

Feb 2016 Demographics

Gender	N	%	Class Level	N	%
Female	206	61.31%	1 year or less	201	59.47%
Male	130	38.69%	2 years	104	30.77%
Total	336	100.00%	3 years	19	5.62%
No Response	12		4 or more years	14	4.14%
			Total	338	100.00%
			No Response	10	
Age	N	%	Current GPA	N	%
18 and under	88	26.19%	No credits earned	18	5.39%
19 to 24	211	62.80%	1.99 or below	12	3.59%
25 to 34	28	8.33%	2.0 - 2.49	44	13.17%
35 to 44	7	2.08%	2.5 - 2.99	78	23.35%
45 and over	2	0.60%	3.0 - 3.49	92	27.54%
Total	336	100.00%	3.5 or above	90	26.95%
No Response	12		Total	334	100.00%
			No Response	14	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	20	6.02%	Associate degree	196	58.33%
American Indian or Alaskan Native	2	0.60%	Vocational/technical program	5	1.49%
Asian or Pacific Islander	6	1.81%	Transfer to another institution	76	22.62%
Caucasian/White	101	30.42%	Certification (initial / renewal)	22	6.55%
Hispanic	180	54.22%	Self-improvement/pleasure	3	0.89%
Other race	10	3.01%	Job-related training	6	1.79%
Race - Prefer not to respond	13	3.92%	Other educational goal	28	8.33%
Total	332	100.00%	Total	336	100.00%
No Response	16		No Response	12	
Current Enrollment Status	N	%	Employment	N	%
Day	323	97.58%	Full-time off campus	45	13.39%
Evening	8	2.42%	Part-time off campus	124	36.90%
Weekend	0	0.00%	Full-time on campus	12	3.57%
Total	331	100.00%	Part-time on campus	18	5.36%
No Response	17		Not employed	137	40.77%
			Total	336	100.00%
			No Response	12	
Current Class Load	N	%			
Full-time	271	81.38%			
Part-time	62	18.62%			
Total	333	100.00%			
No Response	15				

Feb 2016 Demographics

Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	63	18.64%	Campus item 2 - Answer 1	0	0%
Own house	46	13.61%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	34	10.06%	Campus item 2 - Answer 3	0	0%
Parent's home	172	50.89%	Campus item 2 - Answer 4	0	0%
Other residence	23	6.80%	Campus item 2 - Answer 5	0	0%
Total	338	100.00%	Campus item 2 - Answer 6	0	0%
No Response	10		Total	0	100.00%
			No Response	348	
Residence Classification			Group Code		
	N	%		N	%
In-state	275	82.09%	0113	1	100.00%
Out-of-state	43	12.84%	Total	1	100.00%
International (not U.S. citizen)	17	5.07%	No Response	347	
Total	335	100.00%			
No Response	13				
Disabilities					
	N	%			
Yes - Disability	16	4.72%			
No - Disability	323	95.28%			
Total	339	100.00%			
No Response	9				
Institution Was My					
	N	%			
1st choice	241	71.94%			
2nd choice	65	19.40%			
3rd choice or lower	29	8.66%			
Total	335	100.00%			
No Response	13				
Institution Question					
	N	%			
Campus item - Answer 1	0	0.00%			
Campus item - Answer 2	1	100.00%			
Campus item - Answer 3	0	0.00%			
Campus item - Answer 4	0	0.00%			
Campus item - Answer 5	0	0.00%			
Campus item - Answer 6	0	0.00%			
Total	1	100.00%			
No Response	347				

March 2012 Demographics

Gender	N	%	Class Level	N	%
Female	259	62.41%	1 year or less	213	51.33%
Male	156	37.59%	2 years	149	35.90%
Total	415	100.00%	3 years	43	10.36%
No Response	7		4 or more years	10	2.41%
			Total	415	100.00%
			No Response	7	
Age	N	%	Current GPA	N	%
18 and under	74	17.83%	No credits earned	22	5.41%
19 to 24	260	62.65%	1.99 or below	5	1.23%
25 to 34	54	13.01%	2.0 - 2.49	57	14.00%
35 to 44	18	4.34%	2.5 - 2.99	116	28.50%
45 and over	9	2.17%	3.0 - 3.49	129	31.70%
Total	415	100.00%	3.5 or above	78	19.16%
No Response	7		Total	407	100.00%
			No Response	15	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	20	4.83%	Associate degree	197	49.00%
American Indian or Alaskan Native	3	0.72%	Vocational/technical program	7	1.74%
Asian or Pacific Islander	5	1.21%	Transfer to another institution	128	31.84%
Caucasian/White	145	35.02%	Certification (initial / renewal)	21	5.22%
Hispanic	206	49.76%	Self-improvement/pleasure	5	1.24%
Other race	22	5.31%	Job-related training	12	2.99%
Race - Prefer not to respond	13	3.14%	Other educational goal	32	7.96%
Total	414	100.00%	Total	402	100.00%
No Response	8		No Response	20	
Current Enrollment Status	N	%	Employment	N	%
Day	363	91.21%	Full-time off campus	85	20.48%
Evening	32	8.04%	Part-time off campus	131	31.57%
Weekend	3	0.75%	Full-time on campus	11	2.65%
Total	398	100.00%	Part-time on campus	27	6.51%
No Response	24		Not employed	161	38.80%
			Total	415	100.00%
			No Response	7	
Current Class Load	N	%			
Full-time	333	80.63%			
Part-time	80	19.37%			
Total	413	100.00%			
No Response	9				

March 2012 Demographics

Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	88	21.31%	Campus item 2 - Answer 1	0	0%
Own house	77	18.64%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	50	12.11%	Campus item 2 - Answer 3	0	0%
Parent's home	173	41.89%	Campus item 2 - Answer 4	0	0%
Other residence	25	6.05%	Campus item 2 - Answer 5	0	0%
Total	413	100.00%	Campus item 2 - Answer 6	0	0%
No Response	9		Total	0	100.00%
			No Response	422	
Residence Classification					
	N	%			
In-state	310	74.70%			
Out-of-state	72	17.35%			
International (not U.S. citizen)	33	7.95%			
Total	415	100.00%			
No Response	7				
Disabilities					
	N	%			
Yes - Disability	24	5.80%			
No - Disability	390	94.20%			
Total	414	100.00%			
No Response	8				
Institution Was My					
	N	%			
1st choice	258	62.93%			
2nd choice	109	26.59%			
3rd choice or lower	43	10.49%			
Total	410	100.00%			
No Response	12				
Institution Question					
	N	%			
Campus item - Answer 1	0	0%			
Campus item - Answer 2	0	0%			
Campus item - Answer 3	0	0%			
Campus item - Answer 4	0	0%			
Campus item - Answer 5	0	0%			
Campus item - Answer 6	0	0%			
Total	0	100.00%			
No Response	422				

Strategic Planning Overview

Strengths and Challenges

Strengths

- 8. Classes are scheduled at times that are convenient for me.
- 31. The campus is safe and secure for all students.
- 36. Students are made to feel welcome on this campus.
- 50. Tutoring services are readily available.
- 34. Computer labs are adequate and accessible.
- 5. The personnel involved in registration are helpful.
- 69. There is a good variety of courses provided on this campus.
- 28. It is an enjoyable experience to be a student on this campus.
- 70. I am able to experience intellectual growth here.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 68. On the whole, the campus is well-maintained.
- 62. Bookstore staff are helpful.
- 14. Library resources and services are adequate.
- 45. This institution has a good reputation within the community.
- 66. Program requirements are clear and reasonable.
- 39. The amount of student parking space on campus is adequate.
- 21. There are a sufficient number of study areas on campus.
- 6. My academic advisor is approachable.

Challenges

- 18. The quality of instruction I receive in most of my classes is excellent.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 25. My academic advisor is concerned about my success as an individual.
- 7. Adequate financial aid is available for most students.

Strategic Planning Overview Trends

Higher Satisfaction vs. March 2012

- 31. The campus is safe and secure for all students.
- 36. Students are made to feel welcome on this campus.
- 50. Tutoring services are readily available.
- 34. Computer labs are adequate and accessible.
- 5. The personnel involved in registration are helpful.
- 52. This school does whatever it can to help me reach my educational goals.
- 69. There is a good variety of courses provided on this campus.
- 28. It is an enjoyable experience to be a student on this campus.
- 70. I am able to experience intellectual growth here.
- 51. There are convenient ways of paying my school bill.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 68. On the whole, the campus is well-maintained.
- 41. Admissions staff are knowledgeable.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 62. Bookstore staff are helpful.
- 27. The campus staff are caring and helpful.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 42. The equipment in the lab facilities is kept up to date.
- 45. This institution has a good reputation within the community.
- 48. Counseling staff care about students as individuals.
- 32. My academic advisor is knowledgeable about my program requirements.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 66. Program requirements are clear and reasonable.
- 25. My academic advisor is concerned about my success as an individual.
- 39. The amount of student parking space on campus is adequate.
- 16. The college shows concern for students as individuals.

Higher Importance vs. March 2012

- 50. Tutoring services are readily available.

Institutional Summary
Scales: In Order of Importance

Scale	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Registration Effectiveness	6.23	5.86 / 0.96	0.37	6.25	5.54 / 1.01	0.71	0.32 ***
Academic Advising/Counseling	6.18	5.74 / 1.07	0.44	6.20	5.28 / 1.22	0.92	0.46 ***
Academic Services	6.18	5.89 / 0.97	0.29	6.11	5.54 / 0.96	0.57	0.35 ***
Instructional Effectiveness	6.18	5.73 / 0.99	0.45	6.22	5.45 / 1.01	0.77	0.28 ***
Concern for the Individual	6.14	5.68 / 1.10	0.46	6.20	5.32 / 1.14	0.88	0.36 ***
Student Centeredness	6.13	5.80 / 1.05	0.33	6.06	5.46 / 1.06	0.60	0.34 ***
Campus Climate	6.10	5.71 / 0.98	0.39	6.06	5.35 / 1.01	0.71	0.36 ***
Safety and Security	6.10	5.74 / 0.98	0.36	6.08	5.40 / 1.04	0.68	0.34 ***
Service Excellence	6.08	5.65 / 0.97	0.43	6.04	5.25 / 1.04	0.79	0.40 ***
Admissions and Financial Aid	6.07	5.56 / 1.11	0.51	6.06	5.21 / 1.18	0.85	0.35 ***
Campus Support Services	5.64	5.22 / 1.04	0.42	5.48	4.90 / 1.08	0.58	0.32 ***
Responsiveness to Diverse Populations		5.81 / 1.14			5.60 / 1.15		0.21 *

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

Institutional Summary
Items: In Order of Importance

Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. Classes are scheduled at times that are convenient for me.	6.44	6.00 / 1.32	0.44	6.49	5.87 / 1.37	0.62	0.13
87. Cost as factor in decision to enroll.	6.36			6.48			
31. The campus is safe and secure for all students.	6.35	5.98 / 1.16	0.37	6.39	5.62 / 1.34	0.77	0.36 ***
36. Students are made to feel welcome on this campus.	6.32	5.99 / 1.24	0.33	6.26	5.64 / 1.33	0.62	0.35 ***
50. Tutoring services are readily available.	6.31	6.06 / 1.22	0.25	6.15	5.50 / 1.44	0.65	0.56 ***
5. The personnel involved in registration are helpful.	6.30	5.87 / 1.39	0.43	6.31	5.44 / 1.57	0.87	0.43 ***
15. I am able to register for classes I need with few conflicts.	6.30	5.86 / 1.32	0.44	6.35	5.67 / 1.36	0.68	0.19
34. Computer labs are adequate and accessible.	6.30	6.03 / 1.22	0.27	6.16	5.72 / 1.36	0.44	0.31 **
52. This school does whatever it can to help me reach my educational goals.	6.30	5.85 / 1.32	0.45	6.31	5.29 / 1.48	1.02	0.56 ***
69. There is a good variety of courses provided on this campus.	6.30	5.95 / 1.22	0.35	6.32	5.43 / 1.54	0.89	0.52 ***
18. The quality of instruction I receive in most of my classes is excellent.	6.29	5.75 / 1.36	0.54	6.37	5.65 / 1.28	0.72	0.10
28. It is an enjoyable experience to be a student on this campus.	6.29	5.94 / 1.28	0.35	6.23	5.53 / 1.46	0.70	0.41 ***
70. I am able to experience intellectual growth here.	6.29	6.08 / 1.11	0.21	6.34	5.65 / 1.45	0.69	0.43 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.28	5.92 / 1.26	0.36	6.33	5.76 / 1.22	0.57	0.16
61. Faculty are usually available after class and during office hours.	6.28	5.83 / 1.27	0.45	6.30	5.83 / 1.26	0.47	0.00
51. There are convenient ways of paying my school bill.	6.26	5.83 / 1.38	0.43	6.36	5.52 / 1.59	0.84	0.31 **

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

Institutional Summary

Items: In Order of Importance

Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
29. Faculty are fair and unbiased in their treatment of individual students.	6.25	5.69 / 1.40	0.56	6.33	5.37 / 1.50	0.96	0.32 **
68. On the whole, the campus is well-maintained.	6.25	6.19 / 1.01	0.06	6.30	5.92 / 1.21	0.38	0.27 **
41. Admissions staff are knowledgeable.	6.24	5.84 / 1.24	0.40	6.22	5.37 / 1.44	0.85	0.47 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.24	5.38 / 1.62	0.86	6.24	4.86 / 1.66	1.38	0.52 ***
62. Bookstore staff are helpful.	6.23	5.99 / 1.22	0.24	6.12	5.31 / 1.64	0.81	0.68 ***
14. Library resources and services are adequate.	6.22	5.98 / 1.20	0.24	6.20	5.80 / 1.29	0.40	0.18
27. The campus staff are caring and helpful.	6.22	5.86 / 1.28	0.36	6.12	5.56 / 1.27	0.56	0.30 **
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.22	5.83 / 1.26	0.39	6.23	5.59 / 1.35	0.64	0.24 *
42. The equipment in the lab facilities is kept up to date.	6.21	5.80 / 1.30	0.41	6.20	5.48 / 1.36	0.72	0.32 **
45. This institution has a good reputation within the community.	6.21	5.97 / 1.27	0.24	6.13	5.61 / 1.36	0.52	0.36 ***
48. Counseling staff care about students as individuals.	6.20	5.73 / 1.41	0.47	6.23	5.22 / 1.51	1.01	0.51 ***
32. My academic advisor is knowledgeable about my program requirements.	6.18	5.79 / 1.37	0.39	6.20	5.31 / 1.59	0.89	0.48 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.18	5.68 / 1.36	0.50	6.20	5.27 / 1.59	0.93	0.41 ***
66. Program requirements are clear and reasonable.	6.18	5.87 / 1.25	0.31	6.21	5.61 / 1.26	0.60	0.26 **
7. Adequate financial aid is available for most students.	6.17	5.44 / 1.62	0.73	6.20	5.29 / 1.65	0.91	0.15

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

Institutional Summary Items: In Order of Importance

Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
25. My academic advisor is concerned about my success as an individual.	6.17	5.63 / 1.46	0.54	6.21	5.19 / 1.64	1.02	0.44 ***
39. The amount of student parking space on campus is adequate.	6.17	5.92 / 1.29	0.25	6.10	5.67 / 1.45	0.43	0.25 *
16. The college shows concern for students as individuals.	6.16	5.67 / 1.43	0.49	6.16	5.38 / 1.39	0.78	0.29 **
6. My academic advisor is approachable.	6.15	5.89 / 1.25	0.26	6.22	5.56 / 1.38	0.66	0.33 ***
21. There are a sufficient number of study areas on campus.	6.15	5.97 / 1.23	0.18	5.98	5.56 / 1.38	0.42	0.41 ***
46. Faculty provide timely feedback about student progress in a course.	6.15	5.71 / 1.31	0.44	6.14	5.34 / 1.45	0.80	0.37 ***
60. Billing policies are reasonable.	6.15	5.79 / 1.34	0.36	6.19	5.45 / 1.48	0.74	0.34 **
47. There are adequate services to help me decide upon a career.	6.13	5.51 / 1.41	0.62	6.15	5.10 / 1.55	1.05	0.41 ***
23. Faculty are understanding of students' unique life circumstances.	6.12	5.49 / 1.41	0.63	6.14	5.41 / 1.41	0.73	0.08
53. The assessment and course placement procedures are reasonable.	6.12	5.69 / 1.26	0.43	6.11	5.44 / 1.28	0.67	0.25 **
57. Administrators are approachable to students.	6.11	5.72 / 1.35	0.39	6.06	5.36 / 1.37	0.70	0.36 ***
64. Nearly all classes deal with practical experiences and applications.	6.11	5.77 / 1.28	0.34	6.00	5.35 / 1.30	0.65	0.42 ***
20. Financial aid counselors are helpful.	6.10	5.68 / 1.51	0.42	6.07	5.12 / 1.65	0.95	0.56 ***
37. Faculty take into consideration student differences as they teach a course.	6.10	5.59 / 1.42	0.51	6.16	5.32 / 1.42	0.84	0.27 **
59. New student orientation services help students adjust to college.	6.10	5.65 / 1.31	0.45	5.95	5.38 / 1.39	0.57	0.27 **

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

Institutional Summary
Items: In Order of Importance

Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
22. People on this campus respect and are supportive of each other.	6.09	5.61 / 1.33	0.48	6.01	5.21 / 1.49	0.80	0.40 ***
43. Class change (drop/add) policies are reasonable.	6.09	5.77 / 1.30	0.32	6.21	5.60 / 1.38	0.61	0.17
55. Academic support services adequately meet the needs of students.	6.08	5.69 / 1.27	0.39	6.05	5.31 / 1.36	0.74	0.38 ***
56. The business office is open during hours which are convenient for most students.	6.08	5.77 / 1.34	0.31	6.01	5.45 / 1.39	0.56	0.32 **
11. Security staff respond quickly in emergencies.	6.07	5.47 / 1.37	0.60	5.99	4.99 / 1.45	1.00	0.48 ***
24. Parking lots are well-lighted and secure.	6.07	5.75 / 1.28	0.32	6.13	5.52 / 1.40	0.61	0.23 *
12. My academic advisor helps me set goals to work toward.	6.06	5.61 / 1.49	0.45	6.01	5.14 / 1.62	0.87	0.47 ***
89. Academic reputation as factor in decision to enroll.	6.05			5.91			
3. The quality of instruction in the vocational/technical programs is excellent.	6.03	5.67 / 1.28	0.36	5.92	5.22 / 1.33	0.70	0.45 ***
54. Faculty are interested in my academic problems.	6.03	5.49 / 1.41	0.54	6.05	5.23 / 1.39	0.82	0.26 *
49. Admissions counselors respond to prospective students' unique needs and requests.	6.02	5.57 / 1.31	0.45	6.08	5.22 / 1.43	0.86	0.35 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.02	5.46 / 1.54	0.56	6.05	5.11 / 1.58	0.94	0.35 **
26. Library staff are helpful and approachable.	6.01	5.69 / 1.33	0.32	6.01	5.44 / 1.46	0.57	0.25 *
38. The student center is a comfortable place for students to spend their leisure time.	5.99	5.88 / 1.25	0.11	5.94	5.52 / 1.28	0.42	0.36 ***
67. Channels for expressing student complaints are readily available.	5.99	5.49 / 1.35	0.50	5.98	5.09 / 1.48	0.89	0.40 ***

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

Institutional Summary

Items: In Order of Importance

Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
88. Financial aid as factor in decision to enroll.	5.96			5.96			
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.95	5.46 / 1.36	0.49	5.73	5.06 / 1.48	0.67	0.40 ***
2. Faculty care about me as an individual.	5.93	5.66 / 1.33	0.27	6.09	5.43 / 1.40	0.66	0.23 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.93	5.34 / 1.57	0.59	6.06	5.17 / 1.57	0.89	0.17
9. Internships or practical experiences are provided in my degree/certificate program.	5.89	5.07 / 1.53	0.82	5.75	4.82 / 1.61	0.93	0.25 *
4. Security staff are helpful.	5.85	5.55 / 1.41	0.30	5.76	5.14 / 1.56	0.62	0.41 ***
30. The career services office provides students with the help they need to get a job.	5.85	5.32 / 1.47	0.53	5.83	4.89 / 1.48	0.94	0.43 ***
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.84			5.74			
44. I generally know what's happening on campus.	5.76	5.19 / 1.55	0.57	5.67	4.76 / 1.63	0.91	0.43 ***
1. Most students feel a sense of belonging here.	5.70	5.65 / 1.28	0.05	5.51	5.31 / 1.39	0.20	0.34 ***
92. Recommendations from family/friends as factor in decision to enroll.	5.50			5.18			
19. This campus provides effective support services for displaced homemakers.	5.46	5.10 / 1.39	0.36	5.15	4.74 / 1.31	0.41	0.36 **
94. Campus appearance as factor in decision to enroll.	5.43			5.43			
17. Personnel in the Veterans' Services program are helpful.	5.21	4.82 / 1.41	0.39	4.63	4.48 / 1.23	0.15	0.34 **
90. Size of institution as factor in decision to enroll.	5.18			5.18			

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

Institutional Summary
Items: In Order of Importance

Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
93. Geographic setting as factor in decision to enroll.	5.02			5.05			
10. Child care facilities are available on campus.	4.51	4.01 / 1.68	0.50	4.20	3.81 / 1.57	0.39	0.20
91. Opportunity to play sports as factor in decision to enroll.	4.26			4.22			
71. Campus item 1							
72. Campus item 2							
73. Campus item 3							
74. Campus item 4							
75. Campus item 5							
76. Campus item 6							
77. Campus item 7							
78. Campus item 8							
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.90 / 1.27			5.79 / 1.25		0.11
82. Institution's commitment to evening students?		5.77 / 1.33			5.70 / 1.30		0.07
83. Institution's commitment to older, returning learners?		5.86 / 1.29			5.59 / 1.37		0.27 *
84. Institution's commitment to under-represented populations?		5.75 / 1.31			5.42 / 1.37		0.33 **

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

Institutional Summary
Items: In Order of Importance

Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to commuters?		5.69 / 1.31			5.47 / 1.26		0.22 *
86. Institution's commitment to students with disabilities?		5.86 / 1.38			5.63 / 1.35		0.23 *

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

Institutional Summary

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

Scale/Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.18	5.74 / 1.07	0.44	6.20	5.28 / 1.22	0.92	0.46 ***
6. My academic advisor is approachable.	6.15	5.89 / 1.25	0.26	6.22	5.56 / 1.38	0.66	0.33 ***
12. My academic advisor helps me set goals to work toward.	6.06	5.61 / 1.49	0.45	6.01	5.14 / 1.62	0.87	0.47 ***
25. My academic advisor is concerned about my success as an individual.	6.17	5.63 / 1.46	0.54	6.21	5.19 / 1.64	1.02	0.44 ***
32. My academic advisor is knowledgeable about my program requirements.	6.18	5.79 / 1.37	0.39	6.20	5.31 / 1.59	0.89	0.48 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.18	5.68 / 1.36	0.50	6.20	5.27 / 1.59	0.93	0.41 ***
48. Counseling staff care about students as individuals.	6.20	5.73 / 1.41	0.47	6.23	5.22 / 1.51	1.01	0.51 ***
52. This school does whatever it can to help me reach my educational goals.	6.30	5.85 / 1.32	0.45	6.31	5.29 / 1.48	1.02	0.56 ***

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

Institutional Summary

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

Scale/Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.18	5.89 / 0.97	0.29	6.11	5.54 / 0.96	0.57	0.35 ***
14. Library resources and services are adequate.	6.22	5.98 / 1.20	0.24	6.20	5.80 / 1.29	0.40	0.18
21. There are a sufficient number of study areas on campus.	6.15	5.97 / 1.23	0.18	5.98	5.56 / 1.38	0.42	0.41 ***
26. Library staff are helpful and approachable.	6.01	5.69 / 1.33	0.32	6.01	5.44 / 1.46	0.57	0.25 *
34. Computer labs are adequate and accessible.	6.30	6.03 / 1.22	0.27	6.16	5.72 / 1.36	0.44	0.31 **
42. The equipment in the lab facilities is kept up to date.	6.21	5.80 / 1.30	0.41	6.20	5.48 / 1.36	0.72	0.32 **
50. Tutoring services are readily available.	6.31	6.06 / 1.22	0.25	6.15	5.50 / 1.44	0.65	0.56 ***
55. Academic support services adequately meet the needs of students.	6.08	5.69 / 1.27	0.39	6.05	5.31 / 1.36	0.74	0.38 ***

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

Institutional Summary

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

Scale/Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.07	5.56 / 1.11	0.51	6.06	5.21 / 1.18	0.85	0.35 ***
7. Adequate financial aid is available for most students.	6.17	5.44 / 1.62	0.73	6.20	5.29 / 1.65	0.91	0.15
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.93	5.34 / 1.57	0.59	6.06	5.17 / 1.57	0.89	0.17
20. Financial aid counselors are helpful.	6.10	5.68 / 1.51	0.42	6.07	5.12 / 1.65	0.95	0.56 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.95	5.46 / 1.36	0.49	5.73	5.06 / 1.48	0.67	0.40 ***
41. Admissions staff are knowledgeable.	6.24	5.84 / 1.24	0.40	6.22	5.37 / 1.44	0.85	0.47 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.02	5.57 / 1.31	0.45	6.08	5.22 / 1.43	0.86	0.35 ***

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

Institutional Summary

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

Scale/Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.10	5.71 / 0.98	0.39	6.06	5.35 / 1.01	0.71	0.36 ***
1. Most students feel a sense of belonging here.	5.70	5.65 / 1.28	0.05	5.51	5.31 / 1.39	0.20	0.34 ***
2. Faculty care about me as an individual.	5.93	5.66 / 1.33	0.27	6.09	5.43 / 1.40	0.66	0.23 *
16. The college shows concern for students as individuals.	6.16	5.67 / 1.43	0.49	6.16	5.38 / 1.39	0.78	0.29 **
22. People on this campus respect and are supportive of each other.	6.09	5.61 / 1.33	0.48	6.01	5.21 / 1.49	0.80	0.40 ***
27. The campus staff are caring and helpful.	6.22	5.86 / 1.28	0.36	6.12	5.56 / 1.27	0.56	0.30 **
28. It is an enjoyable experience to be a student on this campus.	6.29	5.94 / 1.28	0.35	6.23	5.53 / 1.46	0.70	0.41 ***
31. The campus is safe and secure for all students.	6.35	5.98 / 1.16	0.37	6.39	5.62 / 1.34	0.77	0.36 ***
36. Students are made to feel welcome on this campus.	6.32	5.99 / 1.24	0.33	6.26	5.64 / 1.33	0.62	0.35 ***
44. I generally know what's happening on campus.	5.76	5.19 / 1.55	0.57	5.67	4.76 / 1.63	0.91	0.43 ***
45. This institution has a good reputation within the community.	6.21	5.97 / 1.27	0.24	6.13	5.61 / 1.36	0.52	0.36 ***
52. This school does whatever it can to help me reach my educational goals.	6.30	5.85 / 1.32	0.45	6.31	5.29 / 1.48	1.02	0.56 ***
57. Administrators are approachable to students.	6.11	5.72 / 1.35	0.39	6.06	5.36 / 1.37	0.70	0.36 ***
59. New student orientation services help students adjust to college.	6.10	5.65 / 1.31	0.45	5.95	5.38 / 1.39	0.57	0.27 **
63. I seldom get the "run-around" when seeking information on this campus.	6.02	5.46 / 1.54	0.56	6.05	5.11 / 1.58	0.94	0.35 **
67. Channels for expressing student complaints are readily available.	5.99	5.49 / 1.35	0.50	5.98	5.09 / 1.48	0.89	0.40 ***

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

Institutional Summary

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

Scale/Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.64	5.22 / 1.04	0.42	5.48	4.90 / 1.08	0.58	0.32 ***
10. Child care facilities are available on campus.	4.51	4.01 / 1.68	0.50	4.20	3.81 / 1.57	0.39	0.20
17. Personnel in the Veterans' Services program are helpful.	5.21	4.82 / 1.41	0.39	4.63	4.48 / 1.23	0.15	0.34 **
19. This campus provides effective support services for displaced homemakers.	5.46	5.10 / 1.39	0.36	5.15	4.74 / 1.31	0.41	0.36 **
30. The career services office provides students with the help they need to get a job.	5.85	5.32 / 1.47	0.53	5.83	4.89 / 1.48	0.94	0.43 ***
38. The student center is a comfortable place for students to spend their leisure time.	5.99	5.88 / 1.25	0.11	5.94	5.52 / 1.28	0.42	0.36 ***
47. There are adequate services to help me decide upon a career.	6.13	5.51 / 1.41	0.62	6.15	5.10 / 1.55	1.05	0.41 ***
59. New student orientation services help students adjust to college.	6.10	5.65 / 1.31	0.45	5.95	5.38 / 1.39	0.57	0.27 **

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

Institutional Summary

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

Scale/Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.14	5.68 / 1.10	0.46	6.20	5.32 / 1.14	0.88	0.36 ***
2. Faculty care about me as an individual.	5.93	5.66 / 1.33	0.27	6.09	5.43 / 1.40	0.66	0.23 *
16. The college shows concern for students as individuals.	6.16	5.67 / 1.43	0.49	6.16	5.38 / 1.39	0.78	0.29 **
25. My academic advisor is concerned about my success as an individual.	6.17	5.63 / 1.46	0.54	6.21	5.19 / 1.64	1.02	0.44 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.25	5.69 / 1.40	0.56	6.33	5.37 / 1.50	0.96	0.32 **
48. Counseling staff care about students as individuals.	6.20	5.73 / 1.41	0.47	6.23	5.22 / 1.51	1.01	0.51 ***

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

Institutional Summary

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

Scale/Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.18	5.73 / 0.99	0.45	6.22	5.45 / 1.01	0.77	0.28 ***
2. Faculty care about me as an individual.	5.93	5.66 / 1.33	0.27	6.09	5.43 / 1.40	0.66	0.23 *
18. The quality of instruction I receive in most of my classes is excellent.	6.29	5.75 / 1.36	0.54	6.37	5.65 / 1.28	0.72	0.10
23. Faculty are understanding of students' unique life circumstances.	6.12	5.49 / 1.41	0.63	6.14	5.41 / 1.41	0.73	0.08
29. Faculty are fair and unbiased in their treatment of individual students.	6.25	5.69 / 1.40	0.56	6.33	5.37 / 1.50	0.96	0.32 **
37. Faculty take into consideration student differences as they teach a course.	6.10	5.59 / 1.42	0.51	6.16	5.32 / 1.42	0.84	0.27 **
46. Faculty provide timely feedback about student progress in a course.	6.15	5.71 / 1.31	0.44	6.14	5.34 / 1.45	0.80	0.37 ***
54. Faculty are interested in my academic problems.	6.03	5.49 / 1.41	0.54	6.05	5.23 / 1.39	0.82	0.26 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.28	5.92 / 1.26	0.36	6.33	5.76 / 1.22	0.57	0.16
61. Faculty are usually available after class and during office hours.	6.28	5.83 / 1.27	0.45	6.30	5.83 / 1.26	0.47	0.00
64. Nearly all classes deal with practical experiences and applications.	6.11	5.77 / 1.28	0.34	6.00	5.35 / 1.30	0.65	0.42 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.24	5.38 / 1.62	0.86	6.24	4.86 / 1.66	1.38	0.52 ***
66. Program requirements are clear and reasonable.	6.18	5.87 / 1.25	0.31	6.21	5.61 / 1.26	0.60	0.26 **

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

Institutional Summary

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

Scale/Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. There is a good variety of courses provided on this campus.	6.30	5.95 / 1.22	0.35	6.32	5.43 / 1.54	0.89	0.52 ***
70. I am able to experience intellectual growth here.	6.29	6.08 / 1.11	0.21	6.34	5.65 / 1.45	0.69	0.43 ***

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

Institutional Summary

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

Scale/Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.23	5.86 / 0.96	0.37	6.25	5.54 / 1.01	0.71	0.32 ***
5. The personnel involved in registration are helpful.	6.30	5.87 / 1.39	0.43	6.31	5.44 / 1.57	0.87	0.43 ***
8. Classes are scheduled at times that are convenient for me.	6.44	6.00 / 1.32	0.44	6.49	5.87 / 1.37	0.62	0.13
15. I am able to register for classes I need with few conflicts.	6.30	5.86 / 1.32	0.44	6.35	5.67 / 1.36	0.68	0.19
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.22	5.83 / 1.26	0.39	6.23	5.59 / 1.35	0.64	0.24 *
43. Class change (drop/add) policies are reasonable.	6.09	5.77 / 1.30	0.32	6.21	5.60 / 1.38	0.61	0.17
51. There are convenient ways of paying my school bill.	6.26	5.83 / 1.38	0.43	6.36	5.52 / 1.59	0.84	0.31 **
56. The business office is open during hours which are convenient for most students.	6.08	5.77 / 1.34	0.31	6.01	5.45 / 1.39	0.56	0.32 **
60. Billing policies are reasonable.	6.15	5.79 / 1.34	0.36	6.19	5.45 / 1.48	0.74	0.34 **
62. Bookstore staff are helpful.	6.23	5.99 / 1.22	0.24	6.12	5.31 / 1.64	0.81	0.68 ***

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

Institutional Summary

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

Scale/Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.81 / 1.14			5.60 / 1.15		0.21 *
81. Institution's commitment to part-time students?		5.90 / 1.27			5.79 / 1.25		0.11
82. Institution's commitment to evening students?		5.77 / 1.33			5.70 / 1.30		0.07
83. Institution's commitment to older, returning learners?		5.86 / 1.29			5.59 / 1.37		0.27 *
84. Institution's commitment to under-represented populations?		5.75 / 1.31			5.42 / 1.37		0.33 **
85. Institution's commitment to commuters?		5.69 / 1.31			5.47 / 1.26		0.22 *
86. Institution's commitment to students with disabilities?		5.86 / 1.38			5.63 / 1.35		0.23 *

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

Institutional Summary

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

Scale/Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.10	5.74 / 0.98	0.36	6.08	5.40 / 1.04	0.68	0.34 ***
4. Security staff are helpful.	5.85	5.55 / 1.41	0.30	5.76	5.14 / 1.56	0.62	0.41 ***
11. Security staff respond quickly in emergencies.	6.07	5.47 / 1.37	0.60	5.99	4.99 / 1.45	1.00	0.48 ***
24. Parking lots are well-lighted and secure.	6.07	5.75 / 1.28	0.32	6.13	5.52 / 1.40	0.61	0.23 *
31. The campus is safe and secure for all students.	6.35	5.98 / 1.16	0.37	6.39	5.62 / 1.34	0.77	0.36 ***
39. The amount of student parking space on campus is adequate.	6.17	5.92 / 1.29	0.25	6.10	5.67 / 1.45	0.43	0.25 *

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

Institutional Summary

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

Scale/Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.08	5.65 / 0.97	0.43	6.04	5.25 / 1.04	0.79	0.40 ***
5. The personnel involved in registration are helpful.	6.30	5.87 / 1.39	0.43	6.31	5.44 / 1.57	0.87	0.43 ***
22. People on this campus respect and are supportive of each other.	6.09	5.61 / 1.33	0.48	6.01	5.21 / 1.49	0.80	0.40 ***
26. Library staff are helpful and approachable.	6.01	5.69 / 1.33	0.32	6.01	5.44 / 1.46	0.57	0.25 *
27. The campus staff are caring and helpful.	6.22	5.86 / 1.28	0.36	6.12	5.56 / 1.27	0.56	0.30 **
44. I generally know what's happening on campus.	5.76	5.19 / 1.55	0.57	5.67	4.76 / 1.63	0.91	0.43 ***
57. Administrators are approachable to students.	6.11	5.72 / 1.35	0.39	6.06	5.36 / 1.37	0.70	0.36 ***
62. Bookstore staff are helpful.	6.23	5.99 / 1.22	0.24	6.12	5.31 / 1.64	0.81	0.68 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.02	5.46 / 1.54	0.56	6.05	5.11 / 1.58	0.94	0.35 **
67. Channels for expressing student complaints are readily available.	5.99	5.49 / 1.35	0.50	5.98	5.09 / 1.48	0.89	0.40 ***

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

Institutional Summary

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

Scale/Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.13	5.80 / 1.05	0.33	6.06	5.46 / 1.06	0.60	0.34 ***
1. Most students feel a sense of belonging here.	5.70	5.65 / 1.28	0.05	5.51	5.31 / 1.39	0.20	0.34 ***
16. The college shows concern for students as individuals.	6.16	5.67 / 1.43	0.49	6.16	5.38 / 1.39	0.78	0.29 **
27. The campus staff are caring and helpful.	6.22	5.86 / 1.28	0.36	6.12	5.56 / 1.27	0.56	0.30 **
28. It is an enjoyable experience to be a student on this campus.	6.29	5.94 / 1.28	0.35	6.23	5.53 / 1.46	0.70	0.41 ***
36. Students are made to feel welcome on this campus.	6.32	5.99 / 1.24	0.33	6.26	5.64 / 1.33	0.62	0.35 ***
57. Administrators are approachable to students.	6.11	5.72 / 1.35	0.39	6.06	5.36 / 1.37	0.70	0.36 ***

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

Institutional Summary

Items: In Sequential Order

Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.70	5.65 / 1.28	0.05	5.51	5.31 / 1.39	0.20	0.34 ***
2. Faculty care about me as an individual.	5.93	5.66 / 1.33	0.27	6.09	5.43 / 1.40	0.66	0.23 *
3. The quality of instruction in the vocational/technical programs is excellent.	6.03	5.67 / 1.28	0.36	5.92	5.22 / 1.33	0.70	0.45 ***
4. Security staff are helpful.	5.85	5.55 / 1.41	0.30	5.76	5.14 / 1.56	0.62	0.41 ***
5. The personnel involved in registration are helpful.	6.30	5.87 / 1.39	0.43	6.31	5.44 / 1.57	0.87	0.43 ***
6. My academic advisor is approachable.	6.15	5.89 / 1.25	0.26	6.22	5.56 / 1.38	0.66	0.33 ***
7. Adequate financial aid is available for most students.	6.17	5.44 / 1.62	0.73	6.20	5.29 / 1.65	0.91	0.15
8. Classes are scheduled at times that are convenient for me.	6.44	6.00 / 1.32	0.44	6.49	5.87 / 1.37	0.62	0.13
9. Internships or practical experiences are provided in my degree/certificate program.	5.89	5.07 / 1.53	0.82	5.75	4.82 / 1.61	0.93	0.25 *
10. Child care facilities are available on campus.	4.51	4.01 / 1.68	0.50	4.20	3.81 / 1.57	0.39	0.20
11. Security staff respond quickly in emergencies.	6.07	5.47 / 1.37	0.60	5.99	4.99 / 1.45	1.00	0.48 ***
12. My academic advisor helps me set goals to work toward.	6.06	5.61 / 1.49	0.45	6.01	5.14 / 1.62	0.87	0.47 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.93	5.34 / 1.57	0.59	6.06	5.17 / 1.57	0.89	0.17
14. Library resources and services are adequate.	6.22	5.98 / 1.20	0.24	6.20	5.80 / 1.29	0.40	0.18
15. I am able to register for classes I need with few conflicts.	6.30	5.86 / 1.32	0.44	6.35	5.67 / 1.36	0.68	0.19
16. The college shows concern for students as individuals.	6.16	5.67 / 1.43	0.49	6.16	5.38 / 1.39	0.78	0.29 **

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

Institutional Summary

Items: In Sequential Order

Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Personnel in the Veterans' Services program are helpful.	5.21	4.82 / 1.41	0.39	4.63	4.48 / 1.23	0.15	0.34 **
18. The quality of instruction I receive in most of my classes is excellent.	6.29	5.75 / 1.36	0.54	6.37	5.65 / 1.28	0.72	0.10
19. This campus provides effective support services for displaced homemakers.	5.46	5.10 / 1.39	0.36	5.15	4.74 / 1.31	0.41	0.36 **
20. Financial aid counselors are helpful.	6.10	5.68 / 1.51	0.42	6.07	5.12 / 1.65	0.95	0.56 ***
21. There are a sufficient number of study areas on campus.	6.15	5.97 / 1.23	0.18	5.98	5.56 / 1.38	0.42	0.41 ***
22. People on this campus respect and are supportive of each other.	6.09	5.61 / 1.33	0.48	6.01	5.21 / 1.49	0.80	0.40 ***
23. Faculty are understanding of students' unique life circumstances.	6.12	5.49 / 1.41	0.63	6.14	5.41 / 1.41	0.73	0.08
24. Parking lots are well-lighted and secure.	6.07	5.75 / 1.28	0.32	6.13	5.52 / 1.40	0.61	0.23 *
25. My academic advisor is concerned about my success as an individual.	6.17	5.63 / 1.46	0.54	6.21	5.19 / 1.64	1.02	0.44 ***
26. Library staff are helpful and approachable.	6.01	5.69 / 1.33	0.32	6.01	5.44 / 1.46	0.57	0.25 *
27. The campus staff are caring and helpful.	6.22	5.86 / 1.28	0.36	6.12	5.56 / 1.27	0.56	0.30 **
28. It is an enjoyable experience to be a student on this campus.	6.29	5.94 / 1.28	0.35	6.23	5.53 / 1.46	0.70	0.41 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.25	5.69 / 1.40	0.56	6.33	5.37 / 1.50	0.96	0.32 **
30. The career services office provides students with the help they need to get a job.	5.85	5.32 / 1.47	0.53	5.83	4.89 / 1.48	0.94	0.43 ***
31. The campus is safe and secure for all students.	6.35	5.98 / 1.16	0.37	6.39	5.62 / 1.34	0.77	0.36 ***

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

Institutional Summary

Items: In Sequential Order

Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.18	5.79 / 1.37	0.39	6.20	5.31 / 1.59	0.89	0.48 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.95	5.46 / 1.36	0.49	5.73	5.06 / 1.48	0.67	0.40 ***
34. Computer labs are adequate and accessible.	6.30	6.03 / 1.22	0.27	6.16	5.72 / 1.36	0.44	0.31 **
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.22	5.83 / 1.26	0.39	6.23	5.59 / 1.35	0.64	0.24 *
36. Students are made to feel welcome on this campus.	6.32	5.99 / 1.24	0.33	6.26	5.64 / 1.33	0.62	0.35 ***
37. Faculty take into consideration student differences as they teach a course.	6.10	5.59 / 1.42	0.51	6.16	5.32 / 1.42	0.84	0.27 **
38. The student center is a comfortable place for students to spend their leisure time.	5.99	5.88 / 1.25	0.11	5.94	5.52 / 1.28	0.42	0.36 ***
39. The amount of student parking space on campus is adequate.	6.17	5.92 / 1.29	0.25	6.10	5.67 / 1.45	0.43	0.25 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.18	5.68 / 1.36	0.50	6.20	5.27 / 1.59	0.93	0.41 ***
41. Admissions staff are knowledgeable.	6.24	5.84 / 1.24	0.40	6.22	5.37 / 1.44	0.85	0.47 ***
42. The equipment in the lab facilities is kept up to date.	6.21	5.80 / 1.30	0.41	6.20	5.48 / 1.36	0.72	0.32 **
43. Class change (drop/add) policies are reasonable.	6.09	5.77 / 1.30	0.32	6.21	5.60 / 1.38	0.61	0.17
44. I generally know what's happening on campus.	5.76	5.19 / 1.55	0.57	5.67	4.76 / 1.63	0.91	0.43 ***
45. This institution has a good reputation within the community.	6.21	5.97 / 1.27	0.24	6.13	5.61 / 1.36	0.52	0.36 ***
46. Faculty provide timely feedback about student progress in a course.	6.15	5.71 / 1.31	0.44	6.14	5.34 / 1.45	0.80	0.37 ***

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

Institutional Summary

Items: In Sequential Order

Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.13	5.51 / 1.41	0.62	6.15	5.10 / 1.55	1.05	0.41 ***
48. Counseling staff care about students as individuals.	6.20	5.73 / 1.41	0.47	6.23	5.22 / 1.51	1.01	0.51 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.02	5.57 / 1.31	0.45	6.08	5.22 / 1.43	0.86	0.35 ***
50. Tutoring services are readily available.	6.31	6.06 / 1.22	0.25	6.15	5.50 / 1.44	0.65	0.56 ***
51. There are convenient ways of paying my school bill.	6.26	5.83 / 1.38	0.43	6.36	5.52 / 1.59	0.84	0.31 **
52. This school does whatever it can to help me reach my educational goals.	6.30	5.85 / 1.32	0.45	6.31	5.29 / 1.48	1.02	0.56 ***
53. The assessment and course placement procedures are reasonable.	6.12	5.69 / 1.26	0.43	6.11	5.44 / 1.28	0.67	0.25 **
54. Faculty are interested in my academic problems.	6.03	5.49 / 1.41	0.54	6.05	5.23 / 1.39	0.82	0.26 *
55. Academic support services adequately meet the needs of students.	6.08	5.69 / 1.27	0.39	6.05	5.31 / 1.36	0.74	0.38 ***
56. The business office is open during hours which are convenient for most students.	6.08	5.77 / 1.34	0.31	6.01	5.45 / 1.39	0.56	0.32 **
57. Administrators are approachable to students.	6.11	5.72 / 1.35	0.39	6.06	5.36 / 1.37	0.70	0.36 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.28	5.92 / 1.26	0.36	6.33	5.76 / 1.22	0.57	0.16
59. New student orientation services help students adjust to college.	6.10	5.65 / 1.31	0.45	5.95	5.38 / 1.39	0.57	0.27 **
60. Billing policies are reasonable.	6.15	5.79 / 1.34	0.36	6.19	5.45 / 1.48	0.74	0.34 **
61. Faculty are usually available after class and during office hours.	6.28	5.83 / 1.27	0.45	6.30	5.83 / 1.26	0.47	0.00

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

Institutional Summary

Items: In Sequential Order

Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.23	5.99 / 1.22	0.24	6.12	5.31 / 1.64	0.81	0.68 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.02	5.46 / 1.54	0.56	6.05	5.11 / 1.58	0.94	0.35 **
64. Nearly all classes deal with practical experiences and applications.	6.11	5.77 / 1.28	0.34	6.00	5.35 / 1.30	0.65	0.42 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.24	5.38 / 1.62	0.86	6.24	4.86 / 1.66	1.38	0.52 ***
66. Program requirements are clear and reasonable.	6.18	5.87 / 1.25	0.31	6.21	5.61 / 1.26	0.60	0.26 **
67. Channels for expressing student complaints are readily available.	5.99	5.49 / 1.35	0.50	5.98	5.09 / 1.48	0.89	0.40 ***
68. On the whole, the campus is well-maintained.	6.25	6.19 / 1.01	0.06	6.30	5.92 / 1.21	0.38	0.27 **
69. There is a good variety of courses provided on this campus.	6.30	5.95 / 1.22	0.35	6.32	5.43 / 1.54	0.89	0.52 ***
70. I am able to experience intellectual growth here.	6.29	6.08 / 1.11	0.21	6.34	5.65 / 1.45	0.69	0.43 ***
71. Campus item 1							
72. Campus item 2							
73. Campus item 3							
74. Campus item 4							
75. Campus item 5							
76. Campus item 6							
77. Campus item 7							
78. Campus item 8							

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

Institutional Summary

Items: In Sequential Order

Item	Feb 2016			March 2012			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.90 / 1.27			5.79 / 1.25		0.11
82. Institution's commitment to evening students?		5.77 / 1.33			5.70 / 1.30		0.07
83. Institution's commitment to older, returning learners?		5.86 / 1.29			5.59 / 1.37		0.27 *
84. Institution's commitment to under-represented populations?		5.75 / 1.31			5.42 / 1.37		0.33 **
85. Institution's commitment to commuters?		5.69 / 1.31			5.47 / 1.26		0.22 *
86. Institution's commitment to students with disabilities?		5.86 / 1.38			5.63 / 1.35		0.23 *
87. Cost as factor in decision to enroll.	6.36			6.48			
88. Financial aid as factor in decision to enroll.	5.96			5.96			
89. Academic reputation as factor in decision to enroll.	6.05			5.91			
90. Size of institution as factor in decision to enroll.	5.18			5.18			
91. Opportunity to play sports as factor in decision to enroll.	4.26			4.22			
92. Recommendations from family/friends as factor in decision to enroll.	5.50			5.18			
93. Geographic setting as factor in decision to enroll.	5.02			5.05			
94. Campus appearance as factor in decision to enroll.	5.43			5.43			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.84			5.74			

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

Institutional Summary

Summary Items

Summary Item	Feb 2016	March 2012	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 5.37 0% 0% 3% 26% 22% 19% 27%	Average: 4.89 1% 1% 8% 34% 21% 13% 19%	0.48
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.86 0% 0% 0% 11% 14% 40% 31%	Average: 5.41 1% 1% 5% 13% 18% 39% 18%	0.45
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 5.82 1% 3% 3% 8% 11% 32% 40%	Average: 5.45 3% 7% 3% 9% 12% 27% 35%	0.37

Demographics

Gender	N	%	Class Level	N	%
Female	206	61.31%	1 year or less	201	59.47%
Male	130	38.69%	2 years	104	30.77%
Total	336	100.00%	3 years	19	5.62%
No Response	12		4 or more years	14	4.14%
			Total	338	100.00%
			No Response	10	
Age	N	%	Current GPA	N	%
18 and under	88	26.19%	No credits earned	18	5.39%
19 to 24	211	62.80%	1.99 or below	12	3.59%
25 to 34	28	8.33%	2.0 - 2.49	44	13.17%
35 to 44	7	2.08%	2.5 - 2.99	78	23.35%
45 and over	2	0.60%	3.0 - 3.49	92	27.54%
Total	336	100.00%	3.5 or above	90	26.95%
No Response	12		Total	334	100.00%
			No Response	14	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	20	6.02%	Associate degree	196	58.33%
American Indian or Alaskan Native	2	0.60%	Vocational/technical program	5	1.49%
Asian or Pacific Islander	6	1.81%	Transfer to another institution	76	22.62%
Caucasian/White	101	30.42%	Certification (initial / renewal)	22	6.55%
Hispanic	180	54.22%	Self-improvement/pleasure	3	0.89%
Other race	10	3.01%	Job-related training	6	1.79%
Race - Prefer not to respond	13	3.92%	Other educational goal	28	8.33%
Total	332	100.00%	Total	336	100.00%
No Response	16		No Response	12	
Current Enrollment Status	N	%	Employment	N	%
Day	323	97.58%	Full-time off campus	45	13.39%
Evening	8	2.42%	Part-time off campus	124	36.90%
Weekend	0	0.00%	Full-time on campus	12	3.57%
Total	331	100.00%	Part-time on campus	18	5.36%
No Response	17		Not employed	137	40.77%
			Total	336	100.00%
			No Response	12	
Current Class Load	N	%			
Full-time	271	81.38%			
Part-time	62	18.62%			
Total	333	100.00%			
No Response	15				

Demographics

Current Residence			Institution Question 2		
	N	%		N	%
Residence hall	63	18.64%	Campus item 2 - Answer 1	0	0%
Own house	46	13.61%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	34	10.06%	Campus item 2 - Answer 3	0	0%
Parent's home	172	50.89%	Campus item 2 - Answer 4	0	0%
Other residence	23	6.80%	Campus item 2 - Answer 5	0	0%
Total	338	100.00%	Campus item 2 - Answer 6	0	0%
No Response	10		Total	0	100.00%
			No Response	348	
Residence Classification			Group Code		
	N	%		N	%
In-state	275	82.09%	0113	1	100.00%
Out-of-state	43	12.84%	Total	1	100.00%
International (not U.S. citizen)	17	5.07%	No Response	347	
Total	335	100.00%			
No Response	13				
Disabilities					
	N	%			
Yes - Disability	16	4.72%			
No - Disability	323	95.28%			
Total	339	100.00%			
No Response	9				
Institution Was My					
	N	%			
1st choice	241	71.94%			
2nd choice	65	19.40%			
3rd choice or lower	29	8.66%			
Total	335	100.00%			
No Response	13				
Institution Question					
	N	%			
Campus item - Answer 1	0	0.00%			
Campus item - Answer 2	1	100.00%			
Campus item - Answer 3	0	0.00%			
Campus item - Answer 4	0	0.00%			
Campus item - Answer 5	0	0.00%			
Campus item - Answer 6	0	0.00%			
Total	1	100.00%			
No Response	347				

Strategic Planning Overview

Strengths and Challenges

Strengths

- 8. Classes are scheduled at times that are convenient for me.
- 31. The campus is safe and secure for all students.
- 36. Students are made to feel welcome on this campus.
- 50. Tutoring services are readily available.
- 34. Computer labs are adequate and accessible.
- 5. The personnel involved in registration are helpful.
- 69. There is a good variety of courses provided on this campus.
- 28. It is an enjoyable experience to be a student on this campus.
- 70. I am able to experience intellectual growth here.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 68. On the whole, the campus is well-maintained.
- 62. Bookstore staff are helpful.
- 14. Library resources and services are adequate.
- 45. This institution has a good reputation within the community.
- 66. Program requirements are clear and reasonable.
- 39. The amount of student parking space on campus is adequate.
- 21. There are a sufficient number of study areas on campus.
- 6. My academic advisor is approachable.

Challenges

- 18. The quality of instruction I receive in most of my classes is excellent.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 25. My academic advisor is concerned about my success as an individual.
- 7. Adequate financial aid is available for most students.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Community Colleges

- 8. Classes are scheduled at times that are convenient for me.
- 31. The campus is safe and secure for all students.
- 36. Students are made to feel welcome on this campus.
- 50. Tutoring services are readily available.
- 15. I am able to register for classes I need with few conflicts.
- 34. Computer labs are adequate and accessible.
- 5. The personnel involved in registration are helpful.
- 52. This school does whatever it can to help me reach my educational goals.
- 69. There is a good variety of courses provided on this campus.
- 28. It is an enjoyable experience to be a student on this campus.
- 70. I am able to experience intellectual growth here.
- 51. There are convenient ways of paying my school bill.
- 68. On the whole, the campus is well-maintained.
- 41. Admissions staff are knowledgeable.
- 65. Students are notified early in the term if they are doing poorly in a class.
- 62. Bookstore staff are helpful.
- 14. Library resources and services are adequate.
- 27. The campus staff are caring and helpful.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 42. The equipment in the lab facilities is kept up to date.
- 45. This institution has a good reputation within the community.
- 48. Counseling staff care about students as individuals.
- 32. My academic advisor is knowledgeable about my program requirements.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 66. Program requirements are clear and reasonable.
- 25. My academic advisor is concerned about my success as an individual.
- 39. The amount of student parking space on campus is adequate.
- 16. The college shows concern for students as individuals.

Higher Importance vs. National Community Colleges

- 50. Tutoring services are readily available.

Institutional Summary
Scales: In Order of Importance

Scale	New Mexico Junior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Registration Effectiveness	6.23	5.86 / 0.96	0.37	6.26	5.57 / 1.07	0.69	0.29 ***
Academic Advising/Counseling	6.18	5.74 / 1.07	0.44	6.26	5.36 / 1.39	0.90	0.38 ***
Academic Services	6.18	5.89 / 0.97	0.29	6.16	5.67 / 1.07	0.49	0.22 ***
Instructional Effectiveness	6.18	5.73 / 0.99	0.45	6.29	5.54 / 1.12	0.75	0.19 **
Concern for the Individual	6.14	5.68 / 1.10	0.46	6.20	5.37 / 1.27	0.83	0.31 ***
Student Centeredness	6.13	5.80 / 1.05	0.33	6.10	5.51 / 1.19	0.59	0.29 ***
Campus Climate	6.10	5.71 / 0.98	0.39	6.10	5.46 / 1.13	0.64	0.25 ***
Safety and Security	6.10	5.74 / 0.98	0.36	6.14	5.30 / 1.21	0.84	0.44 ***
Service Excellence	6.08	5.65 / 0.97	0.43	6.08	5.44 / 1.13	0.64	0.21 ***
Admissions and Financial Aid	6.07	5.56 / 1.11	0.51	6.18	5.34 / 1.28	0.84	0.22 **
Campus Support Services	5.64	5.22 / 1.04	0.42	5.65	5.17 / 1.26	0.48	0.05
Responsiveness to Diverse Populations		5.81 / 1.14			5.63 / 1.28		0.18 *

* 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 192106 records.

Institutional Summary
Items: In Order of Importance

Item	New Mexico Junior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. Classes are scheduled at times that are convenient for me.	6.44	6.00 / 1.32	0.44	6.47	5.55 / 1.51	0.92	0.45 ***
87. Cost as factor in decision to enroll.	6.36			6.36			
31. The campus is safe and secure for all students.	6.35	5.98 / 1.16	0.37	6.41	5.79 / 1.30	0.62	0.19 **
36. Students are made to feel welcome on this campus.	6.32	5.99 / 1.24	0.33	6.26	5.73 / 1.36	0.53	0.26 ***
50. Tutoring services are readily available.	6.31	6.06 / 1.22	0.25	6.14	5.65 / 1.44	0.49	0.41 ***
5. The personnel involved in registration are helpful.	6.30	5.87 / 1.39	0.43	6.26	5.45 / 1.59	0.81	0.42 ***
15. I am able to register for classes I need with few conflicts.	6.30	5.86 / 1.32	0.44	6.43	5.53 / 1.54	0.90	0.33 ***
34. Computer labs are adequate and accessible.	6.30	6.03 / 1.22	0.27	6.26	5.79 / 1.38	0.47	0.24 **
52. This school does whatever it can to help me reach my educational goals.	6.30	5.85 / 1.32	0.45	6.31	5.39 / 1.52	0.92	0.46 ***
69. There is a good variety of courses provided on this campus.	6.30	5.95 / 1.22	0.35	6.37	5.76 / 1.39	0.61	0.19 *
18. The quality of instruction I receive in most of my classes is excellent.	6.29	5.75 / 1.36	0.54	6.49	5.64 / 1.38	0.85	0.11
28. It is an enjoyable experience to be a student on this campus.	6.29	5.94 / 1.28	0.35	6.23	5.61 / 1.45	0.62	0.33 ***
70. I am able to experience intellectual growth here.	6.29	6.08 / 1.11	0.21	6.42	5.86 / 1.31	0.56	0.22 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.28	5.92 / 1.26	0.36	6.42	5.79 / 1.33	0.63	0.13
61. Faculty are usually available after class and during office hours.	6.28	5.83 / 1.27	0.45	6.28	5.74 / 1.37	0.54	0.09
51. There are convenient ways of paying my school bill.	6.26	5.83 / 1.38	0.43	6.26	5.65 / 1.45	0.61	0.18 *

* 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 192106 records.

Institutional Summary
Items: In Order of Importance

Item	New Mexico Junior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
29. Faculty are fair and unbiased in their treatment of individual students.	6.25	5.69 / 1.40	0.56	6.33	5.53 / 1.50	0.80	0.16
68. On the whole, the campus is well-maintained.	6.25	6.19 / 1.01	0.06	6.27	5.93 / 1.28	0.34	0.26 ***
41. Admissions staff are knowledgeable.	6.24	5.84 / 1.24	0.40	6.27	5.54 / 1.46	0.73	0.30 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.24	5.38 / 1.62	0.86	6.24	5.08 / 1.75	1.16	0.30 **
62. Bookstore staff are helpful.	6.23	5.99 / 1.22	0.24	6.12	5.72 / 1.44	0.40	0.27 ***
14. Library resources and services are adequate.	6.22	5.98 / 1.20	0.24	6.20	5.80 / 1.32	0.40	0.18 *
27. The campus staff are caring and helpful.	6.22	5.86 / 1.28	0.36	6.18	5.62 / 1.34	0.56	0.24 **
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.22	5.83 / 1.26	0.39	6.27	5.56 / 1.46	0.71	0.27 ***
42. The equipment in the lab facilities is kept up to date.	6.21	5.80 / 1.30	0.41	6.23	5.58 / 1.43	0.65	0.22 **
45. This institution has a good reputation within the community.	6.21	5.97 / 1.27	0.24	6.14	5.73 / 1.38	0.41	0.24 **
48. Counseling staff care about students as individuals.	6.20	5.73 / 1.41	0.47	6.16	5.39 / 1.55	0.77	0.34 ***
32. My academic advisor is knowledgeable about my program requirements.	6.18	5.79 / 1.37	0.39	6.39	5.52 / 1.66	0.87	0.27 **
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.18	5.68 / 1.36	0.50	6.26	5.28 / 1.68	0.98	0.40 ***
66. Program requirements are clear and reasonable.	6.18	5.87 / 1.25	0.31	6.37	5.66 / 1.41	0.71	0.21 **
7. Adequate financial aid is available for most students.	6.17	5.44 / 1.62	0.73	6.31	5.40 / 1.67	0.91	0.04

* 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 192106 records.

Institutional Summary Items: In Order of Importance

Item	New Mexico Junior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
25. My academic advisor is concerned about my success as an individual.	6.17	5.63 / 1.46	0.54	6.22	5.22 / 1.74	1.00	0.41 ***
39. The amount of student parking space on campus is adequate.	6.17	5.92 / 1.29	0.25	6.22	4.78 / 1.95	1.44	1.14 ***
16. The college shows concern for students as individuals.	6.16	5.67 / 1.43	0.49	6.19	5.24 / 1.59	0.95	0.43 ***
6. My academic advisor is approachable.	6.15	5.89 / 1.25	0.26	6.32	5.52 / 1.65	0.80	0.37 ***
21. There are a sufficient number of study areas on campus.	6.15	5.97 / 1.23	0.18	6.11	5.65 / 1.46	0.46	0.32 ***
46. Faculty provide timely feedback about student progress in a course.	6.15	5.71 / 1.31	0.44	6.31	5.41 / 1.52	0.90	0.30 ***
60. Billing policies are reasonable.	6.15	5.79 / 1.34	0.36	6.18	5.52 / 1.45	0.66	0.27 ***
47. There are adequate services to help me decide upon a career.	6.13	5.51 / 1.41	0.62	6.16	5.36 / 1.52	0.80	0.15
23. Faculty are understanding of students' unique life circumstances.	6.12	5.49 / 1.41	0.63	6.24	5.37 / 1.55	0.87	0.12
53. The assessment and course placement procedures are reasonable.	6.12	5.69 / 1.26	0.43	6.15	5.51 / 1.43	0.64	0.18 *
57. Administrators are approachable to students.	6.11	5.72 / 1.35	0.39	6.15	5.47 / 1.49	0.68	0.25 **
64. Nearly all classes deal with practical experiences and applications.	6.11	5.77 / 1.28	0.34	6.18	5.54 / 1.39	0.64	0.23 **
20. Financial aid counselors are helpful.	6.10	5.68 / 1.51	0.42	6.22	5.24 / 1.70	0.98	0.44 ***
37. Faculty take into consideration student differences as they teach a course.	6.10	5.59 / 1.42	0.51	6.16	5.33 / 1.50	0.83	0.26 **
59. New student orientation services help students adjust to college.	6.10	5.65 / 1.31	0.45	5.94	5.41 / 1.53	0.53	0.24 **

* 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 192106 records.

Institutional Summary Items: In Order of Importance

Item	New Mexico Junior 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.	6.09	5.61 / 1.33	0.48	6.09	5.48 / 1.41	0.61	0.13
43. Class change (drop/add) policies are reasonable.	6.09	5.77 / 1.30	0.32	6.20	5.63 / 1.45	0.57	0.14
55. Academic support services adequately meet the needs of students.	6.08	5.69 / 1.27	0.39	6.14	5.45 / 1.42	0.69	0.24 **
56. The business office is open during hours which are convenient for most students.	6.08	5.77 / 1.34	0.31	6.13	5.55 / 1.43	0.58	0.22 **
11. Security staff respond quickly in emergencies.	6.07	5.47 / 1.37	0.60	6.09	5.24 / 1.49	0.85	0.23 **
24. Parking lots are well-lighted and secure.	6.07	5.75 / 1.28	0.32	6.18	5.39 / 1.59	0.79	0.36 ***
12. My academic advisor helps me set goals to work toward.	6.06	5.61 / 1.49	0.45	6.13	5.18 / 1.76	0.95	0.43 ***
89. Academic reputation as factor in decision to enroll.	6.05			5.94			
3. The quality of instruction in the vocational/technical programs is excellent.	6.03	5.67 / 1.28	0.36	6.17	5.49 / 1.38	0.68	0.18 *
54. Faculty are interested in my academic problems.	6.03	5.49 / 1.41	0.54	6.14	5.32 / 1.53	0.82	0.17 *
49. Admissions counselors respond to prospective students' unique needs and requests.	6.02	5.57 / 1.31	0.45	6.10	5.36 / 1.50	0.74	0.21 *
63. I seldom get the "run-around" when seeking information on this campus.	6.02	5.46 / 1.54	0.56	6.14	5.20 / 1.68	0.94	0.26 **
26. Library staff are helpful and approachable.	6.01	5.69 / 1.33	0.32	6.07	5.75 / 1.36	0.32	-0.06
38. The student center is a comfortable place for students to spend their leisure time.	5.99	5.88 / 1.25	0.11	5.83	5.45 / 1.47	0.38	0.43 ***
67. Channels for expressing student complaints are readily available.	5.99	5.49 / 1.35	0.50	6.04	5.03 / 1.70	1.01	0.46 ***

* 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 192106 records.

Institutional Summary

Items: In Order of Importance

Item	New Mexico Junior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
88. Financial aid as factor in decision to enroll.	5.96			6.11			
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.95	5.46 / 1.36	0.49	5.94	5.33 / 1.48	0.61	0.13
2. Faculty care about me as an individual.	5.93	5.66 / 1.33	0.27	6.09	5.46 / 1.46	0.63	0.20 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.93	5.34 / 1.57	0.59	6.21	5.17 / 1.70	1.04	0.17
9. Internships or practical experiences are provided in my degree/certificate program.	5.89	5.07 / 1.53	0.82	6.03	5.14 / 1.63	0.89	-0.07
4. Security staff are helpful.	5.85	5.55 / 1.41	0.30	5.77	5.26 / 1.56	0.51	0.29 ***
30. The career services office provides students with the help they need to get a job.	5.85	5.32 / 1.47	0.53	6.04	5.19 / 1.52	0.85	0.13
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.84			5.47			
44. I generally know what's happening on campus.	5.76	5.19 / 1.55	0.57	5.67	5.19 / 1.56	0.48	0.00
1. Most students feel a sense of belonging here.	5.70	5.65 / 1.28	0.05	5.64	5.40 / 1.41	0.24	0.25 **
92. Recommendations from family/friends as factor in decision to enroll.	5.50			4.98			
19. This campus provides effective support services for displaced homemakers.	5.46	5.10 / 1.39	0.36	5.36	4.96 / 1.47	0.40	0.14
94. Campus appearance as factor in decision to enroll.	5.43			5.27			
17. Personnel in the Veterans' Services program are helpful.	5.21	4.82 / 1.41	0.39	5.15	4.92 / 1.49	0.23	-0.10
90. Size of institution as factor in decision to enroll.	5.18			5.22			

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

National Group Means are based on 192106 records.

Institutional Summary
Items: In Order of Importance

Item	New Mexico Junior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
93. Geographic setting as factor in decision to enroll.	5.02			5.59			
10. Child care facilities are available on campus.	4.51	4.01 / 1.68	0.50	4.58	4.46 / 1.78	0.12	-0.45 ***
91. Opportunity to play sports as factor in decision to enroll.	4.26			3.56			
71. Campus item 1							
72. Campus item 2							
73. Campus item 3							
74. Campus item 4							
75. Campus item 5							
76. Campus item 6							
77. Campus item 7							
78. Campus item 8							
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.90 / 1.27			5.71 / 1.37		0.19 *
82. Institution's commitment to evening students?		5.77 / 1.33			5.59 / 1.46		0.18 *
83. Institution's commitment to older, returning learners?		5.86 / 1.29			5.69 / 1.43		0.17 *
84. Institution's commitment to under-represented populations?		5.75 / 1.31			5.55 / 1.41		0.20 *

* 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 192106 records.

Institutional Summary
Items: In Order of Importance

Item	New Mexico Junior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to commuters?		5.69 / 1.31			5.54 / 1.48		0.15
86. Institution's commitment to students with disabilities?		5.86 / 1.38			5.70 / 1.41		0.16

National Group Means are based on 192106 records.

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

Institutional Summary

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

Scale/Item	New Mexico Junior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.18	5.74 / 1.07	0.44	6.26	5.36 / 1.39	0.90	0.38 ***
6. My academic advisor is approachable.	6.15	5.89 / 1.25	0.26	6.32	5.52 / 1.65	0.80	0.37 ***
12. My academic advisor helps me set goals to work toward.	6.06	5.61 / 1.49	0.45	6.13	5.18 / 1.76	0.95	0.43 ***
25. My academic advisor is concerned about my success as an individual.	6.17	5.63 / 1.46	0.54	6.22	5.22 / 1.74	1.00	0.41 ***
32. My academic advisor is knowledgeable about my program requirements.	6.18	5.79 / 1.37	0.39	6.39	5.52 / 1.66	0.87	0.27 **
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.18	5.68 / 1.36	0.50	6.26	5.28 / 1.68	0.98	0.40 ***
48. Counseling staff care about students as individuals.	6.20	5.73 / 1.41	0.47	6.16	5.39 / 1.55	0.77	0.34 ***
52. This school does whatever it can to help me reach my educational goals.	6.30	5.85 / 1.32	0.45	6.31	5.39 / 1.52	0.92	0.46 ***

* 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 192106 records.

Institutional Summary

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

Scale/Item	New Mexico Junior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.18	5.89 / 0.97	0.29	6.16	5.67 / 1.07	0.49	0.22 ***
14. Library resources and services are adequate.	6.22	5.98 / 1.20	0.24	6.20	5.80 / 1.32	0.40	0.18 *
21. There are a sufficient number of study areas on campus.	6.15	5.97 / 1.23	0.18	6.11	5.65 / 1.46	0.46	0.32 ***
26. Library staff are helpful and approachable.	6.01	5.69 / 1.33	0.32	6.07	5.75 / 1.36	0.32	-0.06
34. Computer labs are adequate and accessible.	6.30	6.03 / 1.22	0.27	6.26	5.79 / 1.38	0.47	0.24 **
42. The equipment in the lab facilities is kept up to date.	6.21	5.80 / 1.30	0.41	6.23	5.58 / 1.43	0.65	0.22 **
50. Tutoring services are readily available.	6.31	6.06 / 1.22	0.25	6.14	5.65 / 1.44	0.49	0.41 ***
55. Academic support services adequately meet the needs of students.	6.08	5.69 / 1.27	0.39	6.14	5.45 / 1.42	0.69	0.24 **

* 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 192106 records.

Institutional Summary

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

Scale/Item	New Mexico Junior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.07	5.56 / 1.11	0.51	6.18	5.34 / 1.28	0.84	0.22 **
7. Adequate financial aid is available for most students.	6.17	5.44 / 1.62	0.73	6.31	5.40 / 1.67	0.91	0.04
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.93	5.34 / 1.57	0.59	6.21	5.17 / 1.70	1.04	0.17
20. Financial aid counselors are helpful.	6.10	5.68 / 1.51	0.42	6.22	5.24 / 1.70	0.98	0.44 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.95	5.46 / 1.36	0.49	5.94	5.33 / 1.48	0.61	0.13
41. Admissions staff are knowledgeable.	6.24	5.84 / 1.24	0.40	6.27	5.54 / 1.46	0.73	0.30 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.02	5.57 / 1.31	0.45	6.10	5.36 / 1.50	0.74	0.21 *

* 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 192106 records.

Institutional Summary

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

Scale/Item	New Mexico Junior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.10	5.71 / 0.98	0.39	6.10	5.46 / 1.13	0.64	0.25 ***
1. Most students feel a sense of belonging here.	5.70	5.65 / 1.28	0.05	5.64	5.40 / 1.41	0.24	0.25 **
2. Faculty care about me as an individual.	5.93	5.66 / 1.33	0.27	6.09	5.46 / 1.46	0.63	0.20 *
16. The college shows concern for students as individuals.	6.16	5.67 / 1.43	0.49	6.19	5.24 / 1.59	0.95	0.43 ***
22. People on this campus respect and are supportive of each other.	6.09	5.61 / 1.33	0.48	6.09	5.48 / 1.41	0.61	0.13
27. The campus staff are caring and helpful.	6.22	5.86 / 1.28	0.36	6.18	5.62 / 1.34	0.56	0.24 **
28. It is an enjoyable experience to be a student on this campus.	6.29	5.94 / 1.28	0.35	6.23	5.61 / 1.45	0.62	0.33 ***
31. The campus is safe and secure for all students.	6.35	5.98 / 1.16	0.37	6.41	5.79 / 1.30	0.62	0.19 **
36. Students are made to feel welcome on this campus.	6.32	5.99 / 1.24	0.33	6.26	5.73 / 1.36	0.53	0.26 ***
44. I generally know what's happening on campus.	5.76	5.19 / 1.55	0.57	5.67	5.19 / 1.56	0.48	0.00
45. This institution has a good reputation within the community.	6.21	5.97 / 1.27	0.24	6.14	5.73 / 1.38	0.41	0.24 **
52. This school does whatever it can to help me reach my educational goals.	6.30	5.85 / 1.32	0.45	6.31	5.39 / 1.52	0.92	0.46 ***
57. Administrators are approachable to students.	6.11	5.72 / 1.35	0.39	6.15	5.47 / 1.49	0.68	0.25 **
59. New student orientation services help students adjust to college.	6.10	5.65 / 1.31	0.45	5.94	5.41 / 1.53	0.53	0.24 **
63. I seldom get the "run-around" when seeking information on this campus.	6.02	5.46 / 1.54	0.56	6.14	5.20 / 1.68	0.94	0.26 **
67. Channels for expressing student complaints are readily available.	5.99	5.49 / 1.35	0.50	6.04	5.03 / 1.70	1.01	0.46 ***

* 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 192106 records.

Institutional Summary

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

Scale/Item	New Mexico Junior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.64	5.22 / 1.04	0.42	5.65	5.17 / 1.26	0.48	0.05
10. Child care facilities are available on campus.	4.51	4.01 / 1.68	0.50	4.58	4.46 / 1.78	0.12	-0.45 ***
17. Personnel in the Veterans' Services program are helpful.	5.21	4.82 / 1.41	0.39	5.15	4.92 / 1.49	0.23	-0.10
19. This campus provides effective support services for displaced homemakers.	5.46	5.10 / 1.39	0.36	5.36	4.96 / 1.47	0.40	0.14
30. The career services office provides students with the help they need to get a job.	5.85	5.32 / 1.47	0.53	6.04	5.19 / 1.52	0.85	0.13
38. The student center is a comfortable place for students to spend their leisure time.	5.99	5.88 / 1.25	0.11	5.83	5.45 / 1.47	0.38	0.43 ***
47. There are adequate services to help me decide upon a career.	6.13	5.51 / 1.41	0.62	6.16	5.36 / 1.52	0.80	0.15
59. New student orientation services help students adjust to college.	6.10	5.65 / 1.31	0.45	5.94	5.41 / 1.53	0.53	0.24 **

* 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 192106 records.

Institutional Summary

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

Scale/Item	New Mexico Junior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.14	5.68 / 1.10	0.46	6.20	5.37 / 1.27	0.83	0.31 ***
2. Faculty care about me as an individual.	5.93	5.66 / 1.33	0.27	6.09	5.46 / 1.46	0.63	0.20 *
16. The college shows concern for students as individuals.	6.16	5.67 / 1.43	0.49	6.19	5.24 / 1.59	0.95	0.43 ***
25. My academic advisor is concerned about my success as an individual.	6.17	5.63 / 1.46	0.54	6.22	5.22 / 1.74	1.00	0.41 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.25	5.69 / 1.40	0.56	6.33	5.53 / 1.50	0.80	0.16
48. Counseling staff care about students as individuals.	6.20	5.73 / 1.41	0.47	6.16	5.39 / 1.55	0.77	0.34 ***

* 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 192106 records.

Institutional Summary

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

Scale/Item	New Mexico Junior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.18	5.73 / 0.99	0.45	6.29	5.54 / 1.12	0.75	0.19 **
2. Faculty care about me as an individual.	5.93	5.66 / 1.33	0.27	6.09	5.46 / 1.46	0.63	0.20 *
18. The quality of instruction I receive in most of my classes is excellent.	6.29	5.75 / 1.36	0.54	6.49	5.64 / 1.38	0.85	0.11
23. Faculty are understanding of students' unique life circumstances.	6.12	5.49 / 1.41	0.63	6.24	5.37 / 1.55	0.87	0.12
29. Faculty are fair and unbiased in their treatment of individual students.	6.25	5.69 / 1.40	0.56	6.33	5.53 / 1.50	0.80	0.16
37. Faculty take into consideration student differences as they teach a course.	6.10	5.59 / 1.42	0.51	6.16	5.33 / 1.50	0.83	0.26 **
46. Faculty provide timely feedback about student progress in a course.	6.15	5.71 / 1.31	0.44	6.31	5.41 / 1.52	0.90	0.30 ***
54. Faculty are interested in my academic problems.	6.03	5.49 / 1.41	0.54	6.14	5.32 / 1.53	0.82	0.17 *
58. Nearly all of the faculty are knowledgeable in their fields.	6.28	5.92 / 1.26	0.36	6.42	5.79 / 1.33	0.63	0.13
61. Faculty are usually available after class and during office hours.	6.28	5.83 / 1.27	0.45	6.28	5.74 / 1.37	0.54	0.09
64. Nearly all classes deal with practical experiences and applications.	6.11	5.77 / 1.28	0.34	6.18	5.54 / 1.39	0.64	0.23 **
65. Students are notified early in the term if they are doing poorly in a class.	6.24	5.38 / 1.62	0.86	6.24	5.08 / 1.75	1.16	0.30 **
66. Program requirements are clear and reasonable.	6.18	5.87 / 1.25	0.31	6.37	5.66 / 1.41	0.71	0.21 **

* 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 192106 records.

Institutional Summary

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

Scale/Item	New Mexico Junior 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.	6.30	5.95 / 1.22	0.35	6.37	5.76 / 1.39	0.61	0.19 *
70. I am able to experience intellectual growth here.	6.29	6.08 / 1.11	0.21	6.42	5.86 / 1.31	0.56	0.22 **

* 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 192106 records.

Institutional Summary

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

Scale/Item	New Mexico Junior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.23	5.86 / 0.96	0.37	6.26	5.57 / 1.07	0.69	0.29 ***
5. The personnel involved in registration are helpful.	6.30	5.87 / 1.39	0.43	6.26	5.45 / 1.59	0.81	0.42 ***
8. Classes are scheduled at times that are convenient for me.	6.44	6.00 / 1.32	0.44	6.47	5.55 / 1.51	0.92	0.45 ***
15. I am able to register for classes I need with few conflicts.	6.30	5.86 / 1.32	0.44	6.43	5.53 / 1.54	0.90	0.33 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.22	5.83 / 1.26	0.39	6.27	5.56 / 1.46	0.71	0.27 ***
43. Class change (drop/add) policies are reasonable.	6.09	5.77 / 1.30	0.32	6.20	5.63 / 1.45	0.57	0.14
51. There are convenient ways of paying my school bill.	6.26	5.83 / 1.38	0.43	6.26	5.65 / 1.45	0.61	0.18 *
56. The business office is open during hours which are convenient for most students.	6.08	5.77 / 1.34	0.31	6.13	5.55 / 1.43	0.58	0.22 **
60. Billing policies are reasonable.	6.15	5.79 / 1.34	0.36	6.18	5.52 / 1.45	0.66	0.27 ***
62. Bookstore staff are helpful.	6.23	5.99 / 1.22	0.24	6.12	5.72 / 1.44	0.40	0.27 ***

* 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 192106 records.

Institutional Summary

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

Scale/Item	New Mexico Junior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		5.81 / 1.14			5.63 / 1.28		0.18 *
81. Institution's commitment to part-time students?		5.90 / 1.27			5.71 / 1.37		0.19 *
82. Institution's commitment to evening students?		5.77 / 1.33			5.59 / 1.46		0.18 *
83. Institution's commitment to older, returning learners?		5.86 / 1.29			5.69 / 1.43		0.17 *
84. Institution's commitment to under-represented populations?		5.75 / 1.31			5.55 / 1.41		0.20 *
85. Institution's commitment to commuters?		5.69 / 1.31			5.54 / 1.48		0.15
86. Institution's commitment to students with disabilities?		5.86 / 1.38			5.70 / 1.41		0.16

* 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 192106 records.

Institutional Summary

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

Scale/Item	New Mexico Junior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.10	5.74 / 0.98	0.36	6.14	5.30 / 1.21	0.84	0.44 ***
4. Security staff are helpful.	5.85	5.55 / 1.41	0.30	5.77	5.26 / 1.56	0.51	0.29 ***
11. Security staff respond quickly in emergencies.	6.07	5.47 / 1.37	0.60	6.09	5.24 / 1.49	0.85	0.23 **
24. Parking lots are well-lighted and secure.	6.07	5.75 / 1.28	0.32	6.18	5.39 / 1.59	0.79	0.36 ***
31. The campus is safe and secure for all students.	6.35	5.98 / 1.16	0.37	6.41	5.79 / 1.30	0.62	0.19 **
39. The amount of student parking space on campus is adequate.	6.17	5.92 / 1.29	0.25	6.22	4.78 / 1.95	1.44	1.14 ***

* 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 192106 records.

Institutional Summary

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

Scale/Item	New Mexico Junior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.08	5.65 / 0.97	0.43	6.08	5.44 / 1.13	0.64	0.21 ***
5. The personnel involved in registration are helpful.	6.30	5.87 / 1.39	0.43	6.26	5.45 / 1.59	0.81	0.42 ***
22. People on this campus respect and are supportive of each other.	6.09	5.61 / 1.33	0.48	6.09	5.48 / 1.41	0.61	0.13
26. Library staff are helpful and approachable.	6.01	5.69 / 1.33	0.32	6.07	5.75 / 1.36	0.32	-0.06
27. The campus staff are caring and helpful.	6.22	5.86 / 1.28	0.36	6.18	5.62 / 1.34	0.56	0.24 **
44. I generally know what's happening on campus.	5.76	5.19 / 1.55	0.57	5.67	5.19 / 1.56	0.48	0.00
57. Administrators are approachable to students.	6.11	5.72 / 1.35	0.39	6.15	5.47 / 1.49	0.68	0.25 **
62. Bookstore staff are helpful.	6.23	5.99 / 1.22	0.24	6.12	5.72 / 1.44	0.40	0.27 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.02	5.46 / 1.54	0.56	6.14	5.20 / 1.68	0.94	0.26 **
67. Channels for expressing student complaints are readily available.	5.99	5.49 / 1.35	0.50	6.04	5.03 / 1.70	1.01	0.46 ***

* 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 192106 records.

Institutional Summary

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

Scale/Item	New Mexico Junior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.13	5.80 / 1.05	0.33	6.10	5.51 / 1.19	0.59	0.29 ***
1. Most students feel a sense of belonging here.	5.70	5.65 / 1.28	0.05	5.64	5.40 / 1.41	0.24	0.25 **
16. The college shows concern for students as individuals.	6.16	5.67 / 1.43	0.49	6.19	5.24 / 1.59	0.95	0.43 ***
27. The campus staff are caring and helpful.	6.22	5.86 / 1.28	0.36	6.18	5.62 / 1.34	0.56	0.24 **
28. It is an enjoyable experience to be a student on this campus.	6.29	5.94 / 1.28	0.35	6.23	5.61 / 1.45	0.62	0.33 ***
36. Students are made to feel welcome on this campus.	6.32	5.99 / 1.24	0.33	6.26	5.73 / 1.36	0.53	0.26 ***
57. Administrators are approachable to students.	6.11	5.72 / 1.35	0.39	6.15	5.47 / 1.49	0.68	0.25 **

* 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 192106 records.

Institutional Summary

Items: In Sequential Order

Item	New Mexico Junior 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.	5.70	5.65 / 1.28	0.05	5.64	5.40 / 1.41	0.24	0.25 **
2. Faculty care about me as an individual.	5.93	5.66 / 1.33	0.27	6.09	5.46 / 1.46	0.63	0.20 *
3. The quality of instruction in the vocational/technical programs is excellent.	6.03	5.67 / 1.28	0.36	6.17	5.49 / 1.38	0.68	0.18 *
4. Security staff are helpful.	5.85	5.55 / 1.41	0.30	5.77	5.26 / 1.56	0.51	0.29 ***
5. The personnel involved in registration are helpful.	6.30	5.87 / 1.39	0.43	6.26	5.45 / 1.59	0.81	0.42 ***
6. My academic advisor is approachable.	6.15	5.89 / 1.25	0.26	6.32	5.52 / 1.65	0.80	0.37 ***
7. Adequate financial aid is available for most students.	6.17	5.44 / 1.62	0.73	6.31	5.40 / 1.67	0.91	0.04
8. Classes are scheduled at times that are convenient for me.	6.44	6.00 / 1.32	0.44	6.47	5.55 / 1.51	0.92	0.45 ***
9. Internships or practical experiences are provided in my degree/certificate program.	5.89	5.07 / 1.53	0.82	6.03	5.14 / 1.63	0.89	-0.07
10. Child care facilities are available on campus.	4.51	4.01 / 1.68	0.50	4.58	4.46 / 1.78	0.12	-0.45 ***
11. Security staff respond quickly in emergencies.	6.07	5.47 / 1.37	0.60	6.09	5.24 / 1.49	0.85	0.23 **
12. My academic advisor helps me set goals to work toward.	6.06	5.61 / 1.49	0.45	6.13	5.18 / 1.76	0.95	0.43 ***
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.93	5.34 / 1.57	0.59	6.21	5.17 / 1.70	1.04	0.17
14. Library resources and services are adequate.	6.22	5.98 / 1.20	0.24	6.20	5.80 / 1.32	0.40	0.18 *
15. I am able to register for classes I need with few conflicts.	6.30	5.86 / 1.32	0.44	6.43	5.53 / 1.54	0.90	0.33 ***
16. The college shows concern for students as individuals.	6.16	5.67 / 1.43	0.49	6.19	5.24 / 1.59	0.95	0.43 ***

* 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 192106 records.

Institutional Summary

Items: In Sequential Order

Item	New Mexico Junior 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.	5.21	4.82 / 1.41	0.39	5.15	4.92 / 1.49	0.23	-0.10
18. The quality of instruction I receive in most of my classes is excellent.	6.29	5.75 / 1.36	0.54	6.49	5.64 / 1.38	0.85	0.11
19. This campus provides effective support services for displaced homemakers.	5.46	5.10 / 1.39	0.36	5.36	4.96 / 1.47	0.40	0.14
20. Financial aid counselors are helpful.	6.10	5.68 / 1.51	0.42	6.22	5.24 / 1.70	0.98	0.44 ***
21. There are a sufficient number of study areas on campus.	6.15	5.97 / 1.23	0.18	6.11	5.65 / 1.46	0.46	0.32 ***
22. People on this campus respect and are supportive of each other.	6.09	5.61 / 1.33	0.48	6.09	5.48 / 1.41	0.61	0.13
23. Faculty are understanding of students' unique life circumstances.	6.12	5.49 / 1.41	0.63	6.24	5.37 / 1.55	0.87	0.12
24. Parking lots are well-lighted and secure.	6.07	5.75 / 1.28	0.32	6.18	5.39 / 1.59	0.79	0.36 ***
25. My academic advisor is concerned about my success as an individual.	6.17	5.63 / 1.46	0.54	6.22	5.22 / 1.74	1.00	0.41 ***
26. Library staff are helpful and approachable.	6.01	5.69 / 1.33	0.32	6.07	5.75 / 1.36	0.32	-0.06
27. The campus staff are caring and helpful.	6.22	5.86 / 1.28	0.36	6.18	5.62 / 1.34	0.56	0.24 **
28. It is an enjoyable experience to be a student on this campus.	6.29	5.94 / 1.28	0.35	6.23	5.61 / 1.45	0.62	0.33 ***
29. Faculty are fair and unbiased in their treatment of individual students.	6.25	5.69 / 1.40	0.56	6.33	5.53 / 1.50	0.80	0.16
30. The career services office provides students with the help they need to get a job.	5.85	5.32 / 1.47	0.53	6.04	5.19 / 1.52	0.85	0.13
31. The campus is safe and secure for all students.	6.35	5.98 / 1.16	0.37	6.41	5.79 / 1.30	0.62	0.19 **

* Difference statistically significant at the .05 level
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National Group Means are based on 192106 records.

Institutional Summary

Items: In Sequential Order

Item	New Mexico Junior 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.	6.18	5.79 / 1.37	0.39	6.39	5.52 / 1.66	0.87	0.27 **
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.95	5.46 / 1.36	0.49	5.94	5.33 / 1.48	0.61	0.13
34. Computer labs are adequate and accessible.	6.30	6.03 / 1.22	0.27	6.26	5.79 / 1.38	0.47	0.24 **
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.22	5.83 / 1.26	0.39	6.27	5.56 / 1.46	0.71	0.27 ***
36. Students are made to feel welcome on this campus.	6.32	5.99 / 1.24	0.33	6.26	5.73 / 1.36	0.53	0.26 ***
37. Faculty take into consideration student differences as they teach a course.	6.10	5.59 / 1.42	0.51	6.16	5.33 / 1.50	0.83	0.26 **
38. The student center is a comfortable place for students to spend their leisure time.	5.99	5.88 / 1.25	0.11	5.83	5.45 / 1.47	0.38	0.43 ***
39. The amount of student parking space on campus is adequate.	6.17	5.92 / 1.29	0.25	6.22	4.78 / 1.95	1.44	1.14 ***
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.18	5.68 / 1.36	0.50	6.26	5.28 / 1.68	0.98	0.40 ***
41. Admissions staff are knowledgeable.	6.24	5.84 / 1.24	0.40	6.27	5.54 / 1.46	0.73	0.30 ***
42. The equipment in the lab facilities is kept up to date.	6.21	5.80 / 1.30	0.41	6.23	5.58 / 1.43	0.65	0.22 **
43. Class change (drop/add) policies are reasonable.	6.09	5.77 / 1.30	0.32	6.20	5.63 / 1.45	0.57	0.14
44. I generally know what's happening on campus.	5.76	5.19 / 1.55	0.57	5.67	5.19 / 1.56	0.48	0.00
45. This institution has a good reputation within the community.	6.21	5.97 / 1.27	0.24	6.14	5.73 / 1.38	0.41	0.24 **
46. Faculty provide timely feedback about student progress in a course.	6.15	5.71 / 1.31	0.44	6.31	5.41 / 1.52	0.90	0.30 ***

* 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 192106 records.

Institutional Summary

Items: In Sequential Order

Item	New Mexico Junior 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.	6.13	5.51 / 1.41	0.62	6.16	5.36 / 1.52	0.80	0.15
48. Counseling staff care about students as individuals.	6.20	5.73 / 1.41	0.47	6.16	5.39 / 1.55	0.77	0.34 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.02	5.57 / 1.31	0.45	6.10	5.36 / 1.50	0.74	0.21 *
50. Tutoring services are readily available.	6.31	6.06 / 1.22	0.25	6.14	5.65 / 1.44	0.49	0.41 ***
51. There are convenient ways of paying my school bill.	6.26	5.83 / 1.38	0.43	6.26	5.65 / 1.45	0.61	0.18 *
52. This school does whatever it can to help me reach my educational goals.	6.30	5.85 / 1.32	0.45	6.31	5.39 / 1.52	0.92	0.46 ***
53. The assessment and course placement procedures are reasonable.	6.12	5.69 / 1.26	0.43	6.15	5.51 / 1.43	0.64	0.18 *
54. Faculty are interested in my academic problems.	6.03	5.49 / 1.41	0.54	6.14	5.32 / 1.53	0.82	0.17 *
55. Academic support services adequately meet the needs of students.	6.08	5.69 / 1.27	0.39	6.14	5.45 / 1.42	0.69	0.24 **
56. The business office is open during hours which are convenient for most students.	6.08	5.77 / 1.34	0.31	6.13	5.55 / 1.43	0.58	0.22 **
57. Administrators are approachable to students.	6.11	5.72 / 1.35	0.39	6.15	5.47 / 1.49	0.68	0.25 **
58. Nearly all of the faculty are knowledgeable in their fields.	6.28	5.92 / 1.26	0.36	6.42	5.79 / 1.33	0.63	0.13
59. New student orientation services help students adjust to college.	6.10	5.65 / 1.31	0.45	5.94	5.41 / 1.53	0.53	0.24 **
60. Billing policies are reasonable.	6.15	5.79 / 1.34	0.36	6.18	5.52 / 1.45	0.66	0.27 ***
61. Faculty are usually available after class and during office hours.	6.28	5.83 / 1.27	0.45	6.28	5.74 / 1.37	0.54	0.09

* 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 192106 records.

Institutional Summary

Items: In Sequential Order

Item	New Mexico Junior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. Bookstore staff are helpful.	6.23	5.99 / 1.22	0.24	6.12	5.72 / 1.44	0.40	0.27 ***
63. I seldom get the "run-around" when seeking information on this campus.	6.02	5.46 / 1.54	0.56	6.14	5.20 / 1.68	0.94	0.26 **
64. Nearly all classes deal with practical experiences and applications.	6.11	5.77 / 1.28	0.34	6.18	5.54 / 1.39	0.64	0.23 **
65. Students are notified early in the term if they are doing poorly in a class.	6.24	5.38 / 1.62	0.86	6.24	5.08 / 1.75	1.16	0.30 **
66. Program requirements are clear and reasonable.	6.18	5.87 / 1.25	0.31	6.37	5.66 / 1.41	0.71	0.21 **
67. Channels for expressing student complaints are readily available.	5.99	5.49 / 1.35	0.50	6.04	5.03 / 1.70	1.01	0.46 ***
68. On the whole, the campus is well-maintained.	6.25	6.19 / 1.01	0.06	6.27	5.93 / 1.28	0.34	0.26 ***
69. There is a good variety of courses provided on this campus.	6.30	5.95 / 1.22	0.35	6.37	5.76 / 1.39	0.61	0.19 *
70. I am able to experience intellectual growth here.	6.29	6.08 / 1.11	0.21	6.42	5.86 / 1.31	0.56	0.22 **
71. Campus item 1							
72. Campus item 2							
73. Campus item 3							
74. Campus item 4							
75. Campus item 5							
76. Campus item 6							
77. Campus item 7							
78. Campus item 8							

* 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 192106 records.

Institutional Summary
Items: In Sequential Order

Item	New Mexico Junior College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
79. Campus item 9							
80. Campus item 10							
81. Institution's commitment to part-time students?		5.90 / 1.27			5.71 / 1.37		0.19 *
82. Institution's commitment to evening students?		5.77 / 1.33			5.59 / 1.46		0.18 *
83. Institution's commitment to older, returning learners?		5.86 / 1.29			5.69 / 1.43		0.17 *
84. Institution's commitment to under-represented populations?		5.75 / 1.31			5.55 / 1.41		0.20 *
85. Institution's commitment to commuters?		5.69 / 1.31			5.54 / 1.48		0.15
86. Institution's commitment to students with disabilities?		5.86 / 1.38			5.70 / 1.41		0.16
87. Cost as factor in decision to enroll.	6.36			6.36			
88. Financial aid as factor in decision to enroll.	5.96			6.11			
89. Academic reputation as factor in decision to enroll.	6.05			5.94			
90. Size of institution as factor in decision to enroll.	5.18			5.22			
91. Opportunity to play sports as factor in decision to enroll.	4.26			3.56			
92. Recommendations from family/friends as factor in decision to enroll.	5.50			4.98			
93. Geographic setting as factor in decision to enroll.	5.02			5.59			
94. Campus appearance as factor in decision to enroll.	5.43			5.27			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.84			5.47			

* 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 192106 records.

Institutional Summary

Summary Items

Summary Item	New Mexico Junior College - SSI	National Community Colleges	Mean Difference
So far, how has your college experience met your expectations?	Average: 5.37	Average: 4.87	0.50
1=Much worse than expected	0%	1%	
2=Quite a bit worse than I expected	0%	1%	
3=Worse than I expected	3%	6%	
4=About what I expected	26%	34%	
5=Better than I expected	22%	25%	
6=Quite a bit better than I expected	19%	13%	
7=Much better than expected	27%	17%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.86	Average: 5.52	0.34
1=Not satisfied at all	0%	1%	
2=Not very satisfied	0%	2%	
3=Somewhat dissatisfied	0%	5%	
4=Neutral	11%	10%	
5=Somewhat satisfied	14%	16%	
6=Satisfied	40%	40%	
7=Very satisfied	31%	22%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.82	Average: 5.75	0.07
1=Definitely not	1%	2%	
2=Probably not	3%	4%	
3=Maybe not	3%	3%	
4=I don't know	8%	8%	
5=Maybe yes	11%	10%	
6=Probably yes	32%	30%	
7=Definitely yes	40%	41%	