

Institutional Summary

Scales: In Order of Importance

	Great Basin College - SSI		1025: Human Services
Scale	Importance	Satisfaction / SD	

Institutional Summary
Items: In Order of Importance

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Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
23. Faculty are understanding of students' unique life circumstances.	6.36	5.85 / 1.43	0.51	6.35	6.08 / 1.55	0.27
43. Class change (drop/add) policies are reasonable.	6.36	6.12 / 1.23	0.24	6.56	6.62 / 0.51	-0.06
52. This school does whatever it can to help me reach my educational goals.	6.36	5.77 / 1.42	0.59	6.06	5.93 / 1.38	0.13
56. The business office is open during hours which are convenient for most students.	6.35	6.02 / 1.28	0.33	6.25	6.15 / 0.69	0.10
27. The campus staff are caring and helpful.	6.34	6.05 / 1.24	0.29	6.50	6.73 / 0.47	-0.23
3. The quality of instruction in the vocational/technical programs is excellent.	6.33	5.79 / 1.35	0.54	6.33	6.07 / 0.83	0.26
42. The equipment in the lab facilities is kept up to date.	6.33	5.92 / 1.24	0.41			

* Difference statistically significant at the .05 level
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	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	6.43	6.00 / 1.29	0.43
26. Library staff are helpful and approachable.	6.28	5.99 / 1.41	0.29	6.38	6.57 / 0.53	-0.19
47. There are adequate services to help me decide upon a career.	6.27	5.59 / 1.62	0.68	6.29	5.54 / 1.56	0.75
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.78 / 1.49	0.49	6.13	6.00 / 1.18	0.13
64. Nearly all classes deal with practical experiences and applications.	6.26	5.86 / 1.32	0.40	6.38	6.47 / 0.64	-0.09
16. The college shows concern for students as individuals.	6.25	5.65 / 1.46	0.60	6.29	5.93 / 1.39	0.36
30. The career services office provides students with the help they need to get a job.	6.25	5.81 / 1.49	0.44	6.22	5.50 / 0.58	0.72
54. Faculty are interested in my academic problems.	6.25	5.59 / 1.59	0.66	6.35	5.86 / 1.35	0.49
67. Channels for expressing student complaints are readily available.	6.25	5.52 / 1.71	0.73	6.50	5.91 / 1.58	0.59
65. Students are notified early in the term if they are doing poorly in a class.	6.24	5.52 / 1.73	0.72	6.33	5.64 / 1.86	0.69
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.23					

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	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
4. Security staff are helpful.	6.19					

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Items: In Order of Importance

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Items: In Order of Importance

	Great Basin College - SSI	1025: Human Services
Item		

Institutional Summary

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

	Great Basin College - SSI			1025: Human Services		
Scale/Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap

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Institutional Summary

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

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
ACADEMIC SERVICES	6.32					

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Institutional Summary

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

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
ADMISSIONS AND FINANCIAL AID	6.36	5.85 / 1.14	0.51	6.35	6.04 / 0.87	0.31
7. Adequate financial aid is available for most students.	6.41	5.79 / 1.46	0.62	6.44	6.00 / 1.15	0.44
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.23	5.60 / 1.59	0.63	6.14	5.83 / 1.53	0.31
20. Financial aid counselors are helpful.	6.30	5.85 / 1.52	0.45	6.27	6.22 / 0.97	0.05
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.32	5.93 / 1.34	0.39	6.40	6.09 / 1.81	0.31
41. Admissions staff are knowledgeable.	6.48	6.10 / 1.22	0.38	6.50	6.42 / 0.67	0.08
49. Admissions counselors respond to prospective students' unique needs and requests.	6.38	5.82 / 1.40	0.56	6.31	5.73 / 1.42	0.58

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Institutional Summary

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

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
CAMPUS CLIMATE	6.28	5.82 / 1.10	0.46	6.30	5.98 / 0.81	0.32
1. Most students feel a sense of belonging here.	5.99	5.75 / 1.24	0.24	6.06	5.81 / 0.91	0.25
2. Faculty care about me as an individual.	6.21	5.75 / 1.40	0.46	6.24	5.69 / 1.45	0.55
16. The college shows concern for students as individuals.	6.25	5.65 / 1.46	0.60	6.29	5.93 / 1.39	0.36
22. People on this campus respect and are supportive of each other.	6.36	5.85 / 1.31	0.51	6.00	5.38 / 2.00	0.62
27. The campus staff are caring and helpful.	6.34	6.05 / 1.24	0.29	6.50	6.73 / 0.47	-0.23
28. It is an enjoyable experience to be a student on this campus.	6.37	6.09 / 1.19	0.28	6.31	6.57 / 0.53	-0.26
31. The campus is safe and secure for all students.	6.54	6.15 / 1.03	0.39	6.77	6.44 / 0.53	0.33
36. Students are made to feel welcome on this campus.	6.44	6.05 / 1.23	0.39	6.27	6.20 / 1.03	0.07
44. I generally know what's happening on campus.	5.89	5.29 / 1.71	0.60	6.00	5.00 / 0.89	1.00
45. This institution has a good reputation within the community.	6.32	6.03 / 1.22	0.29	6.64	6.18 / 0.87	0.46
52. This school does whatever it can to help me reach my educational goals.	6.36	5.77 / 1.42	0.59	6.06	5.93 / 1.38	0.13
57. Administrators are approachable to students.	6.43	5.85 / 1.52	0.58	6.50	6.08 / 1.16	0.42
59. New student orientation services help students adjust to college.	6.16	5.67 / 1.66	0.49	6.31	5.73 / 1.62	0.58
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.78 / 1.49	0.49	6.13	6.00 / 1.18	0.13
67. Channels for expressing student complaints are readily available.	6.25	5.52 / 1.71	0.73	6.50	5.91 / 1.58	0.59

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Institutional Summary

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

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap

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Institutional Summary

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

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
CONCERN FOR THE INDIVIDUAL	6.31	5.80 / 1.19	0.51	6.21	5.69 / 1.20	0.52
2. Faculty care about me as an individual.	6.21	5.75 / 1.40	0.46	6.24	5.69 / 1.45	0.55
16. The college shows concern for students as individuals.	6.25	5.65 / 1.46	0.60	6.29	5.93 / 1.39	0.36
25. My academic advisor is concerned about my success as an individual.	6.30	5.74 / 1.57	0.56	6.06	5.17 / 1.99	0.89
29. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.94 / 1.30	0.49	6.20	6.00 / 0.89	0.20
48. Counseling staff care about students as individuals.	6.39	5.94 / 1.34	0.45	6.29	5.60 / 1.58	0.69

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Institutional Summary

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

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
INSTRUCTIONAL EFFECTIVENESS	6.37	5.87 / 1.09	0.50	6.32	6.00 / 0.84	0.32
2. Faculty care about me as an individual.	6.21	5.75 / 1.40	0.46	6.24	5.69 / 1.45	0.55
18. The quality of instruction I receive in most of my classes is excellent.	6.49	5.92 / 1.28				

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

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
REGISTRATION EFFECTIVENESS	6.39	6.01 / 0.94	0.38	6.37	6.42 / 0.43	-0.05
5. The personnel involved in registration are helpful.	6.41	6.02 / 1.28	0.39	6.24	6.19 / 0.98	0.05
8. Classes are scheduled at times that are convenient for me.	6.39	5.82 / 1.53	0.57	6.50	6.47 / 0.64	0.03
15. I am able to register for classes I need with few conflicts.	6.47	6.02 / 1.30	0.45	6.35	6.50 / 0.82	-0.15
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.41	5.91 / 1.34	0.50	6.35	6.29 / 0.83	0.06
43. Class change (drop/add) policies are reasonable.	6.36	6.12 / 1.23	0.24	6.56	6.62 / 0.51	-0.06
51. There are convenient ways of paying my school bill.	6.45	6.26 / 1.10	0.19	6.40	6.62 / 0.65	-0.22
56. The business office is open during hours which are convenient for most students.	6.35	6.02 / 1.28	0.33	6.25	6.15 / 0.69	0.10
60. Billing policies are reasonable.	6.38	6.01 / 1.29	0.37	6.29	6.40 / 0.74	-0.11
62. Bookstore staff are helpful.	6.22	5.92 / 1.47	0.30	6.43	6.67 / 0.50	-0.24

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

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
SAFETY AND SECURITY	6.25	5.81 / 1.07	0.44	6.29	6.13 / 0.79	0.16
4. Security staff are helpful.	6.19	5.77 / 1.45	0.42	6.22	6.33 / 0.82	-0.11
11. Security staff respond quickly in emergencies.	6.28	5.71 / 1.56	0.57	6.50	6.80 / 0.45	-0.30
24. Parking lots are well-lighted and secure.	6.18	5.70 / 1.53	0.48	5.82	5.80 / 1.64	0.02
31. The campus is safe and secure for all students.	6.54					

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

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap

SERVICE EXCELLENCE	
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Scales: In Order With Items That Make Up the Scale - Student Centeredness

Scale/Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap

STUDENT CENTEREDNESS	Performance Gap
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Items: In Sequential Order

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	Great Basin College - SSI	1025: Human Services
Item		

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Item	Great Basin College - SSI			1025: Human Services		
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap
62. Bookstore staff are helpful.	6.22	5.92 / 1.47	0.30	6.43	6.67 / 0.50	-0.24
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.78 / 1.49	0.49	6.13	6.00 / 1.18	0.13
64. Nearly all classes deal with practical experiences and applications.	6.26	5.86 / 1.32	0.40	6.38	6.47 / 0.64	-0.09
65. Students are notified early in the term if they are doing poorly in a class.	6.24	5.52 / 1.73	0.72	6.33	5.64 / 1.86	0.69
66. Program requirements are clear and reasonable.	6.50	6.11 / 1.29	0.39	6.59	6.67 / 0.62	-0.08
67. Channels for expressing student complaints are readily available.	6.25	5.52 / 1.71	0.73	6.50	5.91 / 1.58	0.59
68. On the whole, the campus is well-maintained.	6.45	6.34 / 1.03	0.11	6.50	6.80 / 0.42	-0.30
69. There is a good variety of courses provided on this campus.	6.42	5.82 / 1.41	0.60	6.06	5.36 / 1.39	0.70
70. I am able to experience intellectual growth here.	6.48	6.18 / 1.16	0.30	6.29	6.27 / 0.96	0.02
71. Campus item: Online registration is convenient	6.48	6.28 / 1.17	0.20	6.47	6.53 / 0.64	-0.06
72. Campus item 2						
73. Campus item 3						
74. Campus item 4						
75. Campus item 5						
76. Campus item 6						
77. Campus item 7						
78. Campus item 8						

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Summary Items