

Dec 2016 Demographics

Gender	N	%
Female	461	72.03%
Male	179	27.97%
Total	640	100.00%
No Respl000 9.1890 9.1890 9.181 0 -96.8 cm 0 g BT /F5 Tf 1 0 0 -1 -13.5 7.4970002o Respl00.19999981 9.180 04 Q Q q 1 0 0 1 36 72 cm q 1 0 0 1 2 0		
Associate degree	291	45.90%
Vocational/technical program	18	2.84%
Transfer to another institution	54	8.52%
Certification (initial / renewal)	41	6.47%
Self-improvement/pleasure	17	2.68%
Job-related training	21	3.31%
Other educational goal	192	30.28%
Total	634	100.00%
No Response	66	
Employment	N	%
Full-time off campus	236	37.28%
Part-time off campus	154	24.33%
Full-time on campus	20	3.16%
Part-time on campus	39	6.16%
Not employed	184	29.07%
Total	633	100.00%
No Response	67	

April 2014 Demographics

Gender	N	%	Class Level	N	%
Female	362	73.28%	1 year or less	149	30.85%
Male	132	26.72%	2 years	118	24.43%
Total	494	100.00%	3 years	86	17.81%
No Response	6		4 or more years	130	26.92%
			Total	483	100.00%
			No Response	17	
Age	N	%	Current GPA	N	%
18 and under	55	11.18%	No credits earned	27	5.61%
19 to 24	116	23.58%	1.99 or below	9	1.87%
25 to 34	124	25.20%	2.0 - 2.49	28	5.82%
35 to 44	80	16.26%	2.5 - 2.99	60	12.47%
45 and over	117	23.78%	3.0 - 3.49	146	30.35%
Total	492	100.00%	3.5 or above	211	43.87%
No Response	8		Total	481	100.00%
			No Response	19	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	7	1.42%	Associate degree	198	40.66%
American Indian or Alaskan Native	19	3.85%	Vocational/technical program	9	1.85%
Asian or Pacific Islander	18	3.65%	Transfer to another institution	58	11.91%
Caucasian/White	376	76.27%	Certification (initial / renewal)	28	5.75%
Hispanic	47	9.53%	Self-improvement/pleasure	32	6.57%
Other race	9	1.83%	Job-related training	12	2.46%
Race - Prefer not to respond	17	3.45%	Other educational goal	150	30.80%
Total	493	100.00%	Total	487	100.00%
No Response	7		No Response	13	
Current Enrollment Status	N	%	Employment	N	%
Day	311	65.75%	Full-time off campus	177	36.65%
Evening	137	28.96%	Part-time off campus	102	21.12%
Weekend	25	5.29%	Full-time on campus	26	5.38%
Total	473	100.00%	Part-time on campus	33	6.83%
No Response	27		Not employed	145	30.02%
			Total	483	100.00%
Current Class Load	N	%	No Response	17	
Full-time	231	47.05%			
Part-time	260	52.95%			
Total	491	100.00%			
No Response	9				

Strategic Planning Overview

Strengths and Challenges

Strengths

- 71. Campus item: Online registration is convenient
- 15. I am able to register for classes I need with few conflicts.
- 32. My academic advisor is knowledgeable about my program requirements.
- 58. Nearly all of the faculty are knowledgeable in their fields.
- 70. I am able to experience intellectual growth here.
- 51. There are convenient ways of paying my school bill.
- 31. The campus is safe and secure for all students.
- 6. My academic advisor is approachable.
- 41. Admissions staff are knowledgeable.
- 60. Billing policies are reasonable.
- 34. Computer labs are adequate and accessible.
- 27. The campus staff are caring and helpful.
- 36. Students are made to feel welcome on this campus.
- 5. The personnel involved in registration are helpful.
- 43. Class change (drop/add) policies are reasonable.
- 68. On the whole, the campus is well-maintained.

Challenges

- 18. The quality of instruction I receive in most of my classes is excellent.
- 66. Program requirements are clear and reasonable.
- 46. Faculty provide timely feedback about student progress in a course.
- 8. Classes are scheduled at times that are convenient for me.
- 69. There is a good variety of courses provided on this campus.
- 23. Faculty are understanding of students' unique life circumstances.
- 52. This school does whatever it can to help me reach my educational goals.
- 20. Financial aid counselors are helpful.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 65. Students are notified early in the term if they are doing poorly in a class.

Strategic Planning Overview

Trends

Institutional Summary
Scales: In Order of Importance

	Dec 2016			April 2014			Mean Difference
Scale	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	

Institutional Summary

Institutional Summary
Items: In Order of Importance

Item	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
25. My academic advisor is concerned about my success as an individual.	6.38	5.81 / 1.47	0.57	6.35	5.48 / 1.75	0.87	0.33 **
60. Billing policies are reasonable.	6.37						

* 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



Institutional Summary

Items: In Order of Importance

	Dec 2016			April 2014			Mean Difference
Item	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	

Institutional Summary
Items: In Order of Importance

Item	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
85. Institution's commitment to commuters?		5.81 / 1.45			5.76 / 1.43		0.05
86. Institution's commitment to students with disabilities?		5.92 / 1.35			6.08 / 1.23		-0.16

* 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 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.24	5.64 / 1.24	0.60	6.30	5.58 / 1.26	0.72	0.06
7. Adequate financial aid is available for most students.	6.18	5.50 / 1.62	0.68	6.34	5.54 / 1.69	0.80	-0.04
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.23	5.39 / 1.61	0.84	6.27	5.25 / 1.63	1.02	0.14
20. Financial aid counselors are helpful.	6.34	5.68 / 1.50	0.66	6.38	5.51 / 1.64	0.87	0.17
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.12	5.64 / 1.48	0.48	6.17	5.65 / 1.52	0.52	-0.01
41. Admissions staff are knowledgeable.	6.39	5.96 / 1.26	0.43	6.38	5.89 / 1.31	0.49	0.07
49. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.63 / 1.39	0.55	6.25	5.57 / 1.45	0.68	0.06

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Institutional Summary

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

Dec 2016	April 2014
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Institutional Summary

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

Scale/Item	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	5.91	5.43 / 1.36	0.48	5.87	5.36 / 1.38	0.51	0.07
10. Child care facilities are available on campus.	5.24	4.81 / 1.95	0.43	4.94	4.67 / 2.10	0.27	0.14
17. Personnel in the Veterans' Services program are helpful.	5.89	5.57 / 1.48	0.32	5.74	5.43 / 1.46	0.31	0.14
19. This campus provides effective support services for displaced homemakers.	5.90	5.46 / 1.49	0.44	5.86	5.21 / 1.60	0.65	0.25
30. The career services office provides students with the help they need to get a job.	6.14	5.47 / 1.49	0.67	6.14	5.23 / 1.70	0.91	0.24
38. The student center is a comfortable place for students to spend their leisure time.	5.85	5.63 / 1.44	0.22	5.87	5.72 / 1.45	0.15	-0.09
47. There are adequate services to help me decide upon a career.	6.22	5.57 / 1.50	0.65	6.19	5.37 / 1.62	0.82	0.20
59. New student orientation services help students adjust to college.	5.94	5.38 / 1.66	0.56	5.92	5.53 / 1.58	0.39	

* 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 2016	April 2014	Mean Difference
Scale/9966O-4.5 0.5 m - Q q 1 0 0 1 4.5 136.62 cm q -4.5 0.5 m 225.539993 0.5 1 225.039993 1 1 -4 1 1 h W n 0.501961 G [] 0 d 1 w -4.5 0.5 m 225.539993 0.5 1 S Q q 2			

Institutional Summary

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

Scale/Item	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS							

* 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 - Responsiveness to Diverse Populations

	Dec 2016			April 2014			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 - Safety and Security

Dec 2016

Institutional Summary

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

Scale/Item	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.18	5.73 / 1.11	0.45	6.21	5.67 / 1.15	0.54	

* 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 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.16						

* 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 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	5.69	5.49 / 1.41	0.20	5.69	5.45 / 1.45	0.24	0.04
2. Faculty care about me as an individual.	6.15	5.61 / 1.49	0.54	6.19	5.61 / 1.47	0.58	0.00
3. The quality of instruction in the vocational/technical programs is excellent.	6.25	5.54 / 1.49	0.71	6.36	5.62 / 1.43	0.74	-0.08
4. Security staff are helpful.	5.87	5.57 / 1.51	0.30	5.77	5.65 / 1.48	0.12	-0.08
5. The personnel involved in registration are helpful.	6.29	5.93 / 1.35	0.36	6.38	5.86 / 1.46	0.52	0.07
6. My academic advisor is approachable.	6.42	5.97 / 1.44	0.45	6.50	5.81 / 1.64	0.69	0.16
7. Adequate financial aid is available for most students.	6.18	5.50 / 1.62	0.68	6.34	5.54 / 1.69	0.80	-0.04
8. Classes are scheduled at times that are convenient for me.	6.41	5.68 / 1.53	0.73	6.54	5.60 / 1.61	0.94	0.08
9. Internships or practical experiences are provided in my degree/certificate program.	6.01	5.23 / 1.70	0.78	6.11	5.12 / 1.79	0.99	0.11
10. Child care facilities are available on campus.	5.24	4.81 / 1.95	0.43	4.94	4.67 / 2.10	0.27	0.14
11. Security staff respond quickly in emergencies.	6.14	5.57 / 1.48	0.57	6.28	5.64 / 1.63	0.64	-0.07
12. My academic advisor helps me set goals to work toward.	6.29	5.69 / 1.63	0.60	6.32	5.47 / 1.80	0.85	0.22 *
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.23	5.39 / 1.61	0.84	6.27	5.25 / 1.63	1.02	0.14
14. Library resources and services are adequate.	6.20	5.84 / 1.35	0.36	6.31	5.74 / 1.44	0.57	0.10
15. I am able to register for classes I need with few conflicts.	6.52	5.92 / 1.37	0.60	6.55	5.87 / 1.41	0.68	0.05
16. The college shows concern for students as individuals.	6.26	5.63 / 1.45	0.63	6.27	5.60 / 1.42	0.67	0.03

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

Institutional Summary

Institutional Summary

Items: In Sequential Order

Item	Dec 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My academic advisor is knowledgeable about my program requirements.	6.52	5.99 / 1.43	0.53	6.53	5.78 / 1.60	0.75	0.2178 / 1.005

* 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 2016			April 2014			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. There are adequate services to help me decide upon a career.	6.22	5.57 / 1.50	0.65	6.19	5.37 / 1.62	0.82	0.20
48. Counseling staff care about students as individuals.	6.23	5.67 / 1.42	0.56	6.29	5.57 / 1.52	0.72	0.10
49. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.63 / 1.39	0.55	6.25	5.57 / 1.45	0.68	0.06
50. Tutoring services are readily available.	6.29	5.80 / 1.46	0.49	6.24	5.74 / 1.45	0.50	0.06
51. There are convenient ways of paying my school bill.	6.43	6.04 / 1.29	0.39	6.41	6.16 / 1.12	0.25	-0.12
52. This school does whatever it can to help me reach my educational goals.	6.36	5.65 / 1.45	0.71	6.46	5.55 / 1.48	0.91	0.10
53. The assessment and course placement procedures are reasonable.	6.25	5.77 / 1.32	0.48	6.31	5.81 / 1.29	0.50	-0.04
54. Faculty are interested in my academic problems.	6.23	5.55 / 1.49	0.68	6.31	5.48 / 1.50	0.83	0.07
55. Academic support services adequately meet the needs of students.	6.26	5.62 / 1.44	0.64	6.32	5.71 / 1.27	0.61	-0.09
56. The business office is open during hours which are convenient for most students.	6.22	5.77 / 1.37	0.45	6.32	5.80 / 1.34	0.52	-0.03
57. Administrators are approachable to students.	6.23	5.82 / 1.39	0.41	6.31	5.77 / 1.45	0.54	0.05
58. Nearly all of the faculty are knowledgeable in their fields.	6.51	5.96 / 1.26	0.55	6.56	6.01 / 1.20	0.55	-0.05
59. New student orientation services help students adjust to college.	5.94	5.38 / 1.66	0.56	5.92	5.53 / 1.58	0.39	-0.15
60. Billing policies are reasonable.	6.37	5.90 / 1.27	0.47	6.39	5.95 / 1.30	0.44	-0.05
61. Faculty are usually available after class and during office hours.	6.28	5.87 / 1.31	0.41	6.34	5.83 / 1.40	0.51	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 Sequential Order

	Dec 2016	April 2014	
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Institutional Summary

Items: In Sequential Order

Dec 2016	April 2014	Mean
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Institutional Summary

Summary Items

Summary Item	Dec 2016	April 2014	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.91	Average: 4.89	0.02
1=Much worse than expected	1%	2%	
2=Quite a bit worse than I expected	1%	2%	
3=Worse than I expected	6%	5%	
4=About what I expected	35%	32%	
5=Better than I expected	26%	26%	
6=Quite a bit better than I expected	11%	13%	
7=Much better than expected	17%	17%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.64	Average: 5.69	-0.05
1=Not satisfied at all	1%	1%	
2=Not very satisfied	2%	3%	
3=Somewhat dissatisfied	4%	4%	
4=Neutral	10%	7%	
5=Somewhat satisfied	11%	11%	
6=Satisfied	43%	43%	
7=Very satisfied	26%	28%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.90	Average: 5.89	0.01
1=Definitely not	1%	2%	
2=Probably not	2%	5%	
3=Maybe not	2%	1%	
4=I don't know	8%	5%	
5=Maybe yes	7%	8%	
6=Probably yes	33%	27%	
7=Definitely yes	43%	48%	