

Demographics

| Gender | | | Current Class Load | | |
|---------------|----------|----------|---------------------------|----------|----------|
| | N | % | | N | % |
| 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 | |

| Age | | | Class Level | | |
|--------------|----------|----------|--------------------|----------|----------|
| | N | % | | N | % |
| 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 | | | | |

| Ethnicity/Race | | | Current GPA | | |
|---------------------------------------|----------|----------|--------------------|----------|----------|
| | N | % | | N | % |
| 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 | | | | |

| Current Enrollment Status | | | Educational Goal | | |
|----------------------------------|----------|----------|---------------------------------|----------|----------|
| | N | % | | N | % |
| 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 | |

Demographics

| Group Code | N | % |
|-------------------|----------|----------|
| 0001 | 1 | 50.00% |
| 1210 | 1 | 50.00% |
| Total | 2 | 100.00% |
| No Response | 1492 | |

Strategic Planning Overview

Strengths and Challenges

Strengths

- 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.
- 13. The campus is safe and secure for all students.
- 19. Registration processes and procedures are convenient.
- 20. Students are made to feel welcome here.
- 28. This campus provides online access to services I need.
- 1. The campus staff are caring and helpful.
- 18. Computer labs are adequate and accessible.
- 12. Faculty are fair and unbiased in their treatment of individual students.
- 39. On the whole, the campus is well-maintained.

Challenges

- 2. Classes are scheduled at times that are convenient for me.
- 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
- 16. My advisor helps me apply my program of study to career goals.
- 5. Financial aid awards are announced in time to be helpful in college planning.
- 23. This institution helps me identify resources to finance my education.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Community Colleges Form B - Western

- 2. Classes are scheduled at times that are convenient for me.
- 26. There are adequate services to help me decide upon a career.

Lower Satisfaction vs. National Community Colleges Form B - Western

- 13. The campus is safe and secure for all students.
- 28. This campus provides online access to services I need.
- 29. There are convenient ways of paying my school bill.
- 36. Tuition paid is a worthwhile investment.
- 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.

Institutional Summary
Scales: In Order of Importance

| Scale | Arizona Western College - SSI | | | National Community Colleges Form B - Western | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|--|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| Registration Effectiveness | 6.38 | 5.71 / 1.05 | 0.67 | 6.45 | 5.71 / 1.04 | 0.74 | 0.00 |
| Campus Climate | 6.26 | 5.76 / 1.02 | 0.50 | 6.37 | 5.84 / 0.99 | 0.53 | -0.08 ** |
| Instructional Effectiveness | 6.26 | 5.67 / 1.06 | 0.59 | 6.38 | 5.73 / 1.00 | 0.65 | -0.06 * |
| Academic Advising Effectiveness | 6.25 | 5.50 / 1.24 | 0.75 | 6.31 | 5.43 / 1.35 | 0.88 | 0.07 |
| Safety and Security | 6.23 | 5.43 / 1.14 | 0.80 | 6.21 | 5.65 / 1.12 | 0.56 | -0.22 *** |
| Campus Services | 6.21 | 5.73 / 0.98 | 0.48 | 6.22 | 5.78 / 0.97 | 0.44 | -0.05 |
| Student Centeredness | 6.20 | 5.65 / 1.13 | 0.55 | 6.32 | 5.70 / 1.13 | 0.62 | -0.05 |
| Admissions and Financial Aid Effectiveness | 6.14 | 5.45 / 1.23 | 0.69 | 6.20 | 5.42 / 1.25 | 0.78 | 0.03 |

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

National Group Means are based on 8977 records.

Institutional Summary
Items: In Order of Importance

| Item | Arizona Western College - SSI | | | National Community Colleges Form B - Western | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|--|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 2. Classes are scheduled at times that are convenient for me. | 6.52 | 5.75 / 1.42 | 0.77 | 6.54 | 5.55 / 1.42 | 0.99 | 0.20 *** |
| 8. The quality of instruction I receive in most of my classes is excellent. | 6.50 | 5.85 / 1.29 | 0.65 | 6.65 | 5.79 / 1.28 | 0.86 | 0.06 |
| 51. Cost as factor in decision to enroll. | 6.49 | | | 6.57 | | | |
| 13. The campus is safe and secure for all students. | 6.48 | 5.99 / 1.20 | 0.49 | 6.49 | 6.08 / 1.15 | 0.41 | -0.09 ** |
| 19. Registration processes and procedures are convenient. | 6.40 | 5.84 / 1.31 | 0.56 | 6.44 | 5.83 / 1.33 | 0.61 | 0.01 |
| 9. I am able to register for the classes I need with few conflicts. | 6.39 | 5.60 / 1.46 | 0.79 | 6.55 | 5.63 / 1.44 | 0.92 | -0.03 |
| 40. There are sufficient courses within my program of study available each term. | 6.38 | 5.47 / 1.62 | 0.91 | 6.52 | 5.47 / 1.55 | 1.05 | 0.00 |
| 54. Future career opportunities as factor in decision to enroll. | 6.38 | | | 6.34 | | | |
| 14. My academic advisor is knowledgeable about my program requirements. | 6.37 | 5.65 / 1.45 | 0.72 | 6.46 | 5.67 / 1.54 | 0.79 | -0.02 |
| 20. Students are made to feel welcome here. | 6.37 | 5.99 / 1.29 | 0.38 | 6.41 | 6.04 / 1.22 | 0.37 | -0.05 |
| 52. Financial assistance as factor in decision to enroll. | 6.36 | | | 6.31 | | | |
| 28. This campus provides online access to services I need. | 6.34 | 5.90 / 1.26 | 0.44 | 6.41 | 6.03 / 1.20 | 0.38 | -0.13 *** |
| 29. There are convenient ways of paying my school bill. | 6.34 | 5.74 / 1.37 | 0.60 | 6.34 | 5.88 / 1.33 | 0.46 | -0.14 *** |
| 1. The campus staff are caring and helpful. | 6.31 | 5.83 / 1.31 | 0.48 | 6.37 | 5.87 / 1.22 | 0.50 | -0.04 |
| 18. Computer labs are adequate and accessible. | 6.31 | 6.00 / 1.23 | 0.31 | 6.33 | 6.00 / 1.28 | 0.33 | 0.00 |
| 43. Campus item 3 | 6.31 | 5.52 / 1.59 | 0.79 | | | | |

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

National Group Means are based on 8977 records.

Institutional Summary

Items: In Order of Importance

| Item | Arizona Western College - SSI | | | National Community Colleges Form B - Western | | | Mean Difference |
|---|-------------------------------|-------------------|-----------------|--|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 36. Tuition paid is a worthwhile investment. | 6.30 | 5.70 / 1.38 | 0.60 | 6.53 | 5.81 / 1.39 | 0.72 | -0.11 ** |
| 16. My advisor helps me apply my program of study to career goals. | 6.29 | 5.49 / 1.54 | 0.80 | 6.31 | 5.42 / 1.67 | 0.89 | 0.07 |
| 12. Faculty are fair and unbiased in their treatment of individual students. | 6.27 | 5.76 / 1.34 | 0.51 | 6.43 | 5.79 / 1.39 | 0.64 | -0.03 |
| 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). | 6.27 | 5.72 / 1.36 | 0.55 | 6.37 | 5.97 / 1.25 | 0.40 | -0.25 *** |
| 3. My academic advisor is available when I need help. | 6.26 | 5.59 / 1.44 | 0.67 | 6.17 | 5.51 / 1.56 | 0.66 | 0.08 |
| 25. Faculty provide timely feedback about my academic progress. | 6.26 | 5.53 / 1.41 | 0.73 | 6.42 | 5.53 / 1.43 | 0.89 | 0.00 |
| 5. Financial aid awards are announced in time to be helpful in college planning. | 6.25 | 5.51 / 1.57 | 0.74 | 6.34 | 5.43 / 1.61 | 0.91 | 0.08 |
| 39. On the whole, the campus is well-maintained. | 6.24 | 5.98 / 1.19 | 0.26 | 6.28 | 6.18 / 1.10 | 0.10 | -0.20 *** |
| 32. I am able to take care of college-related business at times that are convenient for me. | 6.23 | 5.65 / 1.37 | 0.58 | 6.39 | 5.69 / 1.37 | 0.70 | -0.04 |
| 26. There are adequate services to help me decide upon a career. | 6.22 | 5.54 / 1.44 | 0.68 | 6.23 | 5.40 / 1.49 | 0.83 | 0.14 ** |
| 30. The assessment and course placement procedures are reasonable. | 6.22 | 5.68 / 1.31 | 0.54 | 6.22 | 5.67 / 1.34 | 0.55 | 0.01 |
| 23. This institution helps me identify resources to finance my education. | 6.21 | 5.38 / 1.52 | 0.83 | 6.31 | 5.36 / 1.60 | 0.95 | 0.02 |
| 15. Financial aid counseling is available if I need it. | 6.20 | 5.56 / 1.48 | 0.64 | 6.23 | 5.61 / 1.48 | 0.62 | -0.05 |
| 27. Tutoring services are readily available. | 6.18 | 5.74 / 1.31 | 0.44 | 6.21 | 5.92 / 1.31 | 0.29 | -0.18 *** |
| 47. Campus item 7 | 6.18 | 5.43 / 1.54 | 0.75 | | | | |

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

National Group Means are based on 8977 records.

Institutional Summary

Items: In Order of Importance

| Item | Arizona Western College - SSI | | | National Community Colleges Form B - Western | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|--|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 21. The amount of student parking space on campus is adequate. | 6.17 | 4.85 / 1.88 | 1.32 | 6.23 | 5.22 / 1.79 | 1.01 | -0.37 *** |
| 22. My academic advisor is knowledgeable about transfer requirements of other schools. | 6.17 | 5.40 / 1.47 | 0.77 | 6.33 | 5.43 / 1.58 | 0.90 | -0.03 |
| 10. Parking lots are well-lighted and secure. | 6.16 | 5.51 / 1.48 | 0.65 | 6.05 | 5.73 / 1.40 | 0.32 | -0.22 *** |
| 24. The equipment in the lab facilities is kept up to date. | 6.16 | 5.59 / 1.38 | 0.57 | 6.30 | 5.71 / 1.36 | 0.59 | -0.12 ** |
| 35. I receive ongoing feedback about progress toward my academic goals. | 6.15 | 5.37 / 1.54 | 0.78 | 6.26 | 5.15 / 1.66 | 1.11 | 0.22 *** |
| 6. Library resources and services are adequate. | 6.14 | 5.83 / 1.19 | 0.31 | 6.13 | 5.89 / 1.27 | 0.24 | -0.06 |
| 33. Administrators are available to hear students' concerns. | 6.13 | 5.49 / 1.44 | 0.64 | 6.23 | 5.44 / 1.54 | 0.79 | 0.05 |
| 4. Security staff respond quickly to calls for assistance. | 6.11 | 5.36 / 1.43 | 0.75 | 6.04 | 5.51 / 1.44 | 0.53 | -0.15 *** |
| 11. Counseling services are available if I need them. | 6.11 | 5.55 / 1.37 | 0.56 | 5.92 | 5.58 / 1.41 | 0.34 | -0.03 |
| 48. Campus item 8 | 6.11 | 5.50 / 1.50 | 0.61 | | | | |
| 38. Most classes deal with practical experiences and applications. | 6.10 | 5.57 / 1.31 | 0.53 | 6.31 | 5.71 / 1.28 | 0.60 | -0.14 *** |
| 56. Distance from campus as factor in decision to enroll. | 6.09 | | | 6.05 | | | |
| 46. Campus item 6 | 6.07 | 5.33 / 1.53 | 0.74 | | | | |
| 7. Admissions staff provide personalized attention prior to enrollment. | 6.06 | 5.46 / 1.45 | 0.60 | 6.07 | 5.40 / 1.53 | 0.67 | 0.06 |
| 31. Faculty use a variety of technology and media in the classroom. | 6.05 | 5.77 / 1.24 | 0.28 | 5.96 | 5.86 / 1.20 | 0.10 | -0.09 ** |
| 42. Campus item 2 | 6.04 | 5.55 / 1.49 | 0.49 | | | | |

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

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Institutional Summary
Items: In Order of Importance

| Item | Arizona Western College - SSI | | | National Community Colleges Form B - Western | | | Mean Difference |
|---|-------------------------------|-------------------|-----------------|--|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 50. Campus item 10 | 6.03 | 5.77 / 1.31 | 0.26 | | | | |
| 49. Campus item 9 | 6.02 | 5.74 / 1.25 | 0.28 | | | | |
| 53. Academic reputation as factor in decision to enroll. | 5.99 | | | 5.95 | | | |
| 17. Admissions counselors accurately portray program offerings in their recruiting practices. | 5.98 | 5.36 / 1.43 | 0.62 | 6.07 | 5.34 / 1.51 | 0.73 | 0.02 |
| 37. I seldom get the "run-around" when seeking information on this campus. | 5.97 | 5.28 / 1.49 | 0.69 | 6.27 | 5.39 / 1.59 | 0.88 | -0.11 * |
| 57. Information on the campus Web site as factor in decision to enroll. | 5.89 | | | 5.84 | | | |
| 55. Personal recommendations as factor in decision to enroll. | 5.81 | | | 5.78 | | | |
| 45. Campus item 5 | 5.77 | 5.14 / 1.69 | 0.63 | | | | |
| 44. Campus item 4 | 5.76 | 4.95 / 1.71 | 0.81 | | | | |
| 41. Campus item 1 | 5.70 | 5.51 / 1.47 | 0.19 | | | | |
| 58. Campus visits as factor in decision to enroll. | 5.47 | | | 5.28 | | | |

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

National Group Means are based on 8977 records.

Institutional Summary

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

| Scale/Item | Arizona Western College - SSI | | | National Community Colleges Form B - Western | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|--|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| ACADEMIC ADVISING EFFECTIVENESS | 6.25 | 5.50 / 1.24 | 0.75 | 6.31 | 5.43 / 1.35 | 0.88 | 0.07 |
| 3. My academic advisor is available when I need help. | 6.26 | 5.59 / 1.44 | 0.67 | 6.17 | 5.51 / 1.56 | 0.66 | 0.08 |
| 14. My academic advisor is knowledgeable about my program requirements. | 6.37 | 5.65 / 1.45 | 0.72 | 6.46 | 5.67 / 1.54 | 0.79 | -0.02 |
| 16. My advisor helps me apply my program of study to career goals. | 6.29 | 5.49 / 1.54 | 0.80 | 6.31 | 5.42 / 1.67 | 0.89 | 0.07 |
| 22. My academic advisor is knowledgeable about transfer requirements of other schools. | 6.17 | 5.40 / 1.47 | 0.77 | 6.33 | 5.43 / 1.58 | 0.90 | -0.03 |
| 35. I receive ongoing feedback about progress toward my academic goals. | 6.15 | 5.37 / 1.54 | 0.78 | 6.26 | 5.15 / 1.66 | 1.11 | 0.22 *** |

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

National Group Means are based on 8977 records.

Institutional Summary

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

| Scale/Item | Arizona Western College - SSI | | | National Community Colleges Form B - Western | | | Mean Difference |
|---|-------------------------------|-------------------|-----------------|--|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| ADMISSIONS AND FINANCIAL AID EFFECTIVENESS | 6.14 | 5.45 / 1.23 | 0.69 | 6.20 | 5.42 / 1.25 | 0.78 | 0.03 |
| 5. Financial aid awards are announced in time to be helpful in college planning. | 6.25 | 5.51 / 1.57 | 0.74 | 6.34 | 5.43 / 1.61 | 0.91 | 0.08 |
| 7. Admissions staff provide personalized attention prior to enrollment. | 6.06 | 5.46 / 1.45 | 0.60 | 6.07 | 5.40 / 1.53 | 0.67 | 0.06 |
| 15. Financial aid counseling is available if I need it. | 6.20 | 5.56 / 1.48 | 0.64 | 6.23 | 5.61 / 1.48 | 0.62 | -0.05 |
| 17. Admissions counselors accurately portray program offerings in their recruiting practices. | 5.98 | 5.36 / 1.43 | 0.62 | 6.07 | 5.34 / 1.51 | 0.73 | 0.02 |
| 23. This institution helps me identify resources to finance my education. | 6.21 | 5.38 / 1.52 | 0.83 | 6.31 | 5.36 / 1.60 | 0.95 | 0.02 |

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

National Group Means are based on 8977 records.

Institutional Summary

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

| Scale/Item | Arizona Western College - SSI | | | National Community Colleges Form B - Western | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|--|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| CAMPUS CLIMATE | 6.26 | 5.76 / 1.02 | 0.50 | 6.37 | 5.84 / 0.99 | 0.53 | -0.08 ** |
| 1. The campus staff are caring and helpful. | 6.31 | 5.83 / 1.31 | 0.48 | 6.37 | 5.87 / 1.22 | 0.50 | -0.04 |
| 13. The campus is safe and secure for all students. | 6.48 | 5.99 / 1.20 | 0.49 | 6.49 | 6.08 / 1.15 | 0.41 | -0.09 ** |
| 20. Students are made to feel welcome here. | 6.37 | 5.99 / 1.29 | 0.38 | 6.41 | 6.04 / 1.22 | 0.37 | -0.05 |
| 33. Administrators are available to hear students' concerns. | 6.13 | 5.49 / 1.44 | 0.64 | 6.23 | 5.44 / 1.54 | 0.79 | 0.05 |
| 36. Tuition paid is a worthwhile investment. | 6.30 | 5.70 / 1.38 | 0.60 | 6.53 | 5.81 / 1.39 | 0.72 | -0.11 ** |
| 37. I seldom get the "run-around" when seeking information on this campus. | 5.97 | 5.28 / 1.49 | 0.69 | 6.27 | 5.39 / 1.59 | 0.88 | -0.11 * |
| 39. On the whole, the campus is well-maintained. | 6.24 | 5.98 / 1.19 | 0.26 | 6.28 | 6.18 / 1.10 | 0.10 | -0.20 *** |

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

National Group Means are based on 8977 records.

Institutional Summary

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

| Scale/Item | Arizona Western College - SSI | | | National Community Colleges Form B - Western | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|--|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| CAMPUS SERVICES | 6.21 | 5.73 / 0.98 | 0.48 | 6.22 | 5.78 / 0.97 | 0.44 | -0.05 |
| 6. Library resources and services are adequate. | 6.14 | 5.83 / 1.19 | 0.31 | 6.13 | 5.89 / 1.27 | 0.24 | -0.06 |
| 11. Counseling services are available if I need them. | 6.11 | 5.55 / 1.37 | 0.56 | 5.92 | 5.58 / 1.41 | 0.34 | -0.03 |
| 18. Computer labs are adequate and accessible. | 6.31 | 6.00 / 1.23 | 0.31 | 6.33 | 6.00 / 1.28 | 0.33 | 0.00 |
| 24. The equipment in the lab facilities is kept up to date. | 6.16 | 5.59 / 1.38 | 0.57 | 6.30 | 5.71 / 1.36 | 0.59 | -0.12 ** |
| 26. There are adequate services to help me decide upon a career. | 6.22 | 5.54 / 1.44 | 0.68 | 6.23 | 5.40 / 1.49 | 0.83 | 0.14 ** |
| 27. Tutoring services are readily available. | 6.18 | 5.74 / 1.31 | 0.44 | 6.21 | 5.92 / 1.31 | 0.29 | -0.18 *** |
| 28. This campus provides online access to services I need. | 6.34 | 5.90 / 1.26 | 0.44 | 6.41 | 6.03 / 1.20 | 0.38 | -0.13 *** |
| 30. The assessment and course placement procedures are reasonable. | 6.22 | 5.68 / 1.31 | 0.54 | 6.22 | 5.67 / 1.34 | 0.55 | 0.01 |

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

National Group Means are based on 8977 records.

Institutional Summary

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

| Scale/Item | Arizona Western College - SSI | | | National Community Colleges Form B - Western | | | Mean Difference |
|---|-------------------------------|-------------------|-----------------|--|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| INSTRUCTIONAL EFFECTIVENESS | 6.26 | 5.67 / 1.06 | 0.59 | 6.38 | 5.73 / 1.00 | 0.65 | -0.06 * |
| 8. The quality of instruction I receive in most of my classes is excellent. | 6.50 | 5.85 / 1.29 | 0.65 | 6.65 | 5.79 / 1.28 | 0.86 | 0.06 |
| 12. Faculty are fair and unbiased in their treatment of individual students. | 6.27 | 5.76 / 1.34 | 0.51 | 6.43 | 5.79 / 1.39 | 0.64 | -0.03 |
| 25. Faculty provide timely feedback about my academic progress. | 6.26 | 5.53 / 1.41 | 0.73 | 6.42 | 5.53 / 1.43 | 0.89 | 0.00 |
| 31. Faculty use a variety of technology and media in the classroom. | 6.05 | 5.77 / 1.24 | 0.28 | 5.96 | 5.86 / 1.20 | 0.10 | -0.09 ** |
| 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). | 6.27 | 5.72 / 1.36 | 0.55 | 6.37 | 5.97 / 1.25 | 0.40 | -0.25 *** |
| 38. Most classes deal with practical experiences and applications. | 6.10 | 5.57 / 1.31 | 0.53 | 6.31 | 5.71 / 1.28 | 0.60 | -0.14 *** |
| 40. There are sufficient courses within my program of study available each term. | 6.38 | 5.47 / 1.62 | 0.91 | 6.52 | 5.47 / 1.55 | 1.05 | 0.00 |

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

National Group Means are based on 8977 records.

Institutional Summary

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

| Scale/Item | Arizona Western College - SSI | | | National Community Colleges Form B - Western | | | Mean Difference |
|---|-------------------------------|-------------------|-----------------|--|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| REGISTRATION EFFECTIVENESS | 6.38 | 5.71 / 1.05 | 0.67 | 6.45 | 5.71 / 1.04 | 0.74 | 0.00 |
| 2. Classes are scheduled at times that are convenient for me. | 6.52 | 5.75 / 1.42 | 0.77 | 6.54 | 5.55 / 1.42 | 0.99 | 0.20 *** |
| 9. I am able to register for the classes I need with few conflicts. | 6.39 | 5.60 / 1.46 | 0.79 | 6.55 | 5.63 / 1.44 | 0.92 | -0.03 |
| 19. Registration processes and procedures are convenient. | 6.40 | 5.84 / 1.31 | 0.56 | 6.44 | 5.83 / 1.33 | 0.61 | 0.01 |
| 29. There are convenient ways of paying my school bill. | 6.34 | 5.74 / 1.37 | 0.60 | 6.34 | 5.88 / 1.33 | 0.46 | -0.14 *** |
| 32. I am able to take care of college-related business at times that are convenient for me. | 6.23 | 5.65 / 1.37 | 0.58 | 6.39 | 5.69 / 1.37 | 0.70 | -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 8977 records.

Institutional Summary

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

| Scale/Item | Arizona Western College - SSI | | | National Community Colleges Form B - Western | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|--|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| SAFETY AND SECURITY | 6.23 | 5.43 / 1.14 | 0.80 | 6.21 | 5.65 / 1.12 | 0.56 | -0.22 *** |
| 4. Security staff respond quickly to calls for assistance. | 6.11 | 5.36 / 1.43 | 0.75 | 6.04 | 5.51 / 1.44 | 0.53 | -0.15 *** |
| 10. Parking lots are well-lighted and secure. | 6.16 | 5.51 / 1.48 | 0.65 | 6.05 | 5.73 / 1.40 | 0.32 | -0.22 *** |
| 13. The campus is safe and secure for all students. | 6.48 | 5.99 / 1.20 | 0.49 | 6.49 | 6.08 / 1.15 | 0.41 | -0.09 ** |
| 21. The amount of student parking space on campus is adequate. | 6.17 | 4.85 / 1.88 | 1.32 | 6.23 | 5.22 / 1.79 | 1.01 | -0.37 *** |

* 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 8977 records.

Institutional Summary

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

| Scale/Item | Arizona Western College - SSI | | | National Community Colleges Form B - Western | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|--|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| STUDENT CENTEREDNESS | 6.20 | 5.65 / 1.13 | 0.55 | 6.32 | 5.70 / 1.13 | 0.62 | -0.05 |
| 1. The campus staff are caring and helpful. | 6.31 | 5.83 / 1.31 | 0.48 | 6.37 | 5.87 / 1.22 | 0.50 | -0.04 |
| 20. Students are made to feel welcome here. | 6.37 | 5.99 / 1.29 | 0.38 | 6.41 | 6.04 / 1.22 | 0.37 | -0.05 |
| 33. Administrators are available to hear students' concerns. | 6.13 | 5.49 / 1.44 | 0.64 | 6.23 | 5.44 / 1.54 | 0.79 | 0.05 |
| 37. I seldom get the "run-around" when seeking information on this campus. | 5.97 | 5.28 / 1.49 | 0.69 | 6.27 | 5.39 / 1.59 | 0.88 | -0.11 * |

* 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 8977 records.

Institutional Summary

Items: In Sequential Order

| Item | Arizona Western College - SSI | | | National Community Colleges Form B - Western | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|--|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 1. The campus staff are caring and helpful. | 6.31 | 5.83 / 1.31 | 0.48 | 6.37 | 5.87 / 1.22 | 0.50 | -0.04 |
| 2. Classes are scheduled at times that are convenient for me. | 6.52 | 5.75 / 1.42 | 0.77 | 6.54 | 5.55 / 1.42 | 0.99 | 0.20 *** |
| 3. My academic advisor is available when I need help. | 6.26 | 5.59 / 1.44 | 0.67 | 6.17 | 5.51 / 1.56 | 0.66 | 0.08 |
| 4. Security staff respond quickly to calls for assistance. | 6.11 | 5.36 / 1.43 | 0.75 | 6.04 | 5.51 / 1.44 | 0.53 | -0.15 *** |
| 5. Financial aid awards are announced in time to be helpful in college planning. | 6.25 | 5.51 / 1.57 | 0.74 | 6.34 | 5.43 / 1.61 | 0.91 | 0.08 |
| 6. Library resources and services are adequate. | 6.14 | 5.83 / 1.19 | 0.31 | 6.13 | 5.89 / 1.27 | 0.24 | -0.06 |
| 7. Admissions staff provide personalized attention prior to enrollment. | 6.06 | 5.46 / 1.45 | 0.60 | 6.07 | 5.40 / 1.53 | 0.67 | 0.06 |
| 8. The quality of instruction I receive in most of my classes is excellent. | 6.50 | 5.85 / 1.29 | 0.65 | 6.65 | 5.79 / 1.28 | 0.86 | 0.06 |
| 9. I am able to register for the classes I need with few conflicts. | 6.39 | 5.60 / 1.46 | 0.79 | 6.55 | 5.63 / 1.44 | 0.92 | -0.03 |
| 10. Parking lots are well-lighted and secure. | 6.16 | 5.51 / 1.48 | 0.65 | 6.05 | 5.73 / 1.40 | 0.32 | -0.22 *** |
| 11. Counseling services are available if I need them. | 6.11 | 5.55 / 1.37 | 0.56 | 5.92 | 5.58 / 1.41 | 0.34 | -0.03 |
| 12. Faculty are fair and unbiased in their treatment of individual students. | 6.27 | 5.76 / 1.34 | 0.51 | 6.43 | 5.79 / 1.39 | 0.64 | -0.03 |
| 13. The campus is safe and secure for all students. | 6.48 | 5.99 / 1.20 | 0.49 | 6.49 | 6.08 / 1.15 | 0.41 | -0.09 ** |
| 14. My academic advisor is knowledgeable about my program requirements. | 6.37 | 5.65 / 1.45 | 0.72 | 6.46 | 5.67 / 1.54 | 0.79 | -0.02 |
| 15. Financial aid counseling is available if I need it. | 6.20 | 5.56 / 1.48 | 0.64 | 6.23 | 5.61 / 1.48 | 0.62 | -0.05 |

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

National Group Means are based on 8977 records.

Institutional Summary

Items: In Sequential Order

| Item | Arizona Western College - SSI | | | National Community Colleges Form B - Western | | | 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. | 6.29 | 5.49 / 1.54 | 0.80 | 6.31 | 5.42 / 1.67 | 0.89 | 0.07 |
| 17. Admissions counselors accurately portray program offerings in their recruiting practices. | 5.98 | 5.36 / 1.43 | 0.62 | 6.07 | 5.34 / 1.51 | 0.73 | 0.02 |
| 18. Computer labs are adequate and accessible. | 6.31 | 6.00 / 1.23 | 0.31 | 6.33 | 6.00 / 1.28 | 0.33 | 0.00 |
| 19. Registration processes and procedures are convenient. | 6.40 | 5.84 / 1.31 | 0.56 | 6.44 | 5.83 / 1.33 | 0.61 | 0.01 |
| 20. Students are made to feel welcome here. | 6.37 | 5.99 / 1.29 | 0.38 | 6.41 | 6.04 / 1.22 | 0.37 | -0.05 |
| 21. The amount of student parking space on campus is adequate. | 6.17 | 4.85 / 1.88 | 1.32 | 6.23 | 5.22 / 1.79 | 1.01 | -0.37 *** |
| 22. My academic advisor is knowledgeable about transfer requirements of other schools. | 6.17 | 5.40 / 1.47 | 0.77 | 6.33 | 5.43 / 1.58 | 0.90 | -0.03 |
| 23. This institution helps me identify resources to finance my education. | 6.21 | 5.38 / 1.52 | 0.83 | 6.31 | 5.36 / 1.60 | 0.95 | 0.02 |
| 24. The equipment in the lab facilities is kept up to date. | 6.16 | 5.59 / 1.38 | 0.57 | 6.30 | 5.71 / 1.36 | 0.59 | -0.12 ** |
| 25. Faculty provide timely feedback about my academic progress. | 6.26 | 5.53 / 1.41 | 0.73 | 6.42 | 5.53 / 1.43 | 0.89 | 0.00 |
| 26. There are adequate services to help me decide upon a career. | 6.22 | 5.54 / 1.44 | 0.68 | 6.23 | 5.40 / 1.49 | 0.83 | 0.14 ** |
| 27. Tutoring services are readily available. | 6.18 | 5.74 / 1.31 | 0.44 | 6.21 | 5.92 / 1.31 | 0.29 | -0.18 *** |
| 28. This campus provides online access to services I need. | 6.34 | 5.90 / 1.26 | 0.44 | 6.41 | 6.03 / 1.20 | 0.38 | -0.13 *** |
| 29. There are convenient ways of paying my school bill. | 6.34 | 5.74 / 1.37 | 0.60 | 6.34 | 5.88 / 1.33 | 0.46 | -0.14 *** |
| 30. The assessment and course placement procedures are reasonable. | 6.22 | 5.68 / 1.31 | 0.54 | 6.22 | 5.67 / 1.34 | 0.55 | 0.01 |

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

National Group Means are based on 8977 records.

Institutional Summary

Items: In Sequential Order

| Item | Arizona Western College - SSI | | | National Community Colleges Form B - Western | | | Mean Difference |
|---|-------------------------------|-------------------|-----------------|--|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 31. Faculty use a variety of technology and media in the classroom. | 6.05 | 5.77 / 1.24 | 0.28 | 5.96 | 5.86 / 1.20 | 0.10 | -0.09 ** |
| 32. I am able to take care of college-related business at times that are convenient for me. | 6.23 | 5.65 / 1.37 | 0.58 | 6.39 | 5.69 / 1.37 | 0.70 | -0.04 |
| 33. Administrators are available to hear students' concerns. | 6.13 | 5.49 / 1.44 | 0.64 | 6.23 | 5.44 / 1.54 | 0.79 | 0.05 |
| 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). | 6.27 | 5.72 / 1.36 | 0.55 | 6.37 | 5.97 / 1.25 | 0.40 | -0.25 *** |
| 35. I receive ongoing feedback about progress toward my academic goals. | 6.15 | 5.37 / 1.54 | 0.78 | 6.26 | 5.15 / 1.66 | 1.11 | 0.22 *** |
| 36. Tuition paid is a worthwhile investment. | 6.30 | 5.70 / 1.38 | 0.60 | 6.53 | 5.81 / 1.39 | 0.72 | -0.11 ** |
| 37. I seldom get the "run-around" when seeking information on this campus. | 5.97 | 5.28 / 1.49 | 0.69 | 6.27 | 5.39 / 1.59 | 0.88 | -0.11 * |
| 38. Most classes deal with practical experiences and applications. | 6.10 | 5.57 / 1.31 | 0.53 | 6.31 | 5.71 / 1.28 | 0.60 | -0.14 *** |
| 39. On the whole, the campus is well-maintained. | 6.24 | 5.98 / 1.19 | 0.26 | 6.28 | 6.18 / 1.10 | 0.10 | -0.20 *** |
| 40. There are sufficient courses within my program of study available each term. | 6.38 | 5.47 / 1.62 | 0.91 | 6.52 | 5.47 / 1.55 | 1.05 | 0.00 |
| 41. Campus item 1 | 5.70 | 5.51 / 1.47 | 0.19 | | | | |
| 42. Campus item 2 | 6.04 | 5.55 / 1.49 | 0.49 | | | | |
| 43. Campus item 3 | 6.31 | 5.52 / 1.59 | 0.79 | | | | |
| 44. Campus item 4 | 5.76 | 4.95 / 1.71 | 0.81 | | | | |
| 45. Campus item 5 | 5.77 | 5.14 / 1.69 | 0.63 | | | | |

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Institutional Summary

Items: In Sequential Order

| Item | Arizona Western College - SSI | | | National Community Colleges Form B - Western | | | Mean Difference |
|---|-------------------------------|-------------------|-----------------|--|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 46. Campus item 6 | 6.07 | 5.33 / 1.53 | 0.74 | | | | |
| 47. Campus item 7 | 6.18 | 5.43 / 1.54 | 0.75 | | | | |
| 48. Campus item 8 | 6.11 | 5.50 / 1.50 | 0.61 | | | | |
| 49. Campus item 9 | 6.02 | 5.74 / 1.25 | 0.28 | | | | |
| 50. Campus item 10 | 6.03 | 5.77 / 1.31 | 0.26 | | | | |
| 51. Cost as factor in decision to enroll. | 6.49 | | | 6.57 | | | |
| 52. Financial assistance as factor in decision to enroll. | 6.36 | | | 6.31 | | | |
| 53. Academic reputation as factor in decision to enroll. | 5.99 | | | 5.95 | | | |
| 54. Future career opportunities as factor in decision to enroll. | 6.38 | | | 6.34 | | | |
| 55. Personal recommendations as factor in decision to enroll. | 5.81 | | | 5.78 | | | |
| 56. Distance from campus as factor in decision to enroll. | 6.09 | | | 6.05 | | | |
| 57. Information on the campus Web site as factor in decision to enroll. | 5.89 | | | 5.84 | | | |
| 58. Campus visits as factor in decision to enroll. | 5.47 | | | 5.28 | | | |

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 *** Difference statistically significant at the .001 level

National Group Means are based on 8977 records.

Institutional Summary

Summary Items

| Summary Item | Arizona Western College - SSI | National Community Colleges Form B - Western | 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: 5.04 1% 0% 5% 31% 25% 14% 20% | Average: 5.00 1% 1% 5% 30% 28% 15% 17% | 0.04 |
| 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: 5.57 0% 1% 4% 14% 16% 39% 23% | Average: 5.64 0% 1% 4% 9% 15% 43% 24% | -0.07 |
| 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: 5.80 1% 2% 3% 8% 11% 36% 36% | Average: 5.96 1% 3% 3% 5% 9% 31% 45% | -0.16 |