

Demographics

1 year or less

2 years

4 or more years

N %

167 26.30%

111 17.48%

120 18.90%

Gender	N	%	Total	N	%
Female	461	70.03%	Total	635	100.00%
			No Response	65	
18 and under	128	19.88%	Current GPA		
19 to 24	160	24.84%	No credits earned	63	10.13%
25 to 34	148	22.98%	1.99 or below	14	2.25%
35 to 44	110	17.08%	2.0 - 2.49	41	6.59%
45 and over	98	15.22%	2.5 - 2.99	88	14.15%
Total	644	100.00%	3.0 - 3.49	184	29.58%
No Response	56		3.5 or above	232	37.30%
			Total	622	100.00%
Ethnicity/Race			No Response	78	
African-American	20	3.14%	Educational Goal		
American Indian or Alaskan Native	27	4.25%	Associate degree	291	45.90%
Asian or Pacific Islander	26	4.09%	Vocational/technical program	18	2.84%
Caucasian/White	411	64.62%	Transfer to another institution	54	8.52%
Hispanic	109	17.14%	Certification (initial / renewal)	41	6.47%
Other race	19	2.99%	Self-improvement/pleasure	17	2.68%
Race - Prefer not to respond	24	3.77%	Job-related training	21	3.31%
Total	636	100.00%	Other educational goal	192	30.28%
No Response	64		Total	634	100.00%
Current Enrollment Status			No Response	66	
Day	404	67.45%	Employment		
Evening	174	29.05%	Full-time off campus	236	37.28%
Weekend	21	3.51%	Part-time off campus	154	24.33%
Total	599	100.00%	Full-time on campus	20	3.16%
No Response	101		Part-time on campus	39	6.16%
Current Class Load			Not employed	184	29.07%
Full-time	321	50.31%	Total	633	100.00%
Part-time	317	49.69%	No Response	67	
Total	638	100.00%			
No Response	62				

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Community Colleges

- 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.
- 66. Program requirements are clear and reasonable.
- 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.
- 29. Faculty are fair and unbiased in their treatment of individual students.
- 46. Faculty provide timely feedback about student progress in a course.
- 41. Admissions staff are knowledgeable.
- 25. My academic advisor is concerned about my success as an individual.
- 60. Billing policies are reasonable.
- 23. Faculty are understanding of students' unique life circumstances.
- 52. This school does whatever it can to help me reach my educational goals.
- 34. Computer labs are adequate and accessible.
- 20. Financial aid counselors are helpful.
- 35. Policies and procedures regarding registration and course selection are clear and well-publicized.
- 27. The campus staff are caring and helpful.
- 63. I seldom get the "run-around" when seeking information on this campus.
- 12. My academic advisor helps me set goals to work toward.
- 36. Students are made to feel welcome on this campus.
- 40. My academic advisor is knowledgeable about the transfer requirements of other schools.
- 5. The personnel involved in registration are helpful.
- 43. Class change (drop/add) policies are reasonable.
- 68. On the whole, the Avhy3o 0 1ols2ful.

Institutional Summary
Scales: In Order of Importance

	Great Basin College - SSI			National Community Colleges			Mean Difference
Scale	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	

National Group Means are based on 185252 records.

* 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



Institutional Summary
Items: In Order of Importance

Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
65. Students are notified early in the term if they are doing poorly in a class.	6.29	5.26 / 1.69	1.03	6.23	5.12 / 1.73	1.11	0.14
43. Class change (drop/add) policies are reasonable.	6.28	5.90 / 1.40	0.38	6.20	5.66 / 1.44	0.54	

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Institutional Summary

Items: In Order of Importance

Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
54. Faculty are interested in my academic problems.	6.23	5.55 / 1.49	0.68	6.14	5.37 / 1.51	0.77	0.18 **
57. Administrators are approachable to students.	6.23	5.82 / 1.39	0.41	6.15	5.52 / 1.46	0.63	0.30 ***
47. There are adequate services to help me decide upon a career.	6.22	5.57 / 1.50	0.65	6.16	5.41 / 1.50	0.75	0.16 *
56. The business office is open during hours which are convenient for most students.	6.22	5.77 / 1.37	0.45	6.13	5.59 / 1.42	0.54	0.18 **
28. It is an enjoyable experience to be a student on this campus.	6.21	5.76 / 1.40	0.45	6.23	5.65 / 1.43	0.58	0.11
14. Library resources and services are adequate.	6.20	5.84 / 1.35	0.36	6.19	5.83 / 1.31	0.36	0.01
7. Adequate financial aid is available for most students.	6.18	5.50 / 1.62	0.68	6.31	5.41 / 1.66	0.90	0.09
49. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.63 / 1.39	0.55	6.10	5.41 / 1.48	0.69	0.22 **
26. Library staff are helpful and approachable.	6.17	5.99 / 1.26	0.18	6.06	5.78 / 1.35	0.28	0.21 **
62. Bookstore staff are helpful.	6.17	5.88 / 1.33	0.29	6.12	5.73 / 1.44	0.39	0.15 *
2. Faculty care about me as an individual.	6.15	5.61 / 1.49	0.54	6.10	5.52 / 1.43	0.58	0.09
45. This institution has a good reputation within the community.	6.15	5.98 / 1.26	0.17	6.13	5.77 / 1.36	0.36	0.21 ***
11. Security staff respond quickly in emergencies.	6.14	5.57 / 1.48	0.57	6.11	5.28 / 1.49	0.83	0.29 ***
24. Parking lots are well-lighted and secure.	6.14	5.69 / 1.47	0.45	6.19	5.42 / 1.57	0.77	0.27 ***
30. The career services office provides students with the help they need to get a job.	6.14	5.47 / 1.49	0.67	6.04	5.25 / 1.50	0.79	0.22 **
67. Channels for expressing student complaints are readily available.	6.13	5.25 / 1.71	0.88	6.04	5.08 / 1.69	0.96	0.17 *

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Institutional Summary

Items: In Order of Importance

Great Basin College - SSI	National Community Colleges
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Institutional Summary

Items: In Order of Importance

Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	

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Institutional Summary

Items: In Order of Importance

	Great Basin College - SSI			National Community Colleges			Mean Difference
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 Advising/Counseling

Scale/Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING/COUNSELING	6.36	5.78 / 1.31	0.58	6.26	5.42 / 1.36	0.84	0.36 ***
6. My academic advisor is approachable.	6.42						

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Institutional Summary

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

Scale/Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.23	5.84 / 1.05	0.39	6.16	5.70 / 1.06	0.46	0.14 ***
14. Library resources and services are adequate.	6.20	5.84 / 1.35	0.36	6.19	5.83 / 1.31	0.36	0.01
21. There are a sufficient number of study areas on campus.	6.07	5.89 / 1.34	0.18	6.12	5.69 / 1.44	0.43	0.20 **
26. Library staff are helpful and approachable.	6.17	5.99 / 1.26	0.18	6.06	5.78 / 1.35	0.28	0.21 **
34. Computer labs are adequate and accessible.	6.35	6.06 / 1.22	0.29	6.25	5.82 / 1.37	0.43	0.24 ***
42. The equipment in the lab facilities is kept up to date.	6.24	5.70 / 1.33	0.54	6.23	5.62 / 1.42	0.61	0.08
50. Tutoring services are readily available.	6.29	5.80 / 1.46	0.49	6.14	5.68 / 1.42	0.46	0.12
55. Academic support services adequately meet the needs of students.	6.26	5.62 / 1.44	0.64	6.15	5.50 / 1.41	0.65	0.12

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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			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.24	5.64 / 1.24	0.60	6.18	5.38 / 1.27	0.80	0.26 ***
7. Adequate financial aid is available for most students.	6.18	5.50 / 1.62	0.68	6.31	5.41 / 1.66	0.90	0.09
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.23	5.39 / 1.61	0.84	6.21	5.21 / 1.68	1.00	0.18 *
20. Financial aid counselors are helpful.	6.34	5.68 / 1.50	0.66	6.21	5.29 / 1.68	0.92	0.39 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.12	5.64 / 1.48	0.48	5.96	5.38 / 1.47	0.58	0.26 ***
41. Admissions staff are knowledgeable.	6.39	5.96 / 1.26	0.43	6.27	5.58 / 1.44	0.69	0.38 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.63 / 1.39	0.55	6.10	5.41 / 1.48	0.69	0.22 **

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Institutional Summary

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

Scale/Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.16	5.68 / 1.14	0.48	6.10	5.50 / 1.12	0.60	0.18 ***

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Institutional Summary

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

	Great Basin College - SSI	National Community Colleges	Mean Difference

Institutional Summary

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

Scale/Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.29	5.71 / 1.27	0.58	6.20	5.43 / 1.26	0.77	0.28 ***
2. Faculty care about me as an individual.	6.15	5.61 / 1.49	0.54	6.10	5.52 / 1.43	0.58	0.09
16. The college shows concern for students as individuals.	6.26						

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Institutional Summary

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

Scale/Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	

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Institutional Summary

Institutional Summary

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

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Institutional Summary

Institutional Summary

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

Great Basin College - SSI	
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Institutional Summary

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

Scale/Item	Great Basin College - SSI			National Community Colleges			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.18	5.73 / 1.11	0.45	6.08	5.48 / 1.12	0.60	0.25 ***
5. The personnel involved in registration are helpful.	6.29	5.93 / 1.35	0.36	6.25	5.50 / 1.56	0.75	0.43 ***
22. People on this campus respect and are supportive of each other.	6.27	5.81 / 1.32	0.46	6.11	5.52 / 1.39	0.59	0.29 ***
26. Library staff are helpful and approachable.	6.17	5.99 / 1.26	0.18	6.06	5.78 / 1.35	0.28	0.21 **
27. The campus staff are caring and helpful.	6.33	5.96 / 1.23	0.37	6.19	5.67 / 1.32	0.52	0.29 ***
44. I generally know what's happening on campus.	5.66	5.18 / 1.65	0.48	5.67	5.22 / 1.55	0.45	-0.04
57. Administrators are approachable to students.	6.23	5.82 / 1.39	0.41	6.15	5.52 / 1.46	0.63	0.30 ***
62. Bookstore staff are helpful.	6.17	5.88 / 1.33	0.29	6.12	5.73 / 1.44	0.39	0.15 *

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Institutional Summary

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

Great Basin College - SSI	National Community Colleges	Mean Difference
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Institutional Summary

Items: In Sequential Order

Institutional Summary

Items: In Sequential Order

Item	Great Basin College - SSI			National Community Colleges			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	6.40	5.57 / 1.64	0.83	0.42 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.12	5.64 / 1.48	0.48	5.96	5.38 / 1.47	0.58	5.82
34. Computer labs are adequate and accessible.	6.35	6.06 / 1.22	0.29	6.25	5.82 / 1.35	0.43	0.24
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.34	5.83 / 1.39	0.51	6.27	5.59 / 1.44	0.68	0.24 ***

0.26

0.26

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Institutional Summary

Items: In Sequential Order

5.55 / 1.41

Item	Great Basin College - SSI			National Community Colleges			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	6.16	5.41 / 1.50	0.75	0.16 *
48. Counseling staff care about students as individuals.	6.23	5.67 / 1.42	0.56	6.17	5.46 / 1.52	0.71	0.21 **
49. Admissions counselors respond to prospective students' unique needs and requests.	6.18	5.63 / 1.39	0.55	6.10	5.41 / 1.48	0.69	0.22 **
50. Tutoring services are readily available.	6.29	5.80 / 1.46	0.49	6.14	5.68 / 1.42	0.46	0.12
51. There are convenient ways of paying my school bill.	6.43	6.04 / 1.29	0.39	6.26	5.67 / 1.45	0.59	0.37 ***
52. This school does whatever it can to help me reach my educational goals.	6.36	5.65 / 1.45	0.71	6.31	5.43 / 1.50	0.88	0.22 ***
53. The assessment and course placement procedures are reasonable.	6.25	5.77 / 1.32	0.48	6.16	5.55 / 1.41	0.61	0.22 ***
54. Faculty are interested in my academic problems.	6.23	5.55 / 1.49	0.68	6.14	5.37 / 1.51	0.77	

0.11	0.31 / 1.21
0.01	0.01 / 1.21

0.22 / 1.41

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Institutional Summary

Items: In Sequential Order

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Institutional Summary

Items: In Sequential Order



Institutional Summary

Summary Items

Summary Item	Great Basin College - SSI	National Community Colleges	Mean Difference