

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 | | | | |

| Ethnicity/Race | N | % | Current GPA | N | % |
|---------------------------------------|----------|----------|--------------------|----------|----------|
| Alaskan Native | 3 | 0.24% | No credits earned | 302 | 25.34% |
| American Indian | 25 | 2.04% | 1.99 or below | 50 | 4.19% |
| Asian | 13 | 1.06% | 2.0 - 2.49 | 141 | 11.83% |
| Black/African-American | 28 | 2.28% | 2.5 - 2.99 | 180 | 15.10% |
| Hispanic or Latino (and Puerto Rican) | 859 | 69.95% | 3.0 - 3.49 | 286 | 23.99% |
| Native Hawaiian or Pacific Islander | 6 | 0.49% | 3.5 or above | 233 | 19.55% |
| White/Caucasian | 230 | 18.73% | Total | 1192 | 100.00% |
| Multi-racial | 42 | 3.42% | No Response | 58 | |
| Other race | 22 | 1.79% | | | |
| Total | 1228 | 100.00% | | | |
| No Response | 22 | | | | |

| Current Enrollment Status | N | % | Educational Goal | N | % |
|----------------------------------|----------|----------|---------------------------------|----------|----------|
| Day | 878 | 72.14% | Associate degree | 639 | 52.33% |
| Evening | 335 | 27.53% | Vocational/technical program | 35 | 2.87% |
| Weekend | 4 | 0.33% | Transfer to another institution | 275 | 22.52% |
| Total | 1217 | 100.00% | Certification (initial/renewal) | 72 | 5.90% |
| No Response | 33 | | Self-improvement/pleasure | 36 | 2.95% |
| | | | Job-related training | 31 | 2.54% |
| | | | Other educational goal | 133 | 10.89% |
| | | | Total | 1221 | 100.00% |
| | | | 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

Higher Satisfaction vs. National Community Colleges Form B - Western

- 2. Classes are scheduled at times that are convenient for me.
- 16. My advisor helps me apply my program of study to career goals.

Lower Satisfaction vs. National Community Colleges Form B - Western

- 13. The campus is safe and secure for all students.
- 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.
- 36. Tuition paid is a worthwhile investment.
- 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).
- 39. On the whole, the campus is well-maintained.
- 12. Faculty are fair and unbiased in their treatment of individual students.

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 | 6.29 | 5.52 / 1.08 | 0.77 | 6.45 | 5.54 / 1.10 | 0.91 | -0.02 |
| Instructional Effectiveness | 6.17 | 5.49 / 1.07 | 0.68 | 6.37 | 5.62 / 1.01 | 0.75 | -0.13 *** |
| Campus Climate | 6.15 | 5.57 / 1.06 | 0.58 | 6.34 | 5.68 / 1.02 | 0.66 | -0.11 *** |
| Academic Advising Effectiveness | 6.13 | 5.25 / 1.27 | 0.88 | 6.27 | 5.14 / 1.39 | 1.13 | 0.11 ** |
| Campus Services | 6.12 | 5.57 / 1.03 | 0.55 | 6.22 | 5.61 / 0.99 | 0.61 | -0.04 |
| Safety and Security | 6.09 | 5.28 / 1.18 | 0.81 | 6.19 | 5.40 / 1.16 | 0.79 | -0.12 *** |
| Student Centeredness | 6.08 | 5.44 / 1.16 | 0.64 | 6.28 | 5.49 / 1.19 | 0.79 | -0.05 |
| Admissions and Financial Aid Effectiveness | 6.05 | 5.22 / 1.25 | 0.83 | 6.20 | 5.18 / 1.28 | 1.02 | 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 6769 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 | |
| 8. The quality of instruction I receive in most of my classes is excellent. | 6.46 | 5.74 / 1.31 | 0.72 | 6.61 | 5.78 / 1.29 | 0.83 | -0.04 |
| 2. Classes are scheduled at times that are convenient for me. | 6.42 | 5.62 / 1.42 | 0.80 | 6.56 | 5.47 / 1.48 | 1.09 | 0.15 *** |
| 51. Cost as factor in decision to enroll. | 6.41 | | | 6.62 | | | |
| 13. The campus is safe and secure for all students. | 6.37 | 5.79 / 1.34 | 0.58 | 6.46 | 5.94 / 1.21 | 0.52 | -0.15 *** |
| 52. Financial assistance as factor in decision to enroll. | 6.32 | | | 6.39 | | | |
| 9. I am able to register for the classes I need with few conflicts. | 6.30 | 5.38 / 1.47 | 0.92 | 6.54 | 5.40 / 1.53 | 1.14 | -0.02 |
| 40. There are sufficient courses within my program of study available each term. | 6.30 | 5.26 / 1.64 | 1.04 | 6.51 | 5.29 / 1.64 | 1.22 | -0.03 |
| 19. Registration processes and procedures are convenient. | 6.29 | 5.60 / 1.35 | 0.69 | 6.45 | 5.60 / 1.43 | 0.85 | 0.00 |
| 20. Students are made to feel welcome here. | 6.28 | 5.78 / 1.35 | 0.50 | 6.39 | 5.90 / 1.29 | 0.49 | -0.12 ** |
| 28. This campus provides online access to services I need. | 6.26 | 5.75 / 1.33 | 0.51 | 6.40 | 5.90 / 1.26 | 0.50 | -0.15 *** |
| 54. Future career opportunities as factor in decision to enroll. | 6.26 | | | 6.37 | | | |
| 5. Financial aid awards are announced in time to be helpful in college planning. | 6.24 | 5.23 / 1.66 | 1.01 | 6.35 | 5.25 / 1.65 | 1.10 | -0.02 |
| 29. There are convenient ways of paying my school bill. | 6.22 | 5.50 / 1.51 | 0.72 | 6.33 | 5.71 / 1.40 | 0.62 | -0.21 *** |
| 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 | 6.37 | 5.55 / 1.41 | 0.82 | -0.06 |
| 36. Tuition paid is a worthwhile investment. | 6.21 | 5.51 / 1.45 | 0.70 | 6.52 | 5.75 / 1.39 | 0.77 | -0.24 *** |

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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 | |
| 16. My advisor helps me apply my program of study to career goals. | 6.20 | 5.26 / 1.65 | 0.94 | 6.27 | 5.13 / 1.74 | 1.14 | 0.13 * |
| 18. Computer labs are adequate and accessible. | 6.20 | 5.87 / 1.34 | 0.33 | 6.38 | 5.83 / 1.40 | 0.55 | 0.04 |
| 14. My academic advisor is knowledgeable about my program requirements. | 6.19 | 5.39 / 1.51 | 0.80 | 6.41 | 5.38 / 1.62 | 1.03 | 0.01 |
| 25. Faculty provide timely feedback about my academic progress. | 6.19 | 5.29 / 1.51 | 0.90 | 6.39 | 5.41 / 1.47 | 0.98 | -0.12 ** |
| 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 | 6.36 | 5.82 / 1.32 | 0.54 | -0.18 *** |
| 23. This institution helps me identify resources to finance my education. | 6.16 | 5.18 / 1.57 | 0.98 | 6.30 | 5.10 / 1.64 | 1.20 | 0.08 |
| 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 | 6.31 | 6.07 / 1.16 | 0.24 | -0.17 *** |
| 12. Faculty are fair and unbiased in their treatment of individual students. | 6.14 | 5.50 / 1.42 | 0.64 | 6.41 | 5.68 / 1.40 | 0.73 | -0.18 *** |
| 26. There are adequate services to help me decide upon a career. | 6.13 | 5.24 / 1.49 | 0.89 | 6.23 | 5.22 / 1.51 | 1.01 | 0.02 |
| 27. Tutoring services are readily available. | 6.13 | 5.68 / 1.40 | 0.45 | 6.22 | 5.75 / 1.37 | 0.47 | -0.07 |
| 1. The campus staff are caring and helpful. | 6.11 | 5.66 / 1.34 | 0.45 | 6.31 | 5.68 / 1.31 | 0.63 | -0.02 |
| 15. Financial aid counseling is available if I need it. | 6.11 | 5.37 / 1.50 | 0.74 | 6.23 | 5.34 / 1.55 | 0.89 | 0.03 |
| 30. The assessment and course placement procedures are reasonable. | 6.10 | 5.47 / 1.34 | 0.63 | 6.21 | 5.56 / 1.34 | 0.65 | -0.09 * |
| 33. Administrators are available to hear students' concerns. | 6.10 | 5.21 / 1.56 | 0.89 | 6.19 | 5.19 / 1.60 | 1.00 | 0.02 |

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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 | |
| 35. I receive ongoing feedback about progress toward my academic goals. | 6.10 | 5.06 / 1.60 | 1.04 | 6.22 | 4.97 / 1.67 | 1.25 | 0.09 |
| 3. My academic advisor is available when I need help. | 6.09 | 5.33 / 1.53 | 0.76 | 6.13 | 5.13 / 1.69 | 1.00 | 0.20 *** |
| 22. My academic advisor is knowledgeable about transfer requirements of other schools. | 6.09 | 5.23 / 1.50 | 0.86 | 6.29 | 5.11 / 1.63 | 1.18 | 0.12 * |
| 24. The equipment in the lab facilities is kept up to date. | 6.08 | 5.45 / 1.42 | 0.63 | 6.28 | 5.63 / 1.36 | 0.65 | -0.18 *** |
| 6. Library resources and services are adequate. | 6.06 | 5.67 / 1.29 | 0.39 | 6.12 | 5.69 / 1.33 | 0.43 | -0.02 |
| 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 | 6.07 | 5.58 / 1.45 | 0.49 | -0.27 *** |
| 21. The amount of student parking space on campus is adequate. | 6.03 | 4.76 / 1.87 | 1.27 | 6.27 | 4.83 / 1.86 | 1.44 | -0.07 |
| 56. Distance from campus as factor in decision to enroll. | 6.01 | | | 6.08 | | | |
| 11. Counseling services are available if I need them. | 6.00 | 5.39 / 1.40 | 0.61 | 5.89 | 5.22 / 1.52 | 0.67 | 0.17 *** |
| 38. Most classes deal with practical experiences and applications. | 5.99 | 5.44 / 1.33 | 0.55 | 6.27 | 5.59 / 1.29 | 0.68 | -0.15 *** |
| 31. Faculty use a variety of technology and media in the classroom. | 5.95 | 5.60 / 1.31 | 0.35 | 6.04 | 5.77 / 1.25 | 0.27 | -0.17 *** |
| 7. Admissions staff provide personalized attention prior to enrollment. | 5.94 | 5.26 / 1.50 | 0.68 | 6.09 | 5.16 / 1.56 | 0.93 | 0.10 * |
| 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 | 5.94 | 5.21 / 1.46 | 0.73 | 0.01 |
| 48. Campus item 8 | 5.88 | 5.17 / 1.55 | 0.71 | | | | |

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 *** 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 | |
| 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 | 6.24 | 5.13 / 1.68 | 1.11 | -0.05 |
| 17. Admissions counselors accurately portray program offerings in their recruiting practices. | 5.82 | 5.07 / 1.45 | 0.75 | 6.03 | 5.07 / 1.54 | 0.96 | 0.00 |
| 53. Academic reputation as factor in decision to enroll. | 5.82 | | | 5.99 | | | |
| 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 | | | 5.89 | | | |
| 55. Personal recommendations as factor in decision to enroll. | 5.70 | | | 5.80 | | | |
| 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 | | | 5.33 | | | |

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 *** 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 - Western | | | Mean Difference |
|--|-------------------------------|-------------------|-----------------|--|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| ACADEMIC ADVISING EFFECTIVENESS | 6.13 | 5.25 / 1.27 | 0.88 | 6.27 | 5.14 / 1.39 | 1.13 | 0.11 ** |
| 3. My academic advisor is available when I need help. | 6.09 | 5.33 / 1.53 | 0.76 | 6.13 | 5.13 / 1.69 | 1.00 | 0.20 *** |
| 14. My academic advisor is knowledgeable about my program requirements. | 6.19 | 5.39 / 1.51 | 0.80 | 6.41 | 5.38 / 1.62 | 1.03 | 0.01 |
| 16. My advisor helps me apply my program of study to career goals. | 6.20 | 5.26 / 1.65 | 0.94 | 6.27 | 5.13 / 1.74 | 1.14 | 0.13 * |
| 22. My academic advisor is knowledgeable about transfer requirements of other schools. | 6.09 | 5.23 / 1.50 | 0.86 | 6.29 | 5.11 / 1.63 | 1.18 | 0.12 * |
| 35. I receive ongoing feedback about progress toward my academic goals. | 6.10 | 5.06 / 1.60 | 1.04 | 6.22 | 4.97 / 1.67 | 1.25 | 0.09 |

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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 - 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 | 6.05 | 5.22 / 1.25 | 0.83 | 6.20 | 5.18 / 1.28 | 1.02 | 0.04 |
| 5. Financial aid awards are announced in time to be helpful in college planning. | 6.24 | 5.23 / 1.66 | 1.01 | 6.35 | 5.25 / 1.65 | 1.10 | -0.02 |
| 7. Admissions staff provide personalized attention prior to enrollment. | 5.94 | 5.26 / 1.50 | 0.68 | 6.09 | 5.16 / 1.56 | 0.93 | 0.10 * |
| 15. Financial aid counseling is available if I need it. | 6.11 | 5.37 / 1.50 | 0.74 | 6.23 | 5.34 / 1.55 | 0.89 | 0.03 |
| 17. Admissions counselors accurately portray program offerings in their recruiting practices. | 5.82 | 5.07 / 1.45 | 0.75 | 6.03 | 5.07 / 1.54 | 0.96 | 0.00 |
| 23. This institution helps me identify resources to finance my education. | 6.16 | 5.18 / 1.57 | 0.98 | 6.30 | 5.10 / 1.64 | 1.20 | 0.08 |

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

National Group Means are based on 6769 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 | 6.15 | 5.57 / 1.06 | 0.58 | 6.34 | 5.68 / 1.02 | 0.66 | -0.11 *** |
| 1. The campus staff are caring and helpful. | 6.11 | 5.66 / 1.34 | 0.45 | 6.31 | 5.68 / 1.31 | 0.63 | -0.02 |
| 13. The campus is safe and secure for all students. | 6.37 | 5.79 / 1.34 | 0.58 | 6.46 | 5.94 / 1.21 | 0.52 | -0.15 *** |
| 20. Students are made to feel welcome here. | 6.28 | 5.78 / 1.35 | 0.50 | 6.39 | 5.90 / 1.29 | 0.49 | -0.12 ** |
| 33. Administrators are available to hear students' concerns. | 6.10 | 5.21 / 1.56 | 0.89 | 6.19 | 5.19 / 1.60 | 1.00 | 0.02 |
| 36. Tuition paid is a worthwhile investment. | 6.21 | 5.51 / 1.45 | 0.70 | 6.52 | 5.75 / 1.39 | 0.77 | -0.24 *** |
| 37. I seldom get the "run-around" when seeking information on this campus. | 5.84 | 5.08 / 1.53 | 0.76 | 6.24 | 5.13 / 1.68 | 1.11 | -0.05 |
| 39. On the whole, the campus is well-maintained. | 6.15 | 5.90 / 1.25 | 0.25 | 6.31 | 6.07 / 1.16 | 0.24 | -0.17 *** |

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

National Group Means are based on 6769 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 | 6.12 | 5.57 / 1.03 | 0.55 | 6.22 | 5.61 / 0.99 | 0.61 | -0.04 |
| 6. Library resources and services are adequate. | 6.06 | 5.67 / 1.29 | 0.39 | 6.12 | 5.69 / 1.33 | 0.43 | -0.02 |
| 11. Counseling services are available if I need them. | 6.00 | 5.39 / 1.40 | 0.61 | 5.89 | 5.22 / 1.52 | 0.67 | 0.17 *** |
| 18. Computer labs are adequate and accessible. | 6.20 | 5.87 / 1.34 | 0.33 | 6.38 | 5.83 / 1.40 | 0.55 | 0.04 |
| 24. The equipment in the lab facilities is kept up to date. | 6.08 | 5.45 / 1.42 | 0.63 | 6.28 | 5.63 / 1.36 | 0.65 | -0.18 *** |
| 26. There are adequate services to help me decide upon a career. | 6.13 | 5.24 / 1.49 | 0.89 | 6.23 | 5.22 / 1.51 | 1.01 | 0.02 |
| 27. Tutoring services are readily available. | 6.13 | 5.68 / 1.40 | 0.45 | 6.22 | 5.75 / 1.37 | 0.47 | -0.07 |
| 28. This campus provides online access to services I need. | 6.26 | 5.75 / 1.33 | 0.51 | 6.40 | 5.90 / 1.26 | 0.50 | -0.15 *** |
| 30. The assessment and course placement procedures are reasonable. | 6.10 | 5.47 / 1.34 | 0.63 | 6.21 | 5.56 / 1.34 | 0.65 | -0.09 * |

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

National Group Means are based on 6769 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 | 6.17 | 5.49 / 1.07 | 0.68 | 6.37 | 5.62 / 1.01 | 0.75 | -0.13 *** |
| 8. The quality of instruction I receive in most of my classes is excellent. | 6.46 | 5.74 / 1.31 | 0.72 | 6.61 | 5.78 / 1.29 | 0.83 | -0.04 |
| 12. Faculty are fair and unbiased in their treatment of individual students. | 6.14 | 5.50 / 1.42 | 0.64 | 6.41 | 5.68 / 1.40 | 0.73 | -0.18 *** |
| 25. Faculty provide timely feedback about my academic progress. | 6.19 | 5.29 / 1.51 | 0.90 | 6.39 | 5.41 / 1.47 | 0.98 | -0.12 ** |
| 31. Faculty use a variety of technology and media in the classroom. | 5.95 | 5.60 / 1.31 | 0.35 | 6.04 | 5.77 / 1.25 | 0.27 | -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 | 6.36 | 5.82 / 1.32 | 0.54 | -0.18 *** |
| 38. Most classes deal with practical experiences and applications. | 5.99 | 5.44 / 1.33 | 0.55 | 6.27 | 5.59 / 1.29 | 0.68 | -0.15 *** |
| 40. There are sufficient courses within my program of study available each term. | 6.30 | 5.26 / 1.64 | 1.04 | 6.51 | 5.29 / 1.64 | 1.22 | -0.03 |

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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 - Western | | | Mean Difference |
|---|-------------------------------|-------------------|-----------------|--|-------------------|-----------------|-----------------|
| | Importance | Satisfaction / SD | Performance Gap | Importance | Satisfaction / SD | Performance Gap | |
| REGISTRATION EFFECTIVENESS | 6.29 | 5.52 / 1.08 | 0.77 | 6.45 | 5.54 / 1.10 | 0.91 | -0.02 |
| 2. Classes are scheduled at times that are convenient for me. | 6.42 | 5.62 / 1.42 | 0.80 | 6.56 | 5.47 / 1.48 | 1.09 | 0.15 *** |
| 9. I am able to register for the classes I need with few conflicts. | 6.30 | 5.38 / 1.47 | 0.92 | 6.54 | 5.40 / 1.53 | 1.14 | -0.02 |
| 19. Registration processes and procedures are convenient. | 6.29 | 5.60 / 1.35 | 0.69 | 6.45 | 5.60 / 1.43 | 0.85 | 0.00 |
| 29. There are convenient ways of paying my school bill. | 6.22 | 5.50 / 1.51 | 0.72 | 6.33 | 5.71 / 1.40 | 0.62 | -0.21 *** |
| 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 | 6.37 | 5.55 / 1.41 | 0.82 | -0.06 |

* 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 6769 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 | 6.09 | 5.28 / 1.18 | 0.81 | 6.19 | 5.40 / 1.16 | 0.79 | -0.12 *** |
| 4. Security staff respond quickly to calls for assistance. | 5.89 | 5.22 / 1.42 | 0.67 | 5.94 | 5.21 / 1.46 | 0.73 | 0.01 |
| 10. Parking lots are well-lighted and secure. | 6.04 | 5.31 / 1.51 | 0.73 | 6.07 | 5.58 / 1.45 | 0.49 | -0.27 *** |
| 13. The campus is safe and secure for all students. | 6.37 | 5.79 / 1.34 | 0.58 | 6.46 | 5.94 / 1.21 | 0.52 | -0.15 *** |
| 21. The amount of student parking space on campus is adequate. | 6.03 | 4.76 / 1.87 | 1.27 | 6.27 | 4.83 / 1.86 | 1.44 | -0.07 |

* 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 6769 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 | 6.08 | 5.44 / 1.16 | 0.64 | 6.28 | 5.49 / 1.19 | 0.79 | -0.05 |
| 1. The campus staff are caring and helpful. | 6.11 | 5.66 / 1.34 | 0.45 | 6.31 | 5.68 / 1.31 | 0.63 | -0.02 |
| 20. Students are made to feel welcome here. | 6.28 | 5.78 / 1.35 | 0.50 | 6.39 | 5.90 / 1.29 | 0.49 | -0.12 ** |
| 33. Administrators are available to hear students' concerns. | 6.10 | 5.21 / 1.56 | 0.89 | 6.19 | 5.19 / 1.60 | 1.00 | 0.02 |
| 37. I seldom get the "run-around" when seeking information on this campus. | 5.84 | 5.08 / 1.53 | 0.76 | 6.24 | 5.13 / 1.68 | 1.11 | -0.05 |

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

National Group Means are based on 6769 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. | 6.11 | 5.66 / 1.34 | 0.45 | 6.31 | 5.68 / 1.31 | 0.63 | -0.02 |
| 2. Classes are scheduled at times that are convenient for me. | 6.42 | 5.62 / 1.42 | 0.80 | 6.56 | 5.47 / 1.48 | 1.09 | 0.15 *** |
| 3. My academic advisor is available when I need help. | 6.09 | 5.33 / 1.53 | 0.76 | 6.13 | 5.13 / 1.69 | 1.00 | 0.20 *** |
| 4. Security staff respond quickly to calls for assistance. | 5.89 | 5.22 / 1.42 | 0.67 | 5.94 | 5.21 / 1.46 | 0.73 | 0.01 |
| 5. Financial aid awards are announced in time to be helpful in college planning. | 6.24 | 5.23 / 1.66 | 1.01 | 6.35 | 5.25 / 1.65 | 1.10 | -0.02 |
| 6. Library resources and services are adequate. | 6.06 | 5.67 / 1.29 | 0.39 | 6.12 | 5.69 / 1.33 | 0.43 | -0.02 |
| 7. Admissions staff provide personalized attention prior to enrollment. | 5.94 | 5.26 / 1.50 | 0.68 | 6.09 | 5.16 / 1.56 | 0.93 | 0.10 * |
| 8. The quality of instruction I receive in most of my classes is excellent. | 6.46 | 5.74 / 1.31 | 0.72 | 6.61 | 5.78 / 1.29 | 0.83 | -0.04 |
| 9. I am able to register for the classes I need with few conflicts. | 6.30 | 5.38 / 1.47 | 0.92 | 6.54 | 5.40 / 1.53 | 1.14 | -0.02 |
| 10. Parking lots are well-lighted and secure. | 6.04 | 5.31 / 1.51 | 0.73 | 6.07 | 5.58 / 1.45 | 0.49 | -0.27 *** |
| 11. Counseling services are available if I need them. | 6.00 | 5.39 / 1.40 | 0.61 | 5.89 | 5.22 / 1.52 | 0.67 | 0.17 *** |
| 12. Faculty are fair and unbiased in their treatment of individual students. | 6.14 | 5.50 / 1.42 | 0.64 | 6.41 | 5.68 / 1.40 | 0.73 | -0.18 *** |
| 13. The campus is safe and secure for all students. | 6.37 | 5.79 / 1.34 | 0.58 | 6.46 | 5.94 / 1.21 | 0.52 | -0.15 *** |
| 14. My academic advisor is knowledgeable about my program requirements. | 6.19 | 5.39 / 1.51 | 0.80 | 6.41 | 5.38 / 1.62 | 1.03 | 0.01 |
| 15. Financial aid counseling is available if I need it. | 6.11 | 5.37 / 1.50 | 0.74 | 6.23 | 5.34 / 1.55 | 0.89 | 0.03 |

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

National Group Means are based on 6769 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. | 6.20 | 5.26 / 1.65 | 0.94 | 6.27 | 5.13 / 1.74 | 1.14 | 0.13 * |
| 17. Admissions counselors accurately portray program offerings in their recruiting practices. | 5.82 | 5.07 / 1.45 | 0.75 | 6.03 | 5.07 / 1.54 | 0.96 | 0.00 |
| 18. Computer labs are adequate and accessible. | 6.20 | 5.87 / 1.34 | 0.33 | 6.38 | 5.83 / 1.40 | 0.55 | 0.04 |
| 19. Registration processes and procedures are convenient. | 6.29 | 5.60 / 1.35 | 0.69 | 6.45 | 5.60 / 1.43 | 0.85 | 0.00 |
| 20. Students are made to feel welcome here. | 6.28 | 5.78 / 1.35 | 0.50 | 6.39 | 5.90 / 1.29 | 0.49 | -0.12 ** |
| 21. The amount of student parking space on campus is adequate. | 6.03 | 4.76 / 1.87 | 1.27 | 6.27 | 4.83 / 1.86 | 1.44 | -0.07 |
| 22. My academic advisor is knowledgeable about transfer requirements of other schools. | 6.09 | 5.23 / 1.50 | 0.86 | 6.29 | 5.11 / 1.63 | 1.18 | 0.12 * |
| 23. This institution helps me identify resources to finance my education. | 6.16 | 5.18 / 1.57 | 0.98 | 6.30 | 5.10 / 1.64 | 1.20 | 0.08 |
| 24. The equipment in the lab facilities is kept up to date. | 6.08 | 5.45 / 1.42 | 0.63 | 6.28 | 5.63 / 1.36 | 0.65 | -0.18 *** |
| 25. Faculty provide timely feedback about my academic progress. | 6.19 | 5.29 / 1.51 | 0.90 | 6.39 | 5.41 / 1.47 | 0.98 | -0.12 ** |
| 26. There are adequate services to help me decide upon a career. | 6.13 | 5.24 / 1.49 | 0.89 | 6.23 | 5.22 / 1.51 | 1.01 | 0.02 |
| 27. Tutoring services are readily available. | 6.13 | 5.68 / 1.40 | 0.45 | 6.22 | 5.75 / 1.37 | 0.47 | -0.07 |
| 28. This campus provides online access to services I need. | 6.26 | 5.75 / 1.33 | 0.51 | 6.40 | 5.90 / 1.26 | 0.50 | -0.15 *** |
| 29. There are convenient ways of paying my school bill. | 6.22 | 5.50 / 1.51 | 0.72 | 6.33 | 5.71 / 1.40 | 0.62 | -0.21 *** |
| 30. The assessment and course placement procedures are reasonable. | 6.10 | 5.47 / 1.34 | 0.63 | 6.21 | 5.56 / 1.34 | 0.65 | -0.09 * |

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

National Group Means are based on 6769 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. | 5.95 | 5.60 / 1.31 | 0.35 | 6.04 | 5.77 / 1.25 | 0.27 | -0.17 *** |
| 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 | 6.37 | 5.55 / 1.41 | 0.82 | -0.06 |
| 33. Administrators are available to hear students' concerns. | 6.10 | 5.21 / 1.56 | 0.89 | 6.19 | 5.19 / 1.60 | 1.00 | 0.02 |
| 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 | 6.36 | 5.82 / 1.32 | 0.54 | -0.18 *** |
| 35. I receive ongoing feedback about progress toward my academic goals. | 6.10 | 5.06 / 1.60 | 1.04 | 6.22 | 4.97 / 1.67 | 1.25 | 0.09 |
| 36. Tuition paid is a worthwhile investment. | 6.21 | 5.51 / 1.45 | 0.70 | 6.52 | 5.75 / 1.39 | 0.77 | -0.24 *** |
| 37. I seldom get the "run-around" when seeking information on this campus. | 5.84 | 5.08 / 1.53 | 0.76 | 6.24 | 5.13 / 1.68 | 1.11 | -0.05 |
| 38. Most classes deal with practical experiences and applications. | 5.99 | 5.44 / 1.33 | 0.55 | 6.27 | 5.59 / 1.29 | 0.68 | -0.15 *** |
| 39. On the whole, the campus is well-maintained. | 6.15 | 5.90 / 1.25 | 0.25 | 6.31 | 6.07 / 1.16 | 0.24 | -0.17 *** |
| 40. There are sufficient courses within my program of study available each term. | 6.30 | 5.26 / 1.64 | 1.04 | 6.51 | 5.29 / 1.64 | 1.22 | -0.03 |
| 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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National Group Means are based on 6769 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 | |
| 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 | | | 6.62 | | | |
| 52. Financial assistance as factor in decision to enroll. | 6.32 | | | 6.39 | | | |
| 53. Academic reputation as factor in decision to enroll. | 5.82 | | | 5.99 | | | |
| 54. Future career opportunities as factor in decision to enroll. | 6.26 | | | 6.37 | | | |
| 55. Personal recommendations as factor in decision to enroll. | 5.70 | | | 5.80 | | | |
| 56. Distance from campus as factor in decision to enroll. | 6.01 | | | 6.08 | | | |
| 57. Information on the campus Web site as factor in decision to enroll. | 5.73 | | | 5.89 | | | |
| 58. Campus visits as factor in decision to enroll. | 5.41 | | | 5.33 | | | |

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 *** Difference statistically significant at the .001 level

National Group Means are based on 6769 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? | Average: 4.92 | Average: 4.92 | 0.00 |
| 1=Much worse than expected | 1% | 1% | |
| 2=Quite a bit worse than I expected | 1% | 1% | |
| 3=Worse than I expected | 5% | 6% | |
| 4=About what I expected | 35% | 34% | |
| 5=Better than I expected | 25% | 26% | |
| 6=Quite a bit better than I expected | 13% | 15% | |
| 7=Much better than expected | 16% | 15% | |
| Rate your overall satisfaction with your experience here thus far. | Average: 5.36 | Average: 5.56 | -0.20 |
| 1=Not satisfied at all | 0% | 0% | |
| 2=Not very satisfied | 2% | 1% | |
| 3=Somewhat dissatisfied | 4% | 5% | |
| 4=Neutral | 18% | 11% | |
| 5=Somewhat satisfied | 18% | 16% | |
| 6=Satisfied | 38% | 43% | |
| 7=Very satisfied | 17% | 21% | |
| All in all, if you had to do it over, would you enroll here again? | Average: 5.66 | Average: 5.87 | -0.21 |
| 1=Definitely not | 1% | 1% | |
| 2=Probably not | 2% | 3% | |
| 3=Maybe not | 3% | 3% | |
| 4=I don't know | 9% | 6% | |
| 5=Maybe yes | 15% | 10% | |
| 6=Probably yes | 34% | 32% | |
| 7=Definitely yes | 31% | 41% | |