



## Dec 2018 Demographics

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<b>Current Residence</b>	<b>N</b>	<b>%</b>
Residence hall	18	5.50%
Own house	117	35.78%
Rent room or apt off campus	50	15.29%
Parent's home	115	35.17%
Other residence	27	8.26%
Total	327	100.00%
No Response	20	

<b>Residence Classification</b>	<b>N</b>	<b>%</b>
In-state	273	89.51%

## Dec 2018 Demographics

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1028: Industrial Millwright Technology	5	1.53%
1029: Instrumentation Technology	3	0.92%
1030: Welding Technology	4	1.23%
Total	326	100.00%
No Response	21	

## Dec 2016 Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	461	72.03%	1 year or less	237	37.32%
Male	179	27.97%	2 years	167	26.30%
Total	640	100.00%	3 years	111	17.48%
No Response	60		4 or more years	120	18.90%
			Total	635	100.00%
			No Response	65	

  

<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
18 and under	128	19.88%	No credits earned	63	10.13%
19 to 24	160	24.84%	1.99 or below	14	2.25%
25 to 34	148	22.98%	2.0 - 2.49	41	6.59%
35 to 44	110	17.08%	2.5 - 2.99	88	14.15%
45 and over	98	15.22%	3.0 - 3.49	184	29.58%
Total	644	100.00%	3.5 or above	232	37.30%
No Response	56		Total	622	100.00%
			No Response	78	

  

<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	20	3.14%	Associate degree	291	45.90%
American Indian or Alaskan Native	27	4.25%			
Asian or Pacific Islander	26	4.09%			
Caucasian/White	411	64.62%			
Hispanic	109	17.14%			
Other race	19	2.99%			
Race - Prefer not to respond	24	3.77%			
Total	636	100.00%			
No Response	64				

  

<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>
Day	404	67.45%
Evening	174	29.05%
Weekend	21	3.51%
Total	599	100.00%
No Response	101	

  

<b>Current Class Load</b>	<b>N</b>	<b>%</b>
Full-time	321	50.31%
Part-time	317	49.69%
Total	638	100.00%
No Response	62	

## Dec 2016 Demographics

<b>Current Residence</b>			<b>Institution Question 2</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Residence hall	20	3.15%	Campus item 2 - Answer 1	0	0%
Own house	282	44.41%	Campus item 2 - Answer 2	0	0%
Rent room or apt off campus	97	15.28%	Campus item 2 - Answer 3	0	0%
Parent's home	172	27.09%	Campus item 2 - Answer 4	0	0%
Other residence	64	10.08%	Campus item 2 - Answer 5	0	0%
Total	635	100.00%	Campus item 2 - Answer 6	0	0%
No Response	65		Total	0	100.00%
			No Response	700	

  

<b>Residence Classification</b>			<b>Group Code</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
In-state	591	93.81%	1011: Other Not Listed- Health Sciences and Human Services	120	18.75%
Out-of-state	35	5.56%	1012: Social Sciences	36	5.63%
International (not U.S. citizen)	4	0.63%	1013: Business	81	12.66%
Total	630	100.00%	1014: Education	98	15.31%
No Response	70		1015: Other Not Listed- Career and Technical Education	50	7.81%

  

<b>Disabilities</b>			<b>Group Code</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Yes - Disability	49	7.69%	1016: Science or Agriculture	40	6.25%
No - Disability	588	92.31%	1017: Other	115	17.97%
Total	637	100.00%	1018: Undecided	42	6.56%
No Response	63		1019: Computer Technologies	41	6.41%
			1020: Transfer	17	2.66%
			Total	640	100.00%
			No Response	60	

  

<b>Institution Was My</b>		
	<b>N</b>	<b>%</b>
1st choice	453	72.83%
2nd choice	110	17.68%
3rd choice or lower	59	9.49%
Total	622	100.00%
No Response	78	

  

<b>Institution Question</b>		
	<b>N</b>	<b>%</b>
Campus item - Answer 1	297	46.19%
Campus item - Answer 2	23	3.58%
Campus item - Answer 3	189	29.39%
Campus item - Answer 4	56	8.71%
Campus item - Answer 5	45	7.00%
Campus item - Answer 6	33	5.13%
Total	643	100.00%
No Response	57	

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 31. The campus is safe and secure for all students.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 32. My academic advisor is knowledgeable about my program requirements.
- 6. My academic advisor is approachable.
- 66. Program requirements are clear and reasonable.
- 41. Admissions staff are knowledgeable.
- 70. I am able to experience intellectual growth here.
- 71. Campus item: Online registration is convenient
- 15. I am able to register for classes I need with few conflicts.
- 51. There are convenient ways of paying my school bill.
- 68. On the whole, the campus is well-maintained.
- 36. Students are made to feel welcome on this campus.
- 5. The personnel involved in registration are helpful.
- 34. Computer labs are adequate and accessible.
- 28. It is an enjoyable experience to be a student on this campus.
- 50. Tutoring services are readily available.
- 43. Class change (drop/add) policies are reasonable.
- 56. The business office is open during hours which are convenient for most students.
- 27. The campus staff are caring and helpful.

#### **Challenges**

- 18. The quality of instruction I receive in most of my classes is excellent.
- 46. Faculty provide timely feedback about student progress in a course.
- 57. Administrators are approachable to students.
- 69. There is a good variety of courses provided on this campus.
- 7. Adequate financial aid is available for most students.
- 8. Classes are scheduled at times that are convenient for me.
- 49. Admissions counselors respond to prospective students' unique needs and requests.
- 52. This school does whatever it can to help me reach my educational goals.

## **Strategic Planning Overview Trends**

### **Higher Satisfaction vs. Dec 2016**

- 58. Nearly all of the faculty are knowledgeable in their fields.
- 66. Program requirements are clear and reasonable.
- 18. The quality of instruction I receive in most of my classes is excellent.
- 70. I am able to experience intellectual growth here.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 51. There are convenient ways of paying my school bill.
- 7. Adequate financial aid is available for most students.
- 48. Counseling staff care about students as individuals.
- 28. It is an enjoyable experience to be a student on this campus.
- 50. Tutoring services are readily available.
- 55. Academic support services adequately meet the needs of students.
- 23. Faculty are understanding of students' unique life circumstances.

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## Institutional Summary

### Items: In Order of Importance

Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. The campus is safe and secure for all students.	6.54	6.15 / 1.03	0.39	6.42	6.02 / 1.20	0.40	0.13
58. Nearly all of the faculty are knowledgeable in their fields.	6.54	6.19 / 1.08	0.35	6.51	5.96 / 1.26	0.55	0.23 **
32. My academic advisor is knowledgeable about my program requirements.	6.52	6.13 / 1.38	0.39	6.52	5.99 / 1.43	0.53	0.14
6. My academic advisor is approachable.	6.50	6.07 / 1.31	0.43	6.42	5.97 / 1.44	0.45	0.10
66. Program requirements are clear and reasonable.	6.50	6.11 / 1.29	0.39	6.46	5.81 / 1.47	0.65	0.30 **
18. The quality of instruction I receive in most of my classes is excellent.	6.49	5.92 / 1.28	0.57	6.54	5.71 / 1.46	0.83	0.21 *
41. Admissions staff are knowledgeable.	6.48	6.10 / 1.22	0.38	6.39	5.96 / 1.26	0.43	0.14
70. I am able to experience intellectual growth here.	6.48	6.18 / 1.16	0.30	6.47	6.01 / 1.27	0.46	0.17 *
71. Campus item: Online registration is convenient	6.48	6.28 / 1.17	0.20	6.55	6.23 / 1.24	0.32	0.05
15. I am able to register for classes I need with few conflicts.	6.47	6.02 / 1.30	0.45	6.52	5.92 / 1.37	0.60	0.10
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.45	5.90 / 1.44	0.55	6.29	5.62 / 1.51	0.67	0.28 *
51. There are convenient ways of paying my school bill.	6.45	6.26 / 1.10	0.19	6.43	6.04 / 1.29	0.39	0.22 *
68. On the whole, the campus is well-maintained.	6.45	6.34 / 1.03	0.11	6.28	6.26 / 1.06	0.02	0.08
36. Students are made to feel welcome on this campus.	6.44	6.05 / 1.23	0.39	6.29	5.96 / 1.32	0.33	0.09
29. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.94 / 1.30	0.49	6.41	5.83 / 1.42	0.58	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 Order of Importance

Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. Faculty provide timely feedback about student progress in a course.	6.43	5.77 / 1.41	0.66	6.41	5.64 / 1.49	0.77	0.13
57. Administrators are approachable to students.	6.43	5.85 / 1.52	0.58	6.23	5.82 / 1.39	0.41	0.03
69. There is a good variety of courses provided on this campus.	6.42	5.82 / 1.41	0.60	6.40	5.68 / 1.49	0.72	0.14
5. The personnel involved in registration are helpful.	6.41	6.02 / 1.28	0.39	6.29	5.93 / 1.35	0.36	0.09
7. Adequate financial aid is available for most students.	6.41	5.79 / 1.46	0.62	6.18	5.50 / 1.62	0.68	0.29 *
12. My academic advisor helps me set goals to work toward.	6.41	5.87 / 1.46	0.54	6.29	5.69 / 1.63	0.60	0.18
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.41	5.91 / 1.34	0.50	6.34	5.83 / 1.39	0.51	0.08
34. Computer labs are adequate and accessible.	6.40	6.22 / 1.12	0.18	6.35	6.06 / 1.22	0.29	0.16
8. Classes are scheduled at times that are convenient for me.	6.39	5.82 / 1.53	0.57	6.41	5.68 / 1.53	0.73	0.14
48. Counseling staff care about students as individuals.	6.39	5.94 / 1.34	0.45	6.23	5.67 / 1.42	0.56	0.27 *
49. Admissions counselors respond to prospective students' unique needs and requests.	6.38	5.82 / 1.40	0.56	6.18	5.63 / 1.39	0.55	0.19
60. Billing policies are reasonable.	6.38	6.01 / 1.29	0.37	6.37	5.90 / 1.27	0.47	0.11
28. It is an enjoyable experience to be a student on this campus.	6.37	6.09 / 1.19	0.28	6.21	5.76 / 1.40	0.45	0.33 ***
50. Tutoring services are readily available.	6.37	6.02 / 1.25	0.35	6.29	5.80 / 1.46	0.49	0.22 *
55. Academic support services adequately meet the needs of students.	6.37	5.86 / 1.38	0.51	6.26	5.62 / 1.44	0.64	0.24 *
22. People on this campus respect and are supportive of each other.	6.36	5.85 / 1.31	0.51	6.27	5.81 / 1.32	0.46	0.04

\* 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	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
14. Library resources and services are adequate.	6.28	5.87 / 1.46	0.41	6.20	5.84 / 1.35	0.36	0.03
26. Library staff are helpful and approachable.	6.28	5.99 / 1.41	0.29	6.17	5.99 / 1.26	0.18	0.00
47. There are adequate services to help me decide upon a career.	6.27	5.59 / 1.62	0.68	6.22	5.57 / 1.50	0.65	0.02
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.78 / 1.49	0.49	6.30	5.70 / 1.46	0.60	0.08
64. Nearly all classes deal with practical experiences and applications.	6.26	5.86 / 1.32	0.40	6.25	5.70 / 1.38	0.55	0.16
16. The college shows concern for students as individuals.	6.25	5.65 / 1.46	0.60	6.26	5.63 / 1.45	0.63	0.02
30. The career services office provides students with the help they need to get a job.	6.25	5.81 / 1.49	0.44	6.14	5.47 / 1.49	0.67	0.34 *
54. Faculty are interested in my academic problems.	6.25	5.59 / 1.59	0.66	6.23	5.55 / 1.49	0.68	0.04
67. Channels for expressing student complaints are readily available.	6.25	5.52 / 1.71	0.73	6.13	5.25 / 1.71	0.88	0.27 *
65. Students are notified early in the term if they are doing poorly in a class.	6.24	5.52 / 1.73	0.72	6.29	5.26 / 1.69	1.03	0.26 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.23	5.60 / 1.59	0.63	6.23	5.39 / 1.61	0.84	0.21
21. There are a sufficient number of study areas on campus.	6.23	6.02 / 1.28	0.21	6.07	5.89 / 1.34	0.18	0.13
87. Cost as factor in decision to enroll.	6.23			6.30			

\* 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**

<b>Item</b>	Dec 2018			Dec 2016			<b>Mean Difference</b>
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	

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**Institutional Summary**

**Items: In Order of Importance**



**Institutional Summary****Scales: In Order With Items That Make Up the Scale - Academic Advising/Counseling**

Scale/Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
							0.56
<b>ACADEMIC ADVISING/COUNSELING</b>	6.42	5.92 / 1.22	0.50	6.36	5.78 / 1.31	0.58	0.14
6. My academic advisor is approachable.	6.50	6.07 / 1.31	0.43	6.42	5.97 / 1.44	0.45	0.10
12. My academic advisor helps me set goals to work toward.	6.41	5.87 / 1.46	0.54	6.29	5.69 / 1.63	0.60	0.18
25. My academic advisor is concerned about my success as an individual.	6.30	5.74 / 1.57	0.56	6.38	5.81 / 1.47	0.57	-0.07
32. My academic advisor is knowledgeable about my program requirements.	6.52	6.13 / 1.38	0.39	6.52	5.99 / 1.43	0.53	0.14
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.45	5.90 / 1.44	0.55	6.29	5.62 / 1.51	0.67	0.28 *
48. Counseling staff care about students as individuals.	6.39	5.94 / 1.34	0.45	6.23	5.67 / 1.42	0.56	6.29

\* 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 Services

	Dec 2018			Dec 2016			Mean Difference
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	

\* 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**

Scale/Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ADMISSIONS AND FINANCIAL AID</b>	6.36	5.85 / 1.14	0.51	6.24	5.64 / 1.24	0.60	0.21 *
7. Adequate financial aid is available for most students.	6.41	5.79 / 1.46	0.62	6.18	5.50 / 1.62	0.68	0.29 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.23	5.60 / 1.59	0.63	6.23	5.39 / 1.61	0.84	0.21
20. Financial aid counselors are helpful.	6.30	5.85 / 1.52	0.45	6.34	5.68 / 1.50	0.66	0.17
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.32	5.93 / 1.34	0.39	6.12	5.64 / 1.48	0.48	0.29 *
41. Admissions staff are knowledgeable.	6.48	6.10 / 1.22	0.38	6.39	5.96 / 1.26	0.43	0.14
49. Admissions counselors respond to prospective students' unique needs and requests.	6.38	5.82 / 1.40	0.56	6.18	5.63 / 1.39	0.55	0.19

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

**Scales: In Order With Items That Make Up the Scale - Concern for the Individual**

Scale/Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CONCERN FOR THE INDIVIDUAL</b>	6.31	5.80 / 1.19	0.51	6.29	5.71 / 1.27	0.58	0.09
2. Faculty care about me as an individual.	6.21	5.75 / 1.40	0.46	6.15	5.61 / 1.49	0.54	0.14
16. The college shows concern for students as individuals.	6.25	5.65 / 1.46	0.60	6.26	5.63 / 1.45	0.63	0.02
25. My academic advisor is concerned about my success as an individual.	6.30	5.74 / 1.57	0.56	6.38	5.81 / 1.47	0.57	-0.07
29. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.94 / 1.30	0.49	6.41	5.83 / 1.42	0.58	0.11
48. Counseling staff care about students as individuals.	6.39	5.94 / 1.34	0.45	6.23	5.67 / 1.42	0.56	0.27 *

\* 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

	Dec 2018	Dec 2016	Mean Difference

### Institutional Summary

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

Dec 2018	Dec 2016	<b>Mean Difference</b>
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**Institutional Summary**

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

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Dec 2018	Dec 2016
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### Institutional Summary

Scales: In Order With Items That Make Up the Scale - Responsiveness to Diverse Populations

0.11 Scale/Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.99 / 1.25			5.88 / 1.26		0.11
81. Institution's commitment to part-time students?		6.00 / 1.25			5.91 / 1.32		0.09
82. Institution's commitment to evening students?		5.91 / 1.45			5.87 / 1.35		0.04
83. Institution's commitment to older, returning learners?		6.08 / 1.29			5.92 / 1.40		0.16
84. Institution's commitment to under-represented populations?		5.96 / 1.36			5.85 / 1.36		0.11
85. Institution's commitment to commuters?		<del>5.94 / 1.38</del>					

\* 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	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.25						

\* 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 - Service Excellence

Scale/Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SERVICE EXCELLENCE</b>	6.27	5.81 / 1.13	0.46	6.18	5.73 / 1.11	0.45	0.08
5. The personnel involved in registration are helpful.	6.41	6.02 / 1.28	0.39	6.29	5.93 / 1.35	0.36	0.09
22. People on this campus respect and are supportive of each other.	6.36	5.85 / 1.31	0.51	6.27	5.81 / 1.32	0.46	0.04
26. Library staff are helpful and approachable.	6.28	5.99 / 1.41	0.29	6.17	5.99 / 1.26	0.18	0.00
27. The campus staff are caring and helpful.	6.34	6.05 / 1.24	0.29	6.33	5.96 / 1.23	0.37	0.09
44. I generally know what's happening on campus.	5.89	5.29 / 1.71	0.60	5.66	5.18 / 1.65	0.48	0.11
57. Administrators are approachable to students.	6.43	5.85 / 1.52	0.58	6.23	5.82 / 1.39	0.41	0.03
62. Bookstore staff are helpful.	6.22	5.92 / 1.47	0.30	6.17	5.88 / 1.33	0.29	0.04
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.78 / 1.49	0.49	6.30	5.70 / 1.46	0.60	0.08
67. Channels for expressing student complaints are readily available.	6.25	5.52 / 1.71	0.73	6.13	5.25 / 1.71	0.88	0.27 *

\* 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	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.30	5.90 / 1.10	0.40	6.16	5.76 / 1.16	0.40	0.14
1. Most students feel a sense of belonging here.	5.99	5.75 / 1.24	0.24	5.69	5.49 / 1.41	0.20	0.26 **
16. The college shows concern for students as individuals.	6.25	5.65 / 1.46	0.60	6.26	5.63 / 1.45		

\* 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	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.99	5.75 / 1.24	0.24	5.69	5.49 / 1.41	0.20	0.26 **
2. Faculty care about me as an individual.	6.21	5.75 / 1.40	0.46	6.15	5.61 / 1.49	0.54	0.14
3. The quality of instruction in the vocational/technical programs is excellent.	6.33	5.79 / 1.35	0.54	6.25	5.54 / 1.49	0.71	0.25 *
4. Security staff are helpful.	6.19	5.77 / 1.45	0.42	5.87	5.57 / 1.51	0.30	0.20
5. The personnel involved in registration are helpful.	6.41	6.02 / 1.28	0.39	6.29	5.93 / 1.35	0.36	0.09
6. My academic advisor is approachable.	6.50	6.07 / 1.31	0.43	6.42	5.97 / 1.44	0.45	0.10
7. Adequate financial aid is available for most students.	6.41	5.79 / 1.46	0.62	6.18	5.50 / 1.62	0.68	0.29 *
8. Classes are scheduled at times that are convenient for me.	6.39	5.82 / 1.53	0.57	6.41	5.68 / 1.53	0.73	0.14
9. Internships or practical experiences are provided in my degree/certificate program.	6.11	5.46 / 1.71	0.65	6.01	5.23 / 1.70	0.78	0.23
10. Child care facilities are available on campus.	5.56	4.78 / 2.30	0.78	5.24	4.81 / 1.95	0.43	-0.03
11. Security staff respond quickly in emergencies.	6.28	5.71 / 1.56	0.57	6.14	5.57 / 1.48	0.57	0.14
12. My academic advisor helps me set goals to work toward.	6.41	5.87 / 1.46	0.54	6.29	5.69 / 1.63	0.60	0.18
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.23	5.60 / 1.59	0.63	6.23	5.39 / 1.61	0.84	0.21
14. Library resources and services are adequate.	6.28	5.87 / 1.46	0.41	6.20	5.84 / 1.35	0.36	0.03
15. I am able to register for classes I need with few conflicts.	6.47	6.02 / 1.30	0.45	6.52	5.92 / 1.37	0.60	0.10
16. The college shows concern for students as individuals.	6.25	5.65 / 1.46	0.60	6.26	5.63 / 1.45	0.63	0.02

\* 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**

**Institutional Summary**

**Items: In Sequential Order**

Item	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.52	6.13 / 1.38	0.39	6.52	5.99 / 1.43	0.53	0.14
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.32	5.93 / 1.34	0.39	6.12	5.64 / 1.48	0.48	0.29

\* 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	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.27	5.59 / 1.62	0.68	6.22	5.57 / 1.50	0.65	0.02
48. Counseling staff care about students as individuals.	6.39	5.94 / 1.34	0.45	6.23	5.67 / 1.42	0.56	0.27 *
49. Admissions counselors respond to prospective students' unique needs and requests.	6.38	5.82 / 1.40	0.56	6.18	5.63 / 1.39	0.55	0.19
50. Tutoring services are readily available.	6.37	6.02 / 1.25	0.35	6.29	5.80 / 1.46	0.49	0.22 *
51. There are convenient ways of paying my school bill.	6.45	6.26 / 1.10	0.19	6.43	6.04 / 1.29	0.39	0.22 *
52. This school does whatever it can to help me reach my educational goals.	6.36	5.77 / 1.42	0.59	6.36	5.65 / 1.45	0.71	0.12
53. The assessment and course placement procedures are reasonable.	6.31	5.99 / 1.25	0.32	6.25	5.77 / 1.32	0.48	0.22 *
54. Faculty are interested in my academic problems.	6.25	5.59 / 1.59	0.66	6.23	5.55 / 1.49	0.68	0.04
55. Academic support services adequately meet the needs of students.	6.37	5.86 / 1.38	0.51	6.26	5.62 / 1.44	0.64	0.24 *
56. The business office is open during hours which are convenient for most students.	6.35	6.02 / 1.28	0.33	6.22	5.77 / 1.37	0.45	0.25 *
57. Administrators are approachable to students.	6.43	5.85 / 1.52	0.58	6.23	5.82 / 1.39	0.41	0.03
58. Nearly all of the faculty are knowledgeable in their fields.	6.54	6.19 / 1.08	0.35	6.51	5.96 / 1.26	0.55	0.23 ***
59. New student orientation services help students adjust to college.	6.16	5.67 / 1.66	0.49	5.94	5.38 / 1.66	0.56	0.29 *
60. Billing policies are reasonable.	6.38	6.01 / 1.29	0.37	6.37	5.90 / 1.27	0.47	0.11
61. Faculty are usually available after class and during office hours.	6.32	5.93 / 1.26	0.39	6.28	5.87 / 1.31	0.41	0.06

\* 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	Dec 2018			Dec 2016			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	

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

Great Basin College - SSI Year to Year -  
12/2018

**Institutional Summary**

**Summary Items**

<b>Summary Item</b>	
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