0.87 ***
54. Faculty are interested in my academic problems.	6.19	6.02 / 1.29	0.17	5.93	5.13 / 1.53	0.80	0.89 ***
60. Billing policies are reasonable.	6.19	6.02 / 1.21	0.17	6.10	5.27 / 1.61	0.83	0.75 **
21. There are a sufficient number of study areas on campus.	6.18	5.55 / 1.43	0.63	5.89	5.04 / 1.52	0.85	0.51 *
48. Counseling staff care about students as individuals.	6.18	5.97 / 1.27	0.21	5.96	5.20 / 1.51	0.76	0.77 ***
57. Administrators are approachable to students.	6.18	6.06 / 1.16	0.12	5.99	5.15 / 1.69	0.84	0.91 ***
61. Faculty are usually available after class and during office hours.	6.17	6.02 / 1.30	0.15	6.03	5.24 / 1.70	0.79	0.78 **
77. Campus item 7	6.17	5.93 / 1.35	0.24	6.15	5.76 / 1.22	0.39	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

Items: In Order of Importance

Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.16	5.90 / 1.33	0.26	5.96	5.16 / 1.54	0.80	0.74 **
49. Admissions counselors respond to prospective students' unique needs and requests.	6.16	5.89 / 1.48	0.27	5.87	5.01 / 1.69	0.86	0.88 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.15	5.98 / 1.34	0.17	6.08	4.89 / 1.69	1.19	1.09 ***
22. People on this campus respect and are supportive of each other.	6.14	5.71 / 1.24	0.43	5.96	5.06 / 1.57	0.90	0.65 **
12. My academic advisor helps me set goals to work toward.	6.13	5.89 / 1.24	0.24	6.05	5.05 / 1.67	1.00	0.84 ***
51. There are convenient ways of paying my school bill.	6.13	5.87 / 1.41	0.26	6.10	5.19 / 1.64	0.91	0.68 **
2. Faculty care about me as an individual.	6.10	6.29 / 0.89	-0.19	6.07	5.38 / 1.56	0.69	0.91 ***
78. Campus item 8	6.10	6.15 / 1.08	-0.05	6.02	5.61 / 1.16	0.41	0.54 **
76. Campus item 6	6.07	5.79 / 1.31	0.28	5.87	5.35 / 1.31	0.52	0.44 *
3. The quality of instruction in the vocational/technical programs is excellent.	6.05	6.04 / 0.93	0.01	6.05	5.32 / 1.57	0.73	0.72 **
75. Campus item 5	6.05	6.05 / 1.16	0.00	6.03	5.65 / 1.16	0.38	0.40 *
39. The amount of student parking space on campus is adequate.	6.03	5.97 / 1.10	0.06	5.87	5.26 / 1.56	0.61	0.71 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.02	5.71 / 1.48	0.31	5.65	4.65 / 1.61	1.00	1.06 ***
9. Internships or practical experiences are provided in my degree/certificate program.	6.00	5.62 / 1.41	0.38	6.04	4.88 / 1.70	1.16	0.74 **
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.98			4.89			

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

Institutional Summary

Items: In Order of Importance

Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
93. Geographic setting as factor in decision to enroll.	5.97			4.96			
30. The career services office provides students with the help they need to get a job.	5.92	5.69 / 1.49	0.23	5.97	4.57 / 1.74	1.40	1.12 ***
24. Parking lots are well-lighted and secure.	5.89	5.74 / 1.34	0.15	5.97	4.98 / 1.70	0.99	0.76 **
92. Recommendations from family/friends as factor in decision to enroll.	5.86			4.65			
90. Size of institution as factor in decision to enroll.	5.75			5.39			
19. This campus provides effective support services for displaced homemakers.	5.68	5.42 / 1.40	0.26	5.63	5.01 / 1.32	0.62	0.41
74. Campus item 4	5.68	5.79 / 1.30	-0.11	5.75	5.47 / 1.21	0.28	0.32
10. Child care facilities are available on campus.	5.59	5.27 / 1.61	0.32	5.76	4.62 / 1.90	1.14	0.65 *
4. Security staff are helpful.	5.52	5.42 / 1.36	0.10	6.03	3.87 / 2.23	2.16	1.55 ***
11. Security staff respond quickly in emergencies.	5.34	5.30 / 1.46	0.04	6.13	4.04 / 2.03	2.09	1.26 ***
17. Personnel in the Veterans' Services program are helpful.	4.97	4.86 / 1.51	0.11	5.36	4.64 / 1.20	0.72	0.22
71. Campus item 1	4.95	5.36 / 1.62	-0.41	5.19	5.12 / 1.20	0.07	0.24
91. Opportunity to play sports as factor in decision to enroll.	4.83			3.68			
81. Institution's commitment to part-time students?		5.77 / 1.28			5.34 / 1.22		0.43 *
82. Institution's commitment to evening students?		5.97 / 1.16			5.41 / 1.20		0.56 **
83. Institution's commitment to older, returning learners?		6.19 / 1.02			5.56 / 1.24		0.63 ***

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

Institutional Summary
Items: In Order of Importance

Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
84. Institution's commitment to under-represented populations?		5.92 / 1.09			5.39 / 1.23		0.53 **
85. Institution's commitment to commuters?		5.86 / 1.30			5.27 / 1.34		0.59 **
86. Institution's commitment to students with disabilities?		5.83 / 1.20			5.36 / 1.24		0.47 *

* 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	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.26	5.98 / 1.06	0.28	6.08	5.23 / 1.30	0.85	0.75 ***
6. My academic advisor is approachable.	6.33	6.08 / 1.25	0.25	6.17	5.46 / 1.70	0.71	0.62 *
12. My academic advisor helps me set goals to work toward.	6.13	5.89 / 1.24	0.24	6.05	5.05 / 1.67	1.00	0.84 ***
25. My academic advisor is concerned about my success as an individual.	6.24	5.85 / 1.38	0.39	6.09	5.01 / 1.71	1.08	0.84 ***
32. My academic advisor is knowledgeable about my program requirements.	6.37	6.11 / 1.29	0.26	6.01	5.25 / 1.63	0.76	0.86 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.20	5.88 / 1.38	0.32	6.24	5.48 / 1.26	0.76	0.40
48. Counseling staff care about students as individuals.	6.18	5.97 / 1.27	0.21	5.96	5.20 / 1.51	0.76	0.77 ***
52. This school does whatever it can to help me reach my educational goals.	6.36	6.08 / 1.29	0.28	6.03	5.17 / 1.66	0.86	0.91 ***

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

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Academic Services

Scale/Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.27	6.02 / 0.94	0.25	6.02	5.21 / 1.34	0.81	0.81 ***
14. Library resources and services are adequate.	6.27	6.18 / 1.05	0.09	6.11	5.42 / 1.44	0.69	0.76 ***
21. There are a sufficient number of study areas on campus.	6.18	5.55 / 1.43	0.63	5.89	5.04 / 1.52	0.85	0.51 *
26. Library staff are helpful and approachable.	6.24	6.11 / 1.07	0.13	6.10	5.18 / 1.62	0.92	0.93 ***
34. Computer labs are adequate and accessible.	6.37	6.16 / 1.11	0.21	6.03	5.42 / 1.57	0.61	0.74 ***
42. The equipment in the lab facilities is kept up to date.	6.26	6.00 / 1.23	0.26	5.96	5.18 / 1.63	0.78	0.82 ***
50. Tutoring services are readily available.	6.34	6.11 / 1.17	0.23	6.03	5.12 / 1.74	0.91	0.99 ***
55. Academic support services adequately meet the needs of students.	6.25	6.05 / 1.24	0.20	6.01	5.11 / 1.64	0.90	0.94 ***

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

Institutional Summary

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

Scale/Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.24	5.89 / 1.10	0.35	6.07	5.10 / 1.20	0.97	0.79 ***
7. Adequate financial aid is available for most students.	6.29	5.90 / 1.28	0.39	6.23	5.18 / 1.68	1.05	0.72 **
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	5.83 / 1.43	0.46	6.26	5.10 / 1.55	1.16	0.73 **
20. Financial aid counselors are helpful.	6.29	5.95 / 1.20	0.34	6.39	5.59 / 1.32	0.80	0.36
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.02	5.71 / 1.48	0.31	5.65	4.65 / 1.61	1.00	1.06 ***
41. Admissions staff are knowledgeable.	6.37	6.08 / 1.21	0.29	5.96	5.05 / 1.72	0.91	1.03 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.16	5.89 / 1.48	0.27	5.87	5.01 / 1.69	0.86	0.88 ***

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

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Climate

Scale/Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.25	6.04 / 0.94	0.21	6.00	5.14 / 1.35	0.86	0.90 ***
1. Most students feel a sense of belonging here.	6.21	6.02 / 1.20	0.19	5.96	5.31 / 1.54	0.65	0.71 **
2. Faculty care about me as an individual.	6.10	6.29 / 0.89	-0.19	6.07	5.38 / 1.56	0.69	0.91 ***
16. The college shows concern for students as individuals.	6.30	5.92 / 1.41	0.38	6.05	5.25 / 1.61	0.80	0.67 **
22. People on this campus respect and are supportive of each other.	6.14	5.71 / 1.24	0.43	5.96	5.06 / 1.57	0.90	0.65 **
27. The campus staff are caring and helpful.	6.29	6.05 / 1.12	0.24	6.03	5.16 / 1.59	0.87	0.89 ***
28. It is an enjoyable experience to be a student on this campus.	6.32	6.13 / 1.10	0.19	6.12	5.33 / 1.58	0.79	0.80 ***
31. The campus is safe and secure for all students.	6.24	5.87 / 1.21	0.37	6.30	4.70 / 2.02	1.60	1.17 ***
36. Students are made to feel welcome on this campus.	6.42	6.32 / 0.93	0.10	5.98	5.22 / 1.62	0.76	1.10 ***
44. I generally know what's happening on campus.	6.23	6.05 / 1.18	0.18	5.79	5.09 / 1.58	0.70	0.96 ***
45. This institution has a good reputation within the community.	6.33	6.24 / 1.13	0.09	6.09	5.29 / 1.67	0.80	0.95 ***
52. This school does whatever it can to help me reach my educational goals.	6.36	6.08 / 1.29	0.28	6.03	5.17 / 1.66	0.86	0.91 ***
57. Administrators are approachable to students.	6.18	6.06 / 1.16	0.12	5.99	5.15 / 1.69	0.84	0.91 ***
59. New student orientation services help students adjust to college.	6.23	6.03 / 1.21	0.20	5.96	5.26 / 1.60	0.70	0.77 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.22	5.92 / 1.38	0.30	5.82	4.88 / 1.54	0.94	1.04 ***
67. Channels for expressing student complaints are readily available.	6.22	5.97 / 1.32	0.25	5.86	4.77 / 1.69	1.09	1.20 ***

* 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 - Campus Support Services

Scale/Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.89	5.69 / 1.10	0.20	5.81	4.92 / 1.18	0.89	0.77 ***
10. Child care facilities are available on campus.	5.59	5.27 / 1.61	0.32	5.76	4.62 / 1.90	1.14	0.65 *
17. Personnel in the Veterans' Services program are helpful.	4.97	4.86 / 1.51	0.11	5.36	4.64 / 1.20	0.72	0.22
19. This campus provides effective support services for displaced homemakers.	5.68	5.42 / 1.40	0.26	5.63	5.01 / 1.32	0.62	0.41
30. The career services office provides students with the help they need to get a job.	5.92	5.69 / 1.49	0.23	5.97	4.57 / 1.74	1.40	1.12 ***
38. The student center is a comfortable place for students to spend their leisure time.	6.25	6.21 / 0.94	0.04	5.92	5.09 / 1.57	0.83	1.12 ***
47. There are adequate services to help me decide upon a career.	6.16	5.90 / 1.33	0.26	5.96	5.16 / 1.54	0.80	0.74 **
59. New student orientation services help students adjust to college.	6.23	6.03 / 1.21	0.20	5.96	5.26 / 1.60	0.70	0.77 ***

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

Institutional Summary

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

Scale/Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.22	5.98 / 1.03	0.24	6.05	5.19 / 1.34	0.86	0.79 ***
2. Faculty care about me as an individual.	6.10	6.29 / 0.89	-0.19	6.07	5.38 / 1.56	0.69	0.91 ***
16. The college shows concern for students as individuals.	6.30	5.92 / 1.41	0.38	6.05	5.25 / 1.61	0.80	0.67 **
25. My academic advisor is concerned about my success as an individual.	6.24	5.85 / 1.38	0.39	6.09	5.01 / 1.71	1.08	0.84 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.89 / 1.38	0.40	6.11	5.10 / 1.62	1.01	0.79 **
48. Counseling staff care about students as individuals.	6.18	5.97 / 1.27	0.21	5.96	5.20 / 1.51	0.76	0.77 ***

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

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

Scale/Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.25	6.06 / 0.98	0.19	6.06	5.21 / 1.38	0.85	0.85 ***
2. Faculty care about me as an individual.	6.10	6.29 / 0.89	-0.19	6.07	5.38 / 1.56	0.69	0.91 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.35	6.02 / 1.10	0.33	6.24	5.50 / 1.54	0.74	0.52 *
23. Faculty are understanding of students' unique life circumstances.	6.25	5.98 / 1.21	0.27	5.96	5.19 / 1.50	0.77	0.79 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.89 / 1.38	0.40	6.11	5.10 / 1.62	1.01	0.79 **
37. Faculty take into consideration student differences as they teach a course.	6.22	6.08 / 1.10	0.14	5.96	5.16 / 1.57	0.80	0.92 ***
46. Faculty provide timely feedback about student progress in a course.	6.19	6.05 / 1.14	0.14	6.00	5.18 / 1.67	0.82	0.87 ***
54. Faculty are interested in my academic problems.	6.19	6.02 / 1.29	0.17	5.93	5.13 / 1.53	0.80	0.89 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.31	6.14 / 1.19	0.17	6.13	5.43 / 1.60	0.70	0.71 **
61. Faculty are usually available after class and during office hours.	6.17	6.02 / 1.30	0.15	6.03	5.24 / 1.70	0.79	0.78 **
64. Nearly all classes deal with practical experiences and applications.	6.25	6.08 / 1.13	0.17	5.85	5.01 / 1.78	0.84	1.07 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.15	5.98 / 1.34	0.17	6.08	4.89 / 1.69	1.19	1.09 ***
66. Program requirements are clear and reasonable.	6.29	6.10 / 1.15	0.19	6.11	5.25 / 1.66	0.86	0.85 ***

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

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

Scale/Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.36	6.05 / 1.21	0.31	6.18	5.24 / 1.69	0.94	0.81 ***
70. I am able to experience intellectual growth here.	6.39	6.20 / 1.07	0.19	6.15	5.25 / 1.71	0.90	0.95 ***

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

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Registration Effectiveness

Scale/Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.28	6.03 / 0.94	0.25	6.01	5.23 / 1.28	0.78	0.80 ***
5. The personnel involved in registration are helpful.	6.41	6.08 / 1.22	0.33	6.15	5.22 / 1.71	0.93	0.86 ***
8. Classes are scheduled at times that are convenient for me.	6.27	6.13 / 1.02	0.14	6.10	5.32 / 1.64	0.78	0.81 ***
15. I am able to register for classes I need with few conflicts.	6.38	5.90 / 1.28	0.48	6.12	5.33 / 1.49	0.79	0.57 *
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.30	6.05 / 1.18	0.25	5.79	5.21 / 1.55	0.58	0.84 ***
43. Class change (drop/add) policies are reasonable.	6.40	6.22 / 1.13	0.18	5.93	5.33 / 1.56	0.60	0.89 ***
51. There are convenient ways of paying my school bill.	6.13	5.87 / 1.41	0.26	6.10	5.19 / 1.64	0.91	0.68 **
56. The business office is open during hours which are convenient for most students.	6.23	6.05 / 1.19	0.18	5.89	5.26 / 1.53	0.63	0.79 ***
60. Billing policies are reasonable.	6.19	6.02 / 1.21	0.17	6.10	5.27 / 1.61	0.83	0.75 **
62. Bookstore staff are helpful.	6.21	5.97 / 1.20	0.24	5.86	4.97 / 1.65	0.89	1.00 ***

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

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Responsiveness to Diverse Populations

Scale/Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.93 / 0.99			5.39 / 1.11		0.54 **
81. Institution's commitment to part-time students?		5.77 / 1.28			5.34 / 1.22		0.43 *
82. Institution's commitment to evening students?		5.97 / 1.16			5.41 / 1.20		0.56 **
83. Institution's commitment to older, returning learners?		6.19 / 1.02			5.56 / 1.24		0.63 ***
84. Institution's commitment to under-represented populations?		5.92 / 1.09			5.39 / 1.23		0.53 **
85. Institution's commitment to commuters?		5.86 / 1.30			5.27 / 1.34		0.59 **
86. Institution's commitment to students with disabilities?		5.83 / 1.20			5.36 / 1.24		0.47 *

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

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Safety and Security

Scale/Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	5.81	5.67 / 1.02	0.14	6.06	4.58 / 1.64	1.48	1.09 ***
4. Security staff are helpful.	5.52	5.42 / 1.36	0.10	6.03	3.87 / 2.23	2.16	1.55 ***
11. Security staff respond quickly in emergencies.	5.34	5.30 / 1.46	0.04	6.13	4.04 / 2.03	2.09	1.26 ***
24. Parking lots are well-lighted and secure.	5.89	5.74 / 1.34	0.15	5.97	4.98 / 1.70	0.99	0.76 **
31. The campus is safe and secure for all students.	6.24	5.87 / 1.21	0.37	6.30	4.70 / 2.02	1.60	1.17 ***
39. The amount of student parking space on campus is adequate.	6.03	5.97 / 1.10	0.06	5.87	5.26 / 1.56	0.61	0.71 **

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

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Service Excellence

Scale/Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.24	5.99 / 0.95	0.25	5.95	5.06 / 1.33	0.89	0.93 ***
5. The personnel involved in registration are helpful.	6.41	6.08 / 1.22	0.33	6.15	5.22 / 1.71	0.93	0.86 ***
22. People on this campus respect and are supportive of each other.	6.14	5.71 / 1.24	0.43	5.96	5.06 / 1.57	0.90	0.65 **
26. Library staff are helpful and approachable.	6.24	6.11 / 1.07	0.13	6.10	5.18 / 1.62	0.92	0.93 ***
27. The campus staff are caring and helpful.	6.29	6.05 / 1.12	0.24	6.03	5.16 / 1.59	0.87	0.89 ***
44. I generally know what's happening on campus.	6.23	6.05 / 1.18	0.18	5.79	5.09 / 1.58	0.70	0.96 ***
57. Administrators are approachable to students.	6.18	6.06 / 1.16	0.12	5.99	5.15 / 1.69	0.84	0.91 ***
62. Bookstore staff are helpful.	6.21	5.97 / 1.20	0.24	5.86	4.97 / 1.65	0.89	1.00 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.22	5.92 / 1.38	0.30	5.82	4.88 / 1.54	0.94	1.04 ***
67. Channels for expressing student complaints are readily available.	6.22	5.97 / 1.32	0.25	5.86	4.77 / 1.69	1.09	1.20 ***

* 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 - Student Centeredness

Scale/Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.29	6.08 / 0.94	0.21	6.02	5.24 / 1.37	0.78	0.84 ***
1. Most students feel a sense of belonging here.	6.21	6.02 / 1.20	0.19	5.96	5.31 / 1.54	0.65	0.71 **
16. The college shows concern for students as individuals.	6.30	5.92 / 1.41	0.38	6.05	5.25 / 1.61	0.80	0.67 **
27. The campus staff are caring and helpful.	6.29	6.05 / 1.12	0.24	6.03	5.16 / 1.59	0.87	0.89 ***
28. It is an enjoyable experience to be a student on this campus.	6.32	6.13 / 1.10	0.19	6.12	5.33 / 1.58	0.79	0.80 ***
36. Students are made to feel welcome on this campus.	6.42	6.32 / 0.93	0.10	5.98	5.22 / 1.62	0.76	1.10 ***
57. Administrators are approachable to students.	6.18	6.06 / 1.16	0.12	5.99	5.15 / 1.69	0.84	0.91 ***

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

Institutional Summary

Items: In Sequential Order

Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	6.21	6.02 / 1.20	0.19	5.96	5.31 / 1.54	0.65	0.71 **
2. Faculty care about me as an individual.	6.10	6.29 / 0.89	-0.19	6.07	5.38 / 1.56	0.69	0.91 ***
3. The quality of instruction in the vocational/technical programs is excellent.	6.05	6.04 / 0.93	0.01	6.05	5.32 / 1.57	0.73	0.72 **
4. Security staff are helpful.	5.52	5.42 / 1.36	0.10	6.03	3.87 / 2.23	2.16	1.55 ***
5. The personnel involved in registration are helpful.	6.41	6.08 / 1.22	0.33	6.15	5.22 / 1.71	0.93	0.86 ***
6. My academic advisor is approachable.	6.33	6.08 / 1.25	0.25	6.17	5.46 / 1.70	0.71	0.62 *
7. Adequate financial aid is available for most students.	6.29	5.90 / 1.28	0.39	6.23	5.18 / 1.68	1.05	0.72 **
8. Classes are scheduled at times that are convenient for me.	6.27	6.13 / 1.02	0.14	6.10	5.32 / 1.64	0.78	0.81 ***
9. Internships or practical experiences are provided in my degree/certificate program.	6.00	5.62 / 1.41	0.38	6.04	4.88 / 1.70	1.16	0.74 **
10. Child care facilities are available on campus.	5.59	5.27 / 1.61	0.32	5.76	4.62 / 1.90	1.14	0.65 *
11. Security staff respond quickly in emergencies.	5.34	5.30 / 1.46	0.04	6.13	4.04 / 2.03	2.09	1.26 ***
12. My academic advisor helps me set goals to work toward.	6.13	5.89 / 1.24	0.24	6.05	5.05 / 1.67	1.00	0.84 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.29	5.83 / 1.43	0.46	6.26	5.10 / 1.55	1.16	0.73 **
14. Library resources and services are adequate.	6.27	6.18 / 1.05	0.09	6.11	5.42 / 1.44	0.69	0.76 ***
15. I am able to register for classes I need with few conflicts.	6.38	5.90 / 1.28	0.48	6.12	5.33 / 1.49	0.79	0.57 *
16. The college shows concern for students as individuals.	6.30	5.92 / 1.41	0.38	6.05	5.25 / 1.61	0.80	0.67 **

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

Institutional Summary

Items: In Sequential Order

Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	4.97	4.86 / 1.51	0.11	5.36	4.64 / 1.20	0.72	0.22
18. The quality of instruction I receive in most of my classes is excellent.	6.35	6.02 / 1.10	0.33	6.24	5.50 / 1.54	0.74	0.52 *
19. This campus provides effective support services for displaced homemakers.	5.68	5.42 / 1.40	0.26	5.63	5.01 / 1.32	0.62	0.41
20. Financial aid counselors are helpful.	6.29	5.95 / 1.20	0.34	6.39	5.59 / 1.32	0.80	0.36
21. There are a sufficient number of study areas on campus.	6.18	5.55 / 1.43	0.63	5.89	5.04 / 1.52	0.85	0.51 *
22. People on this campus respect and are supportive of each other.	6.14	5.71 / 1.24	0.43	5.96	5.06 / 1.57	0.90	0.65 **
23. Faculty are understanding of students' unique life circumstances.	6.25	5.98 / 1.21	0.27	5.96	5.19 / 1.50	0.77	0.79 ***
24. Parking lots are well-lighted and secure.	5.89	5.74 / 1.34	0.15	5.97	4.98 / 1.70	0.99	0.76 **
25. My academic advisor is concerned about my success as an individual.	6.24	5.85 / 1.38	0.39	6.09	5.01 / 1.71	1.08	0.84 ***
26. Library staff are helpful and approachable.	6.24	6.11 / 1.07	0.13	6.10	5.18 / 1.62	0.92	0.93 ***
27. The campus staff are caring and helpful.	6.29	6.05 / 1.12	0.24	6.03	5.16 / 1.59	0.87	0.89 ***
28. It is an enjoyable experience to be a student on this campus.	6.32	6.13 / 1.10	0.19	6.12	5.33 / 1.58	0.79	0.80 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.29	5.89 / 1.38	0.40	6.11	5.10 / 1.62	1.01	0.79 **
30. The career services office provides students with the help they need to get a job.	5.92	5.69 / 1.49	0.23	5.97	4.57 / 1.74	1.40	1.12 ***
31. The campus is safe and secure for all students.	6.24	5.87 / 1.21	0.37	6.30	4.70 / 2.02	1.60	1.17 ***

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

Institutional Summary

Items: In Sequential Order

Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.37	6.11 / 1.29	0.26	6.01	5.25 / 1.63	0.76	0.86 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.02	5.71 / 1.48	0.31	5.65	4.65 / 1.61	1.00	1.06 ***
34. Computer labs are adequate and accessible.	6.37	6.16 / 1.11	0.21	6.03	5.42 / 1.57	0.61	0.74 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.30	6.05 / 1.18	0.25	5.79	5.21 / 1.55	0.58	0.84 ***
36. Students are made to feel welcome on this campus.	6.42	6.32 / 0.93	0.10	5.98	5.22 / 1.62	0.76	1.10 ***
37. Faculty take into consideration student differences as they teach a course.	6.22	6.08 / 1.10	0.14	5.96	5.16 / 1.57	0.80	0.92 ***
38. The student center is a comfortable place for students to spend their leisure time.	6.25	6.21 / 0.94	0.04	5.92	5.09 / 1.57	0.83	1.12 ***
39. The amount of student parking space on campus is adequate.	6.03	5.97 / 1.10	0.06	5.87	5.26 / 1.56	0.61	0.71 **
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.20	5.88 / 1.38	0.32	6.24	5.48 / 1.26	0.76	0.40
41. Admissions staff are knowledgeable.	6.37	6.08 / 1.21	0.29	5.96	5.05 / 1.72	0.91	1.03 ***
42. The equipment in the lab facilities is kept up to date.	6.26	6.00 / 1.23	0.26	5.96	5.18 / 1.63	0.78	0.82 ***
43. Class change (drop/add) policies are reasonable.	6.40	6.22 / 1.13	0.18	5.93	5.33 / 1.56	0.60	0.89 ***
44. I generally know what's happening on campus.	6.23	6.05 / 1.18	0.18	5.79	5.09 / 1.58	0.70	0.96 ***
45. This institution has a good reputation within the community.	6.33	6.24 / 1.13	0.09	6.09	5.29 / 1.67	0.80	0.95 ***
46. Faculty provide timely feedback about student progress in a course.	6.19	6.05 / 1.14	0.14	6.00	5.18 / 1.67	0.82	0.87 ***

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

Institutional Summary

Items: In Sequential Order

Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.16	5.90 / 1.33	0.26	5.96	5.16 / 1.54	0.80	0.74 **
48. Counseling staff care about students as individuals.	6.18	5.97 / 1.27	0.21	5.96	5.20 / 1.51	0.76	0.77 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.16	5.89 / 1.48	0.27	5.87	5.01 / 1.69	0.86	0.88 ***
50. Tutoring services are readily available.	6.34	6.11 / 1.17	0.23	6.03	5.12 / 1.74	0.91	0.99 ***
51. There are convenient ways of paying my school bill.	6.13	5.87 / 1.41	0.26	6.10	5.19 / 1.64	0.91	0.68 **
52. This school does whatever it can to help me reach my educational goals.	6.36	6.08 / 1.29	0.28	6.03	5.17 / 1.66	0.86	0.91 ***
53. The assessment and course placement procedures are reasonable.	6.25	6.00 / 1.33	0.25	5.90	5.30 / 1.54	0.60	0.70 **
54. Faculty are interested in my academic problems.	6.19	6.02 / 1.29	0.17	5.93	5.13 / 1.53	0.80	0.89 ***
55. Academic support services adequately meet the needs of students.	6.25	6.05 / 1.24	0.20	6.01	5.11 / 1.64	0.90	0.94 ***
56. The business office is open during hours which are convenient for most students.	6.23	6.05 / 1.19	0.18	5.89	5.26 / 1.53	0.63	0.79 ***
57. Administrators are approachable to students.	6.18	6.06 / 1.16	0.12	5.99	5.15 / 1.69	0.84	0.91 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.31	6.14 / 1.19	0.17	6.13	5.43 / 1.60	0.70	0.71 **
59. New student orientation services help students adjust to college.	6.23	6.03 / 1.21	0.20	5.96	5.26 / 1.60	0.70	0.77 ***
60. Billing policies are reasonable.	6.19	6.02 / 1.21	0.17	6.10	5.27 / 1.61	0.83	0.75 **
61. Faculty are usually available after class and during office hours.	6.17	6.02 / 1.30	0.15	6.03	5.24 / 1.70	0.79	0.78 **

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

Institutional Summary

Items: In Sequential Order

Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.21	5.97 / 1.20	0.24	5.86	4.97 / 1.65	0.89	1.00 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.22	5.92 / 1.38	0.30	5.82	4.88 / 1.54	0.94	1.04 ***
64. Nearly all classes deal with practical experiences and applications.	6.25	6.08 / 1.13	0.17	5.85	5.01 / 1.78	0.84	1.07 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.15	5.98 / 1.34	0.17	6.08	4.89 / 1.69	1.19	1.09 ***
66. Program requirements are clear and reasonable.	6.29	6.10 / 1.15	0.19	6.11	5.25 / 1.66	0.86	0.85 ***
67. Channels for expressing student complaints are readily available.	6.22	5.97 / 1.32	0.25	5.86	4.77 / 1.69	1.09	1.20 ***
68. On the whole, the campus is well-maintained.	6.23	6.23 / 1.12	0.00	6.17	5.35 / 1.79	0.82	0.88 ***
69. There is a good variety of courses provided on this campus.	6.36	6.05 / 1.21	0.31	6.18	5.24 / 1.69	0.94	0.81 ***
70. I am able to experience intellectual growth here.	6.39	6.20 / 1.07	0.19	6.15	5.25 / 1.71	0.90	0.95 ***
71. Campus item 1	4.95	5.36 / 1.62	-0.41	5.19	5.12 / 1.20	0.07	0.24
72. Campus item 2	6.26	6.23 / 1.01	0.03	6.17	5.79 / 1.16	0.38	0.44 *
73. Campus item 3	6.59	6.52 / 0.88	0.07	6.30	5.97 / 1.04	0.33	0.55 ***
74. Campus item 4	5.68	5.79 / 1.30	-0.11	5.75	5.47 / 1.21	0.28	0.32
75. Campus item 5	6.05	6.05 / 1.16	0.00	6.03	5.65 / 1.16	0.38	0.40 *
76. Campus item 6	6.07	5.79 / 1.31	0.28	5.87	5.35 / 1.31	0.52	0.44 *
77. Campus item 7	6.17	5.93 / 1.35	0.24	6.15	5.76 / 1.22	0.39	0.17

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

Institutional Summary

Items: In Sequential Order

Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
78. Campus item 8	6.10	6.15 / 1.08	-0.05	6.02	5.61 / 1.16	0.41	0.54 **
79. Campus item 9	6.36	6.22 / 1.01	0.14	6.20	5.80 / 1.12	0.40	0.42 *
80. Campus item 10	6.30	6.32 / 1.02	-0.02	6.18	5.67 / 1.20	0.51	0.65 ***
81. Institution's commitment to part-time students?		5.77 / 1.28			5.34 / 1.22		0.43 *
82. Institution's commitment to evening students?		5.97 / 1.16			5.41 / 1.20		0.56 **
83. Institution's commitment to older, returning learners?		6.19 / 1.02			5.56 / 1.24		0.63 ***
84. Institution's commitment to under-represented populations?		5.92 / 1.09			5.39 / 1.23		0.53 **
85. Institution's commitment to commuters?		5.86 / 1.30			5.27 / 1.34		0.59 **
86. Institution's commitment to students with disabilities?		5.83 / 1.20			5.36 / 1.24		0.47 *
87. Cost as factor in decision to enroll.	6.45			6.19			
88. Financial aid as factor in decision to enroll.	6.59			6.20			
89. Academic reputation as factor in decision to enroll.	6.22			5.81			
90. Size of institution as factor in decision to enroll.	5.75			5.39			
91. Opportunity to play sports as factor in decision to enroll.	4.83			3.68			
92. Recommendations from family/friends as factor in decision to enroll.	5.86			4.65			
93. Geographic setting as factor in decision to enroll.	5.97			4.96			

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

Institutional Summary

Items: In Sequential Order

Item	April 2016			April 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
94. Campus appearance as factor in decision to enroll.	6.22			4.96			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.98			4.89			

* 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	April 2016	April 2015	Mean Difference
<p>So far, how has your college experience met your expectations?</p> <p>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</p>	<p>Average: 5.61</p> <p>1% 0% 1% 19% 27% 8% 40%</p>	<p>Average: 5.35</p> <p>0% 0% 0% 23% 38% 16% 21%</p>	0.26
<p>Rate your overall satisfaction with your experience here thus far.</p> <p>1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied</p>	<p>Average: 6.24</p> <p>0% 3% 0% 3% 6% 37% 50%</p>	<p>Average: 5.75</p> <p>0% 0% 1% 13% 15% 47% 22%</p>	0.49
<p>All in all, if you had to do it over, would you enroll here again?</p> <p>1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes</p>	<p>Average: 6.59</p> <p>0% 0% 1% 1% 3% 22% 70%</p>	<p>Average: 6.06</p> <p>0% 0% 0% 6% 15% 38% 38%</p>	0.53