

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 Benchmarks

Higher Satisfaction vs. Turtle Mountain CC 2015 Requested Group

- 36. Tuition paid is a worthwhile investment.
- 15. Financial aid counseling is available if I need it.

Lower Satisfaction vs. Turtle Mountain CC 2015 Requested Group

- 39. On the whole, the campus is well-maintained.

Higher Importance vs. Turtle Mountain CC 2015 Requested Group

- 15. Financial aid counseling is available if I need it.

Institutional Summary
Scales: In Order of Importance

Scale	Turtle Mountain Community College - SSI			Turtle Mountain CC 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Campus Climate	6.37	5.81 / 1.14	0.56	6.32	5.83 / 0.97	0.49	-0.02
Student Centeredness	6.31	5.72 / 1.29	0.59	6.28	5.74 / 1.07	0.54	-0.02
Registration Effectiveness	6.30	5.75 / 1.03	0.55	6.35	5.74 / 1.02	0.61	0.01
Academic Advising Effectiveness	6.28	5.76 / 1.19	0.52	6.26	5.65 / 1.15	0.61	0.11
Instructional Effectiveness	6.26	5.75 / 1.07	0.51	6.34	5.75 / 1.00	0.59	0.00
Admissions and Financial Aid Effectiveness	6.19	5.80 / 1.17	0.39	6.11	5.47 / 1.16	0.64	0.33 ***
Safety and Security	6.17	5.50 / 1.21	0.67	6.09	5.40 / 1.15	0.69	0.10
Campus Services	6.15	5.76 / 1.03	0.39	6.08	5.71 / 0.96	0.37	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 4655 records.

Institutional Summary

Items: In Order of Importance

Item	Turtle Mountain Community College - SSI			Turtle Mountain CC 2015 Requested Group			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	6.39	6.02 / 1.16	0.37	-0.15
20. Students are made to feel welcome here.	6.49	6.07 / 1.35	0.42	6.41	6.05 / 1.19	0.36	0.02
14. My academic advisor is knowledgeable about my program requirements.	6.47	5.97 / 1.31	0.50	6.49	5.97 / 1.30	0.52	0.00
8. The quality of instruction I receive in most of my classes is excellent.	6.45	5.95 / 1.22	0.50	6.59	5.80 / 1.27	0.79	0.15
36. Tuition paid is a worthwhile investment.	6.42	6.06 / 1.23	0.36	6.45	5.77 / 1.37	0.68	0.29 *
40. There are sufficient courses within my program of study available each term.	6.41	5.65 / 1.46	0.76	6.42	5.72 / 1.42	0.70	-0.07
52. Financial assistance as factor in decision to enroll.	6.40			6.19			
1. The campus staff are caring and helpful.	6.39	6.02 / 1.27	0.37	6.36	5.93 / 1.17	0.43	0.09
16. My advisor helps me apply my program of study to career goals.	6.39	5.94 / 1.43	0.45	6.28	5.70 / 1.45	0.58	0.24
39. On the whole, the campus is well-maintained.	6.39	5.88 / 1.33	0.51	6.27	6.08 / 1.16	0.19	-0.20 *
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	5.71 / 1.29	0.56	0.07
18. Computer labs are adequate and accessible.	6.35	6.01 / 1.11	0.34	6.20	5.86 / 1.29	0.34	0.15
15. Financial aid counseling is available if I need it.	6.31	5.91 / 1.34	0.40	6.12	5.55 / 1.45	0.57	0.36 **
3. My academic advisor is available when I need help.	6.30	5.95 / 1.37	0.35	6.22	5.74 / 1.38	0.48	0.21
9. I am able to register for the classes I need with few conflicts.	6.30	5.68 / 1.44	0.62	6.49	5.75 / 1.35	0.74	-0.07

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
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Institutional Summary

Items: In Order of Importance

Item	Turtle Mountain Community College - SSI			Turtle Mountain CC 2015 Requested Group			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	6.36	5.69 / 1.41	0.67	0.16
19. Registration processes and procedures are convenient.	6.30	5.91 / 1.29	0.39	6.32	5.84 / 1.25	0.48	0.07
28. This campus provides online access to services I need.	6.30	5.92 / 1.31	0.38	6.31	5.94 / 1.24	0.37	-0.02
2. Classes are scheduled at times that are convenient for me.	6.29	5.71 / 1.45	0.58	6.43	5.63 / 1.36	0.80	0.08
54. Future career opportunities as factor in decision to enroll.	6.29			6.46			
25. Faculty provide timely feedback about my academic progress.	6.28	5.64 / 1.51	0.64	6.37	5.53 / 1.41	0.84	0.11
5. Financial aid awards are announced in time to be helpful in college planning.	6.27	5.94 / 1.24	0.33	6.19	5.35 / 1.53	0.84	0.59 ***
23. This institution helps me identify resources to finance my education.	6.27	5.81 / 1.35	0.46	6.20	5.36 / 1.52	0.84	0.45 ***
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	6.33	5.90 / 1.27	0.43	-0.27 *
29. There are convenient ways of paying my school bill.	6.23	5.69 / 1.45	0.54	6.25	5.77 / 1.34	0.48	-0.08
33. Administrators are available to hear students' concerns.	6.23	5.54 / 1.60	0.69	6.15	5.48 / 1.45	0.67	0.06
51. Cost as factor in decision to enroll.	6.23			6.40			
21. The amount of student parking space on campus is adequate.	6.21	5.51 / 1.66	0.70	6.19	4.81 / 1.89	1.38	0.70 ***
26. There are adequate services to help me decide upon a career.	6.19	5.52 / 1.46	0.67	6.14	5.55 / 1.32	0.59	-0.03
27. Tutoring services are readily available.	6.16	5.75 / 1.34	0.41	6.00	5.68 / 1.39	0.32	0.07
6. Library resources and services are adequate.	6.15	6.04 / 1.17	0.11	5.94	5.77 / 1.24	0.17	0.27 **

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Institutional Summary
Items: In Order of Importance

Item	Turtle Mountain Community College - SSI			Turtle Mountain CC 2015 Requested Group			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	6.12	5.49 / 1.44	0.63	0.04
30. The assessment and course placement procedures are reasonable.	6.13	5.75 / 1.33	0.38	6.12	5.68 / 1.24	0.44	0.07
7. Admissions staff provide personalized attention prior to enrollment.	6.12	5.66 / 1.51	0.46	6.03	5.60 / 1.35	0.43	0.06
37. I seldom get the "run-around" when seeking information on this campus.	6.12	5.23 / 1.75	0.89	6.18	5.45 / 1.50	0.73	-0.22
35. I receive ongoing feedback about progress toward my academic goals.	6.10	5.41 / 1.60	0.69	6.19	5.32 / 1.51	0.87	0.09
31. Faculty use a variety of technology and media in the classroom.	6.07	5.86 / 1.30	0.21	5.98	5.81 / 1.23	0.17	0.05
53. Academic reputation as factor in decision to enroll.	6.07			6.12			
38. Most classes deal with practical experiences and applications.	6.05	5.69 / 1.34	0.36	6.30	5.80 / 1.23	0.50	-0.11
24. The equipment in the lab facilities is kept up to date.	6.04	5.47 / 1.45	0.57	6.26	5.67 / 1.32	0.59	-0.20
4. Security staff respond quickly to calls for assistance.	5.97	5.24 / 1.53	0.73	5.78	5.18 / 1.43	0.60	0.06
56. Distance from campus as factor in decision to enroll.	5.97			6.04			
10. Parking lots are well-lighted and secure.	5.96	5.39 / 1.58	0.57	5.94	5.53 / 1.45	0.41	-0.14
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.96	5.67 / 1.41	0.29	6.00	5.48 / 1.36	0.52	0.19
11. Counseling services are available if I need them.	5.92	5.63 / 1.42	0.29	5.67	5.50 / 1.34	0.17	0.13
55. Personal recommendations as factor in decision to enroll.	5.92			5.86			

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Institutional Summary
Items: In Order of Importance

Item	Turtle Mountain Community College - SSI			Turtle Mountain CC 2015 Requested Group			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			5.65			
58. Campus visits as factor in decision to enroll.	5.51			5.29			
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							

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Institutional Summary

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

Scale/Item	Turtle Mountain Community College - SSI			Turtle Mountain CC 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING EFFECTIVENESS	6.28	5.76 / 1.19	0.52	6.26	5.65 / 1.15	0.61	0.11
3. My academic advisor is available when I need help.	6.30	5.95 / 1.37	0.35	6.22	5.74 / 1.38	0.48	0.21
14. My academic advisor is knowledgeable about my program requirements.	6.47	5.97 / 1.31	0.50	6.49	5.97 / 1.30	0.52	0.00
16. My advisor helps me apply my program of study to career goals.	6.39	5.94 / 1.43	0.45	6.28	5.70 / 1.45	0.58	0.24
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.15	5.53 / 1.56	0.62	6.12	5.49 / 1.44	0.63	0.04
35. I receive ongoing feedback about progress toward my academic goals.	6.10	5.41 / 1.60	0.69	6.19	5.32 / 1.51	0.87	0.09

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Institutional Summary

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

Scale/Item	Turtle Mountain Community College - SSI			Turtle Mountain CC 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID EFFECTIVENESS	6.19	5.80 / 1.17	0.39	6.11	5.47 / 1.16	0.64	0.33 ***
5. Financial aid awards are announced in time to be helpful in college planning.	6.27	5.94 / 1.24	0.33	6.19	5.35 / 1.53	0.84	0.59 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.12	5.66 / 1.51	0.46	6.03	5.60 / 1.35	0.43	0.06
15. Financial aid counseling is available if I need it.	6.31	5.91 / 1.34	0.40	6.12	5.55 / 1.45	0.57	0.36 **
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.96	5.67 / 1.41	0.29	6.00	5.48 / 1.36	0.52	0.19
23. This institution helps me identify resources to finance my education.	6.27	5.81 / 1.35	0.46	6.20	5.36 / 1.52	0.84	0.45 ***

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Institutional Summary

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

Scale/Item	Turtle Mountain Community College - SSI			Turtle Mountain CC 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.37	5.81 / 1.14	0.56	6.32	5.83 / 0.97	0.49	-0.02
1. The campus staff are caring and helpful.	6.39	6.02 / 1.27	0.37	6.36	5.93 / 1.17	0.43	0.09
13. The campus is safe and secure for all students.	6.53	5.87 / 1.41	0.66	6.39	6.02 / 1.16	0.37	-0.15
20. Students are made to feel welcome here.	6.49	6.07 / 1.35	0.42	6.41	6.05 / 1.19	0.36	0.02
33. Administrators are available to hear students' concerns.	6.23	5.54 / 1.60	0.69	6.15	5.48 / 1.45	0.67	0.06
36. Tuition paid is a worthwhile investment.	6.42	6.06 / 1.23	0.36	6.45	5.77 / 1.37	0.68	0.29 *
37. I seldom get the "run-around" when seeking information on this campus.	6.12	5.23 / 1.75	0.89	6.18	5.45 / 1.50	0.73	-0.22
39. On the whole, the campus is well-maintained.	6.39	5.88 / 1.33	0.51	6.27	6.08 / 1.16	0.19	-0.20 *

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Institutional Summary

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

Scale/Item	Turtle Mountain Community College - SSI			Turtle Mountain CC 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SERVICES	6.15	5.76 / 1.03	0.39	6.08	5.71 / 0.96	0.37	0.05
6. Library resources and services are adequate.	6.15	6.04 / 1.17	0.11	5.94	5.77 / 1.24	0.17	0.27 **
11. Counseling services are available if I need them.	5.92	5.63 / 1.42	0.29	5.67	5.50 / 1.34	0.17	0.13
18. Computer labs are adequate and accessible.	6.35	6.01 / 1.11	0.34	6.20	5.86 / 1.29	0.34	0.15
24. The equipment in the lab facilities is kept up to date.	6.04	5.47 / 1.45	0.57	6.26	5.67 / 1.32	0.59	-0.20
26. There are adequate services to help me decide upon a career.	6.19	5.52 / 1.46	0.67	6.14	5.55 / 1.32	0.59	-0.03
27. Tutoring services are readily available.	6.16	5.75 / 1.34	0.41	6.00	5.68 / 1.39	0.32	0.07
28. This campus provides online access to services I need.	6.30	5.92 / 1.31	0.38	6.31	5.94 / 1.24	0.37	-0.02
30. The assessment and course placement procedures are reasonable.	6.13	5.75 / 1.33	0.38	6.12	5.68 / 1.24	0.44	0.07

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Institutional Summary

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

Scale/Item	Turtle Mountain Community College - SSI			Turtle Mountain CC 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.26	5.75 / 1.07	0.51	6.34	5.75 / 1.00	0.59	0.00
8. The quality of instruction I receive in most of my classes is excellent.	6.45	5.95 / 1.22	0.50	6.59	5.80 / 1.27	0.79	0.15
12. Faculty are fair and unbiased in their treatment of individual students.	6.30	5.85 / 1.33	0.45	6.36	5.69 / 1.41	0.67	0.16
25. Faculty provide timely feedback about my academic progress.	6.28	5.64 / 1.51	0.64	6.37	5.53 / 1.41	0.84	0.11
31. Faculty use a variety of technology and media in the classroom.	6.07	5.86 / 1.30	0.21	5.98	5.81 / 1.23	0.17	0.05
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	6.33	5.90 / 1.27	0.43	-0.27 *
38. Most classes deal with practical experiences and applications.	6.05	5.69 / 1.34	0.36	6.30	5.80 / 1.23	0.50	-0.11
40. There are sufficient courses within my program of study available each term.	6.41	5.65 / 1.46	0.76	6.42	5.72 / 1.42	0.70	-0.07

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Institutional Summary

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

Scale/Item	Turtle Mountain Community College - SSI			Turtle Mountain CC 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.30	5.75 / 1.03	0.55	6.35	5.74 / 1.02	0.61	0.01
2. Classes are scheduled at times that are convenient for me.	6.29	5.71 / 1.45	0.58	6.43	5.63 / 1.36	0.80	0.08
9. I am able to register for the classes I need with few conflicts.	6.30	5.68 / 1.44	0.62	6.49	5.75 / 1.35	0.74	-0.07
19. Registration processes and procedures are convenient.	6.30	5.91 / 1.29	0.39	6.32	5.84 / 1.25	0.48	0.07
29. There are convenient ways of paying my school bill.	6.23	5.69 / 1.45	0.54	6.25	5.77 / 1.34	0.48	-0.08
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	5.71 / 1.29	0.56	0.07

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Institutional Summary

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

Scale/Item	Turtle Mountain Community College - SSI			Turtle Mountain CC 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.17	5.50 / 1.21	0.67	6.09	5.40 / 1.15	0.69	0.10
4. Security staff respond quickly to calls for assistance.	5.97	5.24 / 1.53	0.73	5.78	5.18 / 1.43	0.60	0.06
10. Parking lots are well-lighted and secure.	5.96	5.39 / 1.58	0.57	5.94	5.53 / 1.45	0.41	-0.14
13. The campus is safe and secure for all students.	6.53	5.87 / 1.41	0.66	6.39	6.02 / 1.16	0.37	-0.15
21. The amount of student parking space on campus is adequate.	6.21	5.51 / 1.66	0.70	6.19	4.81 / 1.89	1.38	0.70 ***

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Institutional Summary

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

Scale/Item	Turtle Mountain Community College - SSI			Turtle Mountain CC 2015 Requested Group			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.31	5.72 / 1.29	0.59	6.28	5.74 / 1.07	0.54	-0.02
1. The campus staff are caring and helpful.	6.39	6.02 / 1.27	0.37	6.36	5.93 / 1.17	0.43	0.09
20. Students are made to feel welcome here.	6.49	6.07 / 1.35	0.42	6.41	6.05 / 1.19	0.36	0.02
33. Administrators are available to hear students' concerns.	6.23	5.54 / 1.60	0.69	6.15	5.48 / 1.45	0.67	0.06
37. I seldom get the "run-around" when seeking information on this campus.	6.12	5.23 / 1.75	0.89	6.18	5.45 / 1.50	0.73	-0.22

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Institutional Summary

Items: In Sequential Order

Item	Turtle Mountain Community College - SSI			Turtle Mountain CC 2015 Requested Group			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	6.36	5.93 / 1.17	0.43	0.09
2. Classes are scheduled at times that are convenient for me.	6.29	5.71 / 1.45	0.58	6.43	5.63 / 1.36	0.80	0.08
3. My academic advisor is available when I need help.	6.30	5.95 / 1.37	0.35	6.22	5.74 / 1.38	0.48	0.21
4. Security staff respond quickly to calls for assistance.	5.97	5.24 / 1.53	0.73	5.78	5.18 / 1.43	0.60	0.06
5. Financial aid awards are announced in time to be helpful in college planning.	6.27	5.94 / 1.24	0.33	6.19	5.35 / 1.53	0.84	0.59 ***
6. Library resources and services are adequate.	6.15	6.04 / 1.17	0.11	5.94	5.77 / 1.24	0.17	0.27 **
7. Admissions staff provide personalized attention prior to enrollment.	6.12	5.66 / 1.51	0.46	6.03	5.60 / 1.35	0.43	0.06
8. The quality of instruction I receive in most of my classes is excellent.	6.45	5.95 / 1.22	0.50	6.59	5.80 / 1.27	0.79	0.15
9. I am able to register for the classes I need with few conflicts.	6.30	5.68 / 1.44	0.62	6.49	5.75 / 1.35	0.74	-0.07
10. Parking lots are well-lighted and secure.	5.96	5.39 / 1.58	0.57	5.94	5.53 / 1.45	0.41	-0.14
11. Counseling services are available if I need them.	5.92	5.63 / 1.42	0.29	5.67	5.50 / 1.34	0.17	0.13
12. Faculty are fair and unbiased in their treatment of individual students.	6.30	5.85 / 1.33	0.45	6.36	5.69 / 1.41	0.67	0.16
13. The campus is safe and secure for all students.	6.53	5.87 / 1.41	0.66	6.39	6.02 / 1.16	0.37	-0.15
14. My academic advisor is knowledgeable about my program requirements.	6.47	5.97 / 1.31	0.50	6.49	5.97 / 1.30	0.52	0.00
15. Financial aid counseling is available if I need it.	6.31	5.91 / 1.34	0.40	6.12	5.55 / 1.45	0.57	0.36 **

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Institutional Summary

Items: In Sequential Order

Item	Turtle Mountain Community College - SSI			Turtle Mountain CC 2015 Requested Group			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	6.28	5.70 / 1.45	0.58	0.24
17. Admissions counselors accurately portray program offerings in their recruiting practices.	5.96	5.67 / 1.41	0.29	6.00	5.48 / 1.36	0.52	0.19
18. Computer labs are adequate and accessible.	6.35	6.01 / 1.11	0.34	6.20	5.86 / 1.29	0.34	0.15
19. Registration processes and procedures are convenient.	6.30	5.91 / 1.29	0.39	6.32	5.84 / 1.25	0.48	0.07
20. Students are made to feel welcome here.	6.49	6.07 / 1.35	0.42	6.41	6.05 / 1.19	0.36	0.02
21. The amount of student parking space on campus is adequate.	6.21	5.51 / 1.66	0.70	6.19	4.81 / 1.89	1.38	0.70 ***
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.15	5.53 / 1.56	0.62	6.12	5.49 / 1.44	0.63	0.04
23. This institution helps me identify resources to finance my education.	6.27	5.81 / 1.35	0.46	6.20	5.36 / 1.52	0.84	0.45 ***
24. The equipment in the lab facilities is kept up to date.	6.04	5.47 / 1.45	0.57	6.26	5.67 / 1.32	0.59	-0.20
25. Faculty provide timely feedback about my academic progress.	6.28	5.64 / 1.51	0.64	6.37	5.53 / 1.41	0.84	0.11
26. There are adequate services to help me decide upon a career.	6.19	5.52 / 1.46	0.67	6.14	5.55 / 1.32	0.59	-0.03
27. Tutoring services are readily available.	6.16	5.75 / 1.34	0.41	6.00	5.68 / 1.39	0.32	0.07
28. This campus provides online access to services I need.	6.30	5.92 / 1.31	0.38	6.31	5.94 / 1.24	0.37	-0.02
29. There are convenient ways of paying my school bill.	6.23	5.69 / 1.45	0.54	6.25	5.77 / 1.34	0.48	-0.08
30. The assessment and course placement procedures are reasonable.	6.13	5.75 / 1.33	0.38	6.12	5.68 / 1.24	0.44	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 4655 records.

Institutional Summary

Items: In Sequential Order

Item	Turtle Mountain Community College - SSI			Turtle Mountain CC 2015 Requested Group			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	5.98	5.81 / 1.23	0.17	0.05
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	5.71 / 1.29	0.56	0.07
33. Administrators are available to hear students' concerns.	6.23	5.54 / 1.60	0.69	6.15	5.48 / 1.45	0.67	0.06
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	6.33	5.90 / 1.27	0.43	-0.27 *
35. I receive ongoing feedback about progress toward my academic goals.	6.10	5.41 / 1.60	0.69	6.19	5.32 / 1.51	0.87	0.09
36. Tuition paid is a worthwhile investment.	6.42	6.06 / 1.23	0.36	6.45	5.77 / 1.37	0.68	0.29 *
37. I seldom get the "run-around" when seeking information on this campus.	6.12	5.23 / 1.75	0.89	6.18	5.45 / 1.50	0.73	-0.22
38. Most classes deal with practical experiences and applications.	6.05	5.69 / 1.34	0.36	6.30	5.80 / 1.23	0.50	-0.11
39. On the whole, the campus is well-maintained.	6.39	5.88 / 1.33	0.51	6.27	6.08 / 1.16	0.19	-0.20 *
40. There are sufficient courses within my program of study available each term.	6.41	5.65 / 1.46	0.76	6.42	5.72 / 1.42	0.70	-0.07
41. Campus item 1							
42. Campus item 2							
43. Campus item 3							
44. Campus item 4							
45. Campus item 5							
46. Campus item 6							

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

National Group Means are based on 4655 records.

Institutional Summary
Items: In Sequential Order

Item	Turtle Mountain Community College - SSI			Turtle Mountain CC 2015 Requested Group			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			6.40			
52. Financial assistance as factor in decision to enroll.	6.40			6.19			
53. Academic reputation as factor in decision to enroll.	6.07			6.12			
54. Future career opportunities as factor in decision to enroll.	6.29			6.46			
55. Personal recommendations as factor in decision to enroll.	5.92			5.86			
56. Distance from campus as factor in decision to enroll.	5.97			6.04			
57. Information on the campus Web site as factor in decision to enroll.	5.87			5.65			
58. Campus visits as factor in decision to enroll.	5.51			5.29			

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

National Group Means are based on 4655 records.

Institutional Summary

Summary Items

Summary Item	Turtle Mountain Community College - SSI	Turtle Mountain CC 2015 Requested Group	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: 4.91 1% 1% 6% 34% 26% 15% 15%	0.45
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: 5.64 0% 2% 4% 9% 13% 46% 22%	0.14
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: 5.82 1% 3% 3% 7% 10% 34% 39%	0.36