

## Nov 2017 Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Current Class Load</b>	<b>N</b>	<b>%</b>
Female	85	54.84%	Full-time	147	94.23%
Male	70	45.16%	Part-time	9	5.77%
Total	155	100.00%	Total	156	100.00%
No Response	4		No Response	3	

  

<b>Age</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
18 and under	18	11.76%	1 year or less	60	38.71%
19 to 24	66	43.14%	2 years	53	34.19%
25 to 34	39	25.49%	3 years	23	14.84%
35 to 44	21	13.73%	4 or more years	19	12.26%
45 and over	9	5.88%	Total	155	100.00%
Total	153	100.00%	No Response	4	
No Response	6				

  

<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
Alaskan Native	1	0.65%	No credits earned	18	11.76%
American Indian	137	89.54%	1.99 or below	8	5.23%
Asian	0	0.00%	2.0 - 2.49	22	14.38%
Black/African-American	1	0.65%	2.5 - 2.99	32	20.92%
Hispanic or Latino (and Puerto Rican)	2	1.31%	3.0 - 3.49	42	27.45%
Native Hawaiian or Pacific Islander	1	0.65%	3.5 or above	31	20.26%
White/Caucasian	5	3.27%	Total	153	100.00%
Multi-racial	6	3.92%	No Response	6	
Other race	0	0.00%			
Total	153	100.00%			
No Response	6				

  

<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
Day	151	98.69%	Associate degree	85	55.56%
Evening	2	1.31%	Vocational/technical program	13	8.50%
Weekend	0	0.00%	Transfer to another institution	10	6.54%
Total	153	100.00%	Certification (initial/renewal)	13	8.50%
No Response	6		Self-improvement/pleasure	2	1.31%
			Job-related training	7	4.58%
			Other educational goal	23	15.03%
			Total	153	100.00%
			No Response	6	

## Nov 2017 Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Organization Memberships</b>	<b>N</b>	<b>%</b>
Full-time off campus	15	9.62%	No organization memberships	129	82.17%
Part-time off campus	22	14.10%	One or two organization memberships	26	16.56%
Full-time on campus	12	7.69%	Three or four organization memberships	2	1.27%
Part-time on campus	6	3.85%	Five or more organization memberships	0	0.00%
Not employed	101	64.74%	Total	157	100.00%
Total	156	100.00%	No Response	2	
No Response	3				

  

<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>Tuition Source</b>	<b>N</b>	<b>%</b>
Residence hall	0	0.00%	Scholarships	45	30.82%
Own house	37	23.57%	Financial aid	88	60.27%
Rent room or apt off campus	33	21.02%	Family contributions	1	0.68%
Parent's home	60	38.22%	Self support	8	5.48%
Other residence	27	17.20%	Other tuition source	4	2.74%
Total	157	100.00%	Total	146	100.00%
No Response	2		No Response	13	

  

<b>Residence Classification</b>	<b>N</b>	<b>%</b>	<b>Institution Question</b>	<b>N</b>	<b>%</b>
In-state	154	98.72%	Campus item - Answer 1	0	0.00%
Out-of-state	2	1.28%	Campus item - Answer 2	0	0.00%
International (not U.S. citizen)	0	0.00%	Campus item - Answer 3	2	66.67%
Total	156	100.00%	Campus item - Answer 4	0	0.00%
No Response	3		Campus item - Answer 5	0	0.00%
			Campus item - Answer 6	1	33.33%
			Total	3	100.00%
			No Response	156	

  

<b>Institution Was My</b>	<b>N</b>	<b>%</b>	<b>Institution Question 2</b>	<b>N</b>	<b>%</b>
1st choice	127	80.89%	Campus item 2 - Answer 1	0	0%
2nd choice	26	16.56%	Campus item 2 - Answer 2	0	0%
3rd choice or lower	4	2.55%	Campus item 2 - Answer 3	0	0%
Total	157	100.00%	Campus item 2 - Answer 4	0	0%
No Response	2		Campus item 2 - Answer 5	0	0%
			Campus item 2 - Answer 6	0	0%
			Total	0	100.00%
			No Response	159	

  

<b>Plan to Transfer</b>	<b>N</b>	<b>%</b>
Yes I plan to transfer	78	49.68%
No I do not plan to transfer	79	50.32%
Total	157	100.00%
No Response	2	

## Nov 2017 Demographics

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<b>Group Code</b>	<b>N</b>	<b>%</b>
0058	1	1.96%
0059	13	25.49%
0063	31	60.78%
0064	3	5.88%
0068	2	3.92%
1648	1	1.96%
Total	51	100.00%
No Response	108	

## Nov/Dec 2015 Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Current Class Load</b>	<b>N</b>	<b>%</b>
Female	190	65.07%	Full-time	279	95.88%
Male	102	34.93%	Part-time	12	4.12%
Total	292	100.00%	Total	291	100.00%
No Response	16		No Response	17	

  

<b>Age</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
18 and under	39	13.49%	1 year or less	139	47.60%
19 to 24	149	51.56%	2 years	93	31.85%
25 to 34	77	26.64%	3 years	39	13.36%
35 to 44	15	5.19%	4 or more years	21	7.19%
45 and over	9	3.11%	Total	292	100.00%
Total	289	100.00%	No Response	16	
No Response	19				

  

<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
Alaskan Native	1	0.35%	No credits earned	19	6.71%
American Indian	254	89.44%	1.99 or below	18	6.36%
Asian	0	0.00%	2.0 - 2.49	38	13.43%
Black/African-American	5	1.76%	2.5 - 2.99	56	19.79%
Hispanic or Latino (and Puerto Rican)	1	0.35%	3.0 - 3.49	96	33.92%
Native Hawaiian or Pacific Islander	1	0.35%	3.5 or above	56	19.79%
White/Caucasian	8	2.82%	Total	283	100.00%
Multi-racial	13	4.58%	No Response	25	
Other race	1	0.35%			
Total	284	100.00%			
No Response	24				

  

<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
Day	268	94.04%	Associate degree	137	47.90%
Evening	16	5.61%	Vocational/technical program	25	8.74%
Weekend	1	0.35%	Transfer to another institution	36	12.59%
Total	285	100.00%	Certification (initial/renewal)	34	11.89%
No Response	23		Self-improvement/pleasure	7	2.45%
			Job-related training	10	3.50%
			Other educational goal	37	12.94%
			Total	286	100.00%
			No Response	22	

## Nov/Dec 2015 Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Organization Memberships</b>	<b>N</b>	<b>%</b>
Full-time off campus	41	14.04%	No organization memberships	237	83.16%
Part-time off campus	56	19.18%	One or two organization memberships	41	14.39%
Full-time on campus	25	8.56%	Three or four organization memberships	6	2.11%
Part-time on campus	12	4.11%	Five or more organization memberships	1	0.35%
Not employed	158	54.11%	Total	285	100.00%
Total	292	100.00%	No Response	23	
No Response	16				

  

<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>Tuition Source</b>	<b>N</b>	<b>%</b>
Residence hall	1	0.35%	Scholarships	67	25.19%
Own house	65	22.81%	Financial aid	167	62.78%
Rent room or apt off campus	77	27.02%	Family contributions	6	2.26%
Parent's home	115	40.35%	Self support	11	4.14%
Other residence	27	9.47%	Other tuition source	15	5.64%
Total	285	100.00%	Total	266	100.00%
No Response	23		No Response	42	

  

<b>Residence Classification</b>	<b>N</b>	<b>%</b>	<b>Institution Question</b>	<b>N</b>	<b>%</b>
In-state	280	98.59%	Campus item - Answer 1	1	100.00%
Out-of-state	4	1.41%	Campus item - Answer 2	0	0.00%
International (not U.S. citizen)	0	0.00%	Campus item - Answer 3	0	0.00%
Total	284	100.00%	Campus item - Answer 4	0	0.00%
No Response	24		Campus item - Answer 5	0	0.00%
			Campus item - Answer 6	0	0.00%
			Total	1	100.00%
			No Response	307	

  

<b>Institution Was My</b>	<b>N</b>	<b>%</b>	<b>Institution Question 2</b>	<b>N</b>	<b>%</b>
1st choice	214	74.83%	Campus item 2 - Answer 1	0	0%
2nd choice	48	16.78%	Campus item 2 - Answer 2	0	0%
3rd choice or lower	24	8.39%	Campus item 2 - Answer 3	0	0%
Total	286	100.00%	Campus item 2 - Answer 4	0	0%
No Response	22		Campus item 2 - Answer 5	0	0%
			Campus item 2 - Answer 6	0	0%
			Total	0	100.00%
			No Response	308	

  

<b>Plan to Transfer</b>	<b>N</b>	<b>%</b>
Yes I plan to transfer	159	55.59%
No I do not plan to transfer	127	44.41%
Total	286	100.00%
No Response	22	

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 20. Students are made to feel welcome here.
- 14. My academic advisor is knowledgeable about my program requirements.
- 8. The quality of instruction I receive in most of my classes is excellent.
- 36. Tuition paid is a worthwhile investment.
- 1. The campus staff are caring and helpful.
- 16. My advisor helps me apply my program of study to career goals.
- 18. Computer labs are adequate and accessible.
- 3. My academic advisor is available when I need help.
- 5. Financial aid awards are announced in time to be helpful in college planning.

#### **Challenges**

- 13. The campus is safe and secure for all students.
- 40. There are sufficient courses within my program of study available each term.
- 25. Faculty provide timely feedback about my academic progress.

## Strategic Planning Overview Trends

### Higher Satisfaction vs. Nov/Dec 2015

- 20. Students are made to feel welcome here.
- 14. My academic advisor is knowledgeable about my program requirements.
- 8. The quality of instruction I receive in most of my classes is excellent.
- 36. Tuition paid is a worthwhile investment.
- 1. The campus staff are caring and helpful.
- 16. My advisor helps me apply my program of study to career goals.
- 18. Computer labs are adequate and accessible.
- 12. Faculty are fair and unbiased in their treatment of individual students.
- 19. Registration processes and procedures are convenient.
- 28. This campus provides online access to services I need.
- 3. My academic advisor is available when I need help.
- 9. I am able to register for the classes I need with few conflicts.
- 25. Faculty provide timely feedback about my academic progress.

### Higher Importance vs. Nov/Dec 2015

- 13. The campus is safe and secure for all students.
- 14. My academic advisor is knowledgeable about my program requirements.
- 36. Tuition paid is a worthwhile investment.
- 40. There are sufficient courses within my program of study available each term.
- 16. My advisor helps me apply my program of study to career goals.
- 39. On the whole, the campus is well-maintained.
- 18. Computer labs are adequate and accessible.
- 15. Financial aid counseling is available if I need it.

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

Scale	Nov 2017			Nov/Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Campus Climate	6.37	5.81 / 1.14	0.56	6.20	5.47 / 1.10	0.73	0.34 **
Student Centeredness	6.31	5.72 / 1.29	0.59	6.19	5.31 / 1.26	0.88	0.41 **
Registration Effectiveness	6.30	5.75 / 1.03	0.55	6.23	5.50 / 1.20	0.73	0.25 *
Academic Advising Effectiveness	6.28	5.76 / 1.19	0.52	6.15	5.39 / 1.32	0.76	0.37 **
Instructional Effectiveness	6.26	5.75 / 1.07	0.51	6.16	5.39 / 1.17	0.77	0.36 **
Admissions and Financial Aid Effectiveness	6.19	5.80 / 1.17	0.39	6.08	5.40 / 1.16	0.68	0.40 ***
Safety and Security	6.17	5.50 / 1.21	0.67	5.92	5.42 / 1.09	0.50	0.08
Campus Services	6.15	5.76 / 1.03	0.39	6.03	5.39 / 1.09	0.64	0.37 ***

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



## Institutional Summary

### Items: In Order of Importance

Item	Nov 2017			Nov/Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
13. The campus is safe and secure for all students.	6.53	5.87 / 1.41	0.66	6.33	5.83 / 1.25	0.50	0.04
20. Students are made to feel welcome here.	6.49	6.07 / 1.35	0.42	6.36	5.67 / 1.52	0.69	0.40 **
14. My academic advisor is knowledgeable about my program requirements.	6.47	5.97 / 1.31	0.50	6.22	5.61 / 1.58	0.61	0.36 *
8. The quality of instruction I receive in most of my classes is excellent.	6.45	5.95 / 1.22	0.50	6.37	5.59 / 1.47	0.78	0.36 *
36. Tuition paid is a worthwhile investment.	6.42	6.06 / 1.23	0.36	6.26	5.57 / 1.46	0.69	0.49 ***
40. There are sufficient courses within my program of study available each term.	6.41	5.65 / 1.46	0.76	6.17	5.43 / 1.50	0.74	0.22
52. Financial assistance as factor in decision to enroll.	6.40			6.56			
1. The campus staff are caring and helpful.	6.39	6.02 / 1.27	0.37	6.28	5.49 / 1.39	0.79	0.53 ***
16. My advisor helps me apply my program of study to career goals.	6.39	5.94 / 1.43	0.45	6.21	5.41 / 1.63	0.80	0.53 ***
39. On the whole, the campus is well-maintained.	6.39	5.88 / 1.33	0.51	6.08	5.62 / 1.30	0.46	0.26
32. I am able to take care of college-related business at times that are convenient for me.	6.36	5.78 / 1.27	0.58	6.27	5.56 / 1.49	0.71	0.22
18. Computer labs are adequate and accessible.	6.35	6.01 / 1.11	0.34	6.18	5.54 / 1.53	0.64	0.47 ***
15. Financial aid counseling is available if I need it.	6.31	5.91 / 1.34	0.40	6.14	5.80 / 1.27	0.34	0.11
3. My academic advisor is available when I need help.	6.30	5.95 / 1.37	0.35	6.16	5.58 / 1.53	0.58	0.37 *
9. I am able to register for the classes I need with few conflicts.	6.30	5.68 / 1.44	0.62	6.20	5.38 / 1.53	0.82	0.30 *

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

### Institutional Summary Items: In Order of Importance

Item	Nov 2017			Nov/Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
12. Faculty are fair and unbiased in their treatment of individual students.	6.30	5.85 / 1.33	0.45	6.16	5.35 / 1.55	0.81	0.50 ***
19. Registration processes and procedures are convenient.	6.30	5.91 / 1.29	0.39	6.18	5.49 / 1.49	0.69	0.42 **
28. This campus provides online access to services I need.	6.30	5.92 / 1.31	0.38	6.17	5.55 / 1.45	0.62	0.37 *
2. Classes are scheduled at times that are convenient for me.	6.29	5.71 / 1.45	0.58	6.33	5.61 / 1.47	0.72	0.10
54. Future career opportunities as factor in decision to enroll.	6.29			6.42			
25. Faculty provide timely feedback about my academic progress.	6.28	5.64 / 1.51	0.64	6.17	5.09 / 1.67	1.08	0.55 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.27	5.94 / 1.24	0.33	6.20	5.34 / 1.59	0.86	0.60 ***
23. This institution helps me identify resources to finance my education.	6.27	5.81 / 1.35	0.46	6.24	5.40 / 1.63	0.84	0.41 **
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.26	5.63 / 1.55	0.63	6.20	5.43 / 1.52	0.77	0.20
29. There are convenient ways of paying my school bill.	6.23	5.69 / 1.45	0.54	6.15	5.47 / 1.55	0.68	0.22
33. Administrators are available to hear students' concerns.	6.23	5.54 / 1.60	0.69	6.17	5.21 / 1.57	0.96	0.33 *
51. Cost as factor in decision to enroll.	6.23			6.31			
21. The amount of student parking space on campus is adequate.	6.21	5.51 / 1.66	0.70	5.84	5.32 / 1.58	0.52	0.19
26. There are adequate services to help me decide upon a career.	6.19	5.52 / 1.46	0.67	6.11	5.29 / 1.51	0.82	0.23
27. Tutoring services are readily available.	6.16	5.75 / 1.34	0.41	6.05	5.09 / 1.78	0.96	0.66 ***
6. Library resources and services are adequate.	6.15	6.04 / 1.17	0.11	5.98	5.61 / 1.32	0.37	0.43 ***

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

### Institutional Summary Items: In Order of Importance

Item	Nov 2017			Nov/Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.15	5.53 / 1.56	0.62	6.00	5.22 / 1.64	0.78	0.31
30. The assessment and course placement procedures are reasonable.	6.13	5.75 / 1.33	0.38	6.02	5.44 / 1.38	0.58	0.31 *
7. Admissions staff provide personalized attention prior to enrollment.	6.12	5.66 / 1.51	0.46	6.02	5.39 / 1.59	0.63	0.27
37. I seldom get the "run-around" when seeking information on this campus.	6.12	5.23 / 1.75	0.89	5.96	4.86 / 1.75	1.10	0.37 *
35. I receive ongoing feedback about progress toward my academic goals.	6.10	5.41 / 1.60	0.69	6.13	5.09 / 1.63	1.04	0.32
31. Faculty use a variety of technology and media in the classroom.	6.07	5.86 / 1.30	0.21	6.07	5.51 / 1.45	0.56	0.35 *
53. Academic reputation as factor in decision to enroll.	6.07			6.19			
38. Most classes deal with practical experiences and applications.	6.05	5.69 / 1.34	0.36	6.00	5.32 / 1.41	0.68	0.37 **
24. The equipment in the lab facilities is kept up to date.	6.04	5.47 / 1.45	0.57	6.02	5.36 / 1.48	0.66	0.11
4. Security staff respond quickly to calls for assistance.	5.97	5.24 / 1.53	0.73	5.56	5.11 / 1.42	0.45	0.13
56. Distance from campus as factor in decision to enroll.	5.97			6.05			
10. Parking lots are well-lighted and secure.	5.96	5.39 / 1.58	0.57	5.94	5.39 / 1.47	0.55	0.00
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.96	5.67 / 1.41	0.29	5.81	5.06 / 1.51	0.75	0.61 ***
11. Counseling services are available if I need them.	5.92	5.63 / 1.42	0.29	5.66	5.23 / 1.54	0.43	0.40 **
55. Personal recommendations as factor in decision to enroll.	5.92			6.05			

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

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

Item	Nov 2017			Nov/Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
57. Information on the campus Web site as factor in decision to enroll.	5.87			5.87			
58. Campus visits as factor in decision to enroll.	5.51			5.59			
41. Campus item 1							
42. Campus item 2							
43. Campus item 3							
44. Campus item 4							
45. Campus item 5							
46. Campus item 6							
47. Campus item 7							
48. Campus item 8							
49. Campus item 9							
50. Campus item 10							

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

## Institutional Summary

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

Scale/Item	Nov 2017			Nov/Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING EFFECTIVENESS</b>	6.28	5.76 / 1.19	0.52	6.15	5.39 / 1.32	0.76	0.37 **
3. My academic advisor is available when I need help.	6.30	5.95 / 1.37	0.35	6.16	5.58 / 1.53	0.58	0.37 *
14. My academic advisor is knowledgeable about my program requirements.	6.47	5.97 / 1.31	0.50	6.22	5.61 / 1.58	0.61	0.36 *
16. My advisor helps me apply my program of study to career goals.	6.39	5.94 / 1.43	0.45	6.21	5.41 / 1.63	0.80	0.53 ***
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.15	5.53 / 1.56	0.62	6.00	5.22 / 1.64	0.78	0.31
35. I receive ongoing feedback about progress toward my academic goals.	6.10	5.41 / 1.60	0.69	6.13	5.09 / 1.63	1.04	0.32

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

### Institutional Summary

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

Scale/Item	Nov 2017			Nov/Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ADMISSIONS AND FINANCIAL AID EFFECTIVENESS</b>	6.19	5.80 / 1.17	0.39	6.08	5.40 / 1.16	0.68	0.40 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.27	5.94 / 1.24	0.33	6.20	5.34 / 1.59	0.86	0.60 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.12	5.66 / 1.51	0.46	6.02	5.39 / 1.59	0.63	0.27
15. Financial aid counseling is available if I need it.	6.31	5.91 / 1.34	0.40	6.14	5.80 / 1.27	0.34	0.11
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.96	5.67 / 1.41	0.29	5.81	5.06 / 1.51	0.75	0.61 ***
23. This institution helps me identify resources to finance my education.	6.27	5.81 / 1.35	0.46	6.24	5.40 / 1.63	0.84	0.41 **

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

## Institutional Summary

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

Scale/Item	Nov 2017			Nov/Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.37	5.81 / 1.14	0.56	6.20	5.47 / 1.10	0.73	0.34 **
1. The campus staff are caring and helpful.	6.39	6.02 / 1.27	0.37	6.28	5.49 / 1.39	0.79	0.53 ***
13. The campus is safe and secure for all students.	6.53	5.87 / 1.41	0.66	6.33	5.83 / 1.25	0.50	0.04
20. Students are made to feel welcome here.	6.49	6.07 / 1.35	0.42	6.36	5.67 / 1.52	0.69	0.40 **
33. Administrators are available to hear students' concerns.	6.23	5.54 / 1.60	0.69	6.17	5.21 / 1.57	0.96	0.33 *
36. Tuition paid is a worthwhile investment.	6.42	6.06 / 1.23	0.36	6.26	5.57 / 1.46	0.69	0.49 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.12	5.23 / 1.75	0.89	5.96	4.86 / 1.75	1.10	0.37 *
39. On the whole, the campus is well-maintained.	6.39	5.88 / 1.33	0.51	6.08	5.62 / 1.30	0.46	0.26

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

### Institutional Summary

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

Scale/Item	Nov 2017			Nov/Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SERVICES</b>	6.15	5.76 / 1.03	0.39	6.03	5.39 / 1.09	0.64	0.37 ***
6. Library resources and services are adequate.	6.15	6.04 / 1.17	0.11	5.98	5.61 / 1.32	0.37	0.43 ***
11. Counseling services are available if I need them.	5.92	5.63 / 1.42	0.29	5.66	5.23 / 1.54	0.43	0.40 **
18. Computer labs are adequate and accessible.	6.35	6.01 / 1.11	0.34	6.18	5.54 / 1.53	0.64	0.47 ***
24. The equipment in the lab facilities is kept up to date.	6.04	5.47 / 1.45	0.57	6.02	5.36 / 1.48	0.66	0.11
26. There are adequate services to help me decide upon a career.	6.19	5.52 / 1.46	0.67	6.11	5.29 / 1.51	0.82	0.23
27. Tutoring services are readily available.	6.16	5.75 / 1.34	0.41	6.05	5.09 / 1.78	0.96	0.66 ***
28. This campus provides online access to services I need.	6.30	5.92 / 1.31	0.38	6.17	5.55 / 1.45	0.62	0.37 *
30. The assessment and course placement procedures are reasonable.	6.13	5.75 / 1.33	0.38	6.02	5.44 / 1.38	0.58	0.31 *

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



### Institutional Summary

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

Scale/Item	Nov 2017			Nov/Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.26	5.75 / 1.07	0.51	6.16	5.39 / 1.17	0.77	0.36 **
8. The quality of instruction I receive in most of my classes is excellent.	6.45	5.95 / 1.22	0.50	6.37	5.59 / 1.47	0.78	0.36 *
12. Faculty are fair and unbiased in their treatment of individual students.	6.30	5.85 / 1.33	0.45	6.16	5.35 / 1.55	0.81	0.50 ***
25. Faculty provide timely feedback about my academic progress.	6.28	5.64 / 1.51	0.64	6.17	5.09 / 1.67	1.08	0.55 ***
31. Faculty use a variety of technology and media in the classroom.	6.07	5.86 / 1.30	0.21	6.07	5.51 / 1.45	0.56	0.35 *
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.26	5.63 / 1.55	0.63	6.20	5.43 / 1.52	0.77	0.20
38. Most classes deal with practical experiences and applications.	6.05	5.69 / 1.34	0.36	6.00	5.32 / 1.41	0.68	0.37 **
40. There are sufficient courses within my program of study available each term.	6.41	5.65 / 1.46	0.76	6.17	5.43 / 1.50	0.74	0.22

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

### Institutional Summary

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

Scale/Item	Nov 2017			Nov/Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.30	5.75 / 1.03	0.55	6.23	5.50 / 1.20	0.73	0.25 *
2. Classes are scheduled at times that are convenient for me.	6.29	5.71 / 1.45	0.58	6.33	5.61 / 1.47	0.72	0.10
9. I am able to register for the classes I need with few conflicts.	6.30	5.68 / 1.44	0.62	6.20	5.38 / 1.53	0.82	0.30 *
19. Registration processes and procedures are convenient.	6.30	5.91 / 1.29	0.39	6.18	5.49 / 1.49	0.69	0.42 **
29. There are convenient ways of paying my school bill.	6.23	5.69 / 1.45	0.54	6.15	5.47 / 1.55	0.68	0.22
32. I am able to take care of college-related business at times that are convenient for me.	6.36	5.78 / 1.27	0.58	6.27	5.56 / 1.49	0.71	0.22

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

### Institutional Summary

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

Scale/Item	Nov 2017			Nov/Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.17	5.50 / 1.21	0.67	5.92	5.42 / 1.09	0.50	0.08
4. Security staff respond quickly to calls for assistance.	5.97	5.24 / 1.53	0.73	5.56	5.11 / 1.42	0.45	0.13
10. Parking lots are well-lighted and secure.	5.96	5.39 / 1.58	0.57	5.94	5.39 / 1.47	0.55	0.00
13. The campus is safe and secure for all students.	6.53	5.87 / 1.41	0.66	6.33	5.83 / 1.25	0.50	0.04
21. The amount of student parking space on campus is adequate.	6.21	5.51 / 1.66	0.70	5.84	5.32 / 1.58	0.52	0.19

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

## Institutional Summary

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

Scale/Item	Nov 2017			Nov/Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.31	5.72 / 1.29	0.59	6.19	5.31 / 1.26	0.88	0.41 **
1. The campus staff are caring and helpful.	6.39	6.02 / 1.27	0.37	6.28	5.49 / 1.39	0.79	0.53 ***
20. Students are made to feel welcome here.	6.49	6.07 / 1.35	0.42	6.36	5.67 / 1.52	0.69	0.40 **
33. Administrators are available to hear students' concerns.	6.23	5.54 / 1.60	0.69	6.17	5.21 / 1.57	0.96	0.33 *
37. I seldom get the "run-around" when seeking information on this campus.	6.12	5.23 / 1.75	0.89	5.96	4.86 / 1.75	1.10	0.37 *

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

## Institutional Summary

### Items: In Sequential Order

Item	Nov 2017			Nov/Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. The campus staff are caring and helpful.	6.39	6.02 / 1.27	0.37	6.28	5.49 / 1.39	0.79	0.53 ***
2. Classes are scheduled at times that are convenient for me.	6.29	5.71 / 1.45	0.58	6.33	5.61 / 1.47	0.72	0.10
3. My academic advisor is available when I need help.	6.30	5.95 / 1.37	0.35	6.16	5.58 / 1.53	0.58	0.37 *
4. Security staff respond quickly to calls for assistance.	5.97	5.24 / 1.53	0.73	5.56	5.11 / 1.42	0.45	0.13
5. Financial aid awards are announced in time to be helpful in college planning.	6.27	5.94 / 1.24	0.33	6.20	5.34 / 1.59	0.86	0.60 ***
6. Library resources and services are adequate.	6.15	6.04 / 1.17	0.11	5.98	5.61 / 1.32	0.37	0.43 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.12	5.66 / 1.51	0.46	6.02	5.39 / 1.59	0.63	0.27
8. The quality of instruction I receive in most of my classes is excellent.	6.45	5.95 / 1.22	0.50	6.37	5.59 / 1.47	0.78	0.36 *
9. I am able to register for the classes I need with few conflicts.	6.30	5.68 / 1.44	0.62	6.20	5.38 / 1.53	0.82	0.30 *
10. Parking lots are well-lighted and secure.	5.96	5.39 / 1.58	0.57	5.94	5.39 / 1.47	0.55	0.00
11. Counseling services are available if I need them.	5.92	5.63 / 1.42	0.29	5.66	5.23 / 1.54	0.43	0.40 **
12. Faculty are fair and unbiased in their treatment of individual students.	6.30	5.85 / 1.33	0.45	6.16	5.35 / 1.55	0.81	0.50 ***
13. The campus is safe and secure for all students.	6.53	5.87 / 1.41	0.66	6.33	5.83 / 1.25	0.50	0.04
14. My academic advisor is knowledgeable about my program requirements.	6.47	5.97 / 1.31	0.50	6.22	5.61 / 1.58	0.61	0.36 *
15. Financial aid counseling is available if I need it.	6.31	5.91 / 1.34	0.40	6.14	5.80 / 1.27	0.34	0.11

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

## Institutional Summary

### Items: In Sequential Order

Item	Nov 2017			Nov/Dec 2015			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.	6.39	5.94 / 1.43	0.45	6.21	5.41 / 1.63	0.80	0.53 ***
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.96	5.67 / 1.41	0.29	5.81	5.06 / 1.51	0.75	0.61 ***
18. Computer labs are adequate and accessible.	6.35	6.01 / 1.11	0.34	6.18	5.54 / 1.53	0.64	0.47 ***
19. Registration processes and procedures are convenient.	6.30	5.91 / 1.29	0.39	6.18	5.49 / 1.49	0.69	0.42 **
20. Students are made to feel welcome here.	6.49	6.07 / 1.35	0.42	6.36	5.67 / 1.52	0.69	0.40 **
21. The amount of student parking space on campus is adequate.	6.21	5.51 / 1.66	0.70	5.84	5.32 / 1.58	0.52	0.19
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.15	5.53 / 1.56	0.62	6.00	5.22 / 1.64	0.78	0.31
23. This institution helps me identify resources to finance my education.	6.27	5.81 / 1.35	0.46	6.24	5.40 / 1.63	0.84	0.41 **
24. The equipment in the lab facilities is kept up to date.	6.04	5.47 / 1.45	0.57	6.02	5.36 / 1.48	0.66	0.11
25. Faculty provide timely feedback about my academic progress.	6.28	5.64 / 1.51	0.64	6.17	5.09 / 1.67	1.08	0.55 ***
26. There are adequate services to help me decide upon a career.	6.19	5.52 / 1.46	0.67	6.11	5.29 / 1.51	0.82	0.23
27. Tutoring services are readily available.	6.16	5.75 / 1.34	0.41	6.05	5.09 / 1.78	0.96	0.66 ***
28. This campus provides online access to services I need.	6.30	5.92 / 1.31	0.38	6.17	5.55 / 1.45	0.62	0.37 *
29. There are convenient ways of paying my school bill.	6.23	5.69 / 1.45	0.54	6.15	5.47 / 1.55	0.68	0.22
30. The assessment and course placement procedures are reasonable.	6.13	5.75 / 1.33	0.38	6.02	5.44 / 1.38	0.58	0.31 *

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

### Institutional Summary

#### Items: In Sequential Order

Item	Nov 2017			Nov/Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. Faculty use a variety of technology and media in the classroom.	6.07	5.86 / 1.30	0.21	6.07	5.51 / 1.45	0.56	0.35 *
32. I am able to take care of college-related business at times that are convenient for me.	6.36	5.78 / 1.27	0.58	6.27	5.56 / 1.49	0.71	0.22
33. Administrators are available to hear students' concerns.	6.23	5.54 / 1.60	0.69	6.17	5.21 / 1.57	0.96	0.33 *
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.26	5.63 / 1.55	0.63	6.20	5.43 / 1.52	0.77	0.20
35. I receive ongoing feedback about progress toward my academic goals.	6.10	5.41 / 1.60	0.69	6.13	5.09 / 1.63	1.04	0.32
36. Tuition paid is a worthwhile investment.	6.42	6.06 / 1.23	0.36	6.26	5.57 / 1.46	0.69	0.49 ***
37. I seldom get the "run-around" when seeking information on this campus.	6.12	5.23 / 1.75	0.89	5.96	4.86 / 1.75	1.10	0.37 *
38. Most classes deal with practical experiences and applications.	6.05	5.69 / 1.34	0.36	6.00	5.32 / 1.41	0.68	0.37 **
39. On the whole, the campus is well-maintained.	6.39	5.88 / 1.33	0.51	6.08	5.62 / 1.30	0.46	0.26
40. There are sufficient courses within my program of study available each term.	6.41	5.65 / 1.46	0.76	6.17	5.43 / 1.50	0.74	0.22
41. Campus item 1							
42. Campus item 2							
43. Campus item 3							
44. Campus item 4							
45. Campus item 5							
46. Campus item 6							

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

**Institutional Summary**  
**Items: In Sequential Order**

Item	Nov 2017			Nov/Dec 2015			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Campus item 7							
48. Campus item 8							
49. Campus item 9							
50. Campus item 10							
51. Cost as factor in decision to enroll.	6.23			6.31			
52. Financial assistance as factor in decision to enroll.	6.40			6.56			
53. Academic reputation as factor in decision to enroll.	6.07			6.19			
54. Future career opportunities as factor in decision to enroll.	6.29			6.42			
55. Personal recommendations as factor in decision to enroll.	5.92			6.05			
56. Distance from campus as factor in decision to enroll.	5.97			6.05			
57. Information on the campus Web site as factor in decision to enroll.	5.87			5.87			
58. Campus visits as factor in decision to enroll.	5.51			5.59			

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



## Institutional Summary

### Summary Items

Summary Item	Nov 2017	Nov/Dec 2015	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 5.36 0% 1% 1% 25% 29% 12% 29%	Average: 4.99 1% 1% 4% 32% 27% 13% 19%	0.37
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: 5.78 0% 1% 3% 15% 10% 36% 33%	Average: 5.40 0% 2% 4% 17% 16% 40% 18%	0.38
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: 6.18 0% 0% 3% 7% 7% 24% 56%	Average: 5.68 1% 2% 2% 13% 13% 31% 35%	0.50