

## 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        |          |

## 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>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>Group Code</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>        |  |          |          |  |    |          |          |
| 1st choice                       |  | 46       | 73.02%   |  |    |          |          |
| 2nd choice                       |  | 14       | 22.22%   |  |    |          |          |
| 3rd choice or lower              |  | 3        | 4.76%    |  |    |          |          |
| Total                            |  | 63       | 100.00%  |  |    |          |          |
| No Response                      |  | 2        |          |  |    |          |          |

## 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  |         |

## 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**

### **Benchmarks**

#### **Higher Satisfaction vs. National Community Colleges**

- 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.
- 6. My academic advisor is approachable.
- 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.
- 36. Students are made to feel welcome on this campus.
- 31. The campus is safe and secure for all students.
- 48. Counseling staff care about students as individuals.
- 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.
- 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.

#### **Higher Importance vs. National Community Colleges**

- 14. Library resources and services are adequate.

## Strategic Planning Overview

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- 70. I am able to experience intellectual growth here.
- 34. Computer labs are adequate and accessible.
- 6. My academic advisor is approachable.
- 66. Program requirements are clear and reasonable.
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- 21. There are a sufficient number of study areas on campus.
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- 52. This school does whatever it can to help me reach my educational goals.
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- 41. Admissions staff are knowledgeable.
- 50. Tutoring services are readily available.
- 62. Bookstore staff are helpful.

## Institutional Summary

### Scales: In Order of Importance

| Scale                                 | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | Mean Difference |
|---------------------------------------|----------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
|                                       | Importance                 | Satisfaction / SD | Performance Gap | Importance                  | Satisfaction / SD | Performance Gap |                 |
| Academic Services                     | 6.61                       | 6.41 / 0.72       | 0.20            | 6.16                        | 5.70 / 1.06       | 0.46            | 0.71 ***        |
| Safety and Security                   | 6.57                       | 6.45 / 0.77       | 0.12            | 6.15                        | 5.34 / 1.21       | 0.81            | 1.11 ***        |
| Academic Advising/Counseling          | 6.56                       | 6.34 / 0.88       | 0.22            | 6.26                        | 5.42 / 1.36       | 0.84            | 0.92 ***        |
| Concern for the Individual            | 6.56                       | 6.38 / 0.83       | 0.18            | 6.20                        | 5.43 / 1.26       | 0.77            | 0.95 ***        |
| Instructional Effectiveness           | 6.55                       | 6.38 / 0.78       | 0.17            | 6.29                        | 5.58 / 1.11       | 0.71            | 0.80 ***        |
| Registration Effectiveness            | 6.55                       | 6.38 / 0.74       | 0.17            | 6.26                        | 5.60 / 1.07       | 0.66            | 0.78 ***        |
| Admissions and Financial Aid          | 6.54                       | 6.25 / 0.93       | 0.29            | 6.18                        | 5.38 / 1.27       | 0.80            | 0.87 ***        |
| Student Centeredness                  | 6.53                       | 6.45 / 0.84       | 0.08            | 6.11                        | 5.56 / 1.18       | 0.55            | 0.89 ***        |
| Campus Climate                        | 6.51                       | 6.40 / 0.81       | 0.11            | 6.10                        | 5.50 / 1.12       | 0.60            | 0.90 ***        |
| Service Excellence                    | 6.49                       | 6.35 / 0.82       | 0.14            | 6.08                        | 5.48 / 1.12       | 0.60            | 0.87 ***        |
| Campus Support Services               | 6.38                       | 6.19 / 0.87       | 0.19            | 5.67                        | 5.21 / 1.26       | 0.46            | 0.98 ***        |
| Responsiveness to Diverse Populations |                            | 6.28 / 1.07       |                 |                             | 5.66 / 1.27       |                 | 0.62 ***        |

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

National Group Means are based on 185252 records.

### Institutional Summary Items: In Order of Importance

| Item  | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | 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            | 6.19                        | 5.83 / 1.31       | 0.36            | 0.73 ***        |
| 18. The quality of instruction I receive in most of my classes is excellent.                                    | 6.72                       | 6.58 / 0.83       | 0.14            | 6.49                        | 5.66 / 1.37       | 0.83            | 0.92 ***        |
| 20. Financial aid counselors are helpful.   | 6.71                       | 6.34 / 1.23       | 0.37            | 6.21                        | 5.29 / 1.68       | 0.92            | 1.05 ***        |
| 70. I am able to experience intellectual growth here.   | 6.70                       | 6.56 / 0.85       | 0.14            | 6.42                        | 5.90 / 1.29       | 0.52            | 0.66 ***        |
| 34. Computer labs are adequate and accessible.  | 6.67                       | 6.53 / 0.87       | 0.14            | 6.25                        | 5.82 / 1.37       | 0.43            | 0.71 ***        |
| 72. Campus item: I am kept informed about financial aid opportunities through my SBC email.                     | 6.67                       | 6.55 / 0.88       | 0.12            |                             |                   |                 |                 |
| 6. My academic advisor is approachable.   | 6.66                       | 6.41 / 1.02       | 0.25            | 6.32                        | 5.59 / 1.62       | 0.73            | 0.82 ***        |
| 66. Program requirements are clear and reasonable.  | 6.66                       | 6.47 / 0.93       | 0.19            | 6.37                        | 5.68 / 1.40       | 0.69            | 0.79 ***        |
| 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           |                             |                   |                 |                 |
| 11. Security staff respond quickly in emergencies.  | 6.65                       | 6.33 / 1.01       | 0.32            | 6.11                        | 5.28 / 1.49       | 0.83            | 1.05 ***        |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized.          | 6.65                       | 6.50 / 0.84       | 0.15            | 6.27                        | 5.59 / 1.44       | 0.68            | 0.91 ***        |
| 15. I am able to register for classes I need with few conflicts.  | 6.63                       | 6.45 / 0.80       | 0.18            | 6.43                        | 5.57 / 1.51       | 0.86            | 0.88 ***        |
| 28. It is an enjoyable experience to be a student on this campus.   | 6.63                       | 6.64 / 0.78       | -0.01           | 6.23                        | 5.65 / 1.43       | 0.58            | 0.99 ***        |
| 36. Students are made to feel welcome on this campus.   | 6.63                       | 6.55 / 0.87       | 0.08            | 6.26                        | 5.77 / 1.34       | 0.49            | 0.78 ***        |
| 31. The campus is safe and secure for all students.   | 6.62                       | 6.44 / 1.17       | 0.18            | 6.41                        | 5.82 / 1.29       | 0.59            | 0.62 ***        |

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

National Group Means are based on 185252 records.

### Institutional Summary Items: In Order of Importance

| Item   | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | 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            |                             |                   |                 |                 |
| 48. Counseling staff care about students as individuals.   | 6.61                       | 6.33 / 1.05       | 0.28            | 6.17                        | 5.46 / 1.52       | 0.71            | 0.87 ***        |
| 76. Campus item: I use the MySBC to access the SBC Alert   | 6.61                       | 6.57 / 1.00       | 0.04            |                             |                   |                 |                 |
| 77. Campus item: Sitting Bull College provides leadership building opportunities.  | 6.61                       | 6.59 / 0.73       | 0.02            |                             |                   |                 |                 |
| 16. The college shows concern for students as individuals.   | 6.60                       | 6.38 / 1.02       | 0.22            | 6.19                        | 5.29 / 1.57       | 0.90            | 1.09 ***        |
| 26. Library staff are helpful and approachable.  | 6.60                       | 6.52 / 0.89       | 0.08            | 6.06                        | 5.78 / 1.35       | 0.28            | 0.74 ***        |
| 12. My academic advisor helps me set goals to work toward.   | 6.59                       | 6.23 / 1.27       | 0.36            | 6.12                        | 5.25 / 1.74       | 0.87            | 0.98 ***        |
| 25. My academic advisor is concerned about my success as an individual.  | 6.59                       | 6.27 / 1.15       | 0.32            | 6.23                        | 5.29 / 1.71       | 0.94            | 0.98 ***        |
| 42. The equipment in the lab facilities is kept up to date.  | 6.59                       | 6.32 / 1.17       | 0.27            | 6.23                        | 5.62 / 1.42       | 0.61            | 0.70 ***        |
| 43. Class change (drop/add) policies are reasonable.   | 6.59                       | 6.43 / 0.95       | 0.16            | 6.20                        | 5.66 / 1.44       | 0.54            | 0.77 ***        |
| 21. There are a sufficient number of study areas on campus.  | 6.58                       | 6.27 / 1.16       | 0.31            | 6.12                        | 5.69 / 1.44       | 0.43            | 0.58 **         |
| 30. The career services office provides students with the help they need to get a job.   | 6.58                       | 6.36 / 1.09       | 0.22            | 6.04                        | 5.25 / 1.50       | 0.79            | 1.11 ***        |
| 32. My academic advisor is knowledgeable about my program requirements.  | 6.58                       | 6.39 / 1.06       | 0.19            | 6.40                        | 5.57 / 1.64       | 0.83            | 0.82 ***        |
| 39. The amount of student parking space on campus is adequate.   | 6.58                       | 6.43 / 1.07       | 0.15            | 6.23                        | 4.84 / 1.95       | 1.39            | 1.59 ***        |
| 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            |                             |                   |                 |                 |

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

National Group Means are based on 185252 records.

## Institutional Summary

### Items: In Order of Importance

| Item  | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | 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            | 6.11                        | 5.52 / 1.39       | 0.59            | 0.90 ***        |
| 49. Admissions counselors respond to prospective students' unique needs and requests. | 6.57                       | 6.36 / 1.08       | 0.21            | 6.10                        | 5.41 / 1.48       | 0.69            | 0.95 ***        |
| 52. This school does whatever it can to help me reach my educational goals.           | 6.57                       | 6.48 / 0.90       | 0.09            | 6.31                        | 5.43 / 1.50       | 0.88            | 1.05 ***        |
| 58. Nearly all of the faculty are knowledgeable in their fields.                      | 6.57                       | 6.40 / 0.99       | 0.17            | 6.42                        | 5.83 / 1.31       | 0.59            | 0.57 ***        |
| 60. Billing policies are reasonable.  | 6.57                       | 6.44 / 0.88       | 0.13            | 6.18                        | 5.54 / 1.45       | 0.64            | 0.90 ***        |
| 41. Admissions staff are knowledgeable.   | 6.56                       | 6.46 / 0.98       | 0.10            | 6.27                        | 5.58 / 1.44       | 0.69            | 0.88 ***        |
| 50. Tutoring services are readily available.  | 6.56                       | 6.33 / 1.11       | 0.23            | 6.14                        | 5.68 / 1.42       | 0.46            | 0.65 ***        |
| 62. Bookstore staff are helpful.  | 6.55                       | 6.45 / 1.02       | 0.10            | 6.12                        | 5.73 / 1.44       | 0.39            | 0.72 ***        |
| 5. The personnel involved in registration are helpful.                                | 6.54                       | 6.38 / 0.97       | 0.16            | 6.25                        | 5.50 / 1.56       | 0.75            | 0.88 ***        |
| 46. Faculty provide timely feedback about student progress in a course.               | 6.54                       | 6.08 / 1.12       | 0.46            | 6.31                        | 5.45 / 1.50       | 0.86            | 0.63 ***        |
| 69. There is a good variety of courses provided on this campus.                       | 6.54                       | 6.44 / 1.00       | 0.10            | 6.37                        | 5.79 / 1.37       | 0.58            | 0.65 ***        |
| 23. Faculty are understanding of students' unique life circumstances.                 | 6.53                       | 6.43 / 0.98       | 0.10            | 6.25                        | 5.41 / 1.54       | 0.84            | 1.02 ***        |
| 55. Academic support services adequately meet the needs of students.                  | 6.53                       | 6.30 / 1.00       | 0.23            | 6.15                        | 5.50 / 1.41       | 0.65            | 0.80 ***        |
| 2. Faculty care about me as an individual.  | 6.52                       | 6.51 / 0.75       | 0.01            | 6.10                        | 5.52 / 1.43       | 0.58            | 0.99 ***        |
| 7. Adequate financial aid is available for most students.                             | 6.52                       | 6.25 / 1.08       | 0.27            | 6.31                        | 5.41 / 1.66       | 0.90            | 0.84 ***        |

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

National Group Means are based on 185252 records.

## Institutional Summary

### Items: In Order of Importance

| Item  | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | 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            | 6.13                        | 5.77 / 1.36       | 0.36            | 0.60 ***        |
| 47. There are adequate services to help me decide upon a career.                              | 6.52                       | 6.31 / 1.05       | 0.21            | 6.16                        | 5.41 / 1.50       | 0.75            | 0.90 ***        |
| 59. New student orientation services help students adjust to college.                         | 6.52                       | 6.48 / 0.89       | 0.04            | 5.95                        | 5.43 / 1.52       | 0.52            | 1.05 ***        |
| 57. Administrators are approachable to students.  | 6.51                       | 6.32 / 1.16       | 0.19            | 6.15                        | 5.52 / 1.46       | 0.63            | 0.80 ***        |
| 4. Security staff are helpful.  | 6.50                       | 6.48 / 0.90       | 0.02            | 5.78                        | 5.30 / 1.55       | 0.48            | 1.18 ***        |
| 24. Parking lots are well-lighted and secure.   | 6.49                       | 6.56 / 0.90       | -0.07           | 6.19                        | 5.42 / 1.57       | 0.77            | 1.14 ***        |
| 29. Faculty are fair and unbiased in their treatment of individual students.                  | 6.49                       | 6.39 / 0.99       | 0.10            | 6.34                        | 5.57 / 1.49       | 0.77            | 0.82 ***        |
| 37. Faculty take into consideration student differences as they teach a course.               | 6.49                       | 6.42 / 0.87       | 0.07            | 6.17                        | 5.37 / 1.49       | 0.80            | 1.05 ***        |
| 51. There are convenient ways of paying my school bill.                                       | 6.49                       | 6.23 / 1.11       | 0.26            | 6.26                        | 5.67 / 1.45       | 0.59            | 0.56 **         |
| 53. The assessment and course placement procedures are reasonable.                            | 6.49                       | 6.38 / 1.08       | 0.11            | 6.16                        | 5.55 / 1.41       | 0.61            | 0.83 ***        |
| 68. On the whole, the campus is well-maintained.  | 6.49                       | 6.46 / 1.08       | 0.03            | 6.27                        | 5.96 / 1.27       | 0.31            | 0.50 **         |
| 61. Faculty are usually available after class and during office hours.                        | 6.48                       | 6.24 / 1.15       | 0.24            | 6.28                        | 5.77 / 1.35       | 0.51            | 0.47 **         |
| 65. Students are notified early in the term if they are doing poorly in a class.              | 6.48                       | 6.17 / 1.26       | 0.31            | 6.23                        | 5.12 / 1.73       | 1.11            | 1.05 ***        |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 6.47                       | 6.08 / 1.14       | 0.39            | 6.21                        | 5.21 / 1.68       | 1.00            | 0.87 ***        |
| 54. Faculty are interested in my academic problems.   | 6.47                       | 6.32 / 1.04       | 0.15            | 6.14                        | 5.37 / 1.51       | 0.77            | 0.95 ***        |

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

National Group Means are based on 185252 records.

## Institutional Summary

### Items: In Order of Importance

| Item  | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | 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            | 6.13                        | 5.59 / 1.42       | 0.54            | 0.76 ***        |
| 27. The campus staff are caring and helpful.  | 6.46                       | 6.44 / 1.02       | 0.02            | 6.19                        | 5.67 / 1.32       | 0.52            | 0.77 ***        |
| 64. Nearly all classes deal with practical experiences and applications.                | 6.46                       | 6.31 / 1.03       | 0.15            | 6.19                        | 5.57 / 1.38       | 0.62            | 0.74 ***        |
| 9. Internships or practical experiences are provided in my degree/certificate program.  | 6.45                       | 6.07 / 1.39       | 0.38            | 6.03                        | 5.17 / 1.62       | 0.86            | 0.90 ***        |
| 80. Campus item: Concerns voiced by students are addressed by SBC administration.       | 6.45                       | 6.14 / 1.18       | 0.31            |                             |                   |                 |                 |
| 44. I generally know what's happening on campus.  | 6.44                       | 6.24 / 1.10       | 0.20            | 5.67                        | 5.22 / 1.55       | 0.45            | 1.02 ***        |
| 19. This campus provides effective support services for displaced homemakers.           | 6.43                       | 6.18 / 1.11       | 0.25            | 5.39                        | 5.00 / 1.47       | 0.39            | 1.18 ***        |
| 88. Financial aid as factor in decision to enroll.                                      | 6.43                       |                   |                 | 6.10                        |                   |                 |                 |
| 8. Classes are scheduled at times that are convenient for me.                           | 6.42                       | 6.17 / 0.98       | 0.25            | 6.46                        | 5.56 / 1.50       | 0.90            | 0.61 **         |
| 33. Admissions counselors accurately portray the campus in their recruiting practices.  | 6.42                       | 6.03 / 1.27       | 0.39            | 5.96                        | 5.38 / 1.47       | 0.58            | 0.65 ***        |
| 38. The student center is a comfortable place for students to spend their leisure time. | 6.42                       | 6.44 / 1.04       | -0.02           | 5.84                        | 5.50 / 1.45       | 0.34            | 0.94 ***        |
| 3. The quality of instruction in the vocational/technical programs is excellent.        | 6.39                       | 6.06 / 1.32       | 0.33            | 6.19                        | 5.52 / 1.37       | 0.67            | 0.54 **         |
| 67. Channels for expressing student complaints are readily available.                   | 6.39                       | 6.23 / 1.19       | 0.16            | 6.04                        | 5.08 / 1.69       | 0.96            | 1.15 ***        |
| 63. I seldom get the "run-around" when seeking information on this campus.              | 6.38                       | 6.11 / 1.23       | 0.27            | 6.13                        | 5.26 / 1.66       | 0.87            | 0.85 ***        |

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

National Group Means are based on 185252 records.

### Institutional Summary Items: In Order of Importance

| Item  | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | 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            |                             |                   |                 |                 |
| 89. Academic reputation as factor in decision to enroll.  | 6.38                       |                   |                 | 5.94                        |                   |                 |                 |
| 1. Most students feel a sense of belonging here.  | 6.35                       | 6.36 / 1.12       | -0.01           | 5.66                        | 5.43 / 1.39       | 0.23            | 0.93 ***        |
| 74. Campus item: Tuesday Speakers provide a variety of interesting topics                                     | 6.35                       | 6.28 / 0.99       | 0.07            |                             |                   |                 |                 |
| 95. Personalized attention prior to enrollment as factor in decision to enroll.                               | 6.34                       |                   |                 | 5.47                        |                   |                 |                 |
| 75. Campus item: Coursework at SBC is culturally relevant.  | 6.33                       | 6.45 / 0.92       | -0.12           |                             |                   |                 |                 |
| 87. Cost as factor in decision to enroll.   | 6.32                       |                   |                 | 6.35                        |                   |                 |                 |
| 40. My academic advisor is knowledgeable about the transfer requirements of other schools.                    | 6.31                       | 6.29 / 1.08       | 0.02            | 6.26                        | 5.34 / 1.66       | 0.92            | 0.95 ***        |
| 92. Recommendations from family/friends as factor in decision to enroll.                                      | 6.21                       |                   |                 | 4.99                        |                   |                 |                 |
| 93. Geographic setting as factor in decision to enroll.   | 6.21                       |                   |                 | 5.58                        |                   |                 |                 |
| 10. Child care facilities are available on campus.  | 6.14                       | 5.74 / 1.69       | 0.40            | 4.60                        | 4.46 / 1.80       | 0.14            | 1.28 ***        |
| 94. Campus appearance as factor in decision to enroll.  | 6.09                       |                   |                 | 5.27                        |                   |                 |                 |
| 90. Size of institution as factor in decision to enroll.  | 6.05                       |                   |                 | 5.21                        |                   |                 |                 |
| 17. Personnel in the Veterans' Services program are helpful.  | 5.91                       | 5.51 / 1.61       | 0.40            | 5.22                        | 4.98 / 1.49       | 0.24            | 0.53 *          |
| 91. Opportunity to play sports as factor in decision to enroll.   | 5.00                       |                   |                 | 3.56                        |                   |                 |                 |

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

National Group Means are based on 185252 records.

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

| Item   | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | Mean Difference |
|--|----------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
|  | Importance                 | Satisfaction / SD | Performance Gap | Importance                  | Satisfaction / SD | Performance Gap |                 |
| 81. Institution's commitment to part-time students?            |                            | 6.29 / 1.02       |                 |                             | 5.74 / 1.36       |                 | 0.55 **         |
| 82. Institution's commitment to evening students?              |                            | 6.32 / 1.06       |                 |                             | 5.61 / 1.45       |                 | 0.71 ***        |
| 83. Institution's commitment to older, returning learners?     |                            | 6.42 / 0.87       |                 |                             | 5.71 / 1.42       |                 | 0.71 ***        |
| 84. Institution's commitment to under-represented populations? |                            | 6.32 / 0.97       |                 |                             | 5.59 / 1.41       |                 | 0.73 ***        |
| 85. Institution's commitment to commuters?                     |                            | 6.12 / 1.08       |                 |                             | 5.56 / 1.47       |                 | 0.56 **         |
| 86. Institution's commitment to students with disabilities?    |                            | 6.23 / 1.11       |                 |                             | 5.72 / 1.40       |                 | 0.51 **         |

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

National Group Means are based on 185252 records.

### Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Academic Advising/Counseling**

| Scale/Item   | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | 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                        | 5.42 / 1.36       | 0.84            | 0.92 ***        |
| 6. My academic advisor is approachable.  | 6.66                       | 6.41 / 1.02       | 0.25            | 6.32                        | 5.59 / 1.62       | 0.73            | 0.82 ***        |
| 12. My academic advisor helps me set goals to work toward.                                 | 6.59                       | 6.23 / 1.27       | 0.36            | 6.12                        | 5.25 / 1.74       | 0.87            | 0.98 ***        |
| 25. My academic advisor is concerned about my success as an individual.                    | 6.59                       | 6.27 / 1.15       | 0.32            | 6.23                        | 5.29 / 1.71       | 0.94            | 0.98 ***        |
| 32. My academic advisor is knowledgeable about my program requirements.                    | 6.58                       | 6.39 / 1.06       | 0.19            | 6.40                        | 5.57 / 1.64       | 0.83            | 0.82 ***        |
| 40. My academic advisor is knowledgeable about the transfer requirements of other schools. | 6.31                       | 6.29 / 1.08       | 0.02            | 6.26                        | 5.34 / 1.66       | 0.92            | 0.95 ***        |
| 48. Counseling staff care about students as individuals.                                   | 6.61                       | 6.33 / 1.05       | 0.28            | 6.17                        | 5.46 / 1.52       | 0.71            | 0.87 ***        |
| 52. This school does whatever it can to help me reach my educational goals.                | 6.57                       | 6.48 / 0.90       | 0.09            | 6.31                        | 5.43 / 1.50       | 0.88            | 1.05 ***        |

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

National Group Means are based on 185252 records.

### Institutional Summary

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

| Scale/Item   | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | Mean Difference |
|--|----------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
|  | Importance                 | Satisfaction / SD | Performance Gap | Importance                  | Satisfaction / SD | Performance Gap |                 |
| <b>ACADEMIC SERVICES</b>   | 6.61                       | 6.41 / 0.72       | 0.20            | 6.16                        | 5.70 / 1.06       | 0.46            | 0.71 ***        |
| 14. Library resources and services are adequate.                     | 6.73                       | 6.56 / 0.77       | 0.17            | 6.19                        | 5.83 / 1.31       | 0.36            | 0.73 ***        |
| 21. There are a sufficient number of study areas on campus.          | 6.58                       | 6.27 / 1.16       | 0.31            | 6.12                        | 5.69 / 1.44       | 0.43            | 0.58 **         |
| 26. Library staff are helpful and approachable.                      | 6.60                       | 6.52 / 0.89       | 0.08            | 6.06                        | 5.78 / 1.35       | 0.28            | 0.74 ***        |
| 34. Computer labs are adequate and accessible.                       | 6.67                       | 6.53 / 0.87       | 0.14            | 6.25                        | 5.82 / 1.37       | 0.43            | 0.71 ***        |
| 42. The equipment in the lab facilities is kept up to date.          | 6.59                       | 6.32 / 1.17       | 0.27            | 6.23                        | 5.62 / 1.42       | 0.61            | 0.70 ***        |
| 50. Tutoring services are readily available.                         | 6.56                       | 6.33 / 1.11       | 0.23            | 6.14                        | 5.68 / 1.42       | 0.46            | 0.65 ***        |
| 55. Academic support services adequately meet the needs of students. | 6.53                       | 6.30 / 1.00       | 0.23            | 6.15                        | 5.50 / 1.41       | 0.65            | 0.80 ***        |

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

National Group Means are based on 185252 records.

## Institutional Summary

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

| Scale/Item  | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | 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            | 6.18                        | 5.38 / 1.27       | 0.80            | 0.87 ***        |
| 7. Adequate financial aid is available for most students.                                     | 6.52                       | 6.25 / 1.08       | 0.27            | 6.31                        | 5.41 / 1.66       | 0.90            | 0.84 ***        |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 6.47                       | 6.08 / 1.14       | 0.39            | 6.21                        | 5.21 / 1.68       | 1.00            | 0.87 ***        |
| 20. Financial aid counselors are helpful.   | 6.71                       | 6.34 / 1.23       | 0.37            | 6.21                        | 5.29 / 1.68       | 0.92            | 1.05 ***        |
| 33. Admissions counselors accurately portray the campus in their recruiting practices.        | 6.42                       | 6.03 / 1.27       | 0.39            | 5.96                        | 5.38 / 1.47       | 0.58            | 0.65 ***        |
| 41. Admissions staff are knowledgeable.   | 6.56                       | 6.46 / 0.98       | 0.10            | 6.27                        | 5.58 / 1.44       | 0.69            | 0.88 ***        |
| 49. Admissions counselors respond to prospective students' unique needs and requests.         | 6.57                       | 6.36 / 1.08       | 0.21            | 6.10                        | 5.41 / 1.48       | 0.69            | 0.95 ***        |

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

National Group Means are based on 185252 records.

### Institutional Summary

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

| Scale/Item  | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | Mean Difference |
|---|----------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
|   | Importance                 | Satisfaction / SD | Performance Gap | Importance                  | Satisfaction / SD | Performance Gap |                 |
| <b>CAMPUS CLIMATE</b>   | 6.51                       | 6.40 / 0.81       | 0.11            | 6.10                        | 5.50 / 1.12       | 0.60            | 0.90 ***        |
| 1. Most students feel a sense of belonging here.                            | 6.35                       | 6.36 / 1.12       | -0.01           | 5.66                        | 5.43 / 1.39       | 0.23            | 0.93 ***        |
| 2. Faculty care about me as an individual.                                  | 6.52                       | 6.51 / 0.75       | 0.01            | 6.10                        | 5.52 / 1.43       | 0.58            | 0.99 ***        |
| 16. The college shows concern for students as individuals.                  | 6.60                       | 6.38 / 1.02       | 0.22            | 6.19                        | 5.29 / 1.57       | 0.90            | 1.09 ***        |
| 22. People on this campus respect and are supportive of each other.         | 6.57                       | 6.42 / 0.92       | 0.15            | 6.11                        | 5.52 / 1.39       | 0.59            | 0.90 ***        |
| 27. The campus staff are caring and helpful.                                | 6.46                       | 6.44 / 1.02       | 0.02            | 6.19                        | 5.67 / 1.32       | 0.52            | 0.77 ***        |
| 28. It is an enjoyable experience to be a student on this campus.           | 6.63                       | 6.64 / 0.78       | -0.01           | 6.23                        | 5.65 / 1.43       | 0.58            | 0.99 ***        |
| 31. The campus is safe and secure for all students.                         | 6.62                       | 6.44 / 1.17       | 0.18            | 6.41                        | 5.82 / 1.29       | 0.59            | 0.62 ***        |
| 36. Students are made to feel welcome on this campus.                       | 6.63                       | 6.55 / 0.87       | 0.08            | 6.26                        | 5.77 / 1.34       | 0.49            | 0.78 ***        |
| 44. I generally know what's happening on campus.                            | 6.44                       | 6.24 / 1.10       | 0.20            | 5.67                        | 5.22 / 1.55       | 0.45            | 1.02 ***        |
| 45. This institution has a good reputation within the community.            | 6.52                       | 6.37 / 1.09       | 0.15            | 6.13                        | 5.77 / 1.36       | 0.36            | 0.60 ***        |
| 52. This school does whatever it can to help me reach my educational goals. | 6.57                       | 6.48 / 0.90       | 0.09            | 6.31                        | 5.43 / 1.50       | 0.88            | 1.05 ***        |
| 57. Administrators are approachable to students.                            | 6.51                       | 6.32 / 1.16       | 0.19            | 6.15                        | 5.52 / 1.46       | 0.63            | 0.80 ***        |
| 59. New student orientation services help students adjust to college.       | 6.52                       | 6.48 / 0.89       | 0.04            | 5.95                        | 5.43 / 1.52       | 0.52            | 1.05 ***        |
| 63. I seldom get the "run-around" when seeking information on this campus.  | 6.38                       | 6.11 / 1.23       | 0.27            | 6.13                        | 5.26 / 1.66       | 0.87            | 0.85 ***        |
| 67. Channels for expressing student complaints are readily available.       | 6.39                       | 6.23 / 1.19       | 0.16            | 6.04                        | 5.08 / 1.69       | 0.96            | 1.15 ***        |

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

National Group Means are based on 185252 records.

### Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Campus Support Services**

| Scale/Item  | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | 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            | 5.67                        | 5.21 / 1.26       | 0.46            | 0.98 ***        |
| 10. Child care facilities are available on campus.                                      | 6.14                       | 5.74 / 1.69       | 0.40            | 4.60                        | 4.46 / 1.80       | 0.14            | 1.28 ***        |
| 17. Personnel in the Veterans' Services program are helpful.                            | 5.91                       | 5.51 / 1.61       | 0.40            | 5.22                        | 4.98 / 1.49       | 0.24            | 0.53 *          |
| 19. This campus provides effective support services for displaced homemakers.           | 6.43                       | 6.18 / 1.11       | 0.25            | 5.39                        | 5.00 / 1.47       | 0.39            | 1.18 ***        |
| 30. The career services office provides students with the help they need to get a job.  | 6.58                       | 6.36 / 1.09       | 0.22            | 6.04                        | 5.25 / 1.50       | 0.79            | 1.11 ***        |
| 38. The student center is a comfortable place for students to spend their leisure time. | 6.42                       | 6.44 / 1.04       | -0.02           | 5.84                        | 5.50 / 1.45       | 0.34            | 0.94 ***        |
| 47. There are adequate services to help me decide upon a career.                        | 6.52                       | 6.31 / 1.05       | 0.21            | 6.16                        | 5.41 / 1.50       | 0.75            | 0.90 ***        |
| 59. New student orientation services help students adjust to college.                   | 6.52                       | 6.48 / 0.89       | 0.04            | 5.95                        | 5.43 / 1.52       | 0.52            | 1.05 ***        |

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

National Group Means are based on 185252 records.

### Institutional Summary

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

| Scale/Item   | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | 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            | 6.20                        | 5.43 / 1.26       | 0.77            | 0.95 ***        |
| 2. Faculty care about me as an individual.                                   | 6.52                       | 6.51 / 0.75       | 0.01            | 6.10                        | 5.52 / 1.43       | 0.58            | 0.99 ***        |
| 16. The college shows concern for students as individuals.                   | 6.60                       | 6.38 / 1.02       | 0.22            | 6.19                        | 5.29 / 1.57       | 0.90            | 1.09 ***        |
| 25. My academic advisor is concerned about my success as an individual.      | 6.59                       | 6.27 / 1.15       | 0.32            | 6.23                        | 5.29 / 1.71       | 0.94            | 0.98 ***        |
| 29. Faculty are fair and unbiased in their treatment of individual students. | 6.49                       | 6.39 / 0.99       | 0.10            | 6.34                        | 5.57 / 1.49       | 0.77            | 0.82 ***        |
| 48. Counseling staff care about students as individuals.                     | 6.61                       | 6.33 / 1.05       | 0.28            | 6.17                        | 5.46 / 1.52       | 0.71            | 0.87 ***        |

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

National Group Means are based on 185252 records.

## Institutional Summary

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

| Scale/Item   | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | Mean Difference |
|--|----------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
|  | Importance                 | Satisfaction / SD | Performance Gap | Importance                  | Satisfaction / SD | Performance Gap |                 |
| <b>INSTRUCTIONAL EFFECTIVENESS</b>   | 6.55                       | 6.38 / 0.78       | 0.17            | 6.29                        | 5.58 / 1.11       | 0.71            | 0.80 ***        |
| 2. Faculty care about me as an individual.                                       | 6.52                       | 6.51 / 0.75       | 0.01            | 6.10                        | 5.52 / 1.43       | 0.58            | 0.99 ***        |
| 18. The quality of instruction I receive in most of my classes is excellent.     | 6.72                       | 6.58 / 0.83       | 0.14            | 6.49                        | 5.66 / 1.37       | 0.83            | 0.92 ***        |
| 23. Faculty are understanding of students' unique life circumstances.            | 6.53                       | 6.43 / 0.98       | 0.10            | 6.25                        | 5.41 / 1.54       | 0.84            | 1.02 ***        |
| 29. Faculty are fair and unbiased in their treatment of individual students.     | 6.49                       | 6.39 / 0.99       | 0.10            | 6.34                        | 5.57 / 1.49       | 0.77            | 0.82 ***        |
| 37. Faculty take into consideration student differences as they teach a course.  | 6.49                       | 6.42 / 0.87       | 0.07            | 6.17                        | 5.37 / 1.49       | 0.80            | 1.05 ***        |
| 46. Faculty provide timely feedback about student progress in a course.          | 6.54                       | 6.08 / 1.12       | 0.46            | 6.31                        | 5.45 / 1.50       | 0.86            | 0.63 ***        |
| 54. Faculty are interested in my academic problems.                              | 6.47                       | 6.32 / 1.04       | 0.15            | 6.14                        | 5.37 / 1.51       | 0.77            | 0.95 ***        |
| 58. Nearly all of the faculty are knowledgeable in their fields.                 | 6.57                       | 6.40 / 0.99       | 0.17            | 6.42                        | 5.83 / 1.31       | 0.59            | 0.57 ***        |
| 61. Faculty are usually available after class and during office hours.           | 6.48                       | 6.24 / 1.15       | 0.24            | 6.28                        | 5.77 / 1.35       | 0.51            | 0.47 **         |
| 64. Nearly all classes deal with practical experiences and applications.         | 6.46                       | 6.31 / 1.03       | 0.15            | 6.19                        | 5.57 / 1.38       | 0.62            | 0.74 ***        |
| 65. Students are notified early in the term if they are doing poorly in a class. | 6.48                       | 6.17 / 1.26       | 0.31            | 6.23                        | 5.12 / 1.73       | 1.11            | 1.05 ***        |
| 66. Program requirements are clear and reasonable.                               | 6.66                       | 6.47 / 0.93       | 0.19            | 6.37                        | 5.68 / 1.40       | 0.69            | 0.79 ***        |

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

National Group Means are based on 185252 records.

### Institutional Summary

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

| Scale/Item  | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | 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            | 6.37                        | 5.79 / 1.37       | 0.58            | 0.65 ***        |
| 70. I am able to experience intellectual growth here.           | 6.70                       | 6.56 / 0.85       | 0.14            | 6.42                        | 5.90 / 1.29       | 0.52            | 0.66 ***        |

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

National Group Means are based on 185252 records.

## Institutional Summary

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

| Scale/Item   | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | Mean Difference |
|--|----------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
|  | Importance                 | Satisfaction / SD | Performance Gap | Importance                  | Satisfaction / SD | Performance Gap |                 |
| <b>REGISTRATION EFFECTIVENESS</b>  | 6.55                       | 6.38 / 0.74       | 0.17            | 6.26                        | 5.60 / 1.07       | 0.66            | 0.78 ***        |
| 5. The personnel involved in registration are helpful.   | 6.54                       | 6.38 / 0.97       | 0.16            | 6.25                        | 5.50 / 1.56       | 0.75            | 0.88 ***        |
| 8. Classes are scheduled at times that are convenient for me.  | 6.42                       | 6.17 / 0.98       | 0.25            | 6.46                        | 5.56 / 1.50       | 0.90            | 0.61 **         |
| 15. I am able to register for classes I need with few conflicts.                                       | 6.63                       | 6.45 / 0.80       | 0.18            | 6.43                        | 5.57 / 1.51       | 0.86            | 0.88 ***        |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized. | 6.65                       | 6.50 / 0.84       | 0.15            | 6.27                        | 5.59 / 1.44       | 0.68            | 0.91 ***        |
| 43. Class change (drop/add) policies are reasonable.   | 6.59                       | 6.43 / 0.95       | 0.16            | 6.20                        | 5.66 / 1.44       | 0.54            | 0.77 ***        |
| 51. There are convenient ways of paying my school bill.  | 6.49                       | 6.23 / 1.11       | 0.26            | 6.26                        | 5.67 / 1.45       | 0.59            | 0.56 **         |
| 56. The business office is open during hours which are convenient for most students.                   | 6.47                       | 6.35 / 1.15       | 0.12            | 6.13                        | 5.59 / 1.42       | 0.54            | 0.76 ***        |
| 60. Billing policies are reasonable.   | 6.57                       | 6.44 / 0.88       | 0.13            | 6.18                        | 5.54 / 1.45       | 0.64            | 0.90 ***        |
| 62. Bookstore staff are helpful.   | 6.55                       | 6.45 / 1.02       | 0.10            | 6.12                        | 5.73 / 1.44       | 0.39            | 0.72 ***        |

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

National Group Means are based on 185252 records.

### Institutional Summary

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

| Scale/Item   | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | Mean Difference |
|--|----------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
|  | Importance                 | Satisfaction / SD | Performance Gap | Importance                  | Satisfaction / SD | Performance Gap |                 |
| <b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>                   |                            | 6.28 / 1.07       |                 |                             | 5.66 / 1.27       |                 | 0.62 ***        |
| 81. Institution's commitment to part-time students?            |                            | 6.29 / 1.02       |                 |                             | 5.74 / 1.36       |                 | 0.55 **         |
| 82. Institution's commitment to evening students?              |                            | 6.32 / 1.06       |                 |                             | 5.61 / 1.45       |                 | 0.71 ***        |
| 83. Institution's commitment to older, returning learners?     |                            | 6.42 / 0.87       |                 |                             | 5.71 / 1.42       |                 | 0.71 ***        |
| 84. Institution's commitment to under-represented populations? |                            | 6.32 / 0.97       |                 |                             | 5.59 / 1.41       |                 | 0.73 ***        |
| 85. Institution's commitment to commuters?                     |                            | 6.12 / 1.08       |                 |                             | 5.56 / 1.47       |                 | 0.56 **         |
| 86. Institution's commitment to students with disabilities?    |                            | 6.23 / 1.11       |                 |                             | 5.72 / 1.40       |                 | 0.51 **         |

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

National Group Means are based on 185252 records.

### Institutional Summary

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

| Scale/Item   | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | 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            | 6.15                        | 5.34 / 1.21       | 0.81            | 1.11 ***        |
| 4. Security staff are helpful.                                 | 6.50                       | 6.48 / 0.90       | 0.02            | 5.78                        | 5.30 / 1.55       | 0.48            | 1.18 ***        |
| 11. Security staff respond quickly in emergencies.             | 6.65                       | 6.33 / 1.01       | 0.32            | 6.11                        | 5.28 / 1.49       | 0.83            | 1.05 ***        |
| 24. Parking lots are well-lighted and secure.                  | 6.49                       | 6.56 / 0.90       | -0.07           | 6.19                        | 5.42 / 1.57       | 0.77            | 1.14 ***        |
| 31. The campus is safe and secure for all students.            | 6.62                       | 6.44 / 1.17       | 0.18            | 6.41                        | 5.82 / 1.29       | 0.59            | 0.62 ***        |
| 39. The amount of student parking space on campus is adequate. | 6.58                       | 6.43 / 1.07       | 0.15            | 6.23                        | 4.84 / 1.95       | 1.39            | 1.59 ***        |

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

National Group Means are based on 185252 records.

### Institutional Summary

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

| Scale/Item   | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | Mean Difference |
|--|----------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
|  | Importance                 | Satisfaction / SD | Performance Gap | Importance                  | Satisfaction / SD | Performance Gap |                 |
| <b>SERVICE EXCELLENCE</b>  | 6.49                       | 6.35 / 0.82       | 0.14            | 6.08                        | 5.48 / 1.12       | 0.60            | 0.87 ***        |
| 5. The personnel involved in registration are helpful.                     | 6.54                       | 6.38 / 0.97       | 0.16            | 6.25                        | 5.50 / 1.56       | 0.75            | 0.88 ***        |
| 22. People on this campus respect and are supportive of each other.        | 6.57                       | 6.42 / 0.92       | 0.15            | 6.11                        | 5.52 / 1.39       | 0.59            | 0.90 ***        |
| 26. Library staff are helpful and approachable.                            | 6.60                       | 6.52 / 0.89       | 0.08            | 6.06                        | 5.78 / 1.35       | 0.28            | 0.74 ***        |
| 27. The campus staff are caring and helpful.                               | 6.46                       | 6.44 / 1.02       | 0.02            | 6.19                        | 5.67 / 1.32       | 0.52            | 0.77 ***        |
| 44. I generally know what's happening on campus.                           | 6.44                       | 6.24 / 1.10       | 0.20            | 5.67                        | 5.22 / 1.55       | 0.45            | 1.02 ***        |
| 57. Administrators are approachable to students.                           | 6.51                       | 6.32 / 1.16       | 0.19            | 6.15                        | 5.52 / 1.46       | 0.63            | 0.80 ***        |
| 62. Bookstore staff are helpful.   | 6.55                       | 6.45 / 1.02       | 0.10            | 6.12                        | 5.73 / 1.44       | 0.39            | 0.72 ***        |
| 63. I seldom get the "run-around" when seeking information on this campus. | 6.38                       | 6.11 / 1.23       | 0.27            | 6.13                        | 5.26 / 1.66       | 0.87            | 0.85 ***        |
| 67. Channels for expressing student complaints are readily available.      | 6.39                       | 6.23 / 1.19       | 0.16            | 6.04                        | 5.08 / 1.69       | 0.96            | 1.15 ***        |

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

National Group Means are based on 185252 records.

### Institutional Summary

Scales: In Order With Items That Make Up the Scale - Student Centeredness

| Scale/Item  | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | Mean Difference |
|---|----------------------------|-------------------|-----------------|-----------------------------|-------------------|-----------------|-----------------|
|   | Importance                 | Satisfaction / SD | Performance Gap | Importance                  | Satisfaction / SD | Performance Gap |                 |
| <b>STUDENT CENTEREDNESS</b>                                       | 6.53                       | 6.45 / 0.84       | 0.08            | 6.11                        | 5.56 / 1.18       | 0.55            | 0.89 ***        |
| 1. Most students feel a sense of belonging here.                  | 6.35                       | 6.36 / 1.12       | -0.01           | 5.66                        | 5.43 / 1.39       | 0.23            | 0.93 ***        |
| 16. The college shows concern for students as individuals.        | 6.60                       | 6.38 / 1.02       | 0.22            | 6.19                        | 5.29 / 1.57       | 0.90            | 1.09 ***        |
| 27. The campus staff are caring and helpful.                      | 6.46                       | 6.44 / 1.02       | 0.02            | 6.19                        | 5.67 / 1.32       | 0.52            | 0.77 ***        |
| 28. It is an enjoyable experience to be a student on this campus. | 6.63                       | 6.64 / 0.78       | -0.01           | 6.23                        | 5.65 / 1.43       | 0.58            | 0.99 ***        |
| 36. Students are made to feel welcome on this campus.             | 6.63                       | 6.55 / 0.87       | 0.08            | 6.26                        | 5.77 / 1.34       | 0.49            | 0.78 ***        |
| 57. Administrators are approachable to students.                  | 6.51                       | 6.32 / 1.16       | 0.19            | 6.15                        | 5.52 / 1.46       | 0.63            | 0.80 ***        |

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

National Group Means are based on 185252 records.

## Institutional Summary

### Items: In Sequential Order

| Item  | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | 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           | 5.66                        | 5.43 / 1.39       | 0.23            | 0.93 ***        |
| 2. Faculty care about me as an individual.  | 6.52                       | 6.51 / 0.75       | 0.01            | 6.10                        | 5.52 / 1.43       | 0.58            | 0.99 ***        |
| 3. The quality of instruction in the vocational/technical programs is excellent.              | 6.39                       | 6.06 / 1.32       | 0.33            | 6.19                        | 5.52 / 1.37       | 0.67            | 0.54 **         |
| 4. Security staff are helpful.  | 6.50                       | 6.48 / 0.90       | 0.02            | 5.78                        | 5.30 / 1.55       | 0.48            | 1.18 ***        |
| 5. The personnel involved in registration are helpful.  | 6.54                       | 6.38 / 0.97       | 0.16            | 6.25                        | 5.50 / 1.56       | 0.75            | 0.88 ***        |
| 6. My academic advisor is approachable.   | 6.66                       | 6.41 / 1.02       | 0.25            | 6.32                        | 5.59 / 1.62       | 0.73            | 0.82 ***        |
| 7. Adequate financial aid is available for most students.                                     | 6.52                       | 6.25 / 1.08       | 0.27            | 6.31                        | 5.41 / 1.66       | 0.90            | 0.84 ***        |
| 8. Classes are scheduled at times that are convenient for me.                                 | 6.42                       | 6.17 / 0.98       | 0.25            | 6.46                        | 5.56 / 1.50       | 0.90            | 0.61 **         |
| 9. Internships or practical experiences are provided in my degree/certificate program.        | 6.45                       | 6.07 / 1.39       | 0.38            | 6.03                        | 5.17 / 1.62       | 0.86            | 0.90 ***        |
| 10. Child care facilities are available on campus.  | 6.14                       | 5.74 / 1.69       | 0.40            | 4.60                        | 4.46 / 1.80       | 0.14            | 1.28 ***        |
| 11. Security staff respond quickly in emergencies.  | 6.65                       | 6.33 / 1.01       | 0.32            | 6.11                        | 5.28 / 1.49       | 0.83            | 1.05 ***        |
| 12. My academic advisor helps me set goals to work toward.                                    | 6.59                       | 6.23 / 1.27       | 0.36            | 6.12                        | 5.25 / 1.74       | 0.87            | 0.98 ***        |
| 13. Financial aid awards are announced to students in time to be helpful in college planning. | 6.47                       | 6.08 / 1.14       | 0.39            | 6.21                        | 5.21 / 1.68       | 1.00            | 0.87 ***        |
| 14. Library resources and services are adequate.  | 6.73                       | 6.56 / 0.77       | 0.17            | 6.19                        | 5.83 / 1.31       | 0.36            | 0.73 ***        |
| 15. I am able to register for classes I need with few conflicts.                              | 6.63                       | 6.45 / 0.80       | 0.18            | 6.43                        | 5.57 / 1.51       | 0.86            | 0.88 ***        |
| 16. The college shows concern for students as individuals.                                    | 6.60                       | 6.38 / 1.02       | 0.22            | 6.19                        | 5.29 / 1.57       | 0.90            | 1.09 ***        |

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

National Group Means are based on 185252 records.

### Institutional Summary

#### Items: In Sequential Order

| Item   | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | 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            | 5.22                        | 4.98 / 1.49       | 0.24            | 0.53 *          |
| 18. The quality of instruction I receive in most of my classes is excellent.           | 6.72                       | 6.58 / 0.83       | 0.14            | 6.49                        | 5.66 / 1.37       | 0.83            | 0.92 ***        |
| 19. This campus provides effective support services for displaced homemakers.          | 6.43                       | 6.18 / 1.11       | 0.25            | 5.39                        | 5.00 / 1.47       | 0.39            | 1.18 ***        |
| 20. Financial aid counselors are helpful.  | 6.71                       | 6.34 / 1.23       | 0.37            | 6.21                        | 5.29 / 1.68       | 0.92            | 1.05 ***        |
| 21. There are a sufficient number of study areas on campus.                            | 6.58                       | 6.27 / 1.16       | 0.31            | 6.12                        | 5.69 / 1.44       | 0.43            | 0.58 **         |
| 22. People on this campus respect and are supportive of each other.                    | 6.57                       | 6.42 / 0.92       | 0.15            | 6.11                        | 5.52 / 1.39       | 0.59            | 0.90 ***        |
| 23. Faculty are understanding of students' unique life circumstances.                  | 6.53                       | 6.43 / 0.98       | 0.10            | 6.25                        | 5.41 / 1.54       | 0.84            | 1.02 ***        |
| 24. Parking lots are well-lighted and secure.  | 6.49                       | 6.56 / 0.90       | -0.07           | 6.19                        | 5.42 / 1.57       | 0.77            | 1.14 ***        |
| 25. My academic advisor is concerned about my success as an individual.                | 6.59                       | 6.27 / 1.15       | 0.32            | 6.23                        | 5.29 / 1.71       | 0.94            | 0.98 ***        |
| 26. Library staff are helpful and approachable.  | 6.60                       | 6.52 / 0.89       | 0.08            | 6.06                        | 5.78 / 1.35       | 0.28            | 0.74 ***        |
| 27. The campus staff are caring and helpful.   | 6.46                       | 6.44 / 1.02       | 0.02            | 6.19                        | 5.67 / 1.32       | 0.52            | 0.77 ***        |
| 28. It is an enjoyable experience to be a student on this campus.                      | 6.63                       | 6.64 / 0.78       | -0.01           | 6.23                        | 5.65 / 1.43       | 0.58            | 0.99 ***        |
| 29. Faculty are fair and unbiased in their treatment of individual students.           | 6.49                       | 6.39 / 0.99       | 0.10            | 6.34                        | 5.57 / 1.49       | 0.77            | 0.82 ***        |
| 30. The career services office provides students with the help they need to get a job. | 6.58                       | 6.36 / 1.09       | 0.22            | 6.04                        | 5.25 / 1.50       | 0.79            | 1.11 ***        |
| 31. The campus is safe and secure for all students.                                    | 6.62                       | 6.44 / 1.17       | 0.18            | 6.41                        | 5.82 / 1.29       | 0.59            | 0.62 ***        |

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

National Group Means are based on 185252 records.

### Institutional Summary

#### Items: In Sequential Order

| Item   | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | 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            | 6.40                        | 5.57 / 1.64       | 0.83            | 0.82 ***        |
| 33. Admissions counselors accurately portray the campus in their recruiting practices.                 | 6.42                       | 6.03 / 1.27       | 0.39            | 5.96                        | 5.38 / 1.47       | 0.58            | 0.65 ***        |
| 34. Computer labs are adequate and accessible.   | 6.67                       | 6.53 / 0.87       | 0.14            | 6.25                        | 5.82 / 1.37       | 0.43            | 0.71 ***        |
| 35. Policies and procedures regarding registration and course selection are clear and well-publicized. | 6.65                       | 6.50 / 0.84       | 0.15            | 6.27                        | 5.59 / 1.44       | 0.68            | 0.91 ***        |
| 36. Students are made to feel welcome on this campus.  | 6.63                       | 6.55 / 0.87       | 0.08            | 6.26                        | 5.77 / 1.34       | 0.49            | 0.78 ***        |
| 37. Faculty take into consideration student differences as they teach a course.                        | 6.49                       | 6.42 / 0.87       | 0.07            | 6.17                        | 5.37 / 1.49       | 0.80            | 1.05 ***        |
| 38. The student center is a comfortable place for students to spend their leisure time.                | 6.42                       | 6.44 / 1.04       | -0.02           | 5.84                        | 5.50 / 1.45       | 0.34            | 0.94 ***        |
| 39. The amount of student parking space on campus is adequate.   | 6.58                       | 6.43 / 1.07       | 0.15            | 6.23                        | 4.84 / 1.95       | 1.39            | 1.59 ***        |
| 40. My academic advisor is knowledgeable about the transfer requirements of other schools.             | 6.31                       | 6.29 / 1.08       | 0.02            | 6.26                        | 5.34 / 1.66       | 0.92            | 0.95 ***        |
| 41. Admissions staff are knowledgeable.  | 6.56                       | 6.46 / 0.98       | 0.10            | 6.27                        | 5.58 / 1.44       | 0.69            | 0.88 ***        |
| 42. The equipment in the lab facilities is kept up to date.  | 6.59                       | 6.32 / 1.17       | 0.27            | 6.23                        | 5.62 / 1.42       | 0.61            | 0.70 ***        |
| 43. Class change (drop/add) policies are reasonable.   | 6.59                       | 6.43 / 0.95       | 0.16            | 6.20                        | 5.66 / 1.44       | 0.54            | 0.77 ***        |
| 44. I generally know what's happening on campus.   | 6.44                       | 6.24 / 1.10       | 0.20            | 5.67                        | 5.22 / 1.55       | 0.45            | 1.02 ***        |
| 45. This institution has a good reputation within the community.                                       | 6.52                       | 6.37 / 1.09       | 0.15            | 6.13                        | 5.77 / 1.36       | 0.36            | 0.60 ***        |
| 46. Faculty provide timely feedback about student progress in a course.                                | 6.54                       | 6.08 / 1.12       | 0.46            | 6.31                        | 5.45 / 1.50       | 0.86            | 0.63 ***        |

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

National Group Means are based on 185252 records.

## Institutional Summary

### Items: In Sequential Order

| Item  | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | 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                        | 5.41 / 1.50       | 0.75            | 0.90 ***        |
| 48. Counseling staff care about students as individuals.                              | 6.61                       | 6.33 / 1.05       | 0.28            | 6.17                        | 5.46 / 1.52       | 0.71            | 0.87 ***        |
| 49. Admissions counselors respond to prospective students' unique needs and requests. | 6.57                       | 6.36 / 1.08       | 0.21            | 6.10                        | 5.41 / 1.48       | 0.69            | 0.95 ***        |
| 50. Tutoring services are readily available.  | 6.56                       | 6.33 / 1.11       | 0.23            | 6.14                        | 5.68 / 1.42       | 0.46            | 0.65 ***        |
| 51. There are convenient ways of paying my school bill.                               | 6.49                       | 6.23 / 1.11       | 0.26            | 6.26                        | 5.67 / 1.45       | 0.59            | 0.56 **         |
| 52. This school does whatever it can to help me reach my educational goals.           | 6.57                       | 6.48 / 0.90       | 0.09            | 6.31                        | 5.43 / 1.50       | 0.88            | 1.05 ***        |
| 53. The assessment and course placement procedures are reasonable.                    | 6.49                       | 6.38 / 1.08       | 0.11            | 6.16                        | 5.55 / 1.41       | 0.61            | 0.83 ***        |
| 54. Faculty are interested in my academic problems.                                   | 6.47                       | 6.32 / 1.04       | 0.15            | 6.14                        | 5.37 / 1.51       | 0.77            | 0.95 ***        |
| 55. Academic support services adequately meet the needs of students.                  | 6.53                       | 6.30 / 1.00       | 0.23            | 6.15                        | 5.50 / 1.41       | 0.65            | 0.80 ***        |
| 56. The business office is open during hours which are convenient for most students.  | 6.47                       | 6.35 / 1.15       | 0.12            | 6.13                        | 5.59 / 1.42       | 0.54            | 0.76 ***        |
| 57. Administrators are approachable to students.                                      | 6.51                       | 6.32 / 1.16       | 0.19            | 6.15                        | 5.52 / 1.46       | 0.63            | 0.80 ***        |
| 58. Nearly all of the faculty are knowledgeable in their fields.                      | 6.57                       | 6.40 / 0.99       | 0.17            | 6.42                        | 5.83 / 1.31       | 0.59            | 0.57 ***        |
| 59. New student orientation services help students adjust to college.                 | 6.52                       | 6.48 / 0.89       | 0.04            | 5.95                        | 5.43 / 1.52       | 0.52            | 1.05 ***        |
| 60. Billing policies are reasonable.  | 6.57                       | 6.44 / 0.88       | 0.13            | 6.18                        | 5.54 / 1.45       | 0.64            | 0.90 ***        |
| 61. Faculty are usually available after class and during office hours.                | 6.48                       | 6.24 / 1.15       | 0.24            | 6.28                        | 5.77 / 1.35       | 0.51            | 0.47 **         |

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

National Group Means are based on 185252 records.

### Institutional Summary

#### Items: In Sequential Order

| Item  | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | 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            | 6.12                        | 5.73 / 1.44       | 0.39            | 0.72 ***        |
| 63. I seldom get the "run-around" when seeking information on this campus.                                      | 6.38                       | 6.11 / 1.23       | 0.27            | 6.13                        | 5.26 / 1.66       | 0.87            | 0.85 ***        |
| 64. Nearly all classes deal with practical experiences and applications.  | 6.46                       | 6.31 / 1.03       | 0.15            | 6.19                        | 5.57 / 1.38       | 0.62            | 0.74 ***        |
| 65. Students are notified early in the term if they are doing poorly in a class.                                | 6.48                       | 6.17 / 1.26       | 0.31            | 6.23                        | 5.12 / 1.73       | 1.11            | 1.05 ***        |
| 66. Program requirements are clear and reasonable.  | 6.66                       | 6.47 / 0.93       | 0.19            | 6.37                        | 5.68 / 1.40       | 0.69            | 0.79 ***        |
| 67. Channels for expressing student complaints are readily available.   | 6.39                       | 6.23 / 1.19       | 0.16            | 6.04                        | 5.08 / 1.69       | 0.96            | 1.15 ***        |
| 68. On the whole, the campus is well-maintained.  | 6.49                       | 6.46 / 1.08       | 0.03            | 6.27                        | 5.96 / 1.27       | 0.31            | 0.50 **         |
| 69. There is a good variety of courses provided on this campus.   | 6.54                       | 6.44 / 1.00       | 0.10            | 6.37                        | 5.79 / 1.37       | 0.58            | 0.65 ***        |
| 70. I am able to experience intellectual growth here.   | 6.70                       | 6.56 / 0.85       | 0.14            | 6.42                        | 5.90 / 1.29       | 0.52            | 0.66 ***        |
| 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            |                             |                   |                 |                 |
| 72. Campus item: I am kept informed about financial aid opportunities through my SBC email.                     | 6.67                       | 6.55 / 0.88       | 0.12            |                             |                   |                 |                 |
| 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           |                             |                   |                 |                 |
| 74. Campus item: Tuesday Speakers provide a variety of interesting topics                                       | 6.35                       | 6.28 / 0.99       | 0.07            |                             |                   |                 |                 |
| 75. Campus item: Coursework at SBC is culturally relevant.  | 6.33                       | 6.45 / 0.92       | -0.12           |                             |                   |                 |                 |

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### Institutional Summary

#### Items: In Sequential Order

| Item   | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | 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            |                             |                   |                 |                 |
| 77. Campus item: Sitting Bull College provides leadership building opportunities.  | 6.61                       | 6.59 / 0.73       | 0.02            |                             |                   |                 |                 |
| 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            |                             |                   |                 |                 |
| 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            |                             |                   |                 |                 |
| 80. Campus item: Concerns voiced by students are addressed by SBC administration.  | 6.45                       | 6.14 / 1.18       | 0.31            |                             |                   |                 |                 |
| 81. Institution's commitment to part-time students?  |                            | 6.29 / 1.02       |                 |                             | 5.74 / 1.36       |                 | 0.55 **         |
| 82. Institution's commitment to evening students?  |                            | 6.32 / 1.06       |                 |                             | 5.61 / 1.45       |                 | 0.71 ***        |
| 83. Institution's commitment to older, returning learners?   |                            | 6.42 / 0.87       |                 |                             | 5.71 / 1.42       |                 | 0.71 ***        |
| 84. Institution's commitment to under-represented populations?   |                            | 6.32 / 0.97       |                 |                             | 5.59 / 1.41       |                 | 0.73 ***        |
| 85. Institution's commitment to commuters?   |                            | 6.12 / 1.08       |                 |                             | 5.56 / 1.47       |                 | 0.56 **         |
| 86. Institution's commitment to students with disabilities?  |                            | 6.23 / 1.11       |                 |                             | 5.72 / 1.40       |                 | 0.51 **         |
| 87. Cost as factor in decision to enroll.  | 6.32                       |                   |                 | 6.35                        |                   |                 |                 |
| 88. Financial aid as factor in decision to enroll.   | 6.43                       |                   |                 | 6.10                        |                   |                 |                 |
| 89. Academic reputation as factor in decision to enroll.   | 6.38                       |                   |                 | 5.94                        |                   |                 |                 |
| 90. Size of institution as factor in decision to enroll.   | 6.05                       |                   |                 | 5.21                        |                   |                 |                 |

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**Institutional Summary**  
**Items: In Sequential Order**

| Item  | Sitting Bull College - SSI |                   |                 | National Community Colleges |                   |                 | 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                       |                   |                 | 3.56                        |                   |                 |                 |
| 92. Recommendations from family/friends as factor in decision to enroll.        | 6.21                       |                   |                 | 4.99                        |                   |                 |                 |
| 93. Geographic setting as factor in decision to enroll.                         | 6.21                       |                   |                 | 5.58                        |                   |                 |                 |
| 94. Campus appearance as factor in decision to enroll.                          | 6.09                       |                   |                 | 5.27                        |                   |                 |                 |
| 95. Personalized attention prior to enrollment as factor in decision to enroll. | 6.34                       |                   |                 | 5.47                        |                   |                 |                 |

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## Institutional Summary

### Summary Items

| Summary Item   | Sitting Bull College - SSI                                  | National Community Colleges                                 | 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: 4.90<br>1%<br>1%<br>6%<br>33%<br>25%<br>13%<br>17% | 1.01            |
| 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: 5.55<br>1%<br>2%<br>5%<br>10%<br>15%<br>40%<br>23% | 0.75            |
| 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: 5.78<br>2%<br>3%<br>3%<br>7%<br>10%<br>30%<br>41%  | 0.87            |