

Institutional Summary

Items: In Order of Importance

Item	Great Basin College - SSI	Winnemucca	Other location
Item			

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Item	Great Basin College - SSI			Winnemucca			Other location		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
68. On the whole, the campus is well-maintained.	6.45	6.34	0.11	6.62	6.31	0.31	6.40	6.00	0.40
36. Students are made to feel welcome on this campus.	6.44	6.05	0.39	6.29	6.00	0.29	6.35	5.72	0.63
29. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.94	0.49	6.00	5.29	0.71	6.47	6.05	0.42
46. Faculty provide timely feedback about student progress in a course.	6.43	5.77	0.66	5.92	5.31	0.61	6.43	5.76	0.67
57. Administrators are approachable to students.	6.43	5.85	0.58	6.58	6.08	0.50	6.35	5.63	0.72
69. There is a good variety of courses provided on this campus.	6.42	5.82	0.60	6.23	6.00	0.23	6.55	5.95	0.60
5. The personnel involved in registration are helpful.	6.41	6.02	0.39	6.57	5.93	0.64	6.30	6.09	0.21
7. Adequate financial aid is available for most students.	6.41	5.79	0.62	5.86	5.71	0.15	6.63	6.22	0.41
12. My academic advisor helps me set goals to work toward.	6.41	5.87	0.54	6.08	5.85	0.23	6.68	6.00	0.68
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.41	5.91	0.50	6.21	5.71	0.50	6.52	6.00	0.52
34. Computer labs are adequate and accessible.	6.40	6.22	0.18	6.21	5.93	0.28	6.41	6.00	0.41
8. Classes are scheduled at times that are convenient for me.	6.39	5.82	0.57	6.21	5.29	0.92	6.24	6.04	0.20

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
48. Counseling staff care about students as individuals.	6.39	5.94	0.45	6.20	6.00	0.20	6.35	5.75	0.60
49. Admissions counselors respond to prospective students' unique needs and requests.	6.38	5.82	0.56	6.50	5.90	0.60	6.50	5.81	0.69
60. Billing policies are reasonable.	6.38	6.01	0.37	5.77	5.38	0.39	6.71	6.13	0.58
28. It is an enjoyable experience to be a student on this campus.	6.37	6.09	0.28	6.07	5.57	0.50	6.56	6.22	0.34
50. Tutoring services are readily available.	6.37	6.02	0.35	6.85	6.69	0.16	6.45	6.26	0.19
55. Academic support services adequately meet the needs of students.	6.37	5.86	0.51	6.33	5.67	0.66	6.32	5.80	0.52
22. People on this campus respect and are supportive of each other.	6.36	5.85	0.51	6.14	5.64	0.50	6.58	6.06	0.52
23. Faculty are understanding of students' unique life circumstances.	6.36	5.85	0.51	5.57	5.00	0.57	6.62	5.73	0.89
43. Class change (drop/add) policies are reasonable.	6.36	6.12	0.24	6.08	5.54	0.54	6.45	6.19	0.26
52. This school does whatever it can to help me reach my educational goals.	6.36	5.77	0.59	5.86	5.21	0.65	6.58	5.76	0.82
56. The business office is open during hours which are convenient for most students.	6.35	6.02	0.33	6.31	6.08	0.23	6.47	5.72	0.75
27. The campus staff are caring and helpful.	6.34	6.05	0.29	6.07	5.43	0.64	6.44	6.28	0.16

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
3. Quality of instruction in the vocational/technical programs is excellent.	6.33	5.79	0.54	5.54	5.31	0.23	6.32	5.75	0.57
42. The equipment in the lab facilities is kept up to date.	6.33	5.92	0.41	6.40	5.80	0.60	6.39	6.40	-0.01
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.32	5.93	0.39	6.25	5.50	0.75	6.35	6.13	0.22
45. This institution has a good reputation within the community.	6.32	6.03	0.29	6.15	5.46	0.69	6.33	5.86	0.47
61. Faculty are usually available after class and during office hours.	6.32	5.93	0.39	6.08	5.92	0.16	6.30	5.94	0.36
53. The assessment and course placement procedures are reasonable.	6.31	5.99	0.32	6.15	5.23	0.92	6.32	5.90	0.42
20. Financial aid counselors are helpful.	6.30	5.85	0.45	5.77	5.08	0.69	6.47	5.92	0.55
25. My academic advisor is concerned about my success as an individual.	6.30	5.74	0.56	6.00	5.45	0.55	6.58	5.68	0.90
11. Security staff respond quickly in emergencies.	6.28	5.71	0.57	6.00					

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	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	6.00	5.54	0.46	6.29	5.62	0.67
59. New student orientation services help students adjust to college.	6.16	5.67	0.49	6.17	5.75	0.42	6.37	5.61	0.76
9. Internships or practical experiences are provided in my degree/certificate program.	6.11	5.46	0.65	5.71	5.07	0.64	6.07	5.38	0.69
88. Financial aid as factor in decision to enroll.	6.10			6.69			6.44		
39. The amount of student parking space on campus is adequate.	6.06	5.65	0.41	5.62	4.62	1.00	6.17	6.11	0.06
38. The student center is a comfortable place for students to spend their leisure time.	6.04	5.79	0.25	6.00	5.83	0.17	6.00	5.75	0.25
1. Most students feel a sense of belonging here.	5.99	5.75	0.24	5.93	5.64	0.29	5.90	5.90	0.00
19. This campus provides effective support services for displaced homemakers.	5.99	5.72	0.27	6.11	5.44	0.67	6.44	5.57	0.87
17. Personnel in the Veterans' Services program are helpful.	5.95	5.60	0.35	5.88	5.13	0.75	6.54	6.00	0.54
89. Academic reputation as factor in decision to enroll.	5.91			5.85			6.27		
44. I generally know what's happening on campus.	5.89	5.29	0.60	5.64	4.91	0.73	5.89	5.59	0.30
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.57			5.42			5.80		

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
10. Student care facilities are available on campus.	5.56	4.78	0.78	6.14	4.14	2.00	6.00	5.18	0.82
93. Geographic setting as factor in decision to enroll.	5.53			5.75			5.91		

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

Scale/Item	Great Basin College - SSI			Winnemucca			Other location		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
ACADEMIC ADVISING/ COUNSELING	6.42	5.92	0.50	6.13	5.71	0.42	6.52	5.89	0.63
6. My academic advisor is approachable.	6.50	6.07	0.43	5.89					

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

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

Scale/Item	Great Basin College - SSI			Winnemucca			Other location		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
ADMISSIONS AND FINANCIAL AID	6.36	5.85	0.51	6.15	5.63	0.52	6.50	5.97	0.53
Gap									

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

Scale/Item	Great Basin College - SSI			Winnemucca			Other location		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CAMPUS CLIMATE	6.28	5.82	0.46	6.11	5.57	0.54	6.31	5.80	0.51
1. Most students feel a sense of belonging here.	5.99	5.75	0.24	5.93	5.64	0.29	5.90	5.90	0.00
2. Faculty care about me as an individual.	6.21	5.75	0.46	5.79	5.43	0.36	6.05	5.78	0.27
16. The college shows concern for students as individuals.	6.25	5.65	0.60	6.38	5.75	0.63	6.30	5.33	0.97
22. People on this campus respect and are supportive of each other.	6.36	5.85	0.51	6.14	5.64	0.50	6.58	6.06	0.52
27. The campus staff are caring and helpful.	6.34	6.05	0.29	6.07	5.43	0.64	6.44	6.28	0.16
28. It is an enjoyable experience to be a student on this campus.	6.37	6.09	0.28	6.07	5.57	0.50	6.56	6.22	0.34
31. The campus is safe and secure for all students.	6.54	6.15	0.39	6.14	5.57	0.57	6.53	6.38	0.15
36. Students are made to feel welcome on this campus.	6.44	6.05	0.39	6.29	6.00	0.29	6.35	5.72	0.63
44. I generally know what's happening on campus.	5.89	5.29	0.60	5.64	4.91	0.73	5.89	5.59	0.30
45. This institution has a good reputation within the community.	6.32	6.03	0.29	6.15	5.46	0.69	6.33	5.86	0.47
52. This school does whatever it can to help me reach my educational goals.	6.36	5.77	0.59	5.86	5.21	0.65	6.58	5.76	0.82
57. Administrators are approachable to students.	6.43	5.85	0.58	6.58	6.08	0.50	6.35	5.63	0.72

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

Scale/Item	Great Basin College - SSI			Winnemucca			Other location		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
59. New student orientation services help students adjust to college.	6.16	5.67	0.49	6.17	5.75	0.42	6.37	5.61	0.76
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.78	0.49	6.42	5.73	0.69	6.28	5.28	1.00
67. Channels for expressing student complaints are readily available.	6.25	5.52	0.73	6.00	5.27	0.73	6.28	5.68	0.60

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

Scale/Item	Great Basin College - SSI			Winnemucca			Other location		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CAMPUS SUPPORT SERVICES	6.05	5.58							

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

Scale/Item	Great Basin College - SSI			Winnemucca			Other location		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CONCERN FOR THE INDIVIDUAL	6.31	5.80	0.51	6.06	5.55	0.51	6.34	5.72	0.62
2. Faculty care about me as an individual.	6.21	5.75	0.46	5.79	5.43	0.36	6.05	5.78	0.27
16. The college shows concern for students as individuals.	6.25	5.65	0.60	6.38	5.75	0.63	6.30	5.33	0.97
25. My academic advisor is concerned about my success as an individual.	6.30	5.74	0.56	6.00	5.45	0.55	6.58	5.68	0.90
29. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.94	0.49	6.00	5.29	0.71	6.47	6.05	0.42
48. Counseling staff care about students as individuals.	6.39	5.94	0.45	6.20	6.00	0.20	6.35	5.75	0.60

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

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

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

Scale/Item	Great Basin College - SSI			Winnemucca			Other location		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
REGISTRATION EFFECTIVENESS	6.39	6.01	0.38	6.28	5.75	0.53	6.46	6.08	

Other location

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

Scale/Item	Great Basin College - SSI			Winnemucca			Other location		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
SERVICE EXCELLENCE	6.27	5.81	0.46	6.26	5.62	0.64	6.30	5.85	0.45
5. The personnel involved in registration are helpful.	6.41	6.02	0.39	6.57	5.93	0.64	6.30	6.09	0.21

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
1. Most students feel a sense of belonging here.	5.99	5.75	0.24	5.93	5.64	0.29	5.90	5.90	0.00
2. Faculty care about me as an individual.	6.21	5.75	0.46	5.79	5.43	0.36	6.05	5.78	0.27
3. The quality of instruction in the vocational/technical programs is excellent.	6.33	5.79	0.54	5.54	5.31	0.23	6.32	5.75	0.57
4. Security staff are helpful.	6.19	5.7700001	m -4.5 28.700005a [] 0 d 1 w -4.5 0.5 m -4.5 21.5 l S Q 0 g BT /F5128.700001 l 67.461998 28.200001 l 67.461998 1 l h W						

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap

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