

## Dec 2019 Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Current Class Load</b>	<b>N</b>	<b>%</b>
Female	925	56.51%	Full-time	1023	62.61%
Male	712	43.49%	Part-time	611	37.39%
Total	1637	100.00%	Total	1634	100.00%
No Response	66		No Response	69	

  

<b>Age</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
18 and under	537	33.09%	1 year or less	820	50.25%
19 to 24	806	49.66%	2 years	443	27.14%
25 to 34	186	11.46%	3 years	208	12.75%
35 to 44	71	4.37%	4 or more years	161	9.87%
45 and over	23	1.42%	Total	1632	100.00%
Total	1623	100.00%	No Response	71	
No Response	80				

  

<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
Alaskan Native	4	0.25%	No credits earned	355	22.44%
American Indian	17	1.05%	1.99 or below	60	3.79%
Asian	22	1.35%	2.0 - 2.49	177	11.19%
Black/African-American	28	1.72%	2.5 - 2.99	293	18.52%
Hispanic or Latino (and Puerto Rican)	1197	73.71%	3.0 - 3.49	398	25.16%
Native Hawaiian or Pacific Islander	10	0.62%	3.5 or above	299	18.90%
White/Caucasian	243	14.96%	Total	1582	100.00%
Multi-racial	69	4.25%	No Response	121	
Other race	34	2.09%			
Total	1624	100.00%			
No Response	79				

  

<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
Day	1209	75.80%	Associate degree	890	55.52%
Evening	372	23.32%	Vocational/technical program	36	2.25%
Weekend	14	0.88%	Transfer to another institution	443	27.64%
Total	1595	100.00%	Certification (initial/renewal)	72	4.49%
No Response	108		Self-improvement/pleasure	21	1.31%
			Job-related training	24	1.50%
			Other educational goal	117	7.30%
			Total	1603	100.00%
			No Response	100	

## Dec 2019 Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Organization Memberships</b>	<b>N</b>	<b>%</b>
Full-time off campus	289	17.65%	No organization memberships	1370	86.22%
Part-time off campus	433	26.45%	One or two organization memberships	201	12.65%
Full-time on campus	43	2.63%	Three or four organization memberships	10	0.63%
Part-time on campus	71	4.34%	Five or more organization memberships	8	0.50%
Not employed	801	48.93%	Total	1589	100.00%
Total	1637	100.00%	No Response	114	
No Response	66				

  

<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>Tuition Source</b>	<b>N</b>	<b>%</b>
Residence hall	100	6.24%	Scholarships	116	7.34%
Own house	251	15.67%	Financial aid	797	50.44%
Rent room or apt off campus	162	10.11%	Family contributions	239	15.13%
Parent's home	1023	63.86%	Self support	325	20.57%
Other residence	66	4.12%	Other tuition source	103	6.52%
Total	1602	100.00%	Total	1580	100.00%
No Response	101		No Response	123	

  

<b>Residence Classification</b>	<b>N</b>	<b>%</b>	<b>Institution Question</b>	<b>N</b>	<b>%</b>
In-state	1476	92.54%	Campus item - Answer 1	1232	80.47%
Out-of-state	74	4.64%	Campus item - Answer 2	200	13.06%
International (not U.S. citizen)	45	2.82%	Campus item - Answer 3	46	3.00%
Total	1595	100.00%	Campus item - Answer 4	15	0.98%
No Response	108		Campus item - Answer 5	20	1.31%
			Campus item - Answer 6	18	1.18%
			Total	1531	100.00%
			No Response	172	

  

<b>Institution Was My</b>	<b>N</b>	<b>%</b>	<b>Institution Question 2</b>	<b>N</b>	<b>%</b>
1st choice	1158	72.42%	Campus item 2 - Answer 1	0	0%
2nd choice	300	18.76%	Campus item 2 - Answer 2	0	0%
3rd choice or lower	141	8.82%	Campus item 2 - Answer 3	0	0%
Total	1599	100.00%	Campus item 2 - Answer 4	0	0%
No Response	104		Campus item 2 - Answer 5	0	0%
			Campus item 2 - Answer 6	0	0%
			Total	0	100.00%
			No Response	1703	

  

<b>Plan to Transfer</b>	<b>N</b>	<b>%</b>
Yes I plan to transfer	1159	72.44%
No I do not plan to transfer	441	27.56%
Total	1600	100.00%
No Response	103	

## Dec 2019 Demographics

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<b>Group Code</b>	<b>N</b>	<b>%</b>
0001	1	20.00%
0369	1	20.00%
1047	1	20.00%
1234	1	20.00%
1344	1	20.00%
Total	5	100.00%
No Response	1698	

## Nov 2016 Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Current Class Load</b>	<b>N</b>	<b>%</b>
Female	858	57.86%	Full-time	875	59.20%
Male	625	42.14%	Part-time	603	40.80%
Total	1483	100.00%	Total	1478	100.00%
No Response	11		No Response	16	

  

<b>Age</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
18 and under	308	21.05%	1 year or less	629	42.67%
19 to 24	724	49.49%	2 years	439	29.78%
25 to 34	243	16.61%	3 years	241	16.35%
35 to 44	129	8.82%	4 or more years	165	11.19%
45 and over	59	4.03%	Total	1474	100.00%
Total	1463	100.00%	No Response	20	
No Response	31				

  

<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
Alaskan Native	4	0.27%	No credits earned	271	18.90%
American Indian	31	2.10%	1.99 or below	59	4.11%
Asian	20	1.35%	2.0 - 2.49	150	10.46%
Black/African-American	29	1.96%	2.5 - 2.99	273	19.04%
Hispanic or Latino (and Puerto Rican)	1134	76.67%	3.0 - 3.49	371	25.87%
Native Hawaiian or Pacific Islander	8	0.54%	3.5 or above	310	21.62%
White/Caucasian	171	11.56%	Total	1434	100.00%
Multi-racial	43	2.91%	No Response	60	
Other race	39	2.64%			
Total	1479	100.00%			
No Response	15				

  

<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
Day	904	61.88%	Associate degree	815	55.94%
Evening	504	34.50%	Vocational/technical program	39	2.68%
Weekend	53	3.63%	Transfer to another institution	303	20.80%
Total	1461	100.00%	Certification (initial/renewal)	143	9.81%
No Response	33		Self-improvement/pleasure	16	1.10%
			Job-related training	27	1.85%
			Other educational goal	114	7.82%
			Total	1457	100.00%
			No Response	37	

## Nov 2016 Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Organization Memberships</b>	<b>N</b>	<b>%</b>
Full-time off campus	354	23.82%	No organization memberships	1233	84.51%
Part-time off campus	360	24.23%	One or two organization memberships	198	13.57%
Full-time on campus	39	2.62%	Three or four organization memberships	23	1.58%
Part-time on campus	83	5.59%	Five or more organization memberships	5	0.34%
Not employed	650	43.74%	Total	1459	100.00%
Total	1486	100.00%	No Response	35	
No Response	8				

  

<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>Tuition Source</b>	<b>N</b>	<b>%</b>
Residence hall	73	4.94%	Scholarships	127	8.70%
Own house	306	20.70%	Financial aid	846	57.95%
Rent room or apt off campus	185	12.52%	Family contributions	129	8.84%
Parent's home	817	55.28%	Self support	259	17.74%
Other residence	97	6.56%	Other tuition source	99	6.78%
Total	1478	100.00%	Total	1460	100.00%
No Response	16		No Response	34	

  

<b>Residence Classification</b>	<b>N</b>	<b>%</b>	<b>Institution Question</b>	<b>N</b>	<b>%</b>
In-state	1379	93.94%	Campus item - Answer 1	735	50.83%
Out-of-state	57	3.88%	Campus item - Answer 2	319	22.06%
International (not U.S. citizen)	32	2.18%	Campus item - Answer 3	192	13.28%
Total	1468	100.00%	Campus item - Answer 4	122	8.44%
No Response	26		Campus item - Answer 5	42	2.90%
			Campus item - Answer 6	36	2.49%
			Total	1446	100.00%
			No Response	48	

  

<b>Institution Was My</b>	<b>N</b>	<b>%</b>	<b>Institution Question 2</b>	<b>N</b>	<b>%</b>
1st choice	1109	75.29%	Campus item 2 - Answer 1	0	0%
2nd choice	238	16.16%	Campus item 2 - Answer 2	0	0%
3rd choice or lower	126	8.55%	Campus item 2 - Answer 3	0	0%
Total	1473	100.00%	Campus item 2 - Answer 4	0	0%
No Response	21		Campus item 2 - Answer 5	0	0%
			Campus item 2 - Answer 6	0	0%
			Total	0	100.00%
			No Response	1494	

  

<b>Plan to Transfer</b>	<b>N</b>	<b>%</b>
Yes I plan to transfer	950	64.49%
No I do not plan to transfer	523	35.51%
Total	1473	100.00%
No Response	21	

## Nov 2016 Demographics

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<b>Group Code</b>	<b>N</b>	<b>%</b>
0001	1	50.00%
1210	1	50.00%
Total	2	100.00%
No Response	1492	

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 13. The campus is safe and secure for all students.
- 8. The quality of instruction I receive in most of my classes is excellent.
- 28. This campus provides online access to services I need.
- 19. Registration processes and procedures are convenient.
- 20. Students are made to feel welcome here.
- 29. There are convenient ways of paying my school bill.
- 27. Tutoring services are readily available.
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- 39. On the whole, the campus is well-maintained.
- 1. The campus staff are caring and helpful.
- 12. Faculty are fair and unbiased in their treatment of individual students.
- 18. Computer labs are adequate and accessible.

#### **Challenges**

- 2. Classes are scheduled at times that are convenient for me.
- 47. Campus item 7
- 9. I am able to register for the classes I need with few conflicts.
- 40. There are sufficient courses within my program of study available each term.
- 43. Campus item 3
- 23. This institution helps me identify resources to finance my education.
- 16. My advisor helps me apply my program of study to career goals.
- 26. There are adequate services to help me decide upon a career.
- 22. My academic advisor is knowledgeable about transfer requirements of other schools.
- 25. Faculty provide timely feedback about my academic progress.

## **Strategic Planning Overview Trends**

### **Higher Satisfaction vs. Nov 2016**

- 47. Campus item 7
- 28. This campus provides online access to services I need.
- 27. Tutoring services are readily available.

### **Lower Satisfaction vs. Nov 2016**

- 2. Classes are scheduled at times that are convenient for me.
- 8. The quality of instruction I receive in most of my classes is excellent.
- 43. Campus item 3
- 14. My academic advisor is knowledgeable about my program requirements.
- 36. Tuition paid is a worthwhile investment.
- 23. This institution helps me identify resources to finance my education.
- 16. My advisor helps me apply my program of study to career goals.
- 26. There are adequate services to help me decide upon a career.

### **Higher Importance vs. Nov 2016**

- 47. Campus item 7
- 48. Campus item 8

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

Scale	Dec 2019			Nov 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Registration Effectiveness	6.40	5.65 / 1.10	0.75	6.38	5.71 / 1.05	0.67	-0.06
Campus Climate	6.27	5.71 / 1.01	0.56	6.26	5.76 / 1.02	0.50	-0.05
Instructional Effectiveness	6.25	5.62 / 1.05	0.63	6.26	5.67 / 1.06	0.59	-0.05
Academic Advising Effectiveness	6.23	5.38 / 1.28	0.85	6.25	5.50 / 1.24	0.75	-0.12 **
Safety and Security	6.23	5.43 / 1.13	0.80	6.23	5.43 / 1.14	0.80	0.00
Campus Services	6.22	5.71 / 0.99	0.51	6.21	5.73 / 0.98	0.48	-0.02
Student Centeredness	6.19	5.59 / 1.11	0.60	6.20	5.65 / 1.13	0.55	-0.06
Admissions and Financial Aid Effectiveness	6.12	5.31 / 1.25	0.81	6.14	5.45 / 1.23	0.69	-0.14 **

\* 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	Dec 2019			Nov 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
2. Classes are scheduled at times that are convenient for me.	6.54	5.62 / 1.54	0.92	6.52	5.75 / 1.42	0.77	-0.13 *
13. The campus is safe and secure for all students.	6.53	6.03 / 1.22	0.50	6.48	5.99 / 1.20	0.49	0.04
51. Cost as factor in decision to enroll.	6.51			6.49			
8. The quality of instruction I receive in most of my classes is excellent.	6.48	5.74 / 1.34	0.74	6.50	5.85 / 1.29	0.65	-0.11 *
47. Campus item 7	6.46	5.63 / 1.52	0.83	6.18	5.43 / 1.54	0.75	0.20 ***
9. I am able to register for the classes I need with few conflicts.	6.41	5.53 / 1.49	0.88	6.39	5.60 / 1.46	0.79	-0.07
28. This campus provides online access to services I need.	6.41	5.99 / 1.24	0.42	6.34	5.90 / 1.26	0.44	0.09 *
40. There are sufficient courses within my program of study available each term.	6.40	5.52 / 1.55	0.88	6.38	5.47 / 1.62	0.91	0.05
19. Registration processes and procedures are convenient.	6.39	5.77 / 1.35	0.62	6.40	5.84 / 1.31	0.56	-0.07
20. Students are made to feel welcome here.	6.38	5.99 / 1.28	0.39	6.37	5.99 / 1.29	0.38	0.00
29. There are convenient ways of paying my school bill.	6.36	5.69 / 1.47	0.67	6.34	5.74 / 1.37	0.60	-0.05
54. Future career opportunities as factor in decision to enroll.	6.36			6.38			
43. Campus item 3	6.33	5.37 / 1.63	0.96	6.31	5.52 / 1.59	0.79	-0.15 *
27. Tutoring services are readily available.	6.32	5.93 / 1.30	0.39	6.18	5.74 / 1.31	0.44	0.19 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.32	5.66 / 1.38	0.66	6.23	5.65 / 1.37	0.58	0.01
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.32	5.79 / 1.34	0.53	6.27	5.72 / 1.36	0.55	0.07

\* 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	Dec 2019			Nov 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
52. Financial assistance as factor in decision to enroll.	6.32			6.36			
14. My academic advisor is knowledgeable about my program requirements.	6.31	5.50 / 1.56	0.81	6.37	5.65 / 1.45	0.72	-0.15 **
39. On the whole, the campus is well-maintained.	6.30	5.97 / 1.25	0.33	6.24	5.98 / 1.19	0.26	-0.01
1. The campus staff are caring and helpful.	6.29	5.82 / 1.25	0.47	6.31	5.83 / 1.31	0.48	-0.01
36. Tuition paid is a worthwhile investment.	6.29	5.58 / 1.46	0.71	6.30	5.70 / 1.38	0.60	-0.12 *
48. Campus item 8	6.29	5.49 / 1.54	0.80	6.11	5.50 / 1.50	0.61	-0.01
23. This institution helps me identify resources to finance my education.	6.27	5.26 / 1.59	1.01	6.21	5.38 / 1.52	0.83	-0.12 *
12. Faculty are fair and unbiased in their treatment of individual students.	6.26	5.69 / 1.44	0.57	6.27	5.76 / 1.34	0.51	-0.07
16. My advisor helps me apply my program of study to career goals.	6.25	5.36 / 1.63	0.89	6.29	5.49 / 1.54	0.80	-0.13 *
26. There are adequate services to help me decide upon a career.	6.25	5.42 / 1.47	0.83	6.22	5.54 / 1.44	0.68	-0.12 *
18. Computer labs are adequate and accessible.	6.24	5.95 / 1.27	0.29	6.31	6.00 / 1.23	0.31	-0.05
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.24	5.34 / 1.51	0.90	6.17	5.40 / 1.47	0.77	-0.06
15. Financial aid counseling is available if I need it.	6.22	5.44 / 1.54	0.78	6.20	5.56 / 1.48	0.64	-0.12 *
25. Faculty provide timely feedback about my academic progress.	6.22	5.39 / 1.47	0.83	6.26	5.53 / 1.41	0.73	-0.14 **
30. The assessment and course placement procedures are reasonable.	6.22	5.67 / 1.28	0.55	6.22	5.68 / 1.31	0.54	-0.01

\* 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	Dec 2019			Nov 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
3. My academic advisor is available when I need help.	6.21	5.44 / 1.56	0.77	6.26	5.59 / 1.44	0.67	-0.15 **
5. Financial aid awards are announced in time to be helpful in college planning.	6.18	5.29 / 1.63	0.89	6.25	5.51 / 1.57	0.74	-0.22 ***
33. Administrators are available to hear students' concerns.	6.18	5.38 / 1.51	0.80	6.13	5.49 / 1.44	0.64	-0.11 *
21. The amount of student parking space on campus is adequate.	6.17	4.83 / 1.87	1.34	6.17	4.85 / 1.88	1.32	-0.02
46. Campus item 6	6.15	5.38 / 1.53	0.77	6.07	5.33 / 1.53	0.74	0.05
6. Library resources and services are adequate.	6.14	5.81 / 1.25	0.33	6.14	5.83 / 1.19	0.31	-0.02
35. I receive ongoing feedback about progress toward my academic goals.	6.14	5.26 / 1.57	0.88	6.15	5.37 / 1.54	0.78	-0.11
11. Counseling services are available if I need them.	6.12	5.44 / 1.44	0.68	6.11	5.55 / 1.37	0.56	-0.11 *
10. Parking lots are well-lighted and secure.	6.11	5.42 / 1.54	0.69	6.16	5.51 / 1.48	0.65	-0.09
4. Security staff respond quickly to calls for assistance.	6.08	5.44 / 1.38	0.64	6.11	5.36 / 1.43	0.75	0.08
24. The equipment in the lab facilities is kept up to date.	6.08	5.48 / 1.43	0.60	6.16	5.59 / 1.38	0.57	-0.11 *
38. Most classes deal with practical experiences and applications.	6.08	5.49 / 1.34	0.59	6.10	5.57 / 1.31	0.53	-0.08
42. Campus item 2	6.02	5.45 / 1.60	0.57	6.04	5.55 / 1.49	0.49	-0.10
7. Admissions staff provide personalized attention prior to enrollment.	5.99	5.31 / 1.51	0.68	6.06	5.46 / 1.45	0.60	-0.15 **
49. Campus item 9	5.97	5.52 / 1.55	0.45	6.02	5.74 / 1.25	0.28	-0.22
56. Distance from campus as factor in decision to enroll.	5.96			6.09			

\* 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	Dec 2019			Nov 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. Faculty use a variety of technology and media in the classroom.	5.95	5.73 / 1.23	0.22	6.05	5.77 / 1.24	0.28	-0.04
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.92	5.23 / 1.48	0.69	5.98	5.36 / 1.43	0.62	-0.13 *
37. I seldom get the "run-around" when seeking information on this campus.	5.91	5.13 / 1.55	0.78	5.97	5.28 / 1.49	0.69	-0.15 **
50. Campus item 10	5.91	5.42 / 1.56	0.49	6.03	5.77 / 1.31	0.26	-0.35 *
53. Academic reputation as factor in decision to enroll.	5.84			5.99			
57. Information on the campus Web site as factor in decision to enroll.	5.83			5.89			
44. Campus item 4	5.75	4.68 / 1.78	1.07	5.76	4.95 / 1.71	0.81	-0.27 ***
55. Personal recommendations as factor in decision to enroll.	5.75			5.81			
41. Campus item 1	5.55	5.48 / 1.45	0.07	5.70	5.51 / 1.47	0.19	-0.03
45. Campus item 5	5.48	4.99 / 1.73	0.49	5.77	5.14 / 1.69	0.63	-0.15 *
58. Campus visits as factor in decision to enroll.	5.41			5.47			

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

## Institutional Summary

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

Scale/Item	Dec 2019			Nov 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING EFFECTIVENESS</b>	6.23	5.38 / 1.28	0.85	6.25	5.50 / 1.24	0.75	-0.12 **
3. My academic advisor is available when I need help.	6.21	5.44 / 1.56	0.77	6.26	5.59 / 1.44	0.67	-0.15 **
14. My academic advisor is knowledgeable about my program requirements.	6.31	5.50 / 1.56	0.81	6.37	5.65 / 1.45	0.72	-0.15 **
16. My advisor helps me apply my program of study to career goals.	6.25	5.36 / 1.63	0.89	6.29	5.49 / 1.54	0.80	-0.13 *
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.24	5.34 / 1.51	0.90	6.17	5.40 / 1.47	0.77	-0.06
35. I receive ongoing feedback about progress toward my academic goals.	6.14	5.26 / 1.57	0.88	6.15	5.37 / 1.54	0.78	-0.11

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

## Institutional Summary

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

Scale/Item	Dec 2019			Nov 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ADMISSIONS AND FINANCIAL AID EFFECTIVENESS</b>	6.12	5.31 / 1.25	0.81	6.14	5.45 / 1.23	0.69	-0.14 **
5. Financial aid awards are announced in time to be helpful in college planning.	6.18	5.29 / 1.63	0.89	6.25	5.51 / 1.57	0.74	-0.22 ***
7. Admissions staff provide personalized attention prior to enrollment.	5.99	5.31 / 1.51	0.68	6.06	5.46 / 1.45	0.60	-0.15 **
15. Financial aid counseling is available if I need it.	6.22	5.44 / 1.54	0.78	6.20	5.56 / 1.48	0.64	-0.12 *
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.92	5.23 / 1.48	0.69	5.98	5.36 / 1.43	0.62	-0.13 *
23. This institution helps me identify resources to finance my education.	6.27	5.26 / 1.59	1.01	6.21	5.38 / 1.52	0.83	-0.12 *

\* 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	Dec 2019			Nov 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.27	5.71 / 1.01	0.56	6.26	5.76 / 1.02	0.50	-0.05
1. The campus staff are caring and helpful.	6.29	5.82 / 1.25	0.47	6.31	5.83 / 1.31	0.48	-0.01
13. The campus is safe and secure for all students.	6.53	6.03 / 1.22	0.50	6.48	5.99 / 1.20	0.49	0.04
20. Students are made to feel welcome here.	6.38	5.99 / 1.28	0.39	6.37	5.99 / 1.29	0.38	0.00
33. Administrators are available to hear students' concerns.	6.18	5.38 / 1.51	0.80	6.13	5.49 / 1.44	0.64	-0.11 *
36. Tuition paid is a worthwhile investment.	6.29	5.58 / 1.46	0.71	6.30	5.70 / 1.38	0.60	-0.12 *
37. I seldom get the "run-around" when seeking information on this campus.	5.91	5.13 / 1.55	0.78	5.97	5.28 / 1.49	0.69	-0.15 **
39. On the whole, the campus is well-maintained.	6.30	5.97 / 1.25	0.33	6.24	5.98 / 1.19	0.26	-0.01

\* 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 Services

Scale/Item	Dec 2019			Nov 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SERVICES</b>	6.22	5.71 / 0.99	0.51	6.21	5.73 / 0.98	0.48	-0.02
6. Library resources and services are adequate.	6.14	5.81 / 1.25	0.33	6.14	5.83 / 1.19	0.31	-0.02
11. Counseling services are available if I need them.	6.12	5.44 / 1.44	0.68	6.11	5.55 / 1.37	0.56	-0.11 *
18. Computer labs are adequate and accessible.	6.24	5.95 / 1.27	0.29	6.31	6.00 / 1.23	0.31	-0.05
24. The equipment in the lab facilities is kept up to date.	6.08	5.48 / 1.43	0.60	6.16	5.59 / 1.38	0.57	-0.11 *
26. There are adequate services to help me decide upon a career.	6.25	5.42 / 1.47	0.83	6.22	5.54 / 1.44	0.68	-0.12 *
27. Tutoring services are readily available.	6.32	5.93 / 1.30	0.39	6.18	5.74 / 1.31	0.44	0.19 ***
28. This campus provides online access to services I need.	6.41	5.99 / 1.24	0.42	6.34	5.90 / 1.26	0.44	0.09 *
30. The assessment and course placement procedures are reasonable.	6.22	5.67 / 1.28	0.55	6.22	5.68 / 1.31	0.54	-0.01

\* 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	Dec 2019			Nov 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.25	5.62 / 1.05	0.63	6.26	5.67 / 1.06	0.59	-0.05
8. The quality of instruction I receive in most of my classes is excellent.	6.48	5.74 / 1.34	0.74	6.50	5.85 / 1.29	0.65	-0.11 *
12. Faculty are fair and unbiased in their treatment of individual students.	6.26	5.69 / 1.44	0.57	6.27	5.76 / 1.34	0.51	-0.07
25. Faculty provide timely feedback about my academic progress.	6.22	5.39 / 1.47	0.83	6.26	5.53 / 1.41	0.73	-0.14 **
31. Faculty use a variety of technology and media in the classroom.	5.95	5.73 / 1.23	0.22	6.05	5.77 / 1.24	0.28	-0.04
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.32	5.79 / 1.34	0.53	6.27	5.72 / 1.36	0.55	0.07
38. Most classes deal with practical experiences and applications.	6.08	5.49 / 1.34	0.59	6.10	5.57 / 1.31	0.53	-0.08
40. There are sufficient courses within my program of study available each term.	6.40	5.52 / 1.55	0.88	6.38	5.47 / 1.62	0.91	0.05

\* 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	Dec 2019			Nov 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.40	5.65 / 1.10	0.75	6.38	5.71 / 1.05	0.67	-0.06
2. Classes are scheduled at times that are convenient for me.	6.54	5.62 / 1.54	0.92	6.52	5.75 / 1.42	0.77	-0.13 *
9. I am able to register for the classes I need with few conflicts.	6.41	5.53 / 1.49	0.88	6.39	5.60 / 1.46	0.79	-0.07
19. Registration processes and procedures are convenient.	6.39	5.77 / 1.35	0.62	6.40	5.84 / 1.31	0.56	-0.07
29. There are convenient ways of paying my school bill.	6.36	5.69 / 1.47	0.67	6.34	5.74 / 1.37	0.60	-0.05
32. I am able to take care of college-related business at times that are convenient for me.	6.32	5.66 / 1.38	0.66	6.23	5.65 / 1.37	0.58	0.01

\* 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	Dec 2019			Nov 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.23	5.43 / 1.13	0.80	6.23	5.43 / 1.14	0.80	0.00
4. Security staff respond quickly to calls for assistance.	6.08	5.44 / 1.38	0.64	6.11	5.36 / 1.43	0.75	0.08
10. Parking lots are well-lighted and secure.	6.11	5.42 / 1.54	0.69	6.16	5.51 / 1.48	0.65	-0.09
13. The campus is safe and secure for all students.	6.53	6.03 / 1.22	0.50	6.48	5.99 / 1.20	0.49	0.04
21. The amount of student parking space on campus is adequate.	6.17	4.83 / 1.87	1.34	6.17	4.85 / 1.88	1.32	-0.02

\* 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	Dec 2019			Nov 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.19	5.59 / 1.11	0.60	6.20	5.65 / 1.13	0.55	-0.06
1. The campus staff are caring and helpful.	6.29	5.82 / 1.25	0.47	6.31	5.83 / 1.31	0.48	-0.01
20. Students are made to feel welcome here.	6.38	5.99 / 1.28	0.39	6.37	5.99 / 1.29	0.38	0.00
33. Administrators are available to hear students' concerns.	6.18	5.38 / 1.51	0.80	6.13	5.49 / 1.44	0.64	-0.11 *
37. I seldom get the "run-around" when seeking information on this campus.	5.91	5.13 / 1.55	0.78	5.97	5.28 / 1.49	0.69	-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 Sequential Order

Item	Dec 2019			Nov 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. The campus staff are caring and helpful.	6.29	5.82 / 1.25	0.47	6.31	5.83 / 1.31	0.48	-0.01
2. Classes are scheduled at times that are convenient for me.	6.54	5.62 / 1.54	0.92	6.52	5.75 / 1.42	0.77	-0.13 *
3. My academic advisor is available when I need help.	6.21	5.44 / 1.56	0.77	6.26	5.59 / 1.44	0.67	-0.15 **
4. Security staff respond quickly to calls for assistance.	6.08	5.44 / 1.38	0.64	6.11	5.36 / 1.43	0.75	0.08
5. Financial aid awards are announced in time to be helpful in college planning.	6.18	5.29 / 1.63	0.89	6.25	5.51 / 1.57	0.74	-0.22 ***
6. Library resources and services are adequate.	6.14	5.81 / 1.25	0.33	6.14	5.83 / 1.19	0.31	-0.02
7. Admissions staff provide personalized attention prior to enrollment.	5.99	5.31 / 1.51	0.68	6.06	5.46 / 1.45	0.60	-0.15 **
8. The quality of instruction I receive in most of my classes is excellent.	6.48	5.74 / 1.34	0.74	6.50	5.85 / 1.29	0.65	-0.11 *
9. I am able to register for the classes I need with few conflicts.	6.41	5.53 / 1.49	0.88	6.39	5.60 / 1.46	0.79	-0.07
10. Parking lots are well-lighted and secure.	6.11	5.42 / 1.54	0.69	6.16	5.51 / 1.48	0.65	-0.09
11. Counseling services are available if I need them.	6.12	5.44 / 1.44	0.68	6.11	5.55 / 1.37	0.56	-0.11 *
12. Faculty are fair and unbiased in their treatment of individual students.	6.26	5.69 / 1.44	0.57	6.27	5.76 / 1.34	0.51	-0.07
13. The campus is safe and secure for all students.	6.53	6.03 / 1.22	0.50	6.48	5.99 / 1.20	0.49	0.04
14. My academic advisor is knowledgeable about my program requirements.	6.31	5.50 / 1.56	0.81	6.37	5.65 / 1.45	0.72	-0.15 **
15. Financial aid counseling is available if I need it.	6.22	5.44 / 1.54	0.78	6.20	5.56 / 1.48	0.64	-0.12 *

\* 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	Dec 2019			Nov 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
16. My advisor helps me apply my program of study to career goals.	6.25	5.36 / 1.63	0.89	6.29	5.49 / 1.54	0.80	-0.13 *
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.92	5.23 / 1.48	0.69	5.98	5.36 / 1.43	0.62	-0.13 *
18. Computer labs are adequate and accessible.	6.24	5.95 / 1.27	0.29	6.31	6.00 / 1.23	0.31	-0.05
19. Registration processes and procedures are convenient.	6.39	5.77 / 1.35	0.62	6.40	5.84 / 1.31	0.56	-0.07
20. Students are made to feel welcome here.	6.38	5.99 / 1.28	0.39	6.37	5.99 / 1.29	0.38	0.00
21. The amount of student parking space on campus is adequate.	6.17	4.83 / 1.87	1.34	6.17	4.85 / 1.88	1.32	-0.02
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.24	5.34 / 1.51	0.90	6.17	5.40 / 1.47	0.77	-0.06
23. This institution helps me identify resources to finance my education.	6.27	5.26 / 1.59	1.01	6.21	5.38 / 1.52	0.83	-0.12 *
24. The equipment in the lab facilities is kept up to date.	6.08	5.48 / 1.43	0.60	6.16	5.59 / 1.38	0.57	-0.11 *
25. Faculty provide timely feedback about my academic progress.	6.22	5.39 / 1.47	0.83	6.26	5.53 / 1.41	0.73	-0.14 **
26. There are adequate services to help me decide upon a career.	6.25	5.42 / 1.47	0.83	6.22	5.54 / 1.44	0.68	-0.12 *
27. Tutoring services are readily available.	6.32	5.93 / 1.30	0.39	6.18	5.74 / 1.31	0.44	0.19 ***
28. This campus provides online access to services I need.	6.41	5.99 / 1.24	0.42	6.34	5.90 / 1.26	0.44	0.09 *
29. There are convenient ways of paying my school bill.	6.36	5.69 / 1.47	0.67	6.34	5.74 / 1.37	0.60	-0.05
30. The assessment and course placement procedures are reasonable.	6.22	5.67 / 1.28	0.55	6.22	5.68 / 1.31	0.54	-0.01

\* 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	Dec 2019			Nov 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. Faculty use a variety of technology and media in the classroom.	5.95	5.73 / 1.23	0.22	6.05	5.77 / 1.24	0.28	-0.04
32. I am able to take care of college-related business at times that are convenient for me.	6.32	5.66 / 1.38	0.66	6.23	5.65 / 1.37	0.58	0.01
33. Administrators are available to hear students' concerns.	6.18	5.38 / 1.51	0.80	6.13	5.49 / 1.44	0.64	-0.11 *
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.32	5.79 / 1.34	0.53	6.27	5.72 / 1.36	0.55	0.07
35. I receive ongoing feedback about progress toward my academic goals.	6.14	5.26 / 1.57	0.88	6.15	5.37 / 1.54	0.78	-0.11
36. Tuition paid is a worthwhile investment.	6.29	5.58 / 1.46	0.71	6.30	5.70 / 1.38	0.60	-0.12 *
37. I seldom get the "run-around" when seeking information on this campus.	5.91	5.13 / 1.55	0.78	5.97	5.28 / 1.49	0.69	-0.15 **
38. Most classes deal with practical experiences and applications.	6.08	5.49 / 1.34	0.59	6.10	5.57 / 1.31	0.53	-0.08
39. On the whole, the campus is well-maintained.	6.30	5.97 / 1.25	0.33	6.24	5.98 / 1.19	0.26	-0.01
40. There are sufficient courses within my program of study available each term.	6.40	5.52 / 1.55	0.88	6.38	5.47 / 1.62	0.91	0.05
41. Campus item 1	5.55	5.48 / 1.45	0.07	5.70	5.51 / 1.47	0.19	-0.03
42. Campus item 2	6.02	5.45 / 1.60	0.57	6.04	5.55 / 1.49	0.49	-0.10
43. Campus item 3	6.33	5.37 / 1.63	0.96	6.31	5.52 / 1.59	0.79	-0.15 *
44. Campus item 4	5.75	4.68 / 1.78	1.07	5.76	4.95 / 1.71	0.81	-0.27 ***
45. Campus item 5	5.48	4.99 / 1.73	0.49	5.77	5.14 / 1.69	0.63	-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 Sequential Order

Item	Dec 2019			Nov 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. Campus item 6	6.15	5.38 / 1.53	0.77	6.07	5.33 / 1.53	0.74	0.05
47. Campus item 7	6.46	5.63 / 1.52	0.83	6.18	5.43 / 1.54	0.75	0.20 ***
48. Campus item 8	6.29	5.49 / 1.54	0.80	6.11	5.50 / 1.50	0.61	-0.01
49. Campus item 9	5.97	5.52 / 1.55	0.45	6.02	5.74 / 1.25	0.28	-0.22
50. Campus item 10	5.91	5.42 / 1.56	0.49	6.03	5.77 / 1.31	0.26	-0.35 *
51. Cost as factor in decision to enroll.	6.51			6.49			
52. Financial assistance as factor in decision to enroll.	6.32			6.36			
53. Academic reputation as factor in decision to enroll.	5.84			5.99			
54. Future career opportunities as factor in decision to enroll.	6.36			6.38			
55. Personal recommendations as factor in decision to enroll.	5.75			5.81			
56. Distance from campus as factor in decision to enroll.	5.96			6.09			
57. Information on the campus Web site as factor in decision to enroll.	5.83			5.89			
58. Campus visits as factor in decision to enroll.	5.41			5.47			

\* 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	Dec 2019	Nov 2016	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.92	Average: 5.04	-0.12
1=Much worse than expected	0%	1%	
2=Quite a bit worse than I expected	1%	0%	
3=Worse than I expected	5%	5%	
4=About what I expected	36%	31%	
5=Better than I expected	24%	25%	
6=Quite a bit better than I expected	15%	14%	
7=Much better than expected	16%	20%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.42	Average: 5.57	-0.15
1=Not satisfied at all	0%	0%	
2=Not very satisfied	1%	1%	
3=Somewhat dissatisfied	4%	4%	
4=Neutral	17%	14%	
5=Somewhat satisfied	17%	16%	
6=Satisfied	39%	39%	
7=Very satisfied	18%	23%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.69	Average: 5.80	-0.11
1=Definitely not	1%	1%	
2=Probably not	2%	2%	
3=Maybe not	3%	3%	
4=I don't know	10%	8%	
5=Maybe yes	15%	11%	
6=Probably yes	33%	36%	
7=Definitely yes	32%	36%	