

Demographics

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

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

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

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

Demographics

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

Strategic Planning Overview

Strengths and Challenges

Strengths

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

Challenges

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

Strategic Planning Overview Benchmarks

Lower Satisfaction vs. National Community Colleges Form B

- 2. Classes are scheduled at times that are convenient for me.
- 13. The campus is safe and secure for all students.
- 8. The quality of instruction I receive in most of my classes is excellent.
- 28. This campus provides online access to services I need.
- 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.
- 19. Registration processes and procedures are convenient.
- 20. Students are made to feel welcome here.
- 29. There are convenient ways of paying my school bill.
- 32. I am able to take care of college-related business at times that are convenient for me.
- 34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).
- 14. My academic advisor is knowledgeable about my program requirements.
- 39. On the whole, the campus is well-maintained.
- 1. The campus staff are caring and helpful.
- 36. Tuition paid is a worthwhile investment.
- 23. This institution helps me identify resources to finance my education.
- 12. Faculty are fair and unbiased in their treatment of individual students.
- 16. My advisor helps me apply my program of study to career goals.
- 26. There are adequate services to help me decide upon a career.
- 18. Computer labs are adequate and accessible.
- 22. My academic advisor is knowledgeable about transfer requirements of other schools.

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	6.40	5.65 / 1.10	0.75	6.47	5.86 / 1.06	0.61	-0.21 ***
Campus Climate	6.27	5.71 / 1.01	0.56	6.44	5.94 / 1.03	0.50	-0.23 ***
Instructional Effectiveness	6.25	5.62 / 1.05	0.63	6.42	5.85 / 1.06	0.57	-0.23 ***
Academic Advising Effectiveness	6.23	5.38 / 1.28	0.85	6.39	5.71 / 1.30	0.68	-0.33 ***
Safety and Security	6.23	5.43 / 1.13	0.80	6.36	5.74 / 1.16	0.62	-0.31 ***
Campus Services	6.22	5.71 / 0.99	0.51	6.32	5.95 / 1.00	0.37	-0.24 ***
Student Centeredness	6.19	5.59 / 1.11	0.60	6.38	5.82 / 1.17	0.56	-0.23 ***
Admissions and Financial Aid Effectiveness	6.12	5.31 / 1.25	0.81	6.29	5.64 / 1.27	0.65	-0.33 ***

* 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 63625 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	
2. Classes are scheduled at times that are convenient for me.	6.54	5.62 / 1.54	0.92	6.49	5.75 / 1.38	0.74	-0.13 ***
13. The campus is safe and secure for all students.	6.53	6.03 / 1.22	0.50	6.60	6.18 / 1.16	0.42	-0.15 ***
51. Cost as factor in decision to enroll.	6.51			6.45			
8. The quality of instruction I receive in most of my classes is excellent.	6.48	5.74 / 1.34	0.74	6.60	5.83 / 1.34	0.77	-0.09 **
47. Campus item 7	6.46	5.63 / 1.52	0.83				
9. I am able to register for the classes I need with few conflicts.	6.41	5.53 / 1.49	0.88	6.53	5.82 / 1.42	0.71	-0.29 ***
28. This campus provides online access to services I need.	6.41	5.99 / 1.24	0.42	6.46	6.12 / 1.22	0.34	-0.13 ***
40. There are sufficient courses within my program of study available each term.	6.40	5.52 / 1.55	0.88	6.52	5.79 / 1.47	0.73	-0.27 ***
19. Registration processes and procedures are convenient.	6.39	5.77 / 1.35	0.62	6.46	5.95 / 1.34	0.51	-0.18 ***
20. Students are made to feel welcome here.	6.38	5.99 / 1.28	0.39	6.50	6.13 / 1.25	0.37	-0.14 ***
29. There are convenient ways of paying my school bill.	6.36	5.69 / 1.47	0.67	6.44	5.97 / 1.38	0.47	-0.28 ***
54. Future career opportunities as factor in decision to enroll.	6.36			6.44			
43. Campus item 3	6.33	5.37 / 1.63	0.96				
27. Tutoring services are readily available.	6.32	5.93 / 1.30	0.39	6.30	5.97 / 1.37	0.33	-0.04
32. I am able to take care of college-related business at times that are convenient for me.	6.32	5.66 / 1.38	0.66	6.41	5.84 / 1.38	0.57	-0.18 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.32	5.79 / 1.34	0.53	6.44	6.02 / 1.30	0.42	-0.23 ***

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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	
52. Financial assistance as factor in decision to enroll.	6.32			6.29			
14. My academic advisor is knowledgeable about my program requirements.	6.31	5.50 / 1.56	0.81	6.54	5.92 / 1.48	0.62	-0.42 ***
39. On the whole, the campus is well-maintained.	6.30	5.97 / 1.25	0.33	6.42	6.20 / 1.16	0.22	-0.23 ***
1. The campus staff are caring and helpful.	6.29	5.82 / 1.25	0.47	6.44	5.94 / 1.25	0.50	-0.12 ***
36. Tuition paid is a worthwhile investment.	6.29	5.58 / 1.46	0.71	6.52	5.90 / 1.42	0.62	-0.32 ***
48. Campus item 8	6.29	5.49 / 1.54	0.80				
23. This institution helps me identify resources to finance my education.	6.27	5.26 / 1.59	1.01	6.36	5.57 / 1.60	0.79	-0.31 ***
12. Faculty are fair and unbiased in their treatment of individual students.	6.26	5.69 / 1.44	0.57	6.48	5.88 / 1.43	0.60	-0.19 ***
16. My advisor helps me apply my program of study to career goals.	6.25	5.36 / 1.63	0.89	6.40	5.73 / 1.59	0.67	-0.37 ***
26. There are adequate services to help me decide upon a career.	6.25	5.42 / 1.47	0.83	6.34	5.72 / 1.44	0.62	-0.30 ***
18. Computer labs are adequate and accessible.	6.24	5.95 / 1.27	0.29	6.39	6.13 / 1.24	0.26	-0.18 ***
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.24	5.34 / 1.51	0.90	6.38	5.68 / 1.56	0.70	-0.34 ***
15. Financial aid counseling is available if I need it.	6.22	5.44 / 1.54	0.78	6.34	5.81 / 1.48	0.53	-0.37 ***
25. Faculty provide timely feedback about my academic progress.	6.22	5.39 / 1.47	0.83	6.45	5.72 / 1.45	0.73	-0.33 ***
30. The assessment and course placement procedures are reasonable.	6.22	5.67 / 1.28	0.55	6.32	5.86 / 1.33	0.46	-0.19 ***

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National Group Means are based on 63625 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	
3. My academic advisor is available when I need help.	6.21	5.44 / 1.56	0.77	6.31	5.75 / 1.52	0.56	-0.31 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.18	5.29 / 1.63	0.89	6.31	5.51 / 1.62	0.80	-0.22 ***
33. Administrators are available to hear students' concerns.	6.18	5.38 / 1.51	0.80	6.33	5.67 / 1.54	0.66	-0.29 ***
21. The amount of student parking space on campus is adequate.	6.17	4.83 / 1.87	1.34	6.31	5.24 / 1.86	1.07	-0.41 ***
46. Campus item 6	6.15	5.38 / 1.53	0.77				
6. Library resources and services are adequate.	6.14	5.81 / 1.25	0.33	6.27	6.07 / 1.21	0.20	-0.26 ***
35. I receive ongoing feedback about progress toward my academic goals.	6.14	5.26 / 1.57	0.88	6.30	5.48 / 1.61	0.82	-0.22 ***
11. Counseling services are available if I need them.	6.12	5.44 / 1.44	0.68	6.11	5.82 / 1.40	0.29	-0.38 ***
10. Parking lots are well-lighted and secure.	6.11	5.42 / 1.54	0.69	6.22	5.77 / 1.46	0.45	-0.35 ***
4. Security staff respond quickly to calls for assistance.	6.08	5.44 / 1.38	0.64	6.29	5.76 / 1.40	0.53	-0.32 ***
24. The equipment in the lab facilities is kept up to date.	6.08	5.48 / 1.43	0.60	6.38	5.87 / 1.37	0.51	-0.39 ***
38. Most classes deal with practical experiences and applications.	6.08	5.49 / 1.34	0.59	6.37	5.83 / 1.33	0.54	-0.34 ***
42. Campus item 2	6.02	5.45 / 1.60	0.57				
7. Admissions staff provide personalized attention prior to enrollment.	5.99	5.31 / 1.51	0.68	6.20	5.67 / 1.47	0.53	-0.36 ***
49. Campus item 9	5.97	5.52 / 1.55	0.45				
56. Distance from campus as factor in decision to enroll.	5.96			6.09			

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National Group Means are based on 63625 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	
31. Faculty use a variety of technology and media in the classroom.	5.95	5.73 / 1.23	0.22	6.09	5.92 / 1.29	0.17	-0.19 ***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.92	5.23 / 1.48	0.69	6.22	5.65 / 1.48	0.57	-0.42 ***
37. I seldom get the "run-around" when seeking information on this campus.	5.91	5.13 / 1.55	0.78	6.25	5.48 / 1.66	0.77	-0.35 ***
50. Campus item 10	5.91	5.42 / 1.56	0.49				
53. Academic reputation as factor in decision to enroll.	5.84			6.12			
57. Information on the campus Web site as factor in decision to enroll.	5.83			5.84			
44. Campus item 4	5.75	4.68 / 1.78	1.07				
55. Personal recommendations as factor in decision to enroll.	5.75			5.88			
41. Campus item 1	5.55	5.48 / 1.45	0.07				
45. Campus item 5	5.48	4.99 / 1.73	0.49				
58. Campus visits as factor in decision to enroll.	5.41			5.46			

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National Group Means are based on 63625 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			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING EFFECTIVENESS	6.23	5.38 / 1.28	0.85	6.39	5.71 / 1.30	0.68	-0.33 ***
3. My academic advisor is available when I need help.	6.21	5.44 / 1.56	0.77	6.31	5.75 / 1.52	0.56	-0.31 ***
14. My academic advisor is knowledgeable about my program requirements.	6.31	5.50 / 1.56	0.81	6.54	5.92 / 1.48	0.62	-0.42 ***
16. My advisor helps me apply my program of study to career goals.	6.25	5.36 / 1.63	0.89	6.40	5.73 / 1.59	0.67	-0.37 ***
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.24	5.34 / 1.51	0.90	6.38	5.68 / 1.56	0.70	-0.34 ***
35. I receive ongoing feedback about progress toward my academic goals.	6.14	5.26 / 1.57	0.88	6.30	5.48 / 1.61	0.82	-0.22 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 63625 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	6.12	5.31 / 1.25	0.81	6.29	5.64 / 1.27	0.65	-0.33 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.18	5.29 / 1.63	0.89	6.31	5.51 / 1.62	0.80	-0.22 ***
7. Admissions staff provide personalized attention prior to enrollment.	5.99	5.31 / 1.51	0.68	6.20	5.67 / 1.47	0.53	-0.36 ***
15. Financial aid counseling is available if I need it.	6.22	5.44 / 1.54	0.78	6.34	5.81 / 1.48	0.53	-0.37 ***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.92	5.23 / 1.48	0.69	6.22	5.65 / 1.48	0.57	-0.42 ***
23. This institution helps me identify resources to finance my education.	6.27	5.26 / 1.59	1.01	6.36	5.57 / 1.60	0.79	-0.31 ***

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 *** Difference statistically significant at the .001 level

National Group Means are based on 63625 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	6.27	5.71 / 1.01	0.56	6.44	5.94 / 1.03	0.50	-0.23 ***
1. The campus staff are caring and helpful.	6.29	5.82 / 1.25	0.47	6.44	5.94 / 1.25	0.50	-0.12 ***
13. The campus is safe and secure for all students.	6.53	6.03 / 1.22	0.50	6.60	6.18 / 1.16	0.42	-0.15 ***
20. Students are made to feel welcome here.	6.38	5.99 / 1.28	0.39	6.50	6.13 / 1.25	0.37	-0.14 ***
33. Administrators are available to hear students' concerns.	6.18	5.38 / 1.51	0.80	6.33	5.67 / 1.54	0.66	-0.29 ***
36. Tuition paid is a worthwhile investment.	6.29	5.58 / 1.46	0.71	6.52	5.90 / 1.42	0.62	-0.32 ***
37. I seldom get the "run-around" when seeking information on this campus.	5.91	5.13 / 1.55	0.78	6.25	5.48 / 1.66	0.77	-0.35 ***
39. On the whole, the campus is well-maintained.	6.30	5.97 / 1.25	0.33	6.42	6.20 / 1.16	0.22	-0.23 ***

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National Group Means are based on 63625 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	6.22	5.71 / 0.99	0.51	6.32	5.95 / 1.00	0.37	-0.24 ***
6. Library resources and services are adequate.	6.14	5.81 / 1.25	0.33	6.27	6.07 / 1.21	0.20	-0.26 ***
11. Counseling services are available if I need them.	6.12	5.44 / 1.44	0.68	6.11	5.82 / 1.40	0.29	-0.38 ***
18. Computer labs are adequate and accessible.	6.24	5.95 / 1.27	0.29	6.39	6.13 / 1.24	0.26	-0.18 ***
24. The equipment in the lab facilities is kept up to date.	6.08	5.48 / 1.43	0.60	6.38	5.87 / 1.37	0.51	-0.39 ***
26. There are adequate services to help me decide upon a career.	6.25	5.42 / 1.47	0.83	6.34	5.72 / 1.44	0.62	-0.30 ***
27. Tutoring services are readily available.	6.32	5.93 / 1.30	0.39	6.30	5.97 / 1.37	0.33	-0.04
28. This campus provides online access to services I need.	6.41	5.99 / 1.24	0.42	6.46	6.12 / 1.22	0.34	-0.13 ***
30. The assessment and course placement procedures are reasonable.	6.22	5.67 / 1.28	0.55	6.32	5.86 / 1.33	0.46	-0.19 ***

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

National Group Means are based on 63625 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			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.25	5.62 / 1.05	0.63	6.42	5.85 / 1.06	0.57	-0.23 ***
8. The quality of instruction I receive in most of my classes is excellent.	6.48	5.74 / 1.34	0.74	6.60	5.83 / 1.34	0.77	-0.09 **
12. Faculty are fair and unbiased in their treatment of individual students.	6.26	5.69 / 1.44	0.57	6.48	5.88 / 1.43	0.60	-0.19 ***
25. Faculty provide timely feedback about my academic progress.	6.22	5.39 / 1.47	0.83	6.45	5.72 / 1.45	0.73	-0.33 ***
31. Faculty use a variety of technology and media in the classroom.	5.95	5.73 / 1.23	0.22	6.09	5.92 / 1.29	0.17	-0.19 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.32	5.79 / 1.34	0.53	6.44	6.02 / 1.30	0.42	-0.23 ***
38. Most classes deal with practical experiences and applications.	6.08	5.49 / 1.34	0.59	6.37	5.83 / 1.33	0.54	-0.34 ***
40. There are sufficient courses within my program of study available each term.	6.40	5.52 / 1.55	0.88	6.52	5.79 / 1.47	0.73	-0.27 ***

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National Group Means are based on 63625 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			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.40	5.65 / 1.10	0.75	6.47	5.86 / 1.06	0.61	-0.21 ***
2. Classes are scheduled at times that are convenient for me.	6.54	5.62 / 1.54	0.92	6.49	5.75 / 1.38	0.74	-0.13 ***
9. I am able to register for the classes I need with few conflicts.	6.41	5.53 / 1.49	0.88	6.53	5.82 / 1.42	0.71	-0.29 ***
19. Registration processes and procedures are convenient.	6.39	5.77 / 1.35	0.62	6.46	5.95 / 1.34	0.51	-0.18 ***
29. There are convenient ways of paying my school bill.	6.36	5.69 / 1.47	0.67	6.44	5.97 / 1.38	0.47	-0.28 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.32	5.66 / 1.38	0.66	6.41	5.84 / 1.38	0.57	-0.18 ***

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

National Group Means are based on 63625 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	6.23	5.43 / 1.13	0.80	6.36	5.74 / 1.16	0.62	-0.31 ***
4. Security staff respond quickly to calls for assistance.	6.08	5.44 / 1.38	0.64	6.29	5.76 / 1.40	0.53	-0.32 ***
10. Parking lots are well-lighted and secure.	6.11	5.42 / 1.54	0.69	6.22	5.77 / 1.46	0.45	-0.35 ***
13. The campus is safe and secure for all students.	6.53	6.03 / 1.22	0.50	6.60	6.18 / 1.16	0.42	-0.15 ***
21. The amount of student parking space on campus is adequate.	6.17	4.83 / 1.87	1.34	6.31	5.24 / 1.86	1.07	-0.41 ***

* 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 63625 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	6.19	5.59 / 1.11	0.60	6.38	5.82 / 1.17	0.56	-0.23 ***
1. The campus staff are caring and helpful.	6.29	5.82 / 1.25	0.47	6.44	5.94 / 1.25	0.50	-0.12 ***
20. Students are made to feel welcome here.	6.38	5.99 / 1.28	0.39	6.50	6.13 / 1.25	0.37	-0.14 ***
33. Administrators are available to hear students' concerns.	6.18	5.38 / 1.51	0.80	6.33	5.67 / 1.54	0.66	-0.29 ***
37. I seldom get the "run-around" when seeking information on this campus.	5.91	5.13 / 1.55	0.78	6.25	5.48 / 1.66	0.77	-0.35 ***

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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	
1. The campus staff are caring and helpful.	6.29	5.82 / 1.25	0.47	6.44	5.94 / 1.25	0.50	-0.12 ***
2. Classes are scheduled at times that are convenient for me.	6.54	5.62 / 1.54	0.92	6.49	5.75 / 1.38	0.74	-0.13 ***
3. My academic advisor is available when I need help.	6.21	5.44 / 1.56	0.77	6.31	5.75 / 1.52	0.56	-0.31 ***
4. Security staff respond quickly to calls for assistance.	6.08	5.44 / 1.38	0.64	6.29	5.76 / 1.40	0.53	-0.32 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.18	5.29 / 1.63	0.89	6.31	5.51 / 1.62	0.80	-0.22 ***
6. Library resources and services are adequate.	6.14	5.81 / 1.25	0.33	6.27	6.07 / 1.21	0.20	-0.26 ***
7. Admissions staff provide personalized attention prior to enrollment.	5.99	5.31 / 1.51	0.68	6.20	5.67 / 1.47	0.53	-0.36 ***
8. The quality of instruction I receive in most of my classes is excellent.	6.48	5.74 / 1.34	0.74	6.60	5.83 / 1.34	0.77	-0.09 **
9. I am able to register for the classes I need with few conflicts.	6.41	5.53 / 1.49	0.88	6.53	5.82 / 1.42	0.71	-0.29 ***
10. Parking lots are well-lighted and secure.	6.11	5.42 / 1.54	0.69	6.22	5.77 / 1.46	0.45	-0.35 ***
11. Counseling services are available if I need them.	6.12	5.44 / 1.44	0.68	6.11	5.82 / 1.40	0.29	-0.38 ***
12. Faculty are fair and unbiased in their treatment of individual students.	6.26	5.69 / 1.44	0.57	6.48	5.88 / 1.43	0.60	-0.19 ***
13. The campus is safe and secure for all students.	6.53	6.03 / 1.22	0.50	6.60	6.18 / 1.16	0.42	-0.15 ***
14. My academic advisor is knowledgeable about my program requirements.	6.31	5.50 / 1.56	0.81	6.54	5.92 / 1.48	0.62	-0.42 ***
15. Financial aid counseling is available if I need it.	6.22	5.44 / 1.54	0.78	6.34	5.81 / 1.48	0.53	-0.37 ***

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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	
16. My advisor helps me apply my program of study to career goals.	6.25	5.36 / 1.63	0.89	6.40	5.73 / 1.59	0.67	-0.37 ***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.92	5.23 / 1.48	0.69	6.22	5.65 / 1.48	0.57	-0.42 ***
18. Computer labs are adequate and accessible.	6.24	5.95 / 1.27	0.29	6.39	6.13 / 1.24	0.26	-0.18 ***
19. Registration processes and procedures are convenient.	6.39	5.77 / 1.35	0.62	6.46	5.95 / 1.34	0.51	-0.18 ***
20. Students are made to feel welcome here.	6.38	5.99 / 1.28	0.39	6.50	6.13 / 1.25	0.37	-0.14 ***
21. The amount of student parking space on campus is adequate.	6.17	4.83 / 1.87	1.34	6.31	5.24 / 1.86	1.07	-0.41 ***
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.24	5.34 / 1.51	0.90	6.38	5.68 / 1.56	0.70	-0.34 ***
23. This institution helps me identify resources to finance my education.	6.27	5.26 / 1.59	1.01	6.36	5.57 / 1.60	0.79	-0.31 ***
24. The equipment in the lab facilities is kept up to date.	6.08	5.48 / 1.43	0.60	6.38	5.87 / 1.37	0.51	-0.39 ***
25. Faculty provide timely feedback about my academic progress.	6.22	5.39 / 1.47	0.83	6.45	5.72 / 1.45	0.73	-0.33 ***
26. There are adequate services to help me decide upon a career.	6.25	5.42 / 1.47	0.83	6.34	5.72 / 1.44	0.62	-0.30 ***
27. Tutoring services are readily available.	6.32	5.93 / 1.30	0.39	6.30	5.97 / 1.37	0.33	-0.04
28. This campus provides online access to services I need.	6.41	5.99 / 1.24	0.42	6.46	6.12 / 1.22	0.34	-0.13 ***
29. There are convenient ways of paying my school bill.	6.36	5.69 / 1.47	0.67	6.44	5.97 / 1.38	0.47	-0.28 ***
30. The assessment and course placement procedures are reasonable.	6.22	5.67 / 1.28	0.55	6.32	5.86 / 1.33	0.46	-0.19 ***

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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	
31. Faculty use a variety of technology and media in the classroom.	5.95	5.73 / 1.23	0.22	6.09	5.92 / 1.29	0.17	-0.19 ***
32. I am able to take care of college-related business at times that are convenient for me.	6.32	5.66 / 1.38	0.66	6.41	5.84 / 1.38	0.57	-0.18 ***
33. Administrators are available to hear students' concerns.	6.18	5.38 / 1.51	0.80	6.33	5.67 / 1.54	0.66	-0.29 ***
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.32	5.79 / 1.34	0.53	6.44	6.02 / 1.30	0.42	-0.23 ***
35. I receive ongoing feedback about progress toward my academic goals.	6.14	5.26 / 1.57	0.88	6.30	5.48 / 1.61	0.82	-0.22 ***
36. Tuition paid is a worthwhile investment.	6.29	5.58 / 1.46	0.71	6.52	5.90 / 1.42	0.62	-0.32 ***
37. I seldom get the "run-around" when seeking information on this campus.	5.91	5.13 / 1.55	0.78	6.25	5.48 / 1.66	0.77	-0.35 ***
38. Most classes deal with practical experiences and applications.	6.08	5.49 / 1.34	0.59	6.37	5.83 / 1.33	0.54	-0.34 ***
39. On the whole, the campus is well-maintained.	6.30	5.97 / 1.25	0.33	6.42	6.20 / 1.16	0.22	-0.23 ***
40. There are sufficient courses within my program of study available each term.	6.40	5.52 / 1.55	0.88	6.52	5.79 / 1.47	0.73	-0.27 ***
41. Campus item 1	5.55	5.48 / 1.45	0.07				
42. Campus item 2	6.02	5.45 / 1.60	0.57				
43. Campus item 3	6.33	5.37 / 1.63	0.96				
44. Campus item 4	5.75	4.68 / 1.78	1.07				
45. Campus item 5	5.48	4.99 / 1.73	0.49				

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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	6.15	5.38 / 1.53	0.77				
47. Campus item 7	6.46	5.63 / 1.52	0.83				
48. Campus item 8	6.29	5.49 / 1.54	0.80				
49. Campus item 9	5.97	5.52 / 1.55	0.45				
50. Campus item 10	5.91	5.42 / 1.56	0.49				
51. Cost as factor in decision to enroll.	6.51			6.45			
52. Financial assistance as factor in decision to enroll.	6.32			6.29			
53. Academic reputation as factor in decision to enroll.	5.84			6.12			
54. Future career opportunities as factor in decision to enroll.	6.36			6.44			
55. Personal recommendations as factor in decision to enroll.	5.75			5.88			
56. Distance from campus as factor in decision to enroll.	5.96			6.09			
57. Information on the campus Web site as factor in decision to enroll.	5.83			5.84			
58. Campus visits as factor in decision to enroll.	5.41			5.46			

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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 0% 1% 5% 36% 24% 15% 16%	Average: 4.99 1% 1% 6% 31% 24% 14% 19%	-0.07
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: 5.42 0% 1% 4% 17% 17% 39% 18%	Average: 5.61 1% 2% 4% 10% 14% 40% 25%	-0.19
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: 5.69 1% 2% 3% 10% 15% 33% 32%	Average: 5.83 2% 3% 3% 7% 10% 30% 43%	-0.14