

Institutional Summary
Scales: In Order of Importance

	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
Scale	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Academic Advising/ Counseling	6.42	5.92													

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	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
Item	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap

Institutional Summary
Items: In Order of Importance

Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
68. On the whole, the campus is well-maintained.	6.45	6.34	0.11	6.51	6.41	0.10	6.14	6.00	0.14	6.38	6.33	0.05	6.41	6.41	0.00
36. Students are made to feel welcome on this campus.	6.44	6.05	0.39	6.57	6.07	0.50	6.14	6.00	0.14	6.30	6.12	0.18	6.35	5.96	0.39
29. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.94	0.49	6.49	5.92	0.57	6.57	6.00	0.57	6.34	5.96	0.38	6.54	6.29	0.25
46. Faculty provide timely feedback about student progress in a course.	6.43	5.77	0.66	6.47	5.79	0.68	6.71	5.83	0.88	6.49	5.91	0.58	6.25	5.54	0.71
57. Administrators are approachable to students.	6.43	5.85	0.58	6.43	5.79	0.64	6.57	6.00	0.57	6.39	5.87	0.52	6.50	6.19	0.31
69. There is a good variety of courses provided on this campus.	6.42	5.82	0.60	6.44	5.81	0.63	5.43	5.00	0.43	6.47	5.87	0.60	6.22	5.56	0.66
5. The personnel involved in registration are helpful.	6.41	6.02	0.39	6.40	5.95	0.45	6.71	6.67	0.04	6.48	6.20	0.28	6.11	6.00	0.11
7. Adequate financial aid is available for most students.	6.41	5.79	0.62	6.48	5.90	0.58	6.71	5.33	1.38	6.51	5.96	0.55	5.96	5.29	0.67
12. My academic advisor helps me set goals to work toward.	6.41	5.87	0.54	6.47	5.90	0.57	7.00	6.75	0.25	6.25	5.76	0.49	6.33	5.67	0.66
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.41	5.91	0.50	6.50	5.94	0.56	6.43	5.67	0.76	6.38	5.84	0.54	6.27	6.00	0.27
34. Computer labs are adequate and accessible.	6.40	6.22	0.18	6.54	6.28	0.26	6.00	5.67	0.33	6.17	6.08	0.09	6.50	6.50	0.00
8. Classes are scheduled at times that are convenient for me.	6.39	5.82	0.57	6.46											

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	Great Basin College - SSI	Elko	Ely	Internet	Pahrump
Item					

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Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
37. Faculty take into consideration student differences as they teach a course.	6.18	5.65	0.53	6.30	5.74	0.56	6.14	4.83	1.31	5.97	5.56	0.41	6.16	5.60	0.56
59. New student orientation services help students adjust to college.	6.16	5.67	0.49	6.16	5.73	0.43	6.43	4.67	1.76	6.01	5.83	0.18	6.29	5.40	0.89
9. Internships or practical experiences are provided in my degree/certificate program.	6.11	5.46	0.65	6.31	5.51	0.80	6.57	6.20	0.37	6.00	5.49	0.51	5.64	5.00	0.64
88. Financial aid as factor in decision to enroll.	6.10			6.22			6.14			5.84			6.05		
39. The amount of student parking space on campus is adequate.	6.06	5.65	0.41	6.26	5.86	0.40	6.57	6.20	0.37	5.83	5.78	0.05	5.88	4.88	1.00
38. The student center is a comfortable place for students to spend their leisure time.	6.04	5.79	0.25	6.20	5.76	0.44	5.40	5.33	0.07	5.75	5.76	-0.01	6.20	6.06	0.14
1. Most students feel a sense of belonging here.	5.99	5.75	0.24	5.99	5.68	0.31	6.43	6.29	0.14	6.00	5.81	0.19	5.89	5.62	0.27
19. This campus provides effective support services for displaced homemakers.	5.99	5.72	0.27	6.03	5.76	0.27	6.29	5.75	0.54	5.70	5.73	-0.03	5.79	5.33	0.46
17. Personnel in the Veterans' Services program are helpful.	5.95	5.60	0.35	6.07	5.72	0.35	7.00	5.00	2.00	5.53	5.40	0.13	5.60	4.82	0.78
89. Academic reputation as factor in decision to enroll.	5.91			6.04			6.14			5.79			5.69		
44. I generally know what's happening on campus.	5.89	5.29	0.60	6.04	5.21	0.83	6.57	5.60	0.97	5.44	5.27	0.17	6.15	5.81	0.34
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.57			5.74			5.86			5.33			5.68		

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	Importance	Satisfaction	Satisfaction				

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Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
82. Institution's commitment to evening students?		5.91			5.91			5.33			5.97			6.08	
83. Institution's commitment to older, returning learners?		6.08			6.03			6.67			6.16			6.05	
84. Institution's commitment to under-represented populations?		5.96			5.86			6.40			6.03			6.06	
85. Institution's commitment to commuters?		5.94			5.92			5.83			5.94			6.00	
86. Institution's commitment to students with disabilities?		6.06			6.12			6.20			6.12			5.53	

Institutional Summary

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

Great Basin College - SSI	Elko	Ely	Internet	
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Institutional Summary

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

Scale/Item	Great Basin College - SSI	Elko	Ely	Internet	Pahrump
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Scales: In Order With Items That Make Up the Scale - Admissions and Financial Aid

Scale/Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
ADMISSIONS AND FINANCIAL AID	6.36	5.85													

Institutional Summary

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

Scale/Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CAMPUS CLIMATE	6.28	5.82	0.46	6.35	5.85	0.50	6.39	5.76	0.63	6.17	5.86	0.31	6.22	5.72	0.50
1. Most students feel a sense of belonging here.	5.99	5.75	0.24	5.99	5.68	0.31	6.43	6.29	0.14	6.00	5.81	0.19	5.89	5.62	0.27
2. Faculty care about me as an individual.	6.21	5.75	0.46	6.29	5.73	0.56	7.00	6.40	0.60	6.25	5.94	0.31	6.00	5.38	

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

Scale/Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
62. New student orientation services help students adjust to college.	6.16	5.67	0.49	6.16	5.73	0.43	6.43	4.67	1.76	6.01	5.83	0.18	6.29	5.40	0.89
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.78	0.49	6.33	5.82	0.51	6.43	6.00	0.43	6.07	5.82	0.25	6.23	5.62	0.61
67. Channels for expressing student complaints are readily available.	6.25														

Institutional Summary

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

Scale/Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
0.89 CAMPUS SUPPORT SERVICES	6.05	5.58	0.47	6.18	5.73	0.45	6.24	4.93	1.31	5.79	5.58	0.21	5.89	5.00	0.89

Institutional Summary

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

	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
Scale/Item	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap

Institutional Summary

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

Scale/Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
66. Program requirements are clear and reasonable.	6.50	6.11	0.39	6.47	6.08	0.39	6.14	5.50	0.64	6.59	6.24	0.35	6.41	6.33	0.08
69. There is a good variety of courses provided on this campus.	6.42	5.82	0.60	6.44	5.81	0.63	5.43	5.00	0.43	6.47	5.87	0.60	6.22	5.56	0.66
70. I am able to experience intellectual growth here.	6.48	6.18	0.30	6.49	6.14	0.35	6.43	6.00	0.43	6.46	6.21	0.25	6.37	6.07	0.30

Institutional Summary

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

Scale/Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
SAFETY AND SECURITY	6.25	5.81	0.44	6.37	5.98	0.39	6.67	5.30	1.37	6.13	5.82	0.31	6.11	5.22	0.89
4. Security staff are helpful.	6.19	5.77	0.42	6.30	5.92	0.38	6.67	4.25	2.42	6.11	5.83	0.28	6.05	5.44	0.61
11. Security staff respond quickly in emergencies.	6.28	5.71	0.57	6.35	5.86	0.49	6.83	3.33	3.50	6.10	5.85	0.25	6.00	4.27	1.73
24. Parking lots are well-lighted and secure.	6.18	5.70	0.48	6.35	5.92	0.43	6.57	6.00	0.57	6.05	5.50	0.55	5.92	5.27	0.65
31. The campus is safe and secure for all students.	6.54	6.15	0.39	6.60	6.31	0.29	6.71	6.00	0.71	6.51	6.11	0.40	6.62	5.73	0.89
39. The amount of student parking space on campus is adequate.	6.06	5.65	0.41												

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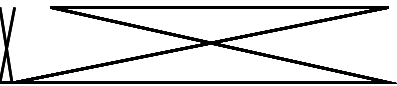
Scales: In Order With Items That Make Up the Scale - Service Excellence

Scale/Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
SERVICE EXCELLENCE	6.27	5.81	0.46	6.35	5.84	0.51	6.32	5.67	0.65	6.13	5.81	0.32	6.24	5.80	0.44
5. The personnel involved in registration are helpful.	6.41	6.02	0.39	6.40	5.95	0.45	6.71	6.67	0.04	6.48	6.20	0.28	6.11	6.00	0.11
22. People on this campus respect and are supportive of each other.	6.36	5.85	0.51	6.42	5.81	0.61	6.43	6.25	0.18	6.16	5.77	0.39	6.28	6.04	0.24
26. Library staff are helpful and approachable.	6.28	5.99	0.29	6.40	6.13	0.27	6.33	4.80	1.53	6.11	5.94	0.17	6.09	5.47	0.62
27. The campus staff are caring and helpful.	6.34	6.05	0.29	6.43	6.07	0.36	6.43	5.83	0.60	6.15	6.05	0.10	6.35	6.12	0.23
44. I generally know what's happening on campus.	5.89	5.29	0.60	6.04	5.21	0.83	6.57	5.60	0.97	5.44	5.27	0.17	6.15	5.81	0.34
57. Administrators are approachable to students.	6.43	5.85	0.58	6.43	5.79	0.64	6.57	6.00	0.57	6.39	5.87	0.52	6.50	6.19	0.31
62. Bookstore staff are helpful.	6.22	5.92	0.30	6.34	6.09	0.25	5.83	4.50	1.33						

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Items: In Sequential Order

Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
1. Most students feel a sense of belonging here.	5.99	5.75	0.24	5.99	5.68	0.31	6.43	6.29	0.14	6.00	5.81	0.19	5.89	5.62	0.27
2. Faculty care about me as an individual.	6.21	5.75	0.46	6.29	5.73	0.56	7.00	6.40	0.60	6.25	5.94	0.31	6.00	5.38	0.62
3. The quality of instruction in the															



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Items: In Sequential Order

Great Basin College - SSI	Elko	Ely	Internet	
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Institutional Summary

Items: In Sequential Order

Item	Great Basin College - SSI			Elko			Ely			Internet			Pahrump		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
48. Counseling staff care about students as individuals.	6.39	5.94	0.45	6.46	6.05	0.41	6.50	5.60	0.90	6.29	6.12	0.17	6.50	5.84	0.66
49. Admissions counselors respond to prospective students' unique needs and requests.	6.38	5.82	0.56	6.39	5.86	0.53	6.00	5.20	0.80	6.35	5.82	0.53	6.35	5.77	0.58
50. Tutoring services are readily available.	6.37	6.02	0.35	6.50	6.06	0.44	5.43	5.40	0.03	6.24	5.98	0.26	6.17	5.55	0.62
51. There are convenient ways of paying my school bill.	6.45	6.26	0.19	6.52	6.20	0.32	6.71	6.17	0.54	6.44	6.43	0.01	6.19	6.04	0.15
52. This school does whatever it can to help me reach my educational goals.	6.36	5.77	0.59	6.45	5.85	0.60	6.43	5.33	1.10	6.35	5.95	0.40	5.93	5.44	0.49
53. The assessment and course placement procedures are reasonable.	6.31	5.99	0.32	6.39	6.01	0.38	6.83	5.67	1.16	6.25	6.29	-0.04	5.93	5.69	0.24
54. Faculty are interested in my academic problems.	6.25	5.59	0.66	6.35	5.66	0.69	6.29	4.50	1.79	6.15	5.72	0.43	6.11	5.04	1.07
55. Academic support services adequately meet the needs of students.	6.37	5.86	0.51	6.38	5.86	0.52	6.33	4.33	2.00	6.35	6.22	0.13	6.25	5.55	0.70
56. The business office is open during hours which are convenient for most students.	6.35	6.02	0.33	6.35	6.00	0.35	6.43	5.75	0.68	6.29	6.03	0.26	6.30	6.38	-0.08
57. Administrators are approachable to students.	6.43	5.85	0.58	6.43	5.79	0.64	6.57	6.00	0.57	6.39	5.87	0.52	6.50	6.19	0.31
58. Nearly all of the faculty are knowledgeable in their fields.	6.54	6.19	0.35	6.52	6.23	0.29	6.57	5.60	0.97	6.63	6.27	0.36	6.35	6.27	0.08
59. New student orientation services help students adjust to college.	6.16	5.67	0.49	6.16	5.73	0.43	6.43	4.67	1.76	6.01	5.83	0.18	6.29	5.40	0.89

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
60. Billing policies are reasonable.	6.38	6.01	0.37	6.48	5.98	0.50	6.43	5.50	0.93	6.30	6.13	0.17	6.27	6.19	0.08
61. Faculty are usually available after class and during office hours.	6.32	5.93	0.39	6.47	5.91	0.56	6.14	5.25	0.89	6.26	5.99	0.27	6.11	5.89	0.22
62. Bookstore staff are helpful.	6.22	5.92	0.30	6.34	6.09	0.25	5.83	4.50	1.33						

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89. Academic reputation as factor in decision to enroll.	5.91			6.04			6.14			5.79			5.69		
90. Size of institution as factor in decision to enroll.	5.17			5.25			5.00			4.70			5.50		
91. Opportunity to play sports as factor in decision to enroll.	3.75			3.66			4.00			3.15			3.95		
92. Recommendations from family/friends as factor in decision to enroll.	4.96			5.17			4.71			4.43					

Institutional Summary
Summary Items

Summary Item	Great Basin College - SSI	Elko	Ely	Internet	Pahrump
So far, how has your college experience met your expectations?	Average: 5.16	Average: 5.12	Average: 5.43	Average: 5.42	Average: 4.92
1=Much worse than expected	0%	0%	0%	0%	0%
2=Quite a bit worse than I expected	2%	0%	0%	1%	7%
3=Worse than I expected	4%	4%	0%	1%	7%
4=About what I expected	27%	32%	28%	21%	15%
5=Better than I expected	24%	24%	28%	28%	38%
6=Quite a bit better than I expected	15%	14%	14%	17%	15%
7=Much better than expected	24%	22%	28%	27%	15%
Rate your overall satisfaction with your experience here thus far.	Average: 5.82	Average: 5.82	Average: 5.86	Average: 6.01	Average: 5.67

0%

0%

0%