

Demographics

| Gender | N | % | Current Class Load | N | % |
|---------------------------------------|----------|----------|---------------------------------|----------|----------|
| Female | 655 | 52.82% | Full-time | 744 | 59.90% |
| Male | 585 | 47.18% | Part-time | 498 | 40.10% |
| Total | 1240 | 100.00% | Total | 1242 | 100.00% |
| No Response | 10 | | No Response | 8 | |
| Age | N | % | Class Level | N | % |
| 18 and under | 355 | 28.93% | 1 year or less | 654 | 52.74% |
| 19 to 24 | 603 | 49.14% | 2 years | 355 | 28.63% |
| 25 to 34 | 147 | 11.98% | 3 years | 146 | 11.77% |
| 35 to 44 | 63 | 5.13% | 4 or more years | 85 | 6.85% |
| 45 and over | 59 | 4.81% | Total | 1240 | 100.00% |
| Total | 1227 | 100.00% | No Response | 10 | |
| No Response | 23 | | Current GPA | N | % |
| Ethnicity/Race | N | % | No credits earned | 302 | 25.34% |
| Alaskan Native | 3 | 0.24% | 1.99 or below | 50 | 4.19% |
| American Indian | 25 | 2.04% | 2.0 - 2.49 | 141 | 11.83% |
| Asian | 13 | 1.06% | 2.5 - 2.99 | 180 | 15.10% |
| Black/African-American | 28 | 2.28% | 3.0 - 3.49 | 286 | 23.99% |
| Hispanic or Latino (and Puerto Rican) | 859 | 69.95% | 3.5 or above | 233 | 19.55% |
| Native Hawaiian or Pacific Islander | 6 | 0.49% | Total | 1192 | 100.00% |
| White/Caucasian | 230 | 18.73% | No Response | 58 | |
| Multi-racial | 42 | 3.42% | Educational Goal | N | % |
| Other race | 22 | 1.79% | Associate degree | 639 | 52.33% |
| Total | 1228 | 100.00% | Vocational/technical program | 35 | 2.87% |
| No Response | 22 | | Transfer to another institution | 275 | 22.52% |
| Current Enrollment Status | N | % | Certification (initial/renewal) | 72 | 5.90% |
| Day | 878 | 72.14% | Self-improvement/pleasure | 36 | 2.95% |
| Evening | 335 | 27.53% | Job-related training | 31 | 2.54% |
| Weekend | 4 | 0.33% | Other educational goal | 133 | 10.89% |
| Total | 1217 | 100.00% | Total | 1221 | 100.00% |
| No Response | 33 | | No Response | 29 | |

Strategic Planning Overview

Strengths and Challenges

Strengths

8. The quality of instruction I receive in most of my classes is excellent.
2. Classes are scheduled at times that are convenient for me.
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.
18. Computer labs are adequate and accessible.
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.
27. Tutoring services are readily available.
1. The campus staff are caring and helpful.

Challenges

40. There are sufficient courses within my program of study available each term.
9. I am able to register for the classes I need with few conflicts.
5. Financial aid awards are announced in time to be helpful in college planning.
16. My advisor helps me apply my program of study to career goals.
25. Faculty provide timely feedback about my academic progress.
23. This institution helps me identify resources to finance my education.
43. Campus item 3
26. There are adequate services to help me decide upon a career.
33. Administrators are available to hear students' concerns.
35. I receive ongoing feedback about progress toward my academic goals.

Strategic Planning Overview Benchmarks

Lower Satisfaction vs. National Community Colleges Form B

- 13. The campus is safe and secure for all students.
- 40. There are sufficient courses within my program of study available each term.
- 9. I am able to register for the classes I need with few conflicts.
- 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.
- 29. There are convenient ways of paying my school bill.
- 32. I am able to take care of college-related business at times that are convenient for me.
- 36. Tuition paid is a worthwhile investment.
- 16. My advisor helps me apply my program of study to career goals.
- 14. My academic advisor is knowledgeable about my program requirements.
- 25. Faculty provide timely feedback about my academic progress.
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- 23. This institution helps me identify resources to finance my education.
- 39. On the whole, the campus is well-maintained.
- 12. Faculty are fair and unbiased in their treatment of individual students.
- 26. There are adequate services to help me decide upon a career.
- 27. Tutoring services are readily available.
- 1. The campus staff are caring and helpful.
- 15. Financial aid counseling is available if I need it.

Institutional Summary
Scales: In Order of Importance

| Scale | Arizona Western College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| Registration Effectiveness | 6.29 | 5.52 / 1.08 | 0.77 | 6.48 | 5.70 / 1.07 | 0.78 | -0.18 *** |
| Instructional Effectiveness | 6.17 | 5.49 / 1.07 | 0.68 | 6.42 | 5.72 / 1.03 | 0.70 | -0.23 *** |
| Campus Climate | 6.15 | 5.57 / 1.06 | 0.58 | 6.41 | 5.75 / 1.04 | 0.66 | -0.18 *** |
| Academic Advising Effectiveness | 6.13 | 5.25 / 1.27 | 0.88 | 6.35 | 5.43 / 1.35 | 0.92 | -0.18 *** |
| Campus Services | 6.12 | 5.57 / 1.03 | 0.55 | 6.25 | 5.75 / 1.00 | 0.50 | -0.18 *** |
| Safety and Security | 6.09 | 5.28 / 1.18 | 0.81 | 6.29 | 5.44 / 1.19 | 0.85 | -0.16 *** |
| Student Centeredness | 6.08 | 5.44 / 1.16 | 0.64 | 6.36 | 5.59 / 1.20 | 0.77 | -0.15 *** |
| Admissions and Financial Aid Effectiveness | 6.05 | 5.22 / 1.25 | 0.83 | 6.24 | 5.38 / 1.29 | 0.86 | -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 76461 records.

Institutional Summary Items: In Order of Importance

| Item | Arizona Western College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|---|-------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 8. The quality of instruction I receive in most of my classes is excellent. | 6.46 | 5.74 / 1.31 | 0.72 | 6.65 | 5.79 / 1.31 | 0.86 | -0.05 |
| 2. Classes are scheduled at times that are convenient for me. | 6.42 | 5.62 / 1.42 | 0.80 | 6.57 | 5.62 / 1.42 | 0.95 | 0.00 |
| 51. Cost as factor in decision to enroll. | 6.41 | | | 6.52 | | | |
| 13. The campus is safe and secure for all students. | 6.37 | 5.79 / 1.34 | 0.58 | 6.53 | 5.99 / 1.20 | 0.54 | -0.20 *** |
| 52. Financial assistance as factor in decision to enroll. | 6.32 | | | 6.29 | | | |
| 9. I am able to register for the classes I need with few conflicts. | 6.30 | 5.38 / 1.47 | 0.92 | 6.57 | 5.62 / 1.49 | 0.95 | -0.24 *** |
| 40. There are sufficient courses within my program of study available each term. | 6.30 | 5.26 / 1.64 | 1.04 | 6.53 | 5.54 / 1.55 | 0.99 | -0.28 *** |
| 19. Registration processes and procedures are convenient. | 6.29 | 5.60 / 1.35 | 0.69 | 6.47 | 5.74 / 1.42 | 0.73 | -0.14 *** |
| 20. Students are made to feel welcome here. | 6.28 | 5.78 / 1.35 | 0.50 | 6.44 | 5.94 / 1.30 | 0.50 | -0.16 *** |
| 28. This campus provides online access to services I need. | 6.26 | 5.75 / 1.33 | 0.51 | 6.42 | 6.01 / 1.23 | 0.41 | -0.26 *** |
| 54. Future career opportunities as factor in decision to enroll. | 6.26 | | | 6.43 | | | |
| 5. Financial aid awards are announced in time to be helpful in college planning. | 6.24 | 5.23 / 1.66 | 1.01 | 6.32 | 5.31 / 1.67 | 1.01 | -0.08 |
| 29. There are convenient ways of paying my school bill. | 6.22 | 5.50 / 1.51 | 0.72 | 6.39 | 5.86 / 1.37 | 0.53 | -0.36 *** |
| 32. I am able to take care of college-related business at times that are convenient for me. | 6.22 | 5.49 / 1.38 | 0.73 | 6.41 | 5.68 / 1.40 | 0.73 | -0.19 *** |
| 36. Tuition paid is a worthwhile investment. | 6.21 | 5.51 / 1.45 | 0.70 | 6.56 | 5.82 / 1.40 | 0.74 | -0.31 *** |

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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 | | | 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. | 6.20 | 5.26 / 1.65 | 0.94 | 6.35 | 5.43 / 1.66 | 0.92 | -0.17 *** |
| 18. Computer labs are adequate and accessible. | 6.20 | 5.87 / 1.34 | 0.33 | 6.36 | 5.94 / 1.33 | 0.42 | -0.07 |
| 14. My academic advisor is knowledgeable about my program requirements. | 6.19 | 5.39 / 1.51 | 0.80 | 6.52 | 5.68 / 1.55 | 0.84 | -0.29 *** |
| 25. Faculty provide timely feedback about my academic progress. | 6.19 | 5.29 / 1.51 | 0.90 | 6.46 | 5.53 / 1.47 | 0.93 | -0.24 *** |
| 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). | 6.19 | 5.64 / 1.40 | 0.55 | 6.42 | 5.90 / 1.32 | 0.52 | -0.26 *** |
| 23. This institution helps me identify resources to finance my education. | 6.16 | 5.18 / 1.57 | 0.98 | 6.34 | 5.28 / 1.66 | 1.06 | -0.10 * |
| 43. Campus item 3 | 6.16 | 5.22 / 1.69 | 0.94 | | | | |
| 39. On the whole, the campus is well-maintained. | 6.15 | 5.90 / 1.25 | 0.25 | 6.36 | 6.06 / 1.18 | 0.30 | -0.16 *** |
| 12. Faculty are fair and unbiased in their treatment of individual students. | 6.14 | 5.50 / 1.42 | 0.64 | 6.46 | 5.73 / 1.44 | 0.73 | -0.23 *** |
| 26. There are adequate services to help me decide upon a career. | 6.13 | 5.24 / 1.49 | 0.89 | 6.28 | 5.46 / 1.47 | 0.82 | -0.22 *** |
| 27. Tutoring services are readily available. | 6.13 | 5.68 / 1.40 | 0.45 | 6.19 | 5.77 / 1.40 | 0.42 | -0.09 * |
| 1. The campus staff are caring and helpful. | 6.11 | 5.66 / 1.34 | 0.45 | 6.41 | 5.76 / 1.31 | 0.65 | -0.10 ** |
| 15. Financial aid counseling is available if I need it. | 6.11 | 5.37 / 1.50 | 0.74 | 6.29 | 5.54 / 1.54 | 0.75 | -0.17 *** |
| 30. The assessment and course placement procedures are reasonable. | 6.10 | 5.47 / 1.34 | 0.63 | 6.25 | 5.65 / 1.36 | 0.60 | -0.18 *** |
| 33. Administrators are available to hear students' concerns. | 6.10 | 5.21 / 1.56 | 0.89 | 6.28 | 5.38 / 1.58 | 0.90 | -0.17 *** |

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Institutional Summary

Items: In Order of Importance

| Item | Arizona Western College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 35. I receive ongoing feedback about progress toward my academic goals. | 6.10 | 5.06 / 1.60 | 1.04 | 6.31 | 5.21 / 1.65 | 1.10 | -0.15 ** |
| 3. My academic advisor is available when I need help. | 6.09 | 5.33 / 1.53 | 0.76 | 6.26 | 5.45 / 1.60 | 0.81 | -0.12 * |
| 22. My academic advisor is knowledgeable about transfer requirements of other schools. | 6.09 | 5.23 / 1.50 | 0.86 | 6.32 | 5.36 / 1.61 | 0.96 | -0.13 ** |
| 24. The equipment in the lab facilities is kept up to date. | 6.08 | 5.45 / 1.42 | 0.63 | 6.36 | 5.74 / 1.38 | 0.62 | -0.29 *** |
| 6. Library resources and services are adequate. | 6.06 | 5.67 / 1.29 | 0.39 | 6.14 | 5.86 / 1.26 | 0.28 | -0.19 *** |
| 47. Campus item 7 | 6.06 | 5.14 / 1.60 | 0.92 | | | | |
| 10. Parking lots are well-lighted and secure. | 6.04 | 5.31 / 1.51 | 0.73 | 6.16 | 5.56 / 1.50 | 0.60 | -0.25 *** |
| 21. The amount of student parking space on campus is adequate. | 6.03 | 4.76 / 1.87 | 1.27 | 6.34 | 4.78 / 1.97 | 1.56 | -0.02 |
| 56. Distance from campus as factor in decision to enroll. | 6.01 | | | 6.18 | | | |
| 11. Counseling services are available if I need them. | 6.00 | 5.39 / 1.40 | 0.61 | 5.95 | 5.51 / 1.44 | 0.44 | -0.12 ** |
| 38. Most classes deal with practical experiences and applications. | 5.99 | 5.44 / 1.33 | 0.55 | 6.35 | 5.73 / 1.29 | 0.62 | -0.29 *** |
| 31. Faculty use a variety of technology and media in the classroom. | 5.95 | 5.60 / 1.31 | 0.35 | 6.08 | 5.82 / 1.26 | 0.26 | -0.22 *** |
| 7. Admissions staff provide personalized attention prior to enrollment. | 5.94 | 5.26 / 1.50 | 0.68 | 6.14 | 5.42 / 1.53 | 0.72 | -0.16 *** |
| 46. Campus item 6 | 5.91 | 4.99 / 1.57 | 0.92 | | | | |
| 4. Security staff respond quickly to calls for assistance. | 5.89 | 5.22 / 1.42 | 0.67 | 6.08 | 5.40 / 1.45 | 0.68 | -0.18 *** |
| 48. Campus item 8 | 5.88 | 5.17 / 1.55 | 0.71 | | | | |

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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 | | | Mean Difference |
|---|-------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 49. Campus item 9 | 5.88 | 5.34 / 1.45 | 0.54 | | | | |
| 50. Campus item 10 | 5.87 | 5.36 / 1.58 | 0.51 | | | | |
| 37. I seldom get the "run-around" when seeking information on this campus. | 5.84 | 5.08 / 1.53 | 0.76 | 6.31 | 5.25 / 1.70 | 1.06 | -0.17 *** |
| 17. Admissions counselors accurately portray program offerings in their recruiting practices. | 5.82 | 5.07 / 1.45 | 0.75 | 6.13 | 5.34 / 1.52 | 0.79 | -0.27 *** |
| 53. Academic reputation as factor in decision to enroll. | 5.82 | | | 6.12 | | | |
| 42. Campus item 2 | 5.80 | 5.25 / 1.61 | 0.55 | | | | |
| 57. Information on the campus Web site as factor in decision to enroll. | 5.73 | | | 5.86 | | | |
| 55. Personal recommendations as factor in decision to enroll. | 5.70 | | | 5.89 | | | |
| 44. Campus item 4 | 5.58 | 4.58 / 1.78 | 1.00 | | | | |
| 41. Campus item 1 | 5.49 | 5.31 / 1.50 | 0.18 | | | | |
| 45. Campus item 5 | 5.47 | 4.67 / 1.73 | 0.80 | | | | |
| 58. Campus visits as factor in decision to enroll. | 5.41 | | | 5.41 | | | |

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

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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 | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| ACADEMIC ADVISING EFFECTIVENESS | 6.13 | 5.25 / 1.27 | 0.88 | 6.35 | 5.43 / 1.35 | 0.92 | -0.18 *** |
| 3. My academic advisor is available when I need help. | 6.09 | 5.33 / 1.53 | 0.76 | 6.26 | 5.45 / 1.60 | 0.81 | -0.12 * |
| 14. My academic advisor is knowledgeable about my program requirements. | 6.19 | 5.39 / 1.51 | 0.80 | 6.52 | 5.68 / 1.55 | 0.84 | -0.29 *** |
| 16. My advisor helps me apply my program of study to career goals. | 6.20 | 5.26 / 1.65 | 0.94 | 6.35 | 5.43 / 1.66 | 0.92 | -0.17 *** |
| 22. My academic advisor is knowledgeable about transfer requirements of other schools. | 6.09 | 5.23 / 1.50 | 0.86 | 6.32 | 5.36 / 1.61 | 0.96 | -0.13 ** |
| 35. I receive ongoing feedback about progress toward my academic goals. | 6.10 | 5.06 / 1.60 | 1.04 | 6.31 | 5.21 / 1.65 | 1.10 | -0.15 ** |

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

National Group Means are based on 76461 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 | | | Mean Difference |
|---|-------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| ADMISSIONS AND FINANCIAL AID EFFECTIVENESS | 6.05 | 5.22 / 1.25 | 0.83 | 6.24 | 5.38 / 1.29 | 0.86 | -0.16 *** |
| 5. Financial aid awards are announced in time to be helpful in college planning. | 6.24 | 5.23 / 1.66 | 1.01 | 6.32 | 5.31 / 1.67 | 1.01 | -0.08 |
| 7. Admissions staff provide personalized attention prior to enrollment. | 5.94 | 5.26 / 1.50 | 0.68 | 6.14 | 5.42 / 1.53 | 0.72 | -0.16 *** |
| 15. Financial aid counseling is available if I need it. | 6.11 | 5.37 / 1.50 | 0.74 | 6.29 | 5.54 / 1.54 | 0.75 | -0.17 *** |
| 17. Admissions counselors accurately portray program offerings in their recruiting practices. | 5.82 | 5.07 / 1.45 | 0.75 | 6.13 | 5.34 / 1.52 | 0.79 | -0.27 *** |
| 23. This institution helps me identify resources to finance my education. | 6.16 | 5.18 / 1.57 | 0.98 | 6.34 | 5.28 / 1.66 | 1.06 | -0.10 * |

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

National Group Means are based on 76461 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 | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| CAMPUS CLIMATE | 6.15 | 5.57 / 1.06 | 0.58 | 6.41 | 5.75 / 1.04 | 0.66 | -0.18 *** |
| 1. The campus staff are caring and helpful. | 6.11 | 5.66 / 1.34 | 0.45 | 6.41 | 5.76 / 1.31 | 0.65 | -0.10 ** |
| 13. The campus is safe and secure for all students. | 6.37 | 5.79 / 1.34 | 0.58 | 6.53 | 5.99 / 1.20 | 0.54 | -0.20 *** |
| 20. Students are made to feel welcome here. | 6.28 | 5.78 / 1.35 | 0.50 | 6.44 | 5.94 / 1.30 | 0.50 | -0.16 *** |
| 33. Administrators are available to hear students' concerns. | 6.10 | 5.21 / 1.56 | 0.89 | 6.28 | 5.38 / 1.58 | 0.90 | -0.17 *** |
| 36. Tuition paid is a worthwhile investment. | 6.21 | 5.51 / 1.45 | 0.70 | 6.56 | 5.82 / 1.40 | 0.74 | -0.31 *** |
| 37. I seldom get the "run-around" when seeking information on this campus. | 5.84 | 5.08 / 1.53 | 0.76 | 6.31 | 5.25 / 1.70 | 1.06 | -0.17 *** |
| 39. On the whole, the campus is well-maintained. | 6.15 | 5.90 / 1.25 | 0.25 | 6.36 | 6.06 / 1.18 | 0.30 | -0.16 *** |

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

National Group Means are based on 76461 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 | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| CAMPUS SERVICES | 6.12 | 5.57 / 1.03 | 0.55 | 6.25 | 5.75 / 1.00 | 0.50 | -0.18 *** |
| 6. Library resources and services are adequate. | 6.06 | 5.67 / 1.29 | 0.39 | 6.14 | 5.86 / 1.26 | 0.28 | -0.19 *** |
| 11. Counseling services are available if I need them. | 6.00 | 5.39 / 1.40 | 0.61 | 5.95 | 5.51 / 1.44 | 0.44 | -0.12 ** |
| 18. Computer labs are adequate and accessible. | 6.20 | 5.87 / 1.34 | 0.33 | 6.36 | 5.94 / 1.33 | 0.42 | -0.07 |
| 24. The equipment in the lab facilities is kept up to date. | 6.08 | 5.45 / 1.42 | 0.63 | 6.36 | 5.74 / 1.38 | 0.62 | -0.29 *** |
| 26. There are adequate services to help me decide upon a career. | 6.13 | 5.24 / 1.49 | 0.89 | 6.28 | 5.46 / 1.47 | 0.82 | -0.22 *** |
| 27. Tutoring services are readily available. | 6.13 | 5.68 / 1.40 | 0.45 | 6.19 | 5.77 / 1.40 | 0.42 | -0.09 * |
| 28. This campus provides online access to services I need. | 6.26 | 5.75 / 1.33 | 0.51 | 6.42 | 6.01 / 1.23 | 0.41 | -0.26 *** |
| 30. The assessment and course placement procedures are reasonable. | 6.10 | 5.47 / 1.34 | 0.63 | 6.25 | 5.65 / 1.36 | 0.60 | -0.18 *** |

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

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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 | | | Mean Difference |
|---|-------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| INSTRUCTIONAL EFFECTIVENESS | 6.17 | 5.49 / 1.07 | 0.68 | 6.42 | 5.72 / 1.03 | 0.70 | -0.23 *** |
| 8. The quality of instruction I receive in most of my classes is excellent. | 6.46 | 5.74 / 1.31 | 0.72 | 6.65 | 5.79 / 1.31 | 0.86 | -0.05 |
| 12. Faculty are fair and unbiased in their treatment of individual students. | 6.14 | 5.50 / 1.42 | 0.64 | 6.46 | 5.73 / 1.44 | 0.73 | -0.23 *** |
| 25. Faculty provide timely feedback about my academic progress. | 6.19 | 5.29 / 1.51 | 0.90 | 6.46 | 5.53 / 1.47 | 0.93 | -0.24 *** |
| 31. Faculty use a variety of technology and media in the classroom. | 5.95 | 5.60 / 1.31 | 0.35 | 6.08 | 5.82 / 1.26 | 0.26 | -0.22 *** |
| 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). | 6.19 | 5.64 / 1.40 | 0.55 | 6.42 | 5.90 / 1.32 | 0.52 | -0.26 *** |
| 38. Most classes deal with practical experiences and applications. | 5.99 | 5.44 / 1.33 | 0.55 | 6.35 | 5.73 / 1.29 | 0.62 | -0.29 *** |
| 40. There are sufficient courses within my program of study available each term. | 6.30 | 5.26 / 1.64 | 1.04 | 6.53 | 5.54 / 1.55 | 0.99 | -0.28 *** |

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

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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 | | | Mean Difference |
|---|-------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| REGISTRATION EFFECTIVENESS | 6.29 | 5.52 / 1.08 | 0.77 | 6.48 | 5.70 / 1.07 | 0.78 | -0.18 *** |
| 2. Classes are scheduled at times that are convenient for me. | 6.42 | 5.62 / 1.42 | 0.80 | 6.57 | 5.62 / 1.42 | 0.95 | 0.00 |
| 9. I am able to register for the classes I need with few conflicts. | 6.30 | 5.38 / 1.47 | 0.92 | 6.57 | 5.62 / 1.49 | 0.95 | -0.24 *** |
| 19. Registration processes and procedures are convenient. | 6.29 | 5.60 / 1.35 | 0.69 | 6.47 | 5.74 / 1.42 | 0.73 | -0.14 *** |
| 29. There are convenient ways of paying my school bill. | 6.22 | 5.50 / 1.51 | 0.72 | 6.39 | 5.86 / 1.37 | 0.53 | -0.36 *** |
| 32. I am able to take care of college-related business at times that are convenient for me. | 6.22 | 5.49 / 1.38 | 0.73 | 6.41 | 5.68 / 1.40 | 0.73 | -0.19 *** |

* 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 76461 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 | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| SAFETY AND SECURITY | 6.09 | 5.28 / 1.18 | 0.81 | 6.29 | 5.44 / 1.19 | 0.85 | -0.16 *** |
| 4. Security staff respond quickly to calls for assistance. | 5.89 | 5.22 / 1.42 | 0.67 | 6.08 | 5.40 / 1.45 | 0.68 | -0.18 *** |
| 10. Parking lots are well-lighted and secure. | 6.04 | 5.31 / 1.51 | 0.73 | 6.16 | 5.56 / 1.50 | 0.60 | -0.25 *** |
| 13. The campus is safe and secure for all students. | 6.37 | 5.79 / 1.34 | 0.58 | 6.53 | 5.99 / 1.20 | 0.54 | -0.20 *** |
| 21. The amount of student parking space on campus is adequate. | 6.03 | 4.76 / 1.87 | 1.27 | 6.34 | 4.78 / 1.97 | 1.56 | -0.02 |

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National Group Means are based on 76461 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 | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| STUDENT CENTEREDNESS | 6.08 | 5.44 / 1.16 | 0.64 | 6.36 | 5.59 / 1.20 | 0.77 | -0.15 *** |
| 1. The campus staff are caring and helpful. | 6.11 | 5.66 / 1.34 | 0.45 | 6.41 | 5.76 / 1.31 | 0.65 | -0.10 ** |
| 20. Students are made to feel welcome here. | 6.28 | 5.78 / 1.35 | 0.50 | 6.44 | 5.94 / 1.30 | 0.50 | -0.16 *** |
| 33. Administrators are available to hear students' concerns. | 6.10 | 5.21 / 1.56 | 0.89 | 6.28 | 5.38 / 1.58 | 0.90 | -0.17 *** |
| 37. I seldom get the "run-around" when seeking information on this campus. | 5.84 | 5.08 / 1.53 | 0.76 | 6.31 | 5.25 / 1.70 | 1.06 | -0.17 *** |

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 *** Difference statistically significant at the .001 level

National Group Means are based on 76461 records.

Institutional Summary

Items: In Sequential Order

| Item | Arizona Western College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 1. The campus staff are caring and helpful. | 6.11 | 5.66 / 1.34 | 0.45 | 6.41 | 5.76 / 1.31 | 0.65 | -0.10 ** |
| 2. Classes are scheduled at times that are convenient for me. | 6.42 | 5.62 / 1.42 | 0.80 | 6.57 | 5.62 / 1.42 | 0.95 | 0.00 |
| 3. My academic advisor is available when I need help. | 6.09 | 5.33 / 1.53 | 0.76 | 6.26 | 5.45 / 1.60 | 0.81 | -0.12 * |
| 4. Security staff respond quickly to calls for assistance. | 5.89 | 5.22 / 1.42 | 0.67 | 6.08 | 5.40 / 1.45 | 0.68 | -0.18 *** |
| 5. Financial aid awards are announced in time to be helpful in college planning. | 6.24 | 5.23 / 1.66 | 1.01 | 6.32 | 5.31 / 1.67 | 1.01 | -0.08 |
| 6. Library resources and services are adequate. | 6.06 | 5.67 / 1.29 | 0.39 | 6.14 | 5.86 / 1.26 | 0.28 | -0.19 *** |
| 7. Admissions staff provide personalized attention prior to enrollment. | 5.94 | 5.26 / 1.50 | 0.68 | 6.14 | 5.42 / 1.53 | 0.72 | -0.16 *** |
| 8. The quality of instruction I receive in most of my classes is excellent. | 6.46 | 5.74 / 1.31 | 0.72 | 6.65 | 5.79 / 1.31 | 0.86 | -0.05 |
| 9. I am able to register for the classes I need with few conflicts. | 6.30 | 5.38 / 1.47 | 0.92 | 6.57 | 5.62 / 1.49 | 0.95 | -0.24 *** |
| 10. Parking lots are well-lighted and secure. | 6.04 | 5.31 / 1.51 | 0.73 | 6.16 | 5.56 / 1.50 | 0.60 | -0.25 *** |
| 11. Counseling services are available if I need them. | 6.00 | 5.39 / 1.40 | 0.61 | 5.95 | 5.51 / 1.44 | 0.44 | -0.12 ** |
| 12. Faculty are fair and unbiased in their treatment of individual students. | 6.14 | 5.50 / 1.42 | 0.64 | 6.46 | 5.73 / 1.44 | 0.73 | -0.23 *** |
| 13. The campus is safe and secure for all students. | 6.37 | 5.79 / 1.34 | 0.58 | 6.53 | 5.99 / 1.20 | 0.54 | -0.20 *** |
| 14. My academic advisor is knowledgeable about my program requirements. | 6.19 | 5.39 / 1.51 | 0.80 | 6.52 | 5.68 / 1.55 | 0.84 | -0.29 *** |
| 15. Financial aid counseling is available if I need it. | 6.11 | 5.37 / 1.50 | 0.74 | 6.29 | 5.54 / 1.54 | 0.75 | -0.17 *** |

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National Group Means are based on 76461 records.

Institutional Summary

Items: In Sequential Order

| Item | Arizona Western College - SSI | | | National Community Colleges Form B | | | 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. | 6.20 | 5.26 / 1.65 | 0.94 | 6.35 | 5.43 / 1.66 | 0.92 | -0.17 *** |
| 17. Admissions counselors accurately portray program offerings in their recruiting practices. | 5.82 | 5.07 / 1.45 | 0.75 | 6.13 | 5.34 / 1.52 | 0.79 | -0.27 *** |
| 18. Computer labs are adequate and accessible. | 6.20 | 5.87 / 1.34 | 0.33 | 6.36 | 5.94 / 1.33 | 0.42 | -0.07 |
| 19. Registration processes and procedures are convenient. | 6.29 | 5.60 / 1.35 | 0.69 | 6.47 | 5.74 / 1.42 | 0.73 | -0.14 *** |
| 20. Students are made to feel welcome here. | 6.28 | 5.78 / 1.35 | 0.50 | 6.44 | 5.94 / 1.30 | 0.50 | -0.16 *** |
| 21. The amount of student parking space on campus is adequate. | 6.03 | 4.76 / 1.87 | 1.27 | 6.34 | 4.78 / 1.97 | 1.56 | -0.02 |
| 22. My academic advisor is knowledgeable about transfer requirements of other schools. | 6.09 | 5.23 / 1.50 | 0.86 | 6.32 | 5.36 / 1.61 | 0.96 | -0.13 ** |
| 23. This institution helps me identify resources to finance my education. | 6.16 | 5.18 / 1.57 | 0.98 | 6.34 | 5.28 / 1.66 | 1.06 | -0.10 * |
| 24. The equipment in the lab facilities is kept up to date. | 6.08 | 5.45 / 1.42 | 0.63 | 6.36 | 5.74 / 1.38 | 0.62 | -0.29 *** |
| 25. Faculty provide timely feedback about my academic progress. | 6.19 | 5.29 / 1.51 | 0.90 | 6.46 | 5.53 / 1.47 | 0.93 | -0.24 *** |
| 26. There are adequate services to help me decide upon a career. | 6.13 | 5.24 / 1.49 | 0.89 | 6.28 | 5.46 / 1.47 | 0.82 | -0.22 *** |
| 27. Tutoring services are readily available. | 6.13 | 5.68 / 1.40 | 0.45 | 6.19 | 5.77 / 1.40 | 0.42 | -0.09 * |
| 28. This campus provides online access to services I need. | 6.26 | 5.75 / 1.33 | 0.51 | 6.42 | 6.01 / 1.23 | 0.41 | -0.26 *** |
| 29. There are convenient ways of paying my school bill. | 6.22 | 5.50 / 1.51 | 0.72 | 6.39 | 5.86 / 1.37 | 0.53 | -0.36 *** |
| 30. The assessment and course placement procedures are reasonable. | 6.10 | 5.47 / 1.34 | 0.63 | 6.25 | 5.65 / 1.36 | 0.60 | -0.18 *** |

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National Group Means are based on 76461 records.

Institutional Summary

Items: In Sequential Order

| Item | Arizona Western College - SSI | | | National Community Colleges Form B | | | 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 | 5.60 / 1.31 | 0.35 | 6.08 | 5.82 / 1.26 | 0.26 | -0.22 *** |
| 32. I am able to take care of college-related business at times that are convenient for me. | 6.22 | 5.49 / 1.38 | 0.73 | 6.41 | 5.68 / 1.40 | 0.73 | -0.19 *** |
| 33. Administrators are available to hear students' concerns. | 6.10 | 5.21 / 1.56 | 0.89 | 6.28 | 5.38 / 1.58 | 0.90 | -0.17 *** |
| 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail). | 6.19 | 5.64 / 1.40 | 0.55 | 6.42 | 5.90 / 1.32 | 0.52 | -0.26 *** |
| 35. I receive ongoing feedback about progress toward my academic goals. | 6.10 | 5.06 / 1.60 | 1.04 | 6.31 | 5.21 / 1.65 | 1.10 | -0.15 ** |
| 36. Tuition paid is a worthwhile investment. | 6.21 | 5.51 / 1.45 | 0.70 | 6.56 | 5.82 / 1.40 | 0.74 | -0.31 *** |
| 37. I seldom get the "run-around" when seeking information on this campus. | 5.84 | 5.08 / 1.53 | 0.76 | 6.31 | 5.25 / 1.70 | 1.06 | -0.17 *** |
| 38. Most classes deal with practical experiences and applications. | 5.99 | 5.44 / 1.33 | 0.55 | 6.35 | 5.73 / 1.29 | 0.62 | -0.29 *** |
| 39. On the whole, the campus is well-maintained. | 6.15 | 5.90 / 1.25 | 0.25 | 6.36 | 6.06 / 1.18 | 0.30 | -0.16 *** |
| 40. There are sufficient courses within my program of study available each term. | 6.30 | 5.26 / 1.64 | 1.04 | 6.53 | 5.54 / 1.55 | 0.99 | -0.28 *** |
| 41. Campus item 1 | 5.49 | 5.31 / 1.50 | 0.18 | | | | |
| 42. Campus item 2 | 5.80 | 5.25 / 1.61 | 0.55 | | | | |
| 43. Campus item 3 | 6.16 | 5.22 / 1.69 | 0.94 | | | | |
| 44. Campus item 4 | 5.58 | 4.58 / 1.78 | 1.00 | | | | |
| 45. Campus item 5 | 5.47 | 4.67 / 1.73 | 0.80 | | | | |

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Institutional Summary
Items: In Sequential Order

| Item | Arizona Western College - SSI | | | National Community Colleges Form B | | | Mean Difference |
|---|-------------------------------|-------------------|-----------------|------------------------------------|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| 46. Campus item 6 | 5.91 | 4.99 / 1.57 | 0.92 | | | | |
| 47. Campus item 7 | 6.06 | 5.14 / 1.60 | 0.92 | | | | |
| 48. Campus item 8 | 5.88 | 5.17 / 1.55 | 0.71 | | | | |
| 49. Campus item 9 | 5.88 | 5.34 / 1.45 | 0.54 | | | | |
| 50. Campus item 10 | 5.87 | 5.36 / 1.58 | 0.51 | | | | |
| 51. Cost as factor in decision to enroll. | 6.41 | | | 6.52 | | | |
| 52. Financial assistance as factor in decision to enroll. | 6.32 | | | 6.29 | | | |
| 53. Academic reputation as factor in decision to enroll. | 5.82 | | | 6.12 | | | |
| 54. Future career opportunities as factor in decision to enroll. | 6.26 | | | 6.43 | | | |
| 55. Personal recommendations as factor in decision to enroll. | 5.70 | | | 5.89 | | | |
| 56. Distance from campus as factor in decision to enroll. | 6.01 | | | 6.18 | | | |
| 57. Information on the campus Web site as factor in decision to enroll. | 5.73 | | | 5.86 | | | |
| 58. Campus visits as factor in decision to enroll. | 5.41 | | | 5.41 | | | |

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Institutional Summary

Summary Items

| Summary Item | Arizona Western College - SSI | National Community Colleges Form B | 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: 4.92 1% 1% 5% 35% 25% 13% 16% | Average: 4.90 1% 1% 6% 34% 25% 13% 16% | 0.02 |
| 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: 5.36 0% 2% 4% 18% 18% 38% 17% | Average: 5.58 1% 2% 5% 9% 15% 42% 23% | -0.22 |
| 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: 5.66 1% 2% 3% 9% 15% 34% 31% | Average: 5.83 2% 3% 3% 7% 9% 30% 42% | -0.17 |