

Institutional Summary
Scales: In Order of Importance

Scale	Our SSI Means			Our IPS Means		
	Importance	Satisfaction / SD	Performance Gap	Importance	Agreement / SD	Performance Gap
Registration Effectiveness	6.37	5.22 / 1.27	1.15	6.63	4.91 / 1.39	1.72
Campus Climate	6.34	5.06 / 1.32	1.28	6.69	4.92 / 1.29	1.77
Student Centeredness	6.33	4.97 / 1.44	1.36	6.67	4.54 / 1.59	2.13
Academic Advising Effectiveness	6.32	5.19 / 1.41	1.13	6.68	4.93 / 1.49	1.75
Instructional Effectiveness	6.30	5.25 / 1.27	1.05	6.63	4.88 / 1.44	1.75
Safety and Security	6.26	4.85 / 1.37	1.41	6.65	5.13 / 1.25	1.52
Campus Services	6.23	5.23 / 1.23	1.00	6.62	5.16 / 1.16	1.46
Admissions and Financial Aid Effectiveness	6.21	4.67 / 1.49	1.54	6.70	4.95 / 1.37	1.75

* 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	Our SSI Means			Our IPS Means		
	Importance	Satisfaction / SD	Performance Gap	Importance	Agreement / SD	Performance Gap
8. The quality of instruction I receive in most of my classes is excellent.	6.51	5.56 / 1.47	0.95	6.69	4.98 / 1.72	1.71
13. The campus is safe and secure for all students.	6.49	5.49 / 1.52	1.00	6.79	5.67 / 1.27	1.12
54. Future career opportunities as factor in decision to enroll.	6.49			6.25		
2. Classes are scheduled at times that are convenient for me.	6.47	5.67 / 1.52	0.80	6.63	5.05 / 1.64	1.58
20. Students are made to feel welcome here.	6.47	5.38 / 1.63	1.09	6.78	4.74 / 1.93	2.04
51. Cost as factor in decision to enroll.	6.45			6.67		
14. My academic advisor is knowledgeable about my program requirements.	6.43	5.45 / 1.63	0.98	6.74	5.07 / 1.71	1.67
18. Computer labs are adequate and accessible.	6.41	5.55 / 1.63	0.86	6.73	5.49 / 1.60	1.24
9. I am able to register for the classes I need with few conflicts.	6.39	5.21 / 1.70	1.18	6.61	4.44 / 1.83	2.17
19. Registration processes and procedures are convenient.	6.39	5.04 / 1.77	1.35	6.75	4.57 / 2.16	2.18
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.37	5.36 / 1.68	1.01	6.60	4.83 / 1.87	1.77
52. Financial assistance as factor in decision to enroll.	6.37			6.61		
36. Tuition paid is a worthwhile investment.	6.36	5.18 / 1.78	1.18	6.72	5.74 / 1.47	0.98
1. The campus staff are caring and helpful.	6.34	5.20 / 1.67	1.14	6.67	4.97 / 1.72	1.70
32. I am able to take care of college-related business at times that are convenient for me.	6.34	5.17 / 1.67	1.17	6.54	5.21 / 1.57	1.33
3. My academic advisor is available when I need help.	6.33	5.32 / 1.64	1.01	6.67	4.85 / 1.70	1.82

* 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	Our SSI Means			Our IPS Means		
	Importance	Satisfaction / SD	Performance Gap	Importance	Agreement / SD	Performance Gap
16. My advisor helps me apply my program of study to career goals.	6.33	5.22 / 1.76	1.11	6.74	5.09 / 1.67	1.65
40. There are sufficient courses within my program of study available each term.	6.33	5.26 / 1.62	1.07	6.69	4.84 / 1.87	1.85
12. Faculty are fair and unbiased in their treatment of individual students.	6.31	5.34 / 1.64	0.97	6.75	5.06 / 1.65	1.69
25. Faculty provide timely feedback about my academic progress.	6.30	5.05 / 1.73	1.25	6.65	4.91 / 1.68	1.74
33. Administrators are available to hear students' concerns.	6.30	5.01 / 1.83	1.29	6.63	4.94 / 1.81	1.69
53. Academic reputation as factor in decision to enroll.	6.30			6.11		
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.26	5.06 / 1.72	1.20	6.65	4.74 / 1.70	1.91
15. Financial aid counseling is available if I need it.	6.25	4.74 / 1.89	1.51	6.84	5.20 / 1.66	1.64
23. This institution helps me identify resources to finance my education.	6.25	4.66 / 1.90	1.59	6.72	5.00 / 1.73	1.72
26. There are adequate services to help me decide upon a career.	6.25	5.09 / 1.66	1.16	6.54	4.68 / 1.81	1.86
28. This campus provides online access to services I need.	6.25	5.35 / 1.61	0.90	6.65	5.06 / 1.71	1.59
29. There are convenient ways of paying my school bill.	6.25	4.97 / 1.76	1.28	6.62	5.36 / 1.52	1.26
5. Financial aid awards are announced in time to be helpful in college planning.	6.24	3.96 / 2.14	2.28	6.69	4.49 / 1.77	2.20
35. I receive ongoing feedback about progress toward my academic goals.	6.24	4.91 / 1.80	1.33	6.62	4.89 / 1.77	1.73
24. The equipment in the lab facilities is kept up to date.	6.23	4.89 / 1.84	1.34	6.69	4.64 / 1.89	2.05

* 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	Our SSI Means			Our IPS Means		
	Importance	Satisfaction / SD	Performance Gap	Importance	Agreement / SD	Performance Gap
39. On the whole, the campus is well-maintained.	6.23	4.90 / 1.77	1.33	6.64	4.83 / 1.82	1.81
27. Tutoring services are readily available.	6.22	5.23 / 1.59	0.99	6.69	5.33 / 1.53	1.36
7. Admissions staff provide personalized attention prior to enrollment.	6.19	5.09 / 1.67	1.10	6.61	5.02 / 1.49	1.59
21. The amount of student parking space on campus is adequate.	6.19	3.87 / 2.16	2.32	6.62	4.17 / 2.19	2.45
37. I seldom get the "run-around" when seeking information on this campus.	6.19	4.26 / 2.01	1.93	6.60	3.51 / 2.25	3.09
30. The assessment and course placement procedures are reasonable.	6.18	5.13 / 1.62	1.05	6.51	4.84 / 1.68	1.67
6. Library resources and services are adequate.	6.17	5.34 / 1.52	0.83	6.48	5.54 / 1.50	0.94
10. Parking lots are well-lighted and secure.	6.17	4.81 / 1.90	1.36	6.49	5.01 / 1.76	1.48
4. Security staff respond quickly to calls for assistance.	6.16	5.25 / 1.53	0.91	6.70	5.72 / 1.28	0.98
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.15	4.92 / 1.70	1.23	6.65	5.12 / 1.60	1.53
31. Faculty use a variety of technology and media in the classroom.	6.14	5.04 / 1.70	1.10	6.53	4.78 / 1.78	1.75
38. Most classes deal with practical experiences and applications.	6.13	5.15 / 1.56	0.98	6.50	4.74 / 1.72	1.76
57. Information on the campus Web site as factor in decision to enroll.	6.13			6.09		
11. Counseling services are available if I need them.	6.12	5.25 / 1.54	0.87	6.71	5.66 / 1.34	1.05
56. Distance from campus as factor in decision to enroll.	6.12			5.99		

* 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	Our SSI Means			Our IPS Means		
	Importance	Satisfaction / SD	Performance Gap	Importance	Agreement / SD	Performance Gap
55. Personal recommendations as factor in decision to enroll.	6.08			6.03		
58. Campus visits as factor in decision to enroll.	5.77			5.65		
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	Our SSI Means			Our IPS Means		
	Importance	Satisfaction / SD	Performance Gap	Importance	Agreement / SD	Performance Gap
ACADEMIC ADVISING EFFECTIVENESS	6.32	5.19 / 1.41	1.13	6.68	4.93 / 1.49	1.75
3. My academic advisor is available when I need help.	6.33	5.32 / 1.64	1.01	6.67	4.85 / 1.70	1.82
14. My academic advisor is knowledgeable about my program requirements.	6.43	5.45 / 1.63	0.98	6.74	5.07 / 1.71	1.67
16. My advisor helps me apply my program of study to career goals.	6.33	5.22 / 1.76	1.11	6.74	5.09 / 1.67	1.65
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.26	5.06 / 1.72	1.20	6.65	4.74 / 1.70	1.91
35. I receive ongoing feedback about progress toward my academic goals.	6.24	4.91 / 1.80	1.33	6.62	4.89 / 1.77	1.73

* 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	Our SSI Means			Our IPS Means		
	Importance	Satisfaction / SD	Performance Gap	Importance	Agreement / SD	Performance Gap
ADMISSIONS AND FINANCIAL AID EFFECTIVENESS	6.21	4.67 / 1.49	1.54	6.70	4.95 / 1.37	1.75
5. Financial aid awards are announced in time to be helpful in college planning.	6.24	3.96 / 2.14	2.28	6.69	4.49 / 1.77	2.20
7. Admissions staff provide personalized attention prior to enrollment.	6.19	5.09 / 1.67	1.10	6.61	5.02 / 1.49	1.59
15. Financial aid counseling is available if I need it.	6.25	4.74 / 1.89	1.51	6.84	5.20 / 1.66	1.64
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.15	4.92 / 1.70	1.23	6.65	5.12 / 1.60	1.53
23. This institution helps me identify resources to finance my education.	6.25	4.66 / 1.90	1.59	6.72	5.00 / 1.73	1.72

* 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	Our SSI Means			Our IPS Means		
	Importance	Satisfaction / SD	Performance Gap	Importance	Agreement / SD	Performance Gap
CAMPUS CLIMATE	6.34	5.06 / 1.32	1.28	6.69	4.92 / 1.29	1.77
1. The campus staff are caring and helpful.	6.34	5.20 / 1.67	1.14	6.67	4.97 / 1.72	1.70
13. The campus is safe and secure for all students.	6.49	5.49 / 1.52	1.00	6.79	5.67 / 1.27	1.12
20. Students are made to feel welcome here.	6.47	5.38 / 1.63	1.09	6.78	4.74 / 1.93	2.04
33. Administrators are available to hear students' concerns.	6.30	5.01 / 1.83	1.29	6.63	4.94 / 1.81	1.69
36. Tuition paid is a worthwhile investment.	6.36	5.18 / 1.78	1.18	6.72	5.74 / 1.47	0.98
37. I seldom get the "run-around" when seeking information on this campus.	6.19	4.26 / 2.01	1.93	6.60	3.51 / 2.25	3.09
39. On the whole, the campus is well-maintained.	6.23	4.90 / 1.77	1.33	6.64	4.83 / 1.82	1.81

* 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	Our SSI Means			Our IPS Means		
	Importance	Satisfaction / SD	Performance Gap	Importance	Agreement / SD	Performance Gap
CAMPUS SERVICES	6.23	5.23 / 1.23	1.00	6.62	5.16 / 1.16	1.46
6. Library resources and services are adequate.	6.17	5.34 / 1.52	0.83	6.48	5.54 / 1.50	0.94
11. Counseling services are available if I need them.	6.12	5.25 / 1.54	0.87	6.71	5.66 / 1.34	1.05
18. Computer labs are adequate and accessible.	6.41	5.55 / 1.63	0.86	6.73	5.49 / 1.60	1.24
24. The equipment in the lab facilities is kept up to date.	6.23	4.89 / 1.84	1.34	6.69	4.64 / 1.89	2.05
26. There are adequate services to help me decide upon a career.	6.25	5.09 / 1.66	1.16	6.54	4.68 / 1.81	1.86
27. Tutoring services are readily available.	6.22	5.23 / 1.59	0.99	6.69	5.33 / 1.53	1.36
28. This campus provides online access to services I need.	6.25	5.35 / 1.61	0.90	6.65	5.06 / 1.71	1.59
30. The assessment and course placement procedures are reasonable.	6.18	5.13 / 1.62	1.05	6.51	4.84 / 1.68	1.67

* 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	Our SSI Means			Our IPS Means		
	Importance	Satisfaction / SD	Performance Gap	Importance	Agreement / SD	Performance Gap
INSTRUCTIONAL EFFECTIVENESS	6.30	5.25 / 1.27	1.05	6.63	4.88 / 1.44	1.75
8. The quality of instruction I receive in most of my classes is excellent.	6.51	5.56 / 1.47	0.95	6.69	4.98 / 1.72	1.71
12. Faculty are fair and unbiased in their treatment of individual students.	6.31	5.34 / 1.64	0.97	6.75	5.06 / 1.65	1.69
25. Faculty provide timely feedback about my academic progress.	6.30	5.05 / 1.73	1.25	6.65	4.91 / 1.68	1.74
31. Faculty use a variety of technology and media in the classroom.	6.14	5.04 / 1.70	1.10	6.53	4.78 / 1.78	1.75
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.37	5.36 / 1.68	1.01	6.60	4.83 / 1.87	1.77
38. Most classes deal with practical experiences and applications.	6.13	5.15 / 1.56	0.98	6.50	4.74 / 1.72	1.76
40. There are sufficient courses within my program of study available each term.	6.33	5.26 / 1.62	1.07	6.69	4.84 / 1.87	1.85

* 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	Our SSI Means			Our IPS Means		
	Importance	Satisfaction / SD	Performance Gap	Importance	Agreement / SD	Performance Gap
REGISTRATION EFFECTIVENESS	6.37	5.22 / 1.27	1.15	6.63	4.91 / 1.39	1.72
2. Classes are scheduled at times that are convenient for me.	6.47	5.67 / 1.52	0.80	6.63	5.05 / 1.64	1.58
9. I am able to register for the classes I need with few conflicts.	6.39	5.21 / 1.70	1.18	6.61	4.44 / 1.83	2.17
19. Registration processes and procedures are convenient.	6.39	5.04 / 1.77	1.35	6.75	4.57 / 2.16	2.18
29. There are convenient ways of paying my school bill.	6.25	4.97 / 1.76	1.28	6.62	5.36 / 1.52	1.26
32. I am able to take care of college-related business at times that are convenient for me.	6.34	5.17 / 1.67	1.17	6.54	5.21 / 1.57	1.33

* 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	Our SSI Means			Our IPS Means		
	Importance	Satisfaction / SD	Performance Gap	Importance	Agreement / SD	Performance Gap
SAFETY AND SECURITY	6.26	4.85 / 1.37	1.41	6.65	5.13 / 1.25	1.52
4. Security staff respond quickly to calls for assistance.	6.16	5.25 / 1.53	0.91	6.70	5.72 / 1.28	0.98
10. Parking lots are well-lighted and secure.	6.17	4.81 / 1.90	1.36	6.49	5.01 / 1.76	1.48
13. The campus is safe and secure for all students.	6.49	5.49 / 1.52	1.00	6.79	5.67 / 1.27	1.12
21. The amount of student parking space on campus is adequate.	6.19	3.87 / 2.16	2.32	6.62	4.17 / 2.19	2.45

* 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	Our SSI Means			Our IPS Means		
	Importance	Satisfaction / SD	Performance Gap	Importance	Agreement / SD	Performance Gap
STUDENT CENTEREDNESS	6.33	4.97 / 1.44	1.36	6.67	4.54 / 1.59	2.13
1. The campus staff are caring and helpful.	6.34	5.20 / 1.67	1.14	6.67	4.97 / 1.72	1.70
20. Students are made to feel welcome here.	6.47	5.38 / 1.63	1.09	6.78	4.74 / 1.93	2.04
33. Administrators are available to hear students' concerns.	6.30	5.01 / 1.83	1.29	6.63	4.94 / 1.81	1.69
37. I seldom get the "run-around" when seeking information on this campus.	6.19	4.26 / 2.01	1.93	6.60	3.51 / 2.25	3.09

* 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	Our SSI Means			Our IPS Means		
	Importance	Satisfaction / SD	Performance Gap	Importance	Agreement / SD	Performance Gap
1. The campus staff are caring and helpful.	6.34	5.20 / 1.67	1.14	6.67	4.97 / 1.72	1.70
2. Classes are scheduled at times that are convenient for me.	6.47	5.67 / 1.52	0.80	6.63	5.05 / 1.64	1.58
3. My academic advisor is available when I need help.	6.33	5.32 / 1.64	1.01	6.67	4.85 / 1.70	1.82
4. Security staff respond quickly to calls for assistance.	6.16	5.25 / 1.53	0.91	6.70	5.72 / 1.28	0.98
5. Financial aid awards are announced in time to be helpful in college planning.	6.24	3.96 / 2.14	2.28	6.69	4.49 / 1.77	2.20
6. Library resources and services are adequate.	6.17	5.34 / 1.52	0.83	6.48	5.54 / 1.50	0.94
7. Admissions staff provide personalized attention prior to enrollment.	6.19	5.09 / 1.67	1.10	6.61	5.02 / 1.49	1.59
8. The quality of instruction I receive in most of my classes is excellent.	6.51	5.56 / 1.47	0.95	6.69	4.98 / 1.72	1.71
9. I am able to register for the classes I need with few conflicts.	6.39	5.21 / 1.70	1.18	6.61	4.44 / 1.83	2.17
10. Parking lots are well-lighted and secure.	6.17	4.81 / 1.90	1.36	6.49	5.01 / 1.76	1.48
11. Counseling services are available if I need them.	6.12	5.25 / 1.54	0.87	6.71	5.66 / 1.34	1.05
12. Faculty are fair and unbiased in their treatment of individual students.	6.31	5.34 / 1.64	0.97	6.75	5.06 / 1.65	1.69
13. The campus is safe and secure for all students.	6.49	5.49 / 1.52	1.00	6.79	5.67 / 1.27	1.12
14. My academic advisor is knowledgeable about my program requirements.	6.43	5.45 / 1.63	0.98	6.74	5.07 / 1.71	1.67
15. Financial aid counseling is available if I need it.	6.25	4.74 / 1.89	1.51	6.84	5.20 / 1.66	1.64

* 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	Our SSI Means			Our IPS Means		
	Importance	Satisfaction / SD	Performance Gap	Importance	Agreement / SD	Performance Gap
16. My advisor helps me apply my program of study to career goals.	6.33	5.22 / 1.76	1.11	6.74	5.09 / 1.67	1.65
17. Admissions counselors accurately portray program offerings in their recruiting practices.	6.15	4.92 / 1.70	1.23	6.65	5.12 / 1.60	1.53
18. Computer labs are adequate and accessible.	6.41	5.55 / 1.63	0.86	6.73	5.49 / 1.60	1.24
19. Registration processes and procedures are convenient.	6.39	5.04 / 1.77	1.35	6.75	4.57 / 2.16	2.18
20. Students are made to feel welcome here.	6.47	5.38 / 1.63	1.09	6.78	4.74 / 1.93	2.04
21. The amount of student parking space on campus is adequate.	6.19	3.87 / 2.16	2.32	6.62	4.17 / 2.19	2.45
22. My academic advisor is knowledgeable about transfer requirements of other schools.	6.26	5.06 / 1.72	1.20	6.65	4.74 / 1.70	1.91
23. This institution helps me identify resources to finance my education.	6.25	4.66 / 1.90	1.59	6.72	5.00 / 1.73	1.72
24. The equipment in the lab facilities is kept up to date.	6.23	4.89 / 1.84	1.34	6.69	4.64 / 1.89	2.05
25. Faculty provide timely feedback about my academic progress.	6.30	5.05 / 1.73	1.25	6.65	4.91 / 1.68	1.74
26. There are adequate services to help me decide upon a career.	6.25	5.09 / 1.66	1.16	6.54	4.68 / 1.81	1.86
27. Tutoring services are readily available.	6.22	5.23 / 1.59	0.99	6.69	5.33 / 1.53	1.36
28. This campus provides online access to services I need.	6.25	5.35 / 1.61	0.90	6.65	5.06 / 1.71	1.59
29. There are convenient ways of paying my school bill.	6.25	4.97 / 1.76	1.28	6.62	5.36 / 1.52	1.26
30. The assessment and course placement procedures are reasonable.	6.18	5.13 / 1.62	1.05	6.51	4.84 / 1.68	1.67

* 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	Our SSI Means			Our IPS Means		
	Importance	Satisfaction / SD	Performance Gap	Importance	Agreement / SD	Performance Gap
31. Faculty use a variety of technology and media in the classroom.	6.14	5.04 / 1.70	1.10	6.53	4.78 / 1.78	1.75
32. I am able to take care of college-related business at times that are convenient for me.	6.34	5.17 / 1.67	1.17	6.54	5.21 / 1.57	1.33
33. Administrators are available to hear students' concerns.	6.30	5.01 / 1.83	1.29	6.63	4.94 / 1.81	1.69
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	6.37	5.36 / 1.68	1.01	6.60	4.83 / 1.87	1.77
35. I receive ongoing feedback about progress toward my academic goals.	6.24	4.91 / 1.80	1.33	6.62	4.89 / 1.77	1.73
36. Tuition paid is a worthwhile investment.	6.36	5.18 / 1.78	1.18	6.72	5.74 / 1.47	0.98
37. I seldom get the "run-around" when seeking information on this campus.	6.19	4.26 / 2.01	1.93	6.60	3.51 / 2.25	3.09
38. Most classes deal with practical experiences and applications.	6.13	5.15 / 1.56	0.98	6.50	4.74 / 1.72	1.76
39. On the whole, the campus is well-maintained.	6.23	4.90 / 1.77	1.33	6.64	4.83 / 1.82	1.81
40. There are sufficient courses within my program of study available each term.	6.33	5.26 / 1.62	1.07	6.69	4.84 / 1.87	1.85
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	Our SSI Means			Our IPS Means		
	Importance	Satisfaction / SD	Performance Gap	Importance	Agreement / 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.	6.45			6.67		
52. Financial assistance as factor in decision to enroll.	6.37			6.61		
53. Academic reputation as factor in decision to enroll.	6.30			6.11		
54. Future career opportunities as factor in decision to enroll.	6.49			6.25		
55. Personal recommendations as factor in decision to enroll.	6.08			6.03		
56. Distance from campus as factor in decision to enroll.	6.12			5.99		
57. Information on the campus Web site as factor in decision to enroll.	6.13			6.09		
58. Campus visits as factor in decision to enroll.	5.77			5.65		

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

Institutional Summary

Scales: Ranking Report

Scale/Item	Our SSI Means			Our IPS Means		
	Importance	Satisfaction	Performance Gap	Importance	Agreement	Performance Gap
STUDENT CENTEREDNESS	3	6	3	4	8	1
INSTRUCTIONAL EFFECTIVENESS	5	1	7	6	7	3
SAFETY AND SECURITY	6	7	2	5	2	7
ACADEMIC ADVISING EFFECTIVENESS	4	4	6	3	4	3
ADMISSIONS AND FINANCIAL AID EFFECTIVENESS	8	8	1	1	3	3
CAMPUS SERVICES	7	2	8	8	1	8
REGISTRATION EFFECTIVENESS	1	3	5	6	6	6
CAMPUS CLIMATE	2	5	4	2	5	2

Institutional Summary

Items: Ranking Report

Item	Our SSI Means			Our IPS Means		
	Importance	Satisfaction	Performance Gap	Importance	Agreement	Performance Gap
1. The campus staff are caring and helpful.	11	18	20	18	21	20
2. Classes are scheduled at times that are convenient for me.	3	1	40	25	16	29
3. My academic advisor is available when I need help.	13	11	27	18	25	11
4. Security staff respond quickly to calls for assistance.	36	13	35	12	2	38
5. Financial aid awards are announced in time to be helpful in college planning.	25	39	2	13	37	3
6. Library resources and services are adequate.	34	9	39	40	5	40
7. Admissions staff provide personalized attention prior to enrollment.	30	23	22	30	17	27
8. The quality of instruction I receive in most of my classes is excellent.	1	2	34	13	20	19
9. I am able to register for the classes I need with few conflicts.	7	17	16	30	38	5
10. Parking lots are well-lighted and secure.	34	35	6	39	18	31
11. Counseling services are available if I need them.	40	13	37	11	4	37
12. Faculty are fair and unbiased in their treatment of individual students.	16	9	33	4	14	21
13. The campus is safe and secure for all students.	2	4	29	2	3	36
14. My academic advisor is knowledgeable about my program requirements.	5	5	31	6	13	23
15. Financial aid counseling is available if I need it.	20	36	5	1	10	26

Institutional Summary

Items: Ranking Report

Item	Our SSI Means			Our IPS Means		
	Importance	Satisfaction	Performance Gap	Importance	Agreement	Performance Gap
16. My advisor helps me apply my program of study to career goals.	13	16	21	6	12	25
17. Admissions counselors accurately portray program offerings in their recruiting practices.	37	31	14	20	11	30
18. Computer labs are adequate and accessible.	6	3	38	8	6	35
19. Registration processes and procedures are convenient.	7	27	7	4	36	4
20. Students are made to feel welcome here.	3	6	24	3	31	7
21. The amount of student parking space on campus is adequate.	30	40	1	27	39	2
22. My academic advisor is knowledgeable about transfer requirements of other schools.	19	25	15	20	31	8
23. This institution helps me identify resources to finance my education.	20	37	4	9	19	18
24. The equipment in the lab facilities is kept up to date.	27	34	8	13	35	6
25. Faculty provide timely feedback about my academic progress.	17	26	13	20	23	16
26. There are adequate services to help me decide upon a career.	20	23	19	34	34	9
27. Tutoring services are readily available.	29	15	30	13	8	32
28. This campus provides online access to services I need.	20	8	36	20	14	27
29. There are convenient ways of paying my school bill.	20	30	12	27	7	34
30. The assessment and course placement procedures are reasonable.	33	22	26	37	26	23

Institutional Summary

Items: Ranking Report

Item	Our SSI Means			Our IPS Means		
	Importance	Satisfaction	Performance Gap	Importance	Agreement	Performance Gap
31. Faculty use a variety of technology and media in the classroom.	38	27	22	36	30	15
32. I am able to take care of college-related business at times that are convenient for me.	11	20	18	34	9	33
33. Administrators are available to hear students' concerns.	17	29	11	25	22	21
34. Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	9	7	27	32	28	13
35. I receive ongoing feedback about progress toward my academic goals.	25	32	9	27	24	17
36. Tuition paid is a worthwhile investment.	10	19	16	9	1	38
37. I seldom get the "run-around" when seeking information on this campus.	30	38	3	32	40	1
38. Most classes deal with practical experiences and applications.	39	21	31	38	31	14
39. On the whole, the campus is well-maintained.	27	33	9	24	28	12
40. There are sufficient courses within my program of study available each term.	13	12	25	13	26	10

Institutional Summary

Summary Items

Summary Item	Our SSI Means	Our IPS Means
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: 4.51 3% 3% 10% 40% 20% 7% 14%	Average: 4.19 4% 0% 17% 49% 14% 4% 9%
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: 4.81 3% 5% 8% 22% 19% 25% 14%	Average: 4.70 1% 9% 11% 16% 30% 19% 11%
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: 4.66 7% 12% 6% 17% 13% 21% 21%	Average: 4.83 3% 11% 7% 14% 23% 21% 19%