

Welcome

Welcome and thank you for administering this Ruffalo Noel Levitz survey. This HTML version of your report contains results of the satisfaction-priorities survey administered on your campus.

Below are short descriptions of the reports you may find within your file. Please refer to the Interpretive Guides (general and survey-specific) delivered with your results for additional details. These documents contain direction on all aspects of your results and can also be found at www.noellevitz.com/SSIInterpretiveGuides (link no longer active).


As you review and analyze your results, you may consider ordering additional reporting options from Ruffalo Noel Levitz. For more information on these options and applicable fees, please contact Noel-Levitz at 800-876-1117 or at SSI-Tech@noellevitz.com.

Saving and Sharing Your Reports

We strongly encourage you to save all documents to a safe location on your own computer right away. SafeMail files will remain available within your myNoel-Levitz account for only 90 days.

Save your files on your computer in order to access them again at another time. Once on your computer, the files can be forwarded as attachments to others on your campus or posted to a secured, shared area of your local network.

Electronic reports

The HTML results are delivered to you with reports reflected in a tabulated view. Select the report page by clicking the related tab. Reports are interactive - sorting by column header and expand/toggle options are available to view the data in several ways. Information buttons  can be found in various areas to provide additional information about the data presented.

You may print each of these reports or all of the reports at once. The document(s) will print as you have adjusted each report and as it appears on the screen. Note, however, every time the HTML is opened, it is in the original delivery format. It will not remember the previous sorting.

You may need to allow blocked content to fully review your report.

HTML results*:



- Strategic Planning Overview (not included with all reporting): an executive summary of your strengths and challenges for the first column of data, as well as information on how the two columns of data compare
- Item Report: responses for each individual item on the survey
- Scale Report: responses for the survey scales and the items clustered within the scales
- Summary Report: responses to the summary items on the survey
- Item Percentage Report: reflects the percent of responses for answers 6 and 7 for all items on the survey
- Demographic Report: responses to the demographic items on the survey

*Not all HTML files will include all of these reports and some reports will have different combinations. The report segments are dependent on the standard reporting for the specific survey version and the optional, value-added reporting selected.



Reviewing Your Data

Strategic Planning Overview (if included):

This report provides the best summary of your results for immediate action planning. It lists strengths (high importance and high satisfaction) and challenges (high importance and low satisfaction and/or large performance gap) for the first column of data in your report. It also compares your first column of data to your second column of data and identifies where satisfaction levels are significantly higher or lower, as well as any large differences in importance scores.

For your strengths and challenges, additional indicators are also included. These indicators allow you to easily see if the item is significantly higher in satisfaction (reflected with a plus sign  for significantly greater) or if the item is significantly lower in satisfaction (shown with a minus sign  for significantly less) as compared with your comparison group.

Item Report

This report provides the detailed scores for all items on the survey, including custom defined items you may have chosen to include. You have the option to sort on any of the columns on this screen by simply selecting the column you want to sort on. The first selection will sort in descending order and the second selection will sort in ascending order. Indicators are included in this report with a star  for items that are strengths or a flag  for items that are challenges, as originally listed in your Strategic Planning Overview.

The SD in the Satisfaction column refers to the standard deviation. This is the amount of variability in the responses.

The far right mean difference column reflects the column one satisfaction score minus the column two satisfaction score. The asterisks in this mean difference column indicate statistical significance. The key is as follows:

* Difference statistically significant at the .05 level



** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

When the second column of data is a national comparison group, the number of student records included in the group is reported at the bottom of the item report. This number also appears at the bottom of the scale report.

Scale Report

This report provides a top line overview of your results and shows the items clustered within the scales or categories on the survey. Collapse and expand by selecting the arrow to the left of the desired scale to see the items within each scale. You can also choose to expand/toggle all scales at one time. You may sort on the scale name, importance, satisfaction, performance gap, and mean difference columns as outlined above.



Indicators are included in this report with a star  for items that are strengths or a flag  for items that are challenges.

Summary Report


The summary report includes the average score for the responses to the summary items on the survey, as well as the percentage of responses for each of the possible indications. These scores provide a bottom line on the experience at your institution.

Item Percentage Report

This is a new way to review your results. The percentage responses may be better understood on your campus than the average scores reported in the other segments of the results. This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied." The gap percentage equals the importance percentage minus the satisfaction percentage. The difference column provides the difference between the first column satisfaction percentage and the second column satisfaction percentage for each item. You may sort on any of the columns, as described above.

Indicators are included in this report with a star  for items that are strengths or a flag  for items that are challenges.

Demographic Report

This report provides the overview of the individuals who completed the survey. You can collapse and expand individual demographic populations by selecting the arrow to the left of the desired demographic category. You also have the option to expand all/toggle all demographic categories at the same time. A  indicates the response option that was selected by the majority of survey participants.

Note: These report options are not all included in the target group reporting.

Printing Your Reports

You may print from any of the HTML report pages. The report will print as it appears on your screen. An alternative option for printing your reports is to use the PDF version of your report(s) included with your zipped file; simply open that report and use your local Adobe Reader settings to print the pages.

We know you will find these data to be very valuable. Please contact us at 800-876-1117 or at SSI-Tech@noellevitz.com to let us know how else we can be helpful.

Strengths and Challenges

Strengths	vs. Comparison
18. The quality of instruction I receive in most of my classes is excellent.	
70. I am able to experience intellectual growth here.	
58. Nearly all of the faculty are knowledgeable in their fields.	
69. There is a good variety of courses provided on this campus.	
31. The campus is safe and secure for all students.	
66. Program requirements are clear and reasonable.	
68. On the whole, the campus is well-maintained.	
14. Library resources and services are adequate.	
61. Faculty are usually available after class and during office hours.	
28. It is an enjoyable experience to be a student on this campus.	
34. Computer labs are adequate and accessible.	+
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	
36. Students are made to feel welcome on this campus.	
27. The campus staff are caring and helpful.	+
21. There are a sufficient number of study areas on campus.	
Challenges	
8. Classes are scheduled at times that are convenient for me.	-
18. The quality of instruction I receive in most of my classes is excellent.	
15. I am able to register for classes I need with few conflicts.	
32. My academic advisor is knowledgeable about my program requirements.	
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	
39. The amount of student parking space on campus is adequate.	+
52. This school does whatever it can to help me reach my educational goals.	
7. Adequate financial aid is available for most students.	
65. Students are notified early in the term if they are doing poorly in a class.	
13. Financial aid awards are announced to students in time to be helpful in college planning.	
20. Financial aid counselors are helpful.	
25. My academic advisor is concerned about my success as an individual.	
Trends	
Higher Satisfaction vs. April 2012	
39. The amount of student parking space on campus is adequate.	
34. Computer labs are adequate and accessible.	
23. Faculty are understanding of students' unique life circumstances.	
42. The equipment in the lab facilities is kept up to date.	
27. The campus staff are caring and helpful.	
Lower Satisfaction vs. April 2012	
8. Classes are scheduled at times that are convenient for me.	
51. There are convenient ways of paying my school bill.	

Sort on each column to see data from highest to lowest.

Item	May 2016			April 2012			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
1. Most students feel a sense of belonging here.	5.53	5.28 / 1.34	0.25	5.47	5.29 / 1.34	0.18	-0.01
2. Faculty care about me as an individual.	5.93	5.39 / 1.40	0.54	5.94	5.28 / 1.34	0.66	0.11
3. The quality of instruction in the vocational/technical programs is excellent.	5.87	5.29 / 1.29	0.58	5.94	5.24 / 1.30	0.70	0.05
4. Security staff are helpful.	5.37	4.75 / 1.54	0.62	5.28	4.72 / 1.41	0.56	0.03
5. The personnel involved in registration are helpful.	6.02	5.31 / 1.50	0.71	6.15	5.41 / 1.46	0.74	-0.10
6. My academic advisor is approachable.	6.09	5.46 / 1.51	0.63	6.10	5.45 / 1.46	0.65	0.01
7. Adequate financial aid is available for most students.	6.09	5.24 / 1.48	0.85	6.26	5.37 / 1.60	0.89	-0.13
8. Classes are scheduled at times that are convenient for me.	6.37	5.22 / 1.56	1.15	6.54	5.44 / 1.45	1.10	-0.22 **
9. Internships or practical experiences are provided in my degree/certificate program.	5.82	4.79 / 1.60	1.03	5.84	4.82 / 1.48	1.02	-0.03
10. Child care facilities are available on campus.	4.12	3.95 / 1.68	0.17	3.99	4.06 / 1.60	-0.07	-0.11
11. Security staff respond quickly in emergencies.	5.81	4.72 / 1.45	1.09	5.76	4.77 / 1.36	0.99	-0.05
12. My academic advisor helps me set goals to work toward.	5.89	5.08 / 1.63	0.81	5.89	5.06 / 1.53	0.83	0.02
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.00	5.03 / 1.55	0.97	6.05	5.14 / 1.51	0.91	-0.11
14. Library resources and services are adequate.	6.13	5.86 / 1.16	0.27	6.14	5.75 / 1.21	0.39	0.11
15. I am able to register for classes I need with few conflicts.	6.34	5.44 / 1.49	0.90	6.40	5.48 / 1.43	0.92	-0.04
16. The college shows concern for students as individuals.	5.97	5.03 / 1.48	0.94	6.07	5.11 / 1.44	0.96	-0.08
17. Personnel in the Veterans' Services program are helpful.	4.85	4.72 / 1.31	0.13	4.49	4.49 / 1.42	0.00	0.23 *
18. The quality of instruction I receive in most of my classes is excellent.	6.36	5.50 / 1.29	0.86	6.44	5.51 / 1.31	0.93	-0.01
19. This campus provides effective support services for displaced homemakers.	5.05	4.61 / 1.32	0.44	4.79	4.67 / 1.29	0.12	-0.06
20. Financial aid counselors are helpful.	6.00	5.04 / 1.57	0.96	5.96	5.16 / 1.55	0.80	-0.12
21. There are a sufficient number of study areas on campus.	6.00	5.64 / 1.38	0.36	6.07	5.50 / 1.46	0.57	0.14
22. People on this campus respect and are supportive of each other.	5.99	5.60 / 1.21	0.39	6.01	5.39 / 1.31	0.62	0.21 **
23. Faculty are understanding of students' unique life circumstances.	6.08	5.29 / 1.42	0.79	6.17	5.11 / 1.56	1.06	0.18 *
24. Parking lots are well-lighted and secure.	6.01	5.33 / 1.44	0.68	6.07	5.24 / 1.48	0.83	0.09

Item	May 2016			April 2012			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
25. My academic advisor is concerned about my success as an individual.	6.00	5.10 / 1.59	0.90	6.06	4.99 / 1.59	1.07	0.11
26. Library staff are helpful and approachable.	5.95	5.79 / 1.28	0.16	5.92	5.70 / 1.28	0.22	0.09
27. The campus staff are caring and helpful.	6.01	5.60 / 1.20	0.41	6.04	5.47 / 1.28	0.57	0.13 *
28. It is an enjoyable experience to be a student on this campus.	6.09	5.49 / 1.41	0.60	6.17	5.51 / 1.39	0.66	-0.02
29. Faculty are fair and unbiased in their treatment of individual students.	6.18	5.45 / 1.40	0.73	6.27	5.40 / 1.43	0.87	0.05
30. The career services office provides students with the help they need to get a job.	5.74	4.97 / 1.34	0.77	5.74	4.81 / 1.39	0.93	0.16
31. The campus is safe and secure for all students.	6.21	5.68 / 1.23	0.53	6.29	5.67 / 1.21	0.62	0.01
32. My academic advisor is knowledgeable about my program requirements.	6.22	5.37 / 1.57	0.85	6.22	5.29 / 1.57	0.93	0.08
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.75	5.12 / 1.34	0.63	5.68	5.15 / 1.36	0.53	-0.03
34. Computer labs are adequate and accessible.	6.09	5.69 / 1.24	0.40	6.12	5.36 / 1.54	0.76	0.33 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.06	5.47 / 1.32	0.59	6.16	5.54 / 1.34	0.62	-0.07
36. Students are made to feel welcome on this campus.	6.05	5.61 / 1.29	0.44	6.16	5.64 / 1.35	0.52	-0.03
37. Faculty take into consideration student differences as they teach a course.	5.93	5.26 / 1.37	0.67	6.04	5.10 / 1.52	0.94	0.16 *
38. The student center is a comfortable place for students to spend their leisure time.	5.73	5.35 / 1.38	0.38	5.67	5.29 / 1.45	0.38	0.06
39. The amount of student parking space on campus is adequate.	6.14	5.10 / 1.71	1.04	6.19	4.89 / 1.75	1.30	0.21 *
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.15	5.28 / 1.55	0.87	6.23	5.24 / 1.55	0.99	0.04
41. Admissions staff are knowledgeable.	6.13	5.36 / 1.40	0.77	6.11	5.43 / 1.36	0.68	-0.07
42. The equipment in the lab facilities is kept up to date.	6.05	5.46 / 1.30	0.59	6.08	5.30 / 1.45	0.78	0.16 *
43. Class change (drop/add) policies are reasonable.	6.11	5.29 / 1.50	0.82	6.07	5.39 / 1.50	0.68	-0.10
44. I generally know what's happening on campus.	5.50	4.98 / 1.50	0.52	5.39	5.07 / 1.41	0.32	-0.09
45. This institution has a good reputation within the community.	5.86	5.48 / 1.35	0.38	5.93	5.63 / 1.29	0.30	-0.15 *
46. Faculty provide timely feedback about student progress in a course.	6.11	5.28 / 1.38	0.83	6.20	5.24 / 1.47	0.96	0.04

Item	May 2016			April 2012			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
47. There are adequate services to help me decide upon a career.	5.94	5.07 / 1.45	0.87	5.96	5.06 / 1.45	0.90	0.01
48. Counseling staff care about students as individuals.	6.00	5.30 / 1.47	0.70	6.03	5.27 / 1.47	0.76	0.03
49. Admissions counselors respond to prospective students' unique needs and requests.	5.93	5.18 / 1.39	0.75	5.85	5.17 / 1.37	0.68	0.01
50. Tutoring services are readily available.	5.94	5.50 / 1.36	0.44	5.96	5.45 / 1.43	0.51	0.05
51. There are convenient ways of paying my school bill.	6.05	5.33 / 1.50	0.72	6.09	5.50 / 1.40	0.59	-0.17 *
52. This school does whatever it can to help me reach my educational goals.	6.10	5.20 / 1.44	0.90	6.20	5.20 / 1.48	1.00	0.00
53. The assessment and course placement procedures are reasonable.	5.92	5.24 / 1.41	0.68	5.99	5.17 / 1.55	0.82	0.07
54. Faculty are interested in my academic problems.	5.91	5.23 / 1.38	0.68	5.98	5.02 / 1.47	0.96	0.21 **
55. Academic support services adequately meet the needs of students.	5.94	5.27 / 1.29	0.67	5.95	5.25 / 1.32	0.70	0.02
56. The business office is open during hours which are convenient for most students.	5.86	5.28 / 1.40	0.58	5.90	5.17 / 1.49	0.73	0.11
57. Administrators are approachable to students.	5.97	5.22 / 1.46	0.75	5.92	5.26 / 1.39	0.66	-0.04
58. Nearly all of the faculty are knowledgeable in their fields.	6.28	5.71 / 1.30	0.57	6.39	5.75 / 1.26	0.64	-0.04
59. New student orientation services help students adjust to college.	5.78	5.19 / 1.45	0.59	5.77	5.36 / 1.46	0.41	-0.17 *
60. Billing policies are reasonable.	5.99	5.24 / 1.45	0.75	5.98	5.35 / 1.39	0.63	-0.11
61. Faculty are usually available after class and during office hours.	6.13	5.67 / 1.29	0.46	6.20	5.69 / 1.34	0.51	-0.02
62. Bookstore staff are helpful.	5.88	4.93 / 1.78	0.95	5.97	5.23 / 1.64	0.74	-0.30 ***
63. I seldom get the "run-around" when seeking information on this campus.	5.98	5.12 / 1.56	0.86	5.96	5.07 / 1.58	0.89	0.05
64. Nearly all classes deal with practical experiences and applications.	6.01	5.32 / 1.36	0.69	6.01	5.28 / 1.35	0.73	0.04
65. Students are notified early in the term if they are doing poorly in a class.	6.03	4.98 / 1.65	1.05	6.09	4.84 / 1.72	1.25	0.14
66. Program requirements are clear and reasonable.	6.19	5.47 / 1.41	0.72	6.30	5.48 / 1.39	0.82	-0.01
67. Channels for expressing student complaints are readily available.	5.93	4.86 / 1.61	1.07	5.83	4.85 / 1.52	0.98	0.01
68. On the whole, the campus is well-maintained.	6.16	5.81 / 1.23	0.35	6.15	5.86 / 1.20	0.29	-0.05
69. There is a good variety of courses provided on this campus.	6.28	5.58 / 1.35	0.70	6.34	5.63 / 1.35	0.71	-0.05
70. I am able to experience intellectual growth here.	6.30	5.79 / 1.25	0.51	6.37	5.73 / 1.28	0.64	0.06

Item	May 2016			April 2012			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
81. Institution's commitment to part-time students?		5.54 / 1.42			5.58 / 1.36		-0.04
82. Institution's commitment to evening students?		5.38 / 1.49			5.40 / 1.46		-0.02
83. Institution's commitment to older, returning learners?		5.54 / 1.36			5.42 / 1.46		0.12
84. Institution's commitment to under-represented populations?		5.55 / 1.33			5.27 / 1.38		0.28 ***
85. Institution's commitment to commuters?		5.53 / 1.32			5.29 / 1.41		0.24 **
86. Institution's commitment to students with disabilities?		5.49 / 1.41			5.30 / 1.46		0.19 *
87. Cost as factor in decision to enroll.	6.31			6.28			
88. Financial aid as factor in decision to enroll.	5.82			5.87			
89. Academic reputation as factor in decision to enroll.	5.63			5.74			
90. Size of institution as factor in decision to enroll.	5.08			5.16			
91. Opportunity to play sports as factor in decision to enroll.	3.20			3.31			
92. Recommendations from family/friends as factor in decision to enroll.	4.55			4.81			
93. Geographic setting as factor in decision to enroll.	5.19			5.40			
94. Campus appearance as factor in decision to enroll.	5.02			5.17			
95. Personalized attention prior to enrollment as factor in decision to enroll.	4.89			5.16			

*Difference statistically significant at the .05 level

**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level

Sort on each column to see data from highest to lowest.

Scale / Item	May 2016			April 2012			Difference
	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	
Student Centeredness	5.94	5.38 / 1.08	0.56	5.97	5.38 / 1.09	0.59	0.00
Instructional Effectiveness	6.12	5.43 / 1.00	0.69	6.20	5.37 / 1.04	0.83	0.06
Responsiveness to Diverse Populations		5.50 / 1.23			5.38 / 1.21		0.12
Campus Support Services	5.37	4.89 / 1.10	0.48	5.29	4.89 / 1.14	0.40	0.00
Safety and Security	5.91	5.15 / 1.11	0.76	5.93	5.09 / 1.07	0.84	0.06
Academic Advising/Counseling	6.07	5.26 / 1.23	0.81	6.11	5.22 / 1.24	0.89	0.04
Admissions and Financial Aid	5.99	5.17 / 1.18	0.82	5.99	5.24 / 1.13	0.75	-0.07
Academic Services	6.01	5.61 / 0.96	0.40	6.04	5.48 / 1.02	0.56	0.13 *
Registration Effectiveness	6.08	5.28 / 1.06	0.80	6.14	5.39 / 1.01	0.75	-0.11 *
Service Excellence	5.92	5.27 / 1.02	0.65	5.91	5.28 / 1.02	0.63	-0.01
Concern for the Individual	6.02	5.26 / 1.14	0.76	6.08	5.21 / 1.15	0.87	0.05
Campus Climate	5.93	5.32 / 1.01	0.61	5.95	5.33 / 1.01	0.62	-0.01

*Difference statistically significant at the .05 level

**Difference statistically significant at the .01 level

***Difference statistically significant at the .001 level

	May 2016	April 2012	
Summary			Difference
So far, how has your college experience met your expectations?	4.79	4.72	0.08
1=Much worse than expected	2%	1%	
2=Quite a bit worse than I expected	1%	1%	
3=Worse than I expected	6%	8%	
4=About what I expected	36%	39%	
5=Better than I expected	26%	24%	
6=Quite a bit better than I expected	13%	12%	
7=Much better than expected	13%	12%	
Rate your overall satisfaction with your experience here thus far.	5.38	5.35	0.02
1=Not satisfied at all	1%	1%	
2=Not very satisfied	2%	3%	
3=Somewhat dissatisfied	5%	5%	
4=Neutral	13%	11%	
5=Somewhat satisfied	18%	21%	
6=Satisfied	41%	41%	
7=Very satisfied	16%	15%	
All in all, if you had to do it over, would you enroll here again?	5.59	5.60	-0.02
1=Definitely not	2%	1%	
2=Probably not	2%	5%	
3=Maybe not	4%	4%	
4=I don't know	10%	8%	
5=Maybe yes	13%	11%	
6=Probably yes	33%	33%	
7=Definitely yes	31%	34%	


Sort on each column to see data from highest to lowest.

This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied."

Item	May 2016			April 2012			Difference
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
	%	%		%	%		
1. Most students feel a sense of belonging here.	59%	52%	7%	57%	53%	4%	-1%
2. Faculty care about me as an individual.	72%	56%	16%	72%	53%	19%	3%
3. The quality of instruction in the vocational/technical programs is excellent.	71%	49%	22%	72%	50%	22%	-1%
4. Security staff are helpful.	54%	35%	19%	51%	33%	18%	2%
5. The personnel involved in registration are helpful.	74%	55%	19%	80%	59%	21%	-4%
6. My academic advisor is approachable.	77%	58%	19%	77%	59%	18%	-1%
7. Adequate financial aid is available for most students.	77%	51%	26%	82%	58%	24%	-7%
8. Classes are scheduled at times that are convenient for me.	85%	52%	33%	90%	56%	34%	-4%
9. Internships or practical experiences are provided in my degree/certificate program.	68%	36%	32%	69%	37%	32%	-1%
10. Child care facilities are available on campus.	31%	19%	12%	30%	19%	11%	0%
11. Security staff respond quickly in emergencies.	66%	31%	35%	66%	34%	32%	-3%
12. My academic advisor helps me set goals to work toward.	70%	47%	23%	71%	46%	25%	1%
13. Financial aid awards are announced to students in time to be helpful in college planning.	73%	45%	28%	75%	47%	28%	-2%
14. Library resources and services are adequate.	77%	70%	7%	78%	68%	10%	2%
15. I am able to register for classes I need with few conflicts.	86%	61%	25%	88%	60%	28%	1%
16. The college shows concern for students as individuals.	71%	43%	28%	76%	46%	30%	-3%
17. Personnel in the Veterans' Services program are helpful.	43%	29%	14%	34%	24%	10%	5%
18. The quality of instruction I receive in most of my classes is excellent.	85%	58%	27%	88%	60%	28%	-2%
19. This campus provides effective support services for displaced homemakers.	46%	25%	21%	41%	27%	14%	-2%
20. Financial aid counselors are helpful.	76%	47%	29%	74%	49%	25%	-2%
21. There are a sufficient number of study areas on campus.	74%	64%	10%	75%	60%	15%	4%
22. People on this campus respect and are supportive of each other.	72%	61%	11%	74%	56%	18%	5%
23. Faculty are understanding of students' unique life circumstances.	76%	53%	23%	78%	47%	31%	6%
24. Parking lots are well-lighted and secure.	73%	54%	19%	76%	52%	24%	2%
25. My academic advisor is concerned about my success as an individual.	74%	48%	26%	76%	44%	32%	4%
26. Library staff are helpful and approachable.	72%	69%	3%	71%	64%	7%	5%
27. The campus staff are caring and helpful.	73%	61%	12%	75%	56%	19%	5%

Item	May 2016			April 2012			Difference
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
	%	%		%	%		
★ 28. It is an enjoyable experience to be a student on this campus.	77%	60%	17%	79%	59%	20%	1%
29. Faculty are fair and unbiased in their treatment of individual students.	81%	57%	24%	84%	57%	27%	0%
30. The career services office provides students with the help they need to get a job.	65%	38%	27%	65%	34%	31%	4%
★ 31. The campus is safe and secure for all students.	81%	64%	17%	83%	65%	18%	-1%
☐ 32. My academic advisor is knowledgeable about my program requirements.	82%	58%	24%	81%	54%	27%	4%
33. Admissions counselors accurately portray the campus in their recruiting practices.	64%	45%	19%	64%	46%	18%	-1%
★ 34. Computer labs are adequate and accessible.	78%	64%	14%	78%	57%	21%	7%
★ 35. Policies and procedures regarding registration and course selection are clear and well-publicized.	76%	56%	20%	79%	60%	19%	-4%
★ 36. Students are made to feel welcome on this campus.	74%	61%	13%	79%	65%	14%	-4%
37. Faculty take into consideration student differences as they teach a course.	72%	50%	22%	73%	47%	26%	3%
38. The student center is a comfortable place for students to spend their leisure time.	64%	53%	11%	63%	51%	12%	2%
☐ 39. The amount of student parking space on campus is adequate.	78%	52%	26%	80%	45%	35%	7%
☐ 40. My academic advisor is knowledgeable about the transfer requirements of other schools.	80%	54%	26%	80%	51%	29%	3%
41. Admissions staff are knowledgeable.	78%	54%	24%	79%	59%	20%	-5%
42. The equipment in the lab facilities is kept up to date.	75%	56%	19%	77%	54%	23%	2%
43. Class change (drop/add) policies are reasonable.	77%	54%	23%	77%	57%	20%	-3%
44. I generally know what's happening on campus.	57%	42%	15%	54%	43%	11%	-1%
45. This institution has a good reputation within the community.	70%	58%	12%	71%	63%	8%	-5%
46. Faculty provide timely feedback about student progress in a course.	77%	51%	26%	81%	50%	31%	1%
47. There are adequate services to help me decide upon a career.	72%	45%	27%	73%	45%	28%	0%
48. Counseling staff care about students as individuals.	74%	53%	21%	75%	51%	24%	2%
49. Admissions counselors respond to prospective students' unique needs and requests.	73%	47%	26%	69%	47%	22%	0%
50. Tutoring services are readily available.	72%	57%	15%	73%	57%	16%	0%
51. There are convenient ways of paying my school bill.	76%	53%	23%	76%	58%	18%	-5%
☐ 52. This school does whatever it can to help me reach my educational goals.	77%	50%	27%	80%	49%	31%	1%
53. The assessment and course placement procedures are reasonable.	70%	49%	21%	74%	51%	23%	-2%
54. Faculty are interested in my academic problems.	71%	49%	22%	72%	45%	27%	4%
55. Academic support services adequately meet the needs of students.	71%	48%	23%	72%	49%	23%	-1%

Item	May 2016			April 2012			Difference
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
	%	%		%	%		
56. The business office is open during hours which are convenient for most students.	70%	51%	19%	71%	49%	22%	2%
57. Administrators are approachable to students.	74%	48%	26%	69%	50%	19%	-2%
★ 58. Nearly all of the faculty are knowledgeable in their fields.	84%	65%	19%	87%	69%	18%	-4%
59. New student orientation services help students adjust to college.	67%	48%	19%	68%	54%	14%	-6%
60. Billing policies are reasonable.	73%	51%	22%	72%	53%	19%	-2%
★ 61. Faculty are usually available after class and during office hours.	78%	63%	15%	81%	66%	15%	-3%
62. Bookstore staff are helpful.	70%	46%	24%	72%	54%	18%	-8%
63. I seldom get the "run-around" when seeking information on this campus.	73%	46%	27%	73%	48%	25%	-2%
64. Nearly all classes deal with practical experiences and applications.	76%	50%	26%	75%	51%	24%	-1%
📌 65. Students are notified early in the term if they are doing poorly in a class.	76%	44%	32%	77%	42%	35%	2%
★ 66. Program requirements are clear and reasonable.	81%	57%	24%	84%	60%	24%	-3%
67. Channels for expressing student complaints are readily available.	72%	40%	32%	67%	39%	28%	1%
★ 68. On the whole, the campus is well-maintained.	79%	68%	11%	79%	72%	7%	-4%
★ 69. There is a good variety of courses provided on this campus.	83%	60%	23%	86%	63%	23%	-3%
★ 70. I am able to experience intellectual growth here.	83%	66%	17%	86%	66%	20%	0%
81. Institution's commitment to part-time students?		59%			62%		-3%
82. Institution's commitment to evening students?		55%			56%		-1%
83. Institution's commitment to older, returning learners?		58%			57%		1%
84. Institution's commitment to under-represented populations?		58%			51%		7%
85. Institution's commitment to commuters?		58%			52%		6%
86. Institution's commitment to students with disabilities?		55%			53%		2%
87. Cost as factor in decision to enroll.	84%			84%			
88. Financial aid as factor in decision to enroll.	69%			74%			
89. Academic reputation as factor in decision to enroll.	63%			67%			
90. Size of institution as factor in decision to enroll.	48%			51%			
91. Opportunity to play sports as factor in decision to enroll.	18%			19%			
92. Recommendations from family/friends as factor in decision to enroll.	38%			43%			
93. Geographic setting as factor in decision to enroll.	53%			58%			
94. Campus appearance as factor in decision to enroll.	50%			52%			
95. Personalized attention prior to enrollment as factor in decision to enroll.	44%			52%			

 *Indicates the response option that was selected by the majority of survey participants.*

Gender

Age

Ethnicity/Race

Current Enrollment Status

Current Class Load

Class Level

Current GPA

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Employment

Current Residence

Residence Classification


Disabilities

Institution Was My

Institution Question

Institution Question 2

Group Code

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