

## May 2017 Demographics

| <b>Gender</b> | <b>N</b> | <b>%</b> | <b>Class Level</b> | <b>N</b> | <b>%</b> |
|---------------|----------|----------|--------------------|----------|----------|
| Female        | 51       | 78.46%   | 1 year or less     | 25       | 39.68%   |
| Male          | 14       | 21.54%   | 2 years            | 25       | 39.68%   |
| Total         | 65       | 100.00%  | 3 years            | 9        | 14.29%   |
| No Response   | 0        |          | 4 or more years    | 4        | 6.35%    |
|               |          |          | Total              | 63       | 100.00%  |
|               |          |          | No Response        | 2        |          |

  

| <b>Age</b>   | <b>N</b> | <b>%</b> | <b>Current GPA</b> | <b>N</b> | <b>%</b> |
|--------------|----------|----------|--------------------|----------|----------|
| 18 and under | 0        | 0.00%    | No credits earned  | 2        | 3.17%    |
| 19 to 24     | 22       | 34.92%   | 1.99 or below      | 1        | 1.59%    |
| 25 to 34     | 24       | 38.10%   | 2.0 - 2.49         | 8        | 12.70%   |
| 35 to 44     | 10       | 15.87%   | 2.5 - 2.99         | 11       | 17.46%   |
| 45 and over  | 7        | 11.11%   | 3.0 - 3.49         | 22       | 34.92%   |
| Total        | 63       | 100.00%  | 3.5 or above       | 19       | 30.16%   |
| No Response  | 2        |          | Total              | 63       | 100.00%  |
|              |          |          | No Response        | 2        |          |

  

| <b>Ethnicity/Race</b>             | <b>N</b> | <b>%</b> | <b>Educational Goal</b>           | <b>N</b> | <b>%</b> |
|-----------------------------------|----------|----------|-----------------------------------|----------|----------|
| African-American                  | 0        | 0.00%    | Associate degree                  | 40       | 62.50%   |
| American Indian or Alaskan Native | 54       | 83.08%   | Vocational/technical program      | 2        | 3.13%    |
| Asian or Pacific Islander         | 0        | 0.00%    | Transfer to another institution   | 5        | 7.81%    |
| Caucasian/White                   | 8        | 12.31%   | Certification (initial / renewal) | 2        | 3.13%    |
| Hispanic                          | 0        | 0.00%    | Self-improvement/pleasure         | 2        | 3.13%    |
| Other race                        | 2        | 3.08%    | Job-related training              | 1        | 1.56%    |
| Race - Prefer not to respond      | 1        | 1.54%    | Other educational goal            | 12       | 18.75%   |
| Total                             | 65       | 100.00%  | Total                             | 64       | 100.00%  |
| No Response                       | 0        |          | No Response                       | 1        |          |

  

| <b>Current Enrollment Status</b> | <b>N</b> | <b>%</b> | <b>Employment</b>    | <b>N</b> | <b>%</b> |
|----------------------------------|----------|----------|----------------------|----------|----------|
| Day                              | 58       | 89.23%   | Full-time off campus | 8        | 12.70%   |
| Evening                          | 7        | 10.77%   | Part-time off campus | 6        | 9.52%    |
| Weekend                          | 0        | 0.00%    | Full-time on campus  | 9        | 14.29%   |
| Total                            | 65       | 100.00%  | Part-time on campus  | 6        | 9.52%    |
| No Response                      | 0        |          | Not employed         | 34       | 53.97%   |
|                                  |          |          | Total                | 63       | 100.00%  |
|                                  |          |          | No Response          | 2        |          |

  

| <b>Current Class Load</b> | <b>N</b> | <b>%</b> |
|---------------------------|----------|----------|
| Full-time                 | 59       | 90.77%   |
| Part-time                 | 6        | 9.23%    |
| Total                     | 65       | 100.00%  |
| No Response               | 0        |          |

## May 2017 Demographics

| <b>Current Residence</b>    | <b>N</b> | <b>%</b> | <b>How many miles do you travel to attend SBC daily?</b> | <b>N</b> | <b>%</b> |
|-----------------------------|----------|----------|--|----------|----------|
| Residence hall              | 6        | 9.38%    | 0-10 Miles   | 13       | 48.15%   |
| Own house                   | 19       | 29.69%   | 11-20 Miles  | 3        | 11.11%   |
| Rent room or apt off campus | 14       | 21.88%   | 21-50 Miles  | 6        | 22.22%   |
| Parent's home               | 12       | 18.75%   | 51-100 Miles   | 4        | 14.81%   |
| Other residence             | 13       | 20.31%   | 100+ miles   | 1        | 3.70%    |
| Total                       | 64       | 100.00%  | Campus item - Answer 6                                   | 0        | 0.00%    |
| No Response                 | 1        |          | Total  | 27       | 100.00%  |
|                             |          |          | No Response  | 38       |          |

  

| <b>Residence Classification</b>  | <b>N</b> | <b>%</b> | <b>Institution Question 2</b> | <b>N</b> | <b>%</b> |
|----------------------------------|----------|----------|-------------------------------|----------|----------|
| In-state                         | 49       | 76.56%   | Campus item 2 - Answer 1      | 0        | 0%       |
| Out-of-state                     | 15       | 23.44%   | Campus item 2 - Answer 2      | 0        | 0%       |
| International (not U.S. citizen) | 0        | 0.00%    | Campus item 2 - Answer 3      | 0        | 0%       |
| Total                            | 64       | 100.00%  | Campus item 2 - Answer 4      | 0        | 0%       |
| No Response                      | 1        |          | Campus item 2 - Answer 5      | 0        | 0%       |
|                                  |          |          | Campus item 2 - Answer 6      | 0        | 0%       |
|                                  |          |          | Total                         | 0        | 100.00%  |
|                                  |          |          | No Response                   | 65       |          |

  

| <b>Disabilities</b> | <b>N</b> | <b>%</b> | <b>Group Code</b>                         | <b>N</b> | <b>%</b> |
|---------------------|----------|----------|---|----------|----------|
| Yes - Disability    | 6        | 9.68%    | 1001: CDL--Certificate                    | 1        | 1.61%    |
| No - Disability     | 56       | 90.32%   | 1011: Office Technology--Certificate      | 1        | 1.61%    |
| Total               | 62       | 100.00%  | 1012: Oil Drilling--Certificate           | 1        | 1.61%    |
| No Response         | 3        |          | 1013: Water Treatment--Certificate        | 1        | 1.61%    |
|                     |          |          | 1015: AA Business Administration          | 10       | 16.13%   |
|                     |          |          | 1016: AA General Studies                  | 5        | 8.06%    |
|                     |          |          | 1017: AA General Studies Nursing Transfer | 3        | 4.84%    |
|                     |          |          | 1021: AAS Lay Advocate/Paralegal          | 1        | 1.61%    |
|                     |          |          | 1022: AS Community Health Worker          | 1        | 1.61%    |
|                     |          |          | 1023: AS Criminal Justice                 | 3        | 4.84%    |
|                     |          |          | 1024: AS Early Childhood Education        | 2        | 3.23%    |
|                     |          |          | 1025: AS Environmental Science            | 2        | 3.23%    |
|                     |          |          | 1026: AS Human Service Technician         | 5        | 8.06%    |
|                     |          |          | 1029: AS Practical Nursing                | 7        | 11.29%   |
|                     |          |          | 1030: AS Teacher Education                | 3        | 4.84%    |
|                     |          |          | 1031: BS Business Administration          | 4        | 6.45%    |
|                     |          |          | 1032: BS Early Childhood Education        | 1        | 1.61%    |
|                     |          |          | 1033: BS Elementary Education             | 1        | 1.61%    |
|                     |          |          | 1034: BS Environmental Science            | 4        | 6.45%    |

  

| <b>Institution Was My</b> | <b>N</b> | <b>%</b> |
|---------------------------|----------|----------|
| 1st choice                | 46       | 73.02%   |
| 2nd choice                | 14       | 22.22%   |
| 3rd choice or lower       | 3        | 4.76%    |
| Total                     | 63       | 100.00%  |
| No Response               | 2        |          |

## May 2017 Demographics

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|                                      |    |         |
|--------------------------------------|----|---------|
| 1035: BS General Studies             | 2  | 3.23%   |
| 1036: BS Native American Studies     | 2  | 3.23%   |
| 1037: BS Secondary Science Education | 1  | 1.61%   |
| 1039: MS Environmental Science       | 1  | 1.61%   |
| Total                                | 62 | 100.00% |
| No Response                          | 3  |         |

## April 2016 Demographics

| <b>Gender</b> | <b>N</b> | <b>%</b> | <b>Class Level</b> | <b>N</b> | <b>%</b> |
|---------------|----------|----------|--------------------|----------|----------|
| 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        |          |

  

| <b>Age</b>   | <b>N</b> | <b>%</b> | <b>Current GPA</b> | <b>N</b> | <b>%</b> |
|--------------|----------|----------|--------------------|----------|----------|
| 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        |          |

  

| <b>Ethnicity/Race</b>             | <b>N</b> | <b>%</b> | <b>Educational Goal</b>           | <b>N</b> | <b>%</b> |
|-----------------------------------|----------|----------|-----------------------------------|----------|----------|
| 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        |          |

  

| <b>Current Enrollment Status</b> | <b>N</b> | <b>%</b> | <b>Employment</b>    | <b>N</b> | <b>%</b> |
|----------------------------------|----------|----------|----------------------|----------|----------|
| 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%   |

  

| <b>Current Class Load</b> | <b>N</b> | <b>%</b> | <b>Employment</b> | <b>N</b> | <b>%</b> |
|---------------------------|----------|----------|-------------------|----------|----------|
| Full-time                 | 60       | 95.24%   | Total             | 63       | 100.00%  |
| Part-time                 | 3        | 4.76%    | No Response       | 2        |          |
| Total                     | 63       | 100.00%  |                   |          |          |
| No Response               | 2        |          |                   |          |          |

## April 2016 Demographics

| <b>Current Residence</b>    |          |          | <b>Institution Question 2</b> |          |          |
|-----------------------------|----------|----------|-------------------------------|----------|----------|
|                             | <b>N</b> | <b>%</b> |                               | <b>N</b> | <b>%</b> |
| 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       |          |

  

| <b>Residence Classification</b>  |          |          | <b>Group Code</b>                          |          |          |
|----------------------------------|----------|----------|--|----------|----------|
|                                  | <b>N</b> | <b>%</b> |  | <b>N</b> | <b>%</b> |
| In-state                         | 43       | 69.35%   | 1002: Community Health Worker--Certificate | 2        | 3.57%    |
| Out-of-state                     | 18       | 29.03%   | 1003: Electrical--Certificate              | 2        | 3.57%    |
| International (not U.S. citizen) | 1        | 1.61%    | 1004: Framing--Certificate                 | 1        | 1.79%    |
| Total                            | 62       | 100.00%  | 1007: Home Energy Audit--Certificate       | 6        | 10.71%   |
| No Response                      | 3        |          | 1008: Interior Construction--Certificate   | 1        | 1.79%    |
|                                  |          |          | 1012: Oil Drilling--Certificate            | 2        | 3.57%    |
|                                  |          |          | 1013: Water Treatment--Certificate         | 1        | 1.79%    |
|                                  |          |          | 1017: AA General Studies Nursing Transfer  | 3        | 5.36%    |
|                                  |          |          | 1023: AS Criminal Justice                  | 2        | 3.57%    |
|                                  |          |          | 1032: BS Early Childhood Education         | 2        | 3.57%    |
|                                  |          |          | 1033: BS Elementary Education              | 1        | 1.79%    |
|                                  |          |          | 1035: BS General Studies                   | 12       | 21.43%   |
|                                  |          |          | 1036: BS Native American Studies           | 1        | 1.79%    |
|                                  |          |          | 1037: BS Secondary Science Education       | 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        |          |

  

| <b>Disabilities</b> |          |          |
|---------------------|----------|----------|
|                     | <b>N</b> | <b>%</b> |
| Yes - Disability    | 5        | 7.94%    |
| No - Disability     | 58       | 92.06%   |
| Total               | 63       | 100.00%  |
| No Response         | 2        |          |

  

| <b>Institution Was My</b> |          |          |
|---------------------------|----------|----------|
|                           | <b>N</b> | <b>%</b> |
| 1st choice                | 38       | 61.29%   |
| 2nd choice                | 18       | 29.03%   |
| 3rd choice or lower       | 6        | 9.68%    |
| Total                     | 62       | 100.00%  |
| No Response               | 3        |          |

  

| <b>Institution Question</b> |          |          |
|-----------------------------|----------|----------|
|                             | <b>N</b> | <b>%</b> |
| 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       |          |

## Strategic Planning Overview

### Strengths and Challenges

#### Strengths

- 14. Library resources and services are adequate.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 70. I am able to experience intellectual growth here.
- 34. Computer labs are adequate and accessible.
- 72. Campus item: I am kept informed about financial aid opportunities through my SBC email.
- 66. Program requirements are clear and reasonable.
- 73. Campus item: I use the MySBC site to access coursework, grades, degree plan, and financial aid information.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 28. It is an enjoyable experience to be a student on this campus.
- 36. Students are made to feel welcome on this campus.
- 76. Campus item: I use the MySBC to access the SBC Alert
- 77. Campus item: Sitting Bull College provides leadership building opportunities.
- 26. Library staff are helpful and approachable.
- 78. Campus item: Upon graduation, I feel I will be adequately prepared to enter the workforce or transfer to another institution.
- 52. This school does whatever it can to help me reach my educational goals.
- 41. Admissions staff are knowledgeable.

#### Challenges

- 20. Financial aid counselors are helpful.
- 6. My academic advisor is approachable.
- 11. Security staff respond quickly in emergencies.
- 48. Counseling staff care about students as individuals.
- 12. My academic advisor helps me set goals to work toward.
- 25. My academic advisor is concerned about my success as an individual.
- 42. The equipment in the lab facilities is kept up to date.
- 21. There are a sufficient number of study areas on campus.
- 46. Faculty provide timely feedback about student progress in a course.

## Strategic Planning Overview Trends

### Higher Satisfaction vs. April 2016

- 14. Library resources and services are adequate.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 70. I am able to experience intellectual growth here.
- 34. Computer labs are adequate and accessible.
- 66. Program requirements are clear and reasonable.
- 11. Security staff respond quickly in emergencies.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 15. I am able to register for classes I need with few conflicts.
- 28. It is an enjoyable experience to be a student on this campus.
- 31. The campus is safe and secure for all students.
- 76. Campus item: I use the MySBC to access the SBC Alert
- 77. Campus item: Sitting Bull College provides leadership building opportunities.
- 16. The college shows concern for students as individuals.
- 26. Library staff are helpful and approachable.
- 21. There are a sufficient number of study areas on campus.
- 30. The career services office provides students with the help they need to get a job.
- 39. The amount of student parking space on campus is adequate.
- 78. Campus item: Upon graduation, I feel I will be adequately prepared to enter the workforce or transfer to another institution.
- 22. People on this campus respect and are supportive of each other.
- 49. Admissions counselors respond to prospective students' unique needs and requests.
- 52. This school does whatever it can to help me reach my educational goals.
- 60. Billing policies are reasonable.
- 62. Bookstore staff are helpful.

### Higher Importance vs. April 2016

- 14. Library resources and services are adequate.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 20. Financial aid counselors are helpful.
- 70. I am able to experience intellectual growth here.
- 34. Computer labs are adequate and accessible.
- 72. Campus item: I am kept informed about financial aid opportunities through my SBC email.
- 6. My academic advisor is approachable.
- 66. Program requirements are clear and reasonable.
- 11. Security staff respond quickly in emergencies.

## Strategic Planning Overview

- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 15. I am able to register for classes I need with few conflicts.
- 28. It is an enjoyable experience to be a student on this campus.
- 36. Students are made to feel welcome on this campus.
- 31. The campus is safe and secure for all students.
- 79. Campus item: I am encouraged to practice work ethics and skills at SBC that will teach me how to function independently and cooperatively.
- 48. Counseling staff care about students as individuals.
- 76. Campus item: I use the MySBC to access the SBC Alert
- 77. Campus item: Sitting Bull College provides leadership building opportunities.
- 16. The college shows concern for students as individuals.
- 26. Library staff are helpful and approachable.
- 12. My academic advisor helps me set goals to work toward.
- 25. My academic advisor is concerned about my success as an individual.
- 42. The equipment in the lab facilities is kept up to date.
- 43. Class change (drop/add) policies are reasonable.
- 21. There are a sufficient number of study areas on campus.
- 30. The career services office provides students with the help they need to get a job.
- 32. My academic advisor is knowledgeable about my program requirements.
- 39. The amount of student parking space on campus is adequate.
- 78. Campus item: Upon graduation, I feel I will be adequately prepared to enter the workforce or transfer to another institution.
- 22. People on this campus respect and are supportive of each other.
- 49. Admissions counselors respond to prospective students' unique needs and requests.
- 52. This school does whatever it can to help me reach my educational goals.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 60. Billing policies are reasonable.
- 41. Admissions staff are knowledgeable.
- 50. Tutoring services are readily available.
- 62. Bookstore staff are helpful.



**Institutional Summary**  
**Scales: In Order of Importance**

| Scale                                 | May 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|---------------------------------------|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|                                       | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| Academic Services                     | 6.61       | 6.41 / 0.72       | 0.20            | 6.27       | 6.02 / 0.94       | 0.25            | 0.39 **         |
| Safety and Security                   | 6.57       | 6.45 / 0.77       | 0.12            | 5.81       | 5.67 / 1.02       | 0.14            | 0.78 ***        |
| Academic Advising/Counseling          | 6.56       | 6.34 / 0.88       | 0.22            | 6.26       | 5.98 / 1.06       | 0.28            | 0.36 *          |
| Concern for the Individual            | 6.56       | 6.38 / 0.83       | 0.18            | 6.22       | 5.98 / 1.03       | 0.24            | 0.40 *          |
| Instructional Effectiveness           | 6.55       | 6.38 / 0.78       | 0.17            | 6.25       | 6.06 / 0.98       | 0.19            | 0.32 *          |
| Registration Effectiveness            | 6.55       | 6.38 / 0.74       | 0.17            | 6.28       | 6.03 / 0.94       | 0.25            | 0.35 *          |
| Admissions and Financial Aid          | 6.54       | 6.25 / 0.93       | 0.29            | 6.24       | 5.89 / 1.10       | 0.35            | 0.36 *          |
| Student Centeredness                  | 6.53       | 6.45 / 0.84       | 0.08            | 6.29       | 6.08 / 0.94       | 0.21            | 0.37 *          |
| Campus Climate                        | 6.51       | 6.40 / 0.81       | 0.11            | 6.25       | 6.04 / 0.94       | 0.21            | 0.36 *          |
| Service Excellence                    | 6.49       | 6.35 / 0.82       | 0.14            | 6.24       | 5.99 / 0.95       | 0.25            | 0.36 *          |
| Campus Support Services               | 6.38       | 6.19 / 0.87       | 0.19            | 5.89       | 5.69 / 1.10       | 0.20            | 0.50 **         |
| Responsiveness to Diverse Populations |            | 6.28 / 1.07       |                 |            | 5.93 / 0.99       |                 | 0.35            |

\* 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 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|---|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|   | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 14. Library resources and services are adequate.  | 6.73       | 6.56 / 0.77       | 0.17            | 6.27       | 6.18 / 1.05       | 0.09            | 0.38 *          |
| 18. The quality of instruction I receive in most of my classes is excellent.                                    | 6.72       | 6.58 / 0.83       | 0.14            | 6.35       | 6.02 / 1.10       | 0.33            | 0.56 **         |
| 20. Financial aid counselors are helpful.   | 6.71       | 6.34 / 1.23       | 0.37            | 6.29       | 5.95 / 1.20       | 0.34            | 0.39            |
| 70. I am able to experience intellectual growth here.   | 6.70       | 6.56 / 0.85       | 0.14            | 6.39       | 6.20 / 1.07       | 0.19            | 0.36 *          |
| 34. Computer labs are adequate and accessible.  | 6.67       | 6.53 / 0.87       | 0.14            | 6.37       | 6.16 / 1.11       | 0.21            | 0.37 *          |
| 72. Campus item: I am kept informed about financial aid opportunities through my SBC email.                     | 6.67       | 6.55 / 0.88       | 0.12            | 6.26       | 6.23 / 1.01       | 0.03            | 0.32            |
| 6. My academic advisor is approachable.   | 6.66       | 6.41 / 1.02       | 0.25            | 6.33       | 6.08 / 1.25       | 0.25            | 0.33            |
| 66. Program requirements are clear and reasonable.  | 6.66       | 6.47 / 0.93       | 0.19            | 6.29       | 6.10 / 1.15       | 0.19            | 0.37 *          |
| 73. Campus item: I use the MySBC site to access coursework, grades, degree plan, and financial aid information. | 6.66       | 6.67 / 0.71       | -0.01           | 6.59       | 6.52 / 0.88       | 0.07            | 0.15            |
| 11. Security staff respond quickly in emergencies.  | 6.65       | 6.33 / 1.01       | 0.32            | 5.34       | 5.30 / 1.46       | 0.04            | 1.03 ***        |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized.          | 6.65       | 6.50 / 0.84       | 0.15            | 6.30       | 6.05 / 1.18       | 0.25            | 0.45 *          |
| 15. I am able to register for classes I need with few conflicts.  | 6.63       | 6.45 / 0.80       | 0.18            | 6.38       | 5.90 / 1.28       | 0.48            | 0.55 **         |
| 28. It is an enjoyable experience to be a student on this campus.   | 6.63       | 6.64 / 0.78       | -0.01           | 6.32       | 6.13 / 1.10       | 0.19            | 0.51 **         |
| 36. Students are made to feel welcome on this campus.   | 6.63       | 6.55 / 0.87       | 0.08            | 6.42       | 6.32 / 0.93       | 0.10            | 0.23            |
| 31. The campus is safe and secure for all students.   | 6.62       | 6.44 / 1.17       | 0.18            | 6.24       | 5.87 / 1.21       | 0.37            | 0.57 **         |

\* 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 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|--|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|  | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 79. Campus item: I am encouraged to practice work ethics and skills at SBC that will teach me how to function independently and cooperatively. | 6.62       | 6.45 / 0.87       | 0.17            | 6.36       | 6.22 / 1.01       | 0.14            | 0.23            |
| 48. Counseling staff care about students as individuals.   | 6.61       | 6.33 / 1.05       | 0.28            | 6.18       | 5.97 / 1.27       | 0.21            | 0.36            |
| 76. Campus item: I use the MySBC to access the SBC Alert   | 6.61       | 6.57 / 1.00       | 0.04            | 6.07       | 5.79 / 1.31       | 0.28            | 0.78 ***        |
| 77. Campus item: Sitting Bull College provides leadership building opportunities.  | 6.61       | 6.59 / 0.73       | 0.02            | 6.17       | 5.93 / 1.35       | 0.24            | 0.66 ***        |
| 16. The college shows concern for students as individuals.   | 6.60       | 6.38 / 1.02       | 0.22            | 6.30       | 5.92 / 1.41       | 0.38            | 0.46 *          |
| 26. Library staff are helpful and approachable.  | 6.60       | 6.52 / 0.89       | 0.08            | 6.24       | 6.11 / 1.07       | 0.13            | 0.41 *          |
| 12. My academic advisor helps me set goals to work toward.   | 6.59       | 6.23 / 1.27       | 0.36            | 6.13       | 5.89 / 1.24       | 0.24            | 0.34            |
| 25. My academic advisor is concerned about my success as an individual.  | 6.59       | 6.27 / 1.15       | 0.32            | 6.24       | 5.85 / 1.38       | 0.39            | 0.42            |
| 42. The equipment in the lab facilities is kept up to date.  | 6.59       | 6.32 / 1.17       | 0.27            | 6.26       | 6.00 / 1.23       | 0.26            | 0.32            |
| 43. Class change (drop/add) policies are reasonable.   | 6.59       | 6.43 / 0.95       | 0.16            | 6.40       | 6.22 / 1.13       | 0.18            | 0.21            |
| 21. There are a sufficient number of study areas on campus.  | 6.58       | 6.27 / 1.16       | 0.31            | 6.18       | 5.55 / 1.43       | 0.63            | 0.72 **         |
| 30. The career services office provides students with the help they need to get a job.   | 6.58       | 6.36 / 1.09       | 0.22            | 5.92       | 5.69 / 1.49       | 0.23            | 0.67 **         |
| 32. My academic advisor is knowledgeable about my program requirements.  | 6.58       | 6.39 / 1.06       | 0.19            | 6.37       | 6.11 / 1.29       | 0.26            | 0.28            |
| 39. The amount of student parking space on campus is adequate.   | 6.58       | 6.43 / 1.07       | 0.15            | 6.03       | 5.97 / 1.10       | 0.06            | 0.46 *          |
| 78. Campus item: Upon graduation, I feel I will be adequately prepared to enter the workforce or transfer to another institution.              | 6.58       | 6.55 / 0.80       | 0.03            | 6.10       | 6.15 / 1.08       | -0.05           | 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**  
**Items: In Order of Importance**

| Item  | May 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|---|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|   | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 22. People on this campus respect and are supportive of each other.                   | 6.57       | 6.42 / 0.92       | 0.15            | 6.14       | 5.71 / 1.24       | 0.43            | 0.71 ***        |
| 49. Admissions counselors respond to prospective students' unique needs and requests. | 6.57       | 6.36 / 1.08       | 0.21            | 6.16       | 5.89 / 1.48       | 0.27            | 0.47 *          |
| 52. This school does whatever it can to help me reach my educational goals.           | 6.57       | 6.48 / 0.90       | 0.09            | 6.36       | 6.08 / 1.29       | 0.28            | 0.40 *          |
| 58. Nearly all of the faculty are knowledgeable in their fields.                      | 6.57       | 6.40 / 0.99       | 0.17            | 6.31       | 6.14 / 1.19       | 0.17            | 0.26            |
| 60. Billing policies are reasonable.  | 6.57       | 6.44 / 0.88       | 0.13            | 6.19       | 6.02 / 1.21       | 0.17            | 0.42 *          |
| 41. Admissions staff are knowledgeable.   | 6.56       | 6.46 / 0.98       | 0.10            | 6.37       | 6.08 / 1.21       | 0.29            | 0.38            |
| 50. Tutoring services are readily available.  | 6.56       | 6.33 / 1.11       | 0.23            | 6.34       | 6.11 / 1.17       | 0.23            | 0.22            |
| 62. Bookstore staff are helpful.  | 6.55       | 6.45 / 1.02       | 0.10            | 6.21       | 5.97 / 1.20       | 0.24            | 0.48 *          |
| 5. The personnel involved in registration are helpful.                                | 6.54       | 6.38 / 0.97       | 0.16            | 6.41       | 6.08 / 1.22       | 0.33            | 0.30            |
| 46. Faculty provide timely feedback about student progress in a course.               | 6.54       | 6.08 / 1.12       | 0.46            | 6.19       | 6.05 / 1.14       | 0.14            | 0.03            |
| 69. There is a good variety of courses provided on this campus.                       | 6.54       | 6.44 / 1.00       | 0.10            | 6.36       | 6.05 / 1.21       | 0.31            | 0.39            |
| 23. Faculty are understanding of students' unique life circumstances.                 | 6.53       | 6.43 / 0.98       | 0.10            | 6.25       | 5.98 / 1.21       | 0.27            | 0.45 *          |
| 55. Academic support services adequately meet the needs of students.                  | 6.53       | 6.30 / 1.00       | 0.23            | 6.25       | 6.05 / 1.24       | 0.20            | 0.25            |
| 2. Faculty care about me as an individual.  | 6.52       | 6.51 / 0.75       | 0.01            | 6.10       | 6.29 / 0.89       | -0.19           | 0.22            |
| 7. Adequate financial aid is available for most students.                             | 6.52       | 6.25 / 1.08       | 0.27            | 6.29       | 5.90 / 1.28       | 0.39            | 0.35            |

\* 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 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|---|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|   | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 45. This institution has a good reputation within the community.                              | 6.52       | 6.37 / 1.09       | 0.15            | 6.33       | 6.24 / 1.13       | 0.09            | 0.13            |
| 47. There are adequate services to help me decide upon a career.                              | 6.52       | 6.31 / 1.05       | 0.21            | 6.16       | 5.90 / 1.33       | 0.26            | 0.41            |
| 59. New student orientation services help students adjust to college.                         | 6.52       | 6.48 / 0.89       | 0.04            | 6.23       | 6.03 / 1.21       | 0.20            | 0.45 *          |
| 57. Administrators are approachable to students.  | 6.51       | 6.32 / 1.16       | 0.19            | 6.18       | 6.06 / 1.16       | 0.12            | 0.26            |
| 4. Security staff are helpful.  | 6.50       | 6.48 / 0.90       | 0.02            | 5.52       | 5.42 / 1.36       | 0.10            | 1.06 ***        |
| 24. Parking lots are well-lighted and secure.   | 6.49       | 6.56 / 0.90       | -0.07           | 5.89       | 5.74 / 1.34       | 0.15            | 0.82 ***        |
| 29. Faculty are fair and unbiased in their treatment of individual students.                  | 6.49       | 6.39 / 0.99       | 0.10            | 6.29       | 5.89 / 1.38       | 0.40            | 0.50 *          |
| 37. Faculty take into consideration student differences as they teach a course.               | 6.49       | 6.42 / 0.87       | 0.07            | 6.22       | 6.08 / 1.10       | 0.14            | 0.34            |
| 51. There are convenient ways of paying my school bill.                                       | 6.49       | 6.23 / 1.11       | 0.26            | 6.13       | 5.87 / 1.41       | 0.26            | 0.36            |
| 53. The assessment and course placement procedures are reasonable.                            | 6.49       | 6.38 / 1.08       | 0.11            | 6.25       | 6.00 / 1.33       | 0.25            | 0.38            |
| 68. On the whole, the campus is well-maintained.  | 6.49       | 6.46 / 1.08       | 0.03            | 6.23       | 6.23 / 1.12       | 0.00            | 0.23            |
| 61. Faculty are usually available after class and during office hours.                        | 6.48       | 6.24 / 1.15       | 0.24            | 6.17       | 6.02 / 1.30       | 0.15            | 0.22            |
| 65. Students are notified early in the term if they are doing poorly in a class.              | 6.48       | 6.17 / 1.26       | 0.31            | 6.15       | 5.98 / 1.34       | 0.17            | 0.19            |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 6.47       | 6.08 / 1.14       | 0.39            | 6.29       | 5.83 / 1.43       | 0.46            | 0.25            |
| 54. Faculty are interested in my academic problems.   | 6.47       | 6.32 / 1.04       | 0.15            | 6.19       | 6.02 / 1.29       | 0.17            | 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 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|---|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|   | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 56. The business office is open during hours which are convenient for most students.    | 6.47       | 6.35 / 1.15       | 0.12            | 6.23       | 6.05 / 1.19       | 0.18            | 0.30            |
| 27. The campus staff are caring and helpful.  | 6.46       | 6.44 / 1.02       | 0.02            | 6.29       | 6.05 / 1.12       | 0.24            | 0.39 *          |
| 64. Nearly all classes deal with practical experiences and applications.                | 6.46       | 6.31 / 1.03       | 0.15            | 6.25       | 6.08 / 1.13       | 0.17            | 0.23            |
| 9. Internships or practical experiences are provided in my degree/certificate program.  | 6.45       | 6.07 / 1.39       | 0.38            | 6.00       | 5.62 / 1.41       | 0.38            | 0.45            |
| 80. Campus item: Concerns voiced by students are addressed by SBC administration.       | 6.45       | 6.14 / 1.18       | 0.31            | 6.30       | 6.32 / 1.02       | -0.02           | -0.18           |
| 44. I generally know what's happening on campus.  | 6.44       | 6.24 / 1.10       | 0.20            | 6.23       | 6.05 / 1.18       | 0.18            | 0.19            |
| 19. This campus provides effective support services for displaced homemakers.           | 6.43       | 6.18 / 1.11       | 0.25            | 5.68       | 5.42 / 1.40       | 0.26            | 0.76 **         |
| 88. Financial aid as factor in decision to enroll.                                      | 6.43       |                   |                 | 6.59       |                   |                 |                 |
| 8. Classes are scheduled at times that are convenient for me.                           | 6.42       | 6.17 / 0.98       | 0.25            | 6.27       | 6.13 / 1.02       | 0.14            | 0.04            |
| 33. Admissions counselors accurately portray the campus in their recruiting practices.  | 6.42       | 6.03 / 1.27       | 0.39            | 6.02       | 5.71 / 1.48       | 0.31            | 0.32            |
| 38. The student center is a comfortable place for students to spend their leisure time. | 6.42       | 6.44 / 1.04       | -0.02           | 6.25       | 6.21 / 0.94       | 0.04            | 0.23            |
| 3. The quality of instruction in the vocational/technical programs is excellent.        | 6.39       | 6.06 / 1.32       | 0.33            | 6.05       | 6.04 / 0.93       | 0.01            | 0.02            |
| 67. Channels for expressing student complaints are readily available.                   | 6.39       | 6.23 / 1.19       | 0.16            | 6.22       | 5.97 / 1.32       | 0.25            | 0.26            |
| 63. I seldom get the "run-around" when seeking information on this campus.              | 6.38       | 6.11 / 1.23       | 0.27            | 6.22       | 5.92 / 1.38       | 0.30            | 0.19            |

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

## Institutional Summary

### Items: In Order of Importance

| Item  | May 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|---|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|   | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 71. Campus item: Checking the Sitting Bull College Facebook pages on a regular basis helps keeps me informed. | 6.38       | 6.16 / 1.23       | 0.22            | 4.95       | 5.36 / 1.62       | -0.41           | 0.80 **         |
| 89. Academic reputation as factor in decision to enroll.  | 6.38       |                   |                 | 6.22       |                   |                 |                 |
| 1. Most students feel a sense of belonging here.  | 6.35       | 6.36 / 1.12       | -0.01           | 6.21       | 6.02 / 1.20       | 0.19            | 0.34            |
| 74. Campus item: Tuesday Speakers provide a variety of interesting topics                                     | 6.35       | 6.28 / 0.99       | 0.07            | 5.68       | 5.79 / 1.30       | -0.11           | 0.49 *          |
| 95. Personalized attention prior to enrollment as factor in decision to enroll.                               | 6.34       |                   |                 | 5.98       |                   |                 |                 |
| 75. Campus item: Coursework at SBC is culturally relevant.  | 6.33       | 6.45 / 0.92       | -0.12           | 6.05       | 6.05 / 1.16       | 0.00            | 0.40 *          |
| 87. Cost as factor in decision to enroll.   | 6.32       |                   |                 | 6.45       |                   |                 |                 |
| 40. My academic advisor is knowledgeable about the transfer requirements of other schools.                    | 6.31       | 6.29 / 1.08       | 0.02            | 6.20       | 5.88 / 1.38       | 0.32            | 0.41            |
| 92. Recommendations from family/friends as factor in decision to enroll.                                      | 6.21       |                   |                 | 5.86       |                   |                 |                 |
| 93. Geographic setting as factor in decision to enroll.   | 6.21       |                   |                 | 5.97       |                   |                 |                 |
| 10. Child care facilities are available on campus.  | 6.14       | 5.74 / 1.69       | 0.40            | 5.59       | 5.27 / 1.61       | 0.32            | 0.47            |
| 94. Campus appearance as factor in decision to enroll.  | 6.09       |                   |                 | 6.22       |                   |                 |                 |
| 90. Size of institution as factor in decision to enroll.  | 6.05       |                   |                 | 5.75       |                   |                 |                 |
| 17. Personnel in the Veterans' Services program are helpful.  | 5.91       | 5.51 / 1.61       | 0.40            | 4.97       | 4.86 / 1.51       | 0.11            | 0.65            |
| 91. Opportunity to play sports as factor in decision to enroll.   | 5.00       |                   |                 | 4.83       |                   |                 |                 |

\* 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 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|--|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|  | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 81. Institution's commitment to part-time students?            |            | 6.29 / 1.02       |                 |            | 5.77 / 1.28       |                 | 0.52 *          |
| 82. Institution's commitment to evening students?              |            | 6.32 / 1.06       |                 |            | 5.97 / 1.16       |                 | 0.35            |
| 83. Institution's commitment to older, returning learners?     |            | 6.42 / 0.87       |                 |            | 6.19 / 1.02       |                 | 0.23            |
| 84. Institution's commitment to under-represented populations? |            | 6.32 / 0.97       |                 |            | 5.92 / 1.09       |                 | 0.40 *          |
| 85. Institution's commitment to commuters?                     |            | 6.12 / 1.08       |                 |            | 5.86 / 1.30       |                 | 0.26            |
| 86. Institution's commitment to students with disabilities?    |            | 6.23 / 1.11       |                 |            | 5.83 / 1.20       |                 | 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 - Academic Advising/Counseling

| Scale/Item   | May 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|--|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|  | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| <b>ACADEMIC ADVISING/COUNSELING</b>  | 6.56       | 6.34 / 0.88       | 0.22            | 6.26       | 5.98 / 1.06       | 0.28            | 0.36 *          |
| 6. My academic advisor is approachable.  | 6.66       | 6.41 / 1.02       | 0.25            | 6.33       | 6.08 / 1.25       | 0.25            | 0.33            |
| 12. My academic advisor helps me set goals to work toward.                                 | 6.59       | 6.23 / 1.27       | 0.36            | 6.13       | 5.89 / 1.24       | 0.24            | 0.34            |
| 25. My academic advisor is concerned about my success as an individual.                    | 6.59       | 6.27 / 1.15       | 0.32            | 6.24       | 5.85 / 1.38       | 0.39            | 0.42            |
| 32. My academic advisor is knowledgeable about my program requirements.                    | 6.58       | 6.39 / 1.06       | 0.19            | 6.37       | 6.11 / 1.29       | 0.26            | 0.28            |
| 40. My academic advisor is knowledgeable about the transfer requirements of other schools. | 6.31       | 6.29 / 1.08       | 0.02            | 6.20       | 5.88 / 1.38       | 0.32            | 0.41            |
| 48. Counseling staff care about students as individuals.                                   | 6.61       | 6.33 / 1.05       | 0.28            | 6.18       | 5.97 / 1.27       | 0.21            | 0.36            |
| 52. This school does whatever it can to help me reach my educational goals.                | 6.57       | 6.48 / 0.90       | 0.09            | 6.36       | 6.08 / 1.29       | 0.28            | 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 - Academic Services

| Scale/Item   | May 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|--|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|  | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| <b>ACADEMIC SERVICES</b>   | 6.61       | 6.41 / 0.72       | 0.20            | 6.27       | 6.02 / 0.94       | 0.25            | 0.39 **         |
| 14. Library resources and services are adequate.                     | 6.73       | 6.56 / 0.77       | 0.17            | 6.27       | 6.18 / 1.05       | 0.09            | 0.38 *          |
| 21. There are a sufficient number of study areas on campus.          | 6.58       | 6.27 / 1.16       | 0.31            | 6.18       | 5.55 / 1.43       | 0.63            | 0.72 **         |
| 26. Library staff are helpful and approachable.                      | 6.60       | 6.52 / 0.89       | 0.08            | 6.24       | 6.11 / 1.07       | 0.13            | 0.41 *          |
| 34. Computer labs are adequate and accessible.                       | 6.67       | 6.53 / 0.87       | 0.14            | 6.37       | 6.16 / 1.11       | 0.21            | 0.37 *          |
| 42. The equipment in the lab facilities is kept up to date.          | 6.59       | 6.32 / 1.17       | 0.27            | 6.26       | 6.00 / 1.23       | 0.26            | 0.32            |
| 50. Tutoring services are readily available.                         | 6.56       | 6.33 / 1.11       | 0.23            | 6.34       | 6.11 / 1.17       | 0.23            | 0.22            |
| 55. Academic support services adequately meet the needs of students. | 6.53       | 6.30 / 1.00       | 0.23            | 6.25       | 6.05 / 1.24       | 0.20            | 0.25            |

\* 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 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|---|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|   | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| <b>ADMISSIONS AND FINANCIAL AID</b>   | 6.54       | 6.25 / 0.93       | 0.29            | 6.24       | 5.89 / 1.10       | 0.35            | 0.36 *          |
| 7. Adequate financial aid is available for most students.                                     | 6.52       | 6.25 / 1.08       | 0.27            | 6.29       | 5.90 / 1.28       | 0.39            | 0.35            |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 6.47       | 6.08 / 1.14       | 0.39            | 6.29       | 5.83 / 1.43       | 0.46            | 0.25            |
| 20. Financial aid counselors are helpful.   | 6.71       | 6.34 / 1.23       | 0.37            | 6.29       | 5.95 / 1.20       | 0.34            | 0.39            |
| 33. Admissions counselors accurately portray the campus in their recruiting practices.        | 6.42       | 6.03 / 1.27       | 0.39            | 6.02       | 5.71 / 1.48       | 0.31            | 0.32            |
| 41. Admissions staff are knowledgeable.   | 6.56       | 6.46 / 0.98       | 0.10            | 6.37       | 6.08 / 1.21       | 0.29            | 0.38            |
| 49. Admissions counselors respond to prospective students' unique needs and requests.         | 6.57       | 6.36 / 1.08       | 0.21            | 6.16       | 5.89 / 1.48       | 0.27            | 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 - Campus Climate

| Scale/Item  | May 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|---|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|   | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| <b>CAMPUS CLIMATE</b>   | 6.51       | 6.40 / 0.81       | 0.11            | 6.25       | 6.04 / 0.94       | 0.21            | 0.36 *          |
| 1. Most students feel a sense of belonging here.                            | 6.35       | 6.36 / 1.12       | -0.01           | 6.21       | 6.02 / 1.20       | 0.19            | 0.34            |
| 2. Faculty care about me as an individual.                                  | 6.52       | 6.51 / 0.75       | 0.01            | 6.10       | 6.29 / 0.89       | -0.19           | 0.22            |
| 16. The college shows concern for students as individuals.                  | 6.60       | 6.38 / 1.02       | 0.22            | 6.30       | 5.92 / 1.41       | 0.38            | 0.46 *          |
| 22. People on this campus respect and are supportive of each other.         | 6.57       | 6.42 / 0.92       | 0.15            | 6.14       | 5.71 / 1.24       | 0.43            | 0.71 ***        |
| 27. The campus staff are caring and helpful.                                | 6.46       | 6.44 / 1.02       | 0.02            | 6.29       | 6.05 / 1.12       | 0.24            | 0.39 *          |
| 28. It is an enjoyable experience to be a student on this campus.           | 6.63       | 6.64 / 0.78       | -0.01           | 6.32       | 6.13 / 1.10       | 0.19            | 0.51 **         |
| 31. The campus is safe and secure for all students.                         | 6.62       | 6.44 / 1.17       | 0.18            | 6.24       | 5.87 / 1.21       | 0.37            | 0.57 **         |
| 36. Students are made to feel welcome on this campus.                       | 6.63       | 6.55 / 0.87       | 0.08            | 6.42       | 6.32 / 0.93       | 0.10            | 0.23            |
| 44. I generally know what's happening on campus.                            | 6.44       | 6.24 / 1.10       | 0.20            | 6.23       | 6.05 / 1.18       | 0.18            | 0.19            |
| 45. This institution has a good reputation within the community.            | 6.52       | 6.37 / 1.09       | 0.15            | 6.33       | 6.24 / 1.13       | 0.09            | 0.13            |
| 52. This school does whatever it can to help me reach my educational goals. | 6.57       | 6.48 / 0.90       | 0.09            | 6.36       | 6.08 / 1.29       | 0.28            | 0.40 *          |
| 57. Administrators are approachable to students.                            | 6.51       | 6.32 / 1.16       | 0.19            | 6.18       | 6.06 / 1.16       | 0.12            | 0.26            |
| 59. New student orientation services help students adjust to college.       | 6.52       | 6.48 / 0.89       | 0.04            | 6.23       | 6.03 / 1.21       | 0.20            | 0.45 *          |
| 63. I seldom get the "run-around" when seeking information on this campus.  | 6.38       | 6.11 / 1.23       | 0.27            | 6.22       | 5.92 / 1.38       | 0.30            | 0.19            |
| 67. Channels for expressing student complaints are readily available.       | 6.39       | 6.23 / 1.19       | 0.16            | 6.22       | 5.97 / 1.32       | 0.25            | 0.26            |

\* 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 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|---|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|   | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| <b>CAMPUS SUPPORT SERVICES</b>  | 6.38       | 6.19 / 0.87       | 0.19            | 5.89       | 5.69 / 1.10       | 0.20            | 0.50 **         |
| 10. Child care facilities are available on campus.                                      | 6.14       | 5.74 / 1.69       | 0.40            | 5.59       | 5.27 / 1.61       | 0.32            | 0.47            |
| 17. Personnel in the Veterans' Services program are helpful.                            | 5.91       | 5.51 / 1.61       | 0.40            | 4.97       | 4.86 / 1.51       | 0.11            | 0.65            |
| 19. This campus provides effective support services for displaced homemakers.           | 6.43       | 6.18 / 1.11       | 0.25            | 5.68       | 5.42 / 1.40       | 0.26            | 0.76 **         |
| 30. The career services office provides students with the help they need to get a job.  | 6.58       | 6.36 / 1.09       | 0.22            | 5.92       | 5.69 / 1.49       | 0.23            | 0.67 **         |
| 38. The student center is a comfortable place for students to spend their leisure time. | 6.42       | 6.44 / 1.04       | -0.02           | 6.25       | 6.21 / 0.94       | 0.04            | 0.23            |
| 47. There are adequate services to help me decide upon a career.                        | 6.52       | 6.31 / 1.05       | 0.21            | 6.16       | 5.90 / 1.33       | 0.26            | 0.41            |
| 59. New student orientation services help students adjust to college.                   | 6.52       | 6.48 / 0.89       | 0.04            | 6.23       | 6.03 / 1.21       | 0.20            | 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 - Concern for the Individual

| Scale/Item   | May 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|--|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|  | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| <b>CONCERN FOR THE INDIVIDUAL</b>  | 6.56       | 6.38 / 0.83       | 0.18            | 6.22       | 5.98 / 1.03       | 0.24            | 0.40 *          |
| 2. Faculty care about me as an individual.                                   | 6.52       | 6.51 / 0.75       | 0.01            | 6.10       | 6.29 / 0.89       | -0.19           | 0.22            |
| 16. The college shows concern for students as individuals.                   | 6.60       | 6.38 / 1.02       | 0.22            | 6.30       | 5.92 / 1.41       | 0.38            | 0.46 *          |
| 25. My academic advisor is concerned about my success as an individual.      | 6.59       | 6.27 / 1.15       | 0.32            | 6.24       | 5.85 / 1.38       | 0.39            | 0.42            |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.49       | 6.39 / 0.99       | 0.10            | 6.29       | 5.89 / 1.38       | 0.40            | 0.50 *          |
| 48. Counseling staff care about students as individuals.                     | 6.61       | 6.33 / 1.05       | 0.28            | 6.18       | 5.97 / 1.27       | 0.21            | 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 - Instructional Effectiveness

| Scale/Item   | May 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|--|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|  | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| <b>INSTRUCTIONAL EFFECTIVENESS</b>   | 6.55       | 6.38 / 0.78       | 0.17            | 6.25       | 6.06 / 0.98       | 0.19            | 0.32 *          |
| 2. Faculty care about me as an individual.                                       | 6.52       | 6.51 / 0.75       | 0.01            | 6.10       | 6.29 / 0.89       | -0.19           | 0.22            |
| 18. The quality of instruction I receive in most of my classes is excellent.     | 6.72       | 6.58 / 0.83       | 0.14            | 6.35       | 6.02 / 1.10       | 0.33            | 0.56 **         |
| 23. Faculty are understanding of students' unique life circumstances.            | 6.53       | 6.43 / 0.98       | 0.10            | 6.25       | 5.98 / 1.21       | 0.27            | 0.45 *          |
| 29. Faculty are fair and unbiased in their treatment of individual students.     | 6.49       | 6.39 / 0.99       | 0.10            | 6.29       | 5.89 / 1.38       | 0.40            | 0.50 *          |
| 37. Faculty take into consideration student differences as they teach a course.  | 6.49       | 6.42 / 0.87       | 0.07            | 6.22       | 6.08 / 1.10       | 0.14            | 0.34            |
| 46. Faculty provide timely feedback about student progress in a course.          | 6.54       | 6.08 / 1.12       | 0.46            | 6.19       | 6.05 / 1.14       | 0.14            | 0.03            |
| 54. Faculty are interested in my academic problems.                              | 6.47       | 6.32 / 1.04       | 0.15            | 6.19       | 6.02 / 1.29       | 0.17            | 0.30            |
| 58. Nearly all of the faculty are knowledgeable in their fields.                 | 6.57       | 6.40 / 0.99       | 0.17            | 6.31       | 6.14 / 1.19       | 0.17            | 0.26            |
| 61. Faculty are usually available after class and during office hours.           | 6.48       | 6.24 / 1.15       | 0.24            | 6.17       | 6.02 / 1.30       | 0.15            | 0.22            |
| 64. Nearly all classes deal with practical experiences and applications.         | 6.46       | 6.31 / 1.03       | 0.15            | 6.25       | 6.08 / 1.13       | 0.17            | 0.23            |
| 65. Students are notified early in the term if they are doing poorly in a class. | 6.48       | 6.17 / 1.26       | 0.31            | 6.15       | 5.98 / 1.34       | 0.17            | 0.19            |
| 66. Program requirements are clear and reasonable.                               | 6.66       | 6.47 / 0.93       | 0.19            | 6.29       | 6.10 / 1.15       | 0.19            | 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 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|---|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|   | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 69. There is a good variety of courses provided on this campus. | 6.54       | 6.44 / 1.00       | 0.10            | 6.36       | 6.05 / 1.21       | 0.31            | 0.39            |
| 70. I am able to experience intellectual growth here.           | 6.70       | 6.56 / 0.85       | 0.14            | 6.39       | 6.20 / 1.07       | 0.19            | 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 - Registration Effectiveness

| Scale/Item   | May 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|--|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|  | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| <b>REGISTRATION EFFECTIVENESS</b>  | 6.55       | 6.38 / 0.74       | 0.17            | 6.28       | 6.03 / 0.94       | 0.25            | 0.35 *          |
| 5. The personnel involved in registration are helpful.   | 6.54       | 6.38 / 0.97       | 0.16            | 6.41       | 6.08 / 1.22       | 0.33            | 0.30            |
| 8. Classes are scheduled at times that are convenient for me.  | 6.42       | 6.17 / 0.98       | 0.25            | 6.27       | 6.13 / 1.02       | 0.14            | 0.04            |
| 15. I am able to register for classes I need with few conflicts.                                       | 6.63       | 6.45 / 0.80       | 0.18            | 6.38       | 5.90 / 1.28       | 0.48            | 0.55 **         |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized. | 6.65       | 6.50 / 0.84       | 0.15            | 6.30       | 6.05 / 1.18       | 0.25            | 0.45 *          |
| 43. Class change (drop/add) policies are reasonable.   | 6.59       | 6.43 / 0.95       | 0.16            | 6.40       | 6.22 / 1.13       | 0.18            | 0.21            |
| 51. There are convenient ways of paying my school bill.  | 6.49       | 6.23 / 1.11       | 0.26            | 6.13       | 5.87 / 1.41       | 0.26            | 0.36            |
| 56. The business office is open during hours which are convenient for most students.                   | 6.47       | 6.35 / 1.15       | 0.12            | 6.23       | 6.05 / 1.19       | 0.18            | 0.30            |
| 60. Billing policies are reasonable.   | 6.57       | 6.44 / 0.88       | 0.13            | 6.19       | 6.02 / 1.21       | 0.17            | 0.42 *          |
| 62. Bookstore staff are helpful.   | 6.55       | 6.45 / 1.02       | 0.10            | 6.21       | 5.97 / 1.20       | 0.24            | 0.48 *          |

\* 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 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|--|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|  | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| <b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>                   |            | 6.28 / 1.07       |                 |            | 5.93 / 0.99       |                 | 0.35            |
| 81. Institution's commitment to part-time students?            |            | 6.29 / 1.02       |                 |            | 5.77 / 1.28       |                 | 0.52 *          |
| 82. Institution's commitment to evening students?              |            | 6.32 / 1.06       |                 |            | 5.97 / 1.16       |                 | 0.35            |
| 83. Institution's commitment to older, returning learners?     |            | 6.42 / 0.87       |                 |            | 6.19 / 1.02       |                 | 0.23            |
| 84. Institution's commitment to under-represented populations? |            | 6.32 / 0.97       |                 |            | 5.92 / 1.09       |                 | 0.40 *          |
| 85. Institution's commitment to commuters?                     |            | 6.12 / 1.08       |                 |            | 5.86 / 1.30       |                 | 0.26            |
| 86. Institution's commitment to students with disabilities?    |            | 6.23 / 1.11       |                 |            | 5.83 / 1.20       |                 | 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 - Safety and Security

| Scale/Item   | May 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|--|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|  | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| <b>SAFETY AND SECURITY</b>                                     | 6.57       | 6.45 / 0.77       | 0.12            | 5.81       | 5.67 / 1.02       | 0.14            | 0.78 ***        |
| 4. Security staff are helpful.                                 | 6.50       | 6.48 / 0.90       | 0.02            | 5.52       | 5.42 / 1.36       | 0.10            | 1.06 ***        |
| 11. Security staff respond quickly in emergencies.             | 6.65       | 6.33 / 1.01       | 0.32            | 5.34       | 5.30 / 1.46       | 0.04            | 1.03 ***        |
| 24. Parking lots are well-lighted and secure.                  | 6.49       | 6.56 / 0.90       | -0.07           | 5.89       | 5.74 / 1.34       | 0.15            | 0.82 ***        |
| 31. The campus is safe and secure for all students.            | 6.62       | 6.44 / 1.17       | 0.18            | 6.24       | 5.87 / 1.21       | 0.37            | 0.57 **         |
| 39. The amount of student parking space on campus is adequate. | 6.58       | 6.43 / 1.07       | 0.15            | 6.03       | 5.97 / 1.10       | 0.06            | 0.46 *          |

\* 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 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|--|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|  | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| <b>SERVICE EXCELLENCE</b>  | 6.49       | 6.35 / 0.82       | 0.14            | 6.24       | 5.99 / 0.95       | 0.25            | 0.36 *          |
| 5. The personnel involved in registration are helpful.                     | 6.54       | 6.38 / 0.97       | 0.16            | 6.41       | 6.08 / 1.22       | 0.33            | 0.30            |
| 22. People on this campus respect and are supportive of each other.        | 6.57       | 6.42 / 0.92       | 0.15            | 6.14       | 5.71 / 1.24       | 0.43            | 0.71 ***        |
| 26. Library staff are helpful and approachable.                            | 6.60       | 6.52 / 0.89       | 0.08            | 6.24       | 6.11 / 1.07       | 0.13            | 0.41 *          |
| 27. The campus staff are caring and helpful.                               | 6.46       | 6.44 / 1.02       | 0.02            | 6.29       | 6.05 / 1.12       | 0.24            | 0.39 *          |
| 44. I generally know what's happening on campus.                           | 6.44       | 6.24 / 1.10       | 0.20            | 6.23       | 6.05 / 1.18       | 0.18            | 0.19            |
| 57. Administrators are approachable to students.                           | 6.51       | 6.32 / 1.16       | 0.19            | 6.18       | 6.06 / 1.16       | 0.12            | 0.26            |
| 62. Bookstore staff are helpful.   | 6.55       | 6.45 / 1.02       | 0.10            | 6.21       | 5.97 / 1.20       | 0.24            | 0.48 *          |
| 63. I seldom get the "run-around" when seeking information on this campus. | 6.38       | 6.11 / 1.23       | 0.27            | 6.22       | 5.92 / 1.38       | 0.30            | 0.19            |
| 67. Channels for expressing student complaints are readily available.      | 6.39       | 6.23 / 1.19       | 0.16            | 6.22       | 5.97 / 1.32       | 0.25            | 0.26            |

\* 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 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|---|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|   | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| <b>STUDENT CENTEREDNESS</b>                                       | 6.53       | 6.45 / 0.84       | 0.08            | 6.29       | 6.08 / 0.94       | 0.21            | 0.37 *          |
| 1. Most students feel a sense of belonging here.                  | 6.35       | 6.36 / 1.12       | -0.01           | 6.21       | 6.02 / 1.20       | 0.19            | 0.34            |
| 16. The college shows concern for students as individuals.        | 6.60       | 6.38 / 1.02       | 0.22            | 6.30       | 5.92 / 1.41       | 0.38            | 0.46 *          |
| 27. The campus staff are caring and helpful.                      | 6.46       | 6.44 / 1.02       | 0.02            | 6.29       | 6.05 / 1.12       | 0.24            | 0.39 *          |
| 28. It is an enjoyable experience to be a student on this campus. | 6.63       | 6.64 / 0.78       | -0.01           | 6.32       | 6.13 / 1.10       | 0.19            | 0.51 **         |
| 36. Students are made to feel welcome on this campus.             | 6.63       | 6.55 / 0.87       | 0.08            | 6.42       | 6.32 / 0.93       | 0.10            | 0.23            |
| 57. Administrators are approachable to students.                  | 6.51       | 6.32 / 1.16       | 0.19            | 6.18       | 6.06 / 1.16       | 0.12            | 0.26            |

\* 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 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|---|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|   | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 1. Most students feel a sense of belonging here.  | 6.35       | 6.36 / 1.12       | -0.01           | 6.21       | 6.02 / 1.20       | 0.19            | 0.34            |
| 2. Faculty care about me as an individual.  | 6.52       | 6.51 / 0.75       | 0.01            | 6.10       | 6.29 / 0.89       | -0.19           | 0.22            |
| 3. The quality of instruction in the vocational/technical programs is excellent.              | 6.39       | 6.06 / 1.32       | 0.33            | 6.05       | 6.04 / 0.93       | 0.01            | 0.02            |
| 4. Security staff are helpful.  | 6.50       | 6.48 / 0.90       | 0.02            | 5.52       | 5.42 / 1.36       | 0.10            | 1.06 ***        |
| 5. The personnel involved in registration are helpful.  | 6.54       | 6.38 / 0.97       | 0.16            | 6.41       | 6.08 / 1.22       | 0.33            | 0.30            |
| 6. My academic advisor is approachable.   | 6.66       | 6.41 / 1.02       | 0.25            | 6.33       | 6.08 / 1.25       | 0.25            | 0.33            |
| 7. Adequate financial aid is available for most students.                                     | 6.52       | 6.25 / 1.08       | 0.27            | 6.29       | 5.90 / 1.28       | 0.39            | 0.35            |
| 8. Classes are scheduled at times that are convenient for me.                                 | 6.42       | 6.17 / 0.98       | 0.25            | 6.27       | 6.13 / 1.02       | 0.14            | 0.04            |
| 9. Internships or practical experiences are provided in my degree/certificate program.        | 6.45       | 6.07 / 1.39       | 0.38            | 6.00       | 5.62 / 1.41       | 0.38            | 0.45            |
| 10. Child care facilities are available on campus.  | 6.14       | 5.74 / 1.69       | 0.40            | 5.59       | 5.27 / 1.61       | 0.32            | 0.47            |
| 11. Security staff respond quickly in emergencies.  | 6.65       | 6.33 / 1.01       | 0.32            | 5.34       | 5.30 / 1.46       | 0.04            | 1.03 ***        |
| 12. My academic advisor helps me set goals to work toward.                                    | 6.59       | 6.23 / 1.27       | 0.36            | 6.13       | 5.89 / 1.24       | 0.24            | 0.34            |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 6.47       | 6.08 / 1.14       | 0.39            | 6.29       | 5.83 / 1.43       | 0.46            | 0.25            |
| 14. Library resources and services are adequate.  | 6.73       | 6.56 / 0.77       | 0.17            | 6.27       | 6.18 / 1.05       | 0.09            | 0.38 *          |
| 15. I am able to register for classes I need with few conflicts.                              | 6.63       | 6.45 / 0.80       | 0.18            | 6.38       | 5.90 / 1.28       | 0.48            | 0.55 **         |
| 16. The college shows concern for students as individuals.                                    | 6.60       | 6.38 / 1.02       | 0.22            | 6.30       | 5.92 / 1.41       | 0.38            | 0.46 *          |

\* 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 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|--|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|  | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 17. Personnel in the Veterans' Services program are helpful.                           | 5.91       | 5.51 / 1.61       | 0.40            | 4.97       | 4.86 / 1.51       | 0.11            | 0.65            |
| 18. The quality of instruction I receive in most of my classes is excellent.           | 6.72       | 6.58 / 0.83       | 0.14            | 6.35       | 6.02 / 1.10       | 0.33            | 0.56 **         |
| 19. This campus provides effective support services for displaced homemakers.          | 6.43       | 6.18 / 1.11       | 0.25            | 5.68       | 5.42 / 1.40       | 0.26            | 0.76 **         |
| 20. Financial aid counselors are helpful.  | 6.71       | 6.34 / 1.23       | 0.37            | 6.29       | 5.95 / 1.20       | 0.34            | 0.39            |
| 21. There are a sufficient number of study areas on campus.                            | 6.58       | 6.27 / 1.16       | 0.31            | 6.18       | 5.55 / 1.43       | 0.63            | 0.72 **         |
| 22. People on this campus respect and are supportive of each other.                    | 6.57       | 6.42 / 0.92       | 0.15            | 6.14       | 5.71 / 1.24       | 0.43            | 0.71 ***        |
| 23. Faculty are understanding of students' unique life circumstances.                  | 6.53       | 6.43 / 0.98       | 0.10            | 6.25       | 5.98 / 1.21       | 0.27            | 0.45 *          |
| 24. Parking lots are well-lighted and secure.  | 6.49       | 6.56 / 0.90       | -0.07           | 5.89       | 5.74 / 1.34       | 0.15            | 0.82 ***        |
| 25. My academic advisor is concerned about my success as an individual.                | 6.59       | 6.27 / 1.15       | 0.32            | 6.24       | 5.85 / 1.38       | 0.39            | 0.42            |
| 26. Library staff are helpful and approachable.  | 6.60       | 6.52 / 0.89       | 0.08            | 6.24       | 6.11 / 1.07       | 0.13            | 0.41 *          |
| 27. The campus staff are caring and helpful.   | 6.46       | 6.44 / 1.02       | 0.02            | 6.29       | 6.05 / 1.12       | 0.24            | 0.39 *          |
| 28. It is an enjoyable experience to be a student on this campus.                      | 6.63       | 6.64 / 0.78       | -0.01           | 6.32       | 6.13 / 1.10       | 0.19            | 0.51 **         |
| 29. Faculty are fair and unbiased in their treatment of individual students.           | 6.49       | 6.39 / 0.99       | 0.10            | 6.29       | 5.89 / 1.38       | 0.40            | 0.50 *          |
| 30. The career services office provides students with the help they need to get a job. | 6.58       | 6.36 / 1.09       | 0.22            | 5.92       | 5.69 / 1.49       | 0.23            | 0.67 **         |
| 31. The campus is safe and secure for all students.                                    | 6.62       | 6.44 / 1.17       | 0.18            | 6.24       | 5.87 / 1.21       | 0.37            | 0.57 **         |

\* 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 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|--|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|  | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 32. My academic advisor is knowledgeable about my program requirements.                                | 6.58       | 6.39 / 1.06       | 0.19            | 6.37       | 6.11 / 1.29       | 0.26            | 0.28            |
| 33. Admissions counselors accurately portray the campus in their recruiting practices.                 | 6.42       | 6.03 / 1.27       | 0.39            | 6.02       | 5.71 / 1.48       | 0.31            | 0.32            |
| 34. Computer labs are adequate and accessible.   | 6.67       | 6.53 / 0.87       | 0.14            | 6.37       | 6.16 / 1.11       | 0.21            | 0.37 *          |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized. | 6.65       | 6.50 / 0.84       | 0.15            | 6.30       | 6.05 / 1.18       | 0.25            | 0.45 *          |
| 36. Students are made to feel welcome on this campus.  | 6.63       | 6.55 / 0.87       | 0.08            | 6.42       | 6.32 / 0.93       | 0.10            | 0.23            |
| 37. Faculty take into consideration student differences as they teach a course.                        | 6.49       | 6.42 / 0.87       | 0.07            | 6.22       | 6.08 / 1.10       | 0.14            | 0.34            |
| 38. The student center is a comfortable place for students to spend their leisure time.                | 6.42       | 6.44 / 1.04       | -0.02           | 6.25       | 6.21 / 0.94       | 0.04            | 0.23            |
| 39. The amount of student parking space on campus is adequate.   | 6.58       | 6.43 / 1.07       | 0.15            | 6.03       | 5.97 / 1.10       | 0.06            | 0.46 *          |
| 40. My academic advisor is knowledgeable about the transfer requirements of other schools.             | 6.31       | 6.29 / 1.08       | 0.02            | 6.20       | 5.88 / 1.38       | 0.32            | 0.41            |
| 41. Admissions staff are knowledgeable.  | 6.56       | 6.46 / 0.98       | 0.10            | 6.37       | 6.08 / 1.21       | 0.29            | 0.38            |
| 42. The equipment in the lab facilities is kept up to date.  | 6.59       | 6.32 / 1.17       | 0.27            | 6.26       | 6.00 / 1.23       | 0.26            | 0.32            |
| 43. Class change (drop/add) policies are reasonable.   | 6.59       | 6.43 / 0.95       | 0.16            | 6.40       | 6.22 / 1.13       | 0.18            | 0.21            |
| 44. I generally know what's happening on campus.   | 6.44       | 6.24 / 1.10       | 0.20            | 6.23       | 6.05 / 1.18       | 0.18            | 0.19            |
| 45. This institution has a good reputation within the community.                                       | 6.52       | 6.37 / 1.09       | 0.15            | 6.33       | 6.24 / 1.13       | 0.09            | 0.13            |
| 46. Faculty provide timely feedback about student progress in a course.                                | 6.54       | 6.08 / 1.12       | 0.46            | 6.19       | 6.05 / 1.14       | 0.14            | 0.03            |

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



## Institutional Summary

### Items: In Sequential Order

| Item  | May 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|---|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|   | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 47. There are adequate services to help me decide upon a career.                      | 6.52       | 6.31 / 1.05       | 0.21            | 6.16       | 5.90 / 1.33       | 0.26            | 0.41            |
| 48. Counseling staff care about students as individuals.                              | 6.61       | 6.33 / 1.05       | 0.28            | 6.18       | 5.97 / 1.27       | 0.21            | 0.36            |
| 49. Admissions counselors respond to prospective students' unique needs and requests. | 6.57       | 6.36 / 1.08       | 0.21            | 6.16       | 5.89 / 1.48       | 0.27            | 0.47 *          |
| 50. Tutoring services are readily available.  | 6.56       | 6.33 / 1.11       | 0.23            | 6.34       | 6.11 / 1.17       | 0.23            | 0.22            |
| 51. There are convenient ways of paying my school bill.                               | 6.49       | 6.23 / 1.11       | 0.26            | 6.13       | 5.87 / 1.41       | 0.26            | 0.36            |
| 52. This school does whatever it can to help me reach my educational goals.           | 6.57       | 6.48 / 0.90       | 0.09            | 6.36       | 6.08 / 1.29       | 0.28            | 0.40 *          |
| 53. The assessment and course placement procedures are reasonable.                    | 6.49       | 6.38 / 1.08       | 0.11            | 6.25       | 6.00 / 1.33       | 0.25            | 0.38            |
| 54. Faculty are interested in my academic problems.                                   | 6.47       | 6.32 / 1.04       | 0.15            | 6.19       | 6.02 / 1.29       | 0.17            | 0.30            |
| 55. Academic support services adequately meet the needs of students.                  | 6.53       | 6.30 / 1.00       | 0.23            | 6.25       | 6.05 / 1.24       | 0.20            | 0.25            |
| 56. The business office is open during hours which are convenient for most students.  | 6.47       | 6.35 / 1.15       | 0.12            | 6.23       | 6.05 / 1.19       | 0.18            | 0.30            |
| 57. Administrators are approachable to students.                                      | 6.51       | 6.32 / 1.16       | 0.19            | 6.18       | 6.06 / 1.16       | 0.12            | 0.26            |
| 58. Nearly all of the faculty are knowledgeable in their fields.                      | 6.57       | 6.40 / 0.99       | 0.17            | 6.31       | 6.14 / 1.19       | 0.17            | 0.26            |
| 59. New student orientation services help students adjust to college.                 | 6.52       | 6.48 / 0.89       | 0.04            | 6.23       | 6.03 / 1.21       | 0.20            | 0.45 *          |
| 60. Billing policies are reasonable.  | 6.57       | 6.44 / 0.88       | 0.13            | 6.19       | 6.02 / 1.21       | 0.17            | 0.42 *          |
| 61. Faculty are usually available after class and during office hours.                | 6.48       | 6.24 / 1.15       | 0.24            | 6.17       | 6.02 / 1.30       | 0.15            | 0.22            |

\* 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 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|---|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|   | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 62. Bookstore staff are helpful.  | 6.55       | 6.45 / 1.02       | 0.10            | 6.21       | 5.97 / 1.20       | 0.24            | 0.48 *          |
| 63. I seldom get the "run-around" when seeking information on this campus.                                      | 6.38       | 6.11 / 1.23       | 0.27            | 6.22       | 5.92 / 1.38       | 0.30            | 0.19            |
| 64. Nearly all classes deal with practical experiences and applications.  | 6.46       | 6.31 / 1.03       | 0.15            | 6.25       | 6.08 / 1.13       | 0.17            | 0.23            |
| 65. Students are notified early in the term if they are doing poorly in a class.                                | 6.48       | 6.17 / 1.26       | 0.31            | 6.15       | 5.98 / 1.34       | 0.17            | 0.19            |
| 66. Program requirements are clear and reasonable.  | 6.66       | 6.47 / 0.93       | 0.19            | 6.29       | 6.10 / 1.15       | 0.19            | 0.37 *          |
| 67. Channels for expressing student complaints are readily available.   | 6.39       | 6.23 / 1.19       | 0.16            | 6.22       | 5.97 / 1.32       | 0.25            | 0.26            |
| 68. On the whole, the campus is well-maintained.  | 6.49       | 6.46 / 1.08       | 0.03            | 6.23       | 6.23 / 1.12       | 0.00            | 0.23            |
| 69. There is a good variety of courses provided on this campus.   | 6.54       | 6.44 / 1.00       | 0.10            | 6.36       | 6.05 / 1.21       | 0.31            | 0.39            |
| 70. I am able to experience intellectual growth here.   | 6.70       | 6.56 / 0.85       | 0.14            | 6.39       | 6.20 / 1.07       | 0.19            | 0.36 *          |
| 71. Campus item: Checking the Sitting Bull College Facebook pages on a regular basis helps keeps me informed.   | 6.38       | 6.16 / 1.23       | 0.22            | 4.95       | 5.36 / 1.62       | -0.41           | 0.80 **         |
| 72. Campus item: I am kept informed about financial aid opportunities through my SBC email.                     | 6.67       | 6.55 / 0.88       | 0.12            | 6.26       | 6.23 / 1.01       | 0.03            | 0.32            |
| 73. Campus item: I use the MySBC site to access coursework, grades, degree plan, and financial aid information. | 6.66       | 6.67 / 0.71       | -0.01           | 6.59       | 6.52 / 0.88       | 0.07            | 0.15            |
| 74. Campus item: Tuesday Speakers provide a variety of interesting topics                                       | 6.35       | 6.28 / 0.99       | 0.07            | 5.68       | 5.79 / 1.30       | -0.11           | 0.49 *          |
| 75. Campus item: Coursework at SBC is culturally relevant.  | 6.33       | 6.45 / 0.92       | -0.12           | 6.05       | 6.05 / 1.16       | 0.00            | 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

### Items: In Sequential Order

| Item   | May 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|--|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|  | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 76. Campus item: I use the MySBC to access the SBC Alert   | 6.61       | 6.57 / 1.00       | 0.04            | 6.07       | 5.79 / 1.31       | 0.28            | 0.78 ***        |
| 77. Campus item: Sitting Bull College provides leadership building opportunities.  | 6.61       | 6.59 / 0.73       | 0.02            | 6.17       | 5.93 / 1.35       | 0.24            | 0.66 ***        |
| 78. Campus item: Upon graduation, I feel I will be adequately prepared to enter the workforce or transfer to another institution.              | 6.58       | 6.55 / 0.80       | 0.03            | 6.10       | 6.15 / 1.08       | -0.05           | 0.40 *          |
| 79. Campus item: I am encouraged to practice work ethics and skills at SBC that will teach me how to function independently and cooperatively. | 6.62       | 6.45 / 0.87       | 0.17            | 6.36       | 6.22 / 1.01       | 0.14            | 0.23            |
| 80. Campus item: Concerns voiced by students are addressed by SBC administration.  | 6.45       | 6.14 / 1.18       | 0.31            | 6.30       | 6.32 / 1.02       | -0.02           | -0.18           |
| 81. Institution's commitment to part-time students?  |            | 6.29 / 1.02       |                 |            | 5.77 / 1.28       |                 | 0.52 *          |
| 82. Institution's commitment to evening students?  |            | 6.32 / 1.06       |                 |            | 5.97 / 1.16       |                 | 0.35            |
| 83. Institution's commitment to older, returning learners?   |            | 6.42 / 0.87       |                 |            | 6.19 / 1.02       |                 | 0.23            |
| 84. Institution's commitment to under-represented populations?   |            | 6.32 / 0.97       |                 |            | 5.92 / 1.09       |                 | 0.40 *          |
| 85. Institution's commitment to commuters?   |            | 6.12 / 1.08       |                 |            | 5.86 / 1.30       |                 | 0.26            |
| 86. Institution's commitment to students with disabilities?  |            | 6.23 / 1.11       |                 |            | 5.83 / 1.20       |                 | 0.40            |
| 87. Cost as factor in decision to enroll.  | 6.32       |                   |                 | 6.45       |                   |                 |                 |
| 88. Financial aid as factor in decision to enroll.   | 6.43       |                   |                 | 6.59       |                   |                 |                 |
| 89. Academic reputation as factor in decision to enroll.   | 6.38       |                   |                 | 6.22       |                   |                 |                 |
| 90. Size of institution as factor in decision to enroll.   | 6.05       |                   |                 | 5.75       |                   |                 |                 |

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**Institutional Summary**

**Items: In Sequential Order**

| Item  | May 2017   |                   |                 | April 2016 |                   |                 | Mean Difference |
|---|------------|-------------------|-----------------|------------|-------------------|-----------------|-----------------|
|   | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap |                 |
| 91. Opportunity to play sports as factor in decision to enroll.                 | 5.00       |                   |                 | 4.83       |                   |                 |                 |
| 92. Recommendations from family/friends as factor in decision to enroll.        | 6.21       |                   |                 | 5.86       |                   |                 |                 |
| 93. Geographic setting as factor in decision to enroll.                         | 6.21       |                   |                 | 5.97       |                   |                 |                 |
| 94. Campus appearance as factor in decision to enroll.                          | 6.09       |                   |                 | 6.22       |                   |                 |                 |
| 95. Personalized attention prior to enrollment as factor in decision to enroll. | 6.34       |                   |                 | 5.98       |                   |                 |                 |

\* 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   | May 2017  | April 2016   | Mean Difference |
|--|---|--|-----------------|
| So far, how has your college experience met your expectations?<br>1=Much worse than expected<br>2=Quite a bit worse than I expected<br>3=Worse than I expected<br>4=About what I expected<br>5=Better than I expected<br>6=Quite a bit better than I expected<br>7=Much better than expected | Average: 5.91<br>0%<br>0%<br>1%<br>15%<br>21%<br>13%<br>47% | Average: 5.61<br>1%<br>0%<br>1%<br>19%<br>27%<br>8%<br>40% | 0.30            |
| Rate your overall satisfaction with your experience here thus far.<br>1=Not satisfied at all<br>2=Not very satisfied<br>3=Somewhat dissatisfied<br>4=Neutral<br>5=Somewhat satisfied<br>6=Satisfied<br>7=Very satisfied  | Average: 6.30<br>0%<br>0%<br>0%<br>9%<br>6%<br>29%<br>54%   | Average: 6.24<br>0%<br>3%<br>0%<br>3%<br>6%<br>37%<br>50%  | 0.06            |
| All in all, if you had to do it over, would you enroll here again?<br>1=Definitely not<br>2=Probably not<br>3=Maybe not<br>4=I don't know<br>5=Maybe yes<br>6=Probably yes<br>7=Definitely yes   | Average: 6.65<br>0%<br>0%<br>0%<br>4%<br>6%<br>9%<br>80%    | Average: 6.59<br>0%<br>0%<br>1%<br>1%<br>3%<br>22%<br>70%  | 0.06            |