

Institutional Summary
Items: In Order of Importance

Item	Great Basin College - SSI			1016: Science or			1017: Other			1018: Undecided			1019: Computer Technologies		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
3. The quality of instruction in the vocational/technical programs is excellent.	6.33	5.79	0.54	6.29	5.90	0.39	6.05	5.69	0.36	6.72	5.39	1.33	6.36	5.64	0.72
42. The equipment in the lab facilities is kept up to date.	6.33	5.92	0.41	6.33	6.09	0.24	6.07	5.67	0.40	6.23	6.00	0.23	5.58	6.00	-0.42
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.32	5.93	0.39	6.65	6.50	0.15	6.06	5.71	0.35	6.36	5.73	0.63	5.71	6.36	-0.65
45. This institution has a good reputation within the community.	6.32	6.03	0.29	6.38	6.12	0.26	6.30	5.94	0.36	6.56	5.58	0.98	5.71	6.23	-0.52
61. Faculty are usually available after class and during office hours.	6.32	5.93	0.39	6.60	6.44	0.16	6.17	5.43	0.74	6.35	5.87	0.48	5.80	6.15	-0.35
53. The assessment and course placement procedures are reasonable.	6.31	5.99	0.32	6.40	6.22	0.18	6.24	5.84	0.40	6.22	6.13	0.09	5.81	6.23	-0.42
20. Financial aid counselors are helpful.	6.30	5.85	0.45	6.65	6.24	0.41	6.33	6.21	0.12	6.29	6.31	-0.02	5.67	6.00	-0.33
25. My academic advisor is concerned about my success as an individual.	6.30	5.74	0.56	6.44	6.20	0.24	5.97	5.68	0.29	6.50	5.31	1.19	5.80	5.57	0.23
11. Security staff respond quickly in emergencies.	6.28	5.71	0.57	6.57	6.10	0.47	6.35	5.81	0.54	6.46	6.40	0.06	5.17	4.50	0.67
14. Library resources and services are adequate.	6.28	5.87	0.41	6.48	6.00	0.48	5.74	5.61	0.13	6.31	5.81	0.50	6.08	5.91	0.17
26. Library staff are helpful and approachable.	6.28	5.99	0.29	6.64	6.45	0.19	6.04	5.96	0.08	6.29	6.00	0.29	5.69	6.00	-0.31
47. There are adequate services to help me decide upon a career.	6.27	5.59	0.68	6.50	5.88	0.62	6.00	5.17	0.83	6.29	5.53	0.76	6.00	6.08	-0.08
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.78	0.49	6.57	6.25	0.32	6.16	5.55	0.61	6.27	5.38	0.89	5.33	5.80	-0.47

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	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
82. Institution's commitment to evening students?		5.91			6.26			5.81			5.24			6.45	
83. Institution's commitment to older, returning learners?		6.08			6.42			5.72			5.88			6.58	
84. Institution's commitment to under-represented populations?		5.96			6.36			5.48			5.71			6.20	
85. Institution's commitment to commuters?		5.94			6.35			5.61			5.60			6.55	
86. Institution's commitment to students with disabilities?		6.06			6.36			5.88			6.23			6.30	

Institutional Summary

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

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Institutional Summary

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

Scale/Item	Great Basin College - SSI			1016: Science or			1017: Other			1018: Undecided			1019: Computer Technologies		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	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	6.35	5.75	0.60	6.06	5.69	0.37	6.44	5.29	1.15	5.64	5.73	-0.09
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.78	0.49	6.57	6.25	0.32	6.16	5.55	0.61	6.27	5.38	0.89	5.33	5.80	-0.47
67. Channels for expressing student complaints are readily available.	6.25	5.52	0.73	6.56	6.12	0.44	5.75	5.06	0.69	6.38	5.87	0.51			

Institutional Summary

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

Scale/Item	Great Basin College - SSI			1016: Science or			1017: Other			1018: Undecided			1019: Computer Technologies		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CAMPUS SUPPORT SERVICES	6.05	5.58	0.47	6.28	5.97	0.31	5.91	5.52	0.39	6.24	5.65	0.59	5.49	5.92	-0.43
10. Child care facilities are available on campus.	5.56	4.78	0.78	5.80	5.57	0.23	5.39	5.12	0.27	5.75	5.29	0.46	4.83	5.33	-0.50
17. Personnel in the Veterans' Services program are helpful.	5.95	5.60	0.35	6.06	6.00	0.06	6.04	5.50	0.54	6.15	5.89	0.26	5.20	5.71	-0.51
19. This campus provides effective support services for displaced homemakers.	5.99	5.72	0.27	6.00	6.00	0.00	5.77	5.79	-0.02	6.08	5.78	0.30	5.45	5.88	-0.43
30. The career services office provides students with the help they need to get a job.	6.25	5.81	0.44	6.78	6.50	0.28	5.86	5.65	0.21	6.50	5.80	0.70	5.77	6.38	-0.61
38. The student center is a comfortable place for students to spend their leisure time.	6.04	5.79	0.25	6.26	6.09	0.17	6.10	5.68	0.42	6.31	6.07	0.24	5.33	6.11	-0.78
47. There are adequate services to help me decide upon a career.	6.27	5.59	0.68	6.50	5.88	0.62	6.00	5.17	0.83	6.29	5.53	0.76	6.00	6.08	-0.08
59. New student orientation services help students adjust to college.	6.16	5.67	0.49	6.35	5.75	0.60	6.06	5.69	0.37	6.44	5.29	1.15	5.64	5.73	-0.09

Institutional Summary

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

Scale/Item	Great Basin College - SSI			1016: Science or			1017: Other			1018: Undecided			1019: Computer Technologies		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
CONCERN FOR THE INDIVIDUAL	6.31	5.80	0.51	6.31	6.03	0.28	6.07	5.71	0.36	6.46	5.76	0.70	5.95	6.12	-0.17
2. Faculty care about me as an individual.	6.21	5.75	0.46	6.12	5.96										

Institutional Summary

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

Scale/Item	Great Basin College - SSI			1016: Science or			1017: Other			1018: Undecided			1019: Computer Technologies		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
INSTRUCTIONAL EFFECTIVENESS	6.37	5.87	0.50	6.51	6.21	0.30	6.15	5.64	0.51	6.47	5.78	0.69	6.18	6.06	0.12
2. Faculty care about me as an individual.	6.21	5.75	0.46	6.12	5.96	0.16	5.80	5.60	0.20	6.11	5.82	0.29	6.33	6.40	-0.07
18. The quality of instruction I receive in most of my classes is excellent.	6.49	5.92	0.57	6.65	6.31	0.34	6.28	5.83	0.45	6.85	5.57	1.28	6.25	5.87	0.38
23. Faculty are understanding of students' unique life circumstances.	6.36	5.85	0.51	6.71	6.46	0.25	6.18	5.73	0.45	6.76	5.80	0.96	6.00	6.19	-0.19
29. Faculty are fair and unbiased in their treatment of individual students.	6.43	5.94	0.49	6.35	6.08	0.27	6.44	5.92	0.52	6.71	6.00	0.71	5.94	6.33	-0.39
37. Faculty take into consideration student differences as they teach a course.	6.18	5.65	0.53	6.20	5.92	0.28	5.71	5.63	0.08	6.29	5.15	1.14	5.80	5.77	0.03
46. Faculty provide timely feedback about student progress in a course.	6.43	5.77	0.66	6.65	6.04	0.61	6.25	5.33	0.92	6.42	5.80	0.62	6.25	5.75	0.50
54. Faculty are interested in my academic problems.	6.25	5.59	0.66	6.56	5.92	0.64	6.08	5.53	0.55	6.12	5.68	0.44	5.73	5.64	0.09
58. Nearly all of the faculty are knowledgeable in their fields.	6.54	6.19	0.35	6.58	6.58	0.00	6.51	6.06	0.45	6.65	6.29	0.36	6.64	6.43	0.21
61. Faculty are usually available after class and during office hours.	6.32	5.93	0.39	6.60	6.44	0.16	6.17	5.43	0.74	6.35	5.87	0.48	5.80	6.15	-0.35
64. Nearly all classes deal with practical experiences and applications.	6.26	5.86	0.40	6.50	6.19	0.31	6.06	5.36	0.70	6.20	5.94	0.26	6.40	6.07	0.33
65. Students are notified early in the term if they are doing poorly in a class.	6.24	5.52	0.72	6.33	5.83	0.50	5.94	5.07	0.87	6.00	5.26	0.74	6.00	5.83	0.17

Institutional Summary

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

Scale/Item	Great Basin College - SSI	1016: Science or	1017: Other	1018: Undecided	1019: Computer Technologies
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Institutional Summary

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

Scale/Item	Great Basin College - SSI			1016: Science or			1017: Other			1018: Undecided			1019: Computer Technologies		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
REGISTRATION EFFECTIVENESS	6.39	6.01	0.38	6.50	6.22	0.28	6.27	5.88	0.39	6.39	5.94	0.45	6.08	6.25	-0.17
5. The personnel involved in registration are helpful.	6.41	6.02	0.39	6.48	5.88	0.60	6.31	5.92	0.39	6.33	6.10	0.23	6.24	6.56	-0.32
8. Classes are scheduled at times that are convenient for me.	6.39	5.82	0.57	6.38	6.15	0.23	6.37	5.80	0.57	6.53	5.45	1.08	6.00	6.13	-0.13
15. I am able to register for classes I need with few conflicts.	6.47	6.02	0.45	6.58	6.19	0.39	6.38	5.93	0.45	6.42	5.68	0.74	6.63	6.63	0.00
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.41	5.91	0.50	6.44	6.36	0.08	6.18	5.58	0.60	6.30	5.53	0.77	6.56	6.06	0.50
43. Class change (drop/add) policies are reasonable.	6.36	6.12	0.24	6.62	6.58	0.04	6.19	5.88	0.31	6.50	6.24	0.26	5.88	6.14	-0.26
51. There are convenient ways of paying my school bill.	6.45	6.26	0.19	6.62	6.38	0.24	6.23	6.13	0.10	6.28	6.26	0.02	6.33	6.20	0.13
56. The business office is open during hours which are convenient for most students.	6.35	6.02	0.33	6.50	6.54	-0.04	6.47	6.10	0.37	6.75	5.94	0.81	5.54	6.36	-0.82
60. Billing policies are reasonable.	6.38	6.01	0.37	6.58	5.88	0.70	6.18	6.06	0.12	6.35	6.11	0.24	5.73	5.85	-0.12
62. Bookstore staff are helpful.	6.22	5.92	0.30	6.20	5.95	0.25	6.13	5.50	0.63	6.00	6.27	-0.27	5.64	6.25	-0.61

Institutional Summary

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

Scale/Item	Great Basin College - SSI			1016: Science or			1017: Other			1018: Undecided			1019: Computer Technologies		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap

RESPONSIVENESS TO

Institutional Summary

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

Scale/Item	Great Basin College - SSI			1016: Science or			1017: Other			1018: Undecided			1019: Computer Technologies		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
SAFETY AND SECURITY	6.25	5.81	0.44	6.42	6.13	0.29	6.17	5.79	0.38	6.49	6.18	0.31	5.63	5.82	-0.19
4. Security staff are helpful.	6.19	5.77	0.42	6.38	6.52	-0.14	5.94	5.65	0.29	6.44	6.07	0.37			

Institutional Summary

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

Scale/Item	Great Basin College - SSI			1016: Science or			1017: Other			1018: Undecided			1019: Computer Technologies		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
STUDENT CENTEREDNESS	6.30	5.90	0.40	6.43	6.19	0.24	6.20	5.87	0.33	6.50	5.76	0.74	5.90	5.93	-0.03
1. Most students feel a sense of belonging here.	5.99	5.75	0.24	6.15	6.04	0.11	5.83	5.80	0.03	6.33	5.63	0.70	5.94	5.75	0.19
16. The college shows concern for students as individuals.	6.25	5.65	0.60	6.35	5.85	0.50	5.90	5.31	0.59	6.53	5.78	0.75	5.93	5.93	0.00
27. The campus staff are caring and helpful.	6.34	6.05	0.29	6.24	6.12	0.12	6.42	6.12	0.30	6.59	6.06	0.53	6.07	6.23	-0.16
28. It is an enjoyable experience to be a student on this campus.	6.37	6.09	0.28	6.64	6.44	0.20	6.41	6.16	0.25	6.41	6.00	0.41	5.94	6.20	-0.26
36. Students are made to feel welcome on this campus.	6.44	6.05	0.39	6.52	6.16	0.36	6.35	6.11	0.24	6.53	5.72	0.81	5.86	5.92	-0.06
57. Administrators are approachable to students.	6.43	5.85	0.58	6.68	6.54	0.14	6.42	5.82	0.60	6.65	5.38	1.27	5.62	5.50	0.12

Institutional Summary

Institutional Summary
Items in Sequential Order



Institutional Summary

Items: In Sequential Order

Great Basin College - SSI	
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Items: In Sequential Order

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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	6.58	5.88	0.70	6.18	6.06	0.12	6.35	6.11	0.24	5.73	5.85	-0.12
61. Faculty are usually available after class and during office hours.	6.32	5.93	0.39	6.60	6.44	0.16	6.17	5.43	0.74	6.35	5.87	0.48	5.80	6.15	-0.35
62. Bookstore staff are helpful.	6.22	5.92	0.30	6.20	5.95	0.25	6.13	5.50	0.63	6.00	6.27	-0.27	5.64	6.25	-0.61
63. I seldom get the "run-around" when seeking information on this campus.	6.27	5.78	0.49	6.57	6.25	0.32	6.16	5.55	0.61	6.27	5.38	0.89	5.33	5.80	-0.47
64. Nearly all classes deal with practical experiences and applications.	6.26	5.86	0.40	6.50	6.19	0.31	6.06	5.36	0.70	6.20	5.94	0.26	6.40	6.07	0.33

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74. Campus item 4															
75. Campus item 5															
76. Campus item 6															

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89. Academic reputation as factor in decision to enroll.	5.91			6.04											

Institutional Summary Summary Items

Summary Item	Great Basin College - SSI	1016: Science or	1017: Other	1018: Undecided	1019: Computer Technologies
So far, how has your college experience met your expectations?	Average: 5.16	Average: 5.48	Average: 5.21	Average: 4.91	Average: 5.24
1=Much worse than expected	0%	0%	0%	0%	0%
2=Quite a bit worse than I expected	27%	8%	2%	9%	5%
3=Worse than I expected	27%	4%	4%	0%	5%
4=About what I expected	27%	16%	27%	27%	17%
5=Better than I expected	24%	16%	29%	27%	29%
6=Quite a bit better than I expected	25%	16%	8%	27%	27%
3=Quite a bit worse than I expected	24%	40%	27%	9%	29%
Rate your overall satisfaction with your experience here thus far.	Average: 5.82	Average: 6.19	Average: 5.89	Average: 5.41	27%

4=About what I expected