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http://www.gbcnv.edu/IR/docs/GBC_SSI_04-2014_Summary_National_Comparison.pdf, page 6.

Generally, students in large, urban, east-coast institutions are less satisfied than others, nationally, and students who indicate their institution is their 2nd or 3rd choice are also less satisfied. 8% of respondents indicated that GBC was their first choice. There is no statistically significant difference in mean overall satisfaction on summary level items (see Table 2 below), but the combined percentages of students responding in the highest 2 out of 7 categories indicate that students are generally happier at GBC (see detail on page 33).

Table 2. Summary Items and highest levels of satisfaction or agreement compared nationally.

So far, how has your college experience met your expectations? (Better than I expected, Quite a bit better than I expected or Much better than I expected)	56%	52%
Rate your overall satisfaction with your experience here thus far. (Satisfied or Very satisfied).	71%	61%
All in all, if you had to do it over, would you enroll here again? (Probably yes or Definitely yes)	75%	69%

When overall summary results for Great Basin College are compared over time, from fall 2012 to spring 2014, there are no statistically significant differences which is quite remarkable considering that GBC was in the middle of severe budget cuts with state operating funds decreasing by 9% and the number of state-funded employee positions decreasing 19% from 2012-2013 to 2014-2015.

Table 3. Great Basin College Institutional Summary comparing fall 2012 results to spring 2014, in order of importance for spring 2014.

Academic Advising	6.40	5.59/1.36	6.45	5.62/1.40

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http://www.gbcnv.edu/IR/docs/GBC_SSI_Y2Y_04-2014.pdf, page 7.

Table 4. GBC summary Items and highest levels of satisfaction or agreement compared over time.

So far, how has your college experience met your expectations? (Better than I expected, Quite a bit better than I expected or Much better than I expected)	56%	54%
Rate your overall satisfaction with your experience here thus far. (Satisfied or Very satisfied).	71%	69%
All in all, if you had to do it over, would you enroll here again? (Probably yes or Definitely yes)	75%	78%

When the results for individual questions are compared from fall 2012 to spring 2014, there are virtually no statistically significant differences in satisfaction with services, commitment to diverse populations and both indicate greater satisfaction with services in 2014 (see page 24):

84. Institution's commitment to under-represented populations?

2012 Strengths that are no longer Strengths in 2014 – either lower importance, lower satisfaction or both

6. My academic advisor is approachable.

35. Policies and procedures regarding registration and course selection are clear and well-publicized.

